Reduce, reuse, recycle:

what are SMEs doing to save the planet?

QMS INTERNATIONAL

Introduction

In December 2019, the longest United Nations climate talks on record ended with a compromise deal to put new climate pledges on the table by the time of the 2020 conference in Glasgow.[1] All parties will need to address the gap between what the science says is necessary to avoid dangerous climate change and the current state of play, which would see the world go past this threshold in the 2030s.[2]

The UK set its first climate change target back in 1997 under the Kyoto Protocol – pledging to reduce emissions by 12.5% below 1990 levels between 2008 and 2012.[3] The UK managed to reduce its carbon intensity (tonnes of carbon emitted per unit of GDP) by an average of 3.7% a year from 2000 to 2017.[4]

In 2015 the UK signed The Paris Agreement, in which EU Member States jointly agreed to a 2030 target of at least a 40% reduction in emissions below 1990 levels, supported by an EU-wide climate and energy package.[5]

Prior to this, the UK was one of the first nations to put a legislative structure in place to support emission reduction.[6] The Climate Change Act (2008) set an even more ambitious target for Britain: that by 2050, emissions of greenhouse gases would be 80% lower than in 1990.[7]

However, with relatively steady performance to 2017, there is now widespread criticism that the UK is falling behind with its own medium-term climate targets[8] – particularly in terms of the number of currently uninsulated homes, £28.8bn road-building plans that are not compatible with eliminating CO_2 emissions and aviation expansion plans, as well as possible EU border taxes for countries that don't meet targets.

Furthermore, far from accepting that the Climate Change Act is decisive enough, campaigners (and many businesses) are now calling for a 'net-zero' target to be put forward in Glasgow 2020.[9]

Cutting the last 20% presents its own challenges. There is no margin for leftover emissions in the hard-to-decarbonise sectors of buildings, transport and industry without significant deployment of negative emissions technology. A February 2019 report set out that more than half of all greenhouse gas emissions are related to materials management activities. Far from falling, these emissions are expected to have risen significantly by 2060.[10, 11, 12, 13, 14]

This also needs to be set against the many current regulations already affecting UK businesses. These include former-Chancellor Philip Hammond's 2015 introduction of measures to phase out fossil-fuel heaters in new-build homes by 2025;[15] the 2018 minimum energy efficiency standard that applies to rented property;[16] setting out standards for energy efficiency; the higher taxes on diesel vehicles that came into effect in April 2018, with new diesels facing higher vehicle excise duty (VED) charges;[17] the installation of more than 12 million smart meters in small businesses and homes around Britain;[18] a slump in investment in clean energy since 2008;[19] and the findings of the £90m "future of mobility" review report to test innovations such as e-scooters.[20]

As this report will show, the considerable pressure on global governments to respond to the climate crisis has underpinned a transformation in approach at a national and commercial level.

Responding to this, at the end of 2019, ISO provider QMS International set out to understand UK business views on environmental matters and climate change, as well as current activity levels and the role businesses could, and should, have in combating it.

QMS has conducted a contextual study as well as primary research, surveying the QMS customer-base of UK businesses, as well as completing detailed interviews with customers and ISO 14001 certification professionals.

[1] https://unfccc.int/cop25

[2] https://www.theguardian.com/science/2019/dec/15/cop25-un-climate-talks-over-for-another-year-was-anything-achieved

[3] https://www.gov.uk/government/speeches/13-years-since-kyoto-and-the-uk-is-still-leading-the-charge-to-a-low-carbon-future

[4] https://www.pwc.co.uk/sustainability-climate-change/assets/pdf/low-carbon-economy-index-2018-final.pdf

[5] https://www.theccc.org.uk/tackling-climate-change/the-legal-landscape/

[6] https://www.theccc.org.uk/tackling-climate-change/the-legal-landscape/

[7] https://www.theccc.org.uk/tackling-climate-change/the-legal-landscape/the-climate-change-act/

[8] https://www.newscientist.com/article/2172829-uk-is-not-on-track-to-meet-its-own-climate-targets-says-report/

[9] https://www.theguardian.com/environment/2019/jun/12/what-will-it-take-for-the-uk-to-reach-net-zero-emissions

[10] https://www.theccc.org.uk/publication/reducing-uk-emissions-2019-progress-report-to-parliament/

[11] https://ipbes.net/news/Media-Release-Global-Assessment

[12] https://www.oecd.org/environment/global-material-resources-outlook-to-2060-9789264307452-en.htm

[13] https://www.nationaltrust.org.uk/features/state-of-nature-2019-uks-wildlife-loss-continues-unabated

[14] https://www.forestresearch.gov.uk/tools-and-resources/statistics/forestry-statistics/

[15] https://www.bbc.co.uk/news/science-environment-47559920

[16] https://www.gov.uk/guidance/domestic-private-rented-property-minimum-energy-efficiency-standard-landlord-guidance

[17] https://www.autoexpress.co.uk/car-news/102928/new-diesel-car-tax-rules-april-2018-changes-explained

[18] https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/804767/2019_Q1_Smart_Meters_Report.pdf

[19] https://www.independent.co.uk/environment/uk-renewable-energy-investment-targets-wind-solar-power-onshore-a8358511.html

[20] https://www.gov.uk/government/publications/future-of-mobility

2019

The year that started change

2019 saw an unprecedented level of interest in addressing the climate change crisis by UK businesses.

May

The Committee on Climate Change published a report suggesting ways the UK could get to 'net zero' on emissions.[21] It was one of the first to specifically discuss recommendations for the business community. In this report the Committee suggested that the supply of low-carbon electricity must quadruple by 2050 and that efficient buildings and low-carbon heating must become standard. It suggested measures for businesses should include choosing product designs that last longer, along with increased reuse and recycling, and switching to renewable power sources.

Later this month, in an open letter, the business community spoke out about this report.[22] CEOs from across the economy urged the UK to accept the recommendations of the Committee on Climate Change and lead the way by becoming the first major economy to legislate for an ambitious, domestic decarbonisation target that delivers net zero by 2050 at the latest. **More than 120 leading UK businesses, investors and business networks, including the CBI, Anglian Water, John Lewis Partnership, BT, Aviva, Arup, Coca-Cola and Kingfisher, called on the UK Government to put climate neutrality by 2050 into legislation immediately.**

Carolyn Fairbairn, Director-General of the CBI, said: "Business stands squarely behind the ambition for the UK to have a net zero emissions economy by 2050 and build on our global leadership in cutting greenhouse gas emissions. Immediate and decisive action is needed to avoid the catastrophic impacts of climate change, and create opportunities in low carbon technologies."[23]

Julie Hirigoyen, Chief Executive at UKGBC, said: "The writing's on the wall for business and policymakers alike: the time for climate action is now. This letter demonstrates that the climate crisis is rising to the top of boardroom agendas by the sheer number of business heavyweights calling for Government to legislate for a net zero carbon UK. No doubt many of these leaders recognise the growing opportunities of transforming their businesses for a net zero carbon economy."[24]

[21] https://www.theccc.org.uk/wp-content/uploads/2019/05/Net-Zero-The-UKs-contribution-to-stopping-global-warming.pdf

[22] https://www.corporateleadersgroup.com/reports-evidence-and-insights/news-items/businesses-urge-2050-legislation

[23] https://www.cbi.org.uk/media-centre/articles/cbi-responds-to-net-zero-announcement/

[24] https://www.ukgbc.org/news/construction-and-property-business-leaders-dominate-list-of-heavyweight-firms-calling-for-net-zero-carbon-uk-by-2050/

June

The recommendations within the Climate Change Commission report were supported in a Government vote in early June.[25] As a result, *The Guardian* reported that the Government was set to begin "purposefully disrupting" industries to spur the move to a zero-carbon economy, after voting through the 2050 target.[26]

In response to the report and subsequent vote, the London School of Economics commented on the opportunities this presents for UK businesses.

