



# PRIDE OF PLACE

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SUSTAINABILITY REPORT 2014



CANARY WHARF  
GROUP PLC

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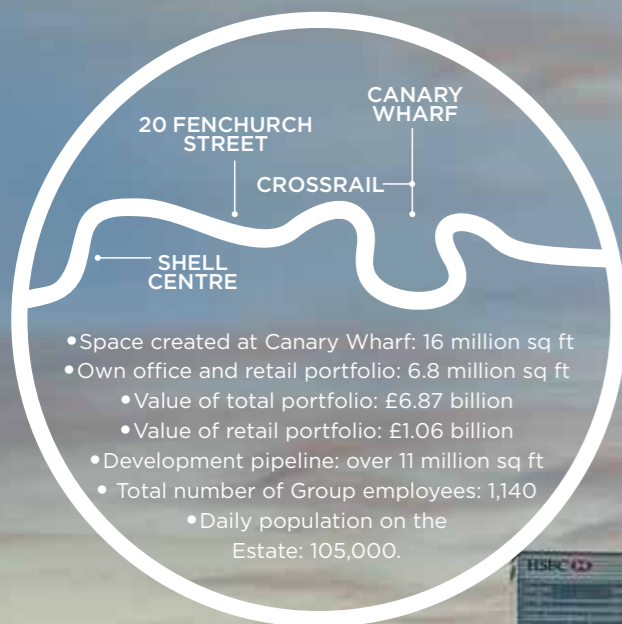


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# ABOUT CANARY WHARF GROUP

Canary Wharf Group is a leading London real estate business. We design, build and manage a unique set of assets to serve international businesses, renowned retailers and some of the UK's most exciting technology start-ups. Our activities are managed through three separate companies:

- Canary Wharf Contractors Limited (CWCL) - designs, develops and constructs buildings and infrastructure both on and off the Estate.

- Canary Wharf Limited (CWL) - manages the Group's central business and administrative functions.
- Canary Wharf Management Limited (CWML) - day-to-day management of the Estate's portfolio of office buildings, retail, leisure and external space.

Over the last quarter of a century, we have transformed 97 acres of London's disused Docklands into one of the world's foremost business and shopping districts for a wide range of tenants, retailers,

workers, visitors and shoppers. Around 60% of the Estate's working population is involved in banking and financial services but we are also home to companies from the media and advertising, energy, healthcare, law, professional services, technology and public sectors, ranging in size from large multinationals to small start-ups. There are also more than 300 shops, cafés, bars, restaurants and other amenities on the Estate, and we are about to start building residential properties here for the first time. ♦

# WELCOME

## CHAIRMAN AND CHIEF EXECUTIVE OFFICER'S STATEMENT



At Canary Wharf Group, we believe business should play a positive role in society. Whether through direct or indirect investment, or a more personal involvement in our community, we aim to fulfil a broader social purpose than simply making profit. For us, it's about managing for the long term and incorporating social values alongside shareholder value.

Behaving in a sustainable way is central to that. Understanding our contribution to our local and national economies, building positive relationships with our community and protecting the environments we impact, at our developments or via our supply chain, are the marks of modern

leadership. We also want our stakeholders to get involved in creating places where people want to work, shop, eat and relax – and, as we embark on the first apartments at Canary Wharf, where they want to live. Indeed, this shift to building homes requires an even sharper focus on sustainability and community.

So why does this matter? We believe there is a strong business case for behaving responsibly. It helps us to attract high quality tenants. It helps us to maintain pride of place at the forefront of our sector, driving best practice through green infrastructure, carbon and energy savings, and the sustainable sourcing of materials. It is crucial to preserving our reputation as a smart and responsive developer, so that those affected by our business still support our licence to operate.

London is a melting pot of contrasting communities, and it is only by ensuring our wealth, and that of our tenants, flows into the local area that we can help secure a strong future for our part of the city. East London has its unique challenges and we are delighted how the recently opened Crossrail station, which has been described as creating "a bridge between two worlds", has brought business and community closer together. As both the Crossrail station and 20 Fenchurch Street have publicly accessible green spaces, a broader cross-section of people can also experience beautiful,

sustainable architecture.

Having received major accolades this year, from the Considerate Constructors Scheme and others, these projects – and those to come – are setting new benchmarks in the real estate industry. Alongside our day-to-day business of developing, building and managing we aim to embed ourselves in our local economies through schemes to procure products and services locally, train young and disadvantaged people, carry out project work with schools and religious and sporting groups, and encourage our staff to spend time volunteering. This report charts some of the progress we have made this year.

As a Group, we are committed to addressing the current needs of our stakeholders and anticipating those of tomorrow. For example, we are helping to address the shortage of housing in London through our decision to diversify into residential sales and rental property for the first time in our history. As part of that decision, we will be committing ourselves to building a significant number of affordable homes for those who can least afford them.

One of the things I am most proud of during 2014 was the Group becoming the first major UK real estate company to be accredited as a London Living Wage employer, concluding several years of effort to reach a long-standing ambition and underlining our appreciation of our employees and our neighbours. We have set ourselves the ambition to make Canary Wharf a Living Wage Zone, in which at least 75% of employers guarantee the London Living Wage.

The recent change in our

ownership, to the Qatar Investment Authority and Brookfield Property Partners, gives us an additional opportunity to refresh our current sustainability practices to focus on our total impact on society. Our continued diversification from a business estate to a place buzzing with residents, technology and new retail space (not just retail sites) takes the form of an 11 million sq ft development pipeline. As we embark upon this activity, we must renew our focus and apply our sustainability expertise in the commercial environment to become both a home builder and a place maker.

Our everyday actions have a bearing on the wider world so we prioritise the areas that are most relevant to our business and of most concern to our stakeholders. This report is split into these three key areas – developing economies, building communities and relationships, and protecting the environment.

In this report, developed to GRI standards, you will find more information about the initiatives we have undertaken and the progress we have made. But we know that we can always do more so I would welcome your feedback. This will help us to keep raising the bar and forge new paths in the areas that matter to us and to all our stakeholders. ♦

SIR GEORGE IACOBESCU CBE  
Chairman and Chief Executive Officer, Canary Wharf Group

"One of the things I am most proud of during 2014 was the Group becoming the first major UK real estate company to be accredited as a London Living Wage employer..."



## OUR VISION

Our landmark buildings, at Canary Wharf and elsewhere in London, take pride of place in our capital city. They are testament to our ambition to design, build and manage the highest quality and most sustainable office, retail and leisure space in London.

Working closely with our tenants, neighbours, partners and suppliers, we have focused on developing the commercial buildings, parks and public spaces that make the Estate a pleasant place to work and visit, and the transport hubs that

make it accessible.

Having regenerated Canary Wharf into one of the world's best known business and retail districts, we are now strongly focused on diversification. The path ahead will see us embrace smart city technologies and focus more than ever on creating places where people want to be, from lifestyle destinations to major retail and leisure hubs. We will soon deliver a major residential building programme, providing thousands of homes for Londoners in vibrant, inclusive communities. ♦



## 2014 PROGRESS AT A GLANCE



## OUR SUSTAINABILITY STRATEGY

To guide us towards our vision, our Sustainability Strategy communicates our ambitions, requirements and actions, and informs day-to-day decisions relating to all aspects of our operations. To do this, we need to go beyond our own minimum requirements, as well as those required by assessment methods such as BREEAM and the Code for Sustainable Homes (CFSH), in our project designs, construction processes and Estate operations.

In developing some of London's most sought-after office, retail and leisure locations, we believe it is important to address the current economic, environmental and social needs of our stakeholders - and anticipate those of tomorrow - as efficiently, sustainably and responsibly as we can. We hold an internal workshop each year to identify the issues that are material to our business and other interested parties, and to ensure that our strategy

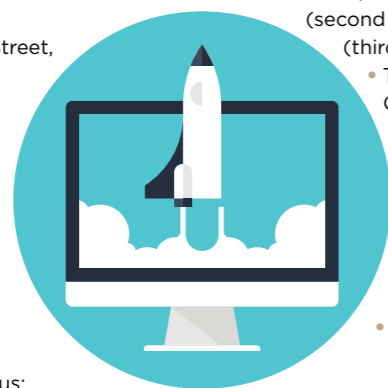
meets our needs and those of our stakeholders. We intend to broaden this out to include external stakeholders this year.

