

Citizen
of the
Planet

Being Green Essentials

Quick wins to reduce environmental impacts

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About this document

- ▶ At Teleperformance, innovation and sustainable development in our sites across the world is a key commitment and is a natural extension of Teleperformance's environmental policy.
- ▶ Our Environmental sustainability goals at Teleperformance are to improve energy efficiency.
- ▶ As part of the Citizen of The Planet initiative, **Teleperformance has publicly committed to reduce its average carbon footprint per employee.**
- ▶ This document has been prepared taking into consideration as many elements as possible within the area of environmental sustainability like **energy, water** and **waste**.
- ▶ These initiatives will support you in the managing your operations in a more eco-friendly and sustainable manner.
- ▶ Being green is not only about obtaining certificates of excellence and large investments; it is also about smaller investments to improve our sites and the well-being of our people.



Awareness Creation

WHAT?

Creating **employee awareness** to adopt **eco-friendly habits**

WHY?

- ▶ Employee support and enthusiasm are key to **reach our environmental goals**.
- ▶ Employees are better able to **spot areas of improvement**.
- ▶ Employees are better able to help **implement immediate corrective actions**.



HOW?

- ▶ Include expectations from employees on energy & water savings and waste reduction on the premises during **induction programs**.
- ▶ Start a **sustainability team** for your office- identify priority areas for actions, set objectives, raise awareness & spread good practices.
- ▶ Organize **dedicated awareness campaigns**- posters/videos/emails to sensitize employees on eco-friendly behaviors, sustainability events with guest speakers, etc.
- ▶ **Reward** best behaviors and habits to engage employees:
 - ▶ Energy Champion program,
 - ▶ Monthly green challenges,
 - ▶ Earth day competitions,
 - ▶ Employees incentives on energy saving, etc.

Energy Conservation

*Energy efficiency
measures to reduce
carbon emissions*





*Energy Conservation
Energy Efficiency Measures*



Did You Know?



- ▶ Buildings are responsible for half of the world energy consumption and contribute to nearly **40%** of global greenhouse gas emissions.



- ▶ The average building wastes about **a third** of the energy it uses.



- ▶ Heating, ventilating and air conditioning systems account for **40-60%** of total energy use in the commercial sector.



- ▶ **8%** of the total electricity used in our homes comes from appliances left on standby



Energy Conservation
Energy Efficiency Measures

*Must-have initiatives to be
implemented at all sites*



Energy Conservation
Energy Efficiency Measures

Must-have initiatives



Lightings

Maximize Daylighting



- Open blinds to make the best use of natural daylight

Local Switching



- Switch off lights and electrical appliances when you don't use them

Check your light levels



- Remove unnecessary lamps (de-lamp) in overlit areas
- Maintain the light level between 300 - 500 lux

Turn off lights when not in use



- Turn off lights when not in use or when natural daylight is sufficient



Up to 10-40% kWh can be saved!



Energy Conservation
Energy Efficiency Measures

Must-have initiatives



Office Equipment



Power Management Feature

Enable the power management feature on office computers, which automatically puts monitors to sleep when not in use.

Activate sleep settings on all printers, copiers, fax machines, scanners, and multifunction devices so that they automatically enter a low-powered sleep mode when inactive.

- **Power management feature** can save an estimated **\$40** per desktop computer each year



Smart Power Strip

Plug electronics into a "**smart**" **power strip** that let you designate which electronics should always be on, and which ones do not need power when they're not in use.

- **Smart Power Strip** can help in **reducing** few watts to as much as **20 watts** per equipment



Consolidation of Printers

Consolidate stand-alone office equipment to achieve a **ratio of one device** (typically a networked multifunction device) per 10 or more users.

- **Consolidation of printers** can save **30-40% kWh** consumption & can range as high as 60%



Energy Conservation
Energy Efficiency Measures

Must-have initiatives

Control Sunshine

- ▶ Use shades & blinds to control direct sun through windows in both summer & winter to prevent or encourage heat gain.
- ▶ Depending on your facility, solar screens, solar films, awnings & vegetation can help.
- ▶ Control direct sun through windows depending on the season and local climate.
- ▶ During cooling season, block direct heat gain from the sun shining through glass on the east & west sides of the facility.
- ▶ During heating season, unobstructed southern windows can contribute solar heat gain during the day.

