Our Green Policy - Our Environmental Objectives

Below is a brief overview of our environmental principles, what we've done, are doing and want to do to reduce The Personal Group's carbon footprint and impact on the environment.

Energy
to reduce the consumption of energy and resources as much as possible and to measure, monitor and audit with a view to continually improving our current practices.

Goods and Services
to purchase, wherever possible, environmentally friendly goods and services and influence our suppliers and contractors to support our environmental policy.

Recycling
to **R**educe, **R**e-use, **R**ecycle: to take opportunities for waste minimisation; to use renewable, sustainably managed and recycled materials where practicable; to implement a comprehensive recycling scheme.

Travel
to encourage staff to use the least damaging forms of transport whenever possible.

What we have done in these areas:

Energy:

- We have installed multi-functional devices (for faxing, printing and photocopying) in our offices which will reduce energy and paper usage.
- We use energy saving lighting which automatically goes off when not in use.
- Our computers/printers are energy star compliant and go off after 20 minutes and at night they go into sleep mode, which uses minimal energy.
- All new electrical equipment is R.o.H.S.
- Our Company fleet cars have low carbon emission (two are hybrid cars), and our car policy encourages the usage of lower-carbon vehicles.
- A number of our staff are involved in a car sharing programme.
- We promote the cycle to work policy.
- Encourage our sales staff to have hybrid cars.
- Encourage our people to switch off lights when a room or corridor is left empty and at the end of the working day, even though we have automatic switching-off systems.

Goods and Services:

- We use paper from sustainable forests (for internal and external use, including our benefit books).
- Our principal bank is The Cooperative Bank, which has a strong reputation for concern for the environment.

Recycling:

- We currently recycle ink/toner printer cartridges and mobile phones.
- We recycle the majority of our office paper at our Head Office in Milton Keynes.
- All computer equipment is “Weee” disposed.
- We scan when possible instead of photocopying.
- Where possible we recycle our old PCs through the Computer Aid scheme, including through the 2007 IT Transformation plan.
- We recycle mobile phones and printer/toner cartridges through a charity scheme. This ensures that the proceeds from the recycling go to The Personal Group’s chosen green

project; we donate cartridges and mobile phones to the Roy Castle Lung Cancer Foundation, where they can raise up to £3.00 per cartridge.

Carbon reduction:

- We have conducted a high level review of the CO_2 emissions by the whole group during 2008. This analysis of the sources of our "carbon footprint" and their extent has included all energy usage at John Ormond House, our home and field based employees and all flights including international flights connected with our annual convention in the USA.

The results are as follows:	**Tonnes of CO_2**
Annual Gas Use	113.050
[Electricity	258.000]
Flights	74.640
Car use including taxis	393.205
Annual CO_2 emitted	**838.205**

Our Green Policy - Overview

What else are we planning to do?

Energy:

- Train all our employees who drive cars in economic and energy saving driving techniques whether on company and personal activities.

Goods and Services:

- Provide the facilities for Fair Trade drinks to all our employees and the Company's guests.
- Buy eco-friendly cleaning products.
- We have joined Envirowise and are working to see how we can reduce our utilities consumption overall.
- The majority of suppliers are used on a regular basis for a variety of reasons - primarily reliability and cost - and all should be asked for a copy of their environmental policy which should be as much as factor in sourcing goods and services as any other criterion.
- On cleaning:
  - all cleaning products should be environmentally friendly - i.e. phosphate-free and biodegradable, and no bleach-based cleaning material should be used;
  - outside companies providing cleaning [and laundry] services should be required to use such products, provided by Personal Group where necessary;
  - soap products in toilets will be environmentally friendly;
  - the use of plastic bags should be kept to a minimum (e.g. not used in desk waste bins) and all bin bags should either be biodegradable or made from recycled plastic;
  - contractors for window cleaning should be required to use environmentally friendly cleaning products.
- Stationery and other office goods used should where possible be sourced from a local supplier providing recycled goods.

Recycling:

- Recycle where possible all plastic, glass, light bulbs and cardboard.
- Stop using plastic cups.
- Encourage our tenants to recycle.

- Stop printing Company diaries - on a weekly basis at the office as it is published to our Intranet, also printed annual diaries.

Our Green Policy - Personal Action

Appendix 1: Personal actions
which it is hoped employees of Personal Group will follow in their day-to-day work and home activities

Energy:

- If possible, only the individual working areas should be lit instead of the whole floor area: where desk lights are used they should be used as an alternative to area lighting, not as an addition.
- Problems should be reported to the person responsible, e.g. flickering light bulbs, dirty light fittings.

Heating and ventilation:

- Temperature control in buildings should be as carbon-neutral as possible with natural ventilation or heat conservation being fully exploited.
- Thermostats should be set to a temperature comfortable and appropriate to the season: 19-20 degrees C should be comfortable in appropriate clothing.
- Windows should be kept closed when a room is being heated and should not be opened to cool a heated room – the thermostat should be turned down.
- Furniture and stored office materials should be kept away from radiators.
- Heating should be turned off or kept to an absolute minimum when the area being heated is not staffed.
- Temperature regulation of heating systems should be flexible and adaptable according to the needs of individual buildings.

Kitchens:

- Kettles should not be overfilled when water is boiled; regular lime scale removal should take place to maintain energy efficiency.
- Fridges should be defrosted regularly to maintain energy efficiency and when the new ones are being purchased, brands with the highest energy efficiency rating should be chosen.

Water:

- Water should not be left to run from taps unnecessarily and taps should be turned off properly after use.
- Any dripping taps or leakages should be reported to the responsible person immediately.

Equipment:

- Electrical equipment should not automatically be switched on each morning - switch on when it is required for use only.
- Computers, screens, photocopiers and printers and any other electrical equipment should be turned off if not being used for any length of time and at the end of the working day.
- Documents should be printed double-sided wherever possible.
- All office equipment must be set to energy-saving mode.

- Turning off the computer monitor when not in use saves energy.
- Air conditioning is very costly; if air conditioning units must be used, all windows should be closed.

Junk Mail:

- Any unwanted or duplicated mailing/catalogues etc. received by staff should be cancelled.

Recycling:

- Facilities for recycling vary from one local authority to another, but most authorities have instituted some level of household recycling in addition to local recycling centres; where it is impractical to recycle at office level, e.g. due to cost, individual members of staff are encouraged to take responsibility for recyclable items which they bring into the office, e.g. glass and plastic, and to use domestic recycling for items such as batteries, kettles etc.
- Staff should recycle both paper (including envelopes) and cardboard as a matter of course.
- Staff should seek to work with local waste collection agencies towards the recycling of printer toner cartridges, personal mobile phones (unwanted company mobile phones must be returned to Head Office), glass, plastic, light bulbs, batteries, cans etc. according to what is possible at each locality.
- Plastic film (such as the bags in which magazines come) can be sent off for recycling to **http://www.polyprint.co.uk/recycling.html**
- Many areas now have local groups which can be used for disposing of (and acquiring) larger items e.g. **http://uk.freecycle.org**; some charities will take items such as mobile phones, computer hardware and office furniture.