



bcq



OUR ENVIRONMENT

Intelligent Communication

INTRODUCTION

"ENVIRONMENTAL PROTECTION AND REDUCING THE IMPACT OF OUR BUSINESS ACTIVITIES UPON THE ENVIRONMENT IS FOREMOST IN THE MANAGEMENT PHILOSOPHY OF BCQ GROUP."

Prevention of pollution and enhancement of the environment are a fundamental part of the company's ethos.

Our firm commitment and responsible approach to best practice in environmental management places us at the leading edge of the communications industry, as one of only a small number of British print producers to achieve certification to environmental standard ISO 14001 and the FSC (Forest Stewardship Council).

We consistently demonstrate a proactive and forward-looking approach to the formulation and implementation of company environmental policy through our integrated environmental management system.

Staff training programmes, formal written statements and operating procedures which achieve and exceed current European health, safety and environmental legislation are testament to this. We believe this approach will help motivate personnel so that their inputs become part of an organic working system, rather than a series of checklists, fostering an environmentally friendly company culture.

Our environmental policies are now an intrinsic part of our daily working lives and we ensure that everything we do adheres to them. Our purpose-built headquarters, completed in 2002, are a demonstration of this and include many environmental features to ensure our activities remain as environmentally responsible as possible.

Membership of relevant trade organisations enables us to play a central part in shaping the future direction of our industry, while our attainment and continual improvement of ISO 14001 acts as a powerful demonstration of our commitment to achieving environmental excellence, setting the industry standard for others to follow.



Richard Knowles
Joint Managing
Director



Tyrone Spence
Joint Managing
Director





COMPANYPROFILE

Buckingham has been our home since being established in 1976. Although no longer based in the town's centre, it was here that we achieved certification to both ISO 9001:2000 (Quality) in July 1992 and ISO 14001 (Environment) Management System Standard in June 1998.

These certifications are hugely significant to us and mark our uncompromising desire to be industry leaders in our field through the provision of the highest quality products and services.

Certification to ISO 14001 is something of which we are justifiably proud, having been awarded it whilst based just metres from a river bank and historic town surroundings.

In early 2002, we moved to purpose-built headquarters on Buckingham's outskirts. Built to ensure they would be as environmentally responsible as possible, our new premises have enabled us to continually improve our environmental performance and maintain our investment in the industry's latest technologies.

We are now better able to meet future customer requirements by providing complete service solutions. This includes communicating and responding to client needs even more quickly via e-enabled and digital communication methods whilst still utilising more conventional methods and the human touch.

Our uncompromising pursuit of excellence has culminated in us being awarded numerous environmental and business awards, as well as certification to the Forest Stewardship Council in 2005.



ENVIRONMENTAL ISSUES

The conservation of nature is an increasingly important issue across all industry sectors, not least in the communications industry, and is a trend set to continue well into the future. Customers are now beginning to actively seek to do business only with those companies who are able to show their desire to become environmentally responsible.

Indeed there is growing evidence that insurers, banks and investors are beginning to make the connection between good financial and environmental performance. Such thinking is currently being put into practice by many leading organisations who are now paying particular attention to the environmental management systems and policies of their business partners, suppliers and clients.

We have responded to this market challenge by achieving and maintaining ISO 14001, and gaining certification to the FSC.

Our aim is to reduce the impact of our business activities by protecting and enhancing the surrounding environment in which we live.



Our services and products are produced in accordance with the most exacting environmental standards available in the UK communications industry today, and in a manner that strives to minimise harm to land or water and the environment in general.

Our employees are trained to enhance their understanding of environmental policies and to promote excellence in job performance on all environmental matters.

"THE CONSERVATION OF NATURE IS AN INCREASINGLY IMPORTANT ISSUE ACROSS ALL INDUSTRY SECTORS, NOT LEAST IN THE COMMUNICATIONS INDUSTRY, AND IS A TREND SET TO CONTINUE WELL INTO THE FUTURE."



WASTEREDUCTION

Waste is an inevitable by-product of our daily commercial and industrial operations which we actively seek to reduce in both volume and toxicity through the implementation of our environmental management system.

