



MAKING
SUSTAINABILITY
REAL

PLACES FOR People & Nature

2021
Summary



CANARY WHARF
GROUP PLC



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

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

Click [here](#) to
read our full report



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.

Better Community

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

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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.

Better Business

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

Click [here](#) to read our full report



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.

Better Performance

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

Click [here](#) to read our full report



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.

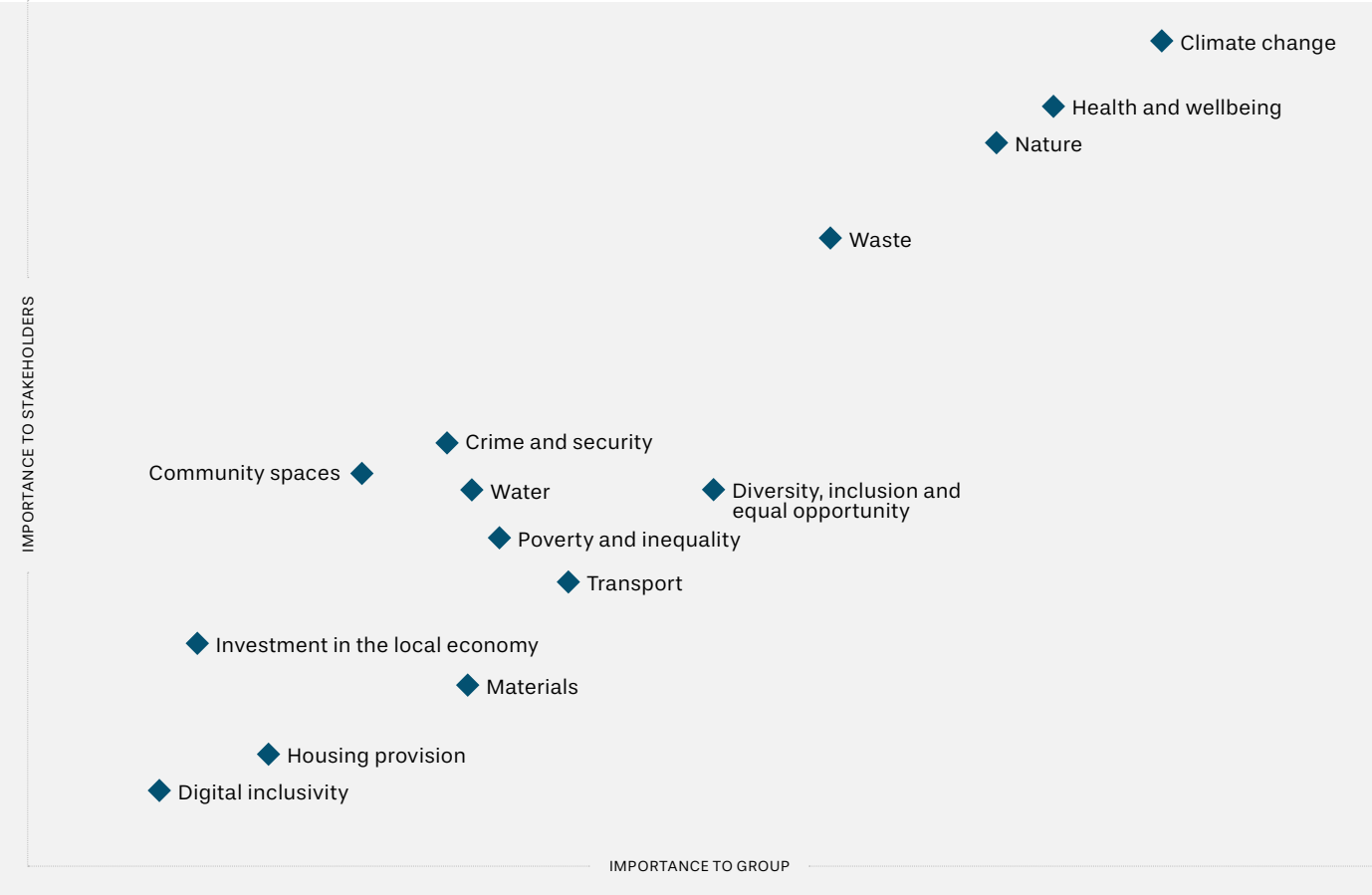
We have always been committed to transparent and honest reporting. By publishing a comprehensive set of environmental performance data, we are driving forward towards our goals of achieving net zero, going beyond zero waste, and creating places for people and nature to thrive.

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.



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) ²	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% ³	
	% Waste recycled in retail	84%	85%	86%	75% ³	
	% Waste recycled in infrastructure	77%	78%	70%	60% ³	
	% 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%	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	

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

³ 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% ⁴	
	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 OCTOBER 2021

Bureau Veritas UK Limited has been commissioned 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'). 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 "Better Business" 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. Based on our assurance activities and scope of work, nothing has come to our attention to suggest that the Selected Information is not fairly stated in all material respects.

A full assurance statement including methodology, limitations and exclusions can be found within [The Report](#)





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