

TITLE	Environmental Policy				
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## Environmental 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 Workman Retail and Leisure Property Management team adopt a one team approach collaborating strategically with Asset Managers Lendlease and working in partnership with Facilities Providers Westgrove to create a vibrant, resilient, clean, safe, and welcoming retail and leisure marketplace through its sustainability governances.

Touchwood's General Manager leads the way on the Centre's environmental endeavours and is responsible for the creation and integration of Touchwood's Environmental Policy. This policy is reviewed annually, updated as necessary and made available to internal and external interested parties. The nature, scale and environmental impacts have been carefully considered to ensure Touchwood's Environmental Policy is appropriate to the purpose and context of the Centre.

Continual improvement on environmental performance is achieved through the implementation and ongoing maintenance of an Environmental Management System complying to the framework of ISO 14001:2015. Each year all environmental impacts and aspects are assessed, risk and opportunities defined and tracked, environmental objectives set, shared, assigned, and monitored, and compliance obligations fulfilled through the ongoing commitment of Touchwood's Sustainability team.

The Touchwood team recognises there is a need for change and are committed to protecting the environment by minimising pollution to air, land, and water wherever we can in the management of the Centre. We will support biodiversity through creative use of our external spaces, protect natural resources by minimising energy and water

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consumptions, waste production and operating robust procurement processes. Statutory nuisances will be eliminated through stringent Contractor, Health and Safety and Environmental governance.

#### Touchwood team commit to:

- **Climate Resilience** - Achievement of Net Zero carbon by 2025 through successful implementation of our energy management plan to continually reduce our energy consumptions and carbon emissions. We regularly monitor, analyse and share our environmental performance data and best practice to effectively manage the centre's operational plant and equipment and support our retailers' own environmental goals. We look to invest in innovative renewable energy solutions where viable.
- **Waste Management** - Divert 100% of all waste produced at the centre from landfill by improving segregation of our recycling waste streams and working with our Service Partners and Retailers in applying the waste hierarchy.
- **Water Efficiency** - Minimise water consumptions through vigorous operational controls, installation of drought tolerant planting and innovative water efficiency technologies where we can.
- **Supply Chain Engagement** - Continually evaluate our supply chains environmental credentials to ensure environmental standards are met. Life cycle stages are considered in all our operations and we seek to work with like-minded partners and stakeholders in achieving our environmental goals. Our appointed Facilities Provider is accredited to ISO 14001:2015.
- **Community** - Maintain an engagement plan through consultation with community partners to enable identification of philanthropic initiatives for sponsorship and local employment opportunities.
- **Sustainable Travel** - Monitor and seek to reduce journeys made where practicable, promote greener travel alternatives such as public transport and use of bicycles. We love cycling.

#### Touchwood team responsibilities:

- Implementing and maintaining relevant areas of this policy by following guidance communicated, compliance with operational procedures as relevant to their job roles and allocated, maintenance of training portfolios and getting involved in initiatives designed to embed its aims.
- Report environmental non-conformances observed or raised using the observations reporting mechanism.
- Manage incidents in compliance with Touchwood's Emergency Preparedness and Response Procedures.

#### Top management responsibilities:

- Authorisation and integration of Touchwood's Environmental Policy and Environmental Management System to ensure it is suitable to the purpose and context of Touchwood and enough resources are made available to maintain its environmental standards. This will be achieved through ongoing assessment, effective allocation of roles and responsibilities and provision of required materials and equipment.

**Tony Elvin, General Manager**

**December 2020**

