

carbon

waste

energy

water

transport

targets



CSR & Sustainability Summary 2008

Introduction & Policy

Europa is dedicated to working in a sustainable and environmentally friendly manner. Our goal is to be top of the class on all issues relating to sustainability, energy and waste. To achieve this we work alongside our clients and customers to reduce their own carbon footprint and make sure we all maximise our efforts to minimise waste and recycle more. Throughout the business there is a real commitment to sustainability and move towards stakeholder and community engagement. Europa continues to work with The Carbon Trust and The Mayday Network to protect the environment and the community that we serve. We recognise the need to ensure that our business is compliant, in respect of sustainable business practices, and we acknowledge our relationship with the environment and the need to have proactive carbon management practices in place. This is a summary of our fifth annual Corporate Social Responsibility and Sustainability report. It covers the operations of the entire Group across the UK, picking out major achievements and notable statistics. All the data has been collected based on the Global Reporting Initiatives to provide transparency and openness of the business.

You can access our full report online at www.europa-services.co.uk/csr

15,034

**tonnes of waste handled throughout the
UK on behalf of all our customers**

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Carbon neutral refits

Without a trace of carbon

Europa completed a totally carbon neutral refurbishment project at the new flagship office for United Utilities and its partners at Lingley Mere. This was one of Europa's biggest refurbishment projects during 2008. The project team delivered the fit-out of a newly built three storey office with full mechanical, electrical and data installations as well as a communications room and creation of 280 workstations with management pods, meeting rooms and a reception area. Following the completion of the refurbishment, telecommunications and information technology facilities were provided on a geographical basis preventing further carbon emissions by reducing travel and paper through an integrated management system. Over 70% of the materials removed were recycled and everyone involved in the scheme reduced their respective carbon foot print via walking to work or car sharing. Throughout the duration of the project methods of transport, materials and waste handling were tracked and monitored to accurately calculate the carbon used. Carbon was generated by the various deliveries to site, as well as daily commutes to and from Lingley Mere plus the power and materials used during the fit out created even more. Consequently 26.7 tonnes of CO₂ from the project was offset through investment in a number of projects such as a hydro-electric scheme in China, wind turbines in India, methane capture in Germany and reforestation in Northumberland England.

100%

of paper used in the business is recycled



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Waste Reduction and Recycling for clients above 50%

Bullring reduces waste by 60% percent

49%

of all waste handled is recycled

Recycling rates at Bullring, one of the UK's busiest shopping centre destinations, have increased to sixty percent following the introduction of a 'Waste Minimisation Strategy' by Europa in 2008.

The shopping centre wanted to see a major improvement in its waste handling and Europa undertook a full study of the waste streams and management on site. Our team talked to all the stakeholders including staff, retailers, management, local and national environmental bodies, suppliers and waste management companies. We then formulated a management strategy designed to significantly increase the waste recycled, using the

waste hierarchy methodology and the capture of previously uncalculated data. We discovered that Bullring deals with around 3,500 tonnes of waste a year.

Once Europa has set up site project management systems, recycling increased by 15% which included over 170 tonnes of glass bottles; 22 tonnes of 'used' cooking oil have been turned into bio fuel; and recycled enough cardboard to box in three Trafalgar Squares (including Nelson's Column). Our work at the Bullring has prevented 1,600 tonnes of CO₂ being emitted.



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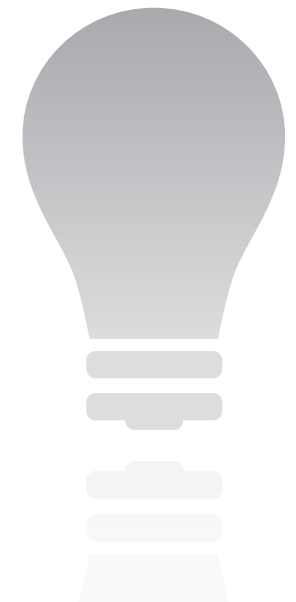
Energy reducing technology

