

CANARY WHARF

GROUP PLC

## Corporate Responsibility Report



Years of Business at Canary Wharf



Years of Corporate Responsibility Reporting



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## Verification

Bureau Veritas provides an  
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## Local Suppliers

This report was produced with the help of the  
following local suppliers:

- **DESIGN AND PROJECT MANAGEMENT:**  
Runwild Media Group - [www.runwildgroup.com](http://www.runwildgroup.com)
- **PRINTING:** Park Communications Limited -  
[www.parkcom.co.uk](http://www.parkcom.co.uk)
- **PHOTOGRAPHY:** Folio Photography -  
[www.foliophoto.co.uk](http://www.foliophoto.co.uk)
- **PHOTOGRAPHY:** Inview Photography -  
[www.inviewphotography.co.uk](http://www.inviewphotography.co.uk)
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# About Us

Canary Wharf Group plc is an integrated property development, investment and management group of companies

Canary Wharf Group plc (‘Canary Wharf Group’ or ‘the Group’) has achieved one of the greatest feats of civic transformation – developing previously derelict docklands into over 15 million sq ft of office, retail and leisure space across its iconic business and shopping district in inner London.

In the last two decades it has developed more top-quality office space in London than any other company, helping to position the capital as one of the best places in the world to locate a business.

The 35 completed buildings at Canary Wharf include three shopping malls and are occupied by some of the world’s best companies employing 95,000 people in a diverse range of industries.

Canary Wharf Group has successfully delivered several projects away from Canary Wharf, including in the City of London. All design, construction and project management is undertaken by Canary Wharf Contractors Limited, the UK’s foremost exponent of tall building design and construction.

Canary Wharf Group and its joint venture partners have planning permission to approximately double Canary Wharf’s working population over the next 20 years. These sites offer bespoke office buildings designed and constructed to the highest standards of architecture, infrastructure and resilience.

Canary Wharf Group has developed more than 200 shops, bars, cafes and restaurants at Canary Wharf, including many of the world’s leading brands. It runs over 100 performing arts and events annually, most of which are free. More than 60 art works by 45 artists and designers are on public display throughout Canary Wharf.

The Group has been named one of the *Sunday Times* Best Green Companies in the UK since 2008, was the *Property Week* Offices Developer of the Year 2010 and won the Christie’s Award for Best Corporate Art Collection at the International Art and Work Awards 2010.

## Reporting Objectives

Canary Wharf Group strives for environmental, social and economic sustainability, both in its own operations and those of its stakeholders.

This report demonstrates Canary Wharf Group’s performance against corporate responsibility targets in the 2010 calendar year. In line with corporate best practice the Group’s performance and the content of this report are verified by Bureau Veritas, an independent expert in environmental and social responsibility.

Further information can be found at [www.canarywharf.com](http://www.canarywharf.com)



# Chief Executive’s Statement

Welcome to Canary Wharf Group’s tenth annual Corporate Responsibility Report



George Iacobescu CBE

Our first edition of this report was published in 2001. Since then Canary Wharf has undergone dramatic change and rapid growth, with the working population more than doubling to 95,000.

As London’s centre of gravity shifts eastwards, Canary Wharf is increasingly seen as an integral part of Central London, helping the world’s best businesses invest and expand in the capital.

Achieving this scale and speed of development has only been possible through an emphasis on sustainability.

So how do we achieve this? Partly it comes from ‘living above the shop’. For 20 years our team has largely focussed on one location, a previously derelict patch of docklands, giving it a sense of place that will last for centuries. This requires a unique attention to quality and detail, a willingness to work positively with our community and above all, a long-term vision.

Operating all the way across the property supply chain, from planning, design and construction through to finance and management, means we can control and embed sustainable practices in all aspects of our projects.

This report is largely devoted to the past; however there were two very positive developments in 2010 which bode very well for the future.

The first is an agreement with J.P. Morgan to locate its European Headquarters at 25 Bank Street and to restart construction up to ground level on the Riverside South project. This is a huge vote of confidence in London. It will see the

working population of Canary Wharf climb above 100,000 for the first time in 2012.

The second is Canary Wharf Group’s continued success away from the Canary Wharf estate. In 2010 the Drapers Gardens project in the City of London was successfully completed, let and sold. At the end of 2010 we entered a joint venture with Land Securities to build the beautiful and iconic Walkie Talkie building at 20 Fenchurch Street, also in the City.

“ The challenge for the next 20 years is to continue to pump the economic lifeblood into our local communities and provide a built environment that will sustain and win admiration from generations to come ”

As we increasingly apply our skills and experience to projects outside Canary Wharf, we will take our culture of corporate responsibility with us.

The economic ‘heart’ of the Docklands has been given a transplant in the past 20 years, to the benefit of London and the UK. The challenge for the next 20 years is to continue to pump the economic lifeblood into our local communities and provide a built environment that will sustain and win admiration from generations to come.

GEORGE IACOBESCU CBE  
CHIEF EXECUTIVE  
CANARY WHARF GROUP PLC, MAY 2011



# 2010 Highlights

Key achievements in a monumental year of corporate responsibility initiatives



**Record level of achievement**  
Canary Wharf Group attained a record 85.9% in its corporate responsibility performance objectives, the highest in ten years of reporting as independently verified by Bureau Veritas.



**Best Green Companies**  
Canary Wharf Group ranked number 22 on the *Sunday Times* 60 Best Green Companies list, up nine places on the previous year. It is the third year in a row Canary Wharf Group has made the list.



**East London Business Place helps thousands of businesses**  
East London Business Place has registered over 3,200 small local businesses. Since 1997 the free service has helped local SMEs to win £680m of contracts at Canary Wharf and other major developments in East London.



**Job growth**  
Canary Wharf's working population reached 95,000 in 2010. It will climb to 105,000 in 2012 when J.P. Morgan moves its European headquarters to 25 Bank Street and Shell moves staff to 40 Bank Street. Approximately one in four of these jobs belong to a resident living in a local borough.



**One Canada Square gets a green make over**  
A retrospective fit out of equipment in Britain's largest office building has saved nearly 1,000 tonnes of carbon emissions per annum.



**Recycling construction waste**  
Canary Wharf Contractors Limited has recycled 99% of construction waste generated from its building sites.

