

Environmental Policy Statement

Key details

Policy reviewed by:	Head of Services - Alexandra Norman
Approved:	18/07/2026
Next review date:	July 2027

Introduction

Age UK Lambeth recognises that good environmental management is an essential part of overall good practice in voluntary sector management. We will therefore strive to adopt the highest available environmental standards in all its areas of operation. We will focus on continual improvement with the main aim of becoming a zero carbon and waste organisation.

Our commitment to reduce energy consumption and waste is set out in this Environmental Policy Statement which sets initiatives to reduce our carbon footprint and air pollution. Examples of our active initiatives include offering season ticket loans to encourage staff use of public transport to commute, using electric-only vehicles, and offering a cycle-to-work bike scheme.

We have worked closely with Lambeth Council to align with their target of reaching net zero by attending their carbon-reduction workshop.

Age UK Lambeth will maintain a publicly available environmental policy that is available either on request or on our website. This policy is communicated to all persons working for or on behalf of the organisation.

Waste Management

It is our policy to work with our staff and suppliers to ensure that all waste is disposed of in line with legal and environmental requirements.

We deliver numerous internal working practices that reduce waste and energy consumption. Specifically, **we are paper-free**:

- Client casework is delivered online via our Customer Relationship Management,

Podio.

- We gain client consent electronically.
- All service documents are online-only, which also helps keep them up-to-date.

Recycling and use of Recycling Materials

To utilise, and promote the use of, recycled materials whenever possible, ensuring that materials are disposed of in an environmentally safe manner at the end of their useful life.

Energy Conservation and Climate Action

To manage electricity, water and gas supplies to ensure minimum consumption through energy efficient initiatives:

- **Green Energy Plan:** We have implemented a green energy plan, only using renewably-generated energy and not using gas in our main office.
- **Operational Energy Use:** It is our policy to make efficient use of natural light within our building and to conserve energy by adopting an 'only turn on when using' approach to equipment.
- **Supply Chain:** We endeavour to screen suppliers to ensure that materials provided by third parties adhere to green credentials.

We also seek out opportunities where we can use our position in Lambeth to raise awareness of energy conservation to our stakeholders.

Environmental Management Awareness

To raise and maintain a high level of understanding of, and participation in, environmental best practices by staff and suppliers. Environmental objectives and targets will be set annually and published on our intranet. Performance against these targets will be monitored throughout and published in Age UK Lambeth's Impact Reports.

Pollution

Age UK Lambeth is committed to and ensures the continual improvement and the prevention of pollution (including carbon emissions and air pollution) and will remain committed to this objective. We will do this by reducing our purchase and use of non-recyclable products, reuse existing products wherever possible, ensuring that recycling facilities are being used and actively utilising electric vehicles and public transport incentives to lower commuting emissions.

Legal requirements

We are committed to compliance with applicable legal and with other requirements to which Age UK Lambeth subscribes that relate to our impact on the environment and our environmental aspects.

Community Energy and Environmental Services

We actively extend our environmental commitments directly into the Lambeth community through dedicated energy support programs and strategic local projects:

- **Home Energy Check Service:** During the winter months (October-March) we deliver a home energy check service helping Lambeth residents reduce energy consumption, use energy more efficiently, and reduce waste.
- **Energy Advice Programme:** We are delivering an energy advice programme helping vulnerable households reduce their energy consumption, reduce waste and implement other measures that reduce utility costs by £100 on average per household annually