# The Whitechapel Centre
## Environmental and Social Responsibility Policy

The Whitechapel Centre acknowledges the relationship between the climate and environmental crises, and their enduring impact on the physical and social conditions affecting homelessness. As such, we recognise our responsibility to reduce our carbon and environmental footprint and endeavour to be an environmentally responsible charity. This document sets out our statement of commitment, and should also serve as guidance for new and existing staff.

We understand that the way we run our charity has the potential to affect the communities in which we work, and our aim is to operate as a socially and environmentally responsible business. We are committed to acting responsibly in all areas, including human rights, labour, environment, and anti-corruption. We are committed to providing a quality service in a manner that both ensures a safe and healthy workplace for our employees and those who access our services, and minimises our potential impact on the environment

The policy and its specific objectives and targets will be periodically reviewed by the management, staff, and service users of The Whitechapel Centre. All staff are required to comply with this policy and to share responsibility for our performance in implementing it.

We will:

- As a minimum, comply with the requirements of relevant legislation.
- Integrate the consideration of environmental and social responsibility into all of our decision making and activities.
- Strive to find a balance between the financial sustainability of The Whitechapel Centre as a business and our wider responsibilities.
- Be committed to honesty, transparency, and upholding the highest moral and ethical standards in all our transactions.
- Train, educate, and inform our employees and service users about environmental issues and encourage them to work and conduct themselves in an environmentally responsible manner.
- Reduce waste through re-use and recycling, and by purchasing recycled, recyclable or re-furbished products and materials where these alternatives are available, economical and suitable.
- Promote efficient use of materials and resources throughout our facilities including water, electricity, raw materials and other resources, particularly those that are non-renewable.
- Purchase and use environmentally responsible products and seek out substitutes for hazardous materials and products wherever possible in order to protect human health and the environment.
- Communicate our environmental commitment to our stakeholders and the public and encourage them to support it.
- Strive to continually improve our environmental performance and minimise the social impact and damage of activities by periodically reviewing our environmental policy in light of our current and planned future activities.
- Address the needs and aspirations of staff through the continuing development of inclusion, work-life balance and health and wellbeing policies and initiatives.
- Further develop environmental management practices that minimize waste and maximise efficiencies.
- Be a good neighbour in the communities we serve.

Signature of person responsible for policy:-

| | | | |
|---|---|---|---|
| (print name) | David Carter | (position) | Chief Executive Officer |
| (signature) | | (date) | 13/10/25 |

## Organisation and Arrangements for Implementing the Policy

Many environmental issues, including the handling of substances hazardous to health and sharps disposal, are of additional concern owing to their health and safety implications and are already the subject of arrangements made under the company's Health and Safety Policy. Where appropriate, joint environmental and health and safety arrangements will be agreed.

In order to implement the company's Environmental and Social Responsibility Policy, The Whitechapel Centre has established clear lines of responsibility as follows:

The Chief Executive Officer has overall responsibility for environmental and social responsibility affairs. As Company Secretary, he has responsibility for the organisation's administrative function, and therefore the environmental impact of the company's corporate services, and the management and development of its estate. He will share with his board responsibility for company strategy, operation and management, and the management of risks to health and safety throughout the company. This involves:

• Formulation of environmental and social responsibility policies and accompanying guidance;

• Ensuring the full implementation of the Environmental Policy by means of monitoring and audit;

• Taking appropriate action where standards are not being met;

• Regularly reviewing the effectiveness of existing policies.

Business Services are required to make arrangements for promoting environmental awareness and dealing with environmental impacts encountered within their sphere of activities. The structure of the organisation, including policy on procurement of goods and services, water and energy use, and therefore the organisation's impact on the environment, in most cases, comes under the responsibility of the Business Services Manager.

The Administration Manager under the authority of the Business Services Manager, is responsible for the maintenance of premises and is also responsible for the supply and distribution of water, electricity, and gas including monitoring consumption and expenditure, waste management and recycling initiatives, procurement, and commercial contractual issues.

All managers are responsible for ensuring that risks to the environment arising from the company's activities are properly identified and controlled in conformity with this policy. Senior Managers are further responsible for promoting environmental and social responsibility awareness and good practice. In particular, they must ensure that:

• Environmental issues are included in appropriate local policies that are disseminated to staff or service users.

