



MANAGED SERVICES GROUP

EBM Managed Services Group Environmental Policy

A message from Mark Bailey, Managing Director of EBM Managed Services Group (EBM):

EBM is embedding sustainability at the core of our company. We recognise that we as a company have a responsibility to trade and conduct business in a way that will reduce our impact on the environment.

We have established a plan to make sure we implement this policy, with milestones along the way so that we can hold ourselves accountable.

Progress has been made across all areas of our business. For example:

Since 2011 we have been working with Lexmark to stop the disposal of their cartridges in landfill sites. This is done through a recycling scheme where we provide our customers with free cartridge containers, which we then collect and send to be recycled by Lexmark.

In October 2018, we also began using Bulb, a new energy supplier. Bulb provide electricity from 100% renewable sources. They also make sure that for every unit of electricity you used, a unit is produced and put on the grid by a renewable source like Llyn Brenig Hydro in North Wales.

We are aiming to reach carbon neutrality for our office operations in 2020, whilst also working to reduce the impact of our fleet services.

We want our customers to feel that we are doing all we can to become sustainable and help the environment for future generations.



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Mission Statement:

As part of a responsible business, we at EBM recognise and want to improve our impact the environment. This is a commitment we take very seriously, and we are continually improving our own environmental performance, as well as working with our suppliers to implement “greener” solutions.

As an integral part of our business strategy and operating methods, this policy will be reviewed regularly. We will encourage customers, suppliers and other stakeholders to join us in examining their own operations. Not only is this sound commercial sense for all; it is also a matter of delivering on our duty of care towards future generations.

Responsibility:

Mark Bailey, Managing Director, personally oversees the environmental policy at EBM and is responsible for ensuring that the policy is implemented.

All employees have a responsibility to ensure that the aims and objectives of the policy are met within their own areas.

Policy Aims:

We endeavour to:

- Comply with and exceed all relevant regulatory requirements.
- Continually monitor environmental performance.
- Continually improve and reduce environmental impacts.
- Incorporate environmental factors into business decisions.
- Increase employee awareness and training.

Plan:

We will implement the Carbon Trust three stage approach to developing a robust “green” strategy:



Stage One: Direct Emissions Reduction

1. Measure EBM’s Carbon Emissions:
We will do this via the Carbon Trust’s SME Carbon Footprint Calculator:
<https://www.carbontrust.com/resources/tools/carbon-footprint-calculator/>
2. Look for opportunities to reduce waste within EBM operations, and develop a plan:

a. Office Operations

Paper and Packaging:

Reduce paper usage on site

As a supplier of photocopiers, faxes and printers we use paper to test all our machines are fully functioning. Our goals to combat this are as follows:

- We will minimise the use of paper in the office and on-site testing.
- We will reduce packaging as much as possible.
- We will seek to buy recycled and recyclable paper products.
- We will reuse and recycle all paper where possible.

Energy and Water:

Reduce energy and water usage

- We will use an efficient energy supplier.
- We will seek to reduce the amount of energy used.
- Lights and electrical equipment will be switched off when not in use.
- Heating will be adjusted with energy consumption in mind.
- The energy consumption and efficiency of new products will be taken into account when purchasing.

Office Supplies:

Reduce office supplies usage throughout EBM

- We assess genuine need for office supplies.



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- We will evaluate if renting/sharing is an option before purchasing equipment.
- We will evaluate the environmental impact of any new products we intend to purchase.
- We will favour environmentally-friendly/efficient products where possible.
- We will reuse and recycle everything we are able to.

Maintenance and Cleaning:

To use environmentally friendly products

- Cleaning materials used will be as environmentally friendly as possible.
- Materials used in office refurbishment will be as “green” as possible.
- We will only use licensed/appropriate organisations to dispose of waste.

b. Culture

Involve staff in training and awareness courses about the environment

- We will strive for commitment and improved performance by involving staff in the implementation of this policy.
- This policy will be updated at least once a year, with input from staff
- We will provide staff with relevant environmental training.
- We will work with suppliers, contractors and sub-contractors to improve their environmental performance.
- We will use local labour and materials where available to reduce CO² and boost our impact on the local community.

c. Travel

Reduce EBM's CO² emissions throughout its fleet

- We will reduce the need to travel, only taking necessary trips.
- We will promote the use of alternatives such as e-mail or video/phone conferencing and remote fixes.
- We will support and encourage those using public transport or bicycles.
- We will favour “green” vehicles and maintain them rigorously to ensure on-going efficiency.

d. EBM Products

Offer all customers refurbished machines in proposal

- We will offer all customers the opportunity to buy refurbished machines.
- We will include refurbished machines as a part of each proposal.
- We will offer customers incentives to recycle their old machines when updating their equipment.

Stage Two: Indirect Emissions Reduction

We will work with our clients, manufacturers and other suppliers to reduce the impact of their operations with us on the environment:

- **Suppliers**
 - To purchase goods from environmentally-focused suppliers
 - All suppliers are to supply an environmental policy.
 - An audit to be carried out before taking on a new supplier.

- **Manufacturers**
 - We will research and promote the green credentials of each of our suppliers
 - We will provide “green” statistics on each model mentioned in our proposals
 - We will encourage our customers to purchase environmentally-friendly print devices, where it is viable for their business.

- **Clients**
 - *Increased cartridge recycling*
 - All customers will be offered a cartridge recycle bin for their office.
 - Where the manufacturer does not have a recycle scheme, EBM will enrol in one for those clients – so that these cartridges can still be recycled.
 - We will develop a reporting scheme through which clients will be made aware of how much carbon they have saved using a recycle scheme with EBM.

 - *Carbon neutral print scheme*
 - We will look at developing a system whereby we can measure the carbon involved in our clients’ printing and offering them an option to offset these emissions – making their printing carbon neutral.



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Stage Three: Carbon Offset

We will calculate the firm's carbon emissions on an annual basis and attempt to mitigate our impact on the environment by investing in certified, appropriate carbon offset schemes, such as the below:

<https://www.carbonfootprint.com/plantingtrees.html>

Monitoring and Improvement

At EBM, we take our commitment to the environment seriously. We pledge to continually monitor and improve on the implementation of this policy. In order to do so, we will:

- Comply with and exceed all relevant regulatory requirements.
- Continually improve and monitor environmental performance.
- Continually improve and reduce environmental impact.
- Include environmental factors when making business decisions.
- Increase employee awareness through training.
- Review this policy and related business issues at our monthly management meetings.