

Together We Can

- ▶ WELCOME
- ▶ A DECADE OF ACTION
- ▶ ALIGNING WITH THE SDGS
- ▶ MAKING SUSTAINABILITY REAL
- ▶ THE YEAR IN NUMBERS



Download our Summary Report

## Welcome

### A letter from our CEO

What does the future look like?

At a time like this, it seems harder than ever to predict what the next few years will hold. As we write this introduction, the UK and the world are facing a global crisis unlike anything faced before. The Covid-19 pandemic has forced us to re-evaluate the way we work, travel and interact.

Covid-19 has demonstrated beyond doubt that we are living in a single biosphere. What happens in Wuhan can have consequences in Westminster in a matter of days. The great benefits of our increasingly interconnected, globalised world can also bring new dangers.

Canary Wharf is a place with resilience built into its very fabric, and that is what has allowed us to respond so quickly and efficiently to the Covid-19 pandemic. It is that same resilience that will allow us to build back better from this pandemic, founded of close relationships with our tenants, customers, suppliers and community in order to tackle the climate crisis together.

We are proud of what our team has achieved over the last year, in particular our pioneering work on reducing plastic waste and eliminating waste going to landfill. This report sets out some of those achievements.

But we can go much further. As we emerge from the Covid-19 crisis, there is an unprecedented opportunity to come back greener and smarter. Our commitment to ambitious Science Based Targets demonstrates our renewed determination to effect real, measurable change. The science is increasingly clear and compelling.

We must all take responsibility for climate change and act now to reduce our emissions. It is time for everyone in a position of influence to step up and shoulder responsibility. Only then can we look our children and grandchildren in the eye and tell them we have done our duty to the planet which they will inherit.

As Chief Executive Officer, I take full responsibility for the environmental, social and governance priorities of our business. We are steadfast in our resolve to do not only all we can as an organisation, but to harness the power of our stakeholders to do everything we can as a collective. This means involving our entire value chain, our tenants, our suppliers, and our community in this mission.

It is only by working collaboratively through innovation and determination, that we can deliver the change we need to see.

Together we can do it.



Shobi Khan  
CEO  
CANARY WHARF GROUP PLC

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# A Decade of Action

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2020

CWG establish long-term Science Based Targets validated by SBTi



2019

Canary Wharf becomes the first commercial district in the world to achieve Plastic Free Communities status from marine conservation charity Surfers Against Sewage



2018

CWG's industry-leading Biodiversity Action Plan is launched covering 2018-2028



2017

CWG becomes one of the first developers to receive a Stage 1 BREEAM Communities certificate



2016

One & Five Bank Street achieves BREEAM 'Outstanding' at design stage



2015

Southbank Place becomes the first ever construction project to receive Ultra Site status from the Considerate Constructors Scheme



2014

CWG becomes the first major UK property and construction company to be accredited a London Living Wage employer



2013

The South London Procurement Network is established to support local procurement on our Southbank Place project





2012  
 CWG begins purchasing 100% renewable electricity across all projects and managed areas



2011  
 Construction begins on 25 Churchill Place.



2010  
 CWG is named number 22 on The Sunday Times 60 Best Green Companies



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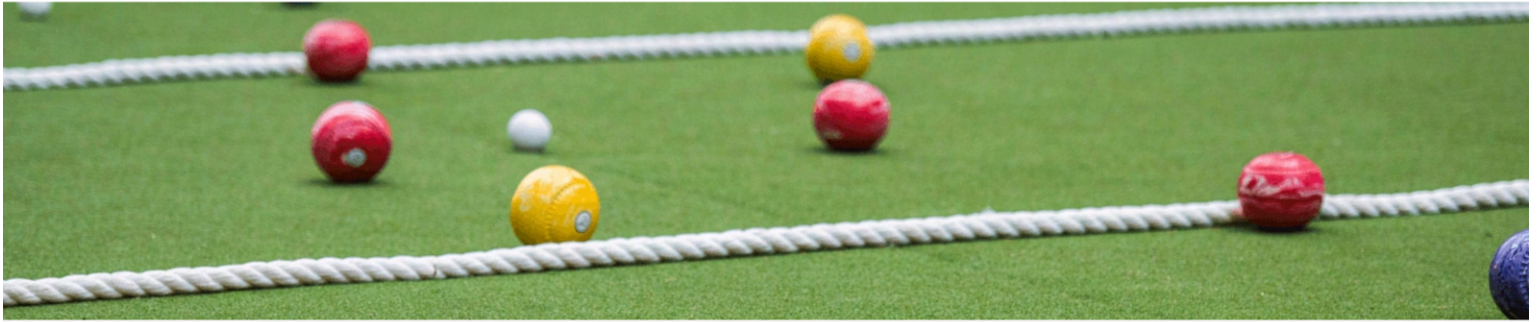
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## Aligning with the SDGs

Imagine a world where all of the United Nations Sustainable Development Goals (SDGs) are met. We have 10 years to meet these goals, that's why the SDGs are an integral part of the CWG Strategy. We have aligned ourselves with the SDGs, focusing on those Goals that will make a significant impact. The Goals give us a framework for a sustainable future; by working together, we can make this vision a reality.



### Climate Action

Imagine a commercial district that uses its collective impact to prevent global heating, where we can join together with our tenants to be more impactful and innovative, helping to secure cheaper and cleaner energy. We've developed Science Based Targets and, as part of the Better Buildings Partnership Climate Change Commitment, we are working on a net zero carbon roadmap to help guide us in our journey to becoming a carbon neutral organisation. We have purchased 100% renewable electricity since 2012 and we are developing an engagement platform to support our tenants in switching over to renewable energy in order to address our Estate-wide emissions.



### Beyond Zero Waste

Imagine a district where nothing is wasted; where every resource is recirculated and reused. That's the vision we have for Canary Wharf. We're a leader in plastic and waste reduction, and we want to use our expertise to tackle not only plastic, but all waste. In 2019 we were the first commercial centre in the world to achieve Plastic Free Communities status from marine conservation charity Surfers Against Sewage, and we are carrying that momentum forward to close the loop on all materials at Canary Wharf and across our operations to create a truly circular economy.

### Wellbeing

Imagine a place where the physical and psychological wellbeing of every individual is enhanced. Wellbeing is key to how we approach our developments and how we engage with our customers, employees, visitors and the local community. Our wellbeing programme includes clear targets for increasing biodiversity across the Estate, improving air quality and providing mental health support. We are developing a health and wellbeing monitoring system that improves quality of life and attracts wildlife. In this report we have provided an update on our Biodiversity Action Plan, published in 2018, which outlines how we are designing projects and managing our assets to deliver biodiversity net gains throughout our operations.





### Responsible Business

Imagine a district that creates more than it uses; where positive impact is tracked, monitored and reported regularly. We have a 30-year history of positive impact on our community, through support of local business, volunteering in local schools, and delivering projects that create real value for our community. The Responsible Business Working Group is working to create a long-term roadmap with specific, measurable targets on community outreach, diversity and inclusion, supply chain engagement, social value and risk and resilience in order to maximise the value we create for stakeholders and continue to build on our long-standing relationships with our local community.

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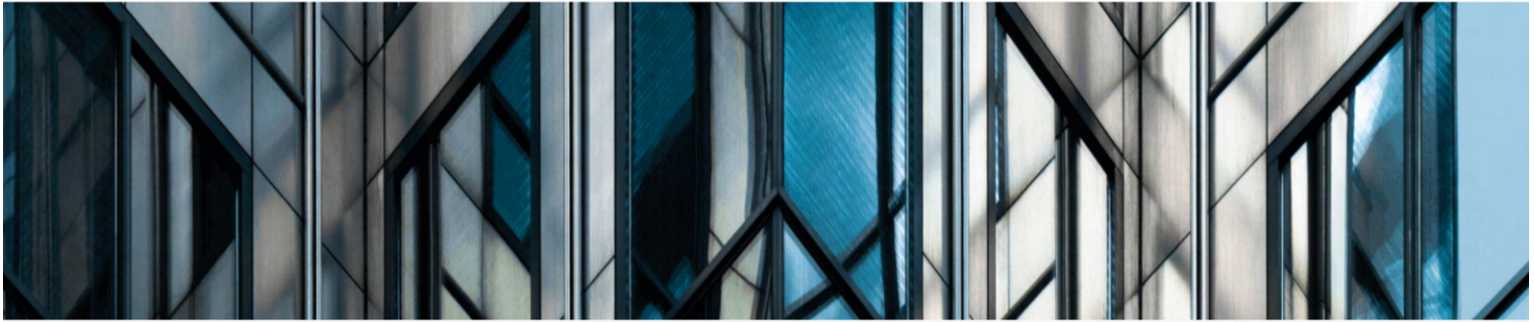
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# Making Sustainability Real

For the past 30 years, our strategy has been centred on building places that are better for everyone. We've been focused on creating extraordinary environments that meet the needs of today while preparing for the challenges of tomorrow. This means driving a circular economy, where nothing is wasted, and designing creatively, in a way that allows human wellbeing and biodiversity to flourish. It means reducing our carbon footprint and building in climate change resilience. Most importantly, it means creating spaces that hold something for everyone – whether you work here, live here, or just come to relax.

In 2019 we re-assessed our sustainability risks and we have identified six new material risks to the organisation. These risks are as follows:

- Climate Change: Not addressing our corporate responsibilities and missing long-term local and global requirements
- Unethical Supply Chain: Reputational damage resulting from un-ethical local or global suppliers
- Resource Scarcity: Failure to recognise that waste is a resource and to capitalise on significant benefits available to the Group
- Unhealthy Built Environment: Failure to demonstrate 'wellness' of the Estate
- External Stakeholder Perceptions: Failure to engage our stakeholders effectively on sustainability to maximise outcomes
- CWIS Sustainability Awareness: Failure to appropriately address emerging sustainability trends and opportunities, which impact the Group

In order to address these risks and to continue to address our impacts throughout our operations, we are focusing our strategy into four key areas:

- Climate Action
- Beyond Zero Waste
- Wellbeing
- Responsible Business

These four focus areas will allow us to tackle our biggest environmental impacts and maintain our commitment to ethical and responsible business. We are setting our sights on long-term goals; the targets we're developing are bold, ambitious, and far-reaching. We've published targets for 2020 for each working group in this report and will be publishing our full long-term plan, along with our pathway to net zero, later this year. This framework is aligned with the UN's Sustainable Development Goals (SDGs) to ensure that we are fully aligned with the global agenda.



