Storyboard (answer plan)

Section	Install		
Weighting	N/A	Page / Word Limit	3000 **characters**
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Evaluation Criteria

The Question

Please detail the initiatives that the Bidding Entity has implemented over the last two years to minimise and/or improve the environmental impact across all of the activities that the Bidding Entity undertake.

No evidence required

Defining Our Offer

Client Drivers

Why has the client asked us this question? What is their underlying issues/concerns? By understanding their key challenges we can produce a winning response.

A "Good Response"- The Bidding Entity is able to demonstrates evidenced examples with details of the implementation undertaken, the measured and monitored benefits generated against set targets and how these transfer to continuous improvement. Where policies and procedures have been implemented from the initiatives, please provide the relevant copies.

Areas could include but not be limited to:

(a) Reduce, reuse and recycle policies and incentives i.e. paper, waste segregation, light bulbs, batteries, printer cartridges, packaging etc.

(b) Reduction of waste to landfill

(c) The purchase and responsible disposal of biodegradable products

(d) The purchase and use of energy efficient products and vehicles

(e) Reduction of noise pollution

(f) Reduction in use of chemicals and responsible action taken in relation to storage, disposal and chemical spills

(g) Reduction of emissions to air, including odour

(h) Reduction of emissions to water

(I) Active reduction of fuel and energy usage over time.

A "Poor response" - The Bidding Entity answer does not clearly demonstrate or the Bidding Entity is unable to provide, evidenced examples with details of the implementation and measured, monitored benefits generated against set targets

Good = Pass, Poor = Fail

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Win Themes

Which win themes could and should we emphasise in this answer? And what benefit will these provide to the client?

Win Theme	Benefits

Building Our Response

Below you should break down the answer to your response into the subsections within each section allowing for effective signposting to the client.

In each part detail your approach. It can be bullet points at this stage but should address all important technical points as well as client drivers, win themes and USPs. Proof points need to be included to back up statements.

Overall message

James to send DS project case study - done

James to provide number of PPE items recycled.

Find previous example of recycling backfill -

Our response

3000 (Currently 3024)

SHEQ Objectives and Targets for the M Group Services Water Division are agreed and published by the Board of Directors each financial year **(Appx 6.3.1)**.

For governance of certifications i.e. Occupational H&S (BS ISO 45001), Environmental (BS ISO 14001) and Quality (BS EN ISO 9001), as part of the Water Division, MWS is required to set its own objectives and targets in alignment with Divisional requirements; against which MWS is then monitored for compliance and performance.

The MWS Safety, Health, Environment & Quality 5 Year Strategy **(Appx 6.3.2)** sets out our objectives and targets for implementation across six focus areas (Safety, Health & Wellbeing, Quality & Sustainability, Engagement, People & Leadership) to ensure we provide and maintain a safe and healthy workplace for our workforce, clients, visitors and the public.

This has led to us introducing many initiatives over recent years, including the following examples, to reduce our environmental impact – reducing noise, odour and emissions to significantly improve our environmental performance:

- Buying/hiring vehicles with the latest technology and fuel-efficient engines – investigating the use of hydrogen vehicles where larger vehicles are required. We are currently at 8% EV penetration, up from less than 5% a year ago.

- Implementing a programme of targeted Hydrotreated Vegetable Oil produced from reclaimed oil – estimated to be 90% greener than diesel.

- Installing trackers in our vehicles to monitor speed, braking and cornering. Drivers with more aggressive and therefore more polluting driving styles are provided with training and coaching to improve their driving style.

- Adopting the use of mobile digital work scheduling software to plan work and vehicle movements with maximum efficiency and reduced overall mileage.

- Using welfare facilities that feature solar panels and low energy lighting to help reduce power demand from the national grid and reduce our carbon footprint.

- Deploying acoustic barrier systems, where needed, to mitigate noise to sensitive receptors such as care homes, hospitals and schools, reducing nuisance and complaints.

- Establishing separate skips/containers for plastic, paper, cardboard, printer cartridges, metals and general waste at all depots and offices, for disposal to recycling centres. On our WSA contract (Jun 2019 – May 2020) we recycled 98% of excavated materials, outperforming Yorkshire Water's target of 95%.

- Continually reducing the amount of excavation waste produced by; reusing, recycling or backfilling spoil; utilising no-dig techniques; using innovative camera technology to minimise excavations; instigating EUSR-accredited Environmental Awareness courses.

- Reservicing our used items of PPE or sending unwanted PPE for recycling e.g. recycled into bases for street works furniture.

- Using chalk to mark out services and excavation lines in roads and footpaths instead of spray paints – reducing chemical usage, pollution and embedded carbon.

Absolute key word/phrases: e.g. CDM, Every Customer Counts relating to the question
Relevant Policies, MOPs accrediations, attachments etc

Linked Case Studies: Have we written about this before?

Name/Project	Growth Team Contact	Ops Contact

Graphics

A picture / diagram / flow chart is worth a thousand words!

Sketch any graphics needed to support the answer?

- Drop graphics in here and which subsection they apply to