

Queen Mary University of London **SUSTAINABILITY REPORT 2014/15**



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 @QMSustain  QMUL Sustainability

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Our Commitment to Sustainability

Working together



Global Reporting Initiative

The Global Reporting Initiative (GRI) provides an internationally recognised framework for sustainability reporting. QMUL started work towards the GRI G4 Framework in 2014/15 as a means of adopting a more strategic approach to sustainability. Central to this was the introduction of stakeholder identification and engagement to highlight the university's material sustainability aspects. Through this engagement we have identified our sustainability priorities and categorised them as Priority One (high) to Priority Four (lower). Illustrated below are the economic (red), environmental (green) and social (blue) aspects identified by our stakeholder groups. Prioritisation helps us to start to better focus our resources on the issues most important to our stakeholders as well as the institution's needs. Lower priority aspects do not mean QMUL will not be addressing them going forward. The process of stakeholder engagement and materiality is detailed on page 29. We accept that full alignment with the GRI G4 Framework will take time and this will be achieved in a phased approach. This report provides a firm foundation on which to base future GRI G4 reports from QMUL.

Priority 1	Market Presence Indirect Economic Impact Economic Performance Energy Overall Spend and Investments (Environmental) Effluence and Waste Customer Health and Safety Local Communities Employment Training and Education Diversity Occupational Health and Safety
Priority 2	Procurement Practices Emissions Compliance Materials Water Transport Customer Privacy Equal Remuneration Freedom of Association and Collective Bargaining Labour/management relations Grievance Mechanisms (Labour Practices) Non Discrimination Supplier Assessment (Labour Practices)
Priority 3	Products and Services (Environment) Supplier Environmental Assessment Biodiversity
Priority 4	Grievance Mechanisms (Environment)

For more information visit the [QMUL website](#)



Our Commitment to Sustainability

Message from the Principal

This is the third QMUL Sustainability Report but the first that describes in detail what sustainable development means to us and how it is inextricably linked to the university's values, heritage and fundamental purpose.



As set out in our Strategy, this purpose is to serve the public good, aiming to transform wider society and the lives of our students and staff through the achievement of the highest international standards in education and research.

At QMUL we believe that the most significant contribution we can make to society is through the creation and dissemination of knowledge. Through knowledge creation, QMUL makes a direct contribution to the advancement of society, discovering new technologies and solutions and advancing fresh ideas. Knowledge dissemination is equally important and we are immensely proud of our students who leave us to make contributions as decision makers, opinion formers and vehicles of positive change across a range of fields and issues.

We are also committed to the service of our local communities and the promotion of opportunity to talented individuals regardless of their background. Our Mile End campus began life in the 19th Century as a public centre of educational, cultural and social activities for the people of East London.

This founding purpose continues to define our activities today, applied across a broader geographical context, as would be expected as one of the world's most international universities.

Across the whole institution we continue that tradition by making sure that we are an important part of our local community both reaching outwards to local schools and community groups whilst also being accessible to our neighbours.

The continuing growth and success of QMUL presents challenges in terms of managing our environmental impact, in particular in terms of energy and resource use. That is why our new five-year strategy explicitly states that we will grow our activities alongside a firm commitment to our environmental responsibilities. Embedding environmental sustainability principles in our operations is essential to ensure an outstanding student experience and an appropriate environment for our teaching and research activities.

At QMUL we view sustainability as an opportunity, rather than an inconvenience, making an important contribution towards the choices we make and how we operate as a world-leading academic institution and community over the long term.

This report, for the first time, provides a cohesive view of what economic, social and environmental impacts most concern our stakeholders and how we are performing against them. It also highlights examples of the positive impacts QMUL has made over the last year, which have been possible because of the enthusiastic and dedicated work undertaken by numerous teams, departments and individuals across the institution.

I thank colleagues for their continuing efforts in this important area.

Professor Simon J Gaskell
President and Principal
October 2015



Our Commitment to Sustainability

Message from the Chairman of the Sustainability Committee

The 2014/15 QMUL Sustainability Report is a first step towards using best practice in the form of the Global Reporting Initiative framework as a means of sharing our progress over the last 12 months.



It focuses on our material sustainability impacts and those that are of interest to our stakeholders.

As one of the world's leading research-focused higher education institutions we undertake research, teaching and business activities with the potential to significantly impact the environment at a local, national and global level. As such, we acknowledge that we have an institutional responsibility to incorporate sound environmental principles and practices across all areas of activity. We also recognise the importance of promoting environmental awareness and education with our staff, students, suppliers, contractors and the local community.

So while QMUL's overall objectives make us different from the business world, we must be 'business like' in our operational approach to ensure that we are environmentally as well as financially sustainable.

Over the last 12 months we have strengthened our approach in the management of environmental impacts through implementation of an Environmental and Energy Management system aligned to the international standards ISO14001 and ISO50001. We have also updated our Carbon Management and Implementation Plan and invested in campus improvements and engagement campaigns with staff and students to better manage resource consumption.

It is clear that QMUL still has much work to do to achieve its ambitious carbon reduction targets. However, we are undertaking detailed reviews to identify how we can achieve a downward trajectory for carbon emissions against a backdrop of rapidly rising student numbers and resource intensive research activities.

I would also like to pay tribute to our committed and enthusiastic staff and students and the positive impact they have had this year on local community groups, charities and schools through fundraising, volunteering and capacity building. These voluntary activities have been wide-ranging, innovative and impactful. At the same time, the university has continued to develop its outreach projects that engage school children and the general public with our research and teaching activities, showing that financial, cultural and attitudinal issues should not be a barrier to accessing higher education.

In 2015 QMUL carried out our first staff and student Sustainability Opinion Survey. 92% of respondents indicated that sustainability was either 'important' or 'extremely important' to them. One of our challenges going forward will be to harness this interest at both an institutional and individual level ensuring environmental, social, economic and organisational sustainability becomes ever-more embedded at QMUL.

I hope you will find our Sustainability Report insightful. I would like to thank our students, staff and partners for their contributions, some of which are included here. If you want to get involved in our work, simply offer ideas or provide feedback on this report please contact us at sustainability@qmul.ac.uk

Stephen Wells
Director of Estates and Facilities



About Queen Mary University of London (QMUL)

We have a rich history in London with roots in Europe's first public hospital, England's first medical school, one of the first colleges to provide higher education to women and the Victorian philanthropic project, the People's Palace at Mile End.

QMUL Snapshot

- 21,000 students from over 150 countries.
- More than 2,000 students studying in Beijing, China.
- 4,000 members of staff.
- Five London campuses and the only London university that has its own integrated residential student village.
- Annual turnover of £350 million which includes £100 million from research income.
- Generates employment and economic output worth £1 billion to the UK economy each year.
- Over 240 degree programmes offered.
- Ranked 98th best university in the world (2015 QS World University Rankings Top 100).
- Ranked 9th best university in the UK for research quality (Research Excellence Framework 2014).
- One of 24 leading UK universities represented by the Russell Group.
- English, Law and History ranked in the global top 50 subjects taught. Geography, Linguistics and Medicine ranked in the top 100 (2015 QS World University Rankings by Subject).
- Ranked 20th most internationally diverse university in the world (Times Higher Education 2015).



QMUL's History

Queen Mary University of London has its roots in four historic colleges: Queen Mary College, Westfield College, St. Bartholomew's Hospital Medical College and the London Hospital Medical College. Our Mile End campus was historically the home of Queen Mary College. It began its life in 1887 as the People's Palace, a philanthropic centre to provide disadvantaged East Londoners with educational, cultural and social activities. Queen Mary College was admitted to the University of London in 1915.

Westfield College was founded in 1882 as a pioneering college for the higher education of women. In 1989 the two colleges merged to form Queen Mary and Westfield College.

In 1995, Queen Mary and Westfield merged again with two distinguished medical colleges, St. Bartholomew's Hospital Medical College, established in 1843, and the London Hospital Medical College, England's first medical school, founded in 1785. This merger created Barts and the London School of Medicine and Dentistry.

In 2013, the legal name of Queen Mary and Westfield College, University of London was changed to Queen Mary University of London.

