



Policy Outline

Sustainability Policy

Overall Purpose Of Policy

The overall purpose of this policy is to set out the guiding principles by which WDH will ensure that it is a sustainable, responsible business that strives to reduce its environmental impact and associated costs and enable its residents to live more sustainably.

How The Policy Will Be Implemented

This policy will be adopted at the highest level of management, in line with the Vision to 2020 as set out in the Business Strategy: 'Delivering the Vision'.

This policy will be implemented through the Sustainability Plan. The Sustainability team will have responsibility for delivery of the plan with strategic direction to be provided by the Director of Investment.

Performance Measures

- Number of properties to move to Energy Performance Certificate (EPC) Band D and above.
- Number of properties to have trialled new energy efficiency and / or renewable energy technologies.
- Completion of options appraisal regarding routes for WDH to influence energy supply costs for residents.
- Annual business carbon footprint.

Targets

- Improve WDH properties to an EPC banding of D by 2020.
- Create and gain approval for a WDH Green Retrofit Standard by 2019.
- Agree on and implement the best route for WDH to influence energy costs for, and promote to, residents.
- Implement a Sustainable Travel Policy by the end of 2017.
- Reduce the business carbon footprint year on year with an overall reduction of 10% on 2015 levels by 2020.

Date Approved By Board: 24 May 2016
Date Due For Review: May 2019
Responsible Officer: Sustainability Manager

Sustainability Policy

1. Statement of Intent

- 1.1 WDH will, as part of its commitment to sustainability, ensure it is a sustainable, responsible business that protects the environment, reduces costs through less carbon and resource intensive activities and operations and considers the implications of a changing climate and how it needs to adapt in order to safeguard WDH and its assets for future generations.
- 1.2 WDH will strive to improve the livelihoods of residents and enable them to live more sustainably by identifying and delivering ways of making homes more energy efficient, promoting more affordable energy tariffs and helping to lead healthier lifestyles.
- 1.3 WDH will consider sustainability and climate change as part of the corporate decision making process and also during the day-to-day running of the business.
- 1.4 WDH will purchase materials through a legal framework and, wherever possible, sustainable sources and will work with contractors who have an Environmental Management System, such as ISO14001, or can demonstrate their environmental credentials as part of any tender process.
- 1.5 WDH is aware that an effective Sustainability Policy relies on active employee, customer and other stakeholder participation and will, as a result, prioritise engaging with them on sustainability issues and initiatives.
- 1.6 WDH will, as a business, lead by example and will communicate/disseminate best practice to internal and external stakeholders.
- 1.7 WDH will, where appropriate, seek practical advice and guidance on various aspects of sustainability and climate change. It will investigate examples of best practice with a view to replicating and implementing them to encourage change throughout the business.
- 1.8 WDH will engage in national and regional debate to influence the housing sector's response to sustainability and climate change.
- 1.9 WDH will look to identify and secure partnering and funding opportunities to enable the delivery of further, innovative sustainability initiatives.
- 1.10 WDH will monitor and evaluate progress against objectives and targets set out in the Sustainability Plan and associated documents and will, where possible, benchmark the organisation against others.

