

Eco-Audit Report



ETNA Community Centre

13 Rosslyn Road,
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Report Details

Client	ETNA Community Centre
Report Title	Eco-Audit Report
Site Address	13 Rosslyn Road, Twickenham, London, TW1 2AR
Project Number	23920

Document Control

Issue	Issue Date
Version 1.0	24/09/2024

Funded by:



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Executive Summary

Organisation Details

ETNA was set up in 1985 by residents to improve community life for everyone who lives/works locally. Today it continues to provide space for all members of the community to meet, whatever their age, gender, politics, or religion.

Scope of the Eco-Audit

This report was prepared to provide ETNA Community Centre with an environmental review of the facilities and operations and to make suggestions for improvements and outreach. This report is structured thematically according to the following aspects:

- Policies
- Energy
- Waste
- Water
- Health and Wellbeing

In each section, a description of current performance is given alongside recommendations and next steps for implementation and improvement of the environmental organisational performance. Each section refers to the Sustainable Development Goals (SDG) in Appendix C – Sustainable Development Goals. The figures below demonstrate which SDGs ETNA Community Centre is currently fulfilling.



Additionally, appendices are provided to widen general environmental aspirations and provide context to the report.

1 Context of the Organisation

ETNA Community Centre is a friendly neighbourhood hub, that offers a cosy space in TW1 where people from all walks of life can gather, socialise, and build connections. They are all about creating a warm and welcoming space where people of all ages and backgrounds can come together and connect.

Their journey began in 1985, and since 2016 They've been commissioned by The Borough of Richmond Upon Thames Council to serve our community. With a secure 25-year lease running until 2048, they're here for future generations.

Open 7 days a week, 365 days a year, over 1,300 people come through the doors on a weekly basis to take part in an extensive range of activities, including regular classes, workshops, and one-off events, in subjects as diverse as Art and Zumba (and everything in between). They are also home to a bustling nursery pre-school and charitable offices.

ETNA stands for 'East Twickenham Neighbourhood Association'. They provide top-notch facilities that enhance community life and make a positive impact on the lives of their residents. They listen closely to their diverse community's needs and work together with them to make it happen. They're proud to be a hub of excellence for local charities and organisations, helping them grow and serve our community better.

To make all this possible they:

- Take care of their beautiful Victorian building and make sure their Centre is easily accessible to everyone.
- Forge strong partnerships with their current users and reach out to new faces and groups in the neighbourhood.
- Encourage fresh initiatives and support them through marketing, local know-how, and special start-up rates.

Progress towards sustainability

ETNA Community Centre is deeply committed to aligning their organisational efforts with the growing awareness of environmental impact. Demonstrating their commitment to the wider

community and sustainability, they recognise the importance of their actions in shaping the future for generations to come. Their staff is equally eager to become more environmentally conscious and to promote sustainability within the organization and align with the relevant Sustainable Development Goals (SDGs).

This organisation has an Environmental Policy; however, they have expressed that it is outdated and needs to be reviewed. Having these commitments and a specific policy achieve Sustainable Development Goal (SDG) 3.

During the site visit, the centre communicated that they do initially try to procure goods and services from local businesses to support the community and to save on emissions from having supplies delivered or suppliers travelling to their site. This aligns with SDG 12.

To encourage sustainable consumption patterns, ETNA Community Centre makes some effort to separate their general recycling and food from their general waste and have aligned with a waste supplier who is passionate about ensuring a high level of recycling. Furthermore, they have a cold and new hot composter for food waste to reduce the amount that must go offsite and to make their own fertiliser and donate unwanted items to The Richmond Furniture Schemes and buy from second-hand furniture sites wherever possible. By taking responsibility of their waste and lowering their consumption and waste generation aligns with SDGs 12, 13, and 15.

ETNA Community Centre is on their way to becoming more energy-efficient and is interested in becoming a clean energy organisation. The lights are a mix of old, inefficient fluorescent bulbs and newer LED fittings. Appropriate lights (e.g., corridors) have been fixed with PIR sensors to ensure that lights are not on when not in use which decreases energy consumption. The building has double-glazed windows throughout as well rooflights in the offices which were built in 2020 and therefore are well-insulated. In addition, they have installed Quooker hot water taps to reduce kettle usage. These aspects align with SDG 7, as there is an improved energy efficiency and reduction of energy consumption.

ETNA Community Centre have efficient sanitaryware to reduce water consumption. They have also disabled the irrigation system temporarily in the front garden which indicates a good control of water consumption. Efforts to conserve water and consume it responsibly align with SDG 6.

The organisation partners with The Real Junk Food Project (TRJFP) who runs a surplus food café three times a week which saves tonnes of food, whilst providing the local community with pay as you feel healthy meals. This initiative aligns with SDG 2, 3, 12, 13, and 15.

A sensory garden was created in 2021 to provide more biodiversity to their front area, removing tarmac and adding porous surfaces instead. This created a space for local residents to sit and relax and aligns with SDG 3 and 15.

The organisation has focused specifically on increasing the accessibility of their facilities (such as a step-free access kitchen and dining extension and an accessible sensory garden) to ensure all members of their community can attend activities hosted in the various rooms. This aligns with SDG 3 as the health and wellbeing of all are encouraged as well as SDG 10 as equal access for all is assured.

ETNA Community Centre encourages green travel by providing bike racks and the majority of their staff, volunteers, and visitors actively travel to the site (e.g., walking or cycling) or utilise public transport.

