



IMPACT REPORT 2021/22

Introduction



In a year where climate change was rarely out of the headlines and the impact of COVID pandemic made us even

more aware of the importance of our relationship with the environment, the BBP has gone from strength to strength. Our highly collaborative and supportive members have helped to deliver an impactful programme of work, all with the aim of improving the sustainability of commercial real estate.

2021 provided a rare opportunity for the UK to host the most significant annual event in the Climate Change Calendar – COP26. The BBP joined an industry-wide effort to raise the profile of the built environment and we had the privilege of delivering an event in the Green Zone to highlight the critical role that the commercial real estate sector plays in addressing climate change. The event was incredibly successful and included panellists from industry leading organisations with the impact extending beyond the day itself, and the recording being viewed online over 6000 times. COP26 led to a plethora of new commitments and initiatives - the BBP was ahead of the game with our Climate Commitment which enabled us to demonstrate what industry leadership looks like. This year we have welcomed several new signatories to the Climate Commitment and have also kicked off our next phase of work on Climate Resilience.

As if COP26 wasn't enough to keep us busy, the past year also saw the launch of two major projects. We began delivering our ESG Training Course for Real Estate Professionals in June having worked hard with our steering group to ensure that the training was focused on those responsible for asset management, filling a significant skills gap in the industry. Demand exceeded all expectations - the training has now been attended by over 300 professionals spanning 60 organisations. We also published our Responsible Property Management Toolkit this year, again a hugely collaborative effort involving over 30 sustainability practitioners from 15

of our BBP & MAP members, the toolkit is already extremely popular with over 3,000 views on line. The toolkit features over 50 guidance notes across 13 key sustainability topics – we know that many of our MAP members are already integrating it into their property management approaches and are very keen that the BBP works to develop a supportive training programme.

REEB continued to provide a vital insight into the energy performance of commercial buildings and this year providing some eye opening analysis on the impact of COVID on consumption and efficiency. With NABERS UK also going from strength to strength and data emerging as strong theme in the early work on our Owner-Occupier Industry Insight research, the BBP remains tenacious in its pursuit of good quality performance data to drive improvements in energy efficiency.

The BBP has had a change of leadership this year with Louise Ellison, who had chaired the BBP since 2013, stepping down. Louise played a pivotal role in positioning the BBP as a leading organisation for property owners committed to sustainability and the BBP is indebted to her for the significant contribution she has made to the success of the BBP. We welcomed Janine Cole, Sustainability and Social Impact Director at GPE, as our new Chair who, having been a BBP Board member since 2019 was ready to hit the ground running and we are looking forward to benefitting from her enthusiasm, experience and commitment to sustainability.

The BBP team has grown to deliver our expanding programme of work and a big thanks must go to the BBP Executive, who constantly innovate and collaborate to create and deliver invaluable resources for our membership and industry peers. In times of uncertainty in a changing world, their hard work and dedication to sustainability is the constant our organisation thrives on.

We can't wait to collectively roll our sleeves up and muck in to our ambitious plans for the next financial year, but for now - we hope you enjoy reading our updates from this year's work programme.



Sarah Ratcliffe
CEO, The Better Buildings Partnership

BBP Impact at a Glance

OUR 21/22 IMPACT

48

BBP MEMBERS

13

MAP MEMBERS

12

case studies



£290bn

in Assets Under Management

+7.5%

compared to previous years



1,462

member hours

+22%

compared to previous years



5,119

LinkedIn followers

+44%

compared to previous years

100%

of members are satisfied with the benefits they receive from being members of the Better Buildings Partnership

Source: BBP Member Impact Survey 2021/22

100%

of members agree that the Better Buildings Partnership plays a leadership role in driving the sustainability agenda within the UK real estate industry