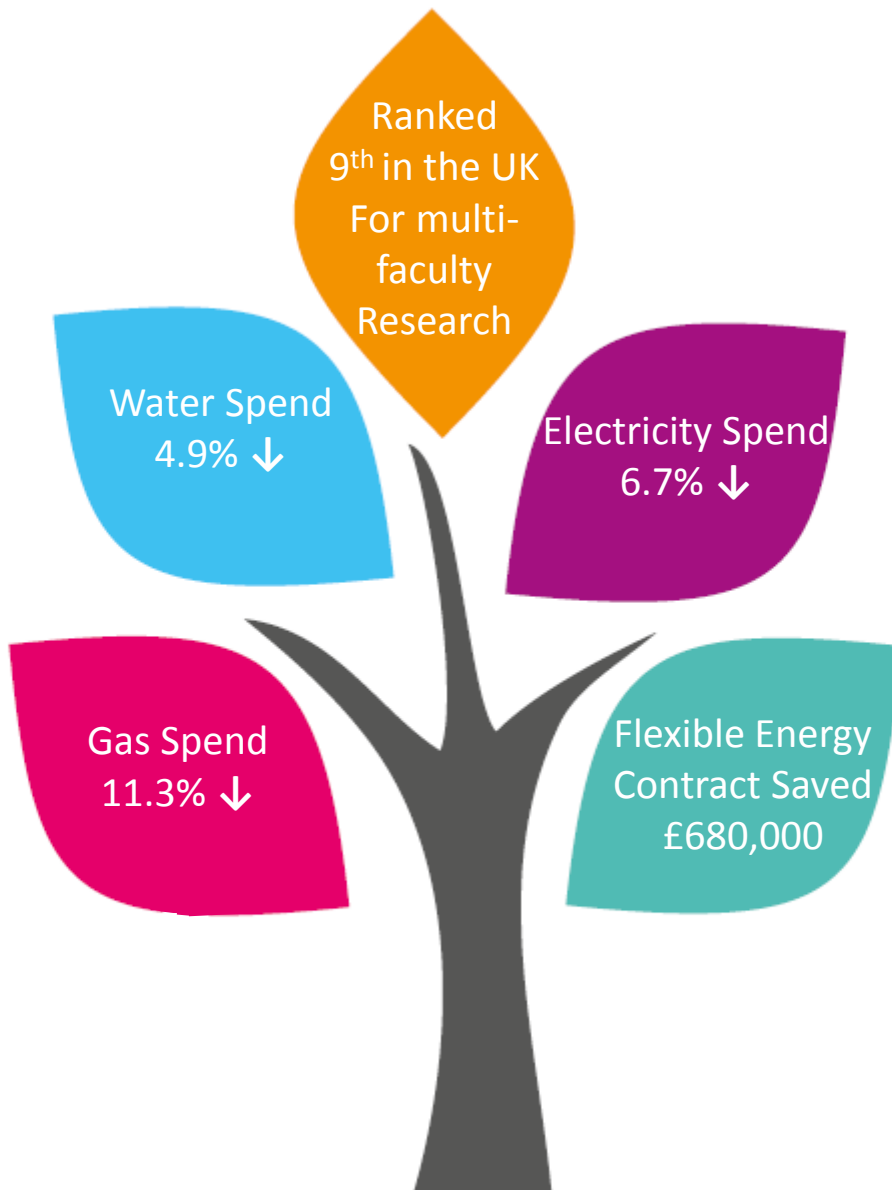


For more information visit the [QMUL website](#) or [our archives](#).



Our Economic Contribution

2014/15 Highlights





Our Economic Contribution – Research & Enterprise

Research conducted across all three of our faculties make an essential contribution to many of the pressing social, cultural, economic and environmental questions of our time.

Research Excellence Framework (REF)

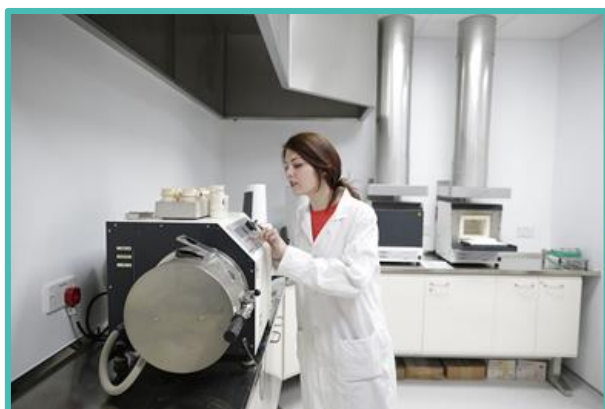
The 2014 REF, a national system for assessing the quality of research in higher education institutions, ranked QMUL 9th in the UK among multi-faculty universities for the quality of our research. [Research with impact](#) and [research by faculty](#) provide examples of the diversity of research that is making a positive impact on society.

Commercialising Research

Much of our research has commercial potential and we actively seek ways to bring it to market to help ensure our work has a meaningful social and economic impact.

[Queen Mary Innovation Ltd](#) (QMI) is our wholly-owned technology transfer company responsible for the commercialisation and management of the University's intellectual property and portfolio of spinout companies. A key role is to help maximise the economic and social impact of that research. QMI fosters an entrepreneurial culture for QMUL staff and students, promoting innovation across research sectors ranging from pharmaceuticals, engineering and telecoms to creative industries and community organisations.

Over the last five years, QMI has secured more than 80 commercial licenses with industry to exploit QMUL intellectual property. QMI's growing portfolio of high-growth technology spinouts has attracted over £60 million of external venture capital investment.



Warblr

QMI helped fund the development of a new smart phone app called Warblr which can record bird song and identify the specific species.

With investment from QMI, Warblr's co-founders Florence Wilkinson, and Technical Director Dan Stowell from QMUL's Centre for Digital Music (part of the faculty of Science and Engineering) created and tested a prototype for iPhone to prove their concept. Further support from crowd-funding and QMI allowed the Warblr team to complete work on the iPhone app which is now commercially available.

As well as having the potential to transform how the UK's five million birdwatchers enjoy their hobby, it is hoped that Warblr will also help to increase interest in the natural world amongst young people and inspire the next generation of wildlife enthusiasts. The data collected will be publically available for researchers and conservationists to assist with the monitoring and protecting of 220 British bird species.





Our Economic Contribution – Research & Enterprise

Our academics undertake world-leading research. The results are original, informative and significant, achieving impact on wider society and within specialist areas of knowledge.

Faculty of Medicine & Dentistry

Dr. Neha Pathak, an Academic Clinical Fellow was awarded the 'Ultimate Game Changer' prize at the 2014 Cosmopolitan Ultimate Women Awards. The award recognised Dr. Pathak's research in discovering a simple urine test that could offer women a more acceptable, non-invasive alternative to the smear test – the conventional test for cervical disease. The test could one day make a difference to the lives of millions of women providing a cheaper, quicker and more convenient method of screening, especially for women in poorer countries where healthcare is not easily accessible or affordable.

Last year, it is estimated a million women globally failed to attend a routine smear test – many because of embarrassment. In the UK alone, a third



of women in their late 20s miss their smear test despite 900 women dying of cervical cancer every year.

Dr. Pathak's research is a crucial first step towards alternative screening methods.

Faculty of Humanities & Social Sciences

Professor Angela Gurnell's ground-breaking research has made a distinct contribution to urban river improvements in Britain and Europe.

Her work, based in the School of Geography, on the hydrology and plant ecology of urban water courses has led to the development of important new tools for the assessment and improved management of urban rivers. Known as the Urban River Survey (URS), these tools are used by trained surveyors, including members of the Environment Agency and Rivers Trusts. Supported by workshops, on-line guidance and data management software, the URS has been used to deliver quality indicators for rivers across the UK and track medium-term changes, for example in the spread of non-native invasive plant species.



Faculty of Humanities & Social Sciences

Research on the mainstreaming of equality and diversity by Professors Kate Malleson and Lizzie Barmes in the School of Law has influenced policy making and legislation at the highest level of UK government. Establishing the Equal Justices Initiative (EJI), they brought together academics, practitioners, judges and policy-makers to work for gender parity on the bench. Research from the EJI informed changes in the judicial appointments system, and influenced the Crime and Courts Act 2013. As founder members of the Arts and Humanities Research Council network, 'Promoting Equality and Diversity through Economic Crisis', their research has informed broader public and policy understanding of equality and diversity issues in the UK and internationally.



Our Economic Contribution- Utilities Expenditure

QMUL's strategy includes a commitment to financial resilience and efficiency. Managing utilities consumption effectively is a key means of producing financial savings and reductions in associated carbon emissions.

Utilities Expenditure

The table below summarises QMUL's utilities expenditure between August 2014 and July 2015. Overall utilities spend has decreased by 7.7% with all forms of utilities reporting reduced consumption compared with the previous academic year. A number of interventions on billing and procurement and a review of VAT rates have also contributed to these savings. Electricity spend decreased by 6.7% due to the introduction of a flexible contract and a 4% reduction in the unit rate and related charges for electricity. Expenditure on gas decreased by 11.3% due to the introduction of the flexible contract and a fall of nearly 11% in the unit rate. Expenditure on water fell by 4.9% due to consumption savings.

Utility	Expenditure £				
	2010/11	2011/12	2012/13	2013/14	2014/15
Electricity	3,102,468	3,736,582	3,968,524	4,275,025	3,988,728
Gas	1,085,503	1,446,532	1,751,548	1,545,707	1,371,371
Water	434,161	427,921	423,045	466,515	443,494
Total	4,622,132	5,611,035	6,143,117	6,287,247	5,803,593

Carbon Reduction Commitment (CRC) Energy Efficiency Scheme

QMUL participates in the CRC Energy Efficiency Scheme which is designed to encourage energy efficiency. Phase 2 of the scheme commenced in 2014/15 which included a rise of £4.40 in the cost per tonne of carbon. Whilst our total carbon emissions fell 6.4% in 2014/15 the overall CRC cost rose because of the new unit rate.

