

Our environmental achievements

Climate change mitigation is a cornerstone of our ESG strategy. In recent years, we have made significant progress, notably with a 28% decrease in greenhouse gas emissions in 2019/20, compared to our original 2012/13 baseline. We are now taking our climate ambitions one step further, with our net zero carbon strategy.

Topic	2020/21 target	2020/21 achievement
Ratings and Certifications	Achieve a minimum EPC A for new developments and B for major refurbishments. All new developments and major refurbishments to target BREEAM Excellent certification	None of our development/refurbishment projects completed in 2020/21, however we aim for an EPC rating of A-B as well as an 'Excellent' BREEAM certification for all our current projects.
Considerate Construction	Achieve a Considerate Constructors Score (CCS) of at least 38/50 for all developments and major refurbishments in 2020/21	None of our development/refurbishment projects completed in 2020/21, however we aim for a 38/50 CCS score for all our current projects.
Net Zero Carbon	Publish our Net Zero Carbon pathway	We published our Science-Based Targets aligned net zero carbon pathway in January 2021.
GHG Emissions	Reduce our absolute scope 1 greenhouse gas emissions by 42% by 2030 from a 2019 baseline	We reduced our scope 1&2 emissions by 28% in 2020/21 compared to 2019/20
	Reduce scope 3 greenhouse gas emissions from purchased goods related to development projects by 20% per lettable area by 2029/30 from a 2019/20 base-year	We have appointed a specialist to advise us in our embodied carbon management for current development projects.
Metering	Continue to install Automatic Meter Reads (AMR) for all landlord energy meters across the portfolio to improve data accuracy and availability	Additional AMR have been installed at three sites during 2020/21.
	Ensure all developments and major refurbishments follow the energy metering specification requirements and install smart submetering at new developments, major refurbishments and selected smaller refurbishments	All developments and major refurbishments have a Building Management System (BMS) installed with smart sub-metering throughout. As part of our commitment to reduce our impact on the environment, we have 14 sites with smart sub-metering installed allowing customers to log into our online portal to view and monitor their energy consumption.
Energy Saving Measures	Review and implement recommendations from our phase 2 Energy Savings Opportunity Scheme (ESOS) audits	This year we have implemented energy savings opportunities that are expected to result in a 1,257 MWh saving in energy consumption.
Recycling	Increase the average recycling rate to 76% across properties where we are responsible for waste management, whilst maintaining 100% diversion from landfill	Our average recycling rate across all our properties was 73% on average across the April 20 to March 21. Whilst falling short of our 76% target, this is the highest recycling rate achieved to date.
Sustainable Material Sourcing and Waste Management	Procure at least 95% of timber from certified sustainable sources, divert at least 95% of non-hazardous demolition waste and construction waste from landfill for all developments	All our development contractors are required to work towards and report against these targets.

Renewable Energy	Continue to roll out installation of solar photovoltaic (PV) panels at suitable sites	We install solar PV systems at all our new developments where possible and are carrying out feasibility studies to retrofit systems at our existing sites. We now have 13 solar PV installations across the portfolio. On-site generation will obtain a return on investment over time and play a part in our net zero carbon target. Our total generation over the past four years has increased by 221%. Six additional sites have been shortlisted to host solar panels, and the installations will take place in 2021.
Green Energy Procurement	Ensure that all new electricity contracts procured on behalf of our customers are put onto a Green Tariff contract	All electricity contracts within the Group contract are on a green tariff.
Green Transport	Trial electric vehicle charging points and review feasibility to roll out across suitable sites	We have installed 5 electric vehicle charging points at our head quarter office, with a view to expand to more sites in the coming year.
Customer Engagement	Create opportunities for knowledge sharing and engaging with our customers by rolling out customer-led environmental groups	We have successfully set up three environmental groups at our centres and planning for two more in 2021/22.
Hospitality	Engage with our cafés on sustainability matters including single-use plastic, recycling and local procurement	Our caterers have been provided with a sustainability action plan. We have now chosen Huskee as our café's take away option for reusable cups. These cups are made from recycled coffee husk.
UN SDG Alignment	Complete review and mapping exercise of the UN Sustainable Development Goals against our ESG strategy	Our 2021 annual report includes a mapping of our objectives against UN Sustainable Development Goals.

Our social achievements

We have made great progress in integrating ESG consideration into our employee's journey, including at appraisal and recruitment stage. Beyond our own employees, we also thrive to deliver social value in local communities. Building communities and improving our neighbourhoods through our focus on employment-led regeneration of London is an important part of our business strategy.

Topic	2020/21 target	2020/21 achievement
Local community	Encourage individual centres to support local community causes and monetary donations	We hosted 23 food banks for the Trussell Trust across our centres.
Volunteering	Provide more opportunities for our employees and customers to support the local community through volunteering and fundraising	38 Workspace volunteers took part in the InspiresMe CV and interview workshops for disadvantaged young Londoners.
Charity fundraising	Promote and fundraise for our nominated charity partner	Over £50,000 was raised by employees for Great Ormond St Hospital over a two-year partnership and £2,500 was donated to Kitchen Social to fund 1,000 meals for children in London. £35,000 was also donated to Single Homeless Project, our new charity partner.
Health and wellbeing	Keep supporting our employees with their mental and physical health	We have run a series of wellbeing webinars and are launching Health Shield as a new benefit offering a range of physical and mental health support.
Employee and customer surveys	Continue to collect customer and employee feedback through regular surveys	ESG questions have been included in our customer surveys and a special employee wellbeing survey was circulated in the summer of 2020.

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Employee objectives	Integrate environmental and social KPIs into the formal employee appraisal reviews	Our target setting template now includes specific guidance on how to set environmental and social goals as part of the employee appraisal process.
Training and Development	Promote and support employees through training and professional development programmes	Workspace funds professional membership subscriptions for 30 employees in RICS, CIPD and ACCA. Several employees enrolled in professional development courses in 2020/21.
Recruitment	Review our current recruitment process and improve CV screening	We have reviewed our recruitment process to now have anonymised CVs.
Inclusion and Diversity	Improve workplace diversity and inclusion.	In addition to our Equal Opportunities and Dignity at Work policy, a training on unconscious bias was delivered to our management team and is now rolled out to all employees.
Living Wage	Obtain the Living Wage certification for all employees & contractors	We are now accredited as a Living Wage employer by the Living Wage Foundation.
Community Engagement	Enhance our community engagement strategy	We conducted a social impact review to ensure our activity is targeted to those in the community most in need.