Source: BBP Member Impact Survey 2021/22

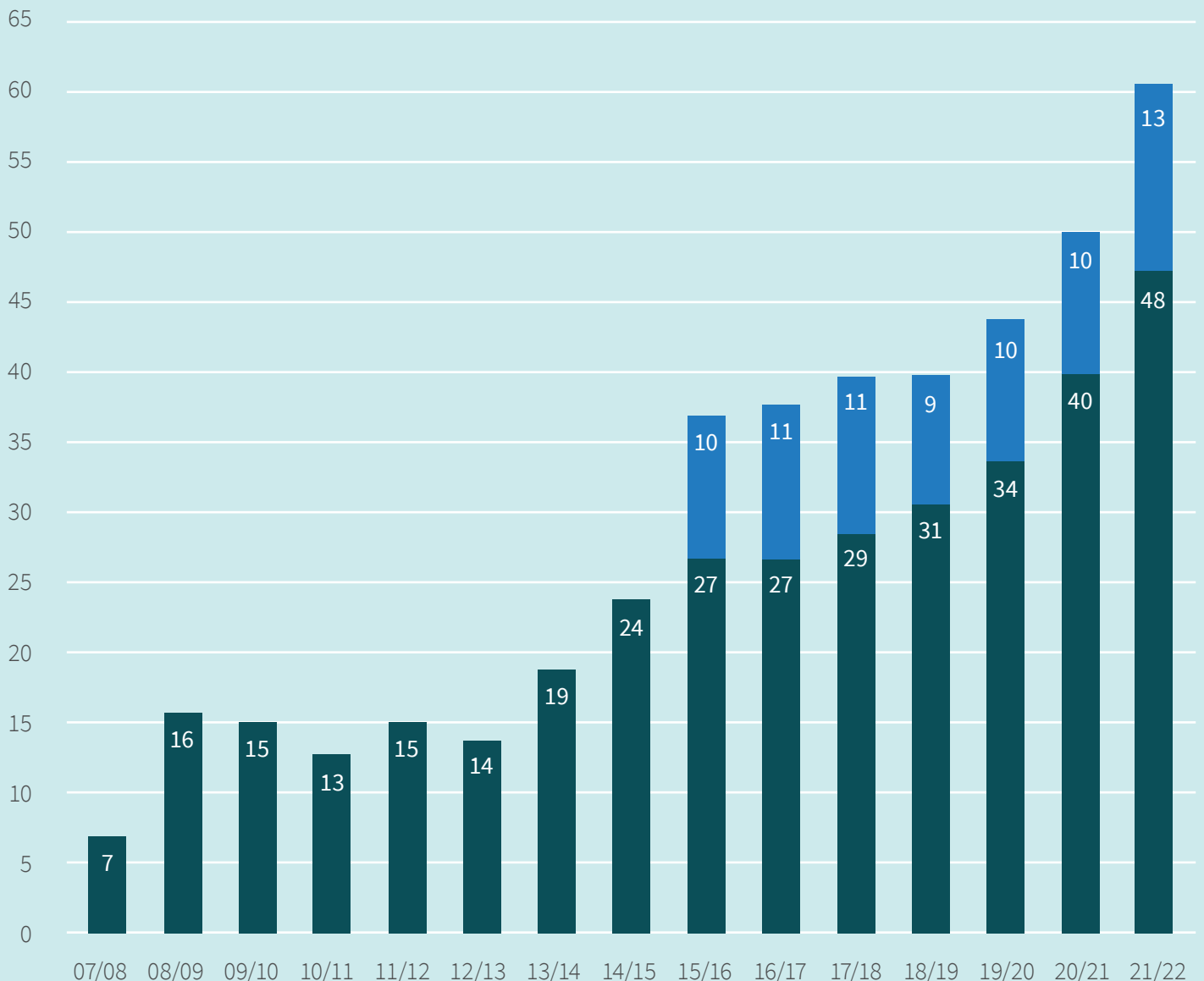
90%

of members believe they have sufficient opportunity to be involved in BBP activities and outputs

Source: BBP Member Impact Survey 2021/22

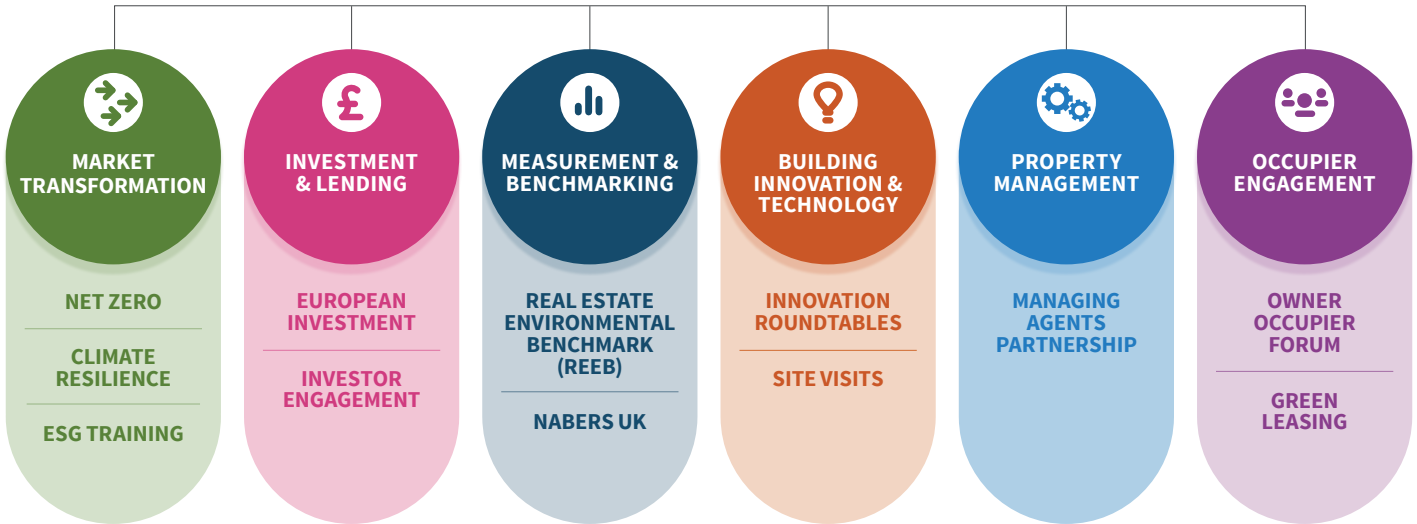
OUR MEMBERSHIP OVER TIME

■ BBP members ■ MAP members



Our work programme

BBP WORK PROGRAMME



AIM

TO

DELIVER



Major Projects:

- [Design for Performance](#)
- [BBP Climate Commitment](#)
- [Real Estate Environmental Benchmark](#)
- [BBP Real Estate ESG Training](#)
- [Managing Agents Partnership](#)

Working Groups & Roundtables:

- Net Zero Carbon
- Climate Resilience
- ESG Training
- Investor Engagement
- European Investment
- REEB Benchmarking
- NABERS UK
- Building Innovation & Technology
- Managing Agents Partnership
- Owner and Occupier Forum

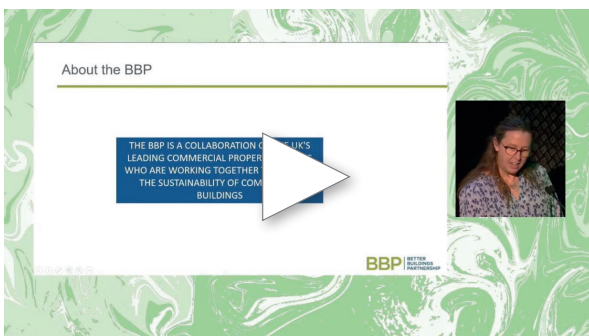


As part of our commitment to amplifying the voice of the built environment, the BBP team travelled (sustainably!) to Glasgow in November 2021 to deliver an event in the COP26 Green Zone.

Concentrating on the critical role that the commercial real estate sector plays in addressing climate change, the event highlighted some of the toughest challenges for the sector and explored how meaningful progress can be accelerated through collective commitment, sustainable finance and collaborative action.

The event was supported by the British Property Federation and had speakers and panelists representing abrdn, Blackstone, JLL, Legal & General, Lendlease, NatWest, Nuveen and SEGRO, alongside Miles Keeping from Green Property Alliance and Sam McClary from Estates Gazette.

The event was well attended, and has been streamed over 6000 times on YouTube. You can access the recording on demand below.



[See video >](#)



"This move from a carbon economy to a green economy, it's not cyclical its secular, it's not temporary, its permanent."

MICHAEL NEAL, EUROPEAN CIO, NUVEEN



"It is our fiduciary responsibility, but also our moral responsibility to ensure that buildings we construct and manage are fit for the future. Ultimately we serve the communities where our assets are based."

SHUEN CHAN, HEAD OF ESG, REAL ASSETS, LEGAL & GENERAL INVESTMENT MANAGEMENT



"As an occupier, our direct scope 1 and 2 emissions are the Scope 3 emissions of the owner ... we are intertwined and it has to be a collaboration."

ALLAN WICKHAM, HEAD OF PROPERTY SPECIALIST SERVICES, NATWEST



"82% of occupiers want green spaces, but only 16% of office space has a green rating. That imbalance in supply and demand is something we are seeing a lot."

STEPHANIE HYDE, CEO UK, JLL



"As a sector we acknowledge that this is difficult and complex, but most of our customers have a net zero target of their own and are asking what we can do to help them meet their commitments."

