

**INVESTORS
IN THE
ENVIRONMENT**



ACCREDITATION REPORT

Chantry Vets

September 2022



Executive Summary

The Investors in the Environment (iE) accreditation requires an organisation to provide evidence that it has met a range of pre-defined criteria, set targets to reduce its environmental impact and taken action to improve its performance whilst enhancing the community in which it operates. Evidence is presented at an annual audit and this report provides an evaluation of the organisation's performance as well as offering advice on next steps for continued improvement.

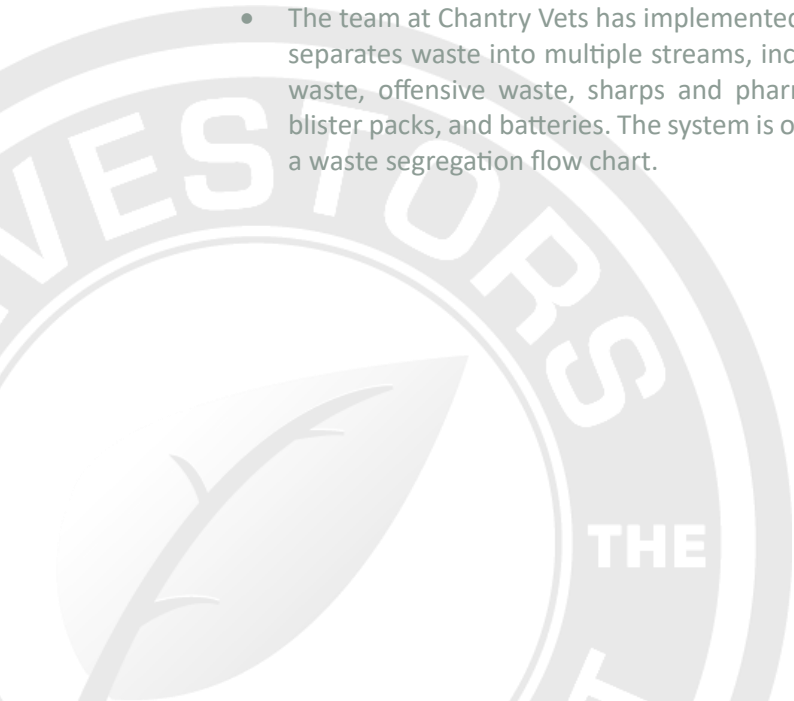
Investors in the Environment is pleased to confirm that, having recently completed that process, **Chantry Vets** has achieved the **Bronze level** accreditation with a score of **79%**.



Highlights

The team at Chantry Vets has worked hard to introduce an Environmental Management System (EMS) in order to understand and work towards continually improving its environmental performance.

- The Green Champions at Chantry Vets are enthusiastic, and have worked hard to implement an EMS, communicate changes to staff, and engage staff with the practice's sustainability work.
- Chantry Vets has created an Environmental Policy, signed by a member of the Senior Management Team, which outlines the practice's key environmental goals and commitments.
- The team at Chantry Vets has implemented an outstanding waste management system which separates waste into multiple streams, including: general waste, dry mixed recycling, clinical waste, offensive waste, sharps and pharmaceutical, sanitary, anatomical, flexible plastics, blister packs, and batteries. The system is outlined within a waste policy which is supported by a waste segregation flow chart.