## Better Together

Better Environment	Better Community	Better Business	Better Performance	
<ul style="list-style-type: none"> <li>- Advocating health, wellbeing and creativity</li> <li>- Promoting long-term sustainable results</li> <li>- Making a positive contribution to resource ecosystems and climate change</li> </ul>	<ul style="list-style-type: none"> <li>- Being a good neighbour</li> <li>- Offering economic opportunity</li> <li>- Supporting projects and organisations that improve lives</li> </ul>	<ul style="list-style-type: none"> <li>- Ensuring sustainable sourcing by working closely with suppliers</li> <li>- Enabling future talent to flourish</li> <li>- Supporting access to new markets and addressing socio-economic challenges</li> </ul>	<ul style="list-style-type: none"> <li>- Designing, monitoring and minimising resource use throughout the lifecycle</li> <li>- Reducing energy use and emissions</li> <li>- Delivering high quality developments</li> </ul>	
PIONEER	LEAD	EVOLVE	OPTIMISE	MEASURE





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# The Year in Numbers

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**34%**  
reduction in overall emissions since 2012

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**3,576,293 million**  
pieces of single-use plastic removed or recycled

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**100%**  
renewable electricity purchased since 2012

[Read more](#)

**1,711**  
local people attended community insight events at our sites and offices

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**£2.9million**  
in donations and in-kind support

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**1,366**  
entries in the annual Wildlife Photography Competition

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**1 million**  
hours worked on all major projects without a serious work-related injury

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**700,000**  
visitors to our arts and culture events

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**217,000**  
bottles refilled using refill stations

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**ZERO**  
waste to landfill from managed areas

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- Supporting our Employees
- Promoting Diversity**
- Focusing on Safety
- Keeping Everyone Secure

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## Better Environment

We are entering one of the most important decades in human history. The climate crisis, biodiversity loss and plastic pollution, among other sustainability issues, are all at a critical point and what we do over the next 10 years will profoundly affect all life on Earth. We are using the momentum we have built over the last 30 years to carry us forward into a new decade of action, creating healthy spaces that benefit everyone.

As a landlord and developer, we have a big part to play in making spaces that work for everyone. From enhancing biodiversity and wellbeing, to reducing emissions and plastic usage, we are committed to making our developments the best possible spaces for everyone who uses them.

Since the inception of Canary Wharf in 1987, we've always strived to stay at the forefront of progress and innovation. We're carrying that same attitude as we move into a new decade of progress, creating a sustainable district of the future. We've set out some challenging targets for the **next decade** which will help us tackle our impacts and create a better environment for everyone.

## Highlights

**34%**  
reduction in overall emissions since 2012

**First**  
Commercial centre to achieve Plastic Free Communities status

**ZERO**  
Waste to landfill from our managed areas since 2009

**3,576,293** million  
Pieces of single use plastic avoided or recycled in 2019



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**BREAKING THE PLASTIC HABIT**





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## Reducing our Emissions

Our goal as a business is to be zero carbon. Transitioning to a low carbon economy has never been more important than it is now, and we're responding by driving energy efficiency across our operations. We have been ISO 50001 Energy Management certified since 2015 and we are continuing to take steps to reduce our energy use across our portfolio.

In 2019, our carbon emissions across CWG dropped by 5% to 30,818 tCO2e (2018: 32,442). This is thanks to energy efficiency upgrades across our operations, a significant fall in diesel usage, and supported by the decarbonisation of the grid. In 2019 we continued to replace light fittings with LEDs, as well as reviewing the timing and operations of our Building Management Systems (BMS).

Based on a like-for-like comparison to our 2018 portfolio, energy consumption per occupant across our managed office buildings fell by 8.6%, energy consumption per 1,000 visitors across retail fell by 13.55%, and energy use per m<sup>2</sup> in infrastructure rose by 8.95\* compared to 2018. In 2019 we carried out an energy savings opportunities assessment of our flagship building One Canada Square in order to better

understand where further improvements can be made. The output from this is being rolled out across all our managed buildings. In our construction arm, we closely monitor each site's energy usage and carbon emissions. After a successful trial in 2019, we will be bringing in the data tracking and dashboards for each project in 2020. Across CWG, our carbon emissions decreased by 3.5% compared to 2018.

\* The 2018 data for Infrastructure has been restated due to improved data availability.

## Setting Challenging Targets

We are pleased to launch our approved Science Based Targets, ratified by the Science Based Targets Initiative (SBTI) in June 2020, which we are using to drive carbon reductions across all our activities and those of our tenants and the wider Canary Wharf Group community.

- Canary Wharf Group commits to reduce absolute Scope 1, 2 and 3 GHG emissions from downstream leased assets by 65% by 2030 from a 2017 baseline.
- Canary Wharf Group commits that 60% of its suppliers by emissions covering purchased good and services will have Science Based Targets by 2025.

These emissions targets follow the market-based approach as recognised by SBTi and are dependent on both Canary Wharf Group and our tenants switching to 100% renewable electricity by 2030. We will also be investigating our natural gas supply throughout our portfolio, which, in addition to electricity, makes up a significant portion of our overall emissions. For CWG to achieve our longer-term net zero target, a renewable alternative to natural gas will need to be established in our existing portfolio and our proposed developments. In 2019 we signed the Better Buildings Partnership Climate Change Commitment, furthering our commitment to reducing our impacts and striving for a zero carbon future. As part of this commitment we will be publishing our own net zero pathway in 2020, and we will publicly report progress annually. Both our Science Based Targets and our net zero pathway will be used to drive carbon reductions across all our activities and those of our tenants and the wider Canary Wharf Group community.

**100%**  
ELECTRICITY PURCHASED FROM RENEWABLE SOURCES SINCE 2012

**13.55%**  
REDUCTION IN ENERGY USAGE PER 1,000 VISITORS IN RETAIL SPACE IN 2019

**5%**  
REDUCTION IN OVERALL CARBON EMISSIONS IN 2019





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## Protecting Biodiversity

Protecting and enhancing our natural capital has always been a key priority for us. As a major developer in the Thames Gateway region, we have a responsibility to create spaces that help native plant and animal species thrive. We have set clear targets on environmental net gain and see green infrastructure as an opportunity to increase climate change resilience and wellbeing on the Estate.

CWG was one of the first developers in the UK to release a Biodiversity Action Plan (BAP) in 2004, and in 2018 we released our updated [BAP](#). This 10-year strategy includes comprehensive targets and objectives to achieve net gain on our developments, and to keep our stakeholders and the local community well informed of our progress. In 2019 we completed an extensive survey of biodiversity on our Estate, and undertaken a Defra/Natural England biodiversity metric trial. The trial considered existing and proposed development as well as detailed BAP targets. The results have shown that we can achieve 12 biodiversity points by continuing to implement BAP targets, in particular with regards to retrofit. Since completing the survey, we have scheduled landscaping works to improve our existing green roofs and a detailed assessment of retrofitting non-biodiverse roofs.

We have installed bird boxes, bat boxes, insect hotels and a fish refuge to provide safe environments for wildlife within the hustle and bustle of Canary Wharf. We are now looking to extend the scope of the BAP to aquatic ecology and are working closely with London Borough of Tower Hamlets (LBTH) to develop a pioneering strategy that can be implemented across the docks.

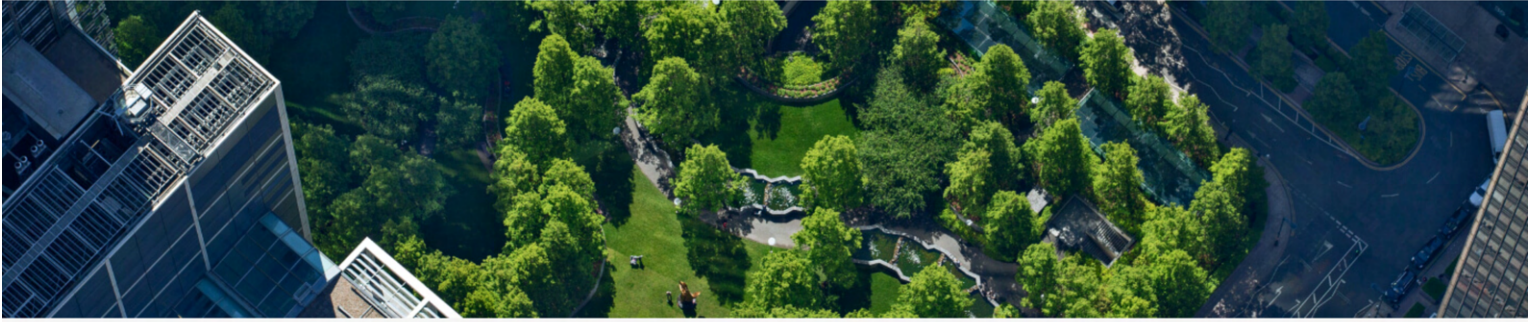
We understand the wellbeing benefits of connecting people with nature. Every year we hold a Wildlife Photography Competition to encourage people to appreciate the vast array of wildlife at Canary Wharf. In 2019, we had 1,366 strong entries across six categories, which is an over 100% increase since 2018. The overall winner was Denis Beuzdenhou's stunning Goldfinch Perch, taken in the [Crossrail Place Roof Garden](#).



### Swift call boxes

One of the priority species identified in the Canary Wharf Biodiversity Action Plan are swifts, and one of our targets is to provide enhanced nesting opportunities for swifts on the Estate...

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# Improving Air Quality

London's air quality is a concern for everyone who lives and works in the city. We understand the importance of taking tangible steps to improve air quality on our Estate and beyond. We have 17 Nitrogen Dioxide (NO<sub>2</sub>) monitoring stations across the Estate, which showed that in 2019 concentrations of NO<sub>x</sub> were approximately 10% lower at roadside locations and 25% lower at background locations at Canary Wharf than across the London Central Activities Zone based on 2018 data extrapolated for 2019.

