

Strength Through Sustainability



BUNZL **BCHS**
Cleaning & Hygiene Supplies



2019

To create a clean, safe and sustainable world

For years, we have committed ourselves to be a more sustainable business. We are committed to reducing our impact on the environment by considering our actions and working with customers and suppliers to develop and implement solutions. Being ISO 14001 accredited (an international standard for design and implementation of effective environmental management systems) and a Gold Member of the Supply Chain Sustainability School shows our long-standing commitment to being an environmentally conscious business.





We conducted a major environmental impacts review across our business and found our biggest impacts to be;

Fuel consumption related to transport of products to customers

On-site energy consumption

On-site waste management (transit and supply chain packaging)

Areas of Focus

Reduce our reliance on single-use plastic in our warehouse operations

Develop a Carbon Offset Service for customers in conjunction with our CO2 Delivery Calculator

Continuously improve understanding of the importance of considering our environmental impacts

Introduce a traffic-light system to better identify sustainable products within our core range

Establish collaborative solutions to environmental problems



At BCHS we see sustainability in **3** forms, *Planet, People and Product*

Planet

Read more

page 6

- Sustainability Policy
- Waste Management
- Carbon Footprint
- Fuel Consumption
- Green Energy
- Water

People

Read more

page 14

- Charitable Support
- Supporting Our Communities
- Developing Our People

Product

Read more

page 20

- Plastic Waste Reduction
- Biodegradable & Compostable Alternatives
- Improved Recycling
- Reducing Hazardous Chemicals

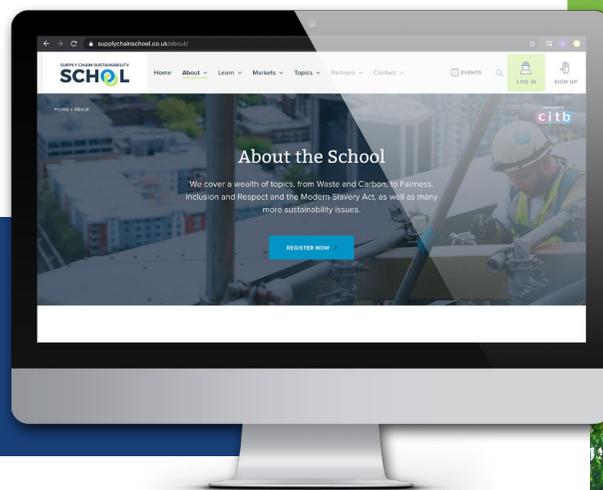
PLANET

Sustainability Policy

In 2015 Bunzl Cleaning & Hygiene Supplies became a member of the Supply Chain Sustainability School. We have now proudly attained Gold member status. Joining the school has enabled us to fine-tune our environmental offering and share best practice with other school members.



Want to know more? Find out by [clicking here](#)



ISO 14001

BCHS has held ISO 14001 Environmental Management System since 2006 which is approved by NQA, a UKAS accredited company. We actively train our staff to understand their impact on the environment and implement positive changes. We encourage employees to review their work activities and identify small changes that can result in a meaningful reduction in our overall environmental impact. Additionally, we hold ISO 9001 and OHSAS 18001 soon to be ISO 45001 once our current accreditation expires in line with legislation changes.



ISO 14001

ENVIRONMENTAL
MANAGEMENT



ISO 9001

QUALITY
MANAGEMENT



OHSAS 18001

HEALTH
& SAFETY
MANAGEMENT

Waste Management

BCHS works with customers and suppliers to promote waste reduction through the elimination of transit packaging. The company seeks to identify opportunities to substitute to more environmentally friendly packaging with new developments in materials. BCCHS also make use of inbound packaging for outbound deliveries so few new boxes are required.

In 2019 we diverted 97% of our waste from landfill, with 75% of this getting recycled and the remaining 25% going to waste-to-power facilities. We are continually looking for better ways to prevent waste from going to landfill.

