# Supplier Engagement HE Tool

## Action Plan for University of Worcester

This is your sustainability action plan based on the issues and impacts you have selected as being relevant to your business.

### Social Issues and Impacts

Actions you select here will help increase your NETpositive impact on society. Indicate against actions from this list whether they are in progress, are ready to start or have already completed.

**Your issues**

**Your action plan**

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**1 Modern slavery is an issue for every business and we need to explore it**
The Modern Slavery Act requires organisations with a turnover of over £36 million to produce a public statement outlining how the risk of slavery and human trafficking is managed throughout the business and supply chain. However, issues relating to Modern Slavery can impact businesses of any size.

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**Publish a Modern Slavery Statement** Completed
A responsible business is transparent and understands that Modern Slavery is more than a compliance issue. Legislation has driven rapid progress in this area and best practice is developing quickly. Businesses obliged to produce a transparency statement are encouraged to provide evidence of their commitments including appropriate governance and reporting mechanisms

**Evidence**
The University publishes a Modern Slavery and Human Trafficking statement, which is updated annually. This can be accessed via the following link:
https://www.worcester.ac.uk/docume…

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**Engage with your suppliers about Modern Slavery** Completed
Provide your own suppliers with modern slavery information or guidance and ask them about their own approach and any assurances they can provide. A good starting point for resources and best practice is the Ethical Trading Initiative website

**Evidence**
We encourage our suppliers to engage with the On-Line NetPositives Tool , to help them consider Modern Slavery, NetPositives tool gives suppliers access to a range of resources to become more knowledgeable on Modern Slavery and considers ways of ensuring that it is eradicated from the supply chain. The following link provides some examples of the types of information available to the suppliers
https://www.ethicaltrade.org/issue…

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**Provide Modern Slavery training for staff** In progress
Training staff about issues relating to Modern Slavery including how to identify the signs of slavery and human trafficking will help reduce the risk of modern slavery occurring in your business. You may be the entire workforce in which case access some training yourself! A free, online course is offered by the Open University which might be helpful.

**Evidence**
The procurement team at the University of Worcester is the most actively engaged in the Universitys active response to Modern Slavery, all procurement staff have completed the HEPA training - Protecting Human Right in the Supply Chain.

**2 We could do more to engage and develop our staff**
Engaged staff are assets to your business; when they understand what you are trying to achieve they can help make it happen. Sustainability is linked to staff development as it forms part of organisational process and practice.

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**Support staff to shape sustainability strategy and drive implementation** Completed
Help your staff understand what sustainability means and how their professional practice contributes to broader strategic ambitions. Systems and processes can be developed to include sustainability formally across the business or a network of 'champions' might be supported to drive progress less formally. Reporting on progress and impact should be part of either approach, as should ensuring your approach is inclusive, which will bring the benefits of diversity to your sustainability activity.

**Evidence**
University Staff have often taken a lead in encouraging and promoting sustainability. There is a wide cross section of staff from across the University who sit on the Sustainability Strategy Committee. The University of Worcester sees its commitment to society to be much broader than mitigating its negative impacts and focuses its resources on positive societal impacts of activities. The assessment of what is material is a matter of professional judgement and we have utilised the wisdom of the Sustainability Strategy Group to help set and identify these over a series of workshops to keep this continuously under review.

**3 We should know more about where the things we buy come from and how they are made**
Every product we buy has a story attached to it; how it is made, what it is made from, who has made it and where it has travelled from. These stories all have both positive and negative impacts. Select this issue to explore how to embed responsible purchasing in your business or to share your own approach.

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**Understand the impacts of the products your business buys** In progress
There is a business risk attached to not having any understanding of your supply chain. There may also be opportunities to source more ethical or environmentally sound alternatives (those which produce less waste, have a lower carbon footprint, use less raw materials or are produced with less damage to the environment, and where good labour practices are followed). The starting point is understanding where the products your business depends upon come from and how they are made and transported. Don't be afraid to ask questions of your own suppliers.

**Evidence**
In line with the University financial regulations, the procurement team complete tenders, during this process the team consider the supply chain and assesses this as part of the marking process. There are a number of ways the Procurement team try to have a positive impact, these include but are not limited to: consolidating deliveries, waste created from the contract to be recycled, electric vehicles utilised, the use of recycled products for packaging, where possible. Sourcing local products where possible.

**Develop your suppliers don't just assess them!** In progress
Develop ways to train, support and engage your suppliers on sustainability that go beyond simply assessing them via your tender or contract management processes. Find out about their needs and support them to develop for mutual benefit.

**Evidence**
We engage with our suppliers and support them through regular contact. We build relationships to encourage them to consider their business impact. Sustainability is a subject matter discussed at regular CRM meetings. During the tender process feedback is provided to the suppliers who have not been successful, outlining potential areas of improvement to their quality submission, this assists with developing the supplier for future opportunities.

**Make a public commitment relating to ethical or responsible purchasing** Completed
A simple sustainable procurement commitment (buying 'greener' or more ethical products or services ) can be used to communicate what is important to your business. You may use certified products or services or choose to have your own certified. A public commitment demonstrates to your customers how you consider and address the impacts within your supply chain. Include them as part of your sustainability approach and report on progress accordingly.

**Evidence**
The University is one of the largest procurers in the county of Worcestershire and recognises that it has a responsibility to minimise the environmental and social impact of purchased goods and services. The Purchasing strategy which runs alongside the University Strategy Plan provides a commitment to responsible procurement. With an aim to reduce the negative impacts and increase the positive impacts when purchasing items https://www2.worc.ac.uk/finance/52…

**4 We could do more work with smaller businesses and/or the Voluntary, Community and Social Enterprise (VCSEs) sector**
Micro, small and medium-sized businesses (MSMEs) or those providing products and services as social enterprises add significant value to communities. Supporting them supports local employment and maximises community benefit.