PAUL DUNNE, MD GROUP OPERATIONS, SEGRO



"This is something at Blackstone that we are really focused on - sometimes our hold periods can be under five years. It's really important to me that when we sell assets that they are in a better position from an ESG perspective than when we bought them."

CAROLINE HILL, MANAGING DIRECTOR, EUROPE HEAD OF REAL ESTATE ESG, BLACKSTONE

Market transformation

The change necessary to deliver long-term sustainability requires a fundamental shift in the way businesses operate. Our Market Transformation workstream aims to facilitate transformative change across the industry through the development and delivery of ambitious industry leading initiatives. Our [Market Transformation workstream](#) covers Net Zero Carbon, Climate Resilience and ESG Training. Read on to find out more about what we've delivered in these areas.

Net Zero Carbon



The Net Zero Carbon Working Group is chaired by **Andy Haigh**, Director, Climate Positive Solutions at Grosvenor Group and **Ruairi Revell**, Head of Real Estate ESG (Core Plus and Value Add Funds) at abrdn. The Group's key initiative is the [BBP Climate Commitment](#) – a pledge in which signatories commit to being Net Zero Carbon by no later than 2050, to publish net zero carbon pathways and delivery plans, disclose the energy

performance of their assets and develop comprehensive climate resilience strategies.

The scope of the commitment makes it one of the most ambitious pledges that property owners can adopt. Introduced in 2019, as of April 2022 a total of 29 property owners, comprising both members and non-members have become signatories. In 2021-22, we welcomed 5 signatories to the Commitment.

90%

of BBP members have used the [Net Zero Carbon Pathway Framework](#) in 2021/22

Source: BBP Member Impact Survey 2021/22

5

new signatories
in this financial year



hibernia
— REIT —

OrchardStreet
INVESTMENT MANAGEMENT LLP



Shaftesbury

More than
£400bn

Assets Under Management represented
 across all signatories

Source: BBP Member Impact Survey 2021/22

82%

of members believed the BBP Climate
 Commitment was 'very impactful' to the
 industry

Source: BBP Member Impact Survey 2021/22

The Net Zero Carbon Working Group provides support and guidance to signatories on reaching Net Zero Carbon across their businesses and portfolios. This year the Group has held talks and

roundtables on topics including **embodied carbon**, the **CRREM project**, **net zero verification**, the **UKGBC's Net Zero Whole Life Carbon Roadmap** and **net zero aligned carbon offsetting**.

BBP Climate Commitment Signatories

abr dn

AVIVA INVESTORS

British Land

CADOGAN

CANARY WHARF GROUP PLC

DERWENT LONDON

DWS

Federated Hermes

FRASERS PROPERTY

GPE

GROSVENOR

Hammerson

hibernia REIT

Landsec

LaSalle INVESTMENT MANAGEMENT

Legal & General INVESTMENT MANAGEMENT

lendlease

LOW CARBON WORKPLACE Partnership

M&G Real Estate

nuveen REAL ESTATE

OrchardStreet INVESTMENT MANAGEMENT

ROYAL LONDON ASSET MANAGEMENT

Schroders

SEGRO WHERE BUSINESS WORKS

Shaftesbury

THE CROWN ESTATE

Transport for London

WORKSPACE

Climate Resilience

The Climate Resilience Working Group is chaired by **Janine Cole**, BBP Chair and Director of Sustainability and Community at GPE and **Shuen Chan**, Head of ESG at LGIM Real Assets. The Group is responsible for developing the BBP's approach to defining climate resilience, outlining how it is best delivered and - importantly - measured, and how working together BBP members can support each other to evolve best practice.

This year members have benefitted from speakers discussing topics such as **climate risk analytics** and the **Taskforce for Nature-Related Financial Disclosures**. A key theme of this Group's discussions is the requirement for Climate Commitment signatories to outline climate resilience strategies. In this reporting year, the Group began a major project to produce an industry guide on climate resilience. This guide will support Climate Commitment signatories and other real estate companies to develop a common approach to climate resilience and is due for publication later in 2022.



ESG Training for Real Estate Professionals

The ESG upskilling of real estate professionals will be a critical enabler of the transition to resilient, low carbon commercial buildings. In June 2021 the BBP began delivery of a [major new training course](#) focused on integrating ESG into the property investment management process. The course was developed and funded by members who continue to help oversee its ongoing development.

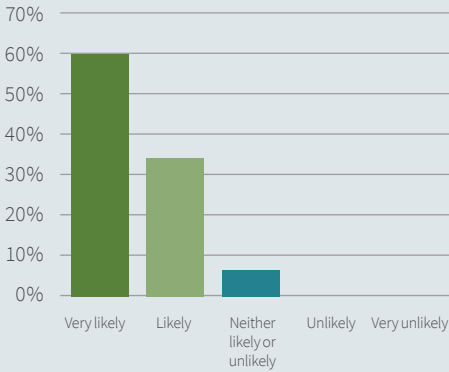
The course has since been delivered to over 600 real estate professionals, representing more than 80 organisations in the sector. The course is delivered by [Hillbreak](#), a market leading ESG training and advisory firm. Response to the training has been extremely positive and we are pleased to see the impact it is already having in upskilling the sector.

In response to further demand, in 2021-22 the BBP began work on a major expansion of the course to provide a training pathway suited to real estate advisors, with funding and support from members of the Property Advisors' Forum. We are also working on the creation of a set of new 'elective modules' - further deep dive training for those looking to learn in more detail about topics including **Net Zero Carbon**, **Sustainable Lending** and **Social Impact** and **Value**. We look forward to sharing further updates on the development of this in our next Impact Report.

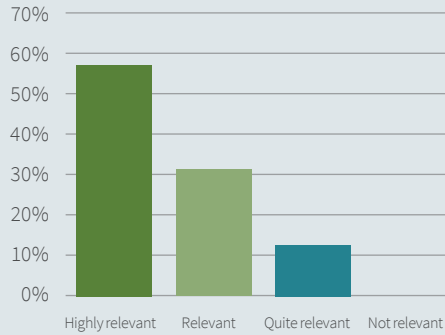


Training course testimonials

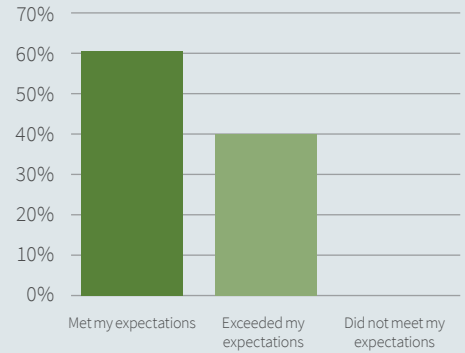
How likely are you to recommend this course to others?



