

ENVIRONMENTAL Policy

<i>Version</i>	<i>Document Author</i>	<i>Version Completion Date</i>
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Approval

<i>Approver</i>	<i>Name/Role/Board</i>	<i>Date approved</i>
Business Owner	Kate Morris, Director of Finance and Resources	16/02/2018
Policy approval board	Executive Leadership Team	26/2/2018

Version History

<i>Date of First Issue</i>	<i>Date of Last Revision</i>	<i>Date of Next Review</i>
26/2/2018	N/A	January 2019

Introduction and Policy Summary

The Environmental Policy and supporting documents is intended to outline Volunteering Matters' position on environmental matters and how we go about addressing them. The scope of the environmental policy is limited to the environmental aspects which we can control and, where practical, influence.

Audience

The policy is particularly focused on guiding staff and volunteer behavior but is pertinent to all organisational stakeholders.

Supporting Documentation

Supporting documents include; Organisation roles and responsibilities, Environmental aspects and impacts, Environmental compliance obligations, Environmental objectives and action plans, Awareness and training, Operational controls, Performance evaluation, ECO Audit and ESOS Report.

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ENVIRONMENTAL Policy

Volunteering Matters develop and deliver high impact volunteer-led solutions across the UK in response to some of the most difficult challenges facing individuals and their communities today. Whilst our activities deliver valuable social benefit, we recognise there is an associated environmental aspect to consider. Office-based activities and staff travel can result in direct and in-direct impacts on the environment. As such, Volunteering Matters are committed to actively managing our environmental aspects to achieve a sustainable future for our business and the communities with which we work.

To deliver on this commitment, our priorities are:

- Continue to support voluntary **projects** which deliver environmental benefit
- Reduce impacts of business **travel** and commuter travel
- Consider environmental factors when **purchasing** goods and services
- Reduce **energy** used to heat, light and power our buildings
- Minimise **resource** consumption focused on paper and other stationery
- Reduce the **waste** we produce
- Reuse or recycle **consumables**
- Encourage and promote environmental **awareness** amongst staff and volunteers
- **Learn** from others and **share** ideas
- **Comply** with all relevant environmental legislation and obligations
- Prevent **pollution** arising from leaks, spills and other incidents

To enable us to achieve our commitment we have:

- Developed objectives and action plans
- Implemented monitoring, reporting and reviewing processes to drive continual improvement
- Allocated responsibility to appropriate staff and financial resources

Our commitment will be communicated to staff, volunteers and wider stakeholders by means such as company website, shared resources drive and notice boards. Overall responsibility for the policy is with the Executive Leadership Team (ELT) who will review progress on an annual basis.

Oonagh Aitken, CEO

February 2018

ORGANISATION ROLES AND RESPONSIBILITIES

ELT has overall responsibility for the policy and the environmental impact of the organisation. ELT will provide the resources necessary to meet our environmental legal requirements and will set the organisation's objectives, targets and evaluate performance. The implementation of the policy and the annual ECO Audit can be effective only with the commitment of each individual staff member, trainee and volunteer.

The Senior Managers and Managers are responsible for implementing the policies and system by supporting the staff and collaborating with the Facilities team in the completion of the annual ECO Audit.

Staff should adhere to the environmental policy and operational controls whilst the Facilities Team is responsible for developing the environmental action plan, providing access to competent advice and conducting an annual audit.

ENVIRONMENTAL ASPECTS AND IMPACTS

Definitions (ISO14001:2015)

Environmental Aspects – elements of the organisation’s activities or service that interact or can interact with the environment.

Environmental Impact – change to the environment, whether adverse or beneficial, wholly or partially resulting from the organisation’s aspects.

Overview

At Volunteering Matters we recognise delivery of our activities and service will interact with the environment. The following are some of the key aspects which can lead to direct and indirect impacts on the environment.

