

OUR ESG SERVICES

Delivering sustainability,
wellbeing and social value
at asset level



ESG: BEYOND BUSINESS AS USUAL

Environmental, social and governance issues have become challenges for all businesses and markets, and the real estate sector is no exception. These should not be seen as obstacles but as the impetus for growth, innovation and change.

With ESG rising up the board agenda and influencing decisions, action is likely to accelerate. At Workman we have been developing and investing in our ESG expertise and can offer a comprehensive range of ESG solutions to suit the needs of investors and occupiers.

From reducing the carbon footprint of buildings, to ensuring our managed properties promote the wellbeing of occupiers and deliver a positive social impact in their communities, our breadth of solutions address the full range of ESG opportunities.

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*Challenges should be
seen as the impetus
for growth.*

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DELIVERING ON YOUR ESG OBJECTIVES

We strive to ensure that our clients' assets operate in an environmentally and socially responsibly way.

We proactively create destinations which occupiers and their staff want to work in and engage positively with their local communities.

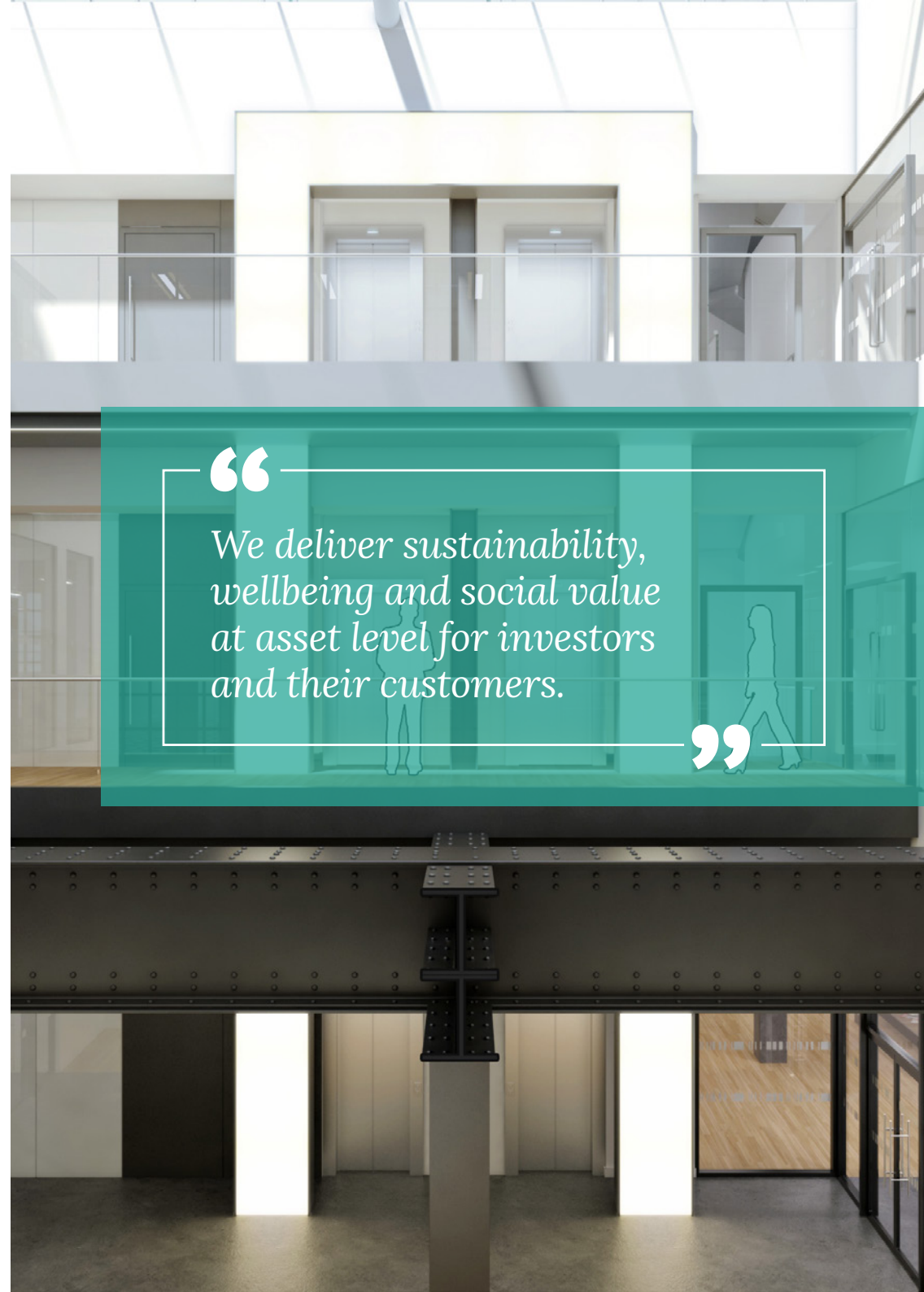
We balance strategic and practical expertise to develop, implement and monitor tangible action at asset level, which our property managers and building surveyors integrate into asset management plans.