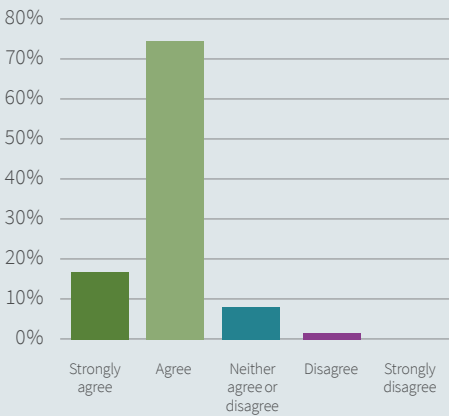
Overall how would you rate the relevance of the course content to your role?



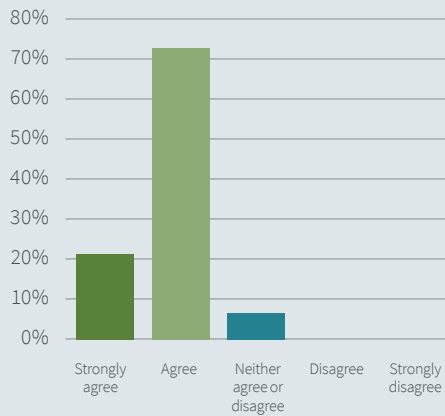
To what extent did the course meet your expectations?



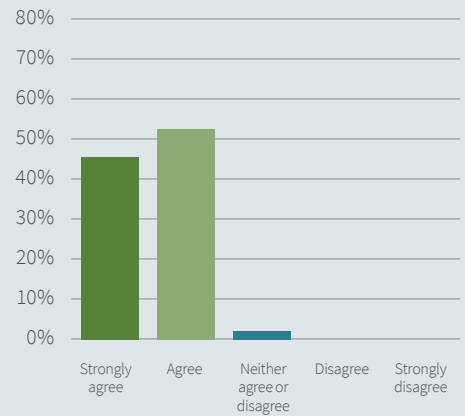
I would now be more confident having a conversation with a key stakeholder about ESG matters



My understanding of the drivers, scope and implications of the ESG agenda in a real estate context have been enhanced



My understanding of the practical aspects of the ESG agenda in a real estate context have been enhanced



100%

of participants stated that the course met or exceeded expectations

"The teaching methods were very effective with the ability to interact as a whole group but also when we broke out into smaller groups for the opportunity for a more intimate discussion; feeding back to the wider group with Jon and Miles able to highlight points that might have been missed – and all online and very cleverly orchestrated! ell done to the whole Hillbreck team and thanks again for a very thought-provoking and valuable experience!"

94%

of participants stated they would be likely or very likely to recommend the course to others

"Just a quick thank you from me for creating and hosting the course. not only a huge logistical feat but also incredibly enlightening and detailed. Clearly so much for our industry to do but sessions and programmes like these are the only way to solve the problems."

Investment and lending

Investors and lenders are the financial powerhouses behind the commercial real estate sector. They provide the capital to acquire, develop, redevelop, refurbish and manage commercial property. There are a wide range of investors and lenders ranging from large pension funds, to sovereign wealth, private equity and banks.

Many of these investors have developed ESG strategies for their equities portfolios and are now looking towards their real estate assets to understand the investment risks and opportunities associated with sustainability issues. Many lenders are also looking to incorporate sustainability and ESG requirements into their lending criteria.

To stimulate market transformation in this area, we have the [Investment & Lending Workstream](#). This workstream covers our European Investments Working Group and wider activities to engage with the investment and lending community.

European Investment

Our European Investment Working Group is a knowledge sharing forum chaired by **Georgie Nelson**, Head of Real Estate ESG (Core and Residential) at abrdn and **Abigail Dean**, Global Head of Strategic Insights for Nuveen Real Estate. The Group brings together members to share and discuss common challenges and solutions associated with investing in real estate across Europe. Over the last financial year, our members have heard talks on subjects including the **French Décret Tertiaire policy**, the **EU Taxonomy**, **SFDR**, the **EU's proposal Social Taxonomy**, and an overview of **ESG regulation across Europe**.

We continue to engage closely with investor and lender-focused industry partners includingGRESB, CREFCE, AREF and INREV to keep our members informed and support broader collaboration between lenders and asset owners and managers. We look forward to sharing updates with you in this area of work in our next Impact Report.



Measurement & benchmarking

Assessing the environmental performance of portfolios and assets is fundamental to understanding investment risks and opportunities.

It enables property owners to identify poorly performing assets or funds and to use this data to identify opportunities for improvement or innovation.

In order to measure and analyse performance data effectively, it is essential to have accurate data gathering tools and robust benchmarks that enable property owners to compare assets, set targets and report on progress. Our [measurement and benchmarking workstream](#) covers two of our biggest projects at the BBP, the **Real Estate Environmental Benchmark (REEB)** and **NABERS UK**.

75%

of Members believe the Real Estate Environmental Benchmark is 'impactful'

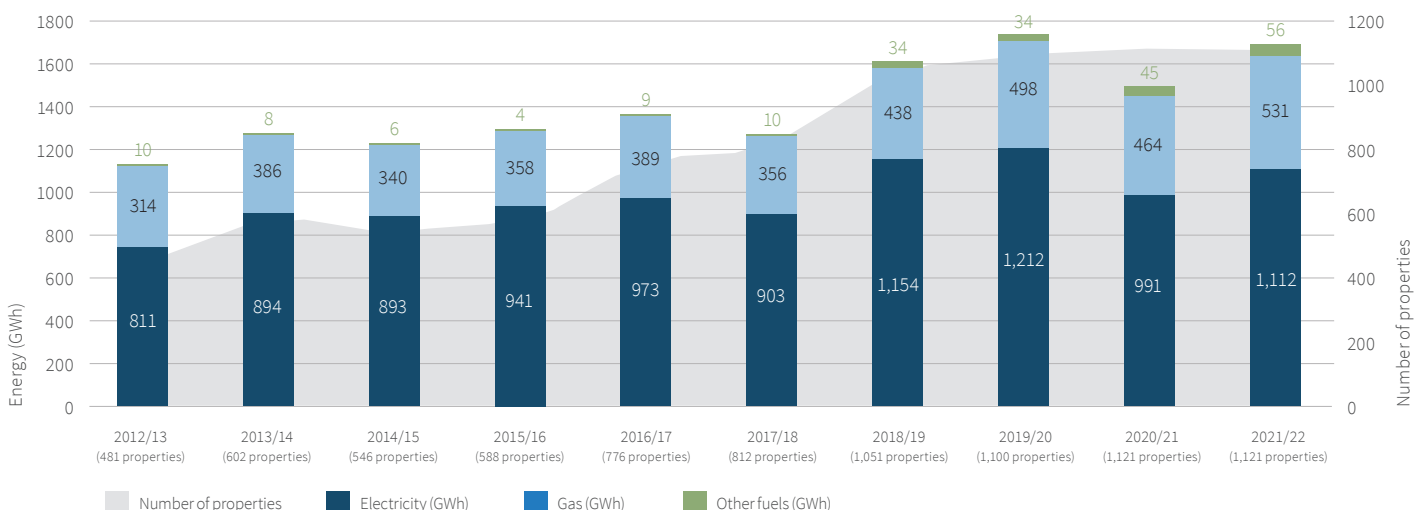
Source: BBP Member Impact Survey 2021/22

