



Environmental Audit Report

Royal Society of Arts

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REPORT TITLE

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London
WC2N 6EZ

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ORIGINATED BY: 
Catherine Williams
Environmental Consultant

CHECKED BY: 
Alison Fanshawe
Environmental Consultant

PREPARED BY: **ECUS Ltd**
Endcliffe Holt
343 Fulwood Road
Sheffield
S10 3BQ
Tel: **0114 266 9292**
Fax: **0114 266 8243**
E-Mail: **contactus@ecusltd.co.uk**

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1. INTRODUCTION

ECUS was asked by the Royal Society of Arts ('RSA') to carry out an environmental audit of their building located on John Adam Street, London.

Each section contains recommendations for improvements relating to environmental issues, which are consolidated in the action plan in section 4.

Note: this report does not comment on any legal compliance issues that may have been raised by the audit. Legal issues are covered in the "Environmental Legal Register and Compliance Report" which accompanies this document.

2. BACKGROUND

The Royal Society for the encouragement of Arts, Manufactures and Commerce was founded in 1754 with the aim of furthering enterprise, science and commerce and providing a platform for debate and discussion. Today, the RSA consists of two separate entities. The main part of the RSA is the charity and the main income comes from Fellows' annual membership fees. The business side is RSA Adelphi Enterprises which deals with the running of the house, conference facilities, meeting room hire, catering and weddings. All profits made by the business are fed back into the charity. Approximately 100 staff work at the building.

The building comprises 5 separate houses which have been joined together. One of the houses is Grade I listed and the other four are Grade II listed.

There are 8 floors in total. The top 3 are private office space where the day to day running of the RSA and the building is carried out, and where projects are directed from. Floor 1 contains conference rooms of a variety of sizes which are open for Fellows to use and the general public to hire. Amongst these is the Great Room, the largest auditorium in the building which seats 200 people. On the ground floor are the main reception area and some other meeting rooms. -1 floor contains the Gerard Bar and the Fellows' library. The second auditorium, which seats 60, is located on -2 floor, along with the maintenance workshop and some storage rooms, and -3 floor contains the Vaults Restaurant and rooms which can be hired out for buffets and wedding receptions.

There are two catering facilities at the RSA; the Gerard Bar and the Vaults Restaurant. The RSA employs its own chefs and all catering is done in house. The catering aspect is not actively advertised but members of the public can use these facilities provided they are signed in. There is also a small servery on the ground floor which is used to prepare teas and coffees.

Cleaning is contracted out to a company called Leisure Support Services (LSS), who also act as the RSA's waste broker. The cleaners bring in and use their own products. There is also a small maintenance team of 3 who carry out day-to-day maintenance.

There is an external 'tunnel' area which runs under the building and can be accessed via the Vaults on -3 floor. This is used as a waste storage area and is also where contractors have permission to park vehicles when carrying out maintenance on site

3. ENVIRONMENTAL ISSUES

This section is broken down into the following different areas: waste, water, energy, resource and materials use and procurement. A final 'other' section is also included for any additional issues.

3.1 Waste

All offices contain bins for both general waste and mixed recyclables (plastic bottles, card, cans and paper). On average each desk in the office areas has its own general waste bin and one recycling bin. When the bins are emptied by the LSS cleaners, the bin bags are not disposed of which is good practice and helps to minimise unnecessary waste. Bins are not marked but those for recyclables are generally blue. However in some locations throughout the building it was unclear which bins were for which waste streams.

Photo 1: Bins not clearly marked



Glass is collected separately and put in two 240 litre wheelie bins. These are located in the outside waste storage area (see below), although at the time of the audit, one of the bins was located on the ground floor due to being used at a recent wine-tasting event. There did not appear to be a formal system in place for collecting waste glass from the office floors.

Waste oil is collected in 20 litre drums and stored in the outside waste storage area. These are collected on an ad hoc basis by a company called Ritter Courivaud Ltd. The waste oil is reprocessed and used in biodiesel manufacture.