→ **Review your procurement practices to support access by MSME and VCSEs** In progress
The government has commited to making access to public contracts easier for SMEs and civil society organisations Consider how your procurement processes could be updated to reflect this accessibility. This could include targeting marketing of opportunities so they reach this audience, streamlining your procurement processes or sharing examples of successful relationships with these organisations to promote your activity.

**Evidence**
The Procurement Act 2023 will see improvements in this area, the creation of a Central Digital Platform encourages the transparency of opportunities all in 1 locations and suppliers will only need to provide basic business details once reducing duplication.

**1 Customer feedback is important to us**
All businesses are subject to customer scrutiny. An efficient and responsible business will understand the importance of responding positively to feedback from its customers. Negative feedback will be viewed as an opportunity to improve processes or practices and positive feedback as a success story to share.

→ **Regularly publish customer feedback** Completed
Transparency is crucial for all organisations. Regularly publishing customer feedback can build trust with clients and consumers as well as enhancing your brand value.

**Evidence**
The University values the feedback from students and utilises the information to make positive improvements, feedback data is available as follows: https://www.worcester.ac.uk/discov… Feedback from the Sustainability surveys can be easily accessed as follows: http://susthingsout.com/wp-content…

**Have a meaningful process for dealing with customer feedback.** Completed
A meaningful process for dealing with customer feedback will be clear and transparent for your customers as well as your staff. It will be clear what actions and responses have been provided and there will be a culture of learning from negative feedback as well as sharing positive feedback broadly.

**Evidence**
The Students at The University are our main customers, feedback is taken on a regular basis to assess satisfaction https://www.worcester.ac.uk/discov… The University also takes part in The National Student Survey https://www.worcester.ac.uk/discov… The results from the surveys are then reviewed to make positive change. The Sustainability Department frequently gathers data to monitor the progress of embedding a culture of sustainability across the curriculum and campus. Further details can be found at: http://susthingsout.com/index.php/…

**2 Improving staff wellbeing and mental health is important to us**
All businesses have obligations to meet Health and Safety requirements but an efficient and responsible business really understands the difference a happy and healthy workforce can make - not least to its bottom line! Select this issue to explore actions to help you go beyond compliance or to share your existing good practice in this area.

→ **Provide access to resources which support wellness and good mental health** Completed
Providing mental health resources in the workplace could save a life. The NHS signposts to a range of support and resources you could make accessible to staff or visitors.

**Evidence**
The University of Worcester has an Employee Assistance Programme in place (contracted from February 2021) with People Asset Management which can provide advice, resources and support on a wide range of issues for staff. The service is free of charge for staff and accessible 24/7. Details are available through the Human Resource pages - Health and Wellbeing https://www2.worc.ac.uk/personnel/… We also provide Occupational Health Services through the same page. Find information on the following page on relaxing well, working well, exercising well, studying well, living well and staying well. https://www.worcester.ac.uk/life/h…. This includes The University Labyrinth: a walking and meditation area in which to reflect and relax. We also have a wellbeing garden to also reflect and relax located on the St John's Campus.

**Develop a 'Mental Health at Work' plan for your organisation** Completed
Create a workplace culture that supports good mental health benefits for everyone. The human cost of poor mental health is considerable but there are also business costs associated with poor performance. The Stevenson Review provides a comprehensive starting point with many no-cost or low-cost options that can be introduced to help support a thriving workforce.

**Evidence**
The University is committed to encouraging staff and students to live healthier lifestyles and to maintain their wellbeing Many employers suggest that being fit for work is important. However, the University realises that the wellbeing of both its staff and students is critical to individuals' success and securing a healthy future. https://www.worcester.ac.uk/life/h… The University has signed up to Worcestershire Works Well and has reached level 2 accreditation. We have begun to collect baseline data on student and staff wellbeing. Our current targets and some examples of how we are going to achieve them can be accessed through the sustainability targets document https://www.worcester.ac.uk/docume…. Significant additional resources have been put in place to support staff wellness. For example the following are in place: an employee assistance program, occupational health and Counselling provider, Mental Health First Aid training and resources including Five Ways to Wellbeing training.

**Plan to get the best from your staff** Completed
Effective people management will help you to promote staff wellbeing alongside safety and risk management. From support to stop smoking, promoting healthy eating or encouraging physical activity to flexible working and family friendly policies, a responsible business understands the positive benefits of considering heath and wellbeing holistically. You can access ideas and inspiration for how to bring this to life in your workplace. You could also get your work in this area externally accredited.

**Evidence**
We understand that our employment policies need to be flexible and responsive in order to promote diversity and equality and to attract and retain the highest quality work force. We help staff balance the demands of work and personal life in many different ways, including flexible working hours, job sharing and many other schemes to help staff achieve a healthy balance. We're keen to support all our staff to help them stay healthy and happy and fulfil their potential. The University's wellbeing plan is already changing working life at Worcester - from creating allotments to improving sporting facilities. We're also using the results of the wellbeing survey to make the University a better, healthier place for staff to work. https://www.worcester.ac.uk/about/… The University is proud to have been shortlisted for Outstanding Support to Students Award https://www.worcester.ac.uk/about/… The University recognises that student mental health is a top priority, promoted through its unique 'Suicide Safer' initiative. https://www.universitiesuk.ac.uk/s…

**3 We make work accessible to people from all backgrounds**
Discriminating against potential job candidates, or employees based on the protected characteristics detailed in the Equality Act 2010 including: age, sexual orientation, gender, disability, race and socio-economic background leads to an unequal workplace environment and is breaking the law. An equitable workplace will generally have a high level of morale, which leads to better customer satisfaction

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**Train staff on equality, diversity and social inclusion** Completed
Employers can host workshops within their workplace, which educate staff on issues of equality, diversity and inclusion. This can improve the overall workplace culture and reduce an organisation's exposure to disciplinary actions - stemming from discrimination - as well as increasing staff retention. Guidance on [[equality and diversity for employers]] https://www.acas.org.uk/improving-… is available.

