

TITLE	Environmental and Energy Policy				
REFERENCE	5.2	DATE	April 2022	VERSION	002

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, Property Managers and operationally day to day in partnership with appointed Facilities Provider to create a sustainable, vibrant, resilient, high-quality retail and leisure marketplace.



Continual improvement on Touchwood's environmental performance is demonstrated and succeeded through its ongoing accreditation and strict governance to ISO 14001:2015 and ISO 50001:2018. Touchwood's Sustainability team meet regularly to monitor and track environmental performance and once a year to carefully consider the suitability of this policy, the scope of its accredited Environmental Management System, evaluate environmental aspects and compliance obligations, define risk and opportunities and set, assign and monitor annual planning actions, objectives and targets.

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.

Touchwood endeavours to:

- Reduce and divert a 100% of all waste produced at the Centre from landfill collaborating with Retailers.
- Achieve a recycling rate at 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 maximising energy savings through procurement and design.
- 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.

TITLE	Environmental and Energy Policy				
REFERENCE	5.2	DATE	April 2022	VERSION	002

- Engage with Solihull Metropolitan Borough's Council on green infrastructure and biodiversity projects in support of their 2041 Net Zero Carbon objective.
- 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 endeavours to:

- 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 lead the way by:

- Chairing monthly Sustainability Meetings tracking and ensuring continual improvement on Touchwood's environmental performance.
- Establishing, regularly reviewing, updating and communicating Touchwood's Environmental and Energy Policy so it is compatible with the strategic direction of the organisation and shared with all interested parties.
- Actively investing in the health, wellness and wellbeing of the Touchwood team and visitors.
- Allocation of 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 tactics.

Tony Elvin, General Manager

April 2022