"The technological shifts needed for net-zero will likely require a groundswell in popular support and acceptance of new technologies and ways of living. But societal shifts unlock new commercial opportunities too and net-zero could drive growth for new industries and products. These could be positioned in business strategies and marketing as being in line with societal trends."[27]

[25] https://www.legislation.gov.uk/ukdsi/2019/9780111187654

[26] https://www.theguardian.com/commentisfree/2019/jun/12/the-guardian-view-on-net-zero-emissions-better-late-than-never

[27] http://www.lse.ac.uk/GranthamInstitute/news/how-do-uk-businesses-walk-the-talk-of-net-zero-ambition/

October

The Environment Agency's annual *Regulating for People, Environment and Growth* report highlighted the shift in power from Government directive to business action.[28] Key headlines included showing that the majority of England's regulated businesses are working to protect the environment; greenhouse gas emissions from industry have been cut by half in the last 10 years; compliance rates of energy efficiency and emissions trading schemes are above 98%; 92% of operators demonstrated good compliance with their environmental permit conditions; and 72% of the waste produced by activities with permits was recovered. The report also highlighted, however, the need for businesses to do yet more to safeguard the environment, reporting that the number of serious pollution incidents and illegal waste sites had increased.

Gillian Pratt, Deputy Director at the Environment Agency, said: "Our regulation is supporting a healthier environment and safer communities. The majority of businesses we regulate are well run. But all businesses must make improvements to ensure their operations help protect the environment and local communities."[29]

[28] https://www.gov.uk/government/publications/regulating-for-people-the-environment-and-growth

[29] https://deframedia.blog.gov.uk/2019/10/28/5336/

December

Much of the momentum for a drive towards 'net-zero' emissions is reported to the COP25 climate conference in Madrid as coming from business, city leaders and investors, and youth. Attendees reported a growing group of businesses responding to the urgency of the situation.

The UN Secretary-General said: "I'm meeting more and more business leaders that complain that they cannot do more because governments will not allow them to do so, because of the environment that is still created in the bureaucratic, administrative, tax regulatory and other frameworks that are under government control."[30]

The RE100 initiative (led by The Climate Group in partnership with CDP) brings together a group of global corporates committed to 100% renewable electricity and now has over 200 members including Apple, Google and IKEA.[31] **At COP25 it announced its membership grew by over a third in 2019.**[32] Reporting to delegates, RE100 highlighted that 2028 is the average target year for member companies to reach 100% renewable electricity, and three in four are targeting 2030 at the latest; one in three members are now >75% renewable and >30 have reached their 100% goals. One in two have experienced cost savings as a result; 44% are already influencing suppliers on renewable electricity; and one in two plan to engage stakeholders (such as policy makers or utilities) on renewables by 2020. The RE100 example highlights that business can drive low-carbon transitions independent of policies and regulation.[33]

Whereas previously UK SMEs waited for Government legislation to 'enforce' action, there now appears to be a driving force from within the commercial sector, potentially influencing Government decision-making and pushing targets to an ever more challenging level. But this progress is still restricted to the few, rather than the majority. Without significant budgets, teams and other resources, smaller businesses can find it challenging to know where to start, or how to operate without a recognised and approved structure.

[30] https://news.un.org/en/story/2019/12/1053231

[31] http://there100.org/

[32] http://media.virbcdn.com/files/5c/aa8193f038934840-Dec2019RE100ProgressandInsightsAnnualReport.pdf

[33] http://there100.org/news/14291765

The business response to climate change: the story so far…

The lack of UK Government action, framework and guidance is evidently already forcing businesses to take matters into their own hands – ultimately becoming the driving force behind UK-wide action.

Gudrun Cartwright, Environment Director at Business in the Community, said: "The lack of a stable policy environment in the UK has made it challenging for businesses to plan and take decisive action with certainty."[34]

Carbon-offset provider NativeEnergy, a B Corp since 2016 and a benefit corporation since 2018, works with businesses to mitigate their impact on the planet by taking a look at a company's entire supply chain to see where the company can improve.[35] NativeEnergy also promotes net-positive practices such as regenerative agriculture. B Corps Rising Sun Chile and GreenSpark Solar are equally committed to environmental protection.[36, 37] In a recent report for B Lab they commented on why small to medium businesses need to be conscious of their impact on the planet.

NativeEnergy: "It is action we are short on, not possibilities or measurable results. Every single business has a footprint, and each business can direct a portion of their budgets to invest in the landscapes it draws materials from and the communities it relies on for labour."[38]

Rising Sun Chile: "It's crucial that businesses are conscious and take responsibility for their impact. But being conscious is just the first move, the next and more important step is to take action against that impact by improving systems through education and political action."[39]

GreenSpark Solar: "Consumers, businesses and governments need to take rapid, coordinated action. Business must take a leading role in promoting positive change. More companies are realising that doing right by the planet is economically beneficial for their bottom lines."[40]

Kirsty Britz, Director of Sustainable Banking at RBS, supported this theme of strategic and economic benefits for SMEs: "… over the long term, consumers will increasingly demand that companies are climate-conscious, leading to new opportunities. Banks are already seeing increasing interest in climate change issues – and demand from customers." she said.[41]

Although far from being an SME, BT, the UK-based telecoms giant, saved £28.7 million on its fuel and energy bill in 2018 alone, as a result of its energy-saving programme. Similarly, in 2019 UK soft drinks company Britvic announced scientifically-approved climate change targets, designed to help prevent a global temperature rise of 1.5°C. Alongside this, Britvic recognised that its carbon impact extended beyond the company to include everything of a product's lifecycle. This included everything from the harvesting of ingredients to the recycling of packaging. It is this 'big business' example that is now inspiring so many of the UK's SMEs to take action.[42]

[34] https://www.telegraph.co.uk/business/tips-for-the-future/ready-for-climate-change/

[35] https://bcorporation.net/directory/nativeenergy-inc

[36] https://bcorporation.net/directory/rising-sun-chile

[37] https://bcorporation.net/directory/greenspark-energy

[38] https://bcorporation.uk/news/best-world-2019-how-3-businesses-are-addressing-climate-crisis

[39] https://bcorporation.uk/news/best-world-2019-how-3-businesses-are-addressing-climate-crisis

[40] https://bcorporation.uk/news/best-world-2019-how-3-businesses-are-addressing-climate-crisis

[41] https://www.telegraph.co.uk/business/tips-for-the-future/ready-for-climate-change/

[42] https://www.carbontrust.com/corporate-sustainability-leadership/new-frontiers-corporate-climate-action/

2019 QMS research into environmental sustainability and action in SMEs

In 2018, energy consultancy Carbon Credentials carried out a survey of business leaders with responsibility for sustainability or energy, as well as company employees in different roles.[43] The results showed that just 10% of UK companies had a strategy for reducing carbon emissions, although 70% of heads of sustainability thought their company was doing enough to cut emissions.

A year on, after an unprecedented level of public and commercial interest in the global climate crisis, QMS set out to understand current activity levels within SMEs, as well as barriers to success.

[43] https://info.carboncredentials.com/hubfs/2018%2012%20Carbon%20Commitment%20Report/Carbon%20Commitment%20Report%20V10.pdf

Question 1.

Please rank the following business objectives in order of importance in relation to your organisation:

1. Staff morale
2. Environmental sustainability
3. Customer satisfaction
4. Health and Safety of workers
5. Provision of high quality services and products
6. Profit
7. Growth of the business

Putting environmental sustainability in a strategic context

The research started by setting out a context for environmental focus, within the business. When asked to prioritise a number of key strategic areas, 'staff morale' topped the list, followed, encouragingly, by 'environmental sustainability'. It was particularly interesting to see environmental sustainability ranked so highly - it even ranked higher than customer satisfaction.

In fact, only 10% of respondents said environmental sustainability was the least important factor to them. Of that 10%, 3% were in the construction industry, 20% in Energy/Natural Resources, 25% in Engineering, 18% in IT and 16% in Manufacturing. Conversely, 75% said growth was the least important, of which 28% were in the Construction sector, 2% in Energy/Natural Resources, 13% in Engineering, 9% in IT and 10% in Manufacturing.

