

# WWF-UK ENVIRONMENTAL REPORT

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**OUR ENVIRONMENTAL PERFORMANCE**  
**JULY 2018 – JUNE 2019**

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# NOTE

We use a facilities management company to help run our Woking headquarters, the Living Planet Centre. Last year the contract went to tender and we appointed a new supplier.

In October 2018 the new facilities management company moved into our building. While they were learning how the building works, it delayed progress in our efforts to minimise our environmental impacts. Since then we've managed to substantially improve our water and electricity performance in the Living Planet Centre.





# ABOUT US

WWF is one of the world's largest independent conservation organisations. We're working to create a world where people and wildlife can thrive together, by restoring nature and tackling the main causes of the natural world's decline – particularly the food system and climate change.

We recognise the importance of 'walking the talk'. Our responsibility does not end with influencing others to build a future with thriving habitats and species – we must also play our part, reducing our own impacts as well as inspiring others to do the same.

This report summarises our environmental performance during our financial year from 1 July 2018 to 30 June 2019 (FY19).



# REPORT SCOPE

We have a number of offices in the UK; the table below shows the environmental impacts we're able to measure and report on for each one.

The majority of our operations are based at our head office, the Living Planet Centre (LPC); more than 90% of our staff are based here and it is the main focus of our report in relation to building impacts.

	Property area (m <sup>2</sup> )	Electricity	Gas	Water	Waste	Business travel	Paper and timber purchases
Living Planet Centre, Surrey	3,675	✓*	No gas supply to building	✓	✓	✓	✓
The Tun, Edinburgh	256	✓	Tenant within office where we are currently unable to measure our individual use		✓**	✓	✓
Churchill House, Cardiff	190	✓			✓**	✓	✓

\* At the Living Planet Centre solar panels on the roof generate electricity – it is assumed that this electricity does not generate CO<sub>2</sub> emissions.

\*\* We are tenants in our Scottish and Welsh offices, sharing waste services with the other tenants, but have begun to weigh our waste output before it is communally collected.





# CO<sub>2</sub>e EMISSIONS SUMMARY

At WWF-UK we monitor our Scope 2 and 3 CO<sub>2</sub>e emissions (we have no direct Scope 1 emissions to record). This includes energy, business travel, and emissions from paper, timber and print purchases.

## SUMMARY OF THIS YEAR'S EMISSIONS COMPARED TO LAST YEAR:

SOURCE	FY19 tonnes CO <sub>2</sub> e	FY18 tonnes CO <sub>2</sub> e	% change
Electricity (Scope 2)	171	185	- 8%
Business travel (Scope 3)	365	426	-14%
Paper and timber purchases (Scope 3)	121	119	+2%
<b>TOTAL</b> (Electricity, business travel, paper & timber)	657	730	- 10%





# CO<sub>2</sub>e EMISSIONS SUMMARY

CO<sub>2</sub>e (CO<sub>2</sub> equivalent) emissions are a way of accounting for the global warming impact of different greenhouse gases by expressing them as a common measurement (CO<sub>2</sub>). Emissions are categorised as Scope 1, 2 or 3 within the Greenhouse Gas Protocol. We calculate these emissions by applying the UK Government's carbon conversion factors. All CO<sub>2</sub> figures referenced in this report are CO<sub>2</sub>e figures.

Overall our CO<sub>2</sub>e emissions have decreased this year. This is partly due to the DEFRA carbon conversion factors improving – for example, 1 kWh of electricity results in less carbon this year than last year due to efficiency gains and renewables in the UK market. It is also thanks to greater awareness and dedication from our staff, working to reduce our consumption.

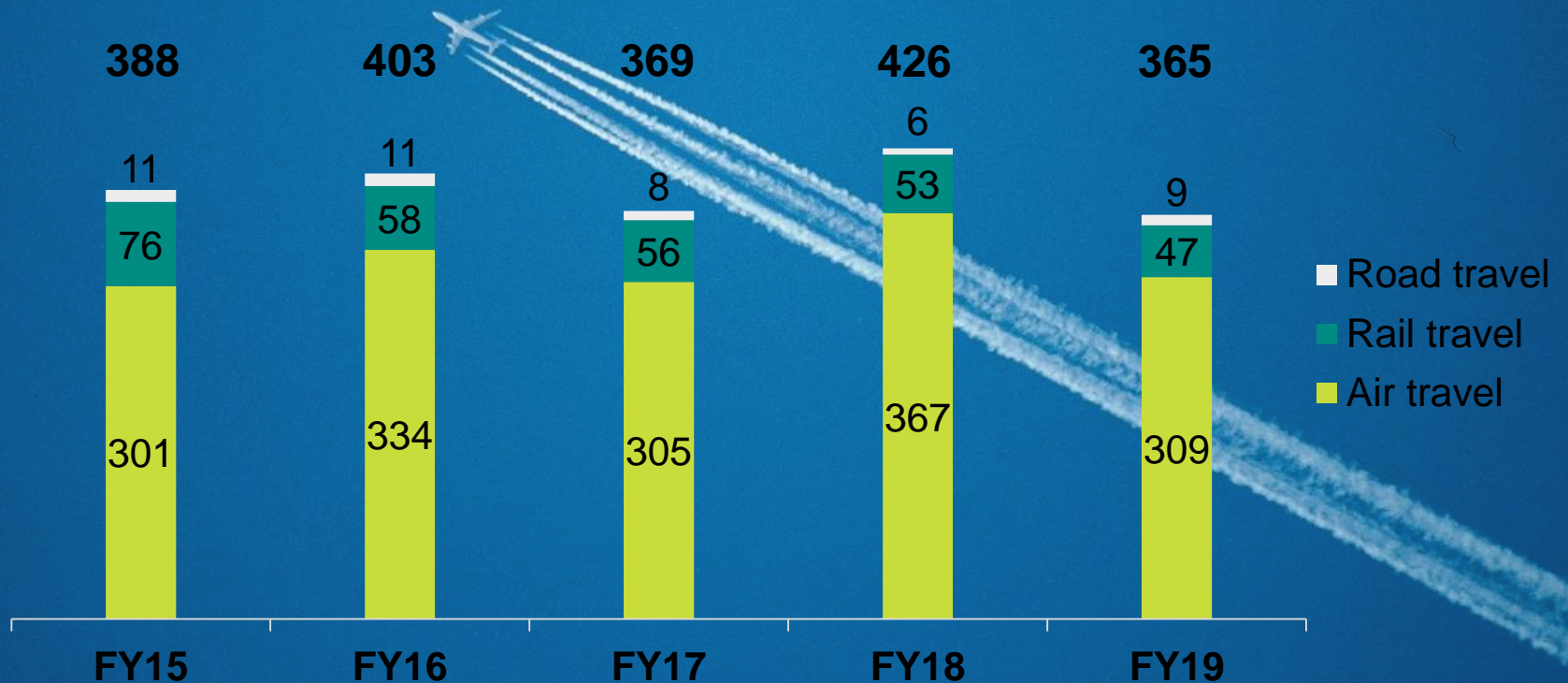
We've cut our electricity emissions by 8% this year, and our travel emissions by 14%. Paper, timber and print emissions have increased by 2%. We account for our paper, timber and print emissions as paper is our highest volume consumable and an important part of our work.

