

TITLE	Environmental and Energy Policy				
REFERENCE	5.2	DATE	Mar 2024	VERSION	003

Environmental and Energy Policy Statement



Touchwood is a well-established shopping centre which opened in 2001 in the municipal borough of Solihull. The 650,000 sq. ft development cost £110 million to build, has a John Lewis department store occupying 265,000 sq. ft as well as 80 other stores, over 20 restaurants and a Cineworld nine-screen multiplex cinema and 1,700 car parking spaces.

Touchwood's Centre Management team adopts a one team approach collaborating strategically with the Centre's Ownership Fund, Asset Managers, Workman Head Office Property Managers and operationally day to day with appointed Facilities Provider Westgrove - creating a sustainable, vibrant, resilient, high-quality retail and leisure marketplace.

Centre teams' intention is continual improvement on Touchwood's environmental performance which is demonstrated and succeeded through strict governance to ISO 14001:2015 and ISO 50001:2018 and its Certificate of Conformity to these leading standards.

Environmental processes are established and lead by Touchwood's Sustainability team meet headed up by Touchwood's General Manager. Touchwood's Sustainability meet regularly to monitor and track environmental performance and once a year where the below is carefully considered:

- Suitability of its policies.
- Scope of its Environmental Management System.
- Environmental aspects and compliance obligations
- Risk and opportunities.
- Annual planning actions.
- Objectives and targets.

Touchwood's Environmental Direction

Touchwood strives to minimise pollution to air, land, and water wherever reasonably practicable, support biodiversity through creative use of our external spaces, protect natural resources by minimising energy and water consumptions, reduce waste production and increase recycling by adherence to its waste management policy, comply with sustainable procurement processes and eliminate statutory nuisances through operation of stringent contractor and retailer management processes.

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Touchwood's Environmental Direction Plan

- Reduce and divert a 100% of all waste produced at the Centre from landfill in collaboration with its retailers.
- Achieve a recycling rate of 75% or above through application of the waste hierarchy and retailer engagement.
- Reduce energy consumptions and costs through efficient operation of all plant and equipment, effective life cycle management in compliance to ISO 14001 & ISO 50001 standard procurement and system design criteria.
- Minimise water consumptions through vigorous operational controls and implementation of innovative water efficiency technologies where we can.
- Continually evaluate supply chains environmental credentials to ensure high environmental standards are met.
- Monitor and seek to reduce journeys made where practicable, promoting greener travel alternatives such as public transport, use of bicycles and accommodating video conferencing.
- Maintain an engagement plan through consultation with community partners to share best practice on sustainability, enable identification of philanthropic initiatives for sponsorship and local employment opportunities.

Touchwood Team Commitments

- Follow guidance, operational procedures as relevant to their job roles and allocated.
- Embrace planning action, objectives, targets, and initiatives to deliver on the aims of this policy.
- Report environmental non-conformances observed or raised using the observations reporting mechanism.
- Manage incidents in compliance with Touchwood's Emergency and Crisis Preparedness and Response Procedures.

Top Management Commitments

- Chair monthly Sustainability Meetings to ensure environmental performance and management system is continually improved.
- Update and communicate this policy to all interested parties ensuring it is compatible with the strategical direction of the organisation.
- Invest in the health, wellness and wellbeing of the Touchwood team and visitors.
- Allocate the right skills, expertise, and technological solutions to maintain operational efficiencies and mitigate Touchwood's Environmental Impact.
- Engaging and aligning all interested parties on Touchwood's sustainable tactic.

Tony Elvin, General Manager,
March 2023

