



Foreign &
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#FCO₂ – FCO Sustainability
FCO Sustainability Report 2018/19

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Overview

Forewords



Peter Jones
Chief Operating Officer

I am proud of the progress that the FCO is making towards meeting the sustainability challenge.

We recently launched Future Perfect, an ambitious long-term plan to make our vehicle fleet lower emission, to manage our global energy consumption better and to increase our use of renewable energy such as solar.

One year on, #Beyondplastic, our campaign to remove avoidable single-use plastic from our estate, has achieved a 98% reduction in the UK, removing 2.5 million items overall globally. On top of this, 13 of our Diplomatic missions overseas have declared themselves plastic-free. We are beginning to see realisation of the environmental benefits expected from Tech Overhaul, our IT renewal programme, with a reduction in paper and energy consumption. We have also seen improvements in water consumption and CO₂ emission levels this year.

All of this serves as a fitting background to preparations by the FCO to support the UK's bid to host UN COP26 on Climate Change, underlining the UK's determination to show international leadership.

The support and engagement of our staff remains a central pillar of our sustainability work, and critical to our future success. At a time when climate change is high on the public agenda, our level of ambition is rightly high too. We will continue our efforts, building on the encouraging progress to date, and bringing to bear our core values, including creativity and courage, in pursuit of our public service objectives.



Edward Hobart
Director, Estates and Security Directorate

Our Greening Government Commitments remain a focal point of our sustainability efforts though they contain challenges, as evidenced by good progress in two areas but challenges elsewhere. We remain determined to achieve our goals.

In addition to the continued success of #Beyondplastic, I am excited about the launch of Future Perfect, which aims to deliver a cost effective, low carbon estate for the FCO. This year's report gives a flavour of how multidisciplinary our sustainability efforts are, drawing on expertise from across the FCO such as our Behavioural Science Unit, Historians and FCO Services, and through our service partners including Interserve, ISS and KBR who provide Facilities Management and Life Support services in the UK and around the globe.

As ever, the staff engagement and support is fantastic, as borne out by the results of our first survey on staff attitudes to sustainability.



Strategy & Purpose

Strategy & Purpose



“The Paris Agreement was historic, but success depends on accelerating international ambition and action. With our climate diplomacy, Britain is taking a global leadership role to build that momentum, leading by example. The Foreign and Commonwealth Office aims to lead the world and deliver a sustainable future whilst reducing long term costs to the British taxpayer.”

Jeremy Hunt, Foreign Secretary

Climate Diplomacy



Nick Bridge, the Foreign Secretary's Special Representative for Climate Change

The Existential Threat

Climate change is arguably the greatest challenge of the century. In October 2018 a report from the Intergovernmental Panel on Climate Change made clearer than ever the urgent need for action on climate. To take one example of the planetary impacts, just 1.5°C of warming will see the loss of 70-90% of the world's coral, with catastrophic impacts on ocean health. While on land, hundreds of millions will be hit by much more frequent & concurrent extreme temperatures, drought, flooding & fires, losing their homelands & livelihoods. Beyond 2°C of warming, all the

world's coral will be dead, hundreds of millions more will be affected compared to 1.5 degrees, and there will be irreversible impacts on our ecosystem. Yet our current trajectory puts us on course for at least 3-4 degrees Celsius of warming...

The publication of the IPCC report was a vital wake-up call for greater urgent action, and in December 2018 at COP24, delegates agreed the “rulebook” governing how the Paris Agreement would be implemented and undertook the first collective dialogue on ambition.

We now look to the UN Secretary-General's Climate Action Summit in September 2019, and to 2020, a crucial year marking five years since the 2015 Paris Agreement, when all nations must come together at the COP26 climate talks and commit to more ambitious action and delivering on targets. The UK has bid to host COP26, and regardless of the outcome of the bid we are dedicated to ensuring it is a success. Only if we act urgently to clean up the global economy can we secure prosperity for current and future generations.

In recognition of these growing challenges, in 2019/20 the FCO has made Climate Change a new Departmental priority outcome.

What is the UK doing about climate change?

- In 2018 a record 52.8% of UK electricity came from low-carbon sources, with over 1800 hours of coal free generation. In May 2019, the UK completed a record breaking two weeks without any domestic coal generation on the power grid since before the industrial revolution.
- The UK hosted a Zero Emissions Vehicle (ZEV) Summit in September 2018 and at COP24 developed a joint UK-Poland 'Driving Change Together Partnership' declaration which aims to accelerate the development and deployment of ZEV's. In 2018 20% of battery electric cars sold in Europe were built in UK.
- The world's first dedicated Carbon Capture Use and Storage Summit took place in Edinburgh in November 2018. Co-hosted by the UK Government and International Energy Agency (IEA).
- In March 2019, the government signed a sector deal on offshore wind bringing forward up to a third of electricity from offshore wind by 2030.
- More than 95 green bonds have been listed on the London Stock Exchange (Jan 2019) raising over \$26bn across 7 currencies.

- Independent advisors, the Committee on Climate Change, provided advice on the implications of the Paris Agreement for our long-term targets, recommending a net-zero by 2050 target.

FCO Diplomacy

- Our dedicated global diplomatic network of Climate & Energy experts continue to engage, partner and influence other countries, and it remains one of the largest and most influential networks of its kind.
- Alongside Egypt, the UK is co-leading the resilience and adaptation track for the UN Secretary General's Climate Summit in September.
- Since the launch of the Powering Past Coal Alliance with Canada in 2017, we now have 80+ members (government, sub-national, and business).
- At COP24 the UK Pavilion hosted 55 events over the 12 days on a range of issues including infrastructure, Cities and Offshore Wind, Green Finance, Innovation and zero emission vehicles.
- The Pavilion also underscored the strength of our international cooperation and we announced new funding including £100m for renewable energy in Africa, £106m for green construction and £60m to build capacity in key developing countries.

FCO Sustainability

The Beyond Plastic Taskforce has continued to make waves, and as I've said before, a huge part of our diplomatic effectiveness and leverage is our domestic action, especially action by the FCO/Government itself. As we try to play a leadership role in responding to global climate change and environmental degradation this work makes a disproportionate contribution. In addition to just being the right and cost effective thing to do.

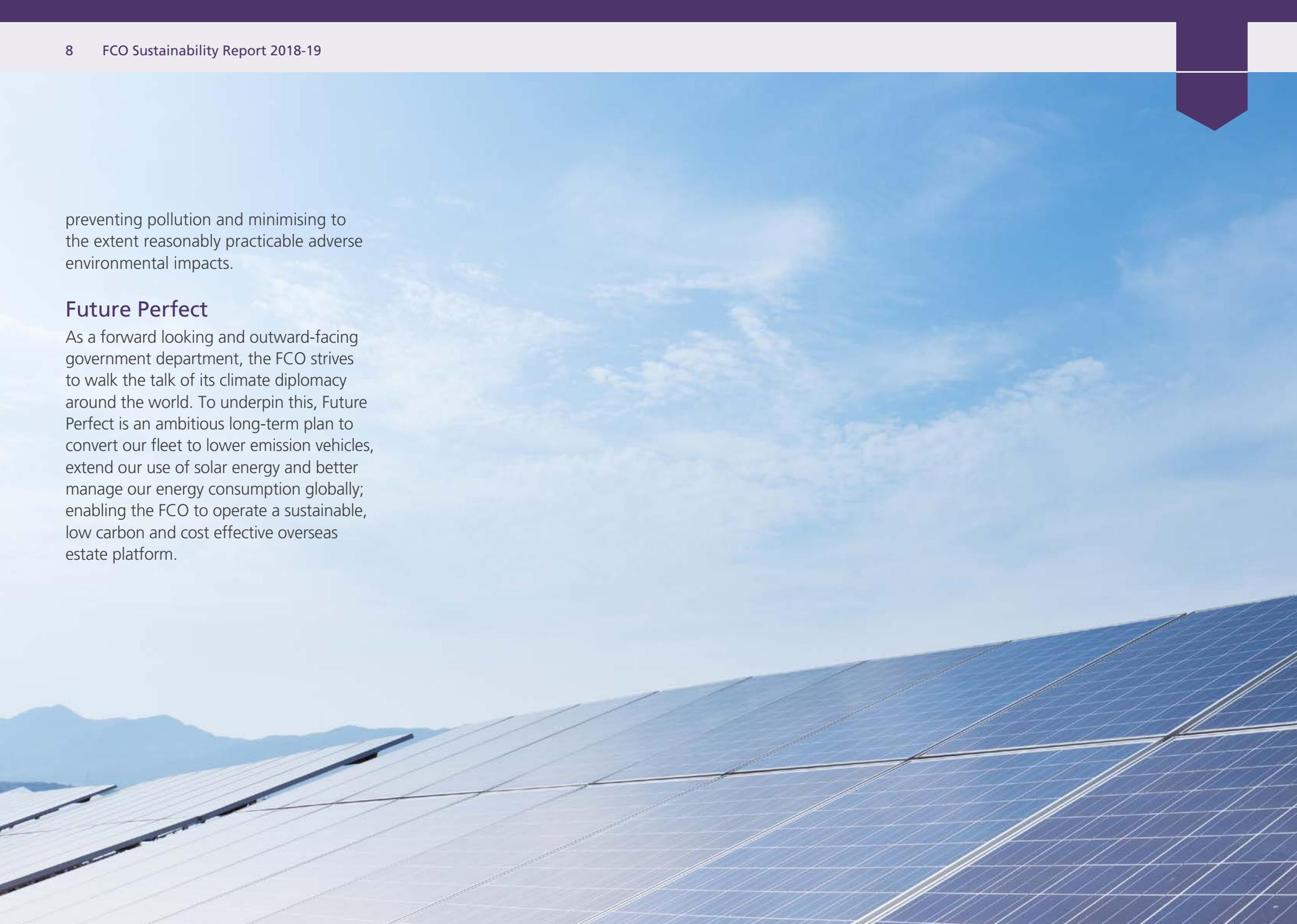
FCO₂

In order to address the threat from climate change, the Foreign and Commonwealth Office has made tackling the global threat of Climate Change, and taking a global leadership role, part of its Foreign Policy Priorities. The FCO is determined that all aspects of its operations at home and overseas should be managed sustainably. It is working to ensure that environmental considerations are at the heart of the way the FCO is run. Not only is this necessary to provide support and credibility to our policy goal of promoting a low carbon, high growth global economy, but it is also essential if we are to meet our legal obligations and wider government targets on the sustainability of the government estate. We are therefore committed to continual improvement in our environmental performance, protecting the environment,

preventing pollution and minimising to the extent reasonably practicable adverse environmental impacts.

Future Perfect

As a forward looking and outward-facing government department, the FCO strives to walk the talk of its climate diplomacy around the world. To underpin this, Future Perfect is an ambitious long-term plan to convert our fleet to lower emission vehicles, extend our use of solar energy and better manage our energy consumption globally; enabling the FCO to operate a sustainable, low carbon and cost effective overseas estate platform.





Priorities

Priorities

Materiality

The reporting scope within this report is limited to the FCO's UK operations, unless otherwise stated. The FCO strives to continually improve and increase the reporting scope of its most material impacts. As an organisation which operates out of over 270 posts globally, a large proportion of our impact therefore resides overseas.

To further understand the scale and scope of our reporting, the FCO's UK operations account for 14% of our global total utility costs. Inroads into our global material sustainability impacts are being made, notably through our Facilities Managed regions in Europe and Asia Pacific and through investment in improved Management Information systems and service contracts.

Benchmarking

UN Sustainable Development Goals

Whilst the FCO does not lead on the UK's commitments to the UN Global Sustainable Development Goals (SDGs), we have highlighted how each section within the report contributes to the goals, including our global commitment to remove avoidable single-use plastic, our operational work to increase the resilience of our estate to climate changes and our efforts to reduce carbon emissions from our infrastructure; to the Department's contribution to increase biodiversity across our estate to support sustainable cities and communities in the UK.

| Report Section | Sustainable Development Goals |
|-----------------------------------|-------------------------------|
| Strategy and Purpose | 11,12 |
| FCO ₂ & Future Perfect | 7,11,12,13,17 |
| Priorities | 3,5,8,10 |
| Performance | 6,7,12,13,14,15,17 |
| Broader Impact | 11,13,14,15,17 |
| Transparency | 16 |

Global Reporting Initiative

We have used GRI standards to guide our reporting, in order to improve the scope, transparency and quality of our sustainability reporting. We aim to continually improve our reporting by further aligning with GRI reporting principles, especially focussing on materiality, comprehensiveness and transparency.

A large portion of the material impacts for the FCO are found within the overseas estate, therefore we have expanded the scope of our sustainability report to include more information on our global impacts. We are looking at innovative sustainability projects which will increase our oversight of the impact of our overseas operations and allow us to

SUSTAINABLE DEVELOPMENT GOALS



reduce our environmental impact and spread the principles of good environmental management across our entire estate.

Stakeholders

As part of our environmental management system (EMS), which is certified to ISO14001:2015, we annually review our stakeholders and the needs and expectations of these interested parties. This ensures our environmental management and sustainability strategy understands and takes into account the views of our senior leaders, FCO staff and our wider partners, in particular the government departments and public sector bodies that are represented on the OneHMG international platform.

Our stakeholders help to drive and inform the direction of our sustainability strategy. Being an organisation with staff spread out across 274 posts around the world, global reporting especially relating to carbon emissions is an important material impact, and one we have expanded upon in this report, and hope to do further in future reports. Our sections focussing on global utilities and travel as well as #BeyondPlastic case studies from across the network are as a result of an increased desire by senior leaders and staff to reflect our global impact.

People

The FCO continues to take opportunities to improve sustainability for our staff in several social, economic and environmental ways, notably in relation to Diversity, Inclusion and Wellbeing. The FCO is committed to equality and continues to increase the diversity of its workforce in the UK and overseas. To help us achieve our ambitious targets we have a Diversity and Inclusion Strategy with three main priorities: providing further support for talent from under-represented groups; promoting inclusive leadership and management; and tackling bullying, harassment and discrimination. For more information on our strategy, targets and examples of our work on diversity and inclusion please read the **FCO's annual Equality and Diversity Report**.

