



Change Agents UK

Environmental Management System

CHANGE AGENTS
UK Audit Pack 2022





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Introduction

Change Agents UK is a charity and not-for-profit organisation. Established in 1996, initially as Studentforce for Sustainability, 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, supporting the delivery of sustainability projects and through our Grants for Good programme that supports micro-initiatives in higher education and in communities.

We have worked on a diverse range of 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 young people wishing to use their careers to make a positive difference. 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 work with our partners to support paid work placement opportunities in sustainability through our wholly owned non-profit subsidiary, Change Agents UK Trading Ltd.

As of 2023 Change Agents UK is a team of 7 (increasing to 10 in March 2023) with a vision to aid with the increasing demand of sustainability education and job creation to provide future betterment for individuals and companies.

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 Silver 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.



Environmental 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 5pm, 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 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 members when they leave the premises.

Office Equipment

The office equipment comprises of 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.

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		621	April		559
May	601	May		613	May		607
June	586	June		477	June		796
July	512	July		464	July		545
August	528	August		534	August		541
September	550	September		541	September		583



October	634	October	628	October	647
November	768	November	789	November	661
December	615	December	633	December	537
January	687	January	637	January	658
February	693	February	645	February	573
March	610	March	709	March	545
Total	7449	Total	7291	Total	7252

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 ensure unnecessary heating, radiators are turned down or off when required.

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	3368	April	1345
May	1692.58	May	1667	May	283
June	824.02	June	726	June	156
July	66.81	July	74	July	44
August	145.50	August	68	August	58
September	484.93	September	232	September	61
October	2668.15	October	703	October	586
November	4766.95	November	3855	November	1254
December	3963.16	December	2287	December	2450
January	4532.51	January	2495	January	2841
February	4789.28	February	2593	February	2322
March	4298.07	March	2801	March	2619
Total	31223.87	Total	20869	Total	14019



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 B).

Washing up

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

Travel

Commuting

There are currently 7 members of staff employed internally at Change Agents UK. Of these, two members of staff primarily work remotely, visiting the office as and when required. We have five staff members who attend the office in-person on average 4 times a week. A travel questionnaire was circulated with staff at Change Agents UK in February 2023.

Out of the members of staff who regularly attend the office, 4 members of staff drive, 1 walks and 1 takes public transport. The main reasons for these choices are 'No other mode available' and 'Time taken'. Most members of staff stated that they would be willing to participate in a car share or use alternative transport, if possible, but many of the comments alluded to the fact 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.

To try 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.

Business related travel

Within the Recruitment and Employment services team, travel has been reduced where interviews are entirely conducted via telephone or Zoom, and communication with clients is primarily virtual. Where in-person interviews are conducted, we try to take public transport where available, and try to car-share in instances where public transport is not feasible.

Educational workshops and courses that Change Agents UK runs are mostly undertaken remotely via Teams or Zoom. Where workshops are conducted in person staff are encouraged to use public transport where possible, or car-share where 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 has been no 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.

Baseline (Year)	Miles travelled by car	Miles travelled by alternative transport	Current Year (2022/23)	Miles Travelled by car	Miles travelled by alternative transport
April	58.2	336	April	0	102
May	0	0	May	0	400
June	181	0	June	0	433
July	370	0	July	0	0
August	166	350	August	0	116
September	0	566	September	56	514
October	0	208	October	0	272
November	0	517	November	112	0
December	102.6	618	December	0	250
January	0	196	January	0	0
February	0	358	February	99	573
March	0	374	March	0	133
Total	877.8	3523	Total	267	2793

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 C). 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 B).

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. Overall, we produce very little general waste, and the majority of this comes from staff food and drink.

