



How Sue Ryder is supporting sustainable development goals in 2024–25

Sustainability at Sue Ryder

We have been taking action to reduce our carbon emissions and promote sustainability across Sue Ryder, working with our staff and volunteers. We are at the beginning of our sustainability journey and know there is more we can do to reduce our impact. We are committed to:

- **Transitioning to net zero on our Scope 1 and Scope 2 emissions by 2035.** We want to reduce harmful greenhouse gases across all our operations and reduce the direct emissions that we control (for example, vehicle usage and the electricity we use and pay for).
- **Transitioning to net zero for Scope 3 emissions by 2050.** We want to reduce indirect emissions that are not directly controlled by us (for example, when we are purchasing goods and services from our suppliers).

United Nations Sustainable Development Goals

To help us communicate our environmental, social and governance (ESG) considerations and demonstrate our commitment to sustainability, we look at how Sue Ryder is supporting the United Nations Sustainable Development Goals (SDGs). These are 'a call for action by all countries' to 'promote prosperity while protecting the planet'. We have used the SDGs as a starting point to summarise some of our key achievements and opportunities.

In this document, we have focused on 11 of the 17 goals:

- Goal 1: No poverty
- Goal 3: Good health and wellbeing
- Goal 4: Quality education
- Goal 6: Clean water and sanitation
- Goal 7: Affordable and clean energy
- Goal 10: Reduced inequalities
- Goal 12: Responsible consumption and production
- Goal 13: Climate action
- Goal 15: Life on land
- Goal 16: Peace, justice and strong institutions
- Goal 17: Partnerships for the goals

United Nations Sustainable Development Goals



End poverty in all its forms everywhere

- Sue Ryder opportunities
- Our vision is a society where everyone approaching the end of their life or living with grief can access the support they need.
 - We want to ensure that the planet is cared for in a climate conscious way by inspiring everyone with our circular economy outlook around the '5 Rs' – Refuse, Reduce, Reuse, Repurpose and Recycle. This is part of our commitment and responsibility to ending poverty.
- Sue Ryder achievements
- Through our partnership with Southern Gas Network (SGN), we are offering support and information to help people approaching the end of their life or living with grief maintain a safe and warm home and reduce potential fuel poverty.
 - Progressing our important work reaching under-served communities and tackling health inequalities.
 - Have been supporting a circular economy and the '5 Rs':
 - Our physical and online shops sell pre-loved items at significantly lower prices than the equivalent new, reducing items sent to landfill and reducing the need to manufacture.
 - Our new upcycling and repair workshop is creating affordable furniture from pre-loved items.
 - Have sent expired medical products to Ukraine via a local project – diverting waste from landfill and supporting those suffering the effects of war.



Supporting sustainable development goals (continued)

United Nations Sustainable Development Goals



Ensure healthy lives and promote wellbeing for all at all ages

- Sue Ryder opportunities
- As an organisation we support the importance of good health and wellbeing. We will be strengthening our existing commitments and developing a Wellbeing Strategy. This will guide Sue Ryder with clear objectives, so we can continue to thrive as a compassionate and supportive employer.
- Sue Ryder achievements
- Continued to provide our compassionate care, helping people who are dying to live well. We also grew our free bereavement services, helping more people who are grieving.
 - Progressed our important work reaching under-served communities and tackling health inequalities.
 - Offered more mental health and wellbeing support for our staff and volunteers, including access to around 60 Mental Health First Aiders, our Employee Assistance Programme, Inclusion Passport and webinars on wellbeing.
 - Introduced a staff wellbeing group supporting staff engagement, connection and voice. We also explored wellbeing through our annual staff and volunteer surveys.



United Nations Sustainable Development Goals



Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

Sue Ryder opportunities

- Develop a sustainability-specific education and training pathway across the organisation.
- Explore career pathways for our Retail and support staff.
- Roll-out of our Sustainability Strategy and engagement programme within our staff and volunteer communities.

