



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service



A Sustainability and Environmental Annual Report

2019 / 2020

www.mawwfire.gov.uk

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Foreword by the Chief Fire Officer



Mid and West Wales Fire and Rescue Service is committed to embracing environmental sustainability in the delivery of Service excellence. We continue to strive to this goal by reducing energy demand, working towards zero waste sent to landfill and reducing our Service Wide Carbon Footprint year on year.

Our vision remains to be a Fire and Rescue Service where the sustainable use of resources and environmental issues are embedded in all our decision-making processes and enhancing the economic, social and environmental well-being of our communities.

We are fully aware that our operations influence the global and local environment and therefore we are committed to minimising any adverse impacts wherever finances, operations and resources allow.

The Well-being of Future Generations (Wales) Act 2015 sets a requirement for the Fire Service, as a Statutory Members of each Public Service Board (PSB), to collaborate and work towards improving the economic, social, environmental and cultural well-being in our area by strengthening joint working across all public services in Wales. We attend PSBs in all 6 counties which ensures we support and set objectives to maximise the PSBs contribution to the well-being goals.

Our Sustainability and Environmental Strategy 2015-2020 sets out the main principles, proposals and required actions to reduce the environmental impacts of the Service's activities and operations. Maintaining certification to the highest level of the Green Dragon 2016 Environmental Management Standard year on year ensures that we continue to challenge ourselves and stimulate sustainable and environmental improvements.

Looking towards the future, we continue to have even greater challenges to meet on our journey to minimise our impact on the environment. We have made great strides forward in the last year, including installing a large array of solar photovoltaic panels to the roof of our Service Headquarters and our training and workshop facility building in Earlswood which will significantly offset our demand for grid-sourced electricity. We have also begun our exciting journey into the use of non-response Electric Vehicles and charging points on our sites.

I believe we are providing a leading role in environmental issues for others in the Public Sector in Wales. I would like to take this opportunity to thank all employees and other stakeholders for their continued support and valued contributions in helping to achieve our sustainability aims. I look forward to the year ahead as we continue our sustainability journey.

Chris Davies QSFM MBA
Chief Fire Officer



Executive Summary



This is the seventh Annual Environmental Report produced by Mid and West Wales Fire Service. It covers the 2019/20 financial period and summarises achievements made in our environmental performance in the last year and outlines the progress towards our Environmental Objectives.

The report summarises the Service's key areas of performance and monitoring in areas where we have the biggest impact on the environment. This includes our utilities in terms of consumption and carbon emissions, our fleet and waste production from all Service premises.

As well as highlighting our environmental achievements for the financial year 2019-2020, this Report also outlines our sustainability projects aimed to reduce our carbon footprint, such as our Ultra Low Emissions Vehicles (ULEV).

Sustainability is about improving the quality of life in a way that does not cause irreversible damage to the environment or prevent future generations from being able to benefit from the good things we have become accustomed to.

To help us achieve our environmental objectives, we work towards the Green Dragon Environmental Standard 2016 throughout the Service. The Standard aids and compliments our decision making and ensures continual environmental improvements year on year. The Standard is aligned with ISO 14001:2015, which ensures we incorporate and consider interested parties in the context of the organisation in terms of internal, external and social pressures that relate to its activities.

As a Fire and Rescue Service, we try to ensure that all our operations and activities help reduce the impact fires have on the environment as well as help the impact incidents could have on the local economy and society. As such, all staff have a responsibility to ensure that environmental awareness and objectives are worked towards, helping improve the Service and creating a sustainable future.

Mid and West Wales Fire and Rescue Service (MAWWFRS) cover **4,500 square miles of predominantly rural countryside which makes up two-thirds of the area of Wales**. Within this area, we work within a number of environmentally important regions including Special Sites of Scientific Interest (SSSI), National Parks and Areas of Outstanding Natural Beauty (AONBs). We employ **approximately 1,300 staff** who provide administration and operational support across 58 Fire Stations.

MAWWFRS is **committed to excellence with a vision to become a world class organisation**. We recognise the increasing importance of the need to protect the environment and conserve its precious resources.

The Service is committed through its Environmental Policy, environmental guidance, strategies and certifications to reduce its negative environmental impact. Our existing environmental aims and objectives are designed to comply with environmental legislation and work towards environmentally sustainable development in our activities and operations with support from a wide variety of environmental procedures and guidance.

As a Service, we have made a **commitment to be an environmentally responsible Service**, as such, for the last 6 years we have maintained Level 5 in the Green Dragon Environmental Management System (EMS). We report annually on our environmental performance, objectives and targets to ensure continual environmental improvement. It also highlights the Service's environmental achievements and our objectives for the year ahead.

In line with guidance from the Environment (Wales) Act 2016, we have also produced a Section 6 Duty Report and a Biodiversity Action Plan (BAP) to work alongside this, all of which are discussed within this Report.



Our Environment – Corporate Objective

As part of the Service's Corporate Plan 2020-2025, the Service have developed 4 Strategic Aims which set our direction for the next five years. These aims help ensure we continue to deliver the best possible service to our communities, they cover Our People, Our Communities, Our Environment and Our Future.

Under the Service's 'Our Environment' Strategic Objective, we aim to continually improve our working practices and activities with consideration to our short and long term environmental impact. We will continue to strive to reduce our carbon footprint and continue with our research into green sustainable renewable technology for our fleet and buildings, while looking for collaboration opportunities to improve our impact on the environment.

This is one of the Service's aims to help meet the Well-being goals.



The Well-Being of Future Generations (Wales) Act 2015

The Service has aligned itself with the Well-Being of Future Generations (Wales) Act 2015, which places a legal responsibility on Statutory Organisations to actively consider the effect of their activities and how they could impact on future residents of the planet.

The Service reports annually on our 4 Strategic Aims: Our People, Our Communities, Our Environment and Our Future. The Service Improvement and Wellbeing Objectives Annual Assessment identifies how we have contributed to the Well-being goals for the previous year as set out within the Well-being of Future Generations (Wales) Act 2015.

Environment (Wales) Act 2016 – Section 6 Duty Report and Biodiversity Action Plan 2020-2023

Under Part 1, Section 6 of the Environment (Wales) Act 2016, as a Statutory body, MAWWFRS are required to produce a Section 6 Duty Report (S6 Report) by the end of 2019/2020 financial year, outlining what we as a Service are doing to protect and enhance biodiversity on our land and through our activities. The full Report can be found in the Sustainability and the Environment Section on the Service external website.

