

## Clalit Health services

Clalit is the biggest health organization in Israel, and one of the most progressive public health associations in the world. Through its 14 hospitals and more than 1,400 primary and specialized clinics, Clalit provides comprehensive health insurance and highly advanced medical care to the majority of Israel's population. It is also the only health fund with a country wide network of state-of-the-art pharmacies, dental clinics, laboratories, diagnostic imaging and specialist centers. Clalit has some 4.2 million insured members and employs approximately 37,000 employees.

## Sustainability vision

A healthy, pollution free environment, is a basic right for all Clalit's members and employees, as well as all the general population in Israel. Clalit will serve as a role model and will take action to improve the state of the environment, while increasing awareness among its employees and members.

### Getting facilities to adopt environmental efficiency

**Activity:** Adding environmental indicators to facilities' annual evaluation matrix.  
**Target audience/partners:** Facilities general managers, administrative managers, maintenance personnel.  
**Environmental benefits/results:** Was initiated in 2013. Expected to set in motion actions to increase efficiency, so that they can gain a better evaluation.

### Improving environmental performance of facilities

**Activity:** Certification by the Israeli green building standard for facilities that are about to be built.  
**Target audience/partners:** Architecture department, external architects, suppliers in the building sector, division (regional field) managers, division engineers, clinic directors, facilities engineers.  
**Environmental benefits/results:** Many facilities are planned with the goal to be certified. Expected to reduce consumption of energy and water in the building, and improve working environment for our employees.



### Proper environmental management

**Activity:** ISO14001 certification for all facilities.  
**Target audience/partners:** Facilities general managers, logistics and operational managers.  
**Environmental benefits/results:** As a result of the certification process, all facilities were checked to verify compliance with environmental legislation, environmental risks or hazards were identified and dealt with, responsibilities were delegated and clarified. Branded Clalit as the national leader in environmental management.



### Reducing medical waste

**Activity:** Implementing a novel technology for on-site sterilization and shredding of medical waste.  
**Target audience/partners:** Facilities engineers and maintenance personnel.  
**Environmental benefits/results:** Conversion of 240l of medical waste into 10l of shredded inert waste. Cancels the need in transportation of medical waste and costly treatment at specialized facilities. Allows operational independence.

### Community oriented environmental initiatives

**Activity:** take-back of expired drugs from the public.  
**Target audience/partners:** Members and the general public.  
**Environmental benefits/results:** Over 600 uniquely designed containers have been placed in Clalit's clinics around the country into which people can bring in any drug. The containers are then transported for disposal at an authorized site. This is the only solution currently available in Israel, preventing pharmaceuticals from reaching the waste stream and from there to ground- and underwater, and to soil.



### Raising public awareness to the environment-health connection

**Activity:** National campaign on green parenting  
**Target audience/partners:** Internal-facilities' marketing managers. External-young families from the general population  
**Environmental benefits/results:** For the first time a connection was made between environmental issues and health. Branded Clalit as a leading organization working on advanced public health issues.

### Health sector engagement

**Activity:** Organized first international conference in Israel on sustainability in the health sector.  
**Target audience/partners:** Mid-level & senior management at Clalit and the Israeli health sector, environmental & health management professional from the general public.  
**Environmental benefits/results:** Branded Clalit as sustainability leader in the health sector, engaged top management and field management in the process.

