



**A&M Energy Solutions Ltd**

**Environment, Sustainability**

**Policy and Procedures**

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## Environmental Management System Statement

A & M Energy Solutions Ltd is committed to achieving a first-class performance in environmental and waste reduction practice and the development of environmental solutions to improve the environment.

This company has a responsibility for the effects its operations has on local Housing Schemes the individual tenants environments and is committed via this statement to minimise any adverse impact upon our own and the environment of others.

A & M Energy Solutions management of environmental and sustainability issues is based on the principal of achieving and reporting continuous improvements in its environmental performance.

To achieve this objective A & M Energy Solutions Ltd will: -

- Comply with all current (The Environmental Protection Act 1990 and Duty of Care), and future legal requirements and standards developing monitoring systems that ensure compliance.
- Keep under review environmental developments for example the Waste, Electrical and Electronic Equipment Regulations (WEEE) for which we are cognisant of and shall ensure we are in compliance with. These regulations will be applied to our business sector as required, in order to identify best practise.

Those practices identified as improvements shall be put into operation.

- We will liaise with our clients, tenant, Housing Associations and any local community representatives to achieve acceptable solutions to environmental issues wherever possible.
- As a company we will execute our work using methods and materials which we believe have the least impact in terms of contributing to the effects of climate change. Which may help minimise the effects of noise, dust, disturbance, waste material and energy waste, oil or other pollutants. Aiming to reduce any inconvenience to those who could be affected by our operations whenever it is practical to do so.
- Where the opportunity arises, we will seek to influence, (through advice) our clients and our staff to adopt cost effective environmental and waste reduction solutions.
- Ensure all our company premises are clean, tidy and energy efficient at all times.
- We will actively encourage greater use of those consumable items (paper and plastic material wrappings, office files, packs, photocopier cartridges, empty bottles, oil used ancillary equipment i.e. worn cavity drill bits and IT equipment etc.) which can be recycled or reused in other ways.
- Recognise the importance and provide training and awareness for our employees on everyday environmental issues.
- We shall achieve this goal by encouraging all company employees to be mindful of the impact their activities and the usage of material may have on available resources. Employees will be invited to offer suggestions and views as to how current methods and resources being used by our organisation may be modified to reduce any detrimental effect and result in improved sustainability.
- Find other uses for our Polystyrene/Styrafil Recycling & Manufacturing Division, currently mothballed.
- Compile an annual report on environment and waste reduction issues.

### **Achieving these objectives**

A & M Energy Solutions Ltd will meet or exceed all legislation concerning the protection of the environment and in the absences of Government legislation, identify and recommend sound environmental practices of our own.

### **Sustainability**

Sustainability will be a mandatory element of each branch manager's monthly installer/management communication consultation meeting.

We shall ensure our commitment to the company policy of continuous improvement of our environmental policy and all elements of procurement decision making.

We will advise our clients of any environmental construction alternatives to existing or proposed situations that could affect the environment. All our employees will be encouraged to co-operate in environmental improvement or preservation issues through consultation, awareness and E-Distance training. Our company will maximise the efficient use of all its resources by minimising material and energy waste, increasing its use of recycled materials and whenever possible, using materials that last longer and are effective during their increased sustainability life span.

### **Sights of special scientific interest**

We will do nothing to effect the habitats and life quality of wildlife. For example we will inspect loft areas for evidence of bats, were evidence is positive we will inform the appropriate local authority and seek guidance.

## **2. Organisation & Responsibilities**

**The Managing Director** - Will be aware of A&M Energy Solutions Ltd, legal responsibilities with regard to the environment.

Prepare a policy statement detailing the overall policy and stress the company's commitment to it.  
 Appoint a senior board member/members to have specific responsibilities for environmental issues.

Monitor that each appointed person/s duties are being carried out effectively.

Arrange adequate support and funding to meet the requirements of our Environment and Waste Reduction/recycling Management System.

Report as required on progress in improving environmental performance.

### **Operations/Environment Director** -

Will possess sufficient knowledge of the company's activities and of environment, waste issues & recycling procedures to undertake this role effectively.

This role is to: -

Maintain overall responsibility for the implementation of the laid down Company Environmental System.

Co-ordinate Environmental Management across all sections of the company.

Set up a suitable organisational system to ensure appropriate operational systems are in place.

Ensure operational procedures are prepared and passed to each Director with specific responsibilities for compliance.

Ensure that developments in environmental legislation and regulations and in environmental issues, concerns and understandings relevant to the company are monitored, evaluated and kept in compliance and appropriately brought into the Environmental Management Systems.

Determine the level of competence, and any training necessary to ensure the capability of personnel who carry out any environmental Management function.

Monitor the effectiveness of the implementation of this policy and procedures and investigate changes in policy and for procedures as may be identified as necessary.

#### **Director with Specific Responsibilities**

- To receive company Environmental Management Procedures and pass them to each individual manager under their control for compliance.
- To co-ordinate environment managers activities across each section under their control.
- To record any identified environmental problems.
- To initiate, recommend or provide solutions to those problems through designated channels.

#### **Managers/Supervisors with specific responsibilities**

- Managers will verify the implementation of environmental procedures.
- Ensure any other activities are controlled until any environmental deficiency or unsatisfactory condition has been corrected.
- To have overall responsibility for the implementation within their section of the Company Environmental Management System.
- To advise the Director reporting to of any topic of concern regarding the effectiveness of company procedure and to ensure all those who require to know are in possession of Company Environmental, Waste Management and recycling procedures, including any additions or amendments which became available.
- Each manager will maintain a file for his section of the company, recording all matters with regard to the environment and waste control in accordance with the company policy on reporting procedures.
- The manager will inform the Director reporting to of all occurrences affecting the environment including as appropriate any corrective actions take.

#### **All employees installers, Office staff**

Are requested and encouraged to read, understand and follow any environmental procedure or rules, training and advice which may be issued to them from time to time.

To co-operate with the company in order that laid down standards are met with regard to the environment and conservation of resources and the control of wastage.

