



IMPACTFUL GOVERNANCE
Community Interest Company

“Creating sustainability by imbuing independence and strength into community organisations; supporting effective and efficient services.”

Environmental Sustainability Policy 2025

Impactful Governance - Community Interest Company continually strives to find ways to reduce waste and recycle. We are committed to minimising the environmental impact of running our organization and have become accredited as an SME Climate Hub.



This policy outlines our intentions and commitment around improving our environmental performance and we have made a commitment to be net-zero by 2030.

As a community-based organisation, we are aware that our environmental footprint may cause damage to the environment and to this end, we will revise this policy on a regular basis.

The organisation is committed to reduce and is against any unlawful pollution. By committing to the following 10 Policy Statements, we are now legally bound to:

1. Meet legislative and COP26 requirements to achieve net-zero carbon emissions by 2030.
2. Make effective use of resources, by minimising waste generation by re-using where possible and increasing levels of business recycling.
3. Ensure a safe environment and energy efficient working for all staff and service users.
4. Conduct an audit and adopt energy efficient practices to support the development of renewable energy through our purchasing decisions.
5. Use resources, including water efficiently.
6. Reduce carbon emissions from necessary company vehicles or transport.
7. Share good practice amongst our staff, volunteers and service users.
8. Benchmark our practices against local partners and other organisations working within the community or business sectors.
9. Work with suppliers to reduce their environmental impact by making sustainable procurement choices where ever possible.
10. Review environmental impact and performance every six months. Sharing net-zero information with our service users and staff.

Key environment issues for Impactful Governance - Community Interest Company:

- Travel to and from work, working from home.
- Travel to and from meetings or events.
- Travel to and from delivery sites including overnight accommodation and public transport.

The organisation is:



- Create a relaxed and safe working environment for staff, volunteers and clients. We explore all forms of pollution including: noise, light, waste, air quality, plastic and other forms of pollutant.
- Establish a discount bus travel scheme with Aviva for all staff, volunteers and clients to use:

<https://www.arrivabus.co.uk/business-travel/employer-travel-club/impactful-governance>

We also support the UK Government “UK Strategy for Sustainable Development” by committing to the following aims:

1. Social Progress
2. Effective Protection
3. Prudent use of resources
4. High and stable levels of growth

Staff and volunteers commit to:

Bring suggestions for environmental improvement to Team meetings:

1. Meet legislative requirements, adopt the findings of COP26 to be held Nov 2021 and the Environment Protection Act 1990: Duty of Care placed on all businesses.
COSHH Regulations: storage, handling and disposal of chemicals.
Clean Neighbourhoods & Environment Act 2005: safe deposit and disposal of waste.
2. Make effective use of resources.
Retain, re-use and up cycle where possible.
Donate unwanted items to NAWS charity shop or Mencap charity shop.
Use Google cloud documents for sharing whilst editing rather than printing.
Utilise Outlook calendar for appointment setting and invitations.
Use low-energy lightbulbs once old bulbs stop working.
3. Ensure a safe and efficient working environment.
Office and delivery areas to have good ventilation.
Office and delivery sites to have maximum natural sunlight and reduce artificial lighting.
Documents to be shared by HubSpot CRM, email or cloud device to save printing.
4. Adopt energy efficient practices.
Cycle to work is encouraged.
Use public transport (trains) and electric vehicles.
Use trains or car share when attending the same venue.
5. Use water efficiently.
Stop the purchase of plastic water bottles completely and only use filtered water.
Reduce water consumption through energy efficient machines:
Boiling only the required amount of water.
Use environment settings on Dishwashers and Washing Machines.
Replace home or office gas boilers with energy efficient heating.
Install a Megaflow rather than a cylinder water heater.
Encourage staff to use coffee cups more than once within a hygienic timescale.
6. Reduce carbon emissions.
Use electric vehicles: increasing the mile per gallon with hybrid (short-term) and fully electric vehicles by 2030.
Gas central heating to be on a timer device and only boosted during cold weather.
Carbon toner printers to be avoided where possible.
Explore season tickets for public transport.
Encourage car sharing by staff to work, meetings or delivery sites.
Explore Halfords tax efficient cycle scheme (or other), deduct from salary scheme.
Vegetarian or vegan food only provided for hospitality (Methane avoidance due to meat production).
Inform staff, volunteers and clients on the impact of Methane to reduce ozone damage.
7. Share good practice & benchmark.
Identify and access local training resources or webinar opportunities.

