

Carbon Neutral Public Service Programme Reduction Plan for New Zealand Customs Service 21 December 2007

The Government has committed to moving towards a carbon neutral public service. The New Zealand Customs Service (Customs) is one of the 28 stage two core public service agencies that will be on the path to carbon neutrality by the year 2012.

Reducing emissions is an important step in the context of carbon neutrality. Having measured the emissions, it is necessary to undertake reduction activities that will reduce emissions as much as practical and be cost effective. The remaining emissions will then be offset to make the core public service carbon neutral.

The role of the reduction plan is to identify and record opportunities and initiatives that help to reduce emissions.

Organisational Overview

Customs is the government agency with the job of protecting the community from potential risks arising from international trade and travel, while facilitating the legitimate movement of people and goods across the border. Customs does this by:

- intercepting contraband (such as illegal drugs)
- checking travellers and their baggage, cargo and mail
- assessing and collecting Customs duties, excise taxes and Goods and Services Tax (GST) on imports
- protecting New Zealand businesses against illegal trade
- enforcing import and export restrictions and prohibitions
- collecting accurate import and export data.

As New Zealand's gatekeepers, Customs use intelligence and risk assessment to target physical checks of containers, vessels or travellers, conduct investigations and audits, and prosecute offenders.

Customs works closely with the other border agencies, the Ministry of Agriculture and Forestry Quarantine Service and the Immigration Service.

Customs has 1178 FTE's around New Zealand, covering the main international airports and seaports. Operating from 34 separate sites, there are 15 locations open to the public with staff also based in Hamilton, Palmerston North, Queenstown and Timaru. Customs also has representatives in Brussels, Beijing, Bangkok, Washington and Sydney.

Customs Current Position

Customs current position has been identified through its first Emissions Inventory which covers the 2006/2007 financial year.

The inventory has demonstrated four key areas of Customs activity that generate greenhouse gas emissions. Those areas and their percentage of total emissions are:

- occupancy (21.67%)
- vehicle transportation (17.19%)
- air travel (19.56%)
- operational equipment use (41.58%).

The main emission source for the occupancy area is electricity, followed by gas. Operational equipment has its primary emission source as aerial surveillance (aircraft hire and military tasking of RNZAF aircraft), being 38% of Customs total emissions. Vehicle transportation and air travel includes both operational and non-operational activities.

Customs activities are operationally focused with the majority of its resources used in undertaking this type of activity or in direct support of it. The balance of resources can be broken down into support activities (administrative and policy functions). The inventory has demonstrated the major sources of emissions by Customs are generated by operational deployments.

Achieving reduction of emissions, without affecting operational effectiveness, requires a focus on support activity with consequential behavioural changes and resource adjustments flowing into the operational activities. Therefore the key areas that Customs will focus on are: occupancy, vehicle transportation (non-operational) and air travel (non-operational). Current Govt³ planning and initiatives along with EECA's EnergyWise programme have already laid the groundwork and provided some reduction momentum.

Customs emission reduction planning will work in tandem with current sustainability initiatives but focus on the greenhouse gas emission sources.

Reduction planning and associated implementation activity is managed by Customs Corporate Support work group with the Manager Corporate Support holding responsibility for this work. The Comptroller of Customs, along with Customs' Senior Management Team sponsor the overall programme providing their support to reduction activities and initiatives.

Supporting Policies, Plans and Resources

In support of the reduction plan Customs has in place a Sustainable Action Plan for 2007/2008. Copy attached.

Compilation of the Govt³ annual survey for 2006/2007 and comparative analysis with the baseline survey of 2005/2006 provides an excellent resource for the planning process.

Customs' Annual Energy Management Report (EECA), is another energy reduction planning resource.

Customs is currently undertaking a major reorganisation of its energy management systems. Consolidation of supply sources and site assessments, for suitability to undertake energy audits, is a key focus for 2007/2008.

Land Transport's fleet review has provided guidance in terms of fleet management. Fleet "right sizing" has already shown to be effective in the reduction of greenhouse gas emissions for Customs.

Customs procurement policy, recently revised, lays the foundation for sustainable practices by mandating sustainability in all purchasing decisions. Procuring fit for purpose, sustainable facilities and equipment is a key step towards being effective in reducing emissions.

Use of external resources, such as:

- MfE Govt³ team, workshops and web site
- MED team and web sites
- EECA resources and web site
- Land Transport resources and web site

have proven extremely useful.

Energy

Energy, as reported in the Emissions Inventory, is made up of electricity, natural gas and fuels (used in equipment and boats). Energy consumed to maintain Customs' leased building occupancy accounts for 20.78% and the fuels used in operational activities 3.34% of the total greenhouse gas emissions.