In our efforts to reduce the total amount of waste produced, we have in place internal programmes which recycle and re-use by-product materials at every available opportunity.

Waste is regularly collected from numerous locations around our buildings, and includes paper, plastic and printer cartridges from our office environment.

Our continual persistence to reduce waste wherever possible has led to the purchase of a wide range of supplementary production machinery and equipment, as well as the proactive promotion of digital communication tools and print-on-demand initiatives to our clients.

"WASTE IS AN INEVITABLE BY-PRODUCT OF OUR DAILY COMMERCIAL AND INDUSTRIAL OPERATIONS WHICH WE ACTIVELY SEEK TO REDUCE IN BOTH VOLUME AND TOXICITY."



USE OF ENERGY

BCQ Group recognises the high levels of energy consumption at our premises and continues to monitor this usage closely on a daily basis; making comparisons against machine impressions and degree days for the previous year to gauge savings made.

We make every reasonable effort to use environmentally safe and sustainable energy sources to meet our needs and seek opportunities to improve energy efficiency and conservation at all levels of our operations.

Specific measures have been put in place to reduce the consumption of gas and electricity and are implemented as a form of best practice through staff directives.



REDUCTION OF EMISSIONS

10% of all volatile organic compounds (VOCs) emitted by British Industry are attributed to the print sector, the majority of which are created during the printing process.

BCQ Group has taken a very serious and proactive approach to reducing and, where possible, eliminating such chemical emissions. In association with the HSE, we have conducted complete VOC monitoring and the results show we are well below current statutory benchmark levels.

"BCQ GROUP HAS TAKEN A VERY SERIOUS AND PROACTIVE APPROACH TO REDUCING AND, WHERE POSSIBLE, ELIMINATING VOLATILE ORGANIC COMPOUND (VOC) EMISSIONS."



VEHICLE OPERATIONS

Our company vehicles adhere to best environmental practice and we are working towards a fleet of diesel run vehicles. All vehicles are regularly maintained to ensure minimum fuel consumption is used per journey.

Close monitoring of fuel consumption is regularly made to check the performance of each company vehicle against agreed national averages for type of vehicle.



MATERIAL SELECTION

As far as possible we use renewable and sustainable natural resources and conserve non-renewable natural resources through efficient use and careful planning. This includes actively recommending to customers, for use in their work, only those materials found on our approved materials database. Where no preference has been expressed, we use only materials judged to be environmentally responsible.

Discriminating in favour of suppliers who take an environmentally responsible approach, we look to use paper whose manufacturing process maximises energy efficiency, recycles and minimises fresh water usage and causes no gas emissions. In addition to these measures we aim to use recycled paper that has been de-inked in chlorine-free recycling plants, or materials manufactured from pulp sourced from sustainable forests, certified as such by the FSC.

"WE LOOK TO USE PAPER WHOSE MANUFACTURING PROCESS MAXIMISES ENERGY EFFICIENCY, RECYCLES AND MINIMISES FRESH WATER USAGE AND CAUSES NO GAS EMISSIONS."



TREATMENT & DISPOSAL

Substances and special waste remaining unavoidably in use at our premises are treated before disposal or recycled for further safe use. Under no circumstances are liquid materials washed down drains at the site, but collected at source and disposed of in a controlled and approved manner by licensed disposal carriers.

This process is audited by trained, authorised staff to ensure compliance with all legal requirements and our own internal procedures.



RESEARCH&DEVELOPMENT

New and emerging technologies are continually investigated to ensure our commercial activities become more and more environmentally responsible. Significant investment has been made in a variety of software and hardware solutions, allowing us to make major improvements in our environmental practices.

An ongoing review programme of unavoidably harmful chemicals has been set up to promote minimal use, re-use, possible elimination, substitution and, if appropriate, recycling. Less harmful alternatives are also introduced into the print process wherever possible.



HEALTH&SAFETY

We strongly adhere to best practice in current health and safety requirements within our environmental management system, enabling a quick response to any potential emergency health and safety situation.

This commitment to the highest standards of health & safety has resulted in our accreditation to the health & safety standard OHSAS 18001 in November 2006.



