

Environmental Report 2008

Michael Page  
INTERNATIONAL

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# Company

## PROFILE

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### Creating a world-leading consultancy

Michael Page is one of the world's leading professional recruitment consultancies, specialising in the placement of candidates in permanent, contract, temporary and interim positions with clients around the world.

The group has operations in the UK, Continental Europe, Asia-Pacific and the Americas and covers the areas of Accounting, Tax and Treasury, Banking and Financial Services, Consultancy, Strategy and Change, Engineering & Manufacturing, Healthcare, Human Resources, IT & Technology, Legal, Marketing, Oil & Gas, Procurement & Supply Chain, Property & Construction, Retail & Hospitality and Sales & Secretarial.

At 30 June 2008, the group operated through 166 offices in 28 countries and employed 5,052 staff.

The group has established a leading presence in many of the key markets for professional recruitment around the world and has positioned itself in certain other markets, which offer the opportunity for future growth. Within its current largest markets, Michael Page has also built a regional presence, including in the UK, France and Australia. Consequently, the Michael Page brand is among the most widely recognised brands in the professional recruitment industry.

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# Global

## REPORTING INITIATIVE

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**GROWING ENTIRELY  
ORGANICALLY,  
RATHER THAN  
BY MERGERS OR  
ACQUISITIONS...**

In preparing this Environmental Report we have, where applicable, followed the Global Reporting Initiative (GRI) guidelines.

The GRI is an independent, international institution, whose mission is to develop, promote and disseminate globally applicable sustainability reporting guidelines. GRI is affiliated with the United Nations through its status as a Collaborating Centre of the United Nations Environmental programme. It is also an official collaborating centre of the United Nations Environment Programme (UNEP) and works in cooperation with former UN Secretary General Kofi Annan's Global Compact.

We recognise the importance of GRI and this report has been written, where appropriate, in line with the guidelines in order to produce a balanced and reasonable report on the organisation's environmental and social performance.

The GRI was established to create and seeks to evaluate a common framework for sustainability reporting worldwide, by providing the same level of rigour, comparability, credibility and verifiability expected of financial reporting, while serving the information needs a broad array of stakeholders from civil society, government, labour and the private business community itself.

All our environmental impacts have been addressed in this report.

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# Environmental

## POLICY

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It is the policy of Michael Page International plc to :

- Minimise the extent of the environmental impacts of operations within the Company's sphere of influence;
- Strive to minimise any emissions of effluents in our properties, which may cause environmental damage;
- Conserve energy through minimising consumption and maximising efficiency;
- Promote efficient purchasing which will both minimise waste and allow materials to be recycled where appropriate;
- Employ sound waste management practices;
- Put in place procedures and support information that enables compliance with the law, regulations and code of practice relating to environmental issues;
- Sustain and develop this policy by the implementation of an Environmental Management System (EMS);
- Monitor environmental performance, make regular of the policy and EMS, and make improvements where possible.

The group does not operate in a business sector which causes significant pollution, but the Board recognises that the business does have an impact on the environment. The Board is committed to managing and improving the way in which our activities affect the environment by:

- Optimising the use of energy;
- Ensuring the efficient use of materials;
- Encouraging re-use and recycling; and
- Incorporating the principle of sustainable development

During the year, the group has continued to allocate a significant amount of time and resource to further identify where its activities have an impact on the environment.

A review is carried out annually in accordance with the guidance laid down by the Department for Environment, Food and Rural Affairs (DEFRA) and the Global Reporting Initiative (GRI).

# Environmental

## IMPACTS

Michael Page UK is a typical office based business which generates a demand for transport usage from staff travel to work; attendance of business meetings; and, delivery of office supplies.

The main environmental impacts of running our businesses are the generation of carbon emissions through the consumption of electricity and gas, and transport activities, including business travel and commuting.

As a company, we recognise that some wastes are harmful to human health or to the environment, either immediately or over an extended period of time. As our business produces hazardous waste in the form of toners, fluorescent lights and IT equipment, we have a duty of care to make sure it is disposed of appropriately. Each of our sites is registered with the Environmental Agency as producers of hazardous waste which will be renewed automatically every year.