Some hazardous waste is also produced by the RSA, such as waste electrical and electronic equipment (WEEE), fluorescent tubes and old fridges and freezers. Fluorescent tubes and lamps are changed by the maintenance team and the spent bulbs are stored in the workshop on -2 floor. Fluorescent tubes are stored in a tube coffin and are collected for recycling by WasteCare when the coffin is full.

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Photo 2: Fluorescent tube coffin



Although not currently segregated, other hazardous waste streams include aerosol containers. A variety of aerosols were seen during the audit, including WD40, antistatic foam cleaner, polyurethane gun cleaner, chewing gum and graffiti cleaner. Empty aerosol containers are still classed as hazardous waste and should be segregated from other waste streams.

The main waste storage area is located outside in a tunnel that runs under the building. Access to this area from the building is via the Vaults on -3 floor. There are four 660 litre Eurobins for bags of general waste and mixed recyclables which are emptied daily.

Photo 3: Waste storage area



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The RSA does not pay to hire out the bins themselves, but purchases bags. Those with red writing on are for the recyclable waste, and those with black writing on are for general waste. Most of the bags used have a 5kg capacity although 8kg bags are provided for use in the kitchens, and are predominately used for food waste. As the waste is segregated in these different bags, there are no designated bins for particular bags. During the audit some loose waste was noted at the bottom of some of the Eurobins, some of which were mixed general waste and recyclables, and this may be avoided by designating bins for particular waste streams.

Photo 4: Loose mixed waste streams



As the RSA's waste broker, LSS provide the Society with an annual report of landfill and recycling data. Unfortunately the method of collection by bag means that the data is not entirely accurate but a general overview is given by this report. During the audit the figures for 2009 were reviewed and showed the average number of 5kg bags collected throughout the year was 400 a month and for 8kg bags it was 800 a month. The recycling:landfill ratio was 47:53, which is a good figure but further improvements could be made.

Recommendations:

- Consider reducing the number of general waste bins in offices to one or two in order to encourage people to think more carefully about the waste they're producing.
- Ensure that it's clear as to which bin collects which waste stream.
- Provide separate bins for glass on each floor to make segregation and collection easier.
- Consider designating the Eurobins for either general waste or recyclables in order to avoid the possibility of cross contamination.
- Further improvements to divert waste from landfill could be made:
 - By segregating hazardous waste streams, more waste will be diverted from landfill.

- In order to give a more accurate picture of recycling data, the RSA could set up their own waste monitoring spreadsheet which includes data on other waste streams which are being recycled (glass, WEEE, fluorescent tubes etc.).
- Segregating and recycling plastic cups used for water coolers, or removing them altogether and providing reusable glasses.
- The waste hierarchy stipulates that before recycling, waste should be reduced and re-used. Consider implementing a 'reducing waste' awareness scheme – this could include: re-using single-sided waste paper as notepads/notelets, creating a separate tray in the printer for single-sided waste paper when only printing drafts and encouraging the use of overhead projectors at internal meetings instead of printouts.

3.2 Water

Water is used at the RSA for domestic purposes (toilets and sinks) and in the bar and restaurant. Water use is not currently monitored by the RSA and utility bills are based on both estimates and actual readings by the water company. During the audit a sample bill for November was seen which showed consumption to be 314m³ which is roughly equal to 3768m³ per year. Although benchmarking for the RSA is not straightforward due to the mixed use of the building, Envirowise gives a benchmark for the catering sector of average use 52.83m³ per employee. Based on approximately 100 staff working in the building, this equates to 37.68m³ per employee, which is better than average. However, it is important to highlight the fact that this does not accurately reflect the mixed use situation at the RSA, and the fact that it is not just members of staff that use water in the building.

A water purification system called Vivreau is installed throughout the building which provides cooled, purified water from the mains system.

The following water saving measures are already in place at the RSA:

- 'Hippo' water saving devices have been installed in all toilets.
- New toilets that are installed have a dual flush system in place. Toilets on the public floors are on a refurbishment programme and will be replaced with more water efficient ones.
- Water management systems are in place in the urinals.

Some taps were checked during the audit and were found to be standard taps. Some alternatives include spray taps, which can save about 80% of water and energy used for hand washing, as well as water-saving cartridges for single lever taps. These work by causing resistance when the lever is lifted, and if a higher flow is needed, the lever can be pushed past this step.

