



Change Agents UK

Environmental Management System

CHANGE AGENTS UK
Audit Pack 2023





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Introduction

Change Agents UK creates positive social and environmental change by providing sustainability education to people of all ages, and we connect talented individuals with purposeful careers in sustainability through our sustainability recruitment services. As a charity and non-profit, we have been educating, inspiring and empowering people for over 25 years through our interactive skills workshops, supported learning courses and bespoke training. As of March 2024, Change Agents UK is a team of 8, with a vision to aid with the increasing demand of sustainability education and job creation to provide future betterment for individuals and companies.

Initially established in as Studentforce for Sustainability in 1996, our charitable purpose is to promote public awareness and understanding of the principles of sustainability – and how to put them into practice in life and work. We work to achieve this through research, providing learning opportunities and education and supporting the delivery of sustainability projects. Over the last 25 years, we have tackled many aspects of delivering sustainability, from running energy efficiency programmes with local authorities to behaviour change and engagement programmes with universities and hospitals.

We support individuals wishing to use their careers to make a positive difference. We do this through our educational workshops and working with our partners to support paid placement opportunities in sustainability through our wholly owned non-profit subsidiary, Change Agents UK Trading Ltd. Our flagship Sustainability Leadership Skills Programme covers 10 key sustainability skills that are critical for success as a sustainability leader via three impact areas. We provide Carbon Literacy Training to individuals and businesses, providing introductory knowledge essential for becoming an agent of change for achieving a low-carbon and equitable future within their organisation and wider society. Our Sustainable Futures workshop programme is designed to equip young people with a sound understanding of the principles of sustainability, to understand what skills are now needed in our society, workplaces and economy (and how these can be developed) and to build confidence/workplace preparedness. We also support careers teams who support students through our Green Careers workshops and deliver Climate Essentials to HR professionals and charity leaders.

Our Vision

A secure, resilient, zero-carbon and fair future for all.

Our Mission

Raise public awareness of the Sustainable Development Goals and the climate emergency. Support and empower the next generation to have the skills and knowledge needed for the future. Build networks that engage individuals and organisations in working towards a zero-carbon future.

In addition to our sustainability work in education and recruitment, we have a drive and passion to ensuring our work practices reflect our mission goals. We want to complete the Green Accreditation with Investors in the Environment to demonstrate our commitment to sustainability and to support our environmental aspirations to our staff members, partners and potential clients.



Sustainability policy

Please see Appendix A.

Measuring Resource:

Electricity

General

The primary use of electricity within Change Agents is office equipment, lighting and some small appliances in our kitchen. We monitor our resources monthly from bills and take additional readings multiple times each quarter to check readings with our bills. The business operates with flexi time hours, however the main working hours are between 9am and 5:30pm, where typically staff are working 7.5 hours a day. We do not operate over the weekend.

Lighting

The majority of the office lighting is operated by motion sensors. The lights in the hallway are operated by switches and are only turned on when required, for example when the sun has set and the building is dark inside and are turned off by the last staff member(s) when they leave the premises.

Office Equipment

The office equipment comprises laptops, phones and printers. Laptops are turned on and off for use by individual staff when in the office. The phones are continuously on, and printers are left on eco-standby for use when required.

Kitchen Equipment

The kitchen equipment in the office comprises a kettle, small fridge, microwave and dishwasher. Currently the equipment is left on at the mains for required use.

Two fridges and a freezer are located in the building in association with The Community Fridge, which moved onto the premises in April 2022. These are continuously switched on.

Measure

Our baseline year is from 2019/2020 where we have evidence of bill readings and metered readings from the baseline year to date. Currently the Finance Manager conducts meter readings (often monthly) to compare usage with the bills.

Baseline (Year)	kWh used	Previous (Year)	Year	kWh used	Current (Year)	Year	kWh used
April	665	April		559	April		414
May	601	May		607	May		482
June	586	June		796	June		393
July	512	July		545	July		434
August	528	August		541	August		375
September	550	September		583	September		626



October	634	October	647	October	591
November	768	November	661	November	698
December	615	December	537	December	555
January	687	January	658	January	710
February	693	February	573	February	537
March	610	March	545	March	492
Total	7449	Total	7252	Total	6307

Gas

A gas central heating system is present in the building and is the only use of gas. The heating is controlled by a thermostat in another part of the building on set timers. We regularly review the timing and temperature settings in accordance with the weather to ensure that the office is heated appropriately. The heating is turned off from when temperatures are mild in the spring until it becomes cooler in the autumn.

To prevent unnecessary heating, radiators are turned down or off when the office is unoccupied.

Measure

Our baseline year is from 2019/2020 where we have evidence of bill readings and metered readings from the baseline year to date. Currently the Finance Manager conducts meter readings monthly to corroborate the usage with the bills.

Baseline (Year)	kWh used	Previous (Year)	Year	kWh used	Current (Year)	Year	kWh used
April	2991.90	April		1345	April		2164
May	1692.58	May		283	May		658
June	824.02	June		156	June		188
July	66.81	July		44	July		113
August	145.50	August		58	August		49
September	484.93	September		61	September		81
October	2668.15	October		586	October		414
November	4766.95	November		1254	November		1175
December	3963.16	December		2450	December		1990
January	4532.51	January		2841	January		2198
February	4789.28	February		2322	February		1395
March	4298.07	March		2619	March		1262
Total	31223.87	Total		13906	Total		11687



Water

General

Water is used primarily for two toilets, making drinks, washbasins, the dishwasher and for washing up. The supplier is Severn Trent and our bills are being monitored monthly. The water meter readings are for the usage in the whole railway building, including the ticket office and Change Agent UK offices, making it difficult to properly assess and understand the water metre readings relating directly to Change Agents UK.

Toilets

The toilets in the building have limited use due to low staff numbers, and currently do not have any components to improve water efficiency.

Drinks

An eco-kettle is available to make hot drinks with. To ensure excess water is not boiled, a poster is visible on the wall encouraging staff to only use sufficient water to boil the number of cups required (see Appendix C.1). We also encourage communication between members of staff when the kettle is being boiled, to reduce the frequency of needing to be re-boiled.

Washing up

We have one dishwasher which is used once or twice per week, as and when required and is run on eco-wash when used.

