

**Benefits of EMS for Brighton Centre,
Debbie Matthews – Sales Manager, Brighton Centre, August 2010**

Greater awareness of weaknesses and opportunities for improving existing services and capturing problems that were overlooked previously

- The EMS system of method statements, captures data for individual events which will highlight trends in delivery service where action is needed. The steering group will play an important role in ensuring procedures in event management are actioned so that repeat problems can be resolved e.g. ethnic weddings, who provide own catering serving meals using polystyrene plates.

Improved awareness of areas where environmental legislation is currently not being met

- Accessibility of the collection and recycling facilities for hazardous waste such as florescent light fittings, to enable immediate safe disposal, where as staff had been having to hold onto such waste until the facilities were unlocked by the key holder.
- Accessibility of spillage kit 24 hours a day for immediate treatment of spills. Training for a wider group of staff in using the kit and in safe disposal of waste following a spillage.
- Display of in-date energy certificates.

Opportunities for improvements in procurement of services

- Enable us to have tighter controls over budget holders who buy in services and supplies, currently not using the council approved contractor. Example waste removal companies.

Improvement to venue operations

- With better monitoring and control systems in place for the disposal of waste, staff will be encouraged to make a more conscious effort to ensure recycled waste doesn't end up in the land fill collection bins. An increase in the amount of recycled waste being recorded will evidence their work output and act to motivate self improvement. (i.e. via one to ones, PDP's)

Potential for financial savings

- The current billing system for recharging clients' power consumption after an event is calculated on a one-off fee dependant on the size of the power connection ordered by the client.

I recommend that we change our billing system to charge per unit of power used. Under the current system a client with a multi day hire pays the same power fee as a one day event. Under the EMS we will be actively encouraging and supporting the client in finding ways to save power, such as 'going dark' at the end of each conference day.

- We have been able to move away from traditional formats of communicating marketing material to clients such as expensive and wasteful mail-outs, and replacing these with email alerts for new concerts as the go on sale.

Prevention of financial costs to the council

Using the councils contracted suppliers = bigger buying power, cheaper rates.

Improved customer relations and public profile for Brighton Centre & the city as a venue

- Clients are always looking for transparency in a venues billing system. The EMS will enable us to show power consumed and give accurate recharge invoices (see earlier example)

- A regular client for the BC over many years has been Unison. In the past few years they have become reluctant to use our venue as new convention centres have opened and others refurbished. As with all union congresses, using an environmentally conscious venue, which recycles and reduces power and water consumption, is a standard requirement in their venue selection.

The combination of the certification and the recent funds released for venue improvements have enabled us to re-engage with Unison and open negotiation for future conferences. This has resulted in the confirmation of 7 new union conferences we have secured in the last few weeks, which will take place between 2011 - 2015.

Any other opportunities from being certified with ISO 14001

- The certification enables us to attract a wider range of conferences into the venues, which we would previously not have been eligible to bid for. More and more of our regular clients are requiring us to have an EMS and to be able to offer monitoring of waste and power in an attempt to improve their impact on the environment year on year (e.g. The BBC)