



MAKING  
SUSTAINABILITY  
REAL

# PLACES FOR People & Nature



2021  
Sustainability  
Report



CANARY WHARF  
GROUP PLC



# PLACES FOR People and Nature



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## A LETTER FROM OUR CEO



### Welcome to Canary Wharf – A Place for People and Nature

Whilst the world faces a climate and biodiversity emergency, the growing global population and move towards urbanisation means that cities and centres of population must be part of the solution. Our world can't become sustainable unless cities start working better for people and for nature. At Canary Wharf, we know that a city can be a powerhouse of growth, creativity, and innovation; a place where ideas are born, and solutions can be found. We know this because we built one from scratch. We also understand how important it is that cities work for nature as well as people, connecting us with green space for our health and wellbeing, and providing the conditions where nature can thrive.

Since 1987, we have embedded sustainability into the heart of our developments. Creating over 10 million square feet of sustainably certified buildings, we continue to lead the way, as the largest sustainable developer in our peer group in the UK. On top of this, we have created a 15-minute city where everything you could need is on your doorstep within a 15 minute walk. Together, this creates the most unique experience in London.

Our ambition now is to use Canary Wharf as a living test bed for how urban spaces can help tackle global biodiversity loss and urban stress, to pioneer places where nature and people can

thrive together. Creating this blueprint for how a walkable city can work in harmony with nature will help the world to face the biodiversity crisis with confidence.

A place for people and nature means more than setting rigorous targets. It means creating a space where clean air, green spaces and free public art can be enjoyed by everyone. It means working in partnership with nature experts to design-in to the urban landscape habitats that attract and support a diverse range of wildlife, and pioneering developments that bring the UN's Sustainable Development Goals to life.

We know we cannot do this alone. As we are challenged to think and work in new ways, we will continue to harness the power of our community, customers, residents, suppliers and everyone who visits Canary Wharf to enjoy this exceptional place to maximise our positive impact.

I invite you to join us at Canary Wharf and be part of our journey together as we continue to build places where people and nature can thrive, together.

A handwritten signature in black ink, reading 'Shobi Khan'.

**Shobi Khan**  
CEO, Canary Wharf Group plc

# OUR VISION FOR THE FUTURE

## CLIMATE ACTION

Imagine a community that takes urgent action to combat climate change and its impacts. By working in collaboration we continue to make significant progress on our Net Zero Carbon Pathway and are integrating detailed monitoring to highlight how best to focus our efforts across both our existing portfolio and new developments. Read more about our [Net Zero Carbon Pathway](#)

## BEYOND ZERO WASTE

Imagine a micro-city where circularity is prioritised and nothing is wasted. Our new [Waste Management Strategy](#) brings all our resource and recycling management 'in-house' and allows us to incorporate circular economy principles whilst minimising carbon emissions. Our strategy and our award-winning campaigns continue to inspire us to make the little changes that can make a world of difference. Read more about [Breaking The Plastic Habit](#) at Canary Wharf



## IMAGINE

### A PLACE FOR PEOPLE AND NATURE

Imagine a world where the needs of people and nature are in true alignment. With less than a decade to meet the United Nations 17 Sustainable Development Goals, they are now more important than ever. The Goals provide a framework to help us all understand our responsibilities and take action. As we continue towards our vision to Transform Spaces into Extraordinary Environments so does our focus on our meeting the Sustainable Development Goals.

## WELLBEING & BIODIVERSITY

Imagine a place where human and natural wellbeing is the prime focus. As our Estate develops, we are working hard to enhance biodiversity on land and across the docks, further creating green spaces that promote healthy living for all that enjoy them. Read more about our [Biodiversity Action Plan](#)

## RESPONSIBLE BUSINESS

Imagine a commercial district that creates a positive material impact. Through ownership, collaboration and innovation, we continue to create a safe, thriving environment that creates real value to meet the needs of our community and our stakeholders. Read more about our [approach to Responsible Business](#)



# MAKING SUSTAINABILITY REAL

## HIGHLIGHTS

Canary Wharf Group is the

**LARGEST**  
sustainable developer in our  
peer group in the UK

We have achieved

**10 MILLION SQ FT**  
sustainably certified  
space completed

We have committed to achieving

**NET ZERO**  
by 2030

We have sent

**ZERO WASTE**  
to landfill from managed areas  
since 2009



## PLACES FOR PEOPLE AND NATURE

### Better Environment

- Deliver a low carbon, climate resilient and circular economy in all that we do
- Make positive and visible contributions to ecosystems across our estate
- Deliver sustainable design and construction across our developments

### Better Community

- Nurture place-making, community engagement and involvement
- Ensure true inclusivity and equal opportunity
- Uphold safety and wellbeing

### Better Business

- Strengthen sustainability awareness amongst employees and stakeholders
- Engage and involve our suppliers through responsible sourcing
- Understand and address climate risks, trends and opportunities

### Better Performance

- Integrate the management of Environmental Social Governance (ESG) performance across all departments and functions
- Maintain governance, materiality & benchmarking processes to ensure we focus on the right issues that matter most to our stakeholders
- Ensure our strategy, progress & performance is transparently reported and made readily available, then listen and respond to drive improvements



Canary Wharf has always been driven by collaboration. It's one of our strengths, and in the last 30 years we have transformed the East End of London in Europe's largest ever regeneration project, one of social, environmental and economic regeneration. It would have been impossible without collaboration, engagement, and innovation.

We truly believe that the culture and characteristics that built Canary Wharf are the same that we need to address the climate and biodiversity crises. We've now entered a place and time where climate action, enhancement of nature, wellbeing, and resource use aren't just additional problems to be addressed, they're going to be deciding factors as to whether we stay in business.

To achieve the Sustainable Development Goals, we need a sustainable development plan. Whilst the definitions might have changed over the years, the blueprint has not: We continue to strive for a Better Environment, a Better Community, a Better Business. All underpinned by Better 'ESG' Performance.

We call this approach 'Making Sustainability Real'. It's what we have been doing for the last 30 years. It's what got us where we are today and it's what we will continue to do for the coming years as we strive to achieve our goals.



# Better Environment

## INTRO

### 2020 HIGHLIGHT

49%

decrease in  
Scope 1 and 2  
emissions since 2012

36%

decrease in water  
consumption since 2012

100%

of electricity purchased  
from renewable sources  
since 2012



2020 was an unprecedented year. Throughout the challenges of the last year, the health, safety and wellbeing of our staff, customers, residents, and visitors has always been our number one priority. We are extremely proud of the way our teams responded to the pandemic, showing both resilience and determination, while keeping our buildings, projects and the whole Canary Wharf estate running, whether they were in the office or working from home. We didn't stop working during the pandemic; we used that time to plan and develop our sustainability strategy, making great strides towards reaching our long-term goals. We set Science Based Targets, produced a Net Zero Carbon Pathway, and became the first real estate company to sign The Climate Pledge, alongside global companies like Amazon, ITV, Microsoft, and Mercedes Benz

We have a unique opportunity as we come out of the pandemic to reevaluate business as usual. We now can work together with our customers, suppliers, residents, and community members to focus on the transition to net zero together as a community. We are very excited to welcome people back to the Estate this year and invite you to join us as we build back better and refocus our efforts on tackling the climate and biodiversity crises together.



# REACHING NET ZERO

In 2020, we published our [Net Zero Carbon Pathway](#), a roadmap for how we are working towards achieving net zero carbon by 2030. The pathway has been closely aligned with our corporate values, so that every member of our Canary Wharf team, as well as our suppliers and customers, can make a meaningful contribution in our transition to net zero.



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## OUR MISSION

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**EMPOWER  
OUR PEOPLE**

**ENGAGE  
OUR COMMUNITIES**

**CREATE  
SUSTAINABLE  
PLACES**

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**WE WILL DELIVER OUR NET ZERO PATHWAY  
THROUGH OUT FIVE CORE VALUES**

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### EXCELLENCE

We have set ambitious targets in line with the most recent climate science and we are committed to delivering on them. We have set a strong net zero strategy and a detailed action plan.

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### ENGAGEMENT

We will engage with our customers residents, visitors, staff and suppliers to reduce our emissions and deliver our net zero strategy. We will publish regular updates on our progress to keep our stakeholders informed.

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### COLLABORATION

We will harness the vast experience of the Canary Wharf Group and foster cross departmental collaboration to implement our Net Zero Pathway. We will share our experience with other organisations in the industry to support the wider global transition to net zero carbon.

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### OWNERSHIP

We will equip our staff with the means and ability to deliver on our net zero carbon pathway. We will empower all staff to contribute to our emissions reduction pathway in all job roles throughout the business.

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### INNOVATION

We will continually look for new technologies for monitoring and reducing emissions, working with our Level39 tech accelerator to identify and collaborate with emerging smart cities technology start-ups.

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The scope of our Net Zero Carbon Pathway goes beyond our Science Based Targets to focus on seven key areas.

1. **OPERATIONAL PERFORMANCE**  
We aim to improve energy use of assets, meet our Science Based Targets, and ensure that new developments are designed to meet Energy Use Intensity targets and other operational performance objectives.
2. **ONSITE GENERATION**  
We will maximise onsite renewables across our Estate, including building and infrastructure assets, and ensure this is incorporated within our development pipeline. We will explore and support renewables innovation.
3. **RENEWABLE ENERGY PROCUREMENT**  
**We already procure 100% renewable electricity for all our managed assets.** We will encourage our customers to switch to renewable energy and seek to make long term investments in Power Purchase Agreements.
4. **EMBODIED CARBON**  
We recognise that embodied carbon is a significant source of emissions, particularly for our construction business. We will seek to measure and reduce embodied

carbon for our new developments and refurbishments, including those of our customers, and reduce the embodied carbon of all our activities, including through the adoption of circular economy principles.

5. **CARBON OFFSETTING**  
In addition to reducing emissions, we will offset emissions that cannot be eliminated using high quality offsets. We will seek to achieve this through innovation and collaboration with key stakeholders.
6. **CLIMATE RESILIENCE**  
We recognise that climate change can impact our building and infrastructure assets. We will seek to adhere to Task Force for Climate-Related Financial Disclosure (TCFD) recommendations by 2022.
7. **VERIFICATION**  
We will ensure that all our data is third-party verified on an annual basis.

## SCIENCE BASED TARGETS

### ABSOLUTE TARGET

Reduce absolute Scope 1, 2 and 3 emissions from downstream leased assets by

**65%** from a 2017 baseline.

### SUPPLIER ENGAGEMENT

**60%** of suppliers by emissions covering purchased goods and services will have SBTs by 2025.



# PROGRESS UPDATE

Our Net Zero Carbon Pathway (NZCP) was published in December 2020, which means that our first full update on the reporting metrics contained in the Pathway will be published next year. In order to support the monitoring of our net zero ambitions, we are implementing a robust data platform, integrating all data sources across the organisation. We expect this project to be complete in 2021, which will then allow us to report on our progress against our Net Zero Carbon Pathway in our 2022 report.

Since publishing the NZCP, we are undertaking detailed modelling of the Canary Wharf estate in order to understand where the areas for improvement are and how we can best focus our efforts. This information will help us design more efficient buildings, as well as helping us to improve the efficiency of our existing portfolio.

In 2020, energy use in landlord-controlled areas across our operations rose by 1.2% due to the addition of several new residential buildings to our portfolio. Despite this, our emissions fell by 6.6%, thanks to building upgrades and the decarbonisation of the grid.

Due to guidance from RIBA and CIBSE, we had to increase ventilation rates and adjust other building management parameters as part of our Covid-19 protocols. As a result, energy consumption per occupant across our managed office buildings rose by 27% in 2020. However, energy consumption per 1,000 visitors across retail fell by 165%, and energy use per m<sup>2</sup> in infrastructure fell by 7.7%.



**100%** electricity purchased from renewable sources since 2012

**6.6%**<sup>1</sup> reduction in emissions in managed areas compared to 2019

**23%** reduction in scope 1 and 2 emissions from energy compared to 2019

<sup>1</sup> This figure includes Scope 1 and 2 and a portion of Scope 3 emissions from downstream leased assets.



# WASTE MANAGEMENT

As a micro-city containing corporate offices, retail, leisure and residential space, Canary Wharf is uniquely positioned to tackle waste and resource management. We have recently published a new **Waste Management Strategy**, aimed at bringing all of our Estate waste management operations in-house for buildings, retail, and infrastructure. The new waste management strategy focuses on four pillars:

1. **COMPLIANCE WITH LEGISLATION**  
While we seek to comply with all relevant waste and resource legislation including the new Draft London Plan and Draft Environment Bill, our strategy will also go further than compliance.
2. **ZERO WASTE TO LANDFILL**  
CWG has sent zero waste to landfill from managed areas since 2009 and will continue to do so.
3. **INCORPORATING THE CIRCULAR ECONOMY**  
We aim to embrace circular economy principles across the business, closing the loop on waste to keep materials in circulation for as long as possible. We are doing this by designing out waste, keeping products in use for as long as possible, and regenerating natural systems through composting and anaerobic digestion.
4. **COMBATTING CLIMATE CHANGE**  
Our NZCP includes our carbon emissions associated with waste management, and our waste management strategy has been designed to minimise the emissions associated with waste produced on our Estate.

In addition to bringing all waste management operations in-house, the new strategy will also significantly **reduce carbon emissions associated with transport by using the River Thames to transport waste, where previously waste would have been transported via lorries.**

In 2020, we produced 57,985.89 tonnes of waste, which is a 45.02% decrease on 2019, which is largely due to a dramatic drop in footfall and activity resulting from Covid restrictions.



# MOVING TOWARDS CIRCULARITY

## SUSTAINABLE DESIGN

**The buildings of the future are designed with circularity in mind.** We want to keep the materials from our buildings in circulation even after the life cycle of the building.

To support our objectives of developing a truly circular district, we certify all of our developments to sustainable building standards. We target BREEAM Excellent or Code for Sustainable Homes (CfSH) Level 4 on all major developments, and in 2020, we received 327 CfSH certifications, and six BREEAM certifications, including BREEAM Outstanding certifications at design stage for 7 Charter Street and 8 Union Square. We have also achieved BREEAM Communities Step 1 for Wood Wharf, a huge step towards our ambition of creating whole communities with the principles of health and wellbeing for our residents and our environment in mind.

We are currently in the planning stage for our **North Quay development, which will be our first ever net zero carbon masterplan. This development will be one of the most sustainable in the world,** which could see itself becoming the home of a world-class life sciences research hub.

# BREAKING THE PLASTIC HABIT

Waste and recycling was challenging in 2020 due to the pandemic. While our overall waste numbers significantly dropped, the use of reusable containers took second place to the health and wellbeing of visitors on the Estate. Due to the challenges in 2020, we are reviewing and updating our approach to Breaking the Plastic Habit and will be relaunching this in 2021 as more customers and visitors return to the Estate.



