



Responsible Business Awards Survey Guide

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THE SURVEY GUIDE

This survey guide outlines the Lincoln Envirotown Trust’s Responsible Business Awards (RBA) and provides guidance on the award categories, the award system, and the survey.

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RESPONSIBLE BUSINESS AWARDS OVERVIEW

The Responsible Business Awards (RBA) are a way to assess aspects of the environmental and social responsibility of your organisation's current business practices. The RBA was developed for the Lincoln Envirotown Trust (LET) and was first trialled by Lincoln organisations in 2007, and several other areas in the Selwyn District now participate. The RBA is supported by the Selwyn District Council and is well regarded by Selwyn residents.

Participation in the RBA will help improve your organisation's responsible business practices and reduce some operational costs.

PARTICIPATING IN THE RBA

All organisations operating in the Selwyn District (including for-profit entities, not-for-profit entities and educators) are eligible to participate in the RBA.

The RBA are assessed via an online survey every second year. The next RBA will be held in 2017. Survey links will be emailed out to previous participants in June/July 2017. If you have not previously participated, or have not received a survey link by the end of July 2017, please email rbacoordinator@gmail.com.

The survey consists of up to ten sections, depending on your responses, and it is expected that it will take you about 60 minutes to complete. An RBA Assessor will contact you to organise a visit, usually during July/August 2017. Participating organisations will need to complete the survey prior to the Assessor's visit. At this visit, the Assessor will work through your completed survey questions, ask for additional information where needed, and will discuss your organisation's requirements for further support. This visit will take approximately 60 minutes.

Each participating organisation will be invited to attend an awards ceremony during October 2017. Organisations receiving an award will be presented with a certificate.

Following the awards ceremony, each participating organisation will receive a feedback letter and will be asked to evaluate the RBA process.

SUMMARY OF KEY DATES

DATES	MILESTONES
June/July 2017	Survey links emailed out
June - August 2017	Survey submission
July/August 2017	Assessor visit
October 2017	Awards ceremony

Note: Specific dates will be determined in conjunction with the area Assessor.

AWARD CATEGORIES AND AWARD SYSTEM

The award system caters for differences in size and organisation type by providing a range of “yes” responses, a “Never” response and acknowledging “Not Applicable (N/A)”, ensuring that recognition is given for the responsible business practices your organisation has implemented.

The “yes” responses are given a score of 1 – 4 (4 = “Always”, 3 = “Most of the time”, 2 = “About half the time”, 1 = “Sometimes”). A “Never” response is awarded a score of 0. The average score for each question and each category is computed with “Not Applicable (N/A)” responses excluded. This ensures that the average score computed is based on questions that are applicable to your organisation.

The following awards are available:

- Bronze (average score 37.5 – 56.4%)
- Silver (average score 56.5 – 81.4%)
- Gold (average score 81.5 – 93.9%)
- Platinum (average score 94.0 – 99.5%)
- Diamond (average score 99.6 – 100%)

Recipients of these awards receive a certificate.

Participating organisations receiving one of the awards above are also eligible for the following overall category awards:

- Educator (top score across all participating educators)
- Supreme Winner (top score across all participating organisations – excluding educators)
- Lincoln Winner (top score across all participating organisations – excluding educators – based in the townships of Lincoln, Tai Tapu, Prebbleton, Springston and surrounding areas)
- Ellesmere Winner (top score across all participating organisations – excluding educators – based in the townships of Leeston, Southbridge, Dunsandel and surrounding areas)
- Rolleston Winner (top score across all participating organisations – excluding educators – in the township of Rolleston and surrounding areas)
- Malvern Winner (top score across all participating organisations – excluding educators – in the townships of Darfield, West Melton and surrounding areas)

Recipients of these overall category awards receive a certificate and a trophy.

PROMOTION

All survey responses will remain confidential to the LET unless permission is granted from the participating organisation to do otherwise.

All participating organisations that are awarded silver and above (see award categories) will be publicised and promoted on the LET website. Organisations awarded an overall category award will also receive further publicity.

COMPLETING THE SURVEY

The questions in this survey are designed to assess aspects of the environmental and social responsibility of your organisation's current business practices, including anything implemented during the **last two years**.

