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## Welcome To the City of the Future

### Welcome to our 2018 report

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

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

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

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

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

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



0.1 Creating the City of the Future ▶

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## Creating the City of the Future

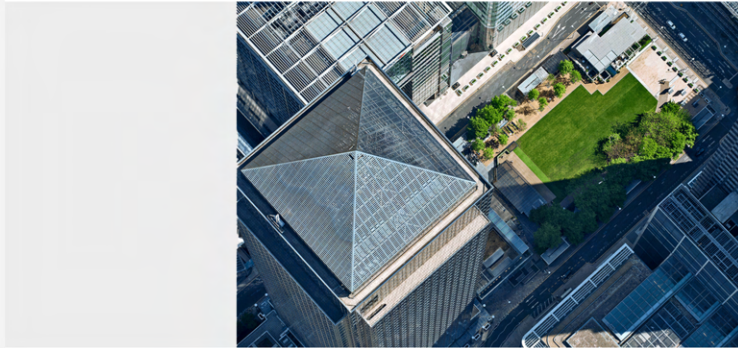
What does the city of the future look like? How will it differ from today?

The answers can be found at Canary Wharf, where innovation and technology are creating a template for the sustainable city of tomorrow.

We may live in uncertain times, but there are some things we can be sure of. We know that the city of the future will be smarter, more data driven, more sustainable. An intelligent, innovative, connected place where creativity, well-being and biodiversity flourish. A place where a circular economy ensures sustainable growth and where smart technology provides innovative solutions for the problems of today – and tomorrow.

The city of the future will also be about far more than just the buildings – it will be about its impact on wider society, and the community that lives and works in and around it.

This vision is what drives Canary Wharf Group to lead the way in creating tomorrow's city, not only on the Canary Wharf estate but across all of our developments. We're implementing this through embedding sustainability from the ground up, and by listening to and engaging with our stakeholders. We call it **Making Sustainability Real** – our strategy to create, by 2030, a true city of the future. A place for everyone, led by sustainability, built on innovation.



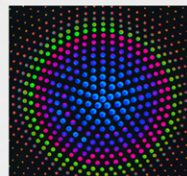
## OUR VISION

To implement our vision, our strategy brings together all the principles required to deliver a city of the future. Our strategy is based around four pillars:

- Evolve** – how we are making great places
- Include** – how we are promoting inclusive growth
- Pioneer** – how we are pioneering innovation
- Optimise** – how we are optimising our performance

These pillars are underpinned by **Lead**, managing our business with integrity and responsibility, and **Measure**, the rigorous controls we put in place to monitor our performance and progress.

Through these pillars, we are driving the creation of a city that is **Circular, Positive, Innovative, Responsible and Measured** – the city of the future.



## CIRCULAR

Breaking out of the cycle of taking, making and wasting to create a localised circular economy



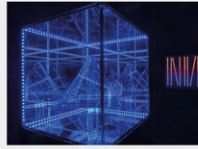
## POSITIVE

Building a destination that enhances the well-being of all who experience it

## INNOVATIVE

Embracing new ideas to find

the solutions that will  
shape the city of tomorrow



## MEASURE

Putting words into action to Make  
Sustainability Real



## RESPONSIBLE

Leading by example to create a truly  
sustainable city

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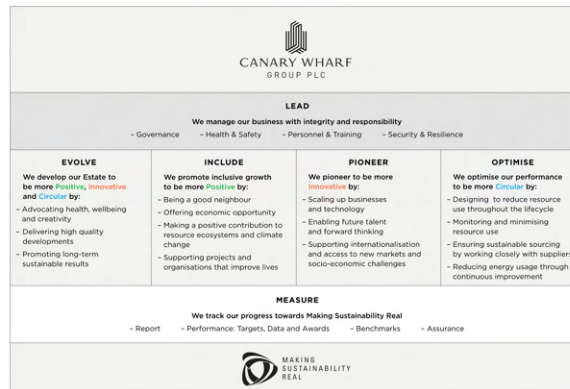


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## Making Sustainability Real

Making Sustainability Real is our long-term commitment that will help us to deliver the city of the future – the strategic framework behind all the initiatives, campaigns and events we run to raise awareness, engage people and embed sustainability across the Estate.

Making Sustainability Real is also about listening and engaging, getting the buy-in and involvement of all our stakeholders, from tenants and suppliers to employees and contractors. And it is through Making Sustainability Real that we are taking corporate leadership, creating a place that is smart, intelligent and connected. A place where technology and innovation create a truly sustainable city, based on a circular economy that benefits all its stakeholders.



To do this, we have aligned our goals and targets with the United Nations Sustainable Development Goals, so we contribute to the wider international agenda for sustainable growth. [Read More](#)

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## Leaders in sustainability

Canary Wharf has always been about pioneering – taking leadership to create something new and better. It's that corporate leadership that is driving the Making Sustainability Real vision at Canary Wharf.



0.2 Making Sustainability Real

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## Welcome to the Circular City

Imagine a city free from waste and pollution, where the Earth's natural resources are protected and valued. This is our vision.

Today, we're transforming how our cities operate. While they drive economic growth, cities are traditionally responsible for using a great deal of natural resources and producing a lot of waste and pollution. That's not good for us, or our planet.

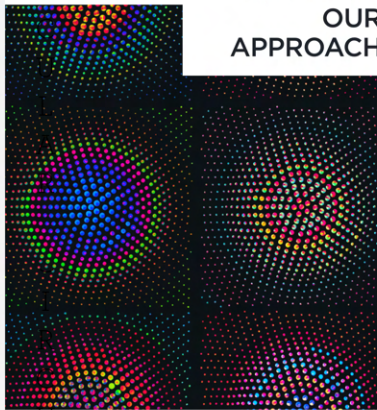
We're re-thinking the ways in which cities operate, to make Canary Wharf a truly circular city and a model of the future.

In a circular economy, waste is not waste. It's a valuable resource that can be repurposed and turned into something new. A circular business cuts out waste and keeps products and materials in use. This drives greater resource efficiency and reduces the use of new materials. And it lowers the environmental impact of production - allowing our cities and societies to grow sustainably.

Our challenging goals for 2030 will transform us by addressing how we handle areas such as energy, carbon, waste and resource management. We will achieve this in collaboration with tenants, residents, suppliers and professional bodies.

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## CIRCULAR: OUR APPROACH



We're building a city that has sustainability in its very **design**. Seven projects had BREEAM Excellent or better certifications in 2018.

We're promoting and investing in a **zero-carbon** economy. We've reduced energy usage by 35% since 2007. 1.2 Managing our Impacts.

We're cleaning up to create a waste-free future. Zero waste has been sent to landfill from our managed areas since 2009.

We're striving to **remove all unnecessary plastic** from our operations. 40,000 bottles were refilled at our bottle refill stations in 2018.

We work with our key stakeholders to ensure we **responsibly source** all major building materials we use. All suppliers assessed through our responsible sourcing standards.

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### UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGs)

Our work to create a circular city supports the UN Sustainable Development Goals (SDGs), especially the following:

SDG SUPPORTING	UN SDG TARGET	HOW WE SUPPORT THESE TARGETS
 <p>We support SDG 7 by only purchasing renewable energy on our estate.</p>	<p>7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.</p> <p>7.3 By 2030, double the global rate of improvement in energy efficiency.</p>	<p>We've purchased 100% of our electricity from renewable sources since 2012.</p> <p>Across retail, emissions per 1,000 visitors fell by 1.26% evidencing energy saving and efficiency strategies.</p>

11 A Sustainable Future



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## A sustainable future: It starts with great design

We want Canary Wharf to be a circular city. We can only do that with cooperation from our stakeholders, including tenants and suppliers. We engage them continually to drive the partnerships and collaborations necessary to realise our ambitions.



All our projects have sustainability at their core: from air quality and water management to heating and lighting. We design our buildings to be efficient, and to improve the health and well-being of those who live and work in them.

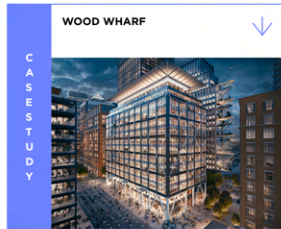
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## FROM THE GROUND UP - AND BEFORE

We've been focusing on project briefs that include sustainability from the outset, including materials, health and well-being as well as sustainability in general. The new briefs will go live in 2019, with circular economy principles embedded in them, from responsible sourcing of materials to the Key Performance Indicators (KPIs) we put in place. We also constantly measure and benchmark ourselves externally.

# 84%

Retailers across our Estate are now achieving 84% recycling and recovery



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HOW ULTRA SITES HELP CREATE THE CIRCLE

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The collaborative approach we take across all our projects means that everyone involved shares a vision of what we aim to achieve - which means shared action. Through the collective effort to reduce and eliminate waste, recycling materials and achieve greater efficiency, we, together with our partners, are helping build the circular economy.

### OUR 2018 PROGRESS

Our targets are designed to embed resilience and adaptation in our designs to ensure that we can evolve to meet the needs of the future.

TARGET	ACHIEVEMENT	2020 GOAL
Develop tools to monitor sustainability performance and benchmark projects against the strategy. Develop Project Sustainability Brief	Draft Brief ready for circulation. Awaiting updated targets aligned with draft London Plan	All developments to aspire to be carbon net zero and work towards becoming carbon net positive
All future commercial (office) projects to target BREEAM Outstanding	All office projects to achieve BREEAM Outstanding	
Develop a health, well-being and productivity strategy	Working group met regularly in 2018	
Set up a CWG working group to push the well-being agenda with the company		

Read more about our 2018 progress against targets in our [Measure charter](#)

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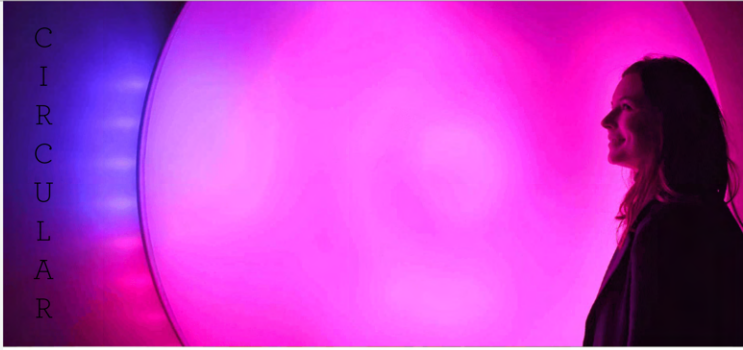
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## Managing our Impacts

### Applying circular thinking in practice

We aspire to be a zero-carbon business. We monitor our energy usage and constantly upgrade our buildings to make them more energy efficient and to reach our goal of becoming carbon net zero.



#### RESILIENCE TO CLIMATE CHANGE

Climate change is one of the greatest challenges facing the world. To play our part in mitigating this challenge, we are focused on remaining resilient to its effects while reducing our emissions wherever possible.

#### EMBEDDING EFFICIENCY

We've reached several milestones in our energy efficiency journey. We've purchased 100% renewable electricity on the Estate since 2012 and are rolling out LED lighting to cover the entirety of our operations.

#### ENERGY EFFICIENCY ACHIEVEMENTS IN 2018

# 11.47%

reduction in energy consumption across our car parks and infrastructure

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We actively support our new residents who are moving to Canary Wharf for the first time, and we're producing a home user guide to help people make the most efficient use of energy in their homes.

# 33%

drop in energy use since 2007 - despite more and bigger buildings



## COMMITTING TO SCIENCE-BASED TARGETS

Since gaining our ISO 50001 certification in 2015, we've been working towards developing new approaches. In the last year, we've looked ahead to better understand the future of how energy is used.

