



We create Places People Prefer

Sustainability Update for
Colleagues and Suppliers 2016

Wellbeing

Community

Future proofing


Skills and opportunity

We are placemakers

Through our sustainability strategy we enliven places and nurture people's wellbeing, connect with local communities, design for the future and enhance local skills and opportunities.

Our strategy

Our 2020 sustainability strategy is built around four focus areas, which address major social, economic and environmental trends to create value for our stakeholders and the wider society.

<p><i>How can we promote health, enjoyment and productivity as the way people work, shop and live changes?</i></p>	 <p>Wellbeing</p>	<p>Creating places that nurture wellbeing, benefiting occupiers and people who work, shop and live in our places</p>
<p><i>How can we build trust and strengthen connections with local communities?</i></p>	 <p>Community</p>	<p>Building trust by supporting successful local communities, benefiting local people and businesses</p>
<p><i>How can we equip our places to perform for the long term in a changing environment?</i></p>	 <p>Future proofing</p>	<p>Generating cost efficiency and income from future proofed assets, benefiting investors and joint venture partners</p>
<p><i>How can we build skills and support thriving local economies?</i></p>	 <p>Skills and opportunity</p>	<p>Developing skills and opportunities to help local people and businesses grow, benefiting local authorities and suppliers</p>

For more on our strategy and progress: www.britishland.com/sustainability

A big thank you

to everyone involved for making excellent progress on our challenging 2020 sustainability goals – benefiting occupiers, investors, staff, suppliers, the people who work, shop and live in our buildings, and the wider society.



We put our **wellbeing principles** into practice at our offices and shopping destinations



We launched our new **Local Charter** nationwide



We piloted photovoltaic panels at **St Stephen's**, Hull



We boosted the regional economy at **Meadowhall**, Sheffield

“*In the first year of our 2020 sustainability strategy, we are delighted to have been awarded The Queen's Award for Enterprise: Sustainable Development.*”

This award recognises the efforts and achievements of people across our entire business and supply chain. We received the accolade for continuous achievement over five years, bringing major economic, social and environmental benefits to the UK.

I am excited about what we can achieve over the next five years, as we further integrate sustainability through placemaking. Sustainability is a powerful tool to deliver lasting value and positive outcomes for us and our stakeholders, creating Places People Prefer.”

Lucinda Bell

Chief Financial Officer at British Land and Chair of our Sustainability Committee





Creating places that nurture wellbeing and productivity

Our approach

- Providing safe, well-managed environments for the people who work, shop and live in our places.
- Partnering with occupiers to pilot wellbeing and productivity features.
- Increasing worker, shopper and resident preference by inspiring wellbeing and productive working.

Measuring results

- 4.2/5 visitor score for the shopping experience.
- 87% employee score for our offices supporting their wellbeing.
- We're also working with occupiers and partners on meaningful measures for wellbeing and productivity in offices.

99%

of employees find our new space an enjoyable work environment.

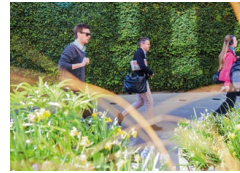


We tested wellbeing innovations at our own Head Office.

appointing MoreySmith to redesign the space and The Monomoy Company to measure wellbeing and productivity. The results show that staff feel happier, healthier and more productive. 99% find the new space an enjoyable work environment, up from 69%. We are now rolling out initiatives elsewhere, from increasing natural light, views out and greenery, to encouraging active living and social interaction.



© MOREYSMITH



Public realm improvements

at Paddington Central include creating green walls, improving walkways, upgrading cycle links, adding sociable seating areas and more. Our next phase of improvements will introduce an outdoor games room, library and kitchen garden.



“

The improvements across the campus are making Paddington Central a more enjoyable place for people to spend time.”

John Vouniotis, Building Services Manager at Kingfisher plc



WorldHost and Dementia Friendly training

rolled out at our properties, with over 800 managers, cleaners, receptionists, security officers and other team members completing customer service training to welcome and support visitors.



£30.4m

invested in public realm improvements at our places this year.