Recommendations:

- Consider carrying out meter readings on a regular basis (e.g. bi-monthly) in order to monitor water usage. Not only will this make checking water bills much easier but will also allow a baseline to be set from which further reductions can be measured, as well as possibly altering the RSA to any leaks.
- Envirowise have a number of useful free water consumption monitoring tools that can be used to manage this: <http://www.envirowise.gov.uk/uk/Topics-and-Issues/Water/Water-Tools/Monitoring-Tool.html>

- Consider installing spray taps or water-saving cartridges in sinks that are still to be refurbished.
- Investigate the feasibility of sub-metering different areas of the building such as a separate meter for the Vaults, in order to give a more accurate picture of water use.

3.3 Energy

Energy use is a key issue for the RSA, particularly as the type of improvement that can be made is limited as the building is listed.

There are two electricity meters in site, both located on the ground floor, and one of which is half-hourly. The main electricity intake is 250 KVA and supplied by EDF Energy. During the audit a bill for November was seen which showed total consumption of 50809.92 KWh. An additional 50 KVA was installed more recently, and the air-conditioning system runs off this. This is supplied by British Gas for Business and the November usage was 12538 KWh. The RSA is billed on a monthly basis, and is mostly based on estimates.

The RSA is aware of the Carbon Reduction Commitment (CRC) Energy Efficiency Scheme (see Environmental Legal Register and Compliance Report for further information on this) and as there is a half-hourly meter on site, registration for the scheme will need to be carried out.

Although staff are encouraged to switch off their own lights, monitors and other equipment, the House maintenance team carry out a lock down of the building at the end of every day and will switch off any lights or equipment that have been left on. The main photocopiers are on timer switches, but individual printers in offices are not.

As well as the lighting and heating/cooling systems, the main users of energy in the RSA building are catering facilities (which are a mixture of gas and electric powered) and the lifts.

3.3.1 Lighting

Typical offices and small meetings rooms on the private floors have two or three fluorescent tube banks, each bank containing two fluorescent tubes. Many of the offices could be sufficiently lit with only one tube in each bank.

Where the light fittings allow, incandescent bulbs have been replaced by low energy bulbs. Lighting in some areas such as the toilets are controlled by PIR (passive infra red light) sensors.

The following lighting observations were made during the audit:

- Lighting in the Vaults and the Fellows' library are predominately LEDs and energy saving bulbs.
- Spotlights were left on in the Great Room even though the room was not in use. The dome in the roof can be moved across to let in natural daylight.
- Lighting in the corridors is not PIR controlled and in some areas, particularly on the private floors, the lighting could be considered as excessive.

Photo 5: Excessive lighting in corridors



3.3.2 Heating and cooling

Boilers in the building are gas fired and there is just one gas meter for the building, located on -1 floor. The main boiler room is located on the top floor and contains the four boilers. Pipework in the boiler room is well lagged and only the maintenance team can access the room via a security code. The gas supplier is Total and the RSA is billed monthly with the majority of readings being estimates. Consumption in November was 3444.61 KWh.

Photo 6: Boiler room with well lagged pipes



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The main plant room is located on -2 floor, and the control for the Versatemp source heat pump system is located here. There are Versatemp units throughout the building, mostly located on the public floors in the larger meeting and conference rooms.

Offices on the private floors have radiators, all of which are fitted with thermostatic radiator valves (TRVs). These individually switch off the radiator when the desired temperature has been reached.

Due to the fact the building is listed, the original sash windows remain, and these cannot be replaced with more modern double glazed ones. However, it might be possible to fix some temporary window draught excluders which don't alter the fabric of the building in anyway.

Air conditioning is not present throughout the whole building, only on the public floors. The system is maintained and serviced by external contractors. In the larger conference and meeting rooms, wall-mounted Daikin air-conditioning units are used for heating and cooling. The temperature settings are not password controlled, although if the rooms are being used for public meetings, the RSA will set the temperature. The main server room for the IT system is located on -2 floor and is cooled 24/7.