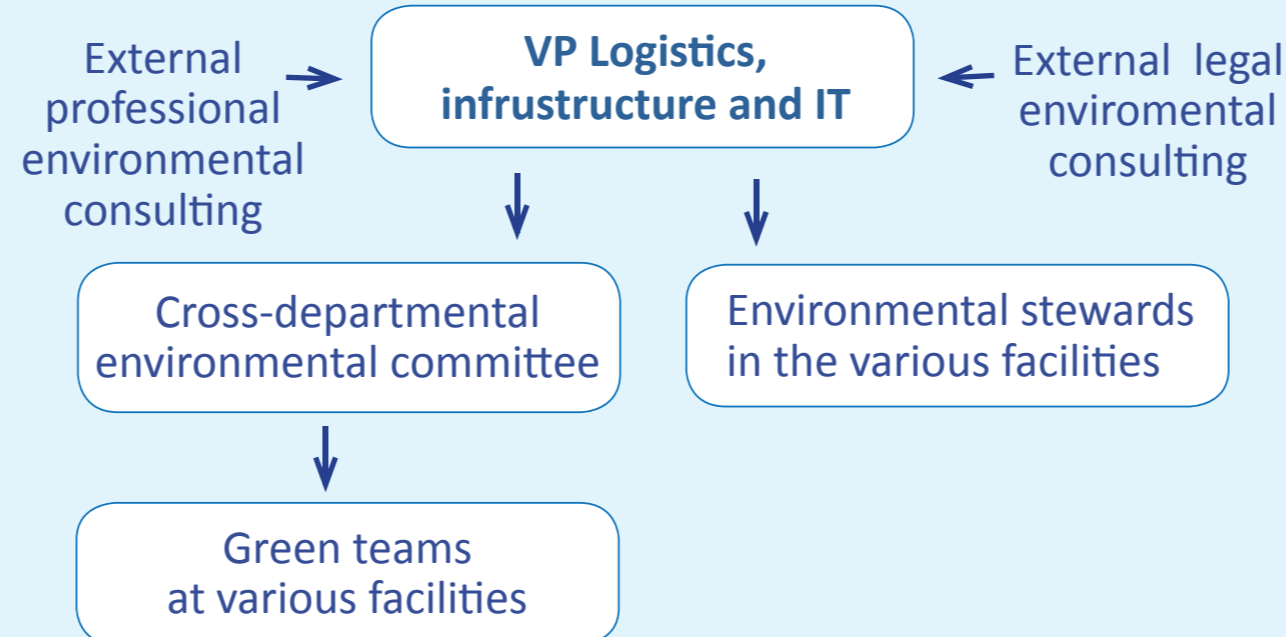
### Improving environmental performance of equipment and services

**Activity:** Green procurement.  
**Target audience/partners:** Central and field procurement managers.  
**Environmental benefits/results:** Reduced resource consumption and effluents, removal of mercury from equipment, reduced life cycle costs, sometimes – reduced purchasing costs, conduct of supplier survey for environmental alternatives and improving supplier relations.



## Topics addressed and methods of operation

### Framework



### Energy efficiency & renewables



**Activity:** solar water heating for boilers, increase use of heat pumps, switching to efficient light bulbs.  
**Target audience/partners:** Facilities engineers and maintenance personnel.  
**Environmental benefits/results:** Reduced costs, reduced use of polluting fuel, electricity

### Eco-efficiency in the offices

**Activity:** Double sided printing, digital distribution of documents, digitizing invoices from suppliers (avoiding 1M pages a year), digitizing procurement procedures via ERP, converting to fax-mail, etc.  
**Target audience/partners:** Employees, suppliers.  
**Environmental benefits/results:** Resource saving.

### Alternative transportation

**Activity:** Encouraging employee commuting on bike.  
**Target audience/partners:** Hospital employees.  
**Environmental benefits/results:** (expected) reducing payments to parking lot operator, encouraging healthy life style among employees, providing role model for members, reducing consumption of polluting fuels.

### Recycling

**Activity:** Collecting used paper and cardboard for recycling.  
**Target audience/partners:** Facilities and divisions' logistics managers.  
**Environmental benefits/results:** High quality raw materials are recycled instead of landfilled. Facilities recycling rates are increasing year by year.



### Converting to less polluting fuels

**Activity:** Replacing diesel oil with natural gas.  
**Target audience/partners:** Finance department, logistics department, hospitals dept. at HQ.  
**Environmental benefits/results:** Expected to reduce fuel costs by 60%. Natural gas is a less polluting fuel in relation to diesel oil.