

Environmental and Sustainability Policy

October 2025

Version 3.0

This document is a Policy.

A policy is a formal statement of principles and commitment. It informs volunteers and employees about the organisation, mission, strategy and goals. Compliance with policies is mandatory to protect the organisation, its personnel and service users from risk. St John People must adhere to St John policy at all times. Please ensure that you refer to St John Connect for the most up-to-date copy of this policy.

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1 Purpose and Scope

- 1.1 This policy is applicable to all St John people, including staff, volunteers, contractors, and partners involved in St John Ambulance operations, programs, and services.
- 1.2 It sets out St John Ambulance's commitment to minimise negative environmental impacts, create positive outcomes, and embed sustainable practices into our operations, while supporting our mission to empower people with the skills, confidence, and support to save lives and strengthen community resilience.
- 1.3 As well as setting out the 'right thing to do', this policy supports compliance with ISO 14001:2015 and establishes a framework for environmental management across all operations.

2 Regulation and Legislation

- 2.1 Environmental Protection Act 1990
- 2.2 Climate Change Act 2008
- 2.3 The Environmental Permitting (England and Wales) Regulations 2016
- 2.4 Other relevant environmental legislation, regulations, and approved codes of practice applicable to our operations - see compliance register for full list of regulations.
- 2.5 We will review regulatory changes regularly and update procedures and controls as required to maintain compliance with ISO 14001.

3 Policy Statement

- 3.1 St John Ambulance will manage its environmental impacts responsibly, balancing operational and organisational needs with the protection and restoration of the natural environment.
- 3.2 We will reduce pollution, emissions, waste, and resource consumption wherever practical and safe.
- 3.3 We will provide environmental training to all staff and volunteers and encourage active participation in sustainability initiatives.
- 3.4 We will identify and evaluate significant environmental aspects of our operations, including energy, emissions, waste, travel, and procurement, and implement operational controls to mitigate negative impacts.
- 3.5 Environmental performance will be monitored, reviewed, reported, and continuously improved.
- 3.6 Suppliers, contractors, and partners are expected to meet equivalent environmental standards and provide assurance of compliance.
- 3.7 We will engage with the communities we serve and participate in discussions to promote broader environmental awareness and positive change.
- 3.8 St John Ambulance will not use charitable funds to offset carbon.
- 3.9 We will maintain documented procedures and records to demonstrate compliance and provide evidence for ISO 14001 audits.
- 3.10 We will establish emergency preparedness and response procedures to address environmental incidents, including spills, emissions, or accidental waste discharge.

4 Values in Action

- 4.1 In order to bring our strategic goals to life, St John uses its values to guide its thinking and actions. This Policy will implement those values in the following ways:
- 4.2 **Humanity:** This policy recognises that a healthy environment supports human wellbeing and community resilience. By reducing our environmental impact and creating positive outcomes, we protect the communities we serve.
- 4.3 **Excellence:** We strive for high standards in environmental management, embedding best practice, continuous improvement, and sustainability into all operations.
- 4.4 **Accountability:** All St John people are responsible for implementing this policy. Leadership provides guidance, resources, and oversight to ensure environmental responsibilities are met.
- 4.5 **Responsiveness:** We monitor environmental impacts and adapt practices as needed, responding to emerging environmental challenges and opportunities.
- 4.6 **Teamwork:** We work collaboratively with colleagues, volunteers, contractors, partners, and local communities to achieve shared environmental goals and positive outcomes.