In rooms without wall-mounted air-conditioning systems, stand alone units are provided. During the audit it was noted that some of these units were left on when the room was not in use.

Photo 7: Stand alone air-conditioning unit



Recommendations:

- Implement a utility monitoring programme:
 - Allocate staff to carry out meter readings for electricity, gas and water on a twice-monthly basis;
 - Add monitoring data to spreadsheet so results can be viewed graphically
 - Compare with the utility bills meter readings in order to ensure accuracy;

- Use data to establish a baseline from which realistic reduction targets can be set.
- Invest in timer switches on individual printers in offices.
- Consider light-thinning in offices where sufficient light can still be obtained despite removing one of the fluorescent tubes for the fitting.
- Consider installing energy efficient hand dryers in the toilets which are scheduled for refurbishment.
- Ensure that stand alone air-conditioning units are not left on when the room is not in use.
- Investigate the feasibility of using temporary window draught excluders in the offices.

3.4 Resource and materials use

The RSA is already carrying out good practice in relation to resource and materials use:

- Photocopiers are set to automatic duplex printing.
- All printers have scrap paper trays next to them.
- The RSA has an approved suppliers list which takes some environmental considerations into account, particularly as regards food suppliers for the catering side of the business. All tea and coffee is fair trade, and all fish comes from sustainable sources.
- Recycled towels and toilet paper are used in the majority of toilets (although recycled toilet paper is not currently used in public toilets).
- Soap and hand lotion in the toilets is bought in bulk and refilled.
- Napkins, plastic cutlery and disposable containers used for takeaways all have recycled content.
- Cardboard boxes are reused where possible or else segregated for recycling.
- Food in the Gerard Bar and Vaults Restaurant is cooked to order, thereby reducing wastage.
- Plastic or paper cups are not provided with the tea and coffee machines and staff have to use their own mugs.
- Paper purchased by the RSA is FSC certified.
- Ink and toner cartridges are sent for recycling.

Each office currently has its own printer, and this issue has already been raised with the management, and is potentially one area where significant savings in paper usage could be made. Each team within the RSA is responsible for their own stationery ordering. Recycled content paper is not currently used as there have been problems in the past with quality and causing the photocopier to jam.

On the private floors, staff are provided with coffee and tea machines which use individual packets according to the type of drink. Although not providing disposable cups is good practice, the use of individual packets is wasteful. On the catering side, sugar and milk is also provided in disposable packets.

A variety of materials, some of them hazardous are used by the maintenance team and kept in the workshop on -2. LSS provide their own cleaning chemicals which are stored in a locked cupboard along with the COSHH register. LSS are an environmentally proactive

company who try to work with their clients and suppliers to instigate environmental initiatives, and who try to use environmentally friendly products where possible.

Recommendations:

- Consider adopting and implementing a sustainable procurement policy which takes into account the whole life cycle of a product, and make sure environmental issues are written into tenders when contracting out.
- Further investigate the need for one printer per office and trial using the photocopiers for printing.
- Consider trialling recycled paper again – many recycled brands today, such as Evolve, are just as good as virgin paper.
- Consider the environmental performance of external printing companies when making decisions on which company to outsource to. Considerations should be made both in terms of the type of ink that is used and the recycled content of the paper.
- Investigate the feasibility of removing the machines and providing staff with tea and coffee making facilities in the kitchen areas.
- Consider providing sugar and milk in reusable containers rather than disposable ones.
- Trial the use of remanufactured (i.e. refilled) ink and toner cartridges rather than purchasing new ones.

3.5 Transport

Due to its central London location, all RSA staff either walk, use public transport or cycle to the building. There are no car parking facilities for visitors and the only car parking provided is in the tunnel area for contactors. Also in this area is a bike rack which has recently been expanded to allow more space for bikes and to encourage cycling.

The RSA uses a taxi company called Green Tomatoes, whose fleet is made up solely of the Toyota Prius. Other emissions are offset by tree-planting and investment into energy saving projects.

Trains and aeroplanes are only used very occasionally by RSA staff and Fellows, and hire cars are never used.

Recommendations:

- Consider the use of tele- or video-conferencing for meetings where feasible.

