

Sustainability report 2013

Embracing our corporate responsibilities

Sustainability is an issue which not only has an impact upon the environment and society, but also has a direct impact on our performance



Contents

Foreword	4
Making a difference through the good we do.....	5
Introduction	6
Corporate responsibility strategy.....	7
Achievements.....	8
Governance.....	9
The workplace.....	10
The marketplace.....	11
The environment.....	12
The local community	13
Greenhouse gas emissions	14
Waste.....	15
Finite resources.....	16
Renewable resources.....	17
Biodiversity	18
Sustainable procurement.....	18
Our plans.....	19

Foreword

As chairman of CITB, I would like to welcome you to our first Sustainability Report. The theme of the report is making a difference through the good we do.

There have been vast changes in the construction industry over the past 50 years in sustainability terms. In particular, the 2008 Strategy for Sustainable Construction set out the Government's 2025 vision, prompting us to consider how we should be supporting that as an organisation.

The language of sustainability now includes such terms as carbon emissions, carbon reduction, renewable energy, responsible sourcing, natural resources, natural capital and value creation. This new crop of terminology describes how sustainability goes beyond environmental objectives and embraces the financial, commercial and technical dimensions of the agenda.

This is necessary to establish a successful culture of sustainability that is expected to be credible and robust, and is no longer a marginal subject discussed in the words of the well-meaning amateur.

But sustainability as an issue is still fighting its corner in the sector, and in other sectors too, so there's no deceiving ourselves that the battle is already won. It's not.

As Chairman of the Government's skills and training body for the construction sector, I feel a challenging responsibility to see that CITB positions sustainability as a core component of how we train the next generation of talent. As Chairman of a family-owned business I feel just the same: a sense of responsibility for our future owners, the business that they will take over and the world in which it will operate. Sustainability is self-defining, but it's not self-determining and we must all play our role. Our first Sustainability Report is a significant step on this road and I commend it to you.

James Wates
CITB Chairman



Making a difference through the good we do

Being new to CITB I am very pleased to be able to welcome you to our new Sustainability Report, which I hope you find interesting. We have styled the report along the lines of the HM Treasury reporting requirements, with our own twist, highlighting our sustainability work as well as some of our wider corporate responsibility activities.

During the 50 years that CITB has been in operation, the organisation has seen many changes and challenges. We have seen the industry become more diverse, with the focus widening from health and safety, to protecting the environment, to sustainability and all that it encompasses.

CITB is committed to developing corporate responsibility activities, of which one is the publication of this new and exciting report. We are in the early stages of development and are particularly keen to make a positive impact on the environment and society by improving our sustainability performance, and being able to demonstrate our improvements to our stakeholders.

We feel that the time is right to share our voluntary contributions to the environment and society with our stakeholders. This report is very much a work in progress which we will build on in future years.

Adrian Belton
CITB Chief Executive



Healthy ecosystems are a key principle of sustainable development. We are working as a team to reduce our impacts, to adapt to our future needs, and to lead by example. It is our corporate responsibility to be sustainable and it is also our route to being a responsible business.

As a pivotal organisation working for and within the construction industry, where reducing carbon emissions, safeguarding natural resources and protecting biodiversity are core, we believe that we too should be transparent and accountable for our impacts.

Introduction

During the 50 years that CITB has been operating there have been some notable changes and challenges in the construction industry, particularly in response to the Government's strategy for a more sustainable construction industry.

The report 'Building a Better Quality of Life' (DETR, 2000), provided a framework for the industry to become more socially and environmentally responsible which lies at the heart of sustainable development.

It means meeting social, environmental and economic objectives to give us a more inclusive society, reduce polluting emissions and make better use of natural resources, which in turn benefits the economy.

CITB's response was to understand what the industry needed and develop the right training to meet these new demands.

CITB started to develop a corporate responsibility strategy in 2009 and its progress is reported within the Annual Report and Accounts.

We are now taking the bold step of producing a Sustainability Report which meets HM Treasury Sustainability Reporting requirements and the Greening Government Commitments. We aim to set objectives for improvement which can be easily communicated, and to provide a format to report on those improvements using a succinct and recognised methodology.



Corporate responsibility strategy

Sustainability is embedded in our corporate responsibility policy. We use a common definition of corporate responsibility, one that recognises the impacts of delivering the core business, of maximising the positive impacts and reducing the negative impacts. It contributes to sustainable development, which is about how we take account of the economic, social and environmental impacts of the business.