Scope	Year				
	2010/11	2011/12	2012/13	2013/14	2014/15
Electricity (kWh)	36,694,401	37,291,425	39,520,180	39,755,717	38,535,350
Gas (kWh)	34,302,740	29,011,143	36,098,149	36,149,098	30,806,696
tCO ₂ e	26,400	25,659	28,028	28,156	26,231
£/tCO ₂	12.00	12.00	12.00	12.00	16.40
CRC cost (£)	316,800	307,908	336,336	337,872	430,188

Flexible Energy Contract

A flexible energy contract was introduced in August 2014 to help mitigate against increasing utilities spend and to reduce risk by mirroring market movements. QMUL signed a three-year contract to support budget planning and also adopted a green electricity tariff. The introduction of the contract enabled us to monitor cost avoidance and savings which has resulted in a £530,000 efficiency saving for electricity and £150,000 for gas.

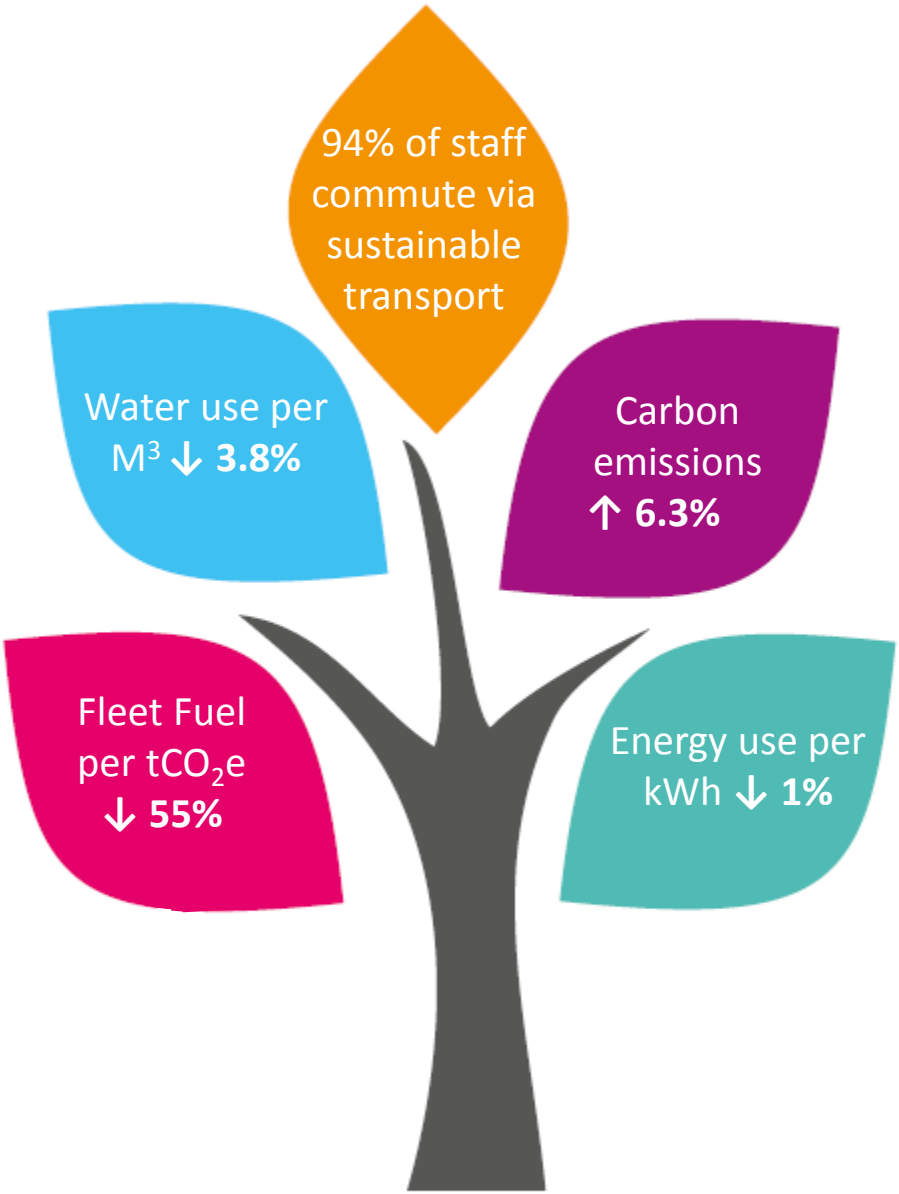
Ethical Investment

QMUL follows the guidance on ethical investment provided by the Charity Commission for the investment of charitable funds. QMUL's [Ethical Investment Policy](#) guides fund managers to consider the social and environmental policies of companies that will affect their long-term investment prospects. QMUL's Investment Committee believes that taking ethical considerations into account supports the ability to secure maximum returns.



Our Environmental Contribution

2014/15 Highlights





Our Environmental Contribution- Energy and Emissions

As part of QMUL's Energy and Environmental Management System a new Energy Policy has been published. This provides a structured approach to energy management and supports our efforts in achieving an absolute 34% reduction in Scope 1 and Scope 2 carbon emissions by 2020 based on a 2005/06 baseline.

Energy Consumption

Electricity consumption decreased 1.2% in 2014/15 compared with 2013/14. However, carbon emissions from electricity increased 9.8%. This increase was caused by a change in DEFRA's carbon conversion factors and demonstrates how grid delivered energy composition impacts QMUL's performance. Gas consumption decreased 1% over the 12 months with carbon emissions decreasing by 0.5%, again due to the change in conversion factors. A 34% absolute reduction in carbon emissions equates to a reduction in emissions to 15,634 tCO₂e by 2020 based on the 2005/06 baseline. Given the current and projected growth in the size of the university, and changing conversion factors, this represents a significant challenge. However, comparing progress towards our 34% carbon reduction target normalised against growth (by income and student numbers) does provide a more realistic indicator of performance. Normalised against income QMUL has achieved a reduction of 37.5% in carbon emissions to date. Comparing our carbon performance to the number of students, we are on-track to meet the 34% target having achieved a reduction of 15.5% to date.

Scope 1 and 2	Year					Target
	2010/11	2011/12	2012/13	2013/14	2014/15	2020
Electricity (kWh)	36,452,619	37,855,633	39,483,662	39,051,746	38,600,517	N/A
Electricity Carbon (tCO ₂ e)	19,115	18,575	19,598	18,884	20,747	N/A
Gas (kWh)	50,309,964	40,757,069	56,619,190	45,127,407	44,680,828	N/A
Gas Carbon (tCO ₂ e)	9,319	7,501	10,420	8,305	8,265	N/A
Total Carbon (tCO ₂ e)	28,434	26,076	30,018	27,190	29,012	15,634
tCO ₂ e per £10,000 of income	0.957	0.848	0.927	0.778	data not available	0.936
tCO ₂ e per £ student	1.92	1.75	2.00	1.76	data not available	1.36

Energy & Environmental Management System

QMUL has implemented an Energy and Environmental Management System aligned with the internationally recognised management standards ISO14001 and ISO50001. This replaces work previously carried out under the EcoCampus scheme. Alignment with ISO14001 and ISO50001 ensures a uniform management approach is adopted and audited annually for compliance and suitability. The system also supports continual energy and environmental improvement which is essential to support and enhance QMUL's wider sustainability agenda.

Energy Efficiency Projects

To support QMUL achieve its carbon reduction targets, a number of capital projects were completed in 2014/15 to save energy. These included lighting upgrades in teaching facilities and some residencies. We also installed solar panels on the roof of our main library building on the Mile End campus. The solar panels will generate approximately 30,000kWh a year equating to an annual reduction of 18 tCO₂e.





Our Environmental Contribution- Energy and Emissions

In 2014/15 we updated our [Carbon Management and Implementation Plan](#) to take account of DEFRA's revised historic carbon conversion factors, address performance to date and include Scope 3 emissions and targets.

Fleet Fuel Emissions

In 2013/14 we set a 50% tCO₂e reduction target for fleet fuel. We have met this target with a reduction of 55% due to a rationalisation of our fleet. A revised target will be implemented in 2015/16 linked to further fleet rationalisation and improved ongoing management.

Scope	Year				
	2010/11	2011/12	2012/13	2013/14	2015/16
Petrol (lt)	1,178.82	1,521.21	1,089.4	61,674	127.21
Petrol (kgCO₂e)	3,143.913	4,057.067	2,442.762	1,404.875	287.9367
Diesel (lt)	2367	1949.36	1602.32	1235.93	1681.55
Diesel (tCO₂e)	6,444.631	5,307.522	4,139.594	3,381.584	4,481.706
Total (tCO₂e)	9.588544	9.36459	6.582355	4.786459	4.769643

Procurement Scope 3 Emissions

The London Universities Purchasing Consortium provides an annual return on the carbon intensity of our expenditure. QMUL adopted a target to reduce unclassified spend to 0%. This target has been achieved. An overall reduction target will be set following the 2014/15 return.

