



Friends House, London

A Quaker hospitality venue and staff office accommodation.

Quaker concern for the Earth and the well-being of all who live in it is not new. It is deeply rooted in our faith. We reaffirmed our commitment to act as a faith community in 2011 with the 'Canterbury Commitment'.

A commitment to the 'unity of creation' has always been part of Quaker faith. Early Quakers knew that to damage the earth just for human 'outward greatness' would be an injustice on future generations.

In 2011 Quakers reaffirmed our commitment to act as a faith community with the 'Canterbury Commitment' (minute 36 of Britain Yearly Meeting). This called on Quakers to act in new ways - individually, as local communities, as a corporate body of faith, and politically. It recognised that the environmental crisis is enmeshed with global economic injustice and that tackling inequality is central to taking action on climate change.

The Canterbury Commitment also makes clear that this is a spiritual task.

Friends House (London) Hospitality Ltd. Sustainability 2030 Strategy Plan



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Sustainable strategic plan 2030

As a Quaker company, we are committed to being a low-carbon and sustainable business. We seek to minimise our impact on the environment and maximise our positive contribution to the communities in which we operate.

Our 2030 Sustainability Strategy Plan lays out an ambitious, long-term vision for becoming a truly sustainable organisation and is aligned to the UN Sustainable Development Goals. We want to lead by example and be the green venue of choice for our customers in London and Cumbria. To deliver this vision, our strategy provides a framework for action, identifying key areas where we can exert the greatest level influence and key priorities we must address around energy, responsible procurement and communication and engagement.

The final priority is key. To deliver true sustainability means effectively engaging with all our stakeholders, such as staff, suppliers, customers and Friends . It is through collaboration with others that we will better communicate our successes the impacts of our actions and enable more sustainable choices.”



A handwritten signature in black ink that reads "Paul Grey". The signature is written in a cursive style and is positioned above a thin horizontal line.

Paul Grey
CEO Friends House (London) Hospitality Ltd
August 2017

Sustainability Plan 2030: A framework for delivering sustainability

Our approach:

- We will drive improvements in the sustainability of our operations across four key areas of influence: **Facilities & Venues, IT, Catering** and **Travel**
- Actions and initiatives will focus on three key priorities: **Energy & Emissions, Resources & Procurement**; and **Communication & Engagement**
- By setting a long-term strategy to 2030, we can identify more ambitious targets that may require future technological and social changes are not yet available or widely adopted (e.g. paperless office, meat free menus, greater self sufficiency)

Areas of influence



Facilities & Venues

IT

Catering

Travel



Energy & Emissions

Across each focus area, we can reduce our demand for energy, switch to renewables sources and even produce our own electricity



Resources & Procurement

Responsible procurement means procuring from sustainable sources and also the responsible use of any procured goods and services to minimise and eliminate waste



Communication & Engagement

Achieving best practice will require partnerships with others to understand, educate, identify and promote more sustainable choices and behaviours. Our success will depend on effective communication with all stakeholders.

Prioritising initiatives and targets against the framework

Example

- The table below shows how individual initiatives, actions and targets can be implemented using the strategic framework
- Progress against the framework can then be managed and monitored and support wider communication to all stakeholders



Facilities & Venues

IT

Catering

Travel



Energy & Emissions

- Reduce consumption
- 100% renewables
- Self-generation

- Efficient equipment
- Cloud based servers

- Sustainable menus
- Local sourcing

- Monitoring & reporting
- Eliminate unnecessary travel



Resources & Procurement

- Zero deforestation / Paper free
- Grey water harvesting
- Promote biodiversity
- Zero waste to landfill
- Using venues with green credentials

- Full life cycle cost assessment
- End of life donation
- No WEEE to landfill

- Own produce
- Soil accreditation
- Reduce packaging waste

- Sustainable alternatives – car sharing, cycle to work



Communication & Engagement

- Staff engagement and surveys
- Regular, varied communication

- Employee behaviour / Switch-off monitoring

- Supplier collaboration
- Customer engagement

- Staff engagement and incentives
- Updated travel policy

How we going to deliver the plan



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We can make the greatest difference in the following areas of influence

To model and promote best practice, we must ensure that...