A key development in support of the FCO's Wellbeing Strategy for staff was the launch in June 2018 of the Financial Wellbeing toolkit. Its primary aim is to help all staff feel that they have the financial capability to make informed decisions about their finances, to plan for key life events and know where they can go for further support. The toolkit provides a one stop shop sign-posting staff to all elements of the FCO's total pay and reward package, including information on the Civil Service Pension Scheme, budgeting and financial education resources and a number of Government supported organisations.

The online toolkit has helped expand staff's access to key information and provides prompts to new and wider tools staff may have not thought about during an initial search. The toolkit was augmented throughout the year with several providers signposted in the toolkit coming to our offices in London, Milton Keynes and Hanslope Park to allow staff to discuss their issues face to face. This latter approach worked especially well during national pension's awareness week in September seeing almost 500 conversations with staff in two days with MyCSP, our pension's administrator. Other notable developments in support of people sustainability are in the areas of Maternity Leave and Shared Parental Leave. From 1 January 2019 the FCO increased the "global minimum standard" of maternity leave, to which its Local Staff across the global network are entitled, to 26 weeks. This is made up of 18 weeks on full pay, followed by an optional 8 weeks of unpaid leave. This meant an increase in maternity leave in more than 100 of our overseas Posts, where we now exceed the local legally-mandated levels of maternity leave. At the same time, we increased the amount of adoption leave that parents are able to take so that an adoptive parent, of either gender, is entitled to the same global minimum standard of leave as birth mothers.

As a result of the eligibility criteria within the Shared Parental Leave (SPL) legislation, particularly in relation to the requirement to be under UK employment terms for the period directly leading up to birth, some of our staff and their partners on overseas postings were finding that they did not qualify for the full entitlement. In December 2018 the FCO introduced a new policy of 'Additional Overseas Paid Parental Leave' intended for staff overseas who do not qualify for SPL, allowing them to claim an extra two weeks paid leave on top of any existing Paternity Leave entitlements. This change mirrors the ethos of the office's wider commitment to supporting 21st Century Lifestyles, and has been well received by staff associations as well as the individuals who have already been able to benefit from them.

Air Pollution

In the FCO's Overseas Network, we are increasingly aware of the impact of air pollution on our staff and their dependents across a growing number of locations. We have undertaken a data collection and analysis exercise to understand better the extent and nature of this impact. We are working with Posts to explore potential mitigating steps in line with our air pollution policy.

The History of the Social Sustainability of the FCO



Dr. James Southern, FCO Historians

Last year I completed a PhD on the rise of identity politics in the UK Diplomatic Service, looking at the ways in which the FCO has adapted its recruitment and staffing policies in response to demands for greater equality for working class, ethnic minority, female or LGBT people in the second half of the twentieth century. Every time societal attitudes change, the FCO comes under pressure to ensure the diplomats it sends around the world are genuinely representative of the country they serve. The Foreign Office was formed in 1782, and for much of its early history assumed that diplomacy was most effective if conducted by as small a group

of men as possible, who came from similar social backgrounds to the European elites with whom they were dealing. By the middle of the twentieth century, however, politicians and public alike were demanding a different approach to diplomacy. In 1943, Conservative Foreign Secretary Anthony Eden published a Government White Paper entitled *Proposals for the Reform of the Foreign Service*. Eden promised to introduce a raft of reforms to modernise the Diplomatic Service, including early retirement for those unfit to serve at ambassadorial level and formal training for new entrants. Crucially, Eden's report identified what he and others thought would be a major weakness for British diplomacy in the years following the Second World War: the social composition of the Service. He said it was 'recruited from too small a circle', that it tended to 'represent the interests of certain sections of the nation rather than the country as a whole' and that 'its members lead too sheltered a life'. Having diagnosed the malaise, he prescribed a remedy: from now on, he said, the Foreign Office would 'facilitate the entry of candidates ... from any social sphere', and would be a haven of 'equal opportunity for all'. More attention, he said, would 'be paid to the personality and character of the candidates while ensuring that they possess the intellectual capacity and knowledge of foreign countries to do the job'.

Eden recognised that if the Diplomatic Service was to continue to be effective, it had to adapt to social and cultural changes happening in Britain and overseas. How has the Foreign Office fared since? The post-war grammar-school revolution, combined with the mass expansion of universities, meant that the field of well-educated candidates from which the Diplomatic Service could recruit had expanded dramatically by the mid-1960s. Crucially, though, diplomats had two problems: one, full employment, which made the competition for applicants especially fierce; and two, the reputational crisis of Britain's diplomats, who were lampooned by satirists and castigated by political activists for being out-of-touch with modern Britain. No longer able to rely on a steady stream of public schoolboys to fill its ranks, the Foreign Office had to begin to think creatively about how to appeal to the increasing numbers of young people from diverse backgrounds who had the requisite qualifications, but not necessarily the desire, to pursue a career in diplomacy.

Ever since, the Foreign Office has tried to expand its appeal to those from a broader range of backgrounds than it had previously attracted. There have been successes, and British diplomats undoubtedly hail from a wider range of class backgrounds today than at any time in the twentieth century. But, as new guidelines on socioeconomic diversity come into force across

Whitehall, the FCO must endeavour to remain representative of the nation as a whole. If we look at other characteristics, it becomes clear that there is no singular formula or silver bullet for adapting to social change. Women were finally allowed to join the Diplomatic Service from 1946, but the so-called 'Marriage Bar' was retained, meaning women had to resign when they married. Although marriage bars for teachers, BBC employees and the rest of the Civil Service had all been abandoned by the mid-1940s, the Diplomatic Service kept its bar until 1973. In practice, this meant that many talented women were lost, and it took until 1987 for the first female married Ambassador, Veronica Sutherland, to be appointed. Today, the FCO has 65 (30 per cent) female heads of mission, and in 2018 appointed Karen Pierce as the UK's first female Permanent Representative to the United Nations.

Since the defection to the Soviet Union of gay diplomat Guy Burgess in the early 1950s, homosexuality and security were associated negatively in the minds of British diplomats, and a combination of inflated concerns about honey traps, public attitudes and acceptability kept a bar on the employment of gay men in place until 1991. Lesbians were deliberately very rarely discussed – as though if ignored they might cease to exist. Similar security concerns were cited as the reason

why BAME people were effectively debarred from the Diplomatic Service. A recruitment official in 1948 wrote about the 'mystic link between colour and security', whereas a senior diplomat wrote in 1964 that recruits 'should have an undivided loyalty to this country... should be unmistakably British in appearance, outlook and background... [and] should not hold a dual nationality which might be an embarrassment'. The FCO did not appoint a black or Asian ambassador until 1993, when Noel Jones was sent to Kazakhstan.

Today, the UK has a number of openly gay heads of mission, and in 2018 appointed its first black female career head of mission, NneNne Iwuji-Eme. The FCO is on track to reach its targets for under-represented groups at the delegated grades, and the active staff networks such as the Foreign Office Lesbian and Gay Group (FLAGG), FCO Women, Foreground and the BAME Network are flourishing. The great value of history is not that it allows us to judge our predecessors as sexists, racists, snobs and homophobes from our twenty-first century moral high ground. Rather, it is that we can see, retrospectively, that every kind of diplomacy, with every kind of person, is possible. If the FCO is to continue to be a socially sustainable employer, it has to constantly learn and re-learn how to adapt to a UK society that has always been, and will always be, changing.

To read more about the social history of the FCO, see the series of ‘History Notes’ produced by FCO Historians:

Black Skin, Whitehall: Race and the Foreign Office, 1945-1918

Homosexuality at the Foreign Office, 1967-1991

Women and the Foreign Office: A History
London Green Team

London Green Team

The London Green Team, made up of staff volunteers from all around the office, was re-instigated in May 2018 due to an increasing interest by staff and a desire to do more in sustainability and play a part in making the office more sustainable.

The green team has over 30 members from numerous departments across the office, who have undertaken a number of actions to reduce our environmental impact, and raise awareness of sustainability; including:

- Setting-up a community on the intranet for the global green teams to share best practice and discuss issues
- Two Beach Cleans on the River Thames
- Posters on the digital screens to raise awareness of waste & recycling within the office

- Participation in Plastic-Free July
- Delivering a ‘How Green are You?’ survey for all staff



Last year the FCO binned 541 tonnes of waste in the UK. Equivalent to 42 double decker buses!

 **Only 54% was recycled a 9% fall on the previous year!**

Please put all your recycling in the green bins.

No rubbish from the FCO's UK Operations has gone to landfill since 2015



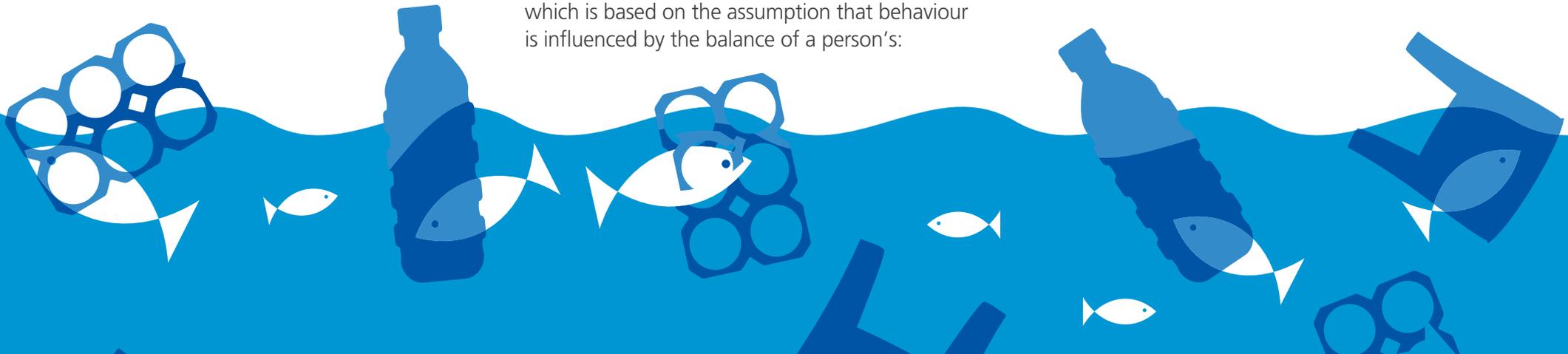
Beach Cleans

It's no secret that plastic and litter pollution in seas and rivers is presently one of the most high-profile environmental issues. We organised and undertook two beach cleans this year at Gabriel's Wharf on the bank of the River Thames. During each clean we collected five bags of rubbish off the beach, and could easily have been there for another few hours and collected much more. We found a variety of objects including many of the usual suspects; plastic bottles, straws and various items of sanitary ware. However we also found more unusual items such as traffic cones, shoes and sports equipment. Litter picking is not only great for the environment and local community, but it has been a great team building activity, bringing together colleagues from across the office with a shared passion to leave the environment in a better condition than when they arrived.

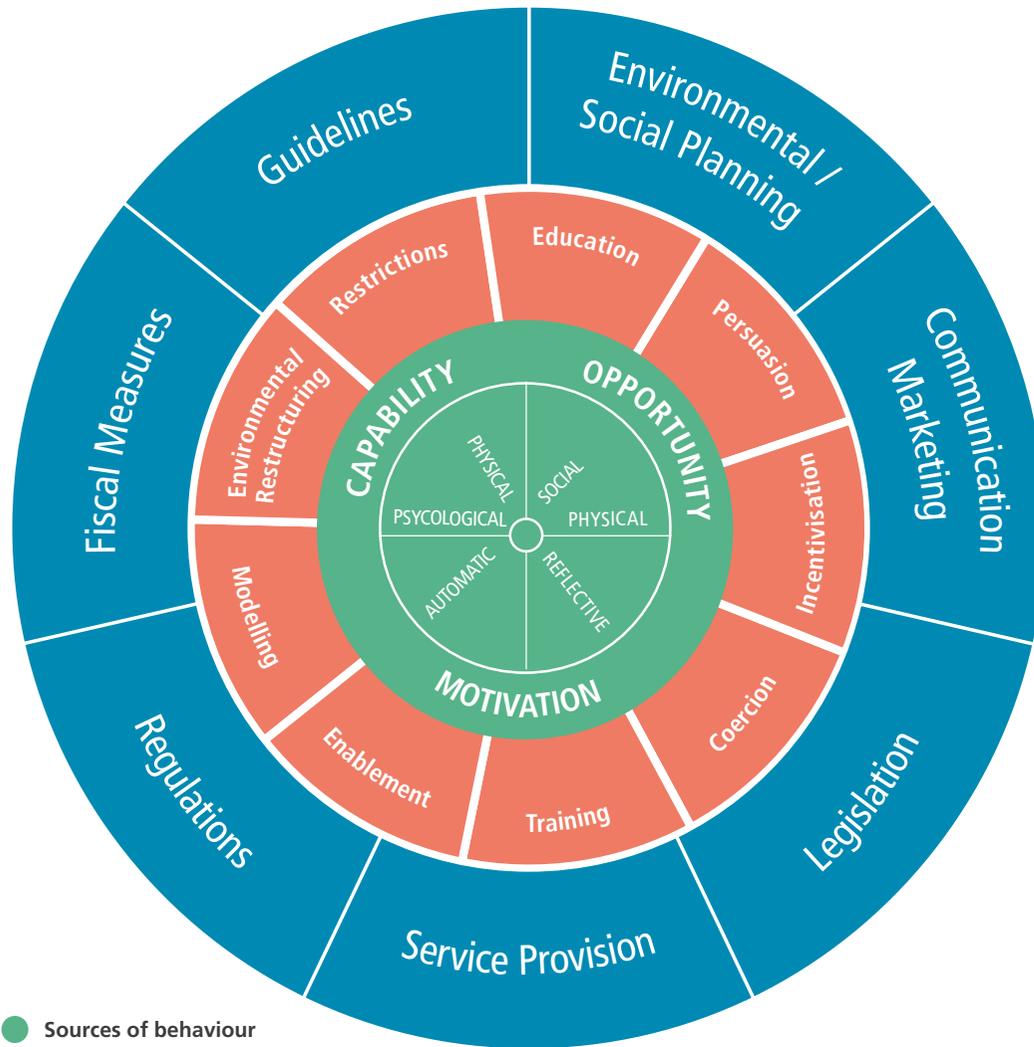
Behavioural Science

The FCO Open Source Unit's Behavioural Science Team have been supporting the Environmental and Sustainability Manager and the London Green Team to help reduce waste and generally promote green behaviours across the UK estates. The FCO Open Source Unit (OSU) combines the disciplines of behavioural science, data science, and open source intelligence analysis. OSU's mandate is to transform how the FCO does diplomacy through better use of open source data: to understand the world we operate in, enhance policy making, respond to international events, and evidence our impact.