- Will be asked to consider alternative methods of reporting for work
- Walking
- Cycling
- Use one car between consenting groups instead of one person per car
- Keeping their vehicles in good serviceable condition, reducing the impact on the environment
- Take good practice home with them.
- Use low energy light bulbs
- Use controls on central heating as intended
- Insulate, double glaze and draught proofing where possible
- Re-cycle whenever possible any articles, household waste
- Make efficient use of water
- Consider the energy efficiency rating and environmental impacts (co<sup>2</sup> rating) when purchasing household appliances
- Consider the impact on your carbon emissions and energy usage should you decide to invest in alternative energy resources i.e. install micro generation measures, solid wall insulation etc.

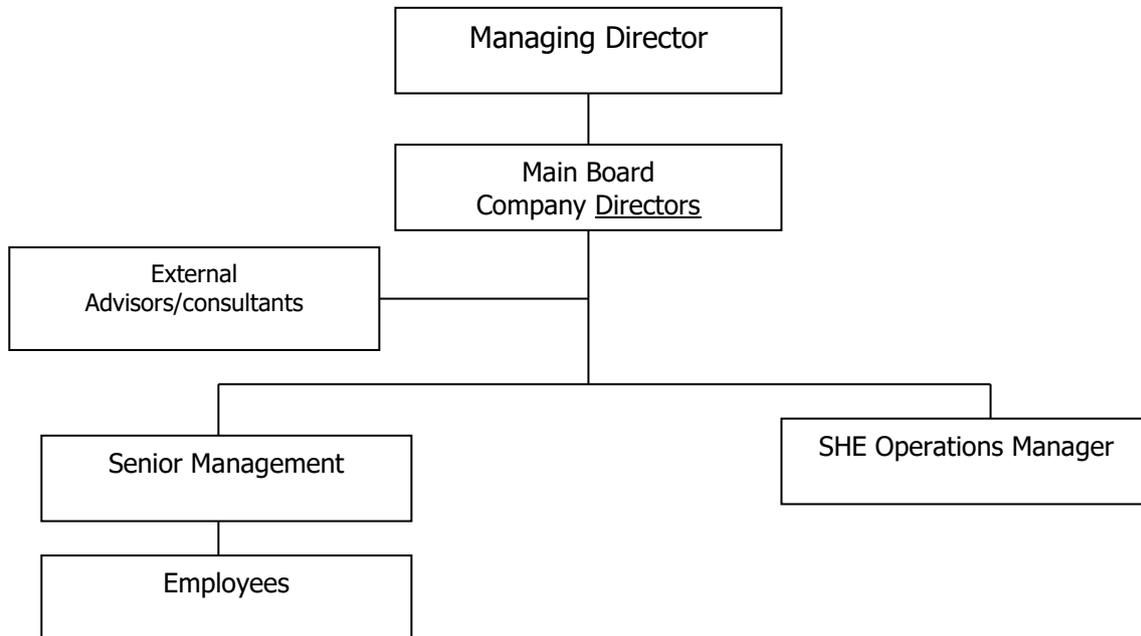
Employees should demonstrate their willingness to take an active part in the goal of protecting theirs and the environment of others.

Employees shall receive e-distance, environmental awareness training via our safety media induction training programme.

To suggest ways in which A&M Energy Solutions Ltd may be able to improve its environmental performance and to report as soon as possible any potential or actual risk to the environment.

*On behalf of the Director's  
Managers and all employees  
of A&M Energy Solutions Ltd*

The Following Organisation Chart Outlines The Structure For The Management Of Environmental Issues Within The Company.



The effectiveness of the management of environmental issues is dependent on the action of those responsible for ensuring that all aspects of work are carried out with due consideration for the environment.

Ultimate responsibility lies with the directors, but specific duties are delegated to others according to their experience and training.

Company directors and senior management, both individually and collectively, will ensure that this policy is applied throughout the company and that those employed by the company are kept fully informed of its content.

Managers will ensure that this policy is adopted by all employees, sub-contractors, suppliers and visitors. Furthermore, every individual person will be informed of the specific duty of care that they have in relation to environmental management.

### Implementation

Whilst overall responsibility for the implementation of this organisational structure is vested with the company directors, responsibility for the day to day application of the policy is delegated to the director responsible for environmental management.

To clarify the roles and responsibilities, the following duties have been allocated to nominated employees:

- Compilation, monitoring and review of this policy and its procedures (*Stuart Lomax SHE Operations Manager*)
- Induction training/advice/guidance (*Jason Mansfield Company Secretary and Departmental Manager*)
- Environmental impact/risk assessments. (*Jason Mansfield Company Secretary and*

*Departmental Manager)*

- Workplace environmental audits (*Jason Mansfield Company Secretary and Departmental Manager*)
- Waste management/re-cycling, Record Keeping (*Branch Manager/Works Foreman*)
- Noise assessments and control (*Stuart Lomax SHE Operations Manager*)
- Air emissions (smoke, fumes, dust, etc.) (*Departmental Managers i.e. Andy Kenny Branch Manager, Rainford, St Helens*).
- Fuel, oil and chemical and material storage (*Branch Manager/ Works Foreman*)

These individuals will be responsible for ensuring that adequate consideration is given to each of the various issues. However, in some instances, specialist advice and support may be required to enable them to ensure that a suitable and sufficient assessment of the issues has been undertaken.

All individuals are, however, expected to:

- Take reasonable care for the protection of the environment through their own acts or omissions
- Co-operate with others in the discharge of their duties
- Work in accordance with all environmental procedures.

When planning work activities, full account is to be taken of those factors that help to eliminate potentially harmful emissions/discharges, waste or other forms of pollution such as noise. Decisions about other priorities (e.g. programme and profit) are to take proper account of the environmental constraints that may be present.

Specific and precise arrangements should be developed and implemented, as needed, to enable the company's Environmental Management Policy to be properly implemented. Safe systems of work, incorporating, where applicable, environmental reviews and risk assessments, are to be established, implemented and monitored to ensure the appropriate environmental standards are being maintained at all times.

