



# Innovative Ways to Cut Business Travel Costs

Friday 28 February

The Aviator, Farnborough

[www.hampshireiowsustainablebusiness.co.uk](http://www.hampshireiowsustainablebusiness.co.uk)

**Chaired by Dr Wendy Buckley, Carbon Footprint Ltd & Chair SBN North Hampshire**

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08:45 **Registration & Networking**

09:00 **Welcome – Dr Wendy Buckley, Carbon Footprint Ltd & SBN Chair – North Hampshire**  
- **Gemma Plowright**, Director of Sales, *The Aviator*

09:05 **A quick update on the Sustainable Business Partnership**  
Jimmy Chestnut, *Chief Executive - Hampshire Chamber of Commerce*

09:10 **Legal update** - Nikki Hutchins- *Blake Laphorn*

09:30 **Cutting the cost of business travel** - George Dawes – *HCR Group*

09:55 Comfort Break

10:00 **Why is this the right time for your business to use electric vehicles?**  
Chris Ault and Guy Millar – *Nissan Westway Business Centre*

10:25 **Sustainable travel solutions** – Katie Elmer – Carbon Footprint Ltd

10:50 **Sharing your top business travel solutions** - Mini-Workshop Session

11:00 **Closing Comments**

*Delegates welcome to stay for car viewing and further networking*

# Environmental Update

## Feb 2014

Nikki Hutchins  
Associate, Regulatory risk & compliance

## Access to information

- Requests to private organisations under the Environmental Information regulations
  - Apply to “public authorities”
  - Defined as including “...any other body or person, that carries out functions of public administration”
  - *Fish Legal -v- United Utilities and Yorkshire Water*
- Requests to the EU under Reg. (EC) 1049/2001
  - Applies to the European Commission
  - Can be refused if it would “undermine private commercial interests”
  - *Greenpeace and Pesticide Action -v- Commission*

## edoc launches

- On-line waste transfer recording system
- Takes the place of paper waste transfer notes
- Voluntary
- Free
- Open to any business that produces or handles waste
- All transactions stored on-line for the full 2 year compliance period
- <http://edoconline.co.uk/what-is-edoc/>

## Waste transfer notes - consultation

- Section 34 EPA: waste transfer notes have to be produced every time waste is transferred from one person to another
- Waste (England and Wales) Regulations 2011 permit the note to be electronic
- EA has been developing and trialling edoc for years
- Now DEFRA is consulting on alternatives to the whole system of waste transfer notes

# Carrying waste

- Waste (England and Wales) Regulations 2011:
  - As from 1 January 2014 the exemption from registration for carriers of own waste has been withdrawn
  - All businesses that “normally and regularly” transport their own waste must register with the Environment Agency
  - Registration is free
  - Not registering can carry a penalty of up to £5,000

## ASA action on NWE Npower leaflet

- The leaflet claimed:
  - In depth environmental studies had “shown this to be a good location for a windfarm”
  - "Estate agents questioned reported that: 'proximity to a wind farm simply was not an issue'"
  - “Independent studies show that the location of the proposed wind farm would not have a negative effect on the local wildlife ...”

## Bin barons beware the bin bible

- DEFRA publishes guidance on weekly bin collections
- The “bin bible” attempts to demolish the “top ten tall stories” used by “bin barons” to justify fortnightly collections
- The government claims that “95%” of residents agree with keeping weekly collections
- Pickles aims to destroy the “lazy left-wing myth” that fortnightly bin collections are needed to save money or increase recycling