KPMG, 15 Canada Square, named Sustainability Project of the Year by the Royal Institution of Chartered Surveyors



## 1. Local Economy

Canary Wharf Group schemes have helped small local businesses win over £680m of contracts

This report is available online at [www.canarywharf.com](http://www.canarywharf.com)



# 20 Years of Supporting Local Business

Two decades of investing in local business has aided the area’s transition from derelict dockland to London’s economic powerhouse



Canary Wharf Group has a long track-record in supporting the local economy, investing human and financial resources to deliver long term sustainable benefits.

This has helped to achieve significant economic developments in just 20 years, which would normally have taken generations of organic evolution.

When the first businesses arrived in Canary Wharf in 1991 it represented a new and very different heart for the local economy than its predecessor, the former West India Docks, which had progressively closed from the middle of the 20th century.

Secondary businesses which previously supported the docks had disappeared, followed by recreational trades, causing low levels of economic activity and high levels of unemployment.

Aware of the scale of social and economic deprivation, Canary Wharf Group’s economic development efforts have focused on supporting the shift from the predominantly manual based industries to the growing service based labour markets.

**Economic Development Schemes**

In a groundbreaking initiative in 1989 the Group began to promote the use of local construction companies for sub-contracts and encourage local residents to register for construction labour. This challenged normal

practice at the time, as trade contractors tended to use their own tried and tested sub-contractors and labourers.

In the first major phase of construction, ending in 1991, over £48 million worth of business was placed with local companies and over 500 Tower Hamlets residents gained construction employment on site.

When the second phase of major construction started at Canary Wharf in 1997, a more comprehensive and permanent programme to help local businesses was put in place. The Local Business Liaison Office (LBLO) was created to maximise the tender opportunities for contracts arising from the construction of the Canary Wharf development. This encouraged the placement of contracts and purchase orders across a spectrum of local East London businesses, including non-construction companies.

Since its inception in 1997 the LBLO, and its successor the East London Business Place, (ELBP) have helped thousands of local suppliers to secure over £680 million of business.



# East London Business Place Achievements in 2010

The East London Business Place initiative continues to flourish, with more than 3,200 businesses registered



Canary Wharf Group continues to lead the East London Business Place (ELBP) initiative. For almost three years, thanks to funding from the London Development Authority, Canary Wharf Group and several local authorities, the East London and Thames Gateway business community has benefited from the support of this unique local procurement vehicle. ELBP is a free service, which links local small to medium enterprises (SMEs) with buyers from major organisations in East London and the Thames Gateway, including those in Canary Wharf, the London 2012 Olympics and Paralympics Site and other developments.

ELBP has outperformed all targets set up to March 2011. By December 2010 ELBP had registered over 3,200 businesses. This is against a target of 2,700 registered businesses by March 2011.



## Case Study Hyperstream

Alan Son signed his Tower Hamlets-based multimedia production company Hyperstream Limited up to ELBP in 2007. He was looking for opportunities to meet potential new clients in the East London area.

Alan has been able to attend ELBP’s free workshops and networking events which enabled him to gain new business knowledge as well as the opportunity to network with other local businesses that may require his services.

Alan has attributed three new contract wins to the support provided from ELBP. He has also partnered with another ELBP member organisation to expand their combined services.



The project had also helped local SMEs secure 3,114 contracts totalling over £79.6 million against a target of £30m by March 2011. The vast majority of the contracts are of a size easily accessible to SMEs, with 86% valued at less than £10,000.

“Joining ELBP has given me much more confidence to get out there and win the business that we need, and my experience has indeed been one of inspiration”

Alan Son, Hyperstream

ELBP has ensured that businesses are ‘fit to supply’ with relevant policies in place to be in an even better position to win contracts. By December 2010 1,545 companies met this criterion.

SMEs have been supported through events, workshops, seminars and 1-2-1 specialist support. The number of businesses supported is a key objective for the project and, by December 2010, the March 2011 target had been exceeded by 7%, with 2,783 businesses supported over a three year period.



# Job Creation

Canary Wharf’s working population continues to grow and diversify, despite the challenging economic climate

### Job Growth in 2010

Canary Wharf’s working population expanded from 93,000 to 95,000 in 2010, keeping the supply of jobs buoyant at a time of higher unemployment elsewhere in the economy (Graph 1.1). The workforce continued to diversify, with non-financial services office staff, retail and hospitality jobs among the areas of growth (Graph 1.2).

KPMG, Moodys, State Street and Mastercard all opened new office space on the Canary Wharf estate in 2010 and Barclays Capital, FSA and HSBC all agreed to expand their existing space.

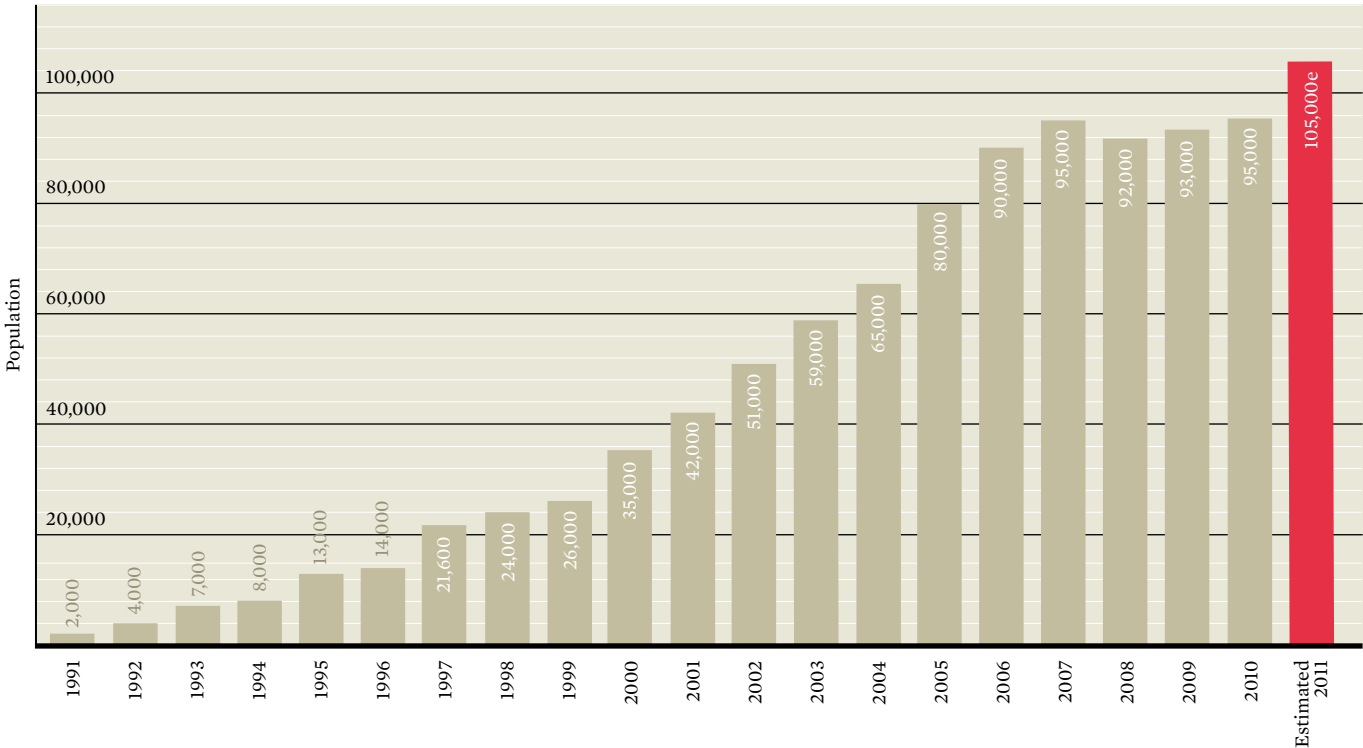
New retail outlets also opened, including leading fashion brands Levi Strauss, Aquascutum and Tiffany & Co together with restaurants Rocket and Byron. Canary Wharf’s retail areas are virtually fully let, with several stores looking to expand into unused car park space.