- ▶ **Up to 3% of electricity can be saved** for each degree the thermostat is raised in the summer and lowered in the winter



Heating & Cooling

Thermostat

- ▶ Set back the thermostat in the evenings and other times when the building isn't occupied.
- ▶ Adjust thermostats for seasonal changes.
- ▶ Calibrate thermostats to ensure that their ambient temperature readings are correct.



Energy Conservation
Energy Efficiency Measures

Must-have initiatives

Insulation Leaks & Vents

- ▶ Make sure that areas in front of vents are clear of furniture and paper. **As much as 25% more energy is required to distribute air if your vents are blocked.**
- ▶ Clean the evaporator and condenser coils on heat pumps, air-conditioners or chillers. Dirty coils inhibit heat transfer; keeping coils clean saves energy.
- ▶ Repair leaks and adjust pressure in compressed air systems.
- ▶ Repair damaged insulation and replace missing insulation with thicknesses calculated for the operating and ambient conditions of the mechanical system.



Heating & Cooling

HVAC Filters

- ▶ Regularly change or clean HVAC filters every month during peak cooling or heating season.
- ▶ Shorten the preventive maintenance intervals for replacing air handler filters.



Energy Conservation
Energy Efficiency Measures

Must-have initiatives

- Conduct a night-time audit to find out what's on after hours that shouldn't be.
- Optimize start-up time, power-down time & equipment sequencing.
- Inspect insulation on all piping, ducts & equipment for damage.



Operation & Maintenance

- Set goals & a methodology to track and reward improvements.
- Review the financial & environmental results of a preventative maintenance program for major systems.
- Monthly maintenance of heating & cooling equipment to guarantee efficient operation



Energy Conservation
Energy Efficiency Measures

Investment with rapid payback



*Energy Conservation
Energy Efficiency Measures*

Investment with rapid payback



Lighting Systems



Replace old fluorescent and incandescent lighting with CFLs or LEDs with dimmer switches (wherever feasible).



Install LED exit signages.



Install occupancy sensors to automatically turn off lights when not in use.



Switch to metal halide lamps in parking lots and consider upgrading to LED lighting for outdoor signage.

- LED use up to **90% less energy** than incandescent lighting and last 35 to 50 times longer.

- Occupancy sensors can save between **15-30%** on lighting costs



Energy Conservation
Energy Efficiency Measures

Investment with rapid payback



Heating & Cooling



AMC

Tune up your heating, ventilation and air conditioning (HVAC) system with an annual maintenance contract.



Plug air leaks with weather stripping and caulking.



Install variable frequency drives (VFDs) and energy-efficient motors.



Install window films and add insulation or reflective roof coating to reduce energy consumption.



Balance air and water systems.



Replace chlorofluorocarbon chillers, retrofit or install energy-efficient models to meet a building's reduced cooling loads.



Energy Conservation
Energy Efficiency Measures

Investment with rapid payback



Office Equipment

- ▶ Purchase energy efficient products like ENERGY STAR certified office equipment, electronics and commercial cooking equipment.
- ▶ Install plug load controllers in cubicles to control multiple loads like monitors, task lights and fans.
- ▶ Specify ENERGY STAR equipment when purchasing or negotiating a contract for new vending machines. Efficient vending equipment can save 30-50% over older equipment.



*The **Energy STAR** certified Computers consumes **30-65% less energy**.
Monitors and imaging equipment are **20-40%** more efficient than standard equipment.*



Energy Conservation
Energy Efficiency Measures

Investment with rapid payback

- ▶ Install Smart Energy Meters to monitor the kWh consumption on hourly basis and take necessary steps to control excessive consumption.
- ▶ Retro or re-commission the building to make sure it's running the way it was intended.



Operation & Maintenance

- ▶ Consider energy audits to identify areas where building systems have become inefficient over time and bring them back to peak performance.
- ▶ Repair leaking faucets and equipment.

Water Conservation

*Water Efficiency Measures
to reduce fresh water
consumption*





Water Conservation
Water Efficiency



Did you Know?



Water Stress is one of the five global risks articulated in World Economic Forum **2019 Risk report**.



Two-third of the world's population is projected to face water scarcity by 2025, according to the United Nations.



Bottled water can be up to **1,000 times** more expensive than water from the tap and much of it is tap water.



A dripping hot water faucet can leak **hundreds of gallons** per year.