The RBA survey needs to be completed online prior to a visit by an RBA Assessor.

This survey will be automatically saved and you can return to complete it prior to the Assessor's visit. Use the table of contents to help you navigate through the sections. All questions applicable to your organisation are required to be completed before you can submit your survey for assessment.

Questions in each section require you to rate your organisation's engagement in responsible business practices on the following scale: "Always", "Most of the time", "About half the time", "Sometimes", "Never", or "Not Applicable" (N/A). Select the response that best describes your organisation. Then, based on your response, you will answer a similar question to one of those outlined below:

- For responses of "Always", "Most of the time", "About half the time" and "Sometimes", you will be asked to indicate the initiatives your organisation has undertaken.
- For a "Never" response, you will be asked to explain, if possible, why your organisation has not undertaken any initiatives.
- For a "Not applicable (N/A)" response, you will be asked to explain why the responsible business practice is not applicable to your organisation.

The survey answers will be pre-populated for organisations that have previously completed the **online survey** (i.e. organisations that participate in 2019 will have their 2017 survey answers as a starting point).

SURVEY SECTIONS

The RBA survey asks about your organisation's responsible business practices in the following areas:

- Community
- Employees
- Customers
- Suppliers
- Monitoring performance
- Energy management
- Solid waste management
- Water and air management
- Strengths and future improvements

Guidance on the survey questions is provided in the following sections.

SECTION ONE – GENERAL INFORMATION

The questions in this section consider the demographics of your organisation, as well as requesting current contact details.

Note: “Educators” include providers of early childhood education, schools and tertiary providers.

SECTION TWO – COMMUNITY

*This section focuses on your organisation’s physical and financial contributions to **your local and/or the wider Selwyn District** community.*

2.1. Community awareness

This question refers to the methods used to raise awareness of your organisation’s responsible business practices within your local and/or the wider Selwyn District community.

Examples of initiatives include: communicating through public forums, such as displays, advertising on websites and/or social media; informing customers and suppliers directly; and reporting to stakeholders (employees, customers, community) on targets and goals related to responsible business practices.

2.2. Local products

This question refers to products your organisation has sourced from businesses located within your local and/or the wider Selwyn District community. These products include all goods and services used by your organisation in business operations, including those for employee use. This also includes products that are resold to customers.

Examples of types of products include: agricultural products; fuel or automotive services; office supplies; cleaning products; appliances; financial or legal services, food or hospitality services; and staffroom supplies.

2.3. Voluntary activities

This question refers to your organisation’s participation in any voluntary activity within your local and/or the wider Selwyn District community. This includes pro-bono work as well as donated time.

Examples of participation include: community planting days; local clean-up events; providing free legal advice; supporting community groups; and providing community care.

2.4. Financial contributions to community organisations

This question refers to all financial contributions your organisation has made to community organisations, within your local and/or the wider Selwyn District. A community organisation is any socially responsible organisation (for-profit and not-for-profit) with a primary focus on serving the community or strengthening community well-being. This does not include financially supporting local businesses through the purchase of products.

Examples of initiatives include financial contributions to: environmental groups; social enterprises; business networks; community associations; educators; sports clubs; and retirement homes.

2.5. Increasing native biodiversity

This question refers to any activities or projects your organisation has undertaken to increase native biodiversity within your local and/or the wider Selwyn District. Native biodiversity includes all species of plants, animals, fungi and micro-organisms that are native to New Zealand.

Examples of initiatives include: planting and/or growing native plants on business premises, or non-native plants that are known to attract native birds, native insects, or native lizards; participating in native planting days; and sponsoring native plants or birds.

2.6. Increasing non-native biodiversity

This question refers to any activities or projects your organisation has undertaken to increase non-native biodiversity within your local and/or the wider Selwyn District. Non-native biodiversity includes all species of plants, animals, fungi and micro-organisms that are non-native to New Zealand.

Examples of initiatives include: planting and/or growing non-native plants on business premises (including edibles); selecting non-native plant species that attract non-native birds or insects to the business property; participating in community planting days; sponsoring rare species; contributing physically or financially to edible community gardens.

2.7. Other community initiatives

This question refers to how your organisation has contributed physically or financially to any other community initiatives within your local and/or the wider Selwyn District, which have not already been addressed within this section. Community initiatives may include activities, events or programmes.

Examples of contribution to other community initiatives include: organising or sponsoring community events and projects; sponsoring education; and donating to community facilities.

SECTION THREE – EMPLOYEES

*This section focuses on the **well-being** of your organisation's employees and their **awareness** of responsible business practices. If you indicated "0" employees in the general information section, you will not be required to answer this section.*

3.1. Employee well-being

This question refers to how your organisation has supported the well-being of its employees. This includes methods used to promote both physical and psychological welfare.

Examples of initiatives to support physical well-being include: providing health insurance; subsidising gym memberships; providing fresh fruit; providing filtered water; and ensuring comfortable working conditions.

Examples of initiatives to support psychological well-being include: conducting team building exercises; providing stress management support, such as access to a counsellor or chaplain; reimbursing volunteer hours or supporting other non-profit work; subsidising social activities, such as employee dinners; providing upskilling and training opportunities; providing fair salaries/wages, such as the 'living wage'; and devising family friendly policies or other policies that provide fair conditions for overtime, regular hours, vacation and leave.

3.2. Socially and/or environmentally responsible products for employees

This question refers to the types of socially and/or environmentally responsible products your organisation has provided to employees for use at work. This includes products located in communal employee areas, such as staffrooms and restrooms. Socially responsible products may include locally produced, fairtrade, or cruelty-free products. Environmentally responsible products include products that are non-toxic, biodegradable, organic, made from recycled materials, or that have minimal packaging.

Examples of types of socially and/or environmentally responsible products include: restroom supplies, such as plant-based soap, recycled toilet paper, and cloth towels or hand dryers; staffroom supplies, such as fairtrade tea or coffee, local organic milk, and non-disposable cups; providing employees with disposal facilities to separate waste, such as food waste; and plant-based cleaning supplies.

3.3. Equality and/or diversity

This question refers to how your organisation has considered equality and/or diversity within the work environment and how it is acknowledged within various policies. Equality and diversity are measured in terms of gender, age, disability, social status, culture or religion. Equality and/or diversity policies recognise and value employees (current or potential) from different social backgrounds and life stages and/or discuss the equal treatment of all employees.

Examples of policies that may discuss equality and/or diversity include: hiring employees; salary/wages (including equal pay); benefits; harassment and abuse; grievance procedures; discipline and termination; and retirement.

3.4. Commuting employees

This question refers to incentives your organisation has offered to employees, to reduce energy when they are commuting to and from work.

Examples of incentives include: subsidising public transport; organising carpooling; providing a bike storage area; installing an employee shower; offering flexible hours, such as a compressed work week or adjustable work schedules that avoid peak traffic and/or increase commuting safety.

3.5. Staff meetings

This question refers to whether your organisation has addressed responsible business practices at staff meetings, and how they were discussed.

Examples of topics include: energy management; solid waste management; performance targets and goals related to responsible business practices; employee responsibility, such as creating a 'green' team or having a responsible business officer; and engagement in community and/or charitable ventures.

3.6. New employees

This question refers to how your organisation has introduced new employees to responsible business practices.

Examples of initiatives include: providing an overview within job descriptions; providing written and/or oral information on responsible business practices, such as in induction manuals and checklists; appointing an employee to mentor new employees in responsible business practices.

3.7. Ongoing training

This question refers to how your organisation has provided ongoing training for your employees on responsible business practices.

Examples of ongoing training include: providing regular in-house training sessions; providing external training; providing training manuals and posters; hosting regular sessions with mentors or professional consultants in responsible business practices; and using specialised computer programmes and applications to upskill employees.

3.8. Written policies and procedures

This question refers to how your organisation has provided employees with written policies and procedures on responsible business practices. These policies could be for areas such as: greenhouse gas emissions; carbon offsetting; energy management; solid waste; resource efficiency; transport systems; diversity and equality; and charitable ventures.

Examples of how written policies and procedures are provided include: posting on walls; emailing to employees; and documenting them in standard operating manuals.

3.9. Health and safety

This question refers to how your organisation has informed employees on current health and safety policies and procedures.

Examples of how employees are informed of health and safety policies and procedures include: communicating through meetings; posting on walls; emailing to employees; and documenting them in standard operating manuals.

3.10. Planning

This question refers to how your organisation has actively involved employees in planning for responsible business practices. Employees may be involved with identifying issues, setting goals and objectives and monitoring performance targets related to responsible business practices.

Examples of initiatives include: organising a team to set strategies and/or goals, identify issues and/or regularly report on performance objectives and targets; employing someone to seek responsible business opportunities and devising options for engaging; and requesting input from employees when updating training programmes or policies.

3.11. Performance target related to responsible business practices

This question refers to how your organisation has informed employees about progress towards performance targets related to responsible business practices. These performance targets are social and/or environmental goals aimed at achieving responsible business objectives. Performance targets must be measurable and regularly monitored.

Examples of types of performance targets related to responsible business practices include: greenhouse gas emissions; carbon offsetting; energy management (including transport); solid waste; resource management; health and safety; diversity and/or equality; financial sustainability; and charitable ventures.

SECTION FOUR – CUSTOMERS

*This section focuses on how your organisation facilitates **customer awareness** of responsible business practices.*

4.1. Socially responsible products

This question refers to how your organisation has made purchasing options available to customers seeking socially responsible products. Socially responsible products have a higher ethical value to non-socially responsible products, which is often related to supporting the welfare of humans and/or animals.

Examples of types of socially responsible products include: locally produced products; fairtrade; family friendly; free range; and cruelty-free, such as SPCA blue tick.

4.2. Promoting socially responsible products

This question refers to the methods used by your organisation to promote socially responsible products to customers.

Examples of initiatives include: creating prominent product displays or using product placement; using signage to signify products as socially responsible; marketing through paid advertisements, on websites and/or social media; and ensuring employees are educated and able to inform customers.

4.3. Environmentally responsible products

This question refers to how your organisation has made purchasing options available to customers seeking environmentally responsible products. Environmentally responsible products have a low environmental impact and are often reputed as being ecologically friendly.

Examples of types of environmentally responsible products include: carbon neutral; organic; biodegradable; recyclable or made from recycled materials; energy efficient; non-toxic; reusable, such as coffee mugs; have minimal packaging; and environmentally responsible services, such as a chemical-free carwash.

4.4. Promoting environmentally responsible products

This question refers to the methods used by your organisation to promote environmentally responsible products to customers.

Examples of initiatives include: creating prominent product displays or using product placement; using signage to signify products as socially responsible; marketing through paid advertisements, on websites, and/or social media; and ensuring employees are educated and able to inform customers.

SECTION FIVE – SUPPLIERS

*This section focuses on your organisation's **engagement with suppliers and purchasing decisions.***

5.1. Environmentally responsible packaging

This question refers to how your organisation has considered the selection of suppliers based on their provision of environmentally responsible packaging.

Examples of factors include: products with minimal packaging; availability of products in bulk; and products with packaging that can be reused or recycled.

5.2. Responsible suppliers

This question refers to how your organisation has determined if suppliers are engaging in responsible business practices. This includes suppliers that provide products to your organisation that are used in business operations, for employee use and for on-selling to customers.

Examples of types of responsible business practices include: providing responsible business checklists or questionnaires; reading websites; reading annual reports; informally requesting information regarding business practices; requesting products to be supplied in bulk; and checking for responsible business accreditation, such as a Responsible Business Award.

5.3. Supplier awareness

This question refers to how your organisation has raised awareness with suppliers of responsible business practices.

Examples of initiatives include: requesting less packaging or options to return packaging; requesting that potential suppliers complete a responsible business checklist or code of conduct, then regularly monitoring and auditing; informing suppliers on responsible business decisions, such as supplying bulk product to minimise energy consumption; and encouraging or mentoring suppliers to set responsible business goals.

SECTION SIX – MONITORING PERFORMANCE

*This section focuses on **monitoring** your organisation's responsible business **performance.***

6.1. Setting performance targets related to responsible business practices

This question refers to how your organisation has set performance targets related to responsible business practices. Performance targets related to responsible business practices are social and/or environmental business goals, aimed at achieving responsible objectives. Performance targets must be measurable and able to be regularly monitored.

Examples of initiatives include: greenhouse gas emissions; carbon offsetting; energy management (including transport); solid waste; resource management; health and safety; diversity and/or equality; financial sustainability; and charitable ventures.

6.2. Environmental Management System

This question refers to whether your organisation has used an environmental management system for business operations. An environmental management system is a formal or informal approach to addressing environmental impacts caused by business operations. An environmental management system is used to detect environmental issues and then effectively manage and monitor the impacts from any perceived issues.

Examples of types of environmental management systems include: formal environmental management systems, such as Enviromark, carboNZero and ISO 14001; and informal environmental management systems.

6.3. Responsible business certification

This question refers to how your organisation has used responsible business certification. Responsible business certification refers to an external scheme or framework that enables an organisation to maximise positive social and/or environmental business outcomes. A responsible business certification may provide customers with evidence of social and/or environmental achievement.

Examples of types of certification include: Carbon Neutral; Green Seal; Green Star; Qualmark Green; Environmental Choice; Rata; Green Globe; Fairtrade; carboNZero; and Responsible Business Award.

SECTION SEVEN – ENERGY MANAGEMENT

*This section focuses on your organisation's efforts to **manage energy** consumption. This section covers all areas of the workplace including employee spaces, such as staffrooms and restrooms.*

7.1. Monitoring energy

This question refers to how your organisation has monitored energy consumption within the work environment. Energy consumption includes all electricity, gas, wood, oil and fuel used for general business operations.

Examples of initiatives include: using a carbon footprint calculator; tracking daily electricity use; and maintaining records on electricity use or fuel consumption.

7.2. Heating and/or cooling

This question refers to how your organisation has minimised electricity that is allocated to heating and/or cooling systems within business operations.

Examples of initiatives include: selecting a good building design, such as one using natural passive heating; selecting heating and/or cooling units suitable for the premise, such as ones with the correct motor size; using pipe lagging; installing ceiling, under-floor and/or wall insulation; tinting windows; installing heat transfer systems; and using a programmable thermostat.

7.3. Lighting

This question refers to how your organisation has minimised electricity that is allocated to indoor and outdoor lighting.

Examples of initiatives include: using natural light through skylights; installing motion sensors or timers; using lighting units with adjustable levels; switching to energy efficient bulbs; measuring and adjusting the correct lighting levels; and switching lights off when not required.

7.4. Operations

This question refers to how your organisation has minimised electricity that is allocated to operations within the workplace.

Examples of initiatives include: purchasing machinery that is fit for purpose, such as having the correct motor size; setting computer monitors to switch off once idle; turning off computers, printers, copiers, faxes and other appliances, such as microwaves, at the end of each day; and unplugging all chargers when not in use.

7.5. Non-renewable resources

This question refers to how your organisation has minimised non-renewable resources used in heating/cooling or operations. This includes non-renewable resources such as gas, coal, wood, oil, fuel and fuel oil used for heating and operations.

Examples of initiatives include: using electricity from the grid or other renewable energy sources such as solar panels or wind turbines; and reducing general use of equipment that uses non-renewable resources, such as turning forklifts off when not in use, ensuring wood is completely dry before burning, and preheating water using solar panels (for gas).

7.6. Renewable energy

This question refers to how your organisation has generated renewable energy for use within the workplace.

Examples of initiatives include: installing solar panels or wind turbines; using a photovoltaic (PV) system; installing a micro-hydro system; and using biomass and/or biogas engines or bio-diesel generators.

7.7. Energy star rating/usage

This question refers to how your organisation has considered the energy star rating/usage when purchasing appliances. Energy star ratings are labels on products that indicate how efficient the product is and how much energy it will consume.

Examples of types of appliances with an energy star rating/usage include: fridges; freezers; ovens and microwaves; other small kitchen whiteware; heaters; and dishwashers.

7.8. Fuel efficient vehicles

This question refers to how your organisation has used fuel efficient vehicles for business purposes. This includes vehicles that are purchased by your organisation, as well those that are hired. Fuel efficiency refers to the capacity of a vehicle's engine to gain the most amount of energy from its fuel source.

Examples of types of fuel efficient vehicles include: electric; hybrid; vehicles with a small engine size; and late model vehicles that are designed specifically for fuel efficiency.

7.9. Air and road travel

This question refers to how your organisation has minimised its reliance on both air travel and road travel. This includes all forms of air and road travel used by your organisation, or that is used on behalf of your organisation, such as freight services. This includes all short trips as well as long distance travel.

Examples of initiatives include: reducing vehicle use by combining trips; video conferencing; limiting courier pickups; offering customers discounted shipping for consolidating orders; purchasing in bulk; and using local products.

SECTION EIGHT – SOLID WASTE MANAGEMENT

*This section focuses on your organisation's efforts to **reduce, reuse and recycle solid waste**. This includes items purchased, items given to customers, and items used by employees. This section covers all areas of the workplace including employee spaces, such as staffrooms and restrooms.*

REDUCE

*This sub-section addresses initiatives to **reduce waste**, by not purchasing or consuming items in your business operations.*

8.1. Minimising hard plastic

This question refers to how your organisation has minimised the amount of hard plastic purchased or used in business operations. Hard plastic waste includes items such as bottles, containers and printer cartridges.

Examples of initiatives include: purchasing in bulk to reduce packaging; avoid purchasing items with unnecessary packaging; communicating with suppliers if excess packaging is used; purchasing refilled copier, printer and fax cartridges; using large refillable soap dispensers; providing products to customers that are not in hard plastic packaging; and encouraging customer use of personal reusable containers.

8.2. Minimising soft plastic

This question refers to how your organisation has minimised the amount of soft plastic purchased or used in business operations. Soft plastic refers to plastic that is not able to be recycled through the Selwyn District Council's yellow bins or at council waste refuse centres. Soft plastic waste includes items such as bubble wrap, plastic wrap, and shrink-wrap from pallets.

Examples of initiatives include: avoiding purchase of products with unnecessary or non-recyclable packaging; purchasing in bulk; communicating with suppliers if using excess or non-recyclable packaging; reusing packaging for outgoing items; encouraging customer use of personal reusable cups and containers, or providing biodegradable alternatives; offering fabric shopping bags; charging for plastic bags; and providing customers with the option to purchase products in bulk or products with minimal disposable packaging.

8.3. Minimising paper

This question refers to how your organisation has minimised the amount of paper purchased or used in business operations. Paper waste includes items such as office paper, envelopes, magazines, newspapers, paper towels and serviettes.

Examples of initiatives include: reducing unnecessary printing by using print preview function, double-sided printing, avoiding extra copies, running test prints, proofreading on the screen, reminding email recipients to “think before you print”, options to delete print jobs from print queue, having memos/reports/employee documents in a central location or distributed electronically, encouraging employee communication via email, and storing documents on a hard drive or cloud-based server; sharing magazine and newspaper subscriptions; asking if customers require a receipt and only printing one when required; updating mailing lists and having an opt-out function, or offering an email alternative; requesting ‘no circulars’ to your postal address; choosing paperless mailing lists; sending mail to customers without an envelope; using cloth towels or hand dryers in bathrooms; and purchasing paper derived from sustainable harvests or recycled material.

8.4. Minimising cardboard

This question refers to how your organisation has minimised the amount of cardboard purchased or used in business operations. Cardboard waste includes items such as boxes, employee food cartons, toilet roll inners and other cardboard packaging.

Examples of initiatives include: using durable containers for in-house shipping; and purchasing large toilet paper rolls.

8.5. Minimising hazardous waste

This question refers to how your organisation has minimised the amount of hazardous materials purchased or used in business operations. Hazardous waste includes items such as mobile phones, batteries, computers, machine oil, paint, batteries, fluorescent bulbs and household chemicals.

Examples of initiatives include: purchasing rechargeable batteries; repairing broken appliances, such as mobile phones; upgrading computer hardware, rather than purchasing whole new units; purchasing environmentally responsible alternatives to products containing toxic chemicals, such as plant-based detergents; and using environmentally responsible building materials when making alterations.

8.6. Minimising other waste

This question refers to how your organisation has minimised the amount of other waste purchased or used in business operations. Other waste includes items such as office equipment, glass, metal, fabric or rags, and fuel oil or lubricants.

Examples of initiatives include: repairing or purchasing re-manufactured office and staffroom equipment; and repairing or purchasing re-manufactured machinery for operations.

REUSE/RECYCLE

*This sub-section addresses **reusing and/or recycling waste** from items used in business operations.*

8.7. Reuse/recycle hard plastic

This question refers to how your organisation has reused and/or recycled hard plastic that is used in business operations. Hard plastic waste includes items such as bottles, containers, and printer cartridges.

Examples of initiatives include: recycling through the Selwyn District Council's yellow bins or at council waste refuse centres; donating hard plastic items to local educators; refilling printer, copier and fax cartridges; and reusing containers.

8.8. Reuse/recycle soft plastic

This question refers to how your organisation has reused and/or recycled soft plastic that is used in business operations. Soft plastic waste includes items such as bubble wrap, plastic wrapping, and shrink-wrap from pallets.

Examples of initiatives include: recycling at soft plastic recycling depots; reusing supplier packaging for customer orders; and donating soft plastic items to local educators.

8.9. Reuse/recycle paper

This question refers to how your organisation has reused and/or recycled paper that is used in business operations. Paper waste includes items such as office paper, envelopes, magazines, and newspapers.

Examples of initiatives include: recycling paper through the Selwyn District Council's yellow bins or at council waste refuse centres; reusing paper for office notepaper; shredding paper for packaging in customer orders; donating paper to educators for scrap paper or papier-mâché; donating magazines to doctor's surgeries or similar; and donating paper to a home or community garden.

8.10. Reuse/recycle cardboard

This question refers to how your organisation has reused and/or recycled cardboard that is used in business operations. Cardboard waste includes items such as boxes, employee food cartons, toilet roll inners and other cardboard packaging.

Examples of initiatives include: recycling cardboard through the Selwyn District Council's yellow bins or at council waste refuse centres; reusing cardboard boxes for customers' orders; asking suppliers to use recyclable or returnable packaging; donating cardboard to an educator; and advertising excess cardboard items on freecycle.org or similar.

8.11. Reuse/recycle glass

This question refers to how your organisation has reused and/or recycled glass that is used in business operations. Glass waste includes items such as bottles and jars.

Examples of initiatives include: recycling through the Selwyn District Council's yellow bins or at council waste refuse centres; and advertising excess glass items on freecycle.org or similar.

8.12. Reuse/recycle organic

This question refers to how your organisation has reused and/or recycled organic waste that is used in business operations. Organic waste includes items such as food scraps, grass clippings, and other plant material.

Examples of initiatives include: recycling through the Selwyn District Council's organic bins or at council waste refuse centres; using Bokashi; creating a worm farm; composting; mulching; and using organic waste as animal food.

8.13. Reuse/recycle other waste

This question refers to how your organisation has reused and/or recycled other waste that is used in business operations. Other waste includes items such as office equipment, metal, such as aluminium cans, metal tins and aerosols, fabric and rags, machine oil and lubricants, mobile phones, computers, paint, batteries, fluorescent bulbs and household chemicals.

Examples of initiatives include: recycling through the Selwyn District Council's yellow bins or at council waste refuse centres; reusing polystyrene for packing customer orders; returning or reusing wooden pallets; donating items, such as furniture, appliances, office equipment, and fabric and rags to charities or educators, or listing them on freecycle.org or similar; offering a trade-in or end-of-life service for customers; recycling lubricants, oil (including cooking oil), fuel, coolants and tyres; recycling batteries, whiteware, scrap metal, polystyrene, uniforms, compact fluorescent bulbs and paint at recycling depots or resource recovery centres.

SECTION NINE – WATER AND AIR MANAGEMENT

*This section focuses on your organisation's **management of water and air** within business operations including employee spaces, such as the staffroom and restrooms.*

WATER MANAGEMENT

*This sub-section addresses your organisation's efforts to **monitor water quality and consumption**.*

9.1. Monitoring freshwater

This question refers to how your organisation has monitored freshwater that is used in business operations.

Examples of initiatives include: installing a water meter on the premise.

9.2. Freshwater consumption

This question refers to how your organisation has minimised the use of fresh water in business operations.

Examples of initiatives include: installing flow restrictors; regularly inspecting taps and hoses for leaks; installing low-flow taps and hoses, or auto shut-off taps; using low-flow toilets or waterless urinals; using water efficient appliances, such as dishwashers; purchasing products such as dishwashers, showers and toilets based on their water efficiency label; reusing waste water; collecting rainwater from rooftops or tanks; using water efficient irrigation; and cleaning outside areas with a broom.

9.3. Reusing wastewater

This question refers to how your organisation has reused wastewater that has been used for business operations.

Examples of initiatives include: using wastewater for irrigation or watering indoor plants; using wastewater in industrial processes and operations; and using wastewater for flushing toilets.

9.4. Contaminants in wastewater

This question refers to how your organisation has minimised the level of contaminants in wastewater, which occur due to business operations. Contaminants include both chemical and organic matter and include items such as oils and fats, food waste from staffrooms, paints and thinners, and non-biodegradable chemicals used in hand soaps or detergents.

Examples of initiatives include: separating out oils, fats, and solids; using environmentally responsible alternatives for toxic chemicals, such as plant-based soaps and detergents; using a plug hole strainer to catch food scraps in sinks; and using hair traps for showers.

AIR MANAGEMENT

*This sub-section addresses the **reduction of air pollution and noise.***

9.5. Dust pollution

This question refers to how your organisation has minimised the amount of dust pollution discharged through business operations. This includes dust pollution in indoor and outdoor work environments, as well as dust that may affect the wider community.

Examples of initiatives include: using dust extraction systems; sweeping regularly; and providing masks for employee use.

9.6. Offensive odours

This question refers to how your organisation has minimised the amount of offensive odours discharged through business operations. This includes offensive odours in indoor and outdoor work environments, as well as offensive odours that may affect the wider community.

Examples of initiatives include: using scrubbers or extractors; and using effective cleaning practices.

9.7. Fumes

This question refers to how your organisation has minimised the level of fumes discharged through business operations. This includes fumes discharged from motors, machinery and stacks within indoor and outdoor work environments, as well as fumes that may affect the wider community.

Examples of initiatives include: using scrubbers or extractors; providing ventilation; reducing operating times; and selecting building materials and paints which do not emit volatile organic compounds (VOCs) or other harmful gases.

9.8. Noise pollution

This question refers to how your organisation has minimised the level of noise pollution generated by business operations. This includes noise pollution within indoor and outdoor work environments, as well as noise that may affect your local community.

Examples of initiatives include: creating buffer zones; controlling operating hours; ensuring providing employees with ear muffs; regularly measuring decibel levels; and using noise reducing materials in building design or retrofitting them in alterations.

9.9. Light pollution

This question refers to how your organisation has reduced the level of light pollution generated by business operations. Light pollution is caused by excessive artificial outdoor light that can create unwanted glare. Light pollution can cause disruption to nocturnal wildlife patterns as well as negatively affecting humans.

Examples of initiatives include: reducing or removing non-essential lighting; minimising light intensity; using a timer or motion sensor; improving lighting fixtures to enable a more direct beam where required; and using different types of lights, such as amber LED lights or low pressure sodium lights.

SECTION TEN – STRENGTHS AND FUTURE IMPROVEMENTS

This section focuses on your organisation's **strengths**, as well as areas that can be **improved** in the future. This section is for information purposes only and will not impact your organisation's award.

10.1. Waste management plan

This question refers to whether your organisation has used, or is considering using, any form of a waste management plan. Waste includes solid waste, energy waste, and resource waste, such as water.

10.2. Length of time using a waste management plan

This question refers to the number of years your organisation has been using a waste management plan. This question will only be relevant for your organisation if you have indicated "yes" to the previous question.

10.3. Strengths

This question refers to identifying key responsible business practices for your organisation. These may be areas that your organisation could provide support to other businesses wishing to improve their responsible business practices.

Examples of areas of responsible business practice include: energy efficiency; carbon offsetting; solid waste reduction; resource management; health and safety management; financial sustainability; customer, employee or community awareness; supplier engagement, and charitable involvement.

10.4. Future improvements

This question refers to identifying key responsible business practices for your organisation that could be improved if your organisation received support such as mentoring, training, information, or financial assistance.

Examples of areas requiring improvement include: energy efficiency; carbon offsetting; solid waste reduction; resource management; health and safety management; financial sustainability; customer, employee or community awareness; supplier engagement, and charitable involvement.