Travel

Commuting

There are currently 8 members of staff employed internally at Change Agents UK. Of these, 3 members of staff primarily work remotely, visiting the office as and when required. We have 5 staff members who attend the office in-person on average 3 times a week. A travel questionnaire was circulated with staff at Change Agents UK in March 2024 (see Appendix B for surveys).

Of the members of staff who have regularly attended the office in the past year, 4 members of staff have regularly driven, 1 walked and 1 has taken public transport. The main reasons for these choices are 'No other mode available' and 'Convenience', with additional reasons being 'Cost of Journey', 'Time Taken for Journey' or 'Environmental reasons. Specifically, for those that drive, the most popular reason for this is because there is 'No reasonable public transport option'. Other reasons include needing car for personal business, needing to transport children, to be able to get home quickly in case of an emergency, or, because they live far away from work and don't have anyone to car share with.

Most staff have said that they would be willing to participate in a car share or use alternative transport, if possible, and most would be encouraged to do so if there was 'help finding people with whom to car share with'. This is difficult due to the nature of where people live in relation to the office, in many different directions and distances, so this isn't necessarily a feasible option. Other things that would encourage car sharing would be having a fuel subsidy for car sharers, or a guaranteed ride home in the event of an emergency. All members of staff that drive would be willing to use an alternative transport method, however, the county in which our office is based has very poor public transport options in terms of convenience (irregularity, unreliability and time-consuming journeys) as well as excessively high cost, so it may be difficult to commit to this, despite the willingness.

To attempt to overcome this, we regularly lobby for changes to public transportation within the area as an organisation and continue to implement remote meetings where possible. We also offer staff a hybrid working pattern, with full time staff working two days a week from home at a minimum.

Business related travel

Through the staff travel survey, all members of staff actively use video / tele conferencing rather than driving to meetings. If driving to meetings is necessary, all staff plan their routes. Most staff actively look to car-share when travelling to events or meetings, if possible.

Within the Recruitment and Employment services team, travel has been reduced so that interviews are mostly conducted via telephone or video call, and communication with clients is primarily virtual. On the rare occasion that in-person interviews are required, we take public transport if available, and try to car-share if not. We have had a reduction in the number of recruitment services we have provided over the past year, primarily due to industry circumstances, which has significantly reduced the amount of business travel for interviews. We have had three instances of in-person interviews since April 2023, in which all business travel was conducted via public transport (trains/buses).

Educational workshops and courses that Change Agents UK run are mostly undertaken remotely via Teams or Zoom, and these services have increased since April 2023, compared to previous years. Where workshops are conducted in person, staff are encouraged to use public transport where possible, or car-share where public transport is not feasible. Since April 2023, there have been 16 instances where education delivery has been required in-person. When education delivery is required in person, we take public transport where available, and try to car-share in instances where public transport is not feasible.

In the past year, Change Agents UK have welcomed 2 members of remote working staff. Business related travel has been needed to collect laptops and necessary equipment. When this has occurred, public transport has been encouraged where feasible. Remote workers attend the office on an irregular basis, typically once every 3 months, for team meetings, collection of equipment, or other work-relevant purposes. When this has occurred, public transportation has been encouraged where possible, or cars have been used when public transport is not feasible.

Measure

Miles have been recorded from expenses and mileage submitted by staff. In the baseline year (2019/2020) most of the travel was undertaken by train or car. In subsequent years, there had been no/minimal travel by car or public transport for business largely due to the pandemic restrictions and subsequent change in travel attitudes, favouring a remote approach to communication with clients. In the past year, favouring remote working has continued and business-related travel has only been conducted when necessary, and car mileage used only when public transport is not feasible.

Baseline (Year)	Miles travelled by car	Miles travelled by alternative transport	Current Year (2023/24)	Miles Travelled by car	Miles travelled by alternative transport
April	58.2	336	April	0	0
May	0	0	May	0	1261
June	181	0	June	334	1277
July	370	0	July	50	1879
August	166	350	August	0	185
September	0	566	September	0	621
October	0	208	October	98	0
November	0	517	November	0	749



December	102.6	618	December	0	0
January	0	196	January	220	2053
February	0	358	February	0	53
March	0	374	March	0	0
Total	877.8	3523	Total	702	8078

Waste Management

Currently, our recycling and general waste disposal services are carried out with Biffa and comply with the Environmental Protection Act (1990), demonstrated in the Waste Transfer Note (Appendix D). We have bins throughout the office, in each room, including the staff room, with labelling and signage to inform employees about the correct bin to dispose of items in and encourage recycling practices (see Appendix C.2-3).

General Waste

Waste bins are present in each of the offices and a small bin in the kitchen area. These are emptied when full into a large wheelie bin adjacent to the property. These wheelie bins are locked and solely used by Change Agents UK. Overall, we produce very little general waste, and the majority of this comes from staff food and drink.

Recycling

A 27L recycling bin is present in all office rooms. As an organisation, we currently produce very little waste since moving to an online cloud storage system and getting rid of paper-based copies. In the previous audit, we disclosed that we had not needed to have our recycling bin emptied by Biffa in over two years. In August 2023, the recycling bin was emptied by Biffa with recycling that had been collected over the past couple of years.

Measure

Measurement of the waste generated is logged at collection where the litre capacity of the bin is recorded as the waste volume for both general waste and mixed recycling.

Baseline (Year)	General Waste (litres)	Mixed Recycling (litres)	Current Year (2022/23)	General Waste (litres)	Mixed Recycling (litres)
April			April		
May	600	1100	May		
June			June		
July			July		
August	600		August	600	1100
September			September		
October			October		
November			November		
December			December		
January			January		



February			February		
March			March		
Total	1200	1100	Total	600	1100

Targets

Resource	Baseline	Current Year	Target	Performance Against Baseline	Performance Against Target	Future Target
Electricity (kWh)	7449	6307	-2%	-15%	-13%	-2%
Gas	31224	11687	-2%	-63%	-17%	-2%
General Waste (Litres)	1320	660	-2%	-50%	-50%	-2%
Recycling Waste (Litres)	1100	1100	-2%	0%	0%	-2%
Business Travel – Commuting (Miles)	878	702	-2%	-20%	163%	-2%
Business Travel – Alternative/ Public Transport (Miles)	3523	8078	-2%	129%	187%	-2%

We have measured against our baseline year (2019/20) to reflect a true comparison in the amount of travelling, and the usage of other resources pre-covid, when staff were regularly attending the office and travelling cross-country to deliver educational workshops and conduct interviews.