This Eco-Audit will assist with improving ETNA Community Centre's sustainable practices and policies and further incorporate them into its culture, operations, and projects. This report has given specific attention to the following issues:

- Establishing their current sustainability measures and recommending additional ones;
- Providing insight into becoming net zero and decreasing reliance on the national grid; and
- Embedding sustainable behaviours in staff and visitors.

Please refer to Section 7 of this report for a summary of recommendations that they are encouraged to apply for in the capital funding process. Appendix H presents the organisation highlights.

2 Policies

An Environmental Policy is the commitment that an organisation makes to improve its environmental performance and minimise their environmental impacts.

Green or sustainable procurement is the purchase of goods, services, and works that have a reduced environmental impact, (e.g., recycled paper), or direct positive benefit, such as organic and Fairtrade.

A Human Rights Policy shows a commitment to being a responsible organisation that ensure all people are treated with dignity, respect, equality, and fairness.

it is old and needs to be updated. This policy outlines ETNA Community Centre's commitment to continual improvement in environmental performance and compliance with all environmental legislation, regulations, and relevant codes of practice. It includes actions such as making efficient use of natural resources by conserving energy and water, minimising waste, and recycling where possible, and keeping transport use to a minimum.

By having a fully developed, up-to-date Environmental Policy, ETNA Community Centre will consciously reduce their impact on the environment aligning themselves with Sustainable Development Goal (SDG) 13 and acting against climate change.



Sustainable procurement is the acquisition of goods and services for the fulfilment of company needs and supply chain executed in an environmentally friendly manner.

During the site visit, the centre communicated that they do initially try to procure goods and services from local businesses to support the community and to save on emissions from having supplies delivered or suppliers travelling to their site; however, they do have majority of their supplies delivered from conventional online companies.

The organisation is encouraged to develop a Sustainable Procurement Policy that can be used when procuring a new good or service and to evaluate their existing supply chain. Please refer to Appendix D – Sustainable Procurement Key Information and **Checklist** for further information.



By establishing sustainable consumption and production patterns ETNA Community Centre will be achieving SDG 12 which encourages organisations to adopt sustainable practices.



In addition to an Environmental Policy, ETNA Community Centre has a Diversity and Equal Opportunities Policy and Business Ethics & Anti-bribery Policy which indicates a good governance structure and consideration and inclusion of members of the community and among staff and other key stakeholders. In addition to promoting good governance, these policies also align with SDG16.

Please refer to the table below for recommendations on sustainable and ethical policies for ETNA Community Centre.

Table 1: Policy Recommendations and Further Action.

Recommendations	Details	Impact
<p>Environmental policy – review and publish.</p>	<p>The Environmental Policy should be reviewed annually, improved, and thereafter published on the charity’s website. They should also consider measuring their progress against the original targets and revise them to ensure continuous improvement.</p> <p>Sustain Quality will review the existing policy and provide a template for its development.</p>	<p>High</p>
<p>Develop a Sustainable Procurement Policy for new goods or services.</p>	<p>It is essential to ensure the purchase of certified items, such as FSC paper/timber or Fairtrade tea/coffee etc.</p> <p>ETNA Community Centre is encouraged to establish a formal framework for sustainable procurement through the development of a Sustainable Procurement Policy. This policy can also keep track of various suppliers and prompt thinking regarding the ethics of usually suppliers.</p> <p>Sustain Quality will develop a policy.</p>	<p>Medium</p>

3 Energy

The growing demand for energy, coupled with the high levels of carbon emissions from traditional energy sources, represents an urgent environmental challenge that requires urgent action.

ETNA Community Centre has double-glazed windows throughout their building. The office extension is well-insulated as it was recently built; however, the flat roof above the hall or nursery is very poorly insulated as well as the loft area.

LED lighting has been installed in the majority of the rooms except for two rooms that still have hanging fluorescent lights. Majority of the relevant lights (bathrooms, corridors, and storage cupboards) have sensors fitted to them to ensure lights are not left on when not in use and consume energy unnecessarily and the garden lights are on a daylight timer for the same reason.

They are encouraged to fit these sensors on the lights in the common area at the top of the stairs of the main building as well as on the lights for the external front door and remaining storage cupboards.



Figure 1: (A) Double-glazed windows throughout the building (B) Poorly-insulated flat roof over the hall. (C) LED light fittings. (D) Old, fluorescent lighting.

There is a commercial gas boiler heating system throughout the building that is not zoned and on a timer system when needed during the colder months. Individual radiators are present in each room with individual thermostats, and some are in cupboards to reduce people frequently adjusting the temperature.

ETNA Community Centre is encouraged to invest in a Building Management System that will divide the rooms into zones and efficiently heat all necessary spaces whilst ensuring those not in use are not being heated unnecessarily.

ETNA Community Centre has a larger kitchen used to prepare occasional meals and a smaller kitchen upstairs used for other organisations to prepare tea, coffee etc.

There are smaller appliances (e.g., kettle and microwave etc.) as well as larger appliances such as the hobs and ovens. They are encouraged to ensure that any new appliances purchased are energy efficient. More details about sustainable procurement can be found in Appendix D.



Figure 2: (A) and (B) Heating system. (D) and (C) Examples of the radiators throughout the building.

ETNA Community Centre are encouraged to investigate the addition of solar panels on their roof to power lighting, appliances etc.

The charity is encouraged to develop their heating system to be connected to the solar panel energy (e.g., replace gas boilers with electric alternatives) and/or to be eventually connected to air source heat pumps (ASHPs). This is a practical step toward achieving more sustainable and environmentally friendly energy practices.



