

Environmental Management File

Version 1.0

Cushman & Wakefield Healey & Baker

2005

Environmental Management File

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Section 1 Environmental Policy

CORPORATE SOCIAL RESPONSIBILITY – OUR ENVIRONMENTAL POLICY

Cushman & Wakefield Healey & Baker is a global real estate firm dedicated first and foremost to its clients. Clients seek our help and advice on matters affecting all manner of commercial property, including retail, leisure, office and industrial. We view environmental management as a strategic business issue, recognising the potentially adverse impacts that activities related to our business can have on the environment.

Our environmental performance has two dimensions:

- o The management of our business
- o The services offered to our clients

We fully support the principle that environmental management is good management and we aim:

- to manage buildings we occupy as an exemplar to other occupiers

- to manage buildings for our clients responsibly in respect to their impact on the environment

ENVIRONMENTAL PRINCIPLES**Strategy and engagement**

- o We are aware of our ability to influence others, and aim to liaise with our clients and suppliers to ensure that environmental issues are considered alongside other business priorities.
- o We are committed to implementing environmental management and to continuous improvement in our core operations.
- o We are committed to environmental objectives to reflect our most significant impacts, these objectives will be achieved through annual targets and action plans with a regular review procedure to monitor our progress.

Managing resources

- o We recognise the opportunities for environmental improvement through the reduction of carbon dioxide emissions, water and waste arising from the properties we manage and occupy. We therefore aim to:
 - o Use energy and water efficiently
 - o Manage waste and encourage reuse and recycling
 - o Reduce transport impacts.

These are further detailed in our energy, water, waste and transport strategies.

Complying with legislation

- o We will take all the necessary steps to comply with legislative and regulatory requirements and to prevent pollution. We will seek to exceed these requirements where practical.

Training and awareness

- o We commit to ensuring our employees have sufficient training to carry out their environmental responsibilities.

This Policy and principles are reviewed annually by the Managing Partners in consultation with the Partner Responsible for CSR.

November 2004

Signed:

Michael Creamer
Partner Responsible for CSR

Section 2 Environmental Objectives and targets

GROUP OBJECTIVES AND TARGETS 2005

ASSET MANAGEMENT

MANAGING RESOURCES

Objective: To reduce carbon dioxide emissions from energy use in property we manage and occupy

Targets	Measurability
Key target To reduce carbon dioxide emissions from energy use by 5% by 2006 compared with 2004	Reduction in fuel use
To set up system for collation and reporting of energy data in 25 % by gross floor area of properties we manage, includes identifying meter locations and reading at least quarterly	Quarterly reports
25% of properties we manage to set Action plan which includes energy reduction initiatives	Action plans
Portman Square to set Action plan which includes energy reduction	Action plan
Develop short information sheet on energy/water efficiency for CWHB European offices and distribute	Information sheet
Develop procedures to prepare for EU Energy Performance Directive	Procedures

Objective: To increase recycling facilities and recycling rates in property we manage and occupy

Targets	Measurability
To set up a system for the collation and reporting of waste and recycling data	System and data
To review recycling facilities and increase recycling by 5% by 2006 compared with 2004	Recycling rate
25% of portfolios to set a local Action plan including waste and recycling actions	Local Action plan
To review recycling and reduction in use of office supplies at Portman Square	Reduction in use of office supplies

Objective: To reduce water use in property we manage and occupy

Targets	Measurability
Key target To reduce water use by 5% by the end of 2006 compared with 2003	Water data
To set up a system for the collation and reporting of water data in 25% of properties	Quarterly reports
Set Action plans which include water reduction in 25% of properties	Action plans
Portman Square to set Action plan which includes water efficiency	Action plan

Objective: To reduce the environmental impact of transport to and from the property we manage and occupy

Targets	Measurability
To provide information on public transport in 25% property we manage within operational constraints	Information provided
Review of potential for use of lpg as a fuel for company cars	Summary paragraph

STRATEGY & ENGAGEMENT

Objective: To bring together and develop a more structured approach to environmental action