# WORKING WITH OUR SUPPLY CHAIN

An important part of our science based target and our wider commitment to decarbonisation is engagement with our supply chain. When we published our science based targets in 2020, we committed that 60% of our suppliers would have their own science based targets by 2025. Currently, 8% of our suppliers by spend have set their own SBTs<sup>1</sup> and we are working closely with Supply Chain Sustainability School and other industry partners to support our suppliers in this endeavour.



<sup>1</sup> This figure includes suppliers who have set or committed to their own science-based targets.



# HEALTHY AIR QUALITY

Since 2018, we have been closely monitoring air quality at Canary Wharf estate to identify problem areas and implement solutions to improve air quality. We have 17 NO<sub>2</sub> monitoring stations, and we monitor sites to ensure annual mean concentrations don't exceed 60 µg/m<sup>3</sup>. In 2020, there were no sites on the Estate that exceeded this level. While this is partially due to the lack of traffic during Covid lockdowns, this is also indicative of healthier air quality at Canary Wharf compared to the City and the West End in a typical year as well. We currently have in place a number of initiatives to improve air quality, including no idling zones, and a range of biodiversity carefully selected to improve air quality. In 2021, we have installed continuous air quality monitoring which will track PM<sub>10</sub> and PM<sub>2.5</sub> in addition to NO<sub>x</sub>, giving us a more complete picture of our air quality.

During the Covid lockdowns, we also focused heavily on improving indoor air quality. We increased the provision of fresh air in our offices, and we also achieved WELL Health & Safety certification on all of our managed office buildings.



## PROTECTING BIODIVERSITY

As part of our vision to transform urban spaces into extraordinary environments, we take great care in holding space for nature in our developments. As well as being a key factor in the wellbeing of the people who come to Canary Wharf, our natural environment is also home to a wide range of biodiversity. In 2008 we were one of the first developers in the UK to publish a Biodiversity Action Plan (BAP), and in 2018, we produced an updated BAP.

In order to support our native biodiversity on the developments, such as terns, ducks, bees and bats, we have installed a range of green infrastructure solutions. In 2020 we installed pontoons and duck houses in the docks

at Canary Wharf, in addition to the bird boxes, living pillars and bug hotels already found dotted throughout the Estate.

We have 8,000 m<sup>2</sup> of biodiverse roofs on the Canary Wharf estate, with 2,800 m<sup>2</sup> planned for our Wood Wharf development and a 173 m<sup>2</sup> living wall located at One & Five Bank Street.

In 2021, we are starting a large programme of landscaping works designed to enhance the climate resilience of our plant species, as well as enhance biodiversity on the Canary Wharf estate. We have already installed an innovative fish wall on our One & Five Bank Street site and are in the process of developing a detailed aquatic biodiversity strategy designed to increase the biodiversity of our docks and waterways.

# REDUCING WATER USE



Water efficiency is one of the most important elements of a sustainable development. As a developer in London, one of Europe's most water-stressed cities, we have an extra responsibility to design for water efficiency and operate our buildings in the most sustainable way possible. We have installed low flow fittings in our managed buildings, and we design new projects to achieve water efficiency rates even beyond building regulations.

In 2020, our total water use was approximately 256,731 m<sup>3</sup>, which represents a 28.7% decrease on 2019. We estimated water use in office buildings as 5m<sup>3</sup> per occupant, a 44.4% decrease on the previous year, and water use in retail was 1.6m<sup>3</sup> per 1,000 visitors. The increase in retail is primarily due to higher levels of water flushing through our systems during the Covid lockdown, and we are investigating a long-term water strategy in our operations in order to find and action any possible efficiency gains. Similarly, the substantial drop in overall water consumption and water usage in office buildings are due to the vastly decreased office population during the Covid lockdowns.

We are currently estimating our water usage in commercial and residential buildings based on billing figures, but we are investigating automatic meter reads for new and existing buildings in 2021.

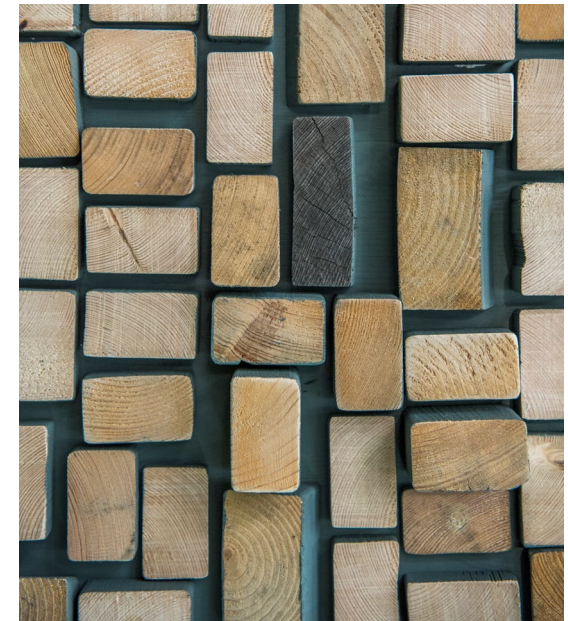
## CASE STUDY 10 GEORGE STREET

10 George Street is one of our newest build to rent residential buildings and has received a Code for Sustainable Homes Level 4 rating, as well as a BREEAM Excellent certification for retail space provided in the building. The building is part of the Wood Wharf development, a vibrant and sustainable neighbourhood which has been certified in line with BREEAM Communities. The building itself is fitted with low flow sanitaryware, limiting potable water use in units, leading to a 73% reduction in potable water usage over an average

building. The building also features a green roof, roof-mounted solar panels capable of generating 10,881 kWh of electricity annually, and a fresh air provision 30% higher than in a typical building. Each residential unit has been certified to EPC B, and has been fitted with high efficiency appliances, leading to a 29% reduction in CO<sub>2</sub> emissions beyond building regulations.

# FOCUSING RESPONSIBLE SOURCING

Creating sustainable environments starts with procuring sustainable materials. One of our core areas of focus when designing new projects is on specifying healthy, sustainable materials, which will contribute to the health and wellbeing of our customers, residents and visitors while allowing us to monitor the sustainability of our supply chain. Each of our development projects has a bespoke Responsible Procurement Plan, which includes project-specific materials briefs. **We target FSC® Full Project Certification on all of our developments**, meaning we can be confident that the timber we use comes from responsibly managed forests. We are also in the process of aligning our procurement processes with the ISO 20400 standard, which will give us even more confidence that our procurement practices are aligned with best practice.





# Better Community

## INTRO

### 2020 HIGHLIGHT

42%

of CWG's spend in 2020 was in London and the Thames Gateway

34

programmes supported through Covid hardship grants

1,060

East London firms supported by East London Business Place



When we started development in the Docklands over 30 years ago, we made a commitment to supporting the strong and vibrant East End community. We wanted everyone to benefit from the development of the Docks, and that commitment has stayed with us for over 30 years as we continue to maintain strong links with the community.

We want to make Canary Wharf a place with something to offer for everyone. We've worked closely with local businesses to create economic opportunities that benefit everyone, and we remain committed to supporting local education through work experience, internships, apprenticeships and knowledge sharing programmes.

By getting to know our local community, supporting, listening, and engaging through activities on our developments, we are creating a better community for residents, visitors and workers.



# CREATING ECONOMIC OPPORTUNITY

Our developments create new economic opportunity, and we want people living in the surrounding areas to benefit from this. Our programmes focus on supporting local residents into direct employment, supporting young people through education, and promoting procurement opportunities to the local business community.

## CASE STUDY OLD FLO

When students and families are able to visit Canary Wharf we seek to engage them in our spaces and our free public art collection. Many are attracted by our famous resident, Henry Moore's Draped Seated Woman sculpture, affectionately known as 'Old Flo'. We have created a key stage 2 education programme which can be delivered in schools focusing on Old Flo and her connection to the local area as well as a number of resources for visitors including a kid's art map and an Old Flo quiz.



## EDUCATION

We want to ensure that children and young people local to our developments are aware of the opportunities available to them and have the skills, tools, and resources to succeed. During the pandemic we were pleased to be able to offer hardship grants to 15 local schools. This funding was available directly to the schools so they were able to direct it to the most vulnerable students and their families, providing help where it was needed most.

As well as working directly with schools we have partnered with the local authority to offer further opportunities to students. For a number of years, we have sponsored and

hosted the Tower Hamlets Library Services Book Award to encourage and support reading. In 2020, the event was hosted virtually and streamed from the East Wintergarden, where we have held the event in person in previous years. Hundreds of pupils read the shortlisted books and cast their votes online for their favourite where Remy Lai was announced as the winner with her book *Pie in the Sky*. We also donated a set of all the shortlisted books to the participating schools' libraries to promote further reading by students.



## EMPLOYMENT

At the inception of the Canary Wharf development in 1987, the Tower Hamlets and Canary Wharf Further Education Fund was created to promote the advancement of further, higher, and postgraduate education and vocational training among Tower Hamlets' residents. The fund helps to ensure that local people, regardless of their background, can access training opportunities for the roles that have been created at Canary Wharf. In 2020, there were 64 beneficiaries receiving a share of over £120,000 towards maintenance costs and tuition fees.

We also know it is important to highlight the range of careers in construction and the built environment as there are strong stereotypes and assumptions that exist in families and with teachers. By promoting a range of careers and progression routes we hope to inspire the next generation of our own workforce and that of the supply chain.

In support of this, we have dedicated staff volunteers, 'Career Champions', who host visits and attend career events aimed at students or job seekers. In 2020 there were 80 Career Champion volunteer opportunities fulfilled through

partnerships such as Tower Hamlets Education Partnership, Think Forward, East London Business Alliance or directly arranged with a school, college, or university.

In support of International Women's Day 2020 and the campaign theme #EachforEqual, we invited students from local secondary schools to learn more about the built environment, hear about the variety of jobs and help to promote them more widely and effectively to a younger audience. A group of young women in year 9 attended from Bow School in Tower Hamlets.

When recruiting for roles with Canary Wharf Group and on our new developments we ensure that the opportunities are promoted to a network of local employment support agencies and work especially closely with the Tower Hamlets Council job brokerage project, Workpath. In 2020 we were especially pleased to partner with Workpath to host a cohort of job seekers at our offices at One



Canada Square for a 5-day construction pre-employment programme centred around our Wood Wharf development. The participants visited the site and met a number of colleagues from the project to gain insight into what day-to-day life on a construction project is like.

## CASE STUDY SHE CAN BE

Where in person activities have been restricted by the pandemic we have taken steps to create and share content on social media to reach young people and introduce them to a range of different careers and show them that Canary Wharf is a vibrant and stimulating place to work. In 2020 women representing different areas of the business shared posts through pictures and videos for the Lord Mayor's Appeal, She Can Be... Instagram Takeover.





**42%** of CWG's spend  
in 2020 was in London and  
the Thames Gateway

**£2 billion**  
generated for the local  
economy since 1997

**1,060** East London  
firms currently receiving  
intensive business growth  
and development support

## SUPPORTING LOCAL BUSINESS

Economic opportunity isn't always felt through direct employment, and we recognise that there are huge opportunities in the supply chains that are created in both the construction and management of a building and Estate.

From the beginning of development at Canary Wharf, we have endeavoured to engage local suppliers, contractors, and sub-contractors as a fundamental element of our supply chain wherever possible, **resulting in over £2 billion being generated for the local economy since 1997**. In 2020 42% of Canary Wharf Group's spend was in London and the Thames Gateway.

Investment into building, supporting and maintaining a strong local supply chain has always been, and remains a key priority for the Group. In 1997 the Local Business Liaison Office was created, which later evolved to become the **East London Business Place (ELBP)** in a joint venture with the East London Business Alliance charity (ELBA) in 2008. The Group continues to lead and part-fund this support and supply-chain brokerage organisation which develops the business-competitiveness of small, medium, and micro enterprises (SMMEs) across London and the Thames Gateway.

As part of the capacity-building and supply-chain brokerage services provided for local SMMEs through

ELBP's current part-ERDF funded 'Building Legacies' programme, at the end of 2020, 1060 east London firms had received intensive business growth and development support. Of these, 47% were led by people from minority ethnicity backgrounds, and 36% were female-led organisations.

During lockdown, ELBP was able to quickly adapt its service to support clients remotely, running virtual training, networking and meet the buyer sessions throughout. In addition to the usual programme of support, ELBP assisted businesses in applying for governmental support during the pandemic and offered guidance for wellbeing while working from home.

At the height of the pandemic, and to further support the digital presence and ability of SMMEs to e-trade and promote themselves to new markets in a new and rapidly changing business environment, an ELBP Online Marketplace was developed, with 160 businesses now registered for this service.



# BEING A GOOD NEIGHBOUR

Communication is key and we aim to build strong networks with our local community partners to keep them up to date on our developments and engage on our future plans. We do this through our regular 'Community Circular' emails and community forums which we attend. When planning major developments, we want to ensure that local people have the opportunity to understand the project and have their say before plans are submitted to the council. Through a range of meetings, exhibitions and newsletters, we continually engage with our local communities throughout the lifetime of our projects. We work closely with the Considerate Constructors Scheme (CCS) and have certified all of our building sites under CCS. Our Southbank Place and Wood Wharf projects were two of the first sites to be certified Ultra Sites by CCS, showing exemplary commitment to being a good neighbour.

## COMMUNITY SUPPORT

Through the Canary Wharf Community Donations programme we directly fund and support projects and organisations which help improve the lives of residents around our developments in the themes of connecting communities, supporting the elderly and young people, education, culture, heritage, health and wellbeing, and environment. We supported 34 projects like this through our Covid Hardship Grants that aimed to enable vital work to continue during the pandemic. Some examples of the beneficiaries are;

1. ISLAND NETWORK, a dedicated group of 15 volunteers who with the help of our donation created and distributed over 20,000 food packs to local elderly and vulnerable residents on the Isle of Dogs.
2. TOWER HAMLETS FRIENDS & NEIGHBOURS, seeks to improve lives through befriending services and our donation went towards the costs of recruiting and training up to 100 volunteers to respond to increased demand in the wake of the pandemic.
3. LIMEHOUSE COMMUNITY FORUM quickly responded to the need for PPE and with help from our donation through their LimeSHIELD initiative supplied face shields for the health and care sector to over 200 plus front-line workers and residents.
4. ABERFELDY BIG LOCAL, this organisation used our donation to deliver children's books, arts, and crafts materials to isolating low-income families in the Poplar area.

As well as direct donations we also sponsor events that bring the community together. In 2020 for the 6th year we sponsored KAYD Somali Arts and Culture's Somali Week Festival. The Festival formed part of a borough-wide celebration of arts, culture, and history for Black History Month. The 2020 theme of 'Culture & Creativity during Covid-19' dealt with how culture informs creative work and how producers and creatives used the concept of heritage in their work during the time of a global pandemic.