Share information on environmental savings with individuals and other community groups.

Share information with clients and service users to minimise waste.

8. Work with suppliers to reduce their environmental impact.

Buy environmentally efficient products from existing suppliers.

Identify new suppliers offering cost efficient environmental products.

Change utility services provider I.E. Electricity, to reduce the environmental impact.

Engage with 100% renewable energy suppliers, particularly wind and other natural energy.

Purchase recycled ink cartridges from Tesco or other local re-fillers.

9. Recycle using office waste by separating food, plastics and reusable items into colour coded

recycling bins.

10. Review performance every six months.

Review 23rd November 2021

1. Based on the above 10 points, we have reviewed and updated the policy as follows:
2. We have signed-up to net-zero by 2030 through the SME Climate Hub process.
3. Our new HP All-in-One computers will be from unsold or upgraded manufacturers:
4. **HP RENEW PROGRAM :**
5. HP RENEW PROGRAM IS THE ONLY ONE , OFFICIAL HP FACTORY RE-MANUFACTURING program on the market. GOOD AS NEW & NEVER USED
Remanufactured products are put through a rigorous remanufacturing and testing process to bring them back to "SAME AS NEW" in terms of condition and performance. HP warranty and support from date of purchase (UK and EU only). Product being shipped in genuine, HP branded (none retail) box with genuine accessories. Although this item is in excellent condition! No marks of use! Never Used! Only small cosmetic disperfections are acceptable. In case of any more noticeable effects we will provide detailed description.
6. The HP Renew Program offers you a comprehensive portfolio of thoroughly remanufactured HP products that are a mirror image of new, at very competitive prices. HP warranty is assured as all HP Renew products undergo the same building and testing process as for new products. If you're looking for refurbished or reconditioned technology, consider fully remanufactured products from HP Renew, a better option since they perform as new and have the same warranty as new products.
7. HP Renew inventory comes from various sources but mostly from: excessive inventory from factory or discontinued products.
. HP Renew products are not to be confused with "used" or "second-hand" products. Instead, HP Renew offers high quality products that are completely remanufactured by HP. All HP Renew products are Factory-Certified to be as good as new with performance equal to new. HP even return it to its same-as-new warranty status. The benefit: Factory-Certified HP technology at a lower cost but with the same performance when compared to new products, and delivered with the original HP warranty.
8. Office base at 70 Oxhey Avenue has had complete lighting replaced with LED panel office lighting and the old 3 bulb lighting has been sent to recycling.
9. Travel to meetings by cycle have started to take place during November 21 where Eco-Office Audits were hand delivered to organisations who took part.
10. Water...
11. The old process of printing out bank payment confirmations using a laser printer stopped on 21st November and instead PDF files are held on the CEO computer.
12. Our I.T. support provider "Computask" have set up sharepoint and group folders for sharing electronic files for the staff team.
13. Our Environmental Auditor attended the Climate Coalition AGM on 24th November 2021 and will share the information at our next staff team meeting.
14. We have requested a copy of the Computask Environmental Policy.
15. Recycling bins are in use within the office at 70 Oxhey Avenue, Watford. We will audit our staff processes for recycling and update our files whilst encouraging best-practices.

