



Environment & Sustainability Policy

Introduction

“A process whereby organisations meet their needs for goods, services, works and utilities in a way that achieves value for money on a whole life basis and generates benefits not only to the organisation, but also to society, the economy and the environment”.

Chandlers Limited accepts its responsibility through its business practices and policies to enhance and be accountable for the social, economic and environmental aspects of its local community and the communities that it operates within.

Chandlers are conscious that our activities affect the environment in which we exist and we are acting to minimise negative environmental and social impacts associated with the products and services we Supply and Purchase.

Chandlers acknowledge our responsibilities and recognise the importance of engaging our suppliers and (internal) customers in its implementation.

In addition to supporting Chandlers Environmental Management System, and complying with Chandlers broader Environmental Policy, we will embrace the following principles:

Organisational commitment to making more sustainable choices when applying our services through procurement. This means identifying more sustainable ways of meeting requirements and designing sustainable procurement specifications accordingly. The approach will address the social, economic and environmental implications of product and service choices. When relevant it will embrace whole-life costing and address how aspects such as design, manufacturing materials, operating costs, energy consumption, waste and recycling options support a more sustainable approach.

Working in partnership with our suppliers and contractors to minimise the environmental and social impacts of our supply chain.

Procurement Policy Statement

Chandlers will incorporate sustainability into our everyday procurement activity to benefit society, the economy and the environment.

Chandlers will purchase goods and supply services in a way that minimises the impact on the environment where it is practical and economically viable. We will initiate savings in materials, energy, reduce waste, and promote a sustainable approach to the way we conduct our business.

Working with colleagues and suppliers we will ensure whole-life costs are considered and that, where practical and economically viable, purchases have been manufactured and are delivered, used and disposed of in an environmentally responsible manner.

Chandlers policy will be supported by a Sustainable Procurement Strategy and Delivery Plan covering the 10 Steps to Sustainable Procurement, together with specific objectives and targets.

1. COMMITMENT WITHIN THE ORGANISATION
2. MAKING THE COMMITMENT PUBLIC
3. ORGANISATIONAL BUY-IN
4. BENCHMARKING AND PROGRESSION
5. PRIORITISING
6. SPECIFYING SUSTAINABLY
7. SUSTAINABILITY IN THE PROCUREMENT PROCESS
8. WORKING WITH SUPPLIERS
9. MEASURING PERFORMANCE
10. PUBLICISING YOUR SUCCESSES

Values statement

Chandlers will periodically review our environmental policy and action plan and refine, in the light of practical experience gained and feedback received, the aspects, objectives, indicators, metrics, and targets of sustainability to which it refers.

Chandlers shall, at intervals of not less than two years, review our overall sustainability management system, to ensure its continuing suitability, adequacy and effectiveness. The management review shall address the possible need for changes to policy, objectives and other elements of the sustainability management system, in the light of sustainability management system audit results, changing circumstances, the views of stakeholders and the commitment to continual improvement.

Environment & Sustainability Policy

Chandlers shall establish and maintain a procedure to identify and annually review all legal, and other requirements to which we subscribe, that are applicable to the sustainability aspects of our activities, products and service.

Chandlers shall conduct periodic reviews of all training programmes we have initiated in respect of sustainability in order to evaluate the effectiveness of the training provided, taking into account of feedback from trainees and responding to the changing training needs of the organisation.

Consultation

Chandlers will, with regard to all aspects of our sustainability policy and management systems, establish and maintain effective procedures for:

- Internal communication between the various levels and functions of the organisation;
- Inviting, receiving, documenting and responding to relevant communication from external stakeholders.

Chandlers will formally and openly report on our sustainability plans and performance to all stakeholders in an appropriate form. Chandlers will encourage feedback on the values, objectives and sustainable performance of the organisation.

Chandlers reporting on sustainability performance will be validated as accurate, meaningful and complete by an appropriately qualified external verifier, be consistent in scope with the organisation's sustainability aspects, policy and objectives and targets and be based upon validated data.

Commitment

Chandlers will ensure that all our policies and actions at an organisational or service level are designed to promote sustainability.

Chandlers will implement a clear and coherent sustainability policy which reflects national and local indicators, together with a procedural framework - in the form of a sustainability management system - to guide all areas of our work.

Chandlers will ensure that our sustainability policy and objectives are clearly linked to - and are wholly compatible with - our broader corporate plans, policies and priorities. In developing policy and procedures we will consider the impact we can have in improving the economic, social and environmental circumstances of the wider community.

Chandlers are committed to ensuring all members of staff; our governing body, clients and residents have appropriate levels of understanding of our sustainability policy and the actions and change programmes that flow from it.

Chandlers will ensure that the sustainability objectives and targets set will be challenging and relevant to the concerns of our entire stakeholder.

Chandlers sustainability policies and procedures will at all times be based on relevant and comprehensive information, a knowledge of good practice, and, where appropriate, benchmarking activities with other organisations and service reviews.

Chandlers will review all policies and procedures on a regular basis and seek to improve them systematically to ensure that intended outcomes are achieved.

Chandlers will ensure that sustainability policies are applied across all functions of the organisation, including development, modernisation and maintenance and in respect of the procurement of all contractors, goods and services.