97% waste diverted from landfill



As a group, Bunzl Plc makes stock donations throughout the year, which prevents retired lines from going to waste. At BCCHS, these donations are made to Emmaus, where it can help to support their efforts to create supported living accommodation and training for the homeless. In 2019, we donated over £75,000 of stock to Emmaus UK which would have otherwise been thrown away.

Want to know more? Read our Waste Management Case Study by [clicking here](#).

Carbon Footprint

At BCHS, our total Scope 1 & 2 emissions have fallen by 4% from 2017 to 2018 and by a further 2.79% from 2018 to 2019.



The majority of our Scope 1 emissions come from fuel used for our commercial and company vehicles, however, this has fallen year-on-year since 2017. We are working on ways we can continue to drive emissions reductions throughout our operations, some of which are detailed on pages 12 & 13.

Carbon emission intensity fell

9.7%
from 2018-2019



Carbon Footprint

	RY 2017	RY 2018	RY 2019
	tonnes CO ₂		
Scope 1	2,459	2,407	2,341
Scope 2	437	364	353
Total Scope 1 & 2	2,896	2,771	2,694
Percentage change		-4%	-2.8%

What is Scope 1 & Scope 2?

Scope 1

All Direct Emissions from the activities of an organisation or under their control. Including fuel combustion on-site such as gas boilers, fleet vehicles and air-conditioning leaks.

Scope 2

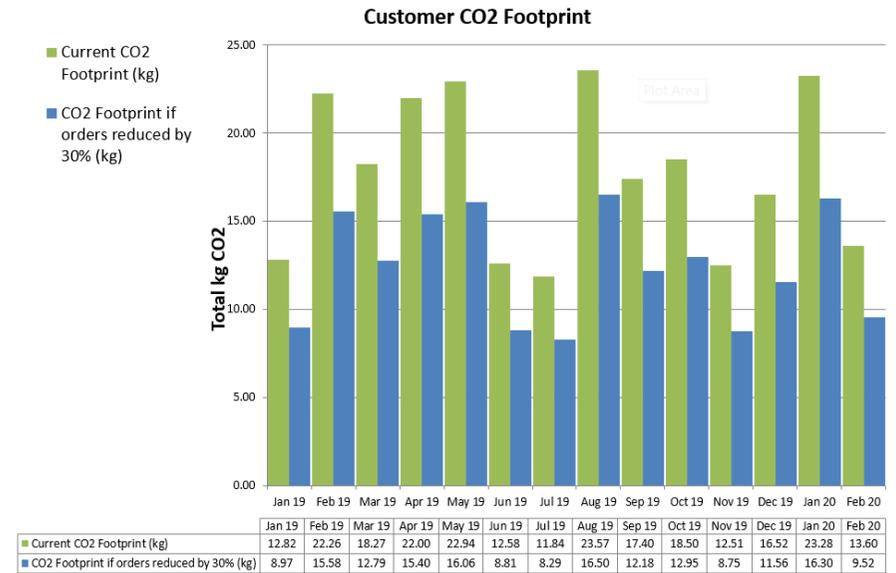
Indirect Emissions from electricity purchased and used by an organisation. Emissions are created during the production of the energy and eventually used by the organisation.

Planet

People

Product

Here is an example of the impact one customer can have on CO₂ emissions by reducing deliveries by 30%.



A Wider Impact

At BCHS, we can inform customers of the CO₂ emissions associated with their deliveries using our CO₂ Delivery Calculator. With this tool, we can help customers monitor these emissions and create smarter ordering profiles to reduce them. This also enables us to show customers monthly changes in our emissions intensity.

Water

Our use of water is primarily confined to workplace cleaning and hygiene purposes. As such, our direct water use and related emissions are minimal but we continue to install dual flush toilets in new facilities and retrofit Cistermiser and Hippo Bricks.

An area we can make a difference is through the products we offer. BCHS has a range of concentrate, soluble and chemical-free cleaning solutions that ensure water is only used when it is needed at point-of-use, rather than locked up in cleaning solutions. Examples include; Diversey Floor Pads, Baula, Cleanline Chlorine Tablets, PVA Hygiene and the Cleanline Concentrate ranges.