High standards will be applied when complying with legislation regarding the protection of the environment.

All incidents, no matter how minor, will be reported and recorded on an Environmental Incident Report form. Significant incidents will be promptly investigated to ensure that the appropriate preventive measures are implemented to prevent a recurrence.

All such incidents should be reported to the company's nominated Environmental Manager.

### **3. Training**

Environmental training programs will be promoted with the object of achieving personal awareness of the risks and hazards to the environment associated with the works we undertake.

Responsibility and accountability in relation to the prevention of pollution, reduction of waste, protection of the environment and the consideration of sustainability will be specified clearly and in writing to all employees.

Arrangements for the implementation of this structure are the responsibility of the company's

directors.

This Policy will be explained to all new staff as part of their induction training and a copy of the policy will be made available for reference by any member of staff.

An annual review of this Policy will be carried out to ensure that the procedures and control measures remain valid and relevant to our work activities. Further reviews may be carried out as and when required. All updates and amendments to the documentation will be circulated to all company personnel.

#### **4. Definitions**

##### **Pollution of Air, Land or Water**

Air Pollution in the environment is taken to mean pollution of the Air including air within buildings or any other man-made structure above or below ground.

Pollution of LAND and WATER from any industrial and commercial activity which is capable of causing harm to man, or other living organisms on the planet.

##### **Noise**

Noise pollution is any unwanted or undesired sound disturbance created by the work activities to the environment surrounding the areas of these activities.

##### **Water Pollution**

The Water Resources Act 1991 section 85 creates an offence for polluting "controlled waters" these include all watercourses and water contained in underground strata:- Road drains and surface water gullies that generally discharge into controlled waters.

Pollution means poisonous, noxious or polluting matter, solid matter or any trade/sewage effluent. Section 85 is an absolute requirement and every effort must be made to prevent any material from our premises or activities entering the watercourses or surface water drains.

##### **Nuisance**

Nuisance is normally seen as a disruption of normal life and can be described as an act or omission. This can have an effect on the material comfort, quality of life and well being in surrounding areas or an identifiable section of an area.

##### **Waste**

Includes any substance which constitutes a scrap material or an effluent or other unwanted surplus substance, arising from the application of any process and any substance or article which requires to be disposed of as being broken, worn out, contaminated or otherwise spoiled.

Waste, can be further sub-divided into three types:-

**Inert Waste** - that which will not decompose i.e. concrete, rubble, fibreglass.

**Putrecible Waste** - that which will decompose i.e. paper, timber, and food.

**Special Waste** - dangerous to keep and dispose of, asbestos.

Waste will always be considered from a production viewpoint, and it includes any surplus material with a positive value. Carrying surplus materials back to stores for sorting and re-use does not constitute waste, but becomes waste reduction.

Generally speaking waste within the first and second types listed above will fall within the classification of "controlled waste" and should be disposed of by a person holding a Waste Management Certificate of Registration issued by the Waste Regulations Authority.

### **Air Pollution**

Under the Environmental Protection Act 1990 industrial processes which result in air emission are divided into part A and part B processors.

Part A processes are subject to the integrated pollution control regime (IPC) and emissions are controlled.

Part B processes (regarded as less serious) is subject to a new regime of air pollution control A.P.C. and came under local authority control.

It is required that the "Best Available Techniques not entailing excessive cost" (BATNEEC) should be used, this prevents the release of or reduces to a minimum or renders harmless, substances emitted into the air.

It is a criminal offence to operate a prescribed process without relevant authority.

### **Statutory Nuisance**

Dust, steam, smell or other effluvia from industrial, trade or business premises which are prejudicial to health, and defined as statutory nuisances under section 79 of the EPA. The person or company doing the work in question can be required by the local authority to put a stop to the nuisance through an abatement notice.

### **Clean Air Act 1993**

This act is the main legislative means of control over smoke, grit, dust and fumes and is generally enforced by the local authorities.

### **Vehicle Emissions**

New vehicles (diesel, petrol engine cars and light vehicles) should meet emission standards for carbon monoxide, hydrocarbons, and oxides of nitrogen and smoke (diesel only). Emissions including particulates from new diesel engine vehicles are also regulated.

For vehicles in service there is an annual roadworthiness check which includes all instrumented (rather than visual) smoke test.

### **Hazard Identification**

Measures are required when burning waste materials to prevent smoke pollution to the atmosphere around sites or yard area of our premises, which could become a statutory nuisance.

Certain materials may be burnt, those which are, only exempt from legislation, where there is no other safe and practical means of disposal and burning is carried out in such a way as to minimise

the emissions of dark smoke, whilst the burning of material is continually supervised. Generally we do not dispose of waste via this method.

### **Objectives and Control Measures**

Identify potential pollutants or irritants that will require attention and control.

Implement plans that control air borne pollutants:-

Dust

Smoke

Welding Fumes

- Try to eliminate the use of fires on site as a waste disposal.
- Secure loose materials keep packaged until required for use.
- Position, plant in order to ensure exhaust fumes or dust from our activities are vented away from occupied buildings.
- Company vehicles should have their doors kept closed to prevent loose materials or dust being blown into atmosphere.
- Control the speed of our vehicles over unmade surfaces.

### **Environmental Check List**

Have known possible emissions been identified.

Is a system in place to check plant/vehicle exhaust emissions.

Are exhaust fumes creating a nuisance.

Are practical measures being taken to reduce dust emissions and are they effective.

Are vehicles being driven too fast over unmade surfaces creating dust and excessive wear.

Are measures in place to control fume emissions.

Are measures in place to prevent loose insulation, plastic bags, becoming airborne by high winds.

### **C.F.C.'S**

The term C.F.C.'s is short for chlorofluorocarbons.

It refers to a series of compounds developed in the late 1920's which have an unparalleled range of qualities used for refrigerants.

C.F.C.'s refrigerants quickly replaced most others with the exception of ammonia in the majority of applications this was due to:-

Very low toxicity, none flammability, chemical stability, good thermodynamic properties, good behaviour in oils, low price and availability, suitable for use in copper pipe.

