3SC Environmental Survey Results Report

May 2020

Table of Contents

1. Introduction

1.1 Summary

As part of our ISO accreditation, 3SC is required to consider the impact that our activities have on the environment and what we can do to mitigate their impact wherever possible. However, it is not just ISO accreditation that drives our approach to the environment and sustainability, 3SC feels that it is important to do all we can to lessen our impact and also provide guidance to staff to enable them to contribute to our environmental improvement aims.

To support this, we launched our second Environmental Survey on the 1st of May 2020. A link to the on-line survey was sent to all 18 3SC employees. The survey was formed of six questions that were focused on helping us to ascertain the awareness and attitudes of staff to the impact of their work activities on environmental issues and sustainability.

1.2 The Survey

3SC believe it is everyone's responsibility to try and reduce the impact they, and their activities, have on the environment. Staff were asked to answer the questions honestly to help us to better understand their current attitude to, and awareness of their impact on the environment. The questions focused on staff's:

- motivation to reduce impact
- awareness of their car use and mileage
- attitude to the use of printers and paper
- awareness of recycling
- attitude to the use of gas, electricity and natural resources.

There was a short introductory paragraph before each question to give some background information about that specific environmental aspect, and to help staff understand why the question was being asked.

Staff were also asked to share any comments or ideas (including things they currently do). The outcomes of the survey, responses and ideas will support us to develop guidance for staff to help to improve their understanding of environmental impact and support them to reduce their impact on the environment where possible.

1.3 Responses

17 of the 18 staff working for 3SC at the time of the survey responded to the survey. This is a response rate of just over 94%. This shows an increase from the 67% response rate from the 2018 Environmental Survey.

The survey was available on-line and staff were sent a link to the survey by the CEO on 1 May 2020. A further reminder was sent on 12 May 2020 to encourage all staff to complete the survey by the closing date of 15 May 2020. Responses to the survey were anonymous to encourage staff to respond honestly to the questions. Only one member of staff did not provide a response to the survey.

2. Survey Results

2.1 Summary of Results

Overall, the responses showed that staff were generally aware of environmental issues and had a positive attitude towards sustainability including:

- All staff are motivated to reduce their impact on the environment.
- All staff have an awareness of the impact of not recycling waste products.
- No staff are generally indifferent to the environment or unaware of environmental impact.

2.2 Results in Detail

Results for each survey question can be found below.

2.3 Question 1: Motivation to Reduce Impact

Question 1 asked staff about how motivated they are to reduce the impact of all of their activities on the environment. Staff had a choice of four responses:

- I am very motivated to reduce my impact on the environment and try to influence others where I can.

- I am generally motivated to do what I can to reduce my impact on the environment.

- I am occasionally motivated to reduce my impact on the environment.

- I am not motivated to reduce my impact on the environment.

100% of staff stated they are at least generally motivated to reduce the impact of their work activities on the environment. Chart 1 shows the responses.