An updated Report is required to be published every 3 years to highlight progress. To help the Service work towards the objectives within this S6 Report, a Biodiversity Action Plan 2020- 2023, was also published with 5 main objectives aimed at guiding the Service to enhance and encourage biodiversity across our estate

Green Dragon 2016 EMS Standard

The Green Dragon Environmental Standard is a voluntary obligation which awards accreditation to Organisation's that are taking action to understand, monitor and control their impacts on the environment. In 2014, the Service achieved Level 5, which is the highest level available, and comparable to ISO 14001:2015.

In March 2020, the Service successfully maintained Level 5, Green Dragon accreditation for the 7th year in a row.

The Standard shows MAWWFRS is committed to managing the impact our activities have on the environment and shows we are aware and actively working towards reducing this impact. We understand and work within our environmental responsibilities and are committed to continually improving our footprint on the environment.

It provides externally verified assurance to our stakeholders and interested parties that our environment practices, processes and procedures are effective and that compliance with all relevant legislation is satisfactory.

For further information on the Green Dragon certification, please click visit the Green Dragon Website [**here**](#).



Environmental Management Review

A review of MAWWFRS EMS is undertaken annually to ensure its continuing suitability, adequacy and effectiveness.

Performance against objectives and targets as well as any problems associated with the EMS are discussed during the review as well as the following issues:

- Actions outstanding from previous meetings;
- A review of performance;
- Non-conformity reports and Audit finding reports;
- A review of the achievements against current objectives and targets;
- Setting of objectives and targets;
- A review of the Environmental Policy, Procedures and Guidance;
- A review of environmental training needs;
- A review of the effectiveness of the environmental projects undertaken by the Service.

The Management Review addresses the possible need for changes to the environmental documents and ensured continued commitment and progress towards environmental improvement.

Environmental Sustainability in the Service

In 2020, the Service's third 5-year Sustainability and Environmental Strategy 2020-2025 will further lay out the commitment to sustainable practices for the next 5 years.

In the past 5 years, the Service has taken huge strides forward and achieved a number of environmental goals and objectives outlined within the Sustainability and Environment Strategy 2015-2020 including:

- Community engagement in relation to arson and wildfires;
- Sustainable procurement;
- Renewable energy initiatives and utility monitoring;
- Improvements in waste and recycling Service wide;
- Introduction of a ULEV fleet;
- Service's first Biodiversity Action Plan 2020-2023

Over the past year, the Service has not recorded any contravention of environmental legislation nor has been responsible for any pollution incidents.

RE-USE AND REFURBISHMENT OF MATERIALS

The Service utilises supported business frameworks such as the Value Wales Furniture framework and are currently working with Ministry of Furniture to utilise recycled furniture and as an example the T2020 office at Service Headquarters was kitted out with recycled furniture, as was the Llanfair Caereinion Fire Station internal refurbishment project.

As well as the sustainable procurement conditions, our suppliers and contractors are requested to declare their own environmental credentials and to confirm their understanding of our expectations of the Service as an organisation compliant with stringent environmental and sustainability commitments and objectives.

The Waste Hierarchy

MAWWFRS has a legal obligation to consider the waste hierarchy when handling waste. The hierarchy sets out, in order of priority, the waste management options to consider. It ranks the waste management options according to what is best for the environment and places emphasis on waste prevention before reuse and recycling and only after these options are considered should waste be disposed of through landfill.

The Service re-purpose and re-use surplus materials internally and externally where possible and in particular to the below organisations:

- The Service has donated a large amount of surplus used office furniture to Enfys Foundation (furniture upcycling for disadvantaged persons);
- All worn Large Good Vehicle (LGV) tyres are sent back to ATS who inspect and then recycle the tyres as pitches and area coverings on children's play grounds.
- Ministry of Furniture provide the Service with office furniture from upcycled and damaged stock.

Sustainable Procurement

The Service has been working with Business Wales and their predecessors for around 14 years in terms of breaking down the barriers to enable small to medium enterprises (SME's) to tender for public sector work. This includes 'Meet the Buyer' events for large projects to allow SME's to bid for sub-contracting opportunities.

The Service includes contract clauses that encourage suppliers to develop a proactive approach to equalities, ethical and environmental issues and procurement personnel receive sustainability training.

The Service stipulates environmentally friendly products within specifications where possible e.g. stationery and janitorial supplies frameworks.

In 2019, a number of our Service sites, such as Service HQ Carmarthen, committed to using more Fair Trade or UTZ products including coffee and sugar, using biodegradable coffee cups, plastic free food packaging and recycled paper for all printer machines. Moving forward our aim is to integrate Fair Trade and recycled products throughout more aspects of our activities such as packaging, stationary and local or Fair Trade food produce.



Aspects and Impacts

MAWWFRS has a number of Environmental aspects and impacts relating to our everyday operations.

Environmental aspects are the elements of MAWWFRS activities that could cause an impact on the environment.

A Register was developed from the Initial Environmental Review and from consideration of the Service's activities and operations. Those with significant impacts are addressed in the Register of Environmental Aspects document.

The significant aspects are reviewed annually to ensure they are still relevant and to ensure no new significant aspects or impacts need to be included.

There is a mixture of aspects within the Register which are considered to have a Service wide impact including areas of Air Pollution, Water Pollution, Waste Management and Energy. MAWWFRS has 5 significant aspects which are considered to be high risk:

- Waste to Landfill;
- Water Pollution and Site Drainage;
- Energy consumption and CO2 production;
- Fleet Vehicles and business travel;
- Potential pollution during Firefighting.

The criteria used for evaluation are described in more detail within our EMS. The criteria for the significant environmental aspects and impacts are determined by the following:

- assessing the scale of the aspect and impact;
- determining if the aspects are controlled by any legislation;
- determining if the aspect poses a threat to corporate reputation and
- determining if the aspect effect the carbon emissions or the organisation.

The Aspects and Impacts Register is included within the remit of the Annual External Green Dragon verification which ensures compliance.

Environmental Performance – Statistics and Projects

MAWWFRS is continually trying to improve our environmental impact and performance in relation to community engagement for arson reduction, reducing carbon emissions from our fleet and ensuring our buildings are as efficient as possible, while also reducing energy consumption. We monitor and document a wide range of activities which enables us to scrutinise our progress on a monthly basis.

In the years ahead, we aim to reduce our Service Carbon Footprint, build on the number of Solar PVs installed onto our Fire Stations, use greener technology to heat and control our Fire Stations, continue to incorporate Ultra Low Emission or Electric Vehicles into our Fleet, work towards our Biodiversity agenda and continue to work towards an achievement of zero waste to landfill.

The Service aim to reduce our carbon emissions year on year in line with our Environmental Objectives as well as to align with the target set out in the Environment (Wales) Act 2016.