Review 20th May 2022

16. We have made 16 other organisations aware of environmental changes and the reduction to net-zero during 2021-22 through our Eco-Audit project level 1. We also made implementation plans for the Level 2 Audits and supported a further 11 organisations to make steps towards reducing carbon emissions. An additional 8 organisations took part in the Community Wealth project and completed agreements to make reductions and apply for grants to make the changes.
17. Installed a smart meter to visually see the impact of energy usage. We joined Watford Arts recycling Project (WRAP) and have collected materials to re-use rather than buying new (e.g. hanging files). Only recycled paper is used for all printed materials and photocopying paper.
18. Banking payments are no longer printed but stored electronically instead. Eco Office cabin arrived in May and is in the process of being installed together with Solar Panels.
19. An audit of household plastic use took place during the week of 15th May 2022.
20. We purchased 2 XP-Pen tablets to avoid printed paper for enrolment forms. We only buy recycled pens.
21. We purchased an e-cargo bike and use it to transport small equipment or food provisions instead of using a petrol car.
22. Participants in our STEM City project have learnt about the environment through our “Social Enterprise & Environment Work” modules. We share ideas and information through WhatsApp. Paying for staff to attend cycle training to reduce carbon footprint.
23. Advertising environmental training within the Oxhey Village Environment Group (OVEG) magazine as well as the W3RT 55+ magazine.
24. We will book town centre community venues to allow people to walk or take public transport.
25. Using eco-ver liquid instead of non-eco sound organisations. Using refill shops and encouraging staff and participants to use refill shops. We write and publish an environmental blog each week to Facebook, Twitter, Instagram and Linked-in.

Review 20th December 2022

1. We have created 40 carbon reduction “Implementation Plans” for organisations.
2. We have been commissioned to produce a further 15 from January 2023.
3. Purchased 6 solar panels to be installed into an eco-office (carbon-zero).
4. All A4 paper purchased is now recycled only.
5. Delivered “Green Jobs” training to jobcentre clients in Watford & Hemel Hempstead.
6. E-marketing emails sent where frequency is more than once.
7. Printed leaflets are all only printed on recycled paper.
8. We walk to the Old Free School to collect post and have stopped using it as a physical office space.
9. The Eco-office will be used as a base for the CEO from 2023.
10. An electric company car has been ordered and deposit paid for delivery in 2023.
11. We have requested a copy (again) of the Computask Environmental Policy.

Review 31st July 2023

1. At external events, we have a USB water pump that fits onto a water bottle. This avoids buying unnecessary and additional plastic water bottles. The large 5 gallon water container can be refilled with filtered tap water at future events and the USB pump can be recharged using renewable electricity.

Review 27th October 2025

1. Solar powered lighting used for external evening events.
2. LED light headband torch used for car park attendants at night.

This policy and the consequential procedures have been adopted by:
"Impactful Governance - Community Interest Company" by the Directors.



Signed and endorsed by.....

PRINT NAME IN CAPITALS. ...Andrew Waite (CEO)..
(a signed copy is also held in every individual staff personnel file)

Date of last review	November 2025
Date of next review	November 2026
Date it was first implemented	October 2017
Author(s)	Chief Executive
Audience	All Directors, Consultants, Employees, Volunteers, clients and Stakeholders.
Other relevant policies and/or procedures	Disciplinary policy.
Where it is saved	www.ig-CIC.org.uk

Please sign and return a copy of this policy by email or post to:

Impactful Governance - Community Interest Company (Chief Executive)
Registered Office: The Old Free School, George Street, Watford, Hertfordshire WD18 0BX
Telephone: 01923 231660 website <https://www.ig-cic.oruk>

Environment Statement

Appendix A

Commitments:

- Impactful Governance provides a firm commitment to promote sustainable development whilst delivering our Connected Environment ESF activities.
- We provide an assurance that sub-contractors will also support sustainable development. This will be confirmed with a written statement of commitment to promote sustainable development (as seen in the Environmental Sustainability Policy above).
- Impactful Governance confirms that each organization involved in delivering the contract, i.e., any providers and sub-contractors will: a) dispose of waste using a registered waste collector and, b) ensure that WEEE waste is disposed of legally and not mixed with general waste. This will be in accordance with the Clean Neighbourhoods & Environment Act 2005.

Carbon Footprint:

We have engaged an Energy Consultancy to evaluate our own Carbon Footprint which will be distributed as a questionnaire to all staff members initially from April 2021. It includes establishing domestic energy use with the aim of getting everyone to Net-Zero by 2030:

- Electricity Smart Meters
- Equipment used, hours and frequency
- Gas boilers and phasing out in favour of green energy (no new installs from 2025)
- Green energy suppliers and pooling resources
- Insulation
- Planting trees (off-setting and real domestic action to take NOW)
- Moving to a vegetarian diet (Methane gas from meat production being the biggest cause of environmental pollution).

All Directors of Impactful Governance are already Vegetarian or Vegan.