This combination also made C.F.C.'s the ideal propellant for aerosols and agents for foam blowing.

For many years C.F.C.'s were thought to be totally environmentally friendly.

However one of the properties which makes them efficient as refrigerants etc is leading to the problem of OZONE DEPLETION.

### **Hazard Identification**

Global warming

Ozone layer depletion.

Handling refrigerant.

### Check List

Releases into atmosphere.  
 Waste disposal.  
 Air conditioning systems/refrigeration systems.

### Objectives and Control Measures

At a meeting on CFC's attended by many countries in 2007. 200 countries agreed to an objective date for elimination of all products which contain CFC's by 2020.

Avoid use of products using C.F.C.'s in their manufacture.

Use alternatives to C.F.C.'s such as H.C.F.C.'s if converting an existing C.F.C. based air conditioning system.

### Environmental Checklist

Have all system products using C.F.C.'s been identified.  
 Is a schedule being employed to remove all C.F.C. systems.  
 Have HALON (Green) fire extinguishers been replaced or does a programme for eventual replacement exist.

### Energy Consumption

Efficient energy use not only reduces operating costs, but also produces important environmental benefits.

The production and use of energy in all its forms is one of mans key impacts on the environment.

Recent large increases in the cost of energy and its subsequent impact on all of us reflect the importance of embracing its efficient use.

Careful use of energy will help to conserve the planets resources and thereby protect the environment.

Most of the energy we use is produced by burning fossil fuels: coal, oil and gas. Burning these fuels produces a variety of pollutants including sulphur dioxide, nitrogen oxides and carbon dioxide. We are seeking to investigate/employ micro-generation products, systems in our goal to reduce our carbon footprint.

### Hazard Identification

The pollutants identified above which can result in the production of acid rain and/or an increase in the average temperature of the planets atmosphere (global warming).

### Risk Check List

- Damage to plants, marine life and historic buildings.
- Possible extremes of weather (such as droughts or floods)
- Changes in local climate which could damage wildlife habitats and agriculture and mankind.
- Flooding to low-lying islands or countries as sea levels rise.

## Objectives and Control Measures

By using energy efficiently and thereby reducing unnecessary pollution is recognised as one of the most effective ways of slowing down global warming. Consideration should be given to how energy is used and to comply with the following measures as far as reasonably practical.

### Lighting

- Lighting levels should be appropriate for each task. Use the most energy efficient types of lamps. Ensure we are aware of the most recent developments in lighting technology and advancements.
- All lamps should be kept clean to maintain their intended light output.
- Lights should be switched off in rooms and areas of the premises which are not in use.
- Make best use of daylight by keeping windows and roof light clean.
- In daylight hours switch off all lights which are not essential.
- Avoid dark colours for interior decoration.

### Vehicles

- Ensure tyre pressures are kept to recommended levels.
- Ensure vehicles are regularly maintained.
- Drivers should avoid speeding then subsequently reduce speed through braking.
- Use of satellite navigation will help unnecessary over journeying to places of work.
- Fuel injectors should be regularly checked for signs of wear.

### Heating Systems

- Boilers or individual heaters should be regularly maintained.
- Insulate all pipes and water tanks.
- Thermostat valves should be used where you have radiators.
- Switch off heating or reduce output in none working hours.
- Set the heating levels appropriate to the activity.
- Do not heat unoccupied areas unnecessarily.
- Maintain an awareness of future developments of improved efficient heating systems i.e. boilers which provide central heating and also produce a self generated supply of electricity.

### Ventilation

Windows and doors should not be used for temperature control.

- Excessive air changes should not exist. They waste paid for energy.
- Close windows and doors (apart from necessary ventilation) prior to turning radiators/heaters off.

### Air Conditioning

- If it is fitted consider, Is it really necessary?

### General

- Turn off running hot and cold water taps, report any drips or leaks immediately.
- Switch off any appliance or item of equipment which is not being used.
- Don't make more copies than you need on the photocopier.
- Avoid blocking ventilators and heaters with office furniture.
- Draught proof windows and doors.

- Insulate walls, floors and ceiling areas.
- Put up advisory notices in strategic positions regarding energy use.

## **Environmental Check List**

### **Lighting**

- Has a survey been carried out to ascertain the levels of lighting required in each area.
- Are the lighting system components the most efficient and up to date in use.
- Are lights being switched off in unoccupied areas.
- Area fluorescent filters, light shades, windows being cleaned on a regular basis.
- Have posters being developed to effect this policy.
- Can automated timed light switching be used for example: toilets and washrooms

### **Heating**

- Is the heating system being serviced regularly.
- Have the pipes and tanks been insulated.
- Are thermostats set at a comfortable level.
- Are timers set to switch off heating in none work hours.
- Is heating switched off or reduced in unused areas.
- Could the boiler be replaced with up to date equipment or alternative generation sources.

### **Ventilation**

- If windows and doors are being opened is heating being turned off. Should it do so automatically?
- Are windows and doors being closed prior to turning heating on.

### **Air Conditioning**

- If it is installed are we maintaining it regularly.
- Do we only use it when necessary? Has it become habitual in its use.

### **General**

- Do all taps turn off effectively.
- Are hot water tanks insulated.
- Are heaters and ventilators unobstructed.
- Is all machinery turned off when not in use.
- Are all windows and doors draught proofed.
- Are the walls, floors and ceilings insulated.

### **Neighbours and Local Public**

When working on housing schemes, housing associations and in individual clients properties the local community will obviously show a great deal of interest and concern about the kind of operation that is about to take place where they live.

Concern may be expressed as to any (real or imaginary) adverse affects they may encounter, such as a perceived reduction in their quality of life or the environment of their area.

### **Hazard Identification/Communication**

It is important that the public and individual clients are properly informed about any operations our company intends carrying out in their area.

Without knowledge of our operations the public will often take an offensive stance, adopting a "not in my back yard" principle at the beginning or of the "rumours" of impending work that may change their way of life. To us it may seem without foundation, the public's attitude because we believe our work will improve the area and quality of life. So it is of vital importance that we take the trouble to inform the people who live in the area before we come and will remain in that area when we vacate it.

