



MAKING
SUSTAINABILITY
REAL

MAKING SUSTAINABILITY REAL

2018 REPORT



CANARY WHARF
GROUP PLC



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Westferry Circus, Canary Wharf

Welcome to the City of the Future

Our children are demanding a better world for all life on Earth. Science warns us that we must act now if we are to stabilise our climate and halt the environmental degradation that mankind has set in motion. There is time to resolve this, though time is not on our side.

For over 30 years our thinking has been set on the future, whilst at the same time we have created the Canary Wharf that we see today. We have blended technology, biodiversity, culture and social value to create both a resilient and an agile city. It is an incredible place, a place that is constantly evolving to meet the changing needs that our future urban ecosystems demand.

We are proud of our achievements – there are many in this report – but we are not standing still. We know there is more to do, and in this activity, we are seriously engaged.

It is only through collaboration and teamwork that we can achieve our goals, and it is this approach that has helped attract new customers and continues to enhance the experience of our established community.

The future is now so please join us in Making Sustainability Real. We can only do this by working together.

Sir George Iacobescu CBE
Chairman and Chief Executive Officer
Canary Wharf Group plc

SUPPORTING THE SUSTAINABLE DEVELOPMENT GOALS

To help us achieve our vision and to drive continual improvement in our sustainability performance, we set measurable objectives and targets every year, and report on progress against them.

We align all our goals and targets with the UN Sustainable Development Goals (SDGs), ensuring we contribute to the wider international agenda for sustainable growth. Our aim is to create the world’s first SDG-compliant city.

Inevitably, though we support all 17 SDGs, our work means we offer particular support to some more than others. Throughout this brochure you can see the work we do to support these specific goals.

In this brochure, we have focused on the highlights from 2018. More details about our work and the story of sustainability at Canary Wharf Group (CWG) can be found in our online report at: sustainability.canarywharf.com



Above
Sir George Iacobescu CBE
Chairman and CEO
Canary Wharf Group plc

ACHIEVING OUR VISION

Making Sustainability Real is based around four pillars:

EVOLVE – We develop our Estate to be more **Positive**, **Innovative** and **Circular**

INCLUDE – We promote inclusive growth to be more **Positive**

PIONEER – We pioneer to be more **Innovative**

OPTIMISE – We optimise our performance to be more **Circular**
Together, these guide our long-term vision – to create tomorrow’s city, not only on the Canary Wharf estate, but across all of our developments.

Making Sustainability Real

“

Our vision is to inspire positive impact, by creating places that are healthy, thriving, sustainable and future-ready.