This materiality assessment (see page 49 for more information on materiality) has helped us to focus our activities in three main areas, which we have used to structure this report:

- Developing economies
- Building communities and relationships
- Protecting the environment. ♦

## AWARDS AND RECOGNITION

- National Considerate Constructors Scheme (CCS) Awards: Gold Award and Most Considerate Site Runner-up for 20 Fenchurch Street, Silver Award for 25 Churchill Place, Bronze Award
- Carbon Trust Standard Group recertification: reducing CO<sub>2</sub> year-on-year
- Forest Stewardship Council: Full Project Certificate for 20 Fenchurch Street
- BREEAM New Construction 2011: Excellent Certificate for 20 Fenchurch Street
- EU GreenBuilding Partner status: Canary Wharf Group
- Royal Society for the Prevention of Accidents (RoSPA) Gold Awards: CWCL (second successive year), CWML (third successive year)
- The City of London Considerate Contractor Scheme: Gold Award for 20 Fenchurch Street
- EU GreenBuilding: 25 Churchill Place
- British Safety Council Merit Award (with a score of 57/60)
- 2014 Jewish Care Volunteer Award: "significant contribution to Jewish Care by an outside organisation". ♦



WE WILL SOON DELIVER A MAJOR RESIDENTIAL BUILDING PROGRAMME, PROVIDING THOUSANDS OF HOMES



CROSSREAL ROOF GARDEN

# 01 DEVELOPING ECONOMIES

We are helping to provide the residential, commercial and transport infrastructure to fuel London's economic development, which in turn impacts on the UK's prosperity.

To ensure the benefits of our developments boost neighbouring communities, we offer employment, training and skills development to local people, and have set up and supported initiatives that help local small and medium-sized enterprises to do business with us, our tenants and the wider business community.

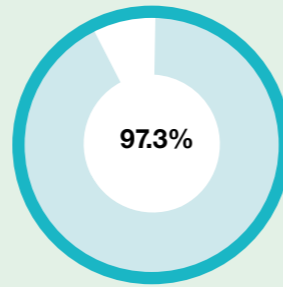
# 01 DEVELOPING ECONOMIES

**£129.2 million**

Value of locally sourced business conducted by the Group

In developing the Canary Wharf Estate, we continue to provide the ideal home for leading corporates, professional firms and financial institutions, keeping them in the UK and, more specifically, London. Our developments are designed to open up economic opportunities to people

living in the areas surrounding our operations, through direct employment (either during construction or once the buildings are operational), indirect employment (by incorporating local suppliers in our supply chain or those of our tenants) or by fostering opportunities for small, local businesses and social enterprises. ♦



Occupancy rate across the Canary Wharf Estate

“Creating pathways to sustainable employment and improving skills levels to meet the demands of today’s labour market is an essential element for economic progress.”  
Canary Wharf Group Social and Economic Development Strategy



The first major UK property and construction company accredited as a London Living Wage employer

**£7.7 million**

Value of contracts won by companies registered with ELBP and SLPN in 2014



**99**

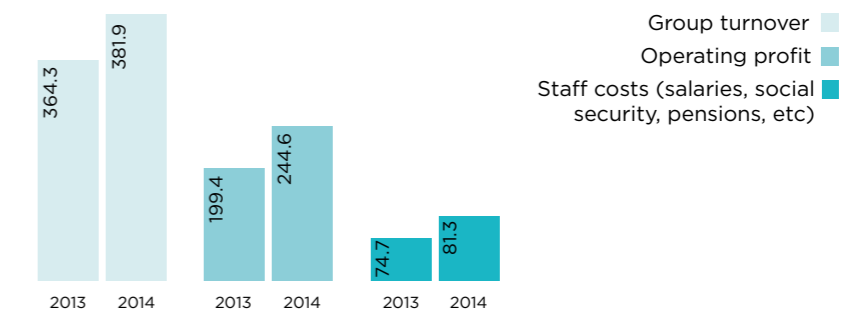
Work experience placements provided by the Group



## SUPPORTING ECONOMIC PROSPERITY

When the Group embarks on a new development, we always seek to invest in the community. Our Community Policy Statement and our Social and Economic Development Strategy (see [www.group.canarywharf.com](http://www.group.canarywharf.com)) guide us, putting responsible business principles at the core of our philosophy.

DIRECT ECONOMIC VALUE (£m)



### CREATING DIRECT ECONOMIC VALUE

Canary Wharf is one of the largest regeneration projects in Europe, creating wealth for employees in the companies based at the Estate. The Group employs over 1,000 people directly and enables the indirect employment of almost 105,000, providing an engine for the economic growth and well-being of London.

In addition to these significant commitments, the Group gave £2.28 million to the community in the form of cash donations, in-kind donations, including the use of space, and the salaries of those staff focused specifically on community engagement. These funds help to support

our East London Business Place and sporting and educational initiatives among others.

Over a quarter of the employees at Canary Wharf Estate come from local boroughs, bringing additional economic benefit to the families and communities around us. >



**INDIRECT ECONOMIC VALUE**

The Estate is located within an area of London where many young people do not gain the skills they need to move from education into the job market. Youth unemployment in Tower Hamlets stands at 27.7%, well above the London average of 23.9%, so our relationships with the community need to create a lasting legacy through indirect economic value - by generating employment (see below), creating opportunities for local businesses (see page 16) and enhancing skills (see page 29).

**Securing jobs for local people**

We are outward looking and remain aware of our obligations to neighbours, including our commitment to local recruitment. The Group has developed good relations with local recruitment agencies such as London Works and Quay People and, in 2014, 20% of our recruits were local.

More than a quarter (28.1%) of the total working population at Canary Wharf live in the Central Inner East area of London and a further 15% in Central Inner West. Since we set up Skillsmatch with the London Borough of Tower Hamlets' job brokerage team in October 1997, the scheme has placed more than 10,000 local people into jobs with employers



COMMUNITY CONSULTATION

including Credit Suisse, Waitrose, London Underground, JPMorgan Chase, and Canary Wharf Group itself.

**Boosting graduate employment**

To help address East London's disproportionately high level of graduate unemployment, we hosted a two-week training programme for unemployed graduates in October 2014 and provided mentors from Level39, our start-up and financial technology (Fintech) accelerator (see page 18). The event was in support of the Fastlaners

programme, an initiative run by UpRising to provide career support for 16- to 18-year-olds from Tower Hamlets. Equipped with new transferable skills, knowledge and confidence, three quarters of programme participants have since moved into training or work.

We also collaborate with London Works, the social enterprise recruitment agency of the East London Business Alliance (ELBA), to help local residents - particularly graduates - gain employment with companies in the City and at Canary Wharf.



928

Number of local people securing long-term employment through Skillsmatch in 2014

*"By providing this level of active support, Canary Wharf Group is demonstrating to the business world the benefits of getting involved and how they can play a key role in redressing the balance." Rushanara Ali MP, Co-Founder and Chair, UpRising*

*"My placement strengthened my ability to build strong relationships with both businesses and colleagues. Working on the various stages of the project has helped me personally and professionally, and will be a platform for my future career." Mohammed Mahboob Alom, ELBP intern*

The higher education institutions in our local communities also have some of the lowest graduate employment rates in the UK, so we help their students to make the transition into work. Through our Built Environment Club, held twice a year, we invite students on construction-related courses to visit our developments.

**Internships and placements**

As a prospective employer, helping students to develop their skills and experience often helps us to address our own recruitment needs. Working closely with Tower Hamlets Education Business Partnership, an independent charity, we took on 99 work experience participants in 2014.

