



## ISO 14001 – Environmental Management

# CASE STUDY FIRSTGROUP

### Summary

#### Needs

- To meet objectives laid out within the company's CSR Report
- To achieve a consistent standard for the management of environmental issues
- To demonstrate compliance with environmental legislation
- To support continual environmental improvement

#### Benefits

- 31% reduction in energy consumption within the UK Bus Group since 2000
- 30% increase in waste recycling since 2000
- £240k saved through energy reduction initiatives in 2008
- £70k saved in waste minimisation schemes in 2008
- Year on year energy and water reductions and improvements in waste recycling
- Reduced number of environmental incidents and spillages
- Improved environmental awareness at all levels

### Background

FirstGroup plc is the leading transport operator in the UK and North America employing approximately 136,000 staff with annualised revenues of over £6 billion. The company transports 2.5 billion passengers a year and is one of the first national transport operators to achieve the prestigious ISO 14001 environmental certification across all of its UK based businesses.

Every one of FirstGroup's 20 bus companies and 6 train operating companies in the UK has secured the ISO 14001 standard between 2003 and June 2009.



## Customer Needs

FirstGroup chose ISO 14001 because it focused the organisation on being proactive in identifying environmental aspects and impacts and driving down risks. In doing so, it was clear that the company could benefit from improved operational effectiveness which would lead to reduced costs and improved profits.

The environmental policies set out within ISO 14001 demand that companies set specific, measurable and timely objectives and targets. For FirstGroup this meant that it could work toward the goals set out in their CSR Report.

Katerina Robinson, FirstGroup's head of environment explains that "ISO 14001 certification was chosen to ensure full compliance with environmental legislation, improve the management of environmental risks, reduce operational cost through improved efficiency in energy and waste management, and drive continual environmental improvement."

## Benefits

In 2008 alone FirstGroup saved around £240k through energy reduction initiatives, and around £70k in waste minimisation schemes. Since 2000, energy consumption in the UK bus division has decreased by 31%, waste usage by 26% and waste recycling has increased by 30%.

CO2 emissions from business travel have been reduced by an admirable 11%.

Environmental improvements have enabled FirstGroup to qualify for the Energy Efficiency Accreditation Scheme (EEAS). This is a leading independent emission reduction award scheme that recognises organisations that can demonstrate energy savings through management commitment and investment in energy efficiency measures.

FirstGroup has wholeheartedly embraced the management system and the process of continual improvement. Earlier this year the company revealed that it has begun trials in Bristol to run a bus powered by fuel made from waste cooking oil from local chip shops and restaurants.

Sir Moir Lockhead, chief executive of FirstGroup, said "I am delighted we have achieved the ISO 14001 standard across the Group. We have a commitment to our customers and the communities we serve to reduce our environmental impact through effective environmental management and continual improvement. We continue to lead the surface transport industry in combating climate change."

The benefits of ISO 14001 go beyond top-level management and financial savings.

Terry Brooker is the health & safety representative for the Essex Bus Depot and has worked as a driver at First Essex Buses for nearly five years. He observed that the 'clean up campaign' leading up to an ISO 14001 audit at the Depot in Queen Street, Colchester gave a new ambience to the area and he can now "sense a display of pride and good feeling amongst the staff who work there."

Terry notes that "other people, who would otherwise be disinterested in starting a new campaign, have come on board after seeing the new changes taking place. These people then give their own effort to enhance their environment even further. For example the Colchester depot now has a lovely array of potted plants and flowers surrounding the smoking/relaxation area. Most of the pots were constructed from recycled garage products and seeing this beautiful sight on a grey day brings a joy to the heart and Colchester staff are proud of their depot."

## BSI's Role

BSI was selected following a formal tender process. FirstGroup decided to work with BSI because of its reputation and credibility in that field of expertise. BSI also developed a sound knowledge of FirstGroup's business, risks and expectations.

### BSI

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