Recycling

A recycling bin is present in all office rooms. A Change Agents UK Trustee working in the Waste, Recycling and Circular Economy delivered a presentation to staff in May 2022 to share their knowledge in the industry and how we can improve our waste practices – see Appendix D. As an organisation, we currently produce very little waste, since moving to an online cloud storage system and getting rid of paper-based copies. Subsequently, we have not had to have our recycling wheelie bin emptied by Biffa in over two 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	660	
September			September		
October			October	660	
November			November		
December			December		
January			January		
February			February		
March			March		
Total	1200	1100	Total	1320	0

Targets

Resource	Baseline	Current Year	Target	Performance Against Baseline	Performance Against Target	Future Target
Electricity (kWh)	7449	6707	2%	3%	Achieved	2%
Gas	31224	11400	2%	55%	Achieved	2%
General Waste (Litres)	1320	1320	2%	0%	Not met	2%
Recycling Waste (Litres)	1100	0	2%	100%	Achieved	2%
Business Travel – Commuting (Miles)	878	268	2%	70%	Achieved	2%
Business Travel – Alternative/ Public Transport (Miles)	3523	2826	2%	20%	Achieved	



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 implementing a hybrid work pattern for office-based staff, which has drastically reduced the electricity consumption on two days per week in the office.

Our gas usage has also reduced against the baseline year and met our target. We have taken the initiative to continually adjust the thermostat and 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. We have also begun to turn off the radiators in unoccupied office rooms during work-from-home days and over the weekend 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. During the summer of 2022, we had an office-wide clear out of equipment and resources no longer needed or working. Where items could not be reused, repurposed, donated or recycled, they were disposed of, meaning that we had to arrange an extra one-off collection from the waste disposal company. Without this office clear out, it would have been likely that only one waste collection service in the 2022/23 year.

We have reduced our recycling waste by 100%, having had no recycling wheelie bin collections for the past two years. This is because we have initiated a “paper light” filing and storage system and have moved to 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 sought to increase and develop staff understanding of waste management by adding posters and signage and access to bins in all office rooms.

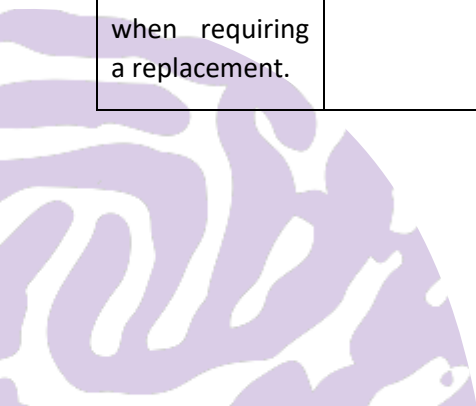
Regarding business travel, we have reduced our driving mileage by 70% against our baseline year. As outlined in our sustainability policy, we have opted to utilise video conferencing software where possible across all aspects of the business, including client meetings, candidate interviews and educational workshop delivery. Where this is not possible, we strongly encourage using public transport where possible to attend meetings, or car-sharing with other members of staff if a destination is not reachable using public transport. We have also reduced our alternative/ public transport use against our baseline year, mainly due to using video conferencing software to deliver workshops and interviews. 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.





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.	CEO & Green Champion	Single	Annually	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.
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	
Record monthly meter readings	Finance Manager	Ongoing	Monthly	Readings to be entered into the iiE resource management sheet on the first of every month.
ELECTRICITY				
When upgrading equipment ensuring improved energy efficiency.	CEO & Green Champion	Ongoing	When required	
Keep up to date with latest light bulbs available, upgrading to the most energy efficient ones when requiring a replacement.	CEO & Green Champion	Ongoing	When required	





WATER				
Staff awareness - signage to encourage water being boiled for only the number of cups being used.	Green Champion	Single	Completed	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.
WASTE				
Move to cloud-based document storage and filing system, reducing the need for printing.	All members of staff.	Single	Completed Autumn 2022.	Noticeable reduction in the amount of paper waste produced.
Signage to identify waste bins and encourage recycling in the office.	Green Champion	Single	Completed Summer 2022.	Signs have been created and placed in the upstairs office and staff room to indicate what can be disposed of and to encourage recycling behaviours in staff and visitors.
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.
Install compost bin	Green Champion	Single	Aim to implement in April 2023.	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 has been started, 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.
TRAVEL				
Continue to partake in interviews, meetings and workshops remotely where possible to avoid unnecessary travel.	All staff members	Ongoing	Annually	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,



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.
Continue with environmental and social projects.	All staff members	Single	Annually	We have further volunteer days planned for Summer 2023. We are hoping to volunteer at the Root and Branch out allotment again, as well as engage in other local community projects and with partner organisations.