Travel

Whether traveling to work or traveling for business purposes, transport is considered to be a significant environmental impact for Volunteering Matters. The aspects contributing to this impact are identified as travel by private vehicle use, hire vehicle, taxi, coach/bus, train, tram, tube and aircraft. The key impacts are;

- Natural Resource Use – The operation of these vehicles requires the use of natural resources which are mainly derived from the fossil fuel – oil.
- Pollution – The combustion of oil based fuels creates harmful by-products, namely; Carbon Dioxide, Nitrogen Oxide and Particulate Matter.

Energy

In the offices which we own and lease, energy is used to power equipment and heat/cool/light the building. Where we have the ability to control the energy use we recognise this as a ‘direct’ environmental impact. Where we do not have operational control (i.e. leased office space where heating is controlled by the landlord) the resultant environmental impacts are defined as ‘indirect’. The key impacts are;

- Natural Resource Use – The electricity supplied from the national grid within the UK is still largely based on the combustion of natural resources (e.g. gas). The heating of buildings can also be based on the combustion of a natural resource (e.g. gas or oil).
- Pollution – The combustion of oil based fuels creates harmful by-products, namely; Carbon Dioxide, Nitrogen Oxide and Particulate Matter. In addition, the use of refrigerant gases within air conditioning systems is a potent greenhouse gas. It is common for a small amount to escape from the system under normal operating conditions – this has a significant global warming potential.

Waste

Volunteering Matters does produce moderate levels of waste from office-based activities. This waste will consist of general waste (e.g. paper, card, plastics, tins) and hazardous waste (e.g. electronic equipment, batteries, fluorescent lamps). The key impacts are;

- Pollution – The transport, processing and/or disposal for waste material has indirect environmental impacts. Waste sent to landfill can release methane, a potent greenhouse gas. Electronic equipment contains heavy metals which must be removed to prevent damage to ecosystem services.

Procurement

What we buy, how much we buy and who we buy from, can all have an environmental aspect to consider. Key goods and services contributing to this activity include the procurement of; office stationary, IT equipment and cleaning chemicals. The key impacts are;

- Natural Resource Use – Some of the items we purchase will be manufactured using non-renewable virgin materials and in the case of IT equipment, using precious metals.
- Pollution – The transport and delivery of items and the procurement of potentially hazardous materials.
- Sustainably Practices – The environmental credentials of suppliers within the supply chain.

Volunteering Projects

Environmental impacts can be negative but also positive. Where we deliver volunteering projects which enhance, protect or expand our natural capital (whether, forests, lakes, rivers or local parks), it is important for use to appreciate the environmental improvements we can support. Example; ACTION EARTH – Scotland.

Operational Conditions

The impacts listed above will occur under 'normal' operating conditions. It is important to recognise the same activities can also lead to additional impacts under 'abnormal' or 'emergency' conditions.

- Office refurbishment is an example of abnormal condition which can lead to environmental impacts from construction and demolition activities.
- Leaks, spills and fires are examples of emergency conditions which can lead to environmental impacts. Possible incidents include; oil spill from staff vehicle in company car park (this could leak into storm drains), failure in cleaning chemical container, rupture of water pipework within office space and electrical failure leading to building fire.

How we manage and reduce our key environmental impacts is identified within the section titled – Environmental Objectives and Action Plans.

ENVIRONMENTAL COMPLIANCE OBLIGATIONS

Compliance obligations are defined as legal requirements which the organisation must comply with and other requirements that the organisation has chosen to comply with (ISO14001:2015).

The following is not a complete legal register but gives examples of key pieces of environmental legislation which apply to the routine operation of our business.

Aspect: Energy & Emissions

Energy Performance of Buildings (England and Wales) Regulations SI 2012/3118

- The regulation requires an energy performance certificate (EPC) to be produced on the sale, rent or construction of a building.
- Air conditioning equipment with an effective rated output of more than 12kW to be inspected regularly by an energy assessor and at least every 5 years.

The Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015

- From 1 April 2018 it will be unlawful to rent or sell a non-domestic property which has an EPC standard below E.

Energy Savings Opportunity Scheme Regulations SI 2014/1643

- Requires organisations to audit the energy used by their buildings and transport, identify cost-effective energy saving measures and notify the Environment Agency of their compliance (not applicable to companies defined as an SME for at least two consecutive accounting periods).