Analysis:

Our electricity usage has reduced against the baseline year and met our target. This is due to continuing with a hybrid work pattern for office-based staff, which has drastically reduced the electricity consumption on two days per week in the office. Furthermore, most staff now work remotely for the majority of their working hours.

Our gas usage has also reduced against the baseline year and met our target. We continue to adjust the thermostat, heating temperatures, and timings in accordance with the temperatures outside of the building to ensure they are appropriate for the season, and resources are being used as efficiently as possible. Radiators in office rooms during work-from-home days and over the weekend are turned off to reduce gas usage, as well as increased staff engagement and behaviour change on wearing increased layers and other initiatives during the winter to reduce the need for increased heating temperatures.

We have maintained our general waste usage against our baseline year. Our general waste figures are somewhat difficult to measure to gain a true reflection of the amount of waste produced since we do not weigh the waste produced prior to collection. This year staff visiting the office have continued to be proactive about reducing waste as a result of communications and engagement with our sustainability policy. Therefore, waste has been reduced significantly. The general waste bin was needed to be collected only once, reflecting this behaviour change. It is unlikely



that our waste can decrease further unless we begin weighing the exact amount of waste being produced. However, due to the low amount we produce anyway we feel this is an unnecessary action

This year we have been unable to meet the target of a 2% reduction in recycling. Similar to our general waste bins, we do not weigh our exact recycling prior to collection, and last year our recycling bin was not deemed full enough to collect so we reported no recycling data last year. However, any recycling in the bin from last year rolled over and it reached its limit in August 2023, resulting in us needing to arrange a collection. Therefore, while the data suggests that we have not achieved this target, our recycling waste production is very low as this is an accumulation of two years of recycling. Therefore, this year's figure is deemed not representative of our actual recycling from the past year. That being said, we continue to encourage a "paper light" filing and storage system and our cloud-based software. Where printing is necessary, it is done so double sided to save the amount of paper being used and is then repurposed as scrap paper for internal use where possible. We have also continued to increase and develop staff understanding of waste management by adding posters and signage and access to bins in all office rooms. To improve our processes of measuring recycling, and to estimate more accurately how much recycling we produce in 1 year, a poster above the recycling bins will be used for those in the office. When one of the small 27L recycling bins, of which there are 4 located in the building (one per office room and communal area) is full and emptied, the poster above the bin will get marked with the date to track how many times we fill these bins within a year.

Regarding business travel, we have reduced our driving mileage by 20% against our baseline year. As outlined in our sustainability policy, we have opted to utilise video conferencing software where possible across all aspects of the business, including client meetings, candidate interviews and educational workshop delivery. Where this is not possible, we strongly encourage using public transport to attend meetings, or car-sharing with other members of staff if a destination is not reachable using public transport. We do not possess commuting mileage figures for our baseline year but believe we have managed to reduce our commuting mileage by offering in-office staff a hybrid working pattern, reducing commuting days to three per week.

Nonetheless, due to an increase in demand for our services, particularly educational services, we have been unable to meet both travel targets due to an increase in the use of our educational services in-person. Where possible public transport has been used, demonstrated by significant increase in this, but sometimes driving was the only option. We still always offer virtual as our preferred method of delivering online. We have also had 2 new members of staff, where driving was necessary due to collection of equipment and/or public transport difficulties. Our alternative/ public transport use has increased considerably against our baseline year, due to the increase in demand for our services as previously mentioned. On the other hand, travel as a result of our recruitment services has significantly reduced due to the increased use of conducting online interviews. We believe that the work we do as a sustainability charity necessitates the travel we do. Despite offering virtual calls, workshops and programme delivery virtually as much as possible, some events require us to be there in person. Our excellent events, shown in the environmental projects section, have been reaching a larger audience than ever before and this increase in travel mileage, either by car or alternative transport, is necessary for us to continue to do this work.





Action Plans

Action to be Completed	Who	Single or Ongoing	Completion or Review Date	Notes / Outcomes: (include date of note for improved tracking)
GAS				
Investigate upgrading the boiler and any other building energy efficiency improvements.	CEO & Green Champion	Ongoing	Annually	<p>This is only really feasible and would make a difference to gas usage if work was carried out to improve the condition of the building we currently use as office space. Due to financial costs to the charity and the Grade II listed nature of the building, this is difficult.</p> <p>Following a successful bid in March 2024, Change Agents UK have had a Building Energy Audit conducted through the VCSE Energy Efficiency Scheme. If a new boiler is required, or any other energy improvement works, we would be eligible to apply for a Capital Grant to fund this in 2024/25.</p>
Continually review the temperature and timing settings on the boiler to maintain appropriate and energy-efficient temperatures in accordance with the weather.	CEO, Finance Manager and Green Champion.	Ongoing	Monthly	Update March 2024: This is continually checked on a weekly basis, depending on expected attendance in the office as well as weather conditions. This also includes the temperature setting on all radiators, which are continually reviewed and/or switched off when necessary to maintain appropriate and energy-efficient usage in accordance with the weather.
Record monthly meter readings	Finance Manager	Ongoing	Monthly	Readings to be entered into the iiE resource management sheet on the first of every month. We have improved the efficiency of recording these measurements so that they are accessible and stored appropriately.
ELECTRICITY				
When upgrading equipment ensuring improved energy efficiency.	CEO & Green Champion	Ongoing	When required	Update March 2024: A Wifi-Access Point was purchased in November 2023. Investigating the energy efficiency of this was considered within the purchasing process.
Keep up to date with latest light bulbs available, upgrading to the most energy efficient ones	CEO & Green Champion	Ongoing	When required	Update March 2024: No light bulbs requiring replacement since last audit. Continued use of energy efficient bulbs.



