

# People & Management Solutions



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There is no doubt that in recent years, climate change, the economic downturn and security of supply concerns have pushed energy and carbon reduction to the top of the corporate agenda. Businesses and public sector organisations must now look at the ways in which reductions can be achieved, or face difficulties in years to come.

One way to achieve meaningful long term reductions is to affect change within your organisation. To do this, you must look simultaneously towards your policies, your processes and your people.

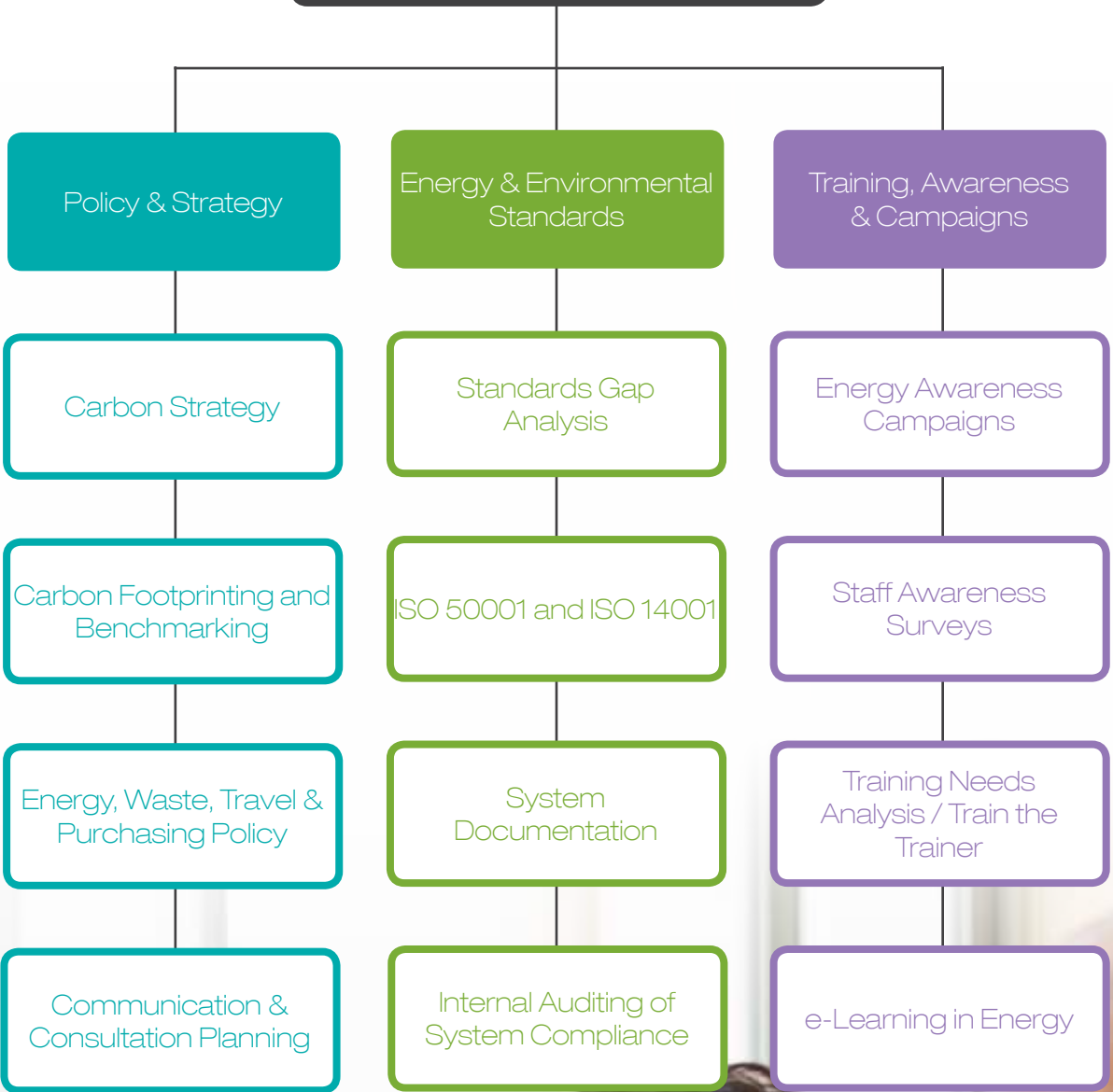
Within People and Management Solutions, NIFES aims to assist you in making the necessary deep rooted behavioural changes within your organisation so that these reductions can be achieved. We deploy a range of techniques covering policy, strategy, recognised energy management standards and training.