Energy Consumption

MAWWFRS use a large amount of energy to power our network of offices and Fire Stations. We recognise that the generation and consumption of energy has a significant impact on the environment, through the use of finite resources and the emission of greenhouse gases.

Our electricity is supplied by a renewable energy provider and is monitored via a Backoffice portal with monthly monitoring spreadsheets. From this information, Energy Consumption Posters are circulated to Commands to raise awareness of the electricity used.

Gas consumption is monitored on a monthly basis through Automatic Meter Readers (AMRs) for all Gas sites. The consumption is recorded, this is used to monitor performance and to highlight any significant increase or decrease in usage per Command.

ENERGY	2018/19 (KWH)	2019/20 (KWH)	ANNUAL % CHANGE
Electricity	2,626,677.6	2,844,900.88	+8.3% increase
Gas	356,854.00	399,482.00	+11.9% increase

There is an increase in our electricity consumption due to the increase of building works and installations over the previous year. Installation of new electric vehicle charging points on stations and improved reporting from Stations resulting in a higher and more accurate figure.

There is an increase in the consumption of gas over the previous year due to the variation in weather and an improvement in monitoring through the AMRs allowing for more accurate readings.

As well as gas and electric consumption, MAWWFRS also has 7 heating oil tanks over 5 sites. These are monitored by the use of Watchman technology transmitter units which are fitted to the tank and warns when stocks are running low or if there may be an issue with the tank, such as a leak.

	2018/19	2019/20
Oil Consumption (Litres)	45,052	70,902

The increase in oil consumption is explained by the schedule of ordering heating oil for the Stations overlapping the financial years.

All of the oil tanks are either double skinned or are held within a suitable bund, the integratory of which are checked annually during internal Environmental Station Audits or by external qualified engineers. Emergency procedures are in place in case of any spills by either Stations or delivery drivers carrying out refills. Each oil tank location also has a spill kit on site to deal with any leaks or problems.

The Water Resources (Control of Pollution) (Oil Storage) Regulations 2016, also ensures further safety measures are in place to guarantee no oil is leaked to the surrounding environment.

In line with the Energy Performance of Buildings Regulations, we have placed Display Energy Certificates (DECs) in 23 of our buildings which qualify.

DECs are clearly displayed in any of the Service buildings which are accessed by members of the public with a floor area over 250m². These Certificates provide the public with the energy performance of a building and assist us in identifying the least efficient buildings and prioritise improvement measures accordingly.

Carbon Emissions

Most carbon emissions produced by the Service is measured annually to monitor our overall impact on the environment. As a Service we try to reduce our carbon emissions each year by raising awareness on energy consumption, carrying out environmental campaigns to reduce Station emissions, installing solar panels on Service buildings and using green technology in Stations where possible.

The figures used to calculate carbon emissions are taken from the DEFRA conversion factors published on their website. These carbon conversion factors change each year which is reflected in our monitoring.

The energy related Carbon emissions (in tonnes) are recorded below.

ENERGY	2018/19	2019/20
Electricity	743.5	663.15
Gas	65.6	73.4
Oil	11.1	17.4

ELECTRICITY CONVERSION factors used for 2018/19 was 0.28307 and 2019/20 is 0.2556

GAS CONVERSION factors used for 2018/19 was 0.18396 and 2019/20 is 0.18385

OIL CONVERSION factors used for 2018/19 was 0.24665 and 2019/20 is 0.24675

MAWWFRS monitor our carbon emissions through monthly utility consumption figures and via annual monitoring of Scope 1 (Direct emissions) and 2 (Indirect emissions). The 2 scopes are explained further in the table below:

SCOPE 1 ALL DIRECT GREENHOUSE GAS EMISSIONS FROM SOURCES THAT ARE OWNED OR CONTROLLED BY THE ORGANISATION.	SCOPE 2 INDIRECT GREENHOUSE GAS EMISSIONS EMISSIONS FROM CONSUMPTION OF PURCHASED ELECTRICITY, HEAT OR STEAM.
<ul style="list-style-type: none"> Combustion of fossil fuels for heating – gas or heavy oil Combustion of diesel used in the operation of fleet vehicles Fugitive emissions 	<ul style="list-style-type: none"> Purchased electricity, heat and steam generated up-stream from the organisation

The purpose of separating the Greenhouse Gas emissions into Scope 1 and 2 is aimed at avoiding double counting of the Service's emissions and can help organisations see what they can control directly compared to what emissions they can influence. (Scope 3)

Currently MAWWFRS do not record Scope 3 emissions but processes are being developed to include an element of this into the next financial year monitoring and reporting.

The table below shows our emissions in tonnes CO₂e per year (tonnes).

	SCOPE 1	SCOPE 2
2018/19	1,119.4	743.53
2019/20	1339.3	663.15

Renewable Energy

The Service currently has 7 locations with Solar PV Panels installed, with the most recent being fitted to our Service Headquarters, Carmarthen and Earlswood Training sites.

- Aberystwyth Fire Station;
- Amman Valley Fire Station;
- Earlswood Training Facility;
- Fire Service Headquarters, Carmarthen;
- Llanelli Fire Station;
- Morriston Fire Station;
- Whitland Fire Station.

To date, the Solar PVs have generated the following figures since they were installed:

	PAYMENT RECEIVED APRIL 2019 - MARCH 2020
Payment generated	£2920.28
Units generated	13,902.31 Kw

Service Fleet

MAWWFRS has approximately 330 vehicles in our fleet including both operational and non-operational pool vehicles. Due to the vast rural landscape of the area of Wales in which we operate, and the nature of the Service as an emergency responder, this can limit our options when it comes to transport for operational requirements.

Despite this, we have introduced a number of improvements to our fleet such as Hydrogen vehicles, Electric vehicles and electric bikes. We continue to research all Ultra Low Emission Vehicle (ULEV) alternatives to fossil fuel and sustainable technology for our fleet and sit on a number of external ULEV groups throughout the Service area. The table below shows the diesel used and the carbon emissions from 2019/2020. The following figures have been provided by the Fleet Engineering and Logistics Department.

	2019/20
Diesel (Litres)	481,310
tCO ₂ e (Tonne CO ₂ Equivalent)	1,248.5

DIESEL (LITRES) CONVERSION factor used for 2019/20 is 2.59411

The new tracking and monitoring system for the Service Fleet went live in October 2019. To show data for previous years would not indicate an accurate comparison. This will be shown in the next Annual Environmental Report. Government funding opportunities and funding from the Office for Low Emission Vehicles (OLEV) has meant that sustainable improvements to our fleet can be achieved, such as electric vehicle charging points on Service Premises, and we will continue to work towards building a sustainable Green Fleet for the Service. These projects are discussed in more detail below.