 Facilities & Venues	 IT	 Catering	 Travel
<p>“Our own house is in order.”</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. All facilities to achieve their sustainability potential 2. To become a “prosumer” 3. To become the green venue and us greener venues for our events 	<p>“We use efficient technology, efficiently”</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Efficient onsite equipment 2. Paper free by 2030 3. Transition to cloud-based servers 	<p>“We provide a sustainable menu and clear choices for customers”</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Reduce use of meat and animal products by 20 % of by offering more vegetarian / vegan options 2. Reduce packaging waste 3. Self-generate produce 	<p>“Our impact is minimised”</p> <p>Objectives:</p> <ol style="list-style-type: none"> 1. Ensure effective monitoring and reporting on travel 2. Eliminate unnecessary travel 3. Minimise residual impact and promote sustainable alternatives
<p>To build on the significant progress already made at Friends House and extend this to other BYM properties.</p> <p><i>Specific initiatives include:</i></p> <ul style="list-style-type: none"> • Procuring/producing renewables energy • Effective energy management and monitoring systems • Efficient use of other resources • Promoting biodiversity • Focus on greener hotel accommodation 	<p>The use of onsite and external technology remains a key area where BYM can make a difference.</p> <p><i>Specific initiatives include:</i></p> <ul style="list-style-type: none"> • Ensure all onsite equipment meets minimum efficiency rating and is operated responsibly • Ensure sustainable end of life decommissioning • IT supporting increase in remote working / paper free working 	<p>The impact of different menu choices on the environment and animal welfare varies considerably. We will source sustainably, reduce the impact and use own produce.</p> <p><i>Specific initiatives include:</i></p> <ul style="list-style-type: none"> • Engage customers to offer and promote sustainable choices • Increase promotion of self-generated produce (e.g. honey) • Ensure sustainable sourcing and accreditation 	<p>Travel accounts for around 20% emissions and is currently based on spend. By improving the quality and granularity of travel data, we can improve accuracy of reporting and more effectively manage travel policy</p> <p><i>Specific initiatives include:</i></p> <ul style="list-style-type: none"> • Improve reporting accuracy and set targets for reduction • Promote use of sustainable alternatives

Our actions to improve sustainability will address the following priorities for change

To deliver sustainability best practice, we must strive to...

 Energy & Emissions	 Resources & Procurement	 Communication & Engagement
<p>“Reduce energy consumption, switch to renewables and self-generate, wherever possible”</p> <p>Objectives:</p> <ol style="list-style-type: none"> 100% Renewables by 2020 Self generation by 2030 Annual emission reduction of 4% to 2021 	<p>“Ensure responsible procurement and responsible usage to minimise and eliminate waste”</p> <p>Objectives:</p> <ol style="list-style-type: none"> 100% sustainable sourcing – always locally made and local sourced wherever possible To only use venues and hotels with a green accreditation by 2022 Embrace circular economy principles to increase re-use and recycling 	<p>“Effectively engage staff and customers on the impacts of actions and choices”</p> <p>Objectives:</p> <ol style="list-style-type: none"> Regular and diversified communication to promote the impacts of our actions Increase stakeholder engagement levels and feedback Increase staff awareness of our values on procurement
<p>Actions and choices within each influence area will have consequences in terms of the type and amount of energy consumed.</p> <p><i>Specific initiatives include:</i></p> <ul style="list-style-type: none"> Switch to renewable sources / on site generation Server virtualisation and cloud based computing Reduce food miles through local sourcing Reduced business travel through improved travel data monitoring and reporting 	<p>Wherever goods and services are procured and consumed, we can act to increase self sufficiency, reduce consumption and ensure sustainability of supply</p> <p><i>Specific initiatives include:</i></p> <ul style="list-style-type: none"> Collaborating with supplier to reduce packaging waste Harvesting and reuse of grey water Undertaking full life cycle cost assessments End of life donation of IT equipment 	<p>We need to communicate the positive impact of our actions and engage stakeholders to better understand behaviour, requirements and promote more sustainable choices.</p> <p><i>Specific initiatives include:</i></p> <ul style="list-style-type: none"> Greater use of signage and materials to inform and encourage staff, customers and visitors to make more sustainable choices Annual and intra-year progress reporting Promoting Friends House and other properties as the “green venue of choice”