It is interesting to note that staff morale was rated higher than environmental sustainability but customer satisfaction lower. Given the widespread opinion that environmental changes in the business world are being driven by consumer activism, it would be valuable for further research into this.[44] It seems possible that organisational prioritisation of environmental sustainability is, perhaps, driven by staff interest first and foremost.

[44] For example: https://www.telegraph.co.uk/business/tips-for-the-future/ready-for-climate-change/

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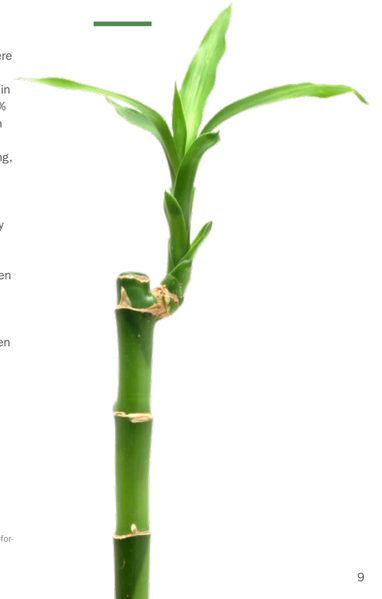
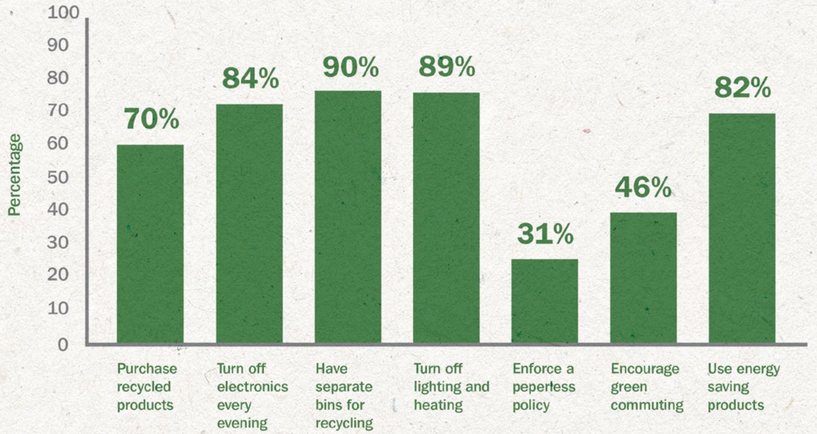


Question 2.

Does your business take any of the following minor actions to help reduce your impact on the environment?



Taking action towards environmental sustainability – **minor areas of action**

Seventy per cent of respondents admitted to purchasing recycled products. Another 84% turn off electronics every evening and 89% turn off lighting and heating every evening. Eighty-two per cent use energy-saving products such as light bulbs. While only 31% enforce a paperless policy, 90% have separate bins for recycling. A further 46% encourage green commuting.

While this shows a dedication to taking minor steps towards improving environmental performance, it was concerning to note that 15% of respondents did not know the answer (whether their organisation did or did not) to one or more of these areas.

When these figures are broken down by size of organisation we can see some interesting trends for the types of activity that appear to be favoured by different sizes of organisation.

Although the use of recycling bins and promoting recycling is by far the most popular area of action, across the board, this is particularly successful in organisations with fewer than 55 employees.

A similar trend can be seen for turning off lighting and heating when not needed. Broadly speaking, the larger the organisation, the easier it appears to be for them to have a ‘turn off’ policy.

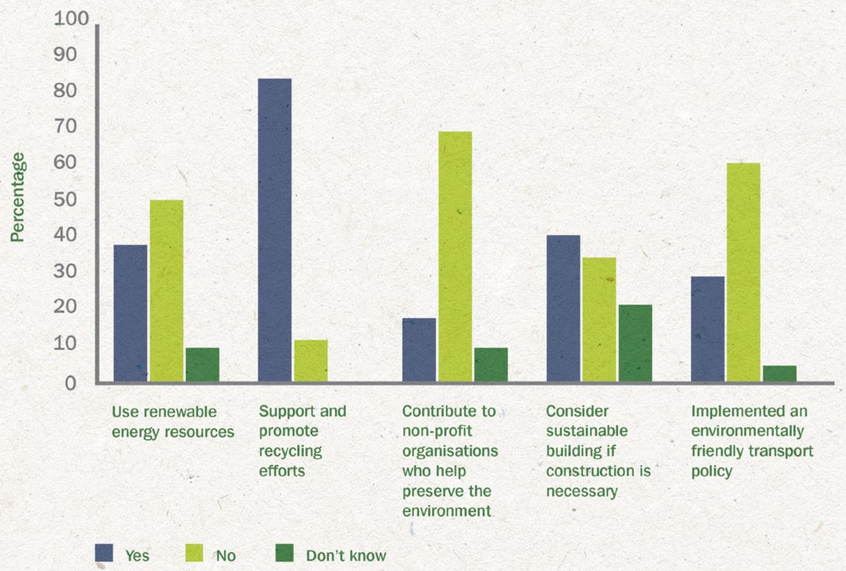
Conversely, the larger the organisation the harder it appears to be to enforce a paperless policy, with this reducing from 52% of organisations with 0-5 employees to 23% of those with 126+ employees taking this action.

SMALL	PURCHASE RECYCLED	TURN OFF ELECTRICS	BINS FOR RECYCLING	TURN OFF LIGHT AND HEAT	PAPERLESS	GREEN COMMUTING	ENERGY SAVING PRODUCTS
0-5	62%	76%	86%	81%	52%	43%	86%
6-10	70%	87%	83%	87%	35%	35%	70%
11-15	84%	89%	100%	79%	21%	47%	79%
16-25	71%	82%	93%	96%	29%	54%	68%
26-45	75%	86%	93%	96%	32%	54%	43%
46-65	69%	85%	92%	92%	15%	31%	85%
66-85	67%	67%	100%	100%	33%	67%	33%
86-125	40%	80%	60%	80%	20%	80%	60%
126+	77%	92%	85%	85%	23%	62%	100%

When these figures are broken down by size of organisation we can see some interesting trends for the types of activity that appear to be favoured by different sizes of organisation.

Question 3.

Has your business undertaken any of the following major actions to help reduce your impact on the environment?



Taking action towards environmental sustainability – major areas of action

Thirty-seven per cent of those surveyed use renewable energy resources and 41% consider sustainable building if construction is necessary. Another 31% have implemented an environmentally-friendly transport policy, although only 18% contribute to non-profit organisations who help preserve the environment. Once again, recycling was the most popular area of action, with 85% supporting and promoting recycling efforts in their organisation.

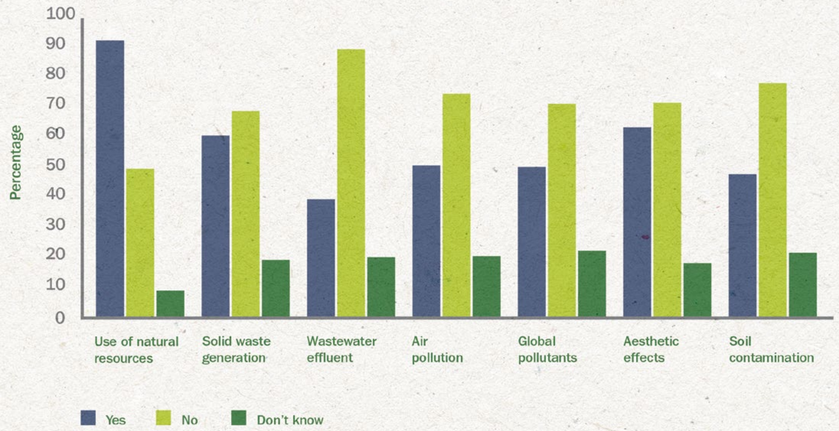
When broken down by size of organisation we can see that, across the board, promoting recycling is a popular focus across the board, with a universally strong number already involved. This, however, is where the universal impact ends. When broken down in this way we can see that major areas of action account for significantly less focus than the minor areas. Fewer than 50% of organisations, irrespective of size, are involved in the majority of these major areas of action.