Targets	Measurability
To implement the environmental framework in the property in 25% of managed property	List of properties where implementation has occurred
To document process for regular review of environmental management implementation and annual review of policy, objectives and targets	Documented process
To incorporate environmental policy in CSR statement	CSR statement with environmental section

COMPLYING WITH LEGISLATION

Objective: To manage contaminants and non-compliance risks

Targets	Measurability
To develop strategy to respond to contamination issues	Strategy

TRAINING & AWARENESS

Objective: To provide environmental training for key employees

Targets	Measurability
To provide training for managing surveyors	Training
To develop environmental awareness training resource	Power point resource

Section 3 Energy, waste and water strategies

ENERGY, WATER & WASTE STRATEGY

ASSET MANAGEMENT

ENERGY AND WATER

We recognise that the use of energy and water resources in the property we manage has a significant impact on the environment. We therefore commit to using energy and water efficiently and encouraging the use of renewable energy in areas under our direct control such as common parts and centralised services, as well as encouraging tenants to reduce their own energy and water use. We will achieve this by:

- Monitoring energy and water use at least quarterly, identifying trends and taking action where energy and water use is increasing
- Setting targets to reduce energy and water use and reviewing these targets at least annually
- Identifying and instigating opportunities to reduce energy and water use through good management and housekeeping
- Identifying and instigating energy and water efficiency measures with reasonable pay back periods
- Using opportunities such as new equipment replacement to install and implement energy and water efficient equipment and measures
- Seeking opportunities to procure energy from renewable sources
- Raising staff awareness of energy and water related issues and disseminating success stories across the group
- Developing information on energy efficiency for our own staff and for tenants.

Indicators:

Annual carbon dioxide emissions kg per m² common parts or per car parking space (retail parks)

Annual water use m³ per visitor (shopping centres) or per occupant (offices)

Monitoring & targeting

- Collate data centrally and monitor key performance indicators on a quarterly basis.
- Set and review annual targets for reduction in energy and water use compared with a base year.

Analysis & reporting

- Analyse data to identify high energy users, trends and the effect of measures. Communicate these at a local level and take action where there are increases or targets are not met.

Quarterly

- Electricity – identify any increase in use compared with previous quarter, identify the cause and take action where necessary
- Gas – identify any increase compared with same quarter for previous year allowing for weather variations, take action where necessary

- Water – identify significant increases compared with previous quarter, identify the cause and take action.

Annually

- Gas/heating fuel – identify increases compared with previous year taking into account changes in weather (ie seasonally adjusted) and take action where necessary
- Electricity - identify increases compared with previous year and take action where necessary
- Water - identify increases compared with previous year and take action where necessary.

Action

Asset management

- collate data centrally to identify high energy and water users and maintain an overview of energy use across the portfolio
- advise Managing Surveyors on annual targets
- review annual use and targets

Managing Surveyors

- review data at least quarterly
- set and review annual targets
- take action when unexpected increases or targets are not being achieved

Reduction

➤ *Good housekeeping and no cost measures*

Implement good housekeeping practices and no or low cost measures, this includes:

Contractors

- Work in partnership with contractors to reduce energy and water use.

Maintenance contractors

Ensuring plant is well-maintained and efficiency is checked at least annually.

Cleaning and checking all water consuming fittings monthly.

Cleaners & security

Liaising with cleaners and security to ensure lighting and other equipment are not left on unnecessarily.

➤ *Refurbishment & fit-out*

Consider energy and water efficiency as part of refurbishment within client constraints.

- Specify energy and water efficient equipment with no or low additional cost and reasonable payback periods

➤ *Energy & water efficiency measures*

Identify energy and water efficiency measures with acceptable payback periods and where practicable carry out energy and water audits.

➤ *Raising awareness*

Include energy and water efficiency in tenant meetings and develop practical guidance on energy and water efficiency.

Encourage tenants to reduce energy and water use by including a section in tenants' manuals and fit-out guidance.

