

The Tibetan Kitchen



Environmental Performance Review

20th March, 2015

A project funded by



and in accordance with BioRegional's 10 One Planet Principles

and 100% funded by Naturesave Insurance



One Planet Living is a positive vision of a world in which we are living happy, healthy lives, within the natural limits of the planet — wherever we live in the world — and we have left sufficient space for wildlife and wilderness. Real life examples show that this is possible.

Ecological footprinting shows that if everyone in the world consumed as many natural resources as the average person in Western Europe, we'd need three planets to support us. If everyone consumed as much as the average North American, we would need five planets. In China and South Africa the overall average is one planet, but this disguises considerable variations between different regions and lifestyles.

One Planet Living is BioRegional's vision of a sustainable world, in which people everywhere can enjoy a high quality of life within the productive capacity of the planet. It uses ten principles of sustainability as a framework, which were developed out of BioRegional's work on the BedZED eco-village.

The One Planet Living approach and ten principles framework is a simple way to plan, deliver, communicate and mainstream sustainable development and the green economy.

The Sustainable Business Clinic is an accredited environmental consultancy and has been contracted by the Naturesave Trust to undertake an Environmental Performance Review (EPR) of The Tibetan Kitchen. This forms part of the commercial insurance package given by Naturesave Insurance, whose aim is to use insurance as a vehicle for sustainable development.

The report will enable The Tibetan Kitchen to trade in a more sustainable manner in accordance with One Planet Living Principles as developed by BioRegional.

The recommendations outlined in this EPR are designed to enable The Tibetan Kitchen to adhere to the One Planet Living Principles and are given in each section and in Appendix 1.

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Introduction

Many small and medium-sized organisations are unaware of the ways in which their company or organisation can be more environmentally aware and efficient. In order to assist companies with more environmentally aware trading practices, The Naturesave Trust provides each Naturesave Insurance commercial policy holder, with a **FREE** Environmental Performance Review (EPR) of their business premises and trading practices.

The Naturesave Trust is a registered charity that obtains 100% of its financial resources from Naturesave Insurance, an insurance provider which uses the insurance industry as a vehicle for sustainable development.

The EPR is designed to follow Bioregional's **10 One Planet Living Principles** as a holistic overview. This includes advice on energy efficiency, waste and water minimisation to sourcing more ethical and environmental suppliers to staff well-being and happiness.

The 10 **One Planet Living** Principles developed by Bioregional are:

									
Health and happiness		Encouraging active, sociable, meaningful lives to promote good health and well being							
Equity and local economy		Creating bioregional economies that support equity and diverse local employment and international fair trade							
Culture and community		Respecting and reviving local identity, wisdom and culture; encouraging the involvement of people in shaping their community and creating a new culture of sustainability							
Land use and wildlife		Protecting and restoring biodiversity and creating new natural habitats through good land use and integration into the built environment							
Sustainable water		Using water efficiently in buildings, farming and manufacturing. Designing to avoid local issues such as flooding, drought and water course pollution							
Local and sustainable food		Supporting sustainable and humane farming, promoting access to healthy, low impact, local, seasonal and organic diets and reducing food waste							
Sustainable materials		Using sustainable and healthy products, such as those with low embodied energy, sourced locally, made from renewable or waste resources							
Sustainable transport		Reducing the need to travel, and encouraging low and zero carbon modes of transport to reduce emissions							
Zero waste		Reducing waste, reusing where possible, and ultimately sending zero waste to landfill							
Zero carbon		Making buildings energy efficient and delivering all energy with renewable technologies							

This report will where relevant:

- Provide a baseline of current business practices, such as baseline data for energy, waste and water use.
- Provide recommendations listed under each [One Planet Principle](#), that are appropriate to the business and region of operation.
- Provide recommendations and targets for improvement, and where appropriate, industry benchmark figures. As solutions for a sustainable future are context specific, the targets are not intended to be prescriptive but instead help companies translate this vision into a reality and are to be seen as a goal for continuous improvement.
- Provide advice on legal compliance where relevant.

The report will be augmented with practical advice from an independent environmental surveyor who will, where required, assist clients with the implementation of the recommendations within **90 days**. Regular telephone meetings will be held in order to trouble shoot and keep momentum of implementation.

At the end of the 90-day period the surveyor will assess the business to see which recommendations have been implemented and whether the business is trading in accordance with the suggested [One Planet Principles](#). If it has met its objectives to the satisfaction of the independent surveyor and The Naturesave Trust, this will be acknowledged by the issue of an Environmentally Aware Trading Certificate (EATC). The Company can continue to meet these principles in order to become endorsed as a One Planet Company by Bioregional. For more information contact [Bioregional](#) or see their [Facebook](#) or [Twitter](#) pages.

1.1 What is One Planet Living?

The One Planet Principles provide a practical and adaptable framework to help create more sustainable business practices and reduce your carbon and resource footprint to within ecological capacity.

Globally, the rate at which we are consuming natural resources and polluting the environment is rising exponentially. In the last 40 years our ecological footprint has increased by around 150% to the present level of forty per cent higher than the earth can renew or absorb. Left unchecked, this rise will undermine the foundations of life for hundreds of millions of people around the world – including access to water, food production, health and shelter. Carbon emissions account for around fifty per cent of our global eco-footprint.

1.2. The Benefits

In an increasingly crowded marketplace, businesses need a clear, differentiated and easy to communicate approach to sustainability that inspires action, drives real ambition, and reduces costs from the bottom line. Astute management of resources is key to business survival and profitability whilst the increasing demand for transparency and accountability is vital to building reputation and market share.

A business following **One Planet Principles** will have a positive impact on the environment and community as its business strategies go beyond regulation and demonstrate a solid commitment to a healthy and sustainable future. These principles, policies, and practices will improve the quality of life for its customers and employees.

One Planet Living Principles will:

- Reduce costs by minimising inefficient energy use and purchasing practices
- Respond to legislation on sustainability issues more quickly and easily
- Enhance reputation amongst your customers, suppliers and your local communities
- Attract staff who are motivated and who will want to stay with you. Increase staff retention
- Win business from customers, clients and funders

Recommendations are made in under each section and listed fully in Appendix 1.

