

Corporate Social Responsibility Report 2008/9



Mission

To Innovate and Advance Knowledge one mind, one person, one community at a time

Welcome to our first Corporate Social Responsibility (CSR) report. This year, we wanted to design and implement a framework which develops the Library's ongoing commitment to ethical behaviour, improves quality of life for the workforce and impacts positively on the community, wider society and the environment. As carers of the world's knowledge, the Library by its very nature is a socially responsible organisation.

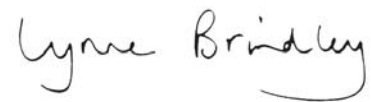
Our challenge, then, was how we create a framework which is above and beyond business as usual. After much research and development, we formed a CSR working group to help guide and advise the Library on its social, economic and environmental

responsibilities within our local, national and international communities.

Led by Mary Canavan, Director of Human Resources, the Library's CSR working group acts as a focus for existing and planned activities. The group brings together colleagues from across the Library with a wide experience in business, environmental, social and economic areas. The group also consults with other colleagues, bringing in particular expertise etc, when needed, and reports regularly on CSR activities and progress to the Library's Board, Executive Team and of course to all members of staff via various communication channels.

Although this year was the first of many along our journey to become a benchmark for organisational global citizenship and a library for the future, I am very honoured to report that within its first year the CSR Working Group has highlighted and challenged numerous projects and goals.

I greatly look forward to how the Library evolves in the years to come.



Dame Lynne Brindley
Chief Executive, British Library

Below Chief Executive Dame Lynne Brindley and Chairman Sir Colin Lucas judge the Big Book Review of St Michael's School in Camden.



The British Library Corporate Social Responsibility beyond business as usual

All it takes is an idea...

Top of our agenda in 2008 was to develop a Corporate Social Responsibility (CSR) framework which served not only as a unifier for our existing efforts and activities but also as a catalyst to that which is beyond business as usual for our 2000+ staff. Our goal: to engage the world's knowledge. Our challenge: to structure a CSR framework which enhances that which we do by default.

After months of research and dialogue, we focused our agenda on three main areas: the environment, economic and social. Once we had this, we could then develop a working

group with strengths in each of these areas. A year after its first meeting the CSR Working group as chaired by Mary Canavan, Director of Human Resources, is a cohesive team exploding with ideas. From the heads of Customer Services in Estates to the Head of Technical Operations, we are very honoured to have a working group which highlights the diversity and expertise in the Library.

The diagram below illustrates how although each member has specified fields in which they hold expertise, the group overlaps in projects, guidance, and decision making.

Mary Canavan – CSR Working Group Chair		
<p>Environmental Behaving ethically</p> <p>Development and Introduction of Socially Beneficial Products and Services Jim Linden David Read Patrick Dixon Alasdair Fraser</p> <p>Environmental and Protection Activities David Read Patrick Dixon</p>	<p>Social Improving the quality of life for our workforce, families and local communities</p> <p>Employee Engagement</p> <p>Community and WellBeing Activities Mark Stringer Sandra Myers Edwards Alasdair Ball Caroline Cook</p>	<p>Economic Economic development</p> <p>Code of Ethics and Standards of Business Practice Andy Appleyard</p> <p>Procurement Alasdair Fraser</p>

Putting the value in money

The role of Procurement is to make sure environmental, social and economic factors relating to CSR are considered fully at all levels of purchasing, contracting and tendering.

Alasdair Fraser, Head of Procurement

Within Procurement, CSR covers the breadth of Economic, Social and Environmental issues and is known by a number of other terms such as Responsible, Sustainable or Ethical Procurement. The Library takes its Responsible Procurement very seriously and has undergone a plethora of activities to ensure all goods and services describe and embrace our CSR framework.

Achievements

- A booklet highlighting the Library's Responsible Procurement Policy and whole life costing guidance notes was issued via the intranet to all staff, this includes a responsible procurement checklist for staff when buying goods and services.
- The Library is working towards a more diverse supplier base supported by the development of a supplier page on www.bl.uk and seeking to create opportunities within our Business & IP Centre.
- A contract has been awarded to recycle redundant IT equipment, led by our Corporate Procurement Unit (CPU) to support a number of CSR issues.
- CSR has been embedded as an action into the Business Planning Process.
- Promotion within our office supplies contract of the availability of products with reduced environmental impact and to aggregate orders to limit frequency of deliveries.

Case study – A Responsible Procurement Policy

The Library's Head of Procurement, Alasdair Fraser, believes that all Library staff involved in the procurement of goods and services should assess how they can support responsible procurement with support from CPU staff at the very earliest stages of planning their requirements. Through attendance at national seminars on responsible procurement, links to DCMS, NDPB's and Central Government and relationships with key suppliers, and the body of professional procurement knowledge on Responsible Procurement issues Alasdair and his team developed in 2008/09 requirements and specifications to embed a new Responsible Procurement Policy.