To try and effect behaviour change in the office, OSU's Behavioural Science Team are using established psychological theory on influence and decision-making processes. We are also applying a robust behaviour change framework developed by academics at University College London, which is widely used across Government. Specifically, this is the COM-B model (Michie, et al., 2011), which is based on the assumption that behaviour is influenced by the balance of a person's:



COM-B Behaviour Change Model



- Sources of behaviour
- Intervention functions
- Policy categories

CAPABILITY (the skills and knowledge required to execute the behaviour, as well as self-efficacy; one's belief in their own ability):

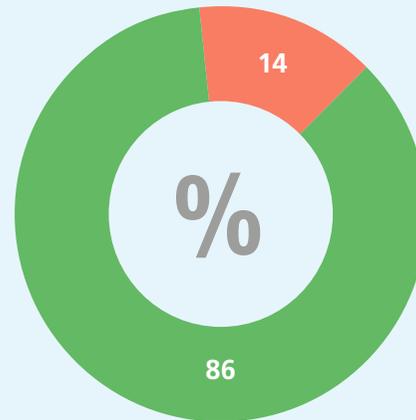
OPPORTUNITY (the social and environmental context enabling or inhibiting the behaviour); and

MOTIVATION (the extent to which someone wants to commit the behaviour)



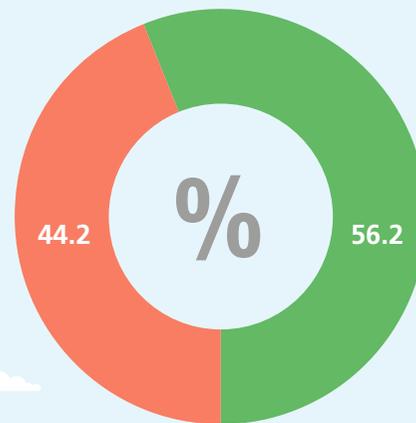
In 2018-19 OSU ran an internal survey titled 'How Green Are You?' to address #FCO₂ priorities and obtain first hand insights on the reasons for green and not-so-green behaviours across the UK estates. OSU received 245 responses to the survey, which was largely publicized online and by email, though OSU did also survey footfall in the King Charles Street Costa coffee shop in order to try and reduce the likely sample bias towards 'green' individuals.

86% of respondents considered themselves more green than their average colleague. Whilst a genuine sample bias is likely, it is also possible that answers are subject to illusory superiority, or the 'above-average effect'; a cognitive bias whereby people overestimate their own qualities and abilities in comparison to others. This could have interesting implications since it suggests that FCO colleagues might consider improving environmental metrics to be "other peoples' problem, given they think they are doing what they need to already.



Do you consider yourself as more or less green (someone) who engages in environmentally friendly behaviours such as recycling, waste reduction, and energy efficiency) than the average KCS/HSP employee?

● LESS



Do you feel that the office makes it clear about what can cannot be recycled?

● YES ● NO

The main findings include:

- Almost half of respondents (44.2%) feel the office did not make recycling guidance clear. The most cited was plastic, including bottle tops, food packaging, and cutlery. Coffee cups, Vegware compostable packaging, and food-soiled items were also top mentions.
- Food contamination was the number one reason for not recycling a recyclable item (69%), followed by uncertainty as to whether it could be recycled (55.6%).
- If in doubt, 70.5% of people put the item in the general waste rather than the recycling bin. This is a positive finding as it lends itself to a relatively simple communication intervention.
- 89.3% of respondents had heard of the #BeyondPlastic campaign, and more than 85% of respondents think the environment should be top or high priority for the office.
- Most respondents think about their energy usage in the office often (35.4%) or sometimes (38.3%). However, almost one in ten never do, and almost half (46.9%) don't think about water use at work. A notable number are 'greener' at home.

- Although over half respondents travel internationally for work, most respondents would like to travel more (50.2%) or the same (33.8%) as they do. There appears to be little regard to carbon emissions when deciding on travel, with cost being a far greater influencer. This suggests there may be a potential for charging a carbon offset, and a culture shift required to deliver lower carbon travel across the FCO.

OSU are combining analysis with data from qualitative insights drawn from 'green diaries' completed by colleagues and will be working with the green team to implement behaviourally-informed interventions in 2019-20.



External Stakeholders

Biodiversity

The conservation of biodiversity is significantly important for the FCO's site at Hanslope Park. In contrast to King Charles Street in the centre of Westminster, Hanslope Park is a 44 acre site in rural Buckinghamshire, owned and operated by the FCO. The site provides administrative functions as well as being a logistics hub for the FCO network. Although not specifically located in a protection area the adjacent agricultural land means there is inherent natural capital supporting a breadth and depth of flora and fauna.

With a series of network access roads onto site at Hanslope and oil storage facilities the conservation of existing habitats is critical to support the range of native species. When construction or refurbishment activities are planned on site an ecological survey is a key element of the feasibility study to determine potential impacts on biodiversity and particular attention is paid to conservation features on site such as the Grade II listed Park House and the 'Ha-Ha'. The FCO maintains ongoing dialogue with English Heritage to ensure that conservation and preservation requirements are strictly adhered to.

In 2018-19 as part of the expansion of the Sewage Treatment Works a suspected badger set was identified and the project was delayed until licenced ecologists investigated the site and the Badger set was subsequently preserved and protected. We are committed to commissioning a full biodiversity assessment of Hanslope Park to quantify the number and variation of species which share the site with the FCO and identify potential future risks.

In 2018-19 we have enhanced the natural capital at Hanslope Park with the addition of 22 trees with 5 different species planted, including a number planted by our Director of Estates, Edward Hobart, and Danny Payne, FCO Services Chief Executive Officer, pictured left. We have added 12 bird boxes to provide a habitat for nesting birds and placed a series of insect hotels across site to supplement the existing natural habitats. We work closely with our Facilities Management provider to ensure that a suitable maintenance programme is in place to minimise disruption to birds during breeding season and a sensitive grounds maintenance programme is followed.

Continuous management is undertaken to maintain the pond, plant trimming and reed reduction. The recently added wild flower meadow has completed

its second season and includes annual plants and flowers to attract bees and birds. A large number of different species of birds can be observed on site including kites, swallows, chaffinches, and wagtails to name just a few.





Risks & Opportunities

Risks & Opportunities

The risks and opportunities identified by the FCO are held within the FCO's UK Environmental Management System and documents in detail the political, economic, social, technological, legal and environmental drivers.

One of the main opportunities to reduce environmental impacts in the UK is through better waste and recycling; currently our recycling rate is behind our target for 2020. We are currently undertaking a waste audit to review our current waste streams and provide recommendations for how we upgrade our existing waste infrastructure in order to help achieve our targets. We will be sharing these changes with staff in order to increase staff engagement to promote the role of individual impact and contribution to the FCO's sustainability targets.

The key risk for us is the ongoing awareness and cooperation of staff. With the diverse nature of the FCO's work sustainability can often be perceived as competing with other operational priorities. We have worked tirelessly over the past two years and have made significant improvements in engagement through the #BeyondPlastic programme where we have established a strong network of champions both in the UK and

overseas. However, we recognise that we can't become complacent. In the past 12 months we have increased the level of resource within the Sustainability team to provide a stronger Centre of Excellence looking at the deployment of sustainability programmes and initiatives across the global network to replicate and amplify the successes achieved in the UK.

A large portion of the material impacts for the FCO are found within the overseas estate. The #BeyondPlastic programme and performance targets are raising awareness of plastic pollution at the highest levels of our global network. Building on the successes of the #BeyondPlastic programme we are looking at other sustainability projects that will increase our oversight of the impact of our overseas operations and allow us to reduce our environmental impact and spread the principles of good environmental management throughout our entire operations.

We work closely with partners across our operations, meeting monthly to discuss risk and opportunities arising across our UK, Europe and Asia Pacific facilities managed regions to resolve and take advantage as the aspects are identified.





Performance

Performance

KPIs & Targets

Greening Government Commitments

The Greening Government Commitments (GGC) set out the actions UK government departments and their agencies will take to reduce their impacts on the environment. More information and GGC annual reports published by Defra on government-wide performance against these targets can be found on gov.uk.



The FCO's current UK GGC Targets:

| Theme | 2020 Target* Baseline Year: 2009/10* *Unless Stated Otherwise |
|------------------------------|--|
| Greenhouse Gases | 10,386tCO ₂ e 46% reduction |
| Domestic Flights | 515 flights 30% reduction |
| Office Water | Benchmark performance 6m ³ /FTE |
| Waste | 493 tonnes 62% Reduction |
| Recycling | 75% recycled |
| Paper Consumption | 19,464 reams A4e 50% Reduction |
| Avoidable Single-Use Plastic | 2018 Target 100% of 1.56 Million item baseline for UK estate removed. |

Future Targets

Aligning with our climate diplomacy work, we are reviewing our greenhouse gas emission targets post-2020, with the intention of setting a Science-Based Targets aligned with the Paris Agreement ambition to prevent global average temperatures rising by no more than 1.5°C.

Environmental Management Systems (EMS)

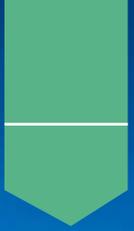
The FCO has held environmental management certification to ISO14001 since 2006, and continues to invest in the environmental management system in the UK to drive continuous improvement and ensure the FCO complies with its legal obligations. This is particularly important outside of the FCO's office estate as the office manages data centres, car, wood and metal workshops and operates a sewage treatment works at Hanslope Park. The FCO is also working to improve performance of our data centres to ensure they achieve the EU Code of Conduct standards, delivering a 21st century platform for the FCO, reducing operating costs and improving the environmental efficiency of our estate.



In 2018-19 a major non-conformity was raised against our contractor induction process during our routine surveillance visit. This issue was resolved within three months of it being raised, resulting in the FCO being able to maintain our ISO14001 certification. Good communication and involvement from senior leadership was vital in ensuring this issue was dealt with promptly and effectively.

The sewage treatment works continue to provide difficulties and we have seen a number of breaches of our Environment Agency Discharge Consent. However we are currently investing in improvements to this system to future proof the system and prevent further breaches.

Our Facilities Management provider along with staff within the FCO are working to provide efficient, cost effective and long lasting solutions to this ongoing problem to ensure we are able to meet our legal requirements and maintain our ISO14001 certification. We are currently exploring the opportunity to extend the current scope of our ISO 14001 certification to Posts across Europe. Using the existing EMS framework established in the UK we will be collaborating with colleagues across European Posts to determine where formal certification will add value, identifying further opportunities to minimise environmental impact and for continuous improvement.



Impacts

Impacts

Headline Performance – UK Estate

Here is an overview of the FCO's UK operations performance against its Greener Government Commitment targets. The colour coding provides an indication as to whether the performance in 2018-19 is in line with expected performance to achieve the targets by 2019-20.



| UK Performance Target (Baseline 2009-10)* *Unless otherwise stated | | 2020 Target* *Unless otherwise stated | Cost | Performance |
|--|---|---|---|-------------------------|
|  | Greenhouse Gases 7,753 tCO ₂ e 60% reduction | 10,386tCO ₂ e 46% reduction | Estate energy expenditure: £4,004,577 CRC Energy Efficiency Scheme expenditure: £175,119 | Achieved 2020 target |
|  | Domestic Flights 857 flights 17% In- crease over baseline | 515 flights 30% reduction | Vehicle, domestic train and air travel expenditure £720,055 | Behind target |
|  | Office Water 5.8 m ³ /FTE | Good Practice 6m ³ /FTE | Office water expenditure £59,484 | Achieved |
|  | Total Waste 571 tonnes 56% Reduction | 493 tonnes 62% Reduction | Waste disposal expenditure £152,812 | Behind Target |
|  | Recycling Rate 60% recycled | 75% recycled | | Behind target |
|  | Paper Consumption 12,788 reams A4e 67% Reduction | 19,464 reams A4e 50% Reduction | | Achieved |
|  | Avoidable Single-Use Plastic 97% reduction within ten months to December. 98% achieved by March 2019. | 2018 Target 100% of 1.56 million item baseline for UK estate removed. | | Close to target |

Greenhouse Gas Emissions by Scope

The table below provides a breakdown of the FCO's UK operations by source and scope and includes the associated costs.