All of these services are delivered by our specialist team of experts, who collectively have 120 years of People and Management experience.

This document is designed to give you an overview of our People and Management Solutions, and the benefits these services could bring to your organisation.



# People & Management Solutions



# Carbon Strategy

Our experienced professionals can produce a strategy that shows how your organisation can achieve both energy efficiency and carbon reduction outcomes. This strategy is tailored to your specific requirements, particularly the organisational structure you operate within and the resources you have available to deliver the strategy once it is in place.

We can work closely with you to ensure that we understand your business drivers and to identify the paths to follow that will ensure the greatest savings. We are typically able to highlight a range of actions across people, procurement, building and technical solutions.

Once a strategy has been developed we can help you with a delivery plan to ensure progress can be tracked against your key strategy aims and outcomes. We can support this by providing training to those who are involved in delivering your strategy.

The strategy produced will take into account the level of action and awareness of your staff. It will be designed to overcome barriers we have identified within surveys and consultations so you can start to save energy, carbon and money.



Overcome barriers to reducing your carbon footprint



Reduce energy costs by identifying and pursuing the actions identified as having the greatest beneficial effect



Access the combined expertise of our energy and carbon reduction professionals



# Carbon Footprinting

Whichever way you look at it, climate change is now a key issue for businesses and public sector organisations alike. This urgent need to reduce carbon emissions, coupled with the mounting compliance requirements of environmental legislation, means that understanding your carbon footprint is essential.

NIFES have experts who can help you to measure the impact your organisation has on the environment, particularly with regard to greenhouse gas emissions.

We can calculate your carbon footprint measuring six greenhouse gases (GHG) which are produced by your organisation from direct (e.g. gas) and indirect (e.g. electricity and transport) emissions.

We undertake a study of the sources of carbon emissions from your buildings and operations. Based on the available data, a practical methodology will be developed to enable you to consistently calculate and report your carbon footprint. This can then be used by your organisation to monitor emissions at regular intervals.

The methodology will also take account of potential future changes in your organisation's emissions sources, such as renewable energy or alternative waste disposal routes. This will ensure the methodology will still be valid in the future and allow you to undertake forecasts of future emissions, so that you can plan ahead for a low carbon future.



Increase the effectiveness of your carbon reduction activities by understanding the extent of your carbon footprint and where the emissions come from



Plan for the future with long-term carbon forecasting



Comply with reporting requirements for the CRC, Carbon Trust Standard and EU ETS and management standards including ISO 14001 and ISO 50001

## Thorntons

Inenco / NIFES worked with Thorntons to develop a full Carbon Management strategy for their manufacturing and retail sites. Ultimately the strategy covered energy efficiency, energy awareness, AMR, car purchasing & business mileage, renewable generation and the implementation of an Energy Management System. Initial reductions were achieved amounting to 6%.

# Energy, Waste, Travel & Purchasing Policy

A strong policy is a highly effective starting point for any organisation seeking to reduce energy usage, minimise waste or improve overall environmental performance. A successful policy must be fully integrated into your organisational culture and activities and should not be solely the work of one individual.

Getting your policy right is crucial as it sets the standard and direction for your reduction targets and guides action plans for implementation. A strong and clear policy will be understood and followed by people across your organisation. This in turn will lead you towards the benefits and improvements you are looking to achieve.

We can work closely with you to engage key stakeholders including senior management in the development of tailored policies on energy, waste, travel and purchasing.

We are then able to produce a robust policy that will commit your organisation to address the full scope of your carbon emissions, improve energy efficiency and to communicate this commitment across the whole of your organisation.



