

# CASE STUDY

TNT USES ISO 14001 ENVIRONMENTAL MANAGEMENT SYSTEM STANDARD TO ENFORCE AND BACK UP ITS OVERALL COMPANY OBJECTIVES TO REDUCE ITS ENVIRONMENTAL IMPACT

As a global operator in the express logistics and mail service, TNT has derived major benefits from the achievement of ISO 14001, the environmental management system standard.

## ABOUT TNT

### SUMMARY

TNT provides businesses and consumers in over 200 countries worldwide with an extensive range of services for their mail and express delivery needs.

### THE NUMBERS

- €11 billion revenue in 2007
- Over 160,000 employees world-wide
- Globally, TNT operates over 29,000 (3,200 in the UK) vehicles and 44 aircraft
- UK & Ireland fuel consumption is almost 30 million litres of diesel per year

### WEBSITE

[www.tnt.com](http://www.tnt.com)

### STANDARDS ACHIEVED

ISO 14001 - environmental management system

ISO 9001 - quality management systems

OHSAS 18001 - occupational health and safety



### TNT AND BUSINESS ASSURANCE

In 2005 TNT UK & Ireland began working with LRQA towards ISO 14001 environmental management system standard certification as part of the group's Strategic Environmental Objective to achieve this recognition throughout TNT's global operations. In addition to this, TNT is also LRQA certified to ISO 9001 for quality management, OHSAS 18001 for health and safety management, and 'Investors in People' for the development and training of TNT staff.

All four of these standards have now been achieved for TNT's global business and, as an example of the competitive advantage that this brings, TNT believes that it is the only express logistics and mail service provider in the UK & Ireland to hold standards for both environmental and health and safety management Systems.

### THE ROAD TO ISO 14001

TNT recognises that almost one fifth of CO<sub>2</sub> emissions globally are

derived from transport activities and as a global operator, the company acknowledges that it has an important role to play in environmental protection.

In the UK, having worked with LRQA for many years in the achievement of ISO 9001, TNT contracted LRQA to evaluate a pilot environmental management system scheme at their Wellingborough Depot in Northamptonshire against the ISO 14001 Standard.

The pilot scheme was a success

and as a result, it was decided that the environmental management system would be rolled out to the entire UK & Ireland network of 90 main locations. At the same time TNT established a number of key global objectives. One of which was to reduce the company's carbon footprint and a second was to gain external and independent recognition of environmental performance.

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“In terms of Business Assurance, what we like about LRQA is that their process is not just a tick in the box...”

Neil Griffiths, Director of Health Safety and Environment, TNT Express Services UK & Ireland

#### KEY BENEFITS OF ISO 14001 CERTIFICATION

- TNT UK has received widespread public acclaim as a result of its ISO 14001 certification and the initiatives that have resulted from it
- Certification by LRQA, an internationally respected certification body, provides transparent, authoritative proof for stakeholders that TNT has created and implemented a sustainable environmental management plan
- Cost reductions
- Competitive advantage
- Helps to ensure that TNT fulfils its obligations in the fight against climate change
- Ensures implementation of environmental objectives at all levels within TNT both operationally and individually
- Helps create business systems that continuously improve environmental performance
- Ensures a holistic approach to environmental management

#### ISO 14001 AT TNT

ISO 14001 certification formed part of the plan which was developed by TNT Corporate Head Office in consultation with Business Units and External Consultants.

As part of the company's environmental management plan, TNT has pledged to protect the environment by becoming carbon neutral. This will be no mean feat for one of the world's largest air and road transport companies. TNT believes that corporate activities, combined with individual actions, can make a profound difference in the fight against climate change and this is the philosophy and ambition behind 'Planet Me': the company's carbon reduction programme.

'Planet Me' is a three-pronged approach to radically reducing TNT's CO2 emissions. It comprises:

1. 'Count Carbon' – a commitment to transparent reports on carbon footprint
2. 'Code Orange' - a comprehensive programme for reducing CO<sub>2</sub> emissions from daily operations
3. 'Choose Orange' - a means for encouraging TNT employees to undertake personal environmental initiatives.

Within the Code Orange programme a wide range of initiatives are underway, including:

- 'Delivering Clean' initiative – electric vehicles, hybrid vehicles, compliance with 'Euro 5' emissions limits ahead of legal mandatory date October 2009
- Renewable electricity supply at depots with smart metering for improved control – TNT currently procures 48% of electricity from sustainable sources
- Waste management initiatives to increase recycling levels. For example, in the UK waste recycling increased by 33% in 2007 to 4,536 tonnes which created a cost saving of £281k
- Videoconferencing to reduce executive travel, which has saved £250,000
- Financial incentives for staff that choose low emission company cars
- Externally accredited training programmes for safe and fuel efficient driving

TNT UK recently announced a £7 million investment in the world's largest fleet (100) of 7.5 tonne zero emission electric vehicles. The fleet will be in operation by the beginning of 2009

#### WORKING WITH LRQA

Commenting on the decision to work with LRQA, Neil Griffiths, Director of Health Safety and Environment, TNT Express Services UK & Ireland said, "In terms of Business Assurance, what we like about LRQA is that their process is not just a tick in the box; LRQA takes a holistic approach to environmental management and they have given us some excellent advice on how we can improve our performance. For us it's about continuous improvement; it's not just a case of getting a certificate that hangs on the wall; it's about creating good business benefits from a robust environmental management system."

Commenting on his experience with LRQA auditors, Neil Griffiths said, "The LRQA team was first class and gave us some excellent recommendations. Effectively, LRQA has worked with us on a consultancy basis to improve our performance."

"Later in 2008, LRQA will conduct the first audit of our integrated Health, Safety and Environmental Management System. They will look at both standards at the same time and we are working hard to ensure that we retain our certifications."

#### COMPETITIVE BENEFITS

TNT has reported significant competitive advantage from the achievement of the four standards listed above. However, certification also features prominently as a requirement in many customer tenders. Furthermore, reporting feedback from TNT's larger customers, Neil Griffiths said, "Many customers are delighted that we have achieved certification as it blends with their own commitment to reduce their environmental impact from their activities. As their carrier, we are an extension of their business and the fact that we have ISO 14001 certification assists and supports them to achieve their own environmental objectives."

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