

KEY

POLICY REGISTER

ITEM A17

POLICY: Environmental Management

First approved (as Sustainability Policy):	October 2003
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This policy is reviewed annually
at the January meeting of Management Committee

KEY ENVIRONMENTAL MANAGEMENT POLICY

POLICY AIMS

Key is committed to operating in such a way as to meet its environmental legal responsibilities and minimise its impact on the environment.

Specifically Key shall seek to:

1. Minimise the generation of waste and emissions and increase the proportion of waste that is recycled.
2. Raise awareness and promote a culture of sustainability amongst tenants, people we support, employees and suppliers.
3. Continually improve the organisation's standards of sustainability as circumstances and resources allow, and review progress on a regular basis.

The main objectives of the Policy cover the full range of the organisation's activities in both its provision of housing and support.

A series of measurable performance indicators have been outlined against specific objectives.

ENVIRONMENTAL MANAGEMENT IN HOUSING PROVISION

The theme of environmental management impacts on Key's housing provision as both a property manager and developer.

Detailed objectives are outlined below in relation to the ongoing management and maintenance of Key's existing housing stock. These factors will also apply to the specification of works in relation to the construction and acquisition of new properties, including the remodeling of older shared accommodation.

On this basis Key shall

1. Seek to maximise the energy efficiency of its housing stock (this will correspondingly have a beneficial impact on energy consumption and costs for tenants)

This will be achieved through a combination of

- Specifying a minimum SAP target for all our properties which will be set at a rating of between 69 and 80. This equates to band C of the Energy Performance Certification scheme and matches with the future requirements placed on Key by the Energy Efficiency Standard for Social Housing.
- Where possible all new/replacement heating systems will be converted to higher efficiency condensing gas boilers. The minimum standard to be adopted will be for boilers to have a SEDBUC rating of A.
- Where electricity is the only available energy option the replacement of systems will be designed to ensure maximum control rests with occupants and the most effective price tariff will be secured.
- Exploring the use of alternative energy sources within our accommodation, particularly in relation to air source heat pumps, waste water energy recovery and the viability of photo voltaic technology.
- Specify that white goods provided within furnished tenancies provided by Key have a high energy efficiency rating. This standard will be set at energy efficient rating A for fridges, freezers and washing machines.
- Specify that replacement windows have high thermal efficiency glazing units fitted and these surpass the current statutory requirement. The standard to be adopted will be a window glazing energy rating no worse than band B.
- Seek to determine what measures can affordably be introduced to increase the insulation levels in small numbers of our existing housing stock where this would be required, thus reducing the heating load. The basis of upgrades to existing properties will be to meet the most recent building standard currently applied for new properties.

2. Seek to make efficient use of resources

This will be achieved through a combination of measures, including

- The development of a model of housing which maximises meeting varying needs over the projected 60 year lifespan of each property (for example by designing bathrooms in such a way that future alterations for installation of baths/showers and mobility aids are radically simplified). Given the nature of Key's tenant group this is of critical importance in allowing the organisation to maximise its sustainability.
- Components will be specified by technical staff who will conduct a whole life cost exercise which compares initial cost against the longevity of items.
- To reduce unnecessary travel costs, repair contracts will be let to local contractors as far as possible, within a procurement framework, by creating appropriate geographic lots for the allocation of work.
- In relation to window and other timber replacement, the adoption of a specification of timber which is produced from renewable sources. This will be evidenced by the receipt of appropriate documentation from suppliers.
- In relation to cyclic painter work, the specification of low toxicity water borne paint systems which also give an extended paint cycle.

3. Encourage energy efficient practice by Key's tenants

These practices will be promoted through a series of measures including:

- The inclusion of relevant material and guidance within the tenants' handbook and regular bulletins/information sheets provided to tenants.
- The ongoing provision of advice to tenants by technical and housing staff, as well as relevant external agencies.

ENVIRONMENTAL MANAGEMENT AS A SOCIAL CARE PROVIDER

In relation to its support services activity Key shall:

1. *Minimise the environmental impact of travel by*

- promoting and encouraging the use of public transport by our workers and office-based staff when they are traveling for business purposes, where this is practical.
- encouraging alternative communication options between offices such as e-conferencing.
- ensuring that vehicles purchased or leased by Key limit environmental damage as far as is practicable, and promoting fuel efficiency in journeys undertaken on behalf of Key. As a specific target, for all cars owned and leased by Key, a maximum CO2 emission of 125g/km will be set. In situations where larger vehicles require to be used, typically 'people carrier' type vehicles, a comparative analysis of emissions will form part of the overall appraisal of any purchases or leases.
- recording and monitoring the mileage, fuel consumption and costs associated with business travel undertaken by Key's purchased or leased vehicles, as well as vehicles owned privately by our staff.
- managers aiming to minimise the travel distances undertaken by workers between periods of support with different individuals when preparing staffing rotas. Our integrated management system 'Evolve' assists managers with this.
- participation in the 'Cycle to Work' scheme, and promoting it amongst the workforce. The number of bicycle purchases made through this scheme will be monitored.
- promoting and encouraging the use of public transport by the people we support. Specific measures in place include promoting the use of free public transport for those aged over 60 years, as well as 'companion cards' which can enable the use of public transport by both the individual and their support staff. Where cars are the preferred mode of transport for people we support, and where appropriate, we will encourage them to consider sharing their journeys where they have common interests or shared support with other people.
- maximising the independence of the people we support. Although this is a central goal of our support provision because of the crucial positive impacts it creates in people's lives, there are also environmental benefits to be gained from it: increased independence can reduce support provision, and therefore reduce visits and travel by our support workers. We will promote independence through assisting people to increase or maintain their skills, by helping them stay in touch with the natural supports in their lives and communities, or by using assistive technology.