Initiatives already undertaken include:

- Staff awareness and education programmes introduced.
- Energy saving devices to floor lighting supply reduced overall energy consumption at Wellington Customhouse by 15%.
- All lighting bulbs / tubes replaced with energy efficient models.
- Sensor lighting installed where practical.
- Whole of Customs energy usage monitoring programme established.
- Replacement of all CRT monitors with energy efficient flat screens in 2007 with an estimated savings in 2007/2008 of 32 tCO₂-e.

Actions listed below aim to:

Reduce energy consumption in Customs' buildings by:

- Identifying opportunities for greater energy efficiency at specific high use sites
- Applying any identified efficiencies across all sites
- Create a greater staff awareness of energy efficiency.

Action	Responsibility	Timeframes	Measure of Success
Commission broker to tender for power supply consolidation.	Corporate Support	Completion by January 2008	<ul style="list-style-type: none"> • Consolidated supply charges to one provider through an open tender • Accurate reporting on consolidated supply • Efficiency gain in costs of metering and Network Load charges
Commission energy audits / site assessments to identify electricity consumption savings.	Corporate Support	February 2008	<ul style="list-style-type: none"> • Audit / assessments of sites identify opportunities to further reduce energy consumption • Opportunities established are capable of being applied to all relevant Customs sites

<p>Audit current office equipment (photocopiers / faxes & printers) utilisation to identify opportunities for reduction.</p>	<p>Corporate Support</p>	<p>February 2008</p>	<ul style="list-style-type: none"> • Reduction of equipment numbers = reduction in energy consumption • Replacement of old equipment with energy efficient devices • Productivity efficiency with introduction of multi functional devices • Increasing capability to double sided print and copy
<p>Carry out a national energy efficiency awareness campaign targeting occupancy related activities.</p>	<p>Corporate Support</p>	<p>March 2008</p>	<ul style="list-style-type: none"> • Raised staff awareness of energy efficient behaviours • Energy savings maintained beyond initial uptake period • Achieve reduction of 5% in energy consumption

Transport

Transport as reported in the Emissions Inventory includes:

- Fuels for motor vehicles and business travel in rental cars / taxis / employee owned cars (17.41%)
- Air Travel, both domestic and international (19.56%)
- Operational aircraft hire and military tasking of RNZAF (38.01%)

Initiatives already undertaken include:

- Centralisation of fleet management and procurement.
- Completed fleet review covering 'fit for purpose' replacement options in future replacement programmes.
- Vehicle replacements meet Euro4 and NCAP standards.
- Fuel usage monitoring and distance travelled reporting programme established, focusing on CO₂ emissions.
- Centralised air travel management, reporting and monitoring.
- Travel policy and procedures updated supporting better travel management and accountability including:
 - All International air travel approved by CEO
 - Rental Car use and size arranged appropriate for travel needs (Avis Rental Car contract – fuel efficient fleet)
 - Taxi sharing to and from Airports
 - Best Fare of the day bookings (reducing number of sectors travelled on trips)
- Video Conferencing facilities provided and under expansion.

Actions listed below aim to:

Build on those initiatives already in place to further reduce emissions. The workplace Travel planning is expected to encourage appropriate behaviour changes when undertaking work place travel as well as provide additional guidance in the decision making path to undertake that travel.

Provide fuel efficient and safe vehicles for use when undertaking that travel.

Action	Responsibility	Timeframes	Measure of Success
Undertake the travel planning process once disseminated.	Corporate Support / HR	By 2010	<ul style="list-style-type: none"> • Travel planning process has been completed and a travel plan is now in place • Relevant actions have been included in CNPS reduction plan

Carry out recommendations from the Govt ³ Fleet Review Project that are appropriate and cost effective within the replacement programme.	Corporate Support	Ongoing	<ul style="list-style-type: none"> • Reduced Carbon Emissions (vehicles meet Euro 4 standard)–target 5% on 06/07 emissions • Fuel efficiency increased with new vehicle purchases being diesel • Increased number of vehicles meeting four star NCAP safety standards
Carry out a review of vehicle numbers and current use with a view to reduction of the vehicle Fleet and non operational activity.	Corporate Support	June 2008	<ul style="list-style-type: none"> • Reduced Carbon Emissions as a result of reduced vehicle numbers and use • Reduced fuel consumption
Issue 'fuel efficiency' driver behaviour information for staff using Customs vehicles.	Corporate Support	April 2008	<ul style="list-style-type: none"> • Reduced Carbon Emissions • Increased fuel efficiency

Note – the employee commute is not included in the Carbon Neutral Public Service reduction plans as it is outside the scope. Agencies will be required to address the employee commute through their Govt³ action plans.

Waste to Landfill

Waste to landfill accounts for 0.9% of Customs total greenhouse gas emissions.

