

Environmental Sustainability and Climate Action Policy

Operational environmental management for a small adult training and recruitment provider

Policy field	Current position
Provider	Quack Recruitment & Training Ltd
Applies to	All employees, workers, contractors, tutors, assessors, IQAs, learners, visitors, suppliers, employers, delivery partners and activities under Quack's control.
Policy owner	Managing Director
Operational lead	Nominated Sustainability Lead, appointed by the Managing Director and recorded in the compliance framework.
Supporting leads	Quality & Compliance Lead; Health and Safety leads; delivery managers; procurement and finance personnel; venue and IT/equipment owners.
Approved records	Annual Climate Action Plan; Environmental Aspects and Risks Register; Carbon Reduction Plan; waste and recycling records; utility and travel data where available; supplier and venue checks; WEEE disposal evidence; incident and action logs.
Reporting route	Routine matters to the Sustainability Lead. Environmental incidents, unlawful disposal, material misstatement or urgent risk to the Managing Director and relevant external authority, landlord, insurer, commissioner or emergency service as required.
Effective date	August 2026
Next review	August 2027, or sooner following legal change, significant environmental incident, premises change, major contract requirement or material change in operations.
Policy intent Quack will reduce avoidable environmental harm, comply with applicable duties and use resources responsibly in a way that is proportionate to its size, premises and influence. The policy avoids unsupported claims and arbitrary targets: environmental commitments must be evidenced through measurable actions, records and review.	

Contents

1. Purpose and Policy Intent.....	3
2. Scope and Organisational Context	3
3. Legal, Regulatory, Procurement and Sector Context	3
4. Definitions	4
5. Environmental Principles	4
6. Governance and Annual Climate Action Planning	4
6.1 Sustainability leadership	4
6.2 Annual Climate Action Plan	5
6.3 Objectives and targets	5
7. Environmental Aspects and Risk Assessment.....	5
8. Energy, Carbon and Buildings	5
9. Travel, Transport and Remote Working.....	6
10. Waste, Recycling and Resource Use	6
10.1 Waste hierarchy.....	6
10.2 Workplace recycling arrangements	6
10.3 Duty of care and evidence.....	6
11. Digital Systems, Paper and Equipment	6
12. Sustainable Procurement, Suppliers and Venues	7
12.1 Proportionate environmental criteria.....	7
12.2 Supplier claims and due diligence	7
13. Teaching, Learning, Employer Engagement and Learner Participation	7
14. Water, Pollution, Chemicals and Biodiversity	8
15. Climate Resilience, Incidents and Business Continuity	8
15.1 Adaptation and resilience	8
15.2 Reporting environmental incidents	8
16. Green Claims, Communications and Reporting.....	8
17. Roles and Responsibilities.....	9
18. Monitoring, Assurance and Review	9
Appendix A: Annual Climate Action Plan Template	10
Appendix B: Environmental Aspects and Risks Register.....	10
Appendix C: Venue and Supplier Environmental Due-Diligence Checklist.....	10

Appendix D: Waste, Recycling and Equipment Disposal Checklist.....	10
Appendix E: Version Control.....	11

Use with operational records

This policy establishes the control framework. Its implementation must be evidenced through an annual Climate Action Plan, environmental risk and aspects reviews, waste arrangements, supplier and venue checks, equipment disposal records, staff communication and the current Carbon Reduction Plan. The plan may be concise, but it must identify actions, owners, dates and evidence of completion.

1. Purpose and Policy Intent

This policy explains how Quack Recruitment & Training Ltd will identify, control and reduce the environmental impacts of its recruitment, publicly funded adult training, office activity, remote delivery, travel, procurement, equipment use and hired premises. It is designed for Quack's actual operating model rather than for a school, large college, manufacturer or organisation with a substantial owned estate.

The policy supports lawful waste management, responsible resource use, climate resilience, credible public-sector procurement assurance and the development of sustainability and green-skills awareness where relevant to learners' programmes and intended occupations.

2. Scope and Organisational Context

This policy applies to activities undertaken at owned, leased, home-office, temporary and hired training locations, as well as remote delivery, employer engagement, business travel, events and work carried out by contractors or delivery partners on Quack's behalf.