During July and August, we took on four placement students for six weeks and, as part of our internship programme, the Group also hosted undergraduates from local universities. Three Bangladeshi interns joined our East London Business Place (ELBP) team as business engagement officers, aiming to recruit local black, Asian and minority ethnic (BAME) businesses to the Fit for Legacy (FfL) programme (see page 17). Using their strong local ties and knowledge, the interns registered 61 businesses from this hard to reach sector of the business community - more than half from referrals - in six months. ♦



ONE CANADA SQUARE LOBBY



41

Work experience placements from within our local boroughs



## DEVELOPING THE ESTATE

As well as meeting the current needs of our tenants, neighbours and employees on the Estate, we have more than 11 million sq ft in our development pipeline. This pipeline will enhance our already diverse portfolio, more than 20 buildings across a range of projects.

### FIRST STEPS INTO THE RESIDENTIAL MARKET

Tower Hamlets is one of seven London boroughs with more than 15% of their population on housing waiting lists. The acute housing shortage means there are more than 19,800 people on the housing list.

We have planning permission from Tower Hamlets Council to extend the area east of the Estate. Formerly known as Wood Wharf this mixed-use development will offer around 3,200 homes, at least 25% of which will be affordable housing.

This and a 58-storey residential tower, called Newfoundland, will be our first residential developments, which will enable people to live at Canary Wharf for the first time, while sharpening our focus on creating cohesive communities.

### TALKING TO OUR NEIGHBOURS

When developing a new site, we know how important it is to be available to the local community to address any reservations. Our comprehensive

community engagement process affords local residents and businesses regular opportunities to understand what we are doing and to have their say, even before plans have been submitted to the council.

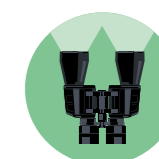
Our Community Affairs team shares key information about our plans and their possible impact through consultation events, meetings and exhibitions. They discuss proposals, possible interruptions and any other issues that the public need to be aware of.

### SUSTAINABLE TRANSPORT

With an ambition to double the entire Estate's working population to more than 200,000, it makes both environmental and economic sense to create and support a sustainable and integrated transport solution that adds capacity and resilience. This will help our own staff as, according to last year's employee survey, more than 85% of them use public transport to come to work.

Working with transport providers and Local Government, we have encouraged the use of the Underground, light railway, bus, river and cycle routes, and, as far back as 2001, helped Crossrail demonstrate the benefits of a station at Canary Wharf to the Government (see the case studies on pages 20 and 32).

To improve facilities for cyclists, we conducted a feasibility study on implementing Phase 3 of the then Barclays Cycle Hire Scheme. ♦



**17,000 jobs**

Employment opportunities during the construction phase of the Estate's development (formerly Wood Wharf)

**105,000**

Workers on the Estate each day

**40,000**

Number of daily visitors to the Estate



**315**

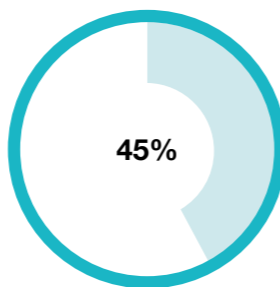
Santander, bike docking stations at Canary Wharf



## LOCAL PROCUREMENT

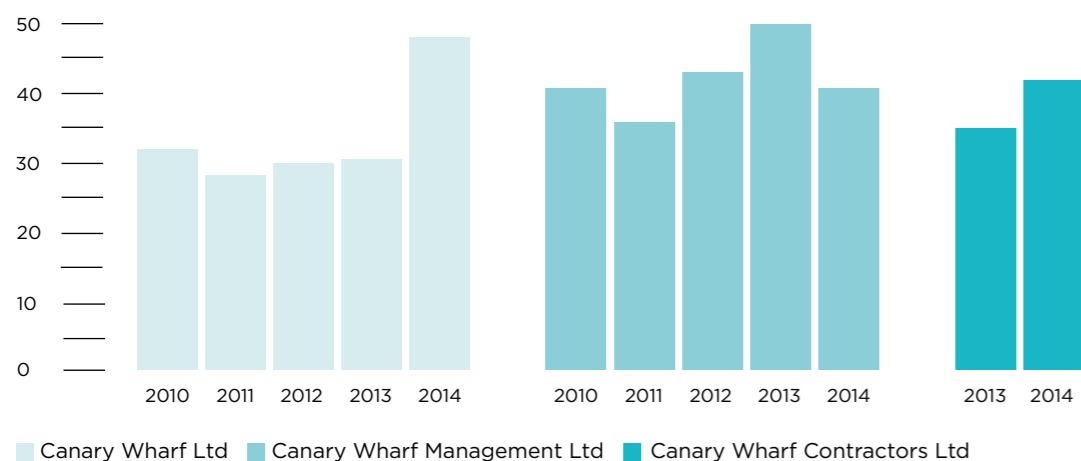
We aim to create quality, inclusive and sustainable districts, building relationships with our neighbours and other stakeholders to support local economic development. By using our influence positively to connect providers of goods and services with a range of tendering opportunities, we help to fuel business growth and foster social regeneration.

We also focus our own procurement activities on locally based suppliers. Our total Group spend with companies located near our operations increased to 45% in 2014.



Our total Group spend with companies located near our operations increased to 45% in 2014.

SPENDING ON LOCALLY BASED SUPPLIERS (%)



### SUPPORTING SMALL BUSINESSES

Between 1997 and 2008, our own Local Business Liaison Office (LBLO) helped small, medium and micro enterprises (SMMEs) to secure more than £615 million of business with companies on the Estate and in the surrounding area. We then helped to establish the East London Business Place ([www.elbp.co.uk](http://www.elbp.co.uk)), a public-private partnership that offers free

face-to-face business support, guidance on procurement and events designed to boost SMME competitiveness and growth, and, more recently, replicated the model with the South London Procurement Network ([www.slpn.org.uk](http://www.slpn.org.uk)).

By the end of its first year, SLPN had engaged with 61 buyers and 942 suppliers - including over 400 in Lambeth - and helped 300 of them to become ready

to tender for contracts. SLPN's advice, networking, events and workshops helped registered companies win contracts worth £2.4 million, and secure a further £3.1 million of work through our joint venture with Qatari Diar.

SLPN also put construction and building clients forward to Supply Nine Elms, a free programme of workshops, presentations and networking events designed to help Lambeth-and-Wandsworth-based

**BY THE END OF ITS FIRST YEAR, SLPN HAD ENGAGED WITH 61 BUYERS AND 942 SUPPLIERS**



**£162 million**

Total value of work won by local businesses through ELBP and SLPN since 2008



**5,470**

Number of companies on the ELBP and SLPN shared database

**£1.14 billion**

Cumulative value of the Group's business support activities and contracts to date

businesses compete for contracts for the Nine Elms development on the South Bank. SLPN holds posts with local chambers of commerce and procurement strategy steering groups.

In 2014, ELBP and SLPN helped local businesses to win £7.7 million worth of work. They also successfully tendered for the third phase of the Ready to Supply the City programme, running from April 2014 to March 2016. The programme, run by the City of London Corporation, provides 12 hours of free capacity-building support, networking events and one-to-one mentoring to SMMEs in the boroughs neighbouring the City.

### FIT FOR LEGACY

The Fit for Legacy (FfL) programme, a partnership with ELBA, Newham College of Further Education and several local authorities, was one of the many initiatives delivered by ELBP. Through FfL ([www.fitforlegacy.org](http://www.fitforlegacy.org)), SMMEs generated wealth and employment thanks to free

assistance with tendering opportunities, finding suppliers or buyers and networking events. By its conclusion in December 2014, 1,062 SMMEs were registered with FfL and nearly half (44%) were BAME-owned. The programme provided 569 SMMEs with at least 12 hours of support, helped to create 74 new jobs and safeguarded 288 existing roles. ♦

*"There is a wealth of business opportunities for SMEs across South London if they can make the connection with the many buyers in the area tendering for contracts. Our role has been to make those links a reality and to stimulate business and employment in this part of London."* Alexandra Webb, Procurement Network Manager, SLPN



**LEVEL39**

Now spanning almost 80,000 sq ft across three floors of One Canada Square, Level39 is Europe's largest Fintech accelerator and incubator, and is already home to nearly 180 entrepreneurial businesses and start-ups.