Blowing green hot air

700

tonnes of carbon saved by our people catching a train

Installing low energy hand driers has generated around £10,000 in savings and helped reduce carbon. Changing all the hand driers in washrooms and conveniences at United Utilities plc's Lingley Mere site gave Europa the chance to use some energy reducing technology. Instead of simply swapping the energy inefficient hand driers for paper towels that are not sustainable, we decided to try out low energy hand driers. The Airforce One driers that were chosen generally use a sixth of the energy normally used to dry someone's hands. They do not have a heater element, use half the energy to run and are used for 20 seconds as opposed to 60 seconds with a conventional hand drier. The new units use around 35 Kwh per day as opposed to 70kwh per day for traditional dryers. So, 105 units were purchased and installed (each unit uses 1.2kwh compared to the old style that used 2.4kwh), which generated a saving of 8,715kwh of electricity per year or around four and half tonnes of CO₂ every year.



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Management and installation of water recycling and harvesting technology

Water Recycling and Harvesting

Europa has taken active steps to reduce its water use and the main focus has been to consider the way that the company uses and discharges water. This has included taking part in Envirowise seminars and on line training. This led to a year of investigation and research to identify the best way forward in this particular element of the environment. As a result of this analysis the team installed a water bag device as a pilot scheme at one of our regional offices. The trial showed that this simple device can help save around 770 litres of water per year. Europa has represented clients in developing and maintaining water efficient systems such as rain water harvesting and grey water recycling, therefore reducing costs and damage to the environment. Training resources have been developed for our staff including operational manuals and toolbox talks.

63%

less paper towels used



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Supply chain management and reduction of transport emissions

Supply chain management saves trees

During 2008 Europa has worked with some of its largest suppliers, right across its entire operation, to develop innovative solutions to the environmental impacts caused by the use and delivery of supplies. To meet the needs of customers in the retail, corporate, utility and public sector the company handles a variety of materials at different kinds of sites in the UK. It might be stationery products for all of its customers, receiving and storing small amounts of diesel to fuel machinery or handling concentrated chemical supplies – in dosage systems and tablet form. Whatever the nature of the goods and services Europa has focussed on tighter monitoring of stock levels and reviewed the methods of on site storage and where ever possible used online ordering

systems. One result of this has been reducing the amount of cleaning chemicals used from 200 to the current level of 54. Deliveries are now more coordinated, for example all stationery deliveries are managed to maximise lorry space.

Europa has undertaken a trial of paper towel products that, in some circumstances, has resulted in a 63.4% reduction of cases ordered. During one quarter of 2008 it is estimated that 58 trees were saved through ordering green stationery products and the purchase of recycled paper prevented a further 350 trees being felled and saved nearly 600,000 litres of water from being used in the production process.

75

tonnes of cooking oil
turned into bio fuel



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Targets 2009

Year on year Europa's commitment to CSR and Sustainability has delivered consistent improvement and results. We have a lot of work to do, but our target is to be the leading sustainable and low carbon FM business and to secure contracts directly because of our sustainability offering. "We still have work to do, but our target is to be the leading sustainable and low carbon FM business and to chosen as a supplier directly because of our sustainability offering." Our plan now is to roll out this vision throughout our teams and reach out to our customers, our supply chain and all of our stakeholders.

One way we do this is our work with the communities close to our customers. Whether it is supporting football clubs in Hatfield or arranging green travel initiatives and 'walking buses' in Thurrock we share our passion for the environment. We are also keen supporters of charities with a sustainable focus. One of the senior management team helped construct a school playground in Kenya and we sponsor the Water Aid annual ball.

Businesses and organisations throughout the county have an obligation to take responsibility for their surroundings and be as sustainable as possible. We are working hard to improve our own performance and want to share our passion and the lessons we learn. Together we believe we can have a major impact upon the sustainability of everyone we work with.

75%

**less cleaning chemicals
used year on year**