5 Policy Commitments

- 5.1 **Environmental Impacts:** St John Ambulance will minimise negative environmental impacts while creating positive outcomes, supporting ecosystem health, community wellbeing, and long-term environmental resilience. We will explore sustainable energy and operational practices, moving toward restorative and regenerative approaches over time.
- 5.2 **Compliance and Risk Management:** We will comply with all relevant environmental legislation and regulations, alongside contractual requirements placed upon us. We will assess environmental impacts of past, current, and likely future operations, and manage risks to protect biodiversity, habitats, and local environments. An Environmental Aspects & Impacts Register will be maintained, and risks will be assessed in line with ISO 14001 requirements.
- 5.3 **Responsible Use of Resources:** We will reduce energy, water, materials, and supply use wherever practical. Waste will be managed thoughtfully through reduction, reuse, and recycling.
- 5.4 **Education and Engagement:** We will provide training to staff and volunteers on environmental issues and impacts, raise awareness, and encourage active participation. All personnel will be made aware of their environmental responsibilities and the organisation's objectives.
- 5.5 **Monitoring and Improvement:** We will track, review, and report on environmental performance, and commit to continuous improvement and the adoption of restorative/regenerative practices over time. Measurable environmental objectives and targets will be set, reviewed regularly, and reported to leadership and governance structures.
- 5.6 **Expectations of Partners:** Suppliers, contractors, and collaborators must adhere to equivalent environmental standards and provide assurance of compliance.
- 5.7 **Community Interaction:** We will support communities to use services responsibly and participate in environmental discussions to foster positive change.
- 5.8 **Offsetting:** St John Ambulance will not use charitable funds to offset carbon.
- 5.9 **Operational Controls:** We will establish and maintain documented procedures and guidance to control significant environmental aspects, including energy use, fleet fuel, travel, waste management, and procurement.

6 Accountability and Responsibilities

- 6.1 All St John people are responsible for following this policy.
- 6.2 Leadership will provide guidance, resources, and support to ensure environmental responsibilities are understood and implemented effectively.
- 6.3 Key Roles (ISO 14001 alignment):
- ESG (Environmental Social Governance) Manager: Oversees EMS, ensures reporting, audits, and improvement plans.
 - Department Heads / Operational Leads: Implement procedures, ensure staff compliance in their areas.
 - Fleet Managers / Procurement Leads: Responsible for Scope 1 & 3 emissions and sustainable procurement procedures.
 - Waste Leads / Estates Managers: Ensure operational controls for waste management.
- 6.4 Environmental risks, incidents, and performance will be monitored and reported through established governance processes, as outlined in supporting procedures and guidance.
- 6.5 To embed sustainability across all functions, St John Ambulance maintains a Community of Practice supported by four working groups (Carbon & Energy, Procurement & Travel, Waste & Recycling, Engagement). These groups are responsible for implementing this policy in their areas and reporting progress to the ESG Manager and Executive Leadership
- 6.6 St John Ambulance will conduct regular management reviews of its Environmental Management System to ensure its continuing suitability, adequacy, and effectiveness, in line with ISO 14001.