Integrate energy and carbon reduction into the culture and operational activities of your organisation



Communicate and demonstrate top-level commitment to reducing your energy consumption and carbon footprint



Work towards obtaining energy management standard ISO 50001

# Communication and Consultation Planning

Communicating a new company-wide energy efficiency or carbon reduction drive can be difficult. This is especially true when you operate from an estate of multiple dispersed sites, or when knowledge of energy efficiency techniques is not widespread.

We are able to offer stakeholder mapping and analysis to ensure that we can target the specific employees within your organisation who are best able to effect change. Following this analysis we will produce a communication plan and strategy that ensures existing channels are utilised and if required, new ones identified.

We will identify how to deliver key messages to stakeholders in your organisation, to maximise the effectiveness of these messages. We can supplement this approach with training needs analysis, awareness surveys and e-learning modules.

When you have invested time and resources into a revised or new approach, it is imperative that these are not wasted through poor delivery and communication. We can help you to ensure that your new approach is implemented across your estate, by targeting your stakeholders in effective ways, engaging and motivating them to change behaviours to increase energy efficiency and cut costs.



Enhance your communications so they are clear, targeted, organised, wide-reaching and highly effective



Identify the influential people within your organisation and find out how their influence can strengthen your energy and carbon reduction policies



Improve your engagement across your wider estate by rolling out initiatives to satellite sites

## Guy's and St Thomas' NHS Foundation Trust

We worked alongside Guy's and St Thomas' NHS to plan and implement the Earthcare and Energy campaign. Good communication was an integral part of the campaign strategy, and we successfully managed this area, devising meetings, briefings and even on-site roadshows to ensure the campaign goals were communicated effectively and to maximise the engagement of all stakeholders.

# Standards Gap Analysis

If your organisation is looking to apply for accreditation for ISO 50001 you will need to demonstrate your ability to measure, manage and reduce your carbon footprint. We are able to undertake a gap analysis to see what information or evidence may yet be required in order to meet the requirements of the standard.

Our experts on energy and environmental standards can work through each of these requirements, cross-checking them with all of the activities undertaken by your organisation, and reporting on specific areas of shortfall.

A gap analysis report provides clear recommendations for action to gain the evidence and put in place procedures to demonstrate compliance.



Reduce your energy consumption, typically implementing an ISO 50001 accredited Energy Management System leads to savings of 10%



Use your time and resources more efficiently by targeting specific areas for action or improvement that will yield the greatest benefit



Plan ahead with an indicative time scale towards accreditation, taking your current systems and progress to date into account



# ISO 50001 & ISO 14001

Compliance to ISO 50001 (Energy Management System Standard) helps you provide a structured, consistent and disciplined approach to managing energy. ISO 14001 (Environmental Management System Standard) provides a similar approach to the management of environmental performance.

Implementing one or both of these standards will result in continuous improvement year-on-year which will reduce costs, consumption and carbon emissions. We can review your current situation and can provide you with the support you need in developing your EnMS to reach compliance standard.

A compliant EnMS provides a systematic approach to managing energy, based on a senior management commitment to an agreed policy, supported with the resources and procedures in place to identify current consumption. This is accompanied by a strategy to identify and implement energy saving improvements. A compliant system has five major benefits (The 5 Cs), cost reduction, compliance to legislation, competitiveness, competence and continuity.

If you do not have any form of Energy or Environmental Management System currently in place, we can work with you to develop a compliant system from the ground up. Otherwise, we can review your existing system to bring it up to the ISO standard.

In addition to ISO 50001 and ISO 14001, we can also provide assistance if you would like to comply with schemes such as the Carbon Trust Standard or the BSI Kitemark.



Demonstrate your energy and environmental management credentials to staff, customers and other stakeholders



Comply with the most recent energy and environmental standards and legislative requirements, and 'future-proof' your organisation for future regulations



Embed carbon reduction into your organisation's culture and operations

North Bristol **NHS**  
NHS Trust

Inenco / NIFES were commissioned to carry out a review of the Energy Management Strategy at the Trust and provide a Trust wide Energy and Environmental Policy. As a result the ISO 14001 standard was achieved, and cumulative savings were achieved of £149,000 on electricity, gas, oil and water bills over a 20-month period.