1.3 Targets and Actions 2025

Long term, the overarching Sustainable Carbon Footprint target for all companies is to make an absolute reduction in the organisation's carbon footprint of 90% by 2025 against the baseline year this report was conducted. This is outlined at the end of each section. **Please note that this target is for information only and is not a prescriptive action.**

Businesses which wish to work towards the long term targets as outlined at the end of each section can apply to become a One Planet Company, endorsed by Bioregional, who will work with partners to agree organisation-specific baselines, boundaries and trajectories for reducing CO2 emissions by 2025, against a recent baseline year.

Targets and Actions for 2025 are listed at the end of each section where appropriate. The award of the EATC is not dependent on attainment of these targets as they are long term goals for sustainability.

EXECUTIVE SUMMARY

The Tibetan Kitchen is a Tibetan food takeaway and mobile catering facility based in Manchester.

The business has a genuine interest in developing an ethical, sustainable and environmentally friendly approach to catering and this is reflected in all of its activities from procurement to hosting cultural events.

Sustainable principles are embedded in every aspect of the organisation, which help make it a leader at the forefront of the sustainable food movement.

There were some specific areas that The Tibetan Kitchen requested advice on.

The key recommendations should enable The Tibetan Kitchen to:

- Make small changes to enable behavioural change in energy and waste management.
- Choose energy efficient lighting and heating (Appendix 2 and Appendix 3)
- Gain green accreditation within the catering industry (Appendix 4)
- Get information about grants to assist the creation of a community space above The Tibetan Kitchen (Appendix 5).

The full list of recommendations is listed in Appendix 1. The Tibetan Kitchen is to be most highly commended on how it conducts its operations and its commitment to embedding sustainability indicators across the business.

3 SCOPE OF THE REVIEW

The Sustainable Business Clinic was commissioned by The Naturesave Trust to carry out an Environmental Performance Review (EPR) of The Tibetan Kitchen.

The objectives of the EPR, in accordance with the aims of The Naturesave Trust and Naturesave Insurance, were to:

- identify and highlight risks to the environment
- address any concerns relating to waste management, materials handling and pollution prevention
- catalogue potential compliance issues relating to the site, the product and the commercial activity carried out thereon, or any aspects of the building's construction/use which may involve significant environmental liabilities.

The EPR was performed in accordance with Bioregional's 10 [One Planet Principles](#). The EPR involved a visit to the premises and discussions with The Tibetan Kitchen on 20th March 2015. This report is based upon the above framework, and the conclusions and recommendations are based solely upon this work.

4 COMPANY OVERVIEW

4.1 Trading Activity

The Tibetan Kitchen is a Tibetan food takeaway based in Manchester that first opened in 2006. The owners, Sonny and Jane, met while travelling in Asia. On their return to

Manchester they saw that little was known of Tibetan cuisine and even less was available. As a result they both started to introduce it to their family, friends and neighbours from which the idea to run a catering business grew. The family business has developed and grown from their little “yak” van selling momos (Nepalese dumplings) at local markets, to a fully equipped catering trailer travelling to music festivals all over the country.

In 2012 they were given the opportunity to run a pop-up cafe in South Manchester for six months, which gained a local cult following. This experience encouraged them to look for a permanent base while continuing with their busy summer festival commitments. In early 2014 they opened their takeaway just in time for Tibetan New Year.

The Tibetan Kitchen also runs a plethora of catering, charity and community events including:

- cooking classes
- the Friends of Tibetan Kitchen group
- private event catering for events like birthdays, retirement parties and weddings.

Future plans include cooking classes for children, a recipe book and smallholding.

4.2 Current Environmental Initiatives

The Tibetan Kitchen already takes a holistic view of its activities, and in doing so embodies several One Planet Living Principles. The business is also committed to:

- segregating all waste to be recycled
- supplying the kitchen solely with recycled products, Fairtrade products and local food
- maintaining a ‘switch off’ policy in the kitchen so equipment is not left on unnecessarily
- encouraging staff and customers to use low carbon transport where possible
- organising a raft of cooking and cultural events.

The Tibetan Kitchen website says that:

“We have a genuine interest in developing and investing in a more ethical, sustainable and environmentally friendly approach to catering both while on the road and in our takeaway cafe. We are proud to have been part of Manchester based ‘green’ and vegetarian events.”

4.3 Premises

The site is a renovated two story unit in a line of commercial shops. Inside there is a space for customers to sit, a kitchen, a back kitchen and to the rear a concreted outdoor space that will be used for outside dining in the future.

4.4 Staff

The Tibetan Kitchen is open between five and ten pm Wednesday to Sunday. Four staff work a mix of full and part time hours. Additional staff join the team when working at outdoor catering events.



Zero carbon

Making buildings energy efficient and delivering all energy with renewable technologies

Overview

The site has limited energy efficiency due to the fabric of the building and the way existing light fittings have been reused. There are plans to replace the ceiling lights with more energy efficient alternatives. There is no heating as the kitchen naturally creates warmth.

Energy meters were reinstalled by the previous supplier so at present The Tibetan Kitchen is locked into a contract for the next few years. However, once this expires the business will switch to a service that supplies renewable energy. LPG bottled gas is used for festival power requirements.

There is excellent energy management in place. Fridges are left off for up to two days when they aren't needed, which still keeps non-food products like soft drinks cold. There is also a large cold back room to the rear of the kitchen, which keeps vegetables cold.

In the kitchen energy-using appliances like the hot grill feature a temperature shut-down mechanism. This means that if they get too hot the electricity switches off until it drops to a lower temperature. The bain-marie and dishwasher are the other main draw of energy but are only used for four to five hours per day.

The following Bioregional recommendations are for reference only.

What you can do

There are three main steps in the **energy hierarchy** to follow:

1. Change behaviour
2. Make the building more efficient
3. Purchase or generate renewable energy onsite

You can **change your behaviour** by:

- Making sure everything is switched off at the end of the day (use champions, stickers, office walks, spot checks).
- Changing default settings on computers and printers to make them go into standby quickly, but still turn them off overnight.
- Keeping doors and windows closed in the winter, and use them for natural ventilation in the summer (use stickers, staff education, champions).





Zero carbon

Making buildings energy efficient and delivering all energy with renewable technologies

Make your building **more energy efficient** by:

- Use energy efficient light bulbs, and rearrange rooms to maximise day light.
- Fit insulation, draught proofing, double/triple glazing and other simple changes.
- Plant trees and other large plants outside your buildings to naturally cool the air.
- Refurbish your building to best practice standards.

