

OUR 2021/2022 PLEDGE

To reduce our carbon emissions

Why does this matter?

The Climate Change Act 2008 (2050 Target Amendment) Order 2019 commits the UK government to reduce carbon emissions by at least 100% by 2050. In response, the NHS has committed to reducing carbon emissions by 100% by 2040 (with an 80% reduction by 2028-32) effectively establishing a net zero carbon position by this date.

100%
by 2040



The health and care system in England is responsible for approximately 5% of the country's carbon footprint. Therefore in January 2020 the NHS launched it's 'For a Greener NHS' campaign to accelerate efforts to tackle climate change with a series of co-ordinated measures to reduce its carbon output.

With **3,000** properties in our portfolio,



10% of the NHS estate, NHS Property Services has a very important role to play in supporting the NHS and the UK government in becoming net zero carbon by reducing the negative environmental impact of our buildings.

Our goal

NHS Property Services will align with the ambitions of the wider NHS, aiming to become net zero carbon by 2040, for the properties that we actively manage and where we supply the energy.

 **net zero emissions**
by 2040

Top Tips: How you can reduce your carbon emissions

- As we come into summer, review your thermostat setting and lighting controls to reflect the increasing temperatures and daylight.
- Drive down overnight energy consumption in your place of work by turning off lights, computer monitors and printers.
- Monitor your energy use and report and fix any faults in your home or office that could cause unnecessary energy consumption such as:
 - Over heating/cooling of a space on a consistent basis
 - Broken or badly controlled heating and cooling equipment
 - Broken or poorly fitting windows
 - Dripping taps
 - Heating equipment and pipework that is not insulated

What we've done in the past 12 months

Over the past two years, we've saved £16.6m and 14,300 tCO₂e, with last year proving to be the most successful with £10.6m and 8,600 tCO₂e saved.



In April 2020, we signed two new energy contracts, moving to 100% renewable electricity. In doing so, we saved 37,000 tCO₂ and a 13% (£6.2m) cost reduction.



We established an energy efficiency fund to allow for investment into schemes that sat outside of other capital works e.g. customer-initiated refurbishment schemes and landlord-led backlog maintenance. Two years ago, the fund was £1m and last year, this increased to £2.3m and then to £4.2m (the impact of COVID-19 delayed other programmes so this fund but we had a pipeline of energy savings projects ready to go so transferred the money to these instead). LED installations was the primary project, with 39 sites receiving LED upgrades and an expected saving of £1.5m. We also invested in Building Management System (BMS) upgrades, that at one site saved 22%, along with sub-metering and renewables.



We undertook energy audits at our top 50 energy consuming sites and produced concise reports detailing findings and recommendations. We're using these reports to gather and consolidate property information, identify the quick win opportunities and develop larger scale programmes of work to drive energy and water reduction, along with associated emissions.



In 2019/20, we re-established our Engagement Programme with NHSPS colleagues across the regions, providing training and sharing low cost/no cost ideas to make site level changes, delivering £1.2m and 5,000 tCO₂e savings for the NHS. Last year, we built on this to deliver £2m and 6,760 tCO₂e of savings.

What's next?



Assessing our estate to understand where and what kinds of electric vehicle (EV) charge points should be installed to aid our own transition to an EV fleet, and also the transition of our building occupiers and visitors to our buildings.



Exploring ways to install more renewable technologies, such as heat pumps, solar PV and thermal, wind (where suitable) and PPAs.



Partnering with our new BMS maintenance supplier to upgrade and improve the operation of the existing BMS on the estate.



Rolling out sub-metering across our estate more widely to include electricity, gas, water and heat.



Undertaking decarbonisation feasibility studies when carrying out our typical capital construction, refurbishment and maintenance projects. This will enable us to build a good picture of the potential to decarbonise our properties, understand the costs and technical issues and mitigate these over the coming years, rather than trying to decarbonise a building in one sitting.



Introducing minimum performance standards so that we can ensure designs for new builds, major refurbishments and general maintenance will take account of decarbonisation.



Providing deeper awareness and training on energy efficiency and decarbonisation across the business.

OUR 2021/2022 PLEDGE

To become more fuel efficient

Why does this matter?



