

Policy Name	Environmental Policy
Version No.	2.1
Approval Date	December 2024
Category	Corporate
Classification	Internal

Environmental Policy	
Author	Environment and Sustainability Officer
Contributors	Head of Property and Environment, SMT, ELT
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Version Control

Version	Date	Description	Updated By	Approved By
1.0	12/10/21	Re-draft of legacy Policy written in 2013.	Aran Duggan	
2.0	19/11/24	Revised in line with Policy arrangements.	Melisa Cirakli/Aran Duggan	
2.1	28/11/24	Revised following feedback from ELT.	Melisa Cirakli/Aran Duggan	Board of Trustees – December 2024

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1. Policy Purpose & Aim

ExtraCare's Environmental Policy establishes our commitment to sustainability and environmental protection, aligned with our Corporate Plan 2022-27. This policy guides our Energy and Sustainability Strategy, ensures regulatory compliance, and outlines how we will reduce our environmental impact through energy efficiency, waste reduction, sustainable resource management, and mitigation of environmentally harmful activities.

2. Objectives

The objectives of this Policy are to:

- Support our Energy and Sustainability Strategy in a practical way, ensuring all locations including Head Office adopt practices to minimise their usage of energy and water and reduce waste;
- Support our 2022-27 Corporate Plan, specifically targets 'T8' and 'C8' which relate to progressively becoming carbon neutral and increasing our environmental efficiency across all locations;
- Encourage behavioural change amongst all staff, residents, and stakeholders to help embed environmental best practice across our portfolio of villages, schemes, retail shops and head office; and
- Ensure ExtraCare meets all legislative and regulatory requirements in relation to the environment and sustainability.

3. Scope of Policy

This Policy applies to ExtraCare Trustees, staff, residents, volunteers, visitors, and contractors, and covers all owned locations, retail locations and Head Office.

Whilst this Policy is not directly applicable to our partner locations, the general principles should be followed by staff at these buildings.

4. Responsibilities

This Policy applies to all ExtraCare employees, contractors, and third parties. The Property and Environment Team monitors compliance and progress against objectives, with specific responsibilities assigned as follows:

Board of Trustees	• Approve the Policy.
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Chief Executive and Executive Leadership Team	Overall operational responsibility for environmental compliance and communication of duties.
Head of Property and Environment	- Provide strategic oversight of environmental initiatives and ensure compliance with relevant legislation; - Report environmental performance to Board and ELT; and - Lead implementation of Energy and Sustainability Strategy.
Property and Environment Team	- Support the delivery of the Energy and Sustainability Strategy; - Partner with residents and working groups on environmental initiatives; - Track carbon emissions and create location energy league tables; - Optimise BMS systems for energy performance; - Share energy data and strategy updates across the organisation; - Produce an annual emissions report; - Maintain ESOS compliance; - Promote digital workflows and virtual meetings to reduce emissions; - Maintain our EPC register; and - Progress toward environmental certification, subject to feasibility.
Procurement Team	Minimise environmental impact in supply chains by: - Evaluating suppliers' environmental compliance; - Including sustainability criteria in tender questions; - Setting environmental requirements in specifications; - Adding environmental KPIs to contracts; and - Collaborating with contract owners to identify and implement sustainable procurement opportunities.
Contract Managers	- Incorporate key environmental requirements into contract specifications and KPIs; - Partner with Procurement to evaluate suppliers' environmental practices; - Monitor supplier compliance with environmental obligations through regular contract management; and - Share relevant environmental requirements with suppliers through standard contract documents.
Development Team	Implement Policy and Strategy commitments, particularly in relation to the phasing out of fossil fuels;

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	• Prioritise brownfield sites and building repurposing; • Apply environmental standards to modernisation projects and refurbishments; and • Ensure high environmental standards in new developments through: • High fabric standards and low-carbon heating; • Renewable energy installations; • Waste management systems; • Individual apartment metering; and • Maintaining sustainable construction practices.
Lifestyle Manager/Catering	• Reduce the use of single-use plastics both 'in-house' by selecting re-usable or biodegradable options and by influencing suppliers to use reusable crates and boxes for example; • Monitor stock levels to ensure the kitchen only has what it needs and monitor portion/supply sizes to reduce waste; • Encourage residents to 'eat-in' at our restaurants rather than using take away services that require single-use plastics and travel; • Offer plant-based alternatives to meat produce where practicable to reduce the environmental impact associated with meat production; • Use 'first in first out' (FIFO) stock rotation principles to avoid waste; • Consider energy efficient operation of kitchen appliances, turning off equipment when not in use; and • Where food waste is unavoidable consider composting with location green spaces and commit to ensure zero food waste goes to landfill.
Regional Operations Managers (ROM)	• Oversee the implementation of sustainability initiatives at all locations within their region, ensuring alignment with this Policy and the Energy and Sustainability Strategy; • Provide ongoing support to Location Managers in implementing sustainability measures, optimising operations, and addressing location-specific environmental challenges; and • Be an advocate for, and allocate resources to support environmental initiatives at locations, ensuring they have the tools and training required to achieve their sustainability goals.
Location Managers	• Encourage and support the creation of Green Task Forces to promote environmental initiatives and support resident-led activities;

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	• Ensure all staff and contractors within their location understand and adhere to this Policy and related sustainability practices; • Collaborate with a wider team to develop plans to address potential climate-related disruptions, such as extreme weather events, and ensure resilience in operations.
All Staff	• Avoid unnecessary travel and make efficient use of video conferencing software wherever it is possible and practicable to do so; • Carpool where possible, especially when groups are travelling to locations together; • Recycle and reuse where possible; • Turn off lights, laptops, and other electronic devices when not in use; • Encourage the use of public transport where practicable; • Avoid printing documents unnecessarily; and • Use reusable water canteens, plates, cups, and cutlery where possible.

