

Warwickshire Climate Change Partnership

11 June 2009

Submission Form for Case Studies

Please Insert:

Name of Organisation

Wolseley UK

Name of Project

The Wolseley Sustainable Building Centre

Strategic Category:

Energy and Resource Efficiency

Chosen from:

1. Energy
2. Transport
3. Resource Efficiency
4. Adaptation
5. Communications and Education

Date

12th October 2006

Please return to: Dr. Jacky Lawrence, Strategic Energy Manager, Environmental Management, E&E, WCC, PO Box 43, Warwick CV34 4SX.

Email : climatechange@warwickshire.gov.uk, Web : www.warwickshire.gov.uk/climatechange



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1 What climate change means to our organisation

1.1 Challenges and CSR –our vision for tackling climate change, our targets

An environmentally responsible organisation needs to have strategies, performance commitments and leadership on climate change at the business unit and site level. A corporate strategy or national policy alone is not enough to deliver the changes required, and the benefits those changes can bring.

A description of our corporate commitment to tackling climate change, elements of our strategy and our targets can be seen below.

ENVIRONMENTAL POLICY

Wolseley UK Limited is a distributor of construction and maintenance materials and as part of the Wolseley Plc Group, Wolseley UK Limited will comply with the Group policies for Environment, Health and Safety.

Wolseley UK Limited is committed to environmental protection throughout its operations. To attain this we shall:

- **Set objectives and targets for Continual Improvement, which shall be measured through regular monitoring and review**
- **Comply with all relevant environmental legislation, regulations, standards and other relevant codes of practice**
- **Seek to prevent pollution through effective control of: emissions to air, water and land, waste management, raw materials and natural resources and other local, environmental and community issues**
- **Seek opportunities to reduce, reuse and recycle materials and resources**
- **Implement and develop this policy through the company Environmental Management System and review by Senior Management on a regular basis**

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- **Work in partnership with our suppliers to work towards ensuring effective environmental supply chain management and to promote sustainable sourcing of products and materials**
- **Communicate this policy to all staff and is publicly available on our website- www.wolseley.co.uk**

A description of our business unit / site level commitment to tackling climate change, elements of our strategy and our targets can be seen below.

The Sustainability Building Centre Team have set out key deliverables which are as follows;

- **The SBC is unique to the industry and will be a single point of contact for all our customers**
- **There will be a dedicated design team to assist clients with products integration and selection**
- **There will be a clearly defined route to market for sustainable products through the SBC**
- **An increased market awareness of products**
- **National distribution**
- **All products will be available nationwide through the industry's most efficient supply chain**

These deliverables will help to raise the profile of sustainable products and allow customers easy access to the products themselves through a dedicated sales and design team and effortless purchasing through hundreds of branches nationwide.

Our team therefore believes that we are helping to tackle climate change by not only by increasing awareness of energy saving and sustainable products but also by making these products more readily available to the market. If the amount of energy saving and sustainable products purchased and used increases then there will be carbon and water saving and a decrease in pollution. We are in effect facilitating the move to tackle climate change by empowering people to do so themselves.

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1.2 Innovation – why our organisation is involved in climate change projects

Tackling climate change, not just in our own business, but helping others to tackle climate change, reduces long term risk and makes all businesses safer in the medium to long term.

A description of how tackling climate change has driven innovation can be seen below.

Wolseley has made a huge commitment to tackling climate change through the innovative development of the Sustainable Building Center (SBC). This building is the first of its kind in the UK if not Europe and is unique due to the building design itself which incorporates many form of sustainable technology and also the purpose of the building. The SBC will be a single point of contact for information, support and the purchase of sustainable products. The centre will be used by various groups such as architects, builders and government bodies etc.

Wolseley has 300,000 customers including major developers, house builders, public sector, facilities management and builders, plumbers and electricians large and small which results in a wide circle of influence.

1.3 Opportunities – how climate change projects have benefited our organisation

There are opportunities to be had from taking responsibility to tackle climate change, but these opportunities may lie outside of what a company has traditionally considered its core areas of influence.

Below is a description of how tackling climate change has presented our organisation with opportunities.

Our world is ever changing and if we do not change to keep up then we will be left behind. Climate change has presented new challenges such as overcoming water shortages, pollution levels and waste issues and opportunities within our business through new innovative products and jobs. We have been working with many new suppliers of sustainable plumbing and building products which

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have presented new prospects for partnerships. There are jobs being created due to the new technologies in the sales, event management and product management areas and there will be many more available in the support of those areas. By tackling the issue of climate change it has allowed our business to expand and develop in to new fields and there much room for expansion in the future.

2 Project Concept - what our organisation did.

Below is listed the name of and a description of our project. Why we did it (the main driver). What the aims and objectives were. How it was expected to work, what had to done to make the project succeed and what the expected benefits of the scheme were.

The SBC is a living, interactive showcase for renewable and sustainable products for construction and water conservation projects. The facility provides the focus of a commercial route to market for such products through the extensive Wolseley supply chain.

The Center is also an access point for data and information, plus technical and design assistance for a wide range of stakeholders including investors, customers, staff, suppliers, the government and the community.

The brand and its representatives will promote the economic, environmental and social benefits of sustainable products and processes.

The ethos of sustainability should be reflected in the everyday actions and behaviours in the Sustainable Building Center.

The main driver for the project

The concept of a Sustainable Building Center is Wolseley's response to the increasing demands being placed on the construction sector which is being enforced via Building Regulations, Building Standards, Planning Restrictions and last, but far from least, the imposition of very tight environmental specifications through Public Sector construction projects.

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On the 12th June 2006 the Government set new targets for sustainability; one of which was the accreditation of all public sector buildings to BRE's excellent standard which is a complex standard to achieve.