- Quack is a small, owner-managed provider and may not control the building fabric, utilities, waste contract or grounds at every venue it uses.
- Where a landlord, venue provider or facilities contractor controls an environmental aspect, Quack will obtain reasonable assurance, follow site arrangements and escalate deficiencies rather than claiming control it does not possess.
- Environmental actions must not compromise safeguarding, learner accessibility, assessment integrity, health and safety, data security, contractual evidence or reasonable adjustments.
- Cost, operational feasibility and learner access may be considered, but they do not remove legal duties or justify avoidable environmental harm.
- The policy covers both direct impacts and material impacts Quack can influence through purchasing, venue selection, staff behaviour, learner communications and supply-chain expectations.

3. Legal, Regulatory, Procurement and Sector Context

Framework / requirement	Application to Quack
Climate Change Act 2008 and UK net-zero target	Sets the national target of net-zero greenhouse-gas emissions by 2050. It does not by itself impose a fixed annual reduction percentage on Quack, but informs credible carbon planning and public-procurement expectations.
Environment Act 2021	Provides the wider statutory framework for environmental improvement, resource efficiency, waste reform and nature recovery. Specific duties apply through implementing legislation and guidance rather than every provision applying directly to Quack.
Environmental Protection Act 1990, section 34	Quack has a duty of care for commercial waste it produces or controls. Waste must be contained, described accurately and transferred only through authorised arrangements.
Waste (England and Wales) Regulations 2011	Requires application of the waste hierarchy: prevention, preparing for reuse, recycling, other recovery and disposal, except where a justified departure achieves a better environmental outcome.
Simpler Recycling requirements for workplaces in England	Workplaces must arrange separate collections for dry recycling, food waste and non-recyclable waste. As at August 2026, micro-firms with fewer than 10 full-time-equivalent employees across the whole business have until 31 March 2027 to comply; Quack will check its status and arrangements rather than assume exemption.
WEEE Regulations 2013 and amendments	Redundant electrical and electronic equipment must be assessed for secure reuse, repair or disposal through an appropriate authorised route. Data-bearing devices must also follow information-security disposal controls.
UK GDPR and Data Protection Act 2018	Digital-first working and equipment reuse or disposal must preserve confidentiality, retention requirements and secure erasure of personal data.

Framework / requirement	Application to Quack
Procurement Act 2023, contract conditions and commissioner requirements	Public buyers may include environmental, social-value, carbon or reporting requirements. Quack must answer tenders accurately and operate any commitments incorporated into a contract.
PPN 006 - Carbon Reduction Plans	Applies to specified central-government procurements above the relevant threshold, not automatically to every Quack contract. Quack will maintain a proportionate Carbon Reduction Plan and use the prescribed format when a procurement requires it.
DfE sustainability and climate guidance	Provides relevant non-statutory sector direction on sustainability leadership and climate action planning. Quack will use the four themes of adaptation, biodiversity, green skills and decarbonisation proportionately to its adult-training context.
Health, safety, fire, safeguarding and accessibility requirements	Environmental measures must be compatible with safe premises, temperature, lighting, ventilation, emergency arrangements, inclusive access and learner welfare.
Legal status This policy distinguishes between direct legal duties, contractual requirements and voluntary good practice. Where Quack's size, waste status, premises control or procurement scope is uncertain, the responsible lead must verify the current position and record the decision.	

4. Definitions

Term	Meaning for this policy
Environmental aspect	An element of Quack's activities, products or services that can interact with the environment, such as energy use, travel, waste or purchasing.
Environmental impact	A positive or negative change to the environment resulting wholly or partly from an environmental aspect.
Climate action plan	The annual operational plan setting priorities, measures, owners, deadlines and evidence across environmental management and climate resilience.
Carbon Reduction Plan	A separately controlled document setting out greenhouse-gas emissions, reduction measures and net-zero commitment where applicable to Quack and procurement requirements.
Waste hierarchy	The priority order of prevention, preparing for reuse, recycling, other recovery and disposal.
Commercial waste	Waste produced from business activity, including office, training, packaging, equipment and venue-related waste under Quack's control.
Micro-firm	For current workplace recycling rules, a business with fewer than 10 full-time-equivalent employees across the whole business, not fewer than 10 at each location.
WEEE	Waste electrical and electronic equipment, including computers, monitors, phones, printers, cables and other electrical items.
Green claim	Any explicit or implied environmental statement about Quack, a programme, supplier, product or service, including carbon-neutral, sustainable, zero-waste or recycled-content claims.
Reasonably practicable	A proportionate balance of environmental benefit, legal duty, risk, cost, operational feasibility, accessibility and Quack's ability to control or influence the issue.