Across our Estate, we operate a no idling policy to reduce vehicle emissions, and we've installed 23 electric vehicle charging points. In our Wood Wharf development 10% of parking spaces will be equipped with charging points. Of the 120,000 who work at Canary Wharf every day, over 85% travel to the Estate by public transport.

In September 2019, we became a founding member of Global Action Plan's [Business Clean Air Taskforce \(B-CAT\)](#) in conjunction with Defra. Other founding partners of the Taskforce are Philips, Uber, Engie, Octopus Electric Vehicles, Blueair, Ricardo, and BP Chargemaster. The B-CAT has four main aims:

1. Set standards for business action on air pollution
2. Produce roadmaps and guidance to help businesses know what they should be doing to transition us to a low pollution economy
3. Foster collaborative action between businesses that aim to shift us to a cleaner air society
4. Communicate a positive vision for business involvement in cleaning up our air to government, industry and the public

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# Managing our Water Use

London is one of the most water-stressed cities in Europe. We are committed to reducing our impacts by improving water efficiency. To address this, we are developing an Estate-wide water management strategy, which aims to reduce potable water consumption throughout our operations.



Wildlife Photography Competition  
2020 entry by Elena Chaykina

In 2019, our total water use was 359,882 m<sup>3</sup>, which represents a 42.57% decrease on 2018. Water use in office buildings was 17,44m<sup>3</sup> per occupant, a 3.2% decrease on the previous year, and water use in retail was 0.36m<sup>3</sup> per 1,000 visitors, a decrease of 3.56% from 2018 based on a like-for-like comparison to our 2018 portfolio. We saw a reduction of nearly 30% in construction water usage due to the phase of works changing, requiring less water.

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# Breaking the Plastic Habit

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It's estimated eight million tonnes of plastic enters our oceans every year, much of it coming from cities through rivers. Canary Wharf is a thriving district located on London's River Thames, with 120,000 people coming to visit, work or shop on the Estate every day. This unique environment provides a rare opportunity to make a real difference.

In 2018 we launched **Breaking The Plastic Habit**, a programme designed to change behaviours and move away from our throwaway culture. By working with our tenant partners, we wanted to eliminate unnecessary single-use plastics from our operations and encourage a culture of reuse at Canary Wharf.



**PLASTIC FREE COMMUNITIES**  
SURFERS AGAINST SEWAGE

When we launched Breaking The Plastic Habit in 2018, we wanted to create a community initiative across the Canary Wharf Estate to remove single-use plastic. On World Environment Day 2019, we were proud to be the first commercial district in the world to achieve Plastic Free Communities status, an accreditation given by marine conservation charity Surfers Against Sewage.

We focused on 5 key areas in order to achieve Plastic Free Communities status:

- |                                     |   |
|-------------------------------------|---|
| <b>1. Steering Group</b>            | We established a steering group of senior managers from across the Group who met bi-weekly to monitor progress. |
| <b>2. Governance</b>                | We updated our policies to include our commitment to reducing single use plastic.                               |
| <b>3. Local Business Engagement</b> | We worked with businesses in our community to eradicate unnecessary plastic.                                    |
| <b>4. Community Engagement</b>      | We worked with our community to foster a plastic-free space that works for <b>@everyone</b> .                   |
| <b>5. Public Events</b>             | We held breakfast briefings and public events to raise awareness and promote sustainable behaviours.            |



### Plastic-free innovations

In September 2018, we installed the UK's first trackable water refill stations in our retail malls. The seven units have since been used to refill over 250,000 bottles, which might otherwise have been plastic bottles purchased. We also installed the UK's first publicly accessible deposit return scheme in 2018, which now provides users HELPFUL coins in return for properly recycling plastic drink bottles. In 2019, over 10,000 bottles were recycled through the deposit return scheme. In January 2019 we installed a Seabin in the Middle Dock at Canary



### HELPFUL app

In January 2019 CWG partnered with HELPFUL, the creators of the world's first plastic recycling and rewarding app, to simplify and incentivise reuse and recycling for consumers. Estate users can use the app to scan plastic waste and receive feedback on where on the Estate they can reuse or recycle their plastic products, and receive rewards for doing so. In the first year, the app was downloaded over 38,000 times, 9,035 items were recycled, and 11,086 single-use plastic items were avoided using the reuse function. The app has been extremely well received by our community of users.

Wharf, which collects rubbish from the water and prevents it from getting out into the Thames and beyond. In 2019, the Seabin collected over 190kg of rubbish from the docks, and we are looking to install a second Seabin in 2020.

[Read less](#) 

with reserved. Creating a network of regular users who continue to increase each month.

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"Canary Wharf Group wanted to tackle single-use plastics because we recognise that most cities are built alongside rivers, which are a major route of pollution to the ocean. As a major business district in one of the biggest cities in the world, we wanted to show that it's possible to break the pollution pathway with a programme that rewards the right behaviours. We knew that if we could be successful, we could inspire other districts, communities and individuals to make a difference."

STEVE GREIG, CO-MANAGING DIRECTOR, CANARY WHARF MANAGEMENT

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## Closing the Loop

We recognise that modern cities are responsible for creating a great deal of waste and pollution and using a massive amount of resources. As a micro-city, we are perfectly placed to break that mould to create a city that is truly circular: cutting out waste and keeping materials in use as long as possible. Closing the loop on resources will allow us to grow sustainably, while lowering the environmental impacts of our activities.

Building on what we learned from Breaking the Plastic Habit, we will be developing a long-term circularity strategy across the Group. This strategy will be developed to advance circularity within the Canary Wharf community, and we will engage with key stakeholders such as tenants, suppliers, employees and residents to develop a strategy that benefits everyone.



### Circularity on Wood Wharf

In October 2019, Canary Wharf Contractors provided waste plastic from their construction sites to a sustainable events company, who then turned the material into a sustainable display for Canary Wharf tenant Refinitiv, who were exhibiting at the One Young World event in London. CWC also began participating in the Protec Closed Loop Re-manufacturing Scheme in 2019, supporting our ambition to become a world-leading circular economy by 2030. The first batch saw 2,250kg of polypropylene sheeting, which would have otherwise been discarded, sent to be recycled. The Scheme allows contractors to recycle temporary plastic sheeting waste, which is then returned to the manufacturer to be made into new materials. This closed loop system preserves valuable resources, eliminates the need to send waste to landfill, and ensures a sustainable supply of materials.

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## Sustainable Design

Sustainable buildings start with great design. We design all of our projects to have sustainability built in, starting with healthy materials. In 2019 we rolled out new materials briefs for all our projects, incorporating circular economy principles to ensure that our developments achieve the highest possible level of resource efficiency. We have also developed our own bespoke wellbeing standard, in line with WELL principles, to improve the health, wellbeing and productivity of the people who live and work in our developments.

We recently completed our newest commercial office, 1&5 Bank Street, which achieved BREEAM Outstanding, making it one of the largest BREEAM Outstanding buildings in the world.

## Four

COMMERCIAL PROJECTS  
BREEAM CERTIFIED IN 2019

## 116

RESIDENTIAL UNITS DELIVERED  
TO LEVEL 4 OF THE CODE FOR  
SUSTAINABLE HOMES



## Designing for Communities

Our approach to placemaking is to create vibrant community spaces where people can live, work and relax. By embracing nature and biodiversity, and designing to meet the needs of the future, we are creating communities that promote wellbeing for everyone who visits them.

In 2019 we submitted the world's first BREEAM Communities Step 1 assessment, on track to receive an Outstanding rating for our Wood Wharf development. We are now in the planning stages for our next mixed-use scheme, North Quay, which will be our first net zero carbon master plan.

# Waste Management

We work collaboratively with our tenants to reduce waste across the Canary Wharf estate. Every piece of waste disposed of at Canary Wharf is identified, segregated and sent for processing accordingly. Since 2009, we have been Zero Waste to Landfill (ZWTL) certified across our managed areas, and we are working towards becoming ZWTL on our construction projects by 2025.

In 2018 we opened Wharf Kitchen, London's first plastic-free food court, by creating a waste stream for compostable materials. Since then, we have been working with commercial tenants to establish a larger compostable waste stream across the Estate, which allows tenants to replace single-use plastics with compostable alternatives such as Vegware. We already have tenants participating and are looking to add more in 2020.

Across Canary Wharf Group we generated 105,474 tonnes of waste in 2019, an increase of 74.5% compared to 2018. The level of waste in managed areas has increased slightly in 2019 (1.5%) due to an increase in the size of the portfolio. The main increase in waste generated is due to over 70,000 tonnes of occasion waste being generated, predominantly at our Wood Wharf site (86% reused and 99.99% diverted from landfill).



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# Promoting Responsible Sourcing

The way we purchase materials plays a huge part in our impacts as a business. We are working to align our procurement practices with ISO 20400 Sustainable Procurement in order to drive sustainability throughout our supply chain. We are also working with our suppliers to reduce emissions as part of our commitment to be carbon net zero by 2050.

In 2019 we updated our Sustainable Procurement Strategy in Canary Wharf Contractors to provide material specification and responsible sourcing guidelines, and we are looking to implement similar guidelines in Canary Wharf Management in 2020.



## Procuring sustainable timber

We procure 100% FSC®-certified timber, and we target Full Project Certification on all of our developments. In 2019 we achieved Full Project Certification on 1&S Bank Street, representing over 2,000 m<sup>3</sup> of sustainably sourced timber.

In 2018 we began trialling [Qflow](#), a system which streamlines verification of FSC® products and helps us manage incoming materials. Throughout 2019, we verified 689 m<sup>3</sup> of timber using Qflow, helping us to maintain our high standard of sustainable timber usage.

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## Protecting Biodiversity

Protecting and enhancing our natural capital has always been a key priority for us. As a major developer in the Thames Gateway region, we have a responsibility to create spaces that help native plant and animal species thrive. We have set clear targets on environmental net gain and see green infrastructure as an opportunity to increase climate change resilience and wellbeing on the Estate.

