

## Progress against 2009/10 Sustainability Objectives and Targets



| Target  | Achievement | Commentary  |
|---|-------------|---|
| <b>1. Tenants</b>   |             |   |
| 1.1.1 To increase our customer satisfaction ratings on tenant surveys carried out in 2008.<br><br>KPI: Increase in customer satisfaction rating from 2008 survey  | 64%         | Ongoing. To emphasis our commitment, this target will be included in our 2010/11 Sustainability Objectives and Targets. |
| 1.1.2 Asset Managers to meet with tenants twice a year and Building Managers to visit individual buildings at least once a week.<br><br>KPI: Number of Asset Managers meetings per building and number of Building Managers visits per building per year. | 69%         | Ongoing. To emphasis our commitment, this target will be included in our 2010/11 Sustainability Objectives and Targets. |
| 1.1.3 To offer security training to tenants.<br><br>KPI: % of buildings where training is offered (only in multi-let buildings).  | 100%        | Achieved.   |
| 1.1.4 To make the Tenant Handbook available to all tenants electronically through our website.<br><br>KPI: Date Tenant Handbooks published on website.  | 91%         | Security training was offered to tenants of multi-let buildings at meetings attended by the Senior Building Manager.    |
| 1.1.5 All new leases issued to include 'light green' provisions.<br><br>KPI: All new leases issued to include 'light green' provisions, where applicable.   | 100%        | Achieved.   |

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|---|-------------|--|
| 1. <b>Tenants</b>   |             |  |
| 1.2.1 All developments and refurbishments to have a Tenant Action Plan.<br><br>KPI: List of Tenant Action Plans.  | 100%        | Achieved.  |
| 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.<br><br>KPI: List of evaluations undertaken within 3 months of practical completion. | 100%        | Achieved.  |
| 1.2.3 To provide regular newsletters on all developments and refurbishments over 5,000 sq. ft.<br><br>KPI: Newsletters distributed.   | 100%        | Achieved.  |
| 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.<br><br>KPI: Number of developments and substantial refurbishments registered and % achieving above average scores.     | 40%         | Two out of 5 registered refurbishments achieved better than average scores. To emphasis our commitment, this target will be included in our 2010/11 Sustainability Objectives and Targets. |