# Environmental Update

## Feb 2014

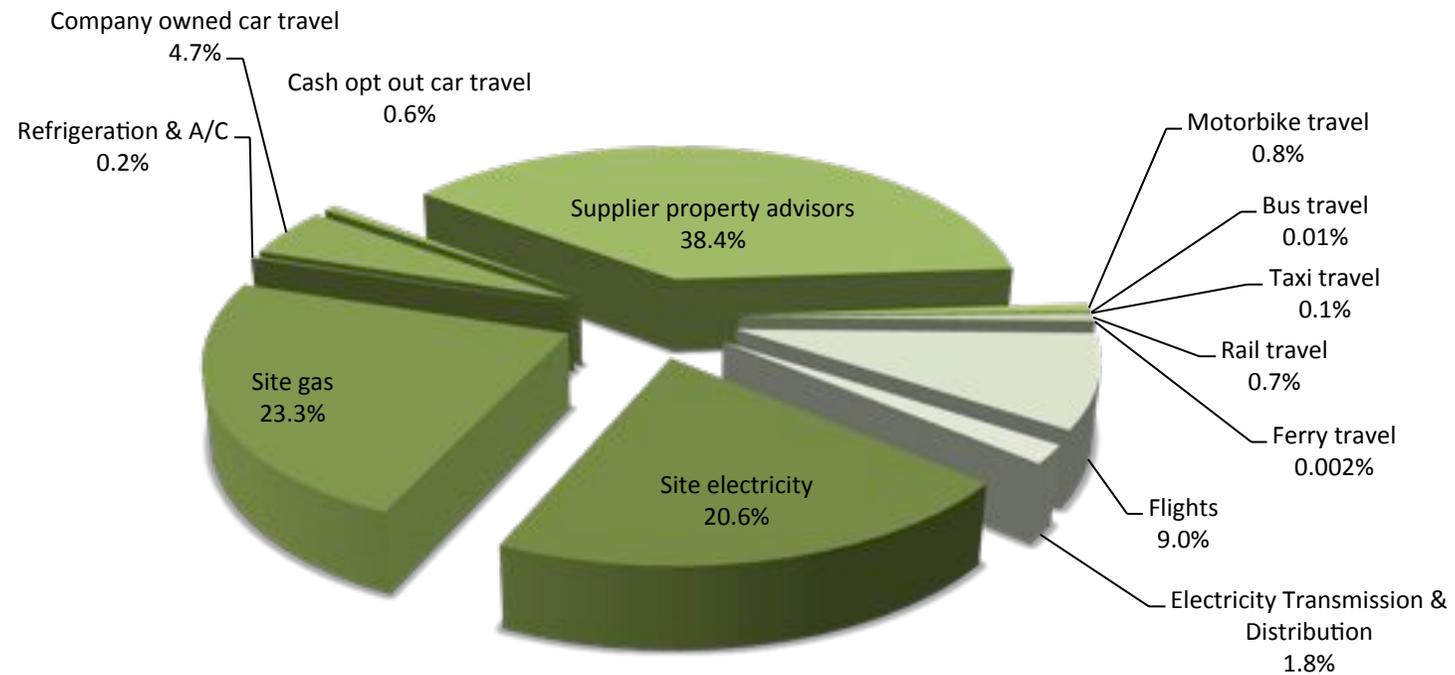
Nikki Hutchins  
Associate, Regulatory risk & compliance

# Creating Greener Footsteps

**George Dawes, Special Projects Manager**



## Breakdown of carbon footprint



Tonnes of CO <sub>2</sub> e for footprint year ending in					
Element	2011	2012	2013	% change on baseline year (2011)	% change on previous year
Supplier property advisors	96.23	78.68	82.08	-14.7%	4.3%
Site gas	83.85	84.08	49.70	-40.7%	-40.9%
Site electricity	66.52	57.32	43.96	-33.9%	-23.3%
Flights	8.08	2.71	19.21	137.7%	608.1%
Company owned car travel	10.60	10.06	10.06	-5.1%	0.0%
Other	8.14	7.98	8.68	6.7%	8.8%
<b>Total Tonnes of CO<sub>2</sub>e</b>	<b>273.41</b>	<b>240.83</b>	<b>213.69</b>	<b>-21.8%</b>	<b>-11.3%</b>
<b>Tonnes of CO<sub>2</sub>e per employee</b>	<b>2.38</b>	<b>2.09</b>	<b>1.89</b>	<b>-20.5%</b>	<b>-9.7%</b>
<b>Tonnes of CO<sub>2</sub>e per £M turnover</b>	<b>41.78</b>	<b>34.64</b>	<b>32.62</b>	<b>-21.9%</b>	<b>-5.8%</b>



# Travel Policy - Sustainable Travel Choices



The following framework should be followed when deciding how to travel for a particular journey. This framework aims to use the following principles:

- Reduce overall business travel through technology
- Reduce money spent on travel (including staff time)
- Increase productivity of workforce
- Reduce emissions related to business related travel



# Sustainable Travel Framework



## 1. Can the journey be avoided?

- a) This both increases productivity through increasing work time and reduced emissions
- b) If the journey can be avoided through a video conference, local computer video software, telephone conference or telephone call then this should be the first choice

## 2. Flights for international journeys

- a) To balance the need for reducing emissions with productivity and money spent, flights can be used in international journeys
- b) If a suitable alternative exists e.g. Eurostar then this should be used