LARGE	RENEWABLE ENERGY	RECYCLING	CONTRIBUTE TO NON-PROFIT	SUSTAINABLE BUILDING	TRANSPORT POLICY
0-5	52%	67%	10%	43%	33%
6-10	35%	83%	22%	26%	22%
11-15	26%	100%	21%	26%	37%
16-25	32%	82%	11%	57%	21%
26-45	43%	89%	21%	46%	43%
46-65	31%	92%	15%	38%	23%
66-85	33%	67%	67%	33%	33%
86-125	20%	60%	0%	20%	20%
126+	46%	100%	31%	54%	31%

When broken down in this way we can see that major areas of action account for significantly less focus than the minor areas.

Question 4.

Have you taken any of the following steps to reduce the environmental impact of your business?



Taking action to reduce environmental impact

This reduced focus was seen to continue in areas in which organisations had tried to lessen the environmental impact of their business activity.

Although 61% had taken steps to reduce the environmental impact of their use of natural resources (e.g. energy, water, etc), this was the only area implemented by more than half of the respondents.

Forty-two per cent had taken steps to reduce the environmental impact of solid waste generation and the aesthetic effects (e.g. noise, smell, landscape). Another 37% had taken steps to reduce air pollution and global pollutants (e.g. greenhouse gasses). An additional 33% had taken steps to reduce soil contamination and 27% had addressed wastewater effluent.

Once again, a worrying 27% of respondents did not know whether their organisation had or had not taken any of these steps.

Feedback on taking action

After having recorded their activity levels, respondents were then asked to qualify their scores, as well as providing additional feedback.

This raised a number of themes:

Additional areas of activity within their businesses

It was interesting to see a number of other ways in which businesses were contributing towards environmental sustainability.

"We dispose of batteries and ink cartridges correctly. We have also started to buy electric cars within our fleet."

"We've worked hard to raise awareness of environmental impacts, as well as steps to mitigate this, within our professional communities."

"Reporting has been a major area of focus for us. We monitor energy costs and usage, as well as planning out driving routes to be most fuel-efficient."

"We have solar panels and generate some of our own electricity as well as exporting some to the National Grid."

"We've been researching alternative fuel sources, such as hydrogen fuel cells for vehicles."

"We send all of our secure shredding to be recycled into tissue paper products."

"We've made a real effort to purchase environmentally friendly products – carbon neutral paper, eco dishwasher tablets/salt/ washing up liquid/soap, etc."

"Our business is paper-free and all staff work from their own homes. Meetings are virtual whenever possible."

"We have signed up to the Clean Air Partnership, run by our fuel card provider, in conjunction with Forest Carbon, which is a leading developer of carbon woodlands."

"We're currently looking to renew our diesel fleet with electric vehicles."

"We've implemented motion detected lighting everywhere."

"We've reduced our electricity usage by 30% by investing in more economical machines."

Feedback on taking action

Changing and adding to the way they deliver products and services

A number of businesses had changed or developed their core products and services to better reflect an environmentally sustainable way of working, as well as increased consumer demand. In many cases these represented innovations in their sectors.

"We've worked hard to use more recycled materials in our manufacturing process."

"We've introduced packaging from green sources."

"We design zero carbon buildings."

"We are promoting reuse in the oil industry. Our business is built on taking old parts and recertifying them to be used again, diverting useful equipment from the scrapyard."

"We install and commission renewable technologies including RDF incinerators, biomass boilers and PV systems."

"One of our main objectives is to set and implement standards as part of the process of making properties more energy efficient."

"Horizontal Directional Drilling minimises the impact on the environment by reducing the need to dig trenches and therefore saves on any backfill material needing to be transported to the site. It also saves on disruption to the ground in sensitive areas e.g. AONB, SSI."

"Our business activities include installation of solar panels, air source heat pumps and biomass boilers."

"Production is planned to remove the need to wash out apparatus between blends and, where possible, to reuse excess manufactured products. We've been able to almost eliminate chemical waste."

Feedback on taking action

Restricted by customer requirements and preferences

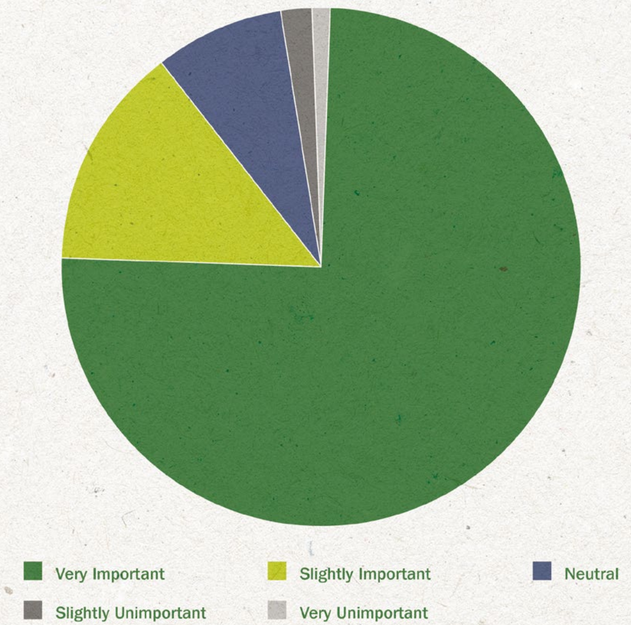
In several cases businesses were restricted by both consumer requirements as well as their place of work. Smaller organisations in particular struggled to implement environmental changes due to their being based in serviced or shared office space.

"As we are a service company we have to follow our customers' policies when we're working on site. Often this means we're in a serviced office, so there is little impact we can have. We do try, however, to identify ways in which we can help them to reduce their carbon footprint to promote best practice."

"We're limited in what we can improve. We can try to influence our customers but it is, ultimately, down to them."

Question 5.

How important is it that businesses consider their environmental impact?



Prioritising and investing in environmental sustainability – how realistic and important is this?

Although the majority of organisations questioned were invested in considering the environmental impact of their activities, the effectiveness of this was found to be varied.

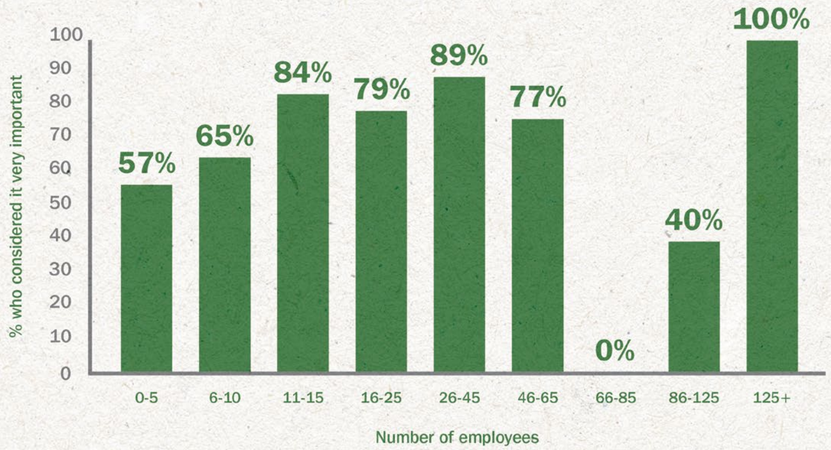
With business clamouring for more guidance and framework from the Government, we turned our focus on how realistic this may be.

Although the vast majority considered this – as expected – to be very important, it was interesting to note that the majority of those who selected 'slightly unimportant' or 'neutral' were in the Construction, Manufacturing, IT and Engineering sectors. Furthermore, one respondent selected 'very unimportant' because "[their] carbon footprint is 0.01% – not much more needing to be done". This raised an important point for future consideration concerning future-proofing activity, as well as anticipating changing priorities and needs. It appeared, across the board, that environmental sustainability was seen as a 'goal', to be achieved, rather than a constantly evolving and changing area of strategic focus. It would be interesting to consider this in more detail in further research.

When the same question was broken down by size of organisation we could see (broadly speaking) an increase in the perception of importance, the larger the organisation grew. Once again, this raised questions as to whether environmental action was driven by staff interest and demand. While a large company might have more opportunity and resources for making a difference, this appeared to be an ongoing trend.