Chart 1: Question 1 Results
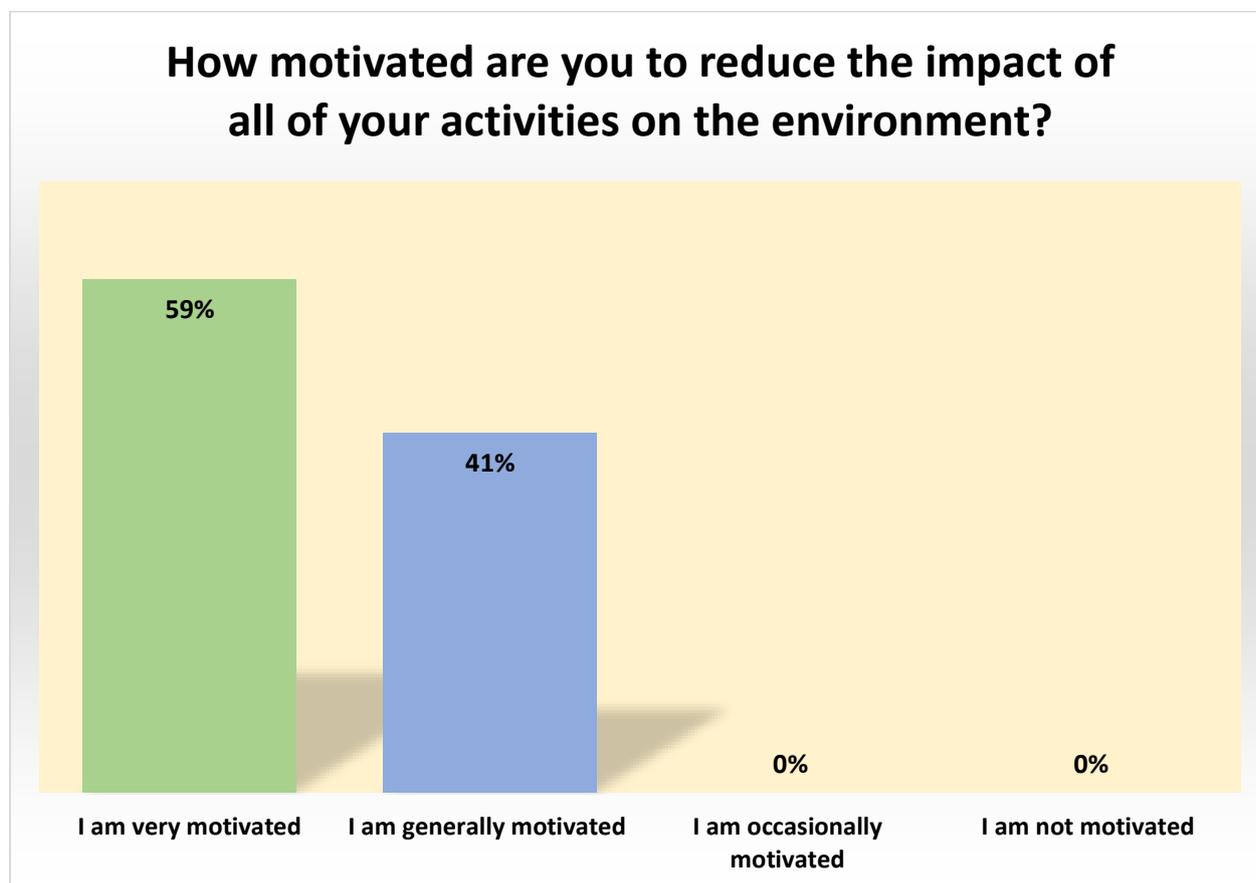
Staff were asked to share any comments or ideas (including things they currently do) about how we can improve the motivation of staff to reduce their impact on the environment. Four comments were received as follows:

- I would say that I am very personally motivated to reduce my impact, however, the opportunity to "influence others where I can" in terms of colleagues is challenging in terms of the fact that we are very spread out and also that the office base where I work is not a 3SC office.

- Recycle, turn off lights/electrical items that are not in use, don't print documents unless absolutely necessary, don't waste paper and always recycle where possible, don't leave taps running, avoid buying plastic goods, I buy paper carrier bags or recyclable carrier bags. I try to influence other, starting with family ensuring they recycle, don't waste water, don't leave lights on. I also lead by example in work around printing, leaving electrical goods/lights on, recycling, saving water. Where possible, share journeys in one car. Email documents for meetings, type up minutes at the meeting and email to colleagues.

- The reduction of travel and the utilisation of technology to remove the need for unnecessary travel is a key element here.

- Keep staff informed about how well 3SC are doing in reducing their impact and how they can contribute to this even further

2.4 Question 2: Car Use and Mileage

Question 2 asked about staff's awareness of their business mileage and the impact of their journeys on the environment. Staff had a choice of four responses:

- I am very aware and always try to minimise the impact of the miles travelled for business purposes. (For example, by planning meetings so that the shortest distance is travelled whether this is from the office or home and using technology where possible).

- I am generally aware and will sometimes try to minimise the impact of the miles travelled for business purposes. (For example, by travelling to meetings straight from home where this is closer than the office).

- I am slightly aware but do not usually consider the impact of miles travelled for business purposes

- I am not aware and do not consider the impact of miles travelled for business purposes and do not plan journeys/meetings etc with mileage as a factor

100% of staff stated that they are at least generally aware of the impact of the miles they travel for business purposes. Chart 2 shows the responses.