About the audit

The Investors in the Environment annual audit consists of an assessment of five key areas of an organisation's Environmental Management System (EMS). These areas include:

- Environmental Policy
- Resource management and monitoring
- Progress against targets
- Action Planning including social / environmental projects
- Communication

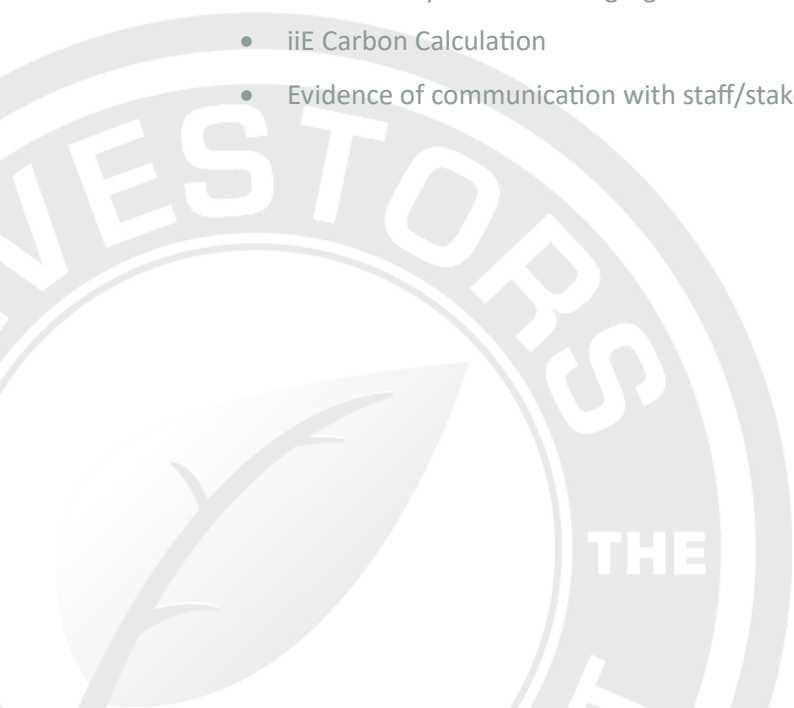
The purpose of the audit is to evaluate the organisation's EMS and make suggestions relating to its performance. Future opportunities and risks to the organisation's environmental practices may also be identified as a result. The audit includes all Chantry Vets practices, including: Brindley Way Hospital, Wakefield, Alverthorpe, Middleton, Normanton, Pontefract, Castleford, and Great Houghton.

The audit consisted of the examination of documentation evidence and an interview with key personnel on 22nd September 2022.

See Appendix A for detail on audit scoring criteria and scores.

Evidence submitted included:

- Audit Pack, which acts as the Environmental Management System manual
- Environmental Policy
- Resource Data and Table of Utilities
- Action Plan
- Waste Policy and Waste Segregation Flow Chart
- iiE Carbon Calculation
- Evidence of communication with staff/stakeholders