Key Recommendations

1. It is recommended that The Tibetan Kitchen take regular meter readings to make it easier to spot changes in energy consumption that might not otherwise come to light. This practice helps to measure improvements made on site, and can help to rectify invoicing issues and thereby improve cash flow management.
2. Improve electricity and heating by switching to a supplier that sells 100% renewable energy, such as Good Energy or Ecotricity. Information on renewable energy tariffs can be found by consulting the green energy tariff of an existing supplier, or by visiting [Which? Energy](#). For online green energy price comparison services, see [Green Energy Switch](#).
3. See Appendix 5 for funding schemes dedicated to energy efficiency and renewable technology. One of these may fund a lighting replacement programme throughout the premises.
4. Heating and hot water can account for 60% of total energy usage. By ensuring that efficient heating systems are specified, operated and maintained, potential savings can be substantial. Lowering set points by only 1°C can potentially reduce annual heating bills by up to 8%, so reduce the temperature on the thermostat down to the lowest comfortable level. Consider installing a thermostat guard in the upstairs studio to prevent staff or visitors adjusting the temperature. See Appendix 2 and 3.
5. It may be possible to increase the energy efficiency of the kitchen appliances. Consider installing control technology, which automatically switches power off or turns down the temperature on unused cooking equipment. Automatic pan sensors are available for gas and electric hobs, which turn the hob off or down after the pan is removed from heat. This is good for quiet times. Energy can also be saved by not turning on equipment until it is needed.
6. Install a door closer on refrigerators, hang strip curtains on in-coolers to maintain moisture levels or use programmable thermostats to automatically adjust ventilation and air conditioning. When replacing kitchen equipment, ensure that new appliances are rated A++ for energy efficiency and check they are set to their most energy efficient settings. See Appendix 3 for further information on how to keep fridges running as efficiently as possible.





Zero carbon

Making buildings energy efficient and delivering all energy with renewable technologies

7. If replacing refrigeration systems, choose a fridge that is HFC-free. HFC (hydrofluorocarbon), a greenhouse gas, is traditionally used as a refrigerant in cooling systems. HFCs do not damage the ozone layer, but their global warming potential is many times higher than CO₂. One tonne of the widely-used gas R404a has a warming effect equal to 3,900 tonnes of CO₂ over a 100-year period. Normal fridge use and maintenance creates a high level of HFC leakage. HFC-free refrigerants are natural with minimal impact to the environment.

Target

All buildings and structures to be 'net zero carbon' by 2025; powered and heated by a combination of on- and off-site renewable energy.





Zero waste

Reducing waste, reusing where possible, and ultimately sending zero waste to landfill

Overview

Waste created by The Tibetan Kitchen includes plastics, bottles, paper and cardboard. These are put into a separate bins for recycling at the back of the premises and regularly collected by the local council.

Paper waste is kept to a minimum as hand written boards are used to display the menu and daily specials which avoids the use of printed menus.

Food waste is kept to a minimum and any vegetable peelings are composted on site. If there is any spare food left at the end of the day, it is distributed to impoverished families in the local community. Used vegetable oil is turned into BioFuel.

During events catering only biodegradable disposables are used such as wooden cutlery, card and paper packaging, PLA (biodegradable) pots, paper bags and recyclable foil trays with Kraft paper bags. At festivals customers can take their food away in a non-disposable thali tray for a small refundable deposit. Leftover festival food is donated to festival volunteer teams such as stewards while any surplus food onsite at the end of a festival is taken back to The Tibetan Kitchen and distributed to the local community.

The Tibetan Kitchen also uses recycled bin bags, printer paper, cling film and foil when available. There is a very high awareness of the environmental impact of food packaging so food is bought in bulk and plastic packaging is avoided where possible.

Only canned drinks, cartons and glass bottles are sold in the takeaway, where drinking water is always available. To minimise litter only bottled water is available at festivals.

There are also plans to provide reusable jute bags alongside a loyalty scheme for regular customers.

The following Bioregional recommendations are for reference only.

What you can do

You've probably heard of the **waste hierarchy**:

1. Reduce
2. Reuse
3. Recycle

Reduce the amount of waste you produce by:

- Purchasing durable products like proper mugs and glasses rather than disposable cups, and longer lasting equipment, uniforms.
- Setting printers to print double sided by default and avoid unnecessary printing.

There are simple ways to promote **re-use** of the waste you create:

- Put a scrap paper box next to printers and use scrap paper for notepads.





Zero waste

Reducing waste, reusing where possible, and ultimately sending zero waste to landfill

- Provide space for a compost bin for tea bags and coffee grounds, left-over food.
- IT equipment is a particularly big problem, so aim to keep your computers for at least four years then send them to a local re-use or recycling scheme.

Key Recommendations

1. When sourcing GM-free palm oil, the Sustainable Restaurant Association (SRA) has advised a general policy of prioritising sustainably certified palm oil rather than removing it from the supply chain. The SRA's [online supplier directory](#) lists certified suppliers. Liverpool-based company [Olleco](#) supply rapeseed and vegetable oil and collect used cooking oil to generate renewable energy. Rapeseed oil is a non-GM alternative.
2. In order to increase composting volume, why not consider a wormery? A wormery is a simple, clean and efficient way of turning ordinary organic kitchen waste into nutrient-rich liquid plant feed and excellent organic compost.
3. Compost coffee grounds. Ground coffee is plant-based organic matter, and can therefore be allowed to decompose in a controlled environment. Coffee grounds and filters are fully organic and can be placed directly onto a compost pile or buried in a worm bin. Be sure to maintain sufficient carbon-rich material in the compost pile by adding in more paper, dried leaves or other carbon-rich materials to adjust the nutrient balance.
4. During events consider offering a recycling bin split into three sections to encourage waste segregation, or removing bins altogether to encourage members of the public to use central recycling facilities outside.

Target

Reduce total waste generation against an agreed baseline by 30% by 2025. At least 90% of waste to be recycled or reused by 2015 and 98% by 2025.





Sustainable transport

Reducing the need to travel, and encouraging low and zero carbon modes of transport to reduce emissions

Overview

With greenhouse gas emissions from transport representing 21% of total UK domestic emissions, decarbonising transport is essential and also presents huge opportunities; not only for combating climate change but also for prosperity, health, and the wider environment.

The Tibetan Kitchen is ideally placed to be reached by foot or bicycle. Many customers arrive by bicycle and there are four bike racks outside.