Fuel Consumption

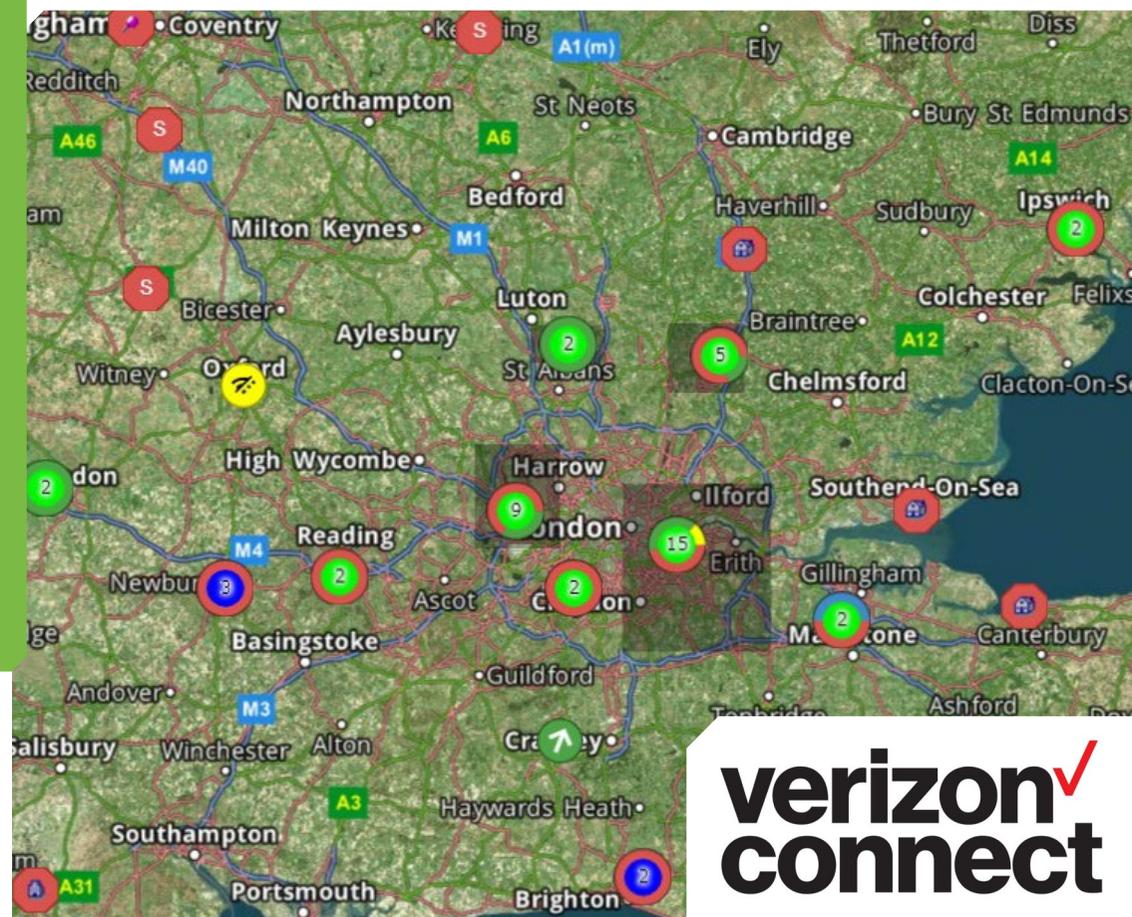
Our fuel consumption has fallen 20.54% since 2011, with an average annual reduction of 2.79% due to changes in customer behaviour and the use of telematics. We utilise a vehicle telematics and route optimisation system called Verizon Connect throughout our fleet to plan efficient delivery routes.

BCHS works with customers to create smarter ordering profiles by minimising the number of small orders placed, which aids the reduction of CO2 emissions associated with our deliveries. The vehicle telematics enables us to rank drivers' in order of fuel efficiency, which we then use to encourage more efficient driving through financial incentives. We have also seen an increase in fuel efficiency as a result of driver training and in-cab driving feedback to improve our drivers' driving styles and behaviour.