5. Environmental Principles

- Comply with applicable environmental law, waste duties, permits, contract conditions and venue rules.
- Prevent environmental harm before relying on recycling, offsetting or end-of-pipe disposal.
- Use the waste hierarchy and life-cycle thinking when selecting materials, equipment and services.
- Make decisions from evidence, not assumptions. Environmental claims, targets and savings must be capable of verification.
- Prioritise actions that are material to Quack's operations rather than producing extensive records with little practical impact.
- Engage staff and learners without shifting organisational responsibility onto individuals or penalising those who require reasonable adjustments.
- Consider whole-life cost, durability, repairability, energy use, packaging and disposal alongside purchase price.
- Integrate sustainability with quality, health and safety, safeguarding, business continuity, data protection and funded-training compliance.
- Correct environmental non-compliance transparently and learn from incidents, complaints, audits and supplier failures.

6. Governance and Annual Climate Action Planning

6.1 Sustainability leadership

The Managing Director is accountable for approving the policy, assigning a Sustainability Lead and ensuring sufficient authority and resources. The Sustainability Lead coordinates the annual Climate Action Plan, but environmental responsibilities remain embedded across premises, delivery, procurement, finance, IT and quality roles.

6.2 Annual Climate Action Plan

The Sustainability Lead will prepare or refresh a proportionate Climate Action Plan at least annually. It may be maintained as a concise tracker and must cover the four relevant themes below.

Theme	Minimum consideration	Illustrative evidence
Decarbonisation and resource efficiency	Energy, travel, procurement, paper, equipment, waste and Carbon Reduction Plan actions.	Meter or invoice data where available, travel data, purchasing records, completed actions.
Adaptation and resilience	Heat, severe weather, flooding, transport disruption, power or internet failure and venue availability.	Risk assessment, Business Continuity Plan, venue checks, test or incident learning.
Green skills and participation	Programme-relevant sustainability content, staff awareness and learner involvement without tokenistic activity.	Curriculum mapping, session materials, staff briefings, learner voice.
Biodiversity and nature	Proportionate action through venue choice, purchasing, reduced pollution and any premises or community activity Quack can influence.	Supplier/venue questions, planting or volunteering evidence where relevant, procurement decisions.

6.3 Objectives and targets

Objectives must be specific enough to monitor and realistic for the period. Quack will not automatically repeat the previous policy's unsupported commitment to reduce its carbon footprint by 5% every year. Percentage targets will be used only where a reliable baseline, boundary and calculation method exist. Otherwise, Quack will use measurable action targets, such as completing a waste review, reducing unnecessary print volumes, replacing a specified number of inefficient devices or obtaining travel data for priority activity.

7. Environmental Aspects and Risk Assessment

The Sustainability Lead will maintain an Environmental Aspects and Risks Register proportionate to Quack's activities. It should identify the aspect, potential impact, legal or contractual requirement, level of control, existing controls, action and owner.

Aspect	Potential impact	Typical control
Electricity, heating and cooling	Greenhouse-gas emissions, cost and discomfort from inefficient or uncontrolled use.	Switch-off standards, efficient settings, landlord engagement, equipment and usage review.
Business travel and commuting influence	Fuel use, emissions, time and local air-quality impact.	Remote meetings where effective, route planning, public transport or car sharing where practical, travel data.
Paper and printing	Resource use, waste, cost and storage.	Digital-first processes, duplex printing, print controls, accessible alternatives and retention discipline.
Commercial waste and food waste	Pollution, unnecessary disposal, legal non-compliance and cost.	Correct separation, authorised collector, waste transfer documentation, clear bins and staff instructions.
Electrical equipment and batteries	Hazardous substances, data breach and loss of reusable equipment.	Repair/reuse assessment, secure erasure, WEEE route, battery segregation and disposal record.
Procurement and packaging	Upstream emissions, resource depletion, waste and misleading supplier claims.	Whole-life criteria, reduced packaging, durable products, supplier evidence and proportionate challenge.
Hired venues	Limited control of utilities, waste, accessibility, heat and travel.	Venue due diligence, site instructions, issue escalation and alternative arrangements where material.
Cleaning products, PPE and training materials	Pollution, hazardous waste and unnecessary single-use materials.	Correct storage and disposal, lower-impact alternatives where safe, inventory and reuse controls.
Extreme weather and climate risk	Disrupted delivery, unsafe travel, overheating, flooding or service failure.	Business continuity, remote-delivery option, communication, venue risk review and welfare controls.
Curriculum and employer engagement	Missed opportunity or inaccurate environmental information.	Programme-relevant content, competent sources, employer input and quality assurance.