Chart 2: Question 2 Results
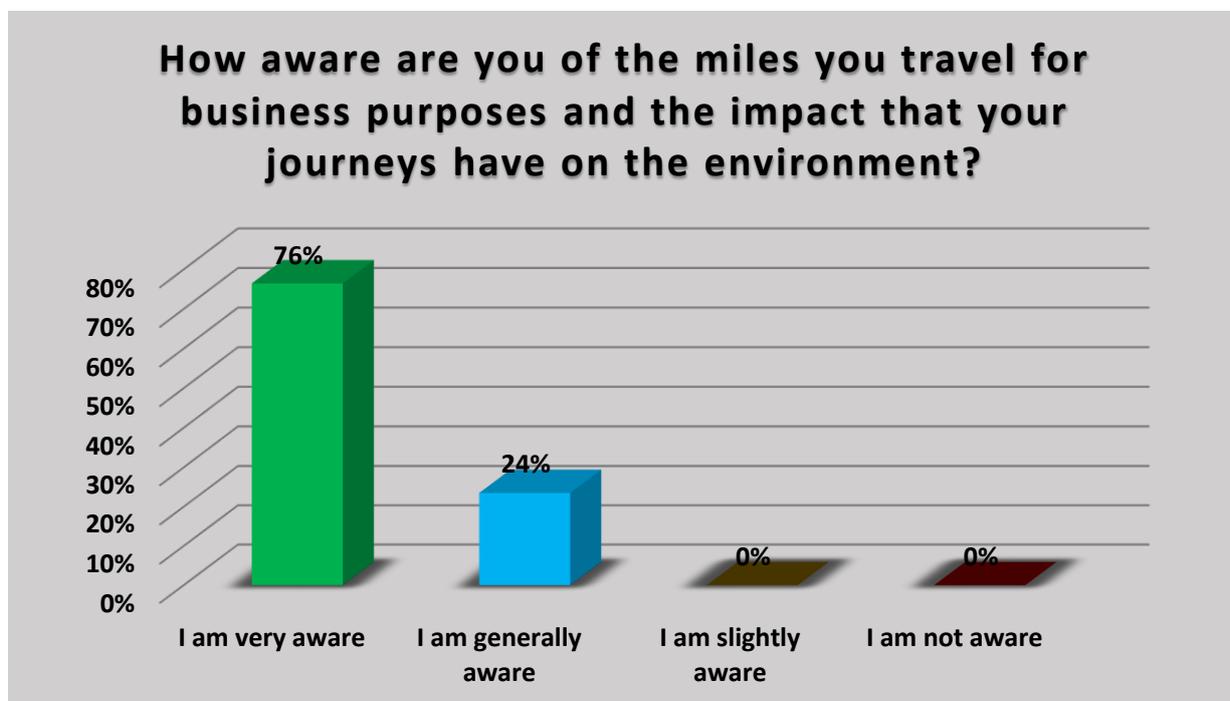
Staff were asked to share any comments or ideas (including things they currently do) about how we can improve the motivation of staff to reduce their impact on the environment. Six comments were received as follows:

- Clearly the recent Covid-19 outbreak is showing that technology can and should be used more often, although of course this is not possible for some meetings. And there is a balance to be struck with time efficiency too.

- If possible I take the train, to reduce the emissions for that journey and also save the company a reduction in cost through not paying out mileage claim.

- I believe the current situation regarding Covid19 and remote working, may provide an opportunity to consider how we might further minimise our travel, in the quarter, reducing the impact on the environment.

- I use a Satnav to travel for work engagements which is set to the shortest journey. I will car share where possible. More meeting could be held by electronic devices.

- I understand that it is important to have a footfall in CRC offices but during this Covid-19 period it has shown how a lot of work can be completed at home with minimal reduction on quality. If 3SC implemented a minimum of 2 days a week working for home this would reduce

the organisations carbon footprint by a large amount. I also make an effort to cycle into work at least once a week but I know not everyone is lucky enough to be able to do this.

- I always switch the engine off when in traffic queues and even for trips to places I know I look at google maps for live traffic information to see if there are any long delays that could be avoided

2.5 Question 3: Miles Travelled for Business Purposes

Question 3 asked staff to provide information about the miles they had travelled for business purposes between January and December 2019, where this was known.

