

## Sustainability Policy

Approved

### 1. Introduction

Cairn wishes to improve the environmental performance and sustainability of its services, products and operations also to improve the quality of life of its present and future residents and the various communities within which it operates.

The Policy is influenced by the Government's commitment to sustainable development, its programme for reducing the impact of climate change and the challenge for greater sustainability in the construction industry.

In order to achieve sustainability, Cairn will:

- Raise staff awareness of sustainability issues through training (the performance appraisal process) and continual learning, through the provision of best practice updates, made available by Communities Scotland and other such bodies.
- Raise the awareness of consultants/contractor, by including a sustainability checklist into Cairn's design guide, which will require compliance by the design team and contractor.
- Raise awareness of tenants/end users by ensuring that suitable manuals and guidance notes are provided relating to the most efficient use of appliances, and offering general advice on energy efficiency measures.
- Annually review outputs against projections, by way of sustainability audits and customer surveys, and feedback results to influence future sustainability actions.

### 2. Definition

Sustainable development aims to provide a better quality of life for everyone, both now and for the generations to come.

In essence, it is about the wise use of our economic, human and natural resources.

The current Government definition of sustainable development is:

- Social progress which recognises the needs of everyone
- Maintenance of high and stable levels of economic development and employment
- Effective protection of the environment
- Prudent use of natural resources

### 3. Principles

Cairn's Sustainability Policy will:

- Be easily accessible and well publicised
- Be simple to understand and use
- Support the ongoing commitment within Cairn to develop and promote a workable Sustainability Policy, which aims to meet government commitments
- Encourage customers and service providers to recognise their responsibilities in terms of green issues

### 4. Making Sustainability a Corporate Priority

Cairn commits to the practices of sustainable operation by:

- Recognising sustainable development as a strategic objective and an essential measure of a successful organisation
- Placing sustainable development at the heart of its policies, strategic planning, decision-making and operations
- Promoting a culture in which the focus is on educating, training and motivating staff to manage, change and conduct their activities in a sustainable manner

#### 4.1 Contributing to Community Building

- Valuing stakeholder involvement, prioritising health and well-being and promoting social inclusion and equality and diversity
- Operating in ways that offer social gains and economic opportunities in local communities
- Pursuing opportunities for building partnerships at a local level, creating information and learning networks for sharing knowledge and resources and for promoting open and responsive dialogue with all stakeholders

#### 4.2 Accepting the Responsibilities of Leadership

- Being a proactive organisation setting best practice standards and committing to a process of continuous improvement
- Being aware of all legislative economic, technical and market developments that promote or inhibit progress to sustainability and influencing culture and practice change internally and externally

#### 4.3 Using Products and Services which:

- Are safe in their intended use, efficient in their consumption of energy and natural resources, which minimise or (where possible) eliminate harmful emissions which produce adverse environmental impacts
- Minimise waste generation and allow for recycling, reuse or the responsible disposal of materials
- Promote sustainable principles and practice amongst contractors, suppliers and others

#### 4.4 Operating Sites, Buildings and Facilities which:

- Are designed to be as efficient as possible in their use of energy and materials, minimise harmful emissions at source and make sustainable use of renewable resources
- Minimise waste generation and facilitate safe and responsible management of residual waste
- Promote and enhance the well-being and safety of all employees and members of the local community which we serve

## 5. Equality and Diversity

Cairn is committed to service provision that reflects the diverse nature of the communities within which we work. Cairn aims to make its services accessible to all communities.

## 6. Monitoring and Reporting on Progress towards Sustainability

Cairn will:

- Assess the social, environmental and economic impacts of its policies and practices and factor the results into its decision-making processes
- Ensure that all Cairn staff, consultants, contractors, agents and suppliers are familiar with this policy and the organisation's commitment to sustainability

- Conduct regular audits and management reviews of performance, organisational policies and operations against agreed sustainability targets and best practice standards
- Report annually on the results of all sustainability audits and impact assessments carried out

## **7. Customer Involvement**

We shall consult with Residents' Associations and other customer groups to ensure that they are aware of Cairn's sustainability agenda.

## **8. Policy Availability**

This policy will be available to all customers and they will be able to obtain assistance from staff. Communication with customers will be clear, easy-to-understand and accessible, utilising interpreters if required or requested by customers.

## **9. Policy Review**

This policy will be reviewed every three years.