

Quest 2012 – Splus29

Environmental Management



Outcomes

- Reasonable temperatures, lighting and ventilation of all facility areas are achieved
- Use of utilities is managed efficiently and reduced where possible
- The centre is minimising its impact on the environment

PLAN
How do you commit to improving the environmental efficiency of your centre?
EXAMPLES OF BEST PRACTICE • Energy Management Plan • Standards of operating conditions • ISO 14001 • Environmental Management Accreditation Service (EMAS) • Working with the Carbon Trust • Procedure and policy systems
GUIDANCE • Is there a plan of action linked to the business plan objectives which includes specific measures that will be taken to reduce energy consumption, increase the recycling of waste and reduce the overall carbon footprint of the centre • Are there clearly written standards that are understood where appropriate, by the staff and customers, for examples settings for the swimming pool water, temperatures, lighting, humidity and ventilation • Is there evidence of a real commitment to the issues of environmental management through involvement with various agencies that specialise in helping organisations to become more environmentally friendly • Has there been any consultation with recognised specialists • Procedures and policies are clearly developed, defined and documented as part of an integrated quality management system, for staff and where appropriate customers
DO
How do you inform the staff and customers about what you are doing in relation to managing the environment within the centre?
EXAMPLES OF BEST PRACTICE • Display Energy Certificate • Display Environmental Policy and statement of intent • Building owner and stakeholder environmental literature / displays • Procedures and instructions • Restriction on temperature control tampering
GUIDANCE • Is a valid certificate of energy efficiency (DEC) displayed in a public area (when a building is greater than 1000 square metres) • Is it evident that customers are informed of the action(s) the Centre has already taken and intends to take in minimising energy consumption • Are standards of operating conditions (pool temperature readings) displayed for the customers • Is there evidence of a positive working partnership with the local authority demonstrating how a contribution is being made to the local and national agenda • Has the centre developed procedures and instructions for monitoring and controlling environmental conditions • Are there control measures in place to prevent and/or restrict customers and untrained members from adjusting temperature controls around the building
In delivering these environmental standards what legislation or best practice have you considered?
EXAMPLES OF BEST PRACTICE • Carbon Trust / Green Dragon

- Central Government targets
- COSHH

GUIDANCE

- Using The Carbon Trust/Green Dragon offer of support, guidance and educational materials together with audits and recommendations for improvement
- Control of Substance Hazardous to Health assessments include action in case of a chemical spill and action to reduce potential harm to the environment

What training has taken place in order that the staff can implement these environmental standards?

EXAMPLES OF BEST PRACTICE

- Procedures and policy systems
- Competent centre environmental champion
- Staff are responsible for monitoring and adjusting settings and controls

GUIDANCE

- Management ensure that staff are trained in any relevant procedures and policies; and any changes actioned accordingly
- By nominating a member of the staff as the centre's environmental champion and providing them with appropriate training, may assist in the delivery of the organisation's environmental policies and raise awareness amongst the staff
- Is the appropriate staff member(s) responsible for monitoring, controlling and adjusting the environmental settings around the centre suitably qualified

Have you allocated resources for the installation of systems and equipment that could enhance environmental conditions and reduce energy consumption within the centre?

EXAMPLES OF BEST PRACTICE

- Capital bids
- Return on investment
- Recycling opportunities
- Pool covers
- Passive Infra-Red and occupancy sensors
- Grey water recycling
- Solar panels
- Lighting reduction scheme
- Pump invertors
- Variable speed drives
- Lagging pipes
- Bubble wrapping filter vessels
- Ultra violet operated pools
- Electronic filing and double sided check sheets

GUIDANCE

- What arrangements have been made for the provision of adequate resources
- Is there a process in place to ensure that the staff understand the concept that there is a financial return (savings) on the cost of installing energy reduction initiatives
- Is there an effective recycling scheme that can assist in reducing the volume of landfill and trade waste pickups, therefore saving money
- Have PIR / occupancy sensors been installed in appropriate areas of the centre, sensitivity must be taken when installing these devices in toilet areas
- Is rain water (grey water) collected from the roof space and used to flush toilets
- Have solar panels been installed on the roof and used to compliment demand on the main heating source
- Have lighting dependencies been lowered in areas with sufficient natural lighting and lux meters installed to ensure that adequate lighting is available in specific areas

- By installing invertors to control the surge of power through the circulating pumps
- The installation of variable speed drives on air and water circulation pumps may reduce energy consumption but only to be used if the condition of the pool water treatment process is not inhibited or affected in any way
- Operating a swimming pool with an ultra violet light disinfection system should enable you to reduce the consumption of the chlorine based residual required in the pool at all times
- Are all sections of hot water piping lagged including the valves and heat exchangers
- The lagging and /or bubble wrapping of the swimming pool water filters is another proven way of saving energy
- Are electronic filing systems maintained to assist in reducing the need for printing paper
- If checksheets and procedural documentation have to be hard copied is each piece of paper used and double sided

MEASURE

How do you measure?

EXAMPLES OF BEST PRACTICE

- Balanced water testing
- Customer feedback
- Increased Staff / customer knowledge
- Cleaning chemical consumption

GUIDANCE

- Do the management conduct weekly balanced water tests for the swimming pool (if applicable); are the results made available to the appropriate staff
- Is there an opportunity for customers to feedback on specific issues about the environmental conditions within the centre; how are the findings analysed and measured
- Do the management measure and control the use of chemicals

REVIEW

How do you review what you have measured?

EXAMPLES OF BEST PRACTICE

- Periodic reviews
- Investment update
- Enhanced awareness
- Further consultation
- Sharing best practice
- Procedures and policies

GUIDANCE

- Does the centre conduct periodic reviews to ensure that it is benefiting from the best practices and technology
- Has the centre established what the investment was in the energy saving initiatives that have been introduced / installed and have they proved to be successful
- Does the centre undertake consultation with recognised experts in order to determine where additional cost savings can be made
- By sharing best practice within and beyond the industry it is recognised as a fundamental part of the reviewing process
- Management have processes in place to regularly review and update relevant procedures and policies

IMPACT

Has what you have done made a difference?

EXAMPLES OF BEST PRACTICE

- Reduced DEC score
- Reduced utility consumption



- Reduction in trade waste collection
- Enhanced customer experience
- Reduced chemical usage
- Balanced water
- Reduced reliance on paper
- Delivery of planned energy saving initiatives

GUIDANCE

- Has the score of the DEC certificate improved
- Is utility consumption decreasing
- Is recycling waste increasing and the collection of landfill waste decreasing
- Have management received positive customer feedback in relation to environmental conditions around the centre
- Is there evidence that the reduction in unnecessary chemical consumption has helped to ensure that the cleaning of the centre is done more effectively
- The staff / customer awareness and knowledge about the issues of environmental management has improved and contributed to a reduction in energy consumption
- Is there evidence that improved swimming pool water conditions has increased the number of positive customer feedback
- Is there evidence that reduced dependency on paper has saved money
- Are the findings from external mystery visits and audits measured in order to determine that current environmental practices are making a difference from a different perspective
- As a result of the installation of energy saving initiatives have management been able to measure any proven efficiencies

Other useful links:

- Pool Water Treatment Advisory Group (PWTAG)
- Health Protection Agency Management of Spa Pools
- Legionella - Approved Code of Practice L8
- The Carbon Trust (England & Scotland) / Green Dragon (Wales)