

Environmental Annual Statement and Report – October 2025

Declaration of Commitment

Talk training delivers training and assessment to up to 700 learners per year from our head office in Nantgarw.

Through ESDGC (Wales)/ ESD (England) we recognise the importance of encouraging social awareness by educating learners in a sustainable work culture where we are actively promoting good practices.

The Directors of Talk training recognise that in order to promote sustainability to such wide and various audiences we must lead by example, and this is reflected by the inclusion of Integrity and Honesty, and Equality and Fairness, in the Values of the business.

Although the Directors have the ultimate responsibility for the environmental performance of Talk training, we all share this responsibility through encouraging the understanding of the issues of the wider community through our learning programmes.

We are committed to a process of continual improvement, to prevent pollution, to protect the environment, and to minimise the environmental impact of our operations.

Environmental Strategy

- Talk training recognises that environmental issues are of fundamental importance to a successful and responsible business strategy.
- Environmental responsibility means first that our actions should comply with the relevant environmental legislation and compliance obligations.
- It also means that we should seek to behave in a way that protects or preserves the environment.
- Promoting and encouraging environmental sustainability is a fundamental requirement of ESF Funding, which Talk training is committed to support through its ESDGC/ ESD activities.
- Talk training is currently accredited to Green Dragon level 3.

Implementation and Monitoring

Talk training will monitor and evaluate our environmental performance through development of the Green Dragon Environmental Management System (EMS) and by intrinsically linking it with our Quality Management System (QMS) ISO 9001:2015 clause 9, and our ESDGC/ ESD activities.

Through Green Dragon we will continue to develop policies, procedures, and practices for sustainable management through:

- Waste management that encourages reduce, re-use, recycle, and responsible disposal.
- Energy use of fossil fuels and water through measurement and analysis.
- Consumables through procurement that reflect, where practicable, sustainability.
- The reduction of carbon dioxide through:
 - More efficient business travel and encouraging the use of low emission vehicles.
 - The increased use of e-portfolio and learning.

- Conference calling.
- Use of video conferencing when facilities support it.
- The introduction of a Hybrid Working Policy

Environment management

In order to meet our commitment, Talk training will:

- Ensure operations comply with relevant legislation and compliance obligations.
- Manage all environmental issues either at, or as close to their source as practicable.
- Undertake an annual review of the EMS.
- Set, and strive to meet, targets and improvements identified within the review.
- Actively participate in environmental, social, and economic strategies within our communities.
- Promote environmental awareness to our staff and learners.
- Provide materials for learners that relate to 'Eco-codes' Action plans in all Sign-up information.
- Provide information and training to staff relating to our statutory obligations, best practice and controls to improve our environmental performance (e.g. energy conservation, traffic).
- Strive to use products such as post-consumer recycled paper and environmentally secure cleaning products which have minimum environmental impact (our cleaning service company use the NTRL range of products and have their own Carbon Reduction Strategy).
- Reuse or recycle materials wherever practicable.
- Minimise energy usage and waste wherever practicable.
- Review environmental performance regularly.
- Regularly review our Environmental Policy in line with legislation and compliance obligations.

Waste management

- Separation of waste will be at the point of disposal.
- Separate waste by type - recyclables (Paper, Ink cartridges, Metals, Plastics) and non-recyclable (domestic wastes) - to enable the local contractor (used for disposal) to maximise recycling opportunities.
- Talk training will ensure that, when required, specialised waste removal companies are approved on the national register of waste disposal companies and appropriate documentation is evidenced.
- Waste will be monitored and recorded in accordance with ESDGC/ ESD and Green Dragon principles.

Energy management

Our policy is to control energy consumption to:

- Avoid unnecessary expenditure.
- Improve cost-effectiveness, productivity, and working conditions.
- Protect the environment.
- Prolong the useful life of fossil fuels.

Our long-term objectives are to:

- Buy fuels at the most economic cost.
- Use fuels as efficiently as is possible.
- Reduce the amount of pollution, particularly greenhouse gas emissions, caused by our energy consumption.
- Reduce, wherever possible, our dependence on fossil fuels using renewable energy.