Water Conservation

Water Efficiency

*Must-have initiatives to be
implemented at all sites*



Water Conservation
Water Efficiency

Must-have initiatives

Water Conservation

Regular communication

Regular communication to employees on water conservation by creating awareness through trainings programs, campaigns, etc.

Water Leakages

Monitor water leakages on daily basis to avoid water losses

Must-have Initiatives

Signages

Proper signages on water conservation like "Save Water" or "Every drop counts" in prominent places like restrooms, cafeteria, etc.

Water Pressure

Adjustment of water pressure through control knobs



Water Conservation
Water Efficiency

Investments with rapid payback



Water Conservation
Water Efficiency

Investments with rapid payback

Water Conservation



Install pressure compensating aerators (PCA) and washers which act as flow restrictors and reduce water consumption.



Install sensors on taps in all the restrooms and hand-wash areas which will detect hand movement and control the flow of water thus minimizing wastage.



Waterless urinals can eliminate the need for water for flushing without compromising health or hygiene. It will also help to bring down energy used earlier to pump water.



Install water meters to monitor consumption.



Repair leaking faucets and equipment. A dripping hot water faucet can leak hundreds of gallons per year.



Implementation of rainwater harvesting structures wherever possible for collection and storage of rainwater.



Wastewater treatment & re-use of treated water (wherever feasible) for gardening/landscaping and toilet flushing.

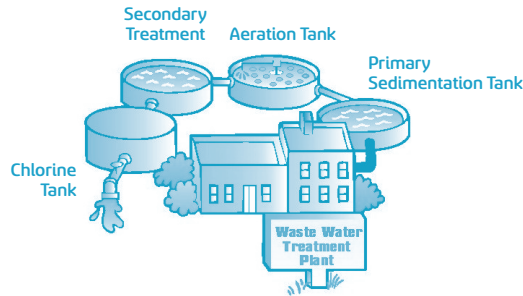


Water Conservation
Water Efficiency

Investments with rapid payback

Water Conservation

Water Recycling and Re-use



- ▶ Treat wastewater through Sewage Treatment Plants (wherever possible) and re-use the treated water for gardening/landscaping and toilet flushing.
- ▶ Explore opportunities for re-using wastewater from the chiller to avoid fresh water consumption.



- ▶ Install rainwater harvesting structures/ponds (wherever possible) and replace fresh water consumption for gardening/landscaping by rainwater.
- ▶ Develop the rainwater recharging pits to allow the rain water directly percolate into the earth in order to increase ground water tables especially in water stressed zones.

Waste





Waste Management

Did you know?

Global waste will increase by **70 percent** on current levels by 2050 according to the World Bank

Plastic waste, if not collected and managed properly, will contaminate and affect waterways & ecosystems for **thousands** of years.

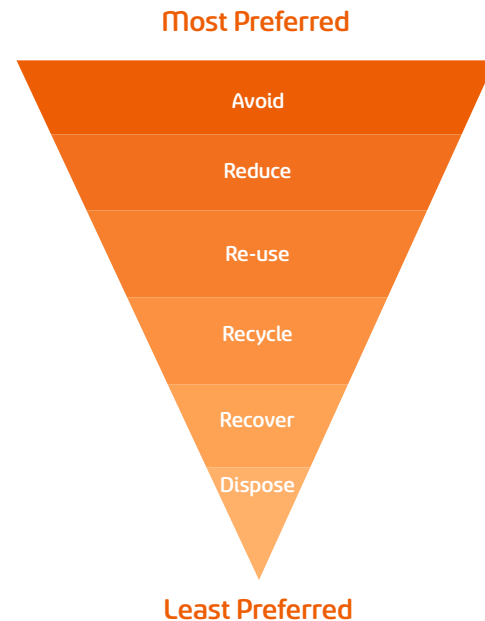
Each year approx. 50 million tons of e-waste is discarded i.e. the weight of more than all commercial airliners ever made, which is worth **62.5 billion USD** - more than the GDP of most countries.



Waste Management

Waste Management Strategy

- ▶ Waste management can be defined as a process in which different kinds of wastes are collected, processed and recycled in order to convert them into useful materials or to dispose them in an environment friendly way.
- ▶ Waste Management Strategy at Teleperformance includes the following three components:
 - Reduction of waste at source
 - Segregation of waste at source
 - Reuse & Recycle (Wherever feasible)





Waste Management



Reduction of waste at Source

Through **Employee Engagement**

Ban on single-use plastic

- Initiate a company-wide ban on single-use water bottles, plastic stirrers, File holders etc.