Scope 3	Year		
	2011/12	2012/13	2013/14
Procurement Spend (£)	15,253,644	71,920,494	81,159,685
Percentage Unclassified	12	6	0
Total Emissions (tCO₂e)	80,996	38,788	47,298
tCO₂e per £'000 of income	0.26	0.12	0.14
tCO₂e per £ student	5.451	2.579	3.067

Water Scope 3 Emissions

The table below details our water consumption and waste water production over the last five academic years. Scope 3 emissions demonstrate the embedded carbon in our water use. Overall water use decreased by 3.8%. However, due to annual changes to the carbon conversion factors this only represents a reduction in carbon of 1.4%. We remain on-track to meet our reduction target of 30% tCO₂e by 2020 based on 2009/10 levels.

Scope 3	Year				
	2010/11	2011/12	2012/13	2013/14	2014/15
Water (m3)	280,668	219,714	281,590	253,022	243,415
Water Carbon tCO₂e	95.43	74.70	96.90	87.07	83.76
Waste Water (m3)	174,632	145,595	164,511	155,833	156,615
Waste Water Carbon tCO₂e	123.99	101.92	116.56	110.41	110.96
Total Carbon tCO₂e	219.42	176.62	213.45	197.47	194.72
t/CO₂e per £10,000 of income	0.00739	0.00575	0.00660	0.00566	data not available
t/CO₂e per £ student	0.01481	0.01189	0.01419	0.01281	data not available

For more information visit the [QMUL website](#)



Our Environmental Contribution- Waste Management

As part of QMUL's Energy and Environmental Management System, a new Waste Management Policy has been published. This includes a commitment to develop an overall waste management strategy and outlines our determination to reduce waste production and increase rates of recycling.

Halls Reuse Campaign

Students leaving Halls of Residence at the end of the 2014/15 academic year were encouraged to donate unwanted household items for reuse. Hundreds of items of bedding, books, kitchen equipment, electronics and textiles were collected and distributed to charities across London. Through reuse rather than disposal to landfill or incineration 21,200 kilograms of carbon dioxide were diverted away from release into the atmosphere. A further collection was sold to 2015/16 incoming student residents to raise money for the Whitechapel Mission.

Stationary Amnesty

Our annual stationery amnesty collected over 1,500 unused items from across QMUL and Mile End Hospital's offices, reallocating them to over 500 students. The total estimated value of items donated and redistributed amounted to £2,000.

Halls of Residence Waste Audits

As part of Student Switch Off, we carried out waste and recycling audits of Halls of Residence kitchens in November 2014 and January 2015. Students were trained how to conduct the audits, and then paid to carry them out. Each kitchen received a 'recycle-o-meter' card with feedback on their use of the recycling facilities. High performing flats were rewarded with Fairtrade chocolate.

The November 2014 audit found that 68% of kitchens were correctly using their recycling facilities. This increased to 81% in the January 2015 audit due to remedial actions implemented after the November audit and because of ongoing student awareness and engagement activities. In 2015/16 we expect recycling performance to improve even more due to the provision of new recycling facilities in kitchens.



Recycle your Cycle

Recycle your Cycle trains offenders as bike mechanics during custodial sentences, using bikes donated by businesses as a learning tool. QMUL donated over 20 bikes to this scheme that had been abandoned on campus during 2014/15.

Battery Recycling

From the 50 battery boxes stationed across QMUL's campuses 369kg batteries were collected and sent for specialist recycling.

Better World Books

Students donated 2,581 text and study books for reuse in our libraries or for recycling, sufficient to save a total of 41 trees.


BetterWorldBooks™
WWW.BETTERWORLDBOOKS.CO.UK

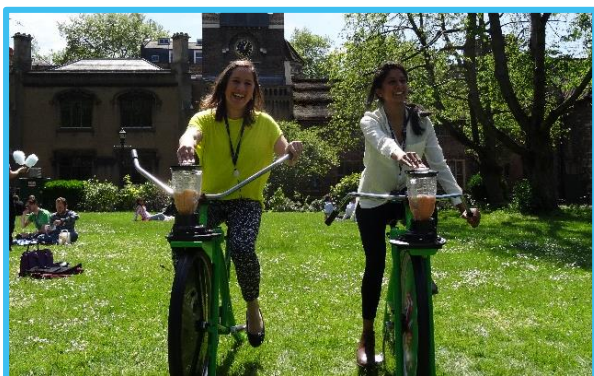


Our Environmental Contribution- Transport

As part of QMUL's Energy and Environmental Management System, a Sustainable Transport Policy has been developed and published. This includes our intention to develop travel plans for all QMUL campuses, and outlines our commitment to encourage sustainable forms of travel by staff and students.

Sustainable Transport

Benefitting from a highly-connected public transport system just 6% of QMUL staff and students commute to campus using a car or motorbike. 57% use the train or tube, 19% cycle, 12% walk, and 7% commute by bus. With such a high proportion of cyclists, QMUL is constantly increasing its secure cycle parking facilities. We have space for 746 bikes to be securely stored on campus, with 16 ultra-secure bike lockers available to rent. Additionally, we provided five free cycle maintenance events to cyclists throughout the year. Safe and sustainable transport has been a key issue in 2014/15, with the student-led Save Mile End campaign lobbying for improved safety measures for pedestrians and cyclists on Mile End Road in East London.



Travel Plans

QMUL is producing travel plans for all our campuses and specifically for a number of major new developments to meet the requirements of Section 36 of the National Planning Policy Framework. The Travel Plans will identify required transport outcomes, targets, measures, and management arrangements for major developments posing a significant burden on local transport infrastructure. The plans will explain how we will proactively encourage students, staff and visitors to use public transport, walking and cycling.

Bike Week

In May 2015 QMUL held its annual bike week to promote the benefits of cycling to staff and students. The events at Mile End and Charterhouse Square campuses included smoothie bikes where students and staff could pedal for a free drink, cycle security marking, free cycle safety training, promotion of Queen Mary Student Union's 'Get Active' cycling tour sessions and a chance to provide feedback on Transport for London's extension to Cycle Superhighway 2. In total, 298 students and staff took part in these popular events.

Cyclist Group

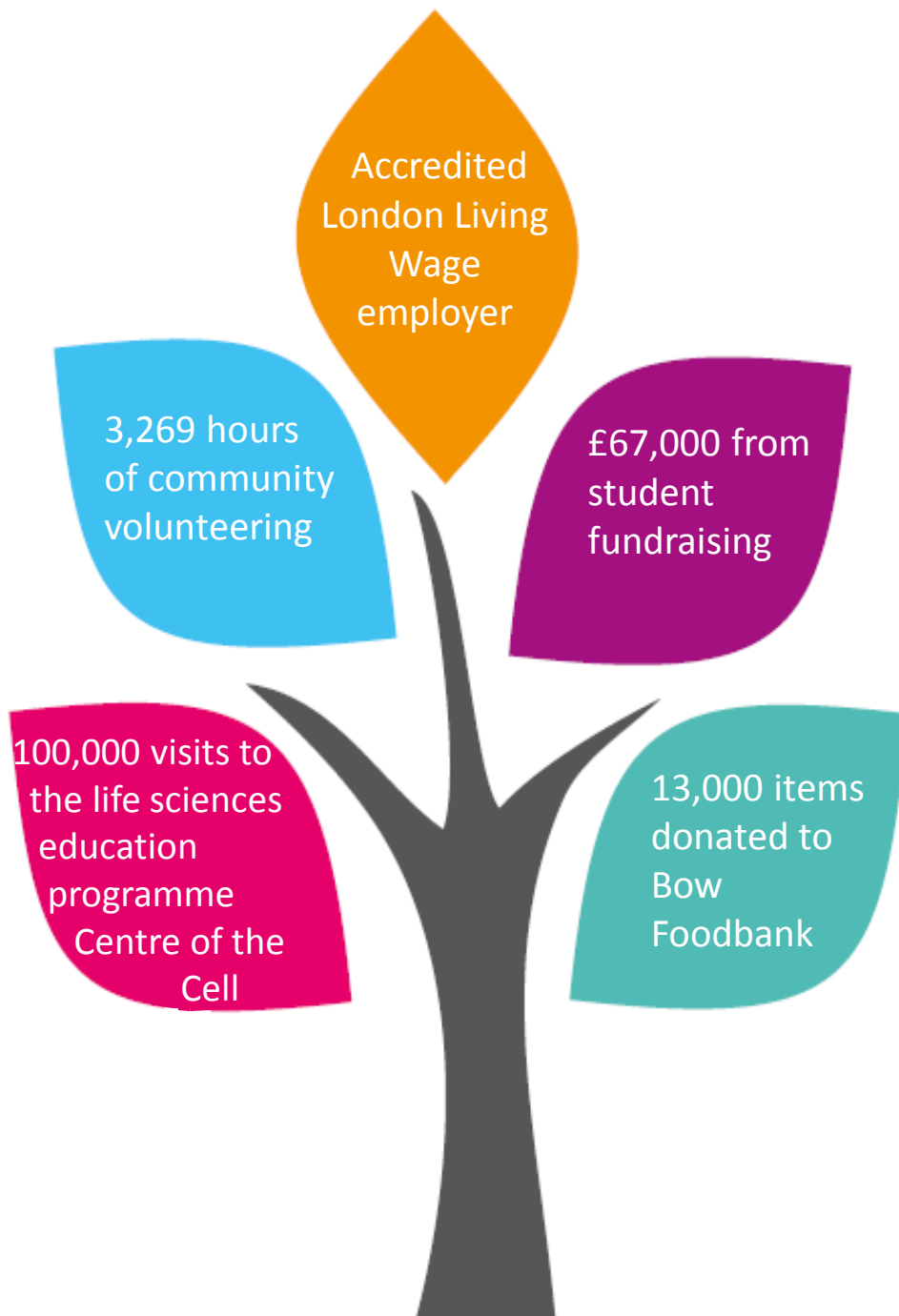
QMUL's Cyclist Group is an active and positive force for change, promoting cycling and cyclists interests at all our campuses. The group has 198 members, and are regular attendees at QMUL Sustainability events.