# System Documentation

As part of your ISO 50001 accredited Energy Management System (EnMS), you will be required to implement and maintain a document schedule and register to demonstrate compliance.

Our experts have a full understanding of these requirements, and can assist you in the production and ongoing maintenance of documents that:

- Define the scope and boundaries of the EnMS
- State your energy policy
- State your energy objectives, targets and action plans
- Set an audit schedule and plan

A well organised library of documents containing the necessary levels of detail is vital for successful compliance with the ISO 50001 standard. We can work with you to establish procedures that will ensure that this documentation is of a consistently high quality, so you don't have to worry about evidencing your credentials.

Amongst other aspects, this includes reviewing the adequacy and suitability of documents, ensuring documents are kept up to date, ensuring clarity and legibility, and managing the removal of obsolete documents from circulation.



Keep your documents up to date with the latest developments in legislation and in your organisation

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Establish a process to ensure all documentation contains the required information to successfully evidence your compliance with ISO 50001

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# Internal Auditing of System Compliance

As part of continuous improvement, an ISO 50001 accredited EnMS must be regularly audited to ensure that it is working effectively and that it is continuing to meet the required standard.

NIFES can offer you an Internal Auditing service that is fully compliant with Section 4.6.3 within ISO 50001:2011. What this means for you is that we can deliver an independent and objective audit that fulfils the requirements of your audit plan and schedule.

With our highly competent and professional approach, we can benchmark your EnMS against the standard, and against your own energy objectives and targets. Our audit will highlight to you whether your EnMS is being effectively implemented and maintained, and whether energy performance is being improved as a result.

Once the audit has been completed, we will put together an action plan for you, outlining recommendations to improve performance, achieve compliance and ensure the long term robustness of your EnMS.



Obtain an independent and objective view on the performance of your EnMS



Manage the auditing requirement of your ISO 50001 accredited EnMS with help from the experts, avoiding the need to resource in-house



Improve compliance and performance levels within your EnMS by adopting our detailed recommendations

# Energy Awareness Campaigns

The key aims of an Energy Awareness Campaign are to reduce consumption and costs through good housekeeping measures, and to create a low carbon culture in your organisation.

We can work with you to achieve this in a cost effective way by recruiting Environment Awareness Representatives (EARs), to motivate colleagues and raise awareness of energy efficiency across your organisation. Every year, we train more than 200 EARs on behalf of our clients.

To understand your organisation, we first carry out a Staff Awareness Survey and set a base line.

We then undertake the design of your campaign including logos, communication strategies, promotional literature, as well as all of the training of your EARs and provision of campaign materials.

EARs are supported at every stage of the campaign, particularly through our 'walkabouts' when they are given advice to identify energy efficiency measures that can be influenced by their colleagues on a day-to-day basis. We are aware that momentum can slide, so our campaigns are kept fresh with regular training for EARs as well as changing themes and a new focus every quarter.



Reduce costs with savings from an Energy Awareness campaign typically amounting to between 5% and 20% of your annual energy expenditure



Demonstrate your organisation's commitment to proactively reducing energy consumption and carbon emissions



Improve staff morale as they become integral to the change

## The co-operative

Inenco / NIFES worked with United Co-op (now the Co-operative Group) to put together a full energy awareness campaign, to address energy consumption across the estate. As part of the campaign, we delivered training sessions to over 1,000 regional managers. In the first year of the campaign, over £900,000 of electricity and water savings were achieved.

# Staff Awareness Surveys

NIFES offers a unique service in the form of specialist staff awareness surveys which quantitatively measure awareness and motivation levels among staff.