2. Minimise the environmental impact derived from its administration and office based activities by

(In some cases the following may only apply where Key owns or has relevant controls over the office premises.)

- optimising the use of energy in Key's office based activities. In our largest offices in Glasgow we have: installed smart lighting systems, featuring energy efficient LED and fluorescent lighting with occupancy sensors; optimised our modern gas central heating systems to 21 degrees Celsius, controlling these with efficient digital programmers; provided localised split air conditioning/heat pumps which, when used to heat, draw in warmer air from the atmosphere outside of our offices; installed automatic external doors to minimise heat exchange when they are in use.
- promoting energy awareness amongst our staff, with reminders about when heating, lighting and devices should be turned off. Staff will have individually controllable lights and heating where possible. As part of staff induction, we will advise all new employees of the organisation's commitment to energy awareness, waste management and sustainable supplies.
- encouraging staff to take the stairs if possible, even where elevators are available, promoting our employees' health and wellbeing as well as reducing energy consumption.
- considering green energy tariffs where appropriate and practical, when renewing or changing energy providers.
- recycling as much of the waste generated by Key's office based activities as possible. The recycling of paper/card/plastic is in place in our main offices and will be promoted at services in conjunction with local waste and recycling collection arrangements.
- encouragement of the use of digital communication as opposed to paper, and reducing the amount of printing undertaken. The organisation is committed to making policies and procedures available digitally rather than issuing paper copies of all documents. In addition, guidance is provided within every email which asks employees only to print these when necessary. The volume of paper used at our main office is monitored annually.
- using environmentally friendly toners/consumables, and cleaning products within our main office.
- seeking, where possible, to organise deliveries of goods to our offices so that the environmental impact of travel by our suppliers is reduced. For example, we will save up non-urgent orders so these can be received through one delivery, instead of multiple deliveries.

3. To encourage a general climate of environmental awareness and a sustainable approach in all areas of activity within support services by

- promoting an interest in environmental groups and projects among the people we support. We will do this in partnership with the independent SCIO The Advisory Group (TAG). TAG's community development initiatives enable people to link in with environmental organisations, and ensure these organisations are accessible to people we support. Relevant community activities people are involved with include growing produce, developing garden areas, and participation in cycling and walking clubs.
- providing opportunities for people we support to engage with a range of environmental issues at TAG meetings with relevant speakers.
- incorporating advice on good household management/energy efficiency as a part of support provision, where appropriate.
- recruiting a locally based workforce at each service.

PROCUREMENT

Where Key undertakes any regulated procurement through Public Contracts Scotland or PCS-Tender we will ask bidders to describe their approach to environmental management. Where we use Quick Quote we will ask suppliers to confirm they have in place robust environmental management procedures and processes. These two requirements allow us to ensure that the environmental measures of our suppliers are appropriate to the work for which they are being engaged and that, where relevant, these are in line with our policy. Where we carry out annual documentation checks with suppliers on longer-term contracts, we will seek confirmation from them that they are continuing to apply the environmental measures they had described when tendering.

ENVIRONMENTAL EMERGENCIES AND INCIDENTS

As a housing and care provider, the risk of Key causing an environmental accident or emergency can be considered to be almost non-existent. However, there is a low risk that our services, staff and the people we provide services to may be affected by environmental emergencies in their local area, caused by circumstances outwith our control.

Where an environmental emergency occurs which has an adverse effect on our service delivery, Key's Business Continuity Plan (BCP) will be activated. This contains our planned responses to emergencies which result in significant loss of staffing, significant additional support requirement or major events which can affect our housing stock or office bases, such as fire and flood.

Environmental emergencies will be monitored and recorded through our BCP processes. The BCP is subject to a test exercise and review every six months. Where necessary, and where we have developed any new learning from recent emergencies (including those of an environmental nature), the BCP will be updated.

Environment-related incidents and complaints will be processed through our Serious Incident Reporting and Complaints processes respectively. Our tenants and the people we support are made aware of how to contact us in relation to any concerns or complaints during office hours. Where appropriate, they and our staff have also been supplied with out of hours contact information.

MONITORING KEY'S ENVIRONMENTAL IMPACT

To review Key's environmental performance, and ensure we are reducing or preventing adverse impacts on the environment, we prepare an annual monitoring report addressing the objectives contained in this policy. This is presented to our Board and provides us with an opportunity to amend and improve our approach where required. Changes will also be implemented between reports where necessary.