Immediate aims:

- To maintain control over our energy consumption by reviewing and improving our purchasing and operating practices.

Responsibilities:

- The Quality Manager will be responsible for tracking and monitoring energy consumption.
- The Finance and Administration Manager will be responsible for expenditure.
- The Quality Manager will be responsible for coordinating energy management activities.

Lines of communication:

- Talk training will communicate the results through the usual channels of monthly managers' meetings, EOT Communication and Talk Point Ein Llais (Our Voice) meetings, SharePoint and notice boards.
- The Quality Team will produce a quarterly report on energy management activities and Carbon footprint calculations.

Resources:

- Adequate resources will be provided as part of individuals ESDGC roles to measure and continuously reduce our carbon footprint where practicable.

Review:

- All energy management activities will be subject to periodic assessment and an Environmental Annual Review in preparation for inclusion in the annual budget.

Activities:

- To record monthly:
 - Electricity usage.
 - Gas usage.
 - Water usage.
 - Total distance travelled by employees.
- The objective of the monthly records is to enable calculation of an on-going carbon footprint for the company to assess for seasonal variation and to monitor these increases and decreases to identify where savings could be achieved.

Transport management

- Promote sustainable travel plans to reduce the carbon emissions produced by travel.
- Allocate assessor/staff client bases to minimise travel costs and carbon emissions.
- Consider other means of transport where practicable in line with business.
- Monitor Staff use of vehicles by requiring users to complete a driver's questionnaire and provide up to date evidence of the vehicle Insurance Certificate that must

specifically state "business use" is permitted, current MOT status, and a copy of their driving licence.

- Educate learners on sustainable transport plans and the environmental impact of carbon emissions.
- Talk training does not use company vehicles in carrying out its business, so to encourage the use of more efficient low emissions vehicles, travel expenses will be at a fixed rate per mile.
- Whilst hire vehicles may be used for specific occasions, typically where business travel is required users are expected to provide their own vehicles.

Travel by car policy

Employees are required to:

- Maintain their vehicles in a roadworthy condition.
- Ensure that the vehicle and driver are covered with relevant "business use" insurance.
- Provide evidence of MOT status, Insurance certification and driving licence on an annual basis or whenever changes occur.
- Be responsible for all fines or penalties resulting from failure to comply with the highway code, other legislation, or local requirements.
- Report accidents that occur whilst on company business.

Employees should:

- Fully comply with the highway code.
- Be responsible for their own safety, for any passengers or loads carried in the vehicle and for ensuring that the vehicle is safe to use (including hired vehicles).
- Ensure that passengers are carried only in accordance with the vehicle manufacturer's design specification, with a seat for everyone and only one person per seat.
- Ensure that seat belts are installed for the driver and all passenger seats and worn on all journeys.
- Take breaks every two hours when driving, especially on long-distance trips, to ensure that they do not suffer fatigue, and wherever possible, share driving on journeys of over two hours duration.
- Plan their journeys to avoid travel in adverse weather or excessive hours.
- If necessary, due to adverse weather, journey length (see below) or the number of hours worked (see below), make use of overnight accommodation arranged at the Company's expense at the discretion of the driver.

Employees should not:

- Drive more than a maximum distance of 350 miles in a normal working day.
- Allow travel plus working time to exceed 12 hours per day.
- The company requires that:
 - Employees do not use mobile telephones whilst driving, other than those equipped with a hands-free capability: please refer to the employee handbook for full details.
- Journeys undertaken on behalf of Talk training are made efficiently in relation to time and costs - authorising Managers/Divisional managers are required to ensure that journeys undertaken on behalf of the company are monitored for efficiency and effectiveness.

This policy statement will be communicated to all present and future staff and learners, displayed for information purposes to visitors and available to all interested parties upon

request. It aims to encourage everyone to act in a way which will enhance rather than harm the environment.

