

## Context of the Organisation

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<b>Version Author:</b>	Kasia Haywood

### Version History

Date	Purpose	Author	Version	Review Due Date
07/03/18	To determine the context of the organisation in relation to its EMS ISO 14001	Rose Rooney	1.0	07/03/20
26/11/18	To update stakeholder mapping as the EMS develops	Rose Rooney	2.0	26/11/20
18/09/19	Update with Climate Emergency and change to Campus Division with department merger	Rose Rooney	3.0	18/09/21
28/02/22	Update context with staff and student numbers and holdings information	Rose Rooney	4.0	28/02/24
10/03/23	Updated links and references to the University Vision and Strategy	Agnes Chruszcz	5.0	10/03/25
15/02/24	Updated description of the estate and links	Agnes Chruszcz	6.0	15/02/26
19/03/24	Logo change	Agnes Chruszcz	7.0	19/03/26
29/05/25	Updated document links and review of whole document	Kasia Haywood	8.0	29/05/27

## 1. Overview

### 1.1. Purpose

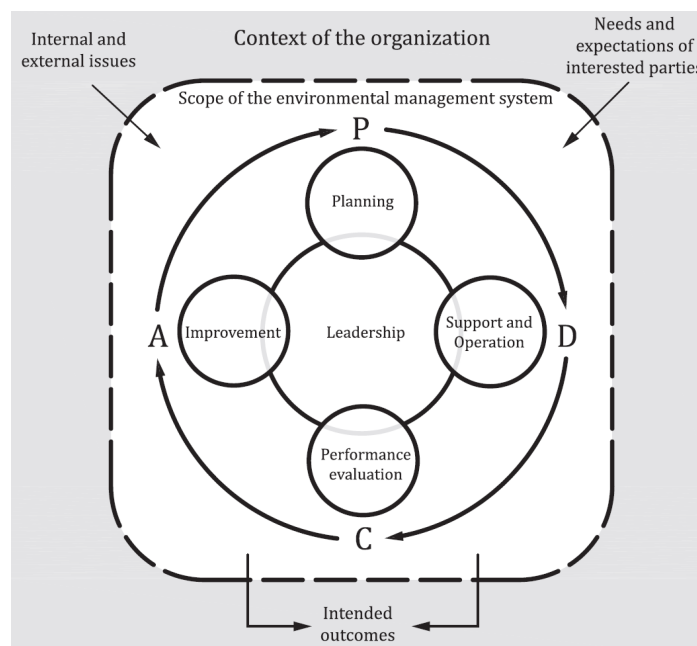
1.1.1. This document explains the context of the organisation by defining the external and internal issues that affect the organisation, understanding the requirements of interested parties, and determining the scope of the Environmental Management System (EMS).

### 1.2. Clause Reference

1.2.1. ISO 14001:2015 Context of the Organisation (4.1 – 4.4)

### 1.3. Introduction

An EMS is a tool for managing the impacts of an organisation's activities on the environment. It provides a structured approach to planning and implementing environmental improvement and protection measures. It considers what an organisation is required to do because of legislation or other regulations as well as the things an organisation chooses to do. Top management have overall accountability for the EMS and provide strategic direction. It is based on the process of Plan, Do, Check, Act.



## **2. Clause 4.1: Understanding the organisation and its context**

### **2..1. About the University of Bristol**

- 2..1.1. The University of Bristol dates to 1876. Since its formation it has become one of the leading institutions among the UK's Russell Group of universities and operates globally, where it is recognised for its research and academic excellence. The University of Bristol is a varied institution with a range of teaching and research activities.
- 2..1.2. There are nearly 9,000 staff and over 30,000 students, with over 10,000 of those being international students, and a building stock of more than 350 buildings.
- 2..1.3. The University organises its academic affairs in some 25 academic schools which are arranged into three faculties: Faculty of Science and Engineering, Faculty of Health and Life Sciences and Faculty of Arts, Law and Social Sciences. The three academic faculties offer hundreds of undergraduate programmes and postgraduate programmes of study across a broad range of subjects. Alongside our faculties, our 7 Specialist Research Institutes and our 5 University Research Institutes position the University among the world's leading research-intensive universities.
- 2..1.4. Through its operation and activities, the University recognises its positive and negative impacts on the environment and community locally, nationally, and globally, and the role it plays within the sector and nationally in addressing sustainability issues. The University of Bristol has made a commitment within its ['Vision and Strategy 2022-2030'](#) to continue to embed sustainability throughout all its activities and deliver its sustainable targets through the ['University of Bristol Sustainability Policy 2017-23'](#) and ['Sustainability Strategy 2020-2025'](#). One of the overarching goals of the Vision and Strategy 2030 is 'intensifying our focus on sustainability, climate change and the future of our planet through education, research, sustainable campus development, civic engagement and advocacy'.