When working at festivals, The Tibetan Kitchen encourages staff to take public transport, get involved in schemes like Glastonbury's green traveller initiative or ride-share.

Once onsite all food deliveries are made by local food suppliers thus reducing the travel footprint of the catering.

The following Bioregional recommendations are for reference only.

What you can do

Reduce the need to travel in the first place:

- By using the internet for collaboration and virtual meetings.
- Provide the technology and staff policies for home working should staff numbers increase.
- Organise group meetings and site visits together rather than making separate trips.

Promoting more sustainable modes of travel is easy:

- Provide secure lockers, showers and interest free loans to cyclists, and sign up to the Government's [Cycle to Work](#) scheme if you are VAT registered.
- Preferential car parking spaces for people who [car share](#). When changing cars do so for efficient vehicles, or shift the balance in favour of using public transport with financial incentives.



Key Recommendations

1. Promote sustainable travel by including information about local bus and train routes in the premises and on the website. This could form part of an overall promotion on health and wellbeing.
2. During events, why not hold workshops based around food miles from field to fork to grow awareness with customers on how important it is to shop local and support the local economy?



Sustainable transport

Reducing the need to travel, and encouraging low and zero carbon modes of transport to reduce emissions

This could include information on the grower, processor, transporter and retailer and bring in the wider economic and environmental issues.

3. If you're looking to buy more vans for the festival/events side of the business, be aware of the government's *Plug-in Van Grant* which can assist in the purchase of low-carbon vehicles. Grants totalling 20% of the value of a new electric (plug-in) car or van, up to a maximum of £8,000, are available towards the cost of eligible vehicles.

To be eligible for the Plug-in Van Grant, vehicles must demonstrably emit less than 75 grammes of CO₂ per kilometre, be capable of at least 60 miles between charges (10 miles in electric mode for hybrid vans) and reach speeds of more than 50 miles per hour.

4. Contact any long distance suppliers to assess what types of transport they use and whether it is possible to reduce the company's delivery footprint. To gauge a transport footprint, use the following questions:
 - Do you have an environmental policy? What percentage of your fleet consists of electric vehicles or vehicles with modern, fuel-efficient engines?
 - What training do drivers receive in minimising fuel consumption? Are vehicles fitted with fuel monitoring systems?
 - Are delivery routes optimised to minimise mileage? Are trackers fitted to all vehicles to monitor the efficiency of routes travelled?

Target

Reduce total waste generation against an agreed baseline by 30% by 2025. At least 90% of waste to be recycled or reused by 2015 and 98% by 2025.





Sustainable materials

Using sustainable and healthy products, such as those with low embodied energy, sourced locally, made from renewable or waste resources

Overview

The Tibetan Kitchen ensures that it makes the best possible use of each part of the building, which was renovated and refurbished using reclaimed wood and fabric to make furnishings.

During the creation of the kitchen and eating area, The Tibetan Kitchen has been fastidious about using ethical products such as eco paint and reclaimed materials including reclaimed church pews for the eating area.

The Tibetan Kitchen also sells a range of Fairtrade organic tea, coffee, hot chocolate, fruit juice, soft drinks and sugar. They also sell soft drinks brands that donate to charity (including Thirsty and One Love) and local or British bottled water as well as offering tap water when available. The Tibetan Kitchen also uses ethical banking with the Cooperative and Naturesave Insurance for commercial cover.

Ecologically-sound cleaning products such as Ecolife or Ecover are used throughout.

The following Bioregional recommendations are for reference only.

What you can do

Basic **office** materials:

- Buy recycled office paper and print stationery on recycled paper.
- Buy recycled and reusable or refillable stationery.
- Buy reclaimed furniture and recycle your own, giving unwanted material to local scrap stores.
- Buy computers that are rated Gold or Silver under the EPEAT system, a comprehensive environmental rating that helps identify greener computers and other electronic equipment.
- Reduce your outputs or products: print brochures and reports on recycled paper, and publish online to reduce the need to print them.

Building materials:

- Use natural paints when redecorating.
- Lease carpet from a low impact carpet supplier.
- Prioritise reclaimed, recycled and other low-impact building materials for any major building work.
- Try to choose more environmentally-friendly materials or components for your products, make them in a more sustainable way (e.g. with less energy and waste), make them more durable and offer maintenance services to maximise your products' lifespan.





Sustainable materials

Using sustainable and healthy products, such as those with low embodied energy, sourced locally, made from renewable or waste resources

Key Recommendations

There are no recommendations.

Target

Establish an ethical, social, and environmental component for the supplier assessment process by 2015. Achieve 100% sustainable sourcing of at least one key commodity by 2015 and of all materials by 2025





Local and sustainable food

Supporting sustainable and humane farming, promoting access to healthy, low impact, local, seasonal and organic diets and reducing food waste

Overview

The Tibetan Kitchen excels by having an ethical food purchasing policy which is clearly outlined on the company's website.

It's committed to using local, independent, or cooperative suppliers such as Unicorn, Eighth Day, Suma, and the local produce wholesale market.

Red Tractor-certified meat farmed locally to Manchester (or to a festival site, where appropriate) as well as local free range eggs are used in cooking. Seasonal organic vegetables are supplied by Manchester Veg People Cooperative, as well as from the family garden when available.

The business also uses a range of organic ingredients including fresh milk, tea and coffee, soya milk, soft drinks and tofu.

The Tibetan Kitchen prides itself on always using good quality ingredients, free of MSG, artificial preservatives, colouring and flavouring. This means that in the kitchen chefs use natural seasonings, such as garlic, ginger, salt, pepper and chilli.

On the menu there is vegan, vegetarian and gluten-free options and free salad. Food portions are carefully calculated so that the right amount of food is cooked for each dish. As a consequence, there is very little food waste.

When at festivals, food that is not used is taken back and distributed out to other businesses. Any big pots of stew left, are given to stewards to eat thereby reducing food waste on site.

When on site festival organisers supply a list of local producers and local meats are delivered on site.

The following Bioregional recommendations are for reference only.

What you can do

Most organisations serve refreshments, lunches for guests and sometimes staff, and some have their main business with food. There's a lot you can do to reduce this impact. You can:

- Buy organic and Fairtrade tea, coffee, milk, sugar, fruit, wine, and beer.
- Provide food that is local, seasonal and organic for staff and for functions, and use caterers that understand these requirements.
- Offer vegetarian and vegan options, or make these the default.
- Avoid purchasing highly processed foods.
- Encourage staff to cook their own food at work, perhaps with a lunch club, to reduce packaging from ready meals and reduce food waste in the office.





