

## Doing The Right Thing (Social & Environmental) Objectives & Targets 2019/2020

<b>Right Market: Futureproofing our business</b>			
<b>Environmental: Building environmentally responsible properties that our customers want to occupy</b>			
<b>Target Ref:</b>	<b>Target Description:</b>	<b>Target Base Year</b>	<b>Target Achievement Date</b>
Target 1	Divert at least 95% of non-hazardous demolition waste by weight from landfill for all developments and major refurbishments in 2019/20	2017/18	31/03/2020
Target 2	Divert at least 95% of construction waste by weight from landfill for all developments and major refurbishments in 2019/20	2017/18	31/03/2020
Target 3	Procure at least 95% of timber from certified sustainable sources (FSC Equivalent) in 2019/20	2017/18	31/03/2020
Target 4	Investigate the applicability of using the Soft Landings for closing the performance gap between design intentions and operational outcomes	2016/17	31/03/2020
Target 5	Investigate the applicability of using SKA Ratings for measuring performance of minor refurbishment projects	2016/17	31/03/2020
Target 6	Ensure all developments and major refurbishments follow the energy metering specification requirements	2016/17	31/03/2020
<b>Social: Ensuring our business activities contribute positively to the communities of which we are a part</b>			
<b>Target Ref:</b>	<b>Target Description:</b>	<b>Target Base Year</b>	<b>Target Achievement Date</b>
Target 1	Achieve a Considerate Constructors Score (CCS) of at least 38/50 for all developments and major refurbishments in 2019/20	2017/18	31/03/2020
Target 2	Continue to work with charity partners, XLP and MyBnk to run workshops for disadvantages young people in London	2017/18	31/03/2020
Target 3	Continue to encourage our suppliers to offer apprenticeship opportunities for young people from XLP	2017/18	31/03/2020
Target 4	Review approved supplier forms to monitor compliance	2017/18	31/03/2020
<b>Right Properties: Creating spaces that people want to occupy</b>			
<b>Environmental: Reducing the environmental impacts of our properties and their related supply chains</b>			
<b>Target Ref:</b>	<b>Target Description:</b>	<b>Target Base Year</b>	<b>Target Achievement Date</b>
Target 1	Reduce our absolute Scope 1 & Scope 2 Greenhouse Gas Emissions by 20% by 2025	2012/13	31/03/2025
Target 2	Reduce our absolute Scope 1 & Scope 2 Greenhouse Gas Emissions by 16% by 2020	2012/13	31/03/2020
Target 3	Maintain our Scope 1 & Scope 2 Greenhouse Gas Emissions intensity at 0.037 kgCO <sub>2</sub> e/NLA (Net Lettable Area) until 2025	2012/13	31/03/2025
Target 4	Reduce portfolio like-for-like water intensity to 0.042m <sup>3</sup> by 2025	2013/14	31/03/2025

Target 5	Reduce portfolio like-for-like water intensity to 0.044m3 by 2020	2013/14	31/03/2020
Target 6	Ensure that all new electricity contracts are put onto a Green Tariff contract. (Green Tariff includes the following renewable sources: wind & hydro)	2016/17	31/03/2020
Target 7	Continue to roll out installation of solar panels at suitable sites	2016/17	31/03/2020
Target 8	Investigate opportunities to reduce fugitive emissions from building operations	2016/17	31/03/2020
Target 9	Review and implement recommendations from our phase 2 Energy Savings Opportunity Scheme (ESOS) audits	2018/19	31/03/2020
<b>Social: Ensuring that our properties create healthy, productive communities</b>			
<b>Target Ref:</b>	<b>Target Description:</b>	<b>Target Base Year</b>	<b>Target Achievement Date</b>
Target 1	Continue the annual survey to ensure customers are satisfied with their working environment	2017/18	31/03/2020
Target 2	Ensure that all employees are working in a healthy and productive environment	2017/18	31/03/2020