Question 6.

How important is it that businesses consider their environmental impact?



When the same question was broken down by size of organisation we could see (broadly speaking) an increase in the perception of importance, the larger the organisation grew.

Having established the importance of considering environmental impact, we then asked how realistic it was for business to be environmentally friendly. Once again, the majority said that they felt it was realistic.

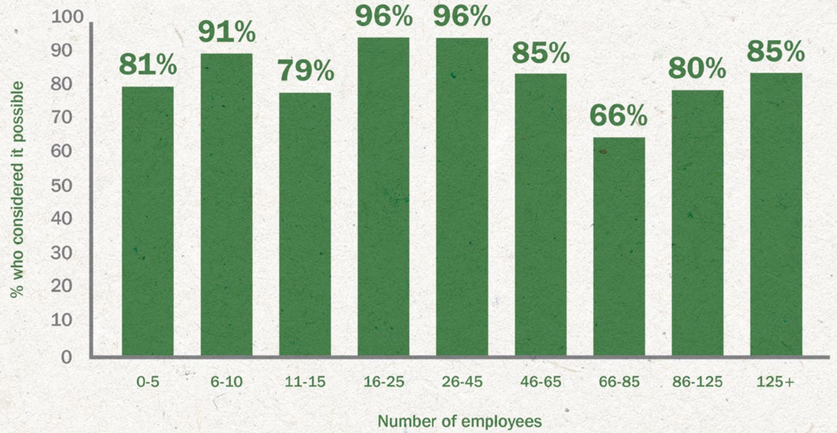
It was interesting to note that 7% of respondents said they did not consider it to be possible at all. Of these, 30% were in Engineering, 10% in Manufacturing, 50% in Construction and 10% in IT. There was also a noticeably lower number of small (0-5 employees) businesses that considered it to be possible.

We then considered annual corporate investment in environmental sustainability. It was particularly interesting and encouraging to note that the vast majority of respondents (74%) considered that they should be investing between £1,000 and £10,000 per year in environmental sustainability.

It was, however, somewhat concerning to see that 10% of respondents considered that they shouldn't need to invest anything in environmental sustainability. Of these 10%, 38% were in the Construction industry, 37% were in IT, 13% were in Engineering and 12% in Manufacturing.

Question 7.

How possible is it for a business to be environmentally friendly?



Question 8.

How much do you feel businesses should invest annually to preserve the environment?

When asked to qualify and explain their answers there was widespread feeling that the amount of investment should be linked to the size of the organisation and their turnover. One respondent suggested:

> ***Investment should be dependent on the size of the business, so maybe this should be expressed as a percentage of the company's EBITDA. My feeling is a 2-5% of EBITDA reinvestment in environmental projects would be accepted by most shareholders.***

Others, however, felt that it should be linked to environmental impact, rather than purely size.

> ***Our business has minimal environmental impact – no chemical use or production. Heat, lighting, low power user, office and workshop waste are all managed to be low. We don't need to invest in this.***

Conversely, of those who said 'more than £10,000', 54% were in the Construction sector, 23% in Manufacturing, 15% in IT and 8% in Engineering – appearing to recognise the increased contribution their businesses made to 'the problem'.

In several responses, however, there appeared to be a confusion as to whether investment should be voluntary or linked to legislation and/or fines for poor performance.

> ***As long as environmental regulations are being adhered to, nothing extra should be invested. The investment should be into profit making.***

Another suggested a link to Government legislation:

> ***The Government should legislate to make environmental issues compulsory and collect costs for doing so through business rates.***

The research showed a disconnect between larger organisations – that felt they had a responsibility to invest into central management of environmental impact – and smaller organisations – that felt they shouldn't have to invest if they were "not causing the problem".

It seems that the lack of Government guidance on this matter has caused widespread confusion and a difference of opinion as to what investment is required and how this should be collected. This is a clear area for greater research and clarity at a national level.

The research showed a disconnect between larger organisations – that felt they had a responsibility to invest into central management of environmental impact – and smaller organisations – that felt they shouldn't have to invest if they were "not causing the problem".

The final question in this section developed this theme and asked about awareness of legal duties. This showed a worrying variation in understanding of the key themes.

Importantly, when broken down by sector we could see that 35% of IT respondents were slightly unaware or not aware at all of one or more areas of legal responsibility. Sixteen per cent of Manufacturing respondents, 14% of Construction respondents, 8% of Engineering respondents and 20% of other respondents were were slightly unaware or not aware at all of one or more area of legal responsibility.

It seems clear that an understanding of legal liability, as well as a clearer set of recommendations and requirements for investment, is needed. This echos the widespread call for the Government to provide a clearer lead in this matter.

Question 10.

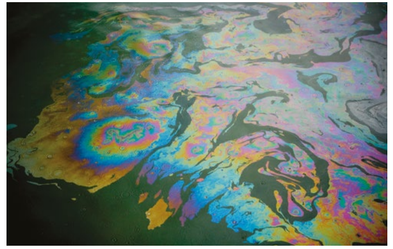
Awareness of legal duties

Pollution

9% were slightly unaware or not aware at all.

Waste disposal

3% were slightly unaware or not aware at all.



Water and land contamination

8% were slightly unaware or not aware at all.

Hazardous substances

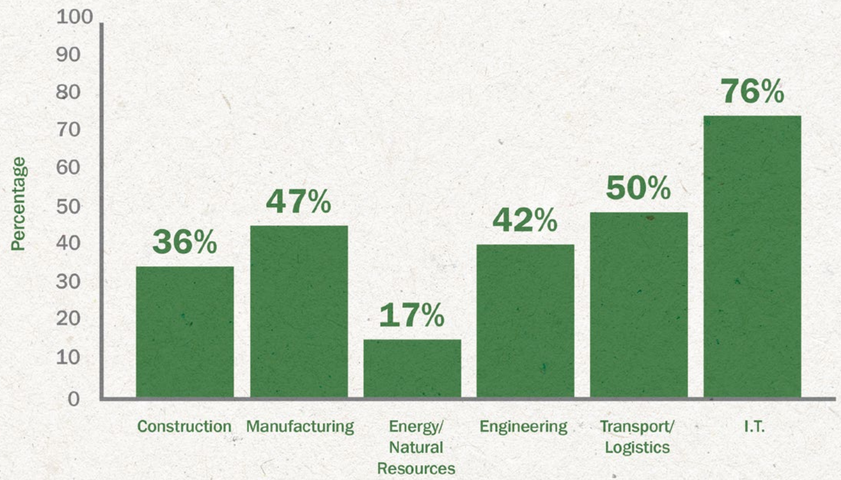
9% were slightly unaware or not aware at all.

The role of Environmental Management Systems

Having established a clear desire and need for greater structure and guidance, the final section in the report looked at the role of Environmental Management Systems (for example ISO 14001). Sixty-nine per cent of respondents did have a system in place, suggesting a general understanding of the role and importance they have in promoting (and communicating) environmental sustainability. However, it was also noted that those sectors with the largest carbon footprints were among the least likely to have one. In particular, 76% of those in the IT sector and 50% of those in Transport/Logistics did not have a system in place.

Question 12.

Does your business have an Environmental Management System (such as ISO 14001) in place?



The role of Environmental Management Systems

This question proved to be particularly insightful when the answers were broken down by size of organisation. Broadly speaking, there was a steady increase in the percentage of organisations that did have an Environmental Management System in place as the size of the organisation grew. It was particularly noticeable that only 1% of small (0-5 employees) organisations had a system in place. Further research is needed here to understand why this is the case, to communicate the relevant benefits and to provide tailored support.