SIR GEORGE IACOBESCU CBE CHAIRMAN
AND CEO CANARY WHARF GROUP PLC

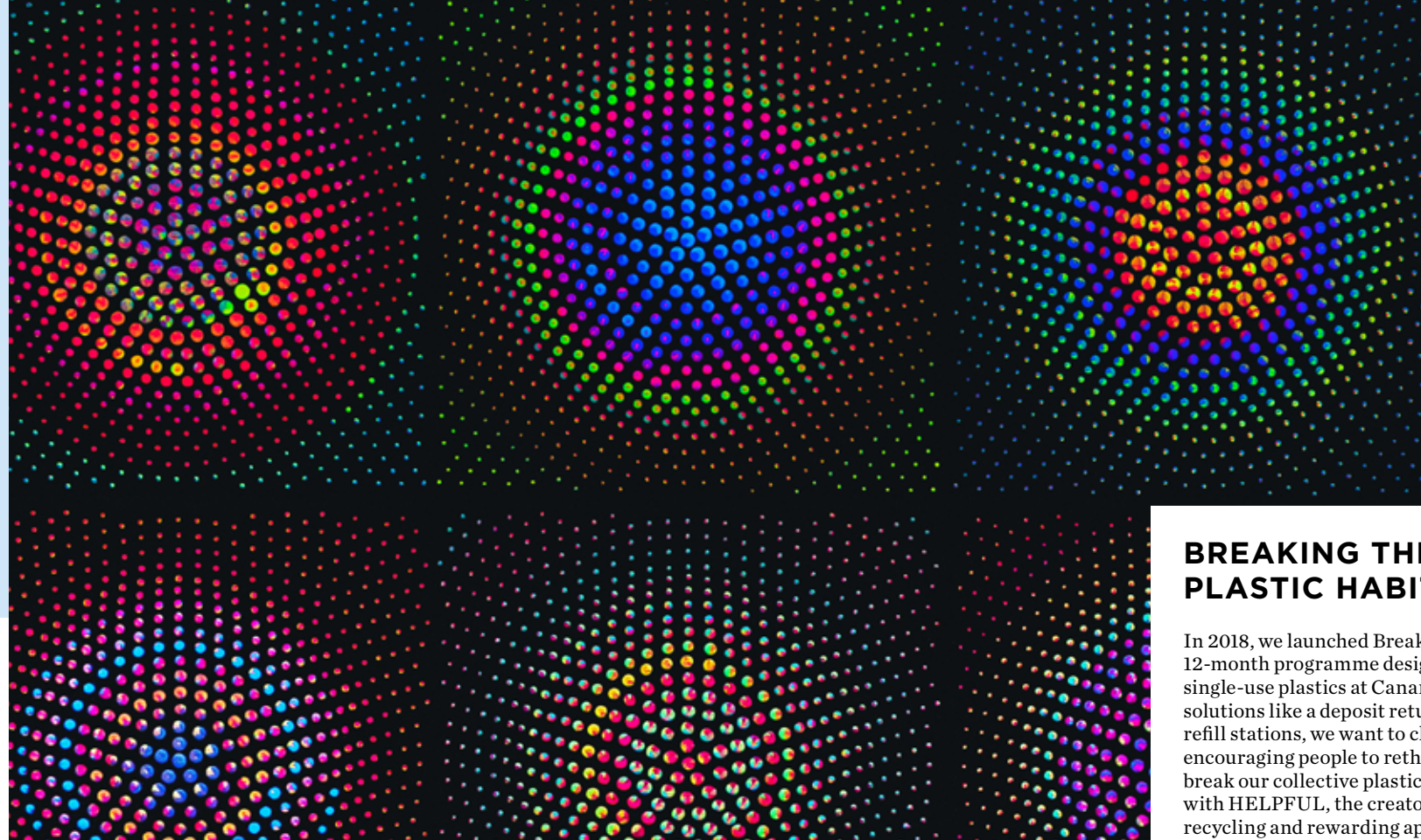
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Making Sustainability Real is our long-term commitment that will help us to deliver the city of the future – the strategic framework behind all the initiatives, campaigns and events we run to raise awareness, engage people and embed sustainability across our operations. It is also about listening and engaging, getting the buy-in and involvement of all our stakeholders, from tenants and suppliers to employees and contractors.

Through Making Sustainability Real, and showing corporate leadership, we are creating a place that is smart, dynamic and connected. A place where technology and innovation create a truly sustainable city.



<div> CANARY WHARF GROUP PLC</div>			
<div>LEAD</div> <div>We manage our business with integrity and responsibility</div> <div><div>- Governance</div><div>- Health & Safety</div><div>- Personnel & Training</div><div>- Security & Resilience</div></div>			
<div>EVOLVE</div> <div>We develop our Estate to be more Positive, Innovative and Circular by:</div> <div><div>- Advocating health, wellbeing and creativity</div><div>- Delivering high quality developments</div><div>- Promoting long-term sustainable results</div></div>	<div>INCLUDE</div> <div>We promote inclusive growth to be more Positive by:</div> <div><div>- Being a good neighbour</div><div>- Offering economic opportunity</div><div>- Making a positive contribution to resource ecosystems and climate change</div><div>- Supporting projects and organisations that improve lives</div></div>	<div>PIONEER</div> <div>We pioneer to be more Innovative by:</div> <div><div>- Scaling up businesses and technology</div><div>- Enabling future talent and forward thinking</div><div>- Supporting internationalisation and access to new markets and socio-economic challenges</div></div>	<div>OPTIMISE</div> <div>We optimise our performance to be more Circular by:</div> <div><div>- Designing to reduce resource use throughout the lifecycle</div><div>- Monitoring and minimising resource use</div><div>- Ensuring sustainable sourcing by working closely with suppliers</div><div>- Reducing energy usage through continuous improvement</div></div>
<div>MEASURE</div> <div>We track our progress towards Making Sustainability Real</div> <div><div>- Report</div><div>- Performance: Targets, Data and Awards</div><div>- Benchmarks</div><div>- Assurance</div></div>			
<div> MAKING SUSTAINABILITY REAL</div>			



We're rethinking the ways in which cities operate, to make Canary Wharf a truly circular city and a model of the future. By turning waste into a resource that can be recycled, reused or repurposed, we're optimising resources, creating a city with a localised circular economy, in which the Earth's natural resources are protected and valued. This is our vision.

➤ Visit our online report for the full Circular section.