Action

Asset management

- *include energy and water efficiency in surveyor meetings*
- *develop guidance for tenants*

Managing surveyors/centre managers

- *liaise with contractors to ensure plant efficiency is checked at least annually and water consuming equipment is checked for leaks and maintained at least monthly*
- *carry out regular lighting checks to ensure lighting is only on when needed*
- *include energy and water efficiency in refurbishment and fit-out*
- *review energy and water use at least quarterly*
- *disseminate guidance to tenants*
- *develop an action plan for good housekeeping, no and low cost energy and water efficiency measures*

WASTE

We recognise that the material waste arising from the property we manage as well as from our own office based activities has an impact on the environment. We therefore commit to encouraging tenants to reduce waste and to reduce our own waste. Using the waste hierarchy to prioritise management activities – reduce first, reuse, then recycle - we will achieve this by:

- Monitoring waste and recycling rates, identifying trends and taking action where recycling rates are falling or waste is increasing
- Identifying waste types and providing recycling services and facilities for the segregation of waste
- Raising staff and tenant awareness of waste related issues
- Disseminating success stories across the group

Key Performance Indicators:

Volume of waste (m³) per million visitors
% waste recycled

Monitoring & targeting

- Collate and analyse waste and recycling data at least annually, monitor key performance indicators.

- Set and review annual targets for action which aim to increase recycling rates and reduce waste compared with a base year.

Analysis & reporting

- Collate data on waste and recycling centrally to identify high waste producers and poor recycling rates.
- Collate data locally to identify trends and to take action where there is an increase in waste or decrease in recycling.

Reduction and recycling

- Provide appropriate waste segregation and recycling facilities and services.
- Work with clients and tenants to include waste segregation and recycling facilities.
- *Raising awareness*
Include waste and recycling issues in surveyor meetings and training.
Encourage tenants to reduce waste and increase recycling by providing information in tenants' manuals.

Action

Asset management

- *collate and review waste and recycling data centrally at least annually to identify higher waste producers and poor recyclers*
- *advise on annual targets*

Surveyors

- *review waste and recycling data quarterly*
- *work with tenants to provide recycling facilities and services*
- *include waste and recycling in tenant meetings*

March 2005

Section 4 Site Environmental Action plan

[include Environmental Action plan for your site here]

Section 5 Environmental Responsibilities

ENVIRONMENTAL RESPONSIBILITIES

Managing Surveyors/Centre managers

- Review and report on energy, water and waste use at least quarterly (monthly for larger properties)
- Take action when there are unexpected increases in energy and water, or environmental targets are not being achieved
- Develop an action plan or similar:
 - to achieve environmental targets
 - for good housekeeping, no and low cost energy, water, waste, transport and recycling measures
- Report on the status of the action plan or equivalent quarterly
- Review action plan annually
- Disseminate guidance to, and engage with, tenants on environmental matters.

Section 6 Procedures

Controlled Waste Transfer Procedure V1.0

The requirements below apply to all contractors handling or disposing of waste including waste for recycling such as fluorescent tubes.

1. Identify an individual responsible for carrying out the requirements below.
2. Write to tenants annually reminding them of the requirement to complete the controlled waste transfer note form.
3. Complete section C of the form.
4. Give form to waste carrier to complete section D.
5. Waste transfer notes must be kept for a minimum of 2 years and cover all movements of wastes from the site.
6. Obtain and keep waste management licences for all waste disposal companies.
7. Obtain and keep waste carriers licences for all contractors carrying waste (unless the company is issued with an exemption).
8. Obtain and store information on the final destination and disposal route of all the wastes.

Name of centre: Crompton Place
Duty of Care Controlled Waste Transfer Note

Date:

This note remains valid for one year from this date

The tenant has a duty to inform the centre manager immediately if the nature of waste changes

TENANT TO COMPLETE SECTIONS A AND B

Section A – About You – the producer of the waste

Your name (Print):.....Date:.....

Your shop name:

Shop address

Nature of your business (eg clothing retailer, jeweller, butcher).....