RISK REDUCTION

We are able to minimise risk and protect our employees and others in the vicinity of our premises by employing safe technologies and operating procedures, and by being prepared for emergencies.

Working in a manner designed to reduce risk to the environment, we make available to our employees and to the public, all information related to our activities that we believe could cause harm.

Risk assessment is regularly conducted in all areas of production, and any shortcomings are identified and action plans quickly formulated to solve any such potential problem.

"WE ARE ABLE TO MINIMISE RISK AND PROTECT OUR EMPLOYEES AND OTHERS IN THE VICINITY OF OUR OPERATIONS BY EMPLOYING SAFE TECHNOLOGIES AND OPERATING PROCEDURES."



EMERGENCY MEASURES

With our premises being situated alongside an osier bed, strict guidelines and emergency action measures have been put in place within our environmental management system to deal with the event of an emergency environmental situation.

Formulated in conjunction with stringent guidelines set out by the Environment Agency and the Anglian Water Authority, we have emergency contingency plans which both meet and exceed current legal requirements. These measures are continually reviewed to enable us to safely prevent and contain any potential environmental problem affecting our business.



BUILDINGS & SURROUNDINGS

Our purpose-built headquarters meet our own targets of minimising damage to the immediate and local environment.

The natural brick and dark green elevations help the building to blend into the environment, and it is effectively insulated and double-glazed to minimise heat loss. The climate controlled work spaces use CFC-free coolants and heat pump technology to recycle heat produced during our printing processes. We have preserved ancient hedgerows around the site and planted indigenous

plants and trees, in excess of planning requirements, to help preserve and enhance the wildlife habitat. Noise levels within the production facility itself are controlled to prevent disturbance to the surrounding community.

In addition to these efforts, the sponsorship and upkeep of the roundabout and verges outside our premises are carried out, as well as keeping the site free from litter.

Furthermore, to encourage wildlife, bird and bat boxes have been erected in trees around our site and bird tables put on to grassed areas.

We have also run competitions in conjunction with local schools to promote environmental best practice amongst their pupils.



ENVIRONMENTAL PLANNING

Implementation of Objectives, Targets and Training

At BCQ Group, we continue to set and achieve our environmental objectives and targets through effective communication and careful implementation of our environmental management system.

Our system provides the training resources for our personnel, raises the competence of staff and creates a highly motivated workforce with a greater awareness of environmental issues.



OUR MISSION

BCQ Group is committed to reducing the impact of all its activities on the environment through an integrated programme of continual improvement and pollution prevention.

At BCQ Group we have installed a management system focused on best environmental practice, reduces the impact of our business activities, and sets the industry standard for others to follow by becoming a model of good environmental management.

Used as a management tool, our environmental management system shows us where we can cut waste, enhance efficiency and improve overall environmental performance.

Competitive strategy builds on best available factual information, helping us perform better by creating more customer focused environmental plans.



MONITORING & CONTROL

Monitoring and targeting resource usage, spillage and waste generation are core elements of our environmental management review. This process encompasses all business functions and focuses in particular upon the environmental impact of our daily operational activities.

Within our integrated environmental management system, we regularly conduct internal audits and measure the external effect of our business on the surrounding region. By tracking progress well after implementation, the

information recorded is used to ensure quality control remains, and provides a detailed analysis of the current situation.

We take a proactive, holistic and analytical approach to environmental management, enabling managers to both focus on specific issues and see how different areas are related.

Our environmental management system gives managers the tools to determine the root causes of any non-conformance, rather than just dealing with the symptoms.

Through our registration to ISO 14001, we have shown industry leadership in adopting this rigorous set of environmental standards to achieve continual improvement in the areas of environment, health and safety. We are able to accurately monitor our performance and achieve those objectives set out in our environmental policy statement, a copy of which is on page 26.



COMPLIANCE

BCQ Group is committed to compliance with all legal and regulatory requirements, continual improvement and the prevention of pollution. We implement programmes and procedures to ensure compliance, which include the training and testing of employees, and take corrective action on areas that don't conform.

The group has within its staff a member of the BPIF health, safety and environment committee and a lead assessor for ISO 14001 and ISO 9001 who ensures we comply and continually improve upon our environmental practices, and who also provides guidance for other companies within the industry looking to achieve environmental accreditation.



