

Public Service

mbudsman

Environmental Policy

Version1

February 2026

Contents Environmental Policy Statement

1 Policy Statement

- 1.1 We recognise that we have an impact on the environment. Our aim is to reduce the environmental impact of the organisation and to operate in an environmentally responsible manner.
- 1.2 We will do this by engaging with senior management to assist in promoting a culture whereby everyone is encouraged to take an active ownership in the environment and embed this into working practices.
- 1.3 We will ensure that we comply with or exceed the requirements of current environmental legislation, such as the Environmental Protection Act (1990) and all relevant regulations to follow best practice.

2 Purpose and Scope

- 2.1 This document sets out our objectives for managing environmental issues within our organisation and who is responsible for delivering them.
- 2.2 This policy covers key environmental matters related to working for the Ombudsman.
- 2.3 This policy applies to our people, visitors and contractors working in our offices.

3 Key Principles

- 3.1 Our Environmental Policy sets out the policies, standards and principles we follow to ensure that our environmental impact is minimised and that best practice is followed.
- 3.2 We will therefore:
 - Do everything practicable to ensure our impact on the environment is minimised;
 - To continue to review ways in which we can reduce our carbon footprint;
 - Balance effective environmental controls and countermeasures with the business needs of the Office;

- Be flexible and pragmatic where possible;
- Be cost effective and simple in delivery;
- Promote a culture where environmental issues are recognised and addressed;
- Conduct reviews of our environmental arrangements to ensure compliance with procedures and address any non-compliance as appropriate.

4 Policy and Guidance Objectives

- 4.1 The key objectives of the policy and guidance are to:
- 4.2 Assess our organisational activities, processes and procedures and identify areas where we can minimise our environmental impact;
- 4.3 Encourage recycling of waste and re-use of resources;
- 4.4 Minimise travel between our offices by encouraging alternatives, such as using video conferencing for meetings;
- 4.5 Minimise use of resources and waste, to include energy, office supplies, emissions and water to conserve supplies and reduce our consumption of natural resources, especially where they are non-renewable;
- 4.6 Support and comply with or exceed the requirements of current environmental legislation and codes of practice;
- 4.7 Model best practice in environmental issues;
- 4.8 Maintain a culture which recognises the benefits, importance and value of good environmental practices; and
- 4.9 Define clear responsibilities for managers and staff.

5 Outcomes

- 5.1 Once fully implemented and embedded this policy will deliver the following outcomes:

- High awareness of environmental issues and responsibilities among staff and contractors;
- A culture which seeks to actively minimise our environmental impact;
- Procurement of goods and services that consider environmental concerns where practicable;
- Continued reporting of environmental performance on an annual basis, including a summary in the Ombudsman’s annual report;
- Compliance with relevant statutory obligations.

6 Monitoring and Review

- 6.1 The Facilities team will review and update this policy every two years in consultation with stakeholders where necessary or more frequently if there are legislative or organisational changes that affect our environmental commitments.
- 6.2 The Facilities team will monitor environmental performance and energy consumption yearly for submission within our Annual Report.
- 6.3 The Director of Strategy and Resources is responsible for ensuring that the policy is implemented.
- 6.4 However, all employees have a responsibility in their area to ensure that the aims and objectives of the policy are met.

Version control

Date	Version	Content/changes made	Owner of changes
16/02/26	1.0	Text/Format	Priya Patel