The Library's Responsible Procurement Policy was agreed by the Executive

Team in March 2009 and highlights the following areas to be part of our Procurement and Contracting processes:

- Supporting environmental policies to reduce packaging waste and reduce environmental impact, including use of land fill, in the manufacture and delivery of goods and services
- Consideration of sustainable policies and practices to limit use of energy and materials.
- To maintain and enhance, within the framework of value for money and legal compliance, Responsible Procurement activities to fully support the CSR agenda.

As a commitment to CSR and supporting a diverse range of organisations, CPU have also provided increased opportunities

to a diverse range of suppliers such as SME's, BME's, Women's, and Voluntary organisations to bid for the £40 million we spend on goods and services.

They have also worked with our Business & IP Centre and other communication channels to ensure this knowledge is available to our community.

In line with their responsible Procurement Policy, CPU have also ensured CSR questions are scored for suppliers and sub-contractors prior to selection in tenders for goods and services and have ensured that suppliers and sub-contractors operate to ILO labour standards maintaining adherence to UN International Ethical Labour Standards.



Alasdair Fraser
Head of Procurement

Enhancing communities one by one

It has been an honour to expand and develop our WellBeing programme and volunteering initiatives for staff. As well as this, it is such a pleasure to see staff practising sign language in the offices and public areas, and I greatly look forward to seeing the work that we all have to offer in the years to come benefitting both staff and our local communities.

Caroline Cook, Human Resources

The social element to our CSR framework not only has our local communities at heart, but also our staff. We aim to value the diversity of our staff by offering a broad range of initiatives both internally and externally and look forward to our staff becoming involved in the creation of real value within our local communities.

Achievements

- 2008/9 saw for the first time united and cohesive volunteering opportunities for staff in both our North and South locations by providing both on and offsite training and Criminal Records Bureau checks for all staff engaged with our corporate community initiatives. We have supported Reading Matters and mentoring for transitional students, in addition to expanding our Reader Volunteers scheme by 100%.
- We have supported three British Sign Language Level 1 classes for staff to learn sign language in which 32 members of staff have enrolled .
- 368 members of staff have participated in our Disability and Equality Training and 418 members of staff have participated in our Race and Cultural Awareness Training
- The Library organised the Big Book Review with local school, St Michael's. Each class chose their favourite two book reviews which were then judged by Chairman Sir Colin Lucas and Chief Executive, Dame Lynne Brindley.

Case study – The Big Read: London Writers meet the Readers

2008 not only celebrated the 10th anniversary of the Library's flagship location in St Pancras, it was also the 10th anniversary of the National Year of Reading. To celebrate, the Library joined forces with the National Literacy Trust to support and promote reading in all its forms. Support not only included volunteering opportunities and community support, but also our Big Read which ran from September to December.

The Library's Big Read was our big book club that ran from September to December to encourage our local communities to get reading.

The books on the list were:

- *Greetings from Bury Park* by Sarfraz Manzoor
- *The War for Children's Minds* by Stephen Law
- *Love Falls* by Esther Freud
- *Black Gold of the Sun* by Ekow Eshun
- *My Once Upon a Time* by Diran Adebayo
- *Miss Herbert* by Adam Thirlwell

To celebrate the end to the National Year of Reading and the Big Read, the Library and Camden Library Service hosted a fantastic sell-out event at St Pancras with some of London's most innovative writers. Mary Canavan, the Library's Director of Human Resources, welcomed authors Stephen Law, Esther Freud, Ekow Eshun, Diran Adebayo plus chair Claire Armistead to a packed auditorium on 16 December. The authors read excerpts from their work, took part in an engaging panel debate, and welcomed questions from the audience. They also mingled and signed many books afterwards.



Caroline Cook
HR Information and Business Development Support
Adam Thirlwell
Author

Getting waste sorted

The Estates department takes the lead on recycling for the Library – but recycling is everyone's responsibility and its success is in everyone's interest. We can provide the tools, but we rely on our staff, our contracting partners, and the public at large to help us finish the job.

Stephen Hanger, Estates

To lessen our environmental impact, the Library introduced an improved office waste recycling scheme at the end of 2007 in which paper, cans, plastics, glass, food, batteries, wood, metal etc are now recycled. As an integral aspect to our CSR framework we are continually developing ways in which we and the public can enhance our environment.

Achievements

- Before the start of the new scheme, the Library recycled less than 30% of its waste by weight overall. However we are now close to our target for this year of recycling 60% of our waste – already exceeding the government target of recycling 40% of waste by weight.
- Visitors and Readers of the Library are included in our campaign and segregate their own waste.
- Reducing the amount of waste produced is now a key consideration for the Library and we are happy to say that none of our residual waste goes to landfill – it's incinerated for energy.
- The Library is pursuing ways to minimise the impact of construction waste on the environment.

Case study

Putting in place the systems, contracts and arrangements to establish means of recycling waste is a relatively easy task.