Sue Ryder achievements

- Have been introducing our new Sustainability Strategy to teams across Sue Ryder and offering sustainability training and development.
- Offered a variety of learning and development opportunities for our staff and volunteers, including our leadership development programmes and launching a new Coaching and Mentoring Hub. We provided bereavement support training, and also launched our new customer experience programme 'Be the Difference' in our shops.
- Staff and volunteers in our new upcycling and repair workshop have been developing their skills in repurposing furniture.
- Our partnership with HM Prison Service supports wider sustainable upskilling for prisoners for when they return to society.



Supporting sustainable development goals (continued)

United Nations Sustainable Development Goals



Ensure availability and sustainable management of water and sanitation for all

Sue Ryder opportunities

- Creating water efficient bathroom suites in our hospices to reduce water usage.
- For our shops to join the national 'refill' scheme and offer free refills of water to customers, connecting with local authorities.
- Grounds maintenance contracts to include measures to reduce water wastage.
- Understand the impact on water usage from the manufacture of goods we buy, to then resell.
- Fast fashion research project to show the offset of reusing and repurposing items of clothing. Water is used to manufacture new garments, and buying pre-loved items helps to reduce environmental impact.
- Use our adaptation plan which will support Sue Ryder to navigate extreme weather conditions, for example flooding or extreme temperatures. This will help us in climate resilience and risk management, by making sure the correct water management measures are in place.

Sue Ryder achievements

- Two of our Starlight Hike 2024 events were unfortunately cancelled due to extreme weather (flooding). Lessons have been learnt and partnerships developed with landowners to support future events and planning.
- Continued encouraging the use of reusable bottles, to stop the use of bottled water.
- Putting water butts in our gardens to harvest rainwater.
- Access to good quality drinking water and washing facilities for staff and volunteers. Water compliance and checks are in place (for example, for legionella).
- Maintaining the quality of ponds and small lakes in our grounds to support wildlife and water quality.

United Nations Sustainable Development Goals



Ensure access to affordable, reliable, sustainable and modern energy for all

- Develop a carbon reduction plan for the whole organisation.
- Audit Sue Ryder’s Scope 3 carbon emissions via external consultants and do regular annual monitoring.
- Explore microgeneration opportunities.
- Nurture and encourage our staff to develop location-specific sustainability actions, through our new Sustainability Strategy and action plans.

Sue Ryder achievements

- Continued to source green energy (REGO – Renewable Energy Guarantees of Origin) for energy utilities across Sue Ryder.
- Please see our other recent key achievements in this area listed under goal 13 on page 8.



Reduce inequalities within and among countries

- Ensure our sustainability mission is clear within our recruitment process and integrated right the way through to onboarding and beyond.
- Plan to carry out further staff sustainability surveys to measure distances travelled and continue a biannual survey to measure progress.

- Progressed our important work reaching under-served communities and tackling health inequalities.
- Continued to build on our Equity, Diversity and Inclusion (ED&I) work, including holding regular awareness sessions and events. Progress is regularly reviewed by senior management and at board level.
- Have four thriving ED&I networks bringing together communities with shared lived experience and identities, plus allies.
- Provide adjustments in our recruitment process, as needed, to help candidates perform their best.



Supporting sustainable development goals (continued)

United Nations Sustainable Development Goals



Ensure sustainable consumption and production patterns

- Develop local food sourcing strategies for our healthcare settings.
- Develop a new role within Sue Ryder’s Retail Products and Services. This will support circular economy, reuse and waste management, and Scope 3 supplier procurement engagement.
- Continue developing our sustainable living range to make it more attractive to customers in our shops and online.
- Hold another sustainable fashion show in 2025–26, featuring pre-loved items from our shops.
- Take part in a sustainable fashion retail roundtable event.
- Mobilise mandatory ‘Simpler Recycling’ with our waste contractor, Veolia, to make sure our shops adhere to new waste legislation, including food waste.

Sue Ryder achievements

- Added a ‘sustainable and ethical procurement’ section to our Sue Ryder Procurement Policy.
- Our physical and online shops continue to support a circular economy. They sell pre-loved items at significantly lower prices than the equivalent new, reducing items sent to landfill and reducing the need to manufacture.
- We are part of a retail reuse scheme for non-charity retailers to donate unwanted stock.
- Have been working with our suppliers to understand the value chain and reduce climate impact.



