

Green Building Management

At *Prospect House*, *Hermes Real Estate* worked with occupier, NBC Universal, and managing agent, Jones Lang LaSalle, to implement sustainable technologies and management strategies, as part of its Responsible Property Management programme. In 2008, this saw a 15% reduction in annual CO₂ emissions, an 18% cut in water use, and zero waste sent directly to landfill.

> Situation

Hermes Real Estate has developed a comprehensive Responsible Property Management programme, and sets challenging targets to reduce CO₂ emissions, cut water use and reduce waste to landfill.

This is part of the company's efforts to actively manage risk across its portfolio, to ensure that it continues to protect and deliver value, for funds and occupiers.

The Responsible Property Management programme provides property managers with a structured process for managing properties in a more responsible manner, and enables best practice techniques to be shared across the company's whole portfolio. Hermes Real Estate provides property managers with a number of online tools to help them to monitor and report on various sustainability indices such as energy, water, waste, transport and community engagement.

Prospect House in London's West End, which is occupied by NBC Universal and managed by Jones Lang LaSalle, is a leading example of the effectiveness of Hermes Real Estate's Responsible Property Management programme.

> Actions

Environmental management

- Introducing a 'live' environmental log, which is continuously updated with progress on initiatives and actively used by all parties
- Procuring 'green' energy options, which are climate change levy exempt
- Evaluating and monitoring the sustainability practices of suppliers on an ongoing basis.

Energy

- Carrying out energy audits to establish energy consumption levels and monitor performance
- Reducing boiler and hot water storage capacity to cut unused plant capacity
- Adjusting plant running times to match occupancy requirements more closely
- Running 'energy weeks' each six months to engage with occupiers and raise awareness.

Water

- Fitting motion sensors in urinals to reduce water used for automatic flushing
- Installing water-saving 'hippos' in toilet cisterns
- Running water awareness campaigns to engage with occupiers.

Waste

- Carrying out waste audits, every four months, to monitor performance
- Developing a waste management contract that guarantees no waste goes directly to landfill
- Holding regular meetings between the waste contractor and occupiers to encourage segregation and improve facilities, for instance enhancing the design of office-based recycling bins
- Running waste awareness days each six months to engage with occupiers.

Transport

- Occupier, NBC Universal, implemented a 'Cycle to Work' scheme; this saw the replacement of car parking bays with cycle racks
- A Travel Plan Framework assists occupiers with the promotion of multi-modal transport amongst employees.

Community engagement

- Involvement in the Thames 21 river clean-up in August 2008.



Prospect House

"This case study demonstrates that by securing the buy-in of all actors involved in the occupancy and management of the property, substantial sustainability improvements can be achieved. For example, holding energy weeks and water awareness campaigns have proven one can positively influence the changes taking place within occupiers' work environment."

Tatiana Bosteels, Head of Responsible Property Investment at Hermes Real Estate

> Challenges

> Achievements

> Benefits

Occupier engagement

How to ensure that those occupying the building are engaged in implementing sustainability measures?

Hermes Real Estate engaged with occupier, NBC Universal, to understand its sustainability practices and commitments, at the same time as encouraging the company to implement initiatives at the property level. As part of its joint CO₂ programmes with occupiers, Hermes Real Estate established an action plan with NBC Universal, with the support of managing agent, Jones Lang LaSalle, and facilities management consultants, Focus FM. On an ongoing basis, sustainability is covered during quarterly occupier meetings.

Behavioural change

How to bring about the behavioural changes by occupiers that are crucial to achieving utilities savings and waste reduction?

Jones Lang LaSalle held energy weeks and water awareness campaigns. These improved understanding amongst NBC Universal staff of how cost savings could be achieved through reduced consumption, and contributed to behavioural changes in the office environment.

The implementation of the Responsible Property Management programme, through successful occupier engagement, has resulted in:

- 15% lower CO₂ emissions in 2008 than 2007, saving 279 tonnes of CO₂, building on the 9% annual reduction achieved in 2007
- 18% less water use in 2008 than 2007, saving 861,000 litres of water
- Zero waste direct to landfill, diverting 58 tonnes of waste from landfill through recycling and waste to energy recovery.

These achievements were recognised with the Mayor of London's Green Award 2009 for most improved London property.

> Financials

The improvements at Prospect House were largely the result of active building management and planned preventative maintenance, and so there was no significant capital expenditure.

In 2008, compared to 2007, Prospect House achieved:

- £50,000 energy cost savings
- £1,800 less landfill tax costs
- £5,000 water cost savings.

£56,800
saved

15%
reduction in
CO₂ emissions

861,000
litres less water use