In December 2010 Canary Wharf Group agreed a deal with J.P. Morgan which will see the leading financial services company base its European headquarters at 25 Bank Street from 2012. This, along with other companies moving in such as Shell and Fitch Ratings, means the working population will climb to 105,000 in 2012.



Canary Wharf Group continued construction on the Canary Wharf Crossrail Station and is due to restart work on J.P. Morgan’s Riverside South project in 2011, bringing the site up to ground level. The Group has also begun work on the 20 Fenchurch Street ‘Walkie Talkie’ project in the City of London in a joint venture with Land Securities, providing a significant boost to the construction industry and London economy.

1.1 Canary Wharf Working Population

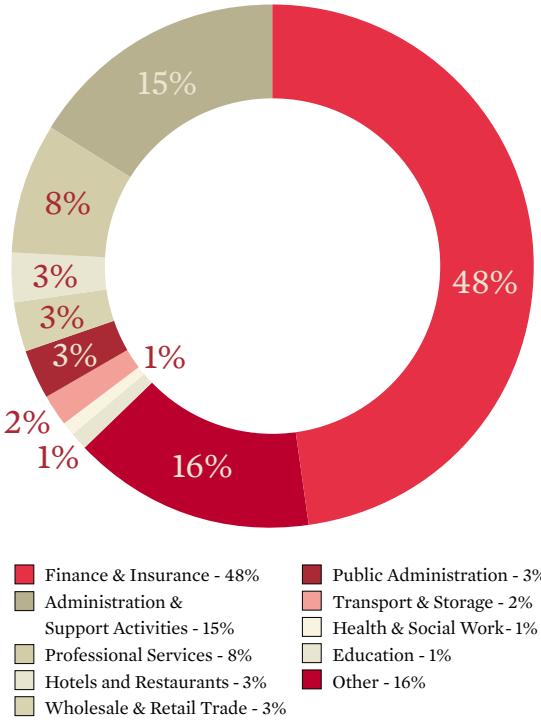


# Jobs for Local People

Canary Wharf Group provides training and opportunities for local people to work in a thriving business and shopping district



1.2 Canary Wharf and Immediate Surrounding Area\* Structure of the Workforce



When the first buildings in Canary Wharf opened their doors 20 years ago, the surrounding area in Tower Hamlets had been devastated by years of industrial decline. A crucial component of the success of Canary Wharf would be the possibility of local people to gain employment on the estate and share in the economic benefits.

“ The working population of Canary Wharf will climb above 100,000 for the first time in 2012 ”

Since then initiatives like **SKILLSMATCH**, which is a joint venture between Canary Wharf Group and Tower Hamlets Council, links local people to jobs and training opportunities and have seen numbers of local people working at Canary Wharf steadily rising. The opening of a dedicated **RECRUITMENT AND TRAINING CENTRE** at Heron Quay in 2006 provided office space at Canary Wharf for Tower Hamlets residents to take advantage of the courses and training available.





# Graduate Employment and Training Hub

Providing young people with the skills and aspiration to help them fulfil their potential

In 2010 Canary Wharf Group's determination to promote local employment was taken a stage further with the opening of several exciting new projects in temporary office accommodation at Heron Quays, Canary Wharf. This maintained Canary Wharf Group's tradition of providing rent-free office space for innovative community and charity initiatives. These form a new graduate employment and training hub, addressing an acute problem in East London where local young people, often the first in their families to go to university, are achieving the qualifications necessary to get into graduate level roles but failing to make it through the recruitment process.

The **FASTLANERS** project is run by the Young Foundation charity. It provides an intensive two-week finishing school for local graduates to improve their soft skills such as CV writing, interview techniques, networking and presentation.

After the programme the participants are helped with job applications, work experience and internships. 40 graduates completed the Fastlaners course in 2010.

In the same building Canary Wharf Group has provided rent free space to the **UNIVERSITY OF EAST LONDON** for its graduate assessment centre, supporting graduates into paid employment.

