

Environmental Policy

1. What this policy is about

- 1.1 Livv recognises that our work may have a direct or indirect impact on the environment and is committed to reducing any harmful effects caused by our activities. We also wish to promote sustainability in its broadest context, and to contribute to the quality of life of the neighbourhoods and communities we work with.
- 1.2 This policy outlines the principles and arrangements by which we base both our commitment to reduce our impact on the environment and our compliance with legislation. We will work with our colleagues, customers, suppliers, and stakeholders to take a holistic approach to creating sustainable environments in all areas of our operation.
- 1.3 This policy, in collaboration with our Net Zero, Asset Management and Development Strategies will assist in meeting our corporate plan objectives of:

Livv Green: Homes are a major contributor to carbon emissions, so we will play our part in reducing energy consumption and working towards the eradication of fuel poverty.

Places: We will build homes that incorporate technology to make them smarter and greener. This will include innovation and investment in innovative technologies to improve quality, efficiency, and customer experience.

2. Our approach

- 2.1 Livv aims to be an exemplar organisation in managing our operations in the most environmentally responsible manner. We are committed to reducing any harmful effects caused by our activities and we will actively encourage our colleagues, customers, contractors, stakeholders, and suppliers to do the same.
- 2.2 We will implement our plans to achieve net zero carbon in line with Government targets and our own net zero strategy and by reducing our energy consumption and working towards the eradication of fuel poverty for our customers.
- 2.3 In working with our contractor partners, we will ensure that the designs, specifications, materials, and methods we use in our new buildings and improvement programmes make it easier to reduce, reuse and recycle more.

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This policy applies from 17 October 2024
This policy applies to: Livv Housing Group, Livv Homes, Livv Maintenance

2.4 We make commitments to continually promote and develop a pro-active approach to Environmental Management by:

- Complying with our environmental compliance obligations and align to best practice where practicable as set by government, regulators, and stakeholders.
- Protecting the environment and managing our operational activities to prevent pollution.
- Ensuring environmental measures are incorporated into developing and maintaining our homes and estate.
- Supporting our customers to adopt environmentally sound practices that encourage sustainable tenancies.
- Managing waste generated from our operational activities according to the principles of reduction, re-use and recycling where reasonably practicable.
- Establishing and implementation of an Environmental Management System that aligns to ISO14001 standard.

2.5 To meet our commitments we will:

- Embed an approach of continuous improvement in reducing our impact on the environment. Including the environmental performance of our homes.
- Lead the way in our approach to the delivery of net zero carbon aligned to achieving value for money and customer benefit.
- Work with key stakeholders such as contractors and local authority partners to achieve our overall objectives in this area.
- Provide a high-quality living environment with all our new developments.
- Assess our environmental impact of all operations in the present and future.
- Maintain an environmental legal register of all applicable environmental legislation and our compliance with them.
- Carry out an environmental impact assessment for relevant strategies and policies to ensure we minimise or mitigate the impacts of our operational activity on the environment.
- Review benchmarks and learning from best practice to consider the implementation of innovative approaches to reduce our impact on the environment.
- Improve energy efficiency of our homes by achieving a target of all homes to be no less than Energy Performance Certificate (EPC) C by the end of 2025.
- Set targets for the reduction of waste, recycling, and energy consumption.
- Minimise travel and maximise efficiency and productivity to minimise our impact through vehicular emissions.
- Encourage the reduce, reuse, repair, recycle approach to all materials and products.
- Set annual targets for the reduction of energy consumption across our communal and office estate whilst procuring energy supply from renewable only sources where possible.



Property Maintenance of Existing Homes

- 2.5 Livv's continuous ongoing maintenance and improvement works will allow us to upgrade properties to support our objectives stated in this policy.
- 2.6 Improving energy efficiency is a key priority for us. We will adopt a proactive approach to ensuring we address issues of energy efficiency and fuel poverty. We aim to achieve our objective of all homes having no less than an EPC C rating by the end of 2025. This will have a significant positive impact on our customers with warmer homes improving their sustainability, comfort, and safety.
- 2.7 We aim to maximise the life cycle of components used in our properties by installing high quality products. Repairing rather than replacing major items such as kitchens and bathrooms, where this is feasible, will also help us minimise unnecessary expenditure, and the impact on the environment.
- 2.8 All contractors and sub-contractors that are contracted by Livv are expected to demonstrate and comply with all relevant legislation referred to in the Control Framework section, including waste management requirements.

Development of New Homes

- 2.9 We will seek to meet the future homes standard within required timeframes and deliver homes aligned to any other relevant legislation with the use of modern and innovative construction methods and technologies becoming a more prominent feature across all developments where practical and viable.
- 2.10 We aim to explore and evaluate proposals on a project-by-project basis taking into account key considerations and guidance for new homes. This includes taking a fabric first approach, improved air tightness, and low energy heating systems amongst others. Where possible, we will aim for Energy Performance Certificate Level B (equivalent to SAP rating of 81-90).
- 2.11 The location of our properties will be carefully considered in terms of access to local amenities and services to ensure that our homes encourage sustainable tenancies. Development sites will be developed to ensure that they make the most efficient and effective use of land, in a way that is appropriate to the local community. We will consider information that local authorities may have about local infrastructure, as well as other information such as flood warning information. Livv aims to develop high quality desirable housing that reflects the local area, whilst allowing for flexibility and growth over time.
- 2.12 All development consultants and contractors that we work with are required to provide copies of their environmental and sustainability statements and action plans.