Local and sustainable food

Supporting sustainable and humane farming, promoting access to healthy, low impact, local, seasonal and organic diets and reducing food waste

There are plenty of ways to help staff improve their own diets too, for example:

- Provide staff with healthy meals that contribute towards their 'five a day' .
- Promote recipes for healthy, sustainable meals for, say, £5.
- Consider organising a local, organic and/or fair trade wine tasting session.
- Provide facilities and lessons for cooking with leftovers or with seasonal vegetables.

Key Recommendations

1. Create a map of local suppliers, featuring food miles, to inform your customers of the food's provenance.
2. Continually assess your food sourcing approach in order to ensure that the most ethical and healthy purchases, embedding the smallest number of food miles, are preferred.

Target

Ensure that 50% of food by value purchased by the organisation is compliant with the local and sustainable food policy by 2015, and 100% by 2025.





Sustainable water

Using water efficiently in buildings, farming and manufacturing. Designing to avoid local issues such as flooding, drought and water course pollution

Overview

Because The Tibetan Kitchen is a takeaway, which means little washing up, the business is not water intensive with the kitchen and the toilets the only draw on water.

There is a laundry upstairs in the flat and all clothing is machine washed, on an eco wash triple A rating.

At festivals food is served in recyclable containers and water is supplied by the event site.

The following Bioregional recommendations are for reference only.

What you can do

Inside your **buildings**:

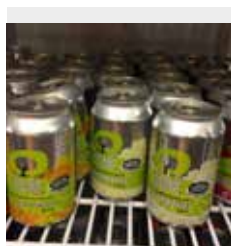
- Install water efficient appliances, toilets, taps and showers; you can also get free or cheap water saving fittings for existing toilets, taps and showers.
- Replace bottled water dispensers with mains water dispensers.
- Use filtered tap water in meetings, not bottled water.
- Install drinking water fountains.

To help with **flooding**:

- Plant up your roof with a green roof material such as sedum.
- Leave permeable spaces in outside areas where water can soak into the ground, such as replacing unused car parking space and hard standing areas with planting.
- When planning any major changes to your site, commission a full SUDS (Sustainable Urban Drainage Systems) study.

In the **products** you buy:

- Reduce the total quantity of products you buy.
- Substitute cotton for organic cotton or hemp.



Key Recommendations

1. Keep a track of your billing data and water use to determine actual water use on a six monthly basis. It's best to track actual usage, as some bills are estimates, which can be incorrect. Taking your own readings makes it easy to spot changes in consumption that might not be clear from price changes alone, and to measure improvements or irregularities. You might also be able to pinpoint areas where you could cut back.



Sustainable water

Using water efficiently in buildings, farming and manufacturing. Designing to avoid local issues such as flooding, drought and water course pollution

2. Consider adding tap aerators to the staff toilet. This will add air to the water flow to reduce the amount of water used. Check that the flow rates for the taps are fit for purpose to avoid push taps being set to run for too long. Visit [AL Challis](#) for water saving products for both bathrooms and kitchens.
3. If buying a dishwasher, look for products with the new water efficient product label – *the Waterwise Marque* – and the Energy Saving Recommended mark. These models can save water, energy and money.

When replacing equipment, note that businesses receive 100% tax relief on qualifying capital expenditure on energy-saving equipment under the Enhanced Capital Allowance (ECA) scheme. In addition, the [Carbon Trust](#) provides interest-free energy loans to SMEs to fund the cost of buying energy-efficient equipment.

4. Consider twinning your toilet. Two and a half billion people don't have somewhere safe, clean and hygienic to go to the loo – more than a third of the people on the planet. By *twinning your toilet*, you help those in desperate poverty to have access to a proper latrine, clean water and the information they need to be healthy. For just £60, you can twin your loo with a latrine halfway around the world, in a country of your choosing. Your donation is used by [Tearfund](#) to provide clean water, basic sanitation, and hygiene education. This vital combination works together to prevent the spread of disease. Children are healthier, and able to go to school while parents are well enough to work their land and grow enough food to feed their family. With better health, and more ability to earn a living, men and women discover the potential that lies within them to bring transformation.

Target

Companies measure their water use and set targets for absolute reduction in line with industry best practice, or at least 10% by 2015 against a recent baseline year.





Land use and wildlife

Protecting and restoring biodiversity and creating new natural habitats through good land use and integration into the built environment

Overview

Since The Tibetan Kitchen is situated in a central urban location the business does not have influence upon green space. However, there are plans to have a raised bed for growing vegetables and an outdoor seating area in the yard to the rear of the building.

There is enough space to grow flowers, house a compost bin, as well as areas to grow vegetables and herbs in raised beds.

The following Bioregional recommendations are for reference only.

What you can do

Provide for **wildlife** around your site:

- Erect bird and bat boxes on buildings on shaded walls.
- Manage outside spaces for other species, e.g. long grass left to grow naturally, sowing wild flower seeds.
- Plant local species that encourage wildlife.

Reduce your impact through **procurement** by buying:

- FSC certified wood and wood products.
- Organic food.
- MSC certified fish.
- Environmentally friendly cleaning products.

Key Recommendations

1. One in three mouthfuls of the food we eat is dependent on pollination at a time when a crisis is threatening the world's honey bees. Consider adopting a bee hive with the [British Beekeepers Association](#) and you will be supporting vital research into honey bee health, and education into good bee husbandry.
2. Consider making a bug hotel as an outdoor art feature. Bug hotels provide a place for insects to hibernate during the winter and also encourage insect pollination. More insects helps support UK song birds whose population has decreased by 70% and are a great food source for bats too. For inspirational design ideas have a look at [Pinterest](#).
3. Consider installing bat boxes to the outside of the building. A single bat can capture 500 to 1,0000 mosquitoes in a single hour, making customers more comfortable in the summer. They also play a key role in pollinating plants. See the [Bat Conservation Trust](#) for more information.





Land use and wildlife

Protecting and restoring biodiversity and creating new natural habitats through good land use and integration into the built environment

Target

Companies commit to increasing levels of biodiversity and space for wildlife through the products they sell or purchase, enhancements carried out on site, or through time or financial support to an appropriate wildlife charity or initiative.