CWG was one of the first developers in the UK to release a Biodiversity Action Plan (BAP) in 2004, and in 2018 we released our updated [BAP](#). This 10-year strategy includes comprehensive targets and objectives to achieve net gain on our developments, and to keep our stakeholders and the local community well informed of our progress. In 2019 we completed an extensive survey of biodiversity on our Estate, and undertaken a Defra/Natural England biodiversity metric trial. The trial considered existing and proposed development as well as detailed BAP targets. The results have shown that we can achieve 12 biodiversity points by continuing to implement BAP targets, in particular with regards to retrofit. Since completing the survey, we have scheduled landscaping works to improve our existing green roofs and a detailed assessment of retrofitting non-biodiverse roofs.

We have installed bird boxes, bat boxes, insect hotels and a fish refuge to provide safe environments for wildlife within the hustle and bustle of Canary Wharf. We are now looking to extend the scope of the BAP to aquatic ecology and are working closely with London Borough of Tower Hamlets (LBTH) to develop a pioneering strategy that can be implemented across the docks.

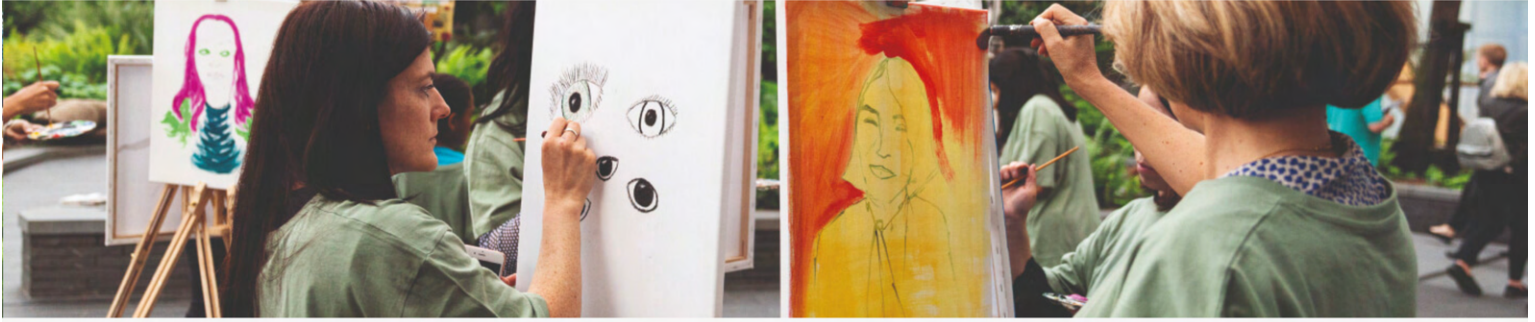
We understand the wellbeing benefits of connecting people with nature. Every year we hold a Wildlife Photography Competition to encourage people to appreciate the vast array of wildlife at Canary Wharf. In 2019, we had 1,366 strong entries across six categories, which is an over 100% increase since 2018. The overall winner was Denis Beuzdenhou's stunning Goldfinch Pheasant, taken in the [Crossrail Place Roof Garden](#).



### Swift call boxes

One of the priority species identified in the Canary Wharf Biodiversity Action Plan are swifts, and one of our targets is to provide enhanced nesting opportunities for swifts on the Estate. In 2019 we installed swift boxes with an accompanying swift call system to improve the chances of the boxes being used. The call system was installed using a small amplifier and speakers powered by solar panels. The calls were played a few hours a day at sunrise and sunset.

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## Better Community

Our vision is to be the leader in transforming urban spaces into extraordinary places. For us, an extraordinary place is one where everyone feels included: tenants, visitors, customers, residents, employees, and local community members. We've made Canary Wharf into a destination where people come not only to work, but to live, relax, and enjoy the range of arts, culture and sports programmes we provide.

We're creating a place that benefits everyone, not only by providing enriching spaces but by supporting our local economy, schools and talent. We believe that everyone should benefit from our developments, which is why we've been committed to working closely with the community since day one. Today, we provide financial support, space and our employees' skills and time to schools, businesses and charities in our local community.

Since 1987 we have transformed the docklands into a thriving district, reclaiming a former industrial site and turning it into a place that supports economic growth, fosters creativity and promotes wellbeing. By creating truly inclusive spaces, we are creating a better place for the whole community.

## Highlights

**£216.5m**  
in local spend in 2019

**1,711**  
local people attended community insight events at our sites and offices in 2019

**36%**  
of CWG's spend was with local businesses in 2019

**£2.9m**  
in donations and in-kind support in 2019



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# Providing Healthy Spaces

Spending time in healthy, outdoor spaces is essential for human health and wellbeing. Canary Wharf features over 20 acres of parks, squares and gardens, and supports 348,000 m<sup>3</sup> of open water. We strive to create these spaces where nature and architecture come together to create truly inspirational environments. Our Biodiversity Action Plan sets out our plans for continuing to support and enhance the naturally occurring wildlife on our developments, as well as for maximising the health and wellbeing of the people who use them. We have developed a bespoke Health and Wellbeing Strategy that enables us to maximise opportunities for enhancing internal environment and improve indoor air quality.

## Wood Wharf

Canary Wharf's new district Wood Wharf embodies the community atmosphere we strive to create in all of our developments. The mixed-use scheme will provide 1.9 million sq. ft of office space, 490,000 sq. ft of retail and over 3,000 new homes and will feature nine acres of riverside parks and gardens. Healthy outdoor spaces are incredibly important for mental health and wellbeing, providing an opportunity to embrace nature even in the heart of the city, where people can come together, relax and unwind. We are excited to welcome our first residents to Wood Wharf in 2020, creating a new community of residents and continuing to build on the community we've been creating for the last 30 years.



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## Arts and Culture

Arts, sport and culture are key contributors to a thriving community. Our yearly slate of food festivals, cultural events and sports programmes provides something for everyone to enjoy. Our collection of public art – the largest in London – features some of today’s most well-respected artists. Whether it’s attending a concert or simply taking a walk through our parks, the opportunities to take in art and culture at Canary Wharf are endless.

In 2019 we hosted 160 events, which attracted an estimated 720,000 people. Visitors enjoyed a variety of live music, art exhibitions, sports competitions and theatre throughout the year, including our popular summer concert series held in Canada Square Park. This year, in support of our [Breaking the Plastic Habit programme](#) we removed all single-use plastic from our events and provided performers and staff with canned water as an alternative to bottled water. We also switched to fully biodegradable picnic mats, which are endorsed by the Onobiodegradable Plastics Association.

Outside of the Estate, our summer sports programme supports local people in getting active in the summer across 23 different programmes, including sports such as swimming, karate, football and cricket clubs. In 2019, 3,200 people participated in activities funded through the programme.



## Short Story Stations

In the UK, over 53 million books are left unfinished every year, and 30% of people in the UK admit it’s been over six months since they last finished a book...

[Read more](#)

## Winter Lights

Our annual Winter Lights festival was a hit yet again in 2019, with approximately 500,000 visitors braving the cold to take in 21 light installations across Canary Wharf. Artists were asked to consider the theme of sustainability and the environment, and many of the pieces were created using recycled and sustainable materials, while others conveyed strong messaging about the environment and the climate crisis. These included Jac Greening’s *Blue Neuron* made entirely out of reused plastic bottles, and Alexander Reichstein’s *Last Parade*, which showcased endangered animals in a breath-taking light display on the quayside walls.

The mixed-use scheme will provide 1.9 million sq. ft of office space, 490,000 sq. ft of retail and over 3,000 new homes, and will feature 9 acres of riverside parks and gardens.



## In Bloom

Since opening in 2015 we have invited the local community to bring to life the performance space at the Crossrail Place Roof Garden. Local dance, music and amateur dramatics groups and schools can use the space to show their work to friends and family and working with The Space, we curated two community art festivals, Early Bloom and Late Bloom, which featured local acts. Over 200 individuals took part in the festivals, which were attended by over 1,200 audience members and featured 37 different acts including Band for Life, an organisation that brings music therapy to people living with chronic illnesses.



'Beautiful venue, wonderful performances and reflective of the calm environment and energy.'

AUDIENCE MEMBER, EARLY BLOOM



## Sports Personality of the Year

Our 18th annual Sports Personality of the Year Awards were held in April 2019, and nine-year-old Karissa Ho impressed the judges enough to win the Sports Personality of the Year accolade. Karissa competes in Goju Ryu Karate and represented Great Britain at the Japan Karate Federation Goju Kai World Championships.

Karissa attended the awards ceremony in Canary Wharf's East Wintergarden and received her trophy from international cricketer Monty Panesar. Local sporting groups were also recognised for their achievements, including Karissa's own club Ko Yudansha Karate, Vallance Disability Football Team and the London Cricket League.

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## Involving the Community

It's important to us that people feel part of what is being created on our developments and proud of it. We want our community to share our vision and enthusiasm, and have the opportunity to ask questions, provide feedback, be engaged and involved. Giving people an opportunity to shape the places they live and work means that we can create places that work for everyone.

In 2019 we once again opened our doors for Open City's Open House, providing free tours of the Crossrail Place Roof Garden and our flagship building One Canada Square. Visitors were given the opportunity to tour our marketing suite, see models of Canary Wharf Group's current and future developments, and visit Level59 to catch a glimpse of the high-energy tech hub.

We also participated in *Build Life's* Open Doors, welcoming local people onto our Wood Wharf, Newfoundland and Southbank Place construction sites. This event gives visitors an opportunity to see behind the scenes on a working construction site, asking questions and learning about the project first-hand from the project team. Canary Wharf Contractors staff donated their time to lead tours, answer questions and share their knowledge with visitors and community members.

## Growing Together

This year we partnered with the Isle of Dogs and District Allotment Society to create our very own allotment in the Crossrail Place Roof Garden. The allotment, designed and managed by the society's members and volunteers who are waiting for their own permanent plot, is now home to a range of fresh produce including tomatoes, chillies, herbs and strawberries. The produce is then harvested and donated to the *Mudchurns Kitchen* on the Isle of Dogs. The project is a great way to celebrate urban growing and highlight to people what can be done in unlikely environments.



## Recognising the Community

In November 2019, we recognised nine individuals who demonstrated outstanding contribution to their communities at our sixth annual Community Champions Awards. This year's awards recognised incredible work, ranging from leadership of local youth clubs, a project seeking to develop a film school for people under-represented in the industry, an organisation working to preserve the heritage of the Isle of Dogs, and other community groups and organisations. Each award recipient received a framed certificate and £250 to donate to a community organisation of their choice.