## 3. Use of Trains and Shared Cars for domestic Journeys

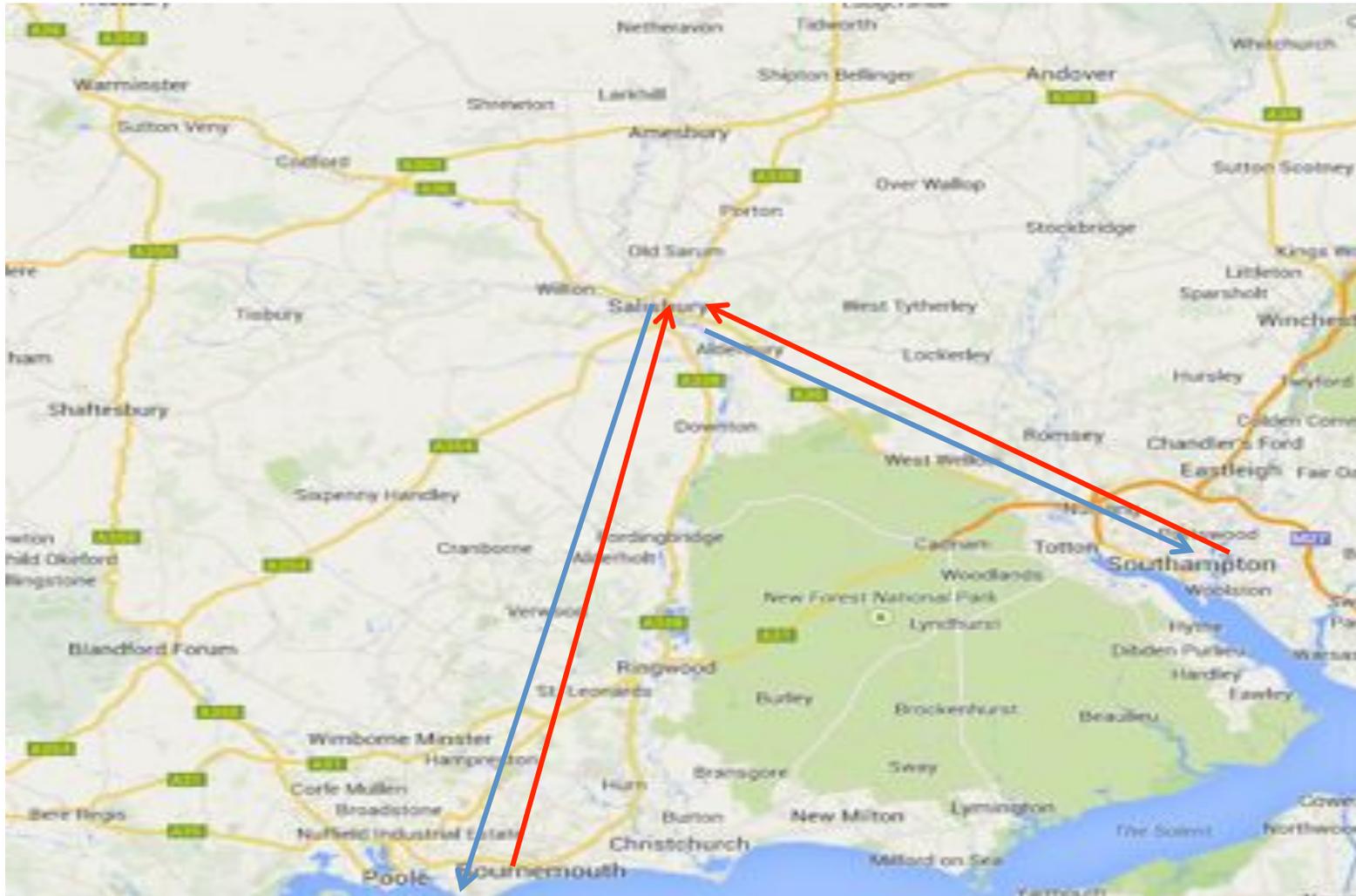
- a) Internal domestic flights to be used in exceptional circumstances with approval
- b) Single occupancy car journeys emit high levels of CO2 per passenger and show very low productivity. Consideration should be given to possibility of a train or shared car journey.
- c) Train journeys allow high productivity due to good working conditions aboard trains Justification for journeys outside the framework (for example due to cost and /or time constraints), should be made and approved by the budget holder. Online travel planning services are available to give guidance on journey planning