The following pages describe each area of activity in more detail to explain changes in our performance.



# BUSINESS TRAVEL

CO<sub>2</sub>e emissions (tonnes) from business travel in the past five years



# BUSINESS TRAVEL

## WE CUT OUR BUSINESS TRAVEL EMISSIONS BY 14% THIS YEAR

We produced 365 tonnes of CO<sub>2</sub>e from business travel this year, just 12 tonnes short of our target to average 353 tonnes a year during this strategy period (286 tonnes for air and 67 tonnes for road and rail combined).

To manage our flights we have a Sustainable Travel Policy, detailing how we should be travelling. At the start of every year we set a carbon budget and monitor progress against this, recording carbon from every trip. This year, teams have been even more rigorous in efforts to reduce the number of flights taken. Air travel accounted for 85% of our total travel emissions.

## WE TOOK 51 FEWER FLIGHTS THIS YEAR AND SAVED 10,762 AIR MILES

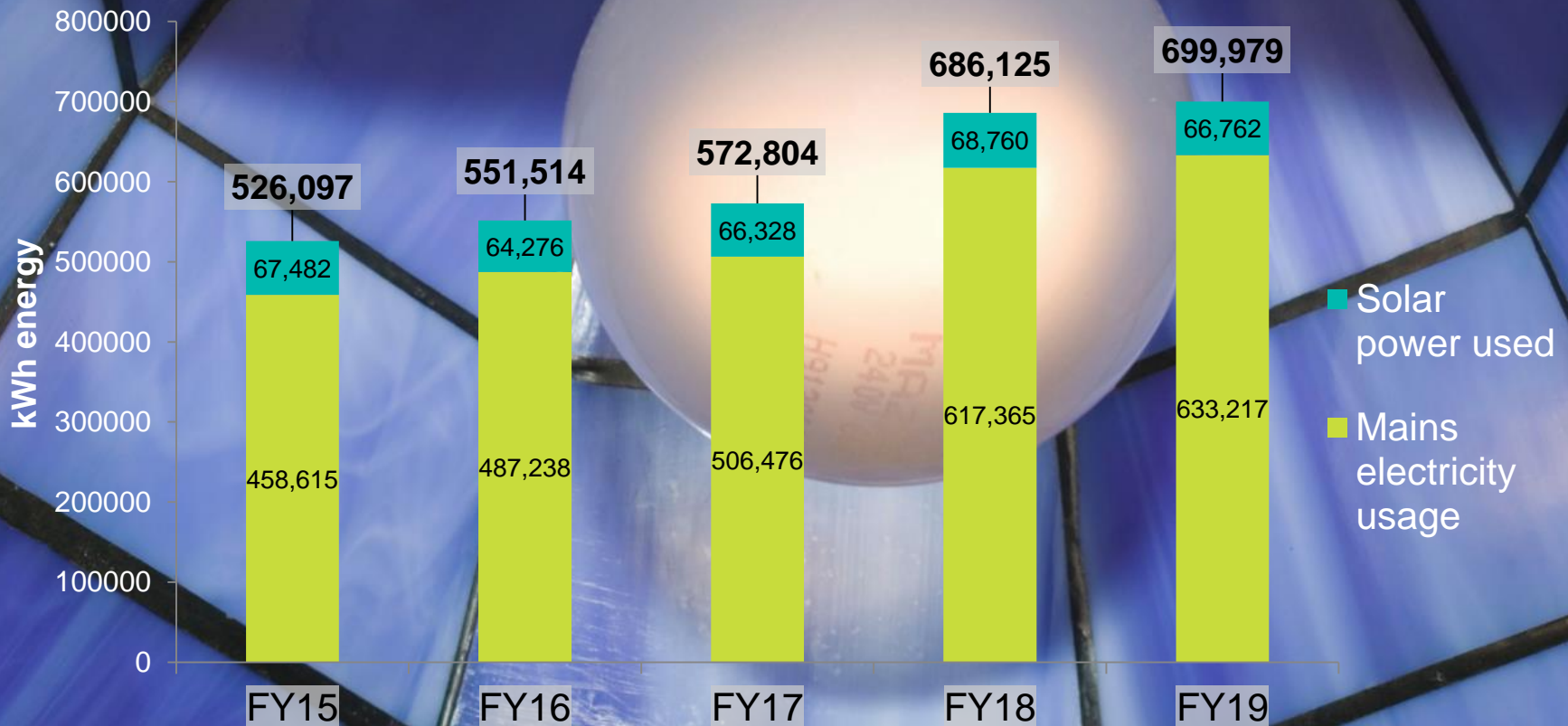
The number of road and rail journeys we took increased this year, partly due to a rise in average staff numbers (average FTE rose 3% from FY18). The 56 tonnes used (47 for rail, 9 for road) is still within our target (67 tonnes CO<sub>2</sub>e).