This policy, along with the improvement plan will be reviewed at least annually and revised as necessary and Talk training will gladly receive any practical suggestions about ways in which our environmental performance can be improved.

Nature and scale of activities 2025

Talk training is a Work Based Learning provider delivering learning solutions to clients situated throughout Southeast/West Wales. Operations are managed from the head office based at Charnwood Court, Parc Nantgarw. The facility is just over 25 years old and holds an Energy Performance Certificate reflecting a C rating of 59, which is well within the requirements of the 2018 Minimum Energy Efficiency Standards. This energy performance rating was re-assessed in early 2019.

Talk Training, throughout this reporting period, employed on average 37 members of staff, of which approximately 50% provide management/administrative support from head office, with the balance operating mainly within client locations.

Consumption/emissions and wastes details for period August 2024/July 2025

During the above period Talk training measurements of consumption/emissions and wastes were as follows.

Period	August 2023 to July 2024		August 2024 to July 2025	
Type	Weight / Volume/ Year	Tonnes CO ₂ / Year	Weight / Volume/ Year	Tonnes CO ₂ / Year
Fuel	26,207	6.11	32,142	7.70
Gas	5,212 kwh	10.65	5,319 kwh	10.95
Electric	29,010 kwh	5.84	26409 kwh	4.99
Water	123 M3	21.73	134 M3	24.82
Landfill	132kg	-	114 kg	-
Recycled Paper	263kg	-	263 kg	-
Recycled Metals	55kg	-	102 kg	-
Recycled Plastics	47kg	-	Now combined with Metals	-
Food Waste	61.6kg	-	80.4 kg	-
Total		44.33 tonnes CO ₂		48.46 tonnes CO ₂

Breakdown of average monthly carbon footprint per energy category (normalised)

Period	Gas Av Co2 tonnes/ Month	Electric Av Co2 tonnes/ Month	Fuel Av Co2 tonnes/ Month	Water Av Co2 tonnes/ Month
2023/2024	0.89	0.49	0.51	1.81
2024/2025	0.91	0.42	0.62	2.07

Significant variants against previous year:

Gas

The Gas consumption profile for 2024/2025 increased slightly by 2.05% from the previous year. We believe this was because of the average temperature for January 2025 was 3°C compared to the average temperature for January 2024 being 3.8°C. We do not believe there is any other contributory factor.

Motor Mileage

Fuel CO2 increased in 2024/2025 by 26.03% to 7.70 tonnes from 6.11 tonnes in 2023/2024. The Hybrid Working Policy and the continued use of technology to conduct virtual meetings continues to have a positive impact on the Fuel CO2 but we are finding that some organisations are requesting face-to-face

Electricity

Electricity consumption for 2024/2025 has reduced to 26409 kwh which is down by 14.50% from 29010 kwh in 2023/2024. The installation of LED panels in early 2022 in all ground floor areas continues to help keep consumption lower than it was, as well as the average number of visitors reducing over the last 2 years meaning that the demand on electrical equipment has also reduced.

Water

The water consumption has decreased in 2024/2025 by 4.65%, down from 129m³ to 123m³. We attribute this decrease to the continued impact that the Hybrid Working Policy is having on staff attendance at the office. The average daily number of staff and visitors combined has decreased from 18 in 2024/2025 to 16 in 202/2024. We continue to use self-closing taps in toilets and kitchens and have water saving measures in the cisterns of all toilets.

Recycling/Waste

The total percentage of all waste recycled has increased slightly from 76.42% to 79.65%, which is very close to our target of 80%. Conversely, this does mean that we still sent 20.35% of all waste generated to landfill.

Paper and Cardboard

Paper recycling has remained quite static with 0.2638 tonnes being recycled in 2024/2025 compared to 0.26352 tonnes in 2023/2024, which is an 0.11% reduction. It looks like we may have plateaued with our paper recycling/consumption with the continued usage of Born Digital measures and the OneFile ePortfolio system. The amount of A4 paper we ordered has increased slightly from 20 boxes in 2023/2024 to 21 boxes in 2024/2025, which is a 5% increase.