Policies and Procedures

This policy and the consequential procedures have been adopted by:

- "Impactful Governance - Community Interest Company" (the organisation) by its Directors.
- Impactful Governance is committed to promoting sustainable development whilst delivering the Connected Environment Project.
- The Environmental Sustainability Policy will be communicated to all staff and participants before, during and at completion of the programme.
- All staff and participants will be given a copy of the Environmental Sustainability Policy to demonstrate a clear commitment to sustainable development before commencing on walks.

Net-Zero by 2030

Appendix B: Sustainability Implementation Plan

Impactful Governance – Community Interest Company				Reduction by 2025	Reduction to zero by 2030
Statement of general policy	Responsibility of: Name/Title	Action/Arrangements (What are you going to do?)	By When?		
Create an eco-friendly working environment that takes into account the recent Environmental Sustainability Policy. This commitment must be regularly monitored.	Andrew Waite – Chief Executive, Alexandre Oliveira – Customer Service & Finance Director and Clerene Allen, Non-Executive Director	Discussions with all staff members, led by the Impactful Governance Directors	Cyclical, every month	Eco-office operating 50% of services	Eco-office operating 0% energy purchased (Net-Zero).
Digital promotion of the Projects where possible to reduce the amount of paper, energy and waste. This will decrease the amount of paper printed, electricity and ink used as well as energy costs.	Project Managers, I.T. Support, Trainers and Mentors.	Send e-marketing emails to staff and participants. Promotion of marketing material to community and partner organisation. E-marketing campaigns through Social Media.	To be done during promotion of the project and throughout the lifetime.	Marketing to be electronic means for at least 50% of communication	Marketing to be printed at maximum 20% of all publicity. Suppliers to provide eco-friendly options.

<p>Encourage all staff and participants to share transport or use public transport where possible to minimise energy consumption.</p> <p>Company vehicles to be fully electric.</p>	<p>Staff and volunteers, I.T. Support, Trainers and Mentors.</p>	<p>Send emails to staff and participants.</p>	<ul style="list-style-type: none"> To be done before the projects take place. <p>Establish a discount bus travel scheme with Aviva for all staff, volunteers and clients to use:</p> <p>https://www.arrivabus.co.uk/business-travel/employer-travel-club/impactful-governance</p>	<p>0% petrol or diesel car.</p> <p>ACHIEVED MAY 2023</p>	<p>0% petrol or diesel public transport.</p> <p>0% ACHIEVED</p>
<p>Encourage all staff and participants to bring reusable water bottles whilst in activities to reduce waste.</p> <p>A large refillable bottle with a USB pump has been purchased.</p>	<p>All staff and volunteers, I.T. Support, Trainers and Mentors.</p>	<p>Send welcome emails to staff and participants, asking for reusable bottles to be used where possible.</p> <p>Take to external events.</p> <p>Use filtered water to refill.</p>	<ul style="list-style-type: none"> To be done before the activities take place. <p>Achieved 1st Aug 2023</p>	<p>50% (by 2025)</p> <p>0% (18 mths early)</p>	<p>0% plastic or waste</p> <p>0% ACHIEVED</p>
<p>Encourage all staff and participants to recycle any waste where possible during the activities. If there are no recycling bins along the route, advise participants to keep waste separate and recycle when they can.</p>	<p>All staff and volunteers, I.T. Support, Trainers and Mentors.</p>	<p>Send emails to staff and participants. Remind them during the activities.</p>	<p>Trainers and Mentors be informed during the induction and just before the activity begins.</p>	<p>50%</p>	<p>0% waste produced</p>