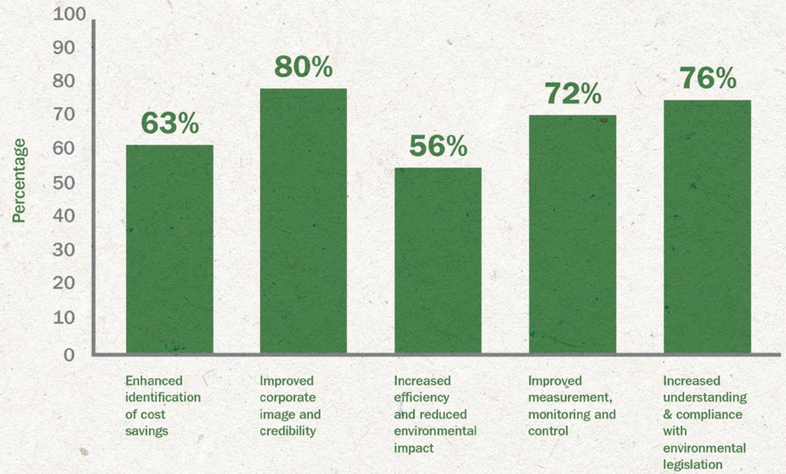
Of those that did, 28% were motivated to do so because they thought it would help to prevent or control pollution and 32% because they thought it might help to limit climate change. The same number, however, were motivated to do so because they thought it would improve their image and 14% because other businesses, like theirs, were adopting similar procedures. The overwhelmingly largest motivators, however, were because of a potential access to business opportunities (38%) and to generate potential cost savings (34%).

Interestingly, 20% of respondents who did have a system were not motivated to get it, in any way, by the chance of preventing/controlling pollution or limiting climate change.

When asked to consider the effect their Environmental Management System had, 80% said it had improved corporate image and credibility, with more opportunities to win business. Seventy-six per cent said it had increased understanding and compliance with environmental legislation and reduced the likelihood of fines and prosecutions. Seventy-six per cent said it had improved measurement, monitoring and control of the ongoing environmental impact of operations.

Question 14.

What benefits have you seen from implementing an EMS



Sixty-three per cent said that it had resulted in an enhanced identification of cost savings, particularly in resource, waste and energy management. Another 56% said it had increased efficiency and reduction of environmental impact across the product life cycle.

A handful of respondents also commented that adopting an Environmental Management System had improved the positive mental attitude of employees.

Ninety per cent of those that did have an Environmental Management System considered it to have been a good financial investment.

Of those who did not, 31% had considered getting one. This response was by size of organisation to see whether the low uptake in smaller organisations was because of a lack of interest or a lack of action. It was therefore interesting to see that of those who had considered getting an Environmental Management System,

14% of these had 0-5 employees, 21% had 11-15 employees, 29% had 16-25 employees and the remaining 36% had 26-45 employees. This appears to suggest that the smaller the organisation, the less initial interest.

Question 16.

Have you considered an Environmental management system?

Construction

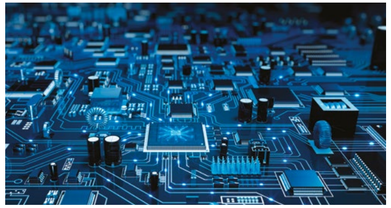
85% of those without an Environmental Management System have never considered it.

Engineering

60% of those without an Environmental Management System have never considered it.

Manufacturing

67% of those without an Environmental Management System have never considered it.



I.T.

92% of those without an Environmental Management System have never considered it.

Finally, we enquired as to why those that have not got an Environmental Management System do not. Of those that have not, 15% have considered it but hadn't yet got around to it. Eighteen per cent intend to but considered the timing wrong for their business at the moment. A further 12% had not implemented it because the process was too time consuming. Fifteen per cent had not implemented it because the process was too expensive and the same percentage did not see it as a worthwhile investment. Another 4% were yet to be convinced by reviews and the same proportion had struggled to convince others internally to go forward. Eight per cent didn't know enough about it and 4% were not aware such a thing existed.

Most concerning was the fact that 33% of respondents without an Environmental Management System believed their business didn't need one while 12% thought that their business was already doing enough without one.

However, this should be viewed against the fact that 80% of respondents without an Environmental Management System considered that they were not already doing enough for the environment and could, therefore, potentially benefit from it.

Conclusions

Across both primary and secondary research this report has shown a clear shift in the way businesses are viewing their role in combating climate change, as well as the increasing value placed on ethical decision-making by consumers.

The report raises a number of key, headline points for business to consider:

1 There has been a focused shift of understanding, responsibility and action from Government enforcement to business lobbying and 'taking the matter into their own hands'.

2 Businesses are being increasingly required to 'act' as a result of customer pressure and procurement requirements.

3 There is notable tactical activity but a growing need for business to take a more strategic approach in this field.

4 There is a slow, but growing, awareness of the value of having a framework to work within, in terms of making changes and measuring performance.

5 There has been a shift from 'reacting' to requirements to anticipating future changes and opportunities for better performance – but there is still work to be done.

Businesses versus government

The UN Secretary-General said: "I'm meeting more and more business leaders that complain that they cannot do more because governments will not allow them to do so, because of the environment that is still created in the bureaucratic, administrative, tax regulatory and other frameworks that are under government control."

Exacerbated by slow action and mounting confusion over the UK's role in setting the agenda for regulation in this field following Brexit, UK businesses seem unwilling to sit by and wait, any longer, for the Government to 'step up'. There is a growing sense of frustration among the business community and a widespread challenge to 'do more'.

> ***"The lack of a stable policy environment in the UK has made it challenging for business to plan and take decisive action with certainty."*** **Gudrun Cartwright, Environment Director at Business in the Community**

2019 has seen a groundswell of action, with businesses starting to take the lead. It can be seen, from the May 2019 open letter from the business community, that attitudes are changing. Businesses are no longer reacting to Government requirements and are instead challenging the Government to set more ambitious targets and offer better support to businesses in delivering them.

> ***"The writing's on the wall for business and policymakers alike: the time for climate action is now."*** **Julie Hirigoyen, Chief Executive at UKGBC**

> ***"Consumers, businesses, and governments need to take rapid, coordinated action. Business must take a leading role in promoting positive change."***
> **GreenSpark Solar**

Whereas previously UK SMEs waited for Government legislation to 'enforce' action, there now appears to be a driving force from within the commercial sector, which will potentially influence Government decision-making and push targets to an evermore challenging level.

There was widespread disagreement among the business community, however, as to how far this should go. When questioned about investment in environmental matters at a national level there appeared to be confusion as to whether investment should be voluntary or linked to legislation and/or fines for poor performance.

> ***As long as environmental regulations are being adhered to, nothing extra should be invested. The investment should be put into profit making.***

Another suggested a link to Government legislation:

> ***The Government should legislate to make environmental issues compulsory and collect costs for doing so through business rates.***

This is a clear area for discussion at a government and business level.

Driven by consumer demand and changing stakeholder views

Staff morale, environmental sustainability and customer satisfaction were viewed as the three most important factors for a business to consider. Throughout the research there was a clear message that organisational prioritisation of environmental sustainability is driven by staff and customer interest first and foremost.

> ***"Banks are already seeing increasing interest in climate change issues – and demand from customers."*** Kirsty Britz, Director of Sustainable Banking at RBS

TerraDat Geophysics is a specialist independent geophysical survey company based in the UK with subsidiary offices in Spain, Italy and Australia. The company provides Geophysical Contracting and Consulting services to clients in the Energy, Geotechnical, Civil Engineering, Mineral, Archaeological and Environmental sectors. They have one of the largest equipment resources for shallow geophysical surveys in the independent private sector and continue to grow in response to new applications where innovation is required.

Simon Hughes is Operations Manager and Principal Geologist at TerraDat:

> ***"We've noticed a distinct change in the way organisations view environmental risk over the last few years. There is a definite sense that the people we're working with and for 'care' about the environment and managing project impact on it.***

> ***"The industry has really changed – there's far more awareness of the climate change crisis, and the need for businesses to do something practical."***

WMQ Building Services prides itself on being "Scotland's most trusted mechanical and electrical contractors". Formed in 1976, WMQ has grown to more than 180 employees and gains much of its work through repeat custom. WMQ is at the forefront of cutting edge building services contract delivery, providing contract power and services for the construction industry. On its website the company says:

> ***"It's an exciting industry to be part of where standards and technology are constantly developing and improving. This is true in terms of working methods, health and safety protocol, attitudes towards the environment, the materials used and new areas of business."***

HSBQ Manager, Nigel Glover, told us about the company's approach to environmental responsibility:

> ***"It hasn't been a sudden thing. The construction and engineering industries are gradually awakening to the need to manage environmental impact – and to prepare for the future better.***

> ***"We're in a sector where we can make a real difference and the sort of corporate behaviour that was acceptable a few years ago really isn't any more. Customers expect us to manage environmental risk."***

This area has an important influence on the question of how strategically-focused activity is, rather than just 'fire-fighting' and tactical.