SUPPORTING THE SDGS



We support SDG 7 by only purchasing renewable electricity across our operations.



We support SDG 11 by adopting a sustainable approach to building design and construction.



We support SDG 12 through recycling and waste efficiency in construction and by promoting sustainable consumption.



We support SDG 13 through aspiring to be carbon net zero by reducing emissions.

BREAKING THE PLASTIC HABIT

In 2018, we launched Breaking The Plastic Habit, a 12-month programme designed to eliminate unnecessary single-use plastics at Canary Wharf. Through innovative solutions like a deposit return scheme and trackable water refill stations, we want to challenge throwaway culture by encouraging people to rethink their plastic usage so we can break our collective plastic habit. We have also partnered with HELPFUL, the creators of the world's first plastic recycling and rewarding app to help incentivise reuse and recycling. Through this programme, we have become the first commercial centre to pledge to gain Surfers Against Sewage's Plastic Free Community status.



Top
Joachim Slugocki
'Clones', Winter
Lights, 2018

Left
OVO Collective
'Ovo', Winter
Lights, 2017

100%

renewable electricity across our operations since 2012

ZERO

waste to landfill from managed areas since 2009

40,000

water bottles refilled, and 8,400 bottles recycled

1st

commercial centre to target Surfers Against Sewage's Plastic Free Community status

2.3m

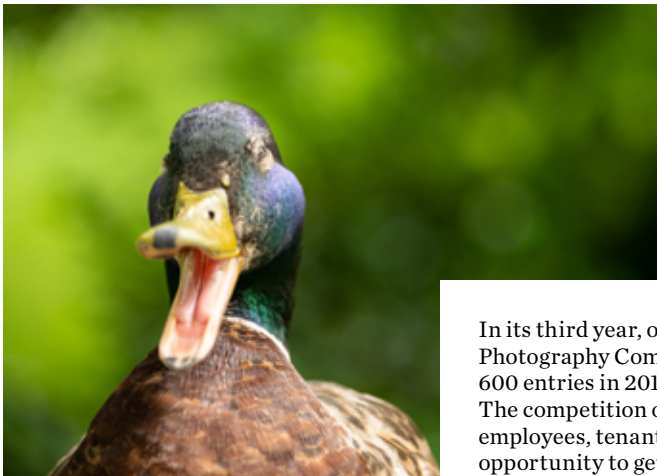
coffee cups recycled in 2018, a total of 4 million to date

We believe that a positive city is one that benefits everyone – from supporting businesses local to our developments and including the wider community, to creating spaces that help people feel happy and healthy. That’s why, through our placemaking vision, Canary Wharf has evolved into a destination, where people come to visit and enjoy the diversity of what we offer.

➤ Visit our online report for the full Positive section.







STILL LIFE: WILDLIFE PHOTOGRAPHY



In its third year, our annual Wildlife Photography Competition saw over 600 entries in 2018, our best year yet. The competition offers residents, employees, tenants and visitors the opportunity to get up close to the wildlife of Canary Wharf and highlights the variety of biodiversity we enjoy.

All shortlisted photographs were displayed at an exhibition in Adams Plaza, with a reception and awards evening for all the winners.

SUPPORTING THE SDGS	
	We support SDG 1 through support of community groups and local business.
	We support SDG 4 by providing skills development for those in the local community, and through bridging the skills gap in construction.
	We support SDG 8 by creating jobs, not just on our sites but throughout our supply chain; through providing opportunities for local people; and through our contribution to economic growth locally.
	We support SDG 14 through our protection and promotion of biodiversity in local watercourses.

Opposite
Outdoor Theatre, 2016

Top
2019 Wild Life Competition entry
by Luke Sampson

10 year

Biodiversity Action Plan (BAP)
launched in 2018

£3m

in support to the local community,
through donations, volunteering
and in-kind support in 2018

£239m

of our total spend was with
local businesses in 2018

£1.84b

of business generated for companies
in east London since 1997

600

entries into the 2018 wildlife
photography competition



Our purpose from day one has been rooted in pioneering new ways of thinking and of doing things – of embracing the future. As the world continues to urbanise, sustainable development depends increasingly on the successful management of growth. That’s why we’re embracing new technology and ideas to find the solutions that will help us shape the city of tomorrow.

➤ Visit our online report for the full Innovate section.

SUPPORTING THE SDGS



We support SDG 9 by developing infrastructure to enable industry and innovation, and through supporting the growth of transformative technologies.

