

The Exchange Mall, Ilford

www.themall.co.uk/exchange

- *First town centre retail complex to become ISO 14001 registered*
- *Reduced electricity costs by 25%*
- *Increased waste recycling from 18% to 28%*
- *Introduced a Disaster and Scenario Testing Programme*

The Organisation

The Exchange Mall is the first town centre retail-shopping complex in the UK to become registered with BSI to the Environmental Management Standard, ISO 14001.

Based in Ilford, the Exchange Mall has 85 retail units and employs over 65 staff members and has over 13 million visitors per annum. ISO 14001 has been implemented across all of its business functions including food outlets, security, maintenance and cleaning.

The Issue

There were two key reasons why the Exchange Mall took the decision to implement and become registered to ISO 14001:

- to reduce any negative impacts the business has on the environment and future community that surrounds it,
- to highlight opportunities to deliver best business practice to ensure their retailers operate in a dynamic forward thinking environment.

The Benefits

“By implementing ISO 14001, we are delivering a better business for our retailers, property owners and general public as we now work to a high standard of environmental performance. The community we work in can be confident that its shopping centre cares about the local environment. Through ISO 14001, we are ensuring that the children of Ilford and Redbridge will inherit a shopping experience that will benefit their future well being.”

Matthew Fletcher, Environmental Systems Manager, The Exchange Mall

BSI Case Study on ISO 14001 registration

ISO 14001 has been implemented across the entire business to ensure customer, building and retailer issued alike are monitored closely to deliver the demanding environmental targets set each year.

Since implementing ISO 14001, the Exchange Mall has:

- **reduced electricity costs by 25%** through the introduction of monitoring systems such as light meters to ensure that the 20,000 lights in the centre are only on when required to substitute natural light.
- **increased waste recycling from 18% to 28%**. For every tonne of general waste produced 91.5% is ash, which is recycled and used in aggregate, the remaining 8.5% is raw metal, which is refined and reused, also 120 tonnes of cardboard was recycled last year.
- implemented environmentally friendly methods of car park degreasing and de-icing to ensure the local river only receives clean water.
- introduced a Disaster and Scenario Testing Programme to ensure staff know how to handle any emergency. This is carried out in conjunction with the London Ambulance Service, Metropolitan Police, Redbridge Borough Council and the British Transport Police.
- reviewed suppliers who did not meet the Exchange Mall standards. This has focused suppliers to deliver best performance through supplier performance appraisals.

Says Matthew Fletcher, “Our ability to be legally compliant is much easier as we now monitor all legislation relating to the shopping centre and the environment. Trend analysis has led to problem solving in advance of issues becoming critical. Additionally, as part of a large property fund we are able to demonstrate our environmental pedigree to ethical investors, which will open up new funding opportunities.”

BSI's Role

BSI was chosen as the Exchange Mall's registrar as it is the leading Management Systems registration body.

“The assessment process is manageable, achievable and thorough which has enabled us to embrace and adopt this process when auditing our own processes and procedures. The assessors are extremely knowledgeable and have guided our business to meet best practice and continued improvement”, Matthew Fletcher