The Cyclist Group has been heavily involved with Transport for London's Cycle Superhighway 2 extension consultation, actively shaping the designs for both Mile End Road and Bow roundabout. They also work with Tower Hamlets Council to promote the '20 is Plenty' speed awareness campaign. The Cyclist Group have representation on the QMUL Sustainability Committee.



Our Social Contribution

2014/15 Highlights





Our Social Contribution- Environmental Engagement

In 2014/15 the Sustainability Committee approved the QMUL Sustainability Communications Strategy which will shape and direct communications and engagement activities going forward. The strategy links the communication and engagement work to QMUL's strategic aims and research insights from the likes of Futerra. The communications strategy identifies key audiences and explains how we will engage with them.

Green Impact

Green Impact ran successfully in 2014/15, with 27 teams submitting workbooks (up 80% on 2013/14). Five teams achieved the gold award, 10 silver, six bronze, and five teams were 'working towards' the bronze award. The overall winners, for the second year in a row, were our Mile End Library team who completed almost all workbook criteria and achieved a platinum award for their efforts. Student participation also increased, with 15 students volunteering as Project Assistants and 21 as auditors compared to seven and 12 respectively in 2013/14. A record breaking number of staff and students attended the awards ceremony to celebrate the efforts of all QMUL Green Impact Teams in making the university a more sustainable place to work and study.

Student Switch Off and SAVES

This year QMUL Halls of Residence cut energy use by an average of 5% through the inter-hall Student Switch Off competition. The winning residency was Dawson Hall saving 8%. In the EU-wide SAVES campaign Dawson Hall was ranked 6th out of 139 competing Halls across Europe. Over 150 students attended the celebratory barbeque at our Charterhouse Square campus.

QMUL is currently installing electricity sub-meters in all Halls of Residence. These will provide automated half hourly electricity consumption data fed through an online dashboard for students to monitor. We hope that this will further increase student interest and engagement in the competition and improve understanding of how simple behavioural changes can save energy.



Green Impact Leaders 2014/15

Position	Team
1st	The Library, Mile End (Libraries)
2nd	The Housing Hub (Residential Services)
3rd	Green Bees (Estates and Facilities)

Green Mary

In February 2015 the Green Mary student group was launched during 'Green Mary Week'. Green Mary members have become involved as volunteers for Sustainability events and six were trained as Green Impact auditors. During 2015/16 the QMUL Sustainability Team will be supporting the Green Mary student group as it increases membership and expands its activities.

Pictured: students sign up to Green Mary during Green Mary week.





Our Social Contribution- Environmental Engagement

2014/15 represented a record-breaking year for staff and student involvement with environmental initiatives which not only successfully raised awareness of the issues but also directly benefited the local community.

Sustainability Day

In September 2014 new students were greeted by a 20ft talking robot made of bins promoting the importance of recycling. The event promotes to new students the range of sustainability schemes, events and local partners that are available at QMUL. More than 260 students signed up to our internal engagement campaigns.



Green Mary Week

QMUL ran its first Green Mary Week in February 2015. Over the course of five themed days 1,914 students and staff engaged with the QMUL Sustainability team and student volunteers. Events included sustainable catering stalls on Meat Free Monday, an Environmental Careers Speed Meet and Love Food Hate Waste cooking workshops where students learnt how to avoid food waste. Make a Difference Friday saw students and staff donate food to Bow Foodbank and volunteer for conservation activities in Tower Hamlets Cemetery Park. The week was extremely popular on social media, with 2,851 people viewing online posts on Facebook and Twitter.

Social Media

Since October 2014 we have tracked the growth of QMUL's sustainability related social media presence. QMUL Sustainability now has over 900 followers on [Twitter](#) and over 300 likes on [Facebook](#), an increase of 36% and 33% respectively between October 2014 and August 2015. Over the period, average weekly impressions on Twitter was 3,100 and the average weekly post reach on Facebook was over 200. Figures for 2014/15 will act as a baseline year and further growth of our social media audience will be measured from that point of reference. This information will be included in our Sustainability Communications Strategy for 2015/16.

Community Engagement Partnerships

During Green Mary Week, QMUL ran a foodbank donation competition to support the work of Queen Mary Students Union Volunteering and the student-led Foodbank Volunteering Group. Sports societies and staff Green Impact teams competed to donate the most items to [Bow Foodbank](#) in East London. Over 1,000 items were donated, sufficient to sustain 100 local families using the Foodbank for two weeks. The winners were the Cheer Society (pictured below). During the Halls Reuse campaign QMUL encouraged students to clear their food cupboards before moving out at the end of the academic year. This resulted in a second collection of 200 items for the foodbank.

We have also increased our engagement with the [Whitechapel Mission](#) who will be the benefactors of money raised through the sale of Halls Reuse items to incoming students in September 2015. QMUL has also partnered with [Tower Hamlets Cemetery Park](#) to provide conservation volunteering opportunities to staff and students. This will be expanded during 2015/16.





Our Social Contribution- Widening Participation

QMUL has a long tradition of attracting talented students from a wide range of social backgrounds and supporting them through the higher education lifecycle, from prospective student to successful graduate.

Widening Participation

The percentage of state school pupils now studying at QMUL has increased to 86.6% of the student body. This is the strongest performance in the Russell Group when ranked by the percentage points above the Higher Education Statistics Agency (HESA) 'Location Adjusted Benchmark' for percentage of students from state schools.

We have also seen an increase in students enrolling from lower socio-economic backgrounds, with those in National Statistics Socio-economic classification groups 4-7 increasing to 34.7% in 2014. This is 7.9% above the HESA location-adjusted benchmark for this under-represented group.

We strongly believe that everyone should have the chance of obtaining a high-quality university education, whatever their background. QMUL is involved in a number of long-term partnerships with state-maintained schools, helping to improve standards of education and inspiring young people to fulfil their potential. We work in close partnership with a number of secondary schools in areas of London that have high levels of unemployment and poor progression into further and higher education. QMUL supports these schools by offering a broad programme of outreach support to students from Years 7 to 13, and a programme of support activities for teachers, parents and carers. We also work with primary schools to deliver intensive support for primary-age children. This includes the delivery of a Primary Coding Club and Reading Challenge.

An example of our long-term intensive support is the 'Bridge the Gap' programme, where students from partner schools regularly visit our campuses to participate in hands-on activities to give them a taste of studying medicine and dentistry.

Students involved return each year from Year 9 until Year 13, building on their knowledge and experience, and increasing their chances of being offered a place on these highly competitive courses. Throughout the programme, students are mentored by current School of Medicine and Dentistry students. QMUL also runs residential and non-residential Summer Schools for London students attending one of our partner secondary schools. These programmes allow students to experience the types of skills they would learn whilst studying a range of subjects including Engineering, Medicine, Dentistry or a health sciences related degree.

Lego® Physics

QMUL have developed a unique way to help teach school children the challenging and abstract concepts of nuclear and particle physics. LEGO Physics are science kits consisting of 1,500 LEGO 'particles' which help students understand how all the different building blocks of nature fit together. Students can explore particle physics (A-level); fission, fusion and radioactivity (GCSE) or can build their own Universe with the bricks. QMUL support has enabled these LEGO kits to be provided to schools and universities as well as developing lesson

plans and teaching resources for the kits. The resource has been used in schools and universities across the country, and has received widespread praise as it makes complicated areas of physics accessible and easier to understand.