As well as Level39's specialist support and facilities, social networks, events, venues and investment, start-up and growth phase businesses benefit from its location in one of Europe's leading centres for digital innovation, amid established technology companies like Alibaba, CitiHub, Infosys and 3i

Infotech. Since its launch in March 2013, Level39 has also become a centre of technology, media and telecommunications learning, hosting specialist events by industry leaders including PayPal, Facebook and Wikipedia.

Level39, which encompasses the 'High Growth Spaces' 24 and 42, has created nearly 100 jobs, welcomed 81 international delegations and around 60,000 visitors, and received more than 1,000 applications from companies wanting to be involved. It is also host to a number of established companies'

tech accelerators, innovation labs and projects including Deloitte, IBM and UBS.

One of the organisations launched at Level39 during 2014 is Innovate Finance, an industry body, supported by Canary Wharf Group, comprised of more than 100 financial firms and promising start-ups. Working closely with the Level39 community, it aims to build an internationally recognised Fintech cluster and promotes the interests of the UK Fintech sector to policy makers, regulators, investors, educators, customers and commercial partners.



**INVESTING IN TECHNOLOGY**

**W**e want to diversify our tenant base on the Estate, to spread risk and ensure high occupation rates in the future, so attracting growth businesses is a key part of that approach.

A recent report by Accenture found that global investment in financial technology (Fintech) trebled in 2014 to \$12 billion, and Europe had the fastest growth rates in the world. This sector provides opportunities for collaboration and synergy because it can provide the advanced technology, such as secure e-payment, trading and cyber security systems, needed by the banks and financial businesses on the Estate.

Encouraging start-ups involved in 'smart city' technology to come to Canary Wharf is also a natural extension for us (see the Cognicity Challenge on page 38).



**LEADERSHIP IN ACTION: YOUTH OUTREACH ON TECHNOLOGY**

Because local young people are well placed to take advantage of the technology-based opportunities in and around the Estate, we have partnered with Code Club, a nationwide project to teach computer coding skills to 9- to 11-year-olds. Together, we plan to train around 600 children in primary schools across Tower Hamlets.

Through Code Club's national network of 2,000 clubs, teachers learn about coding games, animations and websites from volunteer IT professionals, then pass the knowledge on to the children. Supported by our

£50,000 donation, 46% of Tower Hamlets schools have signed up to the scheme, the highest take-up rate in London.

To address gender inequality in the IT sector, a complementary initiative - Code First: Girls - offers free tuition to female students with an interest in IT. Since 2013, Level39 has hosted 179 Code First: Girls students, with 69% of those completing the beginners module moving on to the advanced course, 100% agreeing that it was a good use of their time and 79% saying they would take another course. ♦



"The high level of take-up in Tower Hamlets has shown the importance of buy-in from the local community, business leaders such as Canary Wharf Group, technology professionals and schools." **Laura Kirsop, Managing Director, Code Club**

# CASE STUDY – CROSSRAIL STATION: HEADING IN NEW DIRECTIONS



**W**hen it becomes operational in 2018, Crossrail will double our public transport capacity and link us directly to the City, the West End and Heathrow Airport. The architecturally striking Canary Wharf station will contribute to a transport network that attracts investment,

creates jobs and strengthens London's resilience. Working in a public-private partnership with Crossrail, architects Foster + Partners and Transport for London, we adopted a number of innovative technologies and materials, including some for the first time. Due to the proximity of

neighbouring businesses, we used hydraulically driven piling machines that are virtually silent and produce no vibrations. The distinctive lattice roof was made from sustainably sourced glulam (glue laminated wood) and a membrane that enables light, air and water to reach the plants on the publicly accessible roof garden. ♦

"Like Crossrail, one of the aims of the new roof garden is to connect London from east to west. It provides a welcoming public space between the residential neighbourhood of Poplar and the business district of Canary Wharf, demonstrating the role of infrastructure as the 'urban glue' that binds a city together."

**Lord Foster, Chairman, Foster + Partners**

**300,000 tonnes**

Material excavated that was used on site for flood relief and to restore the Pitsea landfill site



Retail units already let across three floors above the station

**12 trains an hour**

Crossrail services due to use the station in each direction once operational

**1.5 million**

Increase in catchment population within one hour of Canary Wharf due to Crossrail

**115,000 sq ft**

Retail and leisure space created

**Four**

Number of storeys built underground or underwater

**98 million litres**

Amount of water displaced from the dock; extensive fish relocation exercise



## 02 BUILDING COMMUNITIES AND RELATIONSHIPS

We strive to be a good neighbour, ensuring our developments have a positive, long term impact on local people. Working alongside partners and suppliers, we seek to build lasting relationships, share innovative solutions and new technologies, encourage sustainable operations, and accelerate economic, social and environmental development. We also work to attract, retain and develop the best talent.

# 02 BUILDING COMMUNITIES AND RELATIONSHIPS



10 winners were announced at our inaugural Community Champions Awards

**£2.28 million**

The Group's total 2014 investment in community engagement projects and programmes



**18,097 hours**

Total employee development training provided



JUBILEE PLACE RETAIL MALL

We aim to ensure the social benefits brought about by our development and regeneration projects are shared by as many people as possible: this is our licence to operate in this part of London. From the outset, we have worked hard to reach out to the residents, businesses and

community organisations on our doorstep, offering rewarding career opportunities to the people who work for us and forging mutually beneficial relationships with those who work alongside us. We have achieved a lot together to help make our communities better places to work, live, shop and relax, and we will continue to do this as the Estate grows. ♦



CWML and CWCL won RoSPA Gold Awards

“As a developer working in Tower Hamlets and across East London, it is important for us to know what people need and to hear directly from local residents. The Company has never forgotten that we are also a regeneration project in the heart of a vibrant local community. By working together and maintaining dialogue, we can make sure the benefits of Canary Wharf reach as many people as possible.” **Howard Dawber, Strategic Advisor, Canary Wharf Group**



TOWER HAMLETS YOUTH SPORTS FOUNDATION

## COMMUNITY INVESTMENT

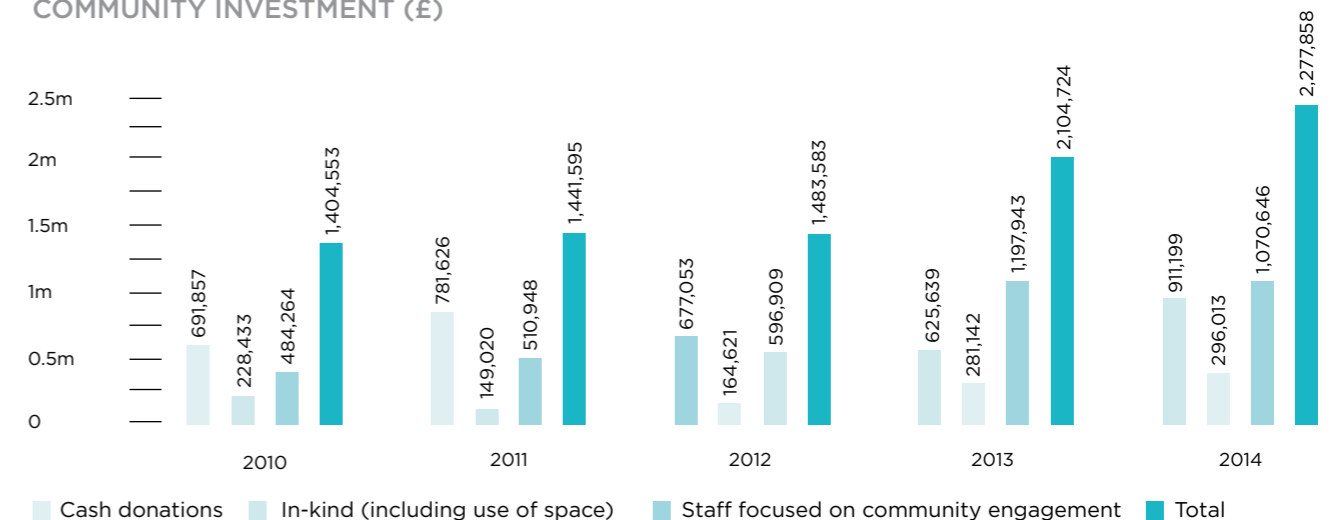
We often retain and manage the buildings we have developed, so it is in everyone's best interests to think beyond the construction stage of each site. To strengthen communities, we need to build long-term partnerships with other businesses and local residents. With more than a quarter of Canary Wharf workers living in

local boroughs (see page 12), we are proud to support community groups based close to Canary Wharf by contributing towards the costs of trips, donating equipment and hosting or sponsoring events. We have supported senior citizens-groups, helped parents to set up the first girls-only community football club in Tower Hamlets, and provided

donations to Christmas, Easter and Eid al-Fitr festivities. Group spending on community engagement projects and programmes increased to £2.28 million in 2014. In particular, we broadened our support, resulting in a significant increase in cash donations to community, sport and educational initiatives beyond the Estate. >

