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# Sustainability Policy

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# 1. Introduction

- 1.1. We define sustainability as meeting the needs of the present without compromising the ability of future generations to meet their own needs. Sustainability impacts us in everything that we do.
- 1.2. This policy covers how we meet our sustainability objectives in administering tenancies and leases, developing and managing our properties and working with the wider communities they are situated in. It covers three core areas:
  - Sustainable Homes
  - Sustainable Communities
  - Sustainable Business

# 2. Our principles

- 2.1. We are committed to implementing sustainability throughout our business. Concern for the environment and the wellbeing of our customers is integral to the way in which we operate. We aim to follow and promote good sustainability practice, reducing our environmental impacts and helping our customers, partners and colleagues to do the same.
- 2.2. We use a holistic approach to sustainability by focusing on the three pillars sustainability:
  - **Social:** We achieve this through our programmes to improve the health, wellbeing and resilience of our communities and our staff.
  - **Environmental:** We achieve this through the monitoring and review of our carbon emissions and energy consumption, using sustainably sourced renewable resources wherever possible in all of our operations, minimising waste generation and promoting reuse and recycling, and ensuring the use of nonrenewable resources and environmentally damaging materials are minimised wherever possible.
  - **Economic:** We achieve this by examining opportunities where sustainability initiatives improve cost-effectiveness of the business or make a profit, as well as ensuring business operations don't create social or environmental issues that would harm the long-term success of the company.
- 2.3. We are guided by the following sustainability principles:
  - **Reporting on environmental performance:** We monitor the carbon and financial impacts of our performance and initiatives to evaluate and review our progress and success.
  - **Making supply chains sustainable:** We set clear standards in our procurement contracts and engage with our suppliers about sustainability performance.
  - **Reducing reliance on fossil fuels:** We investigate renewable and sustainable alternatives to the use of fossil fuels and seek to implement changes that reduce our use of fossil fuels where feasible.
  - **Integrating sustainability into our service provision to improve business performance:** We promote best sustainability practice throughout our operations and across all of our functions.
  - **Adapting to climate change:** We investigate measures that will build resilience for our residents and our organisation to adapt to flood risk, overheating and other climate change impacts.
  - **Life cycle assessment and costing:** We examine the environmental impact of our products throughout their life cycle and we promote full life cycle costing as an effective business approach.

- **Reducing carbon emissions:** We aim to reduce our carbon emissions in line with the COP 21 Paris Climate Change Agreements in all aspects of our operations, including Scope 1 and Scope 2.

## 3. Our approach

3.1. **Sustainable Homes:** Making our homes more sustainable, energy efficient and resilient to rising temperatures and the risk of flooding. We do this through:

- Working towards building zero carbon homes for all of our new development schemes and building them to be resilient to climate change.
- Ensuring that our buildings perform to the same standard as the design.
- Integrating Green Infrastructure and SuDS (Sustainable Drainage Systems) principles into our landscaping.
- Building homes that are socially, economically and environmentally sustainable.
- Retrofitting our existing stock to increase energy efficiency – with a primary focus on our older homes.

3.2. **Sustainable Communities:** Creating communities that have access to high quality and resilient environments that enhance the social, economic and physical wellbeing of our customers. We achieve this through:

- Developing sustainability strategies or initiatives for our neighbourhoods.
- Facilitating the involvement of residents in shaping their community and encouraging the creation of sustainable lifestyles.
- Delivering effective fuel poverty reduction programmes for our customers, including working with partner organisations to meet our sustainability goals.
- Helping our customers to live sustainably through awareness raising programmes.

3.3. **Sustainable Business:** We strive to be a business that is prepared for climate change, no longer reliant on fossil fuels and realising the economic and business benefits of being sustainable. We will:

- Ensure that critical decisions are sustainable and ethical, and that those decisions positively impact on our business performance.
- Continue to reduce carbon emissions and increase efforts to adapt the business to future climate change.
- Continue to achieve the highest standards in accreditation, supporting colleagues to reduce our environmental impacts and increase the resource efficiency of our offices. Such as, by using sustainable transport, reducing reliance on fossil fuels, increasing the energy performance and reducing waste of our offices.
- Report on our environmental performance and use our findings to achieve continuous Improvement.
- Train and engage our staff through upskilling and awareness programmes.

## 4. Responsibilities

4.1. The Sustainability Team will oversee the implementation of this policy.