We will listen to the views of the property occupier's, listen to their concerns and whenever possible alleviate these concerns. By doing so will reduce wasted time, unnecessary worry and reduce areas of conflict between clients and companies such as ours.

### **Risk Check List**

Failure to adequately inform associations, clients etc. as to:-

- The operations involving our work.
- The working practices involved
- How the clients will benefit when the work is complete.
- Failure to take account of the view and concerns of those who are worried about our work on their homes.
- Failure to continue to liaise on an ongoing basis with those who our work affects.
- Failure to report progress or lack of and reasons.

### **Objectives and Control Measures**

Any requirements, incorporated in our projects at the tender stage should be discussed with the tenants associations, special interest groups, prior to our operations commencement. The extent of formal liaison should be recognised, together with any established representative contact groups.

Consultation with residents associations, representative's pressure groups, citizens advice bureau and local councils should be affected as soon as practical.

### **Promoting Awareness**

Set up a plan to establish a working relationship with appropriate groups and organisations that may be affected by our operations.

Local people can be informed of commencement of operations and anticipated finishing dates.

Presentations may be made, informing people of the measures we will take to cause the least disturbance to the tenants and their area environment. A contact name, telephone number and address can be made available. At these presentations the public can be made aware of any problems of noise, dust, that may be caused throughout our time in their area.

### **Evidence of Co-operation**

Evidence of co-operation should be made apparent by notices posted or displayed providing information of the project and in addition any other relevant information.

It should be seen as good practice for our organisation to show consideration when not requested and become "Good Neighbours" whilst we are working in the area. Noisy operations will not be

carried out other than permitted hours and that should be restricted to the absolute practical minimum.

We should not enter into promises which cannot be kept.

If operations once started are anticipated to take longer than projected then an explanation, through liaison with representative groups should be affected as soon as the problem arises.

### **Environmental Check List**

- Has contact been made with the local community representatives.
- Has a system of environmental complaints been implemented.
- Have regular meetings been set up to liaise with the local community.
- Have notices, letters etc. been posted relaying essential information to the clients.
- Have working hour restrictions been adhered to.
- Have we liaised when lengthy operations of a disturbing nature to the community are being carried out.

### **Benefits of Installed Measured**

We shall ensure all local members of the community are informed of the improvements to their quality of life will come as a direct result of the installation of energy conservation measures.

## **5. RECYCLING PROCEDURE**

The recycling of waste can contribute to the conservation of natural resources and also the energy used in production and transport. It can also result in less expensive production and can help conserve the countryside by reducing the volume of waste that requires somewhere to be accommodated i.e. landfill sites.

A & M Energy Solutions Ltd will take all reasonable practical measures to identify recycling opportunities at all stages of its operations including design, use and disposal.

NOTE: see Styrofil our recycling of polystyrene waste.

### **Hazard Identification**

Companies who do not seek to maximise recycling opportunities may face excess energy and waste disposal costs together with a reduced consumer preference for their product or services. The risk to the environment may be increased without appropriate assessment and consideration of necessary control measures.

### **Risk Check List**

- Additional pollution/co<sup>2</sup> emissions.
- Increase in landfill requirements.
- Increased operations costs.
- Higher energy requirements.
- Contribution to the effects of global warming.

### **Objectives and Control Measures**

Each section of our company will prepare a plan to identify the potential for the recycling of waste, produced as a result of its operations, its offices and its transport.

For example:-

All of the items listed are collected on a regular basis or agreed timescales with local contractors we use in the main for recycling.

- Paper and cardboard
- Used oil
- Plastic bottles, cups, containers etc
- Worn or redundant uniforms/overalls, PPE, etc
- Plastic packaging (Bailed for Collection)
- Rubble
- Waste fibreglass, offcuts short pieces, waste skips
- Photocopiers empty cartridges
- Worn, cavity wall insulation, metal drill bits
- Worn vehicle tyres
- Worn vehicle parts:- engines, gearboxes, exhaust systems and vehicle batteries etc.
- Redundant vehicles
- Obsolete or redundant generators, drilling machines, cables, plugs, access equipment, instruments, plastic hoses, metal couplings, cable & hose ramps, weighing boxes.

Redundant central heating boilers, copper, iron pipes and fittings, metal flue components and radiators etc. Off cuts from new upgraded installation i.e. copper pipe and if specified plastic piping systems off cuts.

Obsolete IT equipment via a closed loop data protected secure system as provided by Computer Disposals Ltd.

Redundant office electrical and other fixtures and fittings i.e. desks, cabinets, tables, bookcases, chairs, printers, photocopiers, cables, plugs, desk lamps other lighting equipment, heaters, vacuum cleaners.

### **Environmental Check List**

- Has a suitable plan been prepared to recycle waste.
- Is unwanted waste separated.
- Are separate storage containers or areas assigned for:-
  - Paper
  - Metal
  - Plastic
  - Rubble
  - Rubber
  - Glass
  - Wood
  - Liquid Containers i.e. Glue
  - Redundant IT Equipment
- Have employees been informed of the company's arrangement for recycling.

### **New and Used Oil**

Disposal of oil arising from our vehicle fleet is taken to an oil bank by local contractors. These can be found at most civic amenity sites and at some garages. The local authority recycling officer will be able to provide details of where there may be located. It is important not to contaminate used oil with other materials as this makes recycling extremely difficult.

Registered used oil contractors will by arrangement usually collect large quantities from big vehicle fleet operators, which is what we do.

### **Oil Storage Facilities**

Oil or waste oil should be kept in a bunded tank or in drums in a dedicated secure store with a surrounded kerb. Waste oil should be disposed of with due consideration to the "Duty of Care Requirement" for waste matter to a licensed oil bank, recycling centre or the licensed waste disposal contractor.

### **Objectives and Control Measures**

Absorbents should be kept readily available to contain and remove any spillage that has occurred, either directly into the water or onto land.