We deliver sustainability, wellbeing and social value at an asset level for investors and their customers.

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We deliver sustainability, wellbeing and social value at asset level for investors and their customers.

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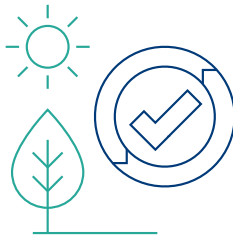
OUR ESG SERVICES

SUSTAINABILITY - WELLBEING - SOCIAL VALUE

ENVIRONMENTAL

Data Management & Analytics
Building Optimisation
Sustainability & Net Zero Asset Plans
Biodiversity Consultancy
ESG Project Advisor
ESG Pre-Acquisition Due Diligence

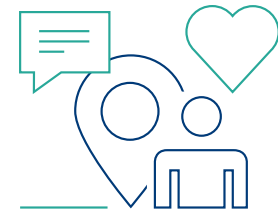
[Read more >](#)



SOCIAL

Fitwel Certification
Wellbeing & Community Asset Plans
Social Value Programmes
Placemaking Consultancy

[Read more >](#)



GOVERNANCE

STRATEGY

ESG Strategy
(Corporate / Portfolio)

[Read more >](#)



COMPLIANCE

Heat Regulations Reporting
EPC Risk Analysis & Improvement

[Read more >](#)



PERFORMANCE

ESG Standards & Certification
Fit-out, Refurbishment & Development Standards

[Read more >](#)



ENVIRONMENTAL BEST PRACTICE

We ensure that all instructions implement and adhere to environmental best practice, meeting current legislative requirements and specific sustainability targets and procedures.



ENVIRONMENTAL BEST PRACTICE



Our approach is underpinned by our robust Environmental Policy and our in-house Environmental Management System, which is certified to ISO 14001: 2015.

DATA MANAGEMENT AND ANALYTICS

Accurate and current data for energy, waste and water consumption is a basic foundation of successfully implementing any ESG strategy and essential to achieve the level of performance required.

Included as standard within our property management service, we collate direct energy and water consumption data, either through collecting invoices, taking manual meter reads or arranging data flows from smart meters into your chosen platform.

Beyond that, we can provide a range of data analytics to provide you with the data required to support improved performance. We use your chosen platform to review consumption data reports, resolve gaps and provide advice on issues that are highlighted by granular reporting.

We identify opportunities to resolve issues as they arise, which is key to driving efficiencies. We routinely check consumption reports provided by your Monitoring and Targeting Partners to ensure trends and variances are understood and acted upon.

We engage with occupiers to collate as much of their consumption data as possible, ideally directly or through copy data to ensure that 'whole building' performance is available.

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Accurate and current data is the foundation for implementing a successful ESG strategy.

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ENVIRONMENTAL BEST PRACTICE



ENERGY AUDITS AND BUILDING OPTIMISATION

To identify opportunities to achieve greater efficiencies, our Energy Audits review the metering and plant set up. We analyse consumption data and assess the potential for implementing intelligent building technology to automate and optimise maintenance programmes, collect occupier data and give occupiers a level of control and influence on the environments they occupy.