There have also been targets to reduce carbon emissions from offices by:

- **Reversing the current upward trend in carbon emissions by April 2007.**
- **Reducing carbon emissions by 12.5% by 2010-11, relative to 1999/2000 levels.**
- **Reducing carbon emissions by 30% by 2020, relative to 1999/2000 levels.**

And increasing energy efficiency through;

- **Departments increasing their energy efficiency per m² by 15% by 2010, relative to 1999/2000 levels.**
- **Departments increasing their energy efficiency per m² by 30% by 2020, relative to 1999/2000.**

There are many more targets which the Government has set to reduce the advancement of climate change and reduce carbon emissions which have as a result increased the need for sustainable products. The sustainable industry does not allow for easy consumer access due to its fragmented nature.

Aims and objectives

- **Unique to the industry, single point of contact**
- **Dedicated design team to assist clients with products integration and selection**
- **Clearly defined route to market**
- **Increased market awareness of products**
- **National distribution**
- **Massive "PR" and marketing opportunity**
- **Incremental profitable sales**

3 Project Partners – who was involved.

The names of all the people, job titles and all other organisations that were involved in delivering this project are listed below.

Wolseley UK

Angela Rushforth – Project Sponsor

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Tim Pollard – SBC General Manager
Chris Booker- SBC Product manager
Jaime Roberts – Business Improvement Team
Siobhan Smith – SBC Executive Assistant
Web Team
Category Managers
Marketing
Sales
Finance
Property
Business Improvement
Health, Safety and Environment

Dr Sandy Smith from Sustain
Edmond Shipway – Gary Carey
ECD Architects – Mark Elton
Techniker – Kevin Williams
John Sisk & Sons – Gerry O’Connell
Fulcrum Consulting – Daniel Birks
RGA Landscaping

4 What our business / organisation learned from becoming involved in climate change projects

A description of what we learned in carrying out this project can be seen below, i.e. what the easy successes were, the overall outcome and what the barriers were.

What worked?

An intense process of research and consideration went into the planning and developing of the Sustainable Building Center. The team was careful to seek expert advice in areas of inexperience from various bodies and groups such as the Carbon Trust, BRE, and the Energy Savings Trust.

The timing of the project was crucial and coincided with the government’s commitment to reduce the carbon dioxide emissions and tackle climate change. This in turn means that there will be increases in the government spend (approximately 40 billion) on sustainable products for public buildings and so a growing market.

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It was important that the design team used for the project were as committed to the sustainability policy as we were and so the team was chosen using those credentials. The architects ECD and Fulcrum's consulting engineers are very experienced in the design of sustainable and energy efficient buildings and insure that the building is of the highest standard.

The process of supplier selection was carefully monitored due to cottage industry nature of the current sustainable market. The suppliers chosen by Wolseley had to be feasible in terms of production and delivery in a suitably sized order and time frame.

The project is only in its first stages however so there is much more to consider in its development and implementation.

What didn't work?

The small size of many of the sustainable product suppliers created problems due to their incompatibility with a large, demanding distributor. Wolseley could not take on suppliers that would not be able to deal with the demands of their customers in terms of delivery time and the size of the delivery. This issue meant in turn that we had to turn down suppliers with fantastic products due to the fact that they would not be able to deliver their product to the larger market.

There were also problems with the fact that technology is changing daily and just as we specified a product for the building another product emerged with slightly improved credentials. This is however a problem that we had to come to terms with as the market is ever changing and to combat this problem we have allowed for the products within the building to be changed throughout the buildings life.

How this project generated enthusiasm, won hearts and minds and drove cultural change.

The Sustainable Building Center has caused a great excitement not only internally within Wolseley but also externally. Suppliers and consumers such as architects, builders, specifiers, developers and social housing providers will finally have a single point of contact for information about sustainable products and the opportunity to purchase them.

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Wolseley will help to mainstream sustainable products and hopeful as a result of this they will make sustainable products more accessible and affordable.

What the unexpected knock-on effects of this project were - both good and bad.

Good Knock-on Effects

There has been much enthusiasm and commitment from colleagues, customers and suppliers in helping the Sustainable Building Center (SBC) to achieve its published goals. The SBC has attracted new suppliers of innovative new products by establishing Wolseley as the acknowledged industry expert.

Bad Knock-on Effects

There have been problems which have arisen due to the complexity of the building and the experience gap of the contractors able to work with these new products.

5 How emissions were reduced by doing this project – i.e. quantified fuel and energy savings

We list here the fuel and/ or energy savings associated with this project. The amount of greenhouse gas emissions, especially the amount of carbon dioxide, that have been saved or will be saved because of doing this project are quantified below.

Wolseley's Sustainable Building product strategy has the potential to completely transform methodology within the construction sector. The resulting energy savings would make a massive contribution towards UK targets.

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6 What we would you do differently if we did this project again

Below is a description of what we would do differently in this project if we started again from scratch.

If we were to do the project again we would have started the construction much earlier.

7 Continuous Improvement

Below is a description of what we intend to do next in tackling climate change within our organisation.

The immediate next steps are to facilitate training and education programmes for our colleagues and customers. Secondly to continue an active communications programme promoting the undoubtable benefits of the Sustainable Building products and thirdly to encourage our supply partners to develop new and innovative products to make further contributions.

Below is a description of what we would do if we were given £10,000 to do a climate change project.

We would invest the money in an interactive training programme on the topic of sustainability and new products which could be accessed via our website.

8 Contact Details – where to go for further information on the above project

Below is a list of all sources of information and relevant contact details for this project.

www.wolseleysbc.co.uk

www.wolseley.co.uk

Email: sbc@wolseley.co.uk

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9 Any other useful information?

Sources of other useful information and links are given below.