“Fastlaners is one of a number of projects trying to give rapid and intensive high quality training and support to make sure graduates get a foot in the door”

*Rushanara Ali MP, Associate Director of the Young Foundation*

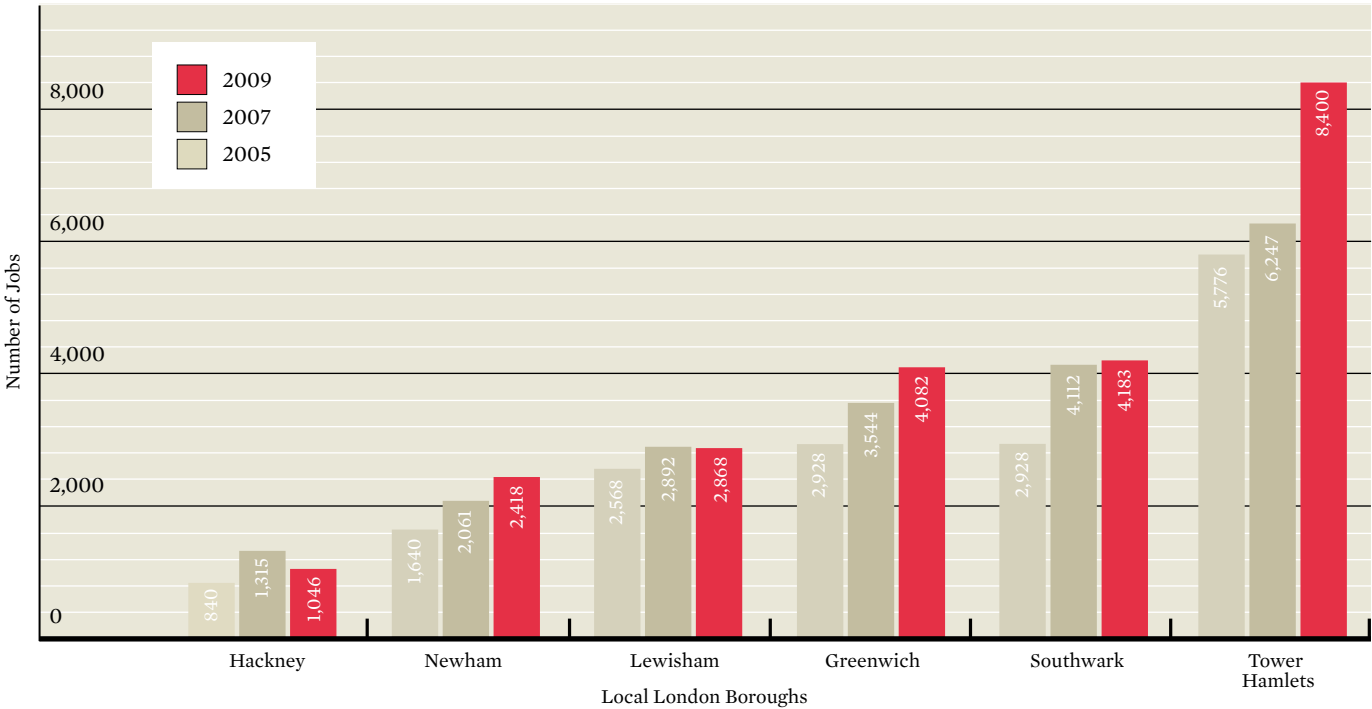
**UK YOUTH** has also opened office space provided by Canary Wharf Group at Heron Quays. It is a leading national youth charity that supports over 750,000 young people around the UK annually, helping raise aspirations and offering accredited education programmes and activities.

**CITY GATEWAY** has opened a training and enterprise centre for local youths. School leavers are learning IT skills and entrepreneurial skills, before working in City Gateway's own social enterprise small businesses, or taking apprenticeships with major companies around Canary Wharf or the City of London.

Operating from this building City Gateway has now become the leading provider of apprenticeships in Tower Hamlets.



1.3 Local Residents employed at Canary Wharf 2005 to 2009



25 Bank Street, the new J.P. Morgan European Headquarters

## 2. Environment

Canary Wharf Group has been named in the Sunday Times Best Green Companies list three years in a row





# Energy and Biodiversity

Reducing greenhouse gases and encouraging rare and native species

### Energy Consumption

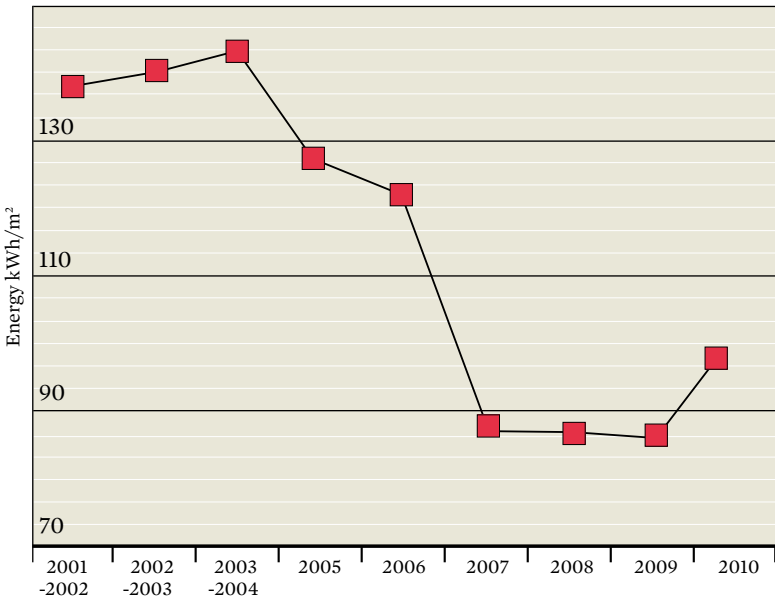
During 2010 energy use in buildings and facilities managed by Canary Wharf Group increased from 88.05kWh/m<sup>2</sup> (2009) to 98.06kWh/m<sup>2</sup> (2010). The increase was primarily due to an increase in working population.

Offices only occupied by Canary Wharf Group staff reduced consumption from 1,282,502kWh (2009) to 1,267,774kWh (2010) a decrease of 1.15%.

Total energy consumption was up across the Canary Wharf Group Portfolio by 1.25%, which was lower than the gain in working population (2.15%).

“ Total CO<sub>2</sub> savings to date on the retrospective fit out of One Canada Square are close to 1,000 tonnes per annum ”

1.4 Canary Wharf Group and Tenant Energy Consumption (kWh/m<sup>2</sup>)



### Case Study: One Canada Square Retrospective Fit Out

The iconic One Canada Square is the UK's tallest operational building. It stands 50 storeys high, was completed in 1991 and includes among its tenants Moodys, Trinity Mirror, Euler Hermes, Metlife, HSBC and Canary Wharf Group itself.