SUMMARY

BCQ Group has demonstrated its long-term commitment to protecting and caring for the environment in which we live by implementing a comprehensive environmental management programme designed to reduce the impact of our business activities.

This responsible approach to best environmental practice spreads beyond our own business and includes educating suppliers, customers and the general public alike.

Our position as one of the leading practitioners of environmental management in the UK communications industry has formally been recognised through the award, and continual improvement, of environmental standard ISO 14001.

The framework of our integrated environmental management system enables us to regularly monitor performance to achieve our objectives of continual improvement and environmental excellence.

"BCQ GROUP HAS DEMONSTRATED ITS LONG-TERM COMMITMENT TO PROTECTING AND CARING FOR THE ENVIRONMENT."

ENVIRONMENTAL POLICY

BCQ GROUP LIMITED IS COMMITTED TO REDUCING THE IMPACT OF ALL ITS ACTIVITIES ON THE ENVIRONMENT THROUGH AN INTEGRATED PROGRAMME OF CONTINUAL IMPROVEMENT AND POLLUTION PREVENTION.

BCQ Group Ltd will:

- Maintain an environmental management system, which provides the framework for setting and reviewing our environmental policy, objectives and targets and for monitoring and continually improving environmental performance.
- Meet, and where appropriate exceed, the requirements of relevant legislation and regulations.
- Reduce waste and keep the consumption of resources to a minimum.
- Re-use, recycle or dispose of unavoidable waste in a responsible manner to prevent pollution.
- Evaluate the environmental performance of suppliers and contractors.
- Foster a sense of responsibility for the environment amongst employees at all levels.
- Encourage and support, through training, all staff to understand the environmental issues affecting the company and to take responsibility for their own actions and those of the company.
- Demonstrate continual improvement in environmental performance through the production of an environmental statement.
- Continue to identify areas for future improvements and non-compliance through regular audits and reviews of the environmental management system, policy, objectives and targets, and to respond with the appropriate preventive and corrective action.
- Make publicly available our environmental policy, objectives and targets in the environmental statement.
- Wherever possible, select products and consumables from the most environmentally responsible sources.
- Advise the users of our products on the selection of the most environmentally responsible materials and the use, handling and storage of the finished product.
- Prevent or minimise pollution, particularly through accidental emissions or discharges, in co-operation with the appropriate public authorities.
- Assess, monitor and minimise the environmental impact of new and current activities, products and processes on the local and general environment.
- Ensure contractors working on site comply with our environmental management system and policy.



Richard Knowles, Joint Managing Director



Tyrone Spence, Joint Managing Director

February 2007

ENVIRONMENTAL AWARDS

- 2006 - WINNER BUCKINGHAMSHIRE AMBASSADORS ENVIRONMENTAL EXCELLENCE AWARD
- 2005 - HIGHLY COMMENDED PRINTWEEK ENVIRONMENTAL AWARD
HIGHLY COMMENDED MILTON KEYNES AND NORTH BUCKS CHAMBER OF COMMERCE ENVIRONMENTAL EXCELLENCE AWARD
- 2003 - FINALIST BPIF ENVIRONMENTAL EXCELLENCE AWARD
FINALIST PRINTWEEK ENVIRONMENTAL AWARD
FINALIST BPIF UK COMPANY OF THE YEAR
- 2002 - WINNER BPIF UK COMPANY OF THE YEAR
FINALIST BPIF ENVIRONMENTAL EXCELLENCE AWARD
- 2001 - FINALIST BPIF ENVIRONMENTAL EXCELLENCE AWARD
- 1999 - WINNER AYLESBURY VALE BUSINESS AWARDS ENVIRONMENTAL AWARD
- 1998 - WINNER AYLESBURY VALE BUSINESS AWARDS ENVIRONMENTAL AWARD
SILVER AWARD BPIF ENVIRONMENTAL AWARD
ACCREDITATION TO ENVIRONMENTAL STANDARD ISO 14001
- 1992 - ACCREDITATION TO QUALITY STANDARD ISO 9001

For more information about our awards visit www.bcqgroup.com



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