Our experience tells us that optimising buildings through smart technology has a significant impact on performance and will provide a key role in meeting Net Zero pathways. Our process ensures that we do not audit a property and assume that recommendations will be implemented – automated optimisation ensures these changes are measured and monitored continually to retain the reductions we find. The automisation process follows on from an audit.

SUSTAINABILITY ASSET PLANS

Our Sustainability Asset Plans are typically the starting point for implementing environmental strategies and targets at a property level.

The Plans are created from a detailed audit of existing documentation such as EPCs, ESOS audits, PPMs and an understanding of asset level opportunities which provides the platform for regular progress reports and an action plan going forward.

Through our approach we gain an understanding of the asset-level targets, aligned to the aspirations of stakeholders. We create an asset-specific plan which includes areas such as energy management and EPC ratings, biodiversity, social value and community impact. This allows us to ensure all parties are working together and all actions have an audit trail and are clearly defined.

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Energy audits identify the potential for improving an asset's future performance and efficiency.

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ENVIRONMENTAL BEST PRACTICE

NET ZERO ASSET PLANS

Creating a Net Zero building requires a significant reduction in energy consumption, greater efficiency in management systems and processes and the need to identify opportunities to further reduce embodied carbon through retrofits.

Our **Net Zero Asset Plans** bring together a summary of the existing building performance, looking at key areas of impact across energy, waste, water, refrigerants, transport, service provision, fit-out and refurbishment.

Opportunities for improvement are analysed and modelled in conjunction with leasing strategies and planned maintenance expenditure, to build up a realistic delivery plan towards Net Zero carbon, including positioning opportunities around carbon accounting practices.



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Net Zero Asset Plans completed for two million square foot of assets and new developments.

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ENVIRONMENTAL BEST PRACTICE



ESG PRE-ACQUISITION DUE DILIGENCE YOUR ESG PROJECT ADVISOR

Clients are increasingly seeking our advice to understand the ESG performance, risks and opportunities of an asset prior to purchase. To address this need we have created a ESG-specific due diligence service.

Our concise reports detail the current ESG position of an asset, summarising performance based on available data, energy intensity, EPCs, environmental certifications, potential building fabric and services improvements, renewables and green energy. Where relevant, biodiversity and social value measures are also reported on.

This provides a top-level understanding of risk and opportunities to inform the acquisition process, which then feeds directly in to managing the asset once acquired.

Development projects and any significant refurbishments offer the best opportunities to improve performance. As the industry increasingly focuses on Net Zero targets, ensuring these opportunities are maximised is vital - there may only be one opportunity between now and the chosen Net Zero target date.

Our ESG Project Advisor role interrogates the project brief, ensuring clear aspirations and targets are captured to deliver Net Zero (and wider ESG targets). We challenge project teams to think beyond statutory compliance, using innovation to maximise opportunities as the design develops to ensure they can be effectively integrated.

This includes scenario modelling to feed into viability at the start of projects, ensuring a focus on ESG targets is retained, as well as validating commissioning data at completion against the project brief and design criteria.

Our approach ensures that teams think beyond business as usual across the whole project lifecycle, handing over to an informed FM team to maintain the building operation in an optimal state of efficiency.

ENVIRONMENTAL BEST PRACTICE



BIODIVERSITY CONSULTANCY

Our **Building Biodiversity campaign** showcases the importance of biodiversity in urban environments and best practice routes to improving this. Drawing on our partnership with the Natural History Museum's Urban Nature Project, we aim to create spaces within assets to provide access to nature, space for time out and to engage the local community.

We can work with you to introduce biodiversity both in existing assets and during refurbishment projects. Nature-based solutions vary in scope and can range from installing living surfaces on buildings to the repurposing of unused land on retail parks into community allotments and introducing beehives on business parks and shopping centres.