### **2..2. The Estate**

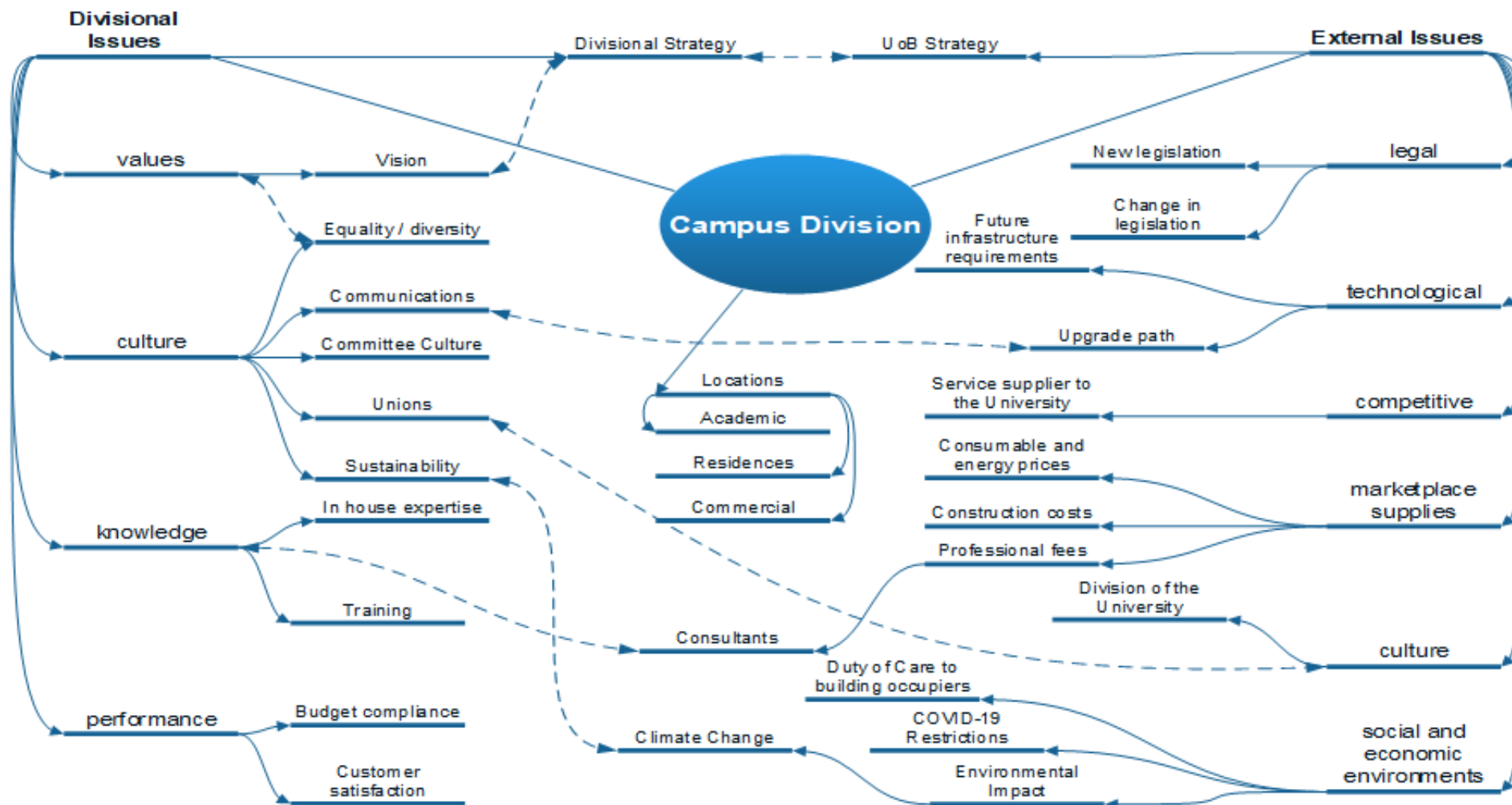
- 2..2.1. The University owns, operates, and leases a complex building stock with a range of historical buildings, many of which are listed. There are two main academic campuses, the Clifton Precinct, and the Langford veterinary site in North Somerset. There is a third major landholding in Long Ashton currently in limited use as an agricultural research site. There are two plots on the Bristol and Bath Science Park, Emerson's Green, North Bristol, two significant residential sites at Stoke Bishop and Clifton, a sports ground at Coombe Dingle, Dental School at Trinity Quay and several parcels of land at Temple Quarter for a new campus and various outlying academic and residential buildings. The development of the Temple Quarter Enterprise Campus began in 2023 with the construction of the first academic building. The planned completion of the main building is scheduled for September 2026.
- 2..2.2. In addition, there is an extensive predominantly leasehold holding within the NHS Estate, focusing on the University Hospitals Bristol NHS Trust and the North Bristol NHS Trust. These buildings incorporate a range of functions, facilities, and services. These include teaching and research facilities, residential accommodation, sports