Employment and Work Practices

- 2.13 We are committed to fostering a culture of sustainability and environmental responsibility. We will raise awareness and encourage all colleagues to actively engage in environmental and sustainability matters.
- 2.14 Livv aims to reduce the amount of travelling carried out by colleagues. Livv has flexible working practices that encourage the use of mobile and remote working avoiding the need for travel. Colleagues are also encouraged to meet customers either at their home, or somewhere local to them, removing the need for our customers to travel to our offices.
- 2.15 We aim to reduce the energy consumption of our equipment by purchasing energy efficient equipment. We will as far as possible, arrange for the reuse or recycling of redundant equipment, waste, and computer supplies. All electrical equipment that cannot be reused will be disposed of according to Waste Electrical and Electronic Equipment Directive.

Communication with Customers

- 2.16 We will engage and communicate with our customers to adopt environmentally sound practices when managing their homes. This includes providing relevant and safe information on energy saving tips, and environmentally sound practices. A range of resources will be used to provide such information, including our website, social media, Focus magazines, communal areas, and customer handbook.

Training and Awareness

- 2.17 All new colleagues will be given awareness training in relation to this policy during the corporate induction and on-going training will be provided by Learning and Development as needs arise within Livv. All awareness training will include the most up to date legislation and guidance available at the time.
- 2.18 This policy will be available electronically on the intranet and will be available to stakeholders on request (in an appropriate format).
- 2.19 This policy will also be made available to all contractors who carry out work on our behalf as part of the startup process and assurances will be gained through project meetings and site visits.



3. Responsibilities

3.1 In order to implement the Environmental Policy Livv has established clear lines of responsibility.

Role	Responsibility
Executive Director's Team (EDT)	<ul style="list-style-type: none"> • EDT has a responsibility to ensure this policy and associated environmental management systems are implemented and resourced within its respective areas of responsibility. • The Executive Director - Resources is responsible for the approval of the Environmental Policy under the Policy Framework and for referring environmental aspects of Livv's activities, as appropriate, to the Board.
Directors	<ul style="list-style-type: none"> • Directors have a responsibility to ensure this policy and associated environmental management systems are implemented and resourced within their respective areas of responsibility.
Managers	<ul style="list-style-type: none"> • Managers are responsible for ensuring that this policy and associated environmental management systems are an integral part of the management process within their areas of responsibility.
SHE Team	<p>Responsible for:</p> <ul style="list-style-type: none"> • Publication and promotion of environmental information, policies, and guidance. • Review and update of the Environmental Legal Register. • Provision of advice on environmental matters • Coordination of environmental audits and inspections
Environmental Sustainability Group	<ul style="list-style-type: none"> • Responsible for providing guidance and coordination on Livv's environmental and sustainability objectives
All Colleagues	<ul style="list-style-type: none"> • Be familiar with this policy and the environmental impact and requirements relevant to their own role and activities • Take responsibility for their own impact on the environment.
Responsibility of all Contractors / sub-contractors	<ul style="list-style-type: none"> • Contractors / Sub-contractors have a duty to conduct themselves and to do their work in such a manner to safeguard the environment. • Contractors / Sub-contractors have a duty to co-operate with Livv in complying with this policy's requirements that relate to their activities. In addition, there is a duty to report incidents that may cause harm to the environment. • Recognising and reporting hazards which may affect the environment



4. Monitoring and Review

- 4.1 We are committed to regularly monitoring, reviewing, and continually improving our environmental performance within Livv.
- 4.2 Performance against our environmental management system will be audited on an annual basis and reported to the Executive Directors Team to ensure compliance and progress.
- 4.3 We will monitor our environmental requirements on our projects and contracts through site visits and project update meetings.
- 4.4 We will use an external specialist to measure our carbon footprint and to assess the impact of improvements we have made each fiscal year, with reporting through our Streamlined Energy & Carbon Reporting (SECR) outcomes. External specialists also undertake on-site energy surveys across company sites as part of the Energy Savings Opportunity Scheme (ESOS) process and to aid in the development of an ESOS action plan.
- 4.5 This policy will be reviewed every 3 years, or sooner if our monitoring of the policy identifies that changes are required, for example because of changes to law, regulation or related Livv strategies and policies.



Control framework

Compliance

This policy supports compliance with:

- Environment Act 1995
- Decent Homes Standard, Economic and Consumer Standards
- Waste Management (England & Wales) Regulations 2006
- The Waste Electrical and Electronic Equipment (WEEE) Directive 2007
- Waste Packaging Regulations (as amended) 2013
- Environmental Control of Waste Regulations 2011
- Climate Change Act 2008
- Building Regulations 2010
- Waste Electrical and Electronic Equipment Directive
- Energy Act 2010
- Construction (Design and Management) Regulations 2015
- Wildlife and Countryside Act 1981
- Environmental Damage Regulations (2015) – implement the EU’s Environmental liability directive 2004/35/EC, originally introduced in 2009, and revised in 2015.
- Control of Pollution Act 1974
- Protection of Badgers Act 1992
- Planning (Listed Buildings and Conservation Areas) Act 1990
- Energy Act 2011
- Environmental Permitting Regulations 2010
- ESOS – Energy Savings Opportunity Scheme
- Housing and Regeneration Act 2008



Document control

Version	1.0
Policy applies from	17 October 2024
Policy applies to	Livv Housing Group; Livv Homes; Livv Maintenance
Approved by	Executive Directors' Team
Approved on	16 October 2024
Replacing	Environment Policy version 5 2021-2024
Next review due by	October 2027
Responsible Executive Director	Executive Director - Resources
Policy author	Safety, Health, and Environmental Manager
Equality Analysis	August 2024
Environmental Impact Assessment	Not required
Circulation	Intranet; Livv Housing Group website

Version control

Version	Date of Review	Summary of changes made
1.0	October 2024	Review of policy in line with Livv's policy framework and update taking into account updated legislation and Livv's objectives