The centre is interested in becoming a more energy-efficient organisation and have already shown this commitment through the replacement of a large portion of old lights with LED bulbs, double-glazing and their interest in installing solar panels. These actions align with Sustainable Development Goal (SDG) 7 and further alignment can be reached should the centre follow the recommendations summarised within this report and in the table below.

Table 2: Energy Recommendations and Further Action

Recommendations	Detail	Impact
Increase loft and flat roof insulation.	During the site visit, it was communicated that there is minimal insulation in the flat roof over the hall. By installing insulation external insulation, energy efficiency will be increased, and energy consumption decreased when heating the buildings.	High
Install LED bulbs throughout all areas.	Not all bulbs are efficient; to reduce energy consumption from lighting ETNA Community Centre is recommended to replace all old bulbs with LED.	Medium
Ensure all appropriate lights have PIR sensors.	Majority of the appropriate bulbs have PIR sensors and so the centre is encouraged to implement these sensors on all appropriate lights (e.g., upstairs foyer light etc.).	Low
Consider installing solar panels.	These technologies could be implemented. The energy generated could be used for powering lights, appliances, electric heating system etc.	High
Phase out non-renewable heating sources.	ETNA Community Centre can investigate transitioning gas boiler heating systems and associated infrastructure to heat pumps to stop the consumption of gas. Electric radiators and boilers can use energy from solar panels or a green tariff.	High

4 Waste

Increasing levels of waste generation represent a critical environmental problem, putting pressure on ecosystems, polluting land, water, and air, and requiring urgent action to promote effective waste management and reduction strategies.

ETNA Community Centre has segregated recycling bins throughout most common areas and collect food waste in the relevant areas that is either sent away with their waste supplier to be composted or to their own composting facilities. In addition, all garden waste is collected by the council. These measures ensure that the centre is aligning with the Waste Hierarchy, highlighted in Appendix E – The Waste Hierarchy.



Figure 3: (A) Cold composter. (B) Hot composter. (C) Examples of the segregated waste bins distributed throughout the site.

At present, the centre does not measure how much of their waste goes to composting or green waste goes to the council. They are therefore encouraged to do so. A template that they could use is provided in Appendix F – Waste Monitoring Spreadsheet.

During the site visit, the centre communicated they could possibly be overfilling the hot composter and so they are encouraged to investigate installing an additional one.

In the bathrooms, there are paper towels in addition to electric hand driers. To avoid this source of waste, ETNA Community Centre is encouraged to remove this resource from bathrooms.



By reducing waste generation, we promote resource efficiency and reduce waste, in line with SDG 12. Additionally, it aids in the preservation of land and wildlife

by minimizing pollution either generated in landfills or in the emissions generated through combustion, in accordance with SDGs 13 and 15.

The table below summarises recommendations for ETNA Community Centre to reduce waste generation.

Table 3: Waste Management Recommendations and Further Action

Recommendations	Detail	Impact
Begin to measure all waste sent to composting and to green waste collections.	<p>At present, this centre does not measure the amount of waste going towards composting and green waste collections.</p> <p>To ensure they account for the impact of these activities they are encouraged to start measuring the waste associated with these disposal methods.</p>	Low
Remove paper towels from bathrooms.	<p>At present, the centre offers paper towels for hand drying. Electric hand driers are already present in all bathrooms and so they are encouraged to remove these towels from bathrooms.</p>	Medium/
Purchase an additional hot composter.	<p>An additional hot composter will reduce waste that will need to be transported to be composted elsewhere. It will also avoid the existing hot composter being overfilled.</p>	High

5 Water

High consumption of water in business can lead to increased carbon emissions due to the energy required to pump, treat, and transport the water. In addition, wastewater treatment can release greenhouse gases if not managed properly.

The organisation has multiple bathrooms located within their building with the sanitaryware being efficient and recently replaced (e.g., toilets have dual flush options).



Figure 4: Sanitaryware present throughout the building.

There is an irrigation system installed in the front garden; however, during the site visit the centre communicated that it is currently switched off as it has not been needed because of increased rainfall. ETNA Community Centre are encouraged to install a water butt to collect rainwater and use this for irrigation as opposed to depending on water from the mains.



By reducing water consumption, we promote sustainable management of water resources which ensures that safe drinking water and sanitation facilities are provided to everyone. This aligns with Sustainable Development Goal (SDG) 6.

The table below presents the next steps and any recommended actions regarding water efficiency.

Table 4: Water Efficiency and Access Recommendations and Further Action

Recommendations	Detail	Impact
Install a water butt.	To reduce their reliance on water from the mains to water the front garden, ETNA Community Centre could purchase a water butt to collect rainwater and use this resource instead.	Medium

6 Health and Well-being

Health and well-being are not just the absence of disease or illness, but a complex combination of a person's physical, mental, emotional, and social health factors. Well-being is strongly linked to happiness and life satisfaction.

ETNA Community Centre is actively looking for options on how to improve the health and well-being of its members, staff, and community partners. This is evident in the activities they carry out and the facilities they create and maintain.

A further example of the centre's commitment to improving the lives of their community is the recent improvements to the accessibility of their building. They have installed a ramp at the front of the centre as well as a passenger lift.



Figure 5: (A) Passenger lift to the back of the building to allow disability access to the parking lot. (B) Accessibly ramp at the front of the property.

