



Corporate sustainability statement 2011 - 2016 and to 2040

Sustainability manager's welcome



"The world is changing rapidly. The supply of energy and natural resources that fuel our economy is becoming increasingly uncertain and ever increasing energy prices is now beginning to impact directly on our residents

and business.

This issue highlights our responsibility to future generations of Westminster residents. CityWest Homes has an opportunity to rise to the challenge of providing a sustainable environment for our residents to live in.

Our corporate responsibility motivates our commitment to sustainability. We are acutely aware of our moral responsibility to deliver an excellent service while safeguarding the environment.

CityWest Homes must strive to ensure that our housing stock and offices become increasingly energy efficient and reduce the burden on natural resources.

This statement sets out the principles which will underpin our approach to sustainable investment and development.

We will engage positively with our stakeholders to address economic, social and environmental opportunities across all aspects of our business.

Peter Armfield

Sustainability Manager
CityWest Homes

Introduction

Sustainability covers a wide-ranging field of subjects and activities. It's not a new concept. History is littered with great civilisations that failed because they outgrew their energy and natural resources, particularly the most renewable energy source, food.

In today's Western world we take food for granted, but we have based our growth on non-renewable energy sources: coal, gas and oil.

These fuels are a finite resource. To continue living our current lifestyles, we need to conserve these fuels and develop new renewable technologies.

CityWest Homes will embrace new renewable technologies as they become available and we will take a proactive lead in supporting these innovations.

Our biggest strength is the ability to conserve the natural resources used by our 20,000 homes and 15 offices, by directly or indirectly influencing their energy saving potential and showing our residents and staff how to save gas, electricity and water around the home and office.

Our sustainability hierarchy is based around three key principles: passive, active and behavioural.

Passive - saving natural resources by integrating elements that require no thought by the user to save resources such as insulation, flow reducing taps or putting computers on automatic standby.

Active - saving natural resources by integrating elements that require interaction with to save resources such as heating controls or printing.

Behavioural - saving natural resources by changing resident and staff behaviour in using our natural resources, resident and staff training, heat metering or recycling bins.

The business case for sustainable investment and development is compelling. By addressing the conservation of our natural resources, we can safeguard the long-term future of housing in Westminster.

Our principles for sustainable housing management

The basis of our approach is to embed the principles of sustainability into every aspect of our business and across the homes and offices that we manage.

The environmental and social impact of our housing management activities are inextricably linked to the running costs of our residents' homes and our offices.

Furthermore, we believe that the strength of this relationship between the environment and society will become greater over time, as resident demand for climate-adapted homes and environments grows and as environmental regulation sets tougher targets for the sustainable performance of homes and offices.

In addition to implementing these in our business activities, we hope that the core principles will serve to encourage our stakeholders to improve the sustainability performance of their own operations.

Core principles

We have adopted the following **core principles** across our business and related activities:

- ◆ We will incorporate sustainability risk and opportunity into our decision-making processes.
- ◆ We will endeavour to incorporate the guiding principles of sustainability into major works and repairs projects.
- ◆ We will be proactive and incorporate sustainability measures into our specifications and practices.
- ◆ We will engage with our residents, stakeholders and employees on sustainability issues and their effect.
- ◆ We will create five year action plans for our offices and homes, addressing key issues.
- ◆ We will ensure our offices and homes are adapted to meet the challenges of future climate change.
- ◆ We will use any procurement influence to improve the sustainability performance of our suppliers, and the products and services which we buy.
- ◆ We will seek to enhance the biodiversity of our estates, planting native species, green roofs, bird boxes and beehives.
- ◆ We will use non-hazardous products where possible.
- ◆ We will encourage staff to use public transport for all journeys where it is not practical to walk or cycle.



Specific measures

A number of **specific measures** will be integrated into our processes to achieve these principles.

- ◆ Engage with our residents to ensure firm understanding of their expectations in respect of sustainability performance.
- ◆ Foster strong relationships and networks with organisations that are committed to sustainability and environmental management. Communicate sustainability expectations to our service providers.
- ◆ Ensure that internal asset managers and external advisors have the necessary skills and tools to incorporate sustainability risk and opportunity into asset strategies and in planning future work.
- ◆ Measure the baseline sustainability impact of homes and offices according to recognised standards.
- ◆ Five year action plans for our offices and homes. See page four and five for “Our offices, our people, our future” and “Our residents, their homes and their environment”. These are an intrinsic part of this sustainability statement.
- ◆ Provide residents and staff with gas, electricity and water saving guides.
- ◆ Every home to have easy access to recycling facilities, building upon the already comprehensive recycling and waste services of Westminster.
- ◆ Ensure fly-tipping is removed swiftly and seek to enhance bulk waste collection services.
- ◆ Seek to integrate sustainable design measures and sustainability standards into planned maintenance, retrofit, refurbishment and development projects.
- ◆ Understand the potential to improve the sustainable value of homes and offices that do not meet sustainability standards. Consider the timely replacement of those that fail to reach these standards, where commercially acceptable.