Real Estate Environmental Benchmark (REEB)

Every year, members of the Better Buildings Partnership (BBP) submit data on their managed UK commercial real estate portfolio into the REEB. REEB is one of the only benchmarks based on the performance of buildings 'in-use' and is increasingly becoming the industry standard used by investors, fund managers and property owners to compare the performance of commercial properties across the UK.

Chaired by **Quinten Babcock**, Environmental Manager TfL Our REEB project has continued to grow, with 41 members submitting data on over 1400 properties, representing a 14% increase in property numbers submitted. Our analysis over the last financial year indicated that over the COVID year total energy consumption of the REEB portfolio dropped by 9% in spite of the increase in property numbers, with the like for like consumption dropping by 19% during this time. The key finding from the Analysis is that the change in occupancy due to COVID had minimal impact on energy consumption. We have some exciting plans ahead of us for the REEB project, including the addition of a Net Zero section to the REEB Platform. This will provide our members with the ability to assess current rate of reduction and forecast the rate required to achieve specific targets both at asset and portfolio level.

How has total energy consumption changed over time?



NABERS UK

The Better Buildings Partnership has been working for over a decade to help our members improve the energy performance of their property portfolios. Since the [launch of NABERS UK in 2020](#), our work in this area has been pressing ahead. As members of the newly formed NABERS UK Steering Committee, we have been working alongside BRE and NABERS to build the infrastructure for the new scheme. In April 2021 we launched the [Design for Performance \(DfP\) framework](#), which helps developers ensure that projects deliver against their design intent and overcome the performance gap between design and operation.

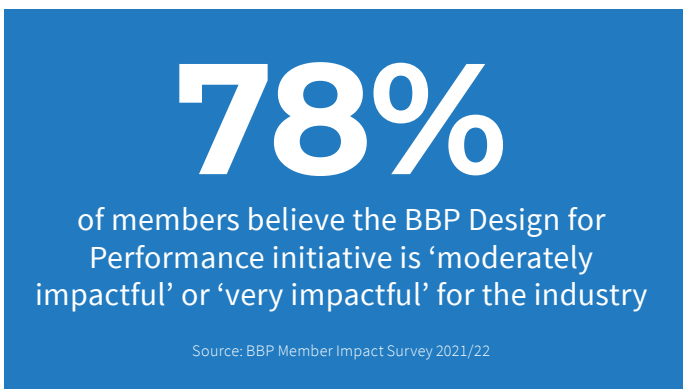
Along with this, the [NABERS UK Independent Design Review Panel](#) was launched, consisting of 11 industry experts in both the energy efficient design and operation of office buildings. The Panel will play a vital role in supporting new office developments and refurbishment projects that are utilising the DfP Framework.

In September 2021, the Energy for Offices scheme was launched, enabling existing office buildings to seek a NABERS Base Building Rating. The training for NABERS UK Assessors was also launched by BRE this year, with significant interest from the industry and the first NABERS UK Assessors being accredited.



DfP Pioneers

During the year we were delighted to also see [14 projects](#) become the first in the UK to implement the pioneering DfP approach to office design and delivery, stimulating project supply chains and providing the real-life evidence of how the energy performance gap can be closed.



PIONEERS



DERWENT
LONDON

Federated
Hermes



GROSVENOR



nuveen
REAL ESTATE



STANHOPE



INDUSTRY SUPPORTERS



NABERS UK is already playing a pivotal role in bridging the performance gap between the design and in-use energy performance of new offices in the UK, and over the next year, the scheme will be expanded to cover Whole Building and Tenancies, which will complete the suite of NABERS ratings for offices in the UK.

Pioneering projects

1 Broadgate, 2 Ruskin Square, 4 Angel Square, 7 Holbein Place, 11/12 Wellington Place, 19-35 Baker Street, The Turing Building, Lavington Street, New City Court, Portland House, Ralli Quays, South Molton Triangle, St James Market Phase 2, Statesman House

14 PROJECTS

Building innovation & technology

Technology can have a significant influence on the sustainability performance of commercial property. Whether it is the effective use of SMART building technology or the installation of photovoltaics, the efficient use of existing systems and the integration of new and innovative technology is critical. We work with our members to help understand how innovative technologies can help them capitalise on the opportunities of improving the sustainability performance of their buildings.

[This workstream](#) covers our **Building Innovation & Technology Working Group** and our programme of site visits.

Our Building Innovation & Technology Working Group is chaired by **Neil Pennell**, Head of Design and Innovation at Landsec, and focuses on providing members with examples of new technologies through presentations from suppliers, Member case studies and knowledge sharing within the group.

Our members also benefit from organised site visits including a visit in November to The Forge Bankside, Landsec's First Net Zero Carbon development.



Property management

The management of commercial real estate plays a critical role in delivering on owner and occupier sustainability aspirations.

Translating the rhetoric of corporate commitments into action on commercial real estate portfolios, funds and individual buildings will require considerable upskilling to embed sustainability into the responsibilities of asset, property and facilities managers. To help move our members and the industry forward on best practice in this area, we have our [Property Management workstream](#), which incorporates our Managing Agents Partnership and associated projects.

Managing Agents Partnership

Our [Managing Agents Partnership](#) (MAP) initially launched in 2015, and now has 14 members. Since its inception, MAP has been chaired by Carl Brooks, Director – Head of Sustainability, Property Management at CBRE, who has played an instrumental role in its growth and development. On the 1st April 2021 the BBP announced the [appointment of Vicky Cotton, ESG Director at Workman as the new chair of the Board](#). MAP facilitates an open forum for managing agents to collaborate and develop common approaches to industry challenges.