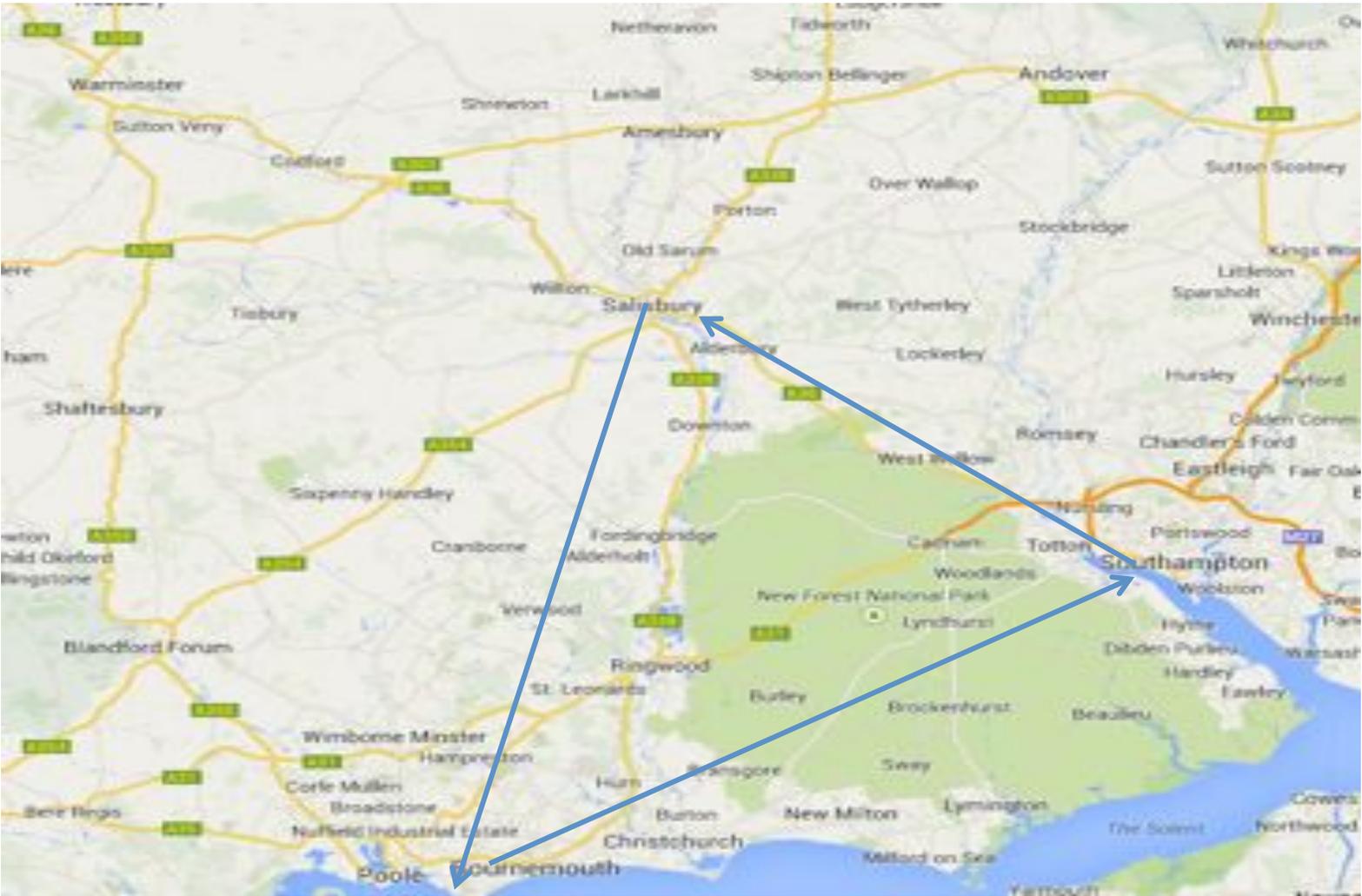




# Effective Travel Management



**Instead of completing 2 jobs in the day they could now fit in 3 jobs a day an increase in 50% productivity and a reduction in the mileage/Carbon.**



# Green Driving Tips



- Check tyre pressures at least once a fortnight. Under-inflated tyres can reduce fuel economy by up to 15%
- Avoid carrying unnecessary weight in the boot
- Keep it clean – to help reduce drag
- Try to avoid sudden acceleration, engine revving, and sudden braking - harsh accelerating and braking can use up to 30% more fuel and increase wear and tear of the vehicle
- Avoid using air conditioning if possible as this uses up to 10% more fuel
- Drive with the windows closed, as this reduces drag on the vehicle. Windows open at speeds of 60mph or more can lower fuel economy by 10%



# Monitoring & Reporting





We want to help you become greener

George Dawes

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**Relocating people**  
**UK & Worldwide**

# NISSAN LEAF



# Best Selling Electric Car in the World. 100,000 Sold

Reduces your organisations carbon footprint

Range up to 124 miles

Car and battery now Built at NMUK

Zero Road Tax

Rapid charge to 80% in 30 minutes



Reduces your organisations carbon footprint

Zero Emission

Vastly reduced running costs versus I.C.E

# Reflected in Awards & Customers Satisfaction



- LEAF Continues to win awards – 3 UK awards in 2013
- 93% Customer Advocacy – highest of any Nissan, top tier for industry

