

## GreenZone Cleaning & Support Services Ltd.

ORGANISATION SIZE / Large business (251+ employees)

Linda Bell

Unit 66  
Spaces Business Centre  
15-17 Ingate Place  
London

### BRIEF SYNOPSIS OF YOUR CSR APPLICATION

GreenZone are committed to operating a sustainable and ethical business. This commitment is led from top management by all the directors of the company. We follow a detailed Corporate Social Responsibility Policy that outlines the ways we must integrate environmental, ethical, human rights, social and client concerns into our business objectives. We have set ourselves measurable targets we must strive towards in order to be market place leaders in CSR. For example, we are committed to reducing our carbon footprint each year as holders of The Planet Mark. We display our Company Values poster in English and Spanish at nearly all our sites. These values underpin all we do. Successfully achieving a CSR Accreditation will be a visible testimony to our employees and clients that we focus on the Four Pillars of CSR and they can trust us to be a fair, charitable and responsible business to work for, or work with. If we achieve a CSR Accreditation then we look forward to the support we will receive across the three years that will encourage us to continue to monitor and report on our CSR activities ensuring that our commitment remains focussed and progresses forward with new incentives.

### OVERALL SUMMARY

#### Environmental CSR – how we focus on crucial eco-issues

In recognition of the exceptional environmentally friendly cleaning services we pride ourselves on we were awarded a Royal Warrant in April 2017 by HRH The Prince of Wales. This was in recognition of our work at Clarence House, Kensington Palace and The Royal Collections.

We are proud to have won a number of awards including the Wandsworth Business Award for Best Green Business and Customer Service, the London Business Award for Best Green Business and the International Green Apple Award 2017 for Environmental Best Practice and becoming Ambassadors for Green World sponsored by The Green Organisation.

#### How we are reducing our Carbon Footprint:

We have held The Planet Mark since 2014 through Planet First. They measure our annual carbon footprint as a business and advise us how we can reduce this footprint

and provide us with advice on how to establish targets for the next year. We are very vocal on our support of being holders of The Planet Mark and a number of our clients have replicated our commitment by becoming holders themselves eg. HFW an international law firm. Through Planet First we support two charities - the Eden Project in Cornwall and Cool Earth who work alongside indigenous villages to halt rainforest destruction. We protect an acre of rainforest through their Ashaninka Project in Northern Peru protecting 240 trees, supporting 2,960 people and storing 260 tonnes of CO2.

We encourage our clients to do the same by donating to them an acre of rainforest to protect on the signing of a new contract in the hope that they will increase their support themselves.

In 2017 we reduced our carbon emissions per employee by 10.5% and in 2016 by 21.8%.

The aircon units we have in our Head Office all use the Refrigerant R410a which is non

ozone depleting and are on timer controls to turn off automatically outside office hours.

There are Think Green posters in English and Spanish displayed at Head Office and most of our sites to increase employee engagement in energy efficiency.

The GreenZone Green Team comprises eight employees including Directors and Operations Managers who meet regularly to discuss new sustainability initiatives and to devise strategies to improve performance.

We are planning on expanding our carbon reducing efforts by supporting one of our latest clients, Battersea Power Station, to become Planet Mark holders.

#### Recycling – there is no away in throw away

We love the strapline 'There is no away in throw away' and have been Zero to Landfill through First Mile since 2014. Our waste is streamed into mixed, dry recycling and food waste. Staff are encouraged to recycle all used batteries, toner cartridges and WEEE.

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We train and encourage staff to take home what they have learn about recycling to their own homes.

All department have moved towards a paperless environment, using electronic forms, audits, invoicing, remittance advice to suppliers and payslips wherever possible.

As a company we do not handle hazardous waste. We monitor our subcontractors to ensure that they are disposing of their waste in a responsible way.

## Eco-friendly products

We try to use only Delphis Eco cleaning products. These biodegradable plant based products are phosphate free, 100% British made, EU Ecolabel accredited and their reusable trigger bottles are made from 100% recycled London milk bottles and eco-friendly labels.

## Energy

We spent £1000 investing in LED bulbs at our Head Office in May 2017. For the remainder of 2017 we used 1.386 KW/hr less energy and made a financial saving of over £500. We look forward to hearing of the savings we will have made in 2018.

## Electric fleet

We are a Go Ultra Low Company having committed to our vehicle fleets consisting of at least 5% electric vehicles by 2020. We currently have a fleet of 22 vehicles of which 10 are now electric or hybrid plug ins.

Our aim was to cut carbon and be a step

ahead of London's Ultra Low Emissions charge which starts on the 8th April 2019.

We applied for grants through Ultra Low Emission Discount Scheme run by Transport for London and received grants of £2,500 per electric/hybrid plug in vehicle. These vehicles are all exempt for the Congestion charge saving us £10 per day plus they can park for free when at a charging pod.

We have taken advantage of the scrappage scheme for old diesel vehicles of £2,000 per vehicle and purchased an electric/hybrid plugin instead.

We hold a Royal Warrant for over 5 years of service to the Royal household of HRH The Prince of Wales. The Royal Warrant Holders Association and Planet First, with whom we hold the Planet Mark, have both done a case study publicising our efforts. The links are below.

There are four electric pods outside our Head Office where our electric fleet can recharge their cars.

## Head Office

We have a Think Before You Print culture in our company. All our Operations teams have iPads and all our forms are on Form Works to minimise the need for any printing to occur. Documents are forwarded and stored electronically. Our Head Office printer settings, aircon timer controls, switch off and Think Green posters and the printers are set to black and white printing, double sided.

## Environmental supply chain management CSR

We are holders of the Chartered Institute of Procurement and Supply Ethics Mark until March 2019 in recognition of us maintaining a Corporate Ethical Procurement and Supply Chain.

We hold bronze level member of the Sustainability Supply Chain School who provides free practical support in the form of CPD accredited e-learning modules and training workshops, tailored self-assessment and action plans, bench-marking tools, networking opportunities and access to thousands of online resources.

All our subcontractor and main suppliers must complete our Approved subcontractor forms prior to commencing work with us so we are able to monitor their credentials and performance. Those subcontractors with a 14001 accreditation are given priority when tenders are considered.

Community based CSR: how we help to improve the quality of life of the people in our local community

## File Upload

[https://www.royalwarrant.org/sites/default/files/Case%20Study%20-%20GreenZone.pdf?dm\\_i=CLZ,5RNAS,PCKZ1P,MHQB3,1](https://www.royalwarrant.org/sites/default/files/Case%20Study%20-%20GreenZone.pdf?dm_i=CLZ,5RNAS,PCKZ1P,MHQB3,1)

<https://www.theplanetmark.com/news/greenzone-invests-in-ev-fleet-to-cut-carbon-and-be-ready-for-ulez-charge/>