

Strategic Environmental and Sustainability Plan

2021–2030

From the CEO

As a Quaker company, we are committed to being a sustainable business. We recognise there is a climate emergency and are working towards being carbon neutral. We seek to minimise our impact on the environment and maximise our positive contribution to the communities in which we operate.

This strategic plan lays out an ambitious, long-term vision for becoming a truly sustainable organisation. It is aligned with the United Nations 'Sustainable Development Goals'. We want to lead by example and be the green venue of choice for our customers in London and Cumbria. We also support Britain Yearly Meeting, the charity of Quakers in Britain, by running its services sustainably and ethically.

To deliver this vision, our strategy provides a framework for action, identifying key areas where we can exert the greatest level of influence and key priorities we must address around energy, responsible procurement, communication and engagement.

The final priority is key. To deliver true sustainability means effectively engaging with all our stakeholders, such as staff, suppliers, customers and Friends. It is through collaboration with others that we will better communicate on our successes, the impact of our actions, and enable more sustainable choices.



Paul Henderson-Grey
Chief executive officer

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We will keep our Key Performance Indicators (KPIs) under annual review to assess impact and to ensure they reflect our progress.		
SUSTAINABLE DEVELOPMENT GOALS		



01 | Framework

Prioritising initiatives and targets against the framework

Our approach:

- We will drive improvements in the sustainability of our operations across four key areas of influence: Facilities & Venues, IT, Catering and Travel
- Actions and initiatives will focus on three key priorities: Energy & Emissions, Resources & Procurement; and Communication & Engagement
- By setting a long-term strategy to 2030, we can identify more ambitious targets that may require future technological and social changes which are not yet available or widely adopted (e.g. paperless office, meat-free menus, greater self-sufficiency)

Priorities for change








	 Facilities & Venues	 IT	 Catering	 Travel
 Energy & Emissions	Across each focus area, we can reduce our demand for energy, switch to renewable sources and even produce our own electricity			
 Resources & Procurement	Responsible procurement means procuring from sustainable sources and also the responsible use of any procured goods and services to minimise and eliminate waste			
 Communication & Engagement	Achieving best practice will require partnerships with others to understand, educate, identify and promote more sustainable choices and behaviours. Our success will depend on effective communication with all stakeholders			

Areas of influence

Prioritising initiatives and targets against the framework

Example



- The table below shows how individual initiatives, actions and targets can be implemented using the strategic framework
- Progress against the framework can then be managed and monitored to support wider communication to all stakeholders

Priorities for change		 Facilities & Venues	 IT	 Catering	 Travel
	 Energy & Emissions	<ul style="list-style-type: none">• Reduce consumption• 100% renewable energy [achieved]• Self-generation	<ul style="list-style-type: none">• Efficient equipment• Cloud-based servers	<ul style="list-style-type: none">• Sustainable menus with fewer animal products [achieved]• Local sourcing [achieved]	<ul style="list-style-type: none">• Monitoring & reporting• Eliminate unnecessary travel [achieved]
	 Resources & Procurement	<ul style="list-style-type: none">• Zero deforestation / Paper-free• Grey water harvesting• Promote biodiversity• Zero waste to landfill [achieved]• Using venues with green credentials	<ul style="list-style-type: none">• Full life cycle cost assessment• End of life donation• Recycling of waste electrical & electronic equipment	<ul style="list-style-type: none">• Own produce• Soil accreditation [achieved]• Reduce packaging waste [achieved]	<ul style="list-style-type: none">• Sustainable alternatives – car sharing, cycle to work
	 Communication & Engagement	<ul style="list-style-type: none">• Staff engagement and surveys• Regular, varied communications	<ul style="list-style-type: none">• Employee behaviour/ Switch-off monitoring	<ul style="list-style-type: none">• Supplier collaboration• Customer engagement	<ul style="list-style-type: none">• Staff engagement and incentives• Updated travel policy
	Areas of influence				





02 | Action plan




We can make the greatest difference in the following areas of influence (1/2)