The large windows in most spaces and the rooflights over the kitchen and dining area create a light, peaceful, and well-decorated atmosphere. According to the WELL Standard for buildings (Appendix H – Well Building Certification) this ensures that the spaces around us can make everyone, everywhere, healthier, happier, and more productive.

Biophilia, daylight, air quality, and thermal comfort are important factors of well-being within a space; please refer Appendix G – Biophilic Design & Wellbeing for more information on biophilic design.

This can be increased by having indoor plants in the indoor spaces of the centre; Appendix I – NASA Indoor Plant List provides a list of indoor plants.



Figure 6: Accessible sensory garden at the front of the centre.

There is an accessible sensory garden at the front of the centre that promotes biodiversity as well as creates a welcoming green space for members of the community to sit and relax in. This aligns with SDG 3, 10, and 15.

One of the primary aims of this organisation is to create spaces for inclusive activities and the enrichment of the community and so they are actively improving upon the health and wellbeing of those that have access to these spaces.

This aligns with Sustainable Development Goal (SDG) 3 as it is promoting the well-being of the community by having access to social groups and forms of exercise. By ensuring all members of the community can access activities, resources, and support, ETNA Community Centre aligns with SDG 10.

The organisation partners with The Real Junk Food Project (TRJFP) who runs a surplus food café three times a week which saves tonnes of food, whilst providing the local community with pay as you feel healthy meals. This initiative aligns with SDG 2, 3, 12, 13, and 15.



The table below presents the next steps and any recommended actions regarding health and well-being.

Table 5: Health and Wellbeing Recommendations and Further Action

Recommendations	Detail	Impact
Implement indoor plants throughout all indoor space.	Biophilic elements can be incorporated into spaces of the centre to improve the overall health and wellbeing on those utilising these spaces.	High

7 Funding Opportunity for the ETNA Community Centre

ETNA Community Centre is encouraged to apply for funding for projects that will reduce their carbon emissions and lower their impact on the environment.

One such fund that can be investigated is the Capital Works Fund from the City Bridge Foundation. For further information and to check eligibility for the fund and the application process please find this [link](#).



By ensuring resilient infrastructure, promoting inclusive and sustainable industrialisation, fostering innovation, and making cities and human settlements inclusive, safe, resilient, and sustainable through continual improvements, ETNA Community Centre will align with Sustainable Development Goals (SDGs) 9 and 11.

Table 6: Projects ETNA Community Centre is recommended to request funding for in decreasing priority.

Priority	Project	Brief Description
1	Replacement of all bulbs with LED.	LED bulbs consume approximately 75% less energy on average compared to a standard fluorescent bulb.
2	Installation of PIR sensors on relevant lights.	There are still a few appropriate lights at the centre that could be fixed with a PIR sensor which avoids leaving these lights on when not in use.
3	Insulation in the loft and flat roof.	Increased insulation will conserve heat and reduce energy consumption.
4	Installation of solar panels.	Solar panels will reduce this organisation's impact on the environment by producing a renewable source of electricity.
5	Renewable heating system.	Phasing out gas in the main building and using a renewable source of heating will ensure the organisation is in line with achieving net zero.

Developing ETNA Community Centre to the Next Level

ETNA Community Centre is committed to increasing the health and well-being of staff, members and the local community and network of similar organisations.

As an influential local institution with strong environmental credentials, this charity could take the next steps and elevate its organisation to become a beacon for other local institutions to aspire to and emulate. The action plan (Appendix B – Action Plan) presents actions that will enable them to foster sustainable practices.

This report, with its limitations in Appendix A – Limitations, shows that the centre is aware of its role regarding sustainable practices and recommends this is made public by including environmental sections in its annual report. It also recommends implementing target-based environmental challenges and asking suppliers to provide sustainable options and to have a procurement policy in place. After the implementation of these recommendations, ETNA Community Centre will fully fulfil the following Sustainable Development Goals (SDGs).



By reviewing and publishing a comprehensive Environmental Policy and ensuring ethical procurement and maintaining environmental practices alongside careful management of their data, this organisation would act as an exemplar for the whole community the organisation serve.

ETNA Community Centre takes proactive towards improving health and well-being and the environmental impact of the organisational operations and management. Therefore, ETNA Community Centre actively supports the SDGs (Appendix C – Sustainable Development Goals).

Appendix A – Limitations

The recommendations contained in this Report represent Sustain Quality's professional opinions, based upon the information listed in the Report, exercising the duty of care required of an experienced Environmental Consultant. Sustain Quality does not warrant or guarantee that the Site is free of hazardous or potentially hazardous materials or conditions.

Sustain Quality obtained, reviewed, and evaluated information in preparing this Report from the Client and others. Sustain Quality's conclusions, opinions, and recommendations have been determined using this information. Sustain Quality does not warrant the accuracy of the information provided to it and will not be responsible for any opinions which Sustain Quality has expressed, or conclusions that it has reached in reliance upon the information that is subsequently proven to be inaccurate.