In June 2021, after extensive collaboration between more than thirty MAP and BBP members, we launched our [Responsible Property Management Toolkit](#). It offers a comprehensive practical guide to best practice in responsible property management for asset, property and facilities managers. With over 50 guidance notes across 13 sustainability topics, it includes checklists and how to's whilst also connecting its readers to a wealth of industry resources.

The launch event was held online and attended by over 250 industry peers, and the Toolkit has been viewed over 3000 times on our website.

60%

of BBP members have used the Responsible Property Management Toolkit in 2021/22

Source: BBP Member Impact Survey 2021/22

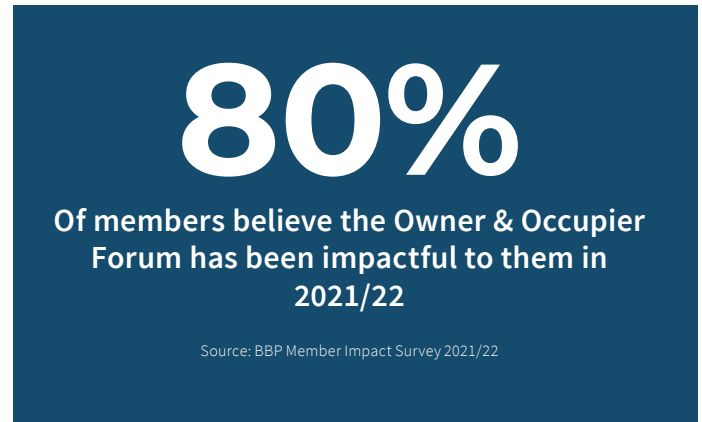
“We see lots of high level commitments from property organisations regarding their ESG strategies but it is crucial that we give the teams on the ground the necessary training and skills to be able to deliver these strategies effectively. The RPM toolkit does this by providing practical guidance for PMs, FMs and AMs to enable them to deliver responsibly managed properties from the ground up.”

Debbie Herrington, Associate Partner, Tandem Property

Occupier engagement

One of the greatest challenges in achieving net zero carbon buildings lies in the relationship between owners and occupiers. While they often have sustainability aspirations in common, a series of institutional, technical & legal barriers have made progress challenging. Our [Occupier Engagement workstream](#) aims to tackle the barriers between owners and occupiers, through our Owner & Occupier Forum and our work on green leasing.

Our [Owner & Occupier Forum](#) is chaired by **Emily Hamilton** from Savills Investment Management and is made up of over 50 organisations representing Owners, Occupiers and Partners. As a rapidly growing area of work within the BBP programme,



it sets out to review and address key challenges that Owners and Occupiers alike face when addressing climate change and broader sustainability issues in relation to the buildings they own or occupy, through knowledge sharing and collaborative working. We have held knowledge sharing roundtables this year, and are currently working on the development of an industry insight paper which resets the foundation for an expansive and constructive conversation on owner occupier synergies across ESG, focused on net zero.

Partners



Owners

Occupiers

BBP working groups & roundtables

The BBP Work Programme seeks to facilitate knowledge sharing and deliver transformational initiatives and guidance to push our membership and the industry forward. To achieve this, we work collaboratively with our members through working groups, roundtables and steering groups, setting clear goals and deliverables. Through these forums, our members also benefit from networking opportunities, and hear from inspirational leaders in the industry.

Year on year our meetings are continually held as one of the most valuable aspects of the work programme for our members, and as a result, we get high levels of transparency, allowing us to filter out the most prevalent sustainability issues amongst our membership, and work to improve them.

70%

of Members feel that working group meetings are 'very valuable'.

Source: BBP Member Impact Survey 2021/22

100%

of members believe the BBP Working Groups have an impact on their programme of work, with 40% believing they 'resulted in changes to the way they operate their business'.

Source: BBP Member Impact Survey 2021/22

90%

of Members participated in BBP Working Groups and Roundtable meetings in the last financial year.

Source: BBP Member Impact Survey 2021/22

1,767
hours contributed by stakeholders

+32%
increase from last year

1,462
hours contributed by BBP and MAP members

+22%
increase from last year

42
meetings held by the BBP

300+
individuals participated in meetings

Purpose of the Technical Guidance and Consultation

2020 - 2021
GRESB, CRREM and
PCAF Joint Forces

Accounting and reporting
of financial ESG emissions
from real estate operations

- The purpose of the document is "to provide stakeholders with transparent, consistent, and harmonized guidelines for the accounting and reporting of real estate-related emissions."
- This will 'enable organisations to assess climate transition risks in line with TCFD and inform their planning, strategies, and disclosure.'
- The guidance is written from the point of view of financial institutions

BBP BETTER BUILDINGS PARTNERSHIP

Energy trilemma plus ESG

- The cost of energy has increased significantly with volatility likely to continue
- Network capacity has become difficult to secure in many locations and is likely to become scarcer in the future with costly reinforcements and long lead times
- Resilience will grow a focus area through energy transition with the increased reliance on electricity, particularly capacity and reliability
- ESG consideration on the reduction of fossil fuels have now entered Net Zero legislation flipping commercial acceptability in favour of renewable energy

Cost, Availability, Resilience, ESG

TRITAX

TNFD: Shifting the Flow of Global Capital for Nature Positive Outcomes

Davill Clark
Co-Chair, TNFD
30 May 2022

Citigen District Energy Network - Decarbonisation story

11km of pipework, 20+ substations

Citigen provides low carbon energy - heating, cooling and electricity including private wire to commercial and residential customers in Central London

It is also home to the UK Control Centre which monitors 70 district heating sites with over 40,000 residential customers and over 200 SMEs

Stakeholder engagement

To create meaningful change for the industry, we work hard to deliver an extensive stakeholder engagement programme. From publishing case studies on industry leading initiatives from our members through to working in partnership with our industry peers to develop new guidance – we approach sustainability with collaboration at every step.

94%

of members find the BBP case study programme valuable.

Source: BBP Member Impact Survey 2021/22

90%

of members find the BBP Weekly Newsletter valuable.