The building is currently undergoing a number of energy efficiency improvements undertaken by Canary Wharf Contractors Limited. These have reduced the carbon emissions associated with its operation by close to 1,000 tonnes of CO<sub>2</sub> per annum. They include:

- Installation of a new gas hot water heating system with high efficiency boilers. These will eventually replace the electric heating currently used in the building.
- Conversion of the original air conditioning systems powered by fans to a water based system, allowing beams within the building to be 'water cooled'.
- Replacement of outside air supply air handling units. The new units incorporate hot water heating and a 'heat recovery coil'.
- Light fittings are being replaced on 11 refurbished floors, including movement sensors and daylight dimming.
- Occupancy sensors and energy efficient light fittings are being installed in the toilet and stair case lighting.

The works are being carried out in an occupied building with minimal disruption, thanks to the effective displacement of existing machinery and working outside of typical business hours.



**Biodiversity**

Canary Wharf Group has an action plan in place to enhance the biodiversity of the Canary Wharf estate and local area, including supporting rare and native plants, insects, birds and other wildlife.

This includes the sustainable management of 20 acres of landscaped parks, plazas and walkways which feature approximately 1,000 trees, 88 floral species and 70,000 seasonal plantings.

Canary Wharf has one of the UK's highest concentrations of 'green roofs,' covered in Sedum moss and other plant life. The surrounding docks are teeming with fish, nesting birds and at least one resident seal.

Plans are in place to increase green space at Canary Wharf in the future, including a 'rooftop park' above the Canary Wharf Crossrail Station and green 'eco-islands' in the dock, as part of the Wood Wharf Development.

**Canary Wharf Migrant Bird Survey**

In 2010, under endorsement from the Royal Society for the Protection of Birds and with help and advice from birdwatchers David Lindo and Ken Murray, Canary Wharf Group facilitated a survey which documented migrant bird sightings at Canary Wharf over the main autumn migrating period.

The survey aimed to test a theory, originally developed by Ken Murray, Charles Fentiman and Andrew Middleton, that the lights of Canary Wharf's iconic towers could be a 'navigation aid' for significant numbers of migrating birds after making land fall on the east coast.

During the survey the lights on the pyramid of One Canada Square, which are normally turned off at midnight, were left on throughout the evening. Bird watcher Ken Murray identified the following migratory birds over the study period:

- Firecrest
- Wheatear
- Song Thrush
- Jay
- Migrant Blackbird
- Redwing (heard only)
- Migrant Robin
- Blackcap
- Chiff Chaff



- Canary Wharf Group Corporate Responsibility Awards 2001-2010**
- 2010**
- Sunday Times Best Green Companies List 2010
  - Christie's Award for Best Corporate Art Collection and Programme  
International Art and Work Awards 2010
  - Diamond Award for Environmental Performance  
Mayor of London Green Awards 2010
  - Gold Award Canary Wharf Crossrail Station  
Green Apple Awards 2010
  - Carbon Trust Standard 2010
  - RICS Sustainability Project of the Year 2010  
15 Canada Square (KPMG)
- 2009**
- Sunday Times Best Green Companies List 2009
  - Waste Management, Building and Construction Silver Award  
Green Apple Awards 2009
  - Platinum Award  
London Green 500
  - Property Deal of the Year  
Property Week Awards 2009
  - Highly Commended in the Best Environmental Business Category  
Archant London Environmental Awards 2009
- 2008**
- Sunday Times Best Green Companies List 2008  
(Canary Wharf Contractors Limited)
  - Property Company of the Year  
Estates Gazette Awards 2008
  - Property and Estate Management Gold Award  
Green Apple Awards 2008
  - Conservation and Wildlife Silver Award  
Green Apple Awards 2008
- 2007**
- Building and Construction – Bronze Award  
Green Apple Awards 2007
- 2004**
- Corporate Social Responsibility Award  
RICS Property Management Awards 2007
- 2003**
- Client of the Year  
The 2003 Building Awards
- 2002**
- Office Developer of the Year  
IAS/OAS Office Development of the Year Awards 2002
  - Best First Time Reporter, Environmental Reporting Category  
ACCA UK Awards for Sustainability Reporting 2002
- 2001**
- Business Enterprise Award,  
Royal Bank of Scotland / Sunday Times Enterprise Awards 2001



# Waste Management and Transport

New recycling technology and transport links are reducing environmental impact

## Waste Management

In 2010 Canary Wharf Group continued to evaluate and implement new systems to reduce waste produced from the Canary Wharf estate.

A trial of composting food waste was put in place with the co-operation of McGraw-Hill and BP in 20 Canada Square. This proved a success with the amount of waste either recycled or sent for composting standing at 72% in December 2010 compared with 39% in January 2010.

In August 2010 a glass imploder was installed in Jubilee Place loading bay. This ‘grinds down’ glass from hospitality outlets on site. The resulting recycled waste is used in materials to build roads around the UK.



Excavated waste from Riverside South is transported for recycling via River barge

CONSTRUCTION PROJECT	TOTAL WASTE PRODUCED (TONNES)	TOTAL WASTE RECYCLED (TONNES)	PERCENTAGES RECYCLED
Canary Wharf Crossrail Station	52,048.55	51,718.37	99%
Riverside South	75,315.04	74,511.01	99%
Belmouth Passage	270.64	221.02	82%

## Construction Waste

Canary Wharf Contractors Limited implements waste management plans across its construction sites. It achieved an overall recycling rate of 99% in 2010. The company also endeavours to use carbon efficient methods of transporting waste from site, such as river barges.

## Transport

Canary Wharf Group’s transport strategy includes working with stakeholders to improve access to Canary Wharf and encourage forms of transport other than private cars.

Over 90% of Canary Wharf’s 95,000 commuters travel by means other than private car, mostly via tube and DLR.

The number of commuters from areas east of Canary Wharf continues to grow, reflecting the area’s rapid regeneration.

The much improved East London Line reopened in June 2010. It connects with Canada Water, one stop from Canary Wharf, and is part of a London orbital rail network which is to complete in 2012.

Upgrade work on London Underground’s Jubilee Line continues. When complete it will improve capacity by 33% at peak times.

From 2018 Crossrail will vastly improve capacity at Canary Wharf with new 12 car trains. Journey times will be cut to many

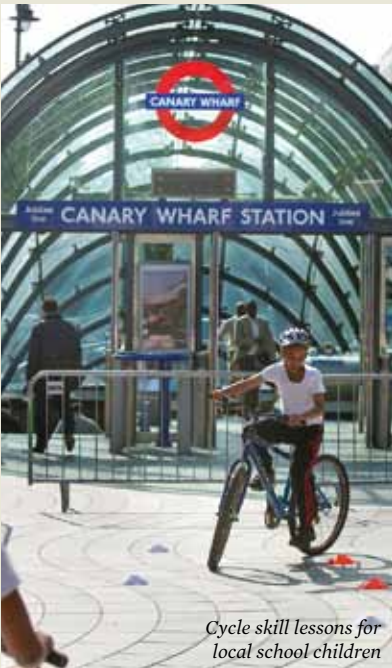
destinations across London including Canary Wharf to Liverpool Street in seven minutes and Heathrow in 44 minutes.