The production of high levels of general waste and its subsequent disposal to landfill are the main environmental impacts of waste production at an office. High outputs of general waste indicate a wasteful use of resources. The use of landfill is the least sustainable approach to waste management as indicated by the widely accepted was hierarchy; Reduce, Re-use and finally Recycle.

### Waste

Michael Page UK generated approximately 235 tonnes of waste during July 2007- June 2008. With over 50 UK offices in total in the UK, it has not been possible to get accurate weights for each branch. This is because in many of the smaller UK offices we are tenants in larger properties and our waste is removed and collected with all the other tenants waste. No UK offices have recorded data on the quantities of waste generated but for the larger UK offices where waste arrangements are organised through us, it is possible to estimate waste volumes. Consolidating the information received from the larger offices in the UK, the typical composition of waste generated is show below:

### UK Office Waste Composition

See Fig.1. UK Wsste Generation below.

Our UK offices do not provide any catering facilities or restaurants, so the majority of waste is typical office waste.

The reviews identified that white & mixed paper, plastic cups and aluminium cans generated the most amount of waste with occasional occurrence of glass bottles and cardboard.

We are not required to register under the Environment Agency

Fig.1. UK Waste Generation



Act under the Producer Responsibility Obligations (packaging waste) Regulations 1997 and 2005, as our sites do not produce over 50 tonnes of packaging per annum. However, we do ensure that all packaging is disposed of responsibly and waste transfer notes are provided to support this.

Across all our UK offices, recycling of stamps, toners and fluorescent lights has been implemented. We have seen a noticeable reduction in the volume of general waste being generated due to the contract with SITA UK. We have ensured that all offices are utilising the SITA bins for all paper waste resulting in better control management of all our waste.

### **Confidential Waste**

All of our UK offices have been serviced nationally by SITA UK for the past 12 months. Collections are provided on a scheduled basis, with a monthly, weekly or fortnightly collection over each site. At each depot, complete and full security is a priority to ensure the safety and confidentiality of all paper waste collected, with all confidential material is destroyed within 24 hours of collection. After every collection a destruction certificate is produced confirming the destruction of the confidential waste, which is sent to Facilities Management.

SITA UK aspires to the highest operating standards in line with SITA UK's environmental policy commitment to satisfy and, where feasible, surpass all legislative and regulatory requirements.

From July 2007 - June 2008, Michael Page has recycled 80 tonnes of paper. This is a 11.5 % increase from our 2007 figures. A benefit gained from this increase has resulted in saving or replanting 3,248 trees, saving a total of 955 m<sup>2</sup> landfill space.

### **Toners**

We currently use a variety of collection services for different charities across the UK. The charities include Scope, RNIB and Redeem. However, a national contract is in place with Return- a-Toner to ensure full compliance for all UK offices. This will make all our UK offices compliant with the WEEE directive soon to include toner cartridges within its legislation.

The approximate tonnage of toner waste generated by all UK offices during July 2007 - June 2008 has been calculated at 3 tonnes. At an average of 25 toners per UK office, this is similar to last year's figures.

The weight of each toner is approximately 2kg. In total we have recycled 2,384kg of toners which is a reduction of 12.41 cubic meters of landfill space.

### **Mobile Phones**

Facilities Management has established a new national contract with SHP, with all UK offices utilising their services for the past 10 months. Facilities Management selected SHP as the preferred supplier as they are predominately focused on charity funding schemes and work in accordance with the WEEE directive.

SHP recycles or refurbishes old mobile phones, and sells them back into other telecoms markets. Child Line is SHP's nominated charity partner and all funds received are donated to them. SHP disposes of the phones in accordance with EU guidelines and UK law. SHP maintains an effective and efficient Integrated Management System, operated in accordance with the requirements of the appropriate standards, including those for Quality and Environment.

During July 2007 - June 2008 Michael Page International has recycled 204 mobile phones, equating to a £1068.00 donation to Child Line.

All recycled mobile phones are dealt with by Facilities Management to enable controlled and efficient management of the contract.

### **Florescent Lights**

The disposal of fluorescent lighting is currently managed by two contractors sharing the Southern and Northern regions. Both are registered waste carriers that ensure all florescent lighting is disposed of in a manner that is compliant with the environmental legalisation and the WEEE Directive.

During July 2007 - June 2008, a total of 1,056 fluorescent tubes were recycled from all our UK offices.