amenities, conference facilities, farms, catering and retail outlets and office accommodation.

2..2.3. The University also works in partnership with third party organisations to provide additional student accommodation. The external estate is comprised of 292 hectares and includes two farms and a botanic garden. External and Internal Issues that are relevant to the management system with associated risks, opportunities and action have been identified and documented.

2..2.4. These buildings incorporate a range of functions, facilities and services, including teaching and research facilities, residential accommodation, sports amenities, conference facilities, farms, catering and retail outlets, and office accommodation. See how our campus is integrated into the city with our [campus maps](#).

### **2..3. Internal and External Issues**



### 3. **Clause 4.2: Understanding the needs and expectations of interested parties**

#### 3.1. **Interested Parties**

3.1.1. ISO 14001:2015 places emphasis on the needs and expectations of interested parties and how these should be considered in the shape and development of the EMS. The key interested parties have been detailed in Table 1 below.

**Table 1 Key interested parties for the University of Bristol Environmental Management System**

<b>Internal interested parties</b>	<b>External interested parties</b>
Undergraduates/postgraduates/researchers/	External contractors / suppliers
Academic Staff / Schools	Tenants
Executive Group / University Management Team	Banks / Insurers / funders / external partners
Professional Services / Campus Division	Local communities / members of the public / visitors / charities / Extinction Rebellion
Procurement	HEFCE / HESA / EAUC
Governance board, committee, and statutory bodies	NHS
Bristol Futures	Universities
Internal departments.	Environment Agency / Regulators / Local Authorities (Bristol City Council and North Somerset Council in particular) / European Union
All staff	Media
	Certification bodies
	Students Union / NUS / Student Societies
	Employers

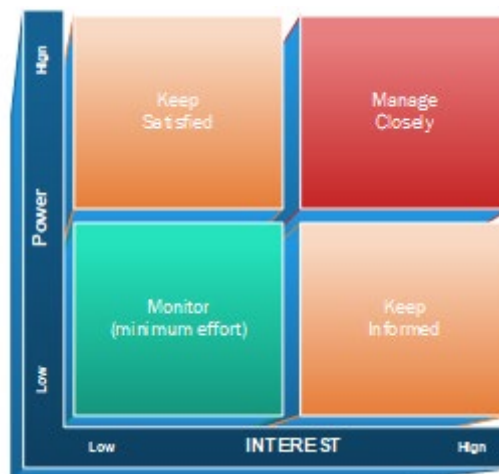
### 3..2. Needs and Expectations of Interested Parties

3..2.1. The Power/Interest Matrix was developed by Johnson and Scholes. This simple tool relates two important relationship variables:

- How much interest do they have in your decisions and activities? This could be interpreted as the strength of their relevance.
- How much power or influence do they have over your decisions and activities? This could be interpreted as their significance or risk.

