

Definitions and descriptions of good practice – Utilities

	Policy and Strategy	Action Planning	Stakeholder Engagement	Measurement
Activity Area Description	The University's Energy & Water Management strategies are aligned with other key university documents including the carbon management strategy. It supports local, state and national priorities. Activity is reviewed on a regular basis. There are clear reporting lines into formal university management structures.	Action Plans, which incorporate objectives and associated targets, drive the cycles of activity across the university in relation to energy & water management.	Key stakeholders (including staff, students, contractors and service providers) actively inform the review of the University's Energy & Water Management strategies and shape their development.	The impacts and benefits of energy & water management are routinely monitored and evaluated as part of existing university practice. There is evidence of continual improvement and feedback loops.
What does good practice look like?	<ul style="list-style-type: none"> The Energy & Water Management strategies clearly articulate the university's planned direction, including appropriate energy & water reduction targets. These targets are placed in local and state contexts but also linked to national priorities. Doing so has provided a relevant focus for the university, with particular attention on annual trends and demand. A clear understanding of the role energy & water management in relation to carbon reduction is demonstrated and effectively communicated. The Strategy is regularly reviewed to ensure it remains up-to-date and useful as a working document. 	<ul style="list-style-type: none"> There is a clearly defined cycle of activity that is linked to wider targets to deliver progress on this agenda. Activity spans all appropriate parts of the university and widespread engagement is evident. There are clear links between the promotion of energy & water management and wider business planning processes. Actions and targets are evident and the university can trace these through the relevant planning systems. Targets for energy & water management are explicitly linked to wider environmental management including planning and refurbishment strategies. 	<ul style="list-style-type: none"> The individual and/or groups with responsibility for the Energy & Water Management strategies seek stakeholder involvement to scrutinise performance as part of the review process. The university leads local or regional groups or activity and contributes to the national or international energy & water management agendas. Regular feedback is sought from all stakeholders, which is fed into all review processes and considered for future planning. There are community links and initiatives to maximise awareness and engagement. The university works closely with suppliers of products and services to develop new practices and products using the university's experience, knowledge and research capabilities. 	<ul style="list-style-type: none"> The Energy & Water Management strategies and their associated initiatives are visible on and around the campus and there are obvious signs of activity to promote energy & water management and encourage engagement. There are community links and initiatives to maximise awareness and engagement. There is measureable progress towards set targets and objectives which is communicated publicly and regularly.
	Communications	Training and Support	Implementation	Links to curriculum
Activity Area Description	The Energy & Water Management strategy(s) are in the public domain. There is a planned approach to communicating to relevant stakeholders the strategies, their associated activities and their implications. The strategies have clear, high-level support within the university.	Commitments and/or targets are linked to named individuals or teams within the university. Staff have either appropriate resource efficiency skills and knowledge or opportunities to develop them through access to specialist support.	There is evidence of staff and student-led resource efficiency activities across the university and beyond via the Student Union, student societies, staff groups, trade unions or individual sustainability champions	Energy & water management links to and where appropriate is embedded into formal and informal curriculum activity.
What does good practice look like?	<ul style="list-style-type: none"> Energy & Water Management strategies and associated plans are in the public domain. A co-ordinated approach to communicating the strategies to appropriate audiences is evident. The university has begun stewarding relationships with utility providers to foster cooperative working in order to achieve effective energy & water targets. At a minimum, progress is reported on an annual basis to ensure delivery against agreed targets and to also ensure the strategies still reflect best practice. 	<ul style="list-style-type: none"> Responsibility for delivering resource efficiency strategies is clearly defined within the role specification of at least one individual on campus. Those with responsibility for delivery of the strategies (or associated elements) have this clearly defined within their performance objectives and review processes. Appropriate support mechanisms can be easily identified, as can training registers of any relevant training provided or undertaken by staff and/or contractors. 	<ul style="list-style-type: none"> The Energy & Water Management strategies and their associated initiatives are visible on campus and there are obvious signs of activity to reduce resource use and to encourage engagement. The university has externally recognised energy & water management activities or has won relevant awards. Investment of time, finance and personnel reflects the university's commitment to completing all activities. Energy & water management are considered appropriate topics for induction training for all stakeholders on an annual basis. 	<ul style="list-style-type: none"> Teaching refers to the Energy & Water Management strategies and associated actions, infrastructure and technologies where appropriate. Development of research projects around Energy & Water Management are supported and pursued. Innovation and enterprise relationships are developed with local suppliers and wider businesses. Funding is sought to further develop Energy & Water Management best practice and process. The campus is used as a living laboratory, demonstrating real life examples for learning about Energy & Water Management.