Our commitment to corporate social responsibility

The publication of this sustainability statement is the first key milestone in our corporate response to the sustainability agenda. We recognise that there are a number of specific actions required to put in place the systems and skills necessary for a sustainable investment and development practice to be integrated across our business.

Accordingly, this statement will be supported by our 'Commitment to corporate social responsibility', which will set out a range of generic sustainability targets.

Our initial priorities are to:

Benchmark our organisation's use of natural resources so that targets set can be measured.

Engage with stakeholders by informing them of our commitments and aspirations in relation to sustainability.

Analyse the sustainability opportunities that can be taken advantage of.

From this baseline position, we will then develop appropriate strategies, underpinned by measurable objectives and targets to reduce risk exposure and optimise sustainability performance within the homes we manage and the offices we operate from.



Governance and accountability

To honour and implement the principles established in this sustainability statement we have put in place the following governance arrangements and procedures:

- ♦ The chief executive of CityWest Homes has overall responsibility to ensure that the principles of sustainability are integrated throughout the business.
- ♦ A series of management and performance targets, with named lead responsibilities, will be established to ensure that we can measure our progress and drive continuous improvement.
- ♦ An active stakeholder engagement programme will be in place to communicate this sustainability statement to all our residents, stakeholders and employees.

The sustainability statement will be subject to comprehensive bi-annual reviews.



We use the key principles of our sustainability hierarchy: **Passive**, **Active** and **Behavioural** to inform these aims and measures.

Our offices, our people, our futures 2012- 2016

Our aim

To reduce our impact on our surrounding environment by using less energy and water, minimise waste, lower emissions, and encourage greater use of environmentally friendly materials.

Our measures

- ◆ Print 20% less paper in 2012 and a 35% reduction by 2016, thereby reducing waste, paper use and saving energy.
- ◆ Reduce energy and water use in offices by 5% in 2012 and a 20% reduction by 2016.
- ◆ Reduce waste to landfill sites by 30% in 2012 and aim to recycle 85% of our waste by 2016.
- ◆ 95% of all journeys during working hours by staff to be made by walking or using public transport.
- ◆ Replace all cleaning materials and chemicals used in the offices with non-harmful or non-toxic products
- ◆ 80% of all office materials to be sourced from sustainable sources.
- ◆ All appliances must be minimum A rated.
- ◆ All suppliers and service providers are to have a recognised Environmental Management Plan.
- ◆ Appoint and train staff sustainability champions.
- ◆ Ensure sustainability is featured on every team and contract meeting agenda.

Our residents, their homes, their environment 2012 - 2016

Our aim

To reduce our resident's impact on their surrounding environment, by helping them to use less energy and water, minimise waste, lower emissions and use more environmentally friendly materials.

Our measures

- ◆ A sustainable asset strategy of all housing stock will be completed by 2014.
- ◆ Our homes average a SAP rating of 71, which is excellent for existing Victorian and Edwardian. However, we aim to improve any homes with SAP ratings below 50 by 2016.
- ◆ Currently 85% of cavities are insulated, by 2016 100% will be insulated.

- ◆ By 2016 all pitched roofs will be insulated to achieve a 'u value'* of 1.0 W/m²K.
- ◆ All major works and voids projects from 2013 onwards will achieve the following u values where the relevant component is to be replaced

Roof (pitched)	0.10 W/m ² K
Roofs (flat)	0.25 W/m ² K
Floors (ground)	0.18 W/m ² K
Windows	1.3 W/m ² K
Doors (over 50% glass)	1.3 W/m ² K
Doors (solid/partially glazed)	1.0 W/m ² K
- ◆ No hazardous material to be used beyond 2015.
- ◆ 10% of all houses will be supplied with a rainwater butt where appropriate by 2013, with 80% by 2016.
- ◆ Implement a programme of bathroom basin tap retrofit in 2013 to reduce flow rate to 2lts/min.
- ◆ By 2015, water use in homes to be reduced by 15%
- ◆ From 2012, only employ suppliers, service providers and contractors that have a having a recognised Environmental Management Plan.
- ◆ By 2014, construction waste to landfill to account for no more than 15% of all waste.
- ◆ All new homes will be built to Code for Sustainable Homes level 4, with enhance energy comparable to level 5.
- ◆ Provide a 10% increase in residents engaged on sustainability in 2012 and there on year by year.
- ◆ By 2013, all notified fly-tipping to be removed within 24 hours.

*A u value is a measurement for the standard of energy conservation on any part of a building.