Business Mileage

Business miles are calculated separately to our Fleet and can be found in the table below:

	2018/19	2019/20
Lease	191,253	191,394
Casual / Essential	186,155	191,539
(Essential users) Passenger Mileage	35,276	26,415



Service Projects

ULEV Corporate Project

In April 2019, as the Service's Zero Emission Green Fleet began to develop, a Corporate Project Group was established to centralise the reporting on the Zero Emission vehicles within the Service Fleet. All decisions on electric vehicle choices and locations of charging points were initially done through this group.

All new Ultra Low Emission Vehicles (ULEV) now play a big part towards our Green Travel Plan objectives, reducing our direct emissions to air and showing our commitment to continual environmental improvement.

Over the next few years, end of life fossil fuelled vehicles will gradually be replaced with zero emission, electric alternatives. Working groups were set up to make decisions on types of vehicles, strategic locations of charging points and allocation of vehicles, all of which will be captured and reported on under the ULEV Corporate Project.

Within the first year of the ULEV Corporate Project a Strategic Plan was established and a schedule of works was set. It is expected that vehicles will be replaced with ULEV alternatives as they come to the end of their life and the charging infrastructure will continue to expand as standard as needed.

With the increase of fleet of electric vehicles through both the Public and Private sector organisations, collaboration opportunities through a number of external ULEV Groups has grown and the possibility to ease range anxiety of the electric vehicles will hopefully soon be resolved.



Electric Vehicle Project

In early 2020, as part of the ULEV Corporate Project, the Service took delivery of 7 fully electric vehicles for use as non-response, pool fleet which were incorporated into the fleet for all Staff. These consisted of 3 VW e-golfs and 4 Nissan Leaf vehicles, with a further 15 electric vans due to arrive in the Summer of 2020.

To help keep these vehicles running, funding for Workplace Chargers was obtained from OLEV to install Electric Charging Points at our Service Headquarters carpark in Carmarthen. Further Electric Charging points will be installed at a number of our Service locations from April 2020 onwards and will be reported on in the next Annual Environmental Report.

	JANUARY 2020 – MARCH 2020
Mileage	802
CO2e offset	1.9 tonnes

Updates on the progress of the ULEV Corporate Project was reported on regularly to the Service's Performance and Scrutiny Committee (PASC).

Hydrogen Vehicle Project



As well as a number of electric vehicles, the Service have 2 Hydrogen fuelled, Hyundai ix35 FECVs within our fleet for use in the Community Risk Reduction and Business Fire Safety Departments.

These vehicles are part of a Low Emission Vehicle trial within the Service and helped pave the way for a future greener fleet including Hybrid and Electric Vehicles.

Our hydrogen fuelled vehicles release zero emission and are based in an area renowned for high air pollution, and although only playing a small part, every little helps in reducing air pollution from road traffic sources. These vehicles will help reduce our carbon emissions as a Service. The hydrogen itself is produced onsite in the Baglan Energy Centre through renewable energy including Solar PVs.

In July 2019, David Lidinton MP visited the Hydrogen Centre Baglan. Our vehicles were used to demonstrate the capabilities and refuelling infrastructure and process.

Since incorporating the vehicles into our fleet, combined, the vehicles have covered the following:



	UP TO MARCH 2020
Mileage	22,979
CO₂e offset	5.79 tonnes

According to the Carbonfootprint.com website, the Service has offset 5.79 tonnes of CO₂e by driving our 2 Hydrogen Vehicles for 22,979 miles.

Electric Bikes

The Service own a small number of electric bikes which are used in the Swansea and Carmarthen Command areas for Community Risk Reduction (CRR) duties. Feedback from the use of the e-bikes has been very positive and they are getting a popular choice of travel for CRR duties. The bikes are currently based around Llanelli, Carmarthen and Swansea Stations.

These bikes are helping the Service to work towards our Green Travel Plan and Environmental objectives of carbon reduction, encourage more sustainable travel choices and will improve the health and wellbeing of Staff members. There is a cost saving in terms of wear and tear on vehicles, diesel and parking costs.

There has also been a positive response from members of the public when personnel arrive for an inspection on a bike instead of in a vehicle.

Fire Fighters Charity

Since 2010, the Fire Service has been assisting the National Fire fighters Charity raise money through textile recycling banks located on 32 of our Stations yards. The amount of textiles donated from members of the public has been increasing year on year and for the Financial year 2019/2020 compared to the previous period, the income generated by the Service donations has increased by 15%:

YEAR	KG OF CLOTHING	INCOME GENERATED
2019/20	100,762	£22,168
2018/19	87,388	£19,225.36
2017/18	75,091	£16,502.02

Donations from the Clothes Banks are collected on either a weekly or bi-weekly basis and resold or recycled which means diversion from landfill.



Salary Sacrifice Schemes

The Service run a number of Salary Sacrifice Schemes for its staff to help reduce the environmental impact of both vehicles and technology. This helps give employees access to modern, safer and more fuel-efficient vehicles as a reduced cost from nominal forecourt prices. The scheme assists in reducing the Service's carbon footprint by encouraging employees to purchase new cars which emit lower carbon emissions or by purchasing cycle bikes.

To date, the Car Salary Sacrifice Scheme has signed up 37 new vehicles where the bike scheme has had 84 new bike contracts. Figures from the last 2 years can be seen in the table below.

	2018/19	2019/20
Vehicle Salary Sacrifice Scheme	6	1
Bike Salary Sacrifice Scheme	28	29

Employees are encouraged to cycle to work, where possible, where a number of bike sheds have been installed at various Station locations. This also works towards our Green Travel objectives and our Corporate Health objectives, promoting health and wellbeing within the workplace.

Service Waste and Recycling

Workshop Waste

The Service has 3 designated workshops to carry out vehicle maintenance and repairs. These locations have recycling facilities for the segregation of waste, including paper, plastic, aluminium, glass, contaminated waste, vehicle batteries and scrap metal. This ensures the safe transfer and disposal of all waste.

Scrap Metal and hazardous waste is disposed of through a formal contract arrangements this includes engine oil, used oil filters and absorbent waste. The Service's main workshop at Earlswood is included in the external Green Dragon re-assessment which is undertaken annually to ensure quality assurance processes.

Statistics for workshop waste vary year on year due to the frequency of the collection and servicing schedule. Below shows the data from the previous two years of our workshop waste.