 Facilities & Venues	 IT
"Our own house is in order."	"We use efficient technology, efficiently"
Objectives: <ol style="list-style-type: none"> 1. All facilities to achieve their sustainability potential 2. To become a "prosumer" (producer and consumer) 3. To become THE green venue and use greener venues for our events 	Objectives: <ol style="list-style-type: none"> 1. Efficient onsite equipment 2. Paper-free by 2030 3. Transition to cloud-based servers
To build on the significant progress already made at Friends House and extend this to other BYM properties.	The use of onsite and external technology remains a key area where BYM can make a difference.
Specific initiatives include: <ul style="list-style-type: none"> • Procuring/producing renewable energy • Effective energy management and monitoring systems • Efficient use of other resources • Promoting biodiversity • Focus on greener hotel accommodation 	Specific initiatives include: <ul style="list-style-type: none"> • Ensure all onsite equipment meets minimum efficiency rating and is operated responsibly • Ensure sustainable end of life decommissioning • IT to support increase in remote working/paper-free working

We can make the greatest difference in the following areas of influence (2/2)

 Catering	 Travel
"We provide a sustainable menu and clear choices for customers"	"Our impact is minimised"
Objectives: <ol style="list-style-type: none"> 1. Reduce use of meat and animal products by 20% by offering more vegetarian/vegan options 2. Reduce packaging waste and use more bio plastic [achieved] 3. Self-generate produce 	Objectives: <ol style="list-style-type: none"> 1. Ensure effective monitoring and reporting on travel 2. Eliminate unnecessary travel 3. Minimise residual impact and promote sustainable alternatives
<p>The impact of different menu choices on the environment and animal welfare varies considerably. We will source sustainably, reduce our impact and use our own produce where possible.</p>	<p>Travel accounts for around 20% of emissions and is currently based on spend. By improving the quality and granularity of travel data, we can improve reporting accuracy and more effectively manage travel policy</p>
Specific initiatives include: <ul style="list-style-type: none"> • Engage with customers to offer and promote sustainable choices • Increase promotion of self-generated produce (e.g. honey) • Ensure sustainable sourcing and accreditations 	Specific initiatives include: <ul style="list-style-type: none"> • Improve reporting accuracy and set targets for reduction • Promote use of sustainable alternatives

Our actions to improve sustainability will address the following priorities for change

 Energy & Emissions	 Resources & Procurement	 Communication & Engagement
"Reduce energy consumption, switch to renewables and self-generate, wherever possible"	"Ensure responsible procurement and responsible usage to minimise and eliminate waste"	"Effectively engage with staff and customers on the impacts of actions and choices"
Objectives: <ol style="list-style-type: none"> 1. 100% Renewables by 2020 [achieved] 2. Self-generation by 2030 3. Annual emission reduction of 4% by 2021 [achieved] 	Objectives: <ol style="list-style-type: none"> 1. 100% sustainable sourcing – always locally produced and sourced wherever possible 2. To only use venues and hotels with a green accreditation by 2022 3. Embrace circular economy principles to increase rates of reusing and recycling 	Objectives: <ol style="list-style-type: none"> 1. Regular and diversified communications to promote the impacts of our actions 2. Increase stakeholder engagement levels and feedback 3. Increase staff awareness of our values on procurement
<p>Actions and choices within each influence area will have consequences in terms of the type and amount of energy consumed.</p>	<p>Wherever goods and services are procured and consumed, we can act to increase self-sufficiency, reduce consumption and ensure sustainability of supply</p>	<p>We need to communicate the positive impact of our actions and engage stakeholders to better understand behaviour, requirements and promote more sustainable choices.</p>
Specific initiatives include: <ul style="list-style-type: none"> • Switch to renewable sources/onsite generation • Server virtualisation and cloud-based computing • Reduce food miles through local sourcing • Reduced business travel through improved travel data monitoring and reporting 	Specific initiatives include: <ul style="list-style-type: none"> • Collaborating with supplier to reduce packaging waste • Harvesting and reusing of grey water • Undertaking full life cycle cost assessments • End of life donation of IT equipment 	Specific initiatives include: <ul style="list-style-type: none"> • Greater use of signage and materials to inform and encourage staff, customers and visitors to make more sustainable choices • Annual and intra-year progress reporting • Promoting Friends House and other properties as the "green venue of choice"