Issues and Objectives

Chandlers shall establish and maintain procedures necessary to identify the sustainability issues which are most significant in terms of our activities, products or services and over which we can be expected to exercise an appropriate level of control and influence.

Areas of significant environmental impact include the consumption of energy and water, the use of transport and materials, the production of waste, and impacts on the natural and built environment.

These procedures will include an assessment of our own values and objectives, the values and aspirations of our stakeholders, as determined through an approved process of consultation with each group of stakeholders and wider societal norms and expectations.

Environment & Sustainability Policy

Chandlers will carry out an assessment of key issues in order to determine those aspects that have or can have significant impacts on natural, human, manufactured, financial and social capital. Chandlers shall ensure that the aspects related to these significant impacts are considered in setting our sustainability objectives.

Chandlers shall establish and maintain documented sustainability objectives and targets, at each relevant function and level within the organisation.

All objectives and targets set shall be fully consistent with the sustainability policy and with each other and shall, wherever possible, be measurable.

When establishing and reviewing the objectives and targets to be set within our sustainability policy, we shall consider:

- Legal and other requirements.
- The relative significance of the sustainability aspects involved.
- The technological options and other resources available for meeting the objective.
- The organisation's wider strategic and operational requirements.
- The views of stakeholders target.s

Chandlers shall establish and maintain documented sustainability objectives and targets, at each relevant function and level within the organisation.

All objectives and targets set shall be fully consistent with the sustainability policy and with each other and shall, wherever possible, be measurable.

Chandlers will benchmark ourselves against best practice standards established for the sector and seek to continuously improve our performance over the longer period by reviewing and revising the targets set at regular intervals.

Action Plan

Chandlers will establish and maintain a prioritised programme of action for achieving our agreed objectives and targets.

The action plan will include:

- Designation of responsibility for achieving the objectives and targets set at each relevant function and level of the organisation
- The means and time-frame by which they are to be achieved
- Criteria against which success (or failure) will be measured.

Chandlers will review our pre-existing action plans and modify them as appropriate to ensure that agreed sustainability objectives are effectively addressed.

Resources

Chandlers shall identify, provide and maintain the facilities we need to achieve our sustainability policy and objectives and targets and maintain legal compliance, including:

- workspace and associated facilities.
- equipment, hardware and software.
- supporting services.

Chandlers shall determine and provide, in a timely manner, the resources needed: a) to implement the sustainability management system and achieve continual improvements in performance, and b) to address stakeholder satisfaction.

Chandlers shall establish and maintain procedures for defining responsibility and authority for handling and investigating non-conformance, taking action to mitigate any impacts caused and for initiating and completing corrective and preventive action.

Environment & Sustainability Policy

Chandlers shall establish and maintain procedures to make our employees/members at each relevant function and level aware of:

The importance of conforming with the sustainability policy and procedures and with the

- Requirements of the sustainability management system;
- The significant sustainability impacts, actual or potential, of their work activities and the benefits of improved personal performance;
- Their roles and responsibilities in achieving conformance with the sustainability policy and procedures and with the requirements of the sustainability management system including any appropriate emergency preparedness and response requirements;
- The potential consequences of departure from specified operating procedures.

Chandlers shall identify training needs to support the implementation of this management system. It shall require that all personnel whose work may create a significant sustainability impact, have received appropriate training.

Chandlers shall conduct periodic reviews of the training programmes it has undertaken in order to evaluate the effectiveness.

Implementation

In order to facilitate effective sustainability management and specifically the implementation of the organisation's sustainability policy and action plan, we shall define, document and communicate the organisational values, and the roles, responsibilities and authorities of individuals within the organisation.

Chandlers will appoint a specific management representative who, irrespective of other responsibilities, shall have defined roles, responsibilities and authority for:

- Ensuring that sustainability management system requirements are established, implemented and maintained in accordance with prescribed conditions.
- Reporting on the performance of the sustainability management system to top management for review and as a basis for improvement of the sustainability management system and the organisation's overall performance and implementation of its sustainability policy and action plan Integration

To ensure effective integration of the sustainability agenda of the organisation with its long term strategic plans we shall require all such planning to be subject to a form of strategic sustainability assessment using as a model the well-established processes of environmental impact assessment.

To facilitate effective integration of the sustainability agenda of the organisation with its day to day operations, we shall identify those operations and activities of the organisation which have significant sustainability impact and, in respect of these activities, we shall establish and maintain procedures for:

- Monitoring and measuring their performance in terms such as energy, waste, emissions etc.
- Reporting on performance through regular internal communication between the various levels and functions of the organisation.
- Reporting on performance through regular communications with external stakeholders.

Monitoring

Chandlers shall establish and maintain documented procedures to monitor and measure on a regular basis the key characteristics of our operations and activities that can have a significant impact on natural, human, manufactured, financial and social capital.

Chandlers shall establish and maintain a documented procedure for periodically evaluating compliance with relevant legislation and regulations.

We shall establish and maintain programmes and procedures for periodic sustainability management system audits to be carried out, in order to determine whether or not the sustainability management system;

- Conforms to planned arrangements for sustainability management



Environment & Sustainability Policy

- Has been properly implemented and maintained

Chandlers audit programme shall be based on the importance of the activity concerned and the results of previous audits. Information on the results of audits will be freely and openly communicated to management, staff and stakeholders.