**EV**



LEAF



e-V200

**City Cars**



MICRA



NOTE

**Crossovers**



JUKE



QASHQAI

**4x4s**



X-TRAIL



PATHFINDER



NAVARA

**Sports**



370Z



GT-R

**Nismo**



JUKE NISMO



370Z NISMO

**LCV**



NV200



PRIMASTAR



NV400



CABSTAR

# Global Sales: Momentum is Building

- The World's first mass production electric family vehicle
- Launched globally in 2010, and in Europe in March 2011
- 92,000 sales globally
- Typically 2,000 sales per month in US
- 3,000<sup>th</sup> LEAF sale last month in UK
- Best selling car in Norway in October 2013



# Improvements Made to the New Leaf

- Increased Driving Range
- Charging Time 50% Faster
  - Over 100 Changes
- More Space, More Convenience
- More Grades, More Technology



# Leaf Grade Line Up



**VISIA**



**ACENTA**



**TEKNA**

# LEAF Visia



- Auto A/C
- Intelligent Key (I-Key)
- Hill Start Assist NEW
- 16" Steel Wheels
- Black interior Trim NEW
- 3.6kw Charger
- Front Fog Light

## **MAIN OPTIONS:**

- Nissan Connect 2
- + Colour Reversing Camera NEW
- 6.6kw Charger NEW
- CHAdeMO Quick Charge

# LEAF Acenta



- CHAdeMO Quick Charge
- CarWings
- Colour Reversing Camera
- 16" Alloys
- Black or Grey trim
- Privacy Glass
- Auto Lights/Wipers
- Electric Folding Mirrors
- Cruise Control
- Heat Pump NEW
- B-Mode NEW
- 6 Speakers

## **MAIN OPTIONS:**

- 6.6kw Charger NEW
- Solar Panel spoiler

# LEAF Tekna



- 360° Around View
- Monitor NEW
- 17" Alloys NEW
- Black Leather NEW
- Bose Sound System NEW
- LED Headlamp
- Heated Seats & Steering Wheel
  
- **MAIN OPTIONS:**
- 6.6kw Charger NEW
- Solar Panel Spoiler

# Carwings

- First system of its kind on any mass market vehicle
- Very popular with current owners
- Remote control of charging and ventilation systems
- Over the air updates on new charging points
- ECO routing
- Battery charge level at destination and redirect option



# Interior Design

A range of interior trims help provide choice and give a clear distinction between the different grades.

**Visia** – black woven cloth

**Acenta** – light or dark suede-effect cloth

**Tekna** – black leather



# Momentum around Infrastructure

**Greater Manchester launches electric vehicle scheme**

April 2013

**Plan for electric car charging points across Scotland**

February 2013

**Super-chargers rev up Ecotricity's Electric Highway**

June 2013

**Source London charges ahead to deliver 1,300 electric vehicle charging points**

May 2013

# UK Charging Network



**200 Rapid Charges Across the UK**

**All Charger Types:  
10,000 by April 2014**



# West Midlands Police

West Midlands Police have introduced 30 Nissan LEAFs into their fleet to be used as diary cars that attend pre-arranged meetings and visits.

Some of their findings are below:

- These 30 diary cars average up to 45 miles per day making the 124-mile range of the LEAFs perfectly suited
- LEAF is cost effective to run
  - Charging- huge costs savings versus previous diesel diary cars
  - Servicing- this is in line with previous vehicles
- The police drivers appreciate LEAF's features, comfort and high specification on their daily visits
- For WMP's everyday requirements, LEAF is the perfect choice- zero emissions, cost effective and well within the range of a full charge

# West Way Courtesy Cars

- Now using the Leaf as our standard Courtesy Cars
- Our customers can try going electric whilst their cars in the workshop
- Charge points at all our 12 dealerships





**Nissan eNV200**

## eNV200 Product Details



- Load space – Identical to NV200 Diesel van – 4.2 M<sup>3</sup>
- Payload – Identical to NV200 Diesel Van – 760 Kg
- 4 Charging options – As per LEAF
- 2 Body styles – Van and 5 seat Combi
- New front end, new front and rear lights and new bumper differentiate e - NV200
- Extensive range of features including CARWINGS, Business Telematics and Pre - Heating / Cooling
- Delivery from Summer 2014 – Extensive pre launch testing currently underway with British Gas

# eNV200 Zero Emission Electric Van



# eNV200 Benefits

- Large cargo volume
- Small foot print
- Class leading EV technology
- EV based body structure
- Longer journey range vs. competitors
- Established LEAF infrastructure
- Zero Emission Brand image
- Low cost of ownership
- Indoor drive and quiet drive
- Congestion charge exemption
- Telematics technology
- No payload compromise
- Well tested and proven for business usage