This is the first year we have asked staff about mileage and recognise that this is only an estimate and not all staff have been able to provide their mileage but we will review the attitude of staff to reducing their mileage in future surveys. We will continue to encourage staff to think about the miles they travel for business purposes and how they can reduce these by combining trips, sharing cars etc. We will look at how we can implement a more formal way to monitor staff mileage within a given period of time to enable us to see whether the guidance produced following the survey has had an impact.

There were 10 responses to the question. One member of staff stated they were not sure. The other nine respondents provided both actual mileage amounts and approximate mileage amounts. Miles travelled by staff in 2019 ranged from 0 miles to approximately 7,200 miles for the year. In total, approximately 16,532 miles were travelled for business purposes by the nine staff who provided a mileage amount.

We expected to see mileage differences for staff due to:

- the varied nature of the work being carried out by members of staff

- the location of members of staff, especially Senior Managers, who need to travel to different offices and venues to oversee both contract delivery and staff performance

- the location of meetings with delivery organisations and Prime Contractors.

## 2.6 Question 4: Use of Printers and Paper

Question 4 asked staff about their general attitude to printing and paper use. There were five possible responses to the question:

- I am very positive and actively take steps to minimise and/or reduce the amount of printing I do to support everyday work activities

- I am mostly positive and occasionally try to reduce the amount of printing and paper use needed for everyday work activities

- I am generally positive but sometimes find it easier/better to work from printed material for work activities than from a screen

- I am slightly positive but do not consider the impact of printing and paper use as part of everyday work activities

- I am generally indifferent to the impact of paper use and printing, and I print materials on a regular basis as I prefer to work from printed material than from a screen.

100% of staff stated they have at least a generally positive attitude to printing and paper use. Chart 3 shows the results.

Chart 3: Question 4 Results
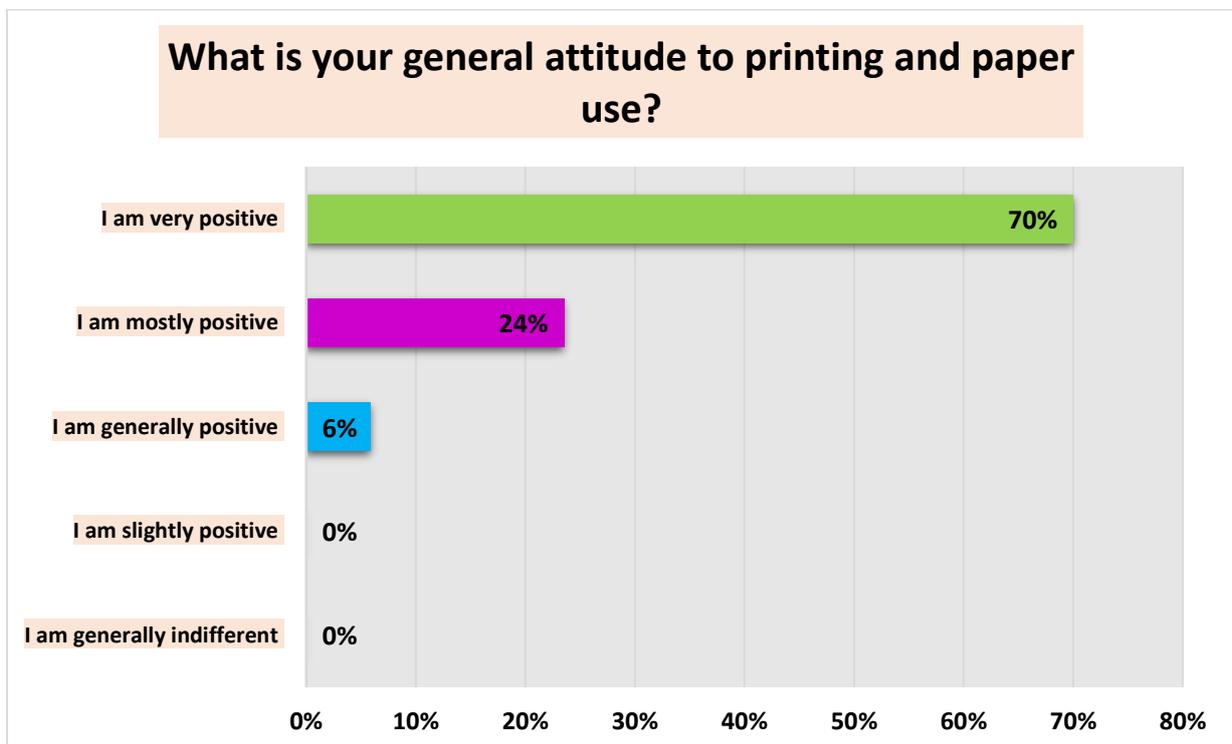
Staff were asked to share any comments or ideas (including things they currently do) about how we can improve the motivation of staff to reduce their impact on the environment. Six comments were received as follows:

- All my CPA meetings are typed as I go through the meeting. This saves me printing the CPA template, writing notes, and then writing it up. Saves time, money and the environment.

- When I have to print, I use both sides wherever possible. I share documents electronically and I double check documents before printing to reduce the risk of waste.

- As a home user I supply my own paper and always use grayscale and double side.

- I try to use electronic documents where possible, I have an electronic signature so documents don't need printing for signing. As mentioned already, I complete my work electrically; CPA's meetings, minutes, feedback, instructions, there is no reason for me to print documents. All business documents in 3SC are saved electronically.

- In this role I have printed off less paper than any other role I have been in. There is little need to print paper as most work is completed electronically. The only recommendation for using less paper is during the 3SC partnership meetings the agenda could be shown electronically instead of printing out individual agendas for each attendee although this would only have a small impact.

- If something is difficult to read on a screen I check the contrast and if needed increase the size of the font. There are also tools in Microsoft office applications that allow you to highlight where any editing is needed on a document.
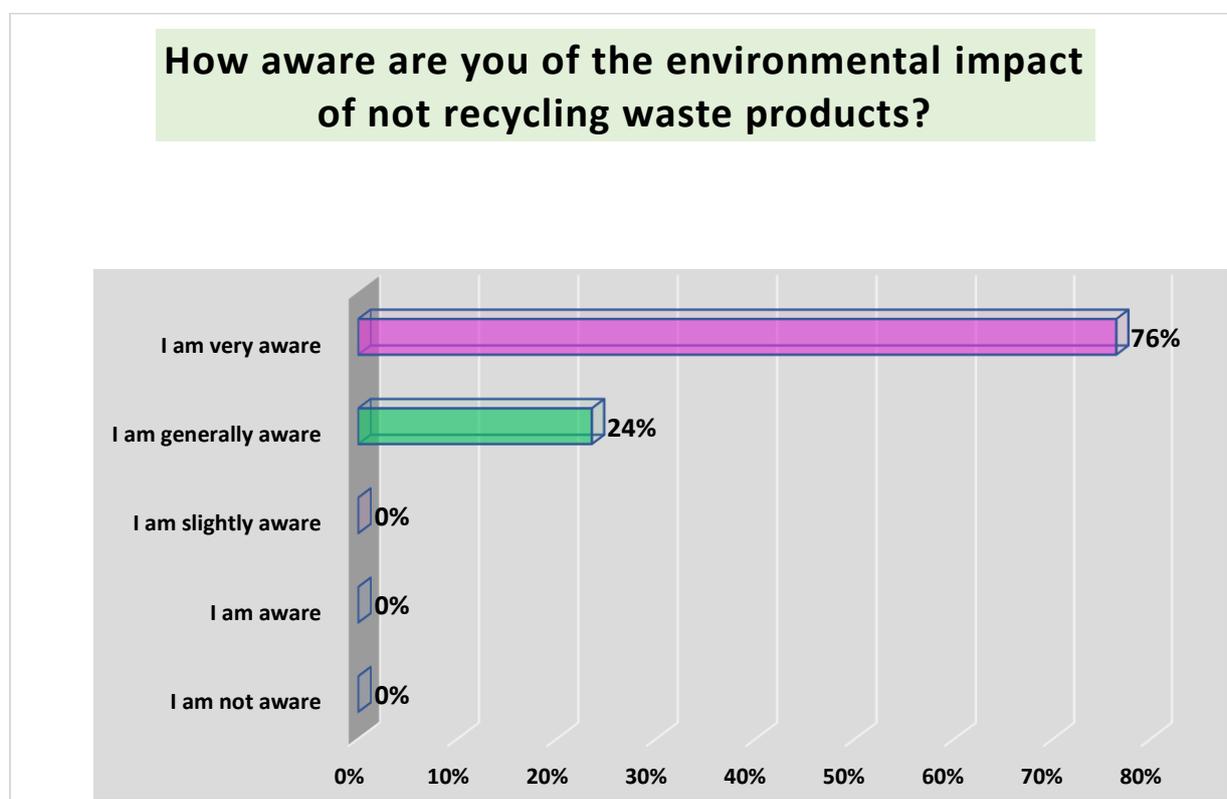
2.7 Question 5: Recycling of Wastepaper; Card; Wood; Plastics and Metals