Travel Plan

Introduction

Transport makes up over 25% of the UK's greenhouse gas emissions (2019 figures) and 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 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.

1. Summary Of Current Activity (in 2023)

There are currently seven members of staff working at Change Agents UK, of which six attend the office on a regular basis. 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. Currently, 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 and 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. In our sustainability policy, we also encourage remote meetings and educational workshop delivery where possible. 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.

2. 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

3. 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:

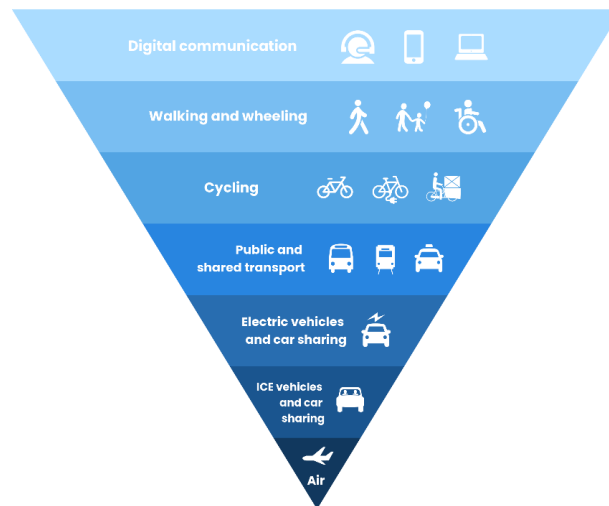


Image supplied by the [Energy Saving Trust](#)

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. 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.

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. Surveys will be undertaken to evaluate provide baseline data and to evaluate any behaviour change.

4. 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 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.



5. Transport Service Providers

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

6. 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.

7. Targets

Targets for 2023/24 have been set using a baseline of the staff travel survey undertaken in February 2023. 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. We will be increasing the amount of in-person workshop facilitation this year, as well as an increased number of members of staff, making our business travel increase. Therefore, we continue to encourage staff to use public transport to attend these workshops, and car-share where possible to other meetings and events.
- ✓ Reduce the number of single-person car journeys where attending meetings etc, as above.

8. 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, reviewed annually, and able to be accessed online for remote employees, and a copy of this is present in the staff room for in-office employees and visitors to the office.
- ✓ Data on travel will be 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.

9. Links to other policies and strategies

This Travel Plan has direct links with Change Agent UK's following policies and strategies:

[Sustainability Policy](#)