### Cycling Initiatives

Nearly 4% of Canary Wharf commuters cycle to work, encouraged by an increase in bike stands at Canary Wharf and various Government initiatives to encourage use of bicycles.

In 2010 an agreement was reached with Transport for London to implement 500 Barclays Cycle Hire Scheme bikes on the Canary Wharf estate by summer 2012.

In June 2010, Canary Wharf Group hosted the Halfords Tour Series cycle event for the first time. Leading professional cyclists raced around the Canary Wharf estate; local school children were given cycle skills lessons and corporate teams from Canary Wharf-based companies conducted their own ‘pro-am’ race, which was won by Barclays Capital.



Cycle skill lessons for local school children



Singing Playgrounds Concert, East Wintergarden

# 3. Community

Canary Wharf Group invests in organisations and activities that clearly enhance the prospects and cohesion of local people



# 20 Years of Supporting the Community

For two decades Canary Wharf Group has sought to improve the prospects of local people

Before construction of Canary Wharf began in the late 1980s the local area suffered from neglected infrastructure and rising levels of unemployment, poverty and crime.

Canary Wharf Group and its predecessor organisations saw the need to invest strategically in the local community over a long period of time, to recreate the economic backbone that was no longer provided by the docks.

There was an early recognition that the Group had to go out into Tower Hamlets and become active at the grass roots where it could make a real difference.

The Group initially employed a former dock worker and Isle of Dogs resident, Peter Wade, to lead the efforts to engage with the local community. Under Peter Wade's guidance it began to invest in schools, sports clubs, community groups, housing associations and faith organisations where they were clearly enhancing the prospects and cohesion of local people. It also provided expertise, for example helping Culloden School in Poplar to project manage the extension of school buildings.

The Group steadily added people to the Community team over the years, which now numbers 13 full time staff along with Reverend Dr. Fiona Stewart-Darling, Bishop's Chaplain of Docklands.

In addition to its own activity Canary Wharf Group seeks to involve major Canary Wharf-based companies in the local community.



Canary Wharf in the late 1980s

“ The Canary Wharf estate provides community facilities in the form of parks, art works, shopping malls, an Idea Store and a Prayer Room ”

Canary Wharf Group has been instrumental in the set up of several community organisations, including the Isle of Dogs Community Foundation, the Legacy Trust, Career Academies UK and Teach First. Additional support has been provided in the form of free office space to charities on the Canary Wharf estate.

An added benefit for the local community has been the implementation of much needed transport infrastructure in East London, including the DLR, Jubilee Line extension and Crossrail (from 2018). These projects have all been encouraged and part funded by Canary Wharf Group.

The Canary Wharf estate provides community facilities in the form of parks, art works, shopping malls, an Idea Store and a Prayer Room. There are over 100 performing arts and events every year, most of which are free and very well attended by local people.

All this effort has helped many thousands of local people to improve their lives in the past two decades; however, there is much work to do. Poverty and unemployment still persist in Tower Hamlets and other surrounding areas. The Group's investment in the local young people of today aims to inspire a new generation of East Enders to take full advantage of the exciting opportunities on their doorstep.



Canary Wharf in 2010

# Community Programme Highlights 2010

**Sports Development**

Canary Wharf Group views sport as one of the best ways to positively influence young people in the local community, giving them aspiration and inspiration to achieve in other areas of life.

Canary Wharf Group supported a diverse range of sports clubs and groups in 2010, including weight lifting, rugby, cricket, football, swimming, kaizen karate, boxing, ice hockey and more. The Canary Wharf Group name and logo is proudly worn by eight local sports clubs and dozens of individual teams as their main sponsor.

2010 saw the culmination of the Bangladesh Youth Football Development Programme. This was established by Canary Wharf Group in 2006 to give the most talented teenage Bangladeshi footballers the opportunity to receive professional coaching and facilities and give people of Bangladeshi descent living in London the aspiration to play football professionally. 16 of the 23 graduates of the Academy have since signed contracts with professional clubs and five are in the Bangladesh under-17 squad.

**Enhancing Education**

Canary Wharf Group's education activities focus on giving local young people the skills and aspiration to seek and attain jobs at Canary Wharf. In 2010 Canary Wharf Group announced funding of three years of 'after-school clubs' at Bygrove Primary School in Tower Hamlets. The clubs aim to educate children about the Fire and Police services and the valuable function they provide within the community.

Canary Wharf Group's book for primary school age children about the history of Canary Wharf went on sale in selected local outlets including the Museum of London Docklands and was provided free to hundreds of school children visiting Canary Wharf. It is an approved part of the school curriculum and taught in local primary schools.

**Being Good Neighbours**

For the first time in 2010, Canary Wharf Group staff came together with the Isle of Dogs Community Foundation to fund and deliver 100 bags of Christmas groceries to vulnerable and isolated elderly people living locally. A number of elderly people who received the gifts told staff that it was the only Christmas present they had received.

## 10 Years of Canary Wharf Sports Personality of the Year Awards

Every year since 2001 Canary Wharf Group has honoured the best East End sporting talent through the Canary Wharf Sports Awards. Among the winners of the supreme Canary Wharf Sports Personality Award is hurdler Perri Shakes-Drayton, double European bronze medallist and one to watch for London 2012.