03 | Identified targets and initiatives



Facilities & Venues: “Ensuring our own house is in order”






 Energy & Emissions	 Resources & Procurement	 Communication & Engagement
<ul style="list-style-type: none">• To further reduce our carbon footprint year on year till 2021 by 4% [achieved]• Achieve 100% renewable electricity supply across all properties by 2020 [achieved]• Move to purchasing Bio Gas when secure and affordable supply can be established [achieved]• Install local renewable solutions when an opportunity arises• Install sub metering to help us better understand our consumption [achieved]• Green our roofs to improve insulation and promote bio-diversity	<ul style="list-style-type: none">• Paper-free office by 2030• To work with and encourage event venue and hotels to get green accreditations• To continue to be landfill-free and to use less, waste less and recycle more• Measure and reduce our waste and work closely with providers to get a recycling rate of 75%• Use locally produced goods and locally sourced services wherever we can, and buy products manufactured in a sustainable way• Use energy and water efficiently and where possible reduce use by another 5% by 2022• Collect grey water for use in the gardens and courtyard• Use only detergents and cleaners which are phosphate and chlorine free [achieved]• Source products with environmentally responsible packaging	<ul style="list-style-type: none">• Regularly communicate on the impact of our actions to stakeholders through an annual report and onsite signage• Survey and engage staff to better understand behaviour, identify areas for improvement and increase participation



IT: “We use efficient technology, efficiently”






 Energy & Emissions	 Resources & Procurement	 Communication & Engagement
<ul style="list-style-type: none">• Ensure all IT equipment meets minimum energy efficiency standards• Explore options for server virtualisation and cloud-based computing• Use IT to support remote working and paperless meetings [achieved]	<ul style="list-style-type: none">• End of life donations• Source products with environmentally responsible packaging• Use locally made goods and locally sourced services wherever we can, and buy products manufactured in a sustainable way• Take into account the lifetime costs of materials when replacing IT equipment and ensure that major upgrades are based on principles of sustainability	<ul style="list-style-type: none">• Surveys and monitoring end-user habits and behaviour• Promote and encourage automated shutdown• Use signage and other information materials to inform and encourage sustainable behavior



Catering: “We provide a sustainable menu and clear choices for customers”



 Energy & Emissions	 Resources & Procurement	 Communication & Engagement
<ul style="list-style-type: none">• Reduce embedded energy in menu options through increased proportion of vegetarian and vegan menu options• Explore circular economy options to generate energy from waste – coffee grounds, cooking oil• Ensure energy efficiency of catering equipment meets minimum standards	<ul style="list-style-type: none">• Collaborate with suppliers to reduce packaging• Green our roofs to provide biodiverse environment for local wildlife and generate own produce• Use locally made goods and locally sourced services wherever we can, and buy products manufactured in a sustainable way [achieved]	<ul style="list-style-type: none">• Promote comparative impact of menu options to inform customer behaviour• Use signage and other information materials to inform and encourage sustainable behaviour



Travel: “Our impact is minimised”



 Energy & Emissions	 Resources & Procurement	 Communication & Engagement
<ul style="list-style-type: none">• Use more granular travel data to support improved reporting and reductions in travel• Promote use of public transport walking, cycling and offer facilities to support these activities• Encourage car sharing where there is no public transport alternative	<ul style="list-style-type: none">• Explore options for green travel/accommodation	<ul style="list-style-type: none">• Offer and promote business solutions such as Skype to reduce the need to travel [achieved]• Periodic surveys to better understand staff and committee behavior



04 | Aligning with the SDGs





**SUSTAINABLE
DEVELOPMENT
GOALS**

About the SDGs

The Sustainable Development Goals (SDGs) are a collection of 17 interlinked global goals designed to be a 'blueprint to achieve a better and more sustainable future for all'.