Fluorinated Greenhouse Gases Regulations SI 2015/310

- The regulations require operators of equipment containing fluorinated greenhouse gases in quantities of 5 tonnes of CO₂ equivalent or more to conduct leak tests on air conditioning equipment.

The Ozone-Depleting Substances Regulations 2015

- It is an offence for a person to carry out relevant work involving controlled substances (e.g. F-gases) or work with methyl bromide unless that person is competent to do so.

Aspect: Waste

Waste (England and Wales) Regulations SI 2011/988

- The regulations make it an offence not to apply the waste hierarchy and demands all waste transfers are accompanied by a waste transfer note.

Hazardous Waste (England and Wales) Regulations SI 2005/894

- A consignment note must be completed and kept for 3 years where hazardous waste (e.g. fluorescent tubes/IT equipment) is removed from any premises.

Waste Electrical and Electronic Equipment Regulations SI 2013/3113

- Waste electronic equipment must be removed by an Environment Agency authorised electrical waste contractor.

The regulatory bodies charged with responsibility for protection of the environment are principally:

- Environment Agency
- Local authorities

Further relevant environmental legislation can be found via the following links:

<https://www.gov.uk/topic/environmental-management>

<http://www.environmentlaw.org.uk/>

ENVIRONMENTAL OBJECTIVES AND ACTION PLAN

Environmental objectives are defined as results to be achieved, set by Volunteering Matters, consistent with our environmental policy (ISO14001:2015).

Environmental Objectives, KPIs and Action Plan						Published: January 2018
						Version: 1.0
						Updated:
<i>Environmental objectives have been assigned to aspect areas.</i>						
<i>Actions to achieve objectives are set with timescales, KPIs and responsibilities for completion</i>						
Aspect area	Objective	KPIs	Actions	Progress/Comments	Responsibility	Date to be completed
Energy & CO2 Emissions	Reduce Carbon Footprint	Reduce tCO2e by 3% by April 2018 and further reduction for subsequent years	Complete ECO Audit for each site and monitor the following data: <ul style="list-style-type: none"> • Kwh electricity used • Kwh gas used • Number and mileage of flights • Any mileage / number of taxis paid for during the year • Water used (water meter) • Packs of paper used 		Site Managers	Initial measurement to be completed by April 2017
			Explore a policy of carbon offset for all necessary flights undertaken for work purposes.		TBC	TBC
			Specific to Ipswich site: <ul style="list-style-type: none"> • Install supplementary draught exclusions on external doors • Replace existing lighting within kitchen and toilets with LED and install occupancy sensors • Replace existing lighting within Court 1, The Marina, The Saints and The Portman space with LED and install occupancy control sensors • Increase temperature from 19 to 21 degrees within the comms room 	Identified within ESOS report	Facilities Management	Short-term
			Specific to Hackney site: <ul style="list-style-type: none"> • Separate main office and café heating distribution • Install occupancy sensors as lighting controls in meeting rooms if frequently left on. • Increase temperature from 19 to 21 degrees within the comms room • Consider fitting aerator on taps to reduce DHW use 	Identified within ESOS report	Facilities Management	Short-term
Transport	Encourage and facilitate sustainable travel behaviour amongst staff	Reduce the percentage number of private vehicles traveling to work	Measure the percentage of staff who use private vehicles for travel to work		TBC	2017/18
			Encourage staff to reduce this by using car pooling schemes, walking to work or using public transport		TBC	2018/19