Our road emissions rose by 3.8 tonnes CO<sub>2</sub>e, just over 12,000 extra miles, a concerning trend that we will address this year. Rail emissions fell by 6 tonnes (11%) despite travelling 47,000 extra miles by train, due to the conversion factors improving. We encourage staff to use public transport (trains and buses) within Great Britain and Europe rather than fly, and to use conference calling rather than travelling.



# ENERGY USE - LIVING PLANET CENTRE

## Energy use (kWh) in the Living Planet Centre





# ENERGY USE – LIVING PLANET CENTRE

Our goal is to use 158 kWh/m<sup>2</sup> in our headquarters on average until 2023. As the Living Planet Centre uses natural and mechanical ventilation our target is based on a mid-point between the Better Buildings Partnership's 'Real Estate Best Practice Environmental Benchmarks'\*. In FY19 we produced 190.5 kWh/m<sup>2</sup>, 21% above our target.

It's been challenging to manage our energy use during FY19. The change of facilities management company in October 2019 led to higher energy demand in that month than any previous month since we moved into the building. Since then, we have worked with our facilities management company to bring our use down, and cut the increase in our mains electricity consumption by the end of FY19 to just 3%. We are confident that in the next financial year we will be able to reduce our energy consumption to a regular level.

In May 2019 our IT team began transitioning to new server equipment, located in our server room within the headquarters. This requires both pieces of equipment (old and new) to be run at the same time. Energy demand for the server room has increased by 50% and led to ongoing malfunctions with our cooling system.

\*<http://www.betterbuildingspartnership.co.uk/our-priorities/measuring-reporting/real-estate-environmental-benchmark>

# ENERGY USE – LIVING PLANET CENTRE

In October 2018 a routine service of our solar panels identified a fault with an inverter unit, which meant we had been producing one sixth less solar power than we could have been. Unfortunately, our facilities management company did not follow this up and the fault was not repaired until July 2019. We produced 1% less solar power in FY19, despite the average hours of sunshine for this area increasing by 15% since 2018.

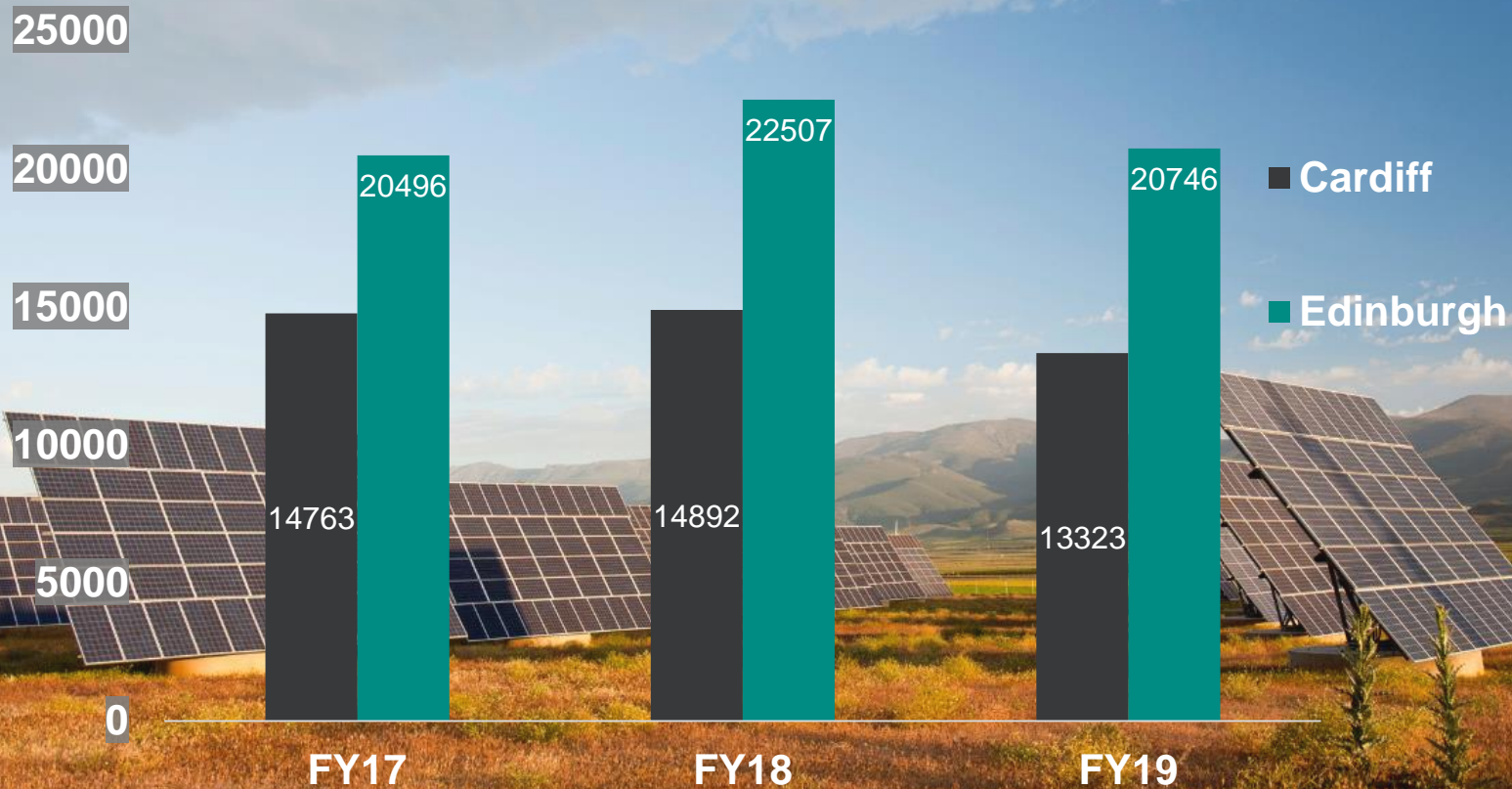
We have upgraded our Building Management System software, allowing greater access to live data. This means we can monitor energy use more closely and identify faults and changes sooner. We also replaced eight of our hand dryers with more energy-efficient versions this year.