**Evidence**
The University of Worcester is committed to equality of opportunity and is opposed to all forms of discriminatory practices and attitudes. The University acknowledges its legal obligations to provide equal opportunities for staff and student members of its community. The University has policies in place covering Diversity and opportunity in the workplace. https://www.worc.ac.uk/personnel/6… All new employees are made aware of the policy on commencement in their role and carry out HR training as part of the induction process. As an ongoing commitment to Diversity and Inclusion, staff are required to revisit the training on a regular basis to ensure its continued importance and value within the workplace.

**Employ an Equality, Diversity and Inclusion Co-ordinator** Completed
Larger businesses should consider developing an equality, diversity and inclusion strategy. Developing such a strategy will demonstrate that the company takes social inclusion seriously and is working to embed such principles in its daily activities.

**Evidence**
The overarching governance of EDI falls to the University's Equality, Diversity and Inclusion Committee (EDIC).EDIC will oversee the EDI Delivery Plan with specific members taking responsibility for the themes. It will work closely with existing sub-Committees of our Academic Board in this delivery, in particular, Learning, Teaching and Student Experience Committee (LTSEC), Academic Standards and Quality Enhancement Committee (ASQEC) and Research and Knowledge Exchange Committee (RKEC), and with University Working Groups, whose area of focus closely aligns with one or more of our EDI themes. It will also work with existing staff/student networks and communities to ensure that the wider University is fully engaged in the delivery of this Framework. EDIC will further establish working groups with appropriate cross-University membership to deliver specific objectives. Further information can be found at https://www.worcester.ac.uk/docume…. The EDI committee reports directly to the executive board and the board of governors. They also report to the academic board through the sub-committees mentioned above. The Vice Chancellor and Chief Executive is responsible to the Board of Governors for the development, promotion and implementation of the equality of Opportunity policy, within the resources available, working with the senior management team, the Academic Board and the Personnel Committee

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**4 We are interested in (or are currently) employing apprentices or providing work placements**
Employing apprentices equips young people with vital skills and supports social cohesion within the local community. Your business may be able to get funding to pay for the training of an apprentice.

→ **Provide short-term work placements** In progress
Your business may be unable to support a full time apprenticeship programme but it could still offer work experience on shorter placements. Schemes are usually run locally so try your nearest College or University as a starting point.

**Evidence**
The University supports opportunities for members of the local community to complete work experience within various University departments.

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**Join an apprentice scheme** Completed
Offering apprenticeships can be a great way for a business to grow talent and expand their staff base at low cost and risk.

**Evidence**
The University directly employs Vikki Greenfield within the Directorate, her role is Head of Apprenticeships & Work Based Learning. The University has in place a number of apprenticeship schemes accessible to the students:
https://www.worcester.ac.uk/journe… School of Nursing and Midwifery worked in partnership with Herefordshire and Worcestershire NHS Trust employers and Health Education England to be one of the first Higher Education Institutions to pilot the Nursing Associate Apprenticeship programme. As of September 2022, over 100 apprentices have successfully completed their apprenticeship across Teacher, Nursing Associate and Operations / Departmental Manager apprentices. Our apprenticeship strategy can be found at https://www.worcester.ac.uk/docume…

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**5 We have an opportunity to make a positive contribution in our local community**
Organisations are likely to have a range of positive or negative impacts on their immediate locality; a responsible business will strive to understand what these impacts are. They will then seek to reduce any negative impacts and make the most of opportunities to enhance the positive impacts they could have.

→ **Support the vulnerable in your community** In progress
The vulnerable in your community might be the elderly, at-risk youth, migrants or others living in isolation. Supporting or developing schemes to support these groups might be an activity you can link to staff volunteering or community outreach initiatives.

**Evidence**
Our Association for Dementia Studies is nationally renowned for the training and research that it undertakes to improve the care of people with dementia and related conditions. The newly formed Centre for Palliative Care, a joint initiative with St Richard's Hospice, aims to further improve care and support for the terminally ill and their families. We also nominate an annual charity of the year for whom we raise money for. Currently we are donating to the Worcester Foodbank which provides food for those who need it most.

**Develop a volunteering or community engagement plan** In progress
Many organisations already have a strong reputation for supporting community activities. From wildlife conservation or growing projects such as Britain in Bloom to volunteering at food banks or youth clubs. Consider how you can maximise your community contribution through your staff engagement programme.

**Evidence**
We hold an annual 'Go Green Week'. The week compromises of activities including; Recycling advise and awareness, making bug hotels and bird feeders, climate workshops, bulb planting, Sustainability workshops, carbon literacy sessions, litter picking and a repair café to fix broken items.

**Support crime reduction activity in your local area** Completed
There are likely to be a range of ways your organisation could help reduce crime in your local community. From provision of surveillance to effectively managing spaces so they discourage anti-social behaviour. More information and suggestions can be found in this Bre Trust briefing paper

**Evidence**
The University has an in-house security team, supported by an external security company. The Security staff carry out regular patrols around the University estate and within the local area. The University is part of the Community Safety Accreditation scheme, this links the University to West Mercia Police and provides limited but targeted powers to tackle crime, disorder and antisocial behaviour. It is important to The University of Worcester to work closely with the community and policing team for the benefit of both our students and the Worcester community. The University of Worcester is one of a limited number of universities in the Country to be accredited under the Police Reform Act 2002. Staff work alongside the two University-funded Police Community Support Officers, who work on campus and within the local community. https://www.worcester.ac.uk/about/…

**Support homelessness and rough sleeping initatives in your area** In progress
The national Rough Sleeping Strategy outlines ambitions to eradicate homelessness by 2027 and there are likely to be local inititives in your area. Consider how your organisation could contribute to these local efforts.