Making it work however is a different matter as its success is almost wholly dependent on the attitude and the behaviour of our users.

The Library had operated some recycling schemes with varying degrees of success but in late 2007 it embarked on a campaign to raise awareness about how much waste was produced by the Library and how it was disposed of.

In communications the tonnage was 'converted' into the equivalent weight of London buses to make it tangible, and at that time we produced the equivalent weight of 70 double deckers with most ending up in landfill sites!

On the back of this and similar communications all personal waste bins were removed and were replaced by recycling stations in staff areas. This change resulted in the Library achieving the government's recycling target of 40% and is one year ahead of its due date of 2010.

The scheme was then extended into the public spaces at St Pancras engaging Readers and Library visitors in the campaign and then into our kitchens and the Conference Centre for the composting of food waste. In January 2009 we recycled 57% of our waste, with all residual waste being incinerated.

The Library has self imposed some challenging stretch targets for the coming years to improve its recycling and also to address the amount of waste that it produces overall.



Paper Only



Stephen Hanger
Customer Services Manager, London



**Cans &
Plastic Bottles
Only**



Turning up the heat on energy management

The Estates Department is responsible for monitoring and controlling the energy consumed in our buildings. Energy management is one of our key department objectives, to ensure value for money and to reduce our impact on the environment.

Patrick Dixon, Estates

As part of its CSR strategy, the Library is committed to responsible energy management and will practice energy efficiency throughout all its premises. We aim to reduce the consumption of energy by using a number of strategies, including:

- Using automatic monitoring and control systems
- Increasing staff energy awareness through training, road-shows and 'Green Champions'
- Purchasing energy-efficient plant and equipment when economically viable
- Conducting energy-efficiency surveys and action plans.

Achievements

- We have powerful Automatic Monitoring and Targeting software, which collects and analyses meter readings, to enable our Energy Manager to discover and correct any energy waste and thus reduce our CO₂ emissions.
- We are seeking opportunities to replace existing lamps with more energy efficient lighting such as LEDs. This will lead to a considerable increase in lamp life, decreased energy usage, less CO₂ emissions and reduced maintenance costs.
- We will be carrying our thermal imaging surveys of our premises, to identify and correct any heat losses from our buildings and the equipment in them.
- We are in the early stages of investigating the feasibility of producing our own electricity using generators and capturing the heat (CHP), which would result in lower CO₂ emissions overall.

Case study

The Green500 is the premier carbon mentoring service for large organizations based in London. Supported by the Mayor of London, the scheme aims to reduce CO₂ emissions by 1.5 million tonnes by 2010 – the equivalent to a saving of around £150M in energy bills. The scheme provides members with practical advice and support to reduce their carbon emissions

and recognises and rewards members' commitment to excellence in carbon reduction through an annual awards ceremony hosted by the Mayor of London. For more information please visit the Green500 website at www.green500.co.uk.

The Green 500 has recently carried out an assessment of our carbon use at St Pancras and Colindale. The

results will include an Action Plan to reduce our carbon footprint and a recommended annual CO₂ reduction target. Our Membership covers a three year period and will involve regular audits by a carbon mentor.



LONDON | GREEN500
LEADING TO A GREEN LONDON
MEMBER

Patrick Dixon
Head of Building Services

Achievements so far...

Aggregating orders the Library has reduced its CO₂ emissions and fuel use to:

7.28 miles per day
1,121 Litres of fuel per annum
2,170 kg of CO₂ emissions per annum.

We recycle glass, toner cartridges, batteries, wood, metal, food waste, paper, cans and plastics in both our office and public spaces showing an annual increase of our recycled waste by weight of 55% from 30%.

We are working with London Green500 in a carbon mentoring service to achieve our carbon reduction goals.

Using recycled A4 copier paper in all areas of the Library has:

- Reduced our CO₂ emissions by 5,344 kg
- Saved 737 trees
- Diverted 30,713kg of waste paper from landfill.

We have facilitated a programme of volunteering opportunities that has resulted in 15 staff in Boston Spa and 13 staff in St Pancras participating in reading support with local schools – yielding more than 750 hours of volunteering within our local communities.

None of our waste goes to landfill – our general waste is incinerated for electricity generation.

In 2008/9 the Library has supported the National Year of Reading and Times Books for Schools.

We are also honoured to be winners of the following outstanding accolades:

- HR Magazine Award for best WellBeing Programme 2008
- Gold Award at the Disability Standard 2007 Benchmark
- Diamond Awards for listening to disabled people and accessible goods and services
- Best Newcomer Award from the Employers Forum on Age 2007
- CBI Excellence in the Public Sector 2008
- CBI People's Organisation Award 2008.

Photography Elizabeth Hunter, Chris Mcglashon, Tony Grant

We are proud to work with the following bodies in enhancing our CSR framework :

**Employers
Forum on Age**

**Employers
Forum on
Belief**



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LEADING TO A GREEN LONDON MEMBER



Camden
education business partnership