## Right Customers: Supporting our customers' values

### Environmental: Supporting our customers in reducing their environmental impacts

Target Ref:	Target Description:	Target Base Year	Target Achievement Date
Target 1	Increase the average recycling rate across all buildings to 75% where Workspace are responsible for waste management by 31 March 2020, whilst maintaining 100% diversion from landfill	2017/18	31/03/2020
Target 2	Engage with our customers on environmental performance topics through events, workshops, newsletters, posters and social media platforms	2016/17	31/03/2020
Target 3	Feedback to customers on the environmental performance of the Business Centre in which they occupy	2017/18	31/03/2020
Target 4	Actively encourage customers to reduce the amount of waste they produce	2017/18	31/03/2020
Target 5	Hold 12 sustainability-centred events in 2019/20 at targeted sites	2017/18	31/03/2020

### Social: Supporting our customers in contributing positively to their local communities

Target Ref:	Target Description:	Target Base Year	Target Achievement Date
Target 1	Continue to roll out XLP apprenticeship workshops for customers	2017/18	31/03/2020
Target 2	Roll out Inspiresme programme with XLP and local schools for customers across Workspace Business Centres	2017/18	31/03/2022
Target 3	Increase the number of volunteering opportunities for our customers to support the local community	2017/18	31/03/2022

Target 4	Continue to expand the Workspace events programme	2017/18	31/03/2020
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## Right People: Engaging and supporting our employees

### Environmental: Supporting our people in understanding and actively contributing to minimising our environmental impacts

Target Ref:	Target Description:	Target Base Year	Target Achievement Date
Target 1	Engage with Facilities Managers on improving energy performance of buildings they are responsible for	N/A	31/03/2020
Target 2	Continue to install Automatic Meter Reads (AMR) for all landlord meters across the portfolio	2016/17	31/03/2020
Target 3	Engage with our waste contractors to ensure that 70% of waste is measured by weight (rather than volume/estimated) by 31 March 2020	N/A	31/03/2020
Target 4	Engage with our waste contractors to decide on which sites would be most suitable for waste compactors to be installed in order to reduce waste collection frequency	N/A	31/03/2020
Target 5	Investigate AMR installations for water meters as a result of Water Market Reforms	2016/17	31/03/2020
Target 6	Engage with our café and catering partners on sustainability matters	2017/18	31/03/2020

### Social: Creating engaging opportunities for our people to interact with our local communities and enhance our impacts in these areas

Target Ref:	Target Description:	Target Base Year	Target Achievement Date
Target 1	Increase the number of training days for employees	2017/18	31/03/2020
Target 2	Increase the number of volunteering opportunities for our employees	2017/18	31/03/2020
Target 3	Continue to hold workshops for our employees to learn about all areas of the business including Doing The Right Thing initiatives	2017/18	31/03/2020
Target 4	Continue to support employees through training and professional development programmes as part of our strong commitment to attract the very best talent	2017/18	31/03/2020
Target 5	Engage with our café and catering partners to procure local produce	2017/18	31/03/2020

## Right Brand: Increasing reputation and recognition

### Environmental: Actively communicate transparent information regarding our environmental and community work and achievements to our key stakeholders

Target Ref:	Target Description:	Target Base Year	Target Achievement Date
Target 1	Ensure that our environmental sustainability information is available on our website for all stakeholders	2017/18	31/03/2020

Target 2	Continue to respond to benchmarking surveys to measure our performance against our peers, including the Global Real Estate Sustainability Benchmark (GRESB), Carbon Disclosure Project (CDP), and Real Estate Environmental Benchmark (REEB)	2017/18	31/03/2020
<b>Social: Actively participate in industry discussion to help drive environmental and social aspirations of the industry forwards</b>			
<b>Target Ref:</b>	<b>Target Description:</b>	<b>Target Base Year</b>	<b>Target Achievement Date</b>
Target 1	Continue our membership with the Better Building Partnership (BBP) to share best practice with the UK's leading commercial property owners	2017/18	31/03/2020
Target 2	Increase the number of visits to the Doing The Right Thing section on the customer website by promoting on social media and producing interesting content and case studies	2017/18	31/03/2020
Target 3	Increase the number of Doing The Right Thing social media posts to reach more customers	2017/18	31/03/2020