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Appendix B – Action Plan

Priority	Further Action	Cost	Impact	SDG
Policies				
Medium Term	Annually review and publish the Environmental Policy.	£	High	12, 13
Short Term	Develop and implement a Sustainable Procurement Policy for new goods and services.	£	Medium	
Energy				
Medium Term	Increase loft and flat roof insulation.	£££	High	
Short Term	Install LED bulbs throughout all areas.	££	Medium	
Short Term	Ensure all appropriate lights have PIR sensors.	£	Low	7
Medium Term	Consider installing solar panels on the main and pavilion building.	£££	High	
Long Term	Phase out non-renewable heating sources.	£££	High	
Waste				
Ongoing	Begin to measure all waste sent to composting and to green waste collections.	£	Low	
Short Term	Remove paper towels from bathrooms.	££	Medium	12, 13, 15
Medium Term	Purchase an additional hot composter.	££	High	
Water				
Medium Term	Purchase a water butt.	££	Medium	6
Health and Wellbeing				
Medium Term	Implement indoor plants throughout all indoor spaces.	££	High	2, 3, 10, 12, 13, 15

Appendix C – Sustainable Development Goals

The 2030 Agenda for Sustainable Development, adopted by all United Nations (UN) member states in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future.

At its heart are the 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries – developed and developing – in a global partnership. They recognise that ending poverty and other deprivations must go together with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests.



Today, the Division for Sustainable Development Goals (DSDG) in the United Nations Department of Economic and Social Affairs (UNDESA) provides substantive support and capacity-building for the SDGs and their related thematic issues.

It includes water, energy, climate, oceans, urbanization, transport, science and technology, the Global Sustainable Development Report (GSDR), partnerships, and Small Island Developing States.

DSDG plays a key role in the evaluation of the UN systemwide implementation of the 2030 Agenda and advocacy and outreach activities relating to the SDGs. To make the 2030 Agenda a reality, broad ownership of the SDGs must translate into a strong commitment by all stakeholders to implement the global goals. DSDG aims to help facilitate this engagement.

Source: <https://sustainabledevelopment.un.org>

Appendix D – Sustainable Procurement Key Information and Checklist

What is green procurement?

Today's changing environment requires organisations to be much more aware of their environmental impacts. Energy and fuel costs are increasing and there is a risk of resource scarcity coupled with the impacts of climate change. Many organisations are now seeking options that reduce environmental impact while simultaneously saving money. This means buying products and services based on environmental criteria in addition to the cost.

Environmental or green procurement is defined as the purchase of products and services which have less impact on the environment and human health compared with competing products or services that serve the same purpose. This comparison may also consider the source of raw materials.

Benefits of green procurement

By assessing business credentials from an environmental perspective, money can be saved – and sometimes made – in both the short and long term.

Green procurement can help you focus on the best value for money by considering the quality and whole lifecycle costs. By considering costs throughout the entire lifecycle of a product or service, the most economical and environmentally sound choices can be assessed together and given the same level of priority throughout any decision-making process.

By purchasing wisely, you can:

- Save materials and energy.
- Reduce waste and pollution.
- Encourage sustainable patterns of behaviour.

These benefits mean that the true value of a purchase is often higher than its cost.

The true value of a purchase can be appraised in many different forms and not only on cost alone. Hidden benefits such as enhanced corporate responsibility and reduced risk. Additional aspects to consider can include:

- The quality of the product.
- The length of the product's life.
- Types and location of the materials sourced to manufacture the product.

Implementing green procurement

A step-by-step phased approach to adopting and integrating a green procurement policy builds confidence and familiarity with the principle. Such an approach also reduces risk to the overall running of the organisation due to changes in the pattern of supply contracts.

Step 1: Assess your current procurement requirements.

Assess your current purchases and determine whether they are required.

Follow the waste hierarchy principles:

- Eliminate
- Reduce
- Reuse
- Recycle

To successfully implement green procurement principles, it is important to fully understand your organisation's requirements in terms of the goods and services it buys.

The purpose of this step is to identify alternative options that could be more environmentally efficient. There are usually several products that can satisfy demand and by reviewing these and substituting new products, you can often reduce your environmental impact. You could prioritise your actions based on impact, cost, staff desire for change, health and safety, or other criteria that are important to your organisation.

Step 2: Obtain support from all stakeholders

To gain full commitment from all levels of the organisation, the directors, CEO, and stakeholders all must understand and agree to the principles for adopting a green procurement policy. Employees who have contact with suppliers or who liaise with contractors should also be aware of your green procurement policies. It is also important that these are communicated when engaging with the supply chain. This is often the first stage at which the environmental impacts of a purchasing decision can be managed effectively.

Step 3: Identify legislative requirements

Keep up to date with legislation and be aware of products that may require additional environmental compliance. Identifying an organisation's legal obligations is an essential step toward improved environmental performance and will significantly reduce the risks of infringement.

During the procurement process, it is important to identify how the purchase of items will relate to the company's current legislative burden.

Are there alternative options that provide less risk to the organisation?

IT equipment, for example, is a necessity for the functioning of most organisations. Items such as processor units, screens, and printers pose a legislative risk at the end of their life as they are designated as hazardous and require carefully controlled collection and disposal under the Waste Electrical and Electronic Equipment (WEEE) Regulations.

The way to mitigate this type of risk is to:

- Identify its occurrence and significance.
- Ensure the contractor collecting and transporting the unwanted items has the correct legal documentation.

Step 4: Appoint a champion for green procurement

To encourage the uptake of green procurement, set up an internal 'think tank' to promote green procurement initiatives. To fully embed green procurement into mainstream practice, identify a

suitable person to manage and oversee the coordination of the process. Depending on the size of your organisation, this role could sit within the procurement or environmental section of the business or could be created as a cross-departmental position.

The appointed person (or people) should be the company's first point of call for any green procurement issues and ideas.

Step 5: Integrate green procurement into your overall environmental management system

Integrate green procurement into already established practices. All purchased goods and services will have a level of environmental impact associated with them. This impact needs to be assessed for risk and covered by the EMS to enable its monitoring and reduction.