Materiality and control

Quack should focus first on impacts that are legally significant, financially or operationally material, recurrent, visible to learners or commissioners, or within its direct control. A hired venue's entire carbon footprint is not automatically Quack's responsibility, but Quack must manage the impacts of its own use and make reasonable enquiries where material.

8. Energy, Carbon and Buildings

- Use heating, cooling, lighting and equipment only as needed while maintaining suitable temperatures, ventilation, lighting, accessibility and learner welfare.
- Turn off lights, displays, chargers and non-essential equipment at the end of use where safe and compatible with security, updates, backups and operational requirements.
- Enable approved power-management settings and consider energy efficiency, repairability and expected service life when purchasing equipment.
- Where Quack controls utility contracts or receives reliable consumption data, review trends and investigate material unexplained increases.

- Where landlords or venues control utilities, request reasonable information or action when energy waste, overheating, poor controls or building defects materially affect delivery.
- Maintain the Carbon Reduction Plan separately, using a defined organisational boundary and recognised calculation factors. Avoid mixing estimated savings with measured emissions without clear labelling.
- Use carbon offsetting only after prioritising reduction and only where the scheme, boundary and claim have been appropriately checked.

9. Travel, Transport and Remote Working

Travel decisions should consider learner access, safeguarding, delivery quality, staff welfare, cost and environmental impact together. Remote activity is not automatically preferable if it reduces participation, quality, accessibility or safeguarding visibility.

Decision area	Expected approach
Meetings and administration	Use remote meetings where they are effective and do not impair decision quality, confidentiality, inclusion or relationship management.
Delivery location	Plan cohorts and venues to balance learner demand, public-transport access, employer links, cost, quality and travel distance.
Business journeys	Combine journeys where practical, select reasonable routes, use public transport or car sharing where viable and avoid unnecessary repeat travel.
Accommodation and events	Consider proximity, accessibility, venue environmental arrangements and total travel impact when options are otherwise suitable.
Mileage and travel data	Retain sufficient business-travel information to support expenses, carbon estimates and action planning without collecting unnecessary personal data.
Remote working	Apply energy-saving and equipment-life principles while recognising that home energy use is not always directly measurable or controlled by Quack.

10. Waste, Recycling and Resource Use

10.1 Waste hierarchy

Before disposing of an item, Quack will consider whether the need can be avoided, the item can be repaired or reused safely, it can be recycled through an appropriate route, or another form of recovery is available. Disposal is the final option. Confidential, hazardous or contaminated items must not be reused where doing so creates safety, security or legal risk.

10.2 Workplace recycling arrangements

- At least annually and whenever staffing or premises change, Quack will determine whether it qualifies as a micro-firm under current workplace recycling rules using total full-time-equivalent employees across the business.
- Quack will arrange or confirm with the landlord/venue provider the required separation of dry recyclable materials, food waste and non-recyclable waste by the applicable deadline.
- Paper and card, plastic, metal and glass arrangements will follow the waste collector's lawful collection model. Food waste must not be placed into dry recycling.
- Bins and instructions must be clear enough for staff and learners to use correctly. Contamination or repeated misuse will be addressed through communication, revised signage or collection changes.
- Waste separated for recycling must not knowingly be remixed with residual waste. Concerns about a collector or venue arrangement must be investigated and escalated.