The Goals call for action by all countries – poor, rich and middle-income – to promote prosperity while protecting the planet.

They were set by the United Nations General Assembly and were adopted by all UN Member States in 2015, as part of the '2030 Agenda for Sustainable Development' which laid out a 15-year plan to achieve the Goals.

Further reading: www.un.org/sustainabledevelopment

SDGs and our Strategic Plan

There is considerable alignment between the SDGs and the Quaker values of:

- Equality and Justice
- Peace
- Truth and Integrity
- Simplicity and Sustainability.



The Goals recognise that ending poverty must go hand-in-hand with strategies that build economic growth and address a range of social needs including education, health, social protection, and job opportunities, while tackling climate change and environmental protection.

Each Goal identifies a series of short- or longer-term targets to be achieved and further guidance on how to meet them, thereby providing further support for making the sustainable transformation we need.

Our SDG priorities

3 GOOD HEALTH
AND WELL-BEING



8 DECENT WORK AND
ECONOMIC GROWTH



12 RESPONSIBLE
CONSUMPTION
AND PRODUCTION



13 CLIMATE
ACTION



15 LIFE
ON LAND



"The produce of the earth is a gift from our gracious creator to the inhabitants, and to impoverish the earth now to support outward greatness appears to be an injury to the succeeding age".

John Woolman, 1772

**SUSTAINABLE
DEVELOPMENT
GOALS**



05 | Target areas for SDG priorities

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Well-being

Target areas

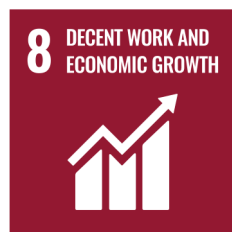
W1: To promote physical health and mental health and well-being [from SDG target 3.4]

"People matter. In the end human rights are about people being treated and feeling like people who matter".

Quaker faith & practice
24.49

“That the sweat and tedious labour of the farmer, early and late, cold and hot, wet and dry, should be converted into the pleasure of a small number of men [], is so far from the will of the great Governor of the world, it is wretched and blasphemous”.

Quaker faith & practice
25.13



Decent work

Target areas

- D1:** Promote decent job creation, entrepreneurship, creativity and innovation, and encourage the formalization and growth of, small-enterprises [from SDG target 8.3]
- D2:** Create productive employment opportunities and decent work for all, including young people and people with disabilities [from SDG target 8.5]
- D3:** Provide equal pay for work of equal value [from SDG target 8.5]
- D4:** Protect labour rights and promote safe and secure working environments for all workers, including migrant workers [from SDG target 8.8]

“We have only one world, and our present wasteful consumption of non-renewable resources and damage to the biosphere must stop. This requires alternative economic strategies, which are driven by need, not greed”.

Quaker faith & practice
24.47



Sustainability

Target areas

- S1:** Halve per capita global food waste and reduce food losses along production and supply chains [from SDG target 12.3]
- S2:** Substantially reduce waste generation through prevention, reduction, recycling and reuse [from SDG target 12.5]
- S3:** Integrate sustainability information into our reporting cycle [from SDG target 12.6]
- S4:** Operate sustainable procurement practices [from SDG target 12.7]
- S5:** Raise awareness of the need for sustainable development and lifestyles in harmony with nature [from SDG target 12.8]



"Our planet is seriously ill and we can feel the pain. We have been reminded of the many ways in which the future health of the earth is under threat as a result of our selfishness, ignorance and greed. Our earth needs attention, respect, love, care and prayer".

Quaker faith & practice
25.02



Climate action

Target areas

- C1:** Strengthen resilience and adaptive capacity to deal with climate related risks [from SDG target 13.1]
- C2:** Integrate climate change measures into our strategies and planning [from SDG target 13.2]

"We do not own the world, and its riches are not ours to dispose of at will. Show loving consideration for all creatures, and seek to maintain the beauty and variety of the world. Work to ensure that our increasing power over nature is used responsibly, with reverence for life".