	2018/19	2019/20
Scrap Metal (Tonnes)	12.4	5.3
Absorbent Waste (Kgs)	323	321
Oil Filters (Kgs)	685	1,335
Engine Oil (Litres)	5,603	5,390
Hazardous components eg. Vehicle Parts (kg)	450	1,500
Vehicle batteries	4.7	1.1

Variable Servicing over the 2 financial years would result in higher quantity of waste being produced by the workshops.

Waste from workshops is managed centrally and, where possible, has been streamlined so one main contractor is set up to manage the collection and disposal of the majority of hazardous waste making it easier to monitor.

Scrap metal produced in our workshops is recycled through a separate contract with the Disposal Service Authority (DSA). The DSA offer a collection-to-disposal service for a wide variety of items such as:

- Operational Equipment;
- General Miscellaneous Equipment including tools, telephones electrical equipment;
- Plant;
- Redundant Vehicles Parts;
- Scrap Metal;
- Tyres and Portable batteries.

General Waste and Recycling

As a large organisation, MAWWFRS produce a lot of general and dry mixed recycling waste, as such, waste monitoring is vital so we can improve our facilities and help divert as much waste as possible from landfill.

In March 2020, the Service signed with a new Waste Contractor to begin waste collections on 1st April 2020. This will enable all Stations waste to be collected by a single waste contractor instead of 6 different collectors helping us to monitor waste and compliance more easily. Quarterly waste figures will be monitored with 2020/21 being the new baseline.

As a minimum, general waste has always been collected from our Service locations. Dry mixed recycling facilities have now been installed at all locations throughout the Service and food waste collections have been established where appropriate. Currently the range of materials that are recycled depends on the waste streams on that Fire Station, but generally this consists of:

- **White paper**
- **Cardboard**
- **Plastic**
- **Aluminium**
- **Batteries**
- **Confidential Waste**
- **Metals**
- **Food**
- **Books, journals and pamphlets**
- **Waste Electrical and electronic equipment**
- **Oils and soiled absorbent materials**
- **Toners and cartridges**

Single Use Plastic Reduction



In late 2019, the decision was taken to reduce the amount of single use plastic consumed and purchased by the Service, in particular Single Use Plastic (SUP) bottles and packaging.

The Mess Room at Service Headquarters and the Community Café in Aberystwyth Fire Station have eliminated their plastic use by adopting alternatives to plastic food packaging such as biodegradable food packaging and drinking cups instead of the single use plastic. With local Councils and Environmental Forums pushing the reduction in single use plastic this is the first step in reducing our impact.

Long term we aim to eliminate plastic products and packaging and drastically reduce the amount of SUP bottles purchased. When purchasing items to come into the Service, consideration needs to be given to packaging for delivery and alternatives.

Plastic Bottles – Elimination and Reduction

The Service use a vast number of SUP Bottles for both welfare during incidents and every day activities, and with the number of bottles being purchased increasing year on year for the last 5 years. This could be down to a number of factors such as Service Staff culture, lack of monitoring and ease of access to bottles of water at Service locations.

Towards the end of 2019, an initiative was started to reduce the number of single use plastic bottles purchased in the first instance and replacing these with individual re-usable water bottles to each member of Staff to use throughout their daily routine. A feasibility trial was undertaken with crews at 4 Fire Stations to obtain feedback to establish if this change would be possible on both Wholetime and On-call Stations. Feedback was positive and the change was welcomed by crews.

Over the last 5 years, there has been an increase of nearly 25,000 water bottles purchased. It is anticipated that this initiative will hugely reduce the number of bottles used and disposed of throughout the Service.

This initiative was also eagerly adopted very successfully within the Earlswood Training Department for all new recruit and training courses undertaken. This is a huge step for the Service in reducing plastic waste and potentially halving the number of SUP bottles purchased moving forward. The initiative was so successful at the Earlswood Training site, that it is being rolled out across all the training facilities across MAWWFRS.

Battery Recycling

The Service has a contract in place with BatteryBack for the collection and recycling of portable dry cell batteries. There are currently 13 locations across the Service where batteries can be stored and collected by BatteryBack. There were 6 collections for the period 1st April 2019 to 31st March 2020, compared with 4 for the year before, with the breakdown of recycled batteries shown below:

PERIOD	BATTERIES	CARBON SAVINGS
2019-20	299kg	167kg
2018-19	150kg	84kg



Biodiversity and Conservation

There are 58 locations within the Service which include Fire Stations, Mechanic Workshops and Administration Buildings. Along with an external Grounds Maintenance contractor, we manage and maintain our grounds in a way that protects and enhances existing habits. In line with Section 6 Duty of Part one of the Environment (Wales) Act 2016, we as a Service, work towards encouraging biodiversity to our sites where possible.

Biodiversity Action Plan 2020 - 2023

In line with the Environment (Wales) Act 2016, the Service has developed a 3-year Biodiversity Action Plan 2020-2023, to outline objectives to encourage and enhance biodiversity onto Service sites.

The 5 main objectives outlined within the Plan are as follows:

1. To establish a culture of awareness and conservation throughout the Service of species and habitats on our sites and the Biodiversity Action Plan
2. To ensure structured management and regular monitoring and reporting on the Biodiversity Action Plan
3. To work with local wildlife Groups, Local Biodiversity and Conservation Groups to encourage species to site and conserve and enhance special areas of interest
4. Identify and map habitats and species of importance located on Service sites
5. To ensure that Fire Service Grounds are management to encourage and enhance biodiversity to site

A Biodiversity Action Plan Working Group was set up to assist in achieving the objectives and this will also be a standing Agenda item on the Sustainability and Environment Group meetings.

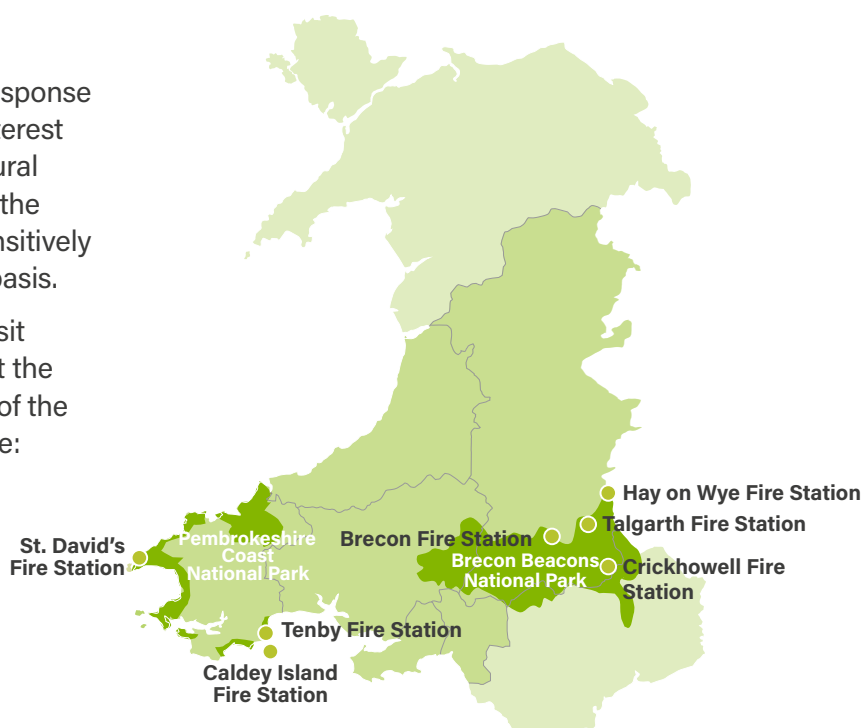
All our sites are managed to encourage, enhance and protect the flora and fauna on that site and adjacent land. As a result, some of the sites now attract an increasing number and diversity of birds and insects.