**WE ARE PROUD TO SUPPORT COMMUNITY GROUPS BASED CLOSE TO CANARY WHARF**

### COMMUNITY INVESTMENT (£)





SHADWELL BASIN OUTDOOR ACTIVITY CENTRE SUMMER PROGRAMME

**VOLUNTEERING**

Over the years, the Group has assisted community groups through an expanding employee volunteer programme. Volunteering not only builds strong links with our neighbours, but also develops the skills, confidence and leadership abilities of participants, raises our profile and boosts our reputation. We offer our staff two volunteering days in addition to their holiday allowance.

The Group organised eight volunteering activities during the year, and 72 staff members volunteered as supervisors and

mentors on our work placement programme and Insight visits. But arguably the biggest impact we have as volunteers is by sharing our construction and development skills through pro bono work in the community. For example, CWCL contractors working at the Canary Wharf Crossrail project (see page 20) helped to renovate ceilings,

The Group organised eight volunteering activities during the year...

walls and lighting at the St Matthias Community Centre in Poplar, a Grade I listed former church and the oldest building in the Docklands. Our contractors delivered more than 750 hours of free labour and all the equipment needed.

**COMMUNITY CHAMPIONS**

In October 2014, we announced the winners of our first ever Community Champions Awards. The ceremony provided an



In October 2014, we announced the winners of our first ever Community Champions Awards

“Working on one of London’s most modern structures, it seemed natural to support one of the oldest buildings in the same area. The age of the building makes it very hard to maintain, especially as most of the walls require a ladder or scaffolding to access them, but we are delighted to have been able to contribute to this worthy project.”

**Damien Gannon, Senior Health and Safety Manager, CWCL**

opportunity to highlight and acknowledge the contribution of 10 exceptional individuals. Each of the recipients, whose outstanding work in the local community ranged from public health campaigns and sports coaching to youth outreach projects and tackling anti-social behaviour, was presented with a framed certificate and £250 to donate to a community organisation of their choice.

**CONNECTING TENANTS AND COMMUNITIES**

We facilitate connections and partnerships between our tenants and local community organisations to drive engagement and increase support. With external partners, we hosted five Insight visits in 2014, giving local community groups a chance to see the inner workings of our organisation. Groups ranged from UCL Bartlett School of Planning postgraduates to Year 6 pupils from Menorah Primary School in Golders Green. We also hosted four corporate social responsibility (CSR) forums to bring those with CSR expertise in and around the Estate together with people at local organisations to share best practice and helped Positive East to host a networking event in September 2014. ♦



JUBILEE PARK

“Thank you so much for your encouragement and sponsorship, which allowed us to try something new. We are so pleased with the turnout and the level of engagement. Since the event, we have been able to develop relationships with corporates, gain new volunteers, raise awareness of HIV and gather support for future events.” **Melissa Cubbon, Fundraising Officer, Positive East**



SPORT RELIEF 2014



DRAGON BOAT RACING

## CULTURE, SPORT AND ART ON THE ESTATE



18-year-old weightlifter Mercy Brown competed at the Commonwealth Games

Our community engagement activities extend to cultural, sports and art programmes intended to raise the aspirations of and opportunities for local people, foster social cohesion and even alleviate poverty.

### GETTING PEOPLE ACTIVE

We are proud to help thousands of local people to participate in sport and enjoy a more active lifestyle. We stage the annual Canary Wharf Summer Sports programme, which offers safe and healthy activities during the summer holidays, and we support local sports clubs, from bowls to badminton, through sponsorship and donations of equipment. Our own annual Sports Awards, now in their 14th year, honour the achievements of local athletes, clubs and administrators, and hopefully inspire the next generation. The Canary Wharf 2014 Sports Personality of the

Year, 18-year-old weightlifter Mercy Brown, competed at the Commonwealth Games and won bronze at the European Athletics Youth Championships. We also provide financial support to talented local athletes through our Investing in Talent Fund, removing the cost barriers that impede them from achieving their potential.



WEST HAM UNITED EAST LONDON ASIAN FOOTBALL FESTIVAL

### SUPPORTING THE ARTS

We want to help create communities where people appreciate and enjoy a range of cultural experiences. Our year-round community programme offers over 100 diverse and inspiring events performed throughout the Estate, dozens of pieces of permanent art and a regular exhibition programme in the lobby of One Canada Square. The Community Window Gallery showcases painting, crafts, design and poetry by local schools and community groups. Since it was set up in 2008, more than 30 groups have had their work displayed, including six during 2014. Nestled within the gardens above the new Canary Wharf Crossrail station, a new open air amphitheatre will also host a free programme of arts and entertainment, developed by The Space, a performing arts centre based on the Isle of Dogs. ♦



INVESTING IN TALENT - SCARLET MEW

## SUPPORTING OUR PEOPLE

We help local people to gain skills and experience

It is our people who form the foundation on which our success is built. Covering a wide range of roles and responsibilities, from designers, engineers and builders to security staff and lawyers, each one of them is crucial to the way we work.

We rely on their dedication, skills and sense of purpose and, in return, we strive to provide them with a safe and supportive working

environment, career development opportunities and fair rewards for their contribution (see page 30). We also help local people to gain the skills and experience they need to pursue successful careers with us or our tenants.

The way we all behave is of crucial importance, not only within the Group but also to our tenants and occupiers, suppliers and contractors, and to the community at large. To ensure we operate as responsibly, safely and ethically as we can, we are guided by a number of business codes and employment policies.

### NURTURING TALENT AND SKILLS

We place great value on providing career development opportunities for our people and this is reflected in a culture of promoting internally whenever possible. We believe this is a significant reason as to why our employee turnover rate reduced by 3% last year to 10%, and is now one of the best in our sector.

Our continuing success depends on having the right people in the right jobs, and our commitment to training and career development helps us to attract and keep them. A significant number of staff have also benefited from internal promotions, redeployment opportunities, internships and apprentice schemes.

The Group's culture calls for the highest standards of legal and ethical compliance, covering issues that encompass environmental performance, anti-bribery and corruption, and health and safety. Of our 1,140 employees, 898 (79%) completed development training during 2014.

In particular, we continued to deliver training on the Group's Anti-Corruption and Bribery Policies and Procedures and CWCL staff also participated in the UK-GBC Green Building Series. >



18,097 hours

Total amount of staff training

16 hours

Average training provided per employee in 2014



CONSTRUCTION OF 25 CHURCHILL PLACE

**LEADERSHIP IN ACTION: PAYING THE LONDON LIVING WAGE**

In September 2014, Canary Wharf Group became the first major UK property and construction company to be accredited as a London Living Wage employer, concluding several years' effort to realise the Group's long-standing commitment to this goal. This underlines our appreciation of our employees and the communities around our developments, helping to

ensure higher quality of work, improve retention rates and reduce absenteeism.

The London Living Wage commitment will ensure that everyone working for Canary Wharf Group - as a permanent employee or a contractor - receives a minimum hourly wage of £9.15, significantly above the national minimum wage of £6.50.

