



2008 Corporate Responsibility Objectives and Targets

Objective	Target
1. Tenants and the Community	
1.1 To improve and promote services to tenants and the local community.	1.1.1 To actively support and promote local community and industry initiative groups such as the New West End Company, Westminster Property Owner's Association, South Bank Employers Group, London First and the British Property Federation. KPI: Voluntary contributions to NEWC, s106 agreements, membership of WPOA, South Bank Employers Group, London First and BPF.
	1.1.2 To conduct a tenant survey on contractor service levels with a view to improving the quality of service, where appropriate. KPI: Number of multi-let buildings where tenant surveys have been conducted.
	1.1.3 Asset Managers to meet with tenants twice a year and Building Managers to visit individual buildings at least once a week. KPI: Number of Assets Managers meetings per building and number of visits per building per year.
	1.1.4 To offer tenants pertinent training in one CR related area. KPI: % of buildings where training is offered (only in multi-let buildings).
	1.1.5 To ensure all developments and refurbishments over 10,000 sq.ft. are registered with the Considerate Constructors Scheme. KPI: Number of developments and refurbishments over 10,000 sq ft registered.
	1.1.6 To ensure £20,000 of donations/sponsorships are directed to causes that promote or improve activities in the Group's local community. KPI: £ donated
1.2 To introduce an employee volunteering scheme where employees can be involved in a community initiative during Company time.	1.2.1 To arrange one community initiative involving employees, such as site visits for students studying building related courses. KPI: Number of community initiatives arranged.

Objective

Target

1. Tenants and the Community

1.3 To minimise disruption during developments to tenants in situ and neighbours.

1.3.1 To provide regular newsletters on all developments over 50,000 sq. ft.

KPI: Newsletters distributed on relevant developments.

1.3.2 All developments to have a Tenant Action Plan.

KPI: List of Action Plans.

1.3.3 To ensure all developments over 10,000 sq.ft. are registered with the Considerate Constructors Scheme.

KPI: Number of developments over 10,000 sq.ft. registered.