The contract has been managed by SITA since November 2006. This was to ensure full compliance with the Landfill Directive 2002 and the Hazardous Waste Regulations 2005. A nationwide contract with SITA will ensure consistency with waste audits and centralised receipt of all consignment notes coming directly to Facilities Management. A roll - out of corrugated tubes to all UK offices has ensured that all fluorescent lighting will be securely stored until destruction.

### **Other Waste**

#### **IT Equipment**

Our IT disposal and resale is arranged through a nationwide contract with Touch Sky Asset Management and Recovery Services, we have been utilising their services for the past two years.

On collection of any redundant IT equipment, the units are protected in quarantine storage to ensure the full security of all

data. Each unit is Portable Appliance Tested (PAT) and safety checked for necessary repairs. The data is then destroyed in compliance with procedures approved by the Security Equipment Asset Panel (SEAP) and configured ready for resale.

Any faulty equipment is destroyed in line with the WEEE Directive and general waste incinerated via Tyseley Waste Disposal to generate electricity for the Tyseley, Birmingham power station. During July 2007 - June 2008, 442 units have been collected from all UK offices, a total of 3,624kg of IT equipment.

This year all new offices have been fitted with multi functional devices (Printer/Copier/Scanner/Fax). We will endeavour to install these in each of our UK offices once the current equipment becomes redundant. A benefit of introducing this includes the reduction in paper, energy and toner use.

**Furniture**

We have undergone several office moves and reorganisations throughout the year. However, very few pieces of furniture have been disposed of as the majority is reused whenever possible.

Where furniture is broken and beyond repair, in most circumstances the Local Council has been contacted and they have collected the items for disposal. In our London based offices, Abba Refuse Collection is used to dispose of the redundant furniture in the same manner. Abba maintains the registration certificate under Regulation 3 of the Controlled Waste Regulations 1991.

**Carbon Emissions**

The carbon emissions generated by our UK offices are directly related to the amount of energy consumed by the offices and the transport related activities of the business. During July 2007 - June 2008 emissions of carbon dioxide were estimated to have reached 1,075 tonnes. The percentage of activities

generating carbon emissions is shown in Fig.2. Carbon Emissions below.

**Energy**

The total CO<sup>2</sup> emissions generated as a result of the use of electricity and gas at Michael Page, offices in 2007/2008 is estimated at 2,090.5 tonnes.

**Water**

In the UK, Michael Page has consumed 33,514 m<sup>3</sup> of water. This is an increase of 13% from last year's figures due to new offices and an increase in staff.

**Electricity**

Our UK offices consumed approximately 5,288,020 kWh of electricity which converts to 1,691 tonnes of CO<sup>2</sup>. Our average electricity consumption is 154 kWh of electricity per m<sup>2</sup> of office space. This sits well within benchmarks, which state for an air conditioned office medium electricity consumption should fall between 128kWh/m<sup>2</sup> and 226kWh/m<sup>2</sup>.

Our energy supplier (Bizz Energy) provides 'greener' energy having less of an impact on the environment. Electricity is taken from renewable sources which reduces the carbon emissions.

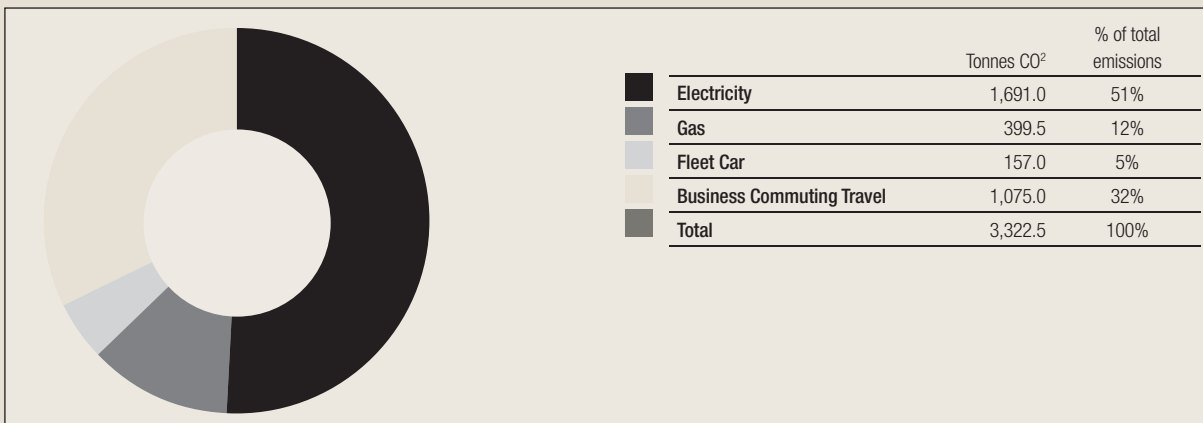
A carbon trust survey application has been submitted and is to be carried out in one of our large offices in London, to establish where energy can be saved.