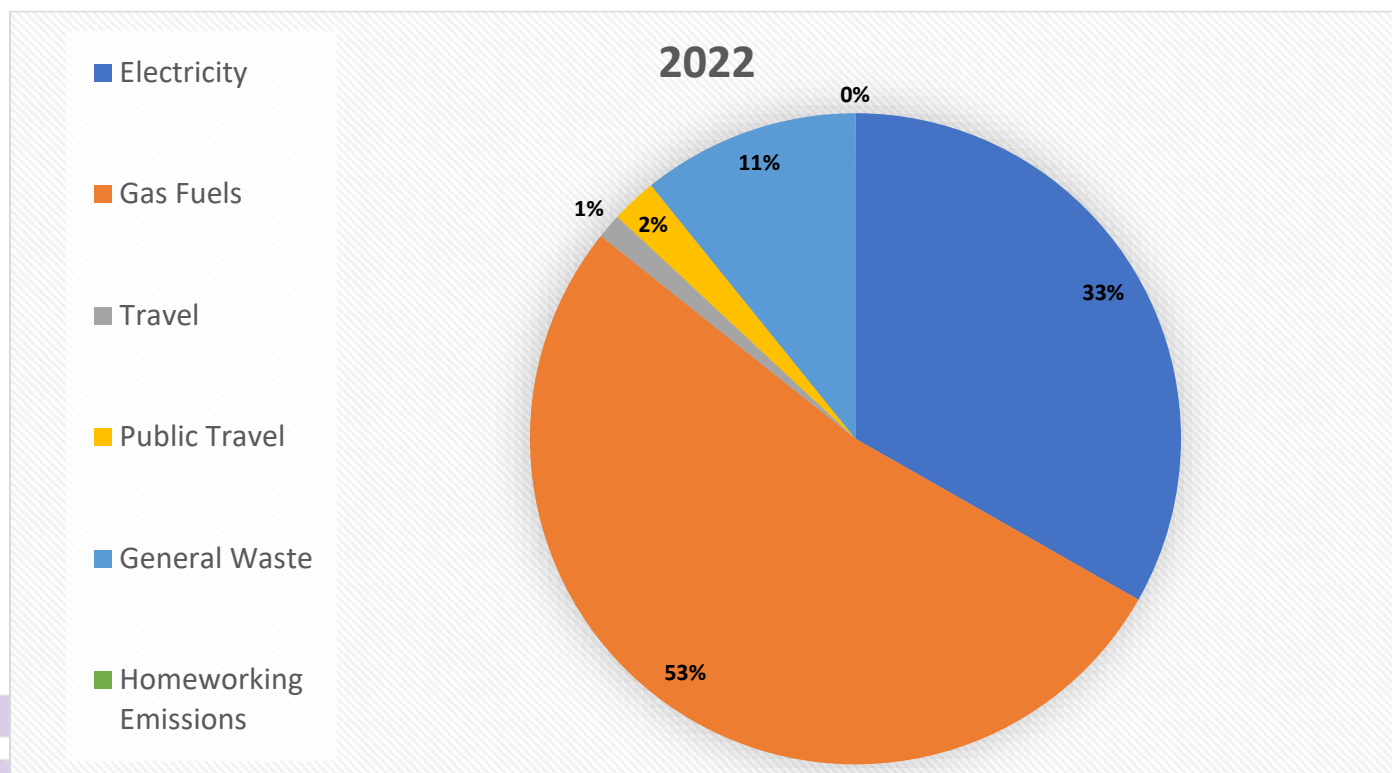
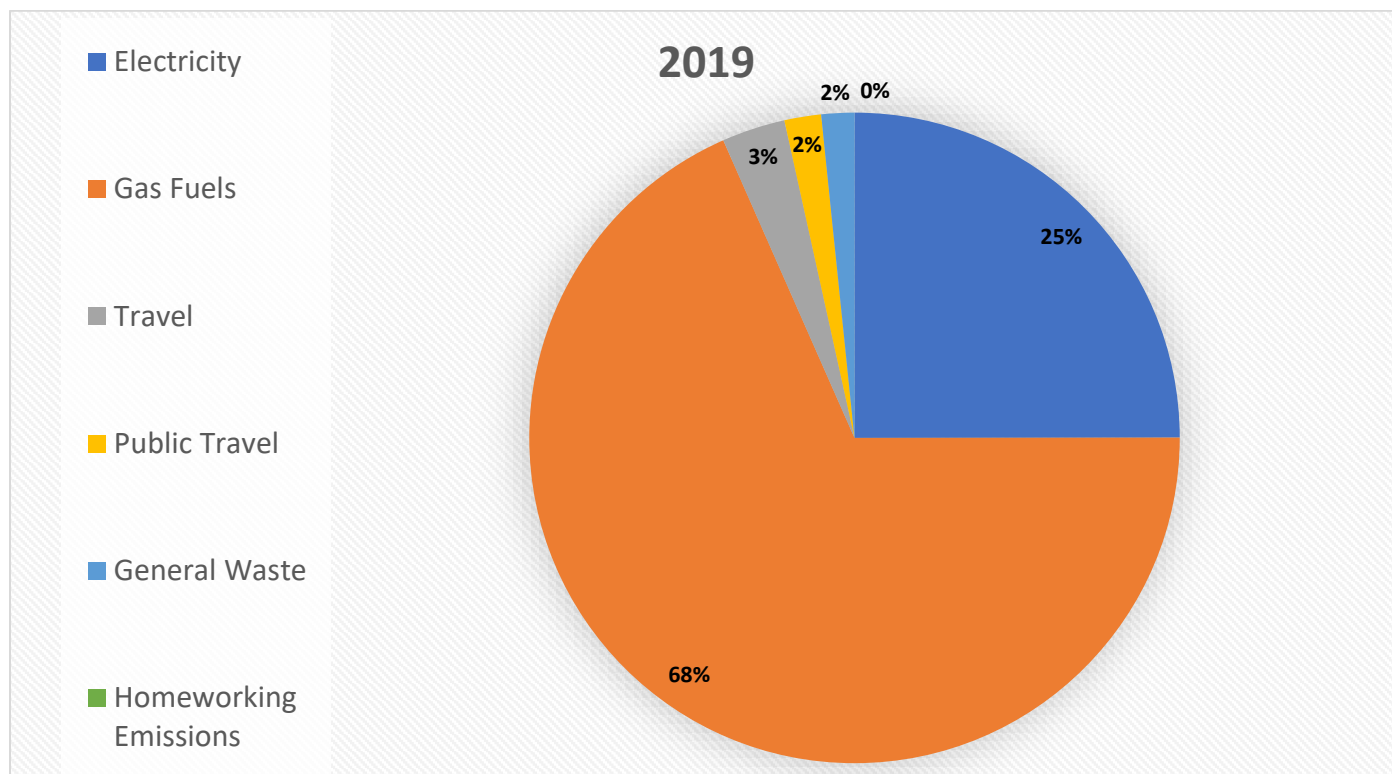
10. Review