Waste	Reduce waste to landfill	Increase in percentage waste recycled	Monitor the amount of waste generated and the amount of paper, bottles and cans, etc. recycled		Site Managers	Ongoing
Property acquisition and disposal	Improve EPC ratings of property portfolio	Higher percentage in category A - C rating	Establish an environmental checklist when identifying new premises, and a repairs and dilapidations programme to improve the energy efficiency in Volunteering Matters premises.	Review existing good practice guides for office refurb: SKA Rating (RICS) is free to access.	Head of Estates	As required
Procurement	Embed Sustainability within procurement practices	Increase the proportion of materials purchased which are produced from recycled material	We will monitor the use of paper and stationary in the organisation		Finance	Ongoing
			Develop a corporate identity to favour the use of recycled paper, and to ensure that recycled logo and "printed on recycled paper" is on the artwork.		TBC	TBC
			The percentage of publications printed on recycled paper will be monitored and reported in the annual environmental report.		TBC	Ongoing
Awareness & engagement	Improve environmental awareness and understanding amongst staff, clients and partners	Increased level of involvement amongst staff with environmental initiatives	Display the Environmental Policy within office spaces		Site Managers	Immediately
			All managers will be asked to include helping the environment on their team meeting agenda at least once a year.		Management Staff	Ongoing
			Staff will be consulted and their views will be sought as to how they can help the environment and appropriate suggestions will be included in their eco audit action plan		Management Staff	Ongoing
			Produce guidance on carrying out volunteering and team tasks in an eco-friendly manner.		TBC	TBC
			Include a sentence about thinking about the environment before printing is its standard email signature.		IT	TBC
Environment developments and their impact will be communicated internally and external to encourage staff, clients and partners to get involved in helping the environment. This will include information in the annual report; the Volunteering Matters staff Bulletin, HR.net, posters and email.		TBC	Ongoing			

Staff seeking further practical help can contact the Facilities Team 020 3780 5870

AWARENESS AND TRAINING

This document is to demonstrate how Volunteering Matters educates staff and volunteers on environmental issues with an aim to raise awareness and enable compliance with our Environmental Policy and operational controls.

Volunteer Matters will ensure discussions on environmental responsibility are carried out with new starters or volunteers as part of their induction process. This discussion will introduce staff/volunteers to the Environmental Policy and run through our operational controls.

Environment developments and their impact will be communicated internally and externally to encourage staff, clients and partners to get involved in helping the environment. This will include information in the annual report, the Volunteering Matters Staff Bulletin, posters and email.

OPERATIONAL CONTROLS

Volunteering Matters is committed to delivering on our environmental objectives and ultimately our environmental policy. To this end, we have developed the following controls and procedures:

Site Environmental Management

All Volunteering Matters' sites will aim to carry out an **Eco Audit by completing the form (see Appendix)** each year starting from April.

Transport

Volunteering Matters will encourage staff to take rail option in preference to flying where practical. Where rail is not an option, Volunteering Matters will establish a system to monitor whether each flight is necessary and whether the purpose can be fulfilled by using video or conference call instead.

Where Volunteering Matters has vehicles it will aim to ensure that these fall under the lowest CO2 band and as new vehicles are acquired. Volunteering Matters will encourage the purchase of vehicles that fall under the lowest CO2 band.

Whilst recognising that in some cases it is unavoidable, the use of cars by staff will be discouraged and every effort will be made to ensure that staff travel by public transport wherever possible. Mileage rates will not pay higher rates for cars with larger engines. Volunteering Matters offices will wherever possible provide safe bicycle storage and will consider the value of an office bicycle for local visits.

Additional considerations:

- Phone or web conference can be facilitated using Skype for Business
- When driving, save fuel by accelerating slowly
- Consider colleagues or neighbours before making solo journeys in vehicles.

Energy Management and Reduction

Saving energy is the easiest way for the organisation and each individual to help reduce Volunteering Matters' CO₂ contributions. Making minor adjustments to the way that Volunteering Matters uses energy can make significant savings.

	Pc	Monitor	Laser Printer	Photocopier	Fax	Vending Machine	Total power consumption
On*	40	60	110	800	25	500	1535
Standby*	20	10	25	140	5	300	500

*Average power consumption in watts.

Staff are expected to turn off computers and monitors when they are not in use for a long period of time and certainly before going home.

Staff should also ensure that other appliances should be switched off when not in use such as mobile chargers, printers etc. - as well as lights.

Low energy bulbs will be used rather than incandescent bulbs in all Volunteering Matters offices.

All heating systems should be fitted with effective thermostatic controls on either boilers, radiators or both as appropriate. The aim should be to provide a comfortable work environment with a temperature of around 68°F (20°C). Radiator thermostatic values and room thermostats should also be included in the annual boiler maintenance.