10.3 Duty of care and evidence

- Use an authorised waste carrier or a lawful landlord/venue waste arrangement and verify registration where Quack contracts directly with the collector.
- Describe waste accurately and retain waste transfer notes, invoices, service agreements or other evidence for the legally required or contractually appropriate period.
- Prevent waste from escaping from Quack's control and store it securely pending collection.
- Do not place business waste into domestic collections unless the arrangement is expressly lawful for the waste and premises concerned.
- Report suspected fly-tipping, unlawful disposal, burning, unauthorised removal or material waste leakage immediately.

11. Digital Systems, Paper and Equipment

- Use approved digital systems for learner, quality, finance and operational records where this improves efficiency and remains compatible with evidence, accessibility, retention and security requirements.
- Avoid printing unless paper is needed for learning, assessment, safeguarding, accessibility, legal evidence, contingency or an individual reasonable adjustment.
- Use duplex printing and appropriate print quantities where practical; do not compromise readability or accessible format requirements merely to reduce paper.
- Reuse stationery and consumables where safe and suitable, and purchase recycled-content or lower-impact alternatives where evidence and quality are acceptable.
- Extend equipment life through maintenance, repair, reassignment and responsible upgrades before replacement where this remains secure and operationally effective.
- Before any device is reused, donated, sold or recycled, follow the Information Security Policy for asset authorisation, data backup, secure erasure and record update.
- Dispose of WEEE, batteries, lamps, toner and other specialist waste through an appropriate collection or authorised route; do not place them in general waste unless lawful and suitable.

12. Sustainable Procurement, Suppliers and Venues

12.1 Proportionate environmental criteria

Environmental criteria should be proportionate to the purchase and should not create unsupported barriers for small suppliers. For material purchases or contracts, the decision-maker should consider relevant whole-life factors and record the basis of the decision.

Purchase / service	Relevant considerations
IT and electrical equipment	Energy use, expected life, reparability, warranty, security support, take-back or WEEE route and packaging.
Paper, stationery and printed materials	Necessity, recycled content, responsible sourcing, durability, print quantity and end-of-life route.
Training venues	Location, public transport, heating/ventilation, waste separation, accessibility, water provision, emergency resilience and ability to meet delivery requirements.
PPE and practical materials	Safety and qualification requirements first, then durability, reusability, packaging, storage, hazardous content and lawful disposal.
Catering and refreshments	Likely consumption, food waste, reusable service ware where hygienic and practical, packaging and dietary/accessibility needs.
Courier, travel and accommodation	Need, consolidation, proximity, delivery route, service quality and environmental information where material.
Professional and digital services	Relevant hosting or environmental information, service performance, data security, business continuity and credibility of claims.
Subcontracted delivery or recruitment services	Contract-relevant environmental obligations, venue arrangements, travel, waste, reporting and evidence of action.

12.2 Supplier claims and due diligence

- Do not select or reject a supplier solely because it uses broad sustainability language or lacks a formal environmental accreditation, unless the procurement lawfully requires it.
- For material claims, request proportionate evidence such as a policy, action plan, certification, emissions report, product specification, waste arrangement or contract commitment.
- Where a supplier's environmental failure creates legal, contractual or reputational risk, agree corrective action, increase monitoring, suspend activity or terminate in line with contract and proportionality.
- Related-party and conflict-of-interest requirements apply to environmental procurement decisions in the same way as other purchasing decisions.

13. Teaching, Learning, Employer Engagement and Learner Participation

Quack will integrate sustainability where it is relevant to the programme, qualification, occupational standards, employer need or learner progression. This is particularly material in retrofit, construction, energy efficiency and other green-skills activity. It must not be added as generic content that displaces required learning or creates inaccurate technical claims.

Area	Expected practice	Evidence
Curriculum planning	Identify relevant sustainability, resource-efficiency, environmental or green-skills content in schemes of work and learning resources.	Curriculum map, scheme of work, lesson or assessment materials.