Quaker faith & practice
1.02.42



Land use

Target areas

- L1:** Promote the sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase reforestation globally [from SDG target 15.2]
- L2:** Combat desertification and promote the restoration of degraded land and soil [from SDG target 15.3]
- L3:** Take action to reduce the degradation of natural habitats and halt the loss of biodiversity helping to protect and prevent the extinction of threatened species [from SDG target 15.5]

06 | Current KPIs for SDG priorities

We will keep our Key Performance Indictors (KPIs) under annual review to assess impact and to ensure they reflect our progress.



Well-being

Key performance indicators

	Action	Target
W1a	Promote vegetarianism and veganism as a way of life	70% of meals served to staff and customers are vegetarian or vegan by 2023
W1b	Staff to have check-ins every 6 weeks with their manager	100% of staff to have 8 check-ins pa by 2025
W1c	To offer easy access to online workouts and monthly wellbeing sessions	Available for all staff by 2025
W1d	Staff participation in our annual engagement survey	80% by 2025
W1e	Investment in staff to have mental health (MH) training, and staff trained to be MH first aiders	All staff trained in MH awareness by 2022, and 10% of staff trained as MH first aiders by 2024
W1f	To engage with and promote toilet twinning at our sites	To twin 4 toilets at our sites pa from 2021

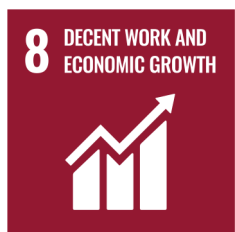
Key:

People

Planet

All





Decent work

Key performance indicators

	Action	Target
D1a	Utilise the services of local small- and medium-sized companies or suppliers	60% from these sources by 2025
D2a	Provide work experience for disenfranchised groups (Bake the Difference)	20 paid six-monthly placements pa by 2025
D2b	Provide quality work experience for young people through apprenticeship (16-24 year old)	10 paid six-monthly placements pa by 2025
D3a	Provide equal pay for equal work	Gender pay gap less than +4% by 2025
D4a	Periodic air quality assessments at urban sites to confirm ongoing improvements	Three assessments by 2025 to confirm impact of clean air legislation

Key:

People

Planet

All





Sustainability

Key performance indicators

	Action	Target
S1a	Eliminate pre-consumer food waste, and reduce post-consumer food waste	0% pre-consumer food waste, and a 20% reduction of post-consumer waste by 2025
S2a	Reduce quantity of deliveries and volume of outer packaging used by suppliers	40% reduction into sites by 2025
S2b	All retail packaging and catering disposables to be suitable for recycling and actually recycled	80% recycled or composted by 2025
S3a	Sustainability report including supplier chain audit summary to Board	Annual carbon report for the company to the Board from 2023
S4a	All procurement is consistent with our environmental goals	Ensure all suppliers are audited from 2021
S5a	Promote our environmental credentials with suppliers and clients	Promote at least two initiatives pa from 2021

Key:

People

Planet

All





Climate action

Key performance indicators

	Action	Target
C1a	Introduce measures to efficiently cool office space in Friends House, to enable use in extremely hot weather	To cool 60% of occupied office space in Friends House using renewable energy by 2025
C1b	Produce renewable energy on-site at Swarthmoor Hall	30% of energy needs by 2025
C2a	Reduce the carbon footprint: per day delegate per day in Friends House and overall at Swarthmoor Hall	Friends House 5g/DD CO2e and Swarthmoor Hall 30t/pa CO2e by 2025
C2b	Zero air freight	No non-essential parts and equipment or food produce transported by air freight by 2025
C2c	Reduce the carbon footprint of the board and senior management team	To hold 80% of all meetings using online technology (zero travel) by 2022

Key:

People

Planet

All





Land use

Key performance indicators

	Action	Target
L1a	To offer Friends House day delegates and Swarthmoor Hall guests with a carbon offset through tree planting	1,000 trees planted by 2025, in support of national UK tree growing schemes
L2a	To include a land impact assessment for all food products	All food purchases compatible with our land impact standard by 2025
L2b L3a	Identify palm oil usage in our supply chain and seek alternatives.	No ingredients or retail goods containing palm oil by 2024. (Including products that claim to contain sustainably-sourced palm oil.)