Source: BBP Member Impact Survey 2021/22

12

Case studies

2

Major Events

1,500

Quarterly Newsletter Subscribers

+16%

increase from last year

400

Weekly Newsletter Subscribers

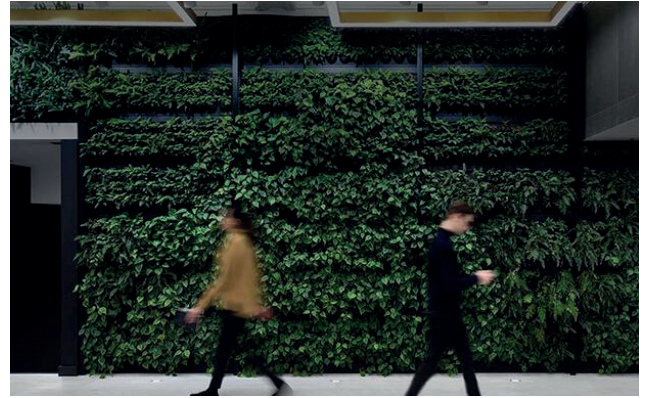
+15%

increase from last year



HAMMERSON AND WORKMAN GROW WELLBEING AND BIODIVERSITY AT CENTRAL RETAIL PARK, FALKIRK

The development of a flourishing garden in a previously unused area at Central Retail Park is enriching biodiversity on a brownfield site, boosting health and wellbeing for retail staff and cutting waste through circular economy principles. As the garden continues to grow and Covid restrictions ease, there is a range of plans to expand occupier and community engagement, working with local partners.



WORLD FIRST FOR WELLBEING AT THE CROWN ESTATE'S ONE HEDDON STREET

One Heddton Street is the first fully fitted co-working space in the world to achieve WELL Certified™ Platinum, the highest level on the leading international framework for health and wellbeing in buildings. Marking The Crown Estate's entry into the flexible co-working office market, One Heddton Street offers a range of workspaces and services to reflect the evolving needs of customers.



ORCHARD STREET INVESTMENT MANAGEMENT DELIVERS CARBON NEUTRAL INDUSTRIAL PARK

Orchard Street Investment Management's latest redevelopment, Communication Park in West London, is one of the first speculative multi-let industrial schemes in the UK delivered as carbon neutral in-use. Rooftop solar PV systems generate 212 kWp of clean power every year, greater than the forecast regulated energy consumption on site. Designed with an intense focus on sustainability and wellbeing, Communication Park also offers views of greenery, edible landscaping, cycle facilities, sedum roofs and electric car and e-bike charging.



BOURN QUARTER BUSINESS PARK LEADS ON NET ZERO CARBON AND WELLBEING

Savills Investment Management and Aitchison Developments have partnered to transform a brownfield site into a business park designed for wellbeing and sustainability. Providing flexible space for diverse occupiers, Bourn Quarter in Cambridge will create new opportunities for small businesses to grow alongside multinationals, and life sciences and technology companies to coexist with logistics and industrial firms, encouraging cross-collaboration and driving innovation.



FRASERS PROPERTY ACHIEVES TWO GLOBAL FIRSTS FOR WELLBEING

Frasers Property UK has become the first company in the world to gain a three-star Fitwel accreditation for wellbeing excellence at a business park. It has also achieved the largest Fitwel certified area globally, following the successful accreditation of three business parks: Winnersh Triangle, Chineham Park and Farnborough – the latter achieving the coveted three-star rating. The Fitwel standard assesses holistic health and provides a blueprint for positive changes that are scientifically proven to enhance occupier health and wellbeing.



BIO-ENZYME CLEANING CUTS CARBON AND BOOSTS WELLBEING AT THE BOWER

At The Bower in Old Street, London, the owner Helical PLC and managing agent Ashdown Phillips ran an innovative tender process that led to the introduction of bio-enzyme cleaning. All products are now distilled on-site, avoiding single-use plastics, cutting carbon emissions and delivering healthier cleaning performance with less use of hazardous chemicals. Following the success of this pilot, the team is now exploring opportunities to rollout bio-enzyme cleaning at additional sites.



ROOFTOP GARDENING BRINGS TOGETHER OCCUPIERS

Abrdn and JLL's rooftop garden at The White Building in Reading is boosting health and wellbeing, as occupiers from different organisations nurture their plants and enjoy the green space together. As well as growing a sense of community in the building, the project is also enriching biodiversity. The facilities management team has already developed more ideas to extend social and environmental benefits, creating new opportunities for occupier engagement.



GPE ACCELERATES PROGRESS TO NET ZERO THROUGH INDUSTRY-LEADING INTERNAL CARBON PRICE

GPE's internal carbon price of £95 per tonne, which originally launched in 2020, is transforming behaviour and driving innovation in the race to net zero. Covering both embodied carbon and operational emissions, this internal carbon price goes further than others in the UK real estate sector. All contributions feed into a Decarbonisation Fund, created to support the deep retrofitting of the existing portfolio, further accelerating the transition to net zero and building in climate resilience for the future of London.



LEGAL & GENERAL OUTPERFORMS INDUSTRY TARGETS ON LIFECYCLE CARBON AT NORTH QUAY HOUSE

North Quay House in Bristol is the latest refurbishment by Legal & General Investment Management (LGIM) Real Assets to undergo a detailed lifecycle carbon assessment. This revealed that the project is on track to achieve embodied emissions well below industry targets, evidencing the carbon benefit of retaining and renewing existing structures rather than building new. Planned upgrades to the building fabric and systems will also substantially reduce operational emissions, accelerating progress to net zero carbon.



LENLEASE AND CRATE TO PLATE LEAD URBAN FARMING REVOLUTION

When Lendlease partnered with innovative urban farming venture Crate to Plate at Elephant Park, it proved so successful that the partnership is now expanding to International Quarter London, with plans for additional sites. Collaborating with brands that are championing sustainability, tackling climate change and helping build healthier communities supports Lendlease’s wider sustainability commitments.



TANDEM ROLLS OUT LIVE AIR QUALITY MONITORING SERVICE

As part of a wider programme to enhance occupier wellbeing and productivity, and reassure people returning to offices post-Covid, Tandem Property Asset Management has introduced a live indoor air quality monitoring service. Delivered in collaboration with facilities management partner Envirotech, this is empowering facilities teams to take action to improve performance. Successfully piloted in three buildings, it will be rolled out across multiple buildings throughout the rest of 2021.