when requiring a replacement.				
Review light sensors, as lights turn on when building not in use.	CEO & Green Champion	Single	Annually	Update March 2024: Light sensors reviewed; sensitivity has been lowered to avoid minor motion triggers. Lenses have been cleaned of dust. Blinds are closed when no one is in the office to prevent potential external influence on sensors.
WATER				
Staff awareness - signage to encourage water being boiled for only the number of cups being used.	Green Champion	Single	Ongoing	Although we haven't considered water usage and its impact in our environmental assessment, we are still encouraging staff to reduce their usage where possible. March 2024: As we aim for Green accreditation, we are actively trying to measure our water usage more effectively and reviewing its impact on our environmental assessment. It has been discussed in staff meetings to remind staff of this.
Staff awareness – communication with staff to encourage energy-efficient dishwasher usage.	Green Champion	Single	Ongoing	The dishwasher only gets put on when it is stacked full. The dishwasher is put on a maximum of once a week. In staff meetings and informal discussion with those in the office, staff have been encouraged to reduce the number of mugs that are used within a day (e.g., reusing a mug if having multiple cups of tea in a day) to reduce the rate that the dishwasher reaches capacity.
WASTE				
Move to cloud-based document storage and filing system, reducing the need for printing.	All members of staff.	Single	Move completed Autumn 2022. Review annually	Noticeable reduction in the amount of paper waste produced. Update March 2024: Continued progress and benefits by reducing printing. Completed a data cleanse of historic documents on the Archive site reducing cloud storage on this site by c.70%
Reduce printing interview scripts/candidate applications when conducting in-person interviews. Encourage clients to opt for digital note taking when conducting in-person interviews.	Recruitment team	Ongoing	When required	Update March 2024: Significant reduction in amount of paper printed. Interview script template has been reviewed to utilise page space effectively, so that if/when a client requests paper copies, there is a reduction in paper/printing required.
Improve process of monitoring recycling	All staff / Green Champion	Single and ongoing	Initial action completed Spring 2024. Review when required	Posters have been added above recycling bins in the office to encourage staff to note when a 60L capacity bin is full and being transferred to larger recycling bin.



Presentation on Waste, Recycling and Circular Economy for internal staff, delivered by one of the charity's trustees.	All members of staff, and trustee member.	Single	Completed May 2022.	All members of the CAUK team attended a presentation from one of the charity's trustees. Update March 2024: Arranging for another presentation to be conducted and/or alternative training to be circulated with staff
Investigate installing a compost bin	Green Champion	Single	April 2024	Audit of compostable waste generated to ascertain need, determine a space to install, purchase and install. Monitor and encourage usage initially. Research into composting types was completed, and we have created a blog post on our website to share this information with our external stakeholders, potential clients and members of the public. As a result, it was established as not a suitable option within the office due to limited use of office and infrequency/ability to get this collected.
Create a zero-waste day with all staff members	All staff	Single	Annual	
TRAVEL				
Continue to partake in interviews, meetings and workshops remotely where possible to avoid unnecessary travel.	All staff members	Ongoing	When required	Discussion within team meetings and/or e-mail benefits of video and teleconferencing. This is written into our sustainability policy. Where remote meetings are not possible, continue to encourage the use of public transport and car-sharing between members of staff.
Continue to monitor car mileage and public transport efficiently.	All staff members	Ongoing	Monthly	Improved efficiency of monitoring this has been implemented and is connected into the process of staff expense claims. This has been communicated with all staff.
Plan a sustainable travel week with all staff, in line with a typically heavy travel period, nationally.	All staff members	Single	Annually	
STAFF PROJECTS/ OTHER ESSENTIAL ACTIONS				
Eco-friendly cleaning products	Green Champion & Finance Manager	Single	Annually	Continue to buy eco-friendly cleaning products when required, including using local refill shops. Update March 2024: Eco-friendly cleaning and hygiene products have also been supplied to members of the Community Fridge from donations received, between Nov-Dec 2023.



				Switched to unbleached toilet paper made in the UK from recycled cardboard.
Continue with environmental and social projects.	All staff members	Single	Annually	We have completed many environmental and social projects this year. For the full list and details, see the Environmental Projects section of this report.
Plan more staff volunteering days/specific sustainability days/weeks	Green Champion	Single	Annually	

Travel Plan

Introduction

Transport is the largest emitting sector of greenhouse gases in the UK, making 24% of total emissions in 2020 ([GOV.UK, 2022](#)). It is one of the key areas being targeted by government strategy to ensure the UK meets its carbon reduction targets. It can have a significant adverse impact on the environment, increasing resource use, causing water and air pollution as well as contributing to carbon and other greenhouse gas emissions. By adopting this travel plan, Change Agents UK is demonstrating a commitment to reducing our environmental impact by prioritising sustainable modes of transport and minimising the use of fossil fuelled cars and fleet. Our travel plan aims to deliver a range of social, environmental, economic and health benefits and adoption by all staff is encouraged.

The Travel Plan and associated Action Plan aims to measure, monitor, and manage the use of:

- Business related travel, including:
 - the use of sustainable transport,
 - grey fleet (employees using their own cars for business purpose)
- Commuter travel – to and from work.

It will also aim to engage stakeholders in considering how they travel to our premises.

Summary Of Current Activity (in 2024)

There are currently 8 members of staff working at Change Agents UK, of which 5 attend the office on a regular basis. Change Agents UK has had changes in staff over the past year, with maximum number of staff at one time being 9. Our office is based in Oakham town centre within the train station building. Staff travel currently includes commuting to the office, and travel across the country for delivering educational workshops, conducting interviews, and attending meetings and conferences. Most of the staff who attend the office regularly do so by driving to work, because they feel public transport is not a feasible option due to time taken for the journey, unreliability, infrequency, and journey cost.

To try and reduce the impact of Change Agents UK’s commuting and business travel, we currently have a hybrid working policy for members of staff who are office-based, and remote working is offered for members of the education and marketing teams. As per our [Sustainability Policy](#), we encourage remote meetings, interviews and educational workshop delivery where possible. When members of staff who regularly visit the office have a particularly busy day with online meetings/interviews or educational delivery, working from home is offered. When remote-working



members of staff attend the office for team meetings, and when we have visitors to the site, public transport use is encouraged.