Any spillage should not be able to escape the kerb surround of the main oil storage facility.

Sufficient sump arrangements equal to 110% of the intended storage vessel should be included in the design within the kerb surround to cope with spillages.

## **6. SENSITIVE AREAS, SSSI's etc.**

It is inevitable that in industry, conservation will conflict with the interest of our objectives. It is recognised that such conservation is an integral function in sustaining the global environment. Whether it be the preservation of wild species/mankind or to protect the character of the area.

Strategies need to be implemented to protect these important interests during work on any construction and operations allied to it for example insulation measures, solar PV and thermal panels, windmills, air sourced heat pumps.

This company intends to fulfil its legal and contractual obligations to protect special features such as:-

- Plant life
- Pond life and water course in general
- Animal species
- Birds, bats in loft areas
- Habitats
- Trees/Land
- Visual impact: - spoiled through our activities, litter packaging, residue of installation works left at site/location.
- In areas of existing buildings/structures.

### **Awareness**

The company strategy for protecting features/areas/wildlife shall be a recognition of its importance by all levels of employees at A&M Energy Solutions Ltd.

This can be achieved through training and awareness initiatives. All those concerned should be informed as to:-

- The relevance and importance of protecting sensitive features of the environments where we are working.
- The reasons for protection.
- The company strategy for protection.
- The penalty of employees failing to observe this policy via our Disciplinary and Grievance Procedures.

## Reporting Procedures

When incidents of non-compliance with specified environmental requirements may occur, although unlikely, they may be sudden and accidental, or they may last for a period of time. They may result from deficiencies in plant/equipment, from human error or from deficiencies in the environmental management systems.

The following company standards/procedures detail the standards to be achieved covering in particular, the measures to be adopted when dealing with: -

- Enforcement Agency
- Sensitive Issues
- Complaints

All occurrences should be recorded in the names as detailed and of appropriate accompanied by photographs, sketches, statements and any other relevant documentation.

Occurrences should be investigated by a member of the Company Environmental Management team and a member of the Company Safety Organisations, if considered necessary.

The investigation should fully establish the facts and if it's applicable the cause of the occurrence in order to decide upon the necessary corrective details.

## Objectives and Control Measures

The identification of correction should include measures as appropriate to:-

- Restoring the compliance as quickly as is reasonably practical.
- To prevent a re-occurrence.
- Evaluate and reduce any adverse environmental effects.
- Communicate as appropriate, to enforcement authorities, clients, tenants and members of the public.

The implementation of corrective action should not be deemed to have been completed until the effectiveness of all the above has been demonstrated and any changes in procedure, documentation etc. are completed.

## 7. Enforcement Agencies

The 1990 Environmental Protection Act, consolidates and implements Government plans for intergraded pollutions control (IPC). The covers in the main large plant chemical, oil and power stations.

A single team for Her Majesties Inspectorate of Pollution (H.M.I.P.) enforce environmental legislation on the above type of premises. None IPC processes such as ours are enforced by:-

- Local Authorities - air pollution, statutory nuisance.
- National Rivers Authority - water pollution.
- Waste Disposal Authority - waste control.

Enforcement legislation can take various forms such as:-

- Improvement Notices - this will specify remedial steps necessary to be actioned in a specified period of time.
- Prohibition Notice - this notice is issued where there is an imminent risk of serious pollution.

It will specify the risk involved and the steps that our company must take to have it removed.

The activity/process should cease until the affects have been rectified and the notice is withdrawn.

### **Statutory Nuisance**

Items which the Environmental Protection Act 1990 defines as prejudicial to health or a nuisance can include:-

- Smoke emitted to atmosphere.
- Fumes or gases emitted to atmosphere.
- Dust, steam, smell or other effluvia.
- Noise emissions aid vibration.

### **Records Enforcement Notices etc.**

Any member of the company management team receiving or who are in receipt of knowledge concerning either a complaint or an incidence which has occurred to the environment should record the complaint or incidence. The details will be recorded on the appropriate environmental control and management form, examples of which are attached. The company needs to be aware of the level of complaint or incident. Will it result in enforcement action? Will it have imminent serious effects on the environment? Can it present immediate harmful effects to the individual? All this information should be passed onto the Operations Director who will act upon it.

## 8. Environmental Incident Report (S-SFR 091)

Company name:	Incident ref. no:		
Location of incident:	Site manager/responsible person:		
Client contact details:	Site manager contact details:		
Date & time of incident:	Incident discovered by:		
Type of incident:	Major	Minor	Near Miss
<b>Nature of incident:</b>			
Water pollution		Noise pollution	
Air pollution		Ecological damage	
Land contamination		Spill	
Waste (incorrect management)		Inappropriate storage	
Architectural & heritage damage	Other		
Incident details: (Indicate approximate quantities where applicable)			
Cause of incident:			
Details of any affected watercourse, drain or sewer:			
Details of corrective action taken immediately after incident:			
Details of any further action needed:			
Incident reported to:		Third party contact details:	
Environment Agency:	Yes / No		
Water Authority:	Yes / No		
Local Authority:	Yes / No		
Other: .....	Yes / No		
Additional comments:			

**9. ENVIRONMENTAL INCIDENT WITNESS STATEMENT (S-SFR 092)**

Name:	Date & time of incident:
Position:	Phone:
Address:	
Location of the witness at the time of incident:	
Names of individuals involved:	
What were the consequences of this incident?	
Describe, to the best of your knowledge, what happened just before, during, and after the accident:	
Signature:	

**10. Environmental Audit Checklist (SFR 093)**

Site address:	Project/Ref No:
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Client:	Date:
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Item	Satisfactory			Action required to rectify deficiencies	Priority
	Y	N	N/A		
Site security					
Complaints					
Waste management					
Cleaning operations					
Hazardous & special wastes					
Chemicals & fuels					
Water pollution prevention					
Pollution response					
Dust & air pollution					
Light pollution					
Noise & vibration					
Visual impact					
Permits, licences & consents					
Nature conservation & countryside protection					
Heritage & archaeology					

The following guidance is designed to highlight some of the environmental aspects that should be considered when completing the Environment Audit Checklist.