• Consideration is given to the environmental impact of all activities under their control and that, where required, an environmental/social responsibility impact assessment is carried out and appropriate action taken to eliminate or control any negative impact - in particular, with regards to minimising waste, minimising energy use, and considering the impact of purchases.

• Ensure there is effective consultation and co-operation with staff and service users within their service and arrangements exist for raising environmental matters.

• Suitable monitoring and review arrangements are maintained which ensure adherence to company environmental and social responsibility requirements.

All staff and volunteers have, at all times, a duty to conduct themselves and to do their work in such a manner as to safeguard the environment. Individuals have a duty to co-operate with the company in complying with policy requirements that relate to their activities and actions and a duty to report incidents that may cause harm to the environment.

## Implementation & Action plan

| Key Area | Objective | Action | Lead | Deadline |
|---|---|---|---|---|
| Being a good employer and promoting diversity | Promote a safe and healthy workplace | 1. Continue to conduct biannual staff survey on the workplace, and annual HSE stress survey to provide staff a confidential forum to raise issues and allow management to identify and address any areas of concern and ensure we are fostering a workplace that is inclusive, collaborative and free from discrimination, bullying and harassment. Run awareness campaign to increase return rate of surveys. Involve Trustees to ensure message reaches all areas of the organisation and staff feel confident their words and opinions are heard.<br>2. Increase use of Sovereign Health scheme to aid in reducing sickness absence and encourage staff to take a proactive approach to their health. Raise awareness of what the Sovereign Health scheme can be used for. Promote via intranet landing page<br>3. Maintain IiP gold standard.<br>4. Continue to take our stance against the use of slave, illegal child or forced labour (including human trafficking) and record the actions we have taken to avoid this, in our Statement on Modern Slavery and Human Trafficking.<br>5. Review induction process to ensure all new staff are made aware of our core values of being accountable, inclusive, person-centred, innovative, community-driven, and passionate during their induction and how they are a central part of how we operate.<br>6. Embed our core values in to all our working practices and are ensure they are used as guidance inside discussions in staff supervisions. | JB<br>JB<br>JB<br>JB<br>JB<br>SMT | Nov 26<br>Nov 26<br>Ongoing<br>Nov 25 |
| Staff and Service user involvement and education | Include staff and service users in improving and reviewing our environmental impact | 1. Promote staff suggestion scheme to enable staff to identify and propose efficiency savings and improvements in working practices or propose new environmental initiatives.<br>2. Actively seek out service user input and involvement in how we can reduce our environmental impact via groups such as our LEN (Lived Experience Network) group.<br>3. Ensure environmental issues and initiatives are included in the service user education sessions delivered by our MEP (Meaningful Engagement Project) team and within our various hostels.<br>4. Provide & promote confidential channels for staff and clients to report concerns via our complaints or whistleblowing policies.<br>5. Increase information on intranet landing page to promote initiatives & publicise suggestion schemes etc<br>6. Implement Service user feedback & suggestion scheme to provide easy channels for client feedback.<br>7. Create & circulate specific survey to staff to gather input in to improving organisational environmental impact & potential improvements. | JB<br>DR<br>HR<br>JB<br>DS<br>RM<br>DS | Dec 26<br>Dec 26<br>Dec 26<br>Jan 26<br>ongoing<br>Oct 25<br>June 26 |