We regularly renew our fleet to ensure our operations continue to make use of improvements in emissions and efficiency technology. In some cases, we now use third party carriers for deliveries where it is more cost-effective, whilst continuing to invest in innovative ways we can reduce our fuel consumption. Currently, we are fitting solar panels to our 7.5 tonne HGVs to power the tail lift and in-cab comforts, which removes the need for the vehicle to be kept idling.

20.5%

decrease in fuel consumption since 2011



Energy Consumption

We have seen a reduction in gas and electric consumption with a 22.73% overall reduction from 2011 to 2019.

Across our branches, we have continued to implement measures that reduce electricity consumption including the installation of LED lighting with PIR sensors to minimise electricity usage where there is sufficient time left on the building lease. We also work to make sure our new service centres make the most of natural light and meet higher energy efficiency standards. 100% of our electricity is now sourced from renewable zero carbon sources including solar and wind.

22.7% reduction in gas and electricity consumption since 2011



emmaus

working together to end homelessness

PEOPLE



Charity Partnership

We have chosen to continue to support Emmaus in 2020 after raising £23,462 for the charity in 2019 and donating roughly £75,000 of stock to support their communities. Here is a little information about what Emmaus do;

Much of the support for homeless people that is available is only able to provide a bed for the night and a hot meal, but the next morning they are back on the streets again. This doesn't necessarily give the individual the opportunity to address the root cause of their homelessness and find a long-term way to overcome it.

This is where Emmaus is different. Emmaus communities don't just offer a bed for the night, they offer a home for as long as someone needs it, as well as meaningful work in their social enterprises. This opportunity, to become part of a community and contribute to it plays an important role in restoring self-esteem and helping Emmaus companions to find a way to overcome homelessness in the long term.

£23,462 charitable fundraising in 2019



Want to know more? Find out by [clicking here](#)

Working together to

Community

At BCHS, every employee can take one day's paid leave for voluntary work to support a cause of their choice; this could be going to a local school, spending a day with Emmaus or supporting any other charitable event/cause they choose. Across our 430 members of staff (full-time and part-time), 3,400 hours of action can be utilised every year.

To continue to support the local communities of our branch network, we endeavour to ensure local people are given opportunities to fill vacancies in our branches. We also support the long-term unemployed to help gain back confidence by offering: mock interview days, CV advice and work experience. In addition, we provide career days for local schools and universities and are pleased to offer Apprenticeship and Graduate schemes throughout the UK.

In addition to our chosen charity, Emmaus, BCHS commit to raising funds and helping charities, businesses and councils within our local branch areas. We also support our local communities in times of need and in recent years have been able to support various local emergencies; e.g. supporting communities impacted by floods through donating sandbags, providing safe workplaces if needed, offering our premises for meeting spaces and donating stock to support causes and movements undertaken by local communities.

3,400

hours of
volunteering
potential



Wellbeing

Our employees have access to several benefits to support mental, physical and financial wellbeing.

The Employee Assistance Programme ensures our employees always have support available for their mental health and wellbeing, whether it's about personal, work, relationship or family matters, daily living or life events.



Neyber is a free financial education and support service. Employees have access to affordable loans, which can be repaid straight from a team member's salary for better financial wellbeing.

All employees have access to Hapi Benefits which gives them access to discounts from hundreds of retailers and tracks their savings.

We have signed up to be a forces friendly employer as part of the Armed Forces Covenant and continuously strive to improve company wellbeing. - [Click to View](#)



Wellbeing

We offer a range of enhanced benefits to our employees including:

- Increased Maternity/Paternity
- Childcare vouchers/tax-free childcare
- Personal Pension Plan
- Extra holiday purchase scheme
- Discounted share scheme
- 1 day's annual leave to volunteer
- Flexible working
- High potential training courses
- Regular staff surveys and localised forums

Bunzl Plc has recently launched '**Inspiring Women in Bunzl**' (IWIB), which aims to be the catalyst for Bunzl to lead the way in creating a supportive and empowering culture for women to achieve their goals. IWIB has fostered a network of women, identified as having the potential to advance into leadership roles, and is focused on nurturing a pipeline of confident and talented women who can progress their careers alongside their male colleagues. Every member of the group has worked hard to engage the leaders of their operating companies and we have already seen an increase in the proportion of director roles held by women.