## CASE STUDY EAST END COMMUNITY FOUNDATION

As the Covid-19 pandemic struck, the East End Community Foundation (EECF) launched an emergency appeal for funds to help local, vulnerable communities in London's East End.

Canary Wharf Group were the first partner to come forward with a donation of £50,000, many more organisations then followed suit. By the end of February 2021 EECF were able to support over 90,000 East End residents through local community partners including foodbanks, charities and resident groups who are supporting older, isolated, or vulnerable local people.

## VOLUNTEERING

In 2020, around 80 staff members from throughout the company volunteered their time to develop their skills and add value to the many community organisations that rely on volunteers to achieve their objectives. Activities have ranged from sprucing up local community parks and day centres, gardening, litter picking, and delivering care packages to name but a few. The Forget Me Not Project, run by East London Business Alliance (ELBA), is a weekly memory café that offers elders suffering with dementia or Alzheimer's a place to socialise, take part in activities and receive a hot, nutritious meal. During the pandemic many members were facing a long period of time alone in isolation, and our volunteers took time to write letters to the members to boost their spirits.



## OPENING UP OUR SPACES

As a real estate developer, we have access to high quality event spaces and, on occasion, office and retail space, and we want to make this space available to our local community whenever possible. In recent years we have hosted award ceremonies, local charity meetings and AGMs, networking events and fundraisers. In January 2020 we were pleased to host over 200 guests for Brihottor Sylhet Education Trust's (BSET) Third Graduate Awards Ceremony. The Ceremony took place at our event space at Level39 and celebrated the success and achievement of British Bangladeshi graduates living here in the UK.

In 2020 we also opened the doors to the first Toy Appeal in Jubilee Mall. We provided the unit, marketing and maintenance support to the annual East London Business Alliance (ELBA) appeal to help to raise awareness when more than ever children could benefit from a new toy and a smile. During the appeal, businesses in east London and the City donate toys to local community partners working with children living in deprivation. **Despite the pandemic, 2020's Toy appeal was the biggest one ever with over 22,000 toys collected, nearly double that of previous years.**

As well as our direct support and sponsorship of a range of community events in our spaces, the Canary Wharf Arts

+ Events Team deliver a year-round events programme including music concerts, comedy nights, family shows, outdoor festivals, film seasons, dance and theatre shows, the majority of which are free to attend. The Canary Wharf estate is also home to London's largest collection of publicly accessible art with over 70 pieces.

One of the hidden gems in Canary Wharf is the Crossrail Place Roof Garden, and nestled here is the Crossrail Place Allotment a dedicated community planting bed within the garden which adds to the biodiversity and ecological value to the Estate. Since 2019, it has been managed by the Isle of Dogs and District Allotment Society and their volunteers. Many different types of fruit and vegetables have been introduced to the garden, most of which is donated to local charities such as the Mudchute Kitchen for their Mudchute Meals project.



## SPORT

For a number of years, we have supported Capital Kids Cricket (CKC) who aim to promote the playing of cricket in state schools across London. In 2019 we sponsored the CKC Festival which was the showcase event of their 30th Anniversary year. The event took place just before the 2019 men's Cricket World Cup semi-finals and saw over 1,200 primary school children, teachers, parents, coaches, and volunteers come together for a celebration of the growth of state school cricket and the diversity of London. The event included a day of cricketing activities and every child who attended the festival received their own bat and ball to take home.

The event boasted:

866 CHILDREN IN  
ATTENDANCE,

58 NATIONALITIES,

64 DIFFERENT LANGUAGE  
SPEAKERS

34 SIMULTANEOUS  
MATCHES



The summer break is not always welcomed with open arms by parents or children, particularly when there are limited things to do and the holiday can feel like a long time. Recognising the power of sports, we created the Canary Wharf Summer Sports Programme. For many years we have funded local sports providers to offer activities to both young and old during the summer holidays. These programmes include water sports, athletics, cycling, martial arts, dancing, and football, making it the largest participating summer sports programme in Tower Hamlets.

In 2020 the Canary Wharf Summer Sports Programme reached:

OVER 1,200 PARTICIPANTS

COVERED 12 DIFFERENT SPORTS

OFFERED EACH PARTICIPANT  
AN AVERAGE OF 10 HOURS OF ACTIVITY

We also supported a number of local community sports events and clubs in 2020, including Wapping Hockey Club, the Community Martial Arts Trust (CMA), and the Kaizen Academy's 'Back on your Feet' karate programme.

## INVESTING IN TALENT

We are proud to be based in Tower Hamlets but also recognise that this is a borough with high levels of deprivation. Cost can be a huge barrier to talented young athletes in pursuing their chosen sport so with this in mind the Investing in Talent Fund was created. Some of the local athletes that have benefitted are:



### **Ashley Facey-Thompson**

Born in Stratford, Ashley attended Morpeth Secondary School where he picked up table tennis during a PE lesson. Immediately impressing his teachers, they encouraged him to take up the sport. When it later came to light that Ashley was born with a condition called Erbs palsy which affects the nerves in the right side of his body, his coach suggested he try out for the Paralympic GB Team. Ashley later confirmed his early potential, making his international debut for Team GB in 2009, aged just 14. Since then, he has gone on to represent Great Britain at the Rio 2016 Paralympic Games and win multiple international competitions.

### **Ruqsana Begum**

Ruqsana is a professional kickboxer and boxer signed to David Hayes' Hayemaker Promotions team. In 2016 she became a Muay Thai World Champion earning her place in history as the world's first female Muslim boxing champion. In 2013 she was awarded Sports Personality of the Year at the Asian Achievers Awards and crowned the overall CWG Sports Personality of the Year in 2016. We are proud to continue supporting Ruqsana to achieve her goals and sporting development, our funding contributes towards costs for required health testing, equipment, and coaching fees to attend training camps.



# CORPORATE LEADERSHIP

We seek to lead our industry and to offer innovative and effective solutions to challenges affecting our sector, our local communities, our city and our country. We take an active role in relevant business and representative organisations and support initiatives which improve the economic and social environment such as the Living Wage Foundation's 'Real Living Wage' campaign.





# SOUTHBANK PLACE

Following the success of the ELBP initiative in East London, when we began the development of Southbank Place, we set up the South London Procurement Network (SLPN) to deliver the same support to businesses in and around South London. Local businesses who have been in receipt of support from SLPN have gone on to secure contracts worth approx. £330m.

Donations are also made to local grassroots organisations that identify a need in the community.



1. **FRIENDS OF ARCHBISHOP PARK**  
who we have supported with a donation towards the maintenance and upkeep of their beehives.
2. **WALNUT TREE WALK PRIMARY SCHOOL**  
where we sponsored educational horticultural workshops with students.
3. **EMERGENCY SUPPORT**  
to Waterloo Foodbank during the national lockdowns in 2020.
4. **OASIS SOUTHBANK, JOHANNA, AND WALNUT Tree Walk Primary schools** where our donation provided tablets, data allowance and sim cards for students where needed.
5. **EVELINA CHILDREN'S HOSPITAL**  
where we donated a new incubator.
6. **LAMBETH BASED CHARITY CARERS FOR CARERS**  
who were able to provide respite walking tours giving carers a moment to relax from their responsibilities each week to take in the pocket parks and architecture of London.
7. **WHEELCHAIR BASKETBALL TEAM BRIXTON BALLERS**  
where our sponsorship provided spare wheels, supplies, transport to league games and secure storage for their wheelchairs.
8. **OASIS HUB, SPONSORSHIP**  
of their summer programmes 'Plate Up' and 'Summer Sessions' for children affected by the pandemic.
9. **SPONSORSHIP OF CLLR IBRAHIM DOGUS PROGRAMME**  
to provide 2,000 meals to the homeless and the vulnerable during the Christmas period.



# Better Business

## INTRO

### 2020 HIGHLIGHT

**2 million**

hours worked without  
a RIDDOR reportable  
accident on our Wood  
Wharf development

**8th**

consecutive year  
that Canary Wharf  
Management  
have received  
RoSPA Gold Award

**180+**

member  
companies call  
Level39 home



The past year has been challenging for businesses and individuals alike. The health and wellbeing of our employees, contractors, customers, residents and visitors is always our number one priority, and never has this been more important than in the last year. Our security, maintenance and health and safety teams have been working around the clock to support the people who come to Canary Wharf and continue to create safe and healthy environments.

Canary Wharf Group has supported its employees through the challenges of the past year, through flexible working, training, and ongoing support for mental and physical health throughout the challenging lockdown periods. We conducted internal and external surveys to help us better understand how to support our community during this difficult time, and we have listened closely to what they've been telling us. And throughout everything, we have continued to focus on being a responsible and inclusive business, and creating a safe, thriving environment for people and nature.



# GOVERNANCE

As a company of almost 1,300 staff, overseeing the management of over 14m sq ft of managed space, we have a robust corporate governance structure which takes into account the needs of all of our stakeholders.

CWG is a large privately owned joint venture, owned equally by 2 shareholders, which each nominate 4 directors directly to the Board. Interests of shareholders and the board are aligned. The Executive Chairman and Chief Executive Officer are also members of the Board.

A Directors action must align with Section 172 (1) of the Companies Act 2006, acting in good faith to promote the success of the company for the benefits of its members, and in doing so have regard (amongst other matters) to:

(a)The likely consequences of any decision in the long term.

(b)The interests of the company's employees.

(c)The need to foster the company's business relationships with suppliers, customers, and others.

(d)The impact of the company's operations on the community and the environment.

(e)The desirability of the company maintaining a reputation for high standards of business conduct

(f)The need to act fairly between members of the company.

Details about CWG's Board of Governors and ownership structure can be found on our corporate website. The CWG Board of Governors does not include any independent/non-executive board members.



## CORPORATE RESPONSIBILITY GROUP

In order to ensure our strategy is appropriate for all departments, we have a cross-functional Corporate Responsibility Group (CRG), which includes senior managers from across the organisation. The CRG meets regularly to review progress against targets providing an opportunity for cross-departmental collaboration to ensure CWG's sustainability strategy continues to address the concerns of the organisation.

The CRG communicates their progress to the Board annually through the Annual Management Review, which includes an update on the ISO 14001 EMS.

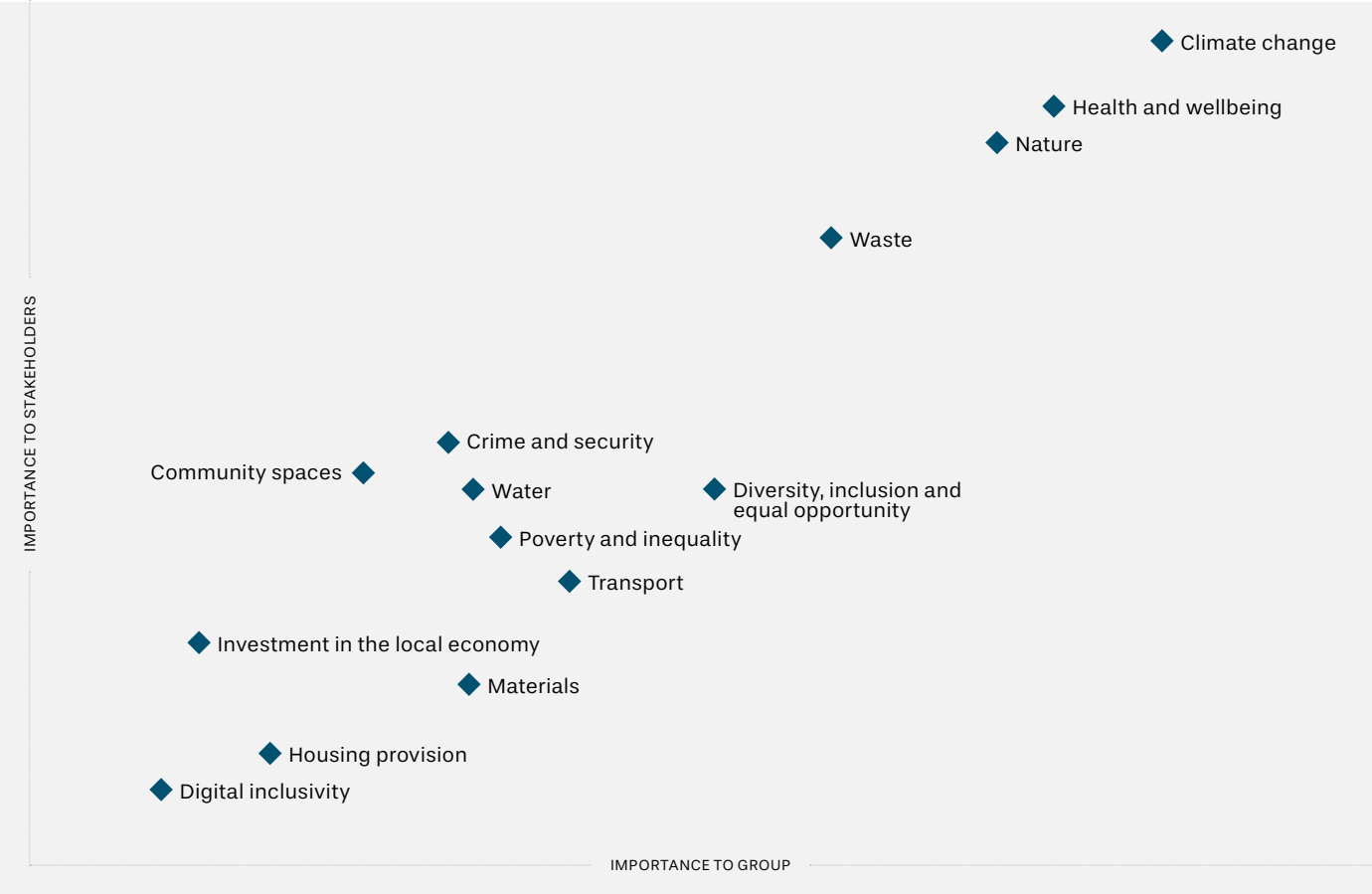


# MATERIALITY



The real estate market in London and the rest of the UK is dynamic, fast moving and constantly changing. In order to ensure we are best meeting the needs of our many stakeholders, we conduct regular materiality assessments. Following on from our last materiality update in 2018 which received over 200 ideas to transform the Estate into a more vibrant place, we have now conducted an update in order to better understand the key concerns of our stakeholders as we start to recover from the Covid pandemic.

We had both internal and external surveys, extended to a wide range of stakeholders including local residents, customers, visitors, suppliers, and industry partners. What we found is that our stakeholders were prioritizing the same things as us: Climate Action, Beyond Zero Waste, Wellbeing and Responsible Business. This information is invaluable to us as we continue to evolve our sustainability programme to best suit the fast-changing needs of our community and our stakeholders.