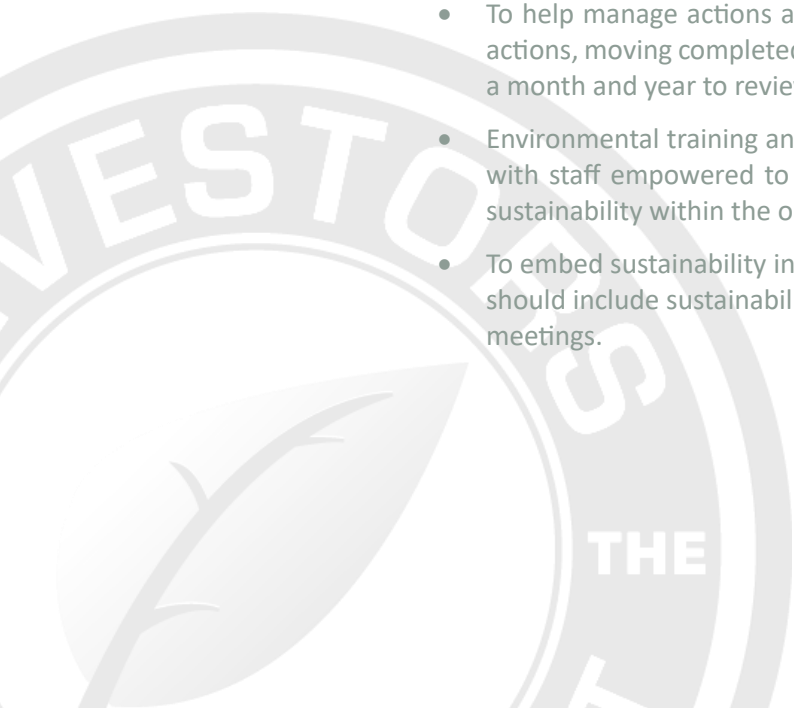


Suggested Steps for Improvement

EMS



- Ensure the Environmental Policy is available and easy to find on Chantry Vets' website.
- To improve data collection over the coming year, encourage the deputy manager to establish a process in which the staff responsible for taking meter readings at each site send monthly meter readings to the deputy manager and Green Champions. Recording data at each site within the resource measuring sheet will also help to identify trends and progress at specific sites.
- Chantry Vets should include greater detail within the resource explanation section of the EMS pack to demonstrate further understanding and identify actions to manage and reduce resource use e.g. how often are washing machines used, are they used only when full, what is the energy rating of machines and appliances etc.
- Although an explanation of isoflurane use is provided within the Table of Utilities, include an explanation with greater detail of isoflurane and paper use and measurement within Chantry Vets' EMS Pack.
- Ensure example text is removed from Chantry Vets' EMS pack e.g. targets on page 8.
- Implement a process to review resource use data on a quarterly or half-yearly basis. Quarterly Green Team meetings could be used to review resource use and identify actions to achieve resource reduction targets.
- To work towards Silver level, identify further actions within resource action plans to achieve 2% reduction targets. Consider breaking down some actions to aid the management and progress of actions.
- To help manage actions and demonstrate progress, consider colour coding actions, moving completed actions to the bottom of action plans, and adding a month and year to review periods of ongoing actions (e.g. October 2022).
- Environmental training and awareness levels could also be an area of focus, with staff empowered to make suggestions for how their role can further sustainability within the organisation.
- To embed sustainability in decision making within the organisation, SMT should include sustainability as a standing agenda item during their regular meetings.



ENERGY



- To reduce the environmental impact of Chantry Vets' energy consumption, consider switching to a renewable tariff or supplier such as [Ecotricity](#), an iiE Partner.
- Continue to switch lights to LEDs when the bulb requires replacing. This will enable Chantry Vets to cut energy costs and carbon, and typically has a short payback period of 2-3 years. When replacing bulbs with LEDs, consider removing some strips or fittings where appropriate as LEDs are often brighter so some fittings may not be needed.
- Consider installing PIR or LUX sensors for lights in locations where lights can be left on when the space is not in use such as corridors, storage rooms and bathrooms.
- Consider reducing thermostat settings by 1°C and check staff comfort levels with the change.
- Continue to encourage staff to adopt energy conscious behaviours such as not overfilling the kettle, which is a notoriously energy intensive behaviour that may happen thousands of times a year, and turning off unused appliances and lights.
- Consider using an energy log (template available in the 'Resources' section of the iiE website) to formalise energy checks and findings. The log can also be used to document actions taken to address findings such as reminders to switch off lights or congratulating staff when all lights were switched off at the end of the day to affirm positive actions.

WASTE



- Chantry Vets has created an outstanding waste management system which is clearly communicated through a waste policy and waste segregation flow chart. To improve the usability of the document further, consider including images of bins and bin locations in the practice within the policy.
- Consider tackling waste inputs through procurement by identifying items of high waste potential and engaging staff and suppliers on eliminating some waste streams and reducing others.
- Consider formalising waste check findings in a log (template available in the 'Resources' section of the iiE website). The log can also be used to document actions taken to address contamination as well as celebrate a lack of contamination to affirm positive actions.

- Consider providing annual refresher training to staff to ensure the system continues to be used correctly, particularly if changes are made to the system.
- Consider undertaking activities as part of [Zero Waste Week](#). A guide entitled 'iiE Zero Waste Week Guide' outlining how to plan for Zero Waste Week and ideas for activities can be found in the 'Resources' section of the iiE website.