Section B – Description of Your Waste

Please list the waste produced by your unit: eg – cardboard, packaging, household waste, waste food for preparation and processing (List exactly what is disposed eg sludges from washing and cleaning, animal-tissue waste, wastes from the photographic industry etc). It is your responsibility as a waste producer to describe your waste. Terms such as general waste are not acceptable.

.....

How is the waste contained?

Loose Sacks Skip Drum Other please describe

What is the quantity of waste per week? (estimate in eg bin bag terms)

Do you use the refuse containers provided by the centre? Yes No (Please circle as appropriate)

I agree that everything in this WTN is correct and if there are any changes to the description of my waste then I will notify Centre Management immediately

Signed:

Date:

Section C - Current holder of the waste (transferor)

Full name:

Address of company:

Section D - Person collecting the waste (transferee)

Full name of registered waste carrier:

Address:

Registration no.:

Address of place of transfer: [eg shopping centre]

Signed (by waste carrier):

Date:

Section 7 Supplier Engagement

SUPPLIER ENVIRONMENTAL QUESTIONNAIRE – Version 1.0

TO GO OUT TO SUPPLIERS AT THE TENDERING/RETENDERING STAGE

NAME AND CONTACT DETAILS OF SUPPLIER:

FORM COMPLETED BY:

DATE FORM COMPLETED:

	Yes/No	Supporting information provided
Do you have an environmental management system in place, if so please give details?		
Are you certified to ISO14001/EMAS? If so pls provide copy certificate		
Do you have an environmental policy, if so provide a copy		
Do you have environmental objectives/targets for improvement, if so please provide		
What are the main environmental impacts of your service/products?		
What do you do to reduce these impacts?		
Have you been prosecuted under legislation which has any environmental significance, in the last 5 years, if so give details?		
Who is responsible for your environmental management and who reports to the board?		Environmental manager: Director:

MAINTENANCE CONTRACTOR REQUIREMENTS

Using energy efficiently

1. The building should be maintained to use the minimum energy consumption necessary to produce the required internal environmental conditions.
2. Regular monthly meter readings should be undertaken and provided to CWHB on the nearest working day of each month.
3. All time settings should be maintained to meet any specified lease terms and conditions. These should be checked with each tenant monthly (in offices over 1000m²) so that they are optimised for energy (and cost) efficiency while ensuring occupant comfort.
4. All temperature settings should be maintained to meet any required internal environmental conditions as specified in the lease. These should be checked with each tenant monthly (in offices over 1000m²) so that they are optimised for energy (and cost) efficiency while ensuring occupant comfort, ie:
 - a dead band of at least 3°C between heating and cooling (heating to achieve a maximum internal temperature of 20°C with cooling starting from 23°C)
 - heating and cooling temperature settings to heat up to a maximum internal temperature of 20°C and, where cooling is installed, cool above a minimum of 23°C.
5. Boiler efficiencies should be checked at least once a year, if not more often, to ensure that they are working at optimum efficiency.
6. Carry out a check at least twice a year, to ensure that no unnecessary equipment is operating overnight. This should cover landlord equipment (and tenant equipment where applicable).
7. The contractor should be a member of the HVCA or equivalent.

Refrigerants

8. The contractors should provide a record of the type and volume of refrigerant in all chillers and split units etc under CWHB's jurisdiction.
9. Check for leaking refrigerant on a regular basis, to industry standards and manufacturer requirements.
10. Ensure that ozone depleting products are appropriately recovered and disposed of on decommissioning, to industry standards.
11. Ensure that no refrigerants are stored on-site.
12. Provide a plan and timescale for replacement of ozone depleting refrigerants with non-ozone depleting refrigerants with priority for systems with refrigerant charge greater than 5 kg.

Appendices

Records

Appendix 1 Energy, water and waste data for your site

Appendix 2 Environmental Training records

Appendix 3 Tenant engagement

Appendix 4 Site environmental review

Supporting reference material

Appendix 5