Item	Points to consider
<b>Site security</b>	Integrity of perimeter fencing, gates, lighting and signage. Ensure that the keys are removed from all plant, liaise with police/council, check alarm systems and ensure that security arrangements are in place.

Item	Points to consider
<b>Complaints</b>	Check with the site manager and client to determine if any environmental complaints have been received from local residents or other interested parties.
<b>Waste management</b>	Ensure all wastes are properly stored in segregated skips and check to see if storage containers are leaking or overflowing. Skips and other receptacles should be covered to prevent any accumulation of rainwater and to help prevent waste from being blown away. Ensure waste is being properly disposed of and that copies of the Waste Transfer Notes are available.
<b>Cleaning operations</b>	Where cleaning activities could result in contaminated effluent or chemicals draining into any foul or surface water sewer, ensure that appropriate arrangements are in place to prevent any such contamination and that the area is properly bunded and drains are clear of debris.
<b>Hazardous &amp; special waste</b>	These include waste oils, solvents, acids, wood preservatives and batteries. Ensure hazardous wastes are properly stored, ensure that all hazardous waste is disposed of by authorised persons/authorities, Check Waste Transfer Notes in place.
<b>Chemicals &amp; fuels</b>	Ensure all such substances are stored within bunded areas, the bund should contain 110% of the maximum volume of the container/tank. Drip trays should be used to catch any drips or leaks from portable equipment and spill kits must be provided near storage and refueling points. Check for leaks or damage to bunds and containers and ensure the storage facilities are secure and safe from vandalism.
<b>Prevention of water pollution</b>	All deliveries should be supervised with bunding provided around all storage areas; spill kits should be readily available, concrete wash-out areas should be carefully positioned to prevent pollution of watercourses, drains or the subsoil/groundwater.
<b>Pollution response</b>	Appropriate spill kits are to be provided at key locations around the site, this should include all refueling and storage areas. Emergency spill procedures and contact numbers are to be prominently displayed and communicated to all staff on site.
<b>Dust &amp; air pollution</b>	All operations likely to cause excessive dust, such as the cutting of concrete, use of road saws, excavations of loose dry material and vehicle movements during dry weather should be carefully controlled and the use of water sprays, wheel washes and sheeted stockpiles shall be considered. Road sweepers to keep roads clean and the maintenance of plant and equipment shall also be adopted to minimise emissions of dust and exhaust fumes etc.
<b>Light pollution</b>	Ensure that any temporary site lighting does not cause a nuisance to neighbours, give careful consideration of the position of such lighting and where appropriate erect barriers and screens in mitigation.

Item	Points to consider
<b>Noise &amp; vibration</b>	Ensure any noise reduction measures and barriers are in place and operational. Plant should be well maintained and regularly inspected with the most suitable plant for the job being used, this will help to prevent both noise and vibration issues. Ensure that all plant is turned off when not in use to help reduce and eliminate any unnecessary noise pollution.
<b>Visual impact</b>	Regular checks should be made to ensure that the site is clean and tidy in appearance. The approach to the site should be clear of obstructions and no employee or contractor vehicles should be allowed to park on the approach roads.
<b>Permits, licences &amp; consents</b>	All permits, consents and necessary licences are in place and valid for the relevant works.
<b>Nature conservation &amp; countryside protection</b>	Consider the impact that any works may potentially have on local flora and fauna.
<b>Heritage &amp; archaeology</b>	Has the local authority archaeological service been informed of any significant historical features or discoveries on or near the site of the works?

11. **Example of Recycling Companies, Paperwork and Photographs of Our Recycling Assembly Areas - Supplied on request**
12. **Copy Of Waste Carriers Transfer Notes - Supplied on request**
13. **Copy of Our Waste Carriers License - Supplied on request**
14. **Business Continuity Planning (BCP)**

### **Sustainability**

The policy of A&M Energy Solutions Ltd is to address the subject of sustainability in the context of maintaining an awareness of impact that irresponsible use of the planets natural resources could have to ourselves and our environment.

Through developing a culture throughout our organisation where employees are made aware and understand the basic requirements of maintaining sustainability. We can provide a basis from which they can contribute to the company's philosophy through knowledge of the subject matter gained from assimilation of advice and guidance from printed matter. We will do this by adhering to the requirements of the company resource recycling procedures of our environment policy and taking the care to utilise all materials, energy use etc in a manner which is targeted to the minimisation of waste in all its forms.

The main material suppliers we use are cognisant of the current levels of Guidance and advice on substantiality which will become an integral part of future building regulations.

The focus of these changes to builders regulations will be to drive down the current level of CO<sup>2</sup> emissions.

### **Whole Life Costing**

When becoming involved in a partnering scheme “for example” we as a company have an opportunity to perhaps recommend materials/components alternative to those of our partners (clients) specifications.

Our alternative suggested materials may come at an initial increased cost, but may well prove to be a cheaper more efficient and sustainable long term option.

A whole building or section of may be designed to provide a certain number of years service before requiring total replacement, subject to the manufacturers ongoing maintenance being completed throughout its life expectancy. Use of cheaper products may have to be included in the design which may precipitate earlier replacement. Therefore ongoing maintenance costs may prove to be far higher than a more expensive product. This serves to illustrate the fine balance a designer will have to exercise their judgement in order to action their client’s requirements whilst meeting their budgeted costs.

The compromise is therefore to use whole life costing as a basis for the most efficient outcome taking into account initial costs versus extended useful life of materials/components, as this may well prove to be the best economical sustainable practice.

### **Knauf Insulation**

Our principal material supplier has formulated advice on several key factors which can effect sustainability. We have obtained copies of the basic advice which we can provide as a supplement to our current Environment Policy.

### **Kingspan**

Another material supplier of rigid polyurethane type insulation boards also provides similar advice on low energy design of buildings.

We as a company, as previously stated we will and have incorporate sustainability into the culture of the company which we believe will become second nature to all existing and new members of our future employee pool.