We've also been able to identify the areas we must address. Energy management consultants Carbon Credentials are supporting us in how we monitor our consumption, and are helping us set science-based targets (SBTs) to take our projects forward. The SBTs will require a new reporting structure, which will give us the best possible indication of our performance and progress.





## ENGAGING TENANTS

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If we want to improve energy efficiency, tenant buy-in is essential. Energy and environmental issues are always on the agenda at our regular forums, and we share best practices so we can learn from each other. Presentations have been made by guest speakers from the Institute of Workplace and Facilities Management (formerly the British Institute of Facilities Management) and Jonathan Porritt, and we support tenants to help them achieve ISO standards. We know that if we work together, we can achieve great things.

### TOP OF THE LEAGUE

To encourage partners to improve their waste management, we've introduced a monthly tenant league table in our One Canada Square building – which has been both fun and competitive, although underlined with a serious message. These tables show how each business is performing, rating their progress and issues through a traffic light system – helping to achieve an 88% recycling rate in One Canada Square in December 2018. By partnering with our tenants to manage waste across the whole Estate, we can provide education and information, and make sure the right systems are in place.

ACHIEVING

# ZERO

waste to landfill since 2009 (from managed areas)

## INTELLIGENT WATER MANAGEMENT

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London's population is rising, putting a strain on the capital's water supplies; severe shortages are forecast by 2040. We are committed to improving how we manage our water use, reducing our impact and making our infrastructure more robust.

Total water use in CWG in 2018 was 567,456 m<sup>3</sup>, an increase of 44.6% increase on 2017 largely as a result of extensive commissioning activity. Water use per occupant in office buildings was 15.69 m<sup>3</sup>, up 1.3% on the previous year. Water use per 1,000 visitors in retail was 0.38 m<sup>3</sup>.

Water management offers huge opportunities to move from waste to resources within a circular economy. We are currently developing a water management plan, aligned with our [Biodiversity Action Plan](#). The plan focuses on:

**CIRCULARITY** – embedding the right principles and technologies to keep water in circulation for as long as possible.

**INNOVATION** – implementing a smarter use of water, deploying the best available technology to save more and improve quality.

**ENGAGEMENT** – raising the profile of water management across the Estate with all relevant stakeholders.

“

With a large site surface area – which we estimate could harvest 15,000m<sup>3</sup> per annum – a significant percentage of Southbank Place's water requirements will be supplied through rainwater from Intellistorm, thus reducing demand on London's stressed water supply network.

BARRY MILLAR, OPERATIONS DIRECTOR, WATERSCAN

”

### OUR 2018 PROGRESS

Our targets are designed to support our vision to create inspiring, resilient places that have a positive impact.

TARGET	ACHIEVEMENT	2030 GOAL
Conclude science-based targets feasibility phase	Agreed to proceed to stage 2 by CEO	To achieve carbon emission reductions in line with climate science, which incorporates a full review of our Scope 3 emissions
Recycle, reuse or recover CWMH non-hazardous waste: Managed offices 76%	79.06% rate achieved during the year	Aspire to establish the world's leading circular economy
Scope out a long-term water management strategy	Produced water management strategy scope document in 2018. Currently in discussions regarding water supply contract and installation of automatic meter reading	Achieve appropriate water management targets in line with long-term strategy

Read more about our 2018 progress against targets in our [Measure charter](#)

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## The Plastic-Free Priority

### Tackling the Need for Single-Use Plastics

Plastic waste is a huge problem: globally, we've produced approximately 8.3 billion tonnes of virgin plastic to date. If this continues, about 12 billion tonnes of plastic waste will be in landfills or the natural environment by 2050. That's why we're focusing on reducing single-use plastics across our operations.



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### THE CASE AGAINST SINGLE-USE PLASTICS

A staggering 38.5 million plastic bottles are bought in the UK every day, but only just over half are recycled. Unfortunately, 16 million are sent to landfill, burnt or leak into the environment and oceans each day.

We're committed to piloting new technologies and innovations to help remove the need for single-use plastics. Because we have a working population of around 120,000 people across 37 office buildings, and more than 300 shops, cafes, bars and restaurants, we know we can make a real difference across our Estate and throughout our operations.

### A PLASTIC FREE CITY



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In 2017, we asked people which environmental issues concerned them the most. Overwhelmingly, people identified single use plastics as the most urgent concern. That's why we introduced our **Breaking the Plastic Habit** programme, which empowers tenants, businesses and individuals to eliminate single-use plastics across our Estate.

On World Environment Day 2018, we hosted a cross-sector panel debate, sponsored by food company Cinnamon with representatives from company Klöckner Pentaplast as well as Sky, Waitrose, Iceland, Surfers Against Sewage and other companies. The debate kicked off our 12-month **Breaking the Plastic Habit** programme which seeks to engage with people to change habits and eliminate single-use plastics.

We've become the first urban commercial centre anywhere in the world to sign up to Surfers Against Sewage's Plastic Free Community initiative.

“ We are delighted to be supporting Canary Wharf Group through the process of gaining Plastic Free Community accreditation. This is fantastic news for London, the UK and the rest of the world. It's a world first and sets a very high standard. ”

HUGO TAGHOLM, CHIEF EXECUTIVE, SURFERS AGAINST SEWAGE

”





## HOW WE'VE BROKEN THE HABIT IN 2018

We've been focusing on project briefs that include sustainability from the get-go, including materials, health and wellbeing as well as sustainability in general. The new briefs will go live in 2019. We apply the same theory to construction and site performance - from responsible sourcing of materials to the KPIs we put in place. We also constantly measure and benchmark ourselves externally.

PLASTIC RECYCLED IN 2018

**FOR A**

**BETTER**

**STRAWS**

We launched our full programme of plastics initiatives with a breakfast briefing. 90 attendees learnt about our impact to date, what plastics-free means, and what actions would take place going forward. The main message was that our efforts are targeted - not against all plastics, but unnecessary ones, and especially the single-use plastics that cause such environmental problems.

Both office and retail tenants have been incredibly enthusiastic in supporting our campaign. We're building on this with a campaign that focuses on five areas:

1. A **STEERING GROUP** will take our campaign forward
2. **GOVERNANCE** will provide internal communication and embed initiatives
3. **LOCAL BUSINESS SUPPORT** will work closely with companies in our community, aiming to get 34 on board with similar commitments
4. **COMMUNITY ENGAGEMENT** will engage individuals and create plastic-free spaces for all
5. **COMMUNITY EVENTS**, with two major awareness-raising actions planned in the next year.

**THE UK'S FIRST DEPOSIT RETURN SCHEME**

**WHARF KITCHEN**

**INNOVATION IN OUR WATERWAYS**

### OUR 2018 PROGRESS

Our target is designed to encourage the implementation of easier and better recycling options across the Estate to remove single-use plastics.

TARGET	ACHIEVEMENT	2030 GOAL
Implement Breaking the Plastic Habit campaign	Campaign launched on World Environment Day, 5 June 2018	Aspire to establish the world's leading circular economy
Our target is designed to encourage the implementation of easier and better recycling options across the Estate to remove single-use plastics.		





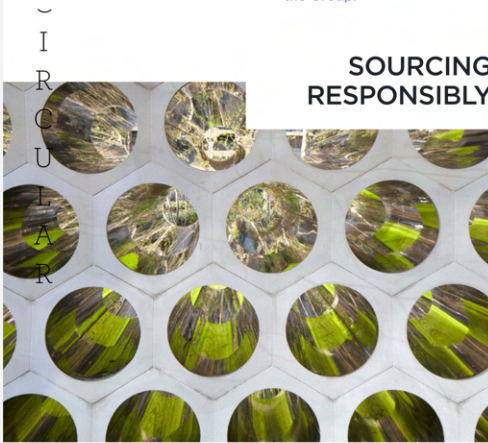
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## Ethical Sourcing: It's Our Responsibility

### Working Together for a Better Supply Chain

If we want to be a circular city, we need to work together. That's why we value our close relationship with our suppliers. They help us with responsible sourcing to ensure that the materials that we use are ethically sourced and responsibly supplied. Without them, we could never achieve a circular economy.

We closely track all major material purchases, applying our responsible sourcing standards across the Group.



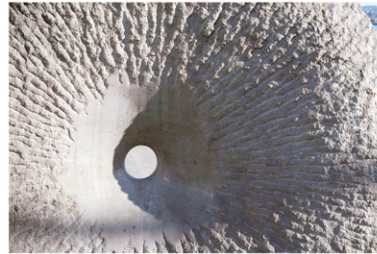
## SOURCING RESPONSIBLY

We aim to ensure that all major materials we procure come from verifiable, traceable sources. Our Major Materials Tracking System monitors compliance with our responsible sourcing standards. All other materials are sourced from companies using an environmental management system (EMS). In addition, we select partners, contractors and suppliers who share our values and who are willing to work in responsible and innovative ways.

## EXPECTING THE BEST

We apply rigorous standards to the suppliers and contractors we work with. We've developed a new strategy aligned with the ISO 20400 standard for sustainable procurement, scheduled for implementation in 2019. We are working closely with key stakeholders on site and throughout our supply chain, to understand their own policies and approaches to sustainable procurement, to ensure further alignment to the standard in 2019.

We're shifting our focus from waste and materials to resource efficiency. This is a significant and considerable change, but essential in driving us towards a circular economy. Inevitably, the groundwork for this will take time, but will result in a major step forward.



## SUPPLY CHAIN SUSTAINABILITY SCHOOL



## SUPPLY CHAIN SUSTAINABILITY SCHOOL

Working with our suppliers is key to our ambitions. We've become a Partner of Supply Chain Sustainability School, a collaboration of more than 3,000 companies that brings together clients, contractors and first-tier suppliers to build skills in their supply chains. Through the School, clients, contractors and suppliers work together to tackle environmental and social sustainability issues within the construction industry. Our membership will also underpin our ISO 20400 strategy by providing the tools we will need to ensure the standards are met.

## OUR 2018 PROGRESS

Our target is designed to support our aim to make a positive contribution to resource ecosystems, providing long-term sustainable returns.

TARGET	ACHIEVEMENT	2030 GOAL
Promote CWCL becoming Member of the Supply Chain Sustainability School to our supply chain and the benefits of their participation; four members of our supply chain to achieve Gold status.	A number of CWCL trade contractors are engaging with the Supply Chain Sustainability School	All construction projects to reduce construction impacts, attract and retain talent, increase diversity and achieve resource efficiency

Read more about our 2018 progress against targets in our [Materiality chapter](#)

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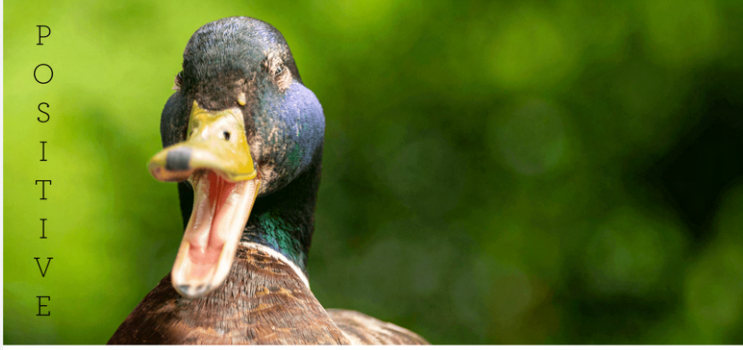
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- 2.2 Encouraging Biodiversity
- 2.3 Promoting Sports and Culture
- 2.4 Engaging Local Communities
- 2.5 Supporting the Local Economy
- 2.6 Developing Local Talent

## Creating a Positive City

### A Place With Something for Everyone

Placemaking for us has always been an integral part of our vision. Canary Wharf is much more than a place where people live or work – it is a destination, where people come to visit and enjoy the diversity of what we offer.