Last year we began purchasing annual REGO (Renewable Energy Guarantees of Origin) certificates from the electricity provider for our headquarters. Our electricity comes from a Combined Heat and Power (CHP) network in Woking. Purchasing REGOs means that, while the power the CHP plant generates does not come directly from renewables, our energy provider is purchasing power elsewhere which is renewable. This means we are, in effect, helping to offset the impact of our non-renewable power by encouraging generation of renewable power within the UK energy market.



# ENERGY USE – SCOTLAND & WALES

Energy use (kWh)





# ENERGY USE – SCOTLAND & WALES

Our offices in Wales and Scotland are in tenanted buildings. We can monitor our energy use and waste production but beyond this we are limited. We have 100% renewable energy supplied to both offices and recently changed providers to take advantage of cost savings.

In our Cardiff office we have finished transitioning to LED lighting, which has started to reduce our energy use and make us more efficient. Colleagues in Cardiff also monitor and control their air conditioning use very closely. As a result, we outperformed our energy target of 78kWh/m<sup>2</sup> in Wales this year – achieving 70kWh/m<sup>2</sup>.

## OUR WELSH OFFICE REDUCED ITS ENERGY CONSUMPTION BY 11% IN FY19

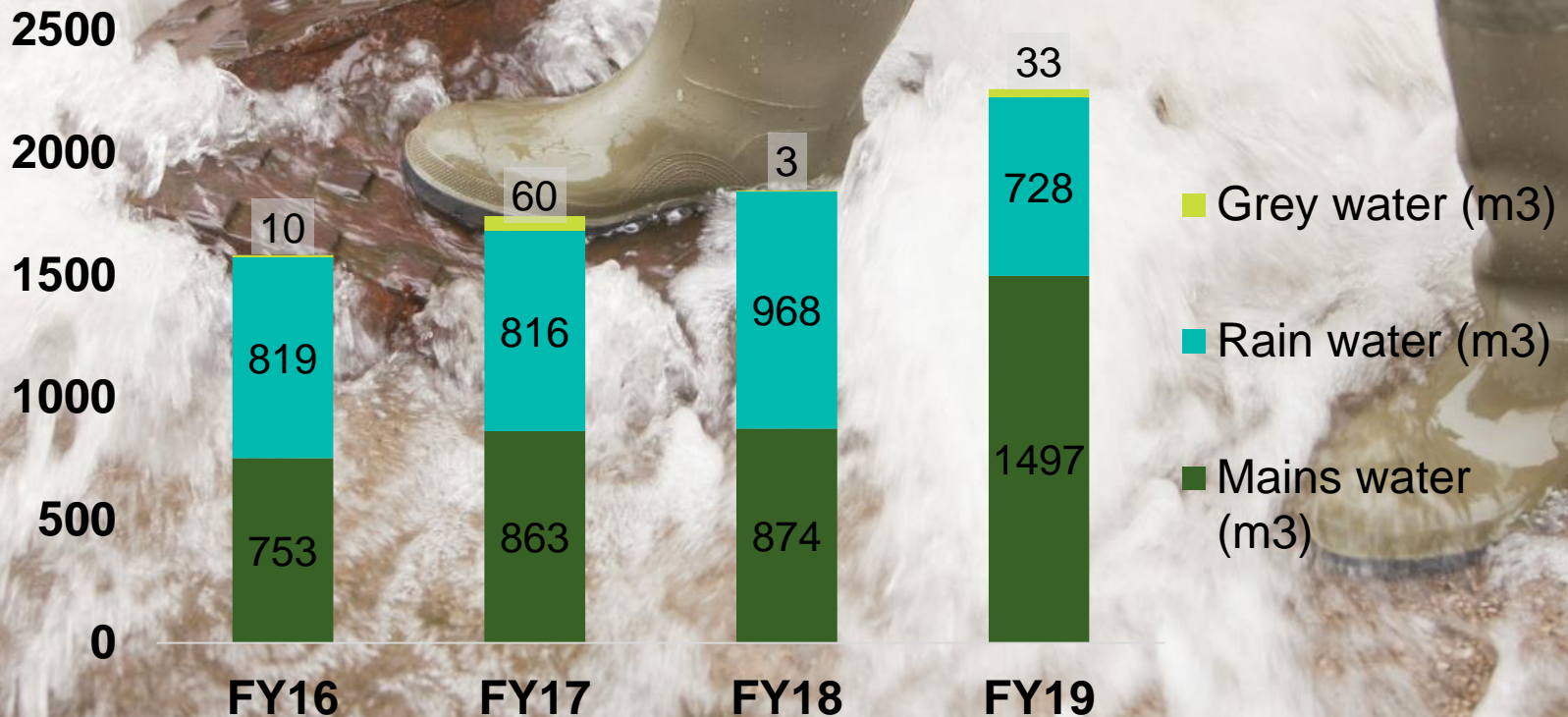
Energy performance in our Edinburgh office was also positive. We set a target of 80kWh/m<sup>2</sup> and achieved 81kWh/m<sup>2</sup>. In FY18 repair works were carried out in the office, which led to a rise in energy use. We have brought energy use back down in FY19 despite the increase in weather temperatures.