**Evidence**
Our Elgar Café is home to the social enterprise Change Please and change is brewing! Every cup of coffee you buy, helps to benefit the life of someone experiencing homelessness. 100% of Change Please profits helps people experiencing homelessness by training them to become baristas, supporting them with everything they need to turn their lives around – a living wage job, housing, therapy, bank account and onward employment opportunities. Our students also help initiatives in the area such as Students from the criminology course lending a hand to Worcester charity Maggs Day Centre, sorting their Clothing Project for the winter months. https://www.worcesternews.co.uk/ne…

## *Economic Issues and Impacts*

Actions you select here will help increase your financial resilience, reduce your business risk and generate a positive impact on the wider economy. Indicate against actions in this list whether they are in progress, are ready to start or have already completed.

**Your issues**

**Your action plan**

**1 We want to be part of a robust, resilient and ethical supply chain**
Ensuring strong business relationships are formed with suppliers is key to maintaining and developing trust along your supply chains. An effective and responsible business will be keen to share its values with its suppliers for mutual benefit.

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**Guarantee suppliers a payment date** Completed
Businesses can ensure payments are met by a specified date, and offer compensation or another gesture if this deadline is not met. Guaranteeing suppliers a date of payment builds trust across your supply chain as suppliers feel they will suffer less financial risk when carrying out business with you.

**Evidence**
The University is committed to paying valid invoices within agreed timescales. The University has standard payment terms of 30 days net of invoice being received. Alternative payment terms to be agreed and formalised via negotiation with the contract manager. The Procurement Act 2023 has provisions for an increased attention to contract management, this includes the need to provide regular notices on payments being made within the agreed 30 day terms. This will give suppliers the opportunity to understand which organisations are paying suppliers within the agreed terms.

**Ask suppliers for feedback** In progress
There are a range of ways you can ask your suppliers for feedback. As well as using this to inform your business development it can also be something you publish to attract new business.

**Evidence**
Procurement engage with suppliers at various stages of the tender process subject to strict regulations. Supplier engagement is encouraged at various points of a tender process depending on the specific requirements. An example of this is when tendering for catering requirements, companies were invited to site before the tender documents had been finalised and published to engage with the suppliers and give an opportunity to gain feedback from existing suppliers in the catering market to use their expertise to help build the tender documents. The Procurement Act 2023 due to come into force 28 October 2024, the act emphasises the benefits of Pre-market engagement, and supporting SMEs and local businesses. The Act aims to achieve transparency to assist both buyers and suppliers.

**Embed a commitment to social value within your supply chain** In progress
Part of demonstrating social value for your customers is delivering it with your suppliers. Consider how you can support your suppliers to consider their social value as part of your own procurement processes. This could be as simple as encouraging them to develop a Social Value Action Plan (like this one) for their organisation too.

**Evidence**
Suppliers are encouraged to set up an action plan with Net Positives to consider their social value. The University has over 450 suppliers signed up to the Net Positives Tool. Attached is a link to show engagement from The University of Worcester Suppliers with the Net Positives tool. https://www.worcester.ac.uk/docume… When completing tender processes sustainability and social value questions are included within the evaluation criteria.

**Find ways to support local SMEs as part of your procurement processes** In progress
It can often be harder for SMEs to negotiate the procurement processes of larger businesses. Find ways to work with local and smaller suppliers to ensure they are not inadvertently excluded from your supply chain.

**Evidence**
The University would encourage local suppliers of all sizes to quote/ tender for opportunities at the University. Advice can also be provided on how to complete a tender. A number of events are also run in the Worcestershire area to encourage SME'S to engage with local business, such as https://www.finditinworcestershire…. In line with the Procurement Act 2023 the University will be looking at reducing any potential barriers to SME's in the tender process.

**2 Political or economic uncertainty is a real challenge for our business**
The business landscape is never static but during periods of significant change planning effectively can be challenging. Adaptability and resilience are vital elements of survival but also enable pro-active businesses to spot opportunities that will also help them thrive. Select this issue to explore ways to ensure business resilience or share your existing approaches.

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**1 We are keen to communicate with our customers**
An effective and responsible business understands that customers can be your biggest supporters and so it is important to communicate openly and honestly with them.

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**Communicate sustainability to your customers** Completed
Including the benefits of sustainability and how you integrate it into your business practice can help build a stronger customer base. Considering sustainability in your business and communicating it is now becoming normal business practice, ensure you are part of this growing trend!

**Evidence**
The University takes its sustainable responsibilities extremely seriously and has received high recognition as a result. The Sustainability Team are very proud to have received a number of awards for their commitment and hard work in this area. https://www.worcester.ac.uk/about/… There are a number of events held throughout the year such as Go green week to gain students attention and to get them involved. Students are encouraged to get involved in many ways throughout the year by volunteering with the green impact team, student switch off. https://www.worcester.ac.uk/discov…

**2 We are keen our business contributes to the UN Sustainable Development Goals (SDGs).**
192 Member States of the United Nations (including the UK) agreed new Sustainable Development Goals (SDGs) in 2015. They will need the support of businesses to achieve them. Select this statement to explore how your business can get ready to meet this new global challenge.

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**Know how your business activities can contribute to the SDGs** In progress
Identify how your business activities contribute to the global goals or how they could contribute. A mapping exercise may be needed to identify both risks and opportunities from the SDGs for your business operations.