To encourage an increase in biodiversity, ground maintenance on sites includes:

- **Control of Knotweed**
- **Tree Maintenance**
- **Grass Cutting**
- **Leaf picking**
- **Hedge / Shrub pruning**
- **Shrub / Flowerbed maintenance**

MAWWFRS serve within a number of designated sites. We hold Incident Response Plans for Sites of Special Scientific Interest (SSSI) and Areas of Outstanding Natural Beauty (AONB) Sites which consider the value of the site appropriately and sensitively and review the process on a regular basis.

We have a number of Stations which sit on the borders of designated sites but the Stations which sit directly within one of the designated sites are included opposite:



The Service worked closely with Wales Biodiversity Partnership to implement a biodiversity layer onto the Mobile Data Terminals (MDT) on the Fire Appliances in Pembrokeshire Command. This highlights 3 specific themes of important or at risk species which helps protect species in certain locations and helps stop the spread of Invasive non-native species (INNS). This layer is being considered to be rolled out to other Commands within MAWWFRS.

Service Response – Environmental Protection Units

MAWWFRS have a duty to protect the environment. this includes our use of water and any contaminated run off during and after a fire

All incidents which are attended vary in size and severity. Operational techniques depend on the incident attended and communication is kept between NRW, Landowners and MAWWFRS. The most appropriate course of action will be determined to limit the impact on the environment.

All of our fire appliances hold environmental 'Grab Packs' for the prevention of environmental pollution which contain absorbent pads, clay sealing putty and drain sealing mats. These are used to contain the pollution at the sources prior to the removal by specialist contractors.

The Service has three specialist Environmental Protection Units (EPU) based strategically at Newtown, Llanelli and Pembroke Dock Fire Stations. These vehicles are used for the storage and carriage of equipment specifically for prevention of environmental pollution. This equipment held on the units help to minimise or mitigate impacts of incidents attended by the Service. The equipment is maintained by Natural Resources Wales (NRW). The Environmental Units can also be used for fire fighter decontamination purposes, with the facility for containment of contaminated run off to reduce environmental damage.

The EPU consist of chemical and oil absorbents utilised to prevent the substance entering water courses and reducing the impact on the environment. There are also various other pieces of equipment utilised to resolve operational incidents where chemicals are involved: vetter leak sealing bags, numatic hazardous dust machine, over-sized drums, drain mats etc.

The main purpose of the unit is to respond to environmental emergencies across the MAWWFRS area. The Service also works closely with NRW. This collaboration aims to minimise the hazards to the environment as far as practically possible from both thirds parties, flooding and fire service activities dealing with incidents and encourages greater liaison, planning and training.

The call out statistics for the EPU in the last financial years are as follows:

	2018/19	2019/20
EPU Call outs	44	46

MAWWFRS works closely with NRW for guidance at incidents with a high risk to the environment. In addition to the joint working at emergency incidents, NRW supply MAWWFRS with consumable items to use at incidents, and all costs are recovered from the 'responsible person' following an incident where the equipment has been used.

At our Swansea West Fire Station, we hold a site sharing agreement with NRW to store air monitoring equipment and one of their vehicles.

Regular meetings are held both nationally and locally to continue the positive work. NRW support the Service in our training and exercising, building on the relationships already in place.

Business and Community Fire Safety

Fire prevention is a key aim of these Service Departments. Though direct environmental benefits are impossible to determine accurately, the more fires that can be prevented, the resulting contamination and pollution to the environment will also be prevented. The Service's dedicated Community Safety and Business Fire Safety teams ensure that our communities, premises and their environments are better protected from the unwitting fire risks and/or the impacts of arson.

The Service does this by delivering many business and community fire risk minimisation initiatives which provide key messages on the damage that incidents of fire and arson cause to Businesses, the Community at large and the environment.

	2018/19	2019/20
Property / Vehicle / Education Fires (Primary Fires)	1429	1299
Grass Fires / Rubbish Fires (Secondary Fires)	2301	1851

Grassland, woodland and crop fires which were started deliberately have been included within these statistics as these fires would have an immediate and devastating impact on the environment and the biodiversity that may be nesting there.



Measuring and Monitoring: Environmental data

Access to reliable environmental data means that changes in resource demand patterns can be mapped as a means of evidencing demand control (or lack of) and can then be used to confirm environmental improvements and subsequent cost savings. This active monitoring is considered vital in justifying reported environmental improvements.

Performance Management

Programmes are in place to measure and report on the following aspect at either monthly or quarterly frequencies.

- Gas & Electricity;
- SUP Water bottles used;
- Heating fuel oil & diesel for transport;
- Wastes (plastic, paper, cardboard, glass, aluminium cans, tins, other metals; wood & food waste)
- Re-use of materials & re-cycling;
- Utilisation rates of selected materials procured.

Waste data availability is variable depending on contractors facilities. Improving the frequency and reliability of environmental data provision will provide more opportunity to intervene quickly when environmental objectives slip. Work has been carried out to improve back office systems to be able to obtain accurate data as and when it is needed.

Environmental Training and Compliance Obligations

Environmental Training

Sustainability and Environmental training within the Service includes Environmental Awareness Training as part of the induction process for all Service employees. The induction program raises awareness of key environmental and sustainable issues and procedures taken by the Service to reduce environmental impact.

Internal training takes the form of raising environmental awareness via

- Internal communications and environmental campaigns;
- Environmental Awareness Presentations;
- Circulating training fact sheets and attachments by internal email on issues such as energy data and updates on environmental performance.