Our Social Contribution- Inspiring Young People

Our academics and students work with local primary and secondary schools in a variety of ways, bringing their research to life, sharing their knowledge and experience and inspiring young people.

Centre of the Cell

Our multi-award winning life sciences education and outreach programme '[Centre of the Cell](#)' is a unique cell-shaped science centre suspended above a working biomedical research laboratory at our Whitechapel campus.

The motivation for developing Centre of the Cell was the local population of East London, an area of social deprivation and poor health with a large immigrant population. There was a clear need to raise educational attainment, inspire the next generation of scientists and healthcare professionals, motivate local school children into further and higher education and more broadly help improve health and wellbeing in socially disadvantaged areas close to our campuses.

Since opening in 2009 100,000 visitors have been able to observe research scientists at work and participate in an immersive multimedia experience that educates and entertains about the world of cells, bacteria and viruses, the human body and the latest medical research. Students can conduct virtual experiments, heal extensive virtual burns, have their cells counted and diagnose cancer using high-power microscopes.

Centre of the Cell has transformed science outreach in East London with 81% of Tower Hamlets primary schools and 100% of Tower Hamlets secondary schools having taken part in Centre of the Cell activities.

The Centre for the Cell's online resources are used by schools around the world and have received nearly 20 million hits from almost 150 countries.

The Centre also offers work experience placements, revision and mentoring sessions, careers workshops and volunteering opportunities for young people through the Youth Membership Scheme for those aged between 14 and 19. Of 130 youth members who have now left school, 91% are in education or training compared to 62% of 2013 Key Stage 5 leavers in London, while 88% are at university compared to 48% of 2013 Key Stage 5 leavers in London.

Tyrannosaurus Rex

QMUL's [School of Biological and Chemical Sciences](#) have commissioned a life-size cast of a Tyrannosaurus Rex skull excavated in Montana in 1988. The original animal would have lived 66 million years ago, measured more than 11 meters in length and weighed around six tons. In addition to being an important educational resource for students, QMUL experts will also be taking our Tyrannosaurus Rex to visit local schools, giving pupils a chance to learn more about these amazing creatures.





Our Social Contribution – Public Engagement

QMUL's commitment to share knowledge and engage with local communities has been at the heart of the university's ethos since its inception. Through its staff and students QMUL seeks to bring research to life, making a tangible difference by achieving a sustainable and long-lasting economic and social impact.

Our Centre for Public Engagement supports staff and student activities that engage the public with the work being done at QMUL. This support includes distributing Higher Education Innovation Fund funding awards. Supported projects include:

Science-led Turtle Conservation

The slaughter of Loggerhead sea turtles in Cape Verde has been addressed through education programmes and involvement in research to change local attitudes. Cape Verde is home to the third largest nesting population of Loggerhead sea turtles in the world. Working with NGOs this School of Biological and Chemical Sciences project engages the local population in research through which they learn about the importance of local turtle populations. Local university students and community members act as ambassadors passing on their experiences and learning to the community. The project also includes the education of children with classroom resources and booklets produced to introduce the importance of preserving turtle populations. The project demonstrates how scientists and NGOs can work together to protect threatened species.

Griffin Community Trust

The Griffin Community Trust promotes integration between QMUL medical and dental students and elderly East London residents. Students living in our Griffin House Halls of Residence, adjacent to Shaftesbury Lodge a sheltered housing complex in Poplar, each befriend one of the Lodge's 32 elderly residents whom they visit every week. In addition, the students raise funds for special events and excursions for the residents. This unique project helps to avoid social isolation, which is increasing in the UK's aging population, and promotes a sense of community that crosses generations.

For more information visit the [Centre for Public Engagement's website](#)

Ten in a Bed

Ten in a Bed is an innovative collaboration between the QMUL School of English and Drama, the London International Festival of Theatre, community artists and local families. The project, which demonstrates the benefits of socially engaged arts practice, involves QMUL students working directly with 'hard-to-reach' local families to enhance literacy and family learning opportunities through the co-production of performances. Children as young as five years of age and their families are involved in contributing ideas and material which informs the final performance by students and local artists.

Computer Science For Fun

QMUL's Computer Science for Fun (cs4fn) programme seeks to get young people interested in computer science. In a single year, the cs4fn website received 15 million hits worldwide. It consists of a free magazine sent twice yearly to schools, live interactive shows featuring active researchers, and a webzine. These shows, resources and articles present interdisciplinary computer science research in a fun, accessible and offbeat way, using problem solving activities and magic to enthuse students about research. The programme also produces resources and training events to help teachers teach Computing through the Key Stage 3, GCSE and A-level Computing curricula.





Our Social Contribution – Student Volunteering

QMUL and its student union ([QMSU](#)) offer a diverse range of volunteering opportunities across London. Every year a range of charities, social enterprises, public sector institutions and conservation organisations benefit from the university's dedicated student volunteers.

QMSU Volunteering

Volunteering provides opportunities for students to often try things for the first time, develop new skills and make a real difference to local communities. Students tailor their level of involvement to fit with their appetite and timetable whether it is a regular placement with a [QMSU](#) partner organisation, one-off opportunities with groups of students to experience volunteering without having to make a regular commitment or to join a student group set up and run by like-minded students with a particular interest.

[QMSU volunteers](#) work with a number of local partner organisations including Reach Out - a local mentoring charity, Hackney Winter Night Shelter, the Alzheimer's Society, Age UK, Bow Foodbank, and the Whitechapel Mission for the homeless.

Volunteering Snapshot

- In addition to the individual figures quoted in the table below, a number of students completed multiple placements.
- 549 volunteer placements were filled for one-day opportunities, this amounted to a total of 3,269 hours.
- [QMSU Volunteering](#) are currently supporting 165 community organisations to promote volunteer roles to students.
- Through the QMSU Community Sports Programme we have trained over 100 students to become qualified coaches across 11 different sports. These coaches have provided over 1,000 hours of sport coaching in East London through volunteering with local schools, sports clubs, organisations and charities.

Number of volunteers in different QMSU volunteering roles during the academic year 2014/15

One Day Opportunities	QMSU Volunteering Groups	Partner Organisations	Total Number of Individual Volunteers
362	345	269	877

QMSU Fundraising

Over the last year, QMUL students have organised multiple fundraising events raising almost £67,000 for good causes including Noah's Ark Children's Hospice, Orphans In Need, London Air Ambulance, Royal London Society for the Blind, The Royal National Institute of the Blind and Leukaemia & Lymphoma Research.

QMSU Islamic Society

QMSU's Islamic Society and the Muslim Medics and Dentists Society raised £47,000 for the international charity Islamic Relief. The money will be used to deliver sustainable projects to orphans and needy children worldwide regardless of race or religion. Almost 90 institutions worldwide participate in this annual fundraising event with this year's contribution by QMUL students being a record breaking amount raised by a single university.



For more information visit the [QMSU website](#)



Our Social Contribution – Student Volunteering

2014/15 has been a fantastic year for our volunteering groups and projects set up and run by students to address a wide range of needs in the local community.

Project Play

Harriette Pearson, a QMUL medical student, was one of five finalists shortlisted for the National Student Volunteer of the Year Awards with her idea, Project Play. Harriette identified an opportunity for medical students to engage with chronically ill young children admitted to hospital by setting up volunteer play groups to bring the two together. The scheme, which now has almost 50 student volunteers, is run at the Royal London Hospital in Whitechapel and makes hospital life better for youngsters by setting up activities outside of their usual specialist play hours of 9-5 Monday to Friday.



Tower Hamlets Cemetery Park

Staff and students support this local nature reserve and Site of Metropolitan Importance for Nature Conservation with work including site clearance and maintenance.



Poppies at the Tower of London

A particular highlight this year has been the planting of some of the 888,246 ceramic poppies at The Tower of London to help create the hugely popular installation 'Blood Swept Lands and Seas of Red' which marked the centenary of the outbreak of the First World War.



Seventy students and staff offered their time to help create the iconic piece of art with each poppy representing a British military fatality during the war.

Bow Foodbank

Bow Foodbank provides emergency relief to East London families in crisis. 13,000 food items have been collected by the Bow Foodbank Volunteering Group, enough to run the foodbank for two months.

Whitechapel Mission

QMSU volunteers have cooked an estimated 1,500 breakfasts for the local homeless at the Whitechapel Mission in East London.



For more information visit the [QMSU website](#)



Our Social Contribution- Equality and Diversity

We are committed to maintaining a community of equal opportunity at QMUL where everyone can learn, work and interact freely without fear of discrimination, prejudice or harassment of any kind.

Stone Wall Diversity Champion

QMUL is part of the Stonewall Diversity Champion Programme, which helps employers promote equality for lesbian, gay, bisexual and transgender (LGBT) people. For the fourth year in a row, QMUL improved its ranking in the Stonewall Workplace Equality Index. We also operate a LGBT staff network called QMOut. The group organises awareness raising events and provides a safe space for staff members to discuss issues. All staff benefits (e.g. maternity, paternity, adoption and parental, leave etc.) are inclusive for our LGBT colleagues.