FIVE YEARS OF ENCOURAGING INNOVATION

2018 was an exciting year for Level39 as it marked the point at which an early stage start-up member, Revolut, achieved international success and a unicorn valuation (\$1 billion+). Having started out at Level39 with just five staff and no market value, Revolut has grown into a global company with 800 employees and a market value of \$1.7 billion. The team grew rapidly at Level39 and finally settled on commercial office space in Canary Wharf’s Columbus Building, just minutes from its original Level39 home.

Above and below
Revolut, Columbus Building,
Canary Wharf



400+

networking and training events held at Level39

\$400m

of funding raised by members of Level39

1,200

Level39 members and 220 companies from 48 countries

1st

5G trial in the UK



Being a responsible business is about leading by example – through supporting people, promoting diversity, embracing wellbeing and providing safety and security to all who work, live at, or visit our developments.

➤ Visit our online report for the full Responsible section.

1.89m

safe working hours achieved on our Wood Wharf project

1,422

employees

WISE

Joined WISE to support women in science and engineering

RoSPA

Royal Society for the Prevention of Accidents Gold Award for Canary Wharf Management Ltd for fifth consecutive year

SUPPORTING THE SDGS



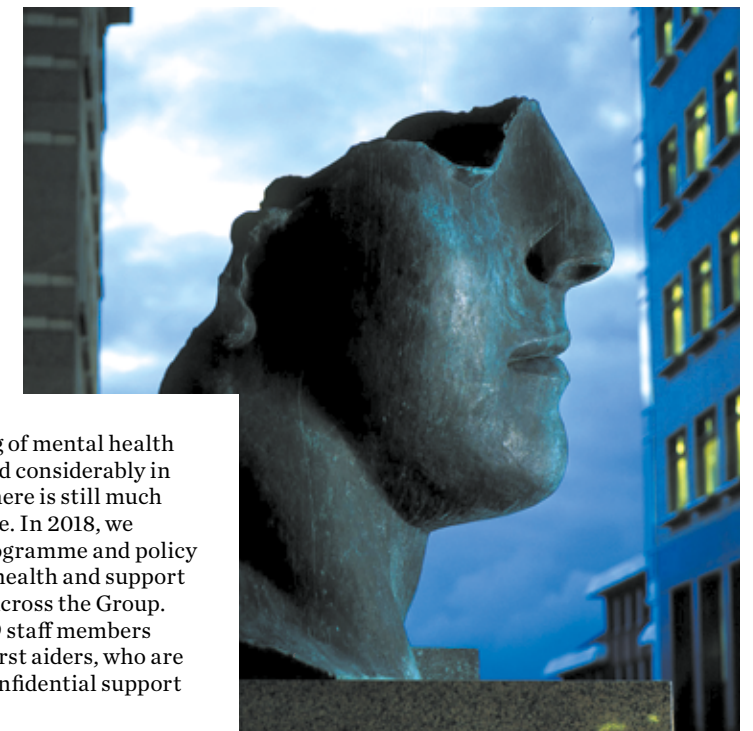
We support SDG 3 by designing places that improve the health and wellbeing of those who live and work in them, and through promoting safe working environments throughout our operations.



We support SDG 5 through our participation in initiatives to increase gender equality in our industry.



We support SDG 10 through our support for inclusive growth and reducing inequality local to our operations.



Our understanding of mental health issues has improved considerably in recent years, but there is still much progress to be made. In 2018, we launched a new programme and policy to address mental health and support all our employees across the Group. We have trained 29 staff members as mental health first aiders, who are available to give confidential support to any employee.

We also used our Occupational Health Newsletter to discuss mental health issues and ensure employees are aware of the support resources available to them, including advice lines and mindfulness sessions, and are working with trade contractors to raise awareness of the issues. A major mental health awareness campaign is planned, and as part of this we aim to develop an internal network of employees who can discuss and raise issues around mental health to help us better address them.