7 Definitions

7.1 This document contains the following key words.¹

Biodiversity	The variety of plant, animal, and microbial life in a particular habitat or ecosystem.
Carbon Footprint	The total amount of greenhouse gas emissions caused directly or indirectly by St John Ambulance activities, expressed in carbon dioxide equivalents (CO ₂ e).
Community of Practice (CoP)	A collaborative group bringing together staff and volunteers to share best practice and support organisation-wide sustainability initiatives.
CO₂e	Carbon dioxide equivalent - a standard unit used to measure and compare the global warming impact of different greenhouse gases.
ESG (Environmental social & governance)	A framework assessing how an organisation manages its environmental impact, social responsibilities, and governance practices.
EMS (Environmental Management System)	A structured framework for managing and improving environmental performance within St John Ambulance.
Environmental Impact	Any change to the environment, positive or negative, resulting from St John Ambulance's activities, products, or services
Environmental Performance	Measurable outcomes of an organisation's activities in relation to environmental objectives, such as energy use, emissions, waste, and water consumption.
Environmental Risk	The likelihood and severity of adverse effects on the environment resulting from St John Ambulance operations, products, or services.
ISO	International Organization for Standardization - an independent body that develops and publishes international standards.
ISO 14001	An international standard that sets out requirements for effective environmental management systems to improve environmental performance and compliance.
GHG (greenhouse gases)	Gases that trap heat in the Earth's atmosphere, contributing to climate change (e.g., carbon dioxide, methane, and nitrous oxide).
NLT	National Leadership Team - St John Ambulance's senior leadership and decision-making group.
Restorative Practices	Actions taken to repair or improve environmental conditions, beyond just reducing harm.
Regenerative Practices	Strategies aimed at restoring and enhancing ecosystems and natural resources, contributing to long-term environmental resilience.
Scope 1 Emissions	Direct greenhouse gas emissions from sources owned or controlled by the organisation (e.g., fuel used in company vehicles or on-site heating).
Scope 2 Emissions	Indirect emissions from the generation of purchased energy consumed by the organisation (e.g., electricity, steam, heating, or cooling).
Scope 3 Emissions	All other indirect emissions that occur in the organisation's value chain (e.g., business travel, upstream & downstream transport and distribution, waste disposal, and employee commuting).
Stakeholder Engagement	The process of consulting, involving, and communicating with individuals or groups who are affected by or have an interest in St John Ambulance activities.
Sustainability	Meeting the needs of the present without compromising the ability of future generations to meet their own needs, including social, economic, and environmental considerations
Sustainable Procurement	The process of sourcing goods, services, and suppliers in a way that considers environmental, social, and economic impacts.
Stakeholders/Partners	Individuals or organisations who work with, supply, or collaborate with St John Ambulance in delivering services.
Waste Hierarchy	The prioritisation of waste management approaches: reduce, reuse, recycle, recover, dispose.

¹ Adapted from Charity Commission standard definitions (charitycommission.gov.uk).

8 Policy Compliance

8.1 How compliance with this policy will be measured, by whom and how frequently:

Area/Scope	Compliance measure – what we will measure	How will it be measured?	Owner	Frequency	Who will it be reported to?
Scope 1 (Direct Emissions)	Fleet fuel consumption	Fuel logs, mileage records, telematics	Fleet Manager	Monthly	Procurement & Travel WG; ESG Manager; COO
Scope 1	Fleet GHG emissions (tCO ₂ e)	Apply DEFRA conversion factors	Fleet Manager / ESG Manager	Monthly	Procurement & Travel WG; ESG Manager; COO
Scope 1	On-site fuel (boilers, generators, medical gases)	Meter readings, purchase records	Estates / Energy Manager	Monthly	Carbon & Energy WG; ESG Manager; COO
Scope 1	Refrigerant use / leaks	Maintenance and service logs	Estates / Technical Leads	Quarterly	Carbon & Energy WG; COO
Scope 2 – Indirect Emissions (Purchased Energy)	Electricity consumption (kWh)	Utility bills, sub-meters	Estates / Facilities Manager	Monthly	Carbon & Energy WG; ESG Manager; COO
Scope 2	Scope 2 GHG emissions (tCO ₂ e)	Apply DEFRA conversion factors	Energy Manager / ESG Manager	Quarterly	Carbon & Energy WG; ESG Manager; COO
Scope 2	Electricity reduction & efficiency initiatives	Compare to baseline, project tracker	Estates / ESG Manager	Annually	Carbon & Energy WG; ESG Manager; COO
Scope 3 – Indirect Emissions	Upstream transportation & distribution (supplier deliveries, logistics)	Supplier data, invoices, logistics records	Procurement Lead	Annually / per contract	Procurement & Travel WG; ESG Manager; COO
Scope 3	Downstream transportation & distribution (services, equipment delivery)	Transport logs, contractor reports	Fleet Manager / Operations Lead	Quarterly	Procurement & Travel WG; ESG Manager; COO
Scope 3	Waste-related emissions (landfill, recycling, incineration)	Waste contractor reports, recycling data	Waste Leads	Quarterly	Waste & Recycling WG; ESG Manager; COO
Scope 3	Business travel emissions (air, rail, car hire)	Travel claims, booking system data	HR / Travel Lead	Quarterly	Procurement & Travel WG; ESG Manager; COO
Scope 3	Employee commuting	Staff surveys, HR records	ESG Manager / HR	Annually	Procurement & Travel WG; ESG Manager; COO