Area	Expected practice	Evidence
Tutor competence	Use accurate, current and role-relevant information; update materials where standards, technology or regulation change.	CPD, standardisation notes, controlled resources.
Employer engagement	Use employer insight to connect sustainability with real roles, practices, standards and progression opportunities.	Employer feedback, curriculum-development records, session evidence.
Learner participation	Invite practical suggestions and learner voice without making participation compulsory where it is unrelated to learning or creates disadvantage.	Surveys, focus groups, action log, improvement evidence.
Assessment and quality	Assess only against approved criteria and keep environmental messages consistent with awarding-organisation requirements and technical evidence.	Assessment records, IQA, standardisation and resource review.
Progression and IAG	Present green-job information accurately, distinguishing current vacancies, typical routes, required qualifications and longer-term opportunities.	IAG resources, career plans, vacancy and employer evidence.

14. Water, Pollution, Chemicals and Biodiversity

- Report leaking taps, toilets, pipework or uncontrolled water use to the person controlling the premises and follow up where material.
- Use cleaning chemicals, aerosols, paints, adhesives, foams, oils and other substances in accordance with product instructions, COSHH controls and venue arrangements.
- Prevent substances, contaminated water, oils, batteries, chemicals or unsuitable materials from entering drains, soil or ordinary waste streams.
- Keep spill response proportionate to the substances and activities present, with immediate escalation where there is risk to people, property, watercourses or the environment.
- Where Quack controls or can influence outdoor space, consider low-maintenance, pollinator-friendly and locally appropriate planting, reduced pesticide use and avoidance of unnecessary disturbance.
- Where Quack does not control grounds, biodiversity action may be pursued through procurement, community activity, curriculum or venue engagement rather than unsupported claims about premises.

15. Climate Resilience, Incidents and Business Continuity

15.1 Adaptation and resilience

Environmental planning will consider foreseeable disruption from extreme heat, cold, storms, flooding, transport failure, power interruption, water shortage and telecommunications failure. Controls should align with the Business Continuity Plan, Health and Safety Policy, safeguarding arrangements and remote-delivery controls.

Trigger	Immediate consideration	Follow-up evidence
Extreme heat or poor ventilation	Learner/staff welfare, room suitability, hydration, breaks, relocation or remote contingency.	Risk review, communication, venue action and incident learning.
Flooding, storm or unsafe travel	Cancel, delay, relocate or move activity remotely; protect people before equipment or timetable.	Decision log, learner/staff communication, business-continuity record.
Power or internet outage	Secure data and assessments, preserve attendance evidence, use contingency arrangements and communicate realistic timescales.	System/venue report, alternative-delivery evidence, corrective action.
Waste, spill or pollution event	Stop the source if safe, protect people, contain, notify premises lead/emergency service/authority as required and preserve facts.	Incident report, photographs where appropriate, notifications, disposal and closure record.
Supplier or venue environmental failure	Assess legal, delivery and reputational impact; require action, suspend use or move location where necessary.	Correspondence, risk decision, contract action and alternative arrangement.

15.2 Reporting environmental incidents

Staff and contractors must report a material environmental incident or suspected unlawful disposal promptly to the Sustainability Lead or Managing Director. No person should conceal an incident, alter records or make an external admission on behalf of Quack without authority. Urgent action to protect people or prevent continuing harm must not be delayed while approval is sought.

16. Green Claims, Communications and Reporting

- Environmental statements in bids, websites, learner materials, employer communications and reports must be specific, current and supported by evidence.
- Do not describe Quack, a programme or service as carbon neutral, net zero, zero waste, environmentally friendly or fully sustainable unless the scope, method and evidence justify the claim.

- Distinguish between measured results, calculated estimates, supplier information, planned actions and aspirations.
- Do not present the environmental characteristics of a hired venue, electricity tariff or supplier as Quack's own achievement without explaining the basis and level of control.
- Correct a material inaccurate environmental claim promptly and consider whether funders, commissioners, learners or other affected parties require notification.
- Publication of a Climate Action Plan or Carbon Reduction Plan must use the current approved version and should not expose confidential security, commercial or personal information.

Credibility rule

A modest, evidenced improvement is more credible than an ambitious unsupported claim. Quack will report both progress and material gaps where external reporting is required, and will not use environmental wording to mislead a commissioner, learner, employer or supplier.