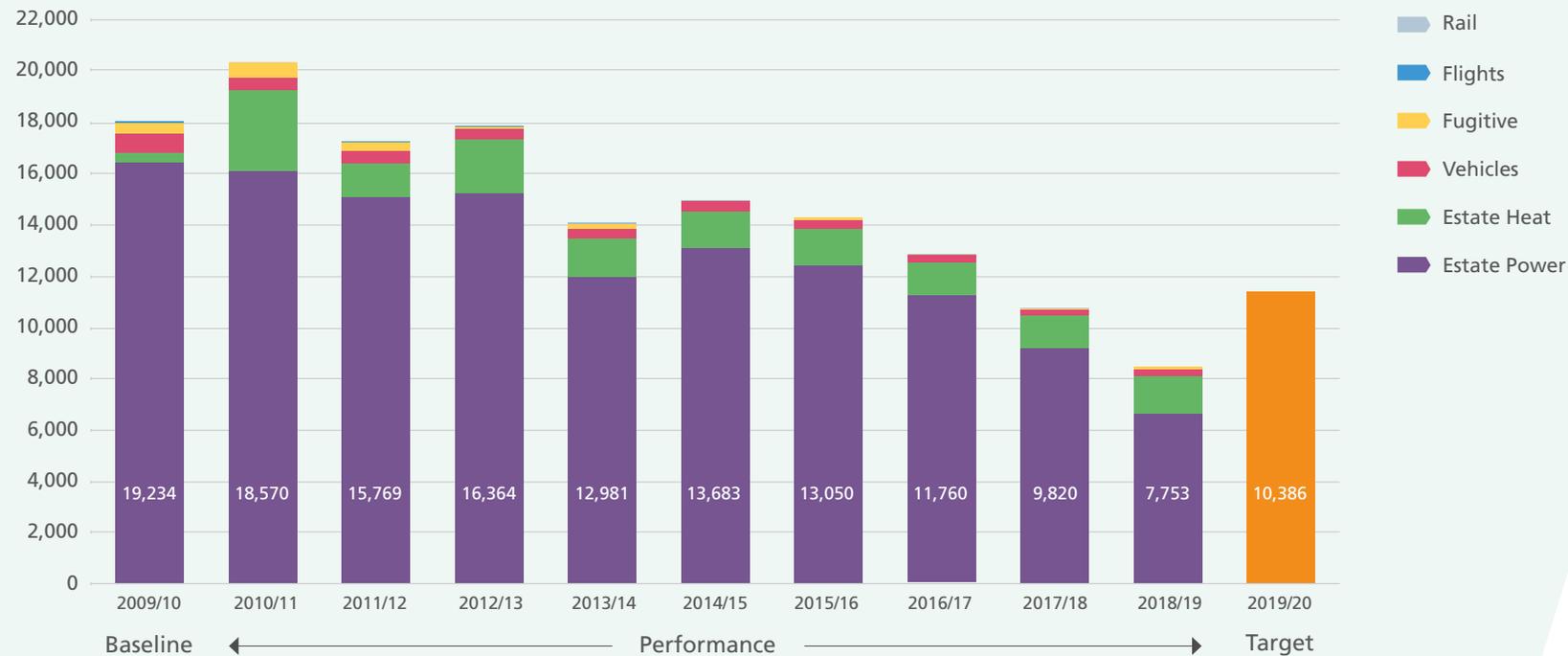
| 2018-19 | | kWh-miles | tCO ₂ e | GBP (£) |
|---------------------|---------------------------|-----------------------------------|--------------------------|------------|
| Greenhouse gases: | Electricity | 19,603,658 | 6,022 | 3,175,655 |
| | Gas | 1,521,860 | 280 | 30,269 |
| | Heating Oil | 1,560,872 | 424 | 120,398 |
| | Biodiesel | 2,335,316 | 9 | 210,617 |
| | Biomass | 210,115 | 0 | |
| | District Heating | 2,341,096 | 622 | 467,638 |
| | Fugitive | | 76 | |
| | Domestic flights | 203,608 | 52 | 215,861 |
| | Train | 369,157 | 28 | 125,167 |
| | Private mileage | 248,612 | 78 | 68,651 |
| | Fleet | 289,814 | 94 | |
| | Chauffeur Service | 11,430 | 4 | 154,388 |
| | Car Hire | 144,523 | 42 | 33,661 |
| | Taxis | 86,223 | 21 | 122,326 |
| Totals: | | 27,572,917 kWh 1,353,367 miles | 7,753 tCO ₂ e | £4,724,632 |
| Emissions by Scope: | Scope 1 (Energy Direct) | – | 884 | – |
| | Scope 2 (Energy Indirect) | – | 6,171 | – |
| | Scope 3 (Other indirect) | – | 698 | – |



Carbon Emissions

The FCO is pleased to have achieved the 2020 carbon emission reduction target early. The reduction was driven by a significant reduction in the grid electricity carbon factor whilst electricity consumption continued to fall overall. There has been an increase in carbon emissions associated with heating; for operational reasons there has been a switch from biodiesel to low-sulphur fuel oil. There has also been an increase since last year in carbon emissions associated with domestic flights and fugitive emissions, these have a marginal impact on our total carbon emissions.

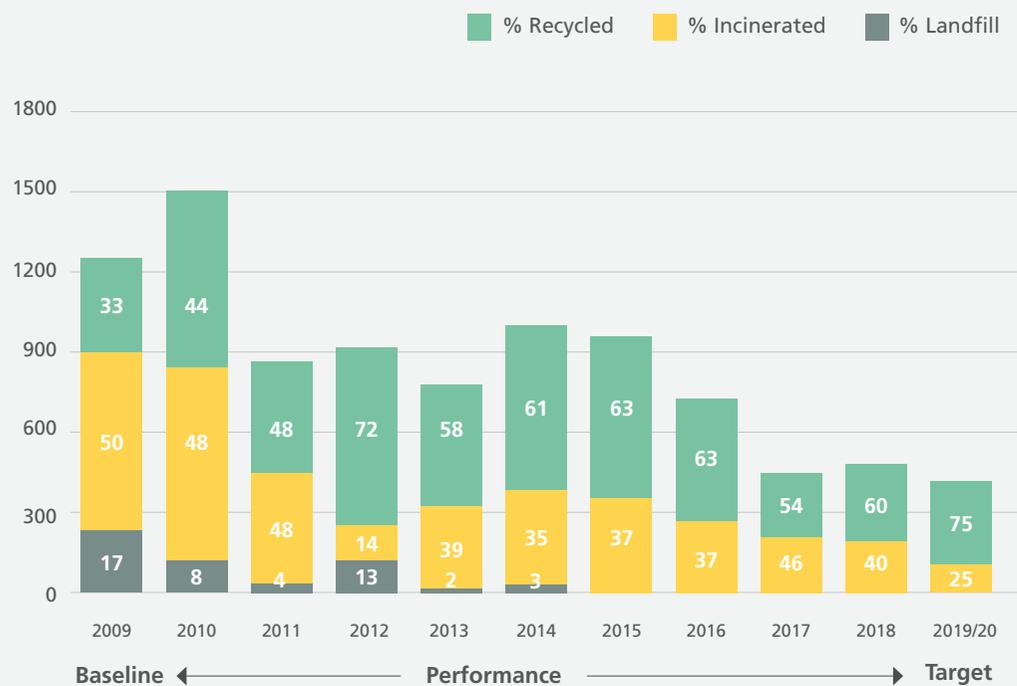
Greening Government Commitments – Total Tonnes of CO₂ equivalent



CO₂



Greening Government Commitments – FCO performance against Waste target



Waste

The tables below provide the headline waste disposed figures and costs and the paper volumes across the FCO’s UK operations.

| Waste | 2018-19 | |
|-----------------------------------|-------------------------------------|---------|
| | Tonnes | GBP (£) |
| Total Waste | 571 | 153,424 |
| Hazardous waste | 62 | 9,845 |
| Total waste by method of disposal | Landfill | 0 |
| | Reused- Recycled | 340 |
| | Incinerated without energy recovery | 15 |
| | Incinerated with energy recovery | 215 |





Paper

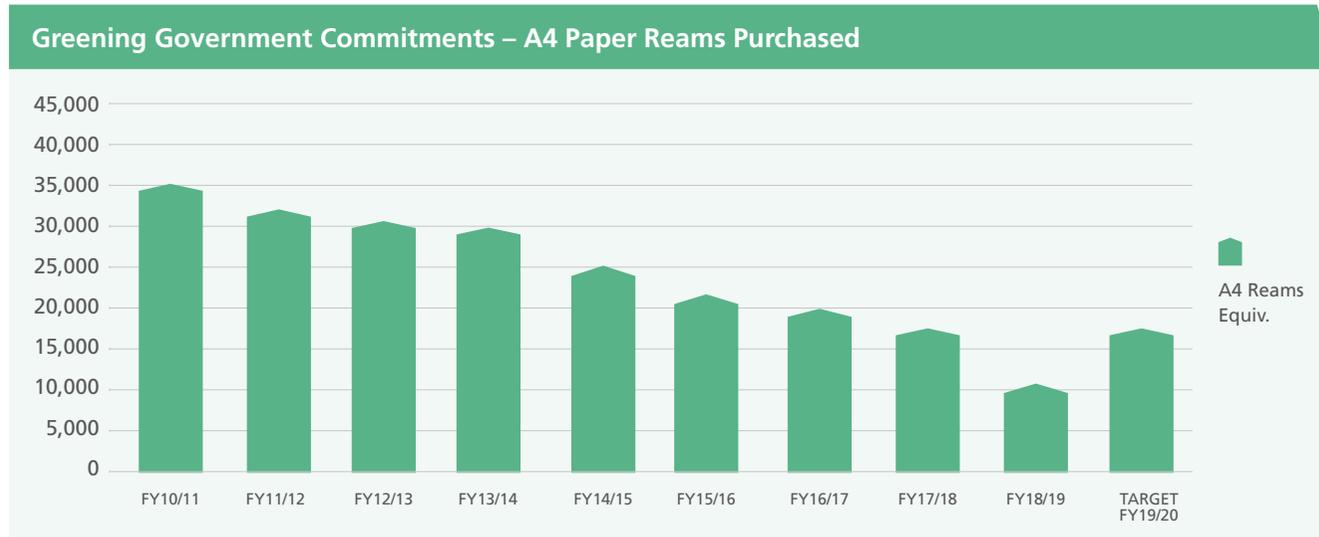
The FCO is pleased to have achieved the 50% reduction target early. With a 67% reduction this year, we've seen a step change in attitudes to paper use. Driving reductions in paper use helps the FCO to better keep information secure and reduce the chance of information breaches.

We have seen a slight increase in total waste this year, therefore performance has plateaued against our need for further waste reductions to achieve our minimisation target. Upgrading our IT infrastructure and switching to 'pin-and-print' printing have resulted in increased IT waste this year. Our 56% waste reduction performance puts us behind in achieving our 2020 waste minimisation target of 62%. We are working with the behavioural science team to trial innovative ways to increase staff awareness and engagement with waste and recycling.

Conversely, we have seen an increase in our recycling performance this year, increasing recycling from 54% to 60%, we believe increased staff awareness of plastics and our new staff-led Green Team have influenced this change in behaviour from our staff. However, we remain behind our target recycling rate of 75% by 2020, but significant change is needed to meet this target next year. Alongside our Facilities Management provider, Interserve, we are reviewing our waste signage to increase awareness by staff of what can be recycled, and we are undertaking an audit of all our waste streams to enable us to look at ways to further reduce our waste, introduce more recycling and circular economy solutions where feasible to deliver a step-change in waste management in the FCO.

| Reams (500 sheets) of A4 paper per FTE | 2014/15 | 2015/16 | 2016/17 | 2017/18 | 2018/19 | Best Practice |
|--|---------|---------|---------|---------|---------|---------------|
| | 6.8 | 5.9 | 5.4 | 3.9 | 2.3 | 7 |

The #WorkSmarter engagement programme, and the introduction of Microsoft OneNote for staff to make and keep notes and use their laptops in meetings have both caused a change in staff behaviour where technology is being utilised and printing has reduced. Multi-function printing devices with pin-and-print capability have also been rolled out this year, which has contributed to the further reduction in paper consumption. The FCO Board and committees have moved to a paperless environment with senior staff being provided with tablet computers to drive a paperless culture from the top. These improvements are leading to significant reductions in paper use as seen in our performance this year.



Water

| Finite Water Resource | Consumption | 2018-19 | |
|------------------------------|-----------------|---------------|----------------|
| | | Cubic metres | GBP (£) |
| Office Water Consumption | Supplied | 31,382 | 78,901 |
| | Abstracted | 0 | 0 |
| Non-Office Water Consumption | Supplied | 18,371 | 46,188 |
| | Abstracted | 0 | 0 |
| Total | Supplied | 49,753 | 125,088 |

Water consumption has reduced marginally this year, however there has not been much focus on this as investments in other areas of our estate have continued. In 2019-2020 we will review the opportunities to reuse hand basin water to flush toilets and urinals in King Charles Street and we're conducting feasibility studies to assess the ability to change urinals in our Grade I listed building at King Charles Street to low water systems. Staff numbers have increased this year across our office estate, so although our total finite consumption has remained constant our usage when comparing consumption (m3) per person (FTE) has decreased. Resulting in more efficient water usage of 5.84 m3/FTE, which achieves the good practice benchmark of 6 m3/FTE

Office versus non-office water

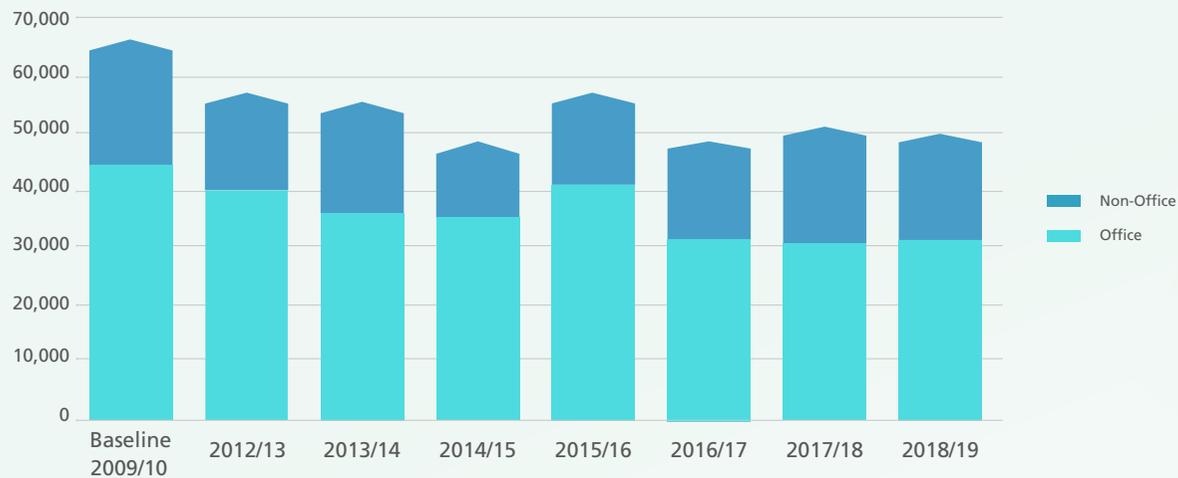
The below chart gives an indication of the split in consumption across our office and non-office estate. The FCO's UK operations includes workshops and data centres which fall outside of the definition of 'office estate' within our GGC reporting framework. Performance across the year has remained consistent. There has been a slight reduction in non-office water consumption due to the switching over to more efficient global data centre services, reducing the demand for water-cooled ventilation system services.