Step 6: Assess the whole lifecycle cost

Assess the whole lifecycle cost to identify cost savings and to obtain the true cost of an item. Assessment of the whole lifecycle cost of goods and services is an integral part of any green procurement process. Lifecycle costing (LCC) offers a method for the overall assessment of a product, process, or service from design to disposal, i.e., across its entire lifecycle in a cradle-to-grave approach.

Lifecycle impacts on the environment can be beneficial or adverse. These impacts are often referred to as the ecological or environmental footprint of a product or service. Lifecycle analysis ensures the whole range of environmental impacts of a product are measured and gauged against the financial cost.

Broad target areas to focus on during the assessment of LCC could include:

- Reduction in the use of raw materials.
- Item longevity.
- Energy consumption during manufacture and operational use.
- Logistics in delivery and packaging.
- Waste disposal.

Eco-labels/green labelling can help consumers wishing to identify environmental impacts.

Step 7: Provide a pre-qualification questionnaire

Before procuring a contract for a product or service, it is common practice to provide a pre-qualification questionnaire (PQQ). Either write a separate environmental assessment PQQ or ensure all environmental aspects are integrated into your existing PQQ.

This will provide your organisation with suitable criteria with which to assess the environmental impact of the item or service (see Annex Sustainable Checklist).

How do you know that it's 'green'?

The use of lifecycle costing (LCC) is one option for evaluating the cost and environmental impact of a product or service. However, goods or services with a 'green' label frequently represent a streamlined approach to green procurement.

A green label – also known as an eco-label or environmental label – demonstrates that the product, service, or company bearing the label has reputable green credentials.

Criteria attached to green labels can include:

- Organic standards.
- Energy efficient manufacturing.
- A company's commitment to reducing the carbon footprint of its products or services.

Buying a product or using a service or company awarded a green label ensures that the product has been produced or the company conducts business with some consideration for the environment.

The presence of a label does not guarantee legitimate green claims. Before deciding to buy or to engage with a company providing a service or product with a green label, it is important to:

- Investigate the background of the label, its application, and the audit process.
- Consider the reputation of the administering organisation and the origins of the label.

Labels Description

Recycling labels & Packaging



Möbius loop

The label simply means that a product or part of it can be recycled where facilities are available. The inclusion of a figure (x%) within the loop shows the percentage of recycled material that has been used to make the product.



Recycle Now

The label indicates a product that can be recycled after use and/or contains recycled content. It is also used on recycling communications, signs, and operational items (e.g., waste containers and vehicles)

Office Equipment & Products



NAPM Recycled Paper

Paper and board seeking certification to one of the NAPM (National Association of Paper) recycled paper marks must be manufactured from a minimum of 50%, 75%, or 100% genuine paper and board waste fibre, no part of which should contain mill-produced waste.

Fairtrade and Other Consumer Label Products



Fairtrade mark

Ingredients of a product are produced by small-scale farmers and the production process meets Fairtrade's social, economic, and environmental standards.



Marine Stewardship Council (MSC)

The Marine Stewardship Council (MSC) logo appears on retail and food-service seafood products. It indicates a product comes from a well-managed fishery and has not contributed to the problem of over-fishing.

Timber Product Labels

Labels Description



Forest Stewardship Council (FSC)

The FSC label indicates that the wood used to make the product comes from a forest that is well managed according to strict environmental, social, and economic criteria. The forest of origin has been independently inspected and evaluated according to the principles and criteria for forest management agreed upon and approved by the FSC.



Programme for the Endorsement of Forest Certification Schemes (PEFC)

The PEFC provides an assurance mechanism to purchasers of wood and paper products. They promote the sustainable management of forests.

Product-specific Labels



VOC labels (paint)

Voluntary VOC labels indicate the relative content of volatile organic compounds (VOCs) in paints and associated products. VOCs cause air pollution and may be harmful to human health.

Water Labels



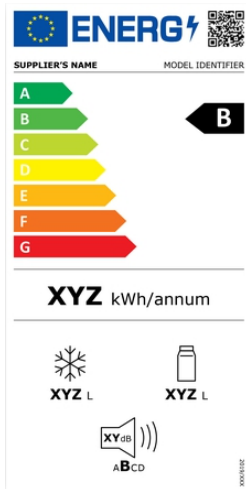
The Water Regulations Advisory Scheme (WRAS)

is the Product UK water industry’s approval scheme. Materials approved by WRAS have been tested by an independent laboratory to demonstrate their compliance with the requirements of the Water Supply (Water Fittings) Regulations 1999 (as amended) for the prevention of waste, undue consumption, and misuse. www.wras.co.uk

Energy Labels

Labels

Description



All European manufacturers and retailers must display these labels as they are mandatory under EU legislation. The energy efficiency of the following types of electrical household products displayed for sale or hire are generally rated from 'A' to 'G', with 'A' being the most efficient ('A+' and 'A++' for the most efficient fridges and freezers).

- Refrigerators, freezers, and fridge-freezer combinations.
- Washing machines; the product rating depends on product testing.
- Electric tumble dryers.
- Combined washer-dryers.
- Dishwashers.
- Air conditioners.
- Electric ovens.
- Light bulbs.

The **Energy Saving Trust Recommended** logo endorses products that are among the most energy-efficient available. Products affected by this include the following:

- Appliances such as washing machines and refrigerators.
- Light fittings, glazing, televisions with integrated digital gas and oil boilers; decoders (IDTVs), and boilers.
- Insulation.
- Hot water cylinders.



