

The Redrow Sustainability Policy

As a leading developer, Redrow's activities are wide ranging, providing a broad spectrum of product across the UK. Our commitment to being a responsible developer and employer, a company that makes a positive contribution to the communities in which we operate, is matched by our determination to deliver a quality product to our customers and give them high levels of service and satisfaction. We also recognise the need to balance the needs of all our stakeholders by managing our environmental impacts, investing in communities, developing employees and pioneering innovative processes and materials used to achieve sustainable development.

To oversee progressive development and implementation of core corporate social responsibility policies and to ensure best practice in these areas, Redrow has an established Corporate Responsibility Committee, chaired by a Non-Executive Director and reporting to the Main Board.

The Corporate Responsibility Committee will regularly monitor and review sustainability objectives in six key performance areas which have been identified.

Land

- Maximise land use and regeneration opportunities.
- Retain natural habitats to encourage bio diversification where practicable.

Design

- Focus on design excellence with regard to the development as a whole and the products on those developments
- Take environmental and sustainability matters into account in our design process
- Improve the durability and performance of our products to meet our customers' requirements and reduce environmental impact.

Procurement

- Enhance the efficiency of our procurement through partnering relationships with suppliers and subcontractors
- Maintain our policy of ethical procurement so that we partner with like minded suppliers and subcontractors

Construction

- Achieve high quality construction and improve production certainties for suppliers, subcontractors and customers.
- Have regard to potential risks to the environment and to reduce waste generated by our activities
- Maintain high levels of health and safety on our construction sites to protect our employees and the public.

Marketing and Sales

- Encourage our customers to recognise the benefits delivered through sustainable development.

Customer Service

- Provide high standards of customer service that deliver appropriate levels of customer satisfaction.

Redrow has identified clear strategies within its business to deliver these objectives.

Land

The optimisation of land opportunities in sympathy with the environment is crucial.

- Environmental risks associated with land regeneration and usage will be identified at an early stage of the development process and appropriate preventative or remedial actions will be properly planned and undertaken in accordance with the best practice identified in Redrow's Environmental Management Policy.
- Encourage the use of land with previous use.
- Natural habitats will be retained or enhanced to create new habitats for flora and fauna wherever practicable through liaison with appropriate organisations.

Design

Much of the impact imposed by development on the environment, can be mitigated by focusing on design excellence in key aspects of the project.

- Design communities and neighbourhoods, with consideration of 'Lifetime Homes' opportunities.
- Maximise the usage of materials classified in the 'A' or 'B' classification of the Green Guide for specification.
- Increase the content of our products that can be re-cycled and value engineer the product to reduce waste generation.
- Drive down CO₂ emissions by specifying low energy lighting, high performance heating systems and improving thermal efficiency of our homes.
- Consideration of off site and on-site sustainable energy solutions.
- Consideration of water saving measures within our developments.

Procurement

Efficient and well-considered procurement will underpin our efforts towards sustainability.

- Encourage proactive partnering arrangements with suppliers and subcontractors wherever possible.
- Look to trade with suppliers who have the ability to supply from facilities near our sites.
- Ensure we trade with suppliers who share our view on sustainability and encourage others to embrace this agenda.
- Set SMART targets for certified sustainable timber procurement in accordance with Redrow's Policy for Timber Product Procurement and our membership of WWF GFTN.
- Engage in discussion with suppliers to reduce packaging which cannot be recycled.
- Promote re-cycling opportunities within offices.
- Promote energy and water saving initiatives within all Redrow premises.

Construction

Our construction teams need to build efficiently and to high quality standards whilst being mindful of the potential harmful impact of construction on the environment.

- Reduce waste through efficient use of materials on site and re-use of existing material on site where possible.
- Promote a culture of awareness of environmental and sustainability issues within subcontractors and construction teams.
- Implement the Redrow Waste Management Policy to manage waste segregation and reduce waste that cannot be recycled.
- Use the procedures in the Redrow Environmental Management Policy to identify potential hazards to the environment resulting from construction activity and manage these issues safely and effectively.
- Foster good relations with local residents and other members of the general public that may be affected by our activities.

Marketing and Sales

It is the responsibility of our marketing and sales teams to ensure that our customers are well informed of the benefits of sustainable development to themselves, the locality and to the wider community through effective use of our marketing media and to seek out opportunities within local communities to support local good causes and develop partnership programs with organisations.

Customer Service

We continually monitor and work to improve the quality standards of our product and service we provide to our customers. We also engage with our customers to elicit constructive comments and ideas from them that can be used to enhance our designs to further improve our products.

The Corporate Responsibility Committee will communicate our progress and performance in these key areas, to our stakeholders in its annual report.