# Sustainable Business Travel

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We all know that **walking** and **cycling** are better for our **health** than driving

Taking **public transport** cuts congestion and is better for the environment than using a car



**All modes of motorised travel cause emissions to air. Of particular concern are the human health and environmental implications**



**Air quality-** particulates from exhaust fumes- respiratory issues particularly for more vulnerable groups



**Carbon dioxide (Carbon)-** a greenhouse gas that causes climate change

# How are we Reducing Carbon?

**UK committed to ambitious carbon reduction targets = legislation for business (e.g. CRC, ESOS, Mandatory GHG Reporting) = mandatory carbon reporting**

**Financial burdens likely to rise:**  
Carbon taxes anticipated to replace some legislation when it's reviewed such as CRC



This covers many larger companies. It will soon become mandatory for more and more organisations, **including SMEs**

Businesses of **all sizes** will have to monitor, manage and report their energy and in turn carbon footprint. This includes **transport** related emissions

# Local Authorities and Partners are taking action on improving Air Quality and Carbon



## Hampshire Sustainable Transport Towns Project



Aldershot, Andover, Basingstoke, Farnborough, Fleet and Winchester. Aims to:

**reduce congestion** at peak times on local roads as a result of fewer car trips per household

**reduce carbon and greenhouse gas emissions**, helping address the contribution of local transport to climate change, and to improve air quality

**improve health** and general wellbeing as a result of more people building in physical activity into their daily travel routines.

Funded by the DfT and runs until March 2015



# Sustainable Business Travel: Focus Topics



**SUSTAINABLE TRAVEL:** promotes a prosperous, low carbon economy, as well as healthy lifestyles and wellbeing

Commuting

Business Miles

# Commuting



The cars employees drive to work every day use a huge amount of **energy** and produce enormous amounts of **carbon**



Costly: **time** and **financial**

There are a number of ways to **reduce** the number of car journeys made to workplaces.....

# .....COMMUTING- Sustainable Solutions

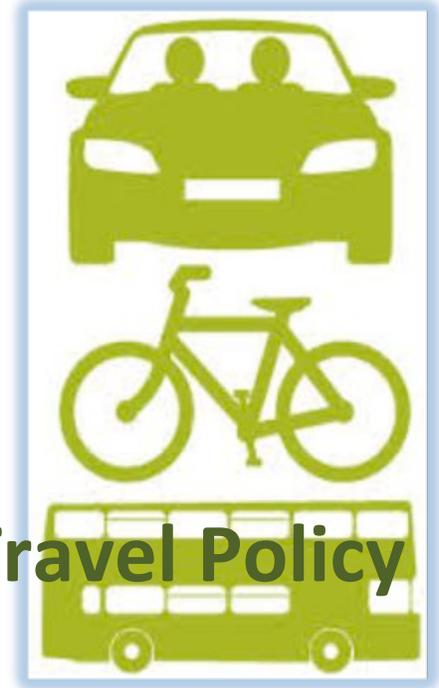


**Change the Culture and Lead from the front- Senior Management**

## Promote and Encourage



## Sustainable Travel Policy and Plan



# Sustainable COMMUTING- Specific Examples



Car sharing pool



Provision of cycle racks, showers, lockers

Websites: help plan safe cycle routes and calculating calories burned walking to work

A screenshot of the transportdirect.info website. The page displays journey details for a route from Nuneaton (Main Rail / Coach) to RG23. The website header includes the logo and navigation links. The main content area shows a table of outward journeys for Wednesday, 12 Feb 14, leaving after 10:00. The table lists five options: 1. Bus, Train, Walk (4 changes, 10:36 leave, 14:43 arrive, 4 hours 05 mins); 2. Bus, Train, Walk (3 changes, 10:44 leave, 14:58 arrive, 4 hours 14 mins); 3. Bus, Train, Walk (2 changes, 11:17 leave, 15:11 arrive, 3 hours 54 mins); 4. Bus, Train, Walk (2 changes, 11:43 leave, 15:41 arrive, 3 hours 58 mins); 5. Car (0 changes, 10:35 leave, 12:53 arrive, 2 hours 18 mins / 117 miles). Below the table, there is a section for "Details: Outward journey 1" showing a map of the route from Nuneaton to London Euston Rail Station, with a train icon and a duration of 3 hours 24 mins. The map also shows a bus stop and a wheelchair icon.