## OUR SCOTTISH OFFICE REDUCED ITS ENERGY CONSUMPTION BY 8% IN FY19



# WATER – LIVING PLANET CENTRE

## Water consumption (litres/m<sup>3</sup>)







# WATER – LIVING PLANET CENTRE

Our target for water consumption is 28 litres per person per day, based on the Better Buildings Partnership's good practice benchmark\*. This year we used 51 litres per person per day.

We used 22% more water overall than the year before – it has been a challenging year in terms of water use in our headquarters. We had experienced several faults with the grey water recycling system in the previous year, which were repaired in June 2018. In September 2018 the water recycling system became blocked following faults that left several toilets continuously flowing. Both rain and grey water were switched off. Rain water recycling was repaired in January 2019 but grey water recycling remains broken.

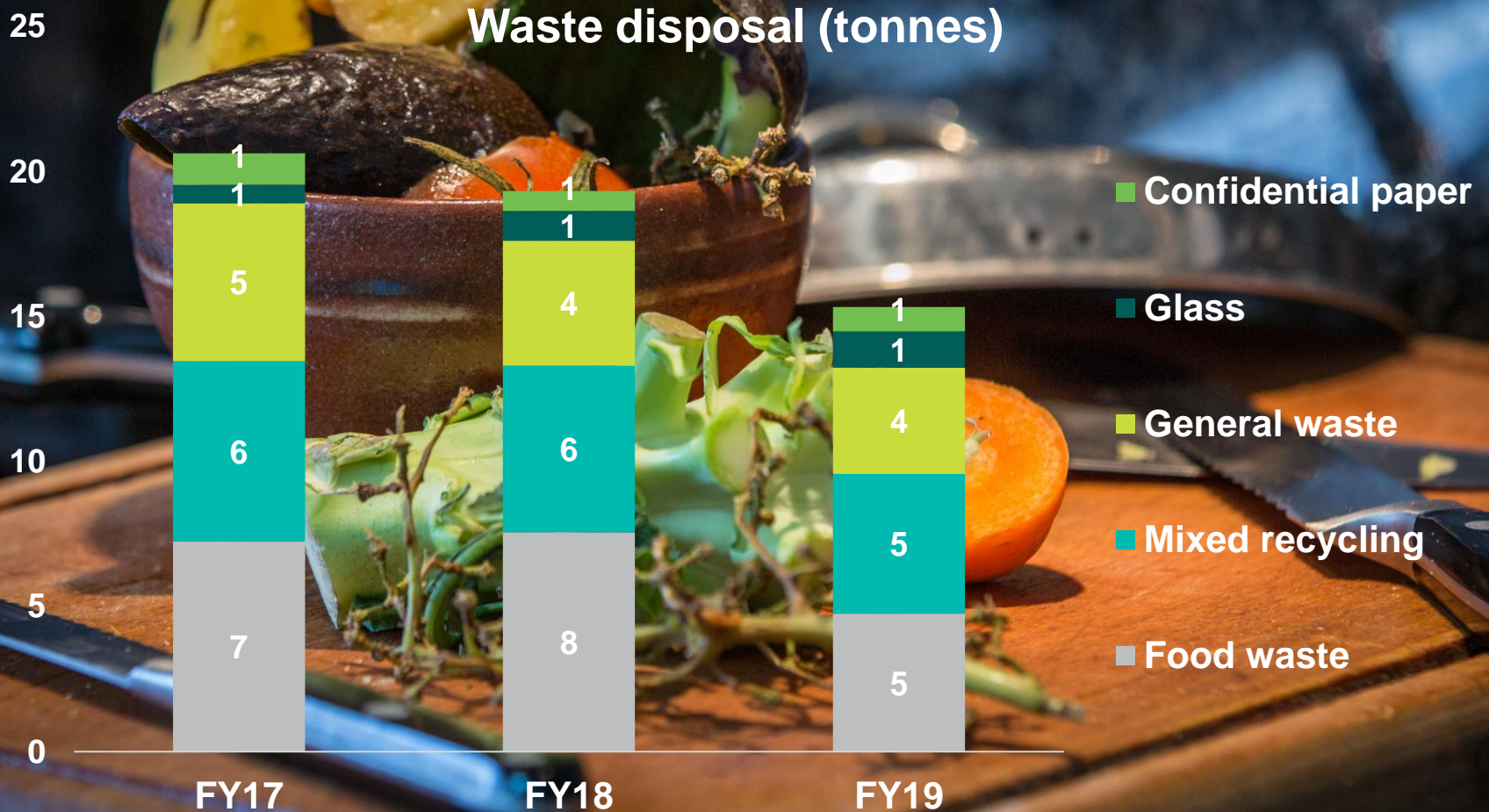
During last summer's heatwave we began watering our wildlife garden and allotment patches more frequently. Although we use recycled rain water for outside spaces, we want to conserve this water better and have planted more drought resistant plants this year.