### £23m

DONATED IN FINANCIAL, IN-KIND AND VOLUNTEERING SUPPORT TO THE LOCAL COMMUNITY IN THE LAST 10 YEARS



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## Supporting Local Talent

At an uncertain time for the UK's economy, we need to ensure a resilient and stable workforce. The construction industry is facing a skills shortage and is underrepresented by young people, particularly women; it is vital that we change this to ensure a strong future skilled workforce. We are committed to raising the awareness and aspirations of young people into these underrepresented sectors by showing them the opportunities that are available and providing them with the skills and knowledge they need to succeed.

It is important to showcase opportunities first-hand, so we invite schools, colleges and community groups to visit our developments. In 2019, we hosted 40 visits for students, NEET young people and guests interested in construction and the built environment. These visits, which include tours of the Estate and visits to construction sites, allow people to ask questions and understand more about Canary Wharf Group and the wider built environment sector.

Work experience continues to be a hugely beneficial way for young people to gain practical experience of the workplace and a true insight into an industry and understanding of different roles. For many it is also the first step to building a professional network which is invaluable. In 2019, 117 work experience placements were carried out; this number equates to almost 10% of our own workforce and shows the commitment given by staff across all areas of the business to make this happen. Over 50% of the placements were given to students in the same borough as our developments, forming part of our ongoing work to highlight and promote roles in our business to local people.



## Career Champions

As a developer, contractor and property manager, we have an incredibly wide variety of professionals at Canary Wharf Group, all of whom can provide their insight, experience and advice to young people who are just starting out. Our Career Champions programme aims to give local students the benefit of that knowledge as staff volunteer to attend local schools to provide young people with insights into the world of work to help build their confidence and raise their career aspirations. This year, in partnership with the Tower Hamlets Education Business Partnership (THEBP), 73 Canary Wharf Career Champions visited local schools to participate in workshops, mock interviews, financial skills and career awareness.

## Budding Brunels

In October 2019 we once again supported the Construction Youth Trust's 'Budding Brunels' programme at our Southbank Place development. The three-day course gives young people of diverse backgrounds an opportunity to experience first-hand what it's like to work in the built environment sector, and to get valuable career advice from industry professionals. 27 staff members participated in the programme, sharing their experience through workshops, tours and presentations. Of the 18 participants in the 2019 programme, 89% were female and 82% were from BAME backgrounds. All of the participants said the programme helped to increase their knowledge of the different career options in construction and the built environment.



## Addressing Gender Imbalance in Tech

The tech sector in the UK is growing rapidly, and our new development Wood Wharf is expected to become one of London's largest hubs of technology and innovation over the coming years. We want to ensure a diverse workforce is ready to enter the industry by supporting young women into careers in tech. For International Women's Day 2019, we invited students from local schools to our Level39 space to learn about the industry and gain hands-on experience with some ground-breaking technology. The event was supported by Dragon Hall Trust, who provided students with an opportunity to try out 3D printing, virtual reality, music production and podcasting equipment. Following the event, 97% of students felt they had a better understanding of the tech industry, and 78% said they would consider a career in the sector.

1,711

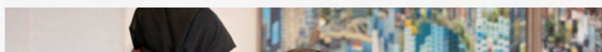
LOCAL PEOPLE ATTENDED COMMUNITY INSIGHT EVENTS AT OUR SITES AND OFFICES IN 2019

Nine

JOBS FAIRS TO PROMOTE CAREERS IN THE BUILT ENVIRONMENT

73

CWG STAFF MEMBERS VISITED SCHOOLS AS PART OF THE CAREER CHAMPIONS PROGRAMME







## Architecture in Schools

Designing and building places is a long-term commitment and a huge responsibility. We have supported the Architecture in Schools programme delivered by Open City for a number of years as it allows us to capture the imagination of children local to our developments, inviting them to consider issues that are important to us and the built environment and that will also affect their lives in the future. It allows the children to think about the type of place they want to see and understand how they can be part of the process, hopefully also inspiring the next generation of architects into the industry. The theme in 2019 was 'Smarter Cities' and it asked children to think about architectural design with new ways of using technology to enhance all of our lives. 36 schools across London took part in the programme, including 15 schools from the same boroughs as our developments, and all were invited an awards ceremony at the East Wintergarden, where 400 students and teachers came together to celebrate.



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## Engaging the Local Economy

A thriving economy is the cornerstone of a strong community; when local businesses are successful, the whole community benefits. Since 1997, we have been committed to supporting the local Small, Medium and Micro Enterprise (SMME) business community through initiatives such as East London Business Place and South London Procurement Network, helping them to get started, scale up and grow. By supporting SMMEs, we are helping to secure a sustainable economy for our local communities.



## East London Business Place

East London Business Place (ELBP) has been helping local businesses to grow and succeed in East London and the Thames Gateway since 1997. The project was set up to ensure that the SMME community would benefit from the development which had started at Canary Wharf and was the catalyst for further development in the surrounding areas.

Led jointly by CWG and the East London Business Alliance (ELBA) charity, ELBP provides SMMEs with the capacity-building business growth support they need to be competitive and sustainable, including workshops, one-to-one support and supply-chain contract brokerage, through initiatives such as its current Building Legacies programme.

## Frontispiece

Frontispiece has been a fixture on the east London antique map and print scene since it first opened its doors in 1989. After moving from a gallery at One Canada Square...

[Read more](#)



## South London Procurement Network

Canary Wharf Group established South London Procurement Network (SLPN) in 2012 to provide business support to SMMEs close to our Southbank Place development and to promote local procurement for the project, bringing together small local suppliers and big contractors working on the project. SLPN ran 11 events in 2019, including Meet the Buyer events, training seminars and workshops covering topics such as strategic business planning, web marketing and leadership skills.



## Hobs Group

Alex Redfern from Hobs Group began attending SLPN events in 2016 after coming across a 'Meet the Buyer' event. The event gave Alex the opportunity to speak directly with some of London's leading names...

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£216.5 million

36%

£56.7 million

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## Better Business

A responsible business is one that looks ahead to the future and anticipates the challenges of tomorrow. We are building developments that are future-ready; investing in clean technology, supporting our local economy, and investing in the workforce of today – and tomorrow. We want to empower those who work with us to tackle the big challenges we’re facing while maintaining the attention to detail that has been our signature for the past 30 years.

We take responsibility for the health, wellbeing and security of everyone who comes to Canary Wharf. When people work in an environment that prioritises their safety and security, productivity increases, creativity flourishes and wellbeing improves. We also want to empower the workforce of tomorrow to protect the future of our community, making sure no one is left behind and including everyone in the journey.

One of our core values as an organisation is that we are committed to doing the right thing with integrity. We listen closely to what our stakeholders tell us, and we maintain open and honest communication at all times. We want to make our stakeholders proud of the places we create, and to make Canary Wharf Group a better business for everyone.

## Highlights

### 1 million

hours worked without a serious work-related injury on all large-scale projects

### 7th

consecutive year that Canary Wharf Management achieved RoSPA Gold Award



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## Governance

Canary Wharf has a thriving population of 120,000, which is set to rise to 200,000 by 2030. Overseeing the workings of this mini-city means we need an integrated governance approach which takes into account all of our stakeholders to create a place that benefits everyone.

## Corporate Responsibility Group

Our Corporate Responsibility Group (CRG) is made up of senior department heads from across the business and meets regularly to oversee the company's sustainability agenda.

This year, to ensure the CRG continues to have the strongest possible impact, we created four working groups to oversee the four key work streams. The working groups will meet quarterly, while the full CRG will continue to meet twice annually to provide updates and insights. Through these working groups, the CRG will set challenging long-term targets as well as shorter term targets that will help keep us on track.

Details regarding our Board of Governors, including our Conflict of Interest Policy, can be found on our corporate website.



## Setting Challenging Targets

As we move into a new decade, we are facing challenges on a global scale: climate change, biodiversity loss, ecological collapse, air pollution and resource scarcity are real, material threats. We have set ourselves ambitious long-term targets that will shape our strategy and inform our actions over the next 30 years. We've developed interim targets so we can monitor progress, make adjustments and keep ourselves on track for our long-term targets.

## Science Based Targets

Decisive action is essential in order for the UK to reach net zero by 2050. Businesses need to commit to slashing emissions by driving energy efficiency and switching to renewable energy sources. We have recently set Science Based Targets to support our transition to a zero carbon economy.

Canary Wharf Group commits to reduce absolute Scope 1, 2 and 3 GHG emissions from downstream leased assets by 65% by 2030 from a 2017 baseline.

Canary Wharf Group commits that 60% of its suppliers by emissions covering purchased goods and services will have Science Based Targets by 2025.

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## Materiality

As a responsible business, we regularly review our priorities and we listen to our stakeholders to ensure we're focusing on the right areas. Communicating openly with employees, tenants, residents, customers, suppliers, partners, local and national authorities, and local community members helps inform our strategy and shapes our actions. Through a variety of formal and informal channels, we maintain open, two-way communication with our stakeholders to foster a culture of transparency and honesty.

Our most recent materiality assessment was completed in 2018, and identified 17 material areas for us to prioritise, which span across our environmental, social and economic impacts. This helped us understand which areas we are already managing well, as well as which areas to focus on in the future, which helped inform our strategy.



We update our materiality assessment every two years, and our 2020 update will include a wider variety of stakeholders than ever before.

In 2019 we also carried out a detailed peer group assessment and strategy review. Following this process, we have streamlined our Corporate Responsibility Group targets from 70+ down to just 20, which reflect our key priorities across our four focus areas. We also reviewed our reporting strategies and have elected to move away from the GRI Standards used in previous years in order to streamline our reporting and focus on our most material topics.

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## Innovating for Tomorrow

The world around us is changing more rapidly than ever before. Every day, new discoveries are made, new solutions are found, and technology advances a little more. As the world continues to evolve, so too do businesses need to adapt. We're constantly looking forward to the future and anticipating the challenges of tomorrow. The ethos of Canary Wharf Group has always been innovation, and we've kept this spirit as we continue to grow and evolve.