In London, the Living Wage is

set annually by the Greater London Authority and covers all boroughs in Greater London.

The next stage for the Group is to pursue our ambition to become a Living Wage Zone, whereby 75% of employers in the area guarantee the Living Wage to staff. This could have a profound effect on the local economy.

"We anticipate that Canary Wharf Group's commitment to the Living Wage will encourage others in the development and construction industry to consider how they reward the lowest paid members of their workforce, and help tackle in-work poverty in the UK." Rhys Moore, Director, Living Wage Foundation

**DIVERSITY AND EQUAL OPPORTUNITY**

We employ a range of recruitment methods to broaden our talent pool, and foster a culture where individuals are treated with dignity and respect.

We deliver compulsory diversity training to all employees and all staff are provided with copies of the Diversity and Equal Opportunities Policy and Flexible Working Policy (see [www.group.canarywharf.com](http://www.group.canarywharf.com)). 81% of employees have attended

a diversity course during their employment and 66% have attended our most up-to-date course.

Over three-quarters (77%) of our employees are men, and many roles within the Group - particularly in areas such as construction, security and maintenance - have traditionally been male-dominated. We are working to change that, and support women in both managerial and front-line positions in these and other disciplines.

For example, Bianca Stendtko joined CWCL in 2007, working as a project manager on 15 Canada Square and as a senior project manager on the Canary Wharf Crossrail station before starting her new role as project executive for 1 Bank Street in 2014.

**HEALTH, SAFETY AND WELL-BEING**

At any one time, Canary Wharf Group can be responsible for the safety, security and well-being of more than 105,000 people on the Estate. We take this

**WE DELIVER COMPULSORY DIVERSITY TRAINING TO ALL EMPLOYEES AND ALL STAFF**

"I bring to the job a drive to succeed, an eye for detail and empathy, which have helped me to become a better manager. Women in construction can face the preconception that we may not be as capable to carry out the requirements of the job, but I've not experienced that here. I've always been treated fairly and well supported by the business." Bianca Stendtko, Project Executive, Canary Wharf Contractors Limited



responsibility seriously.

Forming part of the Group's integrated management system, our Health and Safety Policy (see [www.group.canarywharf.com](http://www.group.canarywharf.com)) provides a framework for our procedures and practices.

**REDUCING ACCIDENTS AND INCIDENTS**

We believe that all accidents and incidents are preventable, and work continuously with tenants, occupiers and contractors - as well as organisations such as the London Fire Brigade, London

Ambulance Service and Health & Safety Laboratory - to review incident data trends and to input safer systems of work to reach our ambition of zero work-related accidents and incidents on our sites.

Thanks to CWCL's efforts, our accident statistics showed a noticeable improvement in 2014, with seven Lost Time Accidents recorded and a Lost Time Accident Frequency Rate of 0.25 per 100,000 man-hours worked.

**EMPLOYEE WELL-BEING**

Happy, healthy employees are more productive, so supporting their well-being is not only the right thing to do, it also helps us to deliver results.

We offer a wide-ranging package of benefits, including private healthcare, access to expert medical advice and subsidised gym memberships. Our Employee Assistance programme provides free information on topics ranging from bereavement to legal matters, and the Estate has its own chaplaincy to provide spiritual support. We have initiated a series of health awareness seminars on breast cancer and prostate cancer.

Around 500 security officers help to make the Estate safe and secure. In March 2014, we trialled free gym membership with some of them to improve physical and mental fitness and are now extending the scheme.

Our five fire duty officers delivered fire awareness and evacuation training to our retail and corporate tenants, and in-house fire extinguisher training to Group staff. We also achieved accreditation to the London Ambulance Service's Defibrillator Accreditation Scheme so employees, tenants and visitors stand a greater chance of surviving a heart attack before the paramedics arrive. ♦



PARKO.F. GENERATION'S DEMONSTRATION FOR SPORTS RELIEF 2014



We have initiated a series of health awareness seminars on breast cancer and prostate cancer



**0.25 per 100,000 hours**  
Lost Time Accident Frequency Rate



# CASE STUDY – 20 FENCHURCH STREET: WALKING THE TALK

With Canary Wharf Contractors Limited (CWCL) acting as construction manager, the 'Walkie Talkie' building at 20 Fenchurch Street took shape through a joint venture with Land Securities. To meet our own high standards on such an unusual structure, we had to push our design and engineering

expertise to the limits. Right from the start, the building was designed with sustainability in mind, with low-carbon technologies and responsibly sourced materials helping to achieve our highest 'Excellent' BREEAM rating to date (80.2%). The structure also boasts one of the UK's largest 'living walls' and a landscaped Sky

Garden 35 floors above the City. We are also proud that the performance and diligence of our construction team was recognised, with a Gold Award from The City of London's Considerate Contractor Scheme, Gold and Runner-up Awards in the National Considerate Constructors Scheme and a Gold Award from RoSPA. ♦

"CWCL has put great emphasis on engaging with the community. The encouragement of young and local people into employment in the construction industry should benefit all involved in this highly esteemed project, which continues to perform to the highest level and can surely be classed as an industry leader." **Dean McLeod, CCS Monitor**

<b>170 metres</b>	<b>93%</b>	<b>8,064 tonnes</b>	<b>7,000 tonnes</b>	<b>67,200 tonnes</b>	<b>7,000+</b>	<b>269</b>
Total height of the 37-storey building	Share of the 687,000 sq ft of office space that is let	Amount of BES 6001-certified structural steel used in construction	Amount of certified eco-reinforcement used in construction	Amount of BES 6001-certified concrete used in construction	Number of people who worked on site throughout the project	Number of young people receiving training, work experience, apprenticeships and NVQ support during the project



## 03 PROTECTING THE ENVIRONMENT

We liaise with tenants and contractors to prioritise sustainability throughout the lifecycle of our projects, from site clearance, through design and construction, to the ongoing management of our buildings. There is a particular focus on energy efficient operations and transport, reducing and recycling waste, and the responsible sourcing and use of natural resources.

# 03 PROTECTING THE ENVIRONMENT

80.2

CWG's highest BREEAM rating to date, achieved at 20 Fenchurch Street in 2015



All purchased timber and timber products Forest Stewardship Council-certified at a project-wide level

5 years

Zero waste to landfill across our CWML-managed areas for a fifth consecutive year

Supporting the UK Green Building Council Signed new Member Commitment, and funded and contributed to its *Demystifying Green Infrastructure* report



20 BANK STREET ROOF GARDEN

As a major developer, we are very aware of our responsibility for ensuring that our sites have as little negative impact on the environment as possible. Our aim is simple: to create buildings that enhance the space they

occupy, enrich the communities they create and meet the needs of today's business without compromising the sustainability of tomorrow's environment. Throughout the lifecycle of our projects, from site preparation, through design

and construction, to ongoing occupation, we collaborate with others to minimise energy, water and resource use and, in line with our long-term targets, use responsibly sourced materials and assist our suppliers and contractors in doing the same. ♦

“As the need for resource efficiency and emission and waste reduction increases, in line with global and in particular urban population growth, so does the Group's commitment to designing, building and managing sustainable spaces.” **John Garwood, Group Company Secretary, Canary Wharf Group**



## MANAGING OUR IMPACTS

We oversee all stages of a project so have a unique opportunity to make every building efficient and adaptable. In consultation with clients, consultants, contractors and local stakeholders, our 'total project approach' ensures sustainability is built into the strategic vision from the start and assessed at every point. All projects include a

Sustainability Management Plan designed to deliver exemplary performance and long-term value.

Our approach is informed by the Group's Corporate Responsibility Policy (see [www.group.canarywharf.com](http://www.group.canarywharf.com)) and our ISO14001:2004-certified Environmental Management System.

