

# Quest 2016 – Splus 29

## Environmental Management

### Guidance Notes

Issue 3 – July 2016



#### Outcomes

- Reasonable temperatures, lighting and ventilation of all facility areas are achieved
- Use of utilities is managed efficiently and reduced where possible
- The centre is minimising its impact on the environment

#### Suggested Guidance

<b>PLAN</b>
<b>How do you commit to improving the environmental efficiency of your centre?</b>
<b>EXAMPLES OF BEST PRACTICE</b> <ul style="list-style-type: none"><li>• Energy Management Plan</li><li>• Standards of operating conditions</li><li>• Quality Awards</li><li>• Procedure and policy systems</li></ul>
<b>SUGGESTED GUIDANCE</b> <ul style="list-style-type: none"><li>• Is there a plan of action linked to the business plan objectives which includes specific measures that will be taken to reduce energy consumption, increase the recycling of waste and reduce the overall carbon footprint of the centre</li><li>• Are there clearly written standards that are understood where appropriate, by the staff and customers, for examples settings for the swimming pool water, temperatures, lighting, humidity and ventilation</li><li>• Has quality awards been considered, for example ISO14000</li><li>• Are procedures and policies clearly developed, defined and documented as part of an integrated quality management system, for staff and where appropriate customers</li></ul>
<b>DO</b>
<b>How do you inform the staff and customers about what you are doing in relation to managing the environment within the centre?</b>
<b>EXAMPLES OF BEST PRACTICE</b> <ul style="list-style-type: none"><li>• Energy Performance Certificate (EPC)</li></ul>

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- Display Environmental Policy and statement of intent
- Environmental notice board
- Actions taken / planned to minimise energy consumption
- Operation conditions
- Restriction on temperature control tampering
- Partnership working with local authority/ client

### SUGGESTED GUIDANCE

- Is a valid certificate of energy efficiency (EPC) displayed in a prominent public area (no smaller than A3). The EPC should be reviewed every 12 months for buildings with a useful floor area of over 1,000 m<sup>2</sup> and every 10 years for buildings with a total useful floor area over 250 m<sup>2</sup> but under 1,000 m<sup>2</sup>
- Is there an Environmental Policy and Statement of Intent signed by senior management which informs customers and staff of the organisation's commitment to minimising the facility's impact on the environment
- Is there an environmental notice board which includes information on how to reduce energy both within the building and travel to the building, for example recycling encouraged, bus timetables and cycle routes
- Is it evident that customers are informed of the action(s) the Centre has already taken and intends to take in minimising energy consumption
- Are standards of operating conditions (pool temperature readings) displayed for the customers
- Are there control measures in place to prevent and/or restrict customers and untrained members from adjusting temperature controls around the building
- Is there evidence of a positive working partnership with the local authority/ client demonstrating how a contribution is being made to the local and national agenda

### In delivering these environmental standards what legislation or best practice have you considered?

#### EXAMPLES OF BEST PRACTICE

- Carbon Trust / Green Dragon
- Government targets
- Control of Substances Hazardous to Health (COSHH)

### SUGGESTED GUIDANCE

- Is there evidence of a real commitment to the issues of environmental management through involvement with various agencies that can offer support, guidance and educational materials together with audits and recommendations for improvement, for example Environmental Management Accreditation Service (EMAS), Carbon Trust and Green Dragon
- Are government targets considered when developing environmental objectives
- Are COSHH assessments in place that include action in case of a chemical spill and action to reduce potential harm to the environment

### What training has taken place in order that the staff can implement these environmental standards?

#### EXAMPLES OF BEST PRACTICE

- Procedures and policy systems

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- Competent environmental/ Green champion
- Staff are responsible for monitoring and adjusting settings and controls

### SUGGESTED GUIDANCE

- Are staff trained in any relevant procedures and policies; and any changes actioned accordingly regarding
- Has a member of the staff been nominated as the centre's environmental/ Green champion and have they been provided with appropriate training, which could assist in the delivery of the organisation's environmental policies and raise awareness amongst the staff
- Is the appropriate staff member(s) responsible for monitoring, controlling and adjusting the environmental settings around the centre suitably qualified

**Have you allocated resources for the installation of systems and equipment that could enhance environmental conditions and reduce energy consumption within the centre?**