## Level39

When we started Level39 in 2013, we envisioned a space where start-ups could grow their companies and collaborate with like-minded businesses. Since then, Level39 has become a global tech hub, supporting companies leading in fintech, cyber security, smart cities technology and more. Companies including [Levelbit](#), [Dataonic](#), [CyberSafe](#) and [Bankable](#) have all benefitted from the vast network of experts and entrepreneurs that make up the Level39 community. At the end of 2019, Level39 had 170 member companies across a variety of fields.

**170**  
MEMBER COMPANIES ACROSS A  
VARIETY OF FIELDS AT THE END  
OF 2019 AT LEVEL39



In addition to supporting members in their day-to-day operations, Level39 also hosts a number of events each year designed to foster collaboration and promote new careers to young people. In 2019 they hosted 28 events in collaboration with the UK Government, and 17 events specifically focusing on cybersecurity. They also hosted six events which actively promoted the role of women within the technology sector, and sponsored a Young Women's Trust Awards, focusing on supporting young women with coaching, job application support, and career advice.

We're very proud of the work that has been done at Level39 over the past seven years, but we're not going to stop there. With continuing uncertainty about what the future of the UK looks like in a post-Brexit world, we are committed to maintaining our level of service to members and continuing to attract world-leading companies to Level39. Over coming years, Level39 will continue to grow and scale, giving companies the best possible infrastructure, opportunities and connections they need to succeed.

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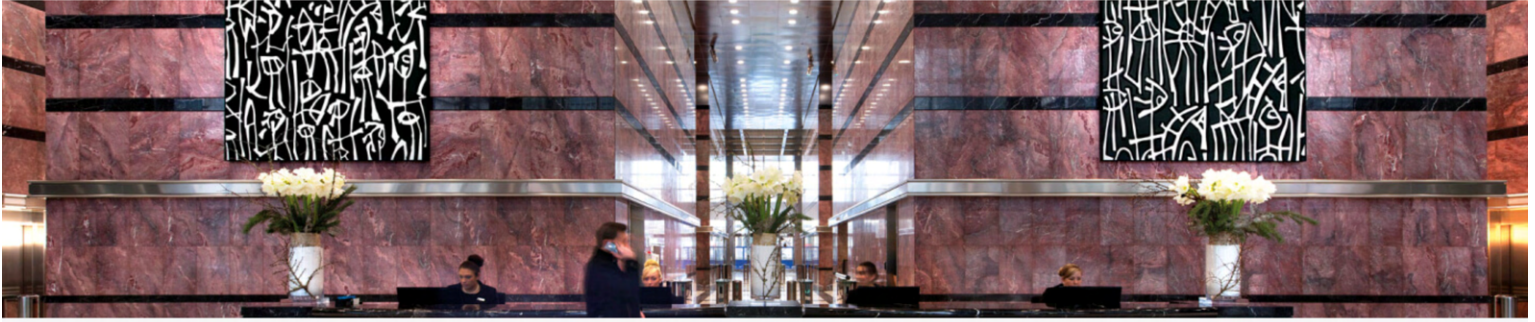
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## Supporting our Employees

Creating amazing places starts with a great team. Our 1,300-strong team of talented people drive us with the new ideas, passion and creativity that helps us to succeed. We support our workforce and listen to their feedback so we can create an environment where our employees thrive.

Our success depends on attracting and retaining the most talented employees. The passion and vision that drove us to create Canary Wharf over the past 30 years is the same passion that drives us today. We strive to recognise the hard work and dedication of all our staff and foster a working environment that supports them, nurtures their talent and provides opportunities to grow.

## Training for Success

In 2019, we hired 15 new graduates across a range of departments through our graduate programme, providing them with the training and support they need to start their careers. We also hired three new apprentices and hosted five interns across a range of different departments throughout 2019. Our employee turnover in 2019 was 11.86%.

We support our staff by encouraging them to continue their professional development through a range of training, practical workshops and mentorship. In addition to hiring new apprentices, we also support colleagues to further their education by starting apprenticeships via the levy. Throughout the years we have also supported several of our managers to go through the UK Green Building Council's Future Leaders programme, helping to build strong links to industry partners and opening up opportunities for collaboration and innovation across the sector.

In 2019 we launched our Group Mentoring Scheme to support the personal and professional development of our employees and to promote knowledge sharing across the organisation. Mentees are able to select career development, leadership skills, or technical knowledge as a focus area, and are matched with mentors that will give them the greatest benefit in that area. Mentors are given training to enhance their leadership skills, allowing them to provide their mentees with the best possible advice and guide them in reaching their full potential.



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# Promoting Diversity

Diversity in the built environment sector is a challenge across the country. We aspire to have an inclusive workforce that values diversity and brings together the most talented people from a wide variety of backgrounds. Hiring and supporting people from different backgrounds means we can incorporate more perspectives, approach problems differently, and develop more creative solutions.

We are committed to reducing the gender pay gap, and our 2019 Gender Pay Gap Report showed that we are making progress - since 2018, our average gender pay gap has narrowed by 6%. Our workforce gender split remains heavily male, 76% male and 24% female, which reflects the national underrepresentation of women in the construction, building services and security sectors.



We are taking concrete steps to improve our gender pay gap and to recruit and retain more women in our organisation. We have established a Women's Inclusivity Steering Group with the aim of identifying and addressing specific barriers within the organisation. In 2019 we held two women's leadership seminars, as well as a session for school age daughters of staff, with the aim of inspiring them and encouraging them to start considering their future careers. We also hosted a Women Leading in Construction event for the Worshipful Company of Constructors in September 2019, highlighting the opportunities available and encouraging more women to join the sector.



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## Focusing on Safety

We design places that have a positive impact on the health and wellbeing of their users. From the ground up, our developments prioritise the health and safety of everyone who uses them, and that starts with the health and safety of our workforce and contractors. We carry out health and safety assessments on 100% of our activities and assets, and continuously seek improvements in areas that require them. We did not have any incidents of non-compliance with health and safety regulations in 2019.

In 2019, we achieved 1 million hours worked without a serious work-related injury on all large-scale projects.

## Canary Wharf Contractors

Health and safety is always our highest priority. We take the utmost care to protect our workforce and we have maintained an excellent safety record. In 2019, we had 13 reportable incidents (2018:14) and maintained an accident frequency rate of 0.14 (2018:0.14). This consistently low accident frequency rate, the lowest the company has ever achieved, is a testament to the hard work and dedication of our teams and the high standards we deliver across all of our projects.

In 2019 we held two leadership seminars attended by trade contractors, consultants, designers and staff. The seminars brought in motivational speakers including England rugby superstar Maggie Alphonsi MBE to talk about their leadership experiences. Each of these seminars places an emphasis on safety and risk management and provided valuable insights for managing risk in large teams.



## Canary Wharf Management

On our Estate, as on our construction projects, health and safety is our top priority. We work closely with our building tenants to take a collaborative approach to health and safety, ensuring everyone is working together towards a common goal. In 2019, we trained 767 tenants and held four tenant health and safety forums.

We launched our 'Safety 360' campaign in 2019, aimed at providing staff with safety skills they can use both at work and at home. This includes regular training and workshops, including three topic-specific first aid training sessions in 2019. We also launched an emergency marshal role for CWS for which we won two awards at the Safety & Security Excellence Awards 2019 and began working with tenants to coordinate emergency dispersal strategies for their buildings and organisations. In 2019 we had 55 staff accidents or incidents (2018: 60) and 291 visitor accidents or incidents (2018:265).

Ensuring a consistently high standard of health and safety requires collaboration with all the contractors who work on our projects. In 2019, we published a Contractor Handbook and published it on our e-permit system where it can be easily accessed and used for reference. We also see a consistently high rate of over 90% of our contractors registered on the SafeContractor Scheme.

Canary Wharf Management successfully achieved a RoSPA Gold Award for the seventh consecutive year in 2019

## Time To...

We believe the mental health and wellbeing of our workforce is paramount. In 2019, we launched 'Time To...': a wellbeing campaign



These focuses on individual physical and mental wellbeing. Each month, specific topics are highlighted to help our staff achieve their potential and create a sense of fulfilment. There is a dedicated 'Time To...' page on the internal network which sets out to empower staff to seek help when they need it and support them to develop skills that equip them not only for work, but for life.

In 2018 we established a Mental Health First Aid network, which includes over 40 mental health first aiders from across the business. These individuals have been trained to offer first line help for mental health issues and to ensure follow-up, making sure each of our 1,309 employees has access to the support they need. Mental health first aiders are easily identifiable with blue lanyards and white hard hats, so they are accessible when needed.



## Walk to Work Day

On Friday 5<sup>th</sup> April 2019, 27 CWD employees swapped trains and buses for trainers as they participated in Walk to Work Day, an event aimed at encouraging people to get out more and enjoy the physical and mental health benefits of walking. Brian De'ath, Director of Residential Sales, had the longest journey, setting out from his home in Bishop's Stortford at midnight and walking for a total of nine hours.

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## Keeping Everyone Secure

In the ever-changing security landscape of today, we are committed to providing safe and secure environments where people can have peace of mind. We have robust security measures in place 24/7 to keep all 120,000 people who work and live in Canary Wharf safe at all times.

Creating a safe and secure environment means minimising disruption, and we are constantly scanning the horizon to anticipate, prevent and mitigate disruption. We maintain ISO 22301 Business Continuity certification and have achieved a Cyber Essentials Plus certification. We maintain extremely close working relationships with the Metropolitan Police and other emergency services, and we run regular drills and exercises to ensure we are fully prepared in the event of an incident.

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Our vision and purpose have helped us to deliver one of the largest regeneration projects ever undertaken in Europe. Over the past 30 years, we have created a vibrant, healthy district where people, biodiversity, and the economy can flourish. We've monitored our progress carefully, and we report on it annually in a transparent and honest manner. The escalating climate and ecological crises mean that this reporting is more important than ever. Our comprehensive strategies for Climate Action, Beyond Zero Waste, Wellbeing, and Responsible Business include specific, measurable targets that will help us to deliver on our long-term commitments: becoming carbon net zero, delivering biodiversity net gain, and creating a world-leading circular economy.

## Reporting Period

The information in this report, published in July 2020, covers the period from 1 January 2019 to 31 December 2019 unless otherwise stated.

The baseline for all our environmental performance data is 2012. To view earlier performance data, please refer to our 2012 Sustainability Report.

