<table>
<thead>
<tr>
<th>Version</th>
<th>Changes</th>
<th>Policy Date</th>
<th>Next Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td></td>
<td>Aug 19</td>
<td>Aug 21</td>
</tr>
</tbody>
</table>
1) PRINCIPLES

a) Age UK York (AUKY) recognises that its day to day operations impact on the environment and AUKY's sustainability in many ways.

b) AUKY is committed to a continual process of minimising its impact on the environment and AUKY's sustainability wherever possible;

c) It regards this mission as of the utmost importance;

d) AUKY and its Board of Trustees (the Trustees) acknowledge and adhere to all relevant legislation;

e) AUKY's policy is to meet and, where practical, exceed all relevant regulatory requirements;

f) AUKY intends to work towards:

• the continuous improvement of its environmental and sustainability performance and practices;
• the sustainable development of local and national environmental policies and practices; and
• the improvement of its local environment.

2. DEFINITIONS

AUKY includes the following factors in its definition of ‘environmental good practice’:

a) The exploitation of technologies, materials and resources that are environmentally friendly;

b) Significant and sustained reduction in all forms of pollution, including, and not limited to, eliminating waste;

c) Conservation of energy and natural resources including water conservation;

d) Ongoing review of practices, services, premises and other activities;

e) 'Sustainability' encompasses not only environmental good practice but also the selection and use of equipment, resources and good practices that will enhance and improve the environment and have minimal, if any, negative effects on the environment.

3. CO-OPERATION AND CO-ORDINATION

a) AUKY works in association with suppliers, service users, local residents and others and will seek to influence these associates to work towards and maintain similar sustainable development and good environmental practices;

b) AUKY will always be open to ideas, information and examples of good practice which will improve its own performance.

4. PROMOTION OF GOOD PRACTICE

Environmental good practice will be maintained and enhanced in a variety of ways:

a) Environmental good practice will feature at induction;

b) Good practice will feature on the agenda of all team, Trustee and other meetings;

c) Training and information sessions will be held so that all workers can understand and initiate good practice;
d) A culture of good practice will be encouraged;

e) AUKY recognises that its main premises and activities pose problems when pursuing good practice. These problems should be viewed as opportunities and the Trustees will seek ways to encourage suggestions and new ideas for good practice among its workers.

5. RESPONSIBILITY

a) It is the responsibility of all workers, including Trustees, paid staff and volunteers to maintain good practice at all times;

b) Where good practice cannot be maintained, workers will seek assistance and advice through the line management system and a solution will be sought or explanation given via the Trustees as to why a solution is not currently available;

c) All workers will regard themselves as responsible for good practice at all times, for example, by switching off lights, shutting down computers overnight, making best use of paper and reducing its use where possible;

d) All workers will bring to the attention of line managers where actual or anticipated damage to the environment is identified. Action will be taken through the line management system to pre-empt, eliminate or reduce any such damage.

6. TRANSPORT

a) AUKY has assessed its “Transport Footprint” and identified improvements and changes in our vehicle use. We:

- Seek to replace AUKY vehicles with lower emissions technology when affordable;
- Use organisational fuel cards to more closely monitor usage;
- Use technology to avoid traffic jams for journey planning, multiple day club journey pick-ups and other services;
- Monitor our effectiveness in vehicle use through regular vehicle inspections, services and thorough maintenance, checking of staff’s own vehicles and staff supervision and appraisal;
- Record all activity on spreadsheets with the repeats and updates requirements constantly reviewed;

All our services are managed and monitored closely including evaluation by Age UK National, the City of York Council, the Vale of York Clinical Commissioning Group and the Yorkshire Ambulance Service. Our quality monitoring is robustly tested on a regular basis.

b) AUKY has similarly assessed its “Transport Footprint” in terms of staff and volunteer service delivery use. We have:

- Ensured that staff and volunteers who represent AUKY using their own or an AUKY vehicle are aware of our commitment to a sustainable future;
- Advised staff and volunteers on the use of alternative means of transport e.g. cycling, walking and buses when travelling to work or visiting service users;
- Made available a “bicycle allowance” payable to both staff and volunteers;
- Made efforts to reduce the number of person journeys by taking more than one person in a vehicle where appropriate;
- Encouraged staff and volunteers to consider travel plans prior to making journeys to ensure:
  - the most efficient and sustainable activity
  - that engines are turned off and not left to idle;
• Offered incentives to staff who own electric vehicles;

• Provided MIDAS training and an understanding of the possible need to upgrade our training to meet the requirements of the new Department of Transport proposed changes to Community Transport delivery;

• Kept all workers who work on our Patient Transport service up to date and informed of all requirements, policies, changes and initiatives at regular staff and individual meetings, which are recorded;

We welcome suggestions from AUKY workers as to how to improve or change services positively.

c) Most of AUKY’s services involve the use of vehicles in visiting service users; bringing them to an event or activity including shopping trips and hospital appointments; and delivering/collecting donated or purchased goods;

d) AUKY seeks to reduce the local deficit of community transport, working with the Local Community Transport initiative while also improving the local environment and air quality for its service users and all York citizens;

e) AUKY currently has contractual commitments to both the City of York Council (for service delivery) and Yorkshire Ambulance Service (for Patient Transport). AUKY therefore complies with required policies and procedures in order to deliver safe, secure and responsible services;

f) Transport accounts for 19% of York’s ecological footprint. In accordance with the City of York Local Transport Plan 2011-2031 AUKY acknowledges the need to reduce emissions of greenhouse gases and adapt to the impact of change and significant decline in biodiversity. The strategic themes of the Transport Plan include:

• Tackling transport emissions
• Providing quality alternatives to the car
• Implementation and support of behavioural change
• Improving public streets and spaces;

7. AUKY PREMISES AND VENUES

a) AUKY recognises that there are some limitations to what can be achieved to increase environmental and sustainable good practice because of the nature of its services and the restrictions placed by its Grade Two listed building. However, we seek to:

• Use double or triple glazing where possible;
• Use solar energy where practicable and possible;
• Choose materials and resources that are recyclable and/or made from recycled materials from a verifiable source;
• Recycle, re-use and reduce paper consumption;
• Make maximum use of natural light and natural ventilation;
• Make building improvements at our Walmgate Office including improved insulation and a new more efficient heating system;
• Recycle plastic and printer cartridges;
• Ensure that our organisation procurement policy is adhered to;
• Recycle donated goods through our shops and sell to scrap merchants other items rather than send them to landfill.

8. DEVELOPMENT PRIORITIES AND AIMS

a) The Trustees and senior staff are open to new and imaginative ideas and systems that will enable the organisation to be more environmentally positive;

Policy 18: Environmental and Sustainability Policy V3
b) The Trustees aim for AUKY to continue in its efforts to minimise the use of paper within the organisation, and hasten the move towards electronic storage throughout the business (where possible and practical);

c) AUKY Trustees, staff and volunteers will aim to ensure that consultation with service user groups and individuals includes aspects of environmental responsibility alongside quality of service.