FOCUSING ON MENTAL HEALTH

Opposite
Newfoundland
construction site
Above
Igor Mitoraj
'Centurione I', 1987

CWG TARGETS 2018 OUTLINE PLAN AND STATUS

CWG SUSTAINABILITY STRATEGY	CWG CRG AREAS	2018 OUTLINE PLAN AND ACTIVITY	2018 STATUS	2019 OUTLINE TARGETS	2030 VISION
			80%		
LEAD	COMMUNICATION	Move to a more digital and real-time reporting culture	86%	Further improve internal communication	To be established as a leader in corporate sustainability and a reporting structure aligned to circular cities principles
	PROCUREMENT	Establish a framework to delivery CWG Procurement Strategy in accordance with ISO 20400	50%	Update procurement strategy to address ISO 20400 requirements	To be in a position to demonstrate how Canary Wharf Group has contributed to all 17 Sustainable Development Goals across its entire supply chain To be the world's first SDG-compliant city
	HR AND TRAINING	Implement various action points from gender pay gap report	89%	Launch internal wellbeing campaign	To continue to promote diversity and equality in the construction industry and real estate sector
	HEALTH AND SAFETY	Further enhance health and safety reporting and communications platforms	93%	Further improve communications with contractors	To promote even safer environments throughout our operations
	SECURITY	Work towards SABRE certification	100%	Implement security staff for Wood Wharf	To be a recognised leader in resilience, physical and cyber security, known for technological innovation and excellence
EVOLVE	CONSTRUCTION (Design)	Further enhance environmental assessment method (EAM) performance	85%	Implement new Project Sustainability Briefs across all projects	All developments to aspire to be carbon net zero and work towards becoming carbon net positive
	BIODIVERSITY	Publish BAP and implement	50%	Implement and embed biodiversity targets in all new projects	To achieve an appropriate biodiversity net gain by 2030
	TRANSPORT	Facilitate trials of driverless taxi	50%	Facilitate two week trial of an autonomous vehicle on the Estate	For all owned and leased vehicles in CWML fleet to be zero carbon
	RESIDENTIAL	Recruit SBP residential team and embed Residential portals	48%	Further develop residential team and portals	Canary Wharf defined as the leading residential and placemaking brand though many factors including facilitation of sustainable lifestyle choices
INCLUDE	SOCIAL AND ECONOMIC DEVELOPMENT	- Support small, medium and micro enterprises (SMMEs) to achieve £110 million spend - CWG 42% spend on local businesses	86%	Through direct spend, supply chain spend, and support of local companies bidding for work, achieve £100 million overall spend into the local economy, 10% with SMMEs	Establish a sustainable SMME community with those relevant skills required to support the new and emerging economies in East London and the Thames Estuary and Gateway
	COMMUNITY	Engage and inspire communities through the promotion of related careers and sporting activities. Embed staff volunteering into this programme	91%	Engage, support and inspire our community to support inclusive growth and reduce inequality local to our operations	To be recognised as a company that benefits its locality and helps to reduce inequality
PIONEER	TECHNOLOGY	Increase Level 39 members scale up activity	100%	Continue to support Level39 member company growth and expansion	Level39 moves into its own dedicated building to continue its growth
OPTIMISE	CONSTRUCTION	Further improve construction KPIs	53%	Further improve construction KPIs to reduce overall impacts	All construction projects to reduce construction impacts, attract and retain talent, increase diversity and achieve resource efficiency
	ENERGY	Define science-based targets (SBT) methodology	100%	Define long term SBT feasibility	To achieve carbon emission reductions in line with climate science, which incorporates a full review of our Scope 3 emissions
	WATER	Scope out a long-term water management strategy	100%	Produce complete draft water strategy	To achieve appropriate water management targets in line with long-term strategy
	WASTE	Scope a long-term resource management strategy and establish ZWTLF formal verification	100%	Achieve Surfers Against Sewage Plastic Free Community status	To aspire to establish the world's leading circular economy