As we switched off our rain and grey water recycling during faults, just 34% of our water consumption was recycled water, compared to 53% in FY18.

\*<http://www.betterbuildingspartnership.co.uk/our-priorities/measuring-reporting/real-estate-environmental-benchmark>



# WASTE – LIVING PLANET CENTRE





# WASTE – LIVING PLANET CENTRE

## WE CUT OUR WASTE BY 4.8 TONNES IN OUR HEADQUARTERS IN FY19

We follow the waste hierarchy: first prevent waste, then recycle as much as possible. The Living Planet Centre is a zero waste to landfill building, meaning all general waste that can't be recycled goes to energy recovery.

In FY19 we reduced general waste at our headquarters by 650kg, and our recycling by 4.2 tonnes. We narrowly missed our goal of recycling at least 84% of our waste – managing 76% (down from 80% in FY18). But, for us, producing less waste is good news and we have worked to educate our staff about how to reduce waste by thinking about what we buy, and to improve the quality of recycling by minimising contamination.

## WE REDUCED OUR FOOD WASTE BY 37%

Our biggest achievement has been reducing food waste by 2.8 tonnes in FY19. When booking catering, particularly for external hire events, we advise ordering less than the expected attendee numbers as there can often be wastage. Any leftovers are made available for staff to enjoy. We cut our food waste from 7.6 tonnes last year to 4.8 tonnes this year – reducing from 125g to 101g per person.



# WASTE – SCOTLAND & WALES

We began weighing our waste ourselves in all three of our offices in April 2018. There can be errors when relying on waste data from contractors, so weighing this ourselves improves the accuracy. Prior to this we were not weighing our waste in our Scottish and Welsh offices.

## OUR SCOTTISH OFFICE PRODUCED 17KG LESS WASTE IN FY19

In Scotland we produced 4% less waste – 9kg less recycling and 8kg less general waste. We've also improved our recycling rate in Edinburgh, going from 84% in FY18 to 85% in FY19, and in June 2019 achieved a recycling rate of 89%.

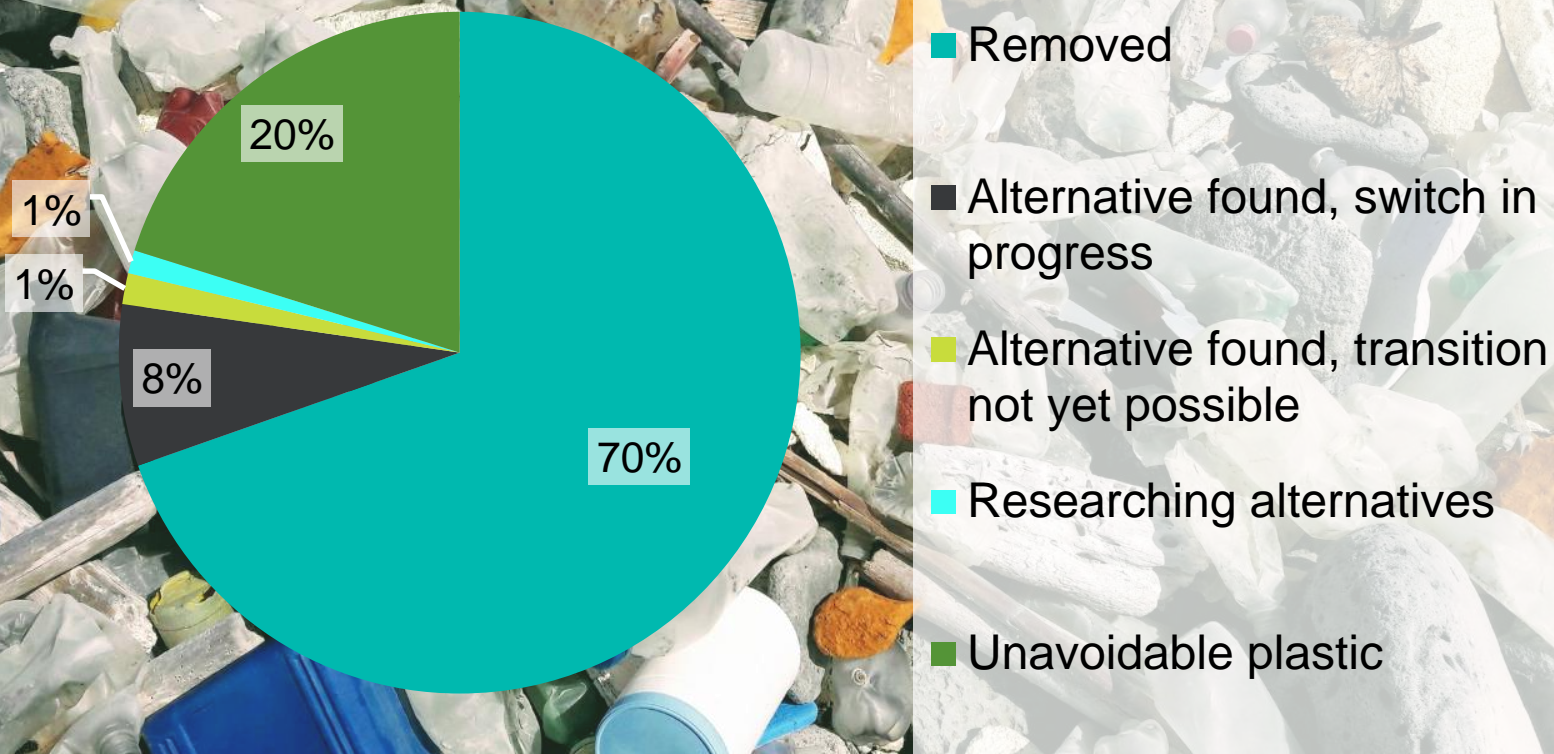
In Wales we do not have two full years of data to compare yet, but we have made great improvements regarding waste. We achieved an average recycling rate of 84%, with a record recycling rate of 93% in July 2018. Our Welsh colleagues have also done great work convincing other tenants in the building to reduce waste and improve recycling. The building landlord has now swapped a general waste collection bin for a recycling bin due to the lower demand for waste and higher demand for recycling.