Identified targets and initiatives



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Facilities & Venues: “Ensuring our own house is in order”



Energy & Emissions

- To further reduce our carbon footprint by year on year till 2021 by 4 %
- Achieve 100% renewable electricity supply across all properties (by 2020)
- Move to purchasing Bio Gas when secure and affordable supply can be established
- Install local renewable solutions when an opportunity arises
- Install sub metering to help us better understand our consumption
- Green our roofs to improve insulation and promote bio diversity

Resources & Procurement

- Paper free office by 2030
- To work with and encourage event venue and hotels to get green accreditations
- To continue to be landfill free and to use less, waste less and recycle more
- Measure and reduce our waste and work closely with providers to get a recycling rate to 75 %
- Use locally made goods and locally sourced services wherever we can, and buy products manufactured in a sustainable way
- Use energy and water efficiently and where possible reduce use by another 5 % by 2022
- Collect waste water for use the gardens & courtyard
- Use only detergents and cleaners which are phosphate and chlorine free
- Source products with environmentally responsible packaging

Communication & Engagement

- Regularly communicate impact of our actions to stakeholders through annual report and onsite signage
- Survey and engage staff to better understand behaviour, identify areas for improvement and increase participation

IT: “We use efficient technology, efficiently”



Energy & Emissions

- Ensure all IT equipment meets minimum energy efficiency standards
- Explore options for server virtualization and cloud based computing
- Use IT to support remote working and paperless meetings



Resources & Procurement

- End of life donations
- Source products with environmentally responsible packaging
- Use locally made goods and locally sourced services wherever we can, and buy products manufactured in a sustainable way
- Take into account the lifetime costs of materials when replacing IT equipment and ensure that major upgrades are based on principles of sustainability



Communication & Engagement

- Surveys and monitoring staff behaviour
- Promote and encourage automated shutdown
- Use signage and other information materials to inform and encourage sustainable behavior

Catering: “We provide a sustainable menu and clear choices for customers”



Energy & Emissions

- Reduce embedded energy in menu options through increased proportion of vegetarian and vegan menu options
- Explore circular economy options to generate energy from waste – coffee grounds, cooking oil
- Ensure energy efficiency of catering equipment meets minimum standards

Resources & Procurement

- Collaborate with suppliers to reduce packaging
- Green our roofs to provide bio diverse environment for local wild life and generate own produce
- Use locally made goods and locally sourced services wherever we can, and buy products manufactured in a sustainable way

Communication & Engagement

- Promote comparative impact of menu options to inform customer behaviour
- Use signage and other information materials to inform and encourage sustainable behaviour

Travel: “Our impact is minimised”

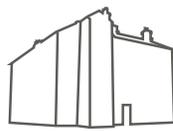


Energy & Emissions	Resources & Procurement	Communication & Engagement
<ul style="list-style-type: none">• Use more granular travel data to support improved reporting and reductions in travel• Promote use of public transport walking, cycling and offer facilities to support these activities• Encourage car sharing where there is no public transport alternative	<ul style="list-style-type: none">• Explore options for green travel / accommodation	<ul style="list-style-type: none">• Offer and promote business solutions such as skype to reduce the need to travel• Periodic surveys to better understand staff & committee behavior

Aligning with the sustainable development goals



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Sustainable Development Goals (SDGs)

SDGs and our Sustainability Strategy Plan 2030

The SDGs call on countries to mobilize efforts to end all forms of poverty, fight inequalities and tackle climate change, while ensuring that no one is left behind. Each Goal identifies a series of short or longer term targets to be achieved and further guidance on how to meet them, thereby providing further support for making the sustainable transformation we need.