Athena Swan

QMUL holds an overall Athena SWAN bronze accreditation for equality. This is in addition to silver and bronze accreditations at department levels. We aim to achieve overall silver accreditation by 2016. The Athena SWAN programme is run by the Equality Challenge Unit to promote equality in science, engineering and medicine.

QMUL is committed to promoting the prospects for female employees to reach senior positions through targeted programmes and support for personal development. For example, our 'Women into Leadership' programme for female academics specifically focuses on helping participants understand their personal strengths and enhance their leadership skills. Currently, just over half of our undergraduate population are female, as are 50% of the university's 4,000 staff.



For more information visit the [QMUL website](#)

Race

QMUL runs the B-Mentor mentoring scheme for academic and research staff from Black and Minority Ethnic (BME) backgrounds. Mentees are typically early career researchers or lecturers and are mentored by senior academics and researchers passionate about tackling the under-representation of BME academics at senior levels within higher education. B-Mentor was shortlisted in 2014 for two national awards: the ENEI 'Tapping into Talent Award' and the Business in the Community 'Race for Opportunity Developing Talent (Progression) Award'.

Faith

QMUL has a significant multi-cultural student and staff population from over 150 countries. Facilities are available for staff and students of all faiths and beliefs to use for prayer, contemplation, reflection, meditation and worship. Our policies are designed to be consistent across all needs, and where possible, flexible to individual circumstances.

Disability

QMUL provides reasonable adjustments for disabled colleagues. Staff are encouraged to disclose any disability to help ensure QMUL provides the right support. A disability staff network exists to raise awareness and help ensure disabled staff are being supported. It is open to all staff, whether they are disabled themselves or managing or caring for someone with a disability.

Juno Award

QMUL's School of Physics and Astronomy achieved Juno Champion Status from the Institute of Physics (IOP) in recognition of steps taken to address the under-representation of women in university physics. The school is only the 13th in the UK to be awarded Champion Status, the highest of three levels awarded by the IOP.



Our Social Contribution- Employment and Training

Recruiting staff of the highest intrinsic talent and potential, and nurturing their careers, is a key strategic aim. QMUL was the first university in the UK to pay all staff a living wage.

Working at QMUL

QMUL offers pay and conditions of employment that are both attractive to staff and competitive in the wider external job market. Our staff benefits package includes access to defined benefit pension schemes, generous annual leave provision, an interest free season ticket loan, a free legal advice centre and a Give as You Earn scheme.

A range of family friendly benefits are offered including access to our on-site day-care nursery and shared parental leave during the first year of a child's life or, in the case of adopters, during the first year of adoption. We understand that staff may look for flexible working opportunities and these are available where it is appropriate for the individual and their department. Examples include home working, term-time working, compressed hours and annualised hours. Staff are offered discounted membership at our on-site gym and a Cycle to Work scheme.

London Living Wage

QMUL was the first university in the UK to commit to paying all staff a living wage. As an accredited Living Wage Employer, QMUL pays the London Living Wage to its staff and also supports the Citizens UK campaign as one of its principal partners. We also provide ongoing research to industry on the business case for a living wage.



Institute of Leadership and Management

QMUL's Centre for Academic and Professional Development provides opportunities for staff and PhD students to further their professional and personal development. Options include in-house workshops, courses, seminars and e-learning. We also offer individual consultancy, funding opportunities to assist in the costs of specific areas of development, skills-based tools and resources, drop-in sessions and access to collaborative networks, coaching and mentoring support.

The Institute of Leadership and Management (ILM) is QMUL's accredited learning and development programme. For each successfully completed module the ILM will award credits which can be accumulated to achieve an award or certificate. Staff are able to access learning materials and resources via QMplus (our own online learning portal). Regular drop-in sessions are held to provide support for those who are currently studying towards an ILM qualification. Staff do not have to apply for accreditation in order to attend ILM courses.

In addition to ILM courses we organise short-courses where staff can share in-house knowledge and expertise on a range of topics from procurement and data protection to diversity and health & safety.

Listening to our staff

The views of our colleagues are important. Staff surveys are regularly carried out with the results shared with colleagues and used to develop action plans to address the issues raised. Colleagues take part in the knowledge that their views are confidential and will help make a difference.

For more information visit the [QMUL website](#)



Our Social Contribution – Student Employment & Training

QMUL is committed to providing opportunities to students to enhance their skills and experience, improve their employability prospects and have a meaningful impact on local communities.

Careers & Enterprise Centre

Our Careers & Enterprise Centre provides tailored careers events, information and placement services to equip our students with what they need to secure graduate roles or further study opportunities after university.

QInterns places over 120 students every year into paid internships with start-up businesses and small and medium sized enterprises in East London. Placements are full or part-time and last up to three months with wages, of no less than the London Living Wage, and expenses funded by QMUL.

QProjects places QMUL students with local charities to deliver projects that would otherwise be delayed or not go ahead because of a lack of resources. Since 2012 hundreds of students have been given the opportunity to put their knowledge into practice, acting as consultants, gaining workplace experience and leading on community projects. QProjects was the winner of the Employability Initiative of the Year award at the Guardian University Awards in 2014.

QConsult works with local organisations to find discrete consultancy projects that our undergraduate and postgraduate students can undertake. Working in small teams, students work on a brief provided by the client organisation which normally focuses on research or process orientated tasks.

QTemps places over 150 students a year into paid or part-time jobs with local organisations close to campus which are looking for short-term or part-time help.

New businesses and social ventures

Hundreds of new business and social ventures are launched by QMUL students and graduates each year. Some make money, others make a positive social impact. Some do both. Students can apply to a number of QMUL Enterprise Funds to help set up or grow their enterprise. In addition to seed funding we also provide incubator space, one-to-one advice and training and access to a network of alumni mentors. In 2014/15, 288 students were supported by our enterprise services an increase of 48% on 2013/14.

Legal Advice Centre

QMUL's Legal Advice Centre (LAC) provides free advice to members of the public, students, businesses and university staff on a range of legal issues. The service is provided by QMUL law students who gain practical experience whilst working under the supervision of qualified volunteer lawyers. Members of the community come to the advice centre from a wide variety of backgrounds and present a variety of general legal issues including housing, immigration, family, employment, personal injury, wills, landlord and tenant disputes and corporate law. The LAC also runs qLegal, a community initiative that provides free specialist legal advice and regulatory resources to start-up companies and entrepreneurs primarily in the technology sector.

Pink Law

In response to requests from the lesbian, gay, bisexual and transgender (LGBT) community for advice specific to its needs, Pink Law provides free and impartial legal advice on a range of LGBT issues including employment rights, discrimination, civil partnerships, cohabitation, immigration, wills and hate crime.

For more information visit the [QMUL Careers website](#)



Our Social Contribution- Student Sustainability Training

QMUL offers a wide range of sustainability training and education options for students to increase their understanding of sustainability issues, and their employability in the sustainability sector.

Student Opportunities

A number of roles are available to students who wish to become more involved. These include becoming a Student Switch Off Ambassador or a Green Impact Project Assistant and Auditor. The Green Mary student group also offers volunteering opportunities as a member of the committee or as part of organising Green Mary events. Engagement figures are set out in the table (left).



IT Project

Electronic Engineering and Computer Sciences students, as part of their Information Technology Group Project module, were challenged to develop a software solution that could help QMUL decrease energy consumption. After gathering and analysing consumption data, building performance information and insights gathered from site visits, the students presented their chosen solution to the central QMUL Sustainability Team who provided constructive feedback before the students wrote their final reports.

Creative solutions included screen dimming software, software for enhanced control over the heating system, Building Management System optimisation, temperature sensors and high-tech air curtains.

Sign up numbers for Training and Education roles and opportunities offered by the QMUL Sustainability Team

Role / Opportunity	Number
Green Impact Project Assistant training and volunteering	15
Student Switch Off Ambassador training and volunteering	26
Green Mary events management training and volunteering	10
Environmental Careers Speed Meet	32
Green Mary Student Group introduction session	12
Green Impact Auditor training and volunteering	21

Environmental Careers Speed Meet

During Green Mary week in February 2015 an Environmental Careers Speed Meet was organised for students. The event provided an opportunity for them to meet people employed in a variety of environmental roles in the public, private and charity sectors. Many of the guests were QMUL Alumni. Students were able to pose questions and gain a better understanding of what the careers entailed. Organisations included Heathrow Sustainability, Global Action Plan and Veolia Tower Hamlets. Students praised the event for its highly interactive format.





Our Social Contribution- Health, Safety and Well-Being

We seek to maintain a safe and secure working environment through adoption of safe work practices and a positive safety culture that percolates throughout QMUL. Regular communication, training and awareness raising helps ensure that everyone is aware of their individual responsibilities for safety and acts accordingly.