Strategic focus & action

There was a very real sense that businesses in the UK view environmental responsibility as a tactical, rather than strategic issue.

The report studied current practices among organisations of different sizes. When broken down by size of organisation, promoting recycling was a popular focus, with a universally strong number involved already. This, however, is where the universal impact ends.

Although many are involved in activities to turn off electrics, heat and light, to 'go paperless' and use energy-saving products, and to implement environmentally-friendly transport plans, activity is far from widespread.

> **TerraDat, Operations Manager and Principal Geologist, Simon Hughes:** ***"We've done a lot to moderate the activities that have the greatest impact on the environment. For example, we have reduced flying and encourage members of staff to use public transport where possible."***

> **WMQ Building Services, HSBQ Manager, Nigel Glover:** ***"We've had a real transformation in our business as well as in the work we do for customers. We are working hard to practise what we preach – in terms of using renewable energy, using the land around our offices for solar panels, replacing lights with LEDs and so on."***

Smaller organisations, however, struggled to implement environmental changes due to their base in serviced or shared office space.

The role of customers in driving change is important to the conclusions we must draw here. A small number of businesses had changed or developed their core products and services to better reflect an environmentally sustainable way of working, as well as increased consumer demand.

> **WMQ Building Services, HSBQ Manager, Nigel Glover:** ***"We're looking out for ways to help our customers be as environmentally sound as possible. This might, for example, be looking at how a Local Authority could install solar panels on social housing or medical centres. By having ISO 14001 we're able to demonstrate that we will consider the environment in any project we're working on, so that they're doing all they can to manage environmental impact as well."***

Furthermore, the RE100 report highlighted that almost half of respondents had influenced suppliers, in some way, towards more environmentally responsible activity and products. A number of businesses had also changed or developed their core products and services to better reflect an environmentally sustainable way of working, as well as increased consumer demand.

The message from respondents, however, was decidedly tactical. Although many strategic decisions are being taken, few talked of having any sort of commercially-relevant strategic plan for, or that included, environmental matters, or indeed measures to factor this in to other decision-making and performance reporting. Activity, in the main, is focused on tactical activities and – on occasion – the implementation of policies. There is little structure, strategic planning/review, or logical framework for the majority of businesses.

While environmental activity has been limited to recycling and switching off lights, this lack of strategy has been manageable. One must question, however, how long this tactical approach can be sustained and managed as technologies, regulations and requirements develop in complexity.

The importance of having a framework to work within

It was interesting to note that the majority of respondents did not have a Environmental Management System in place and that those sectors with the largest carbon footprints were among the least likely to have one.

However, of those that did, there was widespread acceptance that it had improved corporate image and credibility, with more opportunities to win business, increased understanding, compliance with environmental legislation and a reduced likelihood of fines and prosecutions and improved measurement, monitoring and control of the ongoing environmental impact of operations. More than half said it had resulted in an enhanced identification of cost savings, particularly in resource, waste and energy management. A handful of respondents also commented that adopting an Environmental Management System had improved the positive mental attitude of employees.

> WMQ Building Services, HSBQ Manager, Nigel Glover: ***"ISO 14001 helps to demonstrate that we're trustworthy and committed, as well as focused on making a difference for the future. It's not a 'nice to have', it's essential for us to have this. Frankly, it's expected of us. The vast majority of potential (and existing) customers ask us for ISO 14001 and by having it we're able to reduce the amount of paperwork involved in tendering, as well as improving our chances of winning the contract.***

> ***"The reality is that in our industry, having ISO 14001 isn't really that rare – to be honest it's expected as opposed to desirable. If businesses in our industry want to grow and progress, then I don't think they really have a choice. Making the practical efforts that go along with adopting an Environmental Management System has transformed our way of working and the results we've been able to get for our customers."***

> TerraDat, Operations Manager and Principal Geologist, Simon Hughes: ***"The majority of our customers insist on our having ISO 14001. For them it provides a recognised standard that demonstrates we're trustworthy, committed to excellence and that we understand the legal and regulatory requirements. Importantly for us, it demonstrates a quality of expertise that allows us to compete on a large platform, often against larger organisations.***

> ***"One thing we do know, however, is that we rely on ISO 14001. I'm not being dramatic in saying that we wouldn't be accepted as a credible supplier to the industries in which we work without it."***

Despite more than 60% stating that implementing an Environmental Management System had increased understanding and compliance with environmental legislation and a reduced likelihood of fines and prosecutions, there was a worrying variation in awareness of legal duties – in particular among those without an EMS. It seems clear that understanding legal liability, as well as better promotion of the values of an EMS are needed. This echoes the widespread call for the Government to provide a clearer lead and more structured framework in this matter.

> ***"ISO 14001 isn't just about box-ticking to win business, though. For us it has been a practical foundation for a culturally important element of how our organisation is run."*** TerraDat, Operations Manager and Principal Geologist, Simon Hughes

Importantly, 80% of respondents without an Environmental Management System considered that they were not already doing enough for the environment and could, therefore, potentially benefit from it.

Looking to the future

Although the vast majority viewed consideration of environmental impact – as expected – to be very important, it was interesting to note that the majority of those who selected 'slightly unimportant' or 'neutral' were in the sectors with the largest carbon footprints: Construction, Manufacturing, IT and Engineering.
There is a need for greater education and support in these sectors, in particular to help them understand how they can make a difference when working in challenging situations.

It was also interesting to note that one respondent selected 'very unimportant' because "[their] carbon footprint is 0.01% – not much more needing to be done." This raised an important point for future consideration concerning future-proofing activity, as well as anticipating changing priorities and needs.

> ***"It will be interesting to see how this develops over the coming years. It's challenging for UK businesses to really know what to expect – given regulatory uncertainty as well as different territories and legislative systems."***

> ***"The new ISO 14001 iteration is likely to have a far greater focus on climate change and, perhaps, carbon counting."***

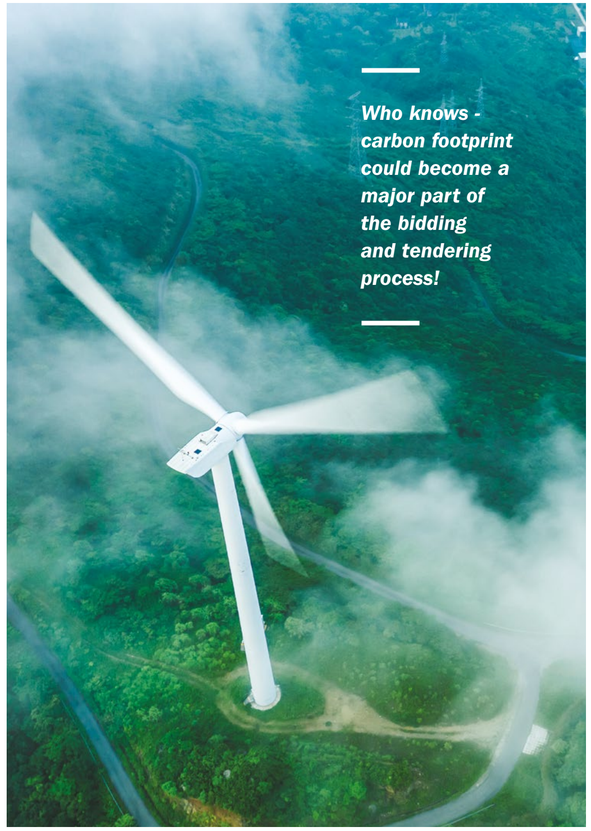
> ***"Who knows – carbon footprint could become a major part of the bidding and tendering process!"*** TerraDat, Operations Manager and Principal Geologist, Simon Hughes

Importantly, there was a very great sense that environmental sustainability was seen as a 'goal' to be achieved, rather than a constantly evolving and changing area of strategic focus. This demonstrates a lack of awareness as to the potential commercial benefits, as well as the environmental ones.

