

Futures Supplies and Support Services - An Environmental Management System for the Future



Key facts

Name: Futures Supplies and Support Services Ltd	Number of employees: 16
Sector: Trade suppliers of washroom, cleaning and janitorial products	Turnover: £3m
	Location: Croydon, South London
	Year of ISO 14001 certification: 2007
	Period to implement EMS: 6 months

Key successes

- EMS implemented within 6 months
- 86% waste recycling rate
- 38% reduction in company mileage¹
- 42% reduction in energy¹
- Carbon neutral company
- 25% of turnover attributed to EMS
- Improved sustainability of product range

Recognition for a true commitment:

Futures Supplies and Support Services Ltd (Futures Supplies) is an independent distributor of washroom, cleaning, janitorial and associated products, based in Croydon, South London. The company's ethos is service, quality, value, reliability and a commitment to environmental sustainability, and given that a number of environmental awards had already been received for the company's environmental efforts, an ISO 14001 certified environmental management system (EMS) was a natural fit.



Futures Supplies' Managing Director, Mandie Kemp, stated that the reason for the EMS implementation was: "to gain formal recognition of the company's commitment to community and environmental issues, and to formalise the approach to environmental management".

Having already implemented a series of environmental improvements, and already holding ISO 9001 quality management system certification, Futures Supplies made the decision to lead with a strong team comprising the Managing Director, Mandie Kemp and the Office Supervisor, Andrew Hills. This ensured management commitment from the outset, so the challenge was to acquire the technical knowledge and support necessary to help the company implement a formal EMS. Through expert training and consultancy support,



Futures Supplies was able to develop the additional knowledge to implement an EMS within 6 months.

As a small company with a turnover of around £3m, Mandie Kemp made clear that: "funding and support from outside organisations was crucial to the company's success in implementing an EMS and achieving certification".

Futures Supplies makes impressive savings:

Futures achieved savings through reducing waste to landfill, improving business travel efficiency and minimising energy use at the Croydon site. Waste initiatives focused on segregation and recycling with an impressive 86% recycling rate achieved

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within 2 years, having started at 0% in the baseline year. This helped to reduce the company's waste disposal costs by 37% .

Driving improvements in travel:

Business travel was a key area that Futures Supplies focused on through the EMS with considerable savings realised by changing to cleaner vehicles, fitting GPRS trackers to company vehicles and providing staff with eco-driver training. Despite an increasing turnover, the distance travelled for business per £m of turnover was reduced by 38% after 2 years, representing an annual saving of 22,685 km per £m. Alongside business travel, staff commuting was also considered with the introduction of a travel plan which led to the provision of a pool of shared bicycles, showers and lockers, as well as allowances for home working.



Energy efficient and carbon neutral:

Energy use was reduced by 42%¹ after 2 years through focusing on savings measures such as energy efficient lighting, sensors to control lighting usage, timers for energy consuming appliances and installing a heat pump air conditioning system. A strong staff awareness programme also contributed to these savings and the company also switched to a 'green energy' tariff for the company's electricity consumption.

Futures Supplies has been carbon neutral since 2006. This was achieved by measuring carbon emissions, driving them down through the aforementioned energy saving initiatives and then offsetting any residual emissions by purchasing carbon credits.

Going further:

The EMS has also driven Futures Supplies to look at new innovations and technologies as well as product lines with reduced environmental impact. This was very successful with

the Ecover® product range, which was the fastest moving product that the company ever put on its shelves. More recently, the company introduced the Ionator™, a product that delivers chemical-free cleaning by substituting chemicals for water. By focusing on sustainable procurement, Futures Supplies can provide customers with products and services that minimise their own impacts as well as those of their clients.



The use of a traffic light system on the company's web site to rate product ranges in terms of their environmental performance with 'green for go' has helped to engage customers in making more sustainable choices. Customers have approached Futures Supplies specifically to learn how to improve their own environmental credentials, which demonstrates the company's growing reputation as a leader in class for environmental management within the cleaning and support services sector.

Futures Supplies worked with the Croydon Commitment which provides work experience placements for disadvantaged young people (from care backgrounds) to help get them into employment and is also involved with South London Business on apprenticeship programmes. These initiatives have been partially driven by the EMS, which is seen as part of an overall commitment to sustainability.

Business Growth through ISO 14001 Certification:

The ISO 14001 certification has been very beneficial to the business, with 25% of the company's turnover now attributed to the EMS. This helps to support the company's growth plans, which are very much linked to its reputation as a leader in sustainability and environmental management.

As a further demonstration of the company's commitment, Dan Hills, the company's Operations Manager stated: "the company does it for the right reasons rather than to tick boxes or be part of a trend".

Futures Supplies is a company with the environment and sustainability at its heart.

¹ % saving normalised against turnover.