# GROWING INNOVATION

London is a fast-moving, dynamic city, and nothing embodies that quality quite like a start-up. We understand the innovation, drive and dedication required to start a new business, which is why we launched Level39 in 2013. We've spent the last 7 years supporting fast-growth, ambitious start-ups across a variety of sectors, primarily fintech, cybersecurity, and smart cities technology. Although 2020 was a challenging year, we provided access to world-class services, ecosystem activities and opportunities throughout, continuing to connect and collaborate with the 180 member companies that call Level39 home. To achieve this, we expanded our offerings online, ensuring continued support during the challenging lockdown periods.

Level39 partners with, and supports, a wide range of industry and government initiatives. In April 2020, Level39 joined the Fintech for All Steering Group and Charter, launched by InChorus. The Charter was launched following InChorus' research into the fintech sector, which reported daily behaviours and micro-aggressions experienced by individuals working in the sector. The aim of the Charter is to create industry accountability, collaborate to end

systemic discrimination and drive action through data to create a more inclusive fintech sector. The aim of the Charter is to create industry accountability, collaborate to end systemic discrimination and drive action through data to create a more inclusive fintech sector.

In May 2020, we launched Digital39, a hub enabling Level39's online and international community to remain engaged and continue collaborating during the prolonged remote working, through Community Stories and sharing Opinions, Advice and Insights online. We also launched the Digital39 podcast series, discussing the experiences and learnings of our member and industry networks during the pandemic, covering topics including fundraising, employee wellbeing and engaging with audiences in a virtual environment.

Throughout 2020, we continued to provide members with support through mentoring, investor sessions, partner webinars and more. Member companies were able to access 150 hours of expert support across the year, offering them the best possible opportunities to succeed and scale during such an unprecedented time. In November of 2020, Level39 launched a programme of virtual events, using a networking platform called Remo, with a key focus on the opportunities and support available for under-represented founders and leaders in tech.

Level39 is now home to a wider mix of companies, innovating not only in fintech, but also in health tech, life sciences, green tech and more. During 2020, Level39 continued to provide support to early-stage entrepreneurs wishing to establish a tech business in the UK through endorsements for the Start-up and Innovator visas.



## DIGITAL39

In May 2020, we launched Digital39, a space designed to allow Level39 members to continue to engage with each other, sharing their stories remotely in podcast form with members all around the globe. A Digital39 podcast allowed members to share their experience and learn from each other, covering a range of topics including fundraising, employee wellbeing and engaging with audiences in a virtual environment.



# SUPPORTING OUR EMPLOYEES

## CASE STUDY EMPLOYEE OF THE YEAR

Mike Lewis, Resilience Manager



Mike worked tirelessly throughout 2020 to ensure the Group and the Estate were equipped to deal with the unprecedented Covid lockdowns. Thanks to the long hours of diligent work Mike carried out over the past year, he was able to engage closely with local authorities, customers and staff to secure a rapid testing center in Canary Wharf's Jubilee Place mall. Mike stepped up and took ownership of the Covid response for the Group and we are extremely grateful for his dedication and professionalism.

Our dedicated and knowledgeable staff have been the single most important factor in CWG's success over the years. The diverse range of backgrounds and experience represented across our team is what gave us the ability to build one of the most iconic sites in Europe, and that spirit continues to this day as we continue to evolve.

In 2020, we carried out a company-wide staff engagement survey, giving our staff the opportunity to provide valuable feedback, and make suggestions. Our survey revealed that staff at Canary Wharf Group consistently rate the organisation to be extremely safe and ethical, a testament to the extent to which these values have been engrained within the organisation. Based on the feedback from our staff survey, we launched a programme of activity responding to the needs of our teams.

We provide our employees with feedback to aid in their career development. In 2020, 82.6% of our employees received mid-year performance reviews and 81.5% received annual reviews. Employees received an average of 5.8 hours of training.

In 2020, CWG had a turnover of 193 (15%) and 110 new employees joined (9%). We have also recently launched Lunch and Learn sessions, where Managing Directors from across the organisation give talks about what their roles and their departments, and field questions from colleagues in other departments. These were extremely popular in 2020 and gave our staff a good opportunity to connect with colleagues across the business even during the Covid lockdowns.

In 2020 we also extended the Employee of the Month scheme to include all staff across the organisation. This scheme is a way for us to recognise the outstanding performance of our staff. In total, 33 of our staff were recognised in 2020 for their contributions to the company over the course of an extremely challenging year. We also recognised our first ever Employee of the Year: Mike Lewis, Resilience Manager.



# TRAINING

We are committed to providing training opportunities for our staff and opportunities for local people to undertake work experience, internships, and apprenticeships with our company. As part of that commitment, in 2020 **we had 15 active apprentices in the company.** We also have an active mentorship scheme in the company, giving staff the opportunity to learn from colleagues with decades of experience, guiding our new or less experienced staff and helping them to develop their careers. In 2020, **we had 44 employees who took part in the mentorship programme.**



# BUILDING A DIVERSE WORKFORCE

A focus on building a diverse and inclusive workforce has always been a high priority for us. We recognize the gender and ethnicity gaps in the built environment sector, and we are committed to addressing them in our own teams. We have continued to embed accountability around D&I within our teams, working with department heads to continue to drive positive change.

In 2020 we launched Insight & Inspire, a series of webinars from women in leadership positions at CWG. The aim of these sessions was to showcase the success of women in

our organisation and allow them to share their journeys in the built environment. The sessions were very successful, and we plan to continue them going forward.

We are making progress against our gender pay gap, and our most recent pay gaps report saw our average hourly pay gap reduced from 29% to 14%. We are very proud of the work we've done to reduce the gender pay gap, but we know there is more to do, specifically in reducing the ethnicity pay gap, which remains at 28%.



# CREATING SAFE ENVIRONMENTS

In a difficult and uncertain year, our Security & Resilience teams did an incredible job keeping our Estate running. With residents moving in at our Wood Wharf residential buildings in 2020, it was vital for us to keep the Estate functioning and to ensure everyone's safety. Some of the measures we took included provision of PPE, installation of a one way system on all premises, remote working, and clear signage to encourage social distancing and mask wearing. We assess our assets for health and safety impacts under BREEAM and Code for Sustainable Homes assessments.

We also recognise the mental and emotional toll that the pandemic had on our staff. Throughout the year, mental health webinars and toolkits were provided to all staff. These webinars covered a range of topics, from coping with

anxiety to dealing with loneliness. We have an ongoing Wellbeing Campaign, which includes a wellbeing blog focusing on a new topic each month, ongoing workshops, mini seminars and guest speakers. All CWG staff are able to access a free employee assistance programme, which offers support for a wide variety of issues. Our staff also have access to regular full body health screenings, helping staff to identify any issues early and keep them safe and healthy. **In our workplace, we have a cohort of over 40 mental health first aiders**, who are trained to provide immediate support and support staff in accessing further mental health services.



## **FLEXIBLE WORKING**

In 2019, we introduced a Flexible Working Policy to the organisation, allowing staff the opportunity to modify their hours and working arrangements in order to best support our colleagues. In 2020, flexible working became a requirement for many of us in the UK during the Covid pandemic but as we return to the office, we have kept our flexible working policy in place. We are excited to be back in the office but maintain our commitment to being flexible in allowing our staff to modify their hours and arrangements to suit their lifestyles.

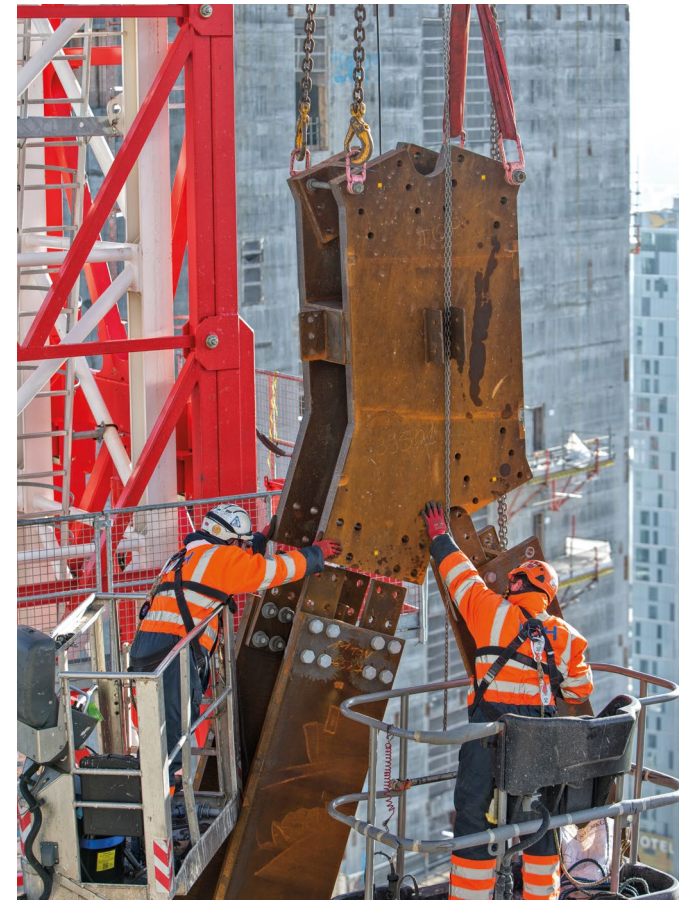


# CANARY WHARF CONTRACTORS

The focus in 2020 was on keeping our employees and contractors safe and healthy throughout the Covid lockdowns. We acted quickly at the start of the pandemic, implementing social distancing, enhanced cleaning and one way systems on our sites to ensure the safety of our teams. Our coronavirus measures were even highlighted by Build UK as being industry best practice.

In 2020, we had a total of 2 RIDDOR injuries, across a total of 5,053,529 hours worked on all projects. We had an Accident Frequency Rate of 0.04 (2019: 0.14). All accidents and incidents are reviewed at a weekly safety meeting, where managers review any significant incidents and incorporate the lessons learned across all projects. Significant incidents involving Trade Contractors also result in direct action from CWC to prevent any future incidents of the same type occurring.

All contractors who work on CWC sites are required to have a valid Construction Skills Certification Scheme (CSCS) card, or equivalent certification. CWC is certified to ISO 45001 Occupational Health and Safety, and we are audited every 6 months to ensure compliance with the standard. All end of year performance is included in the Annual Management Review (AMR), which is reviewed by the Board of Directors.



# CANARY WHARF MANAGEMENT



Canary Wharf Management also maintains an ISO 45001 Occupational Health and Safety certification and has received eight consecutive Royal Society for the Prevention of Accidents (RoSPA) Gold Awards. In 2020, all of our managed office buildings were awarded the WELL Health and Safety Rating for Covid Response through the International Well Building Institute (IWBI). This supports our customers, staff and visitors to feel secure in returning to our premises safely and securely.

In 2020 there were 140 total injuries involving members of the public on the Estate, largely due to slips and falls. All incidents are thoroughly investigated, and steps are taken to prevent similar accidents from occurring again. There were 3 RIDDOR reportable injuries in 2020, across 882 staff. The Accident Incidence Rate was 340 (2019: 227).



# Better Performance

## INTRO

### 2020 HIGHLIGHT

## 5 GREEN STARS

on our 2020 GRESB disclosure

## BREEAM

Outstanding certification achieved on One & Five Bank Street

## WINNER

of two IEMA Sustainability Impact Awards in 2020



We are very proud of the progress we made in 2020, and we're very excited about the initiatives we have planned for the future. We have closely monitored our progress to date and we've used this data to inform our strategy. We know the areas where we've excelled, and we know where we need to improve. We remain committed to constantly improving the robustness of our data, which is why in 2022 we plan to report against the Taskforce for Climate-related Financial Disclosures (TCFD) recommendations.

We have always been committed to transparent and honest reporting. By publishing a comprehensive set of environmental performance data, we are driving forward towards our goals of achieving net zero, going beyond zero waste, and creating places for people and nature to thrive.

# REPORTING PERIOD

The information in this report covers the period from 1 January 2020 to 31 December 2020 unless otherwise stated.

# REPORTING SCOPE

Sustainability performance data is collected from across the Group's operations. This report aims to account for 100% of the data from the following entities:

CANARY WHARF LIMITED (CWL)

CANARY WHARF CONTRACTORS LIMITED (CWCL)

CANARY WHARF MANAGEMENT LIMITED (CWML)

CANARY WHARF RESIDENTIAL MANAGEMENT LIMITED (CWRML)

VERTUS RESIDENTIAL LEASING

Canary Wharf Management Limited data incorporates Canary Wharf Limited data, which includes commercial buildings, retail and infrastructure.

1. OFFICE BUILDINGS DATA  
covers five managed buildings and CWG's administrative areas: 100% of the managed buildings portfolio
2. RETAIL DATA  
includes five retail malls: 100% of our retail portfolio
3. INFRASTRUCTURE AND CAR PARKS DATA  
covers 100% of those areas

Canary Wharf Residential Management Limited data includes 3 residential buildings.

Vertus Residential Leasing data covers 100% of the 3 residential buildings for PRS.

CWG's annual sustainability report is produced in line with the European Public Real Estate (EPRA) Sustainability Best Practice Recommendations.





# ASSURANCE STATEMENT

OCTOBER 2021



## INTRODUCTION AND OBJECTIVES OF WORK

Bureau Veritas UK Ltd. ('Bureau Veritas') has been engaged by Canary Wharf Group plc. ('CWG') to provide independent assurance over the quantitative data and performance against targets contained within the 'Canary Wharf Group Sustainability Report 2021' ('the Report') published on [sustainability.canarywharf.com](https://sustainability.canarywharf.com). This Assurance Statement applies to the related information included within the scope of work described below.

## SCOPE OF WORK

The scope of our work was limited to assurance over the following information included in the Report for the period 1st of January 2020 to the 31st of December 2020 (the 'Selected Information'):

- Progress against targets within the "Environmental Data & Targets" section as stated in the "End 2020 Update" column;
- Environmental data covering energy consumption, water consumption and waste generated;
- Scope 1 & 2 greenhouse gas (GHG) emissions;
- Other quantitative claims contained within the Report related to:
  - Additional environmental statistics reported in the "Better Environment" section;
  - Health and Safety, Level39 and Human Resources data (except turnover data), within the "BetterBusiness" section;
  - Community engagement, investment and socio-economic impact data included in the section "Better Community";
  - Sustainable certification/ratings data within the "Benchmarking and Awards" section.

Our review also included the following:

- Evaluation of the Report against the European Public Real Estate ('EPRA') Sustainability Reporting Best Practices Recommendations (sBPR).
- Zero waste to landfill verification for CWG's management business i.e. Canary Wharf Management Ltd. (CWML).

## REPORTING CRITERIA

The Selected Information has been prepared in accordance with the internal definitions set out by CWG for their Sustainability Reporting. These are aligned with internationally acceptable definitions of the relevant indicators, such as those established by the EPRA sBPR. CWG also established an internal definition for Zero waste to Landfill which was used to assess their status on the same.