Equity and local economy

Creating bioregional economies that support equity and diverse local employment and international fair trade

Overview

Overall the Tibetan Kitchen excels in supporting community frameworks via regular social activities and also links with broader community groups such as those in poverty. Food procurement is also very stringent and supports local produce suppliers.

The Tibetan Kitchen also sells products from Amala's Gifts and Tibetan Crafts, a small selection of fairly traded Tibetan handicrafts and gifts including prayer flags, jewellery and other items sourced from projects in Northern India which support Tibetan refugees and education projects.

There are also small Christmas markets that run from the end of November selling a selection of Himalayan food gifts and handmade toys.

As a small organisation with relatively few staff, the following Bioregional recommendations are for information only.

What you can do

Promote **equity** in the organisation:

- Consider showing wage transparency, and setting a maximum wage multiplier between highest and lowest paid.
- Ensure all staff are paid a living wage, which guarantees a basic quality of housing, food, utilities, transport, health care, and recreation from a reasonable amount of work.
- Provide good disabled access and disabled toilets and conform with the Disability Discrimination Act
- Write and practise a policy of equal opportunities for people irrespective of gender, sexual orientation or religion.
- Offer support for parents, offering above the statutory minimum maternity and paternity benefits and flexible working hours.
- Encourage staff participation in the development of your business, for example by including all staff in general meetings, becoming a worker cooperative or job sharing.

Make sure you buy equitable **products** and **services** wherever possible:

- Buy fair-trade goods, e.g. Fairtrade certified.
- Consider ethical banking and investment.
- Offer an ethical pension option for staff, and make sure that this option is expressly mentioned when discussing pension options.





Equity and local economy

Creating bioregional economies that support equity and diverse local employment and international fair trade

Key Recommendations

- 1 Consider switching broadband and telephone networks to a more ethical provider. Ethical Consumer has a free buyers' guide for [mobile phone networks](#) and [phone line providers](#).
- 2 SMEs with a staff of fewer than 30 will need to auto-enroll them into a pension plan by 1st January 2016. If The Tibetan Kitchen seeks to create a pension scheme for staff, consider operating an ethical pension or socially responsible investment scheme. This approach avoids supporting companies whose ethics are questionable and invests in those operating within a moral framework. For more information see [Ethical Investors](#) or [Ethex](#).

Blue & Green Tomorrow's Guide to [Sustainable Funds 2013](#) looks at 134 ethical and sustainable investment funds. If you want to invest in a vehicle that offers wider benefits – either to society, the environment or both – as well as generating a healthy financial return – this guide can help.

Target

To promote physical and mental well-being in the organisation, and achieve best practice in employee engagement based on the Gallup 12 survey or equivalent, with a minimum participation of 80% and an average score of 4.15 out of 5.





Culture and community

Respecting and reviving local identity, wisdom and culture; encouraging the involvement of people in shaping their community and creating a new culture of sustainability

Overview

The Tibetan Kitchen excels in promoting traditional Tibetan cultural heritage within the local community. This is reflected in the ever-growing menu, which offers both traditional Tibetan dishes and those with distinctly Himalayan roots. Over the Tibetan New Year, the business served a lot of traditional fare to educate people on Tibetan food and drink (such as brewed rice wine) and gave away free food. The business also runs momo-making classes.

The Friends of Tibetan Kitchen also organise, support and host events which celebrate and raise awareness of Tibetan culture and heritage and support non-political Tibetan charities in the UK and abroad. Previous highlights have included banquet evenings, film screenings, cookery workshops, charity christmas markets, Losar New Year celebrations, local street parties and craft workshops.

The Tibetan Kitchen held a Ceilidh for a Tibetan charity which raised £900. The space upstairs is used as a pop-up cinema to screen Tibetan films. Music nights are also held for customers. The Tibetan Kitchen also supports charities and sustainable education projects through selling gifts, second hand books and organising charity events.

In the future, The Tibetan Kitchen plans to sell jute bags, host a growing project to promote locally grown and homemade produce and sustainability training run by the Nationwide Caterers Association.

The Tibetan Kitchen is already adhering to Bioregional's recommendations below.

What you can do

First, make sure you do **no harm**: review any expansion and relocation plans to check the likely impact on the existing community – **work with local people** to make sure you're contributing more than a few new jobs in the area.

Then **contribute positively** through:

- Donating a proportion of your profits to local community groups, and ask them how else you could support them through your work (e.g. pro-bono).
- Offering free tickets to cultural events to staff who recycle the most, cycle to work, and other environmentally friendly behaviours.
- Organising 'foods of the world' tasting lunches, or staff outings to the cinema or some other local cultural event to inspire and inform.
- Decorating your office with local art work from professionals, schools or colleges.
- Encouraging and helping staff to volunteer in the local community.





Culture and community

Respecting and reviving local identity, wisdom and culture; encouraging the involvement of people in shaping their community and creating a new culture of sustainability

Key Recommendations

1. Consider hosting summer events such as a Big Lunch or Harvest Festival to aid community cohesion, raise awareness and encourage the community to grow healthy, sustainable food.

Target

Companies promote an understanding of One Planet Living to their staff and commit to providing financial support or staff time to community projects, with targets set for 2015 and 2025.





Health and happiness

Encouraging active, sociable, meaningful lives to promote good health and well being

Overview

The Tibetan Kitchen's founding philosophy is to promote education on, and enjoyment of, traditional Tibetan and Himalayan food and culture via hosting a variety of cultural events. Its mobile catering services enable the business to achieve this on a UK-wide level.

In order to help build community cohesion, once a year there is a get together for staff and festival volunteers, with an overnight stay in a barn.

There are also plans to run mindfulness classes for the local community, in conjunction with the local Buddhist groups if The Tibetan Kitchen secures a grant to turn the upstairs area into a community space.

What you can do

Health is easy to judge, but what is happiness? You could start a lunchtime philosophy club to discuss this, but if you'd rather get on with things that **research has shown make us happy** then focus on:

- Connecting with your colleagues, family, friends and the local community.
- Being active by walking or cycling to work, dancing or gardening for example.
- Taking notice of the world around you and noticing changes.
- Learning something new for fun and to build your confidence.
- Helping a colleague or even a total stranger.