Encourage sustainable thinking whilst in the activities and during the training as good practice and make social, ethical and business sense.	All staff and volunteers, I.T. Support, Trainers and Mentors.	Induction procedure to include distribution and reading of this Implementation Plan.	Send by email before the activities take place.	50% energy produced	0% energy produced
Review environmental practices when necessary to ensure fairness, and also update them and the policy to take account of changes in company sustainability policies.	Andrew Waite, Chief Executive & Georgie Harding, Environmental Auditor.	Discussions with Learners during Mentoring. Discussions with staff during staff appraisals.	Cyclical, every 4 weeks.	50% energy produced	0% energy produced
<p>The organisation is committed to reduce and is against any unlawful pollution.</p> <p>By committing to the following 10 Policy Statements, we are now legally bound to:</p> <ol style="list-style-type: none"> 1. Meet legislative and COP26 requirements to achieve net-zero carbon emissions by 2030. 2. Make effective use of resources, by minimising waste generation by re-using where possible and increasing levels of business recycling. 	All Directors Office and home-working staff.	<p>Conduct a staff survey to consider the benchmarks for reducing carbon.</p> <p>Separate coloured waste bins are in operation and are collected by the Borough Council. Ink cartridges are recycled through appointed organisations via manufacturer, specifically Canon & Tesco ink drop-off.</p>	Commenced 2021 to be Net-zero by 2030. Compostable items to be purchased. Avoid buying items with plastic. Leave waste items at Supermarkets.	Annual surveys 50% waste	Net Zero by 2030 Net Zero by 2030

<p>3. Ensure a safe environment and energy efficient working for all staff and service users.</p> <p>4. Conduct an audit and adopt energy efficient practices to support the development of renewable energy through our purchasing decisions.</p> <p>5. Use resources, including water efficiently.</p> <p>6. Reduce carbon emissions from necessary company vehicles or transport.</p>	<p>Project managers to produce an environmental session plan prior to all activities.</p> <p>All staff and volunteers, I.T. Support, Trainers and Mentors & Andrew Waite, Chief Executive</p> <p>Everyone</p> <p>Directors, Staff, participants and volunteers.</p>	<p>Natural lighting is encouraged for all staff and to minimise electricity usage.</p> <p>This document is held electronically in the office computer and used as reference for sustainable and zero-carbon activities.</p> <p>Encourage meeting point at public transport stations and walk or cycle to destinations where possible.</p> <p>Questionnaires have been completed.</p> <p>Filtered water is in use within the office at 70 Oxhey Avenue.</p> <p>Encourage all staff and participants to bring reusable water bottles whilst on the walk to reduce waste.</p> <p>Petrol & diesel vehicles to be phased out by 2030. Electric or self-charging</p>	<p>Take own tote or recycled material shopping bags. Re-use items whenever possible.</p> <p>Health & Safety risk Assessment for all home-based staff to be conducted by Sept 2021.</p> <p>Commenced June 2021 to be completed by Environmental Auditor by 28th February 2022.</p> <p>Net Zero by 2023 ACHIEVED</p>	<p>TARGET: Net Zero by 2025</p>	<p>Net Zero by 2030</p>
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<p>7. Share good practice amongst our staff, volunteers and service users.</p> <p>8. Benchmark our practices against local partners and other organisations working within the community or business sectors.</p>	<p>Lead</p> <p>Environmental Auditor.</p> <p>Andrew Waite – Chief Executive</p>	<p>vehicles to be purchased on replacement.</p> <ul style="list-style-type: none"> • Travel to and from work, working from home. • Travel to and from meetings or events. • Travel to and from delivery sites including overnight accommodation and public transport. <p>Will incorporate environmental messages about domestic usage to all participants on our programmes, reaching 150 individuals.</p> <p>A survey has been conducted with Watford & Three Rivers Community Organisations to create a “Level 1” office benchmark.</p> <p>“Level 2” Audit to reduce carbon in development.</p>	<p>Before every activity.</p>	<p>Commence review of costs and potential replacements by Dec 2021.</p>	<p>Net Zero by 2030</p> <p>Net Zero by 2030</p> <p>Net zero by 2023 ACHIEVED</p>
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<p>9. Work with suppliers to reduce their environmental impact by making sustainable procurement choices where-ever possible.</p> <p>10. Review environmental impact and performance every six months. Sharing net-zero information with our service users and staff</p>	<p>Community of Practice</p> <p>Directors</p>	<p>Consider environmental impact on all purchases. Request Environmental Policies from suppliers and providers including computer support.</p> <p>Staff meetings must allow time and space for environmental issues to be raised, shared and explored.</p>	<p>Watford for ad-hoc meetings and self-sustaining office space using wind-turbine and solar panels for energy.</p>		<p>Net Zero by 2030</p>
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Signed: A Oliveira	Alex Oliveira Customer Service & Finance Director	Date:	27-10-25
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