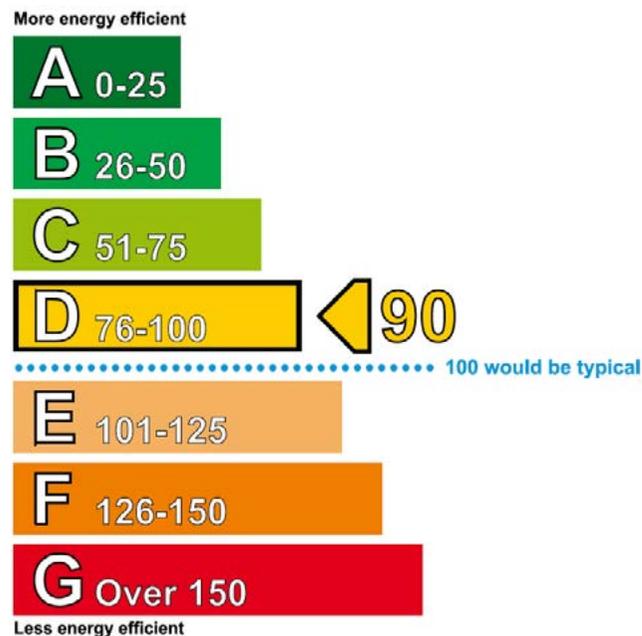
Office Water Consumption all Buildings (m³ per person)



Total Water Consumption (m³)



Display Energy Certificates



The sites which are mandated to produce DEC's continue to perform well based on this methodology.

Since the refurbishment of King Charles Street the heating and cooling systems have been optimised reducing the demand and improving the DEC performance rating this year. For a listed building and considering its 24 hour operation

the building performance is good at just above average. Both Lancaster House and King Charles have improved their performance ratings this year, again highlighting the efforts of Interserve and the Facilities Management Client Unit (FMCU) in managing the buildings effectively.

Figure 1 – King Charles Street

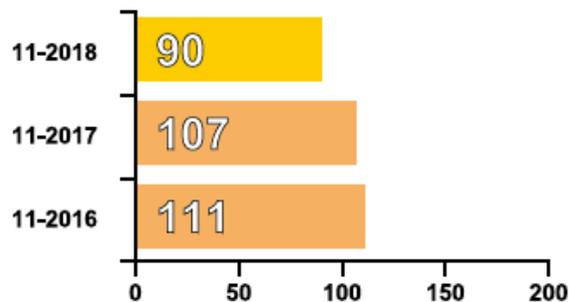


Figure 2 – Lancaster House

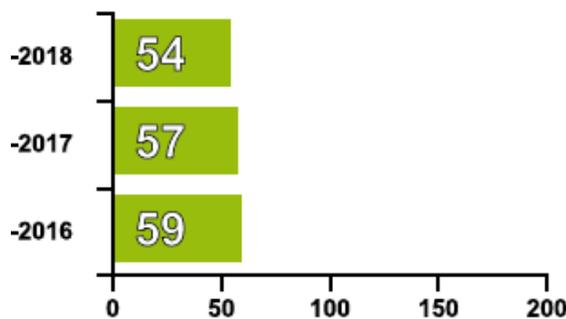


Figure 3 – 1 Carlton Gardens

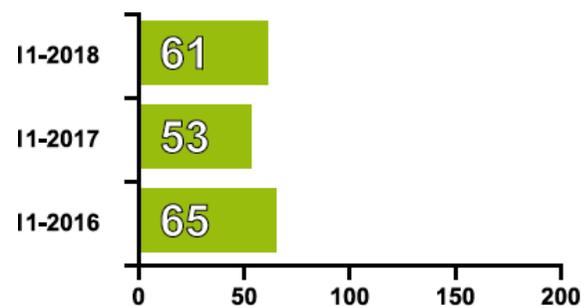


Figure 4 – Wilton Park



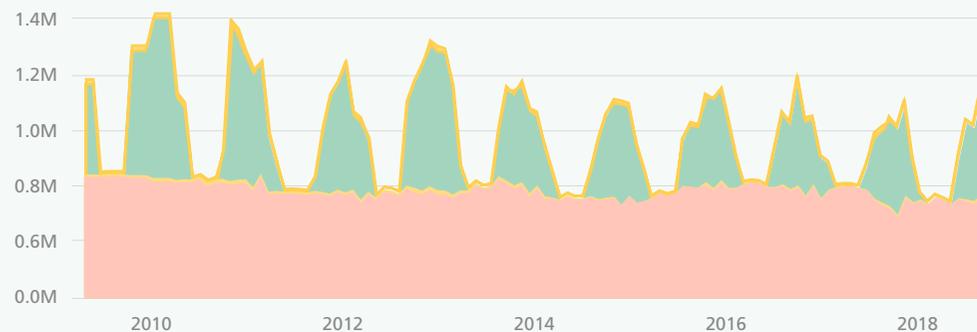
Energy Consumption by Site

A fall in electricity consumption has been seen again this year across all sites, due to improvements in IT systems and a decrease in FTE. There has been a change in our reporting of gas consumption in King Charles Street, an error in historical reporting was identified and the figures have been updated accordingly, therefore the gas consumption is higher than previously reported, however the impact of this is minimal compared with other energy sources at this site, and equates to an additional 36 tonnes CO₂ across three years.

Cold conditions in the winter have led to further changes to our heating supply, particularly in Hanslope Park, where sub-zero temperatures caused biodiesel supply lines to freeze, leading to a necessary switch to low-sulphur fuel oil, further boilers have been transferred this year, 27% of energy consumption for heating is powered by low-sulphur fuel oil, however the carbon emissions associated with low-sulphur are much higher than biodiesel.

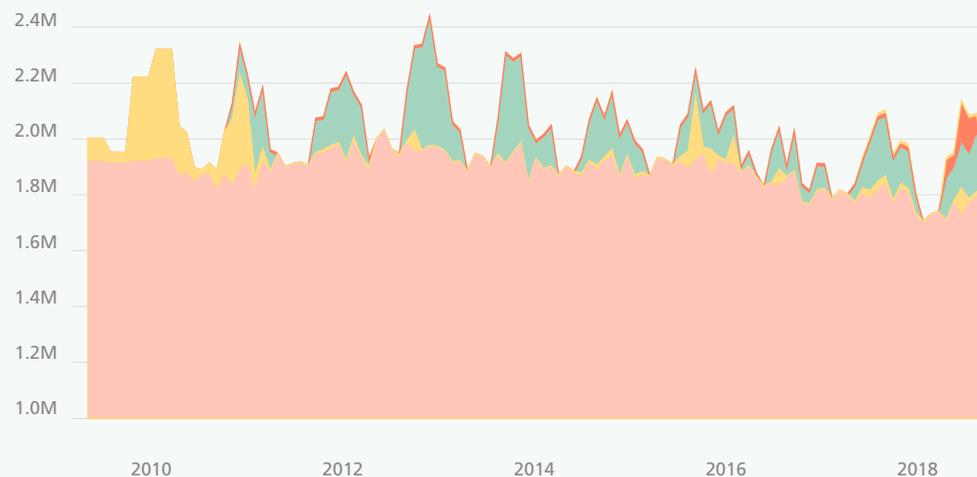
King Charles Street

Utility Electricity District Heating Gas

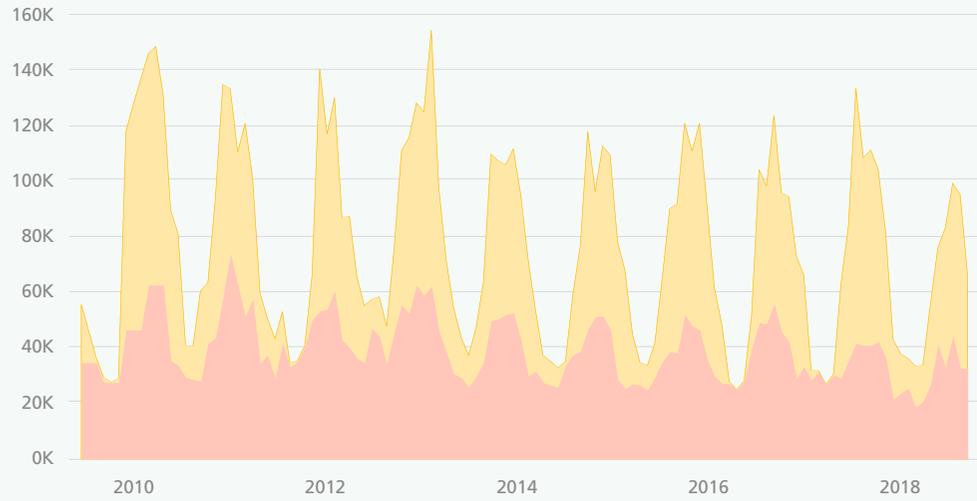


Hanslope Park

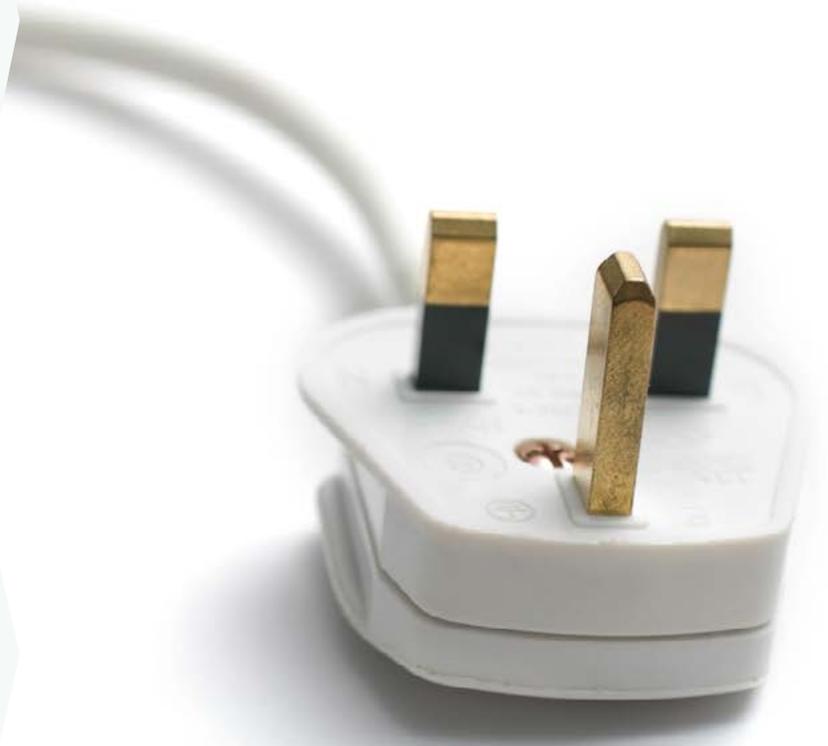
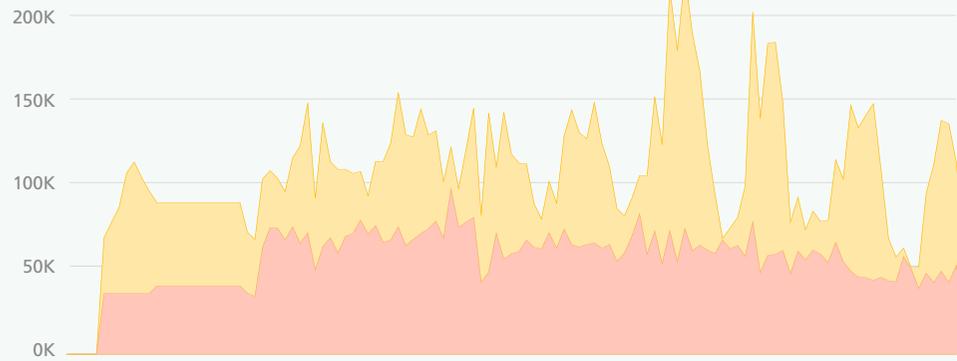
Utility Electricity Biodiesel Low Sulphur Fuel-Oil Gas Oil

