

Quest 5 – Environmental Management

Guidance Notes



Module Outcome
Reasonable temperatures, lighting and ventilation in all facility areas are achieved
The use of utilities is managed efficiently and reduced where possible
The facility is minimising its impact on the environment
The facility has a plan to become carbon neutral
Focal Points - Questions to consider in preparation for your Quest Assessment
Do you know what your carbon footprint is?
Does the facility have an environmental action plan with defined targets to reduce consumption and improve its carbon footprint?
Has the facility invested in energy-saving initiatives in the last 12 months?
Are all staff trained in environmental management?
Is utility consumption reducing year on year?

Mystery Visit						
Challenge:	NA	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Is a Display Energy Certificate displayed and in date?	NA (total useful floor area less than 250m2, not a public building)	No DEC can be seen by the MV, or the DEC is out of date.	An up-to-date DEC (no smaller than A3) can be seen but it could be located in a more prominent position. (Publicly owned buildings only)	NA	NA	An up-to-date DEC (no smaller than A3) is displayed in a prominent place that is clearly visible to members of the public (publicly owned buildings only)

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Mystery Visit					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Are the environmental conditions acceptable? Note: Air and water temperature, includes pool, tap and shower water where applicable.	Air temperatures are not suitable for the activities taking place	Air temperatures are satisfactory in most areas of the facility.	Air conditioning or/and handling units are in good working order and are used to control air temperatures in customer-critical areas.	Air conditioning units are clean and in good working order.	Air conditioning units are clean and in good working order.
	Water temperatures are at a level that prohibits use.	Water temperatures are at an acceptable level	Air circulation is acceptable in most areas. Circulation areas do not feel stuffy, however, the air during activities feels stuffy.	Air conditioning is only used when required.	Air temperature is set to the temperature required for the activity taking place.
	Multiple lights are not working in activity areas and general circulation areas.	Most lights are in working order.	All lights are in working order providing adequate lighting levels, but some lights require cleaning.	Air circulation during high-intensity classes is acceptable. Rooms do not feel stuffy.	Where possible windows rather than air conditioning are used to control room temperature.
	Noise emitted by the centre is having a negative impact on the local community	Low lighting levels have been observed, due to poor design or poorly cleaned lights.	Noise levels emitted from the centre do not have a negative impact on the local community, however, issues identified affecting activities.	Lighting levels meet minimum standards.	Careful consideration is given to lighting levels to enhance the activities taking place.

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Mystery Visit					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Can customers easily get to the facility without driving?	No consideration has been given to storage facilities for low-emission transport options, including, bicycles, car-charging e-bikes and e-scooters where applicable. Walking to the facility on foot would present a safety issue for pedestrians.	<p>The location and lack of transport provisions make travelling to the facility without a vehicle prohibitive.</p> <p>Pedestrian routes are available but would benefit from some improvements.</p> <p>Cycle parking provision is available but could be improved.</p>	<p>Public transport provision is within easy walking distance to the venue with regular service.</p> <p>Walking or cycling to the facility could be improved by better maintenance or signage.</p> <p>Cycle provision is available, in good condition and in a secure location.</p>	<p>Green transport is displayed on the webpage. For example, bus times and cycle routes.</p> <p>There are well-lit and maintained pedestrian and bicycle routes to the facility.</p> <p>There is wide provision for parking cycles that are clearly identified in secure locations.</p> <p>Safe storage provision is provided for e-bikes and e-scooters where applicable.</p>	<p>Positive messages are displayed on the website encouraging customers to use green transport. E.g., bike racks available with photos.</p> <p>Pedestrian and traffic routes at the facility are clearly signposted.</p> <p>Cycle provision is secure and protected from the elements.</p> <p>Car charging units are in place, and they are not stored along fire exit routes.</p>

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Mystery Visit					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Does the facility promote its environmental sustainability policies?	No information was supplied inside the facility or online about the facility's approach to environmental management.	An environmental and/or sustainability policy is displayed inside the facility or online	<p>An environmental and/or sustainability policy is displayed inside the facility and online in a prominent location.</p> <p>Information is publicised showing actions taken to reduce the negative impact on the environment.</p>	<p>An environmental and/or sustainability policy is displayed inside the facility and online in prominent locations.</p> <p>Information is publicised showing actions taken to reduce the negative impact on the environment. For example, waste audit reports or the introduction of solar panels.</p> <p>Objectives are displayed.</p>	<p>There is an engaging environmental and/or sustainability policy displayed inside the facility and online in prominent locations.</p> <p>Information is publicised showing actions taken to reduce the negative impact on the environment. Information is provided describing the impact action has had on achieving net zero objectives.</p> <p>Innovative approaches are taken to engage stakeholders enabling them to contribute to improving the environment. For example, tree planting days, the theme of the month promotions, and discounts to customers who cycle or get public transport to the facility.</p>