## LIMITATIONS AND EXCLUSIONS

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

- Activities outside the defined verification period;
- Any other information included in CWG's Report other than the scope defined above;
- Positional statements of a descriptive or interpretative nature, or of opinion, belief, aspiration or commitment to undertake future actions;
- Financial data taken from the Annual Report and disclosed in the CSR Report which are audited by an external financial auditor, including but not limited to any statements relating to production, tax, sales, and financial investments;
- Any information relating to the re-use, recycling or treatment of the waste by third parties that are contracted by CWG for the consignment of this material, or that are in subsequent receipt of this material;
- Any information relating to scope 3 GHG emissions, including the scope 3 GHG emissions feeding into the Canary Wharf Management energy and greenhouse gas emissions tables on pages 37–40 of The Report and any quantitative statements specifying inclusion of scope 3 GHG emissions in the Report.

This limited assurance engagement relies on a risk based selected sample of sustainability data and the associated limitations that this entails. This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist.

## RESPONSIBILITIES

The preparation and presentation of the Selected Information in the Report are the sole responsibility of the management of CWG. Bureau Veritas was not involved in the drafting of the Report. Our responsibilities were to:

- Obtain limited assurance about whether the Selected Information has been prepared in accordance with internationally acceptable definitions of the relevant indicators;
- Form an independent conclusion based on the assurance procedures performed and evidence obtained and report our conclusions and recommendations to CWG.

## ASSESSMENT STANDARD

We performed our work in accordance with the requirements of the International Standard on Assurance Engagements ('ISAE') 3000 Revised, Assurance Engagements Other than Audits or Reviews of Historical Financial Information (effective for assurance reports dated on or after December 15, 2015). Our conclusions are for 'limited' assurance as set out in ISAE 3000.

## SUMMARY OF WORK PERFORMED

As part of its independent verification, Bureau Veritas undertook the following activities:

- 1 Conducted interviews with relevant personnel of CWG;
- 2 Examined the data collection and consolidation processes used to compile the Selected Information, including assessing assumptions made, and the data scope and reporting boundaries;
- 3 Reviewed documentary evidence produced by CWG;
- 4 Agreed a selection of the Selected Information to the corresponding source evidence;
- 5 Assessed the disclosure and presentation of the Selected Information to ensure consistency with assured information;
- 6 Evaluated the Report against EPRA sBPR Guidelines; and
- 7 The Zero waste to Landfill review involved interviews, document review, and inspection of internal and external records remotely, and associated management and reporting systems for CWML. Bureau Veritas reviewed waste data through to consignment and confirmation of final disposal for a range of CWML's waste streams as well as permits associated with disposal destination.

It should be noted that the procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement and consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

Further, all verification was completed remotely, via conference calls, screen sharing and document sharing. We do not believe this had a material impact on any conclusions drawn.

## CONCLUSION

On the basis of our methodology and the activities described above, nothing has come to our attention to indicate that:

- The Selected Information is not fairly stated in all material respects. It is our opinion that CWG has established appropriate systems for the collection, aggregation and analysis of sustainability data;
- CWML has not achieved its disposal objective of "Zero Waste to Landfill" based on the definition established by CWG.

A detailed report with our findings and recommendations is provided to CWG management.

## STATEMENT OF INDEPENDENCE, INTEGRITY AND COMPETENCE

Bureau Veritas is an independent professional services company that specialises in quality, environmental, health, safety and social accountability with over 190 years history. Its assurance team has extensive experience in conducting verification over environmental, social, ethical and health and safety information, systems and processes.

Bureau Veritas operates a certified<sup>1</sup> Quality Management System which complies with the requirements of ISO 9001:2015, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Bureau Veritas has implemented and applies a Code of Ethics, which meets the requirements of the International Federation of Inspections Agencies (IFIA)<sup>2</sup>, across the business to ensure that its employees maintain integrity, objectivity, professional competence and due care, confidentiality, professional behaviour and high ethical standards in their day-to-day business activities. The assurance team for this work conducted the verification independently and is not involved in any other Bureau Veritas projects with CWG.



# BENCHMARKING & AWARDS

## WINNERS

### IEMA SUSTAINABILITY IMPACT AWARDS 2020

#### WINNER

Sustainability Campaign (Private Sector)  
(Breaking the Plastic Habit)

#### WINNER

Construction Project  
(One and Five Bank Street)

### GLOBAL GOOD AWARDS 2020

#### GOLD WINNER

Campaign of the Year  
(Breaking the Plastic Habit)

### ROYAL SOCIETY FOR PREVENTION OF ACCIDENTS ROSPA AWARDS 2020

#### GOLD MEDAL AWARD

Canary Wharf Management Limited  
(8 consecutive Gold Awards)

#### GOLD MEDAL AWARD

CWCL – Southbank Place  
(5 consecutive Gold Awards)

#### GOLD MEDAL AWARD

CWCL – Wood Wharf  
(5 consecutive Gold Awards)

#### GOLD AWARD

Canary Wharf Contractors Limited

#### SILVER AWARD

CWCL – Newfoundland Project

### LONDON IN BLOOM 2020

#### GOLD FOR BEST TOWN OR CITY CENTRE

(Crossrail Place Roof Garden)

#### GOLD FOR BEST BUSINESS LANDSCAPE

### SABRE AWARDS 2020

#### WINNER

Real Estate and Construction Category  
(Short Story Stations: Tales of the Unexpected)

## FINALISTS

### IEMA SUSTAINABILITY IMPACT AWARDS 2020

#### SHORTLISTED

Biodiversity and Environmental Net Gain  
(Biodiversity Action Plan)

### EDIE SUSTAINABILITY LEADERS AWARDS 2020

#### SHORTLISTED

Building/Infrastructure Project of the Year  
(Southbank Place)

#### SHORTLISTED

Consumer Engagement/Marketing Campaign  
(Breaking The Plastic Habit)

#### SHORTLISTED

Team of the Year  
(CWG and Veris for Breaking The Plastic Habit)

#### SHORTLISTED

Sustainability Leader of the Year  
(Martin Gettings)

### BUSINESSGREEN LEADERS AWARDS 2020

#### SHORTLISTED

Marketing/Advertising Campaign of the Year  
(Breaking the Plastic Habit)

#### SHORTLISTED

Sustainability Team of the Year

#### SHORTLISTED

Leader of the Year  
(Martin Gettings)

### ISTRUCTE STRUCTURAL AWARDS 2020

#### SHORTLISTED

Sustainable Leadership  
(Water Street Bridge)

## GLOBAL REAL ESTATE SUSTAINABILITY BENCHMARK

5 GREEN STARS

84%

### CDP 2020

CLIMATE CHANGE DISCLOSURE RATING

B (2019: B)

SUPPLIER ENGAGEMENT RATING (SER)

A-

### BUILDING RESEARCH ESTABLISHMENT ENVIRONMENTAL ASSESSMENT METHOD (BREEAM)

#### 1-5 BANK STREET

BREEAM New Construction 2014 Office (Shell and Core)  
87.0% **Outstanding**

SOCIÉTÉ GÉNÉRALE OFFICE FIT OUT – BREEAM UK  
REFURBISHMENT AND FIT-OUT 2014 OFFICE

86.1% **Outstanding**

#### SOUTHBANK PLACE RETAIL UNITS IN BUILDINGS

##### 1, 2, 3, 4A, 4B AND 6/7

BREEAM New Construction 2011 Retail (Shell only)  
59.9% **Very Good**

#### 7 CHARTER STREET AND 8 UNION SQUARE

BREEAM New Construction 2014 Office (Shell and Core)  
88.4% **Outstanding (Design Stage)**

#### 7 CHARTER STREET AND 8 UNION SQUARE

BREEAM New Construction 2014 (Retail)  
81.6% **Excellent (Design Stage)**

#### WOOD WHARF

BREEAM Communities (Step 1)

### CODE FOR SUBSTANTIABLE HOMES (CFSH)

Wood Wharf E1E2 – 327 flats

CfSH Level 4

Southbank Place B6&7 – 74 flat

CfSH Level 4

# ENVIRONMENTAL DATA & TARGETS

CATEGORY	DESCRIPTION	2019 Performance	2020 Target	End 2020 Update	2021 Target	2030 Vision
Climate Action	% of Developments achieving EAM: CfSH L4 BREEAM Very Good / Excellent / Outstanding	100%	100%	100%	100%	To achieve carbon emission reductions in line with climate science  All developments aspire to be net zero carbon, with a full review of our Scope 3 emissions
	% of Electricity from Renewable Sources	100%	100%	100%	100%	
	% of tenants purchasing renewable electricity	Initial tenant review held	25%	25%	40%	
	% of suppliers with Science Based Targets (by spend) <sup>2</sup>	5%	10%	8%	10% Improve engagement with supply chain through SCSS	
	% reduction on 2017 baseline for emissions from S1+2 and leased downstream assets	+2.5% increase	15% decrease	19% decrease	25% decrease	
Beyond Zero Waste	% Waste to Landfill in Managed areas	0%	0%	0%	0%	To aspire to be the world's leading circular economy
	% Waste recycled in managed offices	78%	83%	80%	70% <sup>3</sup>	
	% Waste recycled in retail	84%	85%	86%	75% <sup>3</sup>	
	% Waste recycled in infrastructure	77%	78%	70%	60% <sup>3</sup>	
	% CWCL waste diverted from landfill (C, D, E)	99%	99%	99%	99%	
Wellbeing	% Biodiversity Net Gain	1.6%	3%	1.6%	3% Initiate landscaping enhancement strategy in line with the BAP	To achieve an appropriate biodiversity net gain by 2030  To be defined as the leading residential and placemaking brand through many factors including facilitation of sustainable lifestyle choices
	Air quality initiatives	Establish a system to measure Estate air quality. Participate in Business Clean Air Taskforce	Implement further air quality initiatives on the Estate, e.g. make improvements to Estate 'No Idling Zones'	Founding signatories of Business Clean Air Taskforce	Install PM10 and PM2.5 monitors on the Estate	
	Implement CWG Health and Wellbeing Design Strategy on all new projects	20% (commercial projects only)	50% (commercial and residential projects)	20% – no change from 2019	50%	
	Wellbeing initiatives	Launch 'Time To' campaign	Establish Wellbeing Working Group	'WELL H&S certifications achieved on all five managed buildings	Establish Wellbeing Working Group	

<sup>2</sup> This figure includes suppliers who have set or committed to their own science-based targets.

<sup>3</sup> Targets recalibrated for 2021 due to operational impacts of Covid lockdown and bringing waste management in-house.



# ENVIRONMENTAL DATA & TARGETS

CATEGORY	DESCRIPTION	2019 Performance	2020 Target	End 2020 Update	2021 Target	2030 Vision
Responsible Business	Spend in Local Economy	36%	40%	42%	45%	To demonstrate our contribution to all 17 Sustainable Development Goals across our full value chain with the aim of being the world's first SDG-compliant city
	Staff volunteering as a percentage of total offered by company	5.1%	8%	1.6%	3% <sup>4</sup>	
	Diversity and Inclusion	Publish Gender Pay Gap report	Define appropriate D+I metrics supported by internal and external drivers.	Women's Steering Group and Ethnicity Steering Group established.  Integrated D&I performance targets into annual appraisal process for senior management.	Deliver D&I survey to all staff  Continue to further measure D&I progress	
	GRESB	82% 4 star	Achieve 5 star rating	5 star rating achieved	1st in peer group	
	Rollout of new sustainability training programme for staff.	Commenced	50%	Progress halted by Covid; developing online training as replacement	Establish and roll out online sustainability training	
	Local people employed at CWG companies from the boroughs in which we operate.	8.9%	10%	8.9%	10%	

SUMMARY ASSURANCE STATEMENT HERE TBC

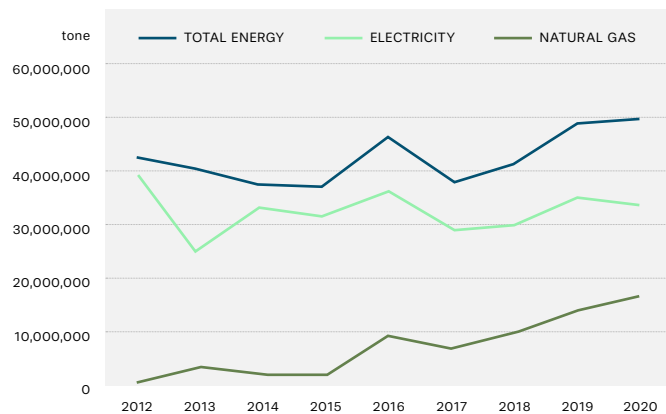
# CANARY WHARF MANAGEMENT

## ENERGY AND GREENHOUSE GAS EMISSIONS

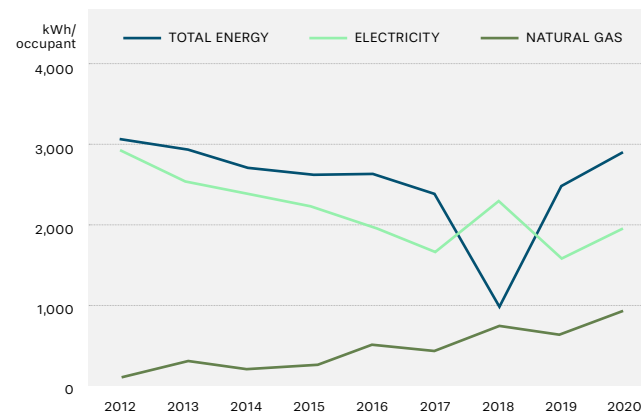
### OFFICE BUILDINGS

	CHANGE 2019-20	2020	2019	2018	2017	2016	2015	2014	2013	2012
Energy (kWh)	2.03%	49,607,872	48,622,774	40,025,858	36,346,824	45,513,963	35,186,231	36,094,435	39,520,721	41,236,091
Energy (kWh/occupant)	27.41%	2,843	2231.73	2,276.14	2,106	2,434	2,413	2,566	2,865	3,029
GHG emissions (tonnes)	-6.09%	13,082	13,929	12,757	11,552	16,711	16,596	17,207	17,925	20,147
GHG emissions (tonnes/occupant)	17.28%	1	0.6	1	1	1	1	1	1	1
Electricity (kWh)	-3.83%	33,775,451	35,121,685	30,331,979	28,891,270	36,383,341	31,901,673	33,263,381	25,227,759	39,559,416
Electricity (kWh/occupant)	20.09%	1,936	1,612	2,283	1,674	1,946	2,188	2,365	2,554	2,906
Gas (kWh)	19.93%	15,897,428	13,255,527	9,484,497	7,258,933	8,775,539	2,960,513	2,350,584	3,812,492	1,170,927
Gas (kWh/occupant)	49.76%	911	608	714	421	469	203	167	276	86
Gas oil (kWh)	-43%	140,864	245,562	209,382						
Gas (kWh/occupant)	-28%	8	11	16						
Fuel oil (kWh)	-	0	0	0	196,621	355,083	324,045	480,470	480,470	505,748
Fuel oil (kWh/occupant)	-	0	0	0	11	19	22	34	35	37