BL:ueprint makeovers

at several centres put our wellbeing principles into practice – creating wider, safer walkways, upgrading cycle links, building accessible visitor facilities, introducing community artworks, creating green spaces and adding children’s play areas.





Building trust by supporting successful local communities

Our approach

- Connecting with communities so we understand local needs.
- Improving how local people can influence decisions at our places.
- Enlivening our places by increasing opportunities for activities that promote trust and enjoyment.

Measuring results

- 29,500 people benefited from our community programme, including apprentices, jobseekers and children.
- 84% of British Land employees took part in community activities, including skills-based volunteering.
- £1.7 million donated to communities through cash, time and gifts-in-kind.
- We're also piloting surveys to measure community trust at our places, as well as assessing how engaged and understood local communities feel.

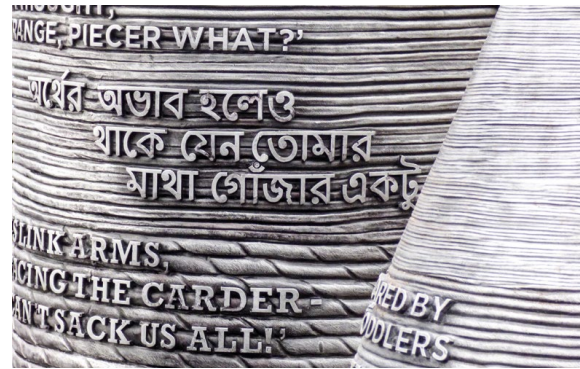
Awards this year include



Local Charter

launched, building on the success of our Community Charter.

More than 17,000 schoolchildren have taken part in fun, educational literacy events at our shopping destinations over five years. Our ongoing support for the National Literacy Trust's Young Readers Programme helps young people improve their reading skills and builds local trust.



Celebrating local heritage and connecting with local communities through art. At Elk Mill, Oldham, sculptor Emma Hunter involved local schoolchildren, former mill workers, local poet Cathy Crabb and other local residents in creating a series of artworks to celebrate the area's cotton-spinning heritage, as part of BL:ueprint makeovers.



St Stephen's has been a key supporter of HullBID, contributing hugely to our success and helping keep the city centre safer, cleaner and busier."

Katherine Shillito at Hull Business Improvement District (HullBID)



Almost 900 young people gained insights into careers in the built environment this year through our support for the Construction Youth Trust's Budding Brunels, Reading Real Estate Foundation's Pathways to Property and Urban Land Institute's UrbanPlan UK. These include students at Bacon's College and Westminster Academy.



5,440 hours

of volunteering by our suppliers, up from 2,560 last year, benefiting local communities.

520 local people benefited from our fourth annual Community Day, with our volunteers connecting with communities, including delivering mentoring support for charity partners, workshops for jobseekers, learning experiences for children and events for local residents.



Generating cost efficiency and income from future proofed assets

Our approach

- Improving operational efficiency and reducing occupier costs.
- Increasing on-site energy generation and associated revenue.
- Preparing for resource constraints and regulation through materials and process innovation.
- Protecting value by reducing flood risk.

Measuring results

- 38% reduction in energy intensity and 40% lower carbon intensity than 2009 (2020 target 55%).
- 82% of office developments on track to achieve BREEAM Excellent and retail Excellent or Very Good (2020 target 100%).
- 98% of waste diverted from landfill at our properties and developments (2020 target 100%).

Awards this year include



“

British Land's smart metering helps the property team do a great job of managing things like heating, cooling, lighting and air quality in the building – both for our comfort and for energy efficiency. It's a fantastic working environment.”

Megan Goring of Whiteford Wealth Management

£13m

energy cost savings for us and our occupiers through efficiency improvements over the past four years.



PHOTO COURTESY OF HULL DAILY MAIL



1,100 photovoltaic panels installed at St Stephen's, Hull, by Syzygy Renewables, fulfilling a third of all electricity demand in common areas, generating a return on investment of 14% over 25 years and saving 3,000 tonnes of carbon.

World's first BREEAM Outstanding

Fit-Out achieved by Broadgate Estates, GVA Acuity, Magnus + Associates and Overbury at Paddington Central. As well as being highly efficient, the new environment is helping Broadgate Estates attract and retain the best talent.