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Mystery Visit					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Is there a focus on “reduce, reuse, recycle, and responsibly dispose of?”	No obvious efforts have been made to reduce, reuse, or recycle waste	There is some commitment to managing waste. For example, basic recycling takes place, however, several improvements have been identified.	<p>Reduce, reuse, and recycle are starting to be applied.</p> <p>There is some evidence of reducing or reusing. For example, water fountains are located in key locations, reusable bottles are available to purchase, Recycling takes place throughout the facility.</p>	Reduce, reuse, and recycle are broadly applied and customers are encouraged to participate. For example, minimal use of leaflets. Reusable cups are used to reduce the use of disposable cups. High-impact graphics are used to educate customers. For example, well-signed bins and strong promotion of what the centre is doing to reduce and reuse.	<p>There is a strong commitment to the waste hierarchy. There is clear evidence of reduced reuse and recycling taking place at the facility</p> <p>Customers are actively encouraged to bring waste in from home for the facility to dispose of. For example, batteries, printer cartridges and electricals.</p>

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Plan					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
How does the facility plan to reduce its negative impact on the environment and improve its carbon footprint?	No evidence of plans to reduce the facility's negative impact on the environment.	An action plan is in place with some actions to reduce the facility's negative impact on the environment.	An environmental sustainability strategy is in place.	An environment sustainability strategy is in place with net zero aspirations.	An environment sustainability strategy is in place with net carbon zero aspirations and objectives and milestones. Baselines have been set for the carbon footprint.
		The plan does not consider all the significant aspects of the facility. For example, waste or a heavily used utility such as electricity has not been considered.	There is facility specific action plan covering all the significant aspects of the centre. For example, electricity, water, waste, and gas where applicable.	There is a facility-specific action plan linked to the environmental sustainability strategy. The action plan covers all the significant aspects of the centre deriving from a variety of sources including external assessments such as DEC reports. The action plan includes measuring their carbon footprint.	Facility-specific objectives are in place supported by an environmental action plan covering all aspects and deriving from a variety of sources. All aspects of the planning follow a SMART approach. For example, objectives are realistic, and actions are costed with expected payback documented. All staff are trained in environmental management.

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Do					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Is there a positive environmental management culture?	There is limited evidence of resources being allocated to reduce the facility's environmental impact.	The facility has made some financial investments to reduce its environmental impact.	There is evidence of a proactive approach to facility improvements, where good investments have taken place.	The organisation seeks out insight and best practices. Systematic processes are in place such as energy/waste audits to identify opportunities for improvement.	The best available technologies are being used to reduce the facility's negative environmental impact.
	No consideration has been given to how the organisation's procurement process can reduce its indirect impact on the environment. This includes no commitment to managing waste	The facility takes a reactive approach.	A PPM is in place which monitors equipment performance.	A PPM is in place that considers equipment servicing to maximise efficient performance	Highly effective automated environmental controls. are in place. The organisation seeks out insight and best practices to improve the management of conditions.
	There is no evidence of environmental awareness training, communication of environmental matters or engagement.	Employee operational checks, cleaning, and fault reporting take place to ensure equipment is in good condition.	Most environmental conditions are controlled using automated systems. For example, a building management system is in place.	Effective automated environmental controls are in place. for example, parameters for the building management system consider energy efficiency.	The facility considers the environmental impact of equipment and machinery within its purchasing policy.

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Do					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Continued...		<p>Environmental Conditions are controlled manually</p> <p>Policies and procedures are in place that commits to environmental sustainability in its procurement processes. Environmental awareness training and communication is basic. A limited number of employees are exposed.</p>	<p>The organisation and site are making some commitments to managing waste. For example, basic recycling takes place.</p> <p>The facility can demonstrate it is managing a broad range of waste produced.</p> <p>Environmental awareness training is taking place, during inductions.</p>	<p>The organisation can provide some evidence of how its environmental sustainability has impacted its procurement decisions.</p> <p>There is a strong commitment to the waste hierarchy, including delivering on single-use plastics policy.</p> <p>There is a robust process to ensure all relevant employees receive environmental awareness training, which includes job-specific and refresher training. Environmental performance is regularly communicated to employees at all levels</p>	<p>The organisation demonstrates how it applies lifecycle analysis to all its most significant aspects.</p> <p>There is a strong commitment to the waste hierarchy, with waste audits taking place.</p> <p>Training is focused on changing attitudes and behaviours and encouraging staff to behave in a more environmentally friendly way.</p> <p>There is evidence of staff providing feedback and becoming involved in delivering improvements.</p>