Promote **involvement and volunteering**:

- Involve the staff in the sustainability action plan through fun participatory initiatives; such as a green competition on the notice board, showing who has recycled the most, highlighting a green employee of the quarter in the newsletter.
- Allow staff members to spend 2 days a year to volunteer with local groups.
- Hold staff away days or events to benefit a community and involve voluntary work as well as team-building and bonding.

Promote **good health** by:

- Putting a list of running, cycling routes on the company notice board.
- Buying 'green gym' equipment for any outdoor space.
- Subsidising gym membership for staff to encourage a healthy lifestyle.
- Providing a healthy office environment, non-smoking and with plants (especially spider plants) in the office to help reduce office pollution.
- Reducing noise pollution by using screens in between desks, asking for consideration to neighbours and having a policy of quiet ring tones for mobile phones in the office.





Health and happiness

Encouraging active, sociable, meaningful lives to promote good health and well being

Key Recommendations

1. Offer all staff the opportunity to participate in co-operative decision making processes. This will give employees a sense of having a stake in The Tibetan Takeaway's success, and of having their opinions valued, which can improve productivity and staff wellbeing.

Target

To promote physical and mental well-being in the organisation, and achieve best practice in employee engagement based on the Gallup 12 survey or equivalent with a minimum participation of 80% and an average score of 4.15 out of 5.



Appendix 1 — Recommendations

Zero carbon:

1. It is recommended that The Tibetan Kitchen take regular meter readings to make it easier to spot changes in energy consumption that might not otherwise come to light.
2. Improve electricity and heating by switching to a supplier that sells 100% renewable energy, such as Good Energy or Ecotricity.
3. See Appendix 5 for funding schemes dedicated to energy efficiency and renewable technology.
4. Heating and hot water can account for 60% of total energy usage. Lowering set points by only 1°C can potentially reduce annual heating bills by up to 8%.
5. It may be possible to increase the energy efficiency of the kitchen appliances by installing control technology.
6. Install a door closer on refrigerators and hang strip curtains on in-coolers to maintain moisture levels.
7. If replacing refrigeration systems, choose a fridge that is HFC-free.

Zero waste:

1. When sourcing GM-free palm oil, the Sustainable Restaurant Association (SRA) has advised a general policy of prioritising sustainably certified palm oil rather than removing it from the supply chain.
2. In order to increase composting volume, why not consider a wormery?
3. Compost coffee grounds. Ground coffee is plant-based organic matter, and can therefore be allowed to decompose in a controlled environment.
4. During events consider using recycling bins divided into three sections to encourage waste segregation.

Sustainable transport:

1. To promote sustainable transport carry leaflets on local public transport routes and put useful travel information on your website.
2. As part of your event nights why not hold workshops based around food miles from field to fork to grow awareness of provenance?
3. If you're looking to buy more vans for the festival/events side of the business, be aware of the government's Plug-in Van Grant, which can assist in the purchase of low-carbon vehicles.
4. Contact any long distance suppliers to assess what types of transport they use and whether it is possible to reduce the company's delivery footprint.

Sustainable materials:

There are no recommendations.

Local and sustainable food:

1. Create a food mile map of your local suppliers to inform your customers of your food's provenance.
2. Continually assess your food sourcing approach in order to ensure that the most ethical and healthy purchases are preferred.

Sustainable water:

1. Consider adding tap aerators to staff toilet to reduce the amount of water used.
2. Keep a track of your billing data and water use to determine actual water use on a six monthly basis.
3. If buying a dishwasher, look for products with the new Water Efficient Product symbol.
4. Consider twinning your toilet with a latrine halfway around the world, in a country of your choosing – the donation is used by Tearfund to provide clean water, basic sanitation and hygiene education.

Land use and wildlife:

1. Consider adopting a bee hive with the British Beekeepers Association and you will be supporting vital research into honey bee health.
2. Consider making a bug hotel as an outdoor art feature.
3. Consider installing bat boxes to the outside of the building.

Equity and local economy:

1. Consider switching broadband and telephone networks to a more ethical provider.
2. If The Tibetan Kitchen seek to create a pension scheme for staff, consider operating an ethical pension or socially responsible investment scheme.

Culture and heritage:

1. Consider hosting summer events such as a Big Lunch or Harvest Festival to aid community cohesion.

Health and happiness

1. Offer all staff the opportunity to participate in co-operative decision making processes and initiate a Continual Professional Development (CPD) scheme, with wages reviewed annually.

Appendix 2 — Useful Links

Reducing your emissions

- [The Energy Saving Trust](#) provides free advice on reducing carbon dioxide emissions in your home.
- [The Centre for Alternative Technology](#) offers a free information service on sustainable living, with links to information sheets.
- [Carbon Reduction Programme \(CRed\)](#) offers advice to individuals and businesses on energy efficiency.
- [The Low Carbon Buildings Programme](#) provides grants to households, communities, businesses, and not-for-profit organisations for the installation of microgeneration technologies.
- [Green & Easy](#) is a site selling greener living products.
- [Friends of the Earth](#) provide advice and information on eco living, as well as information on their current environmental campaigns. They also sell a range of inspirational environmental books.
- [Every Action Counts](#) provides advice for voluntary and community organisations interested in reducing their impact on the environment.
- [Together](#) creates partnerships with top household names to produce a range of eco-friendly and energy saving products.
- [Carbon Care](#) provides information for organisations on reducing their carbon footprint.
- [Save a tonne](#) gives information on simple ways to save a tonne of CO₂.
- [Carbonrationing](#) is a network helping you to reduce your carbon footprint at the community level, with advice on setting up groups and measuring your progress.
- [The Vegetarian Society](#) of the United Kingdom is the oldest vegetarian organisation in the world. It is an educational charity promoting understanding and respect for vegetarian lifestyles.
- [Meat free Monday](#) is a campaign to encourage the nation to help slow climate change by reducing their meat consumption by having at least one meat free day a week.

Green Energy

- [Green Electricity Marketplace](#) is a website providing information on 'green' tariffs offered by electricity companies in the UK.
- [Good Energy](#) enables you to switch your energy supplier to one which uses renewable resources.

Recycling

- [Recycle Now](#) provides information and advice on recycling.
- [Recycling Guide](#) provides information and advice on recycling.

Travel

- [Liftshare](#) is a car-sharing network covering the whole of the UK.
- [GreenTraveller](#) provides advice on low-impact travelling.