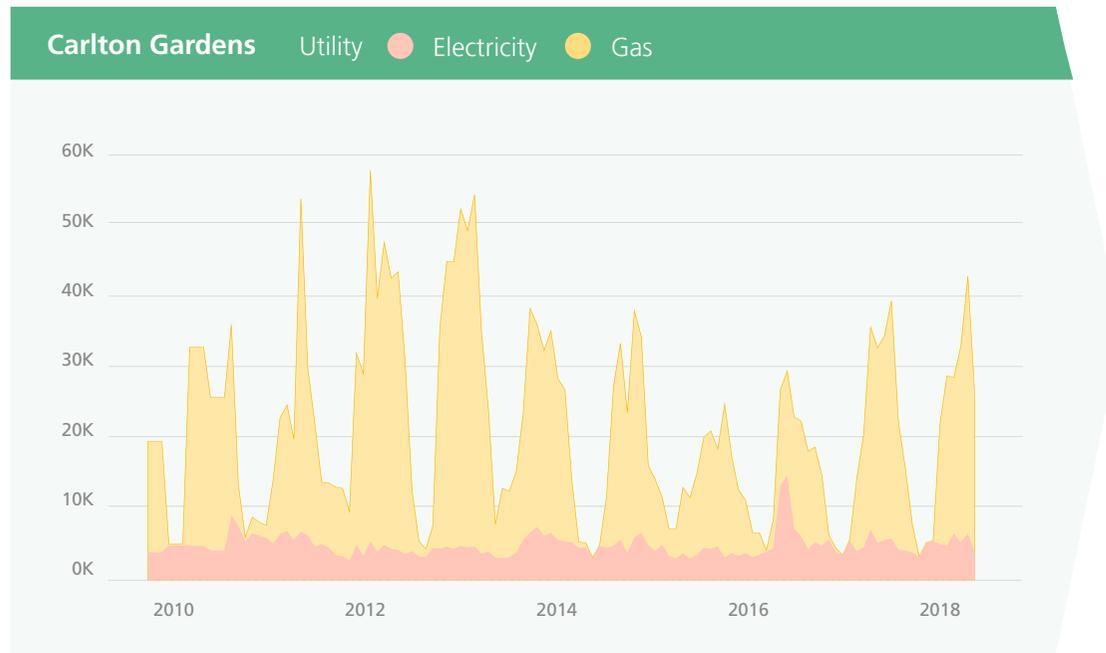


Lancaster House Utility Electricity Gas



Northgate House Utility Electricity Gas





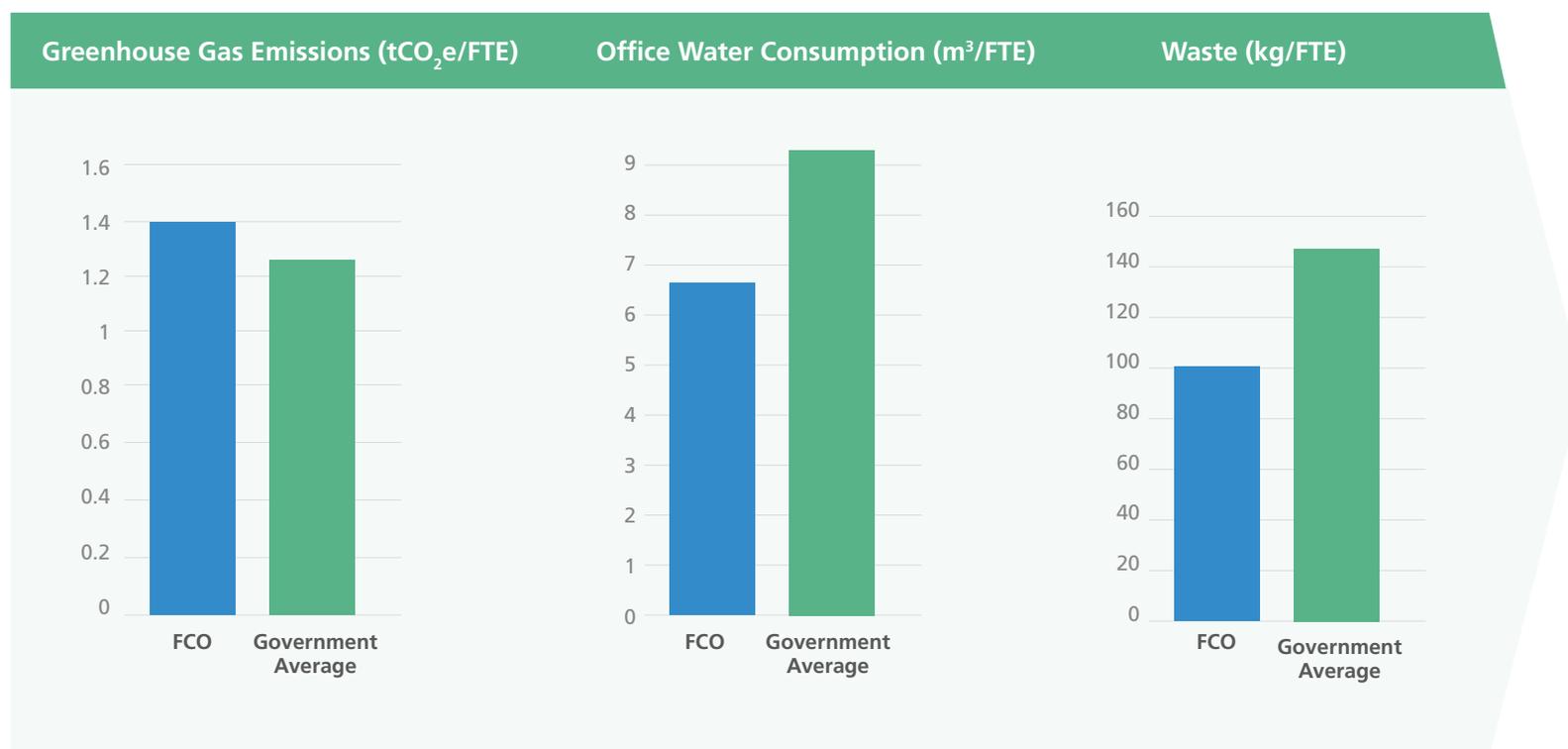
Lancaster House and Carlton Gardens have seen a reduction in electricity consumption over the year. Investments in energy efficient lighting and staff education is helping to reduce the energy consumption, however overall it has an insignificant impact on our estate electricity consumption.

Northgate House has seen reduced electricity and gas consumption, it is a leased building which is managed by a managing agent, and we continue to work closely with the agent to reduce consumption levels, although investment in the site infrastructure is outside of our control.



Normalised Performance

To allow comparison between years and organisations, the following table normalises sustainability impacts by staff numbers. The FCO UK estate occupancy full time equivalent (FTE) staff number is 5,634 and comprises staff, contractors and work agency personnel working on FCO and Wilton Park premises in the UK; non-wider market FCO Services staff working on UK premises; and FTE visitors to UK premises. The Office FTE for the reduced scope of the office water consumption target is 5,373



| Impact | Per Full Time Equivalent (FTE) 2018/19 | Per Full Time Equivalent (FTE) 2017/18 | Per Full Time Equivalent (FTE) 2016/17 | Per Full Time Equivalent (FTE) 2015/16 | Per Full Time Equivalent (FTE) 2014/15 | Per Full Time Equivalent (FTE) 2013/14 | Per Full Time Equivalent (FTE) 2012/13 | Per Full Time Equivalent (FTE) 2011/12 | Average Per FTE In Govt. Depts. 2016/17 |
|--------------------------|---|---|---|---|---|---|---|---|---|
| Greenhouse gas emissions | 1.4 tonnes of CO ₂ e per FTE | 1.9 tonnes of CO ₂ e per FTE | 2.6 tonnes of CO ₂ e per FTE | 3.0 tonnes of CO ₂ e per FTE | 3.1 tonnes of CO ₂ e per FTE | 2.8 tonnes of CO ₂ e per FTE | 3.4 tonnes of CO ₂ e per FTE | 3.5 tonnes of CO ₂ e per FTE | 1.3 tonnes of CO ₂ e per FTE |
| Waste arising | 101 kg per FTE | 101 kg per FTE | 161 kg per FTE | 208kg per FTE | 196 kg per FTE | 167 kg per FTE | 204 kg per FTE | 205 kg per FTE | 145 kg per FTE |
| Office water consumption | 5.8 cubic meters per FTE | 6.5 cubic meters per FTE | 7.5 cubic meters per FTE | 9.9 cubic meters per FTE | 8.6 cubic metres per FTE | 8.3 cubic metres per FTE | 9.5 cubic metres per FTE | 9.7 cubic metres per FTE | 8.4 cubic meters per FTE |



The Global Picture

The Global Picture

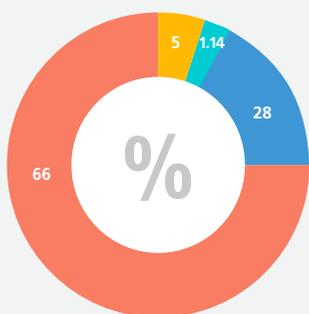
This is a more limited overview of the FCO’s global footprint, as measured in cost (GBP). At the present time there is a lack of granular data to be able to report fully on our global impact. As part of our endeavours to be more transparent and open discussion as to how we can reduce our impact, we are looking where our global material impacts lie and are beginning to understand how best tackle this issue in a meaningful and appropriate way.

This year we continued with our review of international flights. Data from our official travel provider shows the domestic flights reported through Greening Government Commitments accounted for just 1.14% of total flight numbers. The data also shows that 71% of our flights booked were economy or premium economy, up from 69% in 2016/17.

Further analysis has reviewed expenditure data for flights booked globally and reported through our finance system. This has identified the actual global flight footprint is 3.4 times greater than that identified through our official UK travel provider. In 2018-19 our global flight mileage was 470m km, just over three journeys to the sun.

Global Travel Flights

UK-International 2018/19 - Class of Travel



- Domestic
- Business
- Economy
- Premium Economy

● FCO ● FCOS



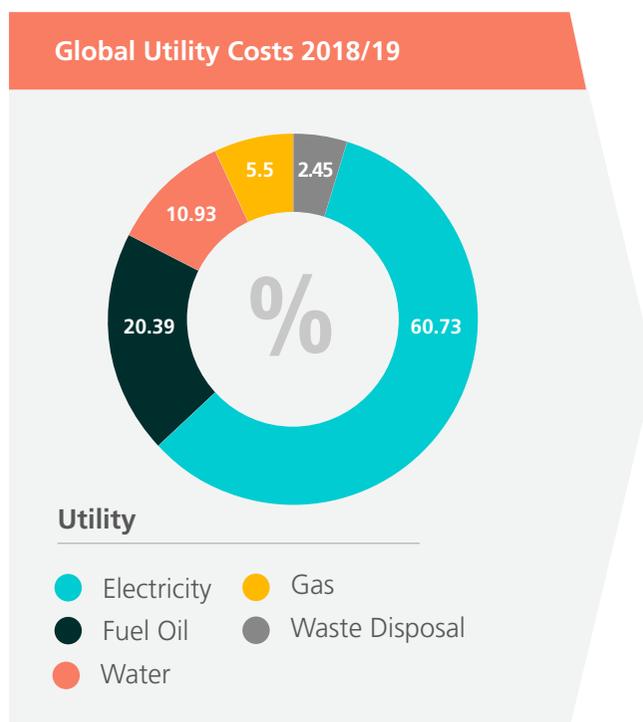
Global Utilities

With 274 posts across the globe, we know that utility consumption and spend, is a significant and material impact. Taking action on climate change is more important than ever, managing our carbon emissions across our whole global estate is vital in future-proofing our estate, and has become something that we must do, rather than is nice to do. However, with such a complex and widespread estate, managing and monitoring utilities is not an easy task. We've been successful in monitoring and reducing our carbon emissions and utility usage across our UK estate, and in the future we aim to use this learning and best practice to ensure the global estate has the same success in reducing its environmental impacts.

In 2018-19 we spent £30 million on global utilities, an increase of 9% from 2017-18, against a backdrop of global inflation increasing around 3%. As shown in the graphs below, over 80% of utility costs relate to electricity and fuel oil – both of which have increased over the last year. When conversely, the smaller utilities, gas and water have both reduced.

Waste disposal costs are very small when compared with other utilities, only 2% of total utility costs in 18/19, however, this has increased 24% from

2017-18 to 2018-19. This may be indicative of the increasing global trend towards circular economy and recycling transparency alongside the global roll-out of new IT equipment across the network, however a detailed understanding is not available at this time.



We are working to increase our visibility of utility consumption for our overseas estate. We are working with our FM providers Interserve and ISS in the Europe and Asia Pacific regions respectively

to increase the accuracy and robustness of our utility consumption data to inform energy, water and waste reduction plans in the future.

Global Solar

With our property estate encompassing 274 locations globally and our annual utility spend being in excess of £30m we recognise the opportunity low carbon and renewable energy technologies present for the FCO. To date we have already installed solar photovoltaic (pv) arrays in six locations including the British High Commissions in Canberra, Australia and Victoria, Seychelles.

The ambition of the FCO is to deploy solar pv further and wider across the network taking inspiration from those locations that are already reaping the benefits of solar pv whilst also understanding the practicalities of installing renewable technologies in remote and challenging environments.

There is considerable interest from our network of Posts for solar pv and a number have been proactively exploring opportunities. In the UK we have been collaborating with Posts in establishing a repository of information on solar and working with BRE's National Solar Centre to comprehensively quantify the global opportunities solar pv provides, and how best to manage the risks in all regions that we operate.



