

# SUSTAINABLE PROPERTY MANAGEMENT

This document describes some notable examples of the initiatives that we undertook in 2008 which demonstrate that we are committed to managing our properties in a sustainable manner.

## INTEGRATING MANAGEMENT SYSTEMS: HOLISTIC SYSTEMS THINKING AT SWAN CENTRE, EASTLEIGH

PAS 99 (Publicly Available Specification) is the world's first integrated management system. Swan Centre, Eastleigh, decided to combine ISO 14001 (Environmental Management System), ISO 9001 (Quality Management System) and OHSAS 18001 (H&S Management System) using PAS 99.

PAS 99 has enabled the Swan Centre to centralise the management of environmental issues, health & safety and quality into one common framework, thereby reducing the administration associated with maintaining each system individually, as well as the cost of auditing each separately. It has also led to a better understanding of the management systems and the synergies between them. We hope that this will, in turn, lead to improved environmental performance and reduced health and safety incidents.

In 2008, PAS 99 was also achieved at our shopping centres in Bristol, Cambridge, Petersfield, Manchester, Colchester and Cwmbran, and will continue to be rolled out to the rest of our shopping centre portfolio.

## WORKING WITH OCCUPIERS TO REDUCE WASTE

In 2008 Clare Raybould, Environmental Manager at Interserve, our facilities management partner for our shopping centre portfolio, was recognised for her contribution to reducing the environmental impact across our shopping centres, including Manchester Arndale and The Mall at Cribbs Causeway.

The judges at the 2008 Premises and Facilities Management Awards were "impressed with Clare's leadership skills, her enthusiasm for environmental matters and how she managed to encourage retailers to buy into multiple waste management initiatives." This is evident at Manchester Arndale shopping centre, where PRUPIM and Interserve embarked upon an aggressive Waste Management Programme in 2008. This programme has diverted approximately 630 tonnes of waste material from landfill and reduced compactor pick-ups by 14%. These results were achieved via the following initiatives:

- £56.5k investment in waste management equipment (such as bins, balers, compactor, trailers and signage) and refurbished 'Recycling Points'



Swan Centre, Eastleigh

## WORKING WITH OCCUPIERS TO REDUCE WASTE CONTINUED...

- Opening of an onsite Materials Recovery Facility enabling materials to be baled onsite, meaning fewer lorry trips to remove waste
- Waste Minimisation Scheme launched to educate occupiers and encourage them to participate in new waste minimisation procedures. The launch in July 2008 was marked by a 'Green Week' which included an exhibition hosted to promote the sustainable initiatives taking place in the centre and to educate occupiers about environmental issues
- A Recycling & Waste Policy developed for occupiers, which includes recycling training in centre inductions and an improved range of recycling opportunities for customers in our food courts
- Manchester Arndale Green Team consisting of volunteers charged with spreading the centre's environmental message to peers and to educate, train and pioneer initiatives within their individual teams.

A number of changes took place to waste management at the centre following the introduction of a new waste contractor, Futur, in 2007. This meant that we had to work closely with the centre's occupiers. We held the Green Week to ensure their engagement and provided them with various supporting documents which were also made available on the centre's intranet. Importantly, during Green Week we launched the centre's Recycling and Waste Policy, detailing our aims, our expectations and guidance on how to make the most of the new facilities that the centre provides to increase recycling. We also launched a 'Three Strike' Policy at the centre, which commits us to issue written warnings to occupiers who fail to adhere to the new policy and to the Head Offices of the stores where non-compliance continues.

These initiatives have improved communication with the centre's occupiers who now take more of an interest in waste and importantly, the actions of their staff regarding waste. In many cases this has also led to benefits for our occupiers. This was the case when the centre issued a large card retailer with a 'strike' for continuing to fill the plastic recycling bin with all types of waste including cards and paper. After we trained and advised the store's staff, the manager discovered that one member of staff was disposing of stock rather than returning it to their Head Office. This finding not only helped the centre recycle more through better waste segregation, but also saved the retailer money.



Arndale, Manchester