Our strategy centres on four core principles:

The workplace

The marketplace

The environment

The local community

It is our strategic intent to add value and to deliver real benefits to the core business, by aligning corporate responsibility with our vision, mission and behaviours, and integrating it into our business planning process.

These principles encompass our Health, Safety and Environment, Safeguarding, and Fairness, Inclusion and Respect (FIR) policies.

Our objective is to deliver our core corporate responsibility principles by developing policies and initiatives that will bring a consistent approach to relevant issues across the organisation.

CITB defines corporate responsibility as:

“The management and improvement of the positive impacts on society and the environment through our operations, products and services and through our interaction with our stakeholders.”



Achievements

Here are some of our achievements during 2013–2014:

- Certified to ISO 14001 across CITB offices and National Construction College (NCC) training facilities
- Equality standard certification enhanced to the Gold Award
- Launched a new magazine for staff called 'Team CITB'
- Increased response in our employee survey from 70% to 76%
- As a member of the Business Disability Forum we have been accredited with the Two Ticks positive about disabled people scheme
- Awarded the British Safety Council Five Star status, achieving 97.8% at NCC, Waltham Forest and the Sword of Honour at NCC in Scotland after achieving an incredible 98% at audit
- Hosted teachers' CPD events at our Bircham Newton site
- Achieved an Ofsted outstanding rating for CITB Managing Agency
- Supported the RSPB by carrying out repair work at its Snettisham bird reserve caused by the tidal surge
- With JCB, provided expertise to support the flood-stricken areas of Somerset
- Facilitated staff in raising crucial funds for a variety of charitable causes
- Two new accommodation blocks meet BREEAM rating of 'Very Good' and 'Good' respectively
- The Birches hotel rooms have been refurbished which included water and energy saving devices
- Installed a biomass boiler at Bircham Newton to serve our new apprentice accommodation
- A number of teams have supported organisations such as Natural England, the National Trust and Norfolk Wildlife Trust with restoration and conservation work.

Two new accommodation blocks meet BREEAM rating of 'Very Good' and 'Good' respectively



Governance

A Corporate Responsibility Leadership Group is chaired by an Executive Director, reporting directly to the CEO.

The group, formerly the Health, Safety and Environment Leadership Group, which was re-formed during the last quarter of 2013, oversees the development of our corporate responsibility policy and strategy, and the development of initiatives, objectives and targets. It is responsible for the development of health and safety, environment, safeguarding and fairness, inclusion and respect.

Members of the group come from the Corporate Leadership Team, who report directly to the Executive Team, and include technical experts from health and safety, environmental management, corporate responsibility, fairness, inclusion and respect and safeguarding. The group's members come from across the three nations to ensure that the interests of England, Wales and Scotland are represented.



The workplace

We will create a positive workplace for employees by providing a healthy and supportive environment, creating a team approach and in doing so enabling our people to develop their skills and realise their full potential.

Highlights

- Launched a new 'Team CITB' magazine for staff
- Strengthened our health and safety management system by meeting the requirements of the British Safety Council Five Star and Sword of Honour schemes in two locations and obtaining OHSAS 18001 certification
- Achieved Ofsted outstanding rating for NCC East.