Appendix 3 — Reducing energy use

The fridges and freezers in the cafe represent a large energy draw, because they run continually. It was asked whether there might be merit in turning them off at night and when the cafe is closed.

Turning them off at night and then back on in the morning would mean that more expensive day rate electricity will be used to cool them down again, so there may be no energy saving. Also, if fridges are old, frost up regularly, or the compressor can be heard, they will be using a lot of energy, making it worthwhile upgrading to a more efficient model that will be half as expensive to run.

The following are tips to help reduce energy use:

- Set fridge temperature between 3°C and 4°C and freezer temperature between minus 15°C and 18°C. Every 1°C lower will increase energy costs by around 5%.
- Don't allow ice to build up beyond 5mm thickness on the walls of fridges and freezers. Ice actually prevents the flow of cool air, causing fridges to work harder and consume more energy than necessary.
- Overfilling a fridge can decrease its efficiency by inhibiting air circulation. While it might seem counter-intuitive, so too can under-filling a fridge.
- A refrigerator works best when it's at least two-thirds full and a freezer when it's at least three-quarters full. The more empty space there is, the more energy is needed to cool the air, which spills out of the door when it's opened.
- To minimise the energy consumption of a half-empty fridge, fill it up with airtight containers of water and distribute the contents evenly for maximum cooling efficiency.
- Fill empty freezer space with crunched up newspaper.

Fridges run 24 hours a day for 10 years or more. Failing to maintain fridges properly can lead to higher-than-necessary energy costs.

- Check that seals, hinges, and catches are working properly – this keeps the unit airtight and will save money as it ensures that the fridge is operating at maximum efficiency.
- Periodically clean condenser coils – a build-up of dust will cost money as it inhibits the operation and efficiency of the fridge.
- Cover liquids and wrap foods stored in the refrigerator. Uncovered foods release moisture and make the compressor work harder.

Many people don't realise how careful fridge positioning can affect electricity bills.

- Poor ventilation can add 15% or more to fridge energy bills.
- To avoid this problem, leave clearance space above the fridge and at least 80mm of space behind the back of the fridge and the wall.
- This allows for good airflow around the condenser coils (insufficient ventilation reduces heat dispersal and reduces the energy efficiency of the fridge, hence the higher bills).

Appendix 4 — Accreditation

The Tibetan Kitchen should be very proud about its manner of trading and should promote its approach to sustainability publicly. This will not only enhance branding but will set an example to other restaurants for best practise catering.

There are several accreditation and awards schemes that The Tibetan Kitchen could apply for at a gold level based on current practises.

Green Tourism Business Scheme

The Green Tourism Business Scheme is the largest sustainable tourism certification in the world. The scheme has been running since 1997 as a non-profit organisation. The aim of the Green Tourism Business Scheme (GTBS) criteria is to offer guidelines to tourism businesses on how to make their operations more sustainable while still delivering a high quality service. When developing the criteria consideration has been given to a wide range of social and environmental factors, as well as up-to-date technological developments.

Businesses that meet the standard for a GTBS award, receive a Bronze, Silver, or Gold award based on their level of achievement.

For more information on the scheme visit the [website](#), email gtbs@green-business.co.uk or call 01738 632162.

The Sustainable Restaurant Association (SRA)

SRA is a not for profit membership organisation helping restaurants become more sustainable and diners make more sustainable choices when dining out.

SRA's independently verified Sustainability Rating System means diners can choose a restaurant that matches their sustainability priorities. Restaurants are recognised as One, Two or Three star sustainability champions depending on how they rate against a wide range of criteria covering 14 areas of sustainability.

Soil Association awards

The Soil Association runs two awards schemes throughout the year – the Organic Food Awards and the Natural and Organic Products Industry Awards. For consumers, these awards give the chance to discover and sample the best in organic food, drink, textiles and beauty products. For businesses, they offer a great marketing tool to get products and services the recognition they deserve.

Appendix 5 — Financing schemes for energy efficiency or renewable energy

1) Low Carbon Workspaces

The Low Carbon Workspaces project is funded by The European Regional Development Fund and provides grants of up to £5,000 to facilitate energy efficiency in the SME sector. Grants are open to SMEs across the South East of England (excluding London). To claim the full grant of £5,000 the total project cost must be £13,000 or more. [Find out more.](#)

2) Carbon Trust and Siemens Financial Services

The £550 million Energy Efficiency Financing scheme offers financing options to all types of organizations that have been trading for more than 36 months and are seeking to reduce their own energy use. Independent carbon saving assessment is undertaken by Carbon Trust Implementation Services while the financing is provided by Siemens Financial Services, which can be arranged from £1000 upwards. [Find out more.](#)

3) London Energy Efficiency Fund

London Energy Efficiency Fund (LEEF) has £100m from the European Regional Development Fund and London Green Fund to be lent to public or private sector borrowers on projects that promote energy efficiency by December 2015. [Find out more.](#)

4) Salix

Salix provides 100% interest-free capital for public sector organisations to reduce their energy costs by enabling the installation of modern, energy efficient technologies and replacing dated, inefficient technologies. [Find out more.](#)

5) Pure Leapfrog

Pure Leapfrog is a business led charity that helps UK community energy projects by providing low cost finance via its Community Energy Fund and access to affordable expertise through its business partner network (it also supports international carbon reduction projects). Eligible technologies include photovoltaics, LED replacement and biomass boilers, among others. [Find out more.](#)

6) European Energy Efficiency Fund

The European Energy Efficiency Fund provides financing for commercially viable public energy efficiency, renewable energy and clean urban transport projects related to public sector activities in EU member countries. Investments must achieve at least 20% primary energy savings for energy efficiency projects, except for the building sector where a higher percentage is required. [Find out more.](#)

7) UK Green Investment Bank

Created by the UK government, the Green Investment Bank backs green projects across the UK. It supports public and private sector energy efficiency programmes, waste and bioenergy projects, as well as offshore wind. It has created the 'Green Loan', specifically designed to help local authorities make the switch to low energy streetlights and built a programme focused on NHS energy efficiency. It has five funds to specifically target smaller projects. [Find out more.](#)

8) Abundance and Solarcentury

Longstanding solar provider, Solarcentury and Abundance, the UK's largest ethical investment platform, have joined forces to provide businesses with a platform for direct investment opportunities in solar projects. This means a business choosing to have a solar array on its rooftop can now benefit from direct funding from its stakeholders and the broader public. [Find out more.](#)