We believe that a **positive city** is one that has a positive impact on people and surroundings, from increasing biodiversity and supporting local communities and the economy, to creating spaces that help people feel happy and healthy. And, as a landlord and manager of the Estate, we know we have a big part to play.

Since its inception, Canary Wharf has been contributing to people's well-being – not only for the individuals who work and visit here, but the wider community too. As well as obvious benefits such as creating employment and stimulating the economy, we've also become a major hub for arts and culture, sport and learning.

We've regenerated derelict land, transformed the abandoned docklands into a thriving hub of economic growth and created rich biodiversity alongside the Thames. Where once there was wasteland, now there stands a thriving, diverse community and ecological biodiversity.

At CWG, our positive outlook means we're on track to deliver a truly positive city. Today, we are a focal point for people and activities, a place where people can come together and participate in the rich programme of events that we host – where people can flourish and feel they belong, where human creativity is nurtured and well-being is enhanced.

**It's a place that truly has something for everyone.**

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## POSITIVE: OUR APPROACH



thriving hub of economic growth and created rich biodiversity alongside the Thames. Where once there was wasteland, now there stands a thriving, diverse community and ecological biodiversity.

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**It's a place that truly has something for everyone.**

Our new **Biodiversity Action Plan** is a progressive, ten-year plan that will ensure a healthy ecosystem. Our Estate includes 348,000m<sup>2</sup> of open water habitat.

**Culture and sport** are essential elements of placemaking. We hosted 214 cultural and arts events in 2018.

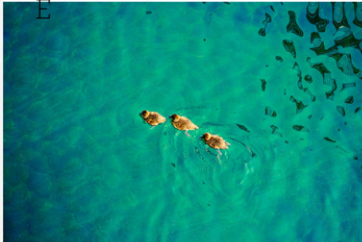
Being a **good neighbour** means building relationships with those around us. Last year we gave £3 million in financial, in-kind and volunteering support to the local community.

We're committed to **backing local businesses** from the community that surrounds us. £230m of our spend (40% of our total) was spent with local businesses in 2018.

Canary Wharf is meeting the challenge of a **skills shortage**, encouraging more young people to enter our industry. 1,494 students from classes across London took part in Architecture in Schools 2018.

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## POSITIVE: OUR APPROACH



thriving hub of economic growth and created rich biodiversity alongside the Thames. Where once there was wasteland, now there stands a thriving, diverse community and ecological biodiversity.

At CWG, our positive outlook means we're on track to deliver a truly positive city. Today, we are a focal point for people and activities, a place where people can come together and participate in the rich programme of events that we host – where people can flourish and feel they belong, where human creativity is nurtured and well-being is enhanced.

**It's a place that truly has something for everyone.**

Our new **Biodiversity Action Plan** is a progressive, ten-year plan that will ensure a healthy ecosystem. Our Estate includes 348,000m<sup>2</sup> of open water habitat.

**Culture and sport** are essential elements of placemaking. We hosted 214 cultural and arts events in 2018.

Being a **good neighbour** means building relationships with those around us. Last year we gave £3 million in financial, in-kind and volunteering support to the local community.

We're committed to **backing local businesses** from the community that surrounds us. £230m of our spend (40% of our total) was spent with local businesses in 2018.

Canary Wharf is meeting the challenge of a **skills shortage**, encouraging more young people to enter our industry. 1,494 students from classes across London took part in Architecture in Schools 2018.

### UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGs)

Our work to create a positive city supports the UN Sustainable Development Goals (SDGs), especially the following:

SDG SUPPORTING

UN SDG TARGET

HOW WE SUPPORT THESE TARGETS



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- 2.0 Creating a Positive City
- ▶ 2.1 Enriching Lives
- 2.2 Encouraging Biodiversity
- 2.3 Promoting Sports and Culture
- 2.4 Engaging Local Communities
- 2.5 Supporting the Local Economy
- 2.6 Developing Local Talent

## Enriching lives

### Creating the Spaces for People to Thrive

Our purpose is creating great places. From the moment work started at Canary Wharf more than 30 years ago, we have worked hard to create a destination. A place where people not only work but also meet, socialise and relax. Where they can eat and drink, or enjoy the arts, sport, culture or shopping. A place that is home to a thriving, vibrant community.



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We are also, perhaps surprisingly for such a hive of activity, a place of calm, where nature and people can thrive and relax in green spaces and gardens. And, with the development of our new residential district, we'll soon be not just a great place to work, shop and relax in but a great place to live too.

# 20

Canary Wharf offers more than 20 acres of green spaces, gardens and squares

“  
Placemaking for us has always been an integral part of our vision. From inception we wanted to create a place that would provide an enriched experience to all our visitors. Canary Wharf is a focal point for the local community – we see it very much as a place where people not only come to work, but also to enjoy, be it through experiencing the art, the extensive events programme that enlivens our public realm or the diverse range of shops, cafes and restaurants on offer

CAMILLE WAXER, MANAGING DIRECTOR – RETAIL AND CHIEF ADMINISTRATIVE OFFICER,  
CANARY WHARF GROUP PLC

”

◀ 2.0 Creating a Positive City

2.2 Encouraging Biodiversity ▶







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## Encouraging biodiversity Attractive Spaces For All

If you think we are all about buildings, think again. The Canary Wharf Estate forms an integral part of the Thames Gateway, and biodiversity is embedded throughout - in our designs and in our whole philosophy of positive placemaking.



Biodiversity is a priority in current and future developments. Through time, our urban design has created a suitable living environment for native and threatened plant and animal species - alongside the thriving commercial world and retail centre of the Canary Wharf Estate.

Our goal is to create safe and healthy ecosystems and amenities within our developments. This helps us provide pleasant and livable public spaces where biodiversity and leisure meet.

“  
Our urban design has created a suitable living environment for native and threatened species of plants and animals. Current and future developments have biodiversity as a priority and it is our goal to ensure that we create safe and healthy ecosystems and amenities that promote biodiversity.

PHIL TWEDDLE, CO-MANAGING DIRECTOR- INFRASTRUCTURE, CANARY WHARF MANAGEMENT LIMITED

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## LAUNCHING OUR BIODIVERSITY ACTION PLAN

Biodiversity provides the lungs of our developments. It helps people feel connected to nature and allows wildlife to thrive. In 2018, we released our Biodiversity Action Plan (BAP) - a progressive, ten-year strategy to help us maintain a healthy ecosystem.

Stakeholders, including organisations such as the RSPB, Butterfly Conservation Trust and local authority partners have been consulted on our Plan (which is aligned with the London Plan, due to launch in 2019). Our ambitious three-, five- and ten-year objectives will be reviewed annually so they stay relevant and challenging. Plus, our communications strategy and quarterly progress updates mean external stakeholders and tenants are involved and well informed.



600



Our wildlife photography exhibition attracted more than 600 entries, a record number

## POSITIVE DESIGNS FOR LIFE

Biodiversity is central to the design of every building and development we create - from living roofs and green spaces, to improving air quality and supporting wildlife. In 2018, we explored the use of fish walls at One & Four and 10 Bank Street. Scheduled for implementation in 2019, the walls will help rebuild the habitat of the fish that live in the docks, ensuring healthy populations for the future.



## A HIVE OF ACTIVITY

The first resident bee population arrived at Canary Wharf in 2014 - on the rooftop of KPMG's offices. We joined their pollinator community in 2018 when we installed our first beehives, we plan to install more hives across our developments to create homes for native bees. But our two hives are now home to a growing colony of honey bees.

And we've installed a camera so we can see our little friends as they go about their vital work!

View Hives Live [BeeCam1](#) and [BeeCam2](#)



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### STILL LIFE: WILDLIFE PHOTOGRAPHY

To celebrate our love of wildlife, we ran an annual wildlife photography competition. 2018 was our best year yet, with over 600 entries. Now in its third year, our competition offers residents, employees, tenants and visitors the opportunity to get up close to the wildlife of Canary Wharf. What's more, it highlights the variety of biodiversity we enjoy.

As with every year, the standard was exceptionally high. And what better way to show off our local talent and wildlife than with an exhibition of exceptional entries! All the photographs went on display at the Skybridge gallery on Adam's Plaza. Finalists were invited to a winner's reception and awards evening, when each of the five category winners received a Canary Wharf voucher, with an additional voucher for the overall winner, Victoria Jones for her photograph *Buzzing a Life*.

## IMPROVING AIR QUALITY

We know the importance of air quality on people's well-being. That's why we launched a series of initiatives in 2018 to monitor and improve air quality across the Estate. We've already installed monitoring areas, which will provide vital feedback and allow us to set baselines for future assessments. We're also exploring the use of idle-free zones, where all vehicle engines will need to be switched off. Plus, we're working with local authority partners to make sure our activities are aligned with their own work.

## OUR 2018 PROGRESS

Our targets are designed to integrate biodiversity considerations strategically into the Estate's design, construction and use.

TARGET	ACHIEVEMENT	2030 GOAL
Publish BAP and implement	BAP published on CWG website at same time as annual Sustainability Report, June 2018 A working group has been set up to finalise targets	To achieve an appropriate biodiversity net gain

Read more about our 2018 progress against targets in our [Monthly charter](#)

2.1 Enriching Lives

2.3 Promoting Sports and Culture

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## Promoting Sports and Culture

### Enabling a Healthy and Happy Community

Culture and sport are essential elements of placemaking; they bring people together and help them to have fun, relax and unwind. Our annual calendar of artistic and cultural events is one of London's largest free programmes, contributing to the sense of community, health and well-being of residents and visitors alike. We're also home to the capital's largest collection of publicly accessible art. And we encourage sport in and around the Estate – from supporting local athletes and clubs through our community programmes to hosting events for public participation.

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## OUR SPORTING YEAR

From hosting events to helping local athletes and clubs, Canary Wharf Group has supported participation in sport and invested in local talent for more than three decades.

Our annual summer sports programme aims to encourage local people to engage with sport and enjoy the benefits it brings. In 2018, over 3,000 people participated in a programme funded through our summer sports fund; these included activities such as cricket, swimming, football, badminton and karate.

### CANARY WHARF: SPORTS PERSONALITY OF THE YEAR

Caroline Dabeis won our 17th Sports Personality of the Year award in 2018. She's a 17-year-old boxer with an unbeaten record in 22 domestic and international contests, and a potential member of Team GB's squad for the 2020 Olympic Games. At a ceremony at the East Wintergarden, we also celebrated the achievements of other local athletes and sports clubs.

Building 2020 Olympians were put through their paces in the Accurate Mixed Team Challenge. Fifty teams of four competed in a relay, where each competitor completed a triathlon. This involved a 300m swim, a 6km static bike ride and a 1.5km run – before handing over to a teammate to do the same.

# 214

Canary Wharf hosted 214 cultural and arts events in 2018.

Winter Lights 2018 saw 200,000 visitors to Canary Wharf.

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## OUR CULTURAL CALENDAR

### GARDENS OF DELIGHT

Canary Wharf's Crossrail Place Roof Garden joined the Open Garden Squares Weekend in 2018. The annual event gives everyone a chance to explore some of the capital's finest urban gardens. The Roof Garden reflects Canary Wharf's maritime heritage, with flowers and plants from the countries that once sent their goods to the docks here. Free garden tours, an art exhibition and music performances showcased the garden – offering a place for people to relax and unwind.