The criteria are set by an independent panel and reviewed annually. Only products that meet strict criteria on energy efficiency percentage of products that are tested can carry the logo.

EU Eco-labels

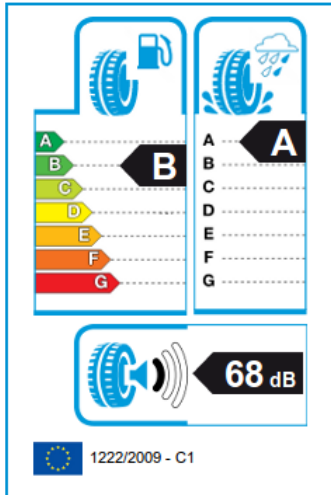


EU Ecolabel

This is the official Europe-wide award for non-food products that minimise impacts on the environment. Products must be independently certified and must meet strict criteria for all the main environmental impacts across their whole lifecycle. Defra runs the scheme in the UK where cleaning and detergent products, paints, toilet tissue, and clothing are all affected.

Labels

Description

**EU VEHICLE LABELS**

Affects all new cars and is intended to help consumers choose a vehicle that is fuel efficient and has lower carbon emissions. It is like the European Energy Label and uses bands (A to G) to show how much carbon dioxide a car emits.

The use of the label is an indication that car manufacturers are LCVP (Low Carbon Vehicle Partnership) members. The label also gives estimated fuel costs for 12,000 miles and Vehicle Excise Duty (VED) for 12 months to provide consumers with a greater understanding of the lifecycle costs of the vehicle.

Lower carbon dioxide emissions mean lower VED transportation and lower running costs.

Effective sustainable procurement supports sustainable development. Sustainable development has been defined as a process which incorporates sustainability considerations throughout the procurement process to deliver development objectives.

Appendix E – The Waste Hierarchy

The **waste hierarchy** ranks waste management options according to what is best for the environment. It gives top priority to preventing waste in the first place. When waste is created, it gives priority to preparing it for reuse, then recycling, then recovery, and last of all disposal (e.g., landfill).



Tips on how to follow The Waste Hierarchy

Prevention - Buy items with the least amount of packaging as possible e.g., buy fruit singly rather than in a packet. Reduce the number of items that you purchase when not necessary e.g., not replacing technology unless it is at the end of its life.

Re-use - Rather than using a new plastic carrier each time you go shopping, buy a 'bag for life' and reuse every time.

Recycle - If you cannot reuse the item then recycling, is the next best option.

Recover - as much as possible, try to recover what you can from the waste, such as converting waste into energy or using compost bins.

Responsible disposal - Only when you cannot recycle the item then put into your general waste bin.

Source: <https://www.kent.ac.uk/>

Strategies to minimise waste to landfill from your business.

Refuse Waste Coming into Your Business

- Refuse unnecessary product packaging.
- Request re-usable or returnable containers.
- Buy in bulk.
- Eliminate single-use packaging e.g., sauces and condiments.

Reduce Waste in Your Operations

- For each item of waste that ends up in your bin, ask:
- How essential is this item in delivering our product or service?
- Are there alternatives we haven't thought of before?

Re-Use & Re-Purpose

Repair or refurbish old items or spare parts.

- Donate items no longer in use
- If you provide food, consider participating in Too Good to Go

Re-Cycle

- Commit to a formal recycling programme.
- Provide segregated bins that are convenient to access.
- Display easy-to-understand labels on each bin (use images rather than words)
- Train staff on waste segregation guidelines
- Compost food waste where possible

Top Tip: Engage Staff

- Invest in communication, training, and monitoring.
- Brainstorm with your staff how your Top 5 waste items can be eliminated, reduced, reused, or recycled.
- Recognise and reward great suggestions and the impact of staff actions on waste volumes and cost.

Appendix F – Waste Monitoring Spreadsheet

Annual Waste use and costs (from April until March)	General Waste		Recycling		Composting	
	Cost (£)	Use (kWh)	Cost (£)	Use (kWh)	Cost (£)	Use (m ³)
2021 – 2022						
Q1						
Q2						
Q3						
Q4						
Total						
2022 – 2023						
Q1						
Q2						
Q3						
Q4						
Total						
2023– 2024						
Q1						
Q2						
Q3						
Q4						
Total						
2024– 2025						
Q1						
Q2						
Q3						
Q4						
Total						

Appendix G – Biophilic Design & Wellbeing

Benefits of Biophilic Design

Biophilic design is an innovative way of designing the places where we live, work, and learn, to decrease the environmental impact of the built environment while reconnecting us to the natural world.

By re-establishing a connection with nature, we can improve our physical, psychological, and social health and well-being, as well as encourage sustainability in all aspects of life.



How does biophilic design benefit humans?

Having evolved in a natural world for most of our history, humans have a biologically encoded affinity for nature and a sense of dependence on it. A scientist claimed that contact with the natural world is not just beneficial for our well-being, but essential to it. In *Biophilic design*, he cites studies that have found the following benefits of contact with nature and natural features.

Evolved human-nature relationships

This element can include a sense of safety and protection, a balance of variety with regularity, fostering curiosity and exploration and engendering a sense of accomplishment and mastery over our environment. The attachment and attraction to nature can also be tapped into through biophilic design.

Social Value & Human Rights

Many carers are unaware of how human rights relate to issues faced by them in their caring role. Carers should not be put in a position where their life, dignity or their sense of self-respect are put at serious risk. Carers have statutory rights and employers have a duty to aid carers who work.