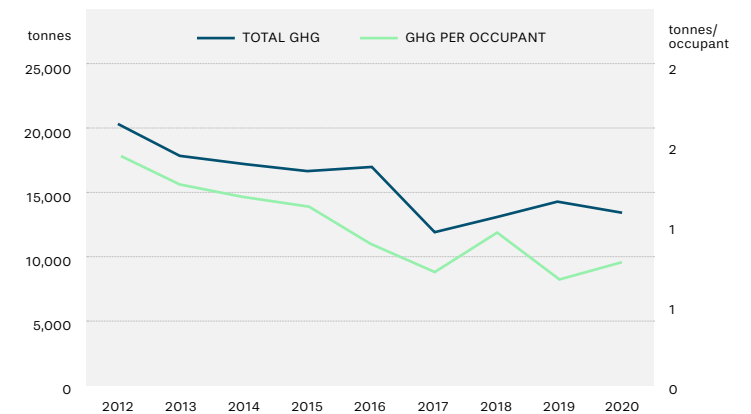
ENERGY BREAKDOWN (office)



ENERGY PER OCCUPANT (office)



GHG EMISSIONS (office)





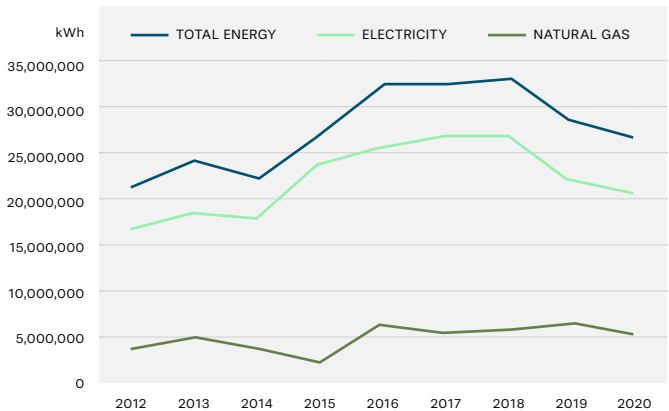
# CANARY WHARF MANAGEMENT

## ENERGY AND GREENHOUSE GAS EMISSIONS

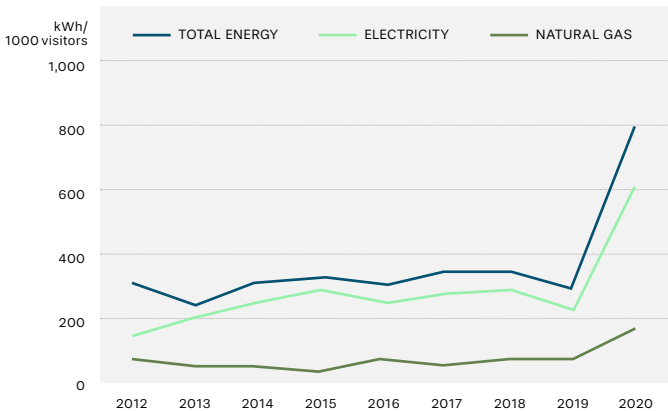
### RETAIL

	CHANGE 2019-20	2020	2019	2018	2017	2016	2015	2014	2013	2012
Energy (kWh)	5.58%	26,771,500.53	28,353,780.66	32,798,872.23	32,820,401.00	32,105,771.00	26,526,885.00	21,998,828.52	23,874,926.52	21,226,914.23
Energy (kWh/1000 visitors)	-164.94%	785.86	296.62	343.12	337.97	306.90	318.62	306.38	249.12	307.30
GHG emissions (tonnes)	12.43%	7,269.87	8,301.72	10,762.17	10,458.24	11,827.80	12,513.00	9,858.00	10,381.00	9,314.00
GHG emissions (tonnes/1000 visitors)	-145.72%	0.21	0.09	0.11	0.11	0.11	0.15	0.14	0.11	0.13
Electricity (kWh)	6.69%	20,781,718.58	22,272,609.49	27,153,030.65	27,361,502.00	25,958,929.00	24,090,960.00	18,328,486.00	18,888,672.00	17,066,793.00
Electricity (kWh/1000 visitors)	-161.81%	610.03	233.00	284.06	281.76	248.14	289.36	255.27	197.09	147.07
Gas (kWh)	9.06%	5,524,932.50	6,075,639.04	5,640,309.19	5,198,509.00	6,143,204.00	2,327,910.00	3,546,176.00	4,862,088.00	4,078,549.00
Gas (kWh/1000 visitors)	-155.16%	162.18	63.56	59.01	53.53	58.72	27.96	49.39	50.73	59.04
Gas oil (kWh)	18.45%	4,511.64	5,532.13	5,532.38						
Gas (kWh/occupant)	-128.83%	0.00	0.000058	0.000058						
Fuel oil (kWh)	-	-	-	0.00	260,390.00	3,638.00	108,015.00	124,166.52	124,166.52	81,572.23
Fuel oil (kWh/1000 visitors)	-	-	-	0.00	2.68	-	-	-	1.30	-

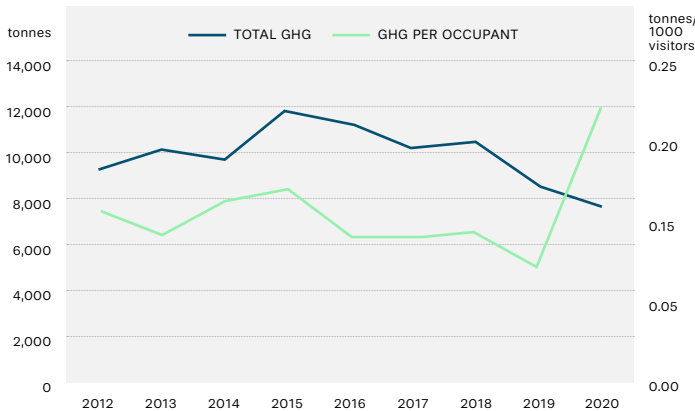
ENERGY BREAKDOWN (retail)



ENERGY PER 1000 VISITORS (retail)



GHG EMISSIONS (retail)



# CANARY WHARF MANAGEMENT

## ENERGY AND GREENHOUSE GAS EMISSIONS

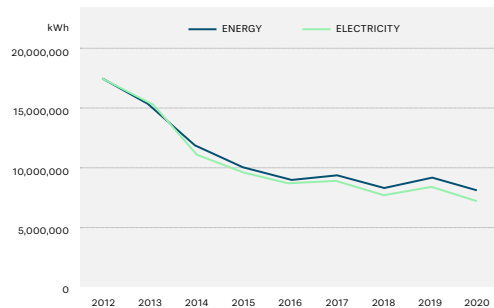
### INFRASTRUCTURE AND CAR PARKS

	CHANGE 2019-20	2020	2019	2018	2017	2016	2015	2014	2013	2012
Energy (kWh)	-10.83%	8,241,537.03	9,242,037.37	8,482,849.59	9,582,264.00	9,292,844.00	10,252,040.00	12,079,773.11	15,625,830.71	17,745,758.00
Energy (kWh/m <sup>2</sup> )	-7.68%	15.19	16.46	15.11	33.64	33.29	36.72	43.27	55.97	63.57
GHG emissions (tonnes)	-18.05%	2,396.74	2,924.73	3,052.09	3,352.93	3,814.04	5,046.00	7,544.00	7,799.00	8,879.00
GHG emissions (tonnes/m <sup>2</sup> )	-15.16%	0.00	0.01	0.01	0.01	0.01	0.02	0.03	0.03	0.03
Electricity (kWh)	-11.63%	7,602,927.50	8,603,322.77	8,101,108.80	9,309,971.00	9,165,193.00	9,888,200.00	11,642,491.00	15,539,454.00	17,745,758.00
Electricity (kWh/m <sup>2</sup> )	-8.51%	14.02	15.32	14.43	32.68	32.83	35.42	41.70	55.66	63.57
Gas (kWh)		0.00	0.00	0.00	-	-	-	-	-	-
Gas (kWh/ m <sup>2</sup> )		0.00	0.00	0.00	-	-	-	-	-	-
Gas oil (kWh)	-0.02%	638,609.53	638,714.59	381,740.79						
Gas oil (kWh/m <sup>2</sup> )	-39.85%	1.18	1.96	1.17						
Fuel oil (kWh)		0.00	0.00	0.00	272,293.00	127,651.00	363,840.00	437,282.11	86,376.71	-
Fuel oil (kWh/m <sup>2</sup> )		0.00	0.00	0.00	0.96	0.46	1.30	1.57	0.31	-

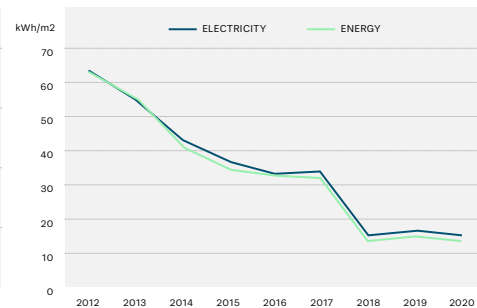
### TRANSPORT

Fuel (kWh)	-0.00%	15,641.00	15,641.21	217,028.61	542,401.86	599,155.27	595,606.16	584,315.94	648,561.61	761,998.21
GHG emissions (tonnes)	-1.68%	4.57	4.64	66.31	152.12	166.94	168.04	173.99	173.44	202.20

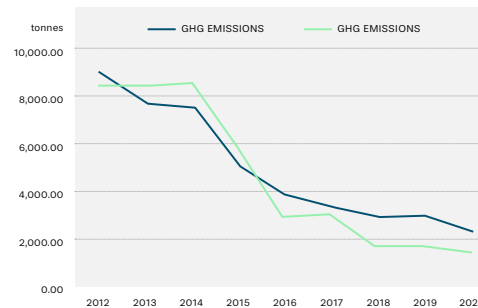
ENERGY BREAKDOWN (infra. & car park)



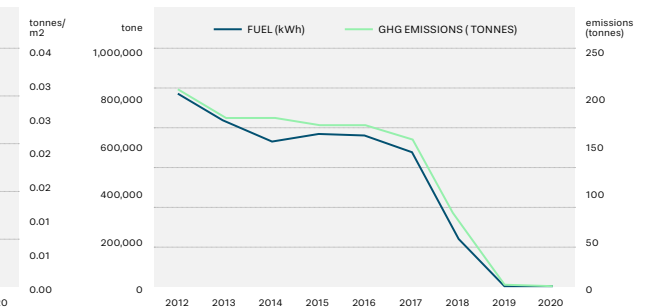
ENERGY PER AREA (infra. & car park)



GHG EMISSIONS (infra. & car park)



TRANSPORT FUEL & EMISSIONS





# CANARY WHARF MANAGEMENT

## ENERGY AND GREENHOUSE GAS EMISSIONS

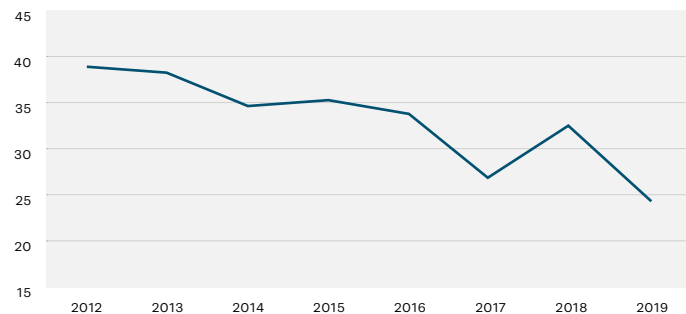
### RESIDENTIAL BUILDINGS

	2020
Energy (kWh)	2,633,337
Energy (kWh/occupant)	3,317
GHG emissions (tonnes)	759
GHG emissions (tonnes/occupant)	1
Electricity (kWh)	2,633,337
Electricity (kWh/occupant)	3,317
Gas (kWh)	0
Gas (kWh/occupant)	0
Gas oil (kWh)	0
Gas (kWh/occupant)	0

### CWM (OFFICE, RETAIL, INFRASTRUCTURE & CAR PARKS, RESIDENTIAL)

	CHANGE 2019-20	2020	2019	2018	2017	2016	2015	2014	2013	2012
GHG Emissions (tonnes)	-5.69%	23,724.10	25,155.67	26,571.69	25,362.72	32,352.67	34,155.00	34,609.00	36,105.00	38,340.00
Area (m <sup>2</sup> )	-17.20%	842,009	1,016,952	815,953.50	931,254.58	950,607.60	962,203.27	993,418.60	942,083.29	982,788
GHG Emissions per area (kWh/m <sup>2</sup> )	13.90%	28.18	24.74	32.57	27.24	34.03	35.50	34.84	38.32	39.01

tonnes/m<sup>2</sup> GHG EMISSIONS PER UNIT AREA (CWM all)



# CANARY WHARF MANAGEMENT

## WATER

	OFFICE				RETAIL			INFRASTRUCTURE/ CAR PARKS			RESIDENTIAL	
	Water mains m <sup>3</sup>	Water mains (per occupant) m <sup>3</sup> /occupant	Discharge to sewer m <sup>3</sup>	Discharge to evaporation m <sup>3</sup>	Water mains m <sup>3</sup>	Water mains (per 1000 visitors) m <sup>3</sup> /1000 visitors	Discharge to sewer m <sup>3</sup>	Water mains m <sup>3</sup>	Water mains (per area) m <sup>3</sup> / m <sup>3</sup>	Discharge to sewer m <sup>3</sup>	Water mains m <sup>3</sup>	Water mains (per occupant) m <sup>3</sup> / occupant
CHANGE 2019-20	-55.49%	-44.41%	-55.49%	-	59.42%	347.33%	59.42%	-72.41%	-71.75%	-72.41%	61,315	77
2020	89,355	5	70,226	0	55,165	1.6	50,489	22,981	0.05	20,453		
2019	200,735	9	157,762	0	34,603	0.4	31,670	83,284	0.18	74,123		
2018	316,941	18	249,091	0	35,881	0.4	32,839	20,986	0.04	18,677		
2017	267,356	15	210,121	57,235	63,325	0.7	57,957	24,801	0.09	22,073		
2016	326,193	17	259,999	66,194	68,987	0.7	62,378	22,075	0.08	19,647		
2015	231,080	16	179,106	51,974	116,052	1.2	115,490	23,559	0.08	23,559		
2014	266,582	19	206,278	60,304	92,941	1.0	92,868	2,292	0.01	2,292		
2013	147,924	11	118,355	29,569	39,948	0.4	399,322	31,327	0.11	31,327		
2012	220,339	16	220,339	-	51,973	0.5	51,973	65,473	0.23	65,473		