A & M Energy Solutions Ltd is confident the companies we use for the vast majority of our material needs are at the forefront of the techniques designed to maintain sustainability of supplies delivered with the least possible impact and harm to the available natural resources.

All of the forgoing is consistent with our existing environmental policies and procedures which we continue to develop in line with current best practice.

A variety of suppliers of PV and Solar Thermal Panels and other suppliers of various forms of microgenerating energy sources will be used to further our commitment to future means of ensuring sustainability.

## **Sustainability & Business Continuity Planning**

### **Scanfile Document Management Systems**

Scanfile DMS has been installed in our organisation.

As a very accurate, reliable and proven system of document storage and retrieval, it has been used and accepted by many blue chip organisations. Because all documents are held in an unchangeable state and fully auditable, the system is used by Her Majesty's Department of Taxation and stored documents can be used in courts as submissable evidence.

Scanfile, provides A & M Energy Solutions Ltd with an additional facility to recall essential documents and facilitate a fast means of dealing with customers queries complaints etc. Scanfile can also used in conjunction with accounts to view issued quotes, general and legal letters and other documents relating to the clients account.

Scanfile provide a facility to view rather than unnecessarily print information thereby reducing waste.

### **Programme Management**

The details in this section for "in-house" Hardware & Knowledge are a demonstration of our facilities and abilities to comply with the requirements of all our major clients and Energy Retailers

“Portal” Job Control System (JCS). Should they decide at any point in the future to further enhance their current systems we are confident as a company, we would be able to conform with any requirements and be able to fulfil our contractual obligations. Whilst at the same time maintaining a very secure back up system outlined below.

### **Disaster Recovery Plan**

In a situation where an unlikely event happens which could seriously affect our ability to meet all planned work. The following procedures would come into effect.

- Priority of any available resources would always be allocated to major scheme clients. This is because this category of customers have specific pre-planned installation dates and agreed allocated capacity levels.
- Contracts, builders and spec build would be informed of the situation and kept informed as to when their work could be done.

### **Computer Recover Plan**

- All critical data is firstly processed manually prior to being entered onto the systems, this is in case of Disaster recovery backup failure occurring. We would then have copies of all documents enabling us to manually restore the system.
- Systems within the company have all critical data backed up to either CD or TAPE DRIVES on a daily basis or weekly basis as required onsite and bare metal backups externally at Databarracks.

### **Restoring System Integrity**

- The main system containing the mirrored HDD's should continue to work in the event of 1 HDD failure allowing us time to remove the damaged drive and replace it. Once replaced the HDD's will re-mirror. The servers also have hardware RAID5.
- Should both drives fail or a drive on another system fail virtual servers would take control at Databarracks operating from the bare metal backups.

If for any reason the virtual servers failed, databarracks would provide replacement hard drives and restore, via our external backup system which they host.

If all backup methods failed we would still have the copies of all documents

### **Databarracks**

Databarracks which is located in Ash, Kent is an A1 class secure former NATO Nuclear Bunker it hosts multiple unix storage arrays (RAID5) and mirror across multiple nuclear bunkers. This facility also creates a tape backup via its BOBB Archive (Best of Breed Backup) the facilities provided by Databarracks ensures that all our critical information is stored within one of the most secure storage sites in Europe. The restore facilities are available 24 hours a day 365 days year and can be restored immediately via the internet in the form of virtual servers or if required within 24 hours on CD, DVD or HDD.

### **Digital Photographic Equipment**

50 x Digital cameras

Currently used as evidence if required by service providers as to what level of insulation was in a particular property at the time of the visit of our surveyor. Also used for an additional tool for customer care.

### **Flexibility of Plant Equipment & Human Resources**

We each have a finger on the pulse and because of this can switch our resources in an informed manner when required to do so by organisations such as yourselves, whilst at the same time limiting any negative effects of such decisions to a controlled acceptable level, to the client, the customer and ourselves. This degree of flexibility is possible because A & M Energy Solutions Ltd is composed of several sections each with multi skilled employees it provides a facility to switch human resources and equipment as and when changes are required through business level increase from large organisations, Energy Retailers etc. or unforeseen negative circumstances occur to the detriment of the ongoing plans or agreed work programme.

### **Alternative Supply of Our Most Vulnerable Materials**

We are reliably informed by our suppliers (who have manufacturing facilities in various European locations) that supplies would be maintained in the unlikely event of a major breakdown at their UK manufacturing facilities. Should materials be sourced from supplies not normally used by ourselves these would only be used if their materials matched those specified by our clients.

Dependent on how such a situation would develop we would seek to increase our stocks above normal levels until a return to normality. Warehouse capacity 11 loads. Alternatively through our subsidiary we can access supplies of British Gypsum Products. In addition approximately 2 to 4 "loads" are stored on our fleet of vehicles.

Microgeneration systems, central heating systems, because of the multiplicity within the supply chain, does not present any immediate concerns of supply issues.

### **Vehicles, Plant and Equipment**

Vehicles are parked overnight in our secured yard. The estate on which our premises are situated is patrolled by external security. Our premises are protected by CCTS and Redcare Alarm systems with GSM capability, which provides enhanced systems security. In the event of vehicles being deliberately damaged or stolen we would contract hire replacements.

Several spare cavity wall insulation blowing machines are stored ready for use in the Plant Room area of the building. It is highly unlikely that all 180 vehicles of which in excess of 97 have blowing machines, would be put out of service together.

However 30 vehicles with cavity wall insulation blowing machines (as a precaution) are parked outside their drivers homes each night, should an unforeseen catastrophic event such as fire occur.

### **Plant and Equipment**

These items are protected in a similar manner as illustrated above. Portable plant is removed from vehicles at the end of each working day and stored in a secured purpose built Plant Room.

In the event of these items being stolen we would contract hire replacements.

Computers and other technology are protected by our disaster recovery procedures, a lot of which was developed many years ago to protect our systems at the time of the approach of year 2000 and the concerns of the millennium bug.

**15. Ozone Depletion Potential Information - Supplied on request**