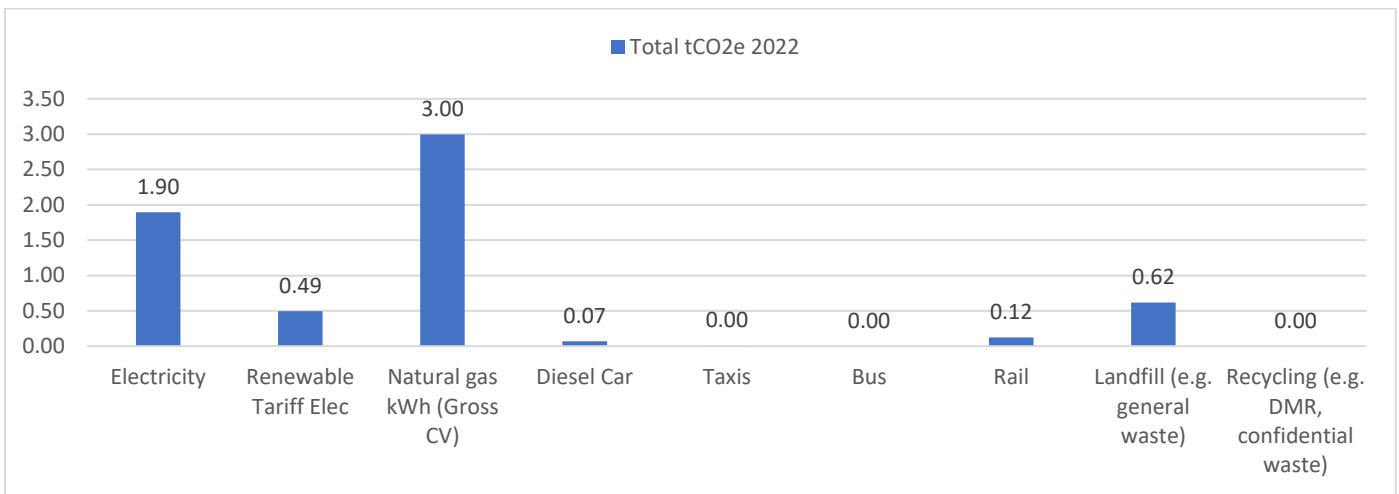
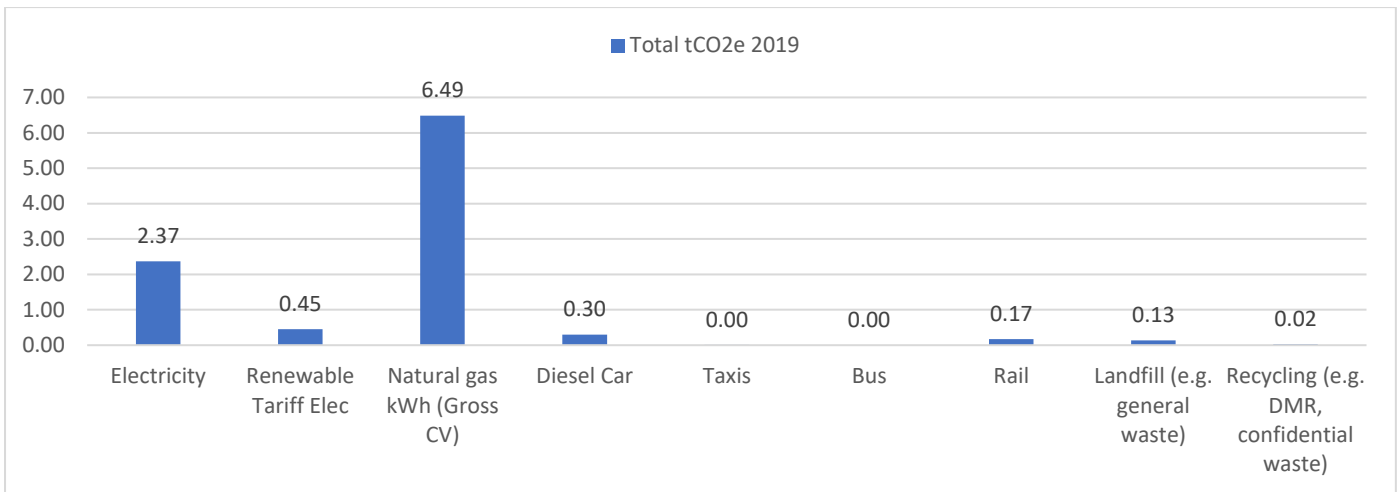
The Travel Plan will be reviewed every *year* by the green champion and CEO and will include employee feedback.