Use Mug or re-usable glasses

- Increase employees' awareness to use mug or glass re-usable instead of plastic products (i.e. water fountains)

Reduce food waste

- Increase employees' awareness on "take what you can eat" to reduce food waste at the cafeterias

Eliminate unnecessary subscriptions

- Cancel newspapers, newsletters, phone books, and magazines you don't read or can access online

Avoid paper cups & plates

- Reduce or eliminate the use of paper plates and cups in the breakout areas and cafeterias



Waste Management



Reduction of waste at Source

Through Supplier Engagement

Take back programme

- ▶ Develop “Take back program” with vendors/suppliers for taking back used batteries, cartridges and all the packaging material used for packaging the product supplied to TP. E.g. plastic, thermocol, card boards, etc.
- ▶ Contract with the suppliers for taking back all the water bottles from the facilities after the consumption. E.g. Bisleri, a packaged drinking water company in India has initiated a CSR initiative to collect all the empty water bottles from all the customers served by Bisleri

Take back - buy back

- ▶ As part of EPR (End Producer’s Responsibility) we can have a “**buy back**” model with the suppliers to **take back - buy back** laptops and desktops that are no longer in use.

Use Eco Friendly materials

- ▶ Take initiatives to replace PET water bottles, plastic carry bags, food sachets, toiletries, garbage bin liners with environment - friendly materials. Plastic trash bags should be replaced by HDPE re-usable bags.



Waste Management



Segregation of waste at Source

- ▶ Classify waste in to following categories – as depicted in the **fig. 01**
- ▶ Separate marked bins for different categories of waste can be placed in all the common areas to enable our employees to use the right ones for segregating waste at source.
- ▶ Communicate, educate employees and use signage around the facility/ campuses to ensure effective segregation.

Fig. 01



E-waste
e.g. electrical & electronic waste



Paper Waste
e.g. Used Paper



Plastic Waste
e.g. Used water Bottles



Battery Waste
e.g. unused or Discarded batteries



Hazardous waste
e.g. Lube Oil, Used Cotton Waste, DG Filters etc.



Food Waste
e.g. Cooked Food; Plate waste; kitchen waste



Mixed Waste
e.g. Scrap material – steel, wires, cloths, concrete materials etc.



Bio-Medical Waste
e.g. Cotton, discarded medicines, etc.



Waste Management

E-waste

Electrical and Electronic waste should be disposed through government-authorized recyclers / refurbishers in compliance with local regulations.

Paper Waste

Facilities can have special collection boxes for used paper which can be shredded and sent to recyclers for recycling/re-use.

Plastic Waste

All plastic waste should be sent to authorized recyclers for recycling.

Printer & Toner cartridges

Printer and toner cartridges can be sent back to the manufacturers under product take-back programs.

Hazardous waste

Hazardous waste (e.g. Lube Oil) should be disposed through government-authorized recyclers in compliance with local regulations.



Reuse/Recycling (Wherever feasible) and disposal

Food Waste

Food waste can be composted and/or bio digested based on the quantity of waste generated - Organic waste convertor (OWC) – for small facilities & Bio-digester plant for large operations.

Mixed Dry Waste

Mixed dry waste should be sent to scrap dealers or for municipal disposal.

Bio-Medical Waste

Biomedical waste should be disposed by vendors using environment-friendly methods in accordance with Pollution Control Board norms.

All recyclable material can be stored under right conditions till it is viable to send for recycling.

Green Transportation





Burning one gallon of gasoline creates about 20 pounds of CO₂—which means the average vehicle creates roughly 6 to 9 tons of CO₂ each year.

Every car annually emits its own weight in carbon dioxide into the atmosphere.

*Did
you
know?*

Air travel accounts for about 2.5 percent of global carbon dioxide emissions

All-electric vehicles produce zero direct emissions, which specifically helps improve air quality in urban areas

Promote Green Transportation

Encourage employees to use subsidized public transportation like buses, trains, etc.

Incentivize bicycle users

Organize **car-pooling**



Contract with transport firms for the commuting of employees

Promote Electric Vehicles

Reduce business travel (Air & Local) wherever possible by promoting video conferences, Teleconferencing, etc.

Being Green Essentials - Quick Wins

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