3.6 Other/general

The following other environmental issues were covered during the audit:

- RSA staff do not at present receive any formal environmental training, although some environmental information is included in new starter inductions. Environmental communication takes place via the intranet although there are no designated environmental pages, and as any member of staff can post, it often gets quite cluttered. E-mails and staff noticeboards are also used for environmental communication, although this has not been formalised.

Photo 8: Environmental communications on staff noticeboards



- There are no formal contractor control measures in place. When contractors arrive on site to start work they are given a health and safety worksheet, but there are no environmental considerations included.
- There have been some incidents in the past where clients who have hired out the Vaults area have left difficult waste streams behind, which has created problems for the RSA of how to dispose of it.
- Some noise monitoring has also taken place when new air-conditioning units were installed in the Gerard Bar approximately 1.5 years ago.

Recommendations:

- Consider producing some designated 'environmental' pages on the intranet to make it easier for staff to find environmental information. If possible a discussion forum could be set up to allow easy internal communications and staff to make suggestions for environmental improvements.
- Environmental training could be formalised and carried out for all staff. It does not have to be too long or onerous, providing it covers key points, particularly in relation to waste so all staff are aware of the legal requirements. At the very least, environmental information should be included in the induction pack.
- It is strongly recommended that environmental information is also given to contractors before they start work on site. It is particularly important for them to be aware of what waste they can dispose on site and where they can dispose of it, and what waste streams they must take away with them.
- It is also important to make clients aware of their obligations in relation to waste. If it is not already, including responsibilities relating to disposal of waste could be included in the contract.
- Consider implementing an environmental management system to incorporate all improvements and monitoring requirements. It does not need to be a complex system certified to any particular standard, merely a way of ensuring that baselines are set and progress is measured.

4. CONCLUSIONS

For a large, multi-faceted organisation located in a building which enforces constraints, the RSA has made good progress at addressing its environmental impact.

However, there is scope for further improvement, particularly in relation to waste minimisation and energy monitoring. By implementing a basic environmental management system, current good practice can be formalised and a framework can be set up for monitoring, implementation of action plans and continual improvement.

5. ACTION PLAN

Note: actions relating to legal compliance in the Environmental Legal Register and Compliance Report have been included in this action plan as a short-term priority.

Priority	Action
Short-term Within 1 month	Obtain copies of waste carrier's licences for WasteCare, ActionAid Recycling and Ritter Courivaud.
	Obtain a copy of LSS's waste broker licence.
	Ensure that information on the treatment/disposal facilities for all waste streams is obtained.
	Ensure that loose waste lying around the waste area is tidied and put in the bins.
	Ensure waste transfer notes are received for waste oil and ink cartridges.
	Ensure all waste documentation is fully completed with signatures of both parties.
	Ensure that hazardous waste is segregated from other waste streams and consider getting an EcoBox or similar service for the small quantities of hazardous wastes that are produced on site.
	Batteries must not be taken to a local collection point for disposal.
	Ensure that consignee returns are received quarterly for all collections of hazardous waste.
	Contact Thames Water to confirm there is no need for a trade effluent discharge consent for disposing of cleaning water.
	Calculate the total amount of packaging handled for the 2009 calendar year to find out whether it is obligated under the Regulations. The simplest way to do this involves: <ul style="list-style-type: none"> a. Identifying all packaging handled on site; b. Either by manual weighing or obtaining information from suppliers, calculate the weight of each packaging unit; By using purchasing information on number of units purchased, calculate the total weight for the year.
	The RSA must contact an approved energy assessor to carry out an assessment of the building. Details on approved assessors can be found here: http://www.commercialenergyperformancecertificates.co.uk/commercial-energy-assessors.htm
	If the rated output of the air-conditioning system is found to be more than 12kW, an assessment must be carried out by an approved energy assessor.