Scope 3	Reduction initiatives implemented	Project tracker (travel reduction, sustainable procurement, waste minimization)	ESG Manager	Quarterly	
Operational Controls / Procedures	Environmental procedures in place for energy, waste, travel, procurement, water, chemicals	Procedure register, audits	ESG Manager/ Department Leads		Relevant working groups (1-4); ESG Manager; COO
Legal & Regulatory Compliance	Compliance with relevant legislation & regulations	Compliance register, audits	ESG Manager/ Legal	Quarterly	COO; ELT / Board
Waste Management	Waste generation, segregation, recycling	Contractor reports, internal audits	Waste Leads	Quarterly	Waste & Recycling WG; ESG Manager
Water Usage	Water consumption per site	Meter readings	Estates / Facilities	Quarterly	Waste & Recycling WG; ESG Manager; COO
Training & Awareness	% staff & volunteers trained on environmental responsibilities	Training records, LMS	HR / Learning & Development	Annually	Engagement WG; ESG Manager; COO
Engagement & Culture	Sustainability campaigns / initiatives	Comms reports, campaign tracker	Engagement / Comms Lead	Quarterly	Engagement WG; ESG Manager; ELT
Incident Management	Environmental incidents reported & resolved	Incident reporting system	ESG Manager/ Ops Leads	Quarterly	ELT / Board
Monitoring & Measurement	KPIs on energy, carbon, waste, water, procurement, travel	Dashboards, reports	ESG Manager/ WG Chairs	Monthly/Quarterly	COO; ELT / Board
Continuous Improvement	Improvement projects implemented	Project tracker	ESG Manager / WG Chairs	Quarterly	COO; ELT / Board
Objectives & Targets	% reduction vs baseline for emissions, energy, waste, water	KPI monitoring, dashboards	ESG Manager/ WG Chairs	Annually	COO; ELT / Board
EMS Compliance & Documentation	Procedures documented, up to date, and accessible	Procedure register, internal audit	ESG Manager / Department Leads	Annually	COO; ELT / Board

EMS	Records maintained for monitoring, audits, and corrective actions	Record logs, dashboards	ESG Manager	Ongoing	COO; ELT; ISO 14001 Auditor
EMS	Internal audits completed vs planned	Audit schedule vs actual audit reports; % of audits completed	ESG Manager / Internal Audit	Annually	COO; ELT; ISO 14001 Auditor
EMS	Corrective & preventive actions implemented from incidents/audits	Action logs / project tracker	ESG Manager / Department Leads	Ongoing	COO; ELT / Board

ISO 14001 compliance requirement: Records and evidence will be maintained to demonstrate effective implementation and continual improvement.

9 Policy Review and Maintenance

- 9.1 This policy will be reviewed every two to three years, or if there is a change to external regulatory requirements or a change to internal processes.

10 Document Control

Title	Environmental Policy
Version	Version number: 1.0
Review by	October 2027
Date approved by ELT	October 2025
Policy live date	November 2025
Policy owner	Head of Supply Chain
Stakeholders consulted in development	
EDI Impact Assessment Completed	Yes
For action	All St John People
For information	All St John People
Supersedes	2022 Environmental & Sustainability Policy
Supporting procedures and guidelines	<ul style="list-style-type: none"> 10.1 Waste Management Procedure 10.2 Procurement Policy 10.3 Environmental Risk Assessment Framework 10.4 Staff and Volunteer Environmental Training Programmes 10.5 Incident Reporting Procedures 10.6 Carbon Reduction Plan (for detailed actions on monitoring and reducing emissions) 10.7 Environmental Aspects & Impacts Register 10.8 Operational Control Procedures (Energy, Fleet, Travel, Procurement, Waste) 10.9 Emergency Preparedness & Response Procedures

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