# SINGLE-USE PLASTIC

## Status of our single-use plastic journey





# SINGLE-USE PLASTIC

In FY18 we committed to removing all single-use plastic from our operations, products and supply chain, that we knowingly can, by 2020. Following the commitment, we audited plastic use within our organisation and developed a Single-Use Plastic Policy. In FY19 we made several improvements towards our target.

## WE REMOVED 892KG OF SINGLE-USE PLASTIC IN FY19

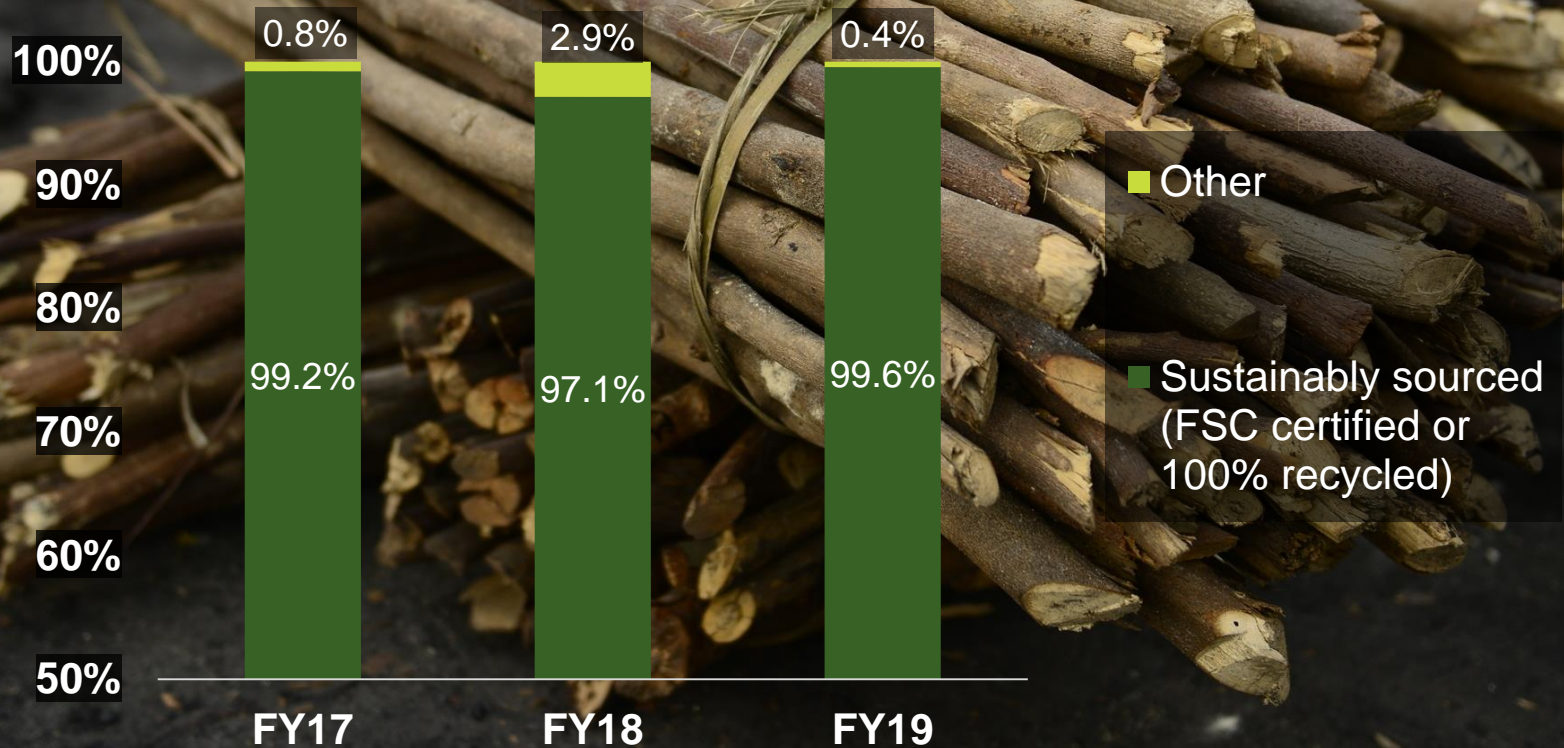
We started from a benchmark annual figure in FY18 of roughly 1,280kg of single-use plastic across WWF-UK. So far, we have removed 70% of this. We switched to milk in glass bottles, sugar cubes instead of packet sugar and sweetener, and water in cans for our sporting events rather than plastic bottles. Our biggest achievement has been redesigning most of our postal communications to eradicate windowed envelopes. These are a common non-recyclable source of plastic. Instead we print directly onto windowless envelopes.

Where an alternative could not be found we have opted for the best alternative plastic. For example, bin bags are made from recycled plastic, and our non-dairy milks, which come in non-recyclable cartons, are in the largest carton size possible, saving 9kg of waste a year compared to the previous, smaller containers.