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Priority	Action
Short-term Within 1 month	Ensure that 2008 electricity usage figures are calculated for the CRC Energy Efficiency Scheme and registration is submitted by 30th September 2010.
	Obtain an inventory of refrigeration units from CES, and ensure that any units containing R22 are not refilled with virgin HCFCs. Ideally the use of R22 should start to be phased out throughout the building.
	Obtain copies of certificates of competence from CES.
	Ensure that any units which contain more than 3kg of F-gases are checked annually for leakage.
Medium-term 2 – 3 months	Provide separate bins for glass on each floor to make segregation and collection easier.
	Consider designating the Eurobins for either general waste or recyclables in order to avoid the possibility of cross contamination.
	Set up a waste monitoring spreadsheet which incorporates data provided by LSS as well as information on other waste streams which are also being recycled (glass, WEEE, fluorescent tubes etc.).
	Segregate and recycling plastic cups used for water coolers, or removing them altogether and providing reusable glasses.
	The waste hierarchy stipulates that before recycling, waste should be reduced and re-used. Consider implementing a 'reducing waste' awareness scheme – this could include: re-using single-sided waste paper as notepads/notelets, creating a separate tray in the printer for single-sided waste paper when only printing drafts and encouraging the use of overhead projectors at internal meetings instead of printouts.
	Consider carrying out meter readings on a regular basis (e.g. bi-monthly) in order to monitor water usage. Not only will this make checking water bills much easier but will also allow a baseline to be set from which further reductions can be measured, as well as possibly altering the RSA to any leaks.
	Consider installing spray taps or water-saving cartridges in sinks that are still to be refurbished.
	Implement a utility monitoring programme: <ul style="list-style-type: none"> • Allocate staff to carry out meter readings for electricity, gas and water on a twice-monthly basis; • Add monitoring data to spreadsheet so results can be viewed graphically • Compare with the utility bills meter readings in order to ensure accuracy; • Use data to establish a baseline from which realistic reduction targets can be set.

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Priority	Action
Medium-term 2 – 3 months	Consider installing energy efficient hand dryers in the toilets which are scheduled for refurbishment.
	Ensure that stand alone air-conditioning units are not left on when the room is not in use.
	Consider light-thinning in offices where sufficient light can still be obtained despite removing one of the fluorescent tubes for the fitting.
	Investigate the feasibility of using temporary window draught excluders in the offices.
	Consider adopting and implementing a sustainable procurement policy which takes into account the whole life cycle of a product, and make sure environmental issues are written into tenders when contracting out.
	Further investigate the need for one printer per office and trial using the photocopiers for printing.
	Consider trialling recycled paper again – many recycled brands today, such as Evolve, are just as good as virgin paper.
	Consider providing sugar and milk in reusable containers rather than disposable ones.
	Trial the use of remanufactured (i.e. refilled) ink and toner cartridges rather than purchasing new ones.
	Environmental training could be formalised and carried out for all staff. It does not have to be too long or onerous, providing it covers key points, particularly in relation to waste so all staff are aware of the legal requirements. At the very least, environmental information should be included in the induction pack.
It is strongly recommended that environmental information is also given to contractors before they start work on site. It is particularly important for them to be aware of what waste they can dispose on site and where they can dispose of it, and what waste streams they must take away with them.	
It is also important to make clients aware of their obligations in relation to waste. If it is not already, including responsibilities relating to disposal of waste could be included in the contract.	
Long-term 6 months – 1 year	Consider reducing the number of general waste bins in offices to one or two in order to encourage people to think more carefully about the waste they're producing.
	Investigate the feasibility of sub-metering different areas of the building such as a separate meter for the Vaults, in order to give a more accurate picture of water use.
	Invest in timer switches on individual printers in offices.
	Consider the environmental performance of external printing companies when making decisions on which company to outsource to. Considerations should be made both in terms of the type of ink that is used and the recycled content of the paper.

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Priority	Action
Long-term 6 months – 1 year	Investigate the feasibility of removing the machines and providing staff with tea and coffee making facilities in the kitchen areas.
	Consider the use of tele- or video-conferencing for meetings where feasible.
	Consider producing some designated 'environmental' pages on the intranet to make it easier for staff to find environmental information. If possible a discussion forum could be set up to allow easy internal communications and staff to make suggestions for environmental improvements.
	Consider implementing an environmental management system to incorporate all improvements and monitoring requirements. It does not need to be a complex system certified to any particular standard, merely a way of ensuring that baselines are set and progress is measured.