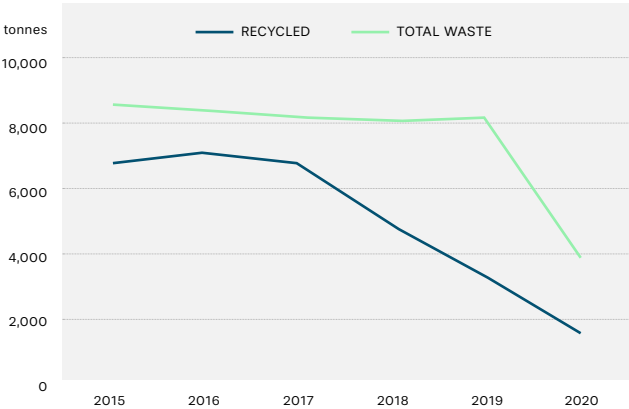


# CANARY WHARF MANAGEMENT

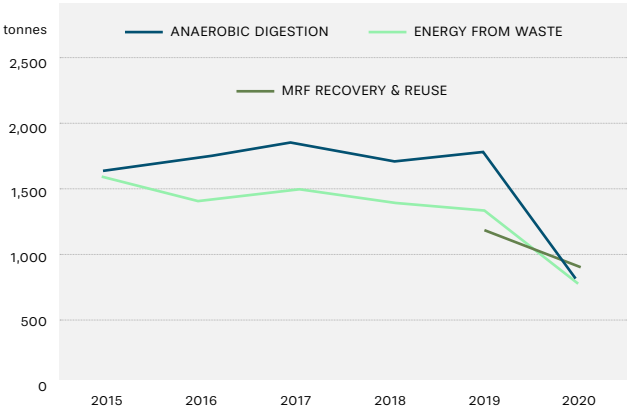
## WASTE

	Recycled		Anaerobic Digestion		Composted		Energy from Waste		Landfill		MRF Recovery & Reuse		Bulky Waste		Non-hazardous Waste		Hazardous Waste		Total Waste
	tonnes	%	tonnes	%	tonnes	%	tonnes	%	tonnes	%	tonnes	%	tonnes	%	tonnes	%	tonnes	%	tonnes
CHANGE 2019-2020	-1638.87	0.84%	-1088.21	-3.76%	-14.23	-0.18%	-622.3838	1.73%	0	0%	-338.4322	7.13%	-148	-1.82%	-3835.893	4.11%	-313.97	-3.60%	-4170.15
2020	1620.12	40.93%	742.89	18.77%	0	0.00%	723.86	18.29%	0	0%	871.41	22.01%	0	0.00%	3958.28	100.00%	20.29	0.51%	3958.28
2019	3258.99	40.09%	1831.10	22.53%	14.23	0.18%	1346.24	16.56%	0	0%	1209.84	14.88%	148.00	1.82%	7794.17	95.89%	334.26	4.11%	8128.43
2018	4712.28	58.86%	1808.08	22.58%	0	0.00%	1449.84	18.11%	0	0%					7970.21	99.55%	36.15	0.45%	8006.36
2017	6509.44	80.62%	1924.09	23.83%	1565.1	19.38%	1565.1	19.38%	0	0%					8074.54	99.64%	29.33	0.36%	8103.87
2016	6880.61	82.68%	1835.21	22.05%	150.76	1.81%	1441.86	17.23%	0	0%					8322.47	99.57%	35.94	0.43%	8358.41
2015	6722.9	80.20%	1691.88	20.18%	39.76	0.47%	1651.43	19.70%	0	0%					8361.32	99.74%	21.83	0.26%	8383.15

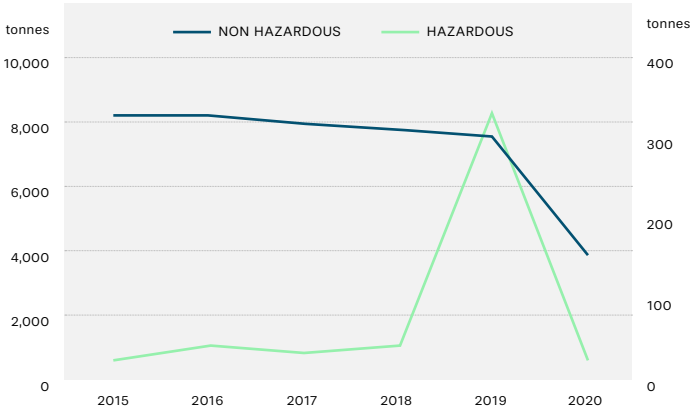
WASTE MANAGEMENT



WASTE MANAGEMENT



HAZARDOUS & NON-HAZARDOUS WASTE



<b>SCOPE</b> (Inclusions & Exclusions)	Normalised data includes landlord-influenced areas only, and excludes tenant areas. Transport fuel includes diesel, unleaded and red diesel consumed by CWM owned vehicle fleet. All normalised data includes Scope 1 and 2 emissions and a portion of Scope 3..		
<b>ESTIMATION TECHNIQUES &amp; ASSUMPTIONS</b>	<p><b>ENERGY, CARBON &amp; GREENHOUSE GAS EMISSIONS</b></p> <p>Meter readings recorded by the appointed third party are assumed to be true and correct. Where information for the full year is not available, the following estimations have been made:</p> <p><b>Gas:</b> Consumption has been derived from meter data received. In the absence of available data a particular month, consumption for this month has been estimated by taking an average from a suitable time period.</p> <p><b>Electricity:</b> Data has been sourced from invoices, fiscal and non-fiscal meters across the estate and from UKPN – for the boundary point consumption of buildings. The boundary consumption is of relevance for calculating the net consumption of buildings on the Canary Wharf estate as tenants of Canary Wharf buildings have the choice to purchase their own electricity direct from suppliers as well as from CWG. As such visibility of the electricity consumption of tenants in CWG buildings who source electricity independently of CWG would not be possible without knowing the boundary point consumption. The difference between the A (the sum of the total landlord consumption and the tenant consumption recharged by CWG to tenants) and B (the boundary point consumption) for a building can be said to be the consumption of tenants with independent electricity supply arrangements (+ losses).</p> <p><b>Oil:</b> Consumption data has been provided by building managers for gas oil. Fuel oil is not used on the estate.</p> <p><b>PV:</b> The PV generation of 74,374 kWh at BP4 in 2020 and 383.474 kWh at 5 Bank Street is used entirely within the buildings by the landlord. For 10 George Street the PV capacity is 10,881 kWh/year.</p>	<p><b>WATER</b></p> <p>Water data has been sourced from meters across the estate.</p> <p><b>Inter-building flows:</b> There are three flows of chilled water between buildings on the estate. HQ3 supplies chilled water to RT3. HQ4 (no longer within CW estate) also supplies chilled water to RT3 and thirdly, DS7 supplies chilled water to RT2.</p> <p>For chilled water creation an efficiency of 300% has been assumed – this means for each kWh of electricity consumed by a chiller 3kWh of cooling is delivered. In balancing inter-building flows of energy chilled water flows have been considered as flows of electricity. If for example the chilled water heat meter in RT2 showed a net annual consumption of 300kWh received from DS7 our building level consumption calculations would include a 100kWh export from DS7 to RT2 and RT2 would include a 100kWh import from DS7.</p> <p><b>Intra-building flows:</b> BP4 and RT5 generate their own LTHW which is for which tenants' consumption is metered and paid for. Accordingly 'tenant' consumption of gas within these buildings reflect this metered consumption of LTHW by tenants. An assumed LTHW production efficiency of 90% has been adopted, as in previous years – this means that if tenants in a building were metered as consuming a total of 100 kWh LTHW over the course of the year this would appear as a 111.1 kWh consumption of gas by tenants at the building level.</p>	<p><b>BUILDING LEVEL ASSUMPTIONS</b></p> <p><b>Car parks:</b> For continuity motorbike parking spaces have been counted as 1/3 of a car parking space. This is the same approach as has been used in previous years.</p> <p><b>Other infrastructure:</b> For the purposes of reporting, Other Infrastructure includes:</p> <ul style="list-style-type: none"> <li>– 5–6 Chancellor Passage</li> <li>– 5 Frosbier Passage</li> <li>– 6 Frosbier Passage</li> <li>– Blackwall Cartier Circle</li> <li>– Great Wharf Bridge – transferred from CWC</li> </ul> <p><b>Arts &amp; Events:</b> For the purposes of reporting, Arts and Events includes:</p> <ul style="list-style-type: none"> <li>– East Wintergarden</li> </ul> <p><b>RT3:</b></p> <ul style="list-style-type: none"> <li>– Unit 80: Residential Marketing Suite is included in landlord consumption, not listed separately under 'marketing' as in previous years</li> <li>– Residential buildings: The water consumption for One Casson Square, 30 Casson Square, 5 Belevdere Place and 10 Park Drive was estimated using benchmarking data as there was no access to the water metering data</li> </ul> <p><b>BOUNDARY POINT CONSUMPTION</b></p> <p>In the absence of consumption data for tenants in CWG buildings who do not procure their electricity from CWG boundary level consumption data is required to calculate building level consumption correctly. The 2020 boundary consumption data from UKPN was made available in early February and so has been able to be included in this report.</p> <p><b>ENERGY SUPPLIED BY OTHER ORGANISATIONS</b></p> <p>RT3 receives chilled water from HQ4 which is no longer in the CWG estate. As a result this now represents an energy flow into the estate from a non-CWG company.</p> <p><b>DATA EXTRAPOLATION</b></p> <p>In the instance that a meter has dropped out for a month or number of months in a year the data has been extrapolated based on the remaining months to ensure annual figure is as representative of the actual annual consumption as possible. Where a meter has been unavailable for a whole year or access to the meter has not been possible consumption from the previous reporting year has been used in lieu of available 2020 data.</p>
<b>ABSOLUTE/ SOURCE DATA</b>	Electricity (kWh) Gas (m³) Water – Mains (m³) Water – Discharge by evaporation (m³)	Water – Discharge to foul sewer (m³) Number of tenant occupants: Average number for reporting period (No.) Retail visitors – Reporting period (No.)	Infrastructure and Car Parks – Latest available floor area (Gross Internal Area) for reporting period (m2)
<b>CONVERSION/ EMISSION FACTORS</b>	Department for Business, Energy & Industrial Strategy Greenhouse gas reporting Conversion factors		

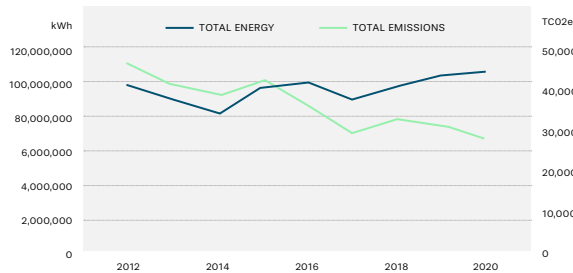


# CANARY WHARF GROUP

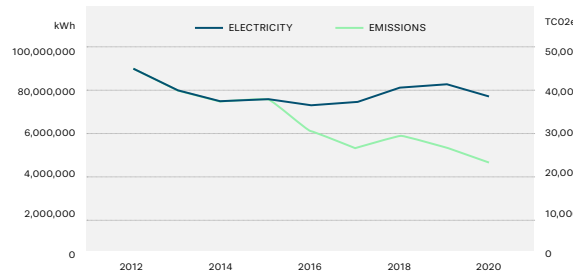
## ENERGY AND GREENHOUSE GAS EMISSIONS

	Energy		Electricity		Natural Gas		Gas oil		Transport fuel		Petrol	Diesel	Direct GHG Emissions	Total Indirect GHG emissions
	kWh	TCO2e	kWh	TCO2e	kWh	TCO2e	kWh	TCO2e	kWh	TCO2e	kWh	kWh	TCO2e	TCO2e
<b>CHANGE 2019-2020</b>	2.08%	-22.94%	-7.10%	-30.62%	43.05%	26.60%	-12.91%	-29.17%	-6.36%	-7.93%	-6.36%		34.50%	-17.43%
<b>2020</b>	106,463,067	23,748	76,115,060	17,963	28,319,013	5,207	2,234,864	574	15,641	5	15,641	0	5,787	17,963
<b>2019</b>	104,298,041	30,818	81,933,928	25,889	19,796,813	4,113	2,566,238	810	16,704	5	16,704	0	4,302	26,515
<b>2018</b>	98,025,935	32,442	80,740,125	28,482	15,124,806	3,169	2,159,473	724	218,559	67	12,917	205,643	3,433	27,860
<b>2017</b>	90,367,180	29,395	73,028,602	25,674	12,457,442	2,294	4,326,799	1,272	554,337	155			3,721	25,674
<b>2016</b>	101,238,235	36,539	71,376,262	29,411	14,918,743	2,745	14,344,075	4,216	599,155	167			7,128	29,411
<b>2015</b>	97,433,063	42,698	74,818,359	37,435	9,956,874	1,837	12,033,590	3,261	624,240	165			5,263	37,435
<b>2014</b>	82,497,573	38,716	73,595,527	36,824	6,150,073	1,134	2,167,657	587	584,316	171			1,893	36,824
<b>2013</b>	89,727,047	41,703	79,160,903	39,608	8,799,934	1,623	1,117,648	301	648,562	170			2,094	39,608

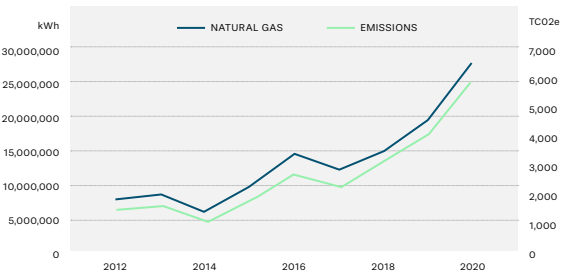
TOTAL ENERGY CONSUMPTION & EMISSIONS



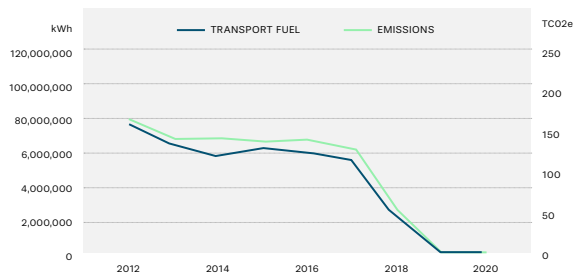
ELECTRICITY CONSUMPTION & EMISSIONS



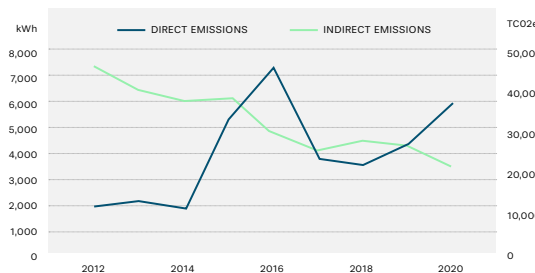
NATURAL GAS CONSUMPTION & EMISSIONS



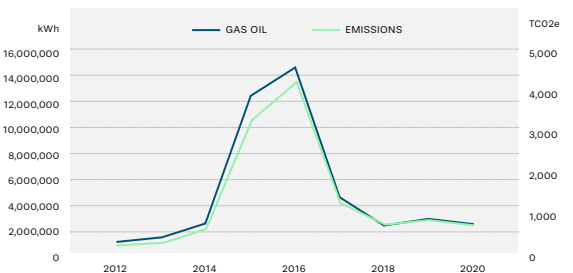
TRANSPORT FUEL CONSUMPTION & EMISSIONS



DIRECT & INDIRECT GHG EMISSIONS



GAS OIL CONSUMPTION & EMISSIONS



<b>SCOPE</b> (Inclusions & Exclusions)	<b>DIRECT EMISSIONS (SCOPE 1)</b> The reporting includes all natural gas, diesel and gasoline consumption from the buildings referenced within the reporting scope section as well as the Canary Wharf Management Limited (CWML) transport fleet and the Canary Wharf Contractors (CWCL) construction projects.	<b>INDIRECT EMISSIONS (SCOPE 2)</b> The reporting includes all electricity from CWML buildings and CWCL construction projects.
<b>ESTIMATION TECHNIQUES &amp; ASSUMPTIONS</b>	Estimations and assumption are defined at CWML and CWCL level	
<b>ABSOLUTE/ SOURCE DATA</b>	Source data is obtained at CWML and CWCL level	

