



## Environmental Policy Statement

### Commitment

Mission Translate is committed to achieving the highest standards of environmental performance and recognises its responsibility to the environment. Mission Translate acknowledges that its operations have a direct and indirect environmental impact and aims to minimise that impact and operate in an environmentally responsible manner.

### Statement of Principles

Mission Translate will, so far as is reasonably practicable:

- Ensure environmental risks are properly identified, prioritised and managed in an appropriate and timely way.
- Establish sound environmental management policies and promote best practice.
- Manage its operations in ways that are environmentally sustainable and economically feasible, by making efficient and environmentally responsible use of energy and water and exploiting opportunities to maximise efficiency.
- Minimise environmental impact and reduce or, where practicable, prevent pollution.
- Minimise waste production by reduced consumption and develop effective waste management and recycling procedures.
- Collaborate with key suppliers to promote environmentally responsible procurement of goods and services.
- Raise and maintain awareness amongst staff and promote individual good practice and encourage team participation.





As an office-based service organisation our environmental impact is considered low, however we do take steps to reduce our impact and carbon footprint wherever possible, and are always looking to become more efficient in our environmental sustainability. The following are a few examples of initiatives introduced by Mission Translate in its Birmingham office to reduce waste of natural resources or to recycle materials:-

- Introduction of low energy lighting throughout the office.
- All office machinery is switched off (not left in standby mode) out of office hours.
- Waste paper, metal and plastic are recycled.
- Ceramic mugs are used instead of paper cups.
- Recycled paper is used exclusively for printers/copiers.
- Use of electronic communication to reduce physical documents being printed and transported.
- Staff are encouraged to use conference calling and video facilities for routine meetings instead of travelling.
- Use of public transport wherever possible to prevent car journeys.
- The major environmental impact in delivering our services is be the travelling required by interpreters to attend appointments. Mission Translate will work proactively with all of its clients to minimise the number of journeys required, and to incentivise interpreters to use public transport.
- In addition, we suggest implementing the following measures to not only reduce environmental but contain costs and increase efficiency.
- Monitor interpreting sessions ordered which are surplus to requirements i.e., double bookings, bookings made with errors (e.g. wrong date, time, language resulting in a rebooking)
- Predetermining exact dialect of the language spoken, where appropriate, to ensure the correct interpreter attends the session. A service-user may not be aware of the dialect or perhaps even that more than one dialect exists in a language, and our staff will ensure this is addressed at the time of booking. We may ask if an interpreter can contact the client via telephone prior to the session to confirm which dialect is spoken and that both understand each other.
- Use multilingual interpreters where possible to save from sending out more than one interpreter. For example, where a Kurdish and Farsi interpreter may be required for a meeting, we will ask if it would be possible to send one interpreter who speaks both languages to minimise cost, whilst still fulfilling the requirements of the meeting.
- Travelling time will be capped and included in the initial cost of the first hour's interpreting. This will ensure that travelling charges are kept to a minimum and the client will not be liable for the cost of sourcing a non-local interpreter. Mission Translate accepts the responsibility of sourcing local interpreters and accepts the cost of failing to do so.





# Mission Translate

Global is local

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- We would also offer to assist with the arranging of appointments and passing on of smaller pieces of information, free of charge. For example, we can ask interpreters to contact clients via telephone on behalf of the service user, to make them aware of or confirm attendance for organised sessions. This could save the client the cost of having to re-arrange appointments unnecessarily.