| | | | | |
|---|---|---|---|---|
| Waste | To reduce the amount of waste The Whitechapel Centre transfers to landfill and to increase the proportion of waste that is re-used and recycled | 1. Actively use 2nd user office equipment, stationery and IT equipment whenever possible to minimise items being sent to landfill.<br>2. Distribute surplus/ unneeded food to service users in need to minimise the quantity any donated items being thrown out.<br>3. Minimise the volume of unneeded clothing donations going to landfill by maximising what is directed to Roberts Recycling & being given directly to clients.<br>4. Increase Fill-a-bag evenings & include Waterloo to maximise surplus donated clothing being redirected away from landfill & compliment the Roberts recycling process.<br>5. Source reputable IT equipment collection agency to ensure redundant IT equipment securely collected and correctly disposed of or recycled.<br>6. Old mobile phones reset and given to clients where possible.<br>7. Actively promote recycling at all sites and via the MEP team. Promote the recycling message with service users through activities and education. | DS<br>RM<br>RM<br>RM<br>DS<br>DS<br>HR | Ongoing<br>Ongoing<br><br>Feb 26<br>Dec 25<br><br>ongoing |
| | Reduce the amount of paper used in the office | 1. All e-mail leaving The Whitechapel Centre has footer included with our environment statement on encouraging the recipient to consider the environment and not to print it out – ensure added to new email system.<br>2. Work towards paperless processes. Audit paper trails to see where they can be changed or switched to electronic systems.<br>3. All network printers have a print and hold capability to prevent unnecessary prints/ errors being printed out – governed by central server policies, ensure GPOs are transferred to new servers<br>4. Identify any printers with excessive print volumes and address processes and/or staff working practices. Reduce printers available at each site. Where printers needed ensure modern, energy efficient & toner efficient.<br>5. Confidential shredding processed and recycled by official supplier. | DS<br>DS<br>DS<br>DS | Oct 25<br>Jan 27<br>Apr 26<br>Apr 26 |
| | Bring Whitechapel Centre sites in line with new recycling legislation | 1. Investigate the feasibility of waste separation on site to reduce reliance on Gaskells off site separation processes & increase recycling proportions at all Whitechapel sites as appropriate in line with new legislation.<br>2. Investigate feasibility of food waste recycling at Aigburth Drive. | DS<br>DS | Apr 26 |
| Energy & water | Continue to reduce electricity consumption by following and improving the conservation measures already in place. | 1. Ensure any timer switches are correctly programmed<br>2. Friary House: Investigate feasibility of installing secondary glazing or upgraded sash windows to help prevent heat loss through old ill fitting single glazed windows.<br>3. Encourage staff to switch off their lights and equipment not in use during the day whenever they leave their office for any length of time.<br>4. Change all existing light fittings to LED fittings on a rolling programme in sites where we have maintenance responsibilities. | DS | Mar 27 |

| | | | | |
|---|---|---|---|---|
| | | 5. As far as possible appoint energy suppliers using renewable energies.<br>6. Closely monitor all energy contracts to ensure excessive usage can be identified early and addressed.<br>7. Investigate alternatives for replacement of immersion heater at Langsdale St & Friary House. | | |
| Travel | To contribute to an increase in sustainable travel, both for commuting and business. | 1. Encourage staff to plan visits over geographical areas to minimise the distance travelled between visits and over each week.<br>2. Promote flexible remote working practices to minimise unnecessary travel in between appointments.<br>3. Improve IT provision to support more efficient working practices in terms of travel.<br>4. Improve bike facilities at all sites where possible by installing bike racks and shelters<br>5. Promote interest free staff loans for the purchase of bicycles.<br>6. Promote the use of public transport as far as possible<br>7. Where it is not feasible for staff to give up the car for commuting encourage eco-driving techniques to reduce fuel consumption. Awareness campaign to be rolled out via intranet<br>8. Encourage staff to consider whether their journey to work or any journey they have to make on behalf of The Whitechapel Centre could be undertaken by bus, cycle or foot. | SMT<br><br>SMT<br>DS<br>DS<br>DS<br>DS<br>DS<br>DS<br><br>DS | |
| Community | To be a good neighbour in the communities we serve | 1. Ensure our service users respect our/ their neighbours and understand the concept of being a good neighbour and being part of the wider community, and to ensure this is integrated into the ethos and education of our clients.<br>2. Ensure our neighbours are invited to attend any relevant open day help gain insight into our work and aid mutual understanding between our service users and our neighbours.<br>3. Attend community events and meetings to allow feedback and to ensure close partnership working.<br>4. Encourage partnership working by providing volunteer opportunities to corporate supporters. | SMT | ongoing |
| Environment | Carbon Emissions | 1. Investigate and implement carbon emission tool kit in order to identify target areas<br>2. Identify & agree target date to achieve Net Zero. | DS | Apr 26 |