3..2.2. Plotting interested parties helps to prioritize the effort required to meet their needs and expectations. (nqa, 2016)

**Figure 1 – Power / Interest Matrix**



3..2.3. The needs and expectations of the key interested parties has been mapped in table 2 below. This stakeholder mapping exercise will continue be developed as the EMS ISO 14001:2015 evolves.

**Table 2 – Needs and Expectations of Interested Parties at the University of Bristol**

Classification	Interested Parties	Needs / Expectations	Power / Interest Rank	Objectives	Priority
Responsibility	University Senior Management	<p>Expect the Campus Division to adhere to contracts, SLA, and further strategy goals.</p> <p>Expect commitment to the Campus Division's annual plan.</p> <p>Expect compliance with Legal authorities.</p> <p>Require a safe environment and proactive prevention of accidents, ill-health, and degradation of the environment.</p> <p>Expect contracts and bills to be authorised for payment on time.</p> <p>Need estate to be effectively managed and maintained.</p>	Manage Closely	<p>Provide all parts of the University with flexible accommodation which is of a quality, size and functionality appropriate to the activities to be delivered and which supports the University's vision.</p> <p>Continue to work to reduce carbon emissions and improve the sustainability of the physical estate.</p> <p>Ensure a robust and effective management system and accreditation to ISO standards.</p> <p>Provide annual report on environmental data and KPIs.</p> <p>Present recommendations and further communications for the Campus Division risk register.</p>	High
	Landlords	Need rental payments on time and contracts to be honoured.	Keep Satisfied	Maintain good relations with Landlords.	Medium



Classification	Interested Parties	Needs / Expectations	Power / Interest Rank	Objectives	Priority
Influence	Other Universities Estates Departments,  Industry Bodies	Expect sharing of information and best practice techniques.	Keep Informed	Continue to actively participate with AUDE, EAUC and IEMA.	Low
	Providers, Contractors	<p>Expect contracts and bills to be authorised for payment on time.</p> <p>Need arrangements to supply goods / services (framework, ordering system) to be in place.</p> <p>Expect communications on the environmental, health and safety risks and control measures in the estates.</p> <p>Need regulated documents such as waste transfer notes.</p>	Monitor	<p>Work to University procedures and operational plans.</p> <p>Communicate environmental, safety and health objectives in pre-start meetings.</p> <p>Review contractors risk assessment and control measures.</p> <p>Ensure compliance to environment, safety and health through internal audit.</p> <p>Plan routine contractors meeting for environment, safety and health engagement and briefings.</p> <p>Acquire environmental data to drive analysis and continual improvement.</p>	Medium

Classification	Interested Parties	Needs / Expectations	Power / Interest Rank	Objectives	Priority
Proximity	Neighbours	<p>Need minimum disruptions from building, transport and waste control activities.</p> <p>Expect to be treated with respect, demonstrating ethical and sustainable behaviour.</p>	Keep Informed	<p>Set institutional targets in areas such as transport, water usage and energy usage, and aim to become a net carbon neutral campus by 2030.</p> <p>Respond to complaints and other communications promptly and considerately.</p>	Medium
	University of the West of England, Bristol City Council	<p>Expect cooperation on planning and City Centre use allocation.</p> <p>Expect waste collection to be completed from residences.</p>	Manage Closely	<p>Enhancing the quality of the public realm around the centre of our main campus.</p> <p>Develop an additional campus within the city.</p>	Medium

Classification	Interested Parties	Needs / Expectations	Power / Interest Rank	Objectives	Priority
Dependency	Staff	<p>Need job security and fair remuneration.</p> <p>Expect to be treated ethically and be provided with relevant training and development opportunities.</p> <p>Need a safe environment to work effectively.</p> <p>Need trainings and support to processes involving high-risk activities.</p> <p>Need effective communication of environmental procedures.</p>	Keep Informed	<p>Improve visibility of competency gaps by improvement of records and matrices.</p> <p>Support teams in developing efficient processes, managing people, communicating environmental concerns, and improving policies to meet organisational needs.</p> <p>Ensure training and awareness in environment, health, safety and wellbeing is provided for staff.</p> <p>Appoint and train CAP Coordinators to assist in managing and improving environmental concerns throughout departments.</p>	Medium

