

Environmental Management Policy

TCHC is committed to good environmental practice as part of our approach to corporate social responsibility. We intend to continually improve our social and environmental performance, with the objective of ensuring our activities make a positive contribution to sustaining the environment and the communities in which we operate.

We recognise that wise use of resources delivers both environmental and financial benefits. We also recognise our role as a change agent – facilitating the provision of skills and qualifications to a wide range of businesses throughout East of England.

1 Principles

- TCHC's Managing Director has overall responsibility for environmental performance
- Day to day environmental management is the responsibility of the Director of Quality
- All staff are responsible for ensuring that the environmental management policy is observed, and we encourage staff to participate and contribute to environmental good practice
- We are committed to measuring, reporting and reducing our impact on the environment
- We expect our partners and suppliers to reflect our commitment to sound environmental practice
- As an absolute minimum, we ensure that we comply with all environmental laws and regulations relevant to our operation, and take advice from qualified agencies and individuals as appropriate to help us do so.

2 Key Impacts

Our most significant impacts on the environment relate to:

- The energy we use at our offices across the East of England: heating, cooling, lighting and power
- The materials we use, particularly stationery
- Car usage.

3 Objectives and Targets 2014/2015

In support of our environmental management policy, we have adopted the following objectives and targets

1) Energy

Reduce the impact of our energy use by being as efficient as possible and, where practicable, using renewable sources.

Specifically for 2014/2015 we will aim to:

- Reduce energy consumption per person by 2.5%
- Discuss with the landlord the potential for purchasing part of our annual energy supply from a green energy tariff (energy that is generated from a renewable source)
- Monitor consumption and seek further energy saving initiatives

2) Materials and waste

Reduce our environmental impact through less waste and more efficient use of materials. Wherever practicable, environmentally preferable options will be used. Ref No: P16 Version: 1.5 UNCLASSIFIED

Specifically for 2014/2015 we will aim to:

- Reduce paper consumption per person by 2.5%
- Recycle 100% of all waste paper
- Continue to provide recycling facilities for all home-office based advisers
- Monitor consumption of stationery
- Find opportunities to switch products to a more environmentally friendly alternative
- Continue to recycle 100% of used printer toner cartridges.

3) Car usage

Reduce our environmental impact by limiting the amount of car use and, wherever possible, choosing the most environmentally appropriate method of transport.

Specifically in 2014/2015 we will:

- Reduce the annual mileage per person by 2.5%
- Ensure staff operate our 'car share' approach wherever possible
- Optimise scheduling and work with our telemarketers and Gateway staff to eliminate unnecessary journeys and to ensure that, wherever appropriate, the most environmentally friendly options are being used.

4) Suppliers

Work closely with our suppliers to ensure that their activities support our objectives and targets.

Specifically in 2014/2015 we will:

- Ensure that the suppliers we use have policies, procedures and management systems to deal with their own environmental impacts
- Work with our suppliers to identify products/services that can help us to deliver environmental improvements.

5) Organisational development

We will continue to manage our environmental awareness and impact in-line with the ISO 14001 standard.

Dale Morgan, Chief Executive Officer - TCHC