Question 5 asked staff about their awareness of the impact that not recycling waste products has on the environment. There were five possible responses to the question:

- I am very aware and always recycle products where they are recyclable.

- I am generally aware and mostly recycle products where it is possible to do so.

- I am slightly aware and sometimes recycle products where it is possible to do so.

- I am aware but do not always recycle products when it is possible to do so.

- I am not aware and rarely recycle products where it is possible to do so.

100% of staff stated they are at least generally aware of the impact of not recycling waste products. Chart 4 shows the results.

Chart 4: Question 5 Results

How aware are you of the environmental impact of not recycling waste products?

Category	Percentage
I am very aware	76%
I am generally aware	24%
I am slightly aware	0%
I am aware	0%
I am not aware	0%

Staff were asked to share any comments or ideas (including things they currently do) about how we can improve the motivation of staff to reduce their impact on the environment. Four comments were received as follows:

- I purchase equipment from a source that sells recyclable products. I use the relevant recycling bins at work.

- I do recycle everything where possible, I do have an idea of the impact on the environment for not recycling, I feel there is also a lot I don't know on how this is impacting the earth.

- Within our office, we do not have separate bins for Recyclable and Non-Recyclable goods, they are just placed into the same baskets within the office and removed by cleaners at the end of the day. Outside of the paper bag, it is assumed that the office staff sort the recycling waste products.

- If there are no recycling bins where I am I take my waste home and dispose of it there in the appropriate bin.

2.8 Question 6: Use of Gas, Electricity and Natural Resources

Question 6 asked staff about their general attitude to the use of energy and natural resources. There were five possible responses to the question:

- I am very positive and actively seek to preserve energy and natural resources *(for example by switching of lights and electrical equipment when not in use).*

- I am positive and take action to save energy when possible.

- I am generally aware of the use of natural resources and occasionally try to save energy and natural resources.

- I have some awareness, but it is not usually part of my everyday work considerations.

- I am generally indifferent towards energy saving and preserving natural resources.

100% of staff stated they are at least generally aware of the use of natural resouces and endeavour to use natural resouces considerately. Chart 5 shows the results.