2019 OUTLINE TARGETS AND 2030 VISION

MATERIALITY ASSESSMENT AND MATRIX

CORPORATE RESPONSIBILITY GROUP

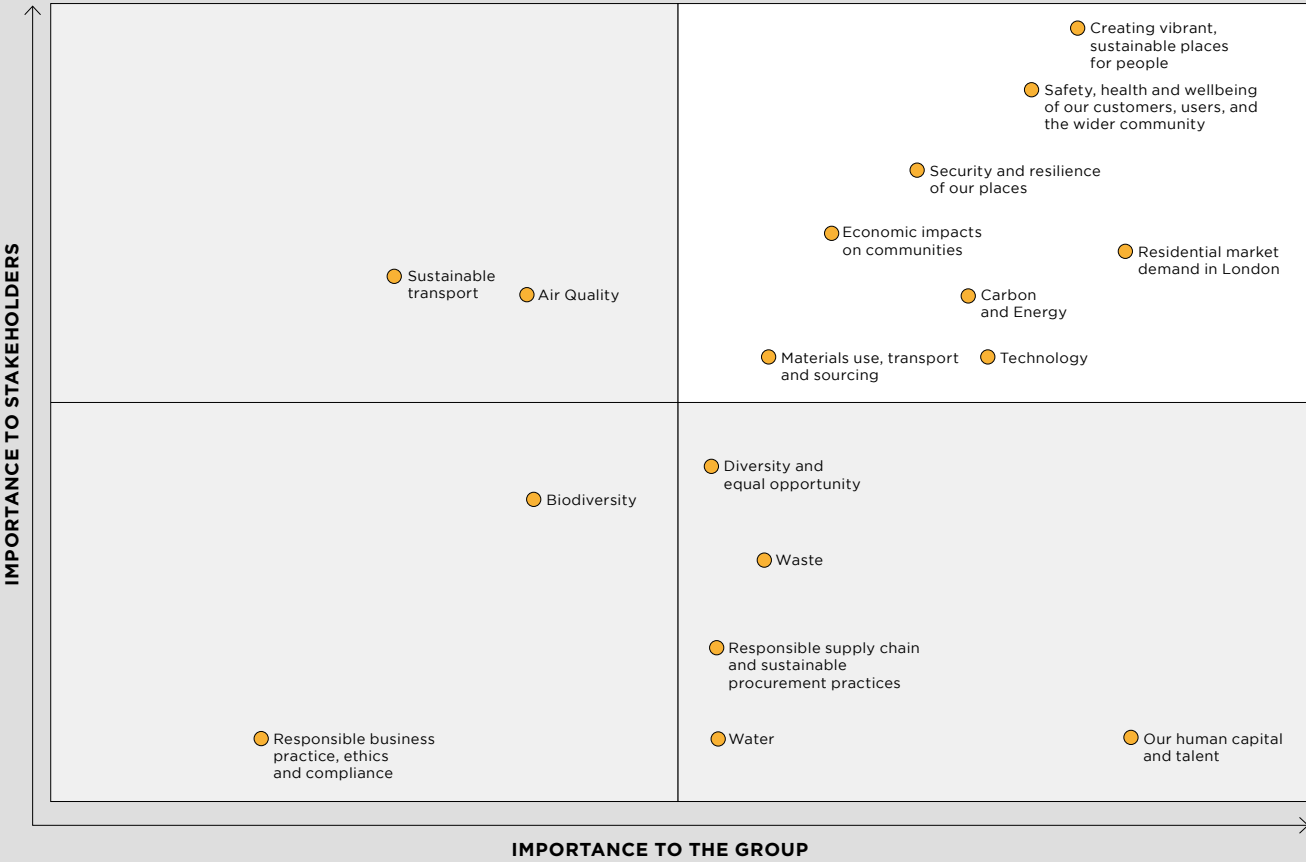
Our Corporate Responsibility Group (CRG) oversees our approach to sustainability. Meeting six times a year, the CRG brings together some of the most passionate sustainability experts from senior management across the Group to raise and discuss related issues. As well as measuring progress against targets and goals, the CRG provides an opportunity for its members to present on sustainability topics, and provides an ideal knowledge-sharing forum.

Issues involving quality, environment, health and safety and security are reviewed each year, including progress against targets, and the results submitted to the Canary Wharf Group CEO for review and approval.

MATERIALITY ASSESSMENT

As a business committed to openness and transparency, we believe in listening and talking to all our stakeholders – including tenants, investors, industry partners, suppliers, employees, local residents, and national and local government. We talk to our stakeholders in many ways, formally and informally, listening to what they tell us and using that to inform our actions.

Our materiality assessment – identifying out most significant economic, environmental and social impacts – was updated in 2018. This was the latest stage in a three-year roadmap for in-depth materiality analysis and evaluation in line with best practice.



SUMMARY ASSURANCE STATEMENT FROM BUREAU VERITAS UK LTD

Bureau Veritas UK Ltd. (‘Bureau Veritas’) has provided independent assurance to Canary Wharf Group (‘CWG’) over the quantitative data and performance against targets contained within the Canary Wharf Group Sustainability Report 2018 published on CWG’s website (<https://sustainability.canarywharf.com>).

The assurance process was conducted in line with the requirements of the International Standard on Assurance Engagements (‘ISAE’) 3000 Revised, Assurance Engagements Other than Audits or Reviews of Historical Financial Information, at limited level of assurance.

The full assurance statement with Bureau Veritas’ independent opinion, scope of work, methodology, observations and limitations can be found at <http://group.canarywharf.com/corporate-responsibility>.

London, May 2019



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We welcome comments on this Canary Wharf Group report.

Written by Flag

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Right
Cartier Circle,
Canary Wharf