WATER



- Consider installing water hippos or dual flush systems at sites which do not currently have water saving devices.
- Ensure staff know how to report leaks, drips, running cisterns etc which cause water waste. Signage may help to remind people, and to indicate when a fault has already been reported.

TRANSPORT

- Use the iiE Travel Plan template to create a travel plan and stand-alone Travel Policy for staff with links to travel initiatives (e.g., Cycle to Work Scheme), sustainable transport information (e.g., local cycle routes, bus timetables), and further guidance to increase sustainable transport (e.g., eco-driving videos, and tips for maintaining cars/bikes).
- Consider using the iiE Travel Survey to capture how staff commute to practices and how Chantry Vets could support staff to use sustainable transport options when commuting to work.
- Adopt practices which support the avoidance of single occupancy car journeys such as use of software/[expenses to encourage lift sharing](#), claiming [bike mileage for business trips](#), or rewards for use of train/bus/bike/on foot.
- When driving is unavoidable, encourage drivers to drive efficiently by adopting these practices suggested by [The AA](#).
- Consider engaging staff 'travel champions' to ensure the facilities available are fit for purpose and further understand how to encourage uptake of active or low carbon transport options.



MATERIAL, PURCHASING AND INVESTMENTS



- Use the iiE template to develop a Green Procurement Policy, deliver training to staff about how it will affect procurement from now on, find ways to measure its impact and report progress back to staff.
- Consider evaluating the sustainability profile of the companies, accounts and funds with/in which the organisation's current accounts, investments and staff pensions are held. [Switchit.Green](#), [Ethical Consumer Magazine](#) and [Good Shopping Guide](#) can offer general advice on alternative funds.

BIODIVERSITY, GREEN SPACE AND WELLBEING



- Undertake at least 2 new environmental or social projects in the coming year. Gain feedback from staff about what they would enjoy, and build on the success and enthusiasm generated to date.
- Consider undertaking projects that involve all practices but allow each site to have autonomy over their delivery. For example, a poll could be sent to all practices to select a charity to fundraise for together, but each practice can decide how they raise money for the charity.
- Consider carrying out a wellbeing project in the new year, perhaps integrating mindfulness practice with outdoor green spaces, where possible. This should be focused on staff participation, in particular.

COMMUNICATION AND STAFF ENGAGEMENT



- Make use of the iiE communication resources, including the social media graphics included with this report to communicate your iiE Bronze achievement.
- Create an easy-to-find page or section on Chantry Vets' website which contains information about the practice's environmental ambitions, activities and achievements. Include a link to your environmental policy and the iiE logo received with this report and consider creating a link from your website to your page on the [Green Directory on the iiE website](#).
- Make sure communications are easy to understand for non-specialists, and keep instructions focused on simple practical actions staff can take to help you meet your goals.



- Encourage staff to calculate their own carbon footprint to raise awareness about what they can do at home. Try using a non-technical calculator such as [WWF's calculator](#) or [Giki Zero](#) and ask the team to share their results and ideas.
- Consider creating an Annual Sustainability Report or Statement.
- Circulate appropriate iiE resources to the wider team, including iiE webinars (which can be accessed after the event if attending the live events is not possible).
- Submit for one of iiE's [Annual Awards](#) (deadline 30th September) and save the date for this year's ceremony on Wednesday 16th November.