We endeavour to educate all UK offices not to leave any office equipment on stand- by at the end of every working day.

**Gas**

The estimated total carbon emissions generated by the consumption of gas at our UK offices is 399.5 tonnes of carbon dioxide. The tonnage of gas is based on UK offices consuming 1,997,201 kWh of gas during the year.

**Fig.2. Carbon Emissions**



## Transport

Our largest environmental impact is transport related pollution. This is from business travel and getting to and from work which generated an estimated 1,075 tonnes of CO<sup>2</sup>.

### Business Travel

We have 118 fleet cars run by a fleet management company (CLM). This represents an increase of 42% in the size of the fleet from last year's figures.

In the past year, fleet cars generated an estimated 157 tonnes of carbon dioxide. A benefit from raising awareness amongst staff in using more fuel efficient cars has resulted in a reduction of carbon dioxide.

We aim to raise the interest amongst staff on the tax buster options that are available. This is a financial incentive enabling employees to swap their company car for a more fuel efficient model if desired. We continue to offer a scheme where everyone is offered the alternative of 'cash for car allowance' instead of a company car.

### Travel to and from work

Between July 2007–June 2008, 1,500 employees generated a total of 1,075 tonnes of carbon dioxide from travel by public transport, car and air.

It is estimated that employees travel, a total of 3,719,680 miles in 12 months to and from work, and 1,110,365 for business. This mileage is calculated from the assumption that there were 259 working days.

## The Green Transport Plan for Victoria House

Victoria House, London, our largest office, has a formal travel plan for employees. It is a property - wide policy that has been developed and adopted by the Building Management in partnership with the London Borough of Camden.

The following travel principles will be adhered to during the development and delivery of the Victoria House travel plan:

- To encourage environmentally friendly transport modes and working practices where reasonable;
- To understand how employees and visitors travel to Victoria House;
- To review the number of motorised vehicle journeys to Victoria House;
- To monitor and manage the Travel Plan and its initiatives;
- To adapt the Plan in accordance with the above objectives;
- Plans have been confirmed to create cycle bays and lockers to encourage more staff to cycle into work

This travel plan is an ongoing commitment by Victoria House Ltd and their agents, Irish Estates, to address the travel requirements of staff and visitors to Victoria House.

The monitoring will be carried out through the policy committee and will be reported back to Camden Council.

## Suppliers

We have an extensive range of suppliers providing us with all the equipment and services necessary to run our offices throughout the UK. All our preferred suppliers are assessed and selected through Procurement and Facilities Management. When selecting nationwide contracts we ensure that they have an environmental policy.

The following table demonstrates where environmental accreditations exist amongst our main suppliers:

Supplier	Environmental Policy	Environmental Accreditations
The Danwood Group	Yes	ISO14001
Oce (Rentokil and Imagistics merging)	Yes	ISO14001
Ikon	Yes	ISO9001: 2000
Neopost	Yes	ISO14001
Ricoh	Yes	ISO14001
SHP	Yes	ISO14001 and ISO9001
Lyreco	Yes	ISO14001
London Recycling	Yes	Working towards ISO14001
Addison Lee PLC	Yes	ISO14001
Comet	Yes	ISO14001
Eden Springs	Yes	ISO14001
SITA UK Ltd	Yes	Security screened BS7858 and ISO9001
Miliken	Yes	BRE environmental profile
Radio Taxis	Yes	ISO14001
Character Print & Design	Yes	ISO9002
Bizz Energy	Yes	ELEC/SUP/0104
Mitie	Yes	ISO14001 and ISO9001 OHS S18001 and Safe Contractor

### Office Equipment

All redundant photo-copiers and fax machines are collected and disposed of from all of our UK offices by The Danwood Group.