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Do					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Is there a system in place to ensure that hazardous, clinical, and medical waste is disposed of correctly, with records maintained?	No evidence of correct waste disposal on site.	Policies and procedures which are up to date and in accordance with the 'Hazardous Waste Regulations 2005.'	Appropriate external contractors are appointed to deal with hazardous, clinical, and medical waste.	Records are available to confirm hazardous waste disposed of appropriately, including chemicals, electrical items, kitchen oil and light bulbs.	Records on site confirm hazardous waste was disposed of appropriately; including chemicals, electrical items, kitchen oil and light bulbs.
	No up-to-date records were available upon request by the assessor.	Senior team members are trained and aware of their responsibilities. Records of waste control are available upon request.	Policies and procedures which are up to date but could be reviewed on a more regular basis. Staff training is in place but needs to be included as part of an annual training cycle.	Contractor's 'Waste Transfer Notes' available for chemical, sanitary, and medical waste Policies and procedures which are up to date and 5 and reviewed on a regular basis.' Person of responsibility identified and trained to a sufficient level.	Contractor's 'Waste Transfer Notes' stored at the facility for chemical, sanitary, and medical waste. External supplier in place to monitor and report on "practice action" to ensure waste remains below set limits. All operational Staff are trained on all linked policies and procedures which are up to date.

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Measurement, Monitoring and Review					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
How does the facility measure, monitor and review the effectiveness of its approach to environmental management?	There is no evidence of monitoring and/or auditing for environmental management.	<p>There is some evidence of how risk and compliance levels for environmental management are monitored.</p> <p>Staff are trained on the latest policies and procedures.</p>	<p>There is a formal process in place to monitor environmental standards.</p> <p>Environmental management is actively discussed as an agenda item within staff meetings and communications.</p>	<p>Inspections and Internal audits take place that directly impact on the development of operational plans. These cover a range of areas such as environmental conditions, waste, utilities, legislation, and other organisational standards.</p> <p>Environmental conditions are monitored such as temperature and lux levels,</p>	<p>There are internal and external auditing take place that directly impact on the development of operational plans. These cover all relevant environmental factors such as waste, utilities, legislation, and organisational standards.</p> <p>Environmental conditions for lighting and temperature compared to industry standards with evidence of actions taken following non-conformance.</p>

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Measurement, Monitoring and Review					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Continued...		There is some evidence of the measurement and monitoring of environmental aspects. For example, utility consumption use is measured and recorded.	There are measurement and monitoring processes in place for all significant aspects, such as energy, water, and waste. Benchmarking takes place against the previous usage.	Measures and targets are in place, supported by robust review processes and improvement planning. This takes place for all significant aspects, such as water, energy, and waste. Automatic monitoring/Smart utility management is used	Environmental aspects are measured, recorded, and benchmarked against pre-set KPIs. This includes a carbon footprint. Automatic monitoring/Smart utility management is used. Deviations are recorded, justified, and acted upon.

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Impact and Outcomes					
Challenge:	Unsatisfactory	Satisfactory	Good	Very Good	Excellent
Can you demonstrate you have reduced the facility's environmental impact and carbon footprint?	<p>The organisation is unable to provide evidence of the impact it is having on the environment.</p> <p>There is no evidence that the facility takes corrective actions or measures to manage or reduce energy consumption or carbon footprint.</p>	<p>There is some evidence of the impact improvements have made. For example, the facility may be using less paper or chemicals.</p>	<p>The organisation can demonstrate evidence of good environmental performance and/or evidence of improvements made over the last year using quantitative data.</p>	<p>The organisation can demonstrate evidence of particularly good environmental performance or evidence of improvements having been made over the last year.</p> <p>There is a clear link between actions taken and performance.</p>	<p>A comprehensive array of improvements has been made and systems are in place demonstrating the impact the organisation is having on overarching objectives, environmental risk and compliance levels, and the significant aspects of the facility.</p> <p>The overall negative impact on the environment is low or reduced, through measurements such as carbon footprint and DEC ratings</p>