2010  
**Lucas Taylor**  
Tennis



2009  
**Nathan Hanson**  
Athletics



2008  
**Rickie Lee Turner**  
Judo



2007  
**Soyfur Rahman**  
Karate



2006  
**Sally Hoang**  
Table Tennis



2005  
**Perri Shakes-Drayton**  
Athletics



2004  
**Aaron Edwards,**  
Rowing



2003  
**Walil Zorla,**  
Weight Lifting



2002  
**Dervis Konuralp**  
Swimming

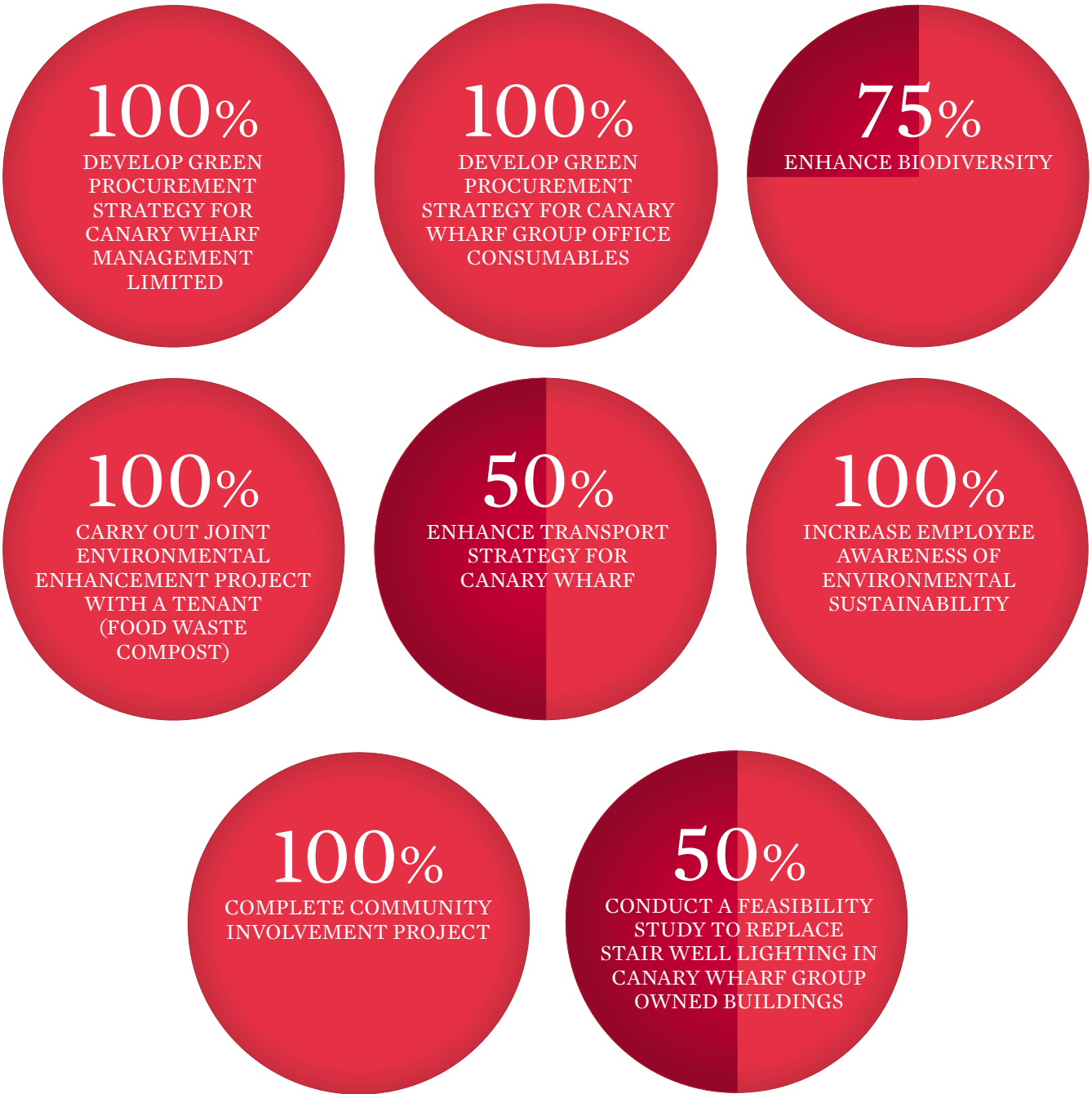


2001  
**Symonne Belle**  
Athletics



# Achievement of 2010 Corporate Responsibility Performance Objectives

Independently verified by Bureau Veritas



Verification



# Verification Targets

### OBJECTIVES OF VERIFICATION

Bureau Veritas has been commissioned by Canary Wharf Group plc (CWG) to provide an external verification statement for its ninth series of environmental improvement targets and its Sustainability Report (the Report) for the year January 2010 to December 2010. The aim of the verification statement is to reassure Canary Wharf Group's stakeholders that the information presented within the Report is accurate, reliable and objective.

The outputs of the process are this External Verification Statement and an Internal Management Report containing recommendations to further improve Canary Wharf Group's future Environmental & Social reporting and supporting processes.

### RESPONSIBILITY OF THE VERIFIER BUREAU VERITAS

The verifier's obligation is to stakeholders and readers of this report and is exclusively responsible for the contents of this verification statement which has been published in full by CWG. The verifier exclusively is responsible for the contents of the verification. CWG has provided access to sites, records and data required to undertake a comprehensive verification process and the verifier is confident that no material has been knowingly withheld.

Bureau Veritas has been involved in providing independent advice on the environmental and community strategy and reviewing its targets, but has not contributed to the development or text of this report, or the achievement of any target.

### SCOPE

The verification included all Group activities. The information and data reviewed for this verification is inclusive of the following time period: 1 January 2010 – 31 December 2010. We have verified all factual statements and performance data in the Report including all 16 environmental targets but excluding economic data arising from the financial accounts and company profile.

### METHODOLOGY

The 2010 targets, factual statements and data in the Report were verified through independent audits with CWG employees at Corporate Head Offices in Canary Wharf. This required interviews with those responsible for the data, and inspection of internal and external records, document review and interrogation of in-house databases/intranet and associated management and reporting systems where appropriate.

For the verification of CWG environmental targets, information collected was used by

Bureau Veritas to determine the level of target achievement using the following classifications:

- Wholly achieved 100%;
- Substantially achieved 75%;
- Partially achieved 25% or 50%;
- Not achieved 0%.

In addition to this verification statement, an internal Management Report was produced for CWG. This provides further details of progress against specific targets and a number of recommendations and actions, which are summarised in this statement.

### OPINION OF THE VERIFIER BUREAU VERITAS PERFORMANCE IN 2010

We have considered the completeness of the Report to ensure that it is balanced, has no significant omissions and that it provides a true reflection of the performance of CWG regarding its Sustainability impacts over the last year.