There is considerable alignment between the SDGs and Quaker values of **Equality and Justice; Peace; Truth and Integrity;** and **Simplicity and Sustainability.** Wherever possible we will reference the SDGs in delivering our strategy and in our actions

About the SDGs

The 17 Sustainable Development Goals (SDGs) of the 2030 Agenda for Sustainable Development were adopted by world leaders in September 2015 at an historic UN Summit and came into force on 01 January 2016.

The new Goals call for action by all countries, poor, rich and middle-income to promote prosperity while protecting the planet. They recognize that ending poverty must go hand-in-hand with strategies that build economic growth and addresses a range of social needs including education, health, social protection, and job opportunities, while tackling climate change and environmental protection.

<http://www.un.org/sustainabledevelopment/development-agenda/>

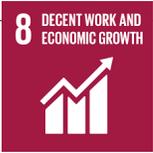
<http://www.un.org/sustainabledevelopment/sustainable-development-goals/>



Our current initiatives supporting the sustainable development goals

 <p>1 NO POVERTY</p>	<ul style="list-style-type: none">• Stock Fairtrade goods• Living wage employer• Support others by selling their goods in our retail shops
 <p>2 ZERO HUNGER</p>	<ul style="list-style-type: none">• We offer suspended soup at Friends House which benefit those less fortunate to have a warm meal
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<ul style="list-style-type: none">• Ensure that we always offer healthier options on our menus, highlight food allergens and provide dietary alternatives
 <p>4 QUALITY EDUCATION</p>	<ul style="list-style-type: none">• Providing customers with information and advice on healthier food and offer alternatives• Our bookshop carry a wide range of educational books
 <p>5 GENDER EQUALITY</p>	<ul style="list-style-type: none">• Offer toilet no sex facilities• Publish our pay scales and pay on 1.4 ratio
 <p>6 CLEAN WATER AND SANITATION</p>	<ul style="list-style-type: none">• Sell goods to raise funds for water aid• We twin our toilets https://www.toilettwinning.org

Initiatives supporting the sustainable development goals

 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<ul style="list-style-type: none">• 100 renewable electricity and Green gas at Friends House• 100 renewable electricity at Swarthmoor Hall• Working on options to produce renewable energy
 <p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<ul style="list-style-type: none">• We work with disenfranchised groups, offering work placement and employment opportunities
 <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>	<ul style="list-style-type: none">• Initiative 1
 <p>10 REDUCED INEQUALITIES</p>	<ul style="list-style-type: none">• We offer support to colleagues in Quaker Peace and Social Witness and Friends in their work to reduce inequality in the world
 <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<ul style="list-style-type: none">• We offer support to colleagues in Quaker Peace and Social Witness and Friends in their work to create sanctuary meetings.
 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<ul style="list-style-type: none">• Measuring and reporting our impact widely with our stakeholders

Initiatives supporting the sustainable development goals

 <p>13 CLIMATE ACTION</p>	<ul style="list-style-type: none">• 100 renewable electricity and greener gas• We offer information and books to engage others
 <p>14 LIFE BELOW WATER</p>	<ul style="list-style-type: none">• We only use MSC guidelines and only procure MSC fish
 <p>15 LIFE ON LAND</p>	<ul style="list-style-type: none">• Soil association gold accreditation at Friends House• Have a Concern for Animals and their welfare and have a Good Egg and Good Chicken Award
 <p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<ul style="list-style-type: none">• We offer support to colleagues in Quaker Peace and Social Witness and Friends in their work to promote a peaceful and just world
 <p>17 PARTNERSHIPS FOR THE GOALS</p>	<ul style="list-style-type: none">• Initiative 1