Classification	Interested Parties	Needs / Expectations	Power / Interest Rank	Objectives	Priority
	Building Occupiers, Tenants, Students	<p>Expect functional suitability of buildings / space / residences provided (hygiene, maintenance, waste control, services, security, etc.)</p> <p>Require effective communication of environmental issues.</p> <p>Expect prompt response to emergencies.</p>	Manage Closely	<p>Facilitate the revamp of digital infrastructure, including replacing our data centres and starting a new phase of development in our high-performance computing.</p> <p>Ensure the most efficient use of existing space and the development of capacity within the central Precinct area wherever appropriate.</p> <p>Provide residential accommodation which is attractive to students in environment, form, service and location.</p> <p>Work closely to maintain a safe environment when maintenance and works are carried out by tenants.</p> <p>Minimize disruption in and around the buildings.</p> <p>Communicate environmental issues as it relates to maintenance, consultations and incident management.</p>	High

Classification	Interested Parties	Needs / Expectations	Power / Interest Rank	Objectives	Priority
	Students	<p>Expect waste collections at residences and across campus.</p> <p>Expect a safe environment.</p> <p>Need environmental information as it regards to their activities on campus.</p> <p>Expect prompt response to emergency situations.</p>	Manage Closely	<p>Maintain sufficient staff levels and training to ensure service provision can be met.</p> <p>Maintain facilities and equipment to ensure reliable operation.</p> <p>Raise awareness of environmental issues to drive sustainability improvement.</p> <p>Train/ educate students in key environmental issues.</p> <p>Communicate environmental issues, risks and control measures.</p>	High
Representation	Unions	Expect fair treatment of members, with respect to staff welfare, working conditions, workers' rights, and diversity.	Manage Closely	Implement Campus People Plan and regularly survey the staff.	Low

Classification	Interested Parties	Needs / Expectations	Power / Interest Rank	Objectives	Priority
Authority	Central Government, HSE, EHO, Local Authority, Environment Agency, Wessex Water, Police, Fire Brigade, PHE, Avon Fire & Rescue Services	<p>Expect compliance with applicable legislation.</p> <p>Need for respect of listed status and age of estate.</p> <p>Need cooperation.</p> <p>Expect compliance with the Environment Act 2021 and other environmental related legal requirement and regulations.</p> <p>Expect compliance with regulatory inspections and prompt response to reports.</p>	Keep Satisfied	<p>Provide an attractive, safe, accessible and welcoming setting for university buildings that is sympathetic to the wider urban context.</p> <p>Monitor the legal register, update and comply to the required legislation and guideline as needed.</p> <p>Hold the required environmental permits, waste exemptions and trade effluent/discharge consents.</p> <p>Liaise effectively to maintain a positive partnership with regulators.</p>	Medium

#### **4. Clause 4.3: Determining the scope of the environmental management system**

##### **4..1. Scope of the EMS**

4..1.1. The scope of the EMS includes all the University's activities which are described as **'Whole Institution EMS covering all operations, learning, teaching and research'**. The scope has been determined considering the University context, external and internal issues, risks, and opportunities. These have been mapped in 'Risks and Opportunities'.

##### **4..2. Intended outcomes of the EMS**

4..2.1. Consistent with our Sustainability Policy and Strategy, the intended outcomes with the EMS are to:

- Support the [University Strategy](#) key themes.
- Fulfil our environmental compliance obligations
- Deliver continuous improvement in environmental performance
- Fulfil our strategic objectives by delivering against our targets
- Identify our Aspects and Impacts, Risks and Opportunities considering a lifecycle perspective
- Identify and control our environmental risks and maximise our opportunities for environmental management
- Continue to integrate sustainability into our institution under the scope of the EMS

#### **5. Clause 4.4: Environmental Management System**

##### **5..1. Plan-Do-Check-Act Cycle**

5..1.1. The Plan-Do-Check-Act cycle describes how we apply the Environmental Management System to drive progress and continual improvements.

5..1.2. The University must:

- Plan what it is going to do to improve its environmental performance by developing strategies and environmental objective action plans.

- Carry out the actions it has planned.
- Check that the actions have been completed and improvements made as described in 'Risks and Opportunities' plan.
- Act to make improvements.