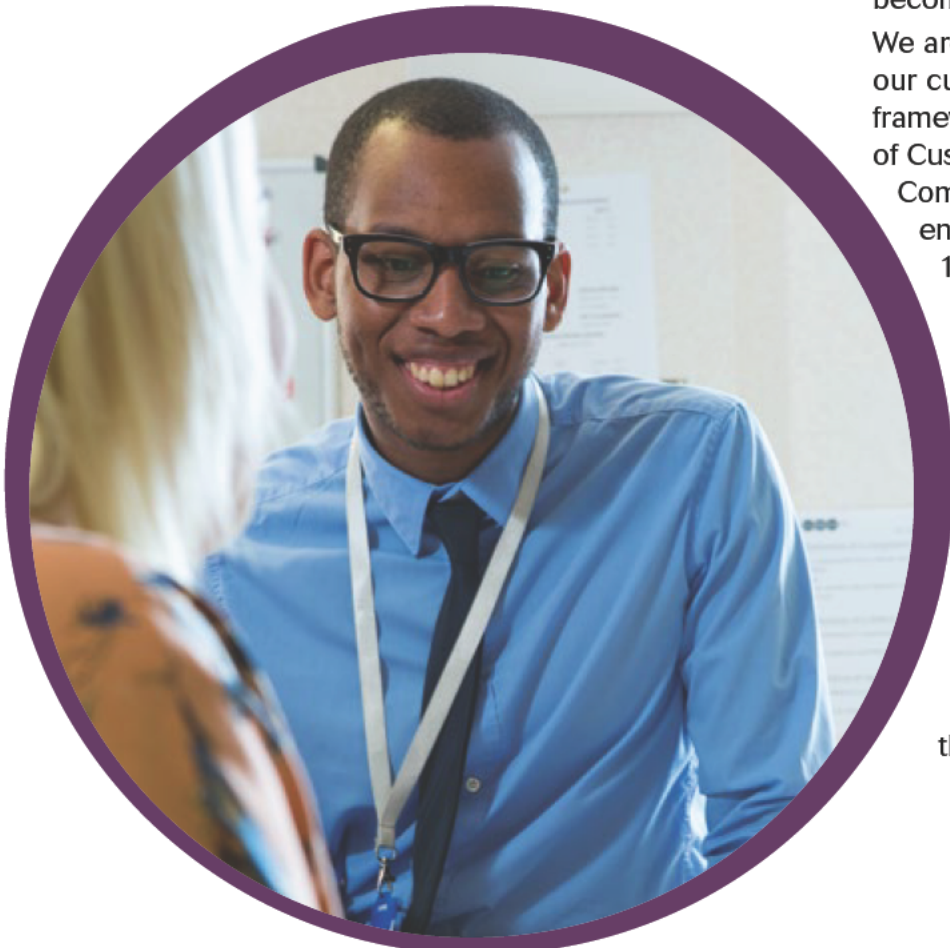
What we are doing

It is proven that a healthy, engaged and resilient workforce is more productive and profitable in terms of efficiency, customer relations, team working, loyalty and retention, and sustainable performance (BiTC). We continually seek ways to ensure we create a positive workplace for our employees. As an example, and to develop a One Team approach we have a new behaviours-led culture, which has given staff the opportunity to develop their skills and become 'living the behaviours' champions.

We are also currently training all of our customer service staff, using the framework provided by the Institute of Customer Service, with an ICS Communications qualification. By the end of 2014 we are planning to have 17% of our team qualified. So far we are very proud to say that we have a 100% completion rate.

Our plans

- To focus on developing a health and well-being framework for staff
- To sign the Government's Health at Work pledge, which forms part of the overall Public Health Responsibility Deal
- To continue to develop our new corporate behaviours and embed them into our working practices.



The marketplace

In the marketplace we will encourage positive business relationships and build a reputation as a responsible business taking a leadership approach, putting our customers at the heart of all we do.

Highlights

- Organised and hosted a continuing professional development (CPD) event for teachers and careers advisers
- Developed the Be Fair Framework, an industry-specific standard which provides a structure for employers to address fairness, inclusion and respect within their organisation
- Developed a bronze level CREST award scheme for 14–16 year olds in construction, in conjunction with construction employers and the British Science Association.

What we are doing

It is important for us to work collaboratively with the industry to ensure that we operate in a responsible and sustainable manner. Along with our core product offering, we have developed and supported products that are sustainability-focused. The biggest challenge we all face today is the increasing number of people on our planet, with a forecast of 9 billion by 2050. Therefore it is our responsibility to seek options that support the sustainable development goal of operating within our means.

Our plans

- To continue to work with industry in seeking innovative ways of promoting fairness, inclusion and respect
- To continue to inspire young people by supporting the Born to Build campaign
- To make more of our health, safety and environment publications available online.



The environment

We will continue to reduce our impact on the environment, understanding and being accountable for our environmental impacts by maintaining a management system that supports continual improvement, the management of our legal requirements and reduces our impact which enables us to be more adaptable.

Highlights

- Developed and implemented an environmental management system across all of CITB that has been successfully certified to ISO14001 standard
- Installed a biomass boiler at our Headquarters in Bircham Newton to serve our new accommodation for our learners
- Implemented 'closed loop paper' for the bulk of our copier paper.

What we are doing

The environment is everything that makes up our surroundings and affects our ability to live on earth. We all have a responsibility to ensure that we protect the environment and at CITB we are working hard to ensure we understand our impacts. The development of our environmental management system to ISO14001 standard provides us with a framework from which to develop appropriate objectives.