Initiatives already undertaken include:

- Waste Audits carried out to establish baseline volumes and site specific activities for targeting
- Recycling facilities provided or increased with encouragement for staff to participate
- Procurement Policy provides for sustainable purchasing (reducing effects on waste production)
- Paper Recycling desk-side bins introduced
- Full recycling programme piloted
- Supplier discussions to reduce packaging content and return / reuse schemes
- Double-sided copying and printing mandated where possible along with encouragement to reduce the need to print at all.

Actions listed below aim to:

Build on the momentum created by the initiatives already commenced with recycling to reduce waste to landfill. Reduction and reuse education programme is aimed to change behaviours to allow voluntary and consistent compliance. Overall aim is to achieve at least 40% reduction of waste to landfill across the Service.

Action	Responsibility	Timeframes	Measure of Success
Implement full recycling programme at Auckland City and Christchurch offices targeting 40% waste to landfill reduction.	Corporate Support	Programme in place by 30 June 2008	<ul style="list-style-type: none"> • 40% waste to landfill reduction target achieved at audit • Reduced greenhouse gas emissions from waste
Complete Wellington pilot programme with desk top waste cubes replacing rubbish bins.	Corporate Support	In place by March 2008	<ul style="list-style-type: none"> • 40% waste to landfill reduction target achieved at audit • Reduced greenhouse gas emissions from waste
Carry out baseline waste audits at Auckland Airport & Auckland Inspections Base sites.	Corporate Support	April 2008	<ul style="list-style-type: none"> • Audit completed • Results identify areas of success and for improvement

Following initial baseline waste audits, carry out waste audits at Wellington, Auckland City and Christchurch.	Corporate Support	By 30 June 2008	<ul style="list-style-type: none"> • Audits completed • Reduction target achieved.
Develop and implement waste reduction education programme for all staff.	Corporate Support	April 2008	<ul style="list-style-type: none"> • Reduced volume of recycling and waste to landfill • Reduced greenhouse gas emissions from waste

Review of plan

This plan is due to be reviewed on 30 June 2008

Approval

This plan has been approved by:

Signed _____

Position _____

Date _____

New Zealand Customs Service

Sustainable Practice Action Plan

2007-2008

Background

The New Zealand Customs Service has signed a letter of commitment to the Govt³ programme. This commitment involves promoting the aims of the programme including:

- Implementation of the Government's sustainable development policies e.g., the Sustainable Development Programme of Action (SDPOA), the National Energy Efficiency and Conservation Strategy (NEECS) 2001, EnergyWise Government, and the New Zealand Waste Strategy 2002
- The use of government purchasing power to promote sustainable practice and achieve value for money
- Improvements in energy efficiency, and reduction of government's emission of greenhouse gases
- Improving, monitoring, reporting and celebrating success in the sustainability of government activities.

Approach

The primary point of contact for Govt³ and lead in the sustainability activity within the New Zealand Customs Service is the Service's Corporate Support Manager, Alan Crawford.

The approach that the New Zealand Customs Service is adopting for the 2007-2008 year and forward is as follows:

- Implementation and adherence to the initiatives of the Carbon Neutral Public Service and Govt³ sustainability programmes.
- As a part of Customs' Commitment to the NZ Waste Strategy, target 40% reduction of Waste to landfill (Wellington, Auckland City and Christchurch Office).
- Audit current office equipment (photocopiers / faxes & printers) utilisation to identify opportunities for sustainability efficiencies.
- Replacement motor vehicles to meet Euro4 standards or greater plus ANCAP safety specifications. Implement recommendations from the Govt³ sponsored 2007 Customs Vehicle Fleet Review.
- Commission Broker to tender for power supply consolidation.
- Commission Energy Audits to identify electricity consumption savings.

Commitments

The New Zealand Customs Service also undertakes to fulfil the following commitments:

1. Report annually on the following core indicator areas:
 - 1.1. Energy use – buildings (kWh per m2 per annum)
 - 1.2. Energy use – domestic ground transport (litres of fuel used)
 - 1.3. Energy use – domestic ground transport (km travelled)
 - 1.4. Energy use – domestic and international air travel (estimate of km)
 - 1.5. Waste – tonnes to landfill and tonnes recycled
 - 1.6. Paper use – reams of copier paper and weight of publications
 - 1.7. Staff numbers – FTEs
 - 1.8. Tenders and contracts – text of any sustainable practice clauses
 - 1.9. Progress on achieving the targets set in this Sustainable Action Plan.
2. Implement Ministerial Directives on sustainable procurement.
3. Develop and monitor a process to favour more environmentally sustainable products with greater energy efficiency – where cost and function are equivalent over product lifetime.
4. Develop and monitor a process to favour where possible, products which can meet the product specifications of the Government's ecolabel Environmental Choice New Zealand or which can demonstrate that they meet equal or better standards.
5. Participate in networks, training, forums, working groups, case studies, and Govt³ governance advisory activities as appropriate.

Signed

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Corporate Support
New Zealand Customs Service