## Reporting Scope

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

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

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

- Office buildings data covers five managed buildings and Canary Wharf Group's administrative areas - 100% of the managed buildings portfolio.
- Retail data includes five retail malls - 100% of our retail portfolio.
- Infrastructure and car parks data covers 100% of those areas.

Canary Wharf Contractors Limited data includes construction, demolition and excavation projects.




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# Benchmarking & Awards

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	<b>GLOBAL REAL ESTATE SUSTAINABILITY BENCHMARK (GRESB)</b>	82% – 4 Green Stars
	<b>CDP</b>	Climate Change Disclosure: B Supplier Engagement Rating (SER): A-
	<b>EUROPEAN PUBLIC REAL ESTATE ASSOCIATION</b>	Aligned with EPRA Best Practices Recommendations on Sustainability Reporting: Data included in report body and Better Performance section

## Awards and EAM's

	<b>EDIE SUSTAINABILITY LEADERS AWARDS 2019</b>	Winner – Waste Management and Resource Management for Wake Up and Smell the Coffee Finalist – Employee Engagement and Behaviour Change for Breaking the Plastic Habit
	<b>GREEN APPLE AWARDS</b>	Silver Award for Environmental Best Practice for One Canada Square Waste Management Operations
	<b>LONDON IN BLOOM 2019</b>	Gold for Best Town or City Centre for Infrastructure and Park Spaces
	<b>BUSINESSGREEN LEADERS AWARDS 2019</b>	Finalist – Environmental Awareness Campaign of the Year
	<b>CONSIDERATE CONSTRUCTORS SCHEME ULTRA SITE AWARDS</b>	Ultra Site – Wood Wharf Ultra Site – Southbank Place Finalist – Community Engagement Award Finalist – Workforce Wellbeing Award Finalist – Future Constructors Award
	<b>ROYAL SOCIETY FOR PREVENTION OF ACCIDENTS (R@SPA)</b>	Gold Medal Award – Canary Wharf Management (CWM) Gold Award – Canary Wharf Contractors (CWC) Gold Award – CWC, Southbank Place Gold Award – CWC, Wood Wharf Silver Award – CWC, Newfoundland
	<b>FORESTRY STEWARDSHIP COUNCIL (FSC®)</b>	One and Five Bank Street (TT-PRO-005906) Burdett Road (TT-PRO-005910) Canada Square Park Pavillion (TT-PRO-006095)
	<b>BUILDING RESEARCH ESTABLISHMENT ENVIRONMENTAL ASSESSMENT METHOD (BREEAM)</b>	Southbank Place Office B1: BREEAM 2011 New Construction Shell only PC Stage – 76.4% Excellent Southbank Place Office B2: BREEAM 2011 New Construction Shell only PC Stage – 72.5% Excellent Lollard Street Nursery: BREEAM 2011 New Construction Shell only, for education PC Stage – 66.9% Very Good One and Five Bank Street – BREEAM 2014 New Construction Shell and Core PC Stage – 87.0% Outstanding



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# Environmental data

Accurately monitoring and reporting our performance data is of the utmost importance in allowing us to achieve our sustainability goals. We report our environmental data across Canary Wharf Management and Canary Wharf Contractors in order to understand where we're performing well and how we can improve.

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## Communication

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Produce Annual Sustainability Report for 2019 to meet GRI Standards: Core Option / to comply with EPRA Sustainability Best Practices Recommendations Guidelines	Report planning Underway Explore more dynamic report options to incorporate Social Value metrics and SDG Roadmap Target date for report July 2020 Reporting procedure adjusted to focus on Science Based Targets and EPRA - no longer reporting against GRI Standards	100%
Rating Green Star status	2019 GRESB Score 82% 4 Green Stars	100%
Establish Online 2018 Sustainability Report	Report published 28 May 2019.	100%
Improve CWG Tenant Collaboration through CWG Sustainability Forum	Building on success of 6TPH with Flagship Partnership Packages. Tenant Sustainability Forum relaunched 12 November. Continuing regular forums into 2020.	100%
Develop a POE Strategy Carry out opportunities assessment on a CWG owned commercial property	POE Strategy - not yet started - to be developed in conjunction with Tenant Forum Opportunities assessment began on One Canada Square in December 2019	25%
Maintain internal and external presence Planned: Ecobuild 2019 UKGBC: Future Leaders UKGBC: Future Leaders CCS Strategy Group Better Buildings Partnership Global Goals Judging Panel Construction News Judging Panel UKGBC: circular economy working group CISL ASBP edie EMA Supply Chain Sustainability School	Ecobuild 2019 - Presented at CCS Hub 2019 / On Steering Committee for Futurebuild 2020 UKGBC: Future Leaders - Emma Warden Completed 2019 Future leaders Better Buildings Partnership - Signed BBP Climate Change Commitment Global Goals Judging Panel Construction News Judging Panel UKGBC: circular economy working group CISL ASBP edie EMA Attendance at the SCSS Construction Leadership Group Meetings have represented CWG/CWCL at the Waste Group and Carbon Special Interest Group (first one on 23 <sup>rd</sup> July) Supply Chain Sustainability School	100%
Target Suitable Awards Shortlisted CWS-EDF Sustainability Leadership Awards - Waste and Resources Engagement Considerate Constructors Awards: Newfoundland	<b>WINNER:</b> edie Sustainability Leaders Awards - Waste Management & Resource Efficiency (Wale Up and Smell the Coffee) <b>Runner up:</b> Footprint Awards - Stakeholder Engagement Award (Breaking the Plastic Habit) <b>SHORTLISTED:</b> edie Sustainability Leaders Awards - Employee Engagement & Behaviour Change (Breaking the Plastic Habit) BusinessGreen Leaders Awards - Environmental Awareness Campaign of the Year (Breaking the Plastic Habit) CCS Ultra Site Awards - Community Engagement (Southbank Place) CCS Ultra Site Awards - Workforce Wellbeing (Wood Wharf) CCS Ultra Site Awards - Future Constructors (Wood Wharf)	100%

### 2030 Vision

To be established as a leader in corporate sustainability and a reporting structure aligned with circular cities principle.

## Procurement

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Update CWG Procurement Strategy (CWC CWM) to address requirements of 20400 and findings of Gap Check including appropriate engagement with Supply Chain Sustainability School	Utilisation of Supply Chain Sustainability School tools to create 20400 framework following Gap check workshop Seeking sign off for SDG Roadmap CWCL Procurement Strategy updated in line with 20400 requirements	50%

### 2030 Vision

To be in a position to demonstrate how Canary Wharf Group has contributed to all 17 Sustainable Development Goals across its entire supply chain. To be the world's first SDG compliant city.

## Human Resources And Training

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Sustainability awareness training to be rolled out to all resident staff	Training commenced 16 Sept 2019	100%
Launch internal wellbeing campaign and new wellbeing policy and roll out of new health initiatives such as access to Headspace App, Mindfulness courses, speakers events, health and nutrition seminars, continued support for the Lord Mayor's This is Me campaign, commencing the Mental Health First Aid network and support groups.	Personnel team attended the SCSS launch of the Wellbeing Significant Interest Group (on 24 <sup>th</sup> July) The internal wellbeing campaign, 'Time To...' was launched on 1 <sup>st</sup> October. The campaign launch included a new wellbeing policy, Mental Health First Aid (MHFA) Network, a book of wellbeing quotes distributed to all staff, Wellbeing Sharepoint page, and a mental health event on the 19 <sup>th</sup> October. The Wellbeing Sharepoint Page is updated monthly and provides wellbeing resources, a blog and details of the MHFA Network. The Lord Mayor's This is Me campaign was supported this year in May 2019, employees were provided with the green ribbons and the top of 1 Canada Square was lit green to show our support.	100%
Conduct a women's leadership event for staff	2 women's leadership events held in 2019	100%
Continue to host visits to raise career awareness and aspirations, increasing the supply of women into Construction and Building Services. Provide Directors and Heads of Department with diversity reports for them to be able to measure/consider how they can improve the diversity of their teams. Establish an internal inclusivity steering group.	Insight tours have been delivered, which included awareness to all roles across the organisation. We have also delivered a specific insight tour for young women interested in the construction industry, with female volunteers from CWC providing personal case studies, advice and answering questions. Diversity reports were compiled and delivered to Senior Directors and Heads of Departments Group wide. We have established a Women's Networking Steering Group.	100%

### 2030 Vision

To continue to promote diversity and equality in the construction industry and real estate sector

## Health and Safety

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Review and overhaul FSE webpage on the CWG website in 2019	Completed March 2019.	100%
Implementation of e-signatures across the managed Estate on the e-permit system	Completed - e-permits have been extensively reviewed and updated and include e-signatures	100%
Contractor Handbook to be published on Sharepoint and distributed to all contractors	Completed - added to Sharepoint and onto e-permit system	100%
Maintain a rate of at least 90% on the SafeContractors scheme	96.08% achieved in December 2019 - no less than 90% achieved across 2019	100%

## 2030 Vision

To promote even safer environments throughout our operations

## Security and Resilience

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Maintain BRE SABRE 'Excellent' rating	Certification to be completed in 2020.	0%
Select, train and mobilise staff for the Wood Wharf security operation	Staff hired and trained in 2019, patrols to be monitored in 2020.	86%
Maintain an effective Business Continuity Management System	Complete	100%
Maintain Canary Wharf Group (and Estate) ISO 22301 Certification	Complete	100%

## 2030 Vision

To be a recognised leader in resilience, physical and cyber security, known for technological innovation and excellence

## Construction (Design)

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Implement the new brief in all new projects and track progress	On track	100%
Continue to track EAM ratings	On track	100%
Continue to track commercial projects targets	All commercial projects are on track to meet BREEAM Outstanding requirements and align with the Biodiversity Action Plan (BAP)	100%
Implement a Health, Wellbeing and Productivity Strategy for CWG	On track for new commercial developments and North Quay masterplan	50%
Finalise benchmark targets for all new commercial developments	All current office buildings now have embodied carbon baselines and all future commercial buildings to comply with or improve from the range of the baseline	100%
Ensure all targets are aligned with new London Plan due to release in Sept 2019	Detailed review of the implications of the new London Plan has been completed with planning and valuation teams. Note the new requirements only apply to the North Quay development and all future developments	100%
Complete gap analysis and submit Step 1 of the assessment	Complete	100%
Ensure all new buildings have targets set early on in the process and monitor regularly	Project Environmental targets are set at early design stages as part of the pre-assessment process. This has been completed for North Quay in 2019. Existing projects continue to be monitored via design team meetings and reported via the LWE project tracker.	100%

