



Quest 5 – Environmental Management

Self-Assessment Preparation Form

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?

Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Mystery Visit			
Is a Display Energy Certificate displayed and in date?	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)		
Are the environmental conditions acceptable? Note: Air and water temperature, includes pool, tap and shower water where applicable	<p>Air conditioning units are clean and in good working order.</p> <p>Air temperature is set to the temperature required for the activity taking place.</p> <p>Where possible windows rather than air conditioning are used to control room temperature.</p> <p>Careful consideration is given to lighting levels to enhance the activities taking place.</p>		

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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Mystery Visit			
<p>Can customers easily get to the facility without driving?</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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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Mystery Visit			
Does the facility promote its environmental sustainability policies?	<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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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Mystery Visit			
<p>Is there a focus on “reduce, reuse, recycle, responsibly dispose of?”</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>		

Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Plan			
<p>How does the facility plan to reduce its negative impact on the environment and improve its carbon footprint?</p>	<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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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Do			
<p>Is there a positive environmental management culture?</p>	<p>The best available technologies are being used to reduce the facility's negative environmental impact. Highly effective automated environmental controls. are in place.</p> <p>The organisation seeks out insight and best practices to improve the management of conditions.</p> <p>The facility considers the environmental impact of equipment and machinery within its purchasing policy.</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			
Is there a system in place to ensure that hazardous, clinical, and medical waste is disposed of correctly, with records maintained?	<p>Records on site confirm hazardous waste was disposed of appropriately, including chemicals, electrical items, kitchen oil and light bulbs.</p> <p>Contractor's 'Waste Transfer Notes' stored at the facility for chemical, sanitary, and medical waste.</p> <p>External supplier in place to monitor and report on "practice action" to ensure waste remains below set limits.</p> <p>All operational Staff are trained on all linked policies and procedures which are up to date.</p>		



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Measurement, Monitoring and Review			
<p>How does the facility measure, monitor and review the effectiveness of its approach to environmental management?</p>	<p>There are internal and external auditing takes place that directly impact the development of operational plans.</p> <p>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. Environmental aspects are measured, recorded, and benchmarked against pre-set KPIs. This includes a carbon footprint.</p> <p>Automatic monitoring/Smart utility management is used. Deviations are recorded, justified, and acted upon.</p>		



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Challenge:	Example of Best Practice:	What do we currently do?	What action can we take:
Impact			
Can you demonstrate that you have reduced the facility's environmental impact and carbon footprint?	<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>		