The Purpose of This Plan

This travel plan's purpose is to:

- Reduce transport related carbon emissions.
- Demonstrate the organisation's commitment to sustainability.
- Increase members of staff using an active form of transport.
- Reduce environmental and social impact of work-related travel.
- Reduce the number of single occupancy vehicle journeys.
- Increase the efficiency of vehicle use.
- Minimise the impact of fleet vehicle use through better management, planned investment and efficient use.
- Show leadership in and consideration for our immediate community.

Prioritising Sustainable Transport

In order to manage business transport, Change Agents UK will adopt a transport hierarchy and travel planning strategy. Travel will only be used when necessary and via the most sustainable means possible, as demonstrated in the diagram below:

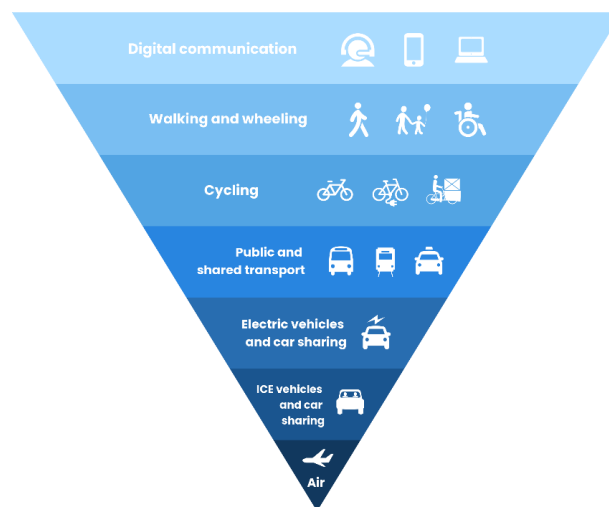


Image supplied by the [Energy Saving Trust](#)

Change Agents UK's premises can be reached using sustainable forms of transport as follows:

Walking & Cycling

For those local to Oakham, the train station is conveniently placed within the town centre and on the office premises. For members of staff who wish to bike to work, the local check meeting room can be used to securely store bikes during the day. Two members of staff live in Oakham and are encouraged to walk or cycle to work regularly and when possible. Local cycle route information can be found on the [Cycle Travel website](#).

Public Transport

Our office can be easily accessed when using train services, which run approximately every hour. These trains run to Birmingham New Street (stopping at Melton Mowbray, Leicester, Nuneaton, Coleshill Parkway), and to Stansted Airport (stopping at Stamford, Peterborough, March, Ely and Cambridge). Full details of train schedules, timings and pricing can be found on the [East Midlands Railway website](#).



Staff will be encouraged to adopt the same principles in consideration of their journey to the organisation's premises as will visitors. Travel surveys are undertaken yearly and evaluated against baseline data and to monitor any behaviour change.

Minimising The Impact of Vehicle Use

When travel by car unavoidable, other strategies (which related to company fleet and grey fleet) will also be adopted, including:

- Monitoring mileage and fuel consumption to track usage and identify possible reduction strategies. This will be done by updating the resource usage spreadsheet when business travel is conducted, collecting data relating to the type of vehicle, size and fuel of the grey fleet vehicle. Additionally, we will communicate with staff members across the team to plan business travel in advance to utilise public transport and car sharing.
- Planning trips to maximise time use efficiency and reduce mileage, ensuring that one round trip is used rather than many individual ones.
- Home working where appropriate to reduce travel to work, for full-time office-based staff, this will equate to a minimum of two working from home days per week (Monday & Friday).
- Utilising car sharing with other members of staff where possible for attending meetings, conferences and other in-person delivery.

Transport Service Providers

- Rail journeys and other forms of alternative transport are prioritised over driving for attending meetings, conferences, interviews and educational workshop delivery.

Plan Delivery

To deliver on the travel plan we will continue to do the following:

- Set goals to reduce the impact of business-related travel.
- Ensure all staff are informed of the content of this plan and are regularly reminded of its content.
- Promote the plan to key stakeholders and visitors through the website and when arranging visits.
- Monitor progress by continuing to encourage the use of public transport when attending meetings, conferences, interviews and delivering workshops.

Targets

Targets for 2024/2025 have been set using a baseline of the staff travel survey undertaken in March 2024. Due to the nature of our business and the services we provide, it is difficult to reduce the amount of travelling we do when educational workshops and interviews are required to be carried out in person. Therefore, Change Agents UK will aim to:

- Continue to utilise public and alternative transport for meetings, conferences, interviews and workshops where possible. The amount of in-person workshop facilitation is expected to increase this year, which will have a direct impact on the increase in business travel. Therefore, we continue to encourage staff to use public transport to attend these workshops, and car-share where possible to other meetings and events where using public transport is not feasible.
- Reduce the number of single-person car journeys where attending meetings etc, as above.
- Encourage clients to use our services of educational workshops, meetings and/or interviews online, where possible.

Communicating The Travel Plan



- Our preference for remote meetings, interviews etc and our encouragement of the use of public/ alternative transport, where remote meeting is not possible, is outlined in our Sustainability Policy (Appendix A), reviewed annually, and able to be accessed online for remote employees (Appendix A.2), and a copy of this is present in the staff room for in-office employees and visitors to the office (Appendix A.3).
- Data on travel is collected from submitted expenses claims for business travel, and a copy of the travel questionnaire will be distributed for employees to review annually to review commuting patterns (Appendix B1-8).

Links to other policies and strategies

This Travel Plan has direct links with Change Agent UK's Sustainability Policy.

Review

The Travel Plan will be reviewed every *year* by the green champion(s) and CEO and will include employee feedback.



