

# The Environment & Corporate Social Responsibility

British Land published its first Environment and Social Report in December 2002. It has been well received with positive feedback from many of our stakeholders, as well as from our own employees. The focus was on the management of environmental issues, based on our Environment Policy which has been in place since June 2000.

Since the publication of the Report, we have fulfilled our commitment to revise the Policy in order to integrate our developing approach to the wide range of Corporate Social Responsibility (CSR) issues. We have also revised the way the Company manages CSR matters.

The appointment of Claudine Khatchik as Corporate Social Responsibility Executive has increased our ability to respond to this fast changing CSR agenda and to promote our commitment to sustainable development.

## The Environment and Society Policy

The new Environment and Society Policy addresses the four areas of Workplace, Marketplace, Community and Environment, providing the basis for objectives and targets to add value and manage risks and impacts, in a way that adheres to British Land's corporate values.

The Policy is widely communicated through our website, intranet, internal workshops and road shows at our properties around the Country. It also provides a basis for dialogue with our managing agents, tenants and other stakeholders.

## The British Land Environment and Society Policy

*The British Land Company PLC is one of the UK's largest property companies. We recognise that environmental and social considerations should be integrated into our everyday working practices and embedded into our corporate values. This policy sets the framework for the way we manage our impact on the workplace, the marketplace, the environment and in the communities in which we operate, and our aim to continually improve performance.*

*The British Land Company PLC is committed to:*

### Adding Value

- Respecting the environment in which we operate whilst maintaining commercial viability, long-term profitability and enhancement of our reputation;
- Developing the corporate Environmental Management System to be in line with relevant requirements in support of this policy;
- Setting objectives and targets and monitoring our performance against them to ensure continual improvement;
- Using our influence to improve environmental and social performance in our supply chain and to encourage purchasing of sustainable products and materials;
- Continuing to support local community initiatives;
- Raising the awareness of our employees, agents, tenants, suppliers and contractors to ensure effective management of our environmental and social impacts.

### Managing our impacts

- Managing and monitoring environmental and social issues associated with our investments;
- Incorporating environmental and social considerations into the design process of our development projects, including the sustainable use of resources and materials, avoidance of harm to the local environment and contributing to the well being of the community;
- Ensuring the construction of new developments and improvement of existing investments is carried out with the aim of minimising disruption and pollution;
- Promoting efficient use of resources and reduction in the production of greenhouse gas emissions, and promoting the minimisation, re-use and recycling of waste arising from our activities.

### Corporate Values

- Complying with legislation, other relevant requirements and best practice guidelines;
- Complying with relevant codes of corporate governance;
- Maintaining on-going dialogue with our stakeholders, including our joint-venture partners, to identify key environmental and social issues and developing effective strategies to manage these issues;
- Providing a good working environment for our employees and treating all employees with fairness, dignity and respect;
- Promoting a high standard of health and safety for our staff and contractors;
- Operating an equal opportunities policy to ensure all job applicants are treated equally;
- Upholding International Human Rights standards through our business principles and operations;
- Reporting on progress through our annual Environment and Social Report.

*All our employees are responsible for the implementation of this policy.*



## Environment and Society Management

To implement the new combined Environment and Society Policy, the revised management system consists of a senior level strategic Environment and Society Committee and two review panels, one for environmental matters and one for marketplace, workplace and community matters.

### *i The Environment and Society Committee*

The Environment and Society Committee has responsibility for managing the Company's CSR Strategy. The Committee's duties include: setting the Environment and Society Policy for British Land and its subsidiary companies, developing objectives and making sure they are met.

John Weston Smith (Chief Operating Officer) chairs the Environment and Society Committee. External consultants provide guidance and verification of the Company's performance and achievements.

### *ii The Environment Review Panel*

The Environment Review Panel is responsible for setting, reviewing and monitoring the Company's environmental targets. It is composed of representatives from business units within the Company, including the Meadowhall Shopping Centre, Broadgate Estates and the Eastgate Shopping Centre in Basildon.

The Panel representatives are responsible for ensuring that the business units and their agents, consultants and suppliers adhere to the Policy and achieve the associated objectives and targets. The minutes of the meetings and reporting on progress against targets are made available through the Company intranet.

### *iii The Society Review Panel*

The Society Review Panel is responsible for setting, reviewing and monitoring targets in the areas of workplace, community and marketplace. The Panel, including representatives from Meadowhall, Blythe Valley Park and Peacocks Shopping Centre in Woking, brings a wealth of experience in delivering community initiatives. Representatives from head office and Broadgate Estates offer additional expertise in the fields of workplace and marketplace. The Panel's job is to ensure continual improvement in these areas.



## Performance against targets

We will provide a detailed report on progress on our targets in the December 2003 Environment and Society Report. At this stage, nearly half way through the year, we can report on progress so far in the following areas.

### *i Resource Consumption*

The Resources website was set up last year to monitor energy and water consumption, and waste recycling. This has been a useful tool in enabling our asset managers and managing agents to track consumption and take any necessary action to reduce consumption levels.

### *ii Supply Chain*

We are analysing our list of suppliers and mapping the supply chain in order to identify where our most significant impacts are likely to be.

### *iii Training*

Internal interviews are underway with each business unit to establish the environmental and social training needs of staff across the Company.

## Benchmarking Surveys

In the Business in the Community Survey for 2002 British Land maintains a consistent score, coming fourth in our sector. British Land was the only Real Estate company to participate in the first ever Business in the Community Corporate Responsibility Survey. We achieved a score of 61.4% resulting in a position in the fourth quintile. We are using the results to review our action programme and targets.

In the Property in the Environment Group Survey (2003) British Land was placed in the Vanguard category, recognising those companies who lead the industry on environmental issues.

## Health and Safety

The Company is proactive in creating a safe, healthy and pleasant environment for staff, visitors and contractors and complying with health and safety legislation and codes of practice. All employees receive training and are issued with a staff handbook, which contains the Company's detailed Health and Safety Policy and procedure. All managing agents are issued with the Company Health and Safety Manual. At construction sites regular monitoring and review enables effective health and safety management on all our development projects.

## Communication

### *CSR web page*

The new CSR web pages on the British Land website communicates our Environment and Society activities and enables stakeholders and the public to provide us with feedback: Please visit [www.britishland.com](http://www.britishland.com) or email us on [CSR@britishland.com](mailto:CSR@britishland.com).

## Stakeholder Communication

### *Two way dialogue*

We continue to meet with our stakeholders to find out what they perceive as our significant social impacts.

We also meet with Socially Responsible Investment analysts and fund managers to understand what investors see as the key issues and to discuss our performance in this important area.

We look forward to providing further updates on our work on CSR in the 2003 Environment and Society Report which will be published in December.