### THE INDOMITABLE SPIRIT OF OLD FLO

One of sculptor Henry Moore's most famous pieces of work, Draped Seated Woman – known affectionately, as Old Flo – drew visitors to Canary Wharf after her triumphant return to East London in October 2017. Created in the 1950s, the sculpture was originally located in the East End before being relocated to Yorkshire. When the mayor of Tower Hamlets pledged to bring old Flo back, Canary Wharf was chosen as her new home. To celebrate her return, a number of events

the new summer arts events *Open and Late Bloom* – community art festivals organised by The Space Theatre. The events, now in their fourth year, offered local performers and artists opportunities to connect and showcase their work.

highlighting the history and local connection were hosted. A special exhibition at OCS allowed visitors to see the story of how she came into being, discover the life of her remarkable creator and find out why Old Pla is so special to our community. She even became the subject of a play, staged by WorkSpace Productions at Crossrail Place Roof Garden in September.

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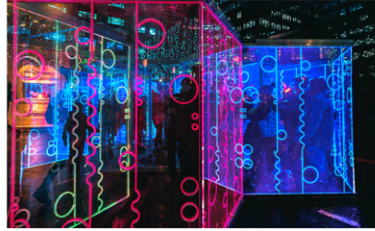


LEST WE FORGET

To mark the centenary of the end of the Great War, we hosted the Remembrance Art Trail, a series of artworks by Mark Humphrey. Displayed in partnership with the Royal British Legion, the exhibition featured 10 pieces exploring the nature of service, sacrifice and remembrance to form a moving and inspiring journey.

LIGHTING UP WINTER NIGHTS

Our Winter Lights festival returned in January 2018 to light up the dark evening skies. The annual 12-day free exhibition of light installations and interactive art attracted over 200,000 visitors who enjoyed over 30 cutting-edge installations. These included a sonic light bubble that pulsed with light and sound when approached, generating new visual patterns to a unique soundtrack.



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ART FOR ALL

We believe everyone should be able to enjoy art. As well as our permanent display of artwork, we host special exhibitions and events during the year. In 2018, internationally acclaimed artist Pauline Amos, in collaboration with the Orchestra of the Age of Enlightenment, created a multi-sensory experience of theatre, painting and sound. We also continued to run our ever-popular Paint Jam sessions, where budding artists can create their own masterpieces in our pop-up studio and learn new techniques.

OUR 2018 PROGRESS

Our targets are designed to add a cultural dimension that contributes to the sense of place and identity.

TARGET	ACHIEVEMENT	2030 GOAL
Engage 3,000 participants in sporting activities as part of the Canary Wharf Summer Sports programme	3,000 participants, 25 community sports organisations participating and 11 different sports covered	To continue to support inclusive growth and reduce inequality local to our operations

Read more about our 2018 progress against targets in our [Measure charter](#)

2.2 Encouraging Biodiversity

2.4 Engaging Local Communities

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## Engaging Local Communities

### Creating Positive Futures

Placemaking is all about creating a positive community to which people feel they truly belong. From the very start, being part of the wider community has been central to Canary Wharf Group. Engaging with our neighbours, listening to their ideas and involving them in ours, is vital to who we are and how we operate.



Being part of a thriving local community is important to the success and growth of Canary Wharf Group. As part of the community for more than 30 years, we aim to do what we can to support the growth and success of those around us, from local businesses to schools, clubs and individuals. But it's about more than that – it's also about giving people a real opportunity to be involved in shaping the places where they live and work, making those spaces truly theirs.

“The more of us who participate in debating, shaping and mending the cities we live in, the better they will be, and the more reflective of our communities they will be too.”

RORY OLGAYTO, DIRECTOR, OPEN CITY

POSITIVE

←
£3m
→

£3 million a year donated in financial, in-kind and volunteering support to the local community



### OPENING OUR DOORS

Being accessible to our community is important; we want to share our plans, let people ask questions and hear from our neighbours. In support of this in 2018 we took part in Open City's 'Open House London' weekend and Build UK and the Construction Industry Training Board's (CITB) 'Open Doors' events. These events aim to encourage engagement with the built environment and construction sites respectively.

For Open House London we opened the doors at One Canada Square and welcomed over 100 visitors, workers and enthusiasts who were able to gain an insight to the history of the Estate and its development by visiting the Marketing Suite on Level 30. They then took a glimpse into the future by visiting Level 39, home to the world's most connected tech community.

Open Doors offers a unique opportunity to members of the public to go behind the scenes of major construction sites and talk to the people working on them who will be on hand to answer questions. It aims to provide an insight to the full range of great opportunities that a career in construction can offer.

The Southbank Place, Newfoundland and Wood Wharf projects participated in 2018. Staff volunteers from CWCL provided a presentation on the project and the progress to date before taking guests on a tour of the construction site.



### LISTENING AND SHARING

Being a good neighbour means building relationships with those around us. Our Community Forums offer an chance to meet with local residents and groups to share plans and hear their thoughts, concerns and suggestions.



### VOLUNTEERING IN THE COMMUNITY

Every year, CWG employees give up their time to volunteer on projects that benefit the community; sometimes it isn't simply funding but physical support that is required by voluntary groups. In 2018, 152 employees donated 1,048 hours of their time and energy. Projects included support of Tower Hamlets Council's 'The Big Clean Up' as part of the Love your Neighbourhood campaign, helping to set up and run the East End Community Foundation's Senior Citizens Tea Dance, facilitating activities at the St John's Park Community Fun Day and fundraising for and delivering Christmas packages to local elders at Christmas.

### CHAMPIONING THE COMMUNITY

Our fifth annual CWG Community Champions awards ceremony took place in November, celebrating local people who do so much to support the local community. Based at Level 09, 10 people received a framed certificate from our chairman and chief executive officer, Sir George Iacobescu CBE, plus £250 each to donate to a community organisation of their choice.



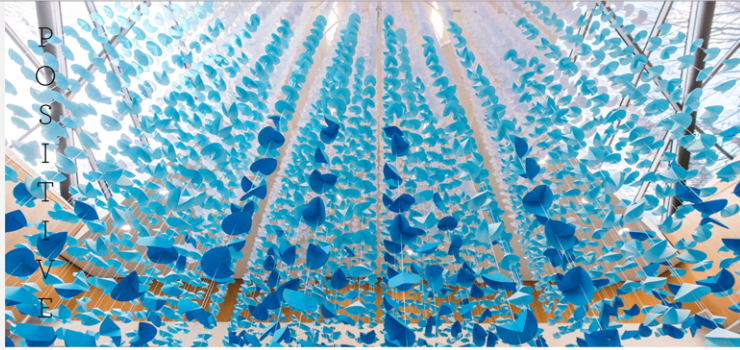
### OUR 2018 PROGRESS

Our targets are designed to contribute to the growth and development of the local community.

TARGET	ACHIEVEMENT	2030 GOAL
Continue engagement activities to achieve 1,000 guests either on our sites or at our offices from people who live close to our developments	1,375 total local visitors to our sites or offices in 2018	To continue to support inclusive growth and reduce inequality local to our operations

Read more about our 2018 progress against targets in our [Measure charter](#)





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## Supporting the Local Economy

### Backing Small Business to Benefit All

We know that a thriving economy helps create a strong community, making a positive impact for everyone. That's why we've always been committed to backing local businesses from the community that surrounds us. We're also pleased to support initiatives that help businesses start up, grow and develop, such as the South London Procurement Network and East London Business Place.



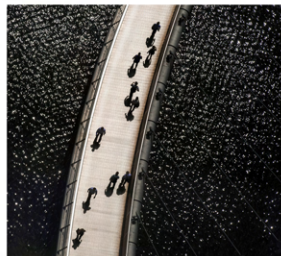
“  
SLPN has been very positive for our business, helping us gain new business. As a result of attending SLPN networking sessions, we have established long-standing relationships with buyers in many companies  
”

BS MERCHANDISE



## EAST LONDON BUSINESS PLACE

Led by Canary Wharf Group and supported by the East London Business Alliance, East London Business Place (ELBP) brings the private and public sector together to help grow local businesses. Through initiatives such as its current 'Building Legacies' programme, ELBP provides local small, medium and micro enterprises (SMEs) with free capacity-building and supply-chain brokerage support to help them grow, develop and win new contracts. In 2018, ELBP, through its Building Legacies programme, supported 220 SMEs, of which 43 were in Tower Hamlets. Since Building Legacies commenced in 2016, ELBP has supported 104 Tower Hamlets-based SMEs.



### EASY GOURMET

Tower Hamlets-based caterers Easy Gourmet have been delivering a comprehensive range of high-impact events and catering since their inception in 1998. In 2016, female-led Easy Gourmet registered with the Building Legacies programme, identifying key growth challenges and addressing them with support in the form of mentoring, workshops, one-to-one specialist support, networking and introductions.

Now Easy Gourmet are experiencing a significant pattern of expansion, with highlights including £170,000 of increased sales, taking on eight new staff, winning the prestigious Square Meal Canapés Cup in 2017 and even catering for the Royals!

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# SOUTH LONDON PROCUREMENT NETWORK

## T I V E

For new businesses and small companies, getting access to large organisations and the opportunities they offer can be difficult. So, in 2012, Canary Wharf Group and Queen Dair formed the South London Procurement Network (SLPN) to bring together buyers and suppliers.

As well as a free sourcing and matching service, SLPN also offers practical advice and guidance. In 2018, SLPN hosted 14 workshops and seminars, as well as facilitating one-to-one business consultations and meet-the-buyer events.

### OUR 2018 PROGRESS

Our targets are designed to help the entrepreneurship and innovation of flourishing small businesses.

TARGET	ACHIEVEMENT	2030 GOAL
Support SMEs to achieve £100 million spend into the local economy	Achieved £239 million of Group local spend, of which £159 million relates to local suppliers who are engaged with ELBP/SLPN and, of that figure, £56 million relates to SMEs who are supported through SLPN/ELBP	To continue to support inclusive growth and reduce inequality local to our operations
Achieve 42% company spend with local businesses	40% local spend across the Group	

Read more about our 2018 progress against targets in our [Measure chapter](#)

2.4 Engaging Local Communities

2.6 Developing Local Talent

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## Developing Local Talent

### Inspiring the Next Generation

The UK, and particularly the built environment and construction industry, is facing a crisis: fewer young people are starting careers in this field, while an ageing population and political uncertainties undermine Britain's economic future. We're determined to provide positive solutions to meet these challenges and create a strong, resilient workforce. We want to do all we can to inspire the next generation and create leaders of the future.

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#### HOW WE PROVIDE LIFELONG SUPPORT

PRIMARY SCHOOLS	SECONDARY SCHOOLS	FURTHER EDUCATION	TRAINING FOR WORK	SETTING INTO WORK	SUPPORTING SMALL BUSINESSES
500	22	46	542	10	220
Books donated to primary schools and libraries in Tower Hamlets to support the Tower Hamlets Book Awards	Career Champion Days, spent on visits to schools or hosting groups	people were recipients from the Tower Hamlets and Canary Wharf Further Education Trust in 2018, to a value of £75000 in training	women have learned to code for free with Code First: Girls, which has been funded by Canary since 2015	We attended 10 job and career fairs since our developments to promote jobs and opportunities	Small, medium and micro enterprises supported through ELP's Building Ventures programme in 2018

## SUPPORTING DIVERSITY

We are committed to making our workforce more reflective of the local population. As part of our efforts, we hosted a special construction event for International Women's Day, aimed at changing young women's perspectives of the construction industry. Fifty young women from local schools got to meet successful women from our business and hear their inspiring stories.