Our plans

- To identify ways to more effectively measure and reduce our carbon footprint
- To introduce a travel plan which supports more sustainable travel across CITB
 - To install an additional biomass boiler at our Bircham Newton site.



The local **community**

We will make a positive impact on local communities by identifying and becoming accountable for the social issues that are pertinent to the organisation in the communities within which we operate, working as One CITB to make a positive impact.

Highlights

- With JCB, provided expertise to support the flood-stricken areas of Somerset
- Facilitated staff in raising crucial funds for a variety of charitable causes
- Allowed staff to combine their team development days with community work.

What we are doing

CITB is committed to being a good neighbour and is working to ensure beneficial impact on the local area. Our relationships with the local communities within which we operate are very important to us, and we aim to maintain links with local residents and community groups. The leisure facilities at our Bircham Newton site are available to the public and our swimming pool is used by various community groups. Also open to the public at our headquarters in Bircham Newton, is a café with free Wi-Fi access alongside a small convenience store and cash point.

Our plans

- To become partners in the Business Class scheme run by Business in the Community
- To introduce a formal volunteering policy and guidelines
- To continue to contribute to community projects, providing valuable experience for our staff and learners at the same time.



Greenhouse gas emissions

As this is the first year we have reported on our emissions, we have not set a baseline for our data nor have we set a reduction target. Before we can do this, we are looking at ways of improving our data collection.

The fuel combustion data concerns LPG, which is used at our Bircham Newton site, and the natural gas used at our other locations where we are able to obtain the data. Fuel combustion and purchased electricity data is included in our service charge at some of our locations. We will be talking to our landlords about how they might be able to provide this data.

Business travel currently includes vehicles owned by employees which are used for company business. We plan to collect data about other modes of business travel for 2015. Owned transport currently includes all company cars, whether leased or company owned. Until we are able to obtain more robust data around our business car mileage the frequently used conversion factor was used to obtain this tCO₂e measure. With improved data collection this will increase in accuracy.

We have no recorded fugitive emissions from our air conditioning units or refrigeration for either reporting period. We have included our paper, which includes both closed loop and recycled copier paper, within purchased materials. This does not include the paper used for our publications and this is to be included as a target in the future.

We have been unable to obtain emissions data for our waste.

Physical or chemical processing, purchased heat, steam and cooling, employee commuting, investments, delivery and distribution and use of owned or leased assets are all outside of our reporting boundary with some of these areas not applicable to our operations.

Table 1: GHG emissions (tCO₂e)

		April 2012 – March 2013	April 2013 – March 2014
Scope 1 GHG emissions	Fuel combustion	146	138
	Owned transport	494	428
	Physical or chemical processing	n/a	n/a
	Fugitive emissions	0	0
Scope 2 GHG emissions	Purchased electricity	1,512	1,353
	Purchased heat, steam and cooling	n/a	n/a
Scope 3 GHG emissions	Business travel	1,788	1,771
	Employee commuting	0	0
	Investments	n/a	n/a
	Delivery and distribution	0	0
	Use of purchased materials	33	32
	Use of owned and leased land	n/a	n/a
	Waste disposal	0	0
Total greenhouse gas (GHG) emissions (tCO₂e)		3,973	3,722

Note: As recommended by DEFRA, we have used the conversion factors that relate to the period where the greatest portion of data falls i.e. 2012 factors relate to 2012/2013 and 2013 factors relate to 2013/2014.

Waste

Our waste generation can vary considerably according to the activities that take place at the National Construction College training centres around Great Britain and TUCA, the Tunnelling and Underground Construction Academy in London.

In addition, we have had difficulties in obtaining accurate data from our current waste contractor due to the differences in their systems from office location to office location.

We have had to make a number of assumptions and estimates where data is missing or is misleading. We are currently unable to determine how much of our waste is recovered but this is an objective for the coming year.

We need to determine a baseline year from which we can set reduction targets and develop a waste management and waste reduction strategy and initiatives.

Table 2: Waste data

		April 2012 – March 2013	April 2013 – March 2014
Tonnes	Total waste	448	325
	Recycled waste	180	134
£	Total cost	182,503	182,196

End of life computer equipment

CITB has a strict process in place for all unwanted electrical equipment which is returned to our IS team. If it is no longer required by CITB, we dispose of the equipment in accordance with the Waste Electrical and Electronic Equipment (WEEE) regulations. Our licenced disposal partner grades all IS equipment on receipt, which is re-purposed wherever possible. If the equipment is beyond economical repair, then it will be broken down into individual component parts and recycled.