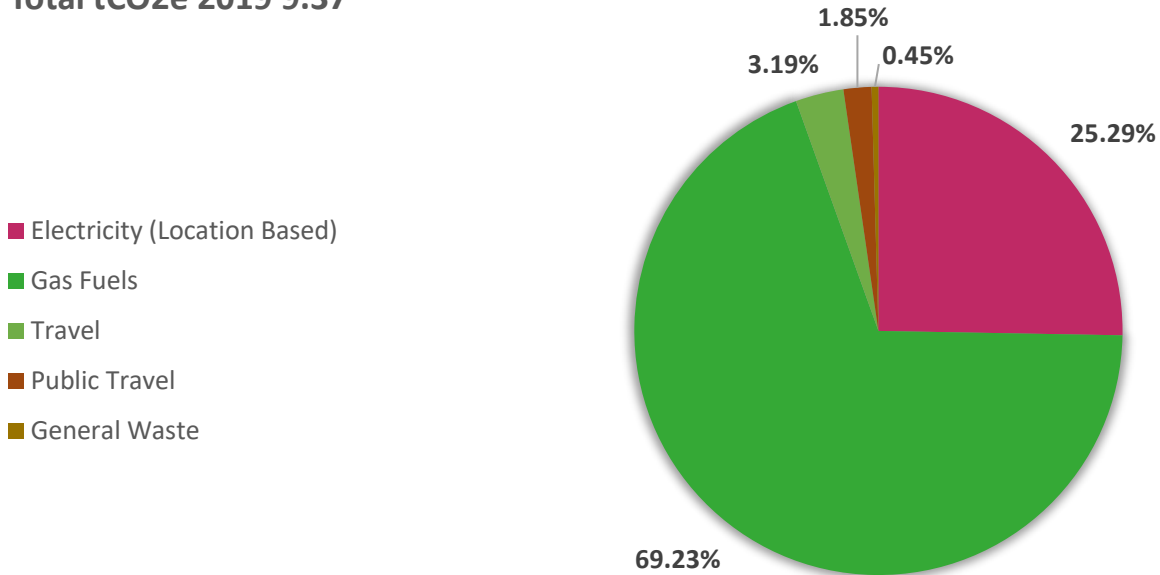


Carbon Footprint

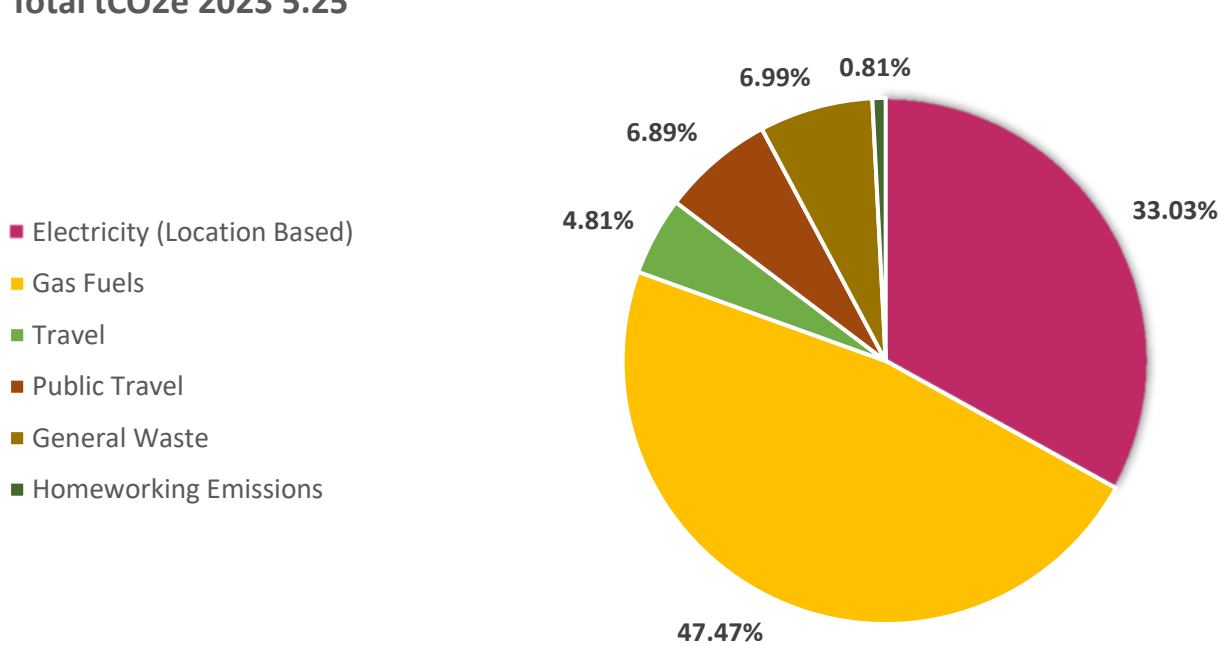
In 2019/20, our baseline year, our total tCO₂e was 9.37.

Comparatively, in 2023/24, our current year, our total tCO₂e is 5.25. This is a 44% reduction.