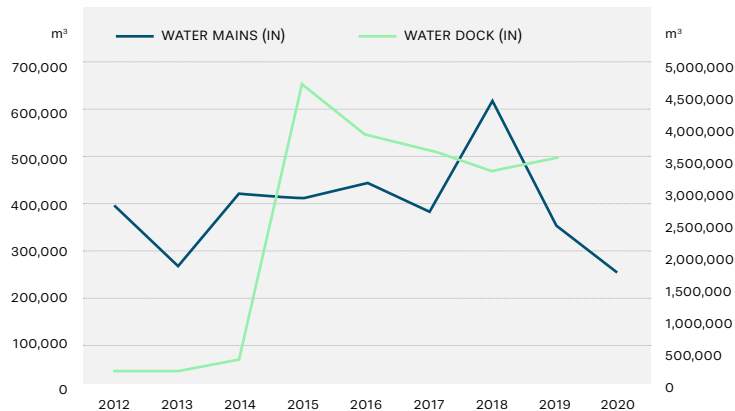


# CANARY WHARF GROUP

## WATER

	IN			OUT			RECYCLED
	Water mains (in) m <sup>3</sup>	Water Dock (in) m <sup>3</sup>	Water Rainfall Harvesting (in) m <sup>3</sup>	Water (discharge by evaporation) m <sup>3</sup>	Water (discharge to foul sewer) m <sup>3</sup>	Water (discharge to dock) m <sup>3</sup>	Water recycling m <sup>3</sup>
CHANGE 2019-20	-28.66%						
2020	256,731			0	141167.47	0.00	
2019	359,882	3,596,556		0	263,555	3,692,883	
2018	626,668	3,405,091		0	426,533	3,605,226	
2017	392,524	3,716,309		65,149	2,275,159	1,729,829	
2016	449,291	3,956,500		75,374	613,024	3,686,652	
2015	426,733	4,728,770		52,536	540,737	4,562,230	
2014	428,881	420,000		61,163	367,718	420,000	
2013	275,684	250,000		35,956	208,994	250,000	
2012	403,320	259,000		-	403,320	250,000	

### WATER CONSUMPTION



### SCOPE

(Inclusions & Exclusions)

Reporting scope is defined at CWML and CWCL level

### ESTIMATION TECHNIQUES & ASSUMPTIONS

Estimations and assumption are defined at CWML and CWCL level

### ABSOLUTE/ SOURCE DATA

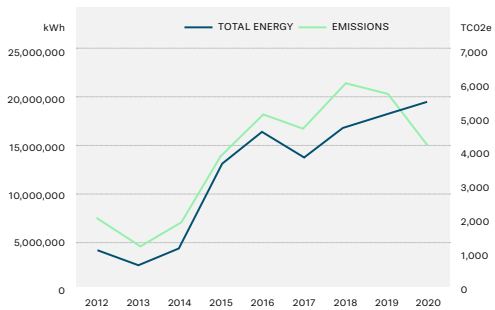
Source data is obtained at CWML and CWCL level

# CANARY WHARF CONTRACTORS

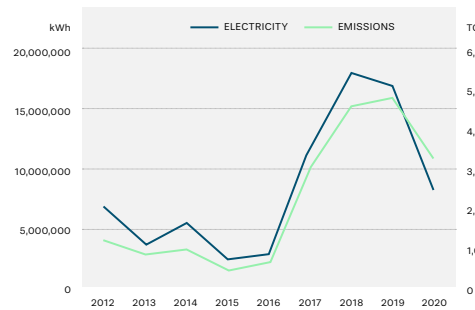
## ENERGY AND GREENHOUSE GAS EMISSIONS

	Absolute Energy Figures		Electricity		Gas Oil		LPG		Natural Gas		Petrol	
	kWh	TCO2e	kWh	TCO2e	kWh	TCO2e	kWh	TCO2e	kWh	TCO2e	kWh	kWh
<b>CHANGE 2019-2020</b>	6.25%	-26.30%	-31.85%	-49.71%	-13.45%	-29.61%			1381.09%	1210.8%	-100.00%	-100.00%
<b>2020</b>	19,208,820	4,173	10,861,288	2,532	1,450,879	372			6,896,653	1,268	0	0.00
<b>2019</b>	18,079,449	5,662	15,936,310	5,036	1,676,429	529			465,648	97	1,062	0.45
<b>2018</b>	16,718,355	5,870	15,154,007	5,346	1,562,818	524			0	0	1,531	0.45
<b>2017</b>	13,809,285	4,642	10,125,457	3,560	3,671,892	1,079	-	-	-	-	11,936	3
<b>2016</b>	16,169,357	5,024	2,297,055	947	13,857,703	4,073	-	-	-	-	14,598	4
<b>2015</b>	12,964,338	3,909	1,726,648	864	11,237,690	3,046	-	-	-	-	-	-
<b>2014</b>	4,474,676	1,993	3,402,923	1,703	1,071,753	290	-	-	-	-	-	-
<b>2013</b>	2,791,639	1,309	2,791,639	1,210	356,136	97	16,513	2	-	-	-	-
<b>2012</b>	4,167,787	2,085	4,167,787	2,085	-	-	-	-	-	-	-	-

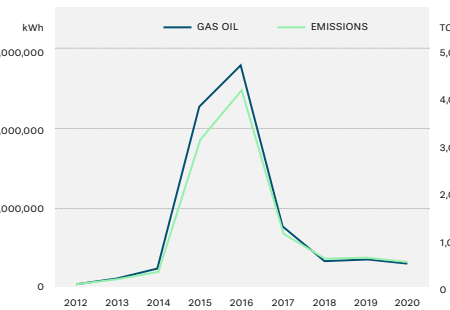
TOTAL ENERGY CONSUMPTION & EMISSIONS



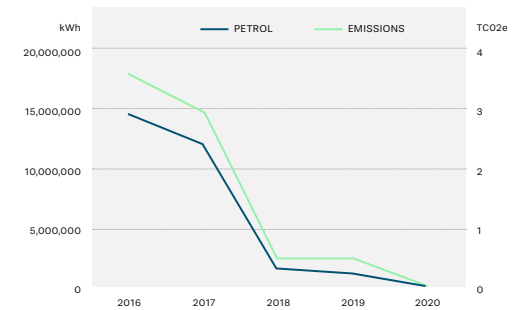
ELECTRICITY CONSUMPTION & EMISSIONS



GAS OIL CONSUMPTION & EMISSIONS



ELECTRICITY CONSUMPTION & EMISSIONS





<b>SCOPE</b> (Inclusions & Exclusions)	<b>ELECTRICITY</b> Electricity usage typically includes onsite offices, welfare facilities, access lighting, cranes and other electrical plant & equipment. Electricity is typically procured directly by CWCL. For fit out projects in occupied buildings, electricity would typically be sourced by CWML.	<b>FUELS (GAS OIL / LPG / PETROL)</b> Fuel consumption typically includes non-road mobile machinery (NRMM or plant), generators and the filling of fuel bowsters for further distribution. Fuel is typically procured by CWCL appointed trade contractors for use in their own or hired equipment. In the case of CWCL hired equipment, this would typically be procured by the appointed third party logistics provider. It does not include fuel associated with deliveries to site.	All normalised data includes Scope 1 and Scope 2 emissions (total fuel consumption and electricity used for the construction projects within the reporting period).
<b>ESTIMATION TECHNIQUES &amp; ASSUMPTIONS</b>	<b>ELECTRICITY</b> Where the electricity meters are not available and supplier invoices are not available or do not provide the required usage information, the usage previously recorded on the project is assumed to continue on a normalised basis or a similar project (type/ scale) is used to provide an assumed level of electricity consumption. Where meter readings are taken at greater than one month apart, a uniform consumption profile is assumed between the two readings.	<b>FUELS (GAS OIL / LPG / PETROL)</b> It is assumed that fuel records uploaded by trade contractors are true and correct. A small amount of data verification is undertaken by the CWCL Sustainability Team to minimise the risk of misreported information by cross-referencing available delivery records.	
<b>ABSOLUTE/ SOURCE DATA</b>	<b>ELECTRICITY:</b> Meter Readings (kWh) <b>GAS OIL:</b> Delivery Records (Litres)	<b>LPG:</b> Delivery Records (Litres) <b>PETROL:</b> Delivery Records (Litres)	
<b>CONVERSION/ EMISSION FACTORS</b>	Department for Business, Energy & Industrial Strategy – Greenhouse gas reporting – Conversion factors		

# CANARY WHARF CONTRACTORS

## WASTE

WASTE (SUMMARY)				
	Construction	Demolition	Excavation	Total
Total Waste (tonnes)	36,303.80	630.24	17,073.28	54,007.32
Recycled (tonnes)	35,840.26	630.24	15,004.63	51,475.13
% Recycled	98.72%	100.00%	87.88%	95.31%
Reuse (tonnes)	2.00	-	1,143.50	1,145.50
% Recycled	0.01%	-	6.70%	2.12%
Recovery (tonnes)	445.12		925.15	1370.27
% Recycled	1.23%		5.42%	2.54%
Direct Disposal (tonnes)	16.42	-		16.42
% Recycled	0.05%	-		0.03%

HAZARDOUS WASTE - SUMMARY				
Total CWCL Waste (tonnes)	36,303.80	630.24	17,073.28	54,007.32
Hazardous Waste Total (tonnes)	16.42	-	-	16.42
Total CWCL Non Hazardous waste (tonnes)	36,287.38	630.24	17,073.28	53,990.90

<b>SCOPE</b> <i>(Inclusions &amp; Exclusions)</i>	CWCL do not generate large amounts of waste (primarily office generated waste), however our appointed Trade Contractors generate a significant volume of waste undertaking duties we have appointed them for. Waste is generated from the demolition of existing structures, excavation of soils for basements and piles and construction waste as a by-product of the new structure / fit out. Waste is also generated in support functions such as the site offices and canteen, which is recorded as construction waste.		
<b>ESTIMATION TECHNIQUES &amp; ASSUMPTIONS</b>	It is assumed that waste records uploaded by Trade Contractors are true and correct. A small amount of data validation is undertaken by the CWCL Sustainability by undertaking monthly data reviews.		
<b>ABSOLUTE/ SOURCE DATA</b>	Waste Transfer Note (designation / volume / destination)	Hazardous Waste Consignment Note (designation / volume / destination)	Trade Contractor Environmental Plan – SWMP (waste facility recycling rate)
<b>CONVERSION/ EMISSION FACTORS</b>	Where Trade Contractors only have access to waste information in volume (m3) rather than by weight (tonnes), a spreadsheet with conversion factors is provided. These conversion factors are sourced from BRE SmartWaste.		

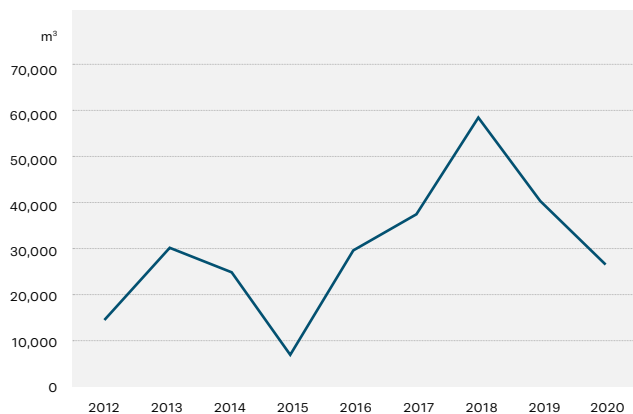


# CANARY WHARF CONTRACTORS

## WATER

	Water mains construction m <sup>3</sup>	Dewatering construction m <sup>3</sup>	Discharge foul to sewer m <sup>3</sup>	Discharge to dock m <sup>3</sup>
CHANGE 2019-20	-32.34%			
2020	27,916			
2019	41,260			3,692,883
2018	59,212		125,925	3,605,226
2017	38,696	259,000	1,986,480	1,729,829
2016	30,741	250,000	269,480	3,686,652
2015	7,950	420,000	174,490	4,562,230
2014	25,744	4,728,770	25,744	420,000
2013	30,734	250,000	30,734	250,000
2012	15,959	259,000	15,959	259,000

### WATER MAINS CONSTRUCTION



### SCOPE

(Inclusions & Exclusions)

#### WATER: MAINS INCOMING

Mains water usage typically includes onsite offices, welfare facilities, and onsite processes such as for dust suppression. Mains water is typically procured directly by CWCL. For fit out projects in occupied buildings, water would typically be from a CWML supply.

#### WATER: DISCHARGE TO DOCK

Contractor did not discharge to docks

### ABSOLUTE / SOURCE DATA

Water: Mains incoming meter readings (m3)

Water: Discharge to docks – incoming from aquifer meter readings (m³)

### CONVERSION / EMISSION FACTORS

Not applicable



MAKING  
SUSTAINABILITY  
REAL



**Canary Wharf Group plc**

One Canada Square  
Canary Wharf  
London  
E14 5AB

+44 (0) 20 7418 2000  
[pressoffice@canarywharf.com](mailto:pressoffice@canarywharf.com)  
[canarywharf.com](http://canarywharf.com)  
Twitter [@yourcanarywharf](https://twitter.com/yourcanarywharf)  
Instagram [@canarywharflondon](https://www.instagram.com/canarywharflondon)