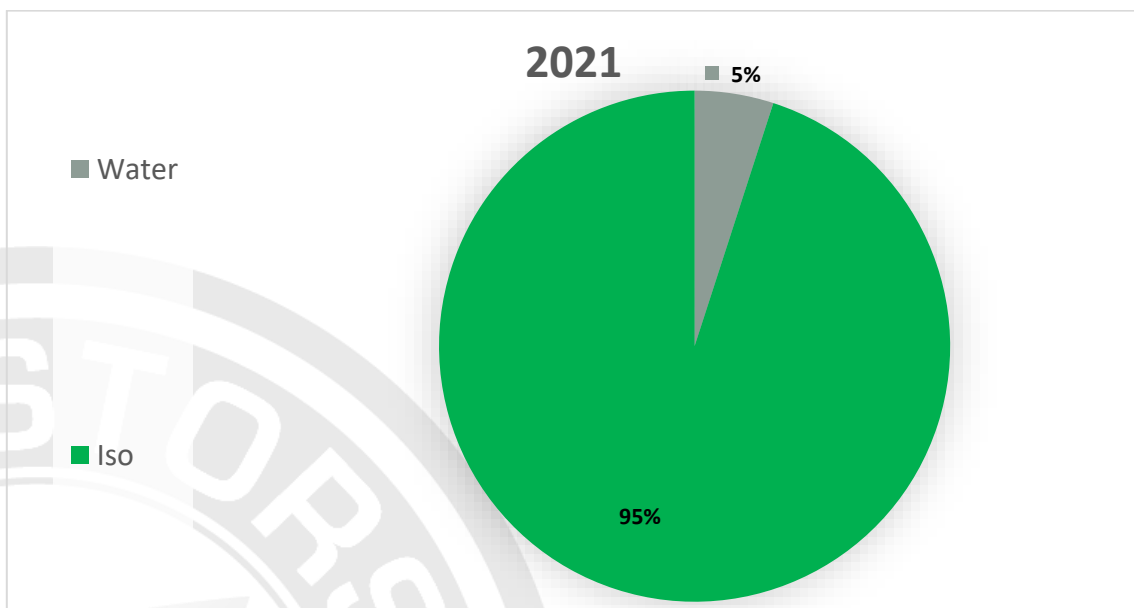
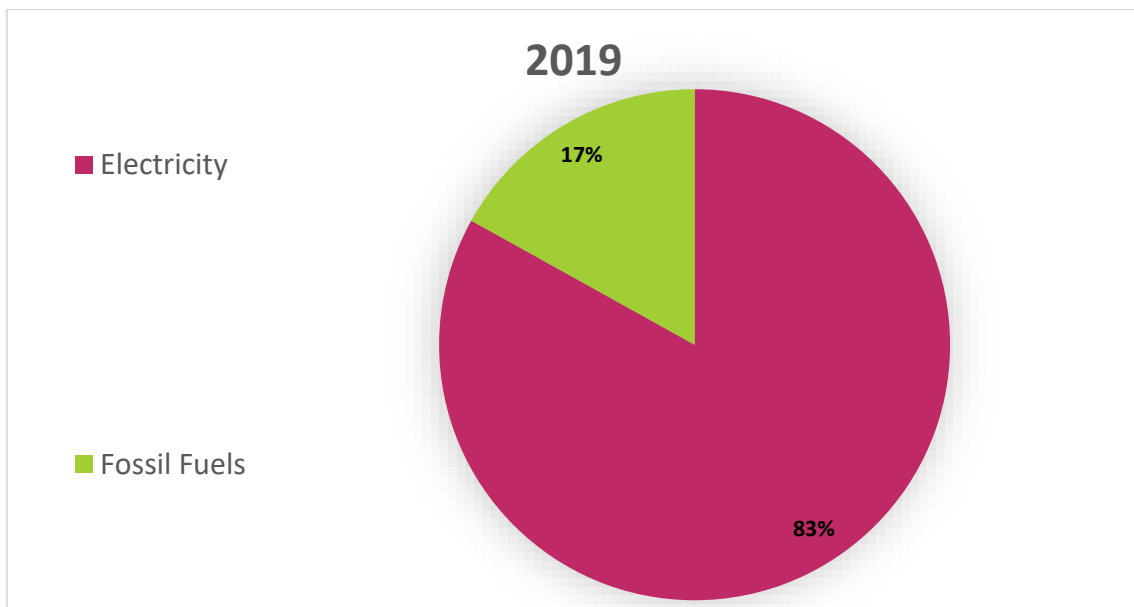
CARBON FOOTPRINT

A carbon footprint has been calculated for the years 2019 and 2021. Due to difficulties obtaining data, the carbon footprint for 2019 includes electricity and gas, whilst the footprint for 2021 includes anaesthetic gases and water.