**Evidence**
The Sustainability team have completed a mapping exercise to identify risks and opportunities. A Sustainable Procurement Steering Group of the Sustainability Strategy Group was created in April 2014 to oversee this important work; membership includes students, academics and procurement professionals. The main focus of this group is ethical procurement issues, including workers' rights such as Modern Slavery in the supply chain, factory conditions and reforming supply chains and Social Values Act. These are all issues which can improve our contribution to the SDG's. The University of Worcester has been awarded First Class Honours for environmental sustainability in the latest People & Planet national rankings. This is the 14th straight year that the University, one of Britain's most sustainable, has earned First Class Honours. People & Planet's University League has placed the University ninth out of 151 UK institutions in its latest 2023/24 table. The University scored 100% in 4 of the 4 categories. The league, compiled annually by the UK student campaigning network, People & Planet, ranks universities by environmental and ethical performance. They look at aspects including environmental policy, carbon management, how sustainably food is produced, how the University equips students with the knowledge and understanding of sustainability, energy sources, waste and recycling, and reduction of carbon and water use. This evidences the positive impact we are making.

**Find out more about the SDGs** Completed
The Sustainable Development Goals were adopted to end poverty, protect the planet and ensure prosperity for all. They will impact on business practice over the next decade at least as governments are challenged to demonstrate progress against the targets within them.

**Evidence**
We have split the 17 SDG's into 4 themes in our sustainability strategy and identified our key commitments. We then break down these commitments into targets to help us work towards each of the sustainable development goals.https://www.worcester.ac.uk/documents/sustainability-strategy-2030.pdf. The University has signed up to the SDG Accord which demonstrates our commitment to do more to contribute to the Global Goals though our activities. It requires annual reporting on our progress in ways which share the learning with other learning institutions both nationally and internationally.

**Include the SDGs as part of your sustainability plans and reporting** Completed
The SDGs could be at the heart of your sustainability activity with targets and evidence of progress part of your journey. Have a look at the South Yorkshire Police Sustainability Strategy to see how they have included the SDGs in the strategy.

**Evidence**
The University of Worcester has signed up to the SDG Accord and are reporting annually on our progress on the UN Sustainable Development Goals. The Sustainability Policy has clear objectives to promote sustainable development. The Sustainability Strategy 2020-2030 has the SDG's at the core of its strategy https://www.worcester.ac.uk/docume…. We also report on the progress of our sustainability targets which are based around the SDG's https://www.worcester.ac.uk/docume…. Our report and financial statements also include significant information on our progress against the SDG's https://www.worcester.ac.uk/docume….

## *Environmental Issues and Impacts*

Actions selected in this sector will help increase your environmental sustainability. Indicate against actions from this list whether they are in progress, are ready to start or have already completed.

**Your issues**

**Your action plan**

**1 Our business generates different types of (non-food) waste**
Excellent businesses understand their waste streams and take steps to manage them proactively. This is not only better for the environment, as resources can be re-used or recycled rather than being sent to landfill but better waste management is also likely to save you money. Waste may also actually be a procurement issue; looking at purchasing choices to reduce waste at source can result in less waste being produced (which would reduce associated waste disposal costs). Select this issue to explore actions to help you think about understanding and managing waste or to provide information about how you already do this effectively.

→ **Undertake a waste audit** Completed
Understanding your waste streams and how they are generated is a vital first step in managing them effectively.

**Evidence**
The University reviews and frequently maps its waste stream, the University has a clear waste strategy which can be found here: https://www.worcester.ac.uk/discov…
Progress against the waste targets can be found here: https://www.worcester.ac.uk/docume…

**Could your waste become a resource?** In progress
Waste from one activity might be considered a resource for another. Clothing, textiles, electricals and furniture can all be re-used. Investigate how your own waste materials might be utilised in other processes or given to re-use projects before they are recycled. There is more information and support offered via WRAP.

**Evidence**
The Sustainability team run a go Green week which encourages students to reuse textiles and highlight ways in which to reduce waste. When offices are being refurbished, if furniture is being removed from a workspace, if it is of sound condition it will be taken to stores. When University staff require furniture they can access the furniture in stores. The University also sends furniture to charities in need, reducing the impact on landfill. There is also a sustainability hub being built in the Thomas Telford building. This will include sewing machines and is open to everyone to use for personal items. https://www.worcester.ac.uk/docume…

**Engage for waste reduction success** In progress
Helping your staff, customers or other stakeholders understand how you are trying to reduce waste will help them to help you. Encouraging re-use or sharing can create a culture of efficiency and reduce running costs. Consider who can help think about waste at the point of purchasing to reconsider use of disposables or to avoid over-ordering. Training staff on waste reduction is also a great way to get them involved.

**Evidence**
The University has clear posters highlighting which waste can be recycled/reused reducing waste to landfill. https://www.worcester.ac.uk/docume… The University is looking at different ways in which it can account for furniture disposal costs when staff request new furniture, so that the full cost is taken into consideration, to make staff more mindful of waste.

**Plan for waste reduction** Completed
Understanding your waste streams will help you work out how to reduce the amount you produce. This could mean buying different products, finding ways to re-use certain items or increasing recycling rates. Having a plan to reduce waste will help you monitor progress and you can share it with others.

**Evidence**
The University of Worcester has a Waste Strategy plan as follows: https://www.worcester.ac.uk/docume… The University is dedicated to reducing waste.

**Report on your waste management progress** <span style="color:green">Completed</span>
Excellent businesses can demonstrate appropriate governance and transparent reporting. with a focus on impacts. Ensure your approach to waste management maximises opportunities to inspire confidence in your process and practice and demonstrates clear progress over time.