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## BUILDING THE FUTURE

### CAREER READY

Our annual internship scheme offers real, hands-on work experience at Canary Wharf Group. In 2018, six young people from the local area joined the six-week scheme, which involved a range of placements in different departments. At the end of the placement, they made a presentation to management and representatives from their school, highlighting the work they'd done and what they'd learned.

We also host a work experience scheme. In 2018, 60 students from schools and colleges in Lambeth and Tower Hamlets gained invaluable insights into the workplace – helping to prepare them for the future.

### BUDDING BRUNELS

In 2018, we partnered with the Construction Youth Trust (C YT) to support their Budding Brunels initiative, which targets school children with high proportions of disadvantaged students. We provided an in-depth programme of site visits and meetings with architects to encourage students to consider careers in construction. Twenty-four students participated in the programme in 2018, of which 96% were from a black, Asian and minority ethnicity (BAME) background, and 71% were female.



### ARCHITECTURE IN SCHOOLS

We work with Open City, a charity promoting people-centred cities, to deliver Architecture in Schools. Our aim is to inspire the next generation who will shape the cities of the future. Through creative learning and the chance for participants to work with real-life design professionals, the programme helps Key Stage 2 primary school students understand how architecture shapes and informs our world.

In 2018, the theme was Shared City. Over four months, 50 classes from schools in 10 London boroughs designed their own 'shared cities'. They reimagined their neighbourhoods to create spaces where people can come together to meet, learn, relax, socialise and be happy. Winning designs included a guitar-shaped concert hall, a nature garden and a community cafe run by residents.



**OPEN HOUSE FAMILIES**

In June, we threw open our doors to welcome Open House Families, a brand-new free festival of architecture exclusively aimed at children and their families. Hands-on workshops, architectural tours, craft and design activities, engineering experiments and storytelling sessions helped families discover our most exciting architecture and buildings – including the amazing roof garden at Crossrail Place.

Open House Families, run by Open City, encourages families to learn about London's great architecture. It also inspires children to get involved in making and designing, and introduces them to career opportunities in a creative and engaging way. As sponsors, we are delighted to support all these ambitions.

1,494

students from classes across London took part in Architecture in Schools 2018



“  
The learning journey the pupils have experienced has been so creative and collaborative – and working with professional architects was a unique and special experience

NATASHA TILLY, HEADTEACHER, ALDERWOOD PRIMARY SCHOOL

”

**OUR 2018 PROGRESS**

Our targets are designed to foster the next generation of our industry, with the skills and abilities to take us forward.

TARGET	ACHIEVEMENT	2030 GOAL
Further engagement with the Construction Youth Trust and WISE	<p><b>Construction Youth Trust</b> A school visit to Wood Wharf took place early in 2018 as part of the CVT scheme</p> <p>Southbank Place ran the Building Brunels programme</p> <p><b>WISE</b> Joined WISE (Women in Science and Engineering), with company profile on their website. We will start recruiting on their website very soon as part of our commitment to find new places to advertise roles. We can advertise 50 roles on their website</p>	To continue to promote diversity and equality in the construction industry and real estate sector
Increase our work experience programme and school/college visits and to expand hosting visits to construction sites to attract from a wider diversity talent pool	We hosted visits from six schools in Lambeth. Students from three schools had mock interviews, CV workshops and employability training.	

Read more about our 2018 progress against targets in our [Mission charter](#)





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- 3.0 Building an Innovative City
- 3.1 Level39
- 3.2 Start-ups and scale-ups
- 3.3 The Next Generation
- 3.4 Innovation Across our Estate

## Building an Innovative City Preparing for the Future

The world is rapidly changing, and the global population is becoming increasingly urban. In fact, 55% of the world's population now live in urban areas, and this is due to rise to 68% by 2050.

As the world continues to urbanise, sustainable development depends increasingly on the successful management of growth - and Canary Wharf is no exception. We're embracing new technology and ideas to find the solutions that will help us shape the city of tomorrow.

Our purpose from day one has been rooted in pioneering new ways of thinking, of doing things - of embracing the future. That spirit continues to guide us today as we aim to educate and engage those who visit our space.

We constantly seek to add value to society. That's why we're collaborating with entrepreneurs in emerging technology fields, and using the latest tech throughout our estate - helping us to operate more efficiently and improve people's productivity.

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Staying at the forefront of connectivity and new technologies is critical to our community.”

MARK NALLEN, HEAD OF TECHNOLOGY AND INNOVATION, CANARY WHARF GROUP



## INNOVATIVE: OUR APPROACH



We're **connecting** more members of the tech community than anywhere in the world. **195 companies based at Level39 in 2018.**

We offer unrivalled support to **Start-ups and Scale-ups** - hundreds of training and networking sessions held at Level39 in 2018.

We're the UK's largest concentration of **cyber security** companies. **19 cyber security companies based at Level39.**

The next generation **5G** industry trialled at Canary Wharf will be a vital part of the UK's digital infrastructure. Canary Wharf was the site of the UK's first 5G trial in 2018.

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## UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGs)

Our work to create an innovative city supports the UN Sustainable Development Goals (SDGs), especially this goal

SDG SUPPORTING	UN SDG TARGET	HOW WE SUPPORT THESE TARGETS
 <p>We support SDG 8 by creating jobs, not just on our sites but throughout our supply chain, by providing opportunities for local people, and through our contribution to economic growth locally.</p>	<p>8.10 Strengthen the capacity of domestic financial institutions to encourage and expand access to banking, insurance and financial services for all.</p>	<p>We provide support to fintech start-ups and businesses that are developing products that expand access to banking and financial services.</p>





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- 3.0 Building an Innovative City
- 3.1 **Level39**
- 3.2 Start-ups and scale-ups
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- 3.4 Innovation Across our Estate

## Level39 Connecting the Tech Community

Level39 brings innovative start-ups and scale-ups together with the world's leading institutions. By providing streamlined access to expert mentors, customers and investors Level39 reduces the time to market for ambitious entrepreneurs.



In 2018, Level39 celebrated its fifth anniversary. In those five years, it has evolved from a simple idea into a global community with more than 1,200 members and 195 companies. Level39's members span a range of industries including financial technology, cyber security, artificial intelligence (AI), smart-cities technology and more.

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### FIVE YEARS OF ENCOURAGING INNOVATION

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

Thanks to the support of Canary Wharf Group and its location, Level39 offers unique benefits to its members, including infrastructure, training and skills networks, access to funding, a great place for talent – and, above all, the physical proximity of multiple potential customers.

Some of the companies Level39 has welcomed, like Revolut, have grown from tiny start-ups to international success stories. This is a great example of how Level39 supports productivity and the creation of high-value jobs.

“  
Level39 has established itself as the world's most connected technology community, the most influential fintech hub in Europe and the largest concentration of cyber start-ups in London.  
”

BEN BRABYN, HEAD OF LEVEL39



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LEVEL39 IN 2018

195

Companies

## HELPING KEEP THE UK SECURE



Level39 is also London's biggest cybersecurity hub. It is home to 19 cybersecurity businesses and providers, including:

**Digital Shields**, which monitors the internet to identify digital risks to organisations

**CySafe**, a cloud-based awareness platform that addresses the human factor in cybersecurity

**Technation UK**, which supports small to medium enterprises and corporate markets with consultancy services

**Signicat**, one of Europe's leading e-ID and e-signature

INNOVATIVE



DEMONSTRATING INNOVATION

Level39's UK Cyber Demonstration Centre, launched in 2017, is a home for cyber security innovators wishing to demonstrate their technology in a dedicated, convenient and well-equipped facility. The centre developed significantly in 2018, bringing two influential government departments - the Department of Trade and Industry and the Department of Media, Culture and Sport - closer to Level39. Through this collaboration, Level39 has participated in overseas trade missions - spreading the word globally about the technology developed here in Canary Wharf. This international outlook is central to our philosophy, and helps explain why our membership has increased by 80% since the EU referendum.

10 Building an Innovative City

mission providers.

19

cyber security companies are based at Level39

CYBSAFE

Joining Level39 in March 2017, CybSafe offers an education platform to train institutions in best cyber security practice. This innovative idea tackles the human risks of cyber security - ensuring employees are trained and engaged to handle the myriad of online risks. Starting with just a handful of employees, CybSafe now employs more than 30 and is working with leading corporations and institutions, both public and private sector. The entire team, based at Level39, engages with the Level39 community by sharing insights, delivering workshops, running events and mixing with fellow entrepreneurs.

CASE STUDY



32 Start-ups and scale-ups

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## Start-ups and Scale-ups: Fostering Innovative Futures

### How We're Supporting Growth Companies

Level39 gives start-ups unparalleled access to the world's most influential institutions and access to business expertise, networking opportunities and potential investors.



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## TRAINING AND SUPPORT

All companies based at Level39 gain access to an exciting programme of events and training. From debates and discussions on the latest fintech developments, to introductions to major corporations looking to partner with start-ups, our events programme offers a wealth of

opportunities not available elsewhere. In 2018, our events included high-level discussions on the future of blockchain and cryptocurrency, business opportunities for green-energy entrepreneurs, strategy forums and the development of AI in finance.



### THE PLACE TO BE

Level39 also hosts some of the most important fintech events, offering networking opportunities to our members. In 2018, these events included:

**Launch in London**, a leading event for businesses looking to start up in the UK.

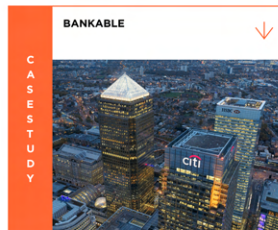
**The Disruption Forum** - London fintech edition, featuring speakers who are shaping the fintech landscape.

**The Trustonic Security and Trust Summit**, featuring the latest mobile app protection solutions.

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# 300+

training and networking events held at Level39 in 2018



## ALL-EMBRACING SUPPORT

All start-ups need a lot of support – from funding and advice to training and investment opportunities. But there are other aspects that often get overlooked. Start-ups can be highly stressful, with long hours, insecurity and little prospect of any earnings for two years. Even the most innovative and driven entrepreneurs can have times when they question themselves.

We recognise that giving start-ups our full support can go beyond the physical. In 2018, Level39 began working closely with the Canary Wharf chaplaincy team to give Level39 members access to more all-encompassing support. The team is available to support entrepreneurs quickly, ensuring Level39 is more than just a place to build companies – it's also a space for entrepreneurs to find mental and emotional balance.



### OUR 2018 PROGRESS

Our targets are designed to support the growth and development of companies looking to scale at Level39

TARGET	ACHIEVEMENT	2030 GOAL
Assist growth for Level39 members in the scaling stage	Three companies taking commercial office space in Canary Wharf (Revolut, Digital Shadows and Motive Partners).	Level39 moves into its own dedicated space to continue its growth

Read more about our 2018 progress against targets in our [Measure charter](#)



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## The Next Generation: Supporting New Talent

Giving great ideas the space to grow

Level39 is a space of equal opportunity: where good ideas get the chance to grow into something more. We want it to be a place where the future starts. We nurture talent, regardless of its source, enabling budding ideas to thrive.



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## PROMOTING ENTREPRENEURSHIP

Making people aware of the benefits of entrepreneurship can be a major challenge. Too often, people see entrepreneurs and what they do as far removed from their lives. Level39 challenges this assumption, and shows how entrepreneurship drives and stimulates the economy, benefiting everyone.



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### ANDERS GUNDERSEN

Norwegian Anders moved to London a day after the Brexit referendum, attracted by the international pull the city retains. His company, Seasonic, is on a mission to digitise agriculture. By using modern techniques to tackle old problems, Anders and his team apply deep tech to real-world issues in some of the poorest areas on the planet. He believes that being at Level39 "delivers unique benefits: the proximity to fintech companies providing an understanding of the financial world that in turn means a greater understanding of clients' issues".