Total tCO₂e 2019 9.37

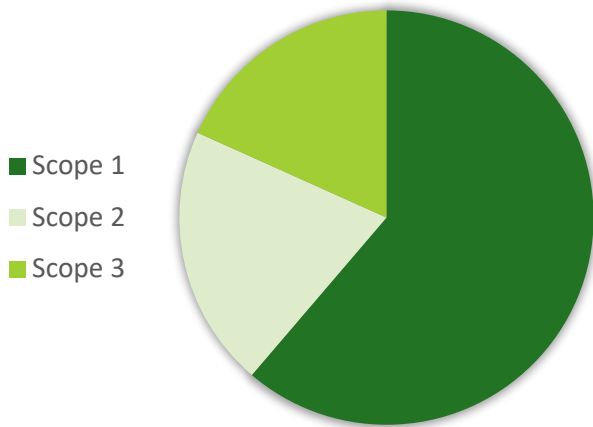


Total tCO₂e 2023 5.25

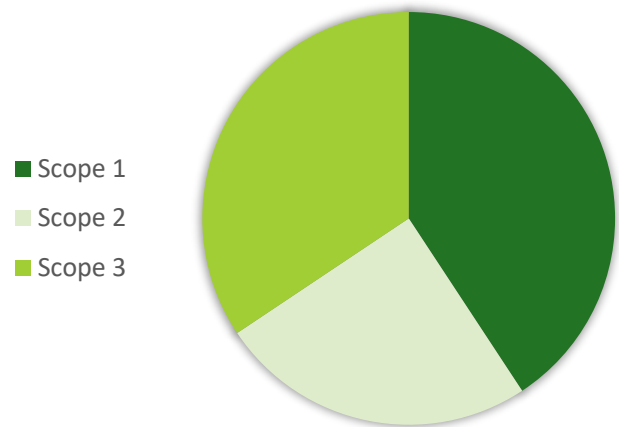




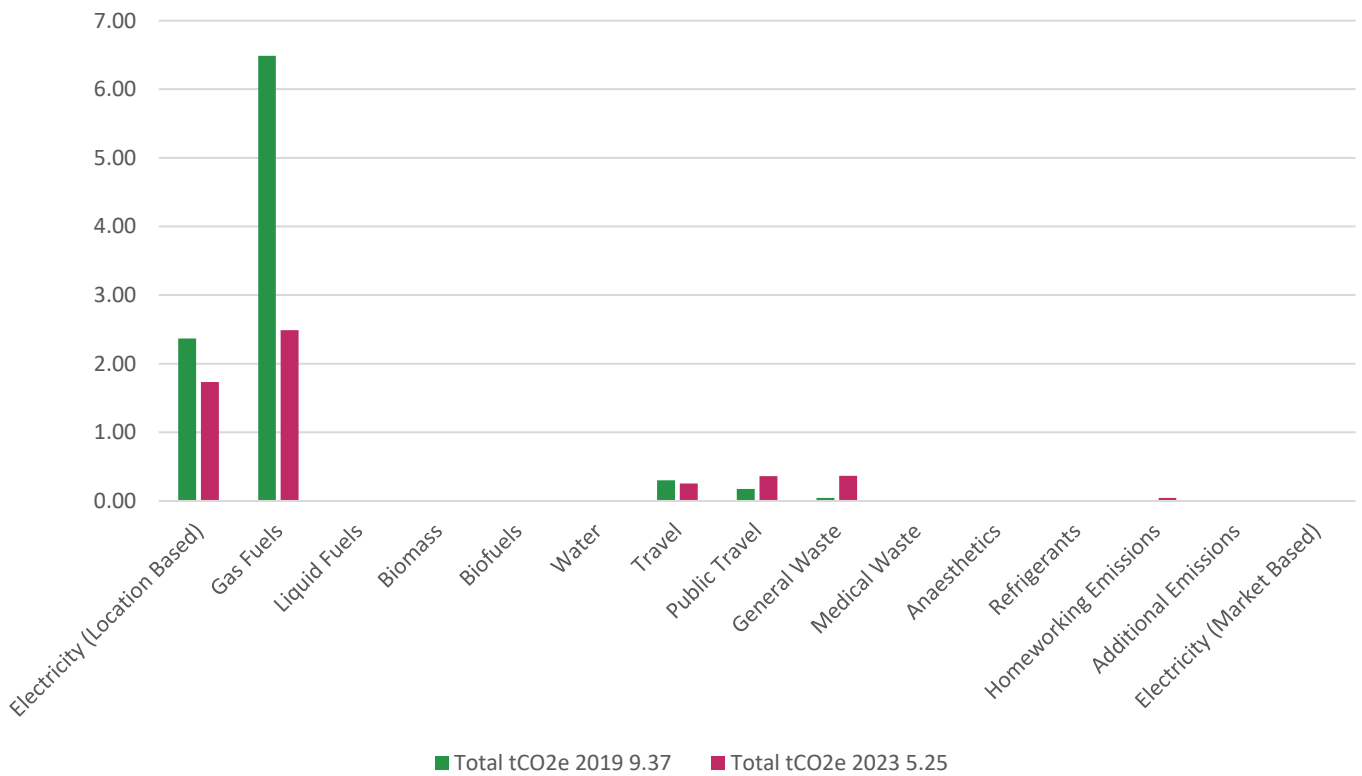
Total Scopes 2019



Total Scopes 2023



Year 2019 / Year 2023 Comparison



Environmental Projects

The Community Fridge – Continued Progress

In April 2022, Change Agents UK welcomed Root and Branch Out's Community Fridge to our premises at Oakham Railway Station. The Community Fridge scheme is where Root and Branch Out collect food going out of date from local supermarkets and shops on a Thursday evening and give it away for free to the community at our premises on Friday mornings. Since it has opened, 25 tonnes of food have been saved from going into landfill (as of November 2023) with almost 5,000 visits from local people. They are successful each week in giving away most of the food they obtain.

Thanks to kindly donations, Change Agents UK were able to supplement the Community Fridge with eco-friendly cleaning and hygiene products to be distributed amongst the community in November and December of 2023. This was in recognition of lack of accessibility to affordable ethical products. Also, we were also able to purchase new storage containers to prolong the life of food left over from previous weeks, to reduce food waste and continue distribution. In March 2024, the chest freezer has been replaced with improved energy efficiency. See Appendix E for all supporting evidence.

Carbon Literacy Project

On April 11th 2023, Change Agents UK became accredited trainers of Carbon Literacy Training with the Carbon Literacy Project. As a result, we now regularly educate individuals, teams of staff and whole businesses to gain the knowledge for carbon and climate change. Internally, all members of Change Agents UK staff have completed Carbon Literacy Training, as per evidence supplied in the previous audit. Now, and since April 2023, all new members of staff who join Change Agents UK are offered training to become Carbon Literate (unless already certified). All new members of staff have completed this. 2 members of staff are Carbon Literacy Facilitator certified, and 2 others are in progress of receiving this also.

Since launching on June 8th 2023, Change Agents UK has delivered 6 sessions of Carbon Literacy Training to the public and businesses, equating to 58 people becoming certified Carbon Literate. A notable delivery session was on Global Carbon Literacy Action Day on December 4th 2023, which allowed us and our participants to be a part of the largest ever Carbon Literacy Action Day to date. We will continue to deliver Carbon Literacy Training to organisations, individuals and businesses See Appendix F for all supporting evidence.

Skills Bootcamp in Sustainability and Environmental Management

In March 2024, Change Agents UK kickstarted a Department for Education funded Skills Bootcamp in Sustainability and Environmental Management, partnering with PECT, on behalf of the Cambridgeshire and Peterborough Combined Authority (CPCA). The Skills Bootcamp is designed to help individuals find rewarding jobs in the emerging green economy. It also assists those already in work to advance their careers in a market where sustainability and carbon literacy are essential for success. This government funded project is allowing us to deliver three fully funded courses to individuals who either live or work within in the Cambridgeshire region (including Cambridge, East Cambridgeshire, Fenland, Huntingdonshire, Peterborough, and South Cambridgeshire).