We do not have recycling and refurbishment figures for 2013 but our 2014 figures indicate that approximately a quarter of all items taken by our disposal partner are in working order and can be re-purposed whilst the remaining items are recycled.

We plan to report on this more fully for 2014/2015.

Our waste disposal partner guarantees 0% landfill from the collected equipment

Finite resources

The figures below are consolidated from all of our sites where data is available.

We have not included data about the sites where water and energy is part of our service charge for rented buildings. This is something that we need to consider in the future as, without knowing our consumption, we are unable to determine a baseline year or develop reduction targets.

We are confident that the data relating to water and energy consumption at our Bircham Newton site is accurate.

We are also confident about our copier paper use as it is purchased centrally. This paper figure does not include the paper used in our professionally printed publications.

Table 3: Finite resources

		April 2012 – March 2013	April 2013 – March 2014
Non-financial indicators	Water consumption (m ³)	25,497	20,143
	Paper consumption (closed loop, tonnes)	25	24
	Paper consumption (non-recycled, tonnes)	17	16
	Energy (kwh)	3,286,718	3,038,070
Financial indicators (£)	Water supply costs	97,727	69,528
	Paper supply costs	38,877	35,673
	Energy supply costs	382,256	537,743

Renewable resources

When we planned our new accommodation blocks at Bircham Newton, which were completed in 2012 and 2013, we recognised the opportunity to reduce our reliance on fossil fuels and installed a biomass boiler.

This has had some impact on our fuel combustion (tCO₂e), showing a small decrease from the previous year (see Table 1 on page 14). We are showing the tonnage of biomass woodchips combusted during 2013/2014 (Table 4) and have also included the carbon emissions, using DEFRA conversion factors for woodchip.

We are planning to install a second biomass boiler within the next two years to service additional buildings.

Table 4: Renewable resource consumption

		April 2013 – March 2014
Non-financial indicators	Biomass used (tonnes)	160
	Emission produced from biomass (tCO ₂ e)	0.22
Financial indicators (£)	Biomass	13,238

Biodiversity

CITB has no formal biodiversity action plan but, with our head office located in rural Norfolk, we are mindful of our responsibility towards nature and the local ecosystem.

We have consulted Norfolk Wildlife Trust as part of a planning and development process at Bircham Newton, and the Trust carried out an ecological survey on our behalf in 2008.

A wealth of flora and fauna species was identified. As well as natural bat roosts, there are five established nesting boxes for barn owls which are monitored by the Hawk and Owl Trust.

Our site at Bircham Newton, which is close to the North Norfolk coast, is a popular nesting site for oystercatchers in the summer. A member of staff, who is training to become a bird ringer, plans to ring chicks in the summer of 2014 and we are looking forward to reporting on this more fully in the future.



Sustainable procurement

CITB's procurement policy meets the Government procurement framework and covers sustainable procurement, which includes sections on:

- Environmental policy, in particular considering whole-life costs and the environmental performance of the supplier
- Ethical policy that ensures diversity, equality and value for money are all equally considered
- Sustainability policy that seeks to meet the highest standards of social, ethical and employment practice
- Diversity policy, including the requirements of the Public Service (Social Value) Act 2012 and fairness, inclusion and respect in as much as we aim to exceed the requirements of the Equality Act 2010. Sustainable procurement generates benefits to society and the economy whilst minimising damage to the environment.



Our plans

Whilst preparing this report we have established that our data availability, collection and analysis needs considerable work if it is to become sufficiently robust for us to be able to set a benchmark and reduction targets. We believe it is prudent to introduce key work streams to enable us to report more accurately.

Set up a working group of members of staff whose roles are directly connected to the areas we have reported upon, to better understand how we can improve our data collection, storage and retrieval.

Engage with our landlords about our sustainability plans to discuss ways of recording our use of energy and water, and generation of waste in our locations where we do not have direct control.

Set a baseline year, identify reduction targets and develop suitable initiatives to achieve those targets. These will be aligned with our environmental management system, across the organisation.

By taking these important steps we can be confident that we will be able to set a benchmark from which to introduce reduction targets and to develop initiatives that can be effectively communicated to all our stakeholders.



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