17. Roles and Responsibilities

Role	Core responsibilities	Key evidence
Managing Director	Approve policy and material objectives; appoint Sustainability Lead; provide authority/resources; decide material incidents, claims and external reporting.	Approval, leadership review, decisions, resources and external correspondence.
Quality & Compliance Lead	Integrate environmental controls with policy review, curriculum quality, audits, contract assurance and corrective action.	Audit findings, QIP actions, curriculum and compliance records.
Health and Safety / premises leads	Manage environmental matters that affect safe premises, substances, spills, waste storage, temperature, ventilation and emergency response.	Risk assessments, COSHH, venue records and incident reports.
Procurement, finance and managers	Apply proportionate environmental criteria, verify material claims, retain decision evidence and monitor contract commitments.	Quotes, approvals, supplier checks, contracts and invoices.
IT and equipment owners	Maintain equipment, control replacement, secure data-bearing assets and use lawful WEEE/reuse routes.	Asset register, erasure evidence, repair and disposal records.
Tutors, assessors and progression staff	Use resources responsibly; embed accurate programme-relevant sustainability and green-skills information; report issues and learner feedback.	Schemes of work, resources, CPD, learner voice and issue reports.
All staff and contractors	Follow waste, energy, travel, purchasing and incident instructions; avoid misleading claims; suggest practical improvement.	Induction/refreshers evidence, compliance and reports.
Learners and visitors	Follow reasonable site recycling, waste, resource and conduct instructions; report spills or environmental hazards.	Induction/site information, learner voice and incident records.
Suppliers, venues and delivery partners	Meet legal and contractual obligations, provide accurate information and cooperate with proportionate environmental assurance.	Contracts, due diligence, certificates, action records and correspondence.

18. Monitoring, Assurance and Review

Monitoring activity	Purpose	Frequency / trigger
Climate Action Plan review	Confirm priorities, owners, evidence, overdue actions and measurable impact.	Quarterly progress check; full annual refresh.
Environmental aspects and risks	Identify new or changing impacts, legal requirements and controls.	At least annually; new premises, contract, programme or material incident.
Workplace recycling status and arrangements	Verify FTE status, applicable deadline, waste streams, collector/landlord arrangements and staff instructions.	At least annually and on staffing, premises or contractor change.
Waste duty-of-care evidence	Check collector authorisation, contracts, transfer documentation and disposal routes.	At appointment/renewal and risk-based sample.
Energy, paper, travel and purchasing data	Identify material trends and support credible targets and Carbon Reduction Plan updates.	At least annually; quarterly where data is readily available and useful.
WEEE and asset disposal	Confirm secure erasure, authorisation and appropriate reuse/recycling route.	At every disposal; periodic asset-register reconciliation.
Venue and supplier assurance	Check material environmental arrangements and contract commitments.	At onboarding/renewal and where concerns or higher risk arise.
Curriculum and learner voice	Confirm programme-relevant sustainability content is accurate, purposeful and informed by employers/learners.	Through curriculum review, standardisation, OTLA/IQA and learner voice.
Incident and complaint review	Confirm containment, notification, root cause, corrective action and wider learning.	After every material event; themes reviewed at leadership level.
Policy and legal review	Check current law, guidance, commissioner requirements, roles and linked documents.	August 2027 or sooner when triggered.

Assurance standard

Quack must be able to demonstrate what environmental issue was identified, who owned the action, what evidence was reviewed, what changed and whether the change reduced risk or resource use. The absence of incidents or complaints is not, by itself, proof that environmental controls are effective.

Appendix A: Annual Climate Action Plan Template

Field	Required entry
Period and owner	Plan period, Sustainability Lead, approving leader and review dates.
Baseline / starting point	Available data, current controls, known limitations and material assumptions.
Priority theme	Decarbonisation/resource efficiency, adaptation/resilience, green skills/participation, or biodiversity/nature.
Objective	Specific outcome or control improvement sought.
Action	Practical steps to be completed.
Measure / evidence	Data, document, observation, completion record or stakeholder evidence that will demonstrate progress.
Owner and support	Named role responsible and other contributors.
Due date and status	Deadline, RAG/status and date last reviewed.
Outcome and learning	Result, variance, barriers, cost/saving where relevant and next action.
External commitment	Relevant tender, contract, landlord, supplier, DfE or Carbon Reduction Plan requirement.