This course combines the skills and knowledge from the [IEMA Foundation to Environmental Management](#) course, the popular [Carbon Literacy programme](#), the [Sustainability Leadership Skills programme](#), and other sustainability topics, meaning learners could walk away with three course certificates to help kickstart or continue their careers in sustainability. See Appendix G.1 for webpage information.

Climate Ambassador Project

Change Agents UK have become a part of a consortium project team delivering the National Climate Ambassador programme. The Climate Ambassador network was developed in partnership between the university of Reading and STEM Learning to harness the expertise of professionals working in climate research and policy to work with teachers and school leaders to improve climate education, after this was recognised as a need by the National Climate Education Action Plan. These Climate Ambassadors are explicitly referenced in the Department for Education (DfE) Sustainability and Climate Change Strategy. Working in partnership with the EAUC, Change Agents UK are assisting in the recruitment of these Regional Hub Managers to deliver and facilitate a regional hub in 9 regions across England to accelerate the programmes reach, uptake and impact. See Appendix G.2 for communications.

Sustainability Leadership Skills Access Scheme

In a step to improve accessibility to sustainability education, we also launched our Sustainability Leadership Skills Access Scheme. This scheme offers free and heavily subsidised places to individuals who may not otherwise have access to funding to participate in our flagship Sustainability Leadership Skills Programme. Since we launched this in August 2023, we have had 10 people join our Sustainability Leadership Skills Programme via the Access Scheme. See Appendix G.3-4 for communications.

Sustainability and Net Zero for HR

In October 2023, Change Agents UK launched a course specifically designed for Human Resources representatives and team members. The training is designed to help HR professionals (and others who nurture organisational development) to understand the significant role they play in achieving organisational sustainability goals. This course was developed by the education team, trialled for feedback by all CAUK Staff. See appendix G.5 for launch communications. We have successfully delivered this training on two occasions (December 2023 and February 2024).

Sustainability Leadership Skills University Partnership

In October 2023, Change Agents UK worked with Universities of Leicester, Loughborough and DeMontfort to deliver 30 fully funded places to our accelerated Sustainability Leadership Skills Programme. This was delivered online, with one day of workshops being delivered in-person on university campus. See Appendix G.6 for launch communications.

Voluntary Community Actions

We have facilitated a variety of voluntary environmental actions since April 2023. In August 2023, we volunteered our services to recruit a Marketing and Communications officer for Humber Eco Fest (Appendix G.7). We have also offered an array of free education workshops and sessions over the past year. These include:-

- Sustainability Leadership Workshop (Appendix G.8) on 17th May 2023 for #LearningAtWorkWeek.
- Climate Essentials Workshop on June 5th for World Environment Day (Appendix G.9)
- 'EAUC Conversations: ESD Teaching Tools' Workshop at EAUC Conference in July 2023 (Appendix G.10)
- Sustainability Leadership Workshop – 'Values to Vision: The Journey to Becoming a Change Agent' for the Association of Sustainability Practitioners (Appendix G.11)
- 'Every Job Matters for the Green Transition' for Green Careers Week (Appendix G.12)
- Free Climate Anxiety workshop
- Free Greenwashing workshop

- Green Careers Recruitment Panel for Warwick University
- Green Careers session for University of Worcester
- Low Carbon Credentials Webinar for South & East Lincolnshire Climate Action Network
- Planned upcoming Creative Problem-Solving session for the public as part of The Great Big Green Week 2024.

Climate Fresk and Biodiversity Collage

One member of our staff is trained to facilitate both Climate Fresk and Biodiversity Collage. Staff participated in Climate Fresk in July 2023 and Biodiversity Collage in October 2023. We have completed internal staff training and have delivered Climate Fresk twice externally.

Rutland Voluntary and Community Sector Strategy

In 2023, Change Agents worked in partnership with Citizens Advice Rutland (CAR) and many local voluntary sector organisations to research the make-up of Rutland's VCS and develop a sector strategy that would help VCS organisations meet the ongoing needs of local people.

Community Energy Derbyshire Hub Meeting

Knowledge sharing event for community organisations across the region. Change Agents UK organised and facilitated the meetings and completed workshops with the groups to help motivate climate action in the area.

Monitor and Report Progress, and Communication

Progress Report:

As a very small team, we have regular informal meetings to discuss progress regarding our iiE Award and discuss our successes, and the ways in which we can continue to improve our environmental and sustainability initiatives.

In September 2023, Change Agents UK submitted a nomination for the iiE Awards 2023. We were successfully nominated and highly commended as the runner up for the Award in November 2023. Our application, certification and communications can be found in Appendix I.

Communication:

Various pieces of communication can be found in Appendix A - I. These include posters throughout the office reminding staff of waste management and resource use initiatives, details of voluntary webinars and projects, and general communication.

Sustainability Blogs

In the past year, Change Agents UK has amplified our voice via sustainability blog posts and sharing this with staff and our wider network. See Appendix H and below for details.

- [5 Tips for a Sustainable Easter](#) – April 23
- [What is Food Waste and How Can You Reduce Yours?](#) – April 23



- [Sustainability Professionals: What does it mean, and how to become one!](#) – May 23
- [A Beginners Guide to Sustainable Gardening](#) – May 23
- [The Benefits of Carbon Literacy Training for your Organisation](#) – June 23
- [Be a Plastic Free Hero this Summer](#) – July 23
- [CV Tips for Sustainability Professionals](#) – July 23
- [Why You Should Hire a Sustainability Professional](#) – August 23
- [UCAS Clearing: Your Launchpad to a Sustainable Career](#) – August 23
- [What's the difference between climate change and global warming?](#) – Sep 23
- [What are the Sustainable Development Goals](#) – September 23
- [Human Resources: The Hidden Heroes of Sustainability](#) – October 23
- [What are Green Jobs and How do I get one?](#) – November 23
- [The Problem with Black Friday](#) – November 23

Please keep all communication / reports in an evidence folder ready for audit.

Appendices

Anything else? Photos, Policies, etc.

All appendices are attached along with this report in a ZIP folder due to size restraints.