# Sustainable COMMUTING-Specific Examples



## Offer Incentives!!

A season ticket allowance/interest free loan

staff are paid a small amount of **money** (£0.50 or £1) each day they walk to work or arrive by public transport



The Government's **Cycle to Work** initiative- tax break (equipment and cycle purchase)



Site work

Visiting customers  
or suppliers



Training

## BUSINESS TRAVEL



Networking



Client entertaining and  
events

Meeting with colleagues  
from other offices

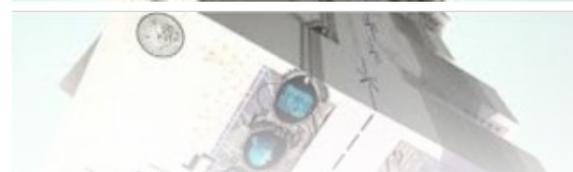


# BUSINESS TRAVEL- the Costs



**Direct travel expenses** - high rates of fuel allowance, first class travel, travel, mileage, tickets, meals, accommodation...

**Travel investment** - e.g. in company car fleets, leasing arrangements, parking spaces



**Travel administration** - time spent in organising travel and accommodation, processing and reimbursing expenses

**Time costs** - the salary costs of people while they are being unproductive or less productive in transit. (Driving; crowded trains; late running / cancelled public transport; breakdowns)

**Health and wellbeing**- tiredness; work life balance



# Is Business Travel Necessary?

**Many positives for the business** - meeting clients, solving their problems, selling things to them, developing new partnerships



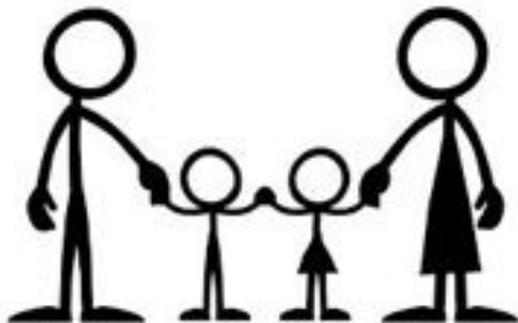
Are the face to face meetings **useful?**

Meetings can be seen more as **an activity** rather than a **location**

# Business Travel: Flexible Working



**Employees find it attractive** because they allow them to better adapt their working life to accommodate personal commitments such as to their families



**Measures to change working practices** - like flexible working or teleconferencing - may require cultural shifts for some organisations, but can offer significant financial and productivity benefits



**Suited to Employees needs and circumstances**



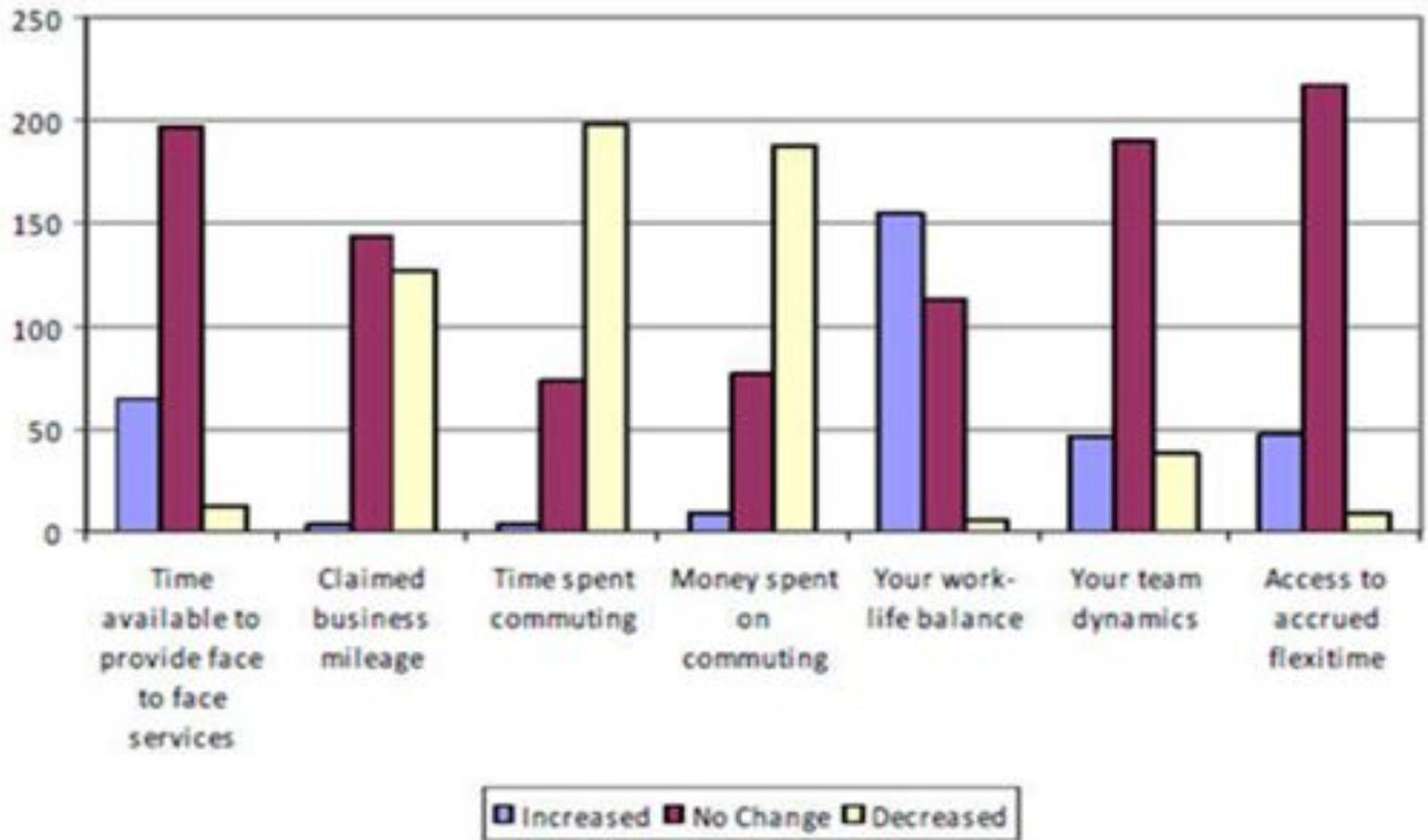
## Sustainable travel planning and flexible working practices yield excellent results