We are also collaborating with the Natural History Museum on a pilot scheme to measure biodiversity levels across a number of sites nationwide, enabling us to measure the impact of these previously unquantifiable initiatives.

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We create spaces within assets to embrace and provide access to nature.

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SOCIAL IMPACT

The modern workforce expects their place of work to incorporate many aspects of health and wellbeing.

This social aspect is an important component of the overall customer experience that occupiers demand and a core element of the ESG framework.



SOCIAL IMPACT



With extensive experience and a practical knowledge base, we help clients to make sense of this complex landscape by putting the 'S' into ESG.

WELLBEING ASSET PLANS

We are committed to creating an outstanding customer experience for your occupiers. We actively seek opportunities to create environments where occupiers want to stay as a result of their staff being in a healthy and productive environment.

Our **Wellbeing Asset Plans** identify and implement health and wellbeing opportunities suitable to each asset and the specific requirements of its occupiers. Initiatives vary from simple schemes such as running clubs, workshops and seminars to large-scale initiatives such as installing gyms or specialist cycle storage facilities.

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Wellbeing Asset Plans identify initiatives suitable for each asset and its occupiers.

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SOCIAL IMPACT

IN-HOUSE FITWEL AMBASSADORS

Our in-house Fitwel ambassadors can help you to achieve Fitwel certification for your assets. We undertake a desktop analysis of the current position, breaking down initiatives by cost and ease to implement, to ensure clients can see likely outcomes prior to commencement.

The whole process is fully managed from start to certification and the benefits are proven to attract and retain occupiers.

While we can drive standards to meet this certification, we can also create Wellbeing Asset Plans based on the same principles, even where certification is not the preferred outcome.



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Fitwel is a data-driven certification system which aims to optimise buildings to support occupant health and wellbeing.

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SOCIAL IMPACT



DELIVERING SOCIAL VALUE PROGRAMMES

The positive impact that commercial assets can have on their local community can create real social value. In our role as property managers, we have an increasing responsibility to realise the opportunities for assets to positively contribute to their community, and for those communities to share and enjoy them.

We communicate with local stakeholders, work directly with local authorities and engage with occupiers to create and implement asset-level programmes that generate a positive social impact.

Initiatives range from active management of the local supply chain, charitable events and fundraising, volunteering opportunities, creating training opportunities and running support networks for local residents.

We have specific experience of the Social Value Portal as a measurement tool, however, we can adopt any other tool as required. We see our role as facilitating opportunities and working with all relevant parties to ensure that each asset contributes to and enhances the community within and around it.

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We have a responsibility to help ensure that assets positively contribute to and engage with the local community.

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SOCIAL IMPACT



PLACEMAKING FROM ACTIVATE

Placemaking has a fundamental role to play within the 'Social' element of ESG.

Our in-house placemaking agency, Activate, creates a sense of place at assets for communities to enjoy, combining different community and wellbeing initiatives into a coordinated comprehensive enlivenment programme.

Working with you, Activate will conceive and deliver viable placemaking solutions through a combination of consultancy advice and operational management.

Details of our placemaking services and examples of current projects can be found on the **Activate website**.

REGENERATE

Advise development partners and local authorities to reposition town centres and establishing the location's role in the community, based on local research and insight.

REPURPOSE

Identify commercially viable solutions for vacant or underused assets that need reimagining for conversion into viable assets for the future. This is analysed through a range of initial concepts, feasibility studies and detailed business plans.

ENLIVEN

Curate and implement a tailored range of community management and events programmes – meanwhile uses, markets, pop-up retail, health & wellbeing activities and events.



activate
WORKMAN PLACEMAKING

GOVERNANCE

All of these initiatives sit within a Governance framework. Agreeing this framework with you is crucial to delivering the ESG strategy, establishing the level of compliance, performance and reporting required.

We can work with you to create this framework by collaborating to define the strategy, compliance, standards and certifications required.

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Agreeing a governance framework is crucial to delivering an ESG strategy.