## 2030 Vision

All developments to aspire to be carbon net zero and work towards becoming carbon net positive

## Biodiversity

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Implement and embed targets in to all new developments and where feasible existing projects	On track	100%
Install a "Seabin" in the Middle Dock to remove plastics and other detritus from the water	Installed	100%

## 2030 Vision

To achieve an appropriate biodiversity net gain by 2030

## Transport

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Facilitate a two-week trial of an autonomous vehicle on the Canary Wharf estate	A new trial partner has been identified. Now likely to take place in 2020	0%

## 2030 Vision

For all owned and leased vehicles in CWML fleet to be zero carbon

## Residential

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Continued development of NFL and Wood Wharf residential portals for lettings and management	Residential Portal for 10 Park Drive has been built and is awaiting final information input as Home User Guide is completed. One Park Drive will be completed later in the year Residential Portal for Newfoundland, 10 George Street and 8 Water Street currently in testing phase	50%
Continue to recruit experienced and effective management team for Southbank Place	Senior residential team are all in place and working effectively together	100%
Southbank Place contracts will be placed. Wood Wharf to be tendered in late 2019	All contracts in place for 5 Belvedere Road. We are placing contracts for 30 Casson Square as systems have PC'd. We have quotes ready for One Casson Square as it is completed	75%
Continue to engage with SLPN and the appointment of contractors and employment of staff	Initial contracts for maintenance have been awarded to warranty holders to prevent contractual issues with warranties. Once these have expired we will tender using SLPN. Local agencies are aware of jobs advertised and candidates interviewed were put forward.	50%
Continue to develop Home User Guide content and distribute as appropriate	Home User Guides have been prepared for all Southbank buildings. Wood Wharf buildings are ongoing but scheduled to be complete for occupation.	70%
Implement refuse and recycling strategy and educate residents to reduce waste	Recycling information has been made available to all residents at Southbank via the web portal. We will issue the same for Wood Wharf once complete CWML is working on a Sustainability brochure for all residents which covers recycling in more detail and will also be published on the portal.	80%
Continue to assess viability of smart energy meters for future projects	Smart meters continue to be investigated for future projects.	100%

## 2030 Vision

Canary Wharf defined as the leading residential and placemaking brand through many factors including facilitation of sustainable lifestyle choices

## Social and Economic Development

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Through direct spend, supply-chain spend and support of local businesses bidding for work, aim to achieve £100m spend in the local economy, of which 10% (£10m) should be with SMME's	End 2019 position for local spend = £216.5m End 2019 position for SMMEs supported through SLPN & ELBP = £56.7m	100%
Achieve 42% company spend with local businesses	End 2019 position = 36%	86%
Continue to pay the London Living Wage to all directly employed staff and suppliers	Accreditation from Citizens UK for 2019 achieved	100%
Implement social value metric	We are continuing to investigate a suitable social value metric for the organisation.	0%

## 2030 Vision

To continue to support inclusive growth and reduce inequality locally

## 2030 Vision

To continue to support inclusive growth and reduce inequality local to our operations

### Community

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Highlight careers and job opportunities within our business and in growth areas on our developments. Aim to reach 1,000 people local to our developments and promote related careers	Job fairs: 1,577 Insight visits: 420 Career champions: 1,346	100%
Continue engagement activities to achieve 1,000 guests either on our sites or at our offices from people who live close to our developments to highlight the opportunities and benefits. Through this, engage 30 schools close to our developments	1,771 visitors 31 schools engaged in one or more of our programmes/initiatives	100%
Engage 3,000 participants in sporting activities as part of the Canary Wharf Summer Sports Programme	In 2019, 3,200 people participated in activities funded through the programme.	100%
Expand on volunteering offer across the organisation with 8% of total staff contributing	51%	63.75%

## 2030 Vision

To continue to support inclusive growth and reduce inequality local to our operations

### Technology

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Enable four companies from Level39 to take commercial office space in Canary Wharf	L39 company Dataonico have taken up space on L39's leasing floor Level 26	25%
Assist an additional 80 young women to receive free training via Code First: Girls	106 participants took part in Code First: Girls programmes in 2019	100%

## 2030 Vision

Level39 moves into its own dedicated space to continue its growth

### Construction

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Trial a series of innovative products on the Wood Wharf site in partnership with HSS	No trials undertaken in 2019	0%
Publish 5 case studies on the CCS Best Practice Hub	1 case study ('Automated Tracking of FSC Timber' submitted to CCS Best Practice Hub in May 2019)	20%
Continue to publish Occupational Health newsletter and associated Toolbox Talks	Delivered throughout the year	100%
Fully implement project environmental performance scoring and develop leader board concept	Scoring system rolled out across all projects, update required.	75%
Record volumes and sample delivery notes of key materials on SmartWaste	Smartwaste continues to be used to record waste volumes/delivery notes of materials.	100%
Implement smart technologies to increase the efficiency of FSC Project Certification	Qflow is being used on the Wood Wharf site to track and audit the FSC timber deliveries to site.	100%
Implement CWG Sustainability training	Environmental Best Practice On Site training completed FSC training completed Company sustainability training delivered	100%
Continue the development of SharePoint to support environmental incident trend analysis	The current HSS Hazard/ Near Miss / Suggestion card is being adapted so that environmental sustainability hazards / near misses can also be picked up on site The Sustainability page on the Wood Wharf Sharepoint page has also been updated in conjunction with the IT team so that it can support the environmental incident trend analysis, with the intent to roll this out on every project Sharepoint page	50%
Continue to support the implementation of Science-based Targets	Full support for SBTs as required	100%
Achieve targeting credits (for responsible sourcing of materials) on completed buildings	Credit review not yet started	0%
Review outcomes from 2018 Zero Waste to Landfill assurance process and develop an associated action plan for future implementation	Strategy document created, waste figures validated, and actions defined.	100%

## 2030 Vision

All construction projects to reduce construction impacts, attract and retain talent, increase diversity and achieve resource efficiency

### Energy Management

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Conclude opportunity appraisal and define long term target feasibility	Science Based Targets <ul style="list-style-type: none"> <li>DST Opportunity Assessment connection enclosure is completed.</li> <li>Exploring options regarding a Cylon compatible data gathering device</li> <li>3rd Party Assurance Specialist had been appointed to complete IT and Resilience protocols</li> </ul> Climate Action Working Group Established 26 Sept 2019	50%

## 2030 Vision

To achieve carbon emission reductions in line with climate science, which incorporates a full review of our scope 3 emissions

### Water Management

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Produce a complete first draft of a water management strategy	Scope changed, draft to be produced in 2020	0%

## 2030 Vision

Achieve appropriate water management targets in line with long-term strategy

### Waste Management

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PLAN FOR 2019	CRG UPDATE DECEMBER 2019	END 2019
Recycle, reuse or recover CWML non haz waste: Managed offices 76%	78.07%	100%
Recycle, reuse or recover CWML non haz waste: Retail 85%	84.51%	99%
Recycle, reuse or recover CWML non haz waste: Infrastructure 72%	77.04%	100%
Achieve SAS Plastic Free Community Status Scope and establish a sustainable resources strategy for the group	SAS Plastic Free Community Status achieved 5 June 2019. KPIs and targets to maintain PFC status to be established and monitored. Discussions initiated to define the scope for a Circular City Program	50%

## 2030 Vision

Aspire to establish the world's leading circular economy

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# Assurance

## Introduction and objectives of work

Bureau Veritas UK Ltd. ('Bureau Veritas') has been engaged by Canary Wharf Group plc. ('CWG') to provide independent assurance over the quantitative data and performance against targets contained within the 'Canary Wharf Group Sustainability Report 2020' ('the Report') published on this website.

This Assurance Statement applies to the related information included within the scope of work described below.

### Scope of work

The scope of our work was limited to assurance over the following information included in the Report for the period 1<sup>st</sup> of January 2019 to the 31<sup>st</sup> of December 2019 (the 'Selected Information'):

Progress against targets within the "Targets" section as stated in the "2019 performance" and

"CRG Update 2019" columns;

- Environmental data covering energy consumption, water consumption and waste generated;
- Scope 1 & 2 greenhouse gases (GHG) emissions;
- Other quantitative claims contained within the Report related to:
  - Additional environmental statistics reported in the "Better Environment" section;
  - Health and Safety; data pertaining to Level 59 and Human Resources data (except turnover data), within the "Better Business" section;
  - Community engagement, investment and socio-economic impact data included in the section "Better Community";
  - Sustainable certification/awards data within the "Benchmarking" and "Awards and EAM" sections; and

Our review also included the following:

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

### Reporting criteria

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

### Limitations and exclusions

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

Activities outside the defined verification period:

- Any other information included in CWG's Report other than the scope defined above;
- Positional statements of a descriptive or interpretative nature, or of opinion, belief, aspiration or commitment to undertake future actions;
- Financial data taken from the Annual Report and disclosed in the CSR Report which are audited by an external financial auditor, including but not limited to any statements relating to production, tax, sales, and financial investments; and
- Any information relating to the re-use, recycling or treatment of the waste by third parties that are contracted by CWG for the consignment of this material, or that are in subsequent receipt of this material.

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

### Responsibilities

The preparation and presentation of the Selected Information in the Report are the sole responsibility of the management of CWG.

Bureau Veritas was not involved in the drafting of the Report. Our responsibilities were to:

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

### Assessment standard

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

Our conclusions are for "limited" assurance as set out in ISAE 3000.

### Summary of work performed

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

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

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

Further, due to the ongoing Covid-19 crisis, Bureau Veritas was not able to conduct any physical site visit for the purpose of on-site verification of CWML's waste management. All verification was completed remotely, via conference calls, screen sharing and document sharing. We do not believe this had a material impact on any conclusions drawn.

### Conclusion

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

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

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

### Statement of independence, integrity and competence

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

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

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

London, July 2020



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