



2.5

Environmental management

Sustainability is about identifying the risks and also the opportunities resulting from economic, social and environmental factors. By thinking about these issues early on and integrating them into core planning and activities we can add value and cut costs.

The suggested measures will help developers, owners and tenants involve the appropriate stakeholders and maximise the benefits of sustainability.

Item no	Purpose/criteria	Suggested measures	Stages of development	Environmental/social/health benefits	Ease of use/implementation	Return on investment
M1	Maintain good relationships with stakeholders and respond to any complaints.	Identify and consult with stakeholders about environmental issues.	D F C O	Establish good relations with stakeholders.	Easy to identify and consult but depends on number of stakeholders and complexity of issues.	Considerable time investment required.
		Implement a formal public complaints procedure.	C O	Good relations with community and quick response to complaints before they escalate.	Easy to set up and implement but ability to take action depends on nature of issues raised.	Considerable time investment required. May avoid risk of escalation by complainants which may save costs.
		Prepare a Traffic Management Plan (TMP) to minimise impacts on vehicle and pedestrian traffic.	C O	Health, safety, amenity and company image benefits.	Dependent on extent of TMP and nature of logistical issues.	Requires time investment and may need external advice. Cost is also dependent on measures implemented.
M2	Provide a framework for identifying, managing and minimising environmental impacts, and maximising environmental benefits.	★ Implement a site specific Environmental Management Plan (EMP).	D F C O	Documents environmental controls on-site.	Dependent on the extent of EMP.	Small additional time cost.
		★ Implement an Environmental Management System (EMS) accredited to ISO 14001.	C O	Establishes and documents environmental management system, acts as a communication tool and clarifies roles and responsibilities for environmental management.	Dependent on the extent of the EMS. Is strengthened by external accreditation such as ISO 14001.	Cost associated with establishing and updating EMS, however can lead to cost savings through improved environmental efficiency and risk management.
		Comply with relevant planning and environmental legislation.	D F C O	Avoids financial and reputational penalties, improves relationship with authorities.	Dependent on the extent of obligations, commitments and issues.	Requires investment, but compliance will avoid penalties and fines.
		Encourage innovation in environmental management across all aspects of planning, development and operations.	D F C O	Can have significant benefits depending on the type and scale of innovation.	Ease of implementation also depends on the type and scale of innovation.	Can bring a positive return on investment, again depending on the type and scale of innovation.



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M3	Educate developers, tenants and employees about ESD and how to improve sustainability.	★ Include a Green Star/ESD professional in design and construction teams.	D F C	✔ Maximises the environmental, social and financial benefits of ESD initiatives.	✔✔✔ GBCA keeps a register of Green Star accredited professionals.	✔✔ Additional cost for professional time. However expert ESD input at design stage may result in cost benefits.
		★ Provide a facilities/building guide and training for occupants on minimising environmental impacts.	○	✔✔ Documents environmental controls on-site for easy reference. Enables environmental benefits to be realised and maximised through education.	✔✔ Document/training should not be exhaustive.	✔✔ Small additional upfront cost, but will help ensure cost benefits from improved environmental performance are maximised.

**2.5**  
**Environmental management**  
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