Carbon Footprint

In 2019/20, our baseline year, our total tCO₂e was 9.48.

Comparatively, in 2022/23, our current year, our total tCO₂e is 5.71. This is a 60% reduction.





Environmental Projects

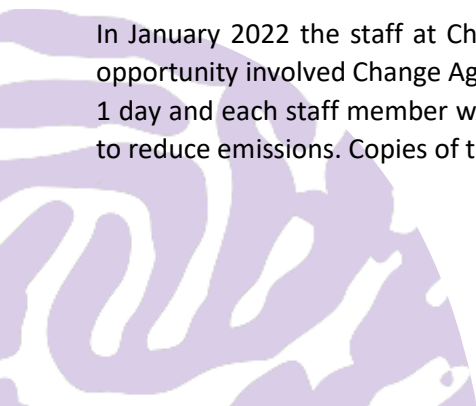
The Community Fridge

Early in April 2022 Change Agents UK welcomed Root and Branch Out’s Community Fridge to our premises. 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. The scheme has prevented over 11 tonnes of waste from entering landfill and is successful each week in giving away most of the food they obtain.

To facilitate The Community Fridge their fridges were moved into a room within the Change Agents UK building at Oakham Railway Station. Here they can deliver and store the food Thursday night after collection ready for Friday mornings. Photos of the Community Fridge initiative can be found in Appendix E.

Carbon Literacy Project

In January 2022 the staff at Change Agents UK completed carbon literacy, certifying staff as Carbon Literate. This opportunity involved Change Agents UK Trustee Emma Fieldhouse, from Future We Want delivering the training over 1 day and each staff member writing up how they can change their everyday activities personally and professionally to reduce emissions. Copies of the Carbon Literacy certificates can be found in Appendix F.





Volunteer days

In August 2021 Change Agents Staff helped at the Root and Branch Out allotment for a volunteer team bonding day to provide some support to environmental and wellbeing initiatives within our local community. During this volunteer day, the team assisted with the planting of hedges to assist in the development of the environment for the forest school run on-site, which provides children with the opportunity to investigate nature through self-led learning. Photos of staff attending the volunteer day can be found in Appendix G.

Monitor and Report Progress, and Communication

Progress Report:

We recently discussed our Silver Award progress in a staff meeting with all members of staff. A copy of email internal communication regarding our progress was distributed following the staff meeting, found in Appendix H.

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

Communication:

Various pieces of communication can be found in Appendix A - H. These include posters throughout the office reminding staff of waste management and resource use initiatives, details of volunteer days, and general communication updating staff on progress, asking them for opinions etc.

To welcome the Community Fridge team as part of our social and environmental initiative projects was launched on our website at the time for external stakeholders and community members to read about. A link to this can be found [here](#).

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.