### GHITA SQUALI

Having decided to become an entrepreneur while an intern at General Electric, Ghita's aim is to create impact through her work. She joined fintech start-up RodCloud to help further this goal of digitising cash-to-cash business and modernising transactions in the developing world. Ghita says London, and Level39, provide the ideal base to launch such an international business, as the diversity on offer provides a vital understanding of different cultures.



### DELBER LAGE

Delber grew up in provincial Brazil, where the local community fostered attitudes of altruism and care for others, and a desire for people to find happiness. Those traits are embedded in the work of his business, SalaryFix, which promotes financial inclusion and sustainability by helping the poor harness financial

### RAMONA NAN

Ramona cut her entrepreneurial teeth while working for a Canadian businessman in her native Romania. She's using that experience at BlockDox, which uses AI, machine learning and the internet of things (IoT) in the health environment. BlockDox provides real-time data on the health of a building, from CCTV levels to occupancy



...of changing the way we work, institutions and individuals. The platform enables deductions from employees' salaries to be put towards services that fulfil their financial needs. Being based at Level39 offers real advantages, he says: "You can find anything you want in London - it's an amazing place to be. This translates into business opportunities."

...of a changing work environment, helping to reduce costs and improve comfort and well-being. Romana says the best of London can be found at Level39: "It brings the whole tech community together, so that's a bit of skills under the same roof."



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CHALLENGING PERCEPTIONS

Women are currently seriously underrepresented in STEM-based (science, technology, engineering and maths) roles. Only 24% of the digital workforce in the UK is female. This is a huge challenge, but we're determined to help here.

With our support, Makers Academy, a software development boot camp, launched its first annual Women in Software Power List in February 2019. By searching for the top 30 women in the UK, making an impact in software development, Makers hopes to address the lack of role models and encourage more women into the sector.



OUR 2018 PROGRESS

Our targets are designed to foster creativity, diversity and innovation through Level39.

TARGET	ACHIEVEMENT	2020 GOAL
Assist an additional 80 young women to receive free training via Code First: Girls	88 women placed into Code First: Girls courses at Level39 in 2018.	Level39 moves into its own dedicated space to continue its growth

Read more about our 2018 progress against targets in our [Measure charter](#)

3.2 Start-ups and scale-ups

3.4 Innovation Across our Estate

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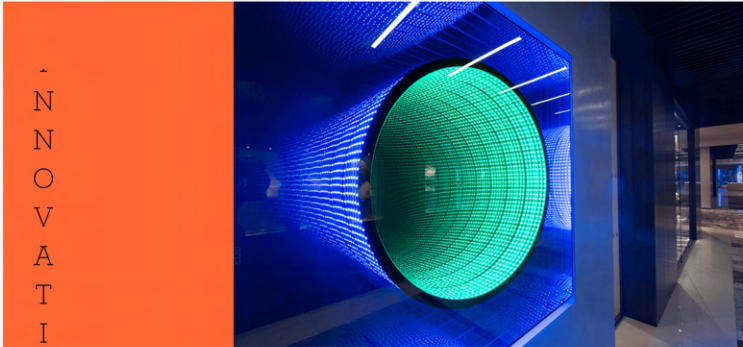


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## Innovation Across Our Estate Trialling Tomorrow's Tech

Canary Wharf has been created through a pioneering spirit. That spirit continues to guide and shape us as we become the city of the future.



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London is predicted to grow by 1.3 million people by 2038. Rising urban populations will demand that cities of the future radically transform how they operate. People will need to live, travel and behave in new ways. At Canary Wharf, we can use our unique advantages to trial the technology of the future – creating a blueprint for the future city and enabling innovation that will change the way we live forever.

### SELF-DRIVING CARS SHOW THE WAY AROUND CANARY WHARF

Driverless cars will soon be on the streets of Canary Wharf. Addison Lee is currently trialling self-driving car technology from start-up Oxbotica, where cars are creating a 3D map of Canary Wharf for future vehicles to use. With more people than ever before working, living and visiting here, we need extra capacity for people to move around. Once the trials have been completed, driverless cars could be introduced in London by 2021.



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Canary Wharf was the site of the UK's first 5G trial in 2018



### 5G IS COMING

Canary Wharf became the first UK location to use 5G in 2018. Trialled in partnership with EE, 5G uses brand-new technology and radio waves to deliver the fastest, most reliable mobile connectivity ever seen, with a far greater throughput of data than present technology. The next-generation technology, which can achieve data speeds 100 times faster than 4G, will be a vital part of the UK's digital infrastructure and key for the development of future smart technologies, businesses and products.

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## Being a Responsible Business

### Doing the Right Thing—Now, and in the Future

Being a responsible business is about leading by example - taking action to support our strategy of Making Sustainability Real. We want to build a city that's forward-looking and sustainable, benefiting the wider community.

We're building the world's first SDG-compliant city - a place that contributes to economic growth, creates employment, nurtures ability, promotes inclusion and diversity, keeps everyone on our Estate safe and secure, and enhances wellbeing for all our stakeholders. That means being open, honest and accountable in all we do. It also means recognising the many challenges in the way, and empowering people who work for and with us to understand that, by getting involved and taking small actions to tackle those challenges, they can collectively make a huge difference.

Through our actions and behaviour, and by always looking to improve the management of our impact, we strive to be a responsible city.

“  
With responsibility and integrity as our starting points, we are able to raise standards and track our performance, as we remain focused on our long-term goals.  
”

JOHN GARWOOD, MANAGING DIRECTOR & GROUP COMPANY SECRETARY, CANARY WHARF GROUP PLC



## RESPONSIBLE: OUR APPROACH

Climate change is one of the biggest global challenges. We're developing science-based targets to address this issue.

As a business committed to openness and transparency, we believe in listening and talking to all our stakeholders. Our materiality assessment identified 18 priority issues of real significance to the Group.

Our talented team have the ability, talent, drive and attitude to take us forward. 91% of our employees say they are proud to work at here.

We strive to support and encourage a diverse workforce. 46.7% of our employees have received diversity training.

The places we create are designed to enhance wellbeing, so health and safety is a priority. 1.58 million hours were worked without a Lost-time Accident on our Wood Wharf project in 2018.

In a time of heightened security, ensuring the safety of people who work at or visit our estate is imperative. 120,000 people work at and visit Canary Wharf every day.



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### UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGS)

Our work to create a responsible city supports the UN Sustainable Development Goals (SDGs), especially the following:

SDG SUPPORTING	UN SDG TARGET	HOW WE SUPPORT THESE TARGETS
<p>We support SDG 3 by designing places that improve the quality of life of those who live and work on the Estate, and through promoting safe working environments throughout our operations.</p>	<p>3.4 By 2030, reduce by one-third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being</p> <p>3.9 By 2030, substantially reduce the number of deaths and illnesses from hazardous chemicals and air, water and soil pollution and contamination</p>	<p>We provide information around the Estate about mental well-being and health to improve awareness and understanding of such issues, and support those who may be experiencing mental health issues.</p> <p>We are vigilant and attentive to health and safety when planning and constructing new buildings to avoid exposure to potentially hazardous substances, both for the environment and users of the buildings/sites. We provide relevant and thorough education for all those on construction sites.</p>
	<p>3.6 Strengthen the implementation of the World Health Organization Framework Convention on Tobacco Control in all</p>	<p>We have created smoke-free environments by restricting smoking to particular zones and implementing no smoking areas in close</p>

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## Making Sustainability Real

Making Sustainability Real is our approach to embedding sustainability throughout Canary Wharf, implementing a clearly defined vision that takes account both the risks we face and the opportunities that lie ahead.

As we move into a new era, with new residential areas creating a truly mixed community, our strategy and long-term thinking will help shape Canary Wharf as a city for the future.



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“  
The brilliant thing about the future is that it hasn't happened yet, but it's a future that we can all do something about.”

MARTIN GETTINGS, GROUP HEAD OF SUSTAINABILITY, CANARY WHARF GROUP PLC

”



## A STRATEGY FOR SUCCESS

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Canary Wharf's population is set to rise from 120,000 today to around 200,000 by 2030. New developments will create additional jobs and our first residential areas. Inevitably this will bring new social, environmental and economic challenges and opportunities, and our strategy has been developed to address these.

Our strategy is based around four pillars that shape how we work and help us to work actively with our stakeholders to embed our vision for sustainability:

**Evolves:** Evolutionary has always been central to Canary Wharf Group's vision and the Group is focused on creating intelligent, versatile and connected places of the future where people enjoy living, working and relaxing

**Include:** Since 1987, the Group has sought to create not just a new city district, but a community. Today, it remains focused on ensuring that the area, and everyone around it, thrives, socially and economically

**Pioneer:** Canary Wharf has always been a centre for innovation and experimentation at the forefront of economic and technological change. Today, it is home to some of the UK's leading technology companies, helping to facilitate collaboration and innovation

**Optimise:** Canary Wharf's unique operating model, combined with its close relationships with tenants and suppliers, means that from design to completion and ongoing management, it can create zero-carbon, zero-waste, smart

- Governance - Health & Safety - Personnel & Training - Security & Resilience			
<p><b>EVOLVE</b></p> <p>We develop our Estate to be more <b>Positive, Innovative and Circular</b> by:</p> <ul style="list-style-type: none"> <li>- Advocating health, wellbeing and creativity</li> <li>- Delivering high quality developments</li> <li>- Promoting long-term sustainable results</li> </ul>	<p><b>INCLUDE</b></p> <p>We promote inclusive growth to be more <b>Positive</b> by:</p> <ul style="list-style-type: none"> <li>- Being a good neighbour</li> <li>- Offering economic opportunity</li> <li>- Making a positive contribution to resource ecosystems and climate change</li> <li>- Supporting projects and organisations that improve lives</li> </ul>	<p><b>PIONEER</b></p> <p>We pioneer to be more <b>Innovative</b> by:</p> <ul style="list-style-type: none"> <li>- Scaling up businesses and technology</li> <li>- Enabling future talent and forward thinking</li> <li>- Supporting internationalisation and access to new markets and socio-economic challenges</li> </ul>	<p><b>OPTIMISE</b></p> <p>We optimise our performance to be more <b>Circular</b> by:</p> <ul style="list-style-type: none"> <li>- Designing to reduce resource use throughout the lifecycle</li> <li>- Monitoring and minimising resource use</li> <li>- Ensuring sustainable sourcing by working closely with suppliers</li> <li>- Reducing energy usage through continuous improvement</li> </ul>
<p><b>MEASURE</b></p> <p>We track our progress towards Making Sustainability Real</p> <p>- Report - Performance: Targets, Data and Awards - Benchmarks - Assurance</p>			
			

## TARGET-DRIVEN CHANGE



To help us **Make Sustainability Real**, we have a long-term vision of where we want to be as a company in 2030. To enable us to get there, and ensure our sustainability performance continues to improve, we set new, measurable objectives and targets every year. Detailed targets drive our progress in our key corporate responsibility areas, each of which is aligned with relevant SDGs. These include science-based targets for greenhouse gas reduction, doing our part to address climate change, which has huge implications for how cities are built, managed and lived in.

Even if there's no target for a particular area, it doesn't necessarily mean that improvements won't be made that year. As well as enabling us to measure progress, the targets also help us identify where further improvements are needed.

## SUPPORTING THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS

We have also mapped each of the SDGs against our material issues to enable us to focus on the SDGs where we can have the largest impact. By aligning our targets with the SDGs, we are demonstrating our commitment to working towards a globally important external agenda as we aim to make Canary Wharf the world's first SDG-compliant city.