Plastic/Metal

Plastic/Metal recycled for 2024/2025 was 0.10204 tonnes, which is a decrease of 0.6% from the 0.10266 tonnes in 2023/2024. We believe this is the effect of staff continuing to bring their food items in their own reusable containers.

Current environmental priorities including objectives and targets for period 2025/2026

Our continued strategy is to retain our Green Dragon certification at Level 3, in turn supporting our commitment to continue to set objectives/targets based upon analysis of our environmental aspects and impacts.

As part of our commitment to improving environmental awareness we will continue to include references to the Green Dragon Environmental Standard and European ECO-Codes in our Learner Sustainable Development Projects.

Throughout period 2025/2026 we will continue to:

- Promote environmental management policies and practices throughout the company;
- Drive awareness of environmental responsibilities among staff;
- Encourage and facilitate modes of transport by staff which minimises environmental impact;
- Encourage the continued use of digital technology to provide a blended approach to the delivery of learning;
- Adopt best practice measures to reduce water and energy consumption;
- Minimise landfill waste by encouraging staff to use our waste hierarchy;
- Promote a purchasing policy which gives preference, as far as practicable, to those products and services which cause the least harm to the environment;
- Work with other bodies as appropriate to promote environmental policies;
- Prevent pollution beyond that of our normal activities;
- Drive environmental improvement;
- Comply with relevant environmental legislation and compliance obligations;
- Ensure that activities are carried out with minimal impact on local communities and not creating a nuisance to our neighbours;
- Strive to improve and review objectives and targets annually.

Going forward throughout period 2025/2026

Objectives for period 2025/2026

Our carbon emissions for period August 2024/July 2025 was 48.46 tonnes, 9.32% up on last year's total of 44.33 tonnes. The continued inclusion of the calculations for Water CO₂e (this increased by 8.9% for 2024/2025) contributed to this slight increase. We expect our carbon emission's total to remain broadly similar for 2025/26 with the continuation of the Hybrid Working Policy, the ongoing use of a blended approach to the delivery of learning, and the continuing measurement of Water CO₂e.

The CO₂ emissions per 'staff head count' for 2024/2025 is 1.18 tonnes when using normalised figures which include our visitors, which is only 3.99% higher than the 1.14 tonnes per 'staff head count' in 2023/2024 figure.

During 2025/2026, we anticipate our CO₂ emissions across Water and Electricity to remain similar to 2024/2025 as they are directly related to the footfall into the building and we believe that the footfall to our building has plateaued.

We aim to limit our percentage of total waste to landfill to no more than 20% of all waste produced. The continued weighing of all waste items will help us to achieve accuracy of our measuring activities and subsequent consumption calculations.

In 2025/2026, we expect to see a similar Gas consumption profile to that of 2024/2025 as our building will be open for the same number of hours. We hope to keep the CO₂ emissions broadly the same as 2024/2025, if not slightly lower with average global temperatures on the rise.

We aim to keep Fuel CO₂ during 2025/2026 very similar to 2024/2025 as we believe this has plateaued with the continued use of our blended learning approach and Hybrid Working Policy.

We hope there will be scope to reduce the amount of paper used by the company by a 5% for 2025/2026 as a direct result of continued use of our e-portfolio system known as OneFile. Records will continue to be kept of paper consumption to support this continuing target.

We also aim to support local charities throughout 2025/26 through fundraising activities and charitable donations.

Objectives and Targets:

Talk training's Objectives and Targets for 2025/2026 are shown below:

Consumption/ emissions targets for period August 2025 to July 2026

Period	August 2025 to July 2026 (Target)	
Type	Weight / Volume/ Year	Tonnes CO ₂ / Year
Fuel	-	No change, target is no more than 7.70
Gas	-	No change, target is no more than 10.95
Electric	-	No change, target is no more than 4.99
Water	-	No change, target is no more than 24.82

Wastes targets for period August 2025 to July 2026

Period	August 2025 to July 2026 (Target)
Type	Weight/ Volume/ Year
Recycling (Paper, Metals, Plastics, Food Waste) as a % of total waste	No less than 80% of total waste
Landfill as % of total	No more than 20% of Total Waste

Green Dragon Environmental Statement and Report Endorsed:



Director

Environmental Statement Validation:

The information contained within this Environmental Statement/Report has been sampled and validated by the Green Dragon auditor and found to be a fair and accurate assessment of the organisation's activities and environmental performance over the past year within the organisations defined scope.