It is also important that radiators are not covered or blocked by furniture. Each degree dropped in temperature equals a saving of approximately 8% in heating costs.

If you use thermostats to control the temperature either in your office or at home, keep them away from draughts, out of direct sunlight and away from hot machinery.

The temperature in the workplace should be monitored by using a digital thermometer and recorded.

Double glazing of offices will be achieved where appropriate with regard to our tenure of the premises.

Further best practice on maximising energy savings within an office environment are described within the following Carbon Trust documentation.

https://www.carbontrust.com/media/13151/ctv007_office_based_companies.pdf

Sustainable Procurement

Paper

Volunteering Matters will only use recycled paper. Photocopying, letterhead and continuation paper can all be obtained on recycled paper and as long as a good quality is maintained Volunteering Matters is committed to using it.

Individual desktop printers should be avoided and preference should be given to larger all-in-one devices for a whole team and a smaller all-in-one device as a back-up.

Volunteering Matters will aim to get quotes for future prints of business cards, publications etc to be on recycled paper. Where we successfully use recycled paper for our publications, we will ensure that the artwork states that it is on recycled paper.

Cleaning Materials

The organisation is committed to using environmentally friendly cleaning materials. Where we buy such materials ourselves or via a cleaning company, we will ensure that the products are 100% Eco-friendly nontoxic which means:

- Biodegradable, so they don't pollute our water and environment

- Phosphate-free with low aquatic toxicity, so they don't harm fish or aquatic life
- VOC-free. Volatile Organic Compounds can be an irritant
- Gentle on skin, with most products in the 7 to 9 pH range

Where we use cleaning contractors, we will ensure that the contractor is ISO14001 accredited whenever possible and they use only such cleaning materials.

Timber

Volunteering Matters will wherever possible avoid using tropical hardwoods either as a building material or for new furniture.

Green Purchasing Policy

Volunteering Matters will aim to develop a "Green Purchasing Policy" which will be based on the principle of reduction, re-use and recycled materials.

Waste Reduction

Paper

Staff are expected to be economical in their use of paper, for example using the back of used paper for writing notes, and wherever possible, using email rather than sending a memo. Where practical printers should be set to double sided printing by default.

Staff should only print downloaded documents if necessary and consider only printing sections that are required. If printing the whole document is necessary staff should consider using where possible re-used paper or printing double sided.

In addition Volunteering Matters will aim to recycle all their wastepaper. To facilitate recycling, the use of coloured paper and "post it" notes should be kept to a minimum. Many staff at Volunteering Matters regularly receive magazines, brochures, journals etc which should be recycled where possible once they have been used. To discourage the waste of paper it is a good idea to contact any organisation sending you unwanted mail to ask them to stop doing so.

Plastic Cups and Cutlery

Staff are expected to provide their own mug or cup and not to use plastic cups and cutlery. The normal expectation is that mugs or cups will also be provided, and washed up, for visitors. Where this is not appropriate consideration should be made to use cups and cutlery made from recycled material.

Where major events occur, throw away plates etc. may be appropriate although thought should be given to making an environmental point by reducing the usage of plastic cups and cutlery.

Batteries

The organisation will take positive steps towards eliminating the use of battery driven equipment wherever practical. Where batteries are used we will, so far as possible in relation to requirements of the machinery, use rechargeable batteries. New batteries will be issued strictly against the return of the old battery and will not be available on free access.

Glass

Where it is used all reasonable efforts will be made to recycle it.

Water Conservation

The use of water will be kept to a minimum. To this end wherever practicable short/long flush toilet cisterns will be installed or where necessary water-saving cistern devices such as Hippo Water Saver will be considered.

Where feasible Volunteering Matters will over time switch to water-coolers connected to the main rather than continue using large plastic bottles of water.

PERFORMANCE EVALUATION

This document is to demonstrate how Volunteering Matters is to demonstrate how we monitor, measure and evaluate our environmental performance.

