



BCSD-UK is the pre-eminent national business network run by businesses to promote the values of sustainable development and explore related business opportunities. We are the only affiliated branch in the UK of the World Business Council.

Questions and Answers Summary

NHS- Sonia

31. Nicole Leeds. Have they made investment decisions where they have been willing to let the Sustainability issue override the immediate costs involved?

Difficulties where sustainability has taken an overriding function. Directors of Finance do take into account Environment, Finance and Society when making decisions but the big difficulty in the NHS, is that the bids are being aligned with technologies and new machinery such as MRI and X-ray machines, popular in NHS. The NHS are working on the option that you can provide food to organisations that is sourced locally, and is far more nutritional as well as reducing costs from using local locations. Don't know specifically where this has trumped the final decision but there are a plenty of win- win cases, so that's what the NHS are working on.

30. Paul and the West Midlands Team. How is the NHS securing long term commitments from landlords to achieve progressive improvements in sustainable buildings?

For the companies that own the buildings, there are some complex contracting purposes but these can be worked on and demonstrates that there are shifts in intentions as PFI contracts are up for discussion. There is the important issue with aligning the fact that the incentive works on both sides of the equation of the partnerships. Positive that a lot of government organisations such as DECC and DEFRA would want to encourage this type of contract renegotiation.

29. Nicole Leeds What are the technical issues and challenges? Any treatments and healthcare solutions. How are you engaging with new Technologies as they are arising?

Change needs to be driven from a variety of levels, from top down and bottom up. As the NHS is going through huge reforms at the moment, they are also trying to demonstrate that sustainability is aligned with everything they are currently trying to do. However, there is a danger is that this may get lost with all of the other service reforms. Trying to get the message embedded in the NHS reforms is that sustainability is key for the future. Sustainability is part of the design for whatever the future systems will be. It is also good for health; most of it aligns with the right directions reducing demand on services, leaner and better efficient services, which of course will move further in due course. Working on where the win wins and alignment is. This message is a philosophy that needs to be adopted across the board.

Question regarding the blank template the NHS are sending out?

Only launched the route map in January, so the NHS are at the start of their journey. They have tried to encourage organisations to sign up on the websites and indicate work streams that they are interested in. There is a follow up event on the 12th July, to try and galvanise the energy from other people working on it. This has been used in workshops with people, and they find it very useful to have this framework to fill. It is important to note that you don't need to fill in every box as some boxes are too high in the timeframes and not known at this point. If you can make a start fill in the basics, that cover the bases, such as encouraging cycling within the staff, life cycle costing, models of care influences, then the bottom boxes are quite easy to complete. They are not yet at the stage to

look at the quality of these, different approaches from the different trusts as they will concentrate on slightly different things, so they still need to collate these to provide a more complete picture.

Huge potential savings for the NHS is possible because they are currently inefficient or other reasons why they can make huge difference?

The NHS is at the beginning of their journey, and probably has more to do than other organisations. By thinking in a broader sense, staff engagement is important, can make great differences. An organisation in London reaped more in savings by turning lights off than hiring someone to turn off the lights at the end of each day. Carbon taxes are useful as it guides people in the right direction. CHP plants aren't something that has been looked into enough. For such large organisations within the NHS and the huge building mass, there is a lot of opportunity for this.

Two great savings are firstly reducing waste as 2.5% is on wasted pharmaceuticals, very tiny but manageable. Ordering the right kind of theatre packs, ordered with the right equipment are easy and manageable change if done at the right time, in more hospitals, and becomes a recurrent activity. Right packaging and dosages are also essential and a lot can be gained from this.

Other questions not answered:

33. Guest. How is the NHS seeking to contractualise and compel sustainable design and construction solutions in the development of its asset base?
34. Nicole Leeds. What pressure does the NHS put on its' DRUG Suppliers to reduce their Carbon footprint?
35. david middleton. At a time of political turmoil and change - can there be real expectation of delivering SD values at the operational level of the NHS
36. Nicole Leeds What can the food industry do to help? What does the NHS need? How can we establish links?

–

Proctor and Gamble- Peter White

27. David Middleton in Glasgow. How can P&G encourage customers to buy their products with sd built in when other that haven't may well be cheaper.

Consumers say they will buy greener products but when they are on the shelf they don't and this is due to the higher prices. They will not pay more for the sake of sustainability. This isn't a question of trade-offs, it is not an either/ or, you need both factors as the product needs a good value and to be sustainable. If you can find a way to have no trade-offs and a product consists of having a strong performance, the correct value and being sustainable then this will be vital for the customers.

23. Paul and West Midlands team. Paul and the West Midlands Team How can P&G reconcile its ambition to reach 1bn new customers with its ambition of cutting carbon inputs and emissions in absolute terms?

We need to decouple. P & G want an additional 1 billion customers, improve more lives and not shift more stuff and use more energy. Aiming to maximise value while minimising materials and resources. Looking back over last 8 years since 2002, during this time P& G's business has doubled and profit tripled yet their CO2 emissions went down by 15%. So decoupling environmental impacts is possible. When looking at the value of your product it is key to set the environmental goals at the same time as the new consumer targets.

22. Paul and the West Midlands team. Can Peter give examples of new initiatives in the UK which add to the story?

Initiatives seen in products such as Ariel Actilift gel, Pampers dry max, and the WRAP story which was a very UK involved idea. On the social side, the PURE purified water project was invented in the UK and P&G is a sponsor of the educational Teach First organisation and helped the North east community projects. In most regions where they have a base the people of P&G do actively get involved.

