

## **NOVEX CLEAN** Changing The Way We Deliver



### Novex

Novex is one of the Lower Mainland's largest couriers, with over 100 drivers and an administrative staff of over 30 people. Novex is BC owned and has been providing same-day service for 25 years. For information contact Anne-Marie Palma at (604) 278-1935 or emailapalma@novex.ca

**Novex is a medium-sized business which has implemented simple cost-effective environmental solutions with involvement at all levels of business: from customers to drivers. Building awareness and understanding of the benefits of being eco-efficient, was the first step in engaging its Novex's staff and drivers. The company has found that as a result of Novex Clean, staff morale has improved as well as productivity.**

### Novex's Commitment

Novex Clean is the company's commitment to reducing the environmental impacts of its entire operations, including its fleet operations, office consumption and business practices.

Novex Clean is part of Novex's broader commitment to enhance quality of life, today and tomorrow, for all its stakeholders including its employees, customers and the communities in which it lives and serves.

### Background

Preserving natural resources and improving quality of life in its communities has become a growing concern for Novex and its customers – and Novex has been listening. As a leader in the local same-day courier industry, Novex recognizes that it is part of the environmental problem and in Spring 2003 announced Novex Clean as its effort to address the problem.

### Fleet:

The most significant environmental impacts from Novex operations are the emissions from the 25,000 km per day travelled by its fleet of over 100 cars, vans and trucks. Although the policy implications of the Kyoto Protocol remain uncertain, Novex is the first and only commercial courier in Canada that has taken proactive steps to address its vehicle fleet emissions. Novex believes that these steps will place the company in a competitive advantage, in the future.

- ▲ The Company's goals include converting the entire fleet to ultra low emission vehicles, beginning with the addition of ten hybrid vehicles to the Novex fleet. Environment Canada testing shows that when compared to an average mid-size car, gasoline-electric hybrid vehicles reduce CO, NOx and total hydrocarbon emissions by 90% and CO<sub>2</sub> emissions by 50%. Fuel consumption can be reduced by half. Our Air Care testing showed that emissions were reduced nearly 100%.
- ▲ Novex plans to continue to add hybrid vehicles next year, in addition to increasing the number of low emission vehicles, such as natural gas and propane, already in the fleet. With the addition of 10 hybrids to its fleet that includes propane, natural gas vehicles and bicycles, Novex's fleet is approximately 22% "clean"
- ▲ Novex drivers are being educated to operate and maintain their vehicles in a manner that increases fuel economy and reduces harmful greenhouse gas and local air contaminant emissions.
- ▲ Novex is the first and only local courier using Global Positioning System (GPS) technology to provide the most efficient tracking system available. GPS helps dispatchers efficiently route drivers and instantly determine the position of any of its drivers.

## Energy

- ▲ High efficiency bulbs and ballasts have been installed in the company's warehouse to reduce energy consumption.
- ▲ Office lighting will be reassessed to maximize the use of natural light and minimize 'over-lit' areas.
- ▲ We have already begun to replace older equipment with energy efficient electronic equipment. And by adopting multi-function machines, fewer machines will be needed at Novex offices, reducing energy consumption and reclaiming office space.

## Office Consumption:

- ▲ Novex is pursuing ISO 14001 environmental management system certification and has begun conducting an internal environmental audit to assess paper, energy and water consumption, and the types and amounts of waste produced.

## Paper

- ▲ Novex invited the Environmental Youth Alliance to conduct a study of paper consumption. EYA found that Novex consumed an average of 61 trees per year. This alarming result compelled Novex to make responsible paper purchasing decisions.
- ▲ All corporate materials such as letterhead, envelopes, business cards and sales materials contain up to 100% post-consumer recycled content and are printed using vegetable-based inks. This was achieved at a comparative cost to virgin paper products by designing cost-effective materials and minimizing stock.
- ▲ Customer billing reports account for nearly 50% of the company's paper consumption. Novex recently switched to 35% post-consumer content recycled paper for invoicing, as well as for its general office copying and printing needs.
- ▲ Novex invested in two multi-function machines that scan, copy, print, fax and duplex (double-sided print). These two machines replaced a previous total of nine machines (i.e., two fax machines, two copiers and five printers).

Novex estimates that with these changes, its paper consumptions should be reduced by half, producing a savings that equates to 34 trees. Saving this paper avoids:

- ▲ 99,948 litres of effluent:
- ▲ 614 kg of green house gases: and
- ▲ 1,334 kg of garbage.

## Business Practices

- ▲ Novex has recently introduced customers to paperless alternatives for billing and payment. Email billing and pre-authorized payment options will save paper generated from the customer, as well as at Novex.
- ▲ Part of Novex's high paper consumption is due to its semi-monthly billing procedures. Beginning in January 2003, new customers are billed monthly, and Novex plans to convert all existing customers to monthly billing.
- ▲ Overall, Novex has included environmental responsibility in all our purchasing decisions.

## Waste

- ▲ Novex has improved its paper recycling, eliminating half the waste bins in the office and replacing them with recycling bins. Unbleached paper towels are also recycled.
- ▲ A staff managed recycling centre has been implemented to recycle cans, tins and plastics.