- The scores yield an average target percentage score of 85.9% in 2010 which compares to 84.7% in 2009, 80.2% in 2008, 77.6% in 2007, 59% in 2006 and, 63% in 2004/05.
- We are satisfied that CWG has provided a complete and accurate reflection of progress against target achievement.
- Bureau Veritas acknowledges CWG's decision to introduce additional targets such as Sustainable Procurement, to make it more reflective of the company's capabilities and progress.
- Adoption of formalised action plans, defined ownership of targets and following audit trails has contributed to improved target percentages scores.

### ACCURACY OF REPORT

- We are satisfied that all factual statements contained within the Report are accurate.
- We are satisfied that the Environmental & Social data and performance indicators are reliable and an accurate reflection of data collected at property asset level and collated at group level. We have generally found data collection systems to be robust and trends correct. However, some areas for improvement were identified. This has led to qualifying statements alongside the data and recommendations as appropriate.

### COMPLETENESS, MATERIALITY AND RESPONSIVENESS OF REPORT

We are satisfied that CWG has provided an accurate and balanced Report aligned with its Sustainability objectives, and which shows a good understanding of its impacts. No significant omissions were found which could affect stakeholders' ability to make informed

judgements about its performance. Material issues have been identified and the report can be regarded as complete.

### PRIORITY RECOMMENDATIONS

- 1. Observation** - Whilst an increase in measurable targets is to be commended, strategic overall objectives are not adequately defined.  
**Recommendation** - Review existing objectives and undertake a strategic-materiality assessment to align objectives with CWG's material Corporate Social Responsibility issues.
- 2. Observation** - Benchmarking exercises carried out in previous years have yet to be utilised to set measurable targets for environmental performance improvement (e.g. 2009 baseline data collection of the impact of the cycle to work scheme).  
**Recommendation** - Build on 2010 targets which establish baseline data (targets 1, 2, 3, 6, 9, 10 and 13) to deliver measurable targets for future reporting where possible.
- 3. Observation** - There is a lack of targets relating to CWG employee development.  
**Recommendation** - Through the strategic review ensure that employee related objectives are included: eg. Diversity, training, retention/attrition.

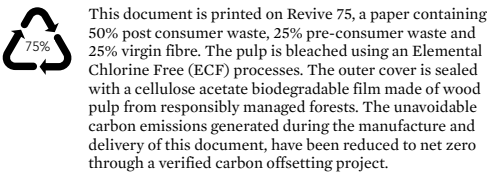
### LIMITATIONS AND EXCLUSIONS

Excluded from the scope of our work is information relating to:

- Activities outside the defined reporting period and scope;
- Statements of commitment to, or intention to, undertake action in the future;
- Statements of position, opinion, belief and / or aspiration;
- Any financial information audited by an external party
- Content that presents the opinions of external parties.

This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist.

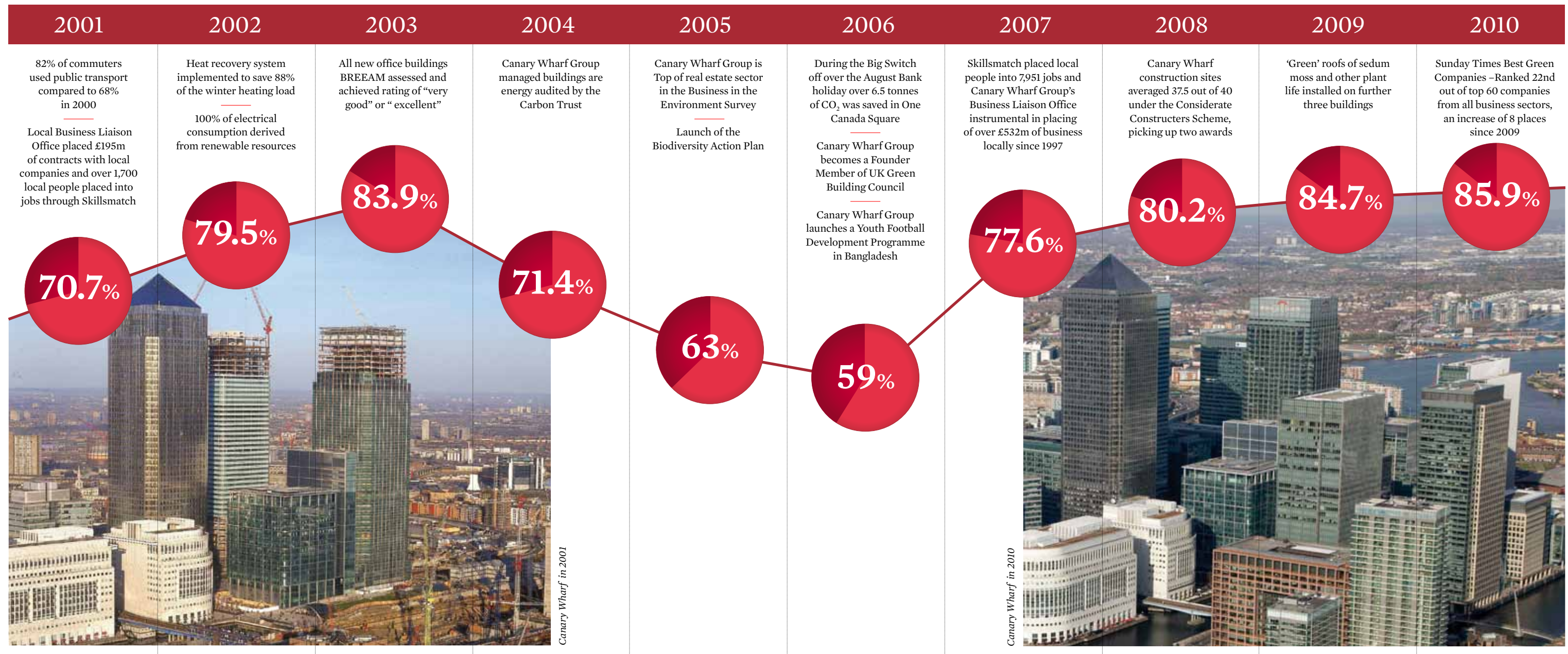
**Bureau Veritas Solutions**  
London  
June 2011





# Performance Against Annual Corporate Responsibility Targets

Percentage of targets achieved 2001 - 2010



## Ten years of Corporate Responsibility Reports







Years of Business at Canary Wharf



Years of Corporate Responsibility Reporting

# CANARY WHARF

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