The carbon footprint for 2021 was 28.21 tonnes of CO₂e (tCO₂e), and 113.26 tCO₂e for 2019. Both carbon footprints represent a partial picture of the company's greenhouse gas emissions, which is compliant at Bronze level as a first step to greenhouse gas accounting that should improve as more data is collected.

- The largest contributor to Chantry Vets' carbon footprint in 2019 is electricity (94.09 tCO₂e) and isoflurane use in 2021 (27.47 tCO₂e). Therefore, Chantry Vets should continue to undertake actions to reduce electricity consumption such as switching lights to LEDs, improving the energy efficiency of equipment, and implementing behaviour change campaigns for energy use, as well as continuing to focus on low flow anaesthetic actions.
- Chantry Vets provides an ambulatory service and has two practice cars. As these are a Scope 1 emission source, fleet fuel or mileage from these vehicles should be included within future carbon footprint calculations.
- Refrigerant gases are considered a Scope 1 emission; thus, Chantry Vets should include any refrigerant gas emissions from air conditioning units used within the practice in future carbon footprint calculations. Information on refrigerant gas leakage can be obtained when air conditioning equipment is serviced.

- To work towards Silver level, consider including Scope 3 emissions associated with travel such as business or commuter mileage which will likely be significant contributors to Chantry Vets' carbon footprint.
- Identify partners or suppliers along your value chain that contribute potentially significant amounts of greenhouse gases to your Scope 3 carbon footprint (e.g., customers/users, energy providers, etc.). This is important when trying to identify sources, obtain relevant data, and calculate emissions



Required next steps for Silver level

If not already in place, to reach the next iiE accreditation level, Chantry Vets must:

- Follow the advice given in this report and the accompanying audit sheet and make suggested adjustments.
- Monitor the use of at least 1 additional resource, prioritised by spend and/or environmental impact such as fleet fuel or mileage.
- Collect data or meter readings at least quarterly.
- Identify further actions within resource action plans to achieve 2% reduction targets.
- Include fleet fuel or fleet mileage data within future carbon footprint calculations.
- Adopt a travel plan.
- Undertake at least 2 new impactful social or environmental projects.
- Extend communications to more stakeholder groups and report progress more regularly.



APPENDIX A

AUDIT SCORING

The audit sheet includes detail on all areas with commentary on why they were scored as they were. Each section of the iiE Audit Sheet is scored as detailed below. The audit sheet contains full scoring information.

Fail	0 Points: A failing score means that this criterion has not been met nor is any progress demonstrated.
Action Needed	1 point: Action is needed to improve and should be considered in alignment with the auditor's comments and an appropriate timeline. These will be discussed during quarterly support calls to help improve.
Pass / Compliant	2 points: The criteria have been met, though there may also be suggestions to improve.
Outstanding	3 points: This criterion has been exceeded as measured against the basic iiE criteria and may demonstrate a significant improvement since the previous year or may highlight best practice.

An organisation must gain a score of at least 60%, with marks achieving the core criteria that distinguish the different Award levels.

Results

Summary Results			
Section	Score	Available Score	Percentage
Section 1 - Environmental Policy	17	21	81%
Section 2a - Measuring Resource Use	9	14	64%
Section 3 - Targets	2	3	67%
Section 4a - Action Plan	28	32	88%
Section 5 - Communication	4	6	67%
Total	60	76	79%

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