Laura Yorke

"I am so proud to be part of the IWIB journey within Bunzl. With the Bunzl leadership fully supporting this initiative, we are making excellent progress in raising awareness about gender diversity and the benefits of creating a more diverse culture within Bunzl."



Mayuri Bhuchhada

"The High Potential Programme has provided me with vast development opportunities including building wider business knowledge, gaining enhanced communication and management skills through the Thomas International courses. Furthermore, it has helped develop my confidence, especially when it comes to public speaking."

| Wellbeing



YOUR E-LEARNING PORTAL

Yelp is an online training portal where employees have access to thousands of online courses. They can develop their talent professionally and personally without the need to travel to training centres. Courses available vary from corporate responsibility to maths, management and sales skills.



1000+

courses
available
through Yelp



PRODUCT

Sustainable Product Ranges

At BCHS, we understand that our customers have differing priorities. We are always on the lookout for new product innovations that will help us bring new solutions to environmental problems onto the market for all.

The biggest issues we currently face are plastics, waste, hazardous chemicals, water and responsible sourcing.

We consider it our responsibility to offer products that make sustainable cleaning solutions accessible.

Plastic Reduction

Waste Reduction

Non-hazardous Chemicals

Water Saving

Responsible Sourcing



Plastic Reduction

At BCHS, we can help you reduce the amount of plastic you use by supplying measured dosage cleaning chemicals and wall-mounted dispensers. You can then reduce your waste through the purchase of fewer, larger bottles of soap or cleaning solutions rather than single-use hand pump bottles and ready-to-use (RTU) chemicals.

We supply a range of super concentrate, soluble and bulk cleaning solutions that can easily be made ready-to-use through a refillable pump and trigger spray bottles.

Some resource savings you could make include;

Alternative	Equivalent	Plastic Saving
5 litre hand soap	10 x 500ml hand-pump bottles	3.4kg
5 litre RTU chemical	6.6 x 750ml trigger spray bottles	4kg
1 box soluble sachets	20 x 750ml trigger spray bottles	13.7kg
5 litre super concentrate	500 x 750ml trigger spray bottles	36kg



Waste Reduction

Employing measured dosage systems will prevent chemicals from being wasted through overdosing, resulting in an RTU with more chemical than needed to do an effective job. By offering measured dosage chemicals, you can ensure that the right dose of concentrate is used every time; this can be achieved through pelican pumps, sachets, in-bottle dosage and wall-mounted measured-dose systems.

Concentrate chemicals will reduce overall packaging consumption, which has an immediate impact on your waste (see Plastic Reduction).

We are always working with suppliers to find new methods and materials for packaging to enable you to reuse and recycle a larger proportion of your cleaning supplies at the end of their useful life. This includes the launch of our reusable trigger spray bottles that are made from 100% recycling material and able to be completely recycled.

BCHS aims to support the circular economy by trying to close the loop. We are exploring ways to collaborate with suppliers and customers willing to trial closed-loop supply and have raised our expectations of suppliers, requiring them to increase the recycled content in their product packaging.



Non-hazardous Chemicals

BCHS offers an expanding range of plant- and enzyme-based cleaning solutions. This enables you to select chemicals that pose a minimal threat to life on land and water whilst still being highly effective in use. Many of these products use completely organic or biodegradable ingredients, giving you peace of mind to clean sites safely without the risks of hazard classifications.

We also offer floor pads that completely remove the need to use chemicals in the cleaning process and can be used with just water. They are durable, have a long lifespan and require no change to your existing cleaning routine, which ultimately reduces your waste too.



Water Saving

We are pleased to be able to bring our customers cleaning supplies that help save water across their varying cleaning needs.

BCHS supply super-concentrated chemicals and soluble cleaning tablets that reduce the amount of water locked up in the product until point-of-use. These products enable you to only use water when it is needed, keeping more of this precious resource available to those who need it. We also now offer a cleaning machine with built-in filtration, able to recycle the water used without needing to change the water for up to a week.