# PAPER, TIMBER & PRINT

## Sustainable sourcing of paper and timber







# PAPER, TIMBER AND PRINT

We work to reduce our paper usage where possible and if we need to print or purchase paper and timber our policy is to use 100% recycled, or FSC certified, to ensure that it is sustainably sourced. We monitor all paper and timber purchases including printed reports and communications, and stationery.

## IN FY19 WE USED 5.9 TONNES LESS PAPER AND TIMBER

In FY19 we purchased 141.9 tonnes of paper and timber, 5.9 tonnes less than FY18, and 99.6% of this was sustainably sourced. Of the 0.4% (61kg) that did not meet our criteria, most were verified by another certification scheme (PEFC).

Since FY17 we've been monitoring the carbon emissions from paper, timber and print. Currently there is a global issue of limited recycled paper stocks, resulting in increased cost. In FY19 we have had to use more 'FSC Mix' certified paper because of this. FSC Mix contains a lower recycled content and has a higher carbon cost. Despite using 4% less paper and timber than FY18, our emissions have risen to 121.4 tonnes CO<sub>2</sub>e. In FY20 we will work with suppliers and colleagues to promote a 'less but better quality' approach to paper sourcing.



# PAPER, TIMBER AND PRINT

An efficient office prints 16 sheets of paper per person per day\*. We encourage staff to minimise office printing and instead use digital tools and software to read, edit and sign documents. We set an ambitious average target of 3 sheets per person per day.

Despite our staff numbers increasing, we continue to print less in our offices. In FY19 we used 34,383 fewer sheets of paper than in FY18 and achieved an average printing rate of 3.6 sheets per person per day, 14% lower than FY18.

## Sheets printed per person per day



\*WRAP – Green Office: A guide to running a more cost-effective and environmentally sustainable office



# BIODIVERSITY

A substantial array of flora and fauna now lives around the Living Planet Centre and in our wildlife garden next to the Basingstoke canal. This year we have developed a new Biodiversity Action Plan with our facilities management company to enhance the area, remove invasive plants that have sprung up, and plant a wildflower meadow on some of the grass patches.

Our log piles attract solitary bees and beetle species, and our pond (part of our sustainable drainage system) provides a valuable habitat for toads, frogs and newts.

Last summer we grew an abundance of peas, beans and courgettes in our allotment patches, located on our office terrace, but we experienced trouble with growing conditions. This spring we revitalised these patches with organic, peat-free compost and green manure (plants that produce nitrogen for the soil). Our allotment is organic but susceptible to pests. To combat this we've focused on companion planting (growing vegetables among other plants that mask the smell from pests), and using neem oil (a natural deterrent) to clean plants that start to develop signs of aphids. We've also begun to sow wildflower seeds to encourage natural predators such as parasitic wasps which keep the caterpillar populations low.



# FOR YOUR WORLD

In FY19 we ran a series of events, workshops and communications to encourage staff to walk the talk by living and working sustainably.

In September we held an all-staff beach clean in Brighton in conjunction with the Marine Conservation Society, learning about plastic waste and spending the day preventing it from entering the sea

## 25KG OF PLASTIC WASTE COLLECTED AT OUR ALL STAFF BEACH CLEAN

We ran a staff clothes swap in November, following a screening of The True Cost, which highlighted the environmental impact of fast fashion. Staff brought in clothes and accessories and swapped them with others for free. Leftover clothes were donated to local charities in Woking.

In December we collected broken and unwanted personal IT equipment and mobile phones to recycle them using our electronic waste contractor. Proceeds raised went to WWF-UK.

## 97 BROKEN/UNWANTED ITEMS OF IT EQUIPMENT AND PHONES RECYCLED

We held a 'walking the talk' week in April, with talks and workshops on sustainability for staff. We also began hosting a bulk zero-waste stall in our Living Planet Centre on a semi-regular basis, giving staff the option to buy environmentally friendly products and refill their containers with items such as nuts, cereal, shampoo and washing-up liquid without plastic packaging.

In May we started a regular litter-picking club along the Basingstoke canal, for staff to remove waste from the local area that would otherwise make its way into the waterways and damage wildlife.

## ROUGHLY 10KG OF WASTE COLLECTED FROM FREQUENT LITTER PICKING SO FAR



# CARBON OFFSETTING

Reducing our carbon emissions is our top priority and we regard offsetting as a last resort in our sustainability hierarchy. We purchase Gold Standard carbon offsets, which are equal to the emissions detailed in this report plus any travel by our trustees for trips taken on our behalf. Gold Standard projects are high-quality initiatives that contribute to the sustainable development of the countries in which they are hosted.

This year we have selected the Improved Water Infrastructure project in sub-Saharan Africa, which repairs boreholes and drills new ones to provide clean water to communities, alleviating the need to chop down trees in order to boil water to purify it. This will leave sequestered carbon in the ground, reducing emissions from deforestation.

The water infrastructure project prevents deaths and illnesses by providing clean water, and trains and employs local mechanics to repair and maintain the pumps. Providing access to a local clean water source also helps with promoting gender equality as women no longer have to take time to travel to collect or to purify water. It also reduces exposure to indoor air pollution from burning wood to boil water.





# THIS REPORT

This report summarises our environmental performance during FY19 (July 2018 – June 2019). For more information about our environmental goals and our approach to managing our impacts, please see our environmental performance page on our website:

[wwf.org.uk/walkingthetalk](http://wwf.org.uk/walkingthetalk)

This report has been reviewed by an external audit team from EnviroSense to verify its reliability, completeness, accuracy and appropriateness. It is endorsed by our executive group, and Finance and Business Committee.

If you have any comments or queries about this report, please email our Environmental Manager, Lauren Wiseman ([lwiseman@wwf.org.uk](mailto:lwiseman@wwf.org.uk))



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