### EXAMPLES OF BEST PRACTICE

- Provision of resources
- Return on investment
- Recycling opportunities
- Pool Covers
- Passive Infra-Red and occupancy sensors
- Grey water recycling
- Solar panels
- Lighting reduction scheme
- Pump invertors
- Variable speed drives
- Ultra violet operated pools
- Lagging pipes
- Bubble wrapping filter vessels
- Electronic filing
- Double sided check sheets

### SUGGESTED GUIDANCE

- What arrangements have been made for the provision of adequate resources to implement new initiatives to help reduce energy consumption
- Is there a process in place to ensure that the staff understand the concept that there is a financial return (savings) on the cost of installing energy reduction initiatives
- Is there an effective recycling scheme that can assist in reducing the volume of landfill and trade waste pickups, therefore saving money
- Have pool covers been installed to help reduce heating costs
- Have PIR / occupancy sensors been installed in appropriate areas of the centre, sensitivity must be taken when installing these devices in toileted areas

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- Is rain water (grey water) collected from the roof space and used to flush toilets
- Have solar panels been installed on the roof and used to compliment demand on the main heating source
- Have lighting dependencies been lowered in areas with sufficient natural lighting and lux meters installed to ensure that adequate lighting is available in specific areas
- Has installing invertors to control the surge of power through the circulating pumps been considered
- Has the installation of variable speed drives on air and water circulation pumps been considered, which may reduce energy consumption but only to be used if the condition of the pool water treatment process is not inhibited or affected in any way
- Has an ultra violet light disinfection system been considered for operating a swimming pool, which could enable the reduction of the consumption of the chlorine based residual required in the pool at all times
- Are all sections of hot water piping lagged including the valves and heat exchangers
- Has lagging and /or bubble wrapping been considered for the swimming pool water filters, this is another proven way of saving energy
- Is an electronic filing systems maintained to assist in reducing the need for printing paper
- If check sheets and procedural documentation have to be hard copied is each piece of paper used and double sided

### MEASURE

#### How do you measure?

#### EXAMPLES OF BEST PRACTICE

- Utility use measured and recorded
- KPIs
- Balanced water testing
- Customer feedback
- Cleaning chemical consumption

#### SUGGESTED GUIDANCE

- Are utility readings recorded to show evidence of increases or decreases in consumption
- Have specific KPIs been developed for environmental management
- Do the management conduct weekly balanced water tests for the swimming pool (if applicable); are the results made available to the appropriate staff
- Is there an opportunity for customers to feedback on specific issues about the environmental conditions within the centre;
- Do the management measure and control the use of chemicals to try and reduce the amount used

### REVIEW

#### How do you review what you measure?

#### EXAMPLES OF BEST PRACTICE

- Periodic reviews

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- Investment update
- Further consultation
- Sharing best practice
- Procedures and policies

### SUGGESTED GUIDANCE

- Does the centre conduct periodic reviews to ensure that it is benefiting from the best practices and technology? Are reviews carried out on utility use, KPIs and customer feedback
- Has the centre established what the investment was in the energy saving initiatives that have been introduced / installed and measure the results
- Does the centre undertake consultation with recognised experts in order to determine where additional cost savings can be made
- Is sharing best practice within and beyond the industry recognised as a fundamental part of the reviewing process
- Do management have processes in place to regularly review and update relevant procedures and policies

### IMPACT

#### Has what you have done made a difference?

### EXAMPLES OF BEST PRACTICE

- Reduced EPC score
- Reduced utility consumption
- Reduction in trade waste collection
- Enhanced customer experience
- Reduced chemical usage
- Customer/ Staff awareness
- Customer feedback
- Reduced reliance on paper
- External mystery visits and audits
- Delivery of planned energy saving initiatives

### SUGGESTED GUIDANCE

- Has the score of the EPC certificate improved
- Is utility consumption decreasing year on year
- Is recycling waste increasing and the collection of landfill waste decreasing, are the management able to quantify this
- Have management received positive customer feedback in relation to environmental conditions around the centre
- Is there evidence that the reduction in unnecessary chemical consumption has helped to ensure that the cleaning of the centre is done more effectively and has contributed to meeting the environmental objectives

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- Has staff / customer awareness and knowledge about the issues of environmental management improved and contributed to a reduction in energy consumption
- Is there evidence that improved swimming pool water conditions has increased positive customer feedback
- Is there evidence that reduced dependency on paper has saved money
- Do the findings from external mystery visits and audits demonstrate that current environmental practices are making a difference from a different perspective
- As a result of the installation of energy saving initiatives have management been able to evidence efficiencies