2. Outline of Service

- 2.1 WDH will, through the Sustainability Plan, set a range of objectives and targets to reduce carbon emissions and improve the environmental performance of the business, assets and residents.
- 2.2 The Sustainability Manager is the champion for sustainability and climate change issues throughout the business.
- 2.3 WDH will, from a resident perspective:
- Monitor the EPC banding for WDH properties and review progress being made on an annual basis.
 - Reduce the energy demand of homes through the identification, trialling and roll out of energy efficiency and renewable energy measures.
 - Through delivery of training for frontline workers and engagement with residents, promote and provide energy awareness and switching advice.
 - Identify and implement approaches to maximise the number of residents switching to cheaper energy tariffs.
 - Promote healthier lifestyles amongst residents.
- 2.4 WDH will, from a corporate perspective:
- Identify and implement carbon saving measures for the business. This will include energy and water consumption (buildings), transport (commercial and grey fleet) and waste.
 - Promote, through provision of training, information and engagement, energy and environmental awareness in the workplace.
 - Ensure that, once measures are implemented, reviews and checks are put in place to ensure that operating procedures are being adhered to and will evaluate if any further improvements can be made.
 - Ensure all new starters to the business are aware of the organisation's sustainability and climate change aspirations.
 - Maintain ISO 14001 (Environmental Management System) accreditation.
 - Evaluate the implications of climate change and the requirement to adapt.
 - Ensure that the Sustainability Plan and Sustainability Policy are available to stakeholders through both the intranet and internet.
 - Report annually to Board on performance against the Sustainability Plan and outline progress against our commitment to reduce our business carbon footprint and improve environmental performance.

3. Specific Needs

- 3.1 Diversity and inclusion are at the heart of everything we do. WDH is committed to equality and diversity in all areas of employment and to the provision of inclusive services, processes and procedures. Our employees are encouraged to reach their full potential and we recognise the nine protected characteristics; gender, gender identity, sexual orientation, age, disability, race; religion and belief, pregnancy and maternity, and marriage and civil partnership as defined by the Equality Act 2010. WDH seeks to ensure that all employees from all groups are not subject to prejudice and discrimination and WDH recognises that discrimination creates barriers to achieving equality for all people. WDH will seek to make sure that no unlawful or unfair discrimination takes place against an individual or a group directly or indirectly, because of their protected characteristics.

4. Consultation

- 4.1 WDH will consult on sustainability activity and seek the views of stakeholders, such as residents and employees, in a variety of ways including all relevant Service Review Groups.

5. Implementation

- 5.1 The Board and Chief Executive of WDH are responsible for ensuring that this policy is implemented.
- 5.2 Under the delegated authority contained within the Standing Orders of WDH it is the responsibility of all employees and those working on behalf of WDH to ensure that their work is carried out in line with this policy and any related procedures.
- 5.3 WDH is committed to the highest standards of customer care and will apply this policy in accordance with the standards published in its Customer Charter Standards. If customers are dissatisfied with the service that they have received or with the application of this policy then they should refer to our Complaints and Compensation Policy.

6. Monitoring

- 6.1 The Board of WDH will receive regular update reports to evaluate the effectiveness of this policy in meeting expectations.
- 6.2 WDH will undertake surveys to monitor the satisfaction of its customers with the service provided and will publish the results.
- 6.3 Where relevant information is available, WDH will benchmark its performance against other organisations to ensure the highest standards of service delivery.

7. Review

- 7.1 WDH will undertake a review of this policy whenever there are any relevant changes to legislation, case law or good practice that would impact on this policy or in the light of any required service improvements identified through our Complaints and Compensation Policy.
- 7.2 WDH will constantly review service provision in line with best value principles, and will undertake regular reviews to ensure continuous improvements and value for money in the delivery of its services.
- 7.3 The Board of WDH will be responsible for ensuring that reviews of this policy are carried out and that the policy contributes to, and complements, the strategic objectives of the business.
- 7.4 In carrying out any such review, account will be taken of the business's commitment to diversity and inclusion. For further information please refer to our policy on diversity and inclusion.

8. Risk

- 8.1 All risks that fall within the scope of this policy and its service areas have been identified and contained within WDH's Risk Map and Management Plan with controls in place to ensure that the risks are managed effectively.
- 8.2 When reviews of this policy are undertaken, checks will be made against WDH's Risk Map and Management Plan to ensure that the policy takes account of and addresses any relevant risks. Where the policy review identifies a material risk that is not contained within the Risk Map and Management Plan the risk will be notified to the Business Excellence and Risk Manager and appropriate controls put in place.

For further information please refer to our Risk Map and Management Plan.

9. Legislation and Other Documents

- 9.1 The Board of WDH will ensure that this policy complies with all relevant legislation and takes account of current best practice.