Appendix B: Environmental Aspects and Risks Register

Field	Required entry
Activity / location	Process, programme, site, travel, supplier or equipment concerned.
Environmental aspect	Energy, carbon, waste, water, pollution, biodiversity, procurement, travel or other interaction.
Potential impact	Nature, scale and duration of possible positive or negative effect.
Legal / contractual duty	Applicable legislation, waste rule, contract, landlord or commissioner requirement.
Control / influence	Direct control, shared control, influence only or no practical control.
Existing controls	Current process, record, supplier, equipment, training or physical control.
Risk / significance	Likelihood, impact, frequency, stakeholder concern and compliance significance.
Further action	Action, owner, deadline and evidence required.
Review trigger	Annual date, new premises, staff threshold, incident, supplier or legal change.

Appendix C: Venue and Supplier Environmental Due-Diligence Checklist

Check	Minimum consideration	Evidence / decision
Control and responsibility	Who controls utilities, waste, grounds, cleaning, maintenance and environmental incidents?	Lease, booking terms, venue response or contract.
Waste and recycling	Are dry recycling, food waste and residual waste arrangements suitable and clearly communicated?	Collector/landlord information, site check, photographs where appropriate.
Travel and access	Is the location accessible to learners and staff, including reasonable public-transport or route information?	Venue assessment and learner/travel planning.
Energy, comfort and safety	Can temperature, lighting and ventilation support safe, effective delivery without obvious waste?	Site check, issue log, landlord action.
Equipment and materials	Are equipment, consumables, storage and disposal arrangements suitable for the activity?	Specification, risk assessment and disposal route.
Environmental claims	Are material claims specific and evidenced rather than generic marketing?	Policy, certification, data, product information or clarification.
Contract commitments	What reporting, target, carbon, waste or social-value commitments must be delivered?	Tender response, contract, mobilisation plan and tracker.
Risk decision	Accept, accept with actions, monitor, alternative venue/supplier or reject, with proportionate rationale.	Approval and action record.

Appendix D: Waste, Recycling and Equipment Disposal Checklist

Check	Required action	Complete / evidence
Business size checked	Confirm total FTE position and current Simpler Recycling deadline; do not assess each site separately.	
Waste streams mapped	Identify dry recycling, food, residual, confidential, WEEE, batteries, toner, chemicals and any practical/training waste.	

Check	Required action	Complete / evidence
Collector / landlord verified	Confirm lawful arrangement and waste carrier registration where Quack contracts directly.	
Bins and instructions	Provide clear, accessible arrangements and address contamination.	
Waste contained	Prevent escape, leakage, odour, pests, fire risk or unauthorised removal.	
Transfer evidence	Retain relevant waste transfer note, contract, invoice, consignment or disposal evidence.	
Reuse / repair considered	Assess safe reuse, repair, redeployment or donation before disposal.	
Data securely erased	Follow the Information Security Policy for data-bearing assets before transfer.	
WEEE / specialist route	Use an appropriate authorised route for electrical, battery, lamp, toner, chemical or hazardous waste.	
Incident or concern closed	Record spill, unlawful disposal, missed collection, fly-tipping or supplier concern and corrective action.	

Appendix E: Version Control

Version	Date	Author / owner	Summary of change	Next review
1.0	2024	Quack Group Ltd	Original environmental policy. Included an unsupported fixed 5% annual carbon target and content relating to ABDO, contact lenses, optical frames, NRC premises and a named sustainability champion that did not reflect Quack's current operations.	Superseded
2.0	August 2026	Managing Director / Quality Team	Complete rewrite for Quack Recruitment & Training Ltd. Added legal and procurement context, proportionate climate action planning, environmental aspects, waste and Simpler Recycling controls, WEEE, energy, travel, procurement, venues, curriculum, climate resilience, green-claims controls, monitoring and operational checklists.	August 2027

Reference framework

Climate Change Act 2008; Environment Act 2021; Environmental Protection Act 1990 and waste duty-of-care code; Waste (England and Wales) Regulations 2011; current Simpler Recycling workplace guidance; WEEE Regulations 2013 and amendments; UK GDPR and Data Protection Act 2018; Procurement Act 2023 and relevant contract conditions; PPN 006 where applicable; DfE sustainability leadership and climate action planning guidance; Quack's Health and Safety, Information Security, Business Continuity, Procurement, Conflict of Interest and Carbon Reduction documents.