21. Nicole Leeds. 100% renewable energy target is very impressive. When is it to be achieved and How? What help would you like from Energy providers

P & G has a vision that doesn't have a date. Their goals are the evidence of their progress that have dates that they are accountable to deliver. They expect to be 100% renewable in the future. By 2020 they want to have at least 30% of their plants being renewable energy plants. A lot they can do in house with wind turbines and geothermal but above 30% you start to look at tariffs and grid electricity, and this is when they look at energy providers. This is starting to increase as they talk to them when currently energy purchasing.

20. Nicole Leeds. re cool wash. How are you working with machine manufacturers and general public user education?

This is a key issue. Having a product that washes at a low temperature, is of no use if no one uses a low wash anyway. P & G do work with manufactures all the time, to make sure cool wash settings are available on new machines. General public schemes and work with the Energy Savings trust, a range of NGO's, retailers, government agencies, appliance manufacturers is done to promote this cool wash setting as this is one thing P&G cannot do alone.

19. many of your targets are per unit reduction, but if you increase sales do you lose the total benefits of reductions?

Targets are intensity based but we report on absolute as well. Intensity is something they can manage and influence and build programmes around. Intensity is something you can control and they want these targets to be high enough so you can deliver on absolute reduction as well.

18. How will you influence consumer disposal of some products e.g. nappies- a lot of which just go to landfill

With solid waste, P&G can improve the design of products so there isn't so much waste in the first place. The systems in place to manage this waste are determined by local a NGO's, private organisations etc. Try to work with these communities and NGO's to design waste systems to recover values, material and energy. People cannot just recycle nappies if that area doesn't have the facility to do so.

11. London team - have you compared the impact of disposable nappies cf real nappy schemes?

13 of these assessments have been done, with the first completed around 1985 and the most recent by the Environment Agency. There is no one choice that is environmentally superior.

17. Paul and the West Midlands Team How far will P&G be reliant on food crops (e.g. sugar cane) in place of hydrocarbons and have P&G examined the implications for sustainability?

P &G has a range of partners and has worked with the WWF in this subject. Sugar cane from Brazil is a very sustainable crop. It's a cash crop and shouldn't impact food prices. Wary to get into food crops like corn as that would impact prices. Other crops such as cellulose from straw/ wood and

biotechnology and sources of materials from algae yeast and bacteria examples of trying to move totally away from agriculture. If we all move to renewables and food then this is just shifting the pressures and the problems.

Other questions not answered:

12. Nicole Leeds Is the PURE product for water clarification available to buy?
 13. London team, the water purification scheme is very interesting, what is the driver for P&G - is it reputational benefit only or other drivers?
 14. Nicole Leeds Is your 77 point checklist for sustainable buildings available to public?
 15. Paul and the West Midlands Team please explain how P&G will achieve radical reductions in transport/road miles?
 16. London team, the social responsibility initiatives are great, but are you looking at any initiatives which consider adaptation?
 24. Guest please enter any questions on here
 25. Paul and the West Midlands Team Please ignore previous wording - question to follow.
 26. Paul and the West Midlands Team progress made in reducing carbon inputs into particular lines through product development P&G intend to reach 1 bn new customers.
 28. david middleton in Glasgow In many procurement processes though the commitment is supposed to be to SD values, cost normally wins
-

WCB- Peter Paul Van Der Wijs

9. David Middleton in Glasgow. Re Green Race - are you measuring country involvement?

Green race concept is just an observation that is only being measured and monitored. They started noticing that Korea were the leaders in the green activity, India was taking a place in up scaling and being available to larger audiences and generally the sheer investment in green activities from China. There is an overseas shift away from the USA to the evolving economies, who take a strong stand on this. Very close observations in this field are being conducted.

2. Paul and the West Midlands. Re the failure of UN, WTO etc to conclude binding treaties to effect global systems for change - where does WBC stand on carbon pricing?

They hold the position that carbon pricing has to be part of the solution. A cap or a price or both is needed to drive change. Either cap emissions or put a price on carbon and use this money to drive measures that are needed to move societies along. USA signed up to the climate fund, and they stated that they would pay for their contribution from a carbon tax. Pricing has a key role to play in this issue.

7. Nicole- Leeds. Good message but how are you going to get practical implementation at company level. What is being done in practical terms?

By engaging with members through workshops, trying to drive this implementation at a company level and it is then up to the company to take it on. Each company has particular strategies and if we can make this information available for them we provide a way to develop tools that make it possible for companies to think about these topics and address the challenges outlined in the vision.

Other questions not answered:

1. david middleton in Glasgow how do we decouple assumed extra cost of embedding sd in company and its products
3. Nicole Leeds Carbon pricing good or bad?

4. david middleton in Glasgow 3rd time lucky - are you measuring national involvement in green race based on rhetoric or harder evidence
5. London We had a great presentation from our NHS, why can't public sector be involved as we can learn much from each other?
6. david middleton in Glasgow scrub last two - was trying to say are you measuring country inv level. What is being done in practical terms?
8. david middleton in Glasgow based on rhetoric or harder evidence
10. david middleton in Glasgow Thoughts on role of business seems to have close accord with Big Society aspirations in UK

BCSD-UK, c/o Environmental Business Communications Ltd, Unit F3, The Arch, 48-52 Floodgate Street, Birmingham, B5 5SL
Tel: 0121 693 8338 Fax: 0121 693 8448 e-mail: davidm@ebc-info.co.uk web: www.bcsd-uk.co.uk

Co. Registration No. 3728262

Affiliated branch in the UK