United Nations Sustainable Development Goals	Sue Ryder opportunities	Sue Ryder achievements
13 CLIMATE ACTION  Take urgent action to combat climate change and its impacts	• Develop a carbon reduction plan for the whole organisation. • Explore microgeneration opportunities. • Roll-out sustainability action plans to key areas of our organisation. • Develop an adaptation plan to help Sue Ryder navigate climate change while implementing sustainable changes and becoming climate resilient. • Roll-out sustainable healthcare initiatives across our hospices, including 'Gloves Off' and 'Aprons Off', to reduce CO₂ emissions, waste, and divert from landfill. • Develop a fundraising plan to support specific sustainability initiatives across the organisation. • Replacing inefficient white goods within our hospices. Also looking at loft insulation and heat flow, to help manage heat loss and overheating. • Opportunity for all our hospices to sign up for the roll-out of the healthcare Greener Palliative Care Awards, helping to reduce and monitor healthcare impacts on the environment.	• Our new Sustainability Strategy has created clear goals and targets across all areas of our charity. • Completed a refurbishment of our retail warehouse to improve energy efficiency, support carbon reduction and reduce energy bills. • Remain committed to the UN's Sustainable Development Goals framework for all our sustainability work. • Carried out an energy audit on one of our hospices to gain baseline data for future energy reduction initiatives. • Continuing to replace petrol/diesel leased cars with electric vehicles, including part-funding charging devices at the homes of colleagues. • Committed to reaching net zero on our Scope 1 and Scope 2 emissions by 2035, with Scope 3 emissions by 2050. • Carried out a full sustainability audit of our Starlight Hike events and implemented plans to reduce their impact over a five-year period. • Reduction in travel across the organisation to support wider organisation objectives and reduction in CO₂. • One of our hospices was chosen to take part in the pilot of the Greener Palliative Care Awards to support sustainability in healthcare.

Supporting sustainable development goals (continued)

United Nations Sustainable Development Goals	Sue Ryder opportunities	Sue Ryder achievements
15 LIFE ON LAND  Sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity loss	• Explore biodiversity net gain and the impact of the fashion industry on nature. • Explore the possibility of food cultivation at our hospices. • Through the development of a sustainable and ethical Procurement Policy, promote sustainable and, where practical, locally grown food. • Plan to reduce and, in time, eliminate food waste. • Nurture our outdoor spaces and create a plan to ensure they are impactful to people and wildlife. • Understand through external partner support, for example Wildlife Trusts, the diversity of plants and wildlife at our hospice locations to support biodiversity and rewilding.	• Continue to sell products that support nature, from bird boxes and bird seed to bee houses and grow-your-own kits. • A number of our hospices have kitchen gardens and/or vegetable plots to grow their own fruit and vegetables. The produce is then used in the kitchens to prepare meals. • Developed woodland/bluebell walks at one of our hospices, helping to support local wildlife.
16 PEACE, JUSTICE AND STRONG INSTITUTIONS  Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	• Campaign and engage with the Government and stakeholders to improve the landscape for care. We want to see health inequalities reduced across services.	• Implemented recommendations from an external review of board effectiveness. • Continue to develop, in partnership with our suppliers, due diligence of our product supply chains. • Comply with the Charity Governance Code and the Fundraising Regulator's Code of Practice.

United Nations Sustainable Development Goals



Strengthen the means of implementation and revitalise the global partnership for sustainable development

Sue Ryder opportunities

- One of our Sue Ryder values is connected – we work in partnership, learn from others, and share our expertise. We have an opportunity to continue exploring how we can work with others to support progress.

Sue Ryder achievements

- Continued to work with sustainability consultancy Bioregional to develop plans to reduce our environmental impact.
- Partnership efforts have been made to connect with Hospice UK, as well as other organisations that are similar to Sue Ryder. These include the Palliative Care Network; The Centre for Sustainable Healthcare; The British Retail Consortium (BRC); and the Charity Retail Association (CRA). This is helping us to gain best practice, support and consortium influence within the sector.