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GOVERNANCE

A robust Governance structure underpins the effective delivery of an ESG strategy. It provides an appropriate framework of checks and balances as we strive to achieve the ultimate goal of Net Zero carbon emissions and creating sustainable communities.

STANDARDS AND CERTIFICATION

There is a growing list of certification and standards available for commercial assets and we can help you to identify the right course of action for the asset and your overarching objectives.

If certification is required, we will review the options and scope to ensure that our approach will provide the maximum benefit to all involved, whether this is supporting you through NABERS, GRESB, BREEAM or BREEAM In Use, or working with project and site teams to achieve WELL or Fitwel certification. Other more focused standards include CyclingScore, WiredScore, ISO14001 and ISO50001 can also be considered.

We can work with you using any or a combination of these certifications as a framework to ensure delivery of best-in-class practical interventions, taking the most relevant aspect from a variety of sources.



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With in-house expertise we ensure that our approach delivers the maximum benefit to stakeholders.

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GOVERNANCE



HEAT REGULATIONS REPORTING

The aim of the regulations is to allow users of heating, cooling and hot water supplies to be aware of their consumption and as a result be incentivised to reduce that consumption.

The Heat Network (Metering and Billing) Regulations 2014 are UK-wide regulations implementing some of the requirements of the EU's 2012 Energy Efficiency Directive and apply to anybody who is defined as a 'heat supplier'.

Where you are bound by these regulations, we can provide annual reporting for all properties that are in scope (ie. those that provide heating, cooling, hot water to two or more demised areas) and manage the subsequent queries and audits thereafter.

We also manage the 'cost effectiveness tool' and make recommendations on the installation of heat metering devices based on the outcome.

EPC RISK ANALYSIS

Investors need to have complete visibility of the EPC profile of portfolios to identify the future risks and opportunities to improve each asset's ratings.

While the current MEES (Minimum Energy Efficiency Standards) legislation prevents any units or properties with an EPC rating below 'F' being let or sold, future changes mean that by 2030, the minimum rating to transact will be a 'B'.

Through our EPC Risk Analysis process, we work with clients to understand each asset's strategy (eg. hold, sale, refurbish) and work with approved EPC suppliers to obtain the desired EPC 'B' target reports that identify the specific interventions required at each asset to meet this target.

We then agree priorities to create a rolling programme of required interventions to meet statutory and asset targets, with an Upgrade Assessment Report provided for each asset including costed options aligned to lease events at the property.

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Visibility of EPC profiles at portfolio level is crucial to accurately assess risks and opportunities in line with the investment strategy.

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GOVERNANCE



FIT-OUT, REFURBISHMENT AND DEVELOPMENT STANDARDS

Fit-out, refurbishment and development projects provide the greatest opportunity to significantly improve the ESG performance of an asset.

We will work with you to understand your objectives and aspirations to develop an assessment framework and set of standards for project teams to adopt, addressing aspects such as:

- ✓ Energy efficiency and embodied carbon reduction
- ✓ Enhancing health and wellbeing provision
- ✓ Intelligent building technology
- ✓ Future proofing EPC ratings
- ✓ Setting a commitment to achieve relevant certifications and ratings (e.g. BREEAM, Fitwel, Cycling Score, AirRated)
- ✓ Demonstrating clear policy guidance for GRESB
- ✓ Providing the tools to drive efficiencies through design
- ✓ Creating the infrastructure to meet increasing legislation on Climate Resilience, Biodiversity and Transport

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Developing a set of standards for fit-out and refurbishment teams to adopt.