These surveys are essential when designing the correct strategy for an energy or environmental awareness campaign, as it is important to determine where staff are in their attitudes and knowledge before any action is taken. There are two key elements that must be measured:

- Awareness - what staff know about energy efficiency
- Motivation - what moves staff to act upon this knowledge

We have been involved in designing and using these surveys for the last 20 years and can carefully craft individual surveys tailored to your organisation. We can then run the results through our unique software to analyse the responses of your staff and provide a meaningful, practical output that can be used as a basis for an Energy Awareness Campaign. Every year, as part of our Energy Awareness Campaigns, we survey and analyse the responses of more than 4,000 individuals.

On an ongoing basis, surveys can also be used to measure the performance of your campaign in bolstering the awareness and motivation of your staff, and can help you to identify areas of weakness that need to be addressed to ensure success.



Quantify the awareness and motivation levels of your staff in terms of energy and carbon reduction

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Identify potential EARs (Environment Awareness Representatives) within your organisation by reviewing survey responses

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Demonstrate a continuous improvement for ISO 14001 and ISO 50001 by repeating the survey each year

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# Training

At Nifes, we have 25 years experience of running training courses on energy efficiency, covering people, management and technical building solutions.

We can deliver many types of training, from courses open to members of the public to specifically designed programmes that address training needs within your organisation. Our courses can be adapted and tailored on a number of levels to align with your carbon and energy reduction strategy and aims.

We can work with your organisation to undertake a training needs analysis, covering who will participate in the training through to course content and the evaluation of the effectiveness of the training. We also offer cost effective 'train the trainer' options so you can improve the quality of your in-house energy training.

With all the training that we undertake we offer comprehensive course material which can be branded for your organisation. Our sessions are interactive and provide opportunities for open discussions and contributions from attendees to ensure all participants gain a depth of understanding about the subject matter.



Drive down your energy costs by increasing the energy awareness and technical capabilities of your staff

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Take advantage of high quality training content that is constantly reviewed based on feedback from attendees at each of our sessions

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## THE UNIVERSITY *of* EDINBURGH

Inenco / NIFES worked with Edinburgh University on their 'switch and save' campaign. We were responsible for briefing the senior members of staff, as well as recruiting and training the energy coordinators and representatives. We were also involved in campaign promotion materials such as stickers, posters, training and a promotional DVD.

# E-Learning in Energy

We can create e-learning modules that are highly interactive and suited to all levels of knowledge and experience. Our modules are designed using your organisational branding, which means they will be instantly recognisable by employees and consistent with your organisation's direction and focus in this area.

We can provide resources that connect with the learner, allowing them to absorb information in a memorable way. This can be done at their own pace and is supported with multiple choice and multimedia quizzes to further reinforce the cognitive process.

Modules can incorporate rich multimedia, including animation, video clips and voice-overs featuring your senior staff. They can be held within an existing Learning Management System, on your intranet or website, or distributed on CDs / DVDs.

Our e-learning modules are designed by our team of IT professionals who specialise in the field of environmental awareness and energy efficiency. This means they are uniquely placed to design the right solution for your organisation.



Increase awareness of energy and carbon reduction across your organisation

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Engage with staff using multimedia technology, interactive quizzes and specially designed branded content

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Customise our e-learning modules to your own requirements with the support of our specialised IT development team

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# Why choose us?

Inenco has been supporting clients in all aspects of energy management since 1968. NIFES (National Industrial Fuel Efficiency Service) have been providing energy efficiency and buildings services worldwide since 1953. As a single company with pooled resources and expertise, Inenco / NIFES are ideally placed to offer tailor-made solutions to reduce energy costs and CO<sub>2</sub> emissions, and maximise building performance, in private and public sector organisations.

We have unparalleled experience and understanding of all aspects of energy and buildings management including policy, management commitment, data information, processing, technology applications and behavioural change.

With over 300 employees across the UK, we have the breadth of experience and capability to work with any type or size of organisation. Inenco / NIFES offer a range of energy, environmental and buildings consultancy services, which can be categorised under four key groups:

## Energy & Carbon Reduction Solutions



Management

Compliance

Trading

## People & Management Solutions



Policy & Strategy

Standards

Training

## Low Carbon Projects & Solutions



Development

Implementation

Evaluation

## Building Services & Property Solutions



Surveying

Design

Management

For more information, contact us using the details below:

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