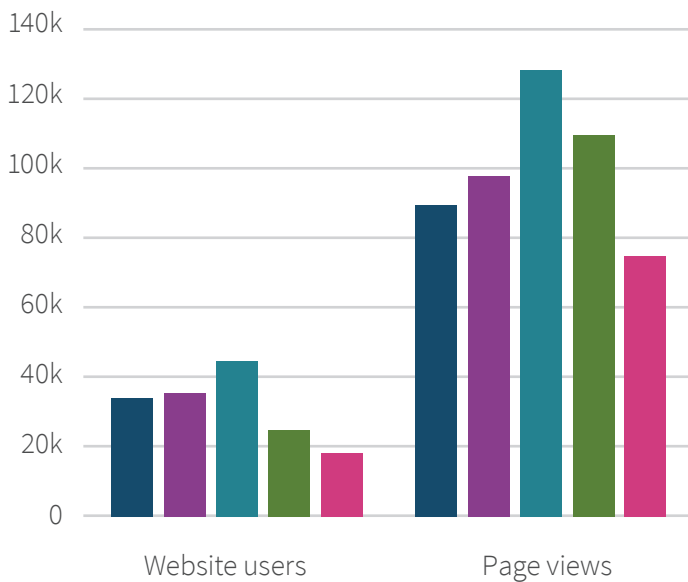
AVISON YOUNG ADVANCES BRINDLEYPLACE TOWARDS NET ZERO CARBON

At Brindleyplace in Birmingham, Avison Young has tested the power of live data intelligence to drive efficiency savings in managed properties. The installation of Demand Logic technology has cut carbon and reduced energy costs for occupiers, at the same time as highlighting interventions to improve comfort levels for wellbeing and productivity. With payback on investment within four months, the team is now looking at wider opportunities across the portfolio.

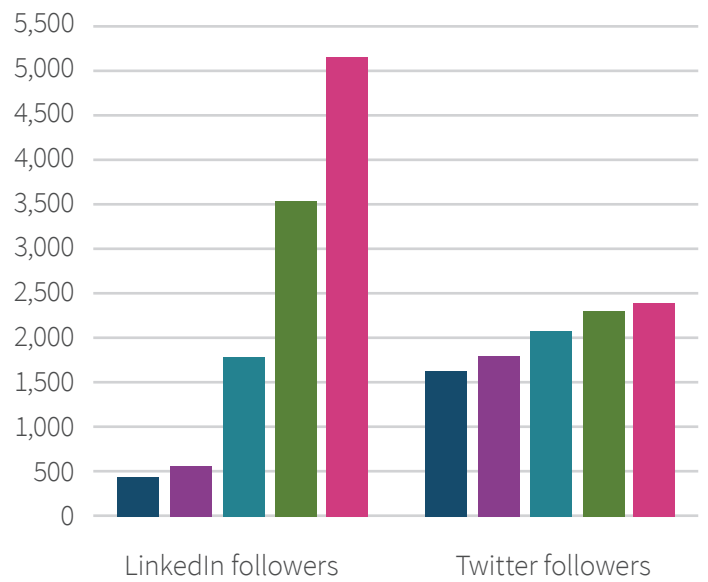
Digital impact

As an organisation we're passionate about moving the whole industry forward on their sustainability goals. Whether its industry leading case studies, member blogs, consultation responses, news items or industry insight documents, we regularly share resources across our website and social media that are made freely available for anyone to access.

WEBSITE ENGAGEMENT



SOCIAL MEDIA ENGAGEMENT



2017/18

2018/19

2019/20

2020/21

2020/21

5,119

LinkedIn Followers

+44%

increase from 2020/21

2,420

Twitter Followers

+4%

increase from 2020/21

Industry engagement

To deliver our ambitious programme of work we engage with a wide range of stakeholders within the industry – to collaborate on new initiatives, share knowledge on sustainability issues and to simply ensure that we aren't reinventing the wheel. As an industry we need to work together to hit our sustainability goals.

Below are the organisations we've collaborated with to support our work programme and contribute towards industry initiatives.

+100

organisations engaged with in
2021/22.

Source: BBP Member Impact Survey 2021/22

IN 2021/22 THE BBP COLLABORATED WITH OVER 100 ORGANISATIONS TO DELIVER ITS WORK PROGRAMME

ADVISORY

AECOM	Climate Change Committee	Hilson Moran	Verco
ARUP	DeltaQ	Hydrock	Watkins Payne
Built Physics	EVORA	igloo	WSP
Buro Happold	Greengage	Inkling	CUNDALL
Carbon Intelligence	Hillbreak	Longevity	
Carbon Trust		Quinn and Partners	

REAL ESTATE OWNERS, LENDERS AND OCCUPIERS

BNP Paribas	CoreNet Global	Legal Sustainability Alliance	The Hospitality Sector
Carbon Reduction Forum	Innovation Gateway	The Climate Group	

GOVERNMENT, CAMPAIGNS & ACADEMIA

BEIS	FCA	The EDGE	Oxford Climate
Cass Business School	NABERS	University of Oxford	
CISL	Reading University	SSEE	

INDUSTRY BODIES

AREF	CGFI	Impact Investing Insitute	RIBA
BCO	CIBSE	INREV	RICS
Better Buildings Partnership (Australia)	CREFC	IPF	Risk Coalition
BPF	CRREM	iStructE	SBTI
BRE	E-CREDA	IWFM	TNFD
British Property Federation	EPRA	LETI	UKGBC
British Retail Consortium	GLA	Net Zero Assets Owners Alliance	ULI
BSRIA	GPA	OID	UNEP FI
Building Performance Network	GREEN	RIBA	Wild West End
	GRESB	PCAF	
	IIGCC		

Future Projects

2021 has been a year where Climate Change has shifted into everyone's focus, and we hope our work programme has demonstrated the varied work we've undertaken to translate this commitment into action. As always, we've got some exciting projects up our sleeves for the next financial year.

NABERS Whole Buildings

Energy efficiency has a vital role to play on the road to net zero and existing buildings need to make significant progress, at pace, if targets are to be met. Over the next financial year we'll look to launch NABERS UK for Whole Buildings & Tenancies, which will complete the suite of NABERS ratings for offices in the UK, and begin to close the performance gap between the design and in-use performance of offices.

Green Lease Toolkit

Despite last being updated in 2013 our Green Lease Toolkit still remains one of the most accessed resources on the BBP website, with over 70% of our members using it in the last financial year. As a result of this, we have launched a Green Lease Working Group and have ambitious plans for a refresh, expanding its scope and focusing in on stakeholders involved in the leasing process. Engaging with a wide range of industry bodies, we're working to ensure the Toolkit reflects the latest developments in green leasing in the commercial property sector.

ESG Training

Our [ESG Training Course for Real Estate Professionals](#) has been well received from the industry; to meet the increasing demand we have opened up new dates and our steering group continues to brainstorm its growth and development. Over the next financial year we aim to widen its scope and audience. We can't wait to share updates on this in our next impact report.

Climate Resilience

To support signatories of our Climate Commitment and other real estate companies, we are currently in the process of developing a guide setting out a working definition for climate resilience, highlight useful industry guidance for building climate resilience strategies, feature best practice and set out a common approach to climate resilience.

The content in this report covers the Better Buildings Partnership's operational year which is from 1st April 2021 to 31st March 2022.

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BUILDINGS
PARTNERSHIP