Compliance with Environmental Legislation and Voluntary Obligations

As required by the Green Dragon EMS, the Service holds a register of Compliance Obligations which is applicable to the activities and operations of the Service and to ensure compliance with all relevant legislation. The register records the most common requirements of our organisation including: Air, Noise, Water, Waste, Land, Flora and Fauna.

To aid in ensuring this register is always up to date with all relevant environmental legislation and applicable voluntary obligations, the Service uses the Legal Compliance Manager System which is an environmental update service which enables us to identify and categorise applicable legislation easily and efficiently.

To ensure all legislation is covered, this is supplemented by regular cross-referencing with information via the Institute of Environmental Management and Assessment's (IEMA) website, as well as referencing information from environmental websites and periodicals.



Future developments & campaigns

The Service is always in search of innovative ideas and opportunities to improve its processes and efficiencies. In respect of future intentions for environmental improvements, the following are planned for the year 2020/21:

- Increase awareness and motivation of all staff to engage in environmental improvement objectives;
- Increase and encourage sustainable and recyclable products into the Service;
- Encourage and enhance biodiversity to our sites and introduce an environmental conservation aspect to the green space on Service sites;
- Collaborate with external organisations on Environmental Projects;
- Improving the frequency and reliability of environmental data provision;
- Improve space planning and occupation of our buildings so that maximum use is gained from heated/lighted premises;
- Align battery storage to future PV initiatives in order to become cost neutral as we are no longer be able to sell back to the grid;
- Introduce additional full electric and low emission vehicles to the Service fleet.



**SUSTAINABILITY IS
ABOUT IMPROVING THE
QUALITY OF LIFE IN A
WAY THAT DOES NOT
CAUSE IRREVERSIBLE
DAMAGE TO THE
ENVIRONMENT**



Environmental Objectives (EO), Targets and outcomes for 2019/20

Section 3

	OBJECTIVE	TARGET	2019/20 OUTCOME
EO1	To report on Environmental performance	<p>a) To publish an Annual Sustainability Report both internally and externally.</p> <p>b) To publish the Service's first Section 6 Duty report</p> <p>c) To report performance against environmental objectives using measurement, monitoring and pro-active management to ensure continual environmental improvement</p> <p>d) Report to highlight all Sustainable achievements and improvements</p>	<p>Fifth Annual Environmental Report was approved and published by end of Summer 2019</p> <p>Published March 2020</p> <p>Performance monitored and reviewed annually</p> <p>Continual environmental improvements are checked and reviewed by external auditors during Green Dragon Audit</p>
EO2	To promote the Service Environmental Strategy, Policies, Procedures and performance	<p>a) Ensure communication to all Staff regarding Environmental issues</p> <p>b) To have all personnel aware of the Strategy, Policy and Procedures and where to find them.</p> <p>c) Raise awareness with Staff via Environmental Training</p>	All Environmental documents are available on @Work and updated when needed
EO3	To prevent pollution from Fire Service locations.	<p>a) Zero pollution incidents recorded in accordance with Best Practice guidance</p> <p>b) To ensure 100% Compliance with current and relevant legislation</p> <p>c) Focus on developing a schedule of Site Drainage works</p>	<p>No pollution incidents</p> <p>Compliance upheld</p> <p>Site Drainage work to begin mid - 2019 to produce plans and colour code drains on all Stations.</p>
EO4	Reduce energy demand and GHG Emissions.	<p>a) To reduce energy / GHG emissions by 2% by the year end 31/3/2019 (against 2016/17 baseline)</p> <p>b) To incorporate long term energy conservation strategies into action planning and development.</p>	<p>Objective not achieved</p> <p>Solar PV Panels installed at Earlswood and HQ</p>

	OBJECTIVE	TARGET	2018/19 OUTCOME
E05	Reduce the amount of waste sent to landfill. Record and minimise waste and pollution risks	a) Reduce waste to landfill by 2% on the baseline year 2017/18 b) Reduce pollution risk by developing and operating sound waste management practices and procedures c) Raise awareness and focusing on the principles of the waste hierarchy.	<p>Figures calculated every 2 years when contracts are renewed.</p> <p>Biodegradable cups and containers used in HQ and Aberystwyth Café.</p>
E06	Collaborate with Estates & Procurement departments to reduce Waste	a) To identify and implement waste prevention, re-purposing, re-use b) To improve recycling/recovery opportunities throughout the Service.	<p>Increase in mixed recycling collection</p> <p>New contract set up for Swansea Command to improve monitoring</p>
E07	Reduce demand for transport fuels	a) Reduce fuel by 3% (and GHG emissions) - by the year end 31/3/2019 (against 2016/17 baseline). b) Incorporate Electric vehicles and charging points into the Service Fleet	<p>Objective not achieved</p> <p>Electric charging points installed at the Service Headquarters in March 2019. Corporate Project approved for future reporting on ULEV.</p>



Environmental Objectives – 2020/21

Mid & West Wales Fire & Rescue Service believes that evidencing corporate responsibility towards environmental management is best achieved by setting of both qualitative and quantitative environmental objectives.

These objectives are aligned with both the [Service's Corporate Plan 2019 - 2024](#) and the [Sustainability & Environmental Strategy 2015 -2020](#). The Service uses these objectives to measure its environmental performance against.

The seven overall themes of our environmental performance objectives for 2020/21 which are different to the previous year. The objectives for the year are as follows

Our Environmental Objectives 2020/21

OBJECTIVE 1

To raise awareness Service wide and promote and report on all environmental aspects and performance, such as the Environmental and Sustainability Strategy 2020-25, Environmental Policy and Procedures.

OBJECTIVE 2

Raise awareness of the new Biodiversity Action Plan 2020-2023 and encourage all employees to assist with environmental initiatives on Stations.

OBJECTIVE 3

Consider water conservation techniques on Stations.

OBJECTIVE 4

Reduce Scope 1 and 2 emissions (against 2019/20 baseline) and work towards reporting on the Service's Scope 3 emissions for grey fleet.

OBJECTIVE 5

Streamline Service waste collection and improve waste monitoring through new contract. Encourage and raise awareness on Stations of reduce and reuse waste in the first instance.

OBJECTIVE 6

Implement and monitor single use plastic water bottle reduction programme Service wide.

OBJECTIVE 7

Increase ULEV programme Service wide, and research new vehicles and charging technologies for use in more rural areas of the Service.

A report of performance against these targets will be incorporated in the 2020/21 Annual Environmental Report.

Environmental Statement

This Annual Environmental Report for the period 2019/20 will be externally verified as part of a Green Dragon Environmental Management Standard Audit by a registered assessor during the re-assessment of the Environmental Standard.