7,270 tonnes less embodied carbon

planned at 100 Liverpool Street, with Hopkins Architects, AKT II and Greengage seeking to re-use as much building structure as possible. Design improvements are set to save a further 4,360 tonnes versus the original concepts, introducing cement replacement, recycled aluminium and lightweight engineered beams, all at no extra cost.



3.1m sq ft

of new offices, shops and leisure space on track to achieve BREEAM Excellent.

We support RE100, committed to purchasing electricity from renewable power in our own space and across service charge space.





Developing skills and opportunities to help local people and businesses grow

Our approach

- Improving skills in areas where they are needed most.
- Contributing positively to local economies through local procurement and employment.
- Partnering with occupiers and suppliers on fair working practices.

Measuring results

- £27.7 million spent with firms within 25 miles of our properties, fuelling regional economies.
- 100% of employees and 72% of the supplier workforce at our properties paid the Living Wage Foundation wage.
- 120 apprentices supported at our places by us and our suppliers. We're also getting data on apprentices in our supply chain, towards our 3% target by 2020.

Awards this year include



Around half the materials and labour for our Meadowhall refurbishment are being sourced from companies within the Sheffield City Region, bringing £25 million to the regional economy. A recent study also revealed that the Centre supports 1 job in every 100 across the region and 660 apprenticeships over five years. For more: www.britishland.com/meadowhall25

100%

of the bespoke steelwork for the malls in the Meadowhall refurbishment is being supplied by Sheffield firm EE Ingleton Engineering.



All 247 staff for the new Primark store at Fort Kinnaird, Edinburgh, were recruited through the on-site Recruitment & Skills Centre. Since opening in 2013, the Skills Centre has helped 2,500 people secure work and develop their skills, and supported 150 employers.



Almost 100 unemployed young people

benefited from retail and hospitality training at our properties this year, gaining valuable skills and work experience. Around two-thirds moved on to work and other positive outcomes soon afterwards.



“

Expanding Edinburgh's economy through the Strategy for Jobs is one of our top priorities and the Recruitment & Skills Centre at Fort Kinnaird is helping us do this.”

Councillor Frank Ross of the Corstorphine/Murrayfield Ward and Edinburgh's Economy Convener



174 East London jobseekers have found work with our suppliers and occupiers at Broadgate since 2012, including 15 apprenticeships, through Broadgate Connect, our employment and training initiative with the East London Business Alliance.

£53m

spent with small and medium-sized enterprises (SMEs) on just four developments this year, with a pilot study revealing that over 50% of spend went to SMEs.



We've been sustainability leaders for a long time – and we work hard to get better all the time

MEMBER OF
Dow Jones Sustainability Indices
In Collaboration with RobecoSAM

2015: 94th percentile
Listed since 2003



2016: Queen's Award for Sustainable Development
Continuous achievement over 5 years



FTSE4Good

2015: 98th percentile
Listed since 2003



2015: 100% score for disclosure and B for performance
5th year running in CDP Leadership Index



2015: Global Real Estate Sustainability Benchmark
Sector Leader Europe
2nd year running



2015: European Sustainability Reporting Awards Gold
4th year running

Further information

Sustainability information is integrated throughout our Annual Report:



www.britishland.com/annualreport

For more on our sustainability strategy and performance, including progress on targets, GRI Index and UN Global Compact Communication on Progress:



www.britishland.com/sustainability

For detailed sustainability performance data, reporting criteria and Independent Assurance Statement:



www.britishland.com/data

Reporting standards and assurance

Selected key sustainability data independently assured by PwC. We report in accordance with the Global Reporting Initiative (GRI) G4 core option guidelines. This report covers 98% of our multi-let managed portfolio by value (66% of assets under management) and 100% of development projects. '2016' refers to 1 April 2015 to 31 March 2016.

About British Land

We own, manage and develop high quality commercial property, focused on shopping and leisure destinations around the UK and offices and residential in London. Our objective is to deliver long term and sustainable total returns to all our stakeholders. We do this by focusing on Places People Prefer.

Contact us

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