Chart 5: Question 6 Results
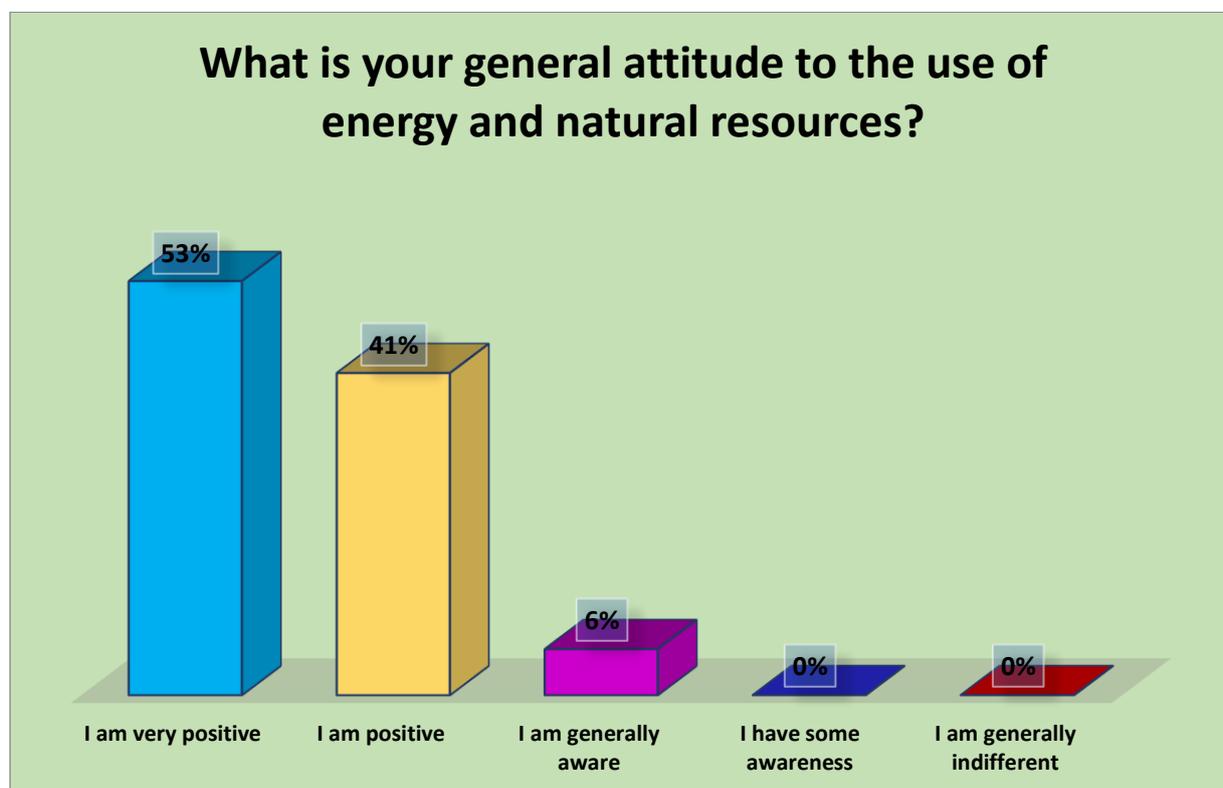
Staff were asked to share any comments or ideas (including things they currently do) about how we can improve the motivation of staff to reduce their impact on the environment. Four comments were received as follows:

- I use energy comparison sites wherever possible.

- As mentioned above, I am very active in switching off lights when not needed and electrical goods that are not being used.

- Certain equipment remains on overnight due to their minimal power usage, essentialness or the fact that their start up procedure will consume more energy than letting it run (i.e. Printers, routers, modems, etc.) Other equipment such as desktops, laptops and office lighting are turned off at the end of the working day to conserve energy and power usage.

- Turn appliances off at the wall as leaving them in standby mode still uses energy. I don't leave taps running while I am getting things prepared for meals, washing or brushing my teeth.

3. Opportunities to Improve

3.1 Overall Summary

There was a return rate of just over 94%. Responses about staff's awareness of the impact of their work activities on the environment and sustainability were positive:

- All staff who took part in the survey showed they have at least a general understanding of environmental and sustainability issues.

- All staff are motivated to save energy and natural resources where possible and have provided some thoughts and ideas for how this can be done.

- No staff show a lack of awareness of their environmental impact or a lack of motivation to reduce their impact on the environment.

3.2 Key Messages

Some key messages from the survey to ensure environmental awareness and sustainability become part of all 3SC staff's working day culture included:.

- Some staff are already taking steps to reduce the impact of their business activities on the environment.

- Staff are keen to share ideas and information that can contribute to improved environmental sustainability for all staff.

- Staff would value opportunities to improve their knowledge of what more they can do to reduce the impact of their activities on the environment.

- The current situation in relation to COVID-19, where all staff are working from home, has shown that there are alternative methods for carrying out essential contract management activities, if appropriate, that can help to reduce our overall impact on the environment in the future.

- The responses, thoughts and ideas provided by staff will help us to develop guidance for all 3SC staff so that we can reduce the impact our work activities have on the environment even further.

3.3 Guidance for Staff

We would like to thank all of those staff who shared:

- information about what they already do to reduce the impact of their business activities on the environment

- ideas about what more we could do to improve our approach to environmental management and sustainability.

The thoughts and ideas shared by staff, as well as information about environmental sustainability provided by organisations such as the Environment Agency and Environmental Protection UK, will be used to develop further guidance for staff to support and improve our knowledge, understanding, attitude and approach to environmental issues and sustainability.