> ***"The technological shifts needed for net-zero will likely require a groundswell in popular support and acceptance of new technologies and ways of living. But societal shifts unlock new commercial opportunities too and net-zero could drive growth for new industries and products. These could be positioned in business strategies and marketing as being in line with societal trends."***
> London School of Economics

Across the board, the business community has risen to challenge the existing way of working. Environmental action and activision are, increasingly, being seen not as the territory of the 'worthy' but as fundamental cornerstones to commercial success and universal responsibility.

What this report shows, however, is that businesses are focusing very much on the 'here and now' rather than anticipating environmental and regulatory change in the same way they do consumer demand. While this could be significantly improved by the adoption of an Environmental Management System, there is also a need for the business community to take steps to better understand the global crisis, as well as how day-to-day tactics need to be adopted. In short, environmental responsibility needs to be viewed as a strategic business factor, not a tactical one. In the same way that businesses recognise the strategic value of proper management of Health & Safety and Quality, so too must they turn their attention to Environmental Management. As the UK moves forward independent of the EU this has never before been more important, if UK businesses are to thrive and prepare for the future.



What is ISO 14001?

ISO 14001 is the International Standard for Environmental Management Systems (EMS). It was designed by the International Organisation for Standardisation (ISO) to help businesses and other organisations reduce their environmental impact.

Any business, of any size, in any sector can implement the ISO 14001 framework and apply for certification of their environmental management plan. This makes ISO 14001 one of the most popular Standards in the world.

This Standard allows businesses to set up an EMS that can help them reduce waste, improve resource efficiency and cut waste management costs.

The ISO 14001 Standard uses a structure of 10 clauses called Annex SL, which when roughly grouped together cover four key areas:

1. Environmental Impact

The processes your business must follow to run a successful Environmental Management System and reduce its environmental impact. Unlike the other sections, not all areas will be applicable to your business.

2. Management Responsibility

The areas your management team need to focus on, be involved with and be accountable for.

3. Resource Management

How resources such as people, infrastructure and facilities must be assigned to ensure the best possible performance.

4. Measurement, Analysis and Improvement

The final clauses within the ISO 14001 Standard cover how you can determine if your Management System is working as expected, facilitating the continual improvement of your system.

Businesses face increasing pressure from customers, regulators and governments to reduce their environmental impact. Gaining ISO 14001 certification is the clearest way to show your organisation's commitment to this goal. As well as helping you meet your existing legal obligations, our ISO 14001 consultants can help your business prepare for changes to environmental legislation, reduce costs and strengthen its environmental reputation.

Using a robust Environmental Management System to streamline processes will help your company stand out from the competition, which can lead to increased sales. What's more, they will help your company save money by reducing waste, energy and water consumption.

Here are the top benefits of using the ISO 14001 framework :

- Identify cost savings, particularly in your resource, waste and energy management
- Improve efficiency and reduce environmental impact across your product life cycle
- Improve your corporate image and credibility, helping you to win new customers
- Quantify, monitor and control the ongoing environmental impact of your operations
- Ensure your organisation understands and complies with environmental legislation, thereby reducing the likelihood of fines and prosecutions

Chris Tuffrey, Regional Manager for ISO specialists, QMS, explained more:

> ***"We've seen a huge increase in the number of organisations – across a wide range of sectors – adopting ISO 14001. In the last year alone, more and more organisations have recognised the value of adopting a formal Environmental Management System, as well as a more strategic approach to managing environmental impact. The assessment process helps organisations to consider all aspects, risks and impacts of their environmental performance, to plan strategically and to implement any 'quick wins' possible. It helps them to assess, measure and improve everything from travel, printing and heating through to supplier choices. Ultimately, ISO 14001 can lead to cost savings as well as a demonstrable commitment to managing environmental risk.***
>
> ***"There's no denying that businesses are being driven to take a more environmentally responsible stance by their own members of staff – it is spreading into the commercial sector from the home. But it goes further than this. We're noticing a huge rise in the number of organisations telling us that they've been asked for ISO 14001 as part of procurement and tendering. Customers are increasingly looking to see that suppliers are aware of legal and regulatory requirements and that they can demonstrate 'best practice'. ISO 14001 helps them to do this in a recognised way."***

Appendix:
Research methodology

This research set out to understand UK business views on climate change as well as the roles they could and should have in combating it. ISO certification specialists, QMS, contacted more than 20,000 UK businesses to ask the following questions:

1. Please rank the following business objectives in order of importance in relation to your organisation :

a. Staff morale
b. Environmental sustainability
c. Customer satisfaction
d. Health and safety of workers
e. Provision of high quality services and products
f. Profitability
g. Growth of the business

2. Does your business take any of the following minor actions to help reduce your impact on the environment?

a. Purchase recycled products
b. Turn off electronics every evening
c. Have separate bins for recycling
d. Turn off lighting and heating every evening
e. Enforce a paperless policy
f. Encourage green commuting
g. Use energy-saving products such as lightbulbs

3. Has your business undertaken any of the following major actions to help reduce your impact on the environment?

a. Use renewable energy resources
b. Support and promote recycling efforts
c. Contribute to non-profit organisations who help preserve the environment
d. Consider sustainable building if construction is necessary
e. Implemented an environmentally friendly transport policy

4. Has your business acted to reduce environmental impacts associated with the following?

a. Use of natural resources (energy, water, etc.)
b. Solid waste generation
c. Wastewater effluent
d. Air pollution
e. Global pollutants (e.g. greenhouse gasses)
f. Aesthetic effects (noise, smell, landscape)
g. Soil contamination

5. Are there any other actions, not mentioned, that your business has made to help the environment?

6. How important is it that businesses consider their environmental impact?

7. Do you feel that maintaining an environmentally friendly business is possible?

8. How much do you feel businesses should invest annually to preserve the environment?

9. If nothing, why so?

10. How aware are you of your legal duties as a business with regards to the following :

a. Air pollution
b. Waste disposal
c. Water and land contamination
d. Hazardous substances

11. Do you think Brexit will affect your business's environmental responsibilities?

12. Does your business have an Environmental Management System (such as ISO 14001) in place?

13. How important were the following motivations in deciding to implement the system?:

a. It may help to prevent or control pollution
b. It may improve our image
c. It may help us gain access to business opportunities
d. It may create cost saving opportunities
e. Other businesses like ours are adopting similar procedures
f. It may help limit climate change

14. What benefits have you experienced following the implementation of your environmental management system?:

a. Enhanced identification of cost savings, particularly in your resource, waste and energy management
b. Improved corporate image and credibility, with more opportunities to win business
c. Increased efficiency and reduction of environmental impact across product life cycle
d. Improved measurement, monitoring and control of the ongoing environmental impact of your operations
e. Increased understanding and compliance with environmental legislation and a reduced likelihood of fines and prosecutions
f. Other

15. Do you consider it to have been a good financial investment?

16. Have you ever considered investing in an Environmental Management System?

17. What are your main reasons for not implementing an Environmental Management System?

a. I haven't got round to it yet but am looking to in the near future
b. I intend to at some point but now is not the right time
c. It's too time consuming
d. It's too expensive
e. I don't see it as a worthwhile investment
f. I'm not interested in the benefits that it offers
g. My business doesn't need one
h. I'm not convinced by its reviews
i. I was unable to persuade others that it was a good option for the business
j. I wasn't aware that it existed
k. I don't feel knowledgeable enough about it
l. My business is already doing enough for the environment as it stands
m. Other

18. Please let us know if there's anything else you'd like to add.

QMS INTERNATIONAL

Get in touch

To learn more about our service, ISO 14001 or any other ISO certification, just contact us by phone or email. You can also visit our website to get a quote online or chat live with one of our friendly team.

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