We support all 17 SDGs, but inevitably our work means we support some more closely than others. Based on the mapping exercise, we have ranked each SDG in order of materiality.



MOST MATERIAL	MATERIAL	OTHER MATERIAL
   	      	     

We have set, and report progress against, specific targets for each of the goals' indicators. Together, these targets are helping us achieve our goal of being a city of the future, and for Canary Wharf to be the world's first SDG-compliant city. Examples of the work we do to support the SDGs can be found in our **Circular, Digital, Innovative and Resilient** chapters.



## CORPORATE RESPONSIBILITY GROUP

Our Corporate Responsibility Group (CRG) oversees our approach to sustainability. The CRG meets six times a year, and brings together senior management from across the Group to raise and discuss related sustainability issues, and if necessary put together actions plans on how to address them. We periodically evaluate the CRG and our approach to the management of issues to ensure that the CRG always remains relevant. As well as measuring progress against targets and goals, the CRG provides an opportunity for its members to present on sustainability topics, and provides an ideal knowledge-sharing forum.

The CRG has further defined responsibilities set out by our ISO 14001 and ISO 50001-certified environment and energy management systems (EMS), as well as being reviewed independently to ensure the group remains current.

### CODES OF CONDUCT

Our business activities are guided and driven by a number of codes and policies.

Our overarching **Code of Business Practices and Ethics** is supported by a series of policies, including our:

- Corporate Responsibility Policy
- Modern Slavery Policy
- Anti-Bribery and Corruption Policy
- Anti-Slavery and Human Trafficking Policy
- Diversity and Equal Opportunities Policy
- Whistleblowing Policy

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— [Employee Volunteering Policy](#)

Compliance ultimately depends on our employees who implement our programmes and enable us to achieve our objectives.



## ANNUAL REVIEW

Every January, we hold an annual management review, which considers reports on Quality, Environment, Health and Safety and Security. Progress against targets, environmental incidents, awards, changes to policy and any major changes affecting the EMS are also

highlighted, as well as upcoming projects and improvements. The report and any amended policies are sent to the Canary Wharf Group CEO for review and approval. This enables us to update top-level policy, and to ensure we maintain ISO compliance.

4.0 Being a Responsible Business

4.2 Materiality

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## Materiality

### How we Manage Our Material Issues

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



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## MATERIALITY ASSESSMENT

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

The exercise showed that our sustainability and business risks were aligned, as well as highlighting a number of risks where we will continue to focus our future sustainability efforts.

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4.1 Making Sustainability Real

4.3 Nurturing Our Team





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## Nurturing Our Team

### A Future Built on a Thriving Workforce

We have a talented team of people who demonstrate daily the ability, talent, drive and attitude to take us forward as a business. Our employees' skills, ideas and commitment help us succeed, which is why we support them and listen to what they tell us.

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**91%**  
of our employees say they are proud to work here

Our success as a business is built on attracting and retaining the best talent – people with the vision, creativity, entrepreneurship and positive spirit to drive the successful growth of our business. Every single day, our team of 1,422 people use those skills and talents to find

solutions to the challenges of the workplace, ensuring we operate with the flexibility, agility and professionalism our customers and stakeholders expect. We always aim to recognise their contribution in a supportive environment that respects and nurtures their talent.

## DEVELOPING TALENT, GROWING SKILLS



### SUPPORTING OUR EMPLOYEES

Helping our staff to reach their potential is key to developing our future leadership. We have supported a number of our managers through the UK Green Building Council's Future Leaders programme, which brings together ambitious, high-potential professionals from the built environment industry to develop their leadership and innovation skills. They bring the thinking and inspiration gained back to their own organisations, and continue the collaboration through the Future Leaders Network.

In 2018, 16 staff members registered for Chartered Management Degree Apprenticeships. Through on and off the job learning, these programmes provide management skills, core competencies and behaviours that boost performance and create tomorrow's leaders.

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### RECRUITMENT AND RECOGNITION

We now employ 1,422 across the Group, and our low turnover rates also contribute to our stability as a company.

Recognising our people is the foundation of the Group's success is important to us. Our annual Staff Recognition Ceremony honours employees who've made a real difference to our business over the previous year. In 2018, we celebrated the contributions of a wide range of staff, from those who give up their time to volunteer in the local community to others who make special efforts in the workplace.



### PROFILE: RITU RAJASHEKAR - UKGBC FUTURE LEADER

Ritu has worked for Canary Wharf Group for two years, and is currently the senior sustainability programme manager. In this role, she is responsible for developing and supporting our sustainability goals. She works closely with businesses, consultants and teams within the organisation to help achieve our vision and ambitious targets. Identified as someone with the potential to help us take our business forward, Ritu joined the UKGBC Future Leaders programme in 2017 to further develop her leadership skills.

"The programme has been incredibly inspiring. The insights it's given me into the role of a leader, and the possibilities for innovative thinking to shape the business, are really valuable. I'm already applying this in my role, and can only see this growing. Perhaps the most valuable is the ongoing networking with other participants from different organisations, who have similar goals to ourselves and ourselves. It's a great opportunity to meet

### HAPPY TO HELP

Providing excellent customer service is something we expect from everyone who works for us. In 2018, we installed new customer service feedback terminals for visitors to the Estate, as well as employees, to tell us about their experiences. The information gathered from the terminals helps us to identify trends and key learning points, and provides alerts to live issues that we can resolve immediately – such as waiting times at reception desks. Feedback so far has been extremely positive, and we're now developing KPIs for our customer service, which will be installed in Canary Wharf Management Ltd before being rolled out.

“...listening and transparency - sharing experiences and gaining new ideas and perspectives is making a real difference to how I approach my work.”

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## LISTENING

We believe it's essential to listen to what our people tell us. Their ideas, creativity and hard work are essential to our success, so we need to know what they think about working at the Canary Wharf Estate. Through 'Your Say', our employee survey, we measure staff satisfaction and gauge the things that matter to them.

Based on findings from our last survey in 2016, we're busy working on new systems and initiatives. These focus on a succession plan, our competencies and personal career development. We're also implementing more lateral development moves rather than simply promotions. Our next survey will be held in 2019.

A key part of being open and transparent is listening - to our employees and all our stakeholders. We also offer staff a 24/7 Employee Hotline, operated by a neutral third party. Not only does this let staff raise concerns in strict confidence, but it also allows them to anonymously 'blow the whistle' on concerns over ethical conduct. We believe every person has the right to speak out.

4.2 Maternity

4.4 Growing Stronger Through Diversity

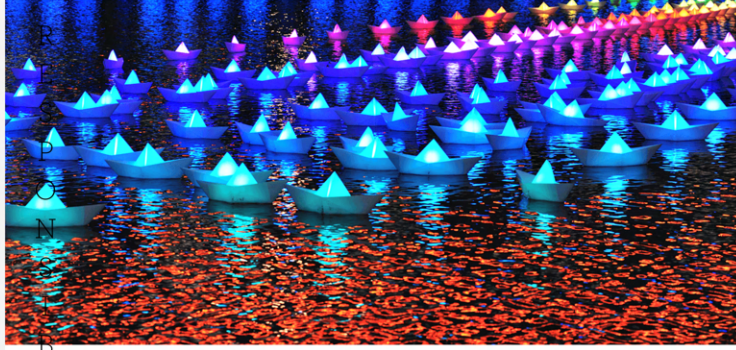
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DIVERSITY

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## Growing Stronger Through Diversity

A diverse workforce benefits everyone in the company

Diversity and inclusion are not just nice-to-haves – they generate new ideas and perspectives, boost creativity and are essential for a business to truly connect with its customers.

We're located in one of the most diverse communities imaginable – and we're working hard to reflect that diversity in our own workforce. All our employees receive compulsory diversity training, reinforcing our commitment to building positive relationships in the workplace.



RESPECT  
DIVERSITY  
INCLUSIVITY

## TACKLING THE SHORTAGE OF WOMEN IN CONSTRUCTION



Women are underrepresented in our industry – just 14% of construction professionals are female – and we're aware of the challenge we face to overcome that. Our Gender Pay Gap report published in 2018 highlighted areas where we're doing well and showed us where we need to improve. We know there's a shortage of women throughout our sector, and there's still a lot of work to be done.

We have launched a programme of identifying and mentoring female employees who have the potential for leadership and management training. As they grow and develop their careers, our aim is for them to be role models for young women who come on school visits or participate in the many initiatives we support. By inspiring these young women, we hope it encourages them to consider careers in construction. We also appointed two women in 2018 to senior roles in our construction business, where women are more underrepresented.

In 2018, we also joined WISE – Women in Science and Engineering – which works across sectors to increase the number of women in these professions. WISE runs training, events and projects across the country to introduce women to science and engineering, and help them access the career opportunities that exist.

To help us gain insights into the issues that face women within the industry, we held a series of focus groups for female employees in 2018 helped us gain better insights into the issues they face. The results provided real learning points for us, right down to the level of ensuring personal protective equipment that's designed to fit women comfortably when working on site.

### PARENTAL LEAVE

In 2017, we introduced a shared parental leave policy, which went well beyond the statutory requirements and allows both parents to take care of new family members. This proved extremely popular in 2018, and is helping to break down the assumptions that childcare is purely an issue for women. More than 10 colleagues are now taking advantage of Shared Parental Pay, allowing both parents to play an equal role in the early stages of raising a child.

4.3 Nurturing Our Team

4.5 Embracing Wellbeing

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## Embracing Wellbeing Putting our People First

The places we create are designed to enhance wellbeing, so health and safety is a priority – for our employees, our tenants, contractors and everyone who visits us.

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# RoSPA

Canary Wharf Management has won a RoSPA Gold award for safety for five consecutive years

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## OUR RECORD OF EXCELLENCE



### Canary Wharf Contractors Ltd (CWCL)

We have a truly outstanding safety record across our construction sites. In 2018, we had 14 reportable incidents and our lost-time injury rate was 0.14 (2017: 0.24). At our Wood Wharf development, we achieved 1.89 million safe working hours without a lost-time accident (LTA), something we are particularly proud of. There has been only one LTA in the 5.6 million working hours since work began on the project.

### Canary Wharf Management

We were delighted to be recognised for our focus on health and safety with a RoSPA Gold award for the fifth consecutive year.

In 2018, we also created a new role of compliance officer. Through proactive safety management, the compliance officer is ensuring all statutory requirements and standards are met across the Estate, and is working with Tower Hamlets Council on specific safety issues.

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### TENANT COLLABORATION

Tenants are key partners in ensuring health and safety across our Estate. We run regular forums for tenants every year to discuss health and safety and raise any matters of concern. We also offer face-to-face fire safety training to all tenants, including fire marshal and fire extinguisher training. In 2018, we trained 604 individuals.

### WORKING WITH CONTRACTORS

Excellence in health and safety can only be achieved through partnership with the contractors we work with. They must also buy into a health and safety culture. In 2018, 94.7% of CWCL contractors were enrolled as members of the SafeContractors Scheme (target 85%). We are working with all of them on a new safety handbook for implementation across our building projects, and have rolled out behavioural safety training to all trade contractors to engage them in our safety approach.

CWCL has also joined the Build UK group, which covers major contractors across the UK and provides a platform for meeting regulatory and sharing best practice.

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### FOCUSING ON MENTAL HEALTH

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

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

## OUR 2018 PROGRESS

Our targets are designed to support the health and safety of our people, including mental health, which we see as a key issue.