This approach is reflected

in our position as a co-founder and Gold Leaf member of the UK Green Building Council (UK-GBC). We signed its new Member Commitment underpinning our intention to integrate sustainability into our business operations, lead and advocate practices that are environmentally responsible, ethical and fair, be open and transparent, and share best practice. >



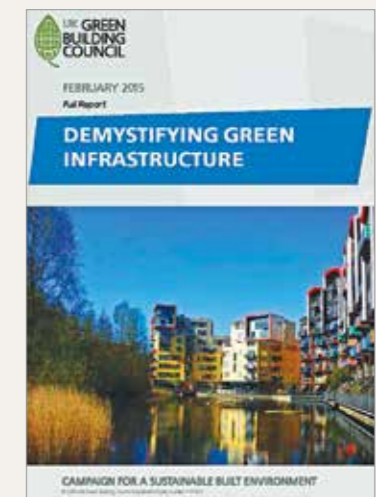
All projects include a Sustainability Management Plan

### LEADERSHIP IN ACTION: PROMOTING GREEN INFRASTRUCTURE

As a responsible developer, the formal use of green infrastructure - natural and semi-natural features used in urban landscapes, such as trees, gardens, green roofs and rivers - comes naturally to us. We believe it should be an integrated part of any solution, as it enhances the built environment by promoting

biodiversity and mitigating floods. We were invited by the UK-GBC to part-fund, contribute to and feature in its *Demystifying Green Infrastructure* report. This document builds the business case and changes perceptions among architects, ecologists and structural engineers as well as developers.

“Canary Wharf Group is a good example of a developer that not only understands the benefits of green infrastructure, but is also helping to drive forward wider industry understanding and implementing best practice in this area.” **John Alker, Director of Policy and Communications, UK Green Building Council**



# OUR ENVIRONMENTAL PERFORMANCE

**CWCL HAS ACHIEVED SECTOR-LEADING SCORES FROM THE CCS FOR ITS PROJECTS AND ALSO HELPS OTHERS IN THE INDUSTRY TO ATTAIN THEM**

## QUALITY BY DESIGN

From the planning stage to the finished building, we design our structures to meet or exceed the latest standards. During 2014, product sustainability was given prominence within CWCL's EMS to reflect the scale of the impacts that can be expected from the lifecycle of our buildings - our main area of environmental impact. In doing so, we sought to achieve the highest possible environmental assessment method ratings on all projects for:

- BREEAM
- LEED (Leadership in Energy and Environmental Design)
- CFSH.

In 2014, all our major construction projects participated in the BREEAM process and either achieved, or are on track to achieve, our target ratings.

## OPERATING WITH CARE AND CONSIDERATION

We aim to meet the highest standards when conducting our operations, particularly on our construction sites, and place great importance on how our activities impact on local

communities, the public, our own workforce and the environment.

Having been an Associate Member of the CCS since 2011, CWCL has achieved sector-leading scores from the CCS for its projects and also helps others in the industry to attain them.



CROSSRAIL CONSTRUCTION

"When visiting CWCL's sites, our monitors regularly witness the very highest standards of performance, which is reflected in consistently high scores. CWCL should be proud of its achievements in improving the image of our industry." **Edward Hardy, Chief Executive, Considerate Constructors Scheme**

## LEADERSHIP IN ACTION: RAISING CONTRACTOR STANDARDS

The National Considerate Constructors Scheme, a non-profit making, independent organisation, approached us to assist with developing and testing a protocol for its new Ultra Site initiative. This is designed to raise performance throughout the sector by encouraging major contractors to take responsibility for bringing

others in their supply chains up to the same high standards. As the first major developer to sign up, the Group commits to having all suppliers and contractors working on our sites supported in the same way as we are by the Scheme. This requirement now forms part of all contractor agreements. The Shell Centre on the South

Bank has been granted Ultra Site status so that, when it proceeds, it will become one of a small number of pilot projects to test the new protocol. CWCL also participated in the industry update of the Construction Industry Research and Information Association (CIRIA) guides to good practice on site and on fit-outs.

## MAKING SUSTAINABLE BUILDINGS SMARTER

The Group launched its Cognicity challenge in October 2014 to identify the most innovative 'smart cities' technologies and pilot them at Canary Wharf. The challenge aims to develop systems that respond to the needs of inhabitants and businesses across six workstreams.

The 36 participating companies include the first two winners, which were announced in April 2015. Voyage Control won the Integrated Transportation stream with its freight delivery optimisation system, bringing logistics firms and clients together to reduce the number of empty lorries on our roads, while Polysolar won the Sustainable

Buildings section for its solar membranes, which can be inserted between panes of glass to turn windows into solar panels. We will continue to support and mentor the participating start-ups with the help of a cross-sector Global Advisory Council, comprising experts from the private sector, academia and government. ♦

Voyage Control won the Integrated Transportation stream

We aspire to maintain a position of sustainability and environmental leadership within the construction sector, and are committed to ensuring our operations, people and developments impact as little as possible on the environment. We collaborate with others to minimise our energy, water and resource use, combat waste and increase recycling, in line with our long-term targets, and have a responsibility to assist our tenants in doing the same.

While we have made considerable efforts, we are also aware that some of these areas

are influenced by external factors beyond our control. The Estate continues to grow, building work is ongoing, and the working population (105,000) and the number of visitors (40,000) have never been higher. Compounding this, the summer of 2014 was a long, hot one, inevitably leading to higher water use and the increased use of air conditioning, which hit both energy consumption and associated emissions to air.

Nevertheless, we remain committed to long-term improvements against all our sustainability targets (see our progress on pages 42-48).

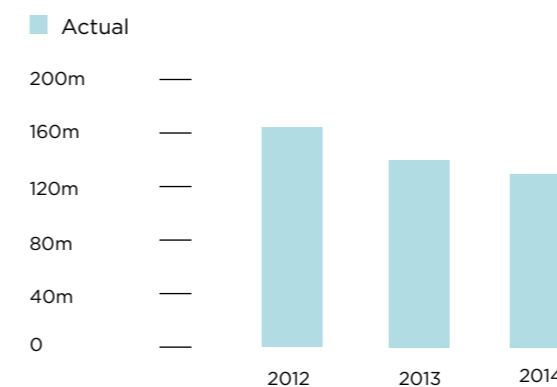
## ABOUT OUR ENVIRONMENTAL DATA

The baseline for all our environmental performance data and future targets is 2012. To view earlier performance data, please refer to our 2012 report online.

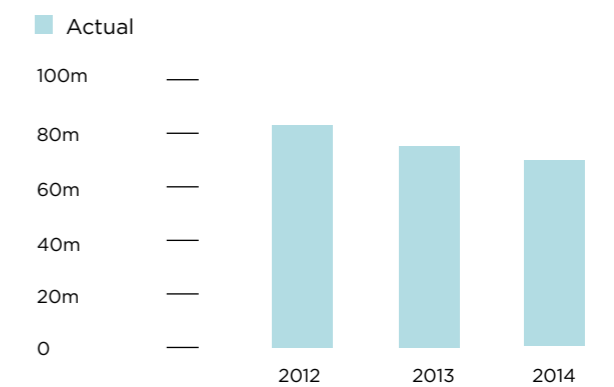
Canary Wharf Management Limited data incorporates Canary Wharf Limited data, which includes buildings, retail and infrastructure, and Canary Wharf Contractors Limited data, which includes construction, demolition and excavation projects.

Detailed environmental data can be found online at [www.group.canarywharf.com/corporate-responsibility/sustainability/](http://www.group.canarywharf.com/corporate-responsibility/sustainability/)

## ELECTRICITY USE - LANDLORD AND TENANT (kWh)



## ELECTRICITY USE - LANDLORD INFLUENCED (kWh)



## ENERGY CONSUMPTION

Energy use, and its associated greenhouse gas emissions, are the biggest environmental impacts we have as a business. To ensure that our buildings - some more than 20 years old - remain fit for purpose, we set annual energy reduction targets, measure our energy use using half-hourly meter readings, and identify, explore and address excessive energy use through monthly energy reports, which are reviewed by the director of building management and building managers.

**100%**  
We source all of our electricity from renewable sources

In 2014, we cut Group-level energy use from 89.5m kWh to 82.5m kWh, and significantly reduced the electricity used by our business, as well as that consumed by our tenants, as shown above.