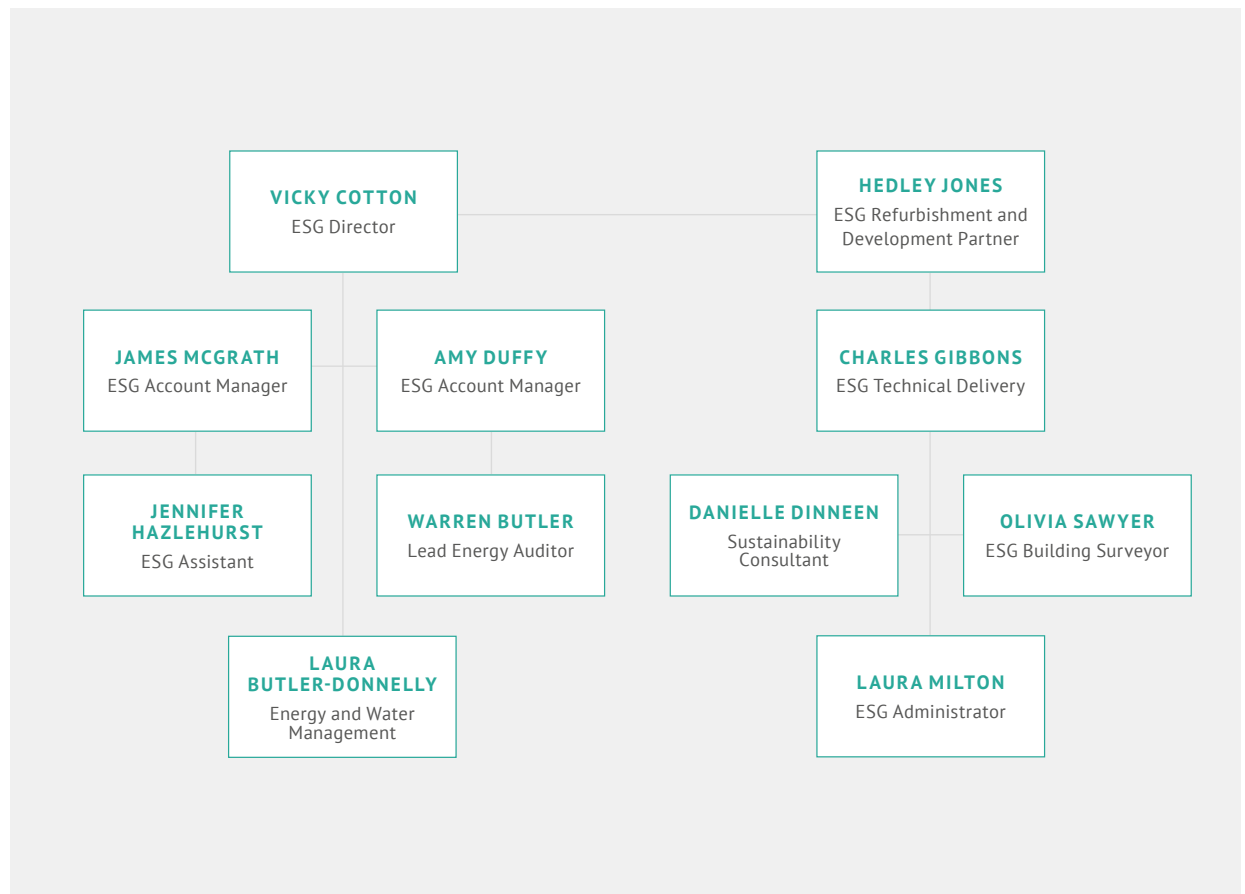
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A MULTI-DISCIPLINED TEAM OF ESG SPECIALISTS

To deliver the breadth of ESG services today's investors require, we have assembled a multi-disciplined team with a range of expertise across the spectrum of E, S and G.

Led by Vicky Cotton (Operations) and Hedley Jones (Refurbishment & Development), our team includes experienced technical specialists in;

- ✓ Environmental data and reporting
- ✓ Creating and implementing sustainability asset plans
- ✓ Energy audits & building optimisation
- ✓ Health & wellbeing initiatives including Fitwel accreditation
- ✓ Net Zero Asset Plans and carbon reduction strategies
- ✓ Whole-Life Carbon Assessments
- ✓ Refurbishment & Development ESG Project Advisory
- ✓ ESG Due Diligence



A MULTI-DISCIPLINED TEAM OF ESG SPECIALISTS

For more information on any of our ESG services, please contact our ESG team.



www.workman.co.uk/services/environment-social-governance/



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