A key environmental performance indicator for us will be our carbon footprint. To monitor this, the following key aspects will be measured across each site:

- Electricity use (kWh)
- Gas use (kWh)
- Flight activity – frequency and distance
- Taxi activity – frequency and distance
- Water use (m³ from water meter)
- Paper purchased (Number of reams)

On an annual basis (as a minimum), this data will be reviewed by the SLT in order to evaluate whether progress is consistent with our environmental objectives and initiate corrective action if required.

Appendix - ECO AUDIT Template

Volunteering Matters Office Address:

Responsible Person:

Date:

(This form should be completed annually by the manager responsible for the office(s) or building(s) and then emailed to the Facilities team)

Address	(Previous Year) 1st April 2017	(This Year) 1 st April 2018	Target for 2019
GAS METER READING			
WATER METER READING			
ELECTRICITY METER READING			

If you more than one meter reading for the utilities, please add lines accordingly.

	1 April 2016 to 31 March 2017	1 April 2017 to 31 March 2018	Target for 2019
MILEAGE CLAIMED			
FLIGHTS USED			
TAXI CLAIMS			
NUMBER OF PAPER PACKS USED (please state how many sheets per pack i.e.1 Pack = 500 sheets)			

1.	ECO Audit		
Current Environmental Procedures in Place:			
<p>Please indicate what action you are already taking within your office. If it's not applicable or you can't do it please say so.</p>			
Fuel & Energy		Y = Yes / N = No	N/A = Not applicable
Electricity supplied by renewable energy supplier	Y / N	N/A	
Energy saver light (CFL) bulbs installed	Y / N	N/A	
Sensor lights in office	Y / N	N/A	
Staff encouraged to only fill enough water in kettle for number of mugs needed	Y / N	N/A	
Switch off lights in rooms not in use	Y / N	N/A	
Switch off monitors, printers and other electrical equipment when not in use	Y / N	N/A	
Heating systems fitted with effective thermostatic controls	Y / N	N/A	
Other (Please Specify)			

Recycling

Recycled stationary	Y / N	N/A			
Recycle Bottles	Y / N	N/A	Use 100% recycled paper	Y / N	N/A
Recycle Paper	Y / N	N/A	Reuse Envelopes	Y / N	N/A
Recycle Cans	Y / N	N/A			
Other (Please Specify)					

Transport

Appropriate use public transport instead of taxi	Y / N	Where N/A
Car sharing scheme for those who travel to work	Y / N	N/A
Encourage staff to cycle to work	Y / N	N/A
Encourage staff to walk to work	Y / N	N/A
Where appropriate phone calls/video conferencing used rather than travel	Y / N	N/A
Other (Please Specify)		

Other

Scrap paper used as note pads	Y / N	N/A
Double sided printing	Y / N	N/A
Purchase refilled printing cartridges	Y / N	N/A
Use of water cooler instead of bottled water	Y / N	N/A
Use of rechargeable batteries	Y / N	N/A
Use of Eco friendly cleaning products	Y / N	N/A
Stop unwanted mail to reduce waste paper	Y / N	N/A
Refrain from using disposable cups, plates, cutlery	Y / N	N/A
Encourage use of organic and fair-trade food and drink products	Y / N	N/A

Please add here any other environmental initiatives that you may have in place but are not mentioned above.

2.	Eco Objectives for Year 2018/ 2019
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Objectives for coming year:

You may wish to consider implementing any of the above that are not already in place or any of the following for the coming year.

- 1) Awareness and Engagement: Ensure discussions on environmental responsibility are carried out with new starters or volunteers as part of their induction process. (For example, importance of recycling and how the eco responsibility is implemented at Volunteering Matters and also refer them to the Volunteering Matters' Policy).
- 2) Measure and Reduce carbon footprint by implementing the ECO audit from April 2018.
- 3) Encourage staff to turn off computers and monitors when they are not in use for a long period of time and certainly before going home.
- 4) Encourage Staff and volunteers to go paperless in order to also save money in terms of paper and printing, to allow staff and volunteers to work in a more agile way & work seamlessly when working with colleagues in different locations, and in terms of data protection – but also encourage suppliers and contractors to send electronic copies of invoices and contractors whenever possible.