



The Big Lemon Sustainability Policy – Reviewed January 2015

What is sustainability?

Sustainability is a way of fulfilling the needs of today without compromising the needs of future generations. Many discuss it in terms of environmental, social and economic well being – meeting the triple bottom line. This reflects the reality that the bottom line is not just about money, but about quality of life. The environment and the community should not be seen as separate issues – by protecting the environment we also enable a better quality of life for many members of the community.

Aim of the Company

The aim of The Big Lemon is to develop more sustainable, cheaper and friendlier bus and coach services in order to:

- encourage people out of their cars and onto public transport;
- provide those without cars the freedom to get around;
- reduce the negative effects of transport on the environment

Company Mission Statement

Through our work we will

- empower communities to take ownership of their public transport,
- promote and develop more sustainable travel options,
- bring sustainable travel opportunities to ever wider audiences, and
- reduce the negative impacts of transport on the environment and on our communities

We believe...

- Climate change is a serious threat to the quality of life on earth and we must change our behaviour significantly and quickly if we are to stop irreversible damage to our planet, its ecosystems and the people which depend on them.
- The most effective way to bring about change is at a local level, engaging with the local community and empowering people to make a difference to their lives, their community and the environment.
- The constant pressure on corporations to grow and increase their power inevitably leads to the exploitation of staff, communities and the environment, and what we need is business on a human scale with local, community-focussed enterprises providing goods and services to people who know and trust them.

Aim of this Policy

The aim of The Big Lemon's Sustainability Policy is to ensure that we always remain true to the ideals upon which we were founded and continue to find new ways to engage with the local community to minimise the negative effects of our society on our world and make a real contribution to the fight against climate change.

Specifically, we aim to:

- Use resources sustainably;
- Reduce pollution;
- Ensure we do not contribute to loss of biodiversity at home or abroad
- Engage and empower the local community to improve their bus services;
- Increase the health of the local community through encouraging healthier transport habits;
- Encourage sustainable development in the developing world;



- Develop a business model that encourages all stakeholders – shareholders, staff and the local community – to work together to develop the business to its full potential;
- Work with other businesses to pioneer new initiatives together to further our aims;
- Raise awareness of sustainability to inspire staff, customers, suppliers, partners, other organisations and the community at large to take action for a better future.

Method

We will develop action plans to implement the aims set out here, and ensure that all our policies, plans and procedures are compatible with this Policy.

For each of the aims outlined above we will:

- measure our performance;
- set targets to improve it;
- implement these targets;
- continuously review and improve performance.

Action Plan for 2015 – five key commitments

<i>We believe</i>	<i>We do</i>	<i>We aim to</i>
Climate change continues to be the biggest threat to the quality of life on Earth.	Use the most sustainable fuel we can source in order to minimise greenhouse gas emissions whilst minimising non-essential journeys to avoid unnecessary emissions.	Implement an accredited environmental management system to comply with ISO 14001
Resource efficiency, energy efficiency and waste management are the key areas in which we can make the greatest impact to improve the prospects for a sustainable future.	Use fuel which has been collected locally and processed using no water, gas or mains electricity, and which produces almost no material waste. We also recycle most of the rubbish that is collected on the buses.	Improve the emissions performance of our buses by gradually moving to cleaner engines, and concentrate on recycling more of the waste that is collected on the buses.
The local community must play a central role in any initiative to develop a sustainable future.	Involve the community in decision-making about the bus services.	Hold public meetings in communities that we serve to share our plans with the community and get feedback and ideas.
The health and wellbeing of our staff and passengers is fundamental to providing a sustainable service and inspiring people to make changes in their lives.	Promote our services as a healthy alternative to driving, and promote healthy living and a work-life balance amongst our staff.	Explore further ways we can support staff wellbeing, organise away days and social activities to promote good teamwork and help staff to enjoy working here. Run training in safe driving, disability awareness and The Big Lemon ethos to enable our team to give the best possible service to our passengers
Education is the most effective way we can initiate change.	Communicate the community ethos of The Big Lemon and the importance of sustainability to our passengers	Put information inside the buses on our fuel, our community ethos and the difference we make locally.