TARGET	ACHIEVEMENT	2020 GOAL
Emphasis placed on contractors to sign up to SafeContractors scheme	We concluded the year at a rate of 84.57%, almost 10% above the corporate objective	To promote even safer environments throughout our operations

Read more about our 2018 progress against targets in our [Materiality chart](#)

4.4 Growing Stronger Through Diversity

4.6 Keeping our Estate Secure

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## Keeping our Estate Secure

### Ensuring Safety in the Modern World

In a time of heightened security, with new and different threats, ensuring the safety of people who work at or visit our Estate is imperative. We make sure we have the systems and procedures in place to maintain security at all times and protect the 120,000 people who travel here every day.

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## OUR SECURITY SYSTEMS

We take security extremely seriously, continually preparing for risks and the management of security issues. Our focus is on creating places where people feel safe and comfortable to go about their business without intrusion or disruption. Understanding any potential risks is key to our ability to protect people and avoid any disruption. We focus on information security as well as physical security, ensuring our information systems are as secure and resilient as the Estate itself. We continue to enhance information and cyber security controls across the organisation, and to align controls to industry best practice. Work to achieve the Cyber Essentials Plus accreditation is well under way and should conclude in 2019.

Canary Wharf is also the only location in the UK outside the Houses of Parliament and Heathrow Airport to have 24/7 fire coverage. Our fire safety managers are all former members of the Fire Service; we ensure our estate is as safe as possible by deploying the highest-spec fire safety features. All tenants are offered fire safety training, and there are regular security and fire drills.

### OUR 2018 PROGRESS

Our targets are designed to ensure that our people play a key role in the security of our Estate.

TARGET	ACHIEVEMENT	2030 GOAL
Preparatory work for stage 1 of SABRE certification	We are on track to receive SABRE certification in 2019	To be a recognised leader in resilience, physical and cyber security, known for technological innovation and excellence

Read more about our 2018 progress against targets in our [Measure chapter](#)

4.5 Embracing Wellbeing



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► S.0 Measure  
S.1 Reporting Approach

## Measure

It is easy to talk about being the city of the future. Actually becoming that city is much harder – particularly with the challenges of a rapidly growing population, climate change, pressure on natural resources and political and economic uncertainty.

Canary Wharf Group has a clear vision that enables us to put our words into action: by designing out waste, building in resilience and promoting a zero-carbon economy, guided by detailed, long-term targets. As a city of the future, we are already taking placemaking to the next level, creating the blueprint of tomorrow's intelligent, flexible, connected city.

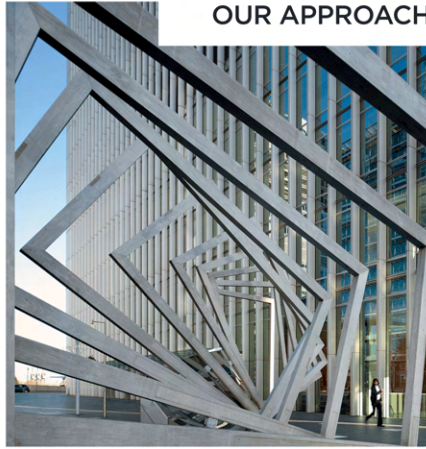
Our vision is to inspire positive impact by creating places that are healthy, thriving, sustainable and future-ready.

We have always been building the city of the future. When work began on Canary Wharf in 1987 on London's former Docklands, the area was a desolate wasteland. Few would have envisaged the scale of transformation we have achieved in the three decades since. Along the way, we have learned much about how cities grow, lessons that inform the Canary Wharf of the future.

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## MEASURED: OUR APPROACH

We have a rigorous, transparent approach to environmental data and performance monitoring. We aim to account for 100% of the data from all our operating companies. [S.1 Reporting approach](#).



S.1 Reporting Approach ►

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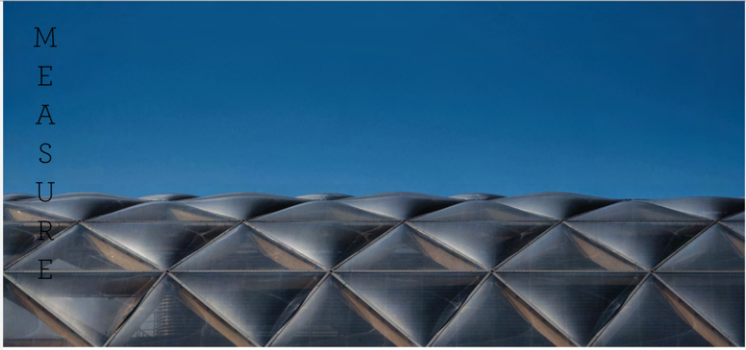
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S.O Measure  
► 5.1 Reporting Approach

## Reporting Approach

We believe environmental data and performance monitoring should be dealt with transparently. We use best practice to report our data, and this is overseen at a high level within the business, including through our Corporate Responsibility Group.

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## REPORTING SCOPE



We collect sustainability performance data from across the Group's operation. This report aims to account for 100% of the data from the following entities:

- Canary Wharf Limited (CWL)
- Canary Wharf Management Limited (CWML)
- Canary Wharf Contractives Limited (CWCL)

Our data covers:

- Office Buildings**  
Three managed buildings and Canary Wharf Group's administrative areas - 75% of the managed buildings portfolio.
- Retail**  
Five retail malls - our entire retail portfolio.
- Infrastructure and Car Parks**  
100% of infrastructure and car parks

## REPORTING PERIOD

The information in this report, published in 2019, covers the period from 1 January 2018 to 31 December 2018 unless otherwise stated.

The baseline for all our environmental performance data and future targets is 2012. To view earlier performance data, please refer to our [2012 Sustainability Report](#).

## STANDARDS AND VERIFICATION



## INDEPENDENT ASSURANCE AND CREDIBILITY

Bureau Veritas UK Ltd. ('Bureau Veritas') has been engaged by Canary Wharf Group plc to provide independent assurance over the quantitative data and performance against targets used in this report. You can find our full assurance statement here.

[Download](#)

## GLOBAL REPORTING INITIATIVE

This report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards Core Option. Our full GRI index can be found online in our Appendix. It is also aligned with the European Public Real Estate Association's (EPRA) Best Practice Recommendations on Sustainability Reporting, Global Real Estate Environmental Benchmark (GRESB) and CDP requirements.



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## AWARDS AND RECOGNITION

In 2018, we were proud to receive a number of awards and recognition for our sustainability work.

**2018 Global Real Estate Sustainability Benchmark (GRESB)**  
Canary Wharf Green received a score of 83% and earned 5 Green Stars

**Capital Finance International Sustainability Awards 2018**  
Winner: Outstanding Contribution to Sustainable Development - United Kingdom 2018

**Footprint Waste2Zero Awards**  
Best Closed Loop Award for Wake Up and Smell the Coffee

**Considerate Constructors Scheme**  
Canary Wharf Contractors Projects received awards in the Considerate Constructors Scheme



PROJECT	CATEGORY	AWARD
Southbank Place	Ultra Site Award Construction's First Impressions Award	Winner
Southbank Place	Ultra Site Award Workforce Wellbeing Award	Finalist
Wood Wharf	Ultra Site Award Environmental Best Practice Award	Finalist
Wood Wharf	Ultra Site Award Workforce Wellbeing Award	Finalist

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### Environmental Assessment Methods

CWG Projects received the following certifications:

- A1 Retail 71.5% Excellent BREEAM-0067-0224 New Construction 2011 Design Stage
- A1 Residential 68.0% CFM Level 4 BRE-0003386-DS-001-00
- A2 Retail 73.1% Excellent BREEAM-0067-0174 New Construction 2011 Design Stage
- A2 Residential 69.0% CFM Level 4 BRE-0002968-DS-001-00
- A3 Retail 71.5% Excellent BREEAM-0067-0208 New Construction 2011 Design Stage
- A3 Residential 69.0% CFM Level 4 BRE-0002970-DS-001-00
- G3 Retail 73.7% Excellent BREEAM-0067-0216 New Construction 2011 Design Stage
- G3 Residential 70.0% CFM Level 4 BRE-0002518-DS-001-00
- D1/D2 Retail 75.6% Excellent BREEAM-0070-6655 New Construction 2014 Design Stage
- I Bank Sec Gen Brent 85.77% Outstanding BREEAM-0060-5287 New Construction 2014 Design Stage
- North Quay Communities 2012 Assessed (Outstanding)



### ecolife Sustainability Leaders Awards 2018

CWG shortlisted for:

- CSR Initiative - 30 Years of Canary Wharf
- Sustainable Building - Crossrail Place
- Waste Management and Reduction - Clean Coffee Zone

### Construction News Awards 2018 - Canary Wharf Contractors shortlisted for:

- Contractor of the Year
- Environmental Contractor of the Year

### Business Green Leaders Awards 2018

CWG Biodiversity Action Plan Shortlisted for Green Infrastructure Project of the Year

CIEEM Awards 2018  
CWG Biodiversity Action Plan Shortlisted for Innovation Award

Health and Safety Awards  
Royal Society for the Prevention of Accidents (RoSPA) awards:

- 2018 Gold Award - Canary Wharf Management
- 2018 Gold Award - CWCL Project - New Foundland
- 2018 Gold Award - CWCL Project - One and Five Bank Street
- 2018 Gold Award - CWCL Project - New District
- 2018 Gold Award - CWCL Project - Southbank Place
- 2018 Silver Award - Canary Wharf Contractors
- 2018 Silver Award - CWCL Project - Lullatt Street
- 2018 Silver Award - CWCL Project - Burden

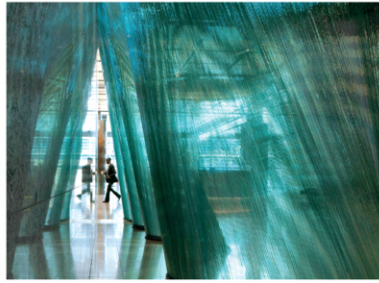


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# OUR PERFORMANCE AGAINST TARGETS

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In 2018, we made real progress against our targets, achieving 80% of what we set out to do. A full list of our targets and 2018 achievement can be found here.

[Download](#)

## CANARY WHARF GROUP

**Energy and greenhouse gas emissions**  
We continually seek ways to improve energy efficiency across our estate. Since 2012, 100% of the electricity we use has been from renewable sources, mostly wind power.

In 2018, landlord-influenced energy use across our operations rose by 11.54% and CO2 rose by 10.58% to 32,422 tonnes of CO2e. This was due to extensive commissioning activity during 2018, as well as extreme weather in both the winter and summer.

Energy consumption per occupant across our comparable managed office buildings was up by 8.06%.

Energy consumption per 1,000 visitors across retail went up by 1.52%, while energy use per m<sup>2</sup> across our infrastructure and car parks went down by 19.5%.

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## Water

Canary Wharf Group has a long-term commitment to reduce the amount of water we use. During 2018, total water use in CWG was 967,456 m<sup>3</sup>, an increase of 55.6% on 2017, largely as a result of extensive commissioning activity. Water use per occupant in office buildings was 18.02 m<sup>3</sup> (2017: 15.49 m<sup>3</sup>), and water use per 1,000 visitors in retail was 6.38 m<sup>3</sup>.

[Download](#)

## Waste

Across Canary Wharf Group, we generated 10,239 tons waste in 2018 compared with the previous year, and sent zero waste to landfill from managed areas. We also achieved our recycling objectives, and our recycling rate in December 2018 was 83.90%.

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### CANARY WHARF MANAGEMENT

Energy & Greenhouse Gas Emissions

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Waste

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### CANARY WHARF CONTRACTORS

Summary

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Water

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Energy & Greenhouse Gas Emissions

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