## Record of achievement

| Key Area | | Achievement | Plan to maintain and develop |
|---|---|---|---|
| Being a good employer and promoting diversity | Promote a safe and healthy workplace | 1. Conduct biannual staff survey on the workplace, and annual HSE stress survey to provide staff a confidential forum to raise issues and allow management to identify and address any areas of concern and ensure we are fostering a workplace that is inclusive, collaborative and free from discrimination, bullying and harassment.<br>2. Increase use of Sovereign Health scheme to aid in reducing sickness absence and encourage staff to take a proactive approach to their health. Raise awareness of what the Sovereign Health scheme can be used for.<br>3. Maintain IiP gold standard.<br>4. All our permanent staff are paid at or above the National Minimum/Real Living wage.<br>5. Statement on Modern Slavery and Human Trafficking created and implemented.<br>6. The Whitechapel Centre core values revised and awareness campaign carried out.<br>7. Healthy workplace charter award achieved. | Implement robust process to ensure survey is conducted biannually & results are fed back and implemented as appropriate. |
| Staff and Service user involvement and education | | 1. Service users actively involved in fundraising activities<br>2. Gardening offered as an activity at Langsdale St and via the Meaningful Engagement Project.<br>3. Cycling offered as an activity during the summer months.<br>4. Cooking offered via MEP team to promote use of donated food. | Review MEP team education programme. |
| Waste | | 1. As far as possible old mobile phones are reused and given to service users in need, if unusable they are sent away for recycling via reputable IT waste handling service.<br>2. Poly cups no longer in general use. All staff have supplied own mugs. Outreach now use paper cups for clients. | Business Services volunteers to reset all donated phones as they arrive. Any unsuitable to be sent to IT recycling.<br>Policy of zero poly cups. |

| | | | |
|---|---|---|---|
| | | 3. All existing network printers have the facility to print double sided and 2 sheets to a page. System defaults to double sided.<br><br>4. Waste paper is recycled along with Whitechapel Centre's general waste using a waste contractor with a state of the art Materials Recycling Facility to maximise recycling and minimise waste going to landfill.<br><br>5. Confidential shredding processed by PHS Datashred is recycled. PHS have a full environmental statement & policy.<br><br>6. Appoint recycling contractor to collect surplus and unusable clothing & bedding.<br><br>7. Regular Fill-a-bag evenings run via Allerton Road shop ensuring surplus donated clothing does not go to landfill & compliments the Roberts recycling process. | All printer drivers set across printers on all sites. Ensure this is set in IT Group Policies.<br><br>Continue to use PHS datashred.<br><br>Roberts recycling appointed to collect clothing, bedding etc. Blackstock & 2x shops under the contract.<br><br>Regular evenings run at Leaf. |
| Energy & Water | Electricity & Gas | 1. New timer switches installed on boilers to enable accurate programming and control to minimise boilers being on unnecessarily.<br>2. Awareness campaign rolled out to remind staff to power off sockets<br>3. Langsdale:<br>a. Secondary Glazing installed at Langsdale Street to minimise heat loss through original sash windows.<br>b. Energy efficient hand driers installed<br>c. LED lighting installed<br>d. All external lighting is on sensor switches and only switch on when needed<br>e. Old inefficient central heating boiler retired and replaced with modern combi boiler.<br>f. Building closing procedure implemented to ensure all lights and supplementary heaters are switched off when offices and building is vacated.<br><br>4. Friary –<br>a. Roof top skylight & roof access insulated to prevent heat loss. | JJ Kelly appointed to ensure site maintained. |

| | | | |
|---|---|---|---|
| | | b. Energy efficient hand driers installed<br>c. Fluorescent lights replaced with LED lighting wherever possible<br>d. All external lighting is on sensor switches and only switch on when needed<br>e. Building closing procedure implemented to ensure all lights and supplementary heaters are switched off when offices and building is vacated. | |
| | Water | 1. Devices installed in all toilet cisterns where suitable to reduce the volume of water used in each flush.<br>2. Device installed in urinal to reduce the amount of water and cleaning detergent used each day.<br>3. Taps with auto shut off installed at Langsdale Street. | Ensure this remains in Cathedral Hygiene contract. |
| Travel | | 1. New bike shelter installed at Friary House<br>2. Secure bike locks installed at Langsdale St<br>3. A cycle mileage rate of 18p per mile is offered as well as a bike scheme. | 2020<br>Aug 25 |
| Community | | 1. Integration into the community to be part of support planning of each service user as appropriate.<br>2. Allotment created and managed by MEP team to promote health, community & environment to clients. | Ongoing<br>Allotment visits included in MEP activity programme |