#BeyondPlastic

#BeyondPlastic

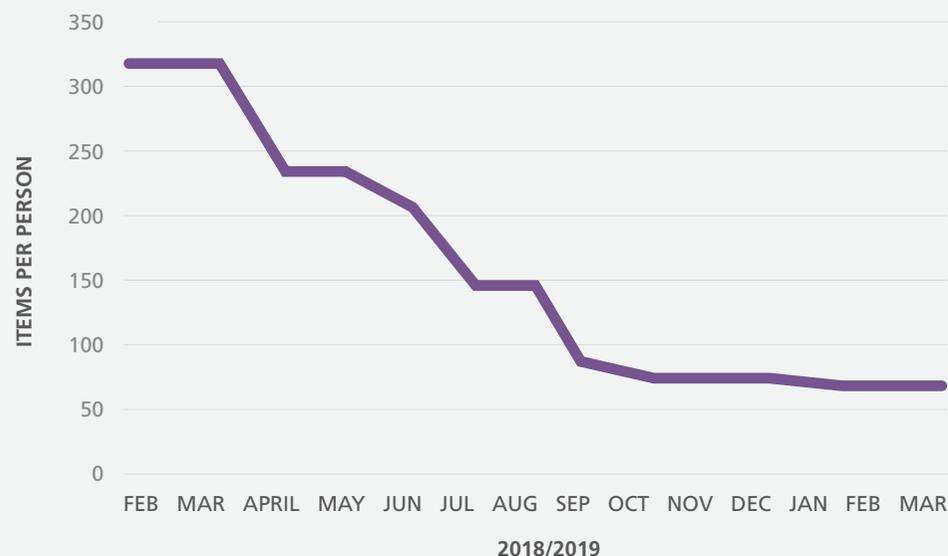
A little over one year ago the then Foreign Secretary announced that **“The FCO will eliminate avoidable single-use plastics from its UK operations by the end of this year, and from its global operations by 2020. It is the first UK government department to announce such a ban.”** The FCO defined avoidable single-use plastic as including “...all products that are made wholly or partly of plastic and are typically used once or for only a short period of time before being disposed and are technically, environmentally and economically practicable to avoid.” The first such definition in Government, now widely adopted.

Within ten months the FCO had reduced its UK baseline figure of 1.56 Million items by 97%. In doing so we:

- **Ended provision of plastic straws**
- **Introduced the first ‘latte levy’ in government**
A levy of 50p (25p discount for using reusable mug, 25p surcharge for use of disposable mug) which drove the use of reusable coffee cups from 3% to 51% within the first month.

- **Removed 302,986 items of plastic take-away cutlery, food containers and condiment sachets** By April 2018, these had been replaced with Vegware biodegradable alternatives or non-plastic and refillable alternatives.
- **Removed 655,718 plastic disposable coffee cups.** By October 2018, there were no plastic hot beverage cups in use having switched all takeaway cups to Vegware and reintroduced china coffee cups
- **Removed 285,600 plastic water cups.** By October 2018, no plastic cups were in use in the UK; replaced with Vegware and glass alternatives
- **Removed over 100,000 drinks bottles.** Our restaurant and retail outlets no longer stock drinks in plastic bottles having replaced them with cans, glass bottles and drinks dispensers.

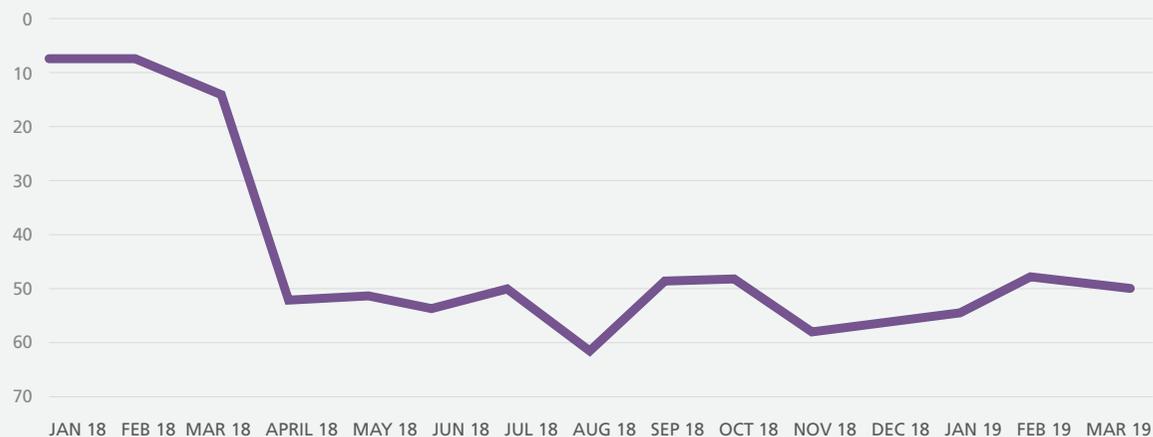
ASUP Reduction Over Time



Initially, customers were only rewarded with a discount for using reusable cups which saw a 9% decrease in the use of disposable cups. Introducing a “fine” in April saw a dramatic decrease in the use of reusable cups to 51%. Although there have been variations – such a peak of 60% in August – the figure has stayed remarkably stable, averaging 51% across the year. Gratifying but stubbornly consistent. 2019 will see us planning to improve on this with the intention of better approaching 100%.

This took us to within 97% of our UK baseline figure of 1.56 Million items. Catering had proved to be the single largest source of ASUPs but work has continued in driving the figure down further in areas that are harder to purge. One notable area of further success has been the FCO Nursery. As well as no longer using plastic toys and glitter and supplying each staff member (and parents) with a reusable water bottle they have, after careful consideration of Health & Safety requirements, replaced disposable nappy sacks and aprons with washable cotton ones. Thereby eliminating a further 25,000 items of ASUP from the FCO Estate, taking our overall achievement to 98%

The Latte levy – grounds for celebration, straining to improve



#Beyondplastic Kickstarter Fund: Three Rounds

| | |
|--|---|
| 77 Bids | 998,485 SUP items saved annually |
| £12,107 Annualised Saving to FCO | 14% Annualised Return on Investment |
| £100,227 total value of awards: from £26 to £3,000 | |



Overseas – Champions and ‘Plastic free’ Posts

Whilst 2018 was primarily focused on the UK estate, work forged ahead overseas too. But with over 220 Embassies, High Commission and Consulates around the world, each would need to take independent action with guidance and support from the team in London. To this end we are seeking to establish a #Beyondplastic Champion in each post to lead the work locally to eliminate ASUPs from the FCO Overseas estate. To date we have 147 Champions in 105 posts.

Change is rarely cost-free and one consequence of moving as quickly as we have is that those costs cannot have been anticipated. Recognising this we established a modest fund to help posts with ideas to eliminate ASUPs but for whom the additional cost might present a barrier to take action. The “Kick Starter” Fund would match post’s contribution up to £3,000 in return for eliminating ASUPs and providing an estimate of the amounts removed.

The all too often unseen consequence of disposable plastics is the sheer quantity of individual items that can quickly pass through a given location. While individually cheap, the aggregate costs can be significant when taken across the multiple years of service that a reusable alternative can give. And so we have found that in the long term there is a small saving from no longer repeatedly buying thousands of disposable items. After the first year of the Kickstarter Fund we now know that for an outlay of around £100,000 we have eliminated almost 1 million individual items annually and overall, across 77 posts, have achieved a small saving of around £12,000.

A third component of our approach has been to measure our progress which is a powerful way to tell our story and demonstrate progress to our sponsors on the FCO Board. In addition to estimates of ASUPs eliminated we also established a Leader Board, a league table of posts who have committed to a target date by which to have eliminated all ASUPs. 50 posts have so far committed, of whom 13 have declared themselves ASUP-free. Here, Kabul describe how a post in very difficult circumstances, in a conflict-zone, achieved “plastic-free” status.



Sustainability in adversity

Beyond Plastics Case Study: Kabul

In Afghanistan we faced numerous challenges. There are limited re-cycling facilities; supplies of goods from the local market can be unreliable and UK staff cannot visit suppliers to see what is available; the Embassy provides full life support services for UK staff though an external contractor, KBR (this includes all our meals, drinking water and laundry); there are a large number of government departments and contractors on our platform who did not see the FCO campaign as relevant to them; and with other problems to worry about, protecting the environment tends not to feature prominently in Afghanistan – the Kabul river is often filled with rubbish.

We formed a small Embassy plastics committee, including both FCO and DFID colleagues, to audit single use plastics across the estate. The main challenge was catering: we were using around 6,000 polystyrene take-away boxes, 11,000 500 ml water bottles and 19,000 polystyrene cups each month. The committee worked hard to raise awareness of the Foreign Secretary's commitment to eliminate their avoidable use globally by the end of 2019 including talking at Embassy Town Halls and getting the Ambassador on board as an strong advocate.

We faced resistance from both UK, local staff and our large security teams who were used to free bottled water and using polystyrene takeaway containers and plastic cutlery. We sought quick easy wins to demonstrate progress and we were able to persuade KBR, who provide catering and other services, to initially replace polystyrene cups with an alternative containing less plastic and change our policy to allow staff to take crockery and cutlery outside, instead of takeaway containers only. Through that encouragement alone, we saw a drop in the use of single use plastics for catering: under 2,000 polystyrene boxes by August 2018.

In agreement with the Ambassador, we then set ourselves an ambitious target of 21 March 2019 – the Persian New Year (Nowruz) – to declare ourselves free of avoidable single use plastic. We investigated alternatives to single use plastics, working with our procurement hub in Delhi, but there were few reliable options available locally and we considered the environmental impact of shipping alternatives from Dubai or Europe. We agreed with KBR that they would stop providing disposable plastics from the canteen and laundry, instead selling reusable Tupperware at the Embassy shop. We also got the shop to stop using plastic bags and to stock bags for life in addition to stop selling plastic cotton buds and disposable lighters. We persuaded KBR to only use glass cups in the Embassy coffee shop too.

They have also found alternatives to cling-film and disposable aprons in the kitchens and provide suit covers in the laundry instead of plastic covers.

We were very fortunate that the Embassy had previously drilled bore holes and installed a high-tech water filtration system and so we stopped providing bottles of water to staff. We were successful in obtaining funding from the FCO kick-starter fund to buy Embassy branded water bottles to give out to staff to encourage use and placed new bottled water fountains dotted around the Embassy.

Staff have been quick to adapt to the new reality and we have been flexing our approach when people have identified problems. Given the security situation, we still have stocks of water in plastic bottles for emergencies in our safe rooms. We have not found alternatives to much of our plastic stationery but with the contract up for renewal soon we will look to build this consideration into our contract negotiations. We are proud of what we have achieved so far and will keep up the pressure.

And finally

We end the first year of #Beyondplastic on a very positive note. This has been ground-breaking, and a number of firsts have been achieved in taking this campaign forward:

- 1st definition of avoidable single-use plastics in Government
- 1st Government Department to take decisive action and achieve any significant elimination of ASUP
- 1st Government Department to institute a successful Latte Levy

We have gone further and faster than any other Government Department. Our learned experience is supporting Partner's Across Government and more widely in public services. We are particularly proud to have our success recognised not only within the FCO, by being nominated for a Staff Award, but also through being chosen finalists at the Business Green Awards in both the Employee Engagement of the Year and Environmental Awareness Campaign of the Year awards. And, in 2019 the FCO shall become the first Government Department to partner with ZSL's #OneLess campaign by becoming a #OneLess Pioneer – organisations that have committed to removing plastic water bottles from their operation. All this has been made possible through the enthusiasm and support of FCO colleagues across the world.



Governance

SENIOR LEADERSHIP

Sir Simon McDonald – Permanent Under Secretary &
Peter Jones – Chief Operating Officer

STRATEGIC GOVERNANCE

Ed Hobart - Director, Estates & Security Directorate

OPERATIONAL DELIVERY

FCO Sustainability Team | Internal Stakeholders

STAKEHOLDERS

FCO Services | Estates | Facilities Management Client Unit | Posts | Communications | Policy Leads | Finance | Commercial | Facilities Management Providers



Broader impacts

Broader impacts

Value Chain

Sustainable Procurement

The Foreign & Commonwealth Office (FCO) in London and its 274 overseas offices buy a wide range of goods, services and works. These range from construction and maintenance of embassies to services supporting the operations of the FCO and its Partners in the UK and overseas. The FCO provides the overseas 'platform' for several other Government Departments and this includes procuring goods, services and works to support their activities overseas.

Approximately 60% of FCO commercial spend is attributed to overseas operations and 26% of the remainder attributable to using other Government Department Framework solutions especially Crown Commercial Services. We publish details of both contract opportunities and awards in [ContractsFinder](#) as well as [details of our commercial activity](#) on our website.

We are refreshing the FCO Commercial Strategy launched in April 2018. Our Strategy will reflect progress made in 2018/19 and continue to build on our strategic aims of embedding category management and supplier relationship management, so our suppliers fully understand our operational and strategic aims when we seek third party support.

During 2018/19, the FCO emphasised sustainability within its commercial operations by recognising sustainability in relevant Category Plans. For example, a replacement global travel solution for the FCO is being developed. The proposed travel solution will include an enhanced Duty of Care on a Global scale, and an increased visibility of the Carbon Impact of Global travel.

We have removed all virgin copier paper from the FCO stationary catalogue, and we are working with Banner to remove plastic/virgin paper products where possible. We have also reached out to Crown Commercial Services to request sustainable products is a key criteria of future frameworks, to ensure our efforts can continue to grow with future suppliers.

The FCO launched its #beyondplastics campaign after Blue Planet 2 and delivered a 97% reduction in ASUP (Avoidable Single Use Plastics) in our London Office. We have established a Post leadership board and fund to allow other offices to follow suit. We are currently working with other key FM suppliers such as ISS and Interserve to replicate success with our UK supplier.

Sustainable Construction

The FCO adheres to sustainable construction standards, and with our FM providers reviews projects to understand if there are supply chain options to reduce waste and maximise construction efficiency.

The FCO continues to support the UK Government's Timber Procurement Policy and with its FM contractor the FCO continues to procure timber through a supply chain that is committed to sourcing timber responsibly.



Diplomacy

British Embassy Santo Domingo – Fighting Climate Change using International Programme Funds. The fight against climate change is an important priority to all. It's a fight to protect our home and the home of future generations. It is also a fight that the British Embassy Santo Domingo (BESD) takes very seriously. Recognising that it is also a priority for Her Majesty's Government, we have also taken various steps to ensure that we are doing the best to protect our planet. We have a Green Champion at Post and we've taken measures such as the elimination of plastic utensils and plates. But we've also made sure include climate change as one of our key pillars when finding projects to develop in the Dominican Republic under the International Programme Funds (previously 'Global Britain Funds'). Locally, this is also of great importance. Dominican Republic is well aware that damages due to climate change could have catastrophic consequences for its economy, particularly with agriculture and in the tourism industry.