Transport emissions account for about **2%**

of our overall carbon footprint which we know causes air pollution and significant health issues.

World Health Organisation targets for particulate matter pollution are up to **10µg/m³**



NHSPS currently has **490** properties in areas above this level.

The NHS accounts for about



3.5%

of all road travel in the UK so is a big contributor to the issue.

Public Health England estimates that the **cost to the NHS** in 2017 due to particulates (PM2.5) and NO² combined was

£42.88m



So there is also a cost incentive to make a change to electric vehicles.

The NHS Long Term Plan targets:



Cutting business mileage by **20%** by 2023-24



Ensuring at least **90%** of NHS service vehicles use **low-emissions engines by 2028**



The UK Government is banning the sale of new combustion engine vehicles by **2030** with hybrids being banned by **2035**

The way people visit our properties is going to change in the coming years and we need to make sure we are prepared for this and can drive behaviour change ourselves, rather than wait to be changed.

Our goal

To install a network of charging infrastructure to facilitate our transition and our customers' transition to electric vehicles. We have the opportunity to upgrade our current to electric vehicles over the next 2-5 years, once we have the infrastructure in place to support this.

What we've done in the past 12 months



We developed an electric vehicle strategy to advance the technologies, procedures, policies and plans to enable the installation of more EV charging points across our estate for use by our own vehicles and those of our occupants.



We have established a business-wide working group, including representatives from asset management, finance, facilities management and communications, to understand the options and opportunities available to install more electric vehicle charging points.



We are in discussion with the Greener NHS team to try to develop some consistency in the delivery of charging infrastructure.

What's next?



We will undertake an estate assessment to determine where charge points need to be, how many we need and what kind. We need to take into consideration numerous factors including demand and electricity capacity.



We will procure a national supplier to install the charge points required.



We will work with our fleet partner to begin the transition to an electric vehicle fleet.

Top Tips: How you can become more fuel efficient

- When deciding on how to get from A to B, review your options in the following order.
 - Can I walk or ride a bike?
 - Can I use public transport such as a train, bus or tube?
 - If I need to use a vehicle, can I share the journey with a colleague?
- When buying or leasing a vehicle, review the tax and other financial benefits of moving to an electric or hybrid vehicle.
- When driving try to keep acceleration and braking smooth to maintain fuel efficiency.

OUR 2021/2022 PLEDGE

To reduce waste

Why does this matter?

England alone generates around **177m tonnes** of waste every year



This is a poor use of resources and costs businesses and household's money. It also causes environmental damage, for example, waste sent to landfill produces methane, a powerful greenhouse gas.

The UK Government aspires to move towards a **'zero waste economy'**

This doesn't mean that no waste exists - it's a society where resources are fully valued, financially and environmentally. It means we reduce, reuse and recycle all we can, and throw things away only as a last resort.

To help people and organisations make the most of opportunities to save money by reducing waste, The Waste Prevention Programme for England has been launched. The programme sets out to:

-  Working with the food and drink sector to prevent food waste.

-  Making it easier for organisations to recycle more.

-  Making businesses responsible for what they produce so a proportion of materials they manufacture can be easily recycled.

-  Working with the waste industry to make it easier for organisations to recycle.

-  Working with local councils to improve waste collection services and infrastructure projects.

-  Supporting energy from waste where appropriate.

-  Addressing waste crime such as fly-tipping and the operation of illegal waste management sites.

-  Regulating landfill sites.

-  Working with the Environmental Agency to control hazardous waste.

Our goal: To reduce our amount of waste and increase the amount of recycling as much as possible.

What we've done in the past 12 months



99% of our general waste gets diverted from landfill.



Standardised our internal recycling, general and clinical waste bins and made it easier for our colleagues to procure these.



Standardised our pedal waste bin labels which indicate what can and cannot be disposed of in the receptacles.



Assessed collection frequencies to make sure our sites could recycle as much as possible.



Completed hundreds of pre-acceptance audits which helps us to understand how clinical waste is being managed and how we can improve waste segregation.



Introduced a waste compactor at a highly utilised site which allows us to compact waste and reduce our waste collections.



