

# Sustainability Objectives and Targets 2009/10



			Targets also applicable to:						
Objective	Target 2009/2010	KPI	Investors	Employees	Environment & Biodiversity	Tenants	Community	Health & Safety	Suppliers
<b>1. Tenants</b>									
1.1 To improve and promote services to tenants.	1.1.1 To increase our customer satisfaction ratings on tenant surveys carried out in 2008.	Increase in customer satisfaction rating from 2008 survey.	✓	✓					✓
	1.1.2 Asset Managers to meet with tenants twice a year and Building Managers to visit individual buildings at least once a week.	Number of Asset Managers meetings per building and number of Building Managers visits per building per year.	✓	✓					
	1.1.3 To offer security training to tenants.	% of buildings where training is offered (only in multi-let buildings).	✓	✓					✓
	1.1.4 To make the Tenant Handbook available to all tenants electronically through our website.	Date Tenant Handbooks published on website.	✓	✓	✓			✓	
	1.1.5 All new leases issued to include 'light green' provisions.	All new leases issued to include 'light green' provisions, where applicable.	✓	✓	✓				✓

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<b>1. Tenants</b>									
1.2 To minimise disruption during developments to tenants in situ and neighbours.	1.2.1 All developments and refurbishments to have a Tenant Action Plan.	List of Tenant Action Plans.	✓	✓			✓		✓
	1.2.2 Asset Managers and Project Managers to undertake a post completion evaluation of the Tenant Action Plan for all developments and refurbishments over 5,000 sq. ft. within 3 months of practical completion.	List of evaluations undertaken within 3 months of practical completion.	✓	✓					✓
	1.2.3 To provide regular newsletters on all developments and refurbishments over 5,000 sq. ft.	Newsletters distributed.	✓	✓					✓
	1.2.4 To ensure all developments and substantial refurbishments are registered with the Considerate Constructors Scheme and where audited, achieve better than average scores.	Number of developments and substantial refurbishments registered and % achieving above average scores.	✓	✓			✓		✓

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<b>2. Community</b>									
2.1 To actively support the local community	2.1.1 To actively support and promote local community and industry initiative groups such as the New West End Company (NVEC), Westminster Property Association (WPA), South Bank Employers Group, London First and the British Property Federation (BPF).	Voluntary contributions to NVEC, s106 agreements, membership of WPA, South Bank Employers Group, London First and BPF.	✓	✓		✓			
	2.1.2 To design a charitable donations policy to improve the focus of the Group's contribution to the community.	Charitable donations policy.	✓	✓					
	2.1.3 To encourage at least one contractor/advisor on each development or refurbishment over 25,000 sq. ft. to commit to a local training/education initiative.	Training/education initiatives undertaken at development or refurbishment sites over 25,000 sq. ft.	✓	✓					✓
2.2 To introduce an employee volunteering scheme where employees can be involved in a community initiative during Company time.	2..2.1 To have 15% of employees participating in a local community initiative.	% of employees participating in a local community initiative.	✓	✓					