**Water Company** – 20% annual mileage saving by engineers, mainly due to fewer trips to office

**Consulting Firm** – 145 employees reduced business travel by 500,000 miles over 2 years

**Technology Company** – 13% reduction in travel time, 36% increase in time spent with customers

**Financial Institution** - which has calculated that it saves more than £70k per month by eliminating corporate travel through the use of video and audio-conferencing



# Virtual Call Centres at a UK-wide Breakdown Organisation



The company provide all the furniture, technology and telephony, replicating the facilities to be found in a call centre at employees homes

The automatic call distribution works in the same way across their geographically dispersed workforce. The only thing a fully trained new recruit needs to provide is a dedicated room at home in which to work



***“It’s enabled us to improve our management of peaks and troughs of demand throughout the day and we’ve reduced attrition. Our productivity has definitely increased with the quality of customer service always high on the agenda.”***

# Teleworking at a Leading UK Telecommunications Organisation

**Made £M's per year space savings:** teleworking staff are expected to give up having a permanent desk, and use touch-down areas when at the office

**78% of staff say they are more productive:** generally estimated at 10-20% more productive; 90% were satisfied with teleworking; 22% said they had worked when otherwise they would have felt too ill to travel in for a whole days work

**Reduction of car commuting** of an average 178 miles per week per teleworker, 220 miles per week for rail commuters



87% said that they had more time for their **family**; 6% said they had more time for **community activities**



The solutions for reducing business travel are likely to fall into these categories....



**Online collaboration**



**Virtual networking** linked in and social media

**Remote diagnostics** and monitoring



**Skype and Videoconferencing**



**E-learning**

**Webinars**



**An Effective Means of Managing and Promoting Sustainable Travel**



# Sustainable Business Travel

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# Mini-Workshop Session

## Facilitated by Dr Wendy Buckley, Carbon Footprint Ltd



- **Delegates were asked for the key challenges they faced/ ideas they have implemented within their businesses to reduce travel costs/make travel more sustainable.**
- Car Sharing
  - Finding Resources to find/match people – please see Katie Elmer (Carbon Footprint Ltd) slides in pack
  - Concern - 'is the Company liable if someone is car sharing' - speakers Nikki Hutchins and Katie Elmer commented that the Company is not liable
- Going electric
  - Did you know ...Electric Taxis are being introduced in Hampshire –watch this space!
- Public transport use & Behavioural Change
  - For colleagues to use public transport to come to meeting Management/meeting leader needs to be disciplines and stick to meeting dates and timings. There needs to be a 'new etiquette'
- Think about local recruitment
- Working from home – *most of the audience raised their hand to indicate that they worked from home on a regular basis (not just on an ad-hoc basis)*
  - You need to trust your employees
  - There are plenty of software tools that will enable you to monitor home worker activity level (without being Big Brother!)
  - Employees like the reduced commuting hours, employers like reduced parking spaces
  - Skype and MS Office Lync are popular video-com//screen-share resources used
  - A need for balance between homeworking and onsite working was common
  - Businesses are using 'call forwarding' for phones – so customers don't even know that their suppliers aren't in the office