Understanding this global and local context, in our 2018-2019 Call for Project bids, we were happy to welcome various projects related to preventing Climate Change. We received many, but one, in particular, called our attention. It came from a Dominican NGO called "Fundación Reservas". Its project proposal was detailed and properly structured, with clear objects, outcomes and a sustainability angle. Fundación Reservas itself was also no ordinary implementer. It's a well-known local NGO that serves as an implementing branch for social responsibility projects of the state bank, Banreservas. As such, it has fantastic access to thousands of small and medium sized enterprises (SMEs) and great connections with the Dominican government. We took all of this into account when choosing them as project implementers because we wanted to guarantee that our project got the most significant and positive impact.

On 11 July 2018, we signed the grant agreement for the project, which was titled "Developed Training Program on Climate Change mitigation and adaptation for microenterprises in Dominican Republic". The project was launched through a press conference and it was brilliantly covered by local media. It was the beginning of a great project and a success story at Post.



Why was this project a success?

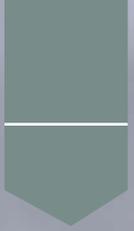
As part of the project, Fundación Reservas developed training manuals on climate change. We had some control on what we wanted specifically included in the manuals. Thus, they included particular provisions on beating plastic pollution and eliminating single use plastics. Additionally, we shared our “Beyond Plastic Toolkit” and they included messaging from the toolkit in the manuals that were developed and handed out to the SMEs. This helped amplify our message to local businesses all around Dominican Republic. With 60 SMEs participating in workshops, this was a fantastic first step to introduce SMEs owners to the manuals and to assert how welcome they would be to applying small changes to their business structure in order to follow through on the manual’s recommendations.



The project helped us promote and amplify FCO priorities, placing us as a key partner in the fight against climate change.

Finally, the manuals were released in a press conference attended by Ambassador Chris Campbell, Rosa Rita Alvarez, the Executive Director of Fundación Reservas and Ernesto Reyna the Vice President of the National Council for

Climate Change, which reports to the Presidency. This press conference received heavy local media coverage. It was also transmitted ‘live’ on Channel 4, a State owned and very popular TV channel. We share Fundación Reservas’ views that if these SMEs start implementing even the smallest of changes, they will lead to the biggest impacts. These SMEs are a big part of the Dominican economy and they play an essential role in implementing social change.



Transparency

Transparency

Balanced Reporting

We aim to present information in this report and wider public reporting, in a balanced and transparent fashion and endeavor to explain where and how improvements will be made. We include risks and performance issues as well as successful outcomes, in line with our core civil service principles.

Assurance

Performance data & processes are assured through the following schemes:

- Performance data assured on a quarterly-basis by BRE for the Greening Government Commitments on behalf of Defra.
- Reporting processes audited in 2017-18 by Environment Agency Carbon Reduction Commitment
- Processes for recording and reporting performance data are auditing through our external EMS provider, LRQA, annually to ISO14001:2015 standards.





Notes

Notes

1. Although FCO Services and Wilton Park are Executive Agencies with their own Annual Reports and Accounts, all of Wilton Park's and most of FCO Services' sustainability impacts are included in the figures in this report because they are included in the FCO's GGC targets. Also, FCO and FCO Services are largely co-located. FCO Services' Wider Market impacts are not included, as the GGC Exemption Panel decided in 2012/13 that they should be exempted from the scope of GGC. The sustainability impacts of the FCO's overseas operations are not included.
2. Estate electricity consumption includes electricity consumed in charging FCO Services-owned electric vehicles. The FCO has not yet baselined or reported emissions from underground, bus or coach travel.
3. DEFRA conversion factors have been used to calculate carbon emissions. The greenhouse gas emission figures are non-weather corrected. All data reported are taken from actual measurements.
4. Scope 1 direct emissions arise from organisation owned equipment; Scope 2 indirect emissions from consumption of purchased energy; and Scope 3 other indirect emissions from non-owned transport. Organisations have most control over Scope 1 emissions.

5. 2009/10 Carbon Emissions Baseline for UK Operations Greening Government Commitment Target is split as follows:

| | tCO ₂ e |
|---------|--------------------|
| Scope 1 | 2,295 |
| Scope 2 | 15,494 |
| Scope 3 | 1,446 |

6. The expenditure figures relate to the FCO's UK operations only and exclude VAT. Expenditure figures for utilities exclude Northgate House as the costs are including in the rental service charge and HMGCC at Hanslope Park where the cost is recharged to the tenants.
7. Apportioned FCO Services' wider market estate energy, water and waste costs are deducted. FCO Services purchase fuel for their fleet (except electricity for electric vehicles) and that expenditure is recorded in the FCO Services Accounts and sustainability reporting. FCO Services also disposes of certain waste streams and accounts for the cost of their disposal.
8. Deducted FCO Services Wider Market impacts and expenditure in 2018/19 were:

| | | |
|----------------|--------------------------|-----------|
| Greenhouse gas | 1,283 tCO ₂ e | £ 167,304 |
| Water | 2,079 m ³ | £ 5,226 |
| Waste | 23 tonnes | £ 6,410 |

9. Wider Market impacts are calculated using the Wider Market revenue percentage from the FCO Services Annual Report and Accounts plus estimated Wider Market data-centre emissions for greenhouse gases.
10. The average Government Department office water, greenhouse gases, and waste consumption per FTE figure uses data from Defra's GGC Annual Report for 2016/17, in lieu of 2017/18 data availability.
11. Previous years' data have been restated to reflect corrections, these include:

| Restatement | 2017-18 | 2016-17 | 2015-16 |
|-------------------------------------|----------------------------------|----------------------------------|----------------------------------|
| | Under-reported consumption (kWh) | Under-reported consumption (kWh) | Under-reported consumption (kWh) |
| King Charles Street Gas Consumption | 88,642 | 70,850 | 37,746 |

12. Under CRC Energy Efficiency Scheme rules, the FCO must purchase CRC allowances for all CRC qualifying emissions on its estate, including tenants' emissions. FCO will recharge tenants the following amounts for 2018/19 CRC allowance costs:

| | |
|--------------|----------|
| HMGCC | £ 55,859 |
| Wilton Park | £ 2,717 |
| FCO Services | £ 20,434 |

13. The breakdown of waste disposal costs reflects actual charges for specific methods where available. Wherever the charge to the FCO does not distinguish between disposal methods, the cost has been allocated in proportion to how the waste was disposed.
14. The paper volumes figures are based on the number of reams of A4 paper equivalent purchased by the office in the financial year.
15. The number of domestic flights; domestic flight and train travel emissions; and associated expenditure relate only to flights and train travel booked with the FCO's travel provider, unless otherwise stated. Flights and train travel booked by other means are not readily identifiable.
16. GRI Content Index

17. The 2018-19 Sustainability Report is GRI-referenced, in this table you will find references to the specific sections of the FCO Sustainability Report. We are committed to continually improving our sustainability reporting and are looking to expand our global data to enable us to report more of our total material impacts.



| GRI Standard | Disclosure | Reference | Omission |
|--|---|--|----------|
| GRI: 102 General Disclosures (2016) | Organisational Profile | | |
| | 102-1 Name of the Organisation | Foreign and Commonwealth Office | |
| | 102-2 Activities, brands, products and services | Annual Report | |
| | 102-3 Location of Headquarters | King Charles St, London, SW1A 2AH | |
| | 102-4 Location of Operations | Annual Report | |
| | 102-5 Ownership and Legal form | Ministerial Department | |
| | 102-6 Markets Served | Annual Report | |
| | 102-7 Scale of organisation | Annual Report | |
| | 102-8 Information on employees and other workers | Annual Report | |
| | 102-9 Supply Chain | Sustainable Procurement Section | |
| | 102-10 Significant changes to the organisation and its supply chain | Sustainable Procurement Section | |
| | 102-11 Precautionary Principle or approach | Yes | |
| | 102-12 External initiatives | ISO14001 (2015) GRI Reporting Principles Greening Government Commitments | |
| | 102-13 Membership of associations | Information Unavailable | |
| | Strategy | | |
| | 102-14 Statement from Senior Decision Maker | Foreword | |
| 102-15 Key Impacts, Risks and Opportunities | Risks and Opportunities | Information unavailable for global estate, risks and opportunities applies to UK estate only. We are looking to expand this to apply globally. | |
| Ethics and Integrity | | | |
| 102-16 Values, principles, standards and norms of behaviours | Annual Report | | |

| GRI Standard | Disclosure | Reference | Omission |
|--------------|---|--|----------|
| | Governance | | |
| | Stakeholder Engagement | | |
| | 102-40 List of Stakeholder Groups | Priorities and Governance sections | |
| | 102-41 Collective bargaining agreements | Annual Report | |
| | 102-42 Identifying and selecting stakeholders | Priorities section | |
| | 102-43 Approach to stakeholder engagement | Priorities section | |
| | 102-44 Key Topics and concerns raised | Priorities section | |
| | | | |
| | Reporting Practice | | |
| | 102-45 Entities included in the consolidated financial statements | Annual Report | |
| | 102-46 Defining report content and topic boundaries | There was an internal assessment of information available along with review of sources of this data. Report content was then drafted based on available data for topics outlined | |
| | 102-47 List of Material Topics | GRI302: Energy 2016 GRI303: Water and Effluents 2018 GRI305 Biodiversity 2016 GRI205: Emissions 2016 GRI206: Effluents and Waste | |
| | 102-48 Restatements of Information | See notes section - KCS Gas – change in measurement methods | |
| | 102-49 Changes in Reporting | No changes in material topics and topic boundaries, however we are looking to widen the boundaries in future to include global reporting | |
| | 102-50 Reporting Period | Reporting Period: 1st April 2018-31st March 2019 | |
| | 102-51 Date of most recent report | Last Report: July 2018 | |
| | 102-52 Reporting Profile | Annual | |
| | 102-53 Contact Point for Questions | fco2@fco.gov.uk | |

| GRI Standard | Disclosure | Reference | Omission |
|--------------|---|---|----------|
| | 102-54 Claims of reporting in accordance with GRI Standards | This report is GRI Standards referenced | |
| | 102-55 GRI Content Index | This report is GRI Standards referenced | |
| | 102-56 External Assurance | Assurance Section | |

| GRI Standard | Disclosure | Reference | Omission |
|--|---|----------------------------------|--|
| GRI: 103 Management Approach (2016) | 103-1 Explanation of material topic and it's boundary | Performance and Impacts sections | |
| | 103-2 The management approach and it's components | Governance Section | |
| | 103-3 Evaluation of management approach | Governance Section | |
| GRI: 203 Energy (2016) | 302-1 Energy consumption within the organisation | Energy Consumption by Site | Data for UK estate only – information unavailable for global estate. |
| | 302-4 Reduction in Energy Consumption | Energy Consumption by Site | Data for UK estate only – information unavailable for global estate. |

| GRI Standard | Disclosure | Reference | Omission |
|--|---|--|--|
| GRI: 103 Management Approach (2016) | 103-1 Explanation of material topic and it's boundary | Performance and Impacts sections | |
| | 103-2 The management approach and it's components | Governance Section | |
| | 103-3 Evaluation of management approach | Governance Section | |
| GRI: 305 Emissions (2016) | 305-1 Direct (Scope 1) GHG Emissions | Greenhouse Gas Emissions by Scope Details of baseline by scope in Notes | Data for UK estate only – information unavailable for global estate. |
| | 305-2 Indirect (Scope 2) GHG Emissions | Greenhouse Gas Emissions by Scope Details of baseline by scope in Notes | Data for UK estate only – information unavailable for global estate. |
| | 305-3 Other Indirect (Scope 3) GHG Emissions | Details of baseline by scope in Notes Greenhouse Gas Emissions by Scope | Data for UK estate only – information unavailable for global estate. |
| | 305-5 Reduction of GHG Emissions | Energy Consumption by Site | Data for UK estate only – information unavailable for global estate. |

| GRI Standard | Disclosure | Reference | Omission |
|-------------------------------------|---|----------------------------------|--|
| GRI: 103 Management Approach (2016) | 103-1 Explanation of material topic and it's boundary | Performance and Impacts sections | |
| | 103-2 The management approach and it's components | Governance Section | |
| | 103-3 Evaluation of management approach | Governance Section | |
| GRI: 305 Emissions (2016) | 303-5 Water Consumption | Water | Data for UK estate only – information unavailable for global estate. |

| GRI Standard | Disclosure | Reference | Omission |
|-------------------------------------|---|----------------------------------|--|
| GRI: 103 Management Approach (2016) | 103-1 Explanation of material topic and it's boundary | Performance and Impacts sections | |
| | 103-2 The management approach and it's components | Governance Section | |
| | 103-3 Evaluation of management approach | Governance Section | |
| GRI: 306 Effluents and Waste | 306-2 Waste Disposal by type and disposal method | Waste and Paper | Data for UK estate only – information unavailable for global estate. |

| GRI Standard | Disclosure | Reference | Omission |
|-------------------------------------|--|----------------------------------|--|
| GRI: 103 Management Approach (2016) | 103-1 Explanation of material topic and it's boundary | Performance and Impacts sections | |
| | 103-2 The management approach and it's components | Governance Section | |
| | 103-3 Evaluation of management approach | Governance Section | |
| GRI: 304 Biodiversity (2016) | 304-1 Operational sites owned, leased, managed in or adjacent to, protected areas of high biodiversity value outside protected areas | Biodiversity Section | Data for UK estate only – information unavailable for global estate. |



Foreign &
Commonwealth
Office

Facilities Management Client Unit

Foreign & Commonwealth Office

King Charles St, Westminster, London SW1A 2AH, UK

Tel: 020 7008 1500

Comments and Suggestions

We welcome your views on the quality of service we provide.

Please write to the Head of Sustainability at the address above or email: fco2@fco.gov.uk