The statutory rights are:

- The right to request flexible working arrangements, which may include working flexible hours, working from home or a job share.
- The right to request time off in emergencies, where there has been a breakdown of care, or to deal with an emergency with the person you care for
- Protection from discrimination; the reason that carers are protected against direct discrimination and harassment is because they are counted as being 'associated' with someone who is protected by the law because of their age or disability.
- If you care for a disabled child, you could have up to 18 weeks of unpaid parental leave up until they are 18.

The declaration of the 2030 Agenda recognizes human rights as foundational to the agenda. It underlines the agenda's grounding in the Universal Declaration of Human Rights and international human rights treaties and emphasizes states' responsibilities to respect, protect and promote human rights and fundamental freedoms for all, without distinction of any kind.

Appendix H – Well Building Certification

WELL Certification



The WELL Building Standard® is a performance-based system for measuring, certifying, and monitoring features of the built environment that impact human health and wellbeing.

WELL is managed and administered by the International WELL Building Institute (IWBI), a public benefit corporation whose mission is to improve human health and wellbeing through the built environment.

WELL is grounded in a body of medical research that explores the connection between the buildings where we spend more than 90 percent of our time, and the health and wellness of its occupants. WELL Certified™ spaces and WELL Compliant™ core and shell developments can help create a built environment that improves the nutrition, fitness, mood, and sleep patterns.

The WELL Building Standard® is third-party certified by [the Green Business Certification Incorporation \(GBCI\)](#)

Spaces can become WELL Certified by achieving a defined score in each of seven categories: Air, Water, Nourishment, Light, Fitness, Comfort and Mind.

Certification includes the submission of project documentation and onsite audit, which can result in the award of a Silver, Gold or Platinum standard.

A healthier environment has a direct impact on occupant wellbeing. Research indicates that productivity increases, absenteeism reduces, and concentration improves. While these outcomes are difficult to measure, a clear benefit from WELL Certification is a demonstrable badge which differentiates one workplace from another. This will attract staff to that employer and improve staff retention.

Appendix I – NASA Indoor Plant List

Find below a list of plants that can absorb poor air quality.

Plant, removes:	benzene	formaldehyde	trichloroethylene	xyleneand toluene	ammonia
Dwarf date palm (<i>Phoenix roebelenii</i>)	No	Yes	No	Yes	No
Areca palm (<i>Dypsis lutescens</i>)	No	Yes	No	Yes	No
Boston fern (<i>Nephrolepis exaltata</i> 'Bostoniensis')	No	Yes	No	Yes	No
Kimberley queen fern (<i>Nephrolepis oblitterata</i>)	No	Yes	No	Yes	No
Spider plant (<i>Chlorophytum comosum</i>)	No	Yes	No	Yes	No
Bamboo palm (<i>Chamaedorea seifrizii</i>)	Yes	Yes	Yes	Yes	No
Barberton daisy (<i>Gerbera jamesonii</i>)	Yes	Yes	Yes	No	No
Dendrobium orchids (<i>Dendrobium</i> spp.)	No	No	No	Yes	No
Moth orchids (<i>Phalaenopsis</i> spp.)	No	No	No	Yes	No
Banana (<i>Musa acuminata</i>)	No	Yes	No	No	No

For complete list and whole study visit:

<https://ntrs.nasa.gov/archive/nasa/casi.ntrs.nasa.gov/19930073077.pdf>

Appendix H – Organisation Highlights



Policies

An Environmental Policy addresses how an organisation manages and monitors its impact on the environment – both in its operations and those of its supply chain. By having sustainable goals and targets within this policy to reduce ETNA Community Centre’s impact on the environment, you are achieving Sustainable Development Goal (SDG) 13.



By establishing sustainable consumption and production patterns ETNA Community Centre achieves SDG 12 which encourages organisations to adopt sustainable practices.



Energy

The centre is interested in becoming a more energy-efficient organisation and have already shown this commitment through the replacement of a large portion of old lights with LED bulbs, double-glazing and their interest in installing solar panels. These actions align with Sustainable Development Goal (SDG) 7 and further alignment can be reached should the centre follow the recommendations summarised within this report



Waste

By reducing waste generation and following the Waste Hierarchy, we promote resource efficiency and reduce waste, in line with SDG 12. Additionally, it aids in the preservation of land and wildlife by minimizing pollution either generated in landfills or the emissions generated through combustion, in accordance with SDGs 13 and 15.

Water



By reducing water consumption and ensuring all users have access to drinking water, we promote sustainable management of water resources which ensures that safe drinking water and sanitation facilities are provided to everyone. This aligns with SDG 6.

Health and Wellbeing

There is an accessible sensory garden at the front of the centre that promotes biodiversity as well as creates a welcoming green space for members of the community to sit and relax in. This aligns with SDG 3, 10, and 15.

One of the primary aims of this organisation is to create spaces for inclusive activities and the enrichment of the community and so they are actively improving upon the health and wellbeing of those that have access to these spaces. This aligns with Sustainable Development Goal (SDG) 3 as it is promoting the well-being of the community by having access to social groups and forms of exercise. By ensuring all members of the community can access activities, resources, and support, ETNA Community Centre aligns with SDG 10.

The organisation partners with The Real Junk Food Project (TRJFP) who runs a surplus food café three times a week which saves tonnes of food, whilst providing the local community with pay as you feel healthy meals. This initiative aligns with SDG 2, 3, 12, 13, and 15.