**Evidence**
The University of Worcester annually reports on waste management progress: https://www.worcester.ac.uk/about/…

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**2 Our business activities use natural resources (energy, water, mined materials, plant or animal products)**
All businesses use natural resources. From the energy we use for power to the materials we rely on every day, we are using finite resources that are often damaging to produce or extract. It is important to use resources responsibly opting for renewable or sustainable options where possible. Select this issue to explore actions to help you think about understanding and managing resources or to provide information about how you already do this effectively.

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**Report on your environmental performance** <span style="color:green">Completed</span>
Excellent businesses demonstrate appropriate governance and transparent reporting with a focus on impacts. Ensure your approach to resource efficiency maximises opportunities to inspire confidence in your process and practice and demonstrates clear progress over time. You may also demonstrate participation in appropriate accreditation programmes offering external validation.

**Evidence**
Since 2007 the university has had an Environmental Management System (EMS) EcoCampus, to provide a framework for managing our environmental responsibilities efficiently in a way that is integrated into all our operations. In May 2010 the university became the first in England to achieve the EcoCampus Platinum Award for the whole campus, its highest award. EcoCampus is specifically designed for Higher Education https://www.worcester.ac.uk/discov… The University also has a dedicated website for Sustainability http://susthingsout.com/index.php/… to actively engage with our customers - the students on sustainability.

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**Measure your progress** <span style="color:green">Completed</span>
If you are committing to reducing your energy, water or other natural resources you will need to measure changes in usage over time to engage your staff and also communicate with your customers. Ensure your plans include details of how you measure and monitor your progress over time.

**Evidence**
The University has set clear targets, these are reviewed on an annual basis and reported on. Details can be found as follows: https://www.worcester.ac.uk/docume…
For further details on the targets set please refer to: https://www.worcester.ac.uk/discov…

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**3 Our goods (or our people) travel**
Whether your people or your goods travel there are impacts on health and wellbeing, the environment and, of course, the bottom line. Select this issue to explore actions suggesting sustainable travel options for your business or to provide information about your existing activities in this area.

→

**Understand the travel impacts of your business** <span style="color:orange">In progress</span>
Determine what moves from A to B as part of your business operations and exactly how things are transported. This will help you develop a baseline for your sustainable travel plan or simply help you make the most obvious changes to your business practice. Even if road travel is critical to your business efficiencies are possible. Read about efficient-driving or explore energy efficient products.

**Evidence**
The University has commissioned an external company to complete a travel plan: https://www.worcester.ac.uk/docume…

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**Explore your sustainable travel options** <span style="color:green">Completed</span>
An efficient and responsible business will be striving to reduce dependence on polluting vehicles, exploring low carbon options and sourcing goods and services locally where possible. This will have environmental benefits, promotes health and wellbeing as well as impacting on your bottom line. Start by considering if the need for travel is business critical and then explore the most sustainable options that meet your needs. Useful starting points for your planning include Sustrans and the Energy Saving Trust.

**Evidence**
Transport related carbon emissions account for the second largest contribution to carbon at the University, consequently the University has set specific targets to reduce this impact. The Sustainability team has explored various methods of sustainable travel as detailed later in this report. https://www.worcester.ac.uk/discov… The University has explored alternatives to petrol and Diesel vehicles, the University has invested in electrical charge points for vehicles for the use of staff/students.. In addition to the above the University has also invested in some electrical vehicles to be utilised by estates and facilities staff when completing jobs across campus, minimising carbon usage.

**Offer sustainable travel options** Completed
Whether updating your fleet, encouraging lift sharing or remote working for your staff or incentivising certain kinds of travel there are ways to make travelling sustainably part of your culture. Highlighting public transport options for your visitors, having somewhere for staff to store bikes securely or considering a government-supported cycle-to-work scheme might all be ways you can support sustainable travel. Try to extend the range of sustainable travel options you promote over time and think about linking to regional plans where possible.

**Evidence**
The University promotes sustainable travel for students, staff and visitors. We have car share, Woo Bike share so staff/students can have worry free cycling for a year, cycle to work to help staff purchase their own bike and subsidised bus tickets. Academic year-long bus tickets for staff and students' are valid on all First Bus Worcester City services https://www.worcester.ac.uk/discov… Staff within the estates and facilities team now have access to electrical vehicles, for use when completing jobs across the University estate, minimising carbon emissions.

**Report your sustainable travel impacts and progress** Completed
Ensure that sustainable travel is part of your sustainability reporting. Excellent sustainability reporting will consider the carbon reduction targets and progress made alongside benefits to staff health and wellbeing resulting from flexible working practices adopted to reduce travel.

**Evidence**
The University sets targets for travel as can be found at the following link: https://www.worcester.ac.uk/discov… The progress against these targets can be found in the following report: https://www.worcester.ac.uk/docume… Targets are reviewed on a regular basis and then measured and reported against to review progress.

**4 Our business activities generate food waste**
Organic waste being sent to landfill has been clearly linked to climate change due to the methane released. Food considered as waste is often fit for consumption and so diverting it to re-use is often perfectly possible.

→ **Divert excess food** In progress
The number of schemes promoting food redistribution is growing. Small scale projects such as The People's Fridge could be replicated locally and Olio#about is an app suitable for individuals so appropriate for both smaller scale food re-use or something to promote with staff. Those with more significant food waste volumes might like to investigate a scheme like Fareshare.

**Evidence**
The contractor responsible for the catering is also responsible for the shop. Any fruit/vegetables that are coming to the end of life in the shop will be utilised by the catering team to avoid wastage. The University is keen to reduce food waste where possible: https://www.worcester.ac.uk/discov…

**Consider composting** Completed
Composting is possible for food waste volumes large and small. If your organisation produces significant volumes of food waste that is not suitable for re-distribution then composting should be considered as part of your waste management plans. If you produce significant quantities of food waste think about sending waste to bio-digesters for energy production.