5. Monitoring & Review

This Policy will be subject to a full review every three years. When necessary, interim reviews may be made. This process will ensure the Policy remains relevant, effective, and aligned with current legislation, best practices and ExtraCare's goals.

The implementation and effectiveness of this Policy will be monitored and reviewed regularly to ensure it achieves its purpose and objectives. The Property and Environment Team will oversee ongoing monitoring of the success of this Policy by measuring key metrics including reductions in energy and water usage, waste generation, and the gradual reduction in our carbon intensity ratio. Progress will be shared across the Charity to maintain transparency and accountability.

6. Risk Management

ExtraCare faces environmental risks ranging from climate impacts to resource depletion and pollution. Physical risks include property damage from extreme weather, ecosystem disruption, and strain on buildings and infrastructure. Transition risks cover regulatory compliance, carbon pricing, and rising resource costs. Additional environmental risks include waste management challenges, air quality impacts, and biodiversity loss affecting our grounds and communities. This Policy aims to mitigate these risks through systematic environmental management, including carbon and waste reduction, resource efficiency, sustainable procurement, and ecosystem protection. Regular monitoring and

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proactive measures protect our operational resilience while meeting environmental regulations and sustainability goals.

7. Statement of Commitment

ExtraCare is committed to creating sustainable communities through partnerships with staff, residents, volunteers, and contractors. Our environmental initiatives deliver both direct benefits - reducing emissions and environmental impact - and indirect benefits through improved community engagement and wellbeing. Through our retail operations, we promote reuse and recycling, demonstrating our commitment to reducing waste and supporting circular economy principles.

8. Additional Arrangements

8.1 Training and Awareness

ExtraCare supports environmental awareness through training and educational resources. Online modules on climate change and sustainability best practices will be available to staff, with additional materials and workshops offered through the Property and Environment team. This educational approach aims to increase environmental awareness and encourage sustainable practices across our operations.

8.2 Resident Engagement

In line with ExtraCare's Corporate Plan 2022-27, the Charity will continue to promote an environmentally conscious community within its locations. To achieve this, the organisation will actively engage residents through initiatives such as the establishment of Green Task Forces at locations. These resident-led groups will serve as champions for their locations, advocating for environmental best practices and forwarding local environmental concerns.

Green Task Forces will maintain regular contact with the Environment and Sustainability Officer to align efforts and share feedback. Residents will also be provided with regular updates on energy and water consumption data, waste reduction progress, and other key environmental statistics to ensure transparency and encourage informed participation in sustainability initiatives. By implementing Green Task Forces at all locations, further initiatives such as the encouragement of recycling schemes at locations, including the reduction of single-use plastics, and the introduction of educational workshops can be embedded and monitored. This collaborative approach, supported by ExtraCare's suggestion scheme, empowers residents to contribute meaningfully to our environmental goals, whether through direct participation in Green Task Forces or by submitting ideas for environmental improvements.

8.3 Energy consumption and waste reduction

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ExtraCare is committed to reducing energy consumption and waste across operations through targeted efficiency measures and waste minimisation. We will establish systems to monitor and validate energy and waste data, sharing relevant consumption data with residents to encourage awareness and action. Key performance metrics will be used internally to track progress and inform operational decisions, with a focus on implementing actionable improvements rather than just data sharing.

9. Other Relevant ExtraCare Policies & Documents

Related Policies	• Waste Management Policy • Procurement Policy • Contract Management Policy • Catering Facility Policy • Health and Safety Policy
Related Strategies	• Environmental and Sustainability Strategy • Asset Management Strategy • Development Strategy • Catering Strategy/Plan • Procurement Strategy
Training	• E-Learning modules

10. Relevant Legislative & Regulatory Requirements

Legislation	Regulation	Guidance
Environmental Protection Act 1990	Environmental Permitting Regulations 2016	Energy Savings Opportunity Scheme 2014 (ESOS)
Climate Change Act 2008	The Waste Regulations 2011	Net Zero and Carbon Management
Environment Act 2021	The Control of Substances Hazardous to Health (COSHH) 2022	UK Carbon Offsetting Scheme
The Clean Air Act 1993		ISO 14001 (Environmental Management Systems)
The Water Resources Act 1991		Streamlined Energy and Carbon Reporting (SECR)

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The Energy Act 2023		Environmental Improvement Plan 2023
Wildlife and Countryside Act 1981		
Planning (Listed Buildings and Conservation Areas) Act 1990		
Planning and Energy Act 2008		
Control of Pollution Act 1974		