Responsible Sourcing

We carry out regular audits on our suppliers with the support of our Quality Assurance team based in Shanghai. The audits include checks on employees' terms and conditions of work, customer service capabilities, hygiene management systems and their policies and practices on environmental issues. We also check our suppliers against our ISO 14001:2015 standard to include how they are working to reduce the amount of non-recyclable material in their products and packaging.

Our product options include FSC accredited paper hygiene supplies, EU Ecolabel certified products and chemicals with responsibly sourced palm oil. This means you can use these products in the knowledge that they have been made from responsibly managed materials, ensuring these resources remain available to future generations.

Going forward, BCHS intend to work with our supply chain to set a sustainability standard that reflects material use, production and end-of-life for every product. This will improve our ability to guide our customers to make informed decisions about sustainable product purchases.



Our Branches



Contact BCHS at one of our 18 branches across the UK

BCHS Aberdeen

Souterhead Road
Althens Industrial Estate, Aberdeen
Aberdeenshire, AB12 3LF
Tel: 01382 774211

BCHS Birmingham

Unit 33 Jarvis Way
Gravelly Industrial Estate, Birmingham
West Midlands, B24 8HZ
Tel: 0121 327 4747

BCHS Bishops Stortford

Stansted Distribution Centre
Unit 9/10 Start Hill, Great Hallingbury
Bishops Stortford, CM22 7DG
Tel: 01279 655544

BCHS Bristol

Unit 16 Avon Bridge Trading Estate
Atlantic Road, Avonmouth,
Bristol, BS11 9QD
Tel: 01179 380344

BCHS Carlisle

Units 2C
Port Road Industrial Estate
Carlisle, Cumbria, CA2 7AF
Tel: 01228 511232

BCHS Castleford

Unit 1
Willowbridge Way
Castleford, WF10 5N
Tel: 01977 522690

BCHS Croydon

Unit 2 Pegasus Road
Off Imperial Way, Purley
Croydon, CR0 4RN
Tel: 020 8667 0120

BCHS Edinburgh

Unit 4C, Seafield Way
Seafield Industrial Estate
Edinburgh, EH15 1T
Tel: 0131 657 6890

BCHS Glasgow

Unit 1 Imperial Park
West Avenue, Linwood
Glasgow, PA1 2FB
Tel: 0141 842 4310

BCHS Langley

Unit P, Heron Drive,
Langley, Berkshire,
SL3 8XP
Tel: 01753 214086

BCHS London City

Unit 17, Thames Gateway
Chequers Lane
Dagenham, RM9 6FB
Tel: 0208 984 0016

BCHS Newbury

Bone Lane
Newbury
Berkshire, RG14 5SH
Tel: 01635 528550

BCHS Norwich

Units 22 & 23
White Lodge Trading Estate
Hall Road, Norwich, NR4 6DG
Tel: 01603 615560

BCHS Nottingham

Unit 4A Blenheim Park
Blenheim Industrial Park
Nottingham, NG6 8YP
Tel: 0115 927 2778

BCHS Plymouth

Units 2 & 3
Phoenix Business Park
Estover, Plymouth, PL6 7PY
Tel: 01752 736555

BCHS Ringwood

306-308 Old Barn Farm Road
Woolsbridge Industrial Park
Dorset, BH21 6SP
Tel: 01202 825287

BCHS Tyne & Wear

Unit 5A, Follingsby Avenue
Follingsby Park
Gateshead, NE10 8YF
Tel: 0191 419 6300

BCHS Warrington

6 Chesford Grange
Woolston
Warrington, WA1 4RQ
Tel: 01925 672250

Sustainability Advisor



You are invited to contact us with your enquiry or comments to our Sustainability Advisor, Anna McArdle.

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mcardle@bunzl.co.uk

Telephone
01734 666123

To see more on our progress on sustainability at BCHS, check out our Sustainability in Action on our website.

<https://www.bunzlchs.com/sustainability>

www.bunzlchs.com



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