



***Our commitment to the environment is a key concern for us.***

We acknowledge and embrace we have an important responsibility and role to play within the local community. Not just in managing and minimising our daily impacts on the environment, but also to share our good practice and influence our retailers, delivery partners and visitors to our shopping centre.

We make every effort to minimise the physical effects the centre may have on the surroundings and local community. Our success has only been possible through the engagement of our staff, delivery partners, retailers and visitors.

We started out by establishing our **Green Dream Strategy** to make the centre as efficient as we possibly could in a cost sensitive environment. Every aspect of our operations are potentially affected, from the amount of energy we use to our supply chain sourcing ethical and fair trade products.

We embarked on our **Green Dream Strategy** back in 2012 but at its heart is how those associated with the centre continue to deliver it. The change management process enables people from different skill sets to work together for a common goal and challenges our staff to think about innovative solutions to our everyday sustainability challenges.

We passionately believe we have a solid mix of inspiration, incentives and measurement and we can demonstrate this by our recent sustainability results and achievements.

***The centre holds the prestige ISO 14001 (Environmental Management) accreditation and recently achieved 100% during our 2014 external audit.***

Sustainability is a fundamental part of all staff inductions and technical training and we will continue to build and develop this. To further engage staff, every employee is allowed a day's paid leave a year to work with a charity, and outstanding levels of commitment are recognised through an annual volunteer award.

Our **Green Dream Strategy** along with technical improvements associated with the public toilets has enabled us year to date, to reduce our:

- CO2 emissions (gas -98% and electric -35%)
- Energy consumption by 27%
- Water consumption by 47%
- Zero waste to landfill with 86% of waste recycled

Our **Green Dream Strategy** is not viewed as a bolt on to our business, it is owned and embedded right across all areas of our workforce.

***We Love the Birds  
and the Bees...***

***WASTE our goal  
remains simple...***

We will continue to systematically look at every sustainable system/process and challenge ourselves to ensure our **Green Dream Strategy** is integrated into our day to day activities, and how we can influence our business partners.

Our savings are reflected in our running costs, so not only does the centre benefit as a whole through being more sustainably focused, but retailers who operate and trade within the centre also benefit through reduced operational costs.

***Over the last two years we've installed a number of bird boxes around the centre and even introduced a bee hive with numbers thriving.***

Some other innovative sustainable practices adopted include:

- A living green wall built from re-used materials, positioned in the middle of our service deck
- A cleaning system that does not use chemicals, only water.
- An urban allotment growing fruit and vegetable's using grey water from our roofs
- A relaxing garden area to house our birds and bees, complete with lots of pollen rich flowers
- Participate in WWF Earth Hour 2014

Less waste! This is not always easy to achieve as the majority of waste is generated by the retailers trading within the centre, which have their own strategies for waste removal. We work with our retailers to ensure all forms of waste can be suitably disposed of and in the most sustainable manner.

What we are achieving by adopting a structured waste hierarchy and working with our retailers is greater segregation of waste and increased waste streams, thereby allowing our waste strategy to lead to zero waste to landfill.

MOST favoured option to LEAST favoured

**REDUCE** lowering the amount of waste produced

**REUSE** using materials repeatedly

**RECYCLE** using materials to make new products

**RECOVERY** recovering energy from waste

**LANDFILL** safe disposal of waste to landfill

Following a waste autopsy in 2013 we can now demonstrate a 'zero to landfill' achievement, which also delivers benefits associated with reduced waste disposal routes and the distance our waste has to travel for disposal.



## **ENERGY**

We continue to strive to improve our energy efficiency in all operational and behavioural areas of the business. This includes simple tasks such as campaigns to encourage people to switch off unnecessary equipment and lighting, to more technical controls associated with our Building Management System (BMS.)

### ***We can even view our energy use in real time through access to a bespoke website.***

We are committed to delivering a retail environment in which everyone associated with the centre can be proud of. At all times we continue to review our delivery and management and will seek new technologies which will help in delivering our landlord's and partners' expectations.

We are also currently in a phased program of replacing all our directly controlled light fittings with either LED or low-energy alternatives.

Our fiscal meters are all AMR or smart meters to allow us to closely monitor our energy use and ensure any exceptional usage is investigated and resolved as quickly as possible.

## **WATER**

Water continues on a global platform to be an increasingly scarce resource and we recognise our responsibility to reduce our own use of this important commodity.

This is demonstrated during the recent refurbishment of our public toilet facilities which now include waterless urinals, low-level flush cisterns and pressurised water taps.

We have also worked with our retailers to install within their units cistern bags which we commissioned and installed to reduce their direct water use.

## **REFURBISHMENT**

During 2014 – 15 the centre is going through a comprehensive refurbishment, which will see the introduction of energy efficient plants, LED lighting as well as a significant and detailed replacement of ceilings, balustrades and flooring, all chosen with sustainability at its heart.