Key:

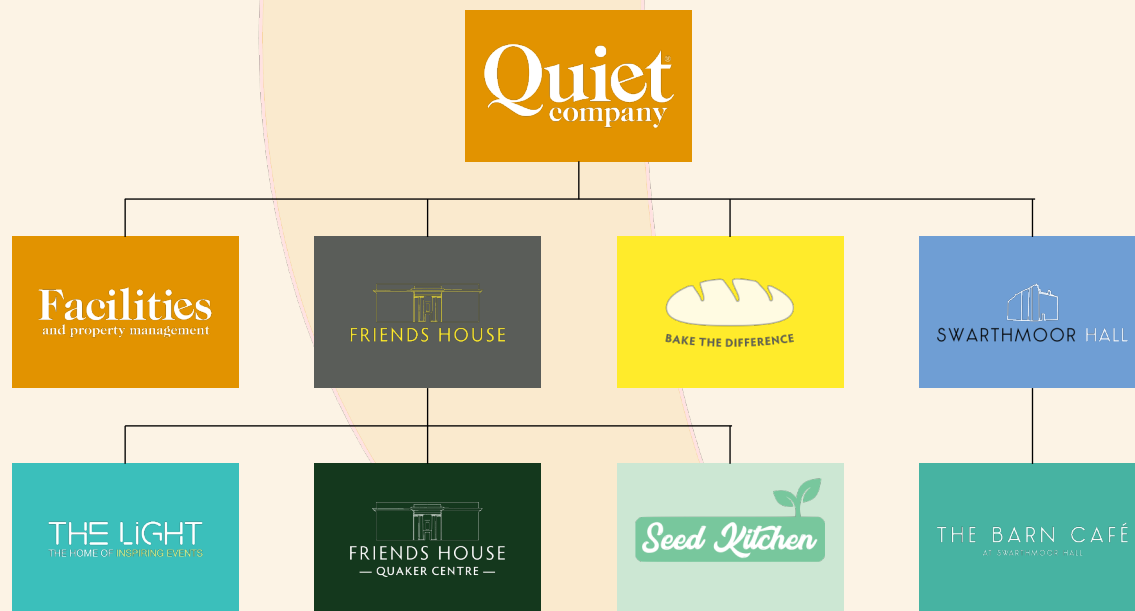
People

Planet

All

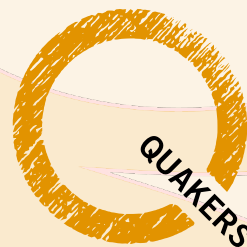


Our company



Friends House (London) Hospitality Ltd. t/a Quiet Company, is wholly owned by Britain Yearly Meeting of the Religious Society of Friends (Quakers) and is registered in England and Wales. Company number: 06204129. Registered office: 173 Euston Road, London, NW1 2BJ.

Swarthmoor Hall and the Quaker Centre Bookshop are managed on behalf of Britain Yearly Meeting, the charitable organisation which supports and works on behalf of all Quakers in Britain.



Senior Team



Paul Henderson-Grey
Chief Executive Officer



Nicola Purdy
Head of Service Delivery



Tony Richards
Head of Facilities
& Property

Company Board

Matt Baker
Clerk to the board of directors

Linda Batten
Ex-officio/Treasurer

Nick Eyre
Director

Ellie Harding
Director

Carol Rowntree Jones
Director

Jane Stephenson
Director (from September 2021)

Joe Warren
Director

Maureen Sebanakitta
Secretary