Our extensive energy management programme involves improvements to lighting, upgrading electrical equipment, and optimising

the use of air conditioning and heating throughout the Estate. We also work with staff and tenants to operate our buildings more efficiently.

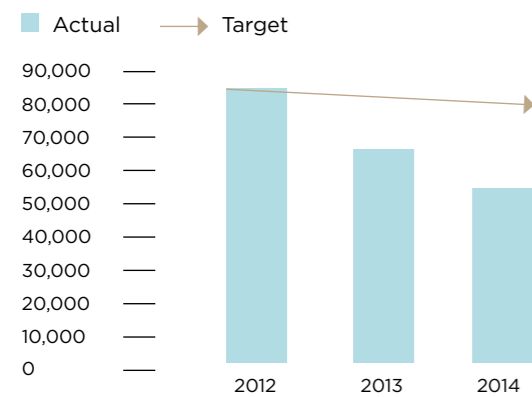
During the year, we focused on improving the energy performance in CWML-managed areas. Building managers at 40 Bank Street put an energy-saving programme into practice, retro-fitting LED lighting, upgrading back-up power sources, and altering the timings for chillers and air conditioning systems, contributing to a saving of 765,148 kWh. A new monitoring system has also been installed to alert us to unexpected increases in energy consumption.

**In 2014, we cut Group-level energy use from 89.5m kWh to 82.5m kWh**

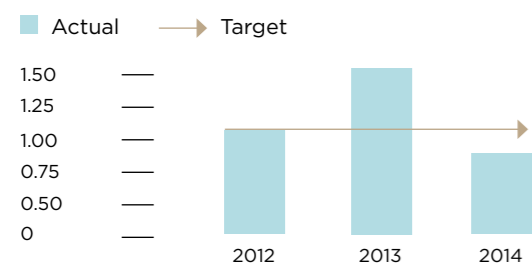
Improvements to lighting helped us to reduce electricity use in office buildings to 2,365 kWh per occupant in 2014. For example, having mapped energy demand and identified areas with the greatest energy-saving potential at One Canada Square, we have begun to phase out halogen lighting in common areas, such as lift lobbies and toilets, and replace them with more energy-efficient LEDs. These works have contributed to an 8.3% reduction in energy consumption compared to 2013.

We also replaced the cold cathode lights at the Canada Place Mall with 1.4 kilometres of LEDs, reducing electricity use by 54% and saving

CWML - ABSOLUTE GHG EMISSIONS (tCO<sub>2</sub>e)



CWCL - ABSOLUTE GHG EMISSIONS (tCO<sub>2</sub>e)



**GREENHOUSE GAS EMISSIONS**

As a result of our energy-saving initiatives, and by helping our employees and tenants to be more energy aware, the Group reduced total as well as normalised direct and indirect greenhouse gas emissions in 2014.

Our emissions from office buildings fell to 1.07 tCO<sub>2</sub>e per occupant, well under our target of 1.51 tCO<sub>2</sub>e, while emissions from infrastructure and car parks remained at 0.02 tCO<sub>2</sub>e. And even though retail emissions have crept up to 0.12 tCO<sub>2</sub>e, they remain under our annual target of 0.14 tCO<sub>2</sub>e. For CWCL, our notable reduction in carbon emissions per £100,000 spend brings us back in line with our overall ambition for a gradual year-on-year reduction.

Our current projects are achieving around a 30-35% improvement on the 2013 Part L Target Emission Rate. We have commissioned studies to investigate further improvements in excess of 45% for commercial buildings, and zero carbon for domestic buildings, and plan to incorporate recommendations from these studies into new projects where financially viable.

**WATER USE**

We have a long-term commitment to reduce the amount of water we use. Initiatives to reduce water use in our new buildings include greywater harvesting and recycling, and water efficient systems and fittings.

Over the year, although water use increased to 434,009 m<sup>3</sup>, we met our target for mains water consumption in line with our five-year strategy. Water use in offices and retail locations rose, largely as a result of the long, hot summer, while in construction, extensive commissioning activity also had an adverse impact on our water usage.

An upcoming partnership with Thames Water will help us to monitor water usage and spot the potential for further efficiencies.

**RESOURCE USE**

**Supplier development:**

We are determined to choose partners, contractors and suppliers who share our values and are willing to work in responsible, sustainable and innovative ways.

Depending on the material or product they supply, different risk-weighted questions are asked of each new supplier at the pre-qualification stage. We also set sustainability clauses into contracts to help raise standards among our supplier base and throughout the sector (see below), encourage local procurement (see page 16), and drive employment and training opportunities (see page 29).

**Sustainable materials as standard:**

As a market leader, we go above and beyond the mandatory levels required of us. All our major materials come from verifiable, traceable sources, and all other materials are procured from companies with an Environmental Management System (EMS). We only use timber from sources certified by the Forest Stewardship Council (FSC) at a project-wide level, while our reference point for concrete and structural steel is BES 6001. This sets out a requirement for responsible sourcing of all constituent materials, and the thorough certification process involves third-party assessments of our suppliers and their extended supply chains. Through direct engagement, we have helped a number of suppliers meet the standards required by the most stringent responsible sourcing schemes, and deliver major builds that are certified as being sustainably sourced.

**MANAGING WASTE**

As a significant consumer of natural resources, we have a responsibility to minimise this consumption. Guided by our five-year Group Waste Strategy, which runs until 2017, we also seek to reduce waste and dispose of anything that cannot be recycled or reused responsibly.

Across the Group, we

generated 62,218 tonnes of waste in 2014 (2013: 23,301 tonnes), a significant increase that can largely be attributed to a significant increase of fit-out and finishing work we had in 2014. Despite this, the amount recycled rose considerably, from 65% in 2013 to 90%. Almost all the remainder was composted, sent for anaerobic digestion or used to generate energy, leaving just 0.75% to go to landfill.

To encourage a reduction in the waste generated and the use of less damaging disposal methods, CWML's Waste Strategy sets out ambitious goals and a number of stretching targets across all departments, buildings and retail malls. To date, these targets have been met in full. Additionally, CWML has awarded its new waste management contract to Cawleys of Luton, which has guaranteed a 40-60% improvement in the recycling rate of all residual waste thanks to its materials recovery facility (MRF).

The segregation of waste and improved reporting by contractors and waste management companies has enabled CWML to keep recycling levels below target in 2014, with only 0.7% of construction waste and 0.56% of demolition waste going to landfill.

With a bespoke Building Sustainability Management Plan for each of our buildings, we are also able to engage with our tenants, occupiers, staff and contractors to reduce their resource consumption and improve waste recycling rates. We have also started to install food waste

segregation facilities in our tenants' restaurants and catering areas in One Canada Square.

**BIODIVERSITY**

Canary Wharf boasts six acres of gardens and landscaped public space, including a number of green roofs. Each is a valuable wildlife resource that forms part of a wider network of green spaces (see green infrastructure on page 37). At the new Canary Wharf Crossrail station, for example, the reed beds and shallow water terraces at dock level improve water quality and habitat opportunities, while the public roof garden is divided into hemispheres; half is planted with the ferns and gum trees from the western hemisphere, while the other half features the bamboos, maples and magnolias collected from the eastern.

In evolving our approach to landscape design towards more seasonal planting, we have helped to attract a wider array of birds, insects and other wildlife. The reed beds on Heron Quays are home to great crested grebes, moorhens, mallards and swans, and we hope the new Sky Garden, 35 floors above the City on top of 20 Fenchurch Street, will become a haven for wildlife too.

We actively encourage greater involvement from tenants and community groups in planning and preserving our green spaces, and hope to establish a Biodiversity Action Group for the Estate as an offshoot from the Canary Wharf Sustainability



Forum. We will also be updating our long-term Biodiversity Action Plan to cover 2015-2019.

**NOISE AND DISRUPTION**

As well as reducing our emissions and natural resource use, we also aim to keep noise and disruption to a minimum, for example by using almost silent hydraulic technology rather than traditional piling methods on the Crossrail project (see page 20).

We have also established a network