Lead Auditor	
Auditing Organisation	Groundwork Wales
Date of Audit	05/11/2025
Valid until	05/11/2026

Validation of the Environmental Statement/Report does not confirm certification of the organisations Environmental Management System to the Green Dragon Standard. Confirmation of certification can be made by obtaining a copy of the organisations valid Green Dragon certificate or visiting the Green Dragon website at www.greendragonems.com

Environmental Annual Report October 2025 Objectives and Targets Action Plan

Reference	Action	By Who	Cost	Target Date	Comments
Paper	No increase in paper consumption.				Ensure paper consumption records are being kept so we can measure this ongoing target.
	Continue with SharePoint Training for all staff to encourage the use of storing documentation online rather than hard copies.	ALL	N/A	Throughout period Aug 25 – Jul 26	
	Continue to use OneFile E-Portfolios for all qualifications to reduce the need for paper portfolios and associated stationary items.	LH/MW	Cost of new software		
	Paper company state that paper used is from sustainable sources PEFC.				
Plastic	Continue with the promotion of recycling and encourage staff and learners to use reusable containers/ boxes for food and drinks.	ALL	N/A	Throughout period Aug 25 – Jul 26	
Electricity	No % increase in electricity consumption on last year			Throughout period Aug 25 – Jul 26	Our first LED panel was installed in the accessibility toilet and replacement LED emergency fire lights are now in the reception area.
	- Continue to fit LED lights in place of fluorescent tubes - Continue to encourage staff to turn off lights and monitors when they are not being used - Building EPC C rated - Continue to assess efficiency of appliances before purchase - Fluorescent light replacement plan 2021 to 2025	MW	Cost of LED fittings		The ground floor fluorescent units were all replaced in January 2022 and the upper floor Fluorescent units will be replaced in the next two years as we have a surplus stock of fluorescent tubes which will see us through to 2025/2026

Reference	Action	By Who	Cost	Target Date	Comments
Fuel	No % increase in fuel consumption on last year - Reduce assessor traveling when visiting learners in West Wales by staying overnight where appropriate - Assessor travelling less as a result of learners attending ESQ workshops at TT	ALL	Increase in staff expenses for home to office mileage	Throughout period Aug 25 – Jul 26	We believe there will not be any % increase on 2024/25 mileage.
Gas	No increase in gas consumption on last year Building EPC C rated	ALL	None	Throughout period Aug 25 – Jul 26	Boiler is serviced annually.
Water	No increase in water consumption on last year - Auto stop taps in toilets and kitchens - Quick flush and long flush in toilet cisterns	ALL	Cost of adaptations	Throughout period Aug 25 – Jul 26	New water meter fitted in Oct 25, next invoice will be issued in Mar 26
Waste to landfill	Reduce landfill to no more than 20% of total waste	ALL	N/A	Throughout period Aug 25 – Jul 26	Recycling bins on lower and upper floor. Small waste bins have been removed from all downstairs training rooms. General waste bin removed from downstairs kitchen.
Biodiversity	Rodent infestation continues, no biodiversity targets set	MW	N/A	N/A	Picnic area maintained by Landlord. Picnic bench made from 100% recycled plastic materials.

Report generated by: Mike Woods

Date: V1 14/11/13, V2 02/12/14, V3 05/03/15, V4 10/06/15, V5 30/09/15, V6 30/09/16, V7 30/09/17, V8 24/10/18, V9 03/10/19, V10 08/10/20, V11 22/09/21, V12 03/10/22, V13 13/10/23, V14 08/10/24, V15 08/10/25