Appendix: Relevant Environmental Statistics

TRANSPORT	2018/19	2019/20
Total annual fuel demand DIESEL (litres)	N/A	481,310
Total annual Carbon Emissions (tCO ² e) DIESEL	N/A	1,248.5

ENERGY	2018/19	2019/20
Total annual ELECTRICITY demand (kWh)	2,626,677.6	2,844,900.88
Total annual GAS demand (kWh)	356,854.00	399,482
Total annual HEATING OIL (litres)	45,052.00	70,902
Total annual carbon emissions (tCO ² e) ELECTRICITY	743.53	663.15
Total annual carbon emissions (tCO ² e) GAS	65.6	73.4
Total annual carbon emissions (tCO ² e) HEATING OIL	11.1	17.4

WORKSHOP WASTE	2018/19	2019/20
Absorbents (Kg)	323	321
Oil Filters (Kg)	685	1,335
Engine Oil (Litres)	5603	5390
Hazardous components eg. Vehicle Parts (Kg)	450	1,50
Vehicle Batteries	4.7	1.1
Scrap metal (Tonnes)	12.4	5.3
Kg of clothing (Firefighters Charity)	87,388	100,762
Batteries - small (Kg)	150	299
Batteries Carbon emissions (Kg)	84	167



MID & WEST WALES FIRE & RESCUE SERVICE

SUSTAINABILITY AND ENVIRONMENTAL

5.40 – Environmental Policy

1.0 INTRODUCTION

Mid and West Wales Fire and Rescue Service covers the unitary Authority areas of Carmarthenshire, Ceredigion, Neath Port Talbot, Pembrokeshire, Powys and Swansea. It is committed to protecting the environment. The Service has a responsibility to protect the community it serves and to nurture the natural environment of the region. This Environmental Policy sets out MWWFRS Vision and Objectives. It demonstrates the Service's commitment to managing the environmental impacts of its activities and improving its environmental performance.

By promoting this Policy throughout the organisation the Service aims to encourage environmentally sound activity and minimise wasteful and damaging practices.

2.0 PURPOSE

This Policy describes Mid and West Wales Fire and Rescue Service's approach to environmental issues. The policy has four main purposes:

- It is a signal of intent to display the Service's commitment to minimise any negative impact from its activities, on the environment;
- It provides details of the commitments the Service has made to improve its environmental performance;
- It is intended as a reference point. It is intended that this document will be used to inform all of our day to day activities, and due account will be taken of this policy when policies are developed or reviewed.
- This policy is intended to support the Service's Sustainability and Environmental Strategy.

3.0 SCOPE

This policy covers all of the activity of Mid and West Wales Fire and Rescue Service and sets out a number of commitments which will help the Service to meet its corporate vision.

This policy does not prescribe the precise action to take; it is intended as guidance rather than instruction.



4.0 BACKGROUND

To assist Mid and West Wales Fire and Rescue Service in realising its vision, the Service needs to be increasingly aware of the environmental impacts its activities have on the environment and work towards minimising any negative impact.

Most of the work carried out by the Service has some impact on the environment. This includes all operational work, such as attending fires, road traffic collisions and pollution incidents, and dealing with the after effects of such incidents; the Service has other direct environmental impacts through its own use of resources.

The Service will need to work with other organisations to ensure that the best interests of the environment are taken into account as well as working towards enhancing and protecting biodiversity within our Command Areas as well as on land that we own.

Additionally, the Service wants to promote an awareness of environmental issues in non-operational areas such as Transport, Procurement, Training, and all its administrative functions. Each of these has a part to play in ensuring that the Service meets its environmental objectives and targets.

For these reasons, this Environmental Policy – Statement of Intent has been created.



5.0 Statement of Intent

Mid and West Wales Fire and Rescue Service Environmental Policy - Statement of Intent

Mid and West Wales Fire and Rescue Service recognises that its operations and activities, impact on the environment. Through the conduct of its business, the Service is committed to reducing its use of natural resources and carbon footprint, preventing pollution and continually improving its environmental performance in a sustainable manner.

Mid and West Wales Fire and Rescue Service confirms a commitment to promoting a sustainable environment to the communities it serves. In pursuit of its vision “to become a World Class Organisation” and in working towards a more sustainable future, the Service is committed to supporting its communities by means of its fire prevention awareness and education programmes and by minimising its own adverse environmental impacts by reducing pollution, minimising waste, increasing recycling and tackling the causes of climate change.

Mid and West Wales Fire and Rescue Service is committed to reducing our impact on biodiversity in line with the Section 6 Duty under the Environment (Wales) Act 2016 and making a valuable contribution to the protection and enhancement of its environment by:

- Having a strategy to confirm the Service’s commitment to protecting the environment;
- Ensuring our compliance obligations to all relevant UK, European and International legislative and regulatory requirements and agreements which relate to the Service’s environmental aspects are met or exceeded;
- Reporting annually on performance, environmental objectives and targets to ensure continual improvement;
- Promoting the Service’s Environmental Strategy, Policies and Procedures across the Service;
- Providing dedicated training to employees in their environmental responsibilities;
- Considering environmental issues in purchasing decisions and the planning and design of projects to make sustainable development the Service’s ‘Core Organising Principle’;
- Adopting water reduction measures and enhancing the sustainable use of resources;
- Reducing energy consumption and incorporating long term strategies for energy efficiency into planning and development;
- Promoting the use of fuel-efficient motor vehicles and introducing more Zero Emission /Ultra Low Emission Vehicles into our fleet;
- Minimising any adverse impact on the environment of our Service Delivery at operational incidents;
- Minimising waste and pollution by developing and operating environmentally sound waste management procedures;
- Maintaining the grounds and buildings of Mid and West Wales Fire and Rescue Service in an environmentally sensitive way, having regard to the protection of local natural habitats and enhancing and encouraging biodiversity;
- Working with our partners and other local and national agencies as appropriate, to promote environmental policies, promote ‘Best Practice’ and protect the environment.

This Statement confirms the Service’s commitment to protect both our immediate and wider environment from its activities. Progress in developing and implementing environmental strategies will be reviewed and reported annually. This Statement and other related documents will be made available on our @Work and the external website and other locations as appropriate and will be subject to an annual review.



Chris Davies QSFM MBA
Chief Fire Officer



Jan Curtis
Chair, Fire Authority

6th January 2020



Social Media

We encourage you to keep an eye on our
social media channels for updates

HOFFI DILYN RHANNU



LIKE FOLLOW SHARE

**Ein Negeseuon
Diogelwch**

Our Safety
Messages



Gwasanaeth Tân ac Achub
Canolbarth a Gorllewin Cymru

Mid and West Wales
Fire and Rescue Service

A Sustainability and Environmental Annual Report

2019 / 2020