**Evidence**
Compost bins and food waste bins are widely available across the University Campuses. The catering facilities at the University have food waste digesters in the Kitchens to enable the breakdown of biodegradable kitchen waste. Further details can be found at: https://www.worcester.ac.uk/discov…

**1 We set (or want to set) targets to improve our sustainability**
Setting clear, measurable targets is an important element of any organisation's commitment to sustainability. Targets to reduce your negative impacts will be important but a more holistic view will also demonstrate your commitment to society and the economy. Select this issue to consider how best to use targets in your business or to capture how you already do this effectively.

→ **Co-ordinate your sustainability activity** Completed
To demonstrate progress against targets outlined in your sustainability policy or strategy will require individuals across the business to co-ordinate efforts. Consider how best to do this across your business. This might be a sustainability working group consisting of representatives from across different departments, a network of champions supporting organisational efforts or with a dedicated sustainability team resourced to implement your plans.

**Evidence**
Katy Boom is Director of Sustainability at the University of Worcester, she has a small team of employees working with her. The University operates a Sustainability Strategy Group which meets on a regular basis throughout the year, the terms of reference are below: https://www.worcester.ac.uk/docume…

**2 We are keen to strengthen our commitment to carbon reduction in the light of the climate emergency**
The UK Government has legislated for 'net zero' greenhouse gas emissions to help halt climate change. Leading businesses are making their own commitments to achieving net-zero and making plans to reduce their carbon emissions. This is a complex and long-term ambition requiring appropriate planning and investment.

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### Understand the carbon impact of your business Completed
Understanding the carbon impacts of your business operations is an important first step in developing an action plan to help you manage and reduce them. Broadly this means looking at the energy you consume, travel and transport, waste production the type of catering you provide and the impact of the products you purchase. This activity is the first step in developing a carbon action plan. This survey developed by the University of Leicester is a useful way to identify the types of data you will need to gather and You can also use a carbon calculator tool such as this one from the Carbon trust

**Evidence**
Our sustainability targets have detailed different carbon impacts we have as a university. https://www.worcester.ac.uk/docume…. We look at all different areas of our impact and plan our targets to reduce our carbon impact across all significant emissions sources. We also have invested in 100 electric vehicle charging points at our Severn campus. The car park is used by the University community and is also open to the public

### Achieve carbon reduction certification (Carbon Trust Standard, Planet Mark or equivalent) Not started
It may be appropriate for your organisation to obtain certification that provides assurance in relation to your carbon reduction activities. Organisations, operations and products can all be certificated, consider which might be relevant to your context. The Carbon Trust might be a good place to start this exploration.

**Evidence**
We have signed up to the Race to Zero for Universities and Colleges (an official partner of Race to Zero). However, this not an official certification. We can look into getting certified.

### Consider carbon offsetting Not started
Important! It is best to look at carbon offsetting after you have reduced your carbon footprint as much as you can first. Carbon offset schemes allow individuals and companies to invest in environmental projects around the world in order to balance out their own carbon footprints. The projects are usually based in developing countries and often designed to reduce future emissions. However there are also options around offsetting projects locally to support the communities where you are based. For a fuller overview please see this briefing note NETpositive Futures has produced.

**Evidence**
The University of Worcester is still working on reducing its carbon footprint as much as possible prior to considering the use of Carbon offsetting. The University of Worcester is continuing to make progress in reducing the current footprint and have a target to get to net zero by 2030.

### Develop and implement a carbon action plan Completed
A carbon reduction plan will enable you to demonstrate your commitment to de-carbonisation and evidence that you are responding to the climate challenges in a focussed way. It will detail your key impact areas and detail your plans to reduce them. Use this editable template to get you started.

**Evidence**
We have a 10 year sustainability plan from 2020-2030. This includes a carbon action plan, as set out in the University's Sustainability Strategy: https://www.worcester.ac.uk/docume…. We have also set a range of carbon reduction targets, available from: https://www.worcester.ac.uk/docume…. Targets and progress towards them are reviewed annually.

### Develop a pathway to net-zero carbon Completed
A carbon reduction plan will enable you to demonstrate your commitment to de-carbonisation and evidence that you are responding to the climate challenges in a focussed way. It will detail your key impact areas and detail your plans to reduce them. Use this editable template to get you started.

**Evidence**
The university has it's own digital magazine created by staff and students at the university of Worcester. Here, the pathway to net-zero is discussed in detail. https://susthingsout.com/universit…. The pathway to net-zero can also be viewed in our sustainability strategy: https://www.worcester.ac.uk/docume….

**Generate your own energy** In progress
An increasing number of larger organisations are making commitments either to source 100% of their energy from renewables or to generate their own. Consider the feasibility of generating your own renewable energy

**Evidence**
We have installed Photovoltaic panels around the university which generates approximately 8% of the electricity we use. We also have solar thermal systems that supplements our gas usage across 15 of our student accommodation buildings.

**Provide carbon literacy training for staff** Completed
Changing staff behaviours is at the heart of reducing carbon emissions (particularly in the short-term). Providing meaningful training and support for staff so they can become carbon literate and understand carbon impacts as they relate to your organisation will help them take action. Many organisations are exploring the carbon literacy project as a way forward.

**Evidence**
We hold regular carbon literacy training. We have the training as part of our green week for everyone to attend as well as having regular staff development workshops.
https://susthingsout.com/carbon-li…

**Reduce your carbon footprint through food choices** In progress
The food we consume comes with a large carbon impact across the whole life cycle of our food, from ground to plate. Whilst we should not try to control the diet of our staff we can reduce the carbon footprint of the events we might host or on-site catering facilities. This might be as simple as providing meat free options or plant based meals. Have a look here for more information on the carbon impact of food The University Caterers Organisation (TUCO) has developed a free tool to calculate the greenhouse gas footprint of your menu choices.