QMUL Council is responsible for ensuring the requirements of the Health and Safety at Work Act are met. Council receives an annual report of performance from the Health and Safety Director. The Health and Safety Advisory Group develops, implements and monitors health and safety including legal compliance and advises the Principal, Council and Senior Executive Committee. Heads of Schools and Directors are responsible for the health and safety of staff and students in their departments. Specialist advisers form the Health and Safety Directorate which delivers a programme of training for staff and students and an audit and risk assessment system for the identification and elimination of risks to health.

QMUL also operates an Occupational Health function staffed by specialist nurses and medical practitioners. They provide advice to staff and management on the impact of work on health and how to promote physical and psychological well-being including the prevention of illness and injury arising from work activities. In 2013-14 3,845 appointments were made by staff and students.

Reported Incidents 2011 - 2014

During the 2013-14 academic year reported incidents increased but serious incidents reportable under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) decreased. The increased number of incidents reported coincided with a campaign to improve awareness of incident reporting in particular slips, trips and falls.

2011-2012		2012-2013		2013-2014	
Staff	Student	Staff	Student	Staff	Student
113	44	149	80	203	71
157		229		274	
RIDDOR 12		RIDDOR 11		RIDDOR 6	

Advice and Counselling

A free confidential and independent employee assistance service called Workplace Options supports staff and their families. Via a 24-hour telephone helpline or through face-to-face counselling, information and advice is provided on issues including finance and debt, housing, education, childcare, law and consumer rights and physical and mental health. These services support staff in balancing their work, family and personal lives.

QMUL also provides a free and confidential advice and counselling service to students. Experienced Welfare Advisors offer professional advice on physical, emotional, financial, practical and legal issues. Our Disability and Dyslexia Service offers guidance and practical support for students with disabilities, specific learning difficulties and mental health issues. Support includes dedicated resource rooms with adjustable furniture and magnification software, non-medical helper support, special exam arrangements and one-to-one and peer mentoring.

Given the international make-up of our student community, we offer overseas students specific advice on money, immigration and other practical aspects of coming to live and study in the UK. Our International Welcome Programme begins as soon as students arrive in the UK with a collection service from London Heathrow followed by talks and activities in their first week to ensure they feel welcome and settle quickly and smoothly.

Health and Safety Training

489 people were given face-to-face health and safety training in 2013-2014. E-learning courses on fire safety awareness, Display Screen Equipment safety and 'Transporting Infectious Samples' was also provided.



GRI Materiality and Stakeholder Engagement

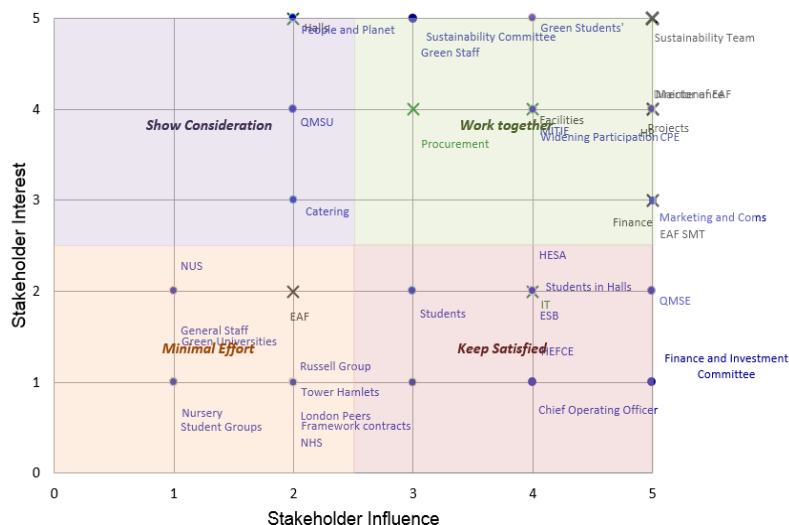
GRI Stakeholder Engagement

In 2014/15 we started work on aligning our sustainability report with the GRI G4 Framework. A phased approach is being adopted that will result in full alignment over the next three years. This year we have focused on stakeholder identification and engagement to highlight our material sustainability aspects.

Stakeholder mapping was undertaken in April 2015. Internal and external stakeholder groups were identified and mapped based on their overall levels of interest and influence. This enabled us to cluster stakeholders together based on need and manage them as larger groups. Through this exercise we identified an initial phase of engagement with a 'work together' cluster. A number of key representatives were targeted from each stakeholder group who attended a focus group. Six focus groups were held with 50 representatives attending in total. During these sessions the GRI Framework and reporting process at QMUL was introduced and the aspects ranked based on their significance and QMUL's influence on them.

A stakeholder e-survey to gather wider opinions on sustainability at QMUL was also completed with over 600 responses received.

Stakeholder engagement to date has informed this report's materiality and will drive a more extensive cycle of stakeholder engagement in 2015/16.



GRI Materiality Assessment

The QMUL Sustainability team carried out an initial review of the GRI aspects to identify areas most pertinent to the higher education sector. Those not material scored 0/0 and were not presented to the stakeholder groups. This was considered appropriate as it was most stakeholders first GRI interaction.

Within the focus groups stakeholders were asked to score each aspect based on both the impact and influence on QMUL. Scores were then plotted on scatter graphs to highlight the levels of prioritisation within each stakeholder group.

The locations on the scatter graphs were then converted into a numerical score with results being weighted based on the number of attendees at each session. This technique ensured all stakeholder opinions were given equal weight.

The results of this materiality assessment were then categorised into four priority areas ranked from one to four for economic, environmental and social aspects. Although prioritisation will be given to the higher scoring aspects this does not mean that lower priority areas will not also be addressed should resources allow and there be a clear institutional need to do so.

This engagement and related materiality assessment cycle will be built upon in the 2015/16 report.

GRI Phased Implementation

Based on this phased approach of Stakeholder Engagement and Materiality Assessment in 2014/15 a GRI index has not been completed for 2014/15.

Whilst this report does not fully meet the core requirements, the engagement and materiality process are directly informing the strategic direction of sustainability at QMUL. We are aiming to prepare a GRI G4 core compliance report for 2015/16 based on the work to date and our plans going forward.



GRI Supporting Information

Structure and Governance

QMUL consists of three faculties (Humanities and Social Sciences, Science and Engineering, and Barts and the London School of Medicine and Dentistry). Professional Services departments oversee the operational running of the University.

QMUL Council is the governing body and consists of 19 members (10 of whom are external). Council delegates decision-making in certain areas to Sub-Committees, including Finance and Investment, Audit and Risk, Governance, Remuneration and Estates Services (including Sustainability).

QMUL Senate oversees academic activity including academic standards, freedom and research. It comprises the Principal, Vice Principals, representatives from the Students' Union, Heads of Schools, Deans of Research and academic staff.

Queen Mary Senior Executive (QMSE) is the academic senior management team and comprises the Principal, Senior Vice-Principal, Vice-Principals, Chief Strategy Officer and Chief Operating Officer. QMSE advises the Principal on the management of day-to-day business, the university's longer-term future and is also responsible for the development and implementation of the Strategic Plan.

The Sustainability Committee provides leadership, co-ordination and guidance in the development and management of the university's sustainability risks, responsibilities, opportunities and to deliver performance improvement. The Sustainability Committee reports to QMSE. A series of sub-committees focusing on specific subject areas report to the Sustainability Committee. These are: Carbon Reduction, Fairtrade and Sustainable Procurement.

Equality & Diversity, Human Resources, Finance and Health & Safety reporting lines follow a similar structure, reporting to QMSE.

QMUL Values

Our values guide our activities and behaviour. They underpin our Strategy and inform key policies and decisions. Our values are informed by regular consultation with our staff and students including a bi-annual staff survey. It is clear from these consultations that QMUL has a strong sense of identity and a deeply-held commitment to social justice.

1. We act with integrity and to the highest ethical standards in all that we do.
2. We adhere unequivocally to our fundamental academic mission of creating and disseminating knowledge to the highest standards.
3. We promote a strong collegial community through openness, listening, and co-operation.
4. We are diverse and inclusive, recognising talent and nurturing the best and brightest, regardless of social or economic background.
5. We support and engage with our local community, and more widely with London, the UK and internationally. We are proud of our location in Central and East London and we will continue to be engaged with our local communities and partners.
6. We foster innovation and creativity, responding to new opportunities to further our academic ambitions and to improve society.

QMUL Strategy to 2020

- Recruit students and staff of the highest talent and potential,
- Achieve the highest standards to enhance our position as a leading university,
- Provide all our students, wherever based, with an education that is judged internationally to be of the highest quality,
- Embed an international dimension in all QMUL activities,
- Achieve maximum impact through partnerships with businesses, charities, schools and others in the wider community, and
- Achieve and sustain financial strength.

This publication is available online at <http://www.qmul.ac.uk/about/sustainability/commitments>

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In order to keep this report sustainable we have not printed any paper copies and would ask you to not print any either.

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