Developed waste management training, toolbox talks, procedures and guidance for colleagues to follow and support occupiers.



Recycling furniture, office equipment, stationary etc. by giving to NHS trusts, local authorities and charities. This helps us reduce waste costs and our environmental impact and helps other organisations.



Removed single-use plastic from our catering; replaced with Vegware which is compostable.



Blocked purchase of single-use plastic cutlery and plates in our system.



Implemented recycling at sites that previously had no recycling facilities.

What's next?

We are going to build on our current procedures and processes by:



Increasing the use of dry mixed recycling on our sites.



Ensuring that waste is segregated as much as possible.



Reducing clinical waste where possible.



Carrying out bin sizing exercises to ensure that sites have the correct bin.



Introducing internal recycling bins in sites.



Switching to low/zero plastic cleaning products

We will also be encouraging our employees to take an interest and active part in working towards our company goal.

Top Tips: How you can help reduce waste

- Put up our [waste posters](#) next to the bins to make sure people put the right waste in the right bin
- Raise any issues around incorrect waste segregation.
- Help introduce recycling at your place of work by speaking to your local Facilities Manager or our [Customer Support Centre](#)
- Do not use single use items such as water bottles, coffee cups and plastic bags.

OUR 2021/2022 PLEDGE

To implement best practice for environmental management and climate adaptation

Why does this matter?



The UN has described climate change as **the defining issue of our time.**

It's an issue that is not only occurring now at a rapid rate but is, as stated by the IPCC, unequivocally the result of human influence.

The UK Government has an ambitious net zero carbon target set for 2050 and the NHS is striving for net zero carbon by 2040. The challenge for the NHS is in not only meeting these targets but that in doing so, being aware of the changes we need to make so that our buildings including hospitals, health centres, GP practices, can withstand the risks posed by climate change while exploiting the benefits it presents.

To do this, we believe that having the right systems in place, through the implementation of an effective Environmental Management System, is key. As we continue in our pursuit for environmental protection, we will also be focusing our efforts on the mitigation and adaptation of our buildings and operations against the effects climate change.

Our goals



Guarantee business readiness and resilience to the effects of climate change through the implementation of an effective adaptation management plan.



Determine and maintain conformity to relevant applicable compliance obligations.



Operate within the confines of a well-defined Environmental Management System (EMS).



Conserve, protect and enhance nature and the habitats within our estate.



What have we done in the past 12 months?



Determined the specific compliance obligations that apply to NHSPS and put in place systems to capture, communicate and implement any new or updated legal requirements.



Through various programs, we were able to recognise the exposure and vulnerability of our business operations and services to the effects of global warming.



Completed a gap analysis of our Environmental Management System, identifying key areas of improvement e.g. incident reporting, training.



Set up a team of dedicated environmental leads from various directorates to assist in the delivery of our environmental management initiatives.



Collaborated with key teams around NHSPS such as Procurement and Technical Services to ensure environmental considerations are taken into account during the delivery of key projects and functions.



Established a standard approach with regards to processes, procedures and guides.

Top Tips:

Here are some of the ways you can contribute to the delivery of this pledge:

- Report incidents that have caused or observations that have the potential to cause harm to the environment.
- Identify best practice and raise any opportunities for improvement on environmental initiatives.
- Engage with your local teams to identify potential sites for biodiversity projects.

What's next?



Establish a road map to climate adaptation and determine organisational readiness through vulnerability and risk assessments, making use of available frameworks and working in close partnership with the wider NHS community.



Carry out an evaluation of compliance audits on a selected number of sites as well as develop a business wide auditing platform that will, over time, allow us to benchmark compliance across the estate.



Develop a strategy to ensure actions identified during the gap analysis of our EMS are completed effectively and in a timely manner.



Develop and implement both our Energy and Environment policies.



Establish an effective and well managed environmental incident reporting platform.



Develop training aimed at increasing our colleagues' knowledge and awareness of energy and environment matters.



Undertake a biodiversity project led by our Environmental Leads to enhance the species and habitats at a selected site. We will then establish common methodology for all future biodiversity projects.



Put measures in place to influence our supply chain through sustainable procurement.



Establish processes for identifying and monitoring key performance indicators.