**Evidence**
Our sustainability targets document outlines our path to reducing our carbon footprint through food choices. https://www.worcester.ac.uk/docume… We offer free drinking water throughout our campuses. We are proud to have achieved 3-star rating in 2019 and continued to be awarded it again in 2022, the highest rating possible. This covers all the food service provisions throughout the university and is valid until January 2024. This was awarded by Sustainable restaurants association. New initiatives on food waste for this year have been the introduction of Too Good to Go and Olio.

**Report against your carbon reduction commitments** Completed
Regular reporting of progress against carbon reduction commitments is recognised as good practice. This could include a mixture of progress against specific targets and case studies and examples of projects.

**Evidence**
We report yearly on our progress to our carbon reduction targets. https://www.worcester.ac.uk/docume…. This includes detailed data on Scope 1,2 and 3.

**3 We are keen to manage our response to the challenge of sustainability in a structured and transparent manner**
How an organisation manages its response to sustainability is an important indicator of its commitment. It also demonstrates an understanding of how sustainability interacts with core business practice. Governance structures need to include sustainability, which may require adapting them or even creating new ones. A well-developed governance structure usually makes it easier to set targets and report on and celebrate your sustainability activities.

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**Publicly report on your sustainability performance** Completed
Excellent businesses demonstrate appropriate governance and transparent reporting with a focus on impacts. Regular public reporting of your sustainability performance should be part of business-as-usual for larger organisations. Any public reports will carry more weight if they are externally verified or scrutinised. The GRI standards are seen as a gold standard in sustainability reporting requirements and may be worth a look

**Evidence**
The Sustainability Team regularly report on sustainability performance against the targets set. https://www.worcester.ac.uk/docume… The Sustainability team also communicate directly with the customers - our students via the dedicated website https://susthingsout.com/about-con…

**Complete a materiality analysis** Completed

A materiality assessment is a systematic review of your business impacts. It is generally considered a key activity in the development of a sustainability strategy and subsequent action or implementation planning. Consider including this as part of your sustainability reporting also.

**Evidence**

The Sustainability Strategy Committee has completed a materiality analysis to help identify the material aspects of the University which have the greatest societal impacts, a series of workshops have been carried out to help set and identify these https://www.worcester.ac.uk/discov… The University has undergone a review of all activities and completed an impact analysis for each category area in 2016, In 2018 a member of the procurement team has revisited the highest risk areas and completed an updated Impact analysis in these areas, identifying opportunities. All data is available on request.

**Ensure Board or senior leadership commitment to your sustainability activity** Completed

To successfully embed sustainability within an organisation requires high-level ownership and accountability for any targets that are set. Appointing a senior member of staff to be responsible for your approach to sustainability will encourage buy-in across the organisation, provide profile for related activity and ensure plans are developed and delivered in line with your existing business practices.

**Evidence**

Sustainability is embedded into the University of Worcesters strategic plan which originates from the Vice Chancellor and Chief Executive David Green https://www.worcester.ac.uk/about/… The Sustainability Strategy Committee is chaired by the Pro Vice Chancellor Research The Energy Committee is chaired by the Pro Vice Chancellor of Finance & Resources

**4 We are keen to communicate our environmental or sustainability commitments and performance**

Having sustainability policies and plans embedded within your business provides an opportunity for you to communicate your ambition and progress. This might help you demonstrate leadership in your sector, align with your customers' values or simply enhance your position in the marketplace. Select this issue to explore ways to communicate your sustainability journey or to share your existing good practice.

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**5 We have opportunity to enhance or support biodiversity**

Even the smallest sites can provide a home to wildlife and so taking opportunities to enhance habitats and consider the biodiversity on sites you directly manage is always worthwhile. Your operations might also impact on biodiversity more broadly through products you source and this should also be considered. Select this issue to explore actions to help you enhance biodiversity or to provide information about how you have already taken action in this area.

→

**Volunteer to support biodiversity in your local area** In progress

There may be opportunities to support local biodiversity or ecological restoration projects in the local area using staff volunteering initiatives. Consider how you can support staff to contribute to this type of project in your area.

**Evidence**

A key focus for the university will be developing the links with the Worcestershire Biodiversity Partnership that includes local government, statutory, voluntary and public bodies committed to working together to deliver the regional BAP.

**Enhance the biodiversity of the sites you manage** <span style="color:green">Completed</span>

Even the smallest site (including the garden of a humble home office) can offer refuge to wildlife. There are lots of resources available to help you start thinking about how best to encourage biodiversity but the Wildlife Trust is a great place to start. If you have large or multiple sites you could be providing both a habitat for wildlife and creating spaces that benefit the wellbeing of your staff, customers or visitors. There may also be compliance issues you should be aware of as a minimum. If you are developing plans for your business ensure they are aligned with regional or national Biodiversity Action Planning initiatives that may be in place.

**Evidence**

Included in our Biodiversity strategy (https://www.worcester.ac.uk/docume…) is detailed habitats and species at our different sites. Our main site, St john's, includes 11 types of trees, 5 species of hedgerow, 2 ponds that provide a habitat for various species, conservation area, wildflower area as well as 'the secret garden' which includes a variety of fruit trees, 'insect hotels', log piles and compost heaps. Our other sites vary in size and opportunities for biodiversity. However, there are a variety of trees, hedgerows, shrubs, ducks, swans, moorhen. our lakeside campus had had a forest school and bushcraft area created, including planning 450 trees!