Wherever possible, the machines are dismantled and any functional parts are used to restore other pieces of machinery, which is then sold within the office supplies industry. Every critical process within The Danwood Group has documented procedure as part of ISO9001:2000 Quality Management.

The Danwood Group pay for the machines that they collect and all funds raised are donated to Child Line.

### Stationery

Lyreco have been our preferred stationery supplier for over three years.

We have introduced a range of improvements to this contract ensuring any environmental impacts generated are at a minimum. An online ordering system has been introduced to all UK offices of which we are 100% compliant. The benefits of this include eliminating the use of paper, reducing the waste generated and a reduction in the fuel consumed on deliveries.

All UK offices order from a selected range of products chosen by Facilities Management to ensure that the recycled and environmentally sensitive range are utilised. Lyreco have supplied over 17,644 items since July 2007 and 67% of these have been from the recycled or environmental range.

### “More Green”

As a company committed to green issues, we are actively involved in finding work practices that can help reduce our carbon footprint. “More Green” was launched in the UK in 2007 to focus employees more actively on green issues and to advertise internally the environmental matters in which Michael Page is engaged.

### Water Coolers

All of our larger London offices have been serviced by Eden Springs for the last three years. However in the last year, all the UK offices are now to be serviced by Eden Springs. As a result all the water coolers and bottles are recycled with all funds received being donated to Oxfam International. We currently have 115 water coolers receiving a fortnightly or monthly delivery.

The UK offices consumed 2,872,606 litres of water from July 2007 - June 2008.

### Comet

Over the past six years, our UK offices have been utilising the services provided by Comet.

During the period July 2007 - June 2008, we purchased 10 fridges, 14 dishwashers and 22 Microwaves.

Comet is compliant within the WEEE Directive and strives to reduce the impact of electrical and electronic equipment on the environment.

We will endeavour to ensure that all destruction certificates from the disposal of any white goods are received by Facilities Management.

### Carpet

Milliken Carpet is our preferred carpet supplier for all UK sites. We have been utilising their services for over five years, Milliken practices a zero waste guide for their manufacturing operations and recycling policy. They also operate a successful carpet renewal program - Earth Square.

Earth Square is a process of upgrading old carpet. Bought or renewed carpet are

super - cleaned, has its fibres re-textured and new patterns or colours are added. The benefits from using Earth Square include a reduction in energy used, less water consumed and a smaller amount of waste sent to Landfills.

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# CEO

## STATEMENT

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### Vision and Strategy

The nature of our business means that Michael Page is unlikely to be a major polluter but we recognise that the business does have an impact on the environment. We have a responsibility as a company to take proper care of the environment on behalf of our shareholders, clients, staff and communities in which we operate.

The board is committed to managing the way in which our activities affect the environment by:

- Optimising the use of energy;
- Ensuring efficient use of materials;
- Encouraging re-use and recycling; and
- Incorporating the principle of sustainable development.

By integrating the environment consideration into our everyday activities, the environment will be managed alongside other business practice.

Everyone has a valuable role to play as we continue to demonstrate that good environmental practice is also a good business practice.

At the heart of Sustainable Development lies simple idea: to integrate economic, social and environmental policies to ensure a “better quality of life for everyone, now and for generations to come”. It matters because the need for growth is as great as ever – especially in the developing world. The world’s population is forecast to increase from 6 to 9 billion over the next fifty years, yet the environment is struggling to cope even with current levels of consumption.

Additionally we recognise that, from an operational and governance perspective, companies looking to actively address social, ethical and environment issues are most likely to remain successful. Improvements traditionally seen as only benefiting the environment and local communities also benefit companies in the form of cost reductions, reputation and increased stakeholder appeal.

### Background to the Report

The main aims of this report are to feedback to all stakeholders, including employees, shareholders and customers on our environmental performance, and demonstrate and promote our commitment to the environment.

We hope by reporting on the environment, we will be able to improve our environmental management and as a result our environmental performance as an organisation.

This report has been written by the Facilities Management Department. We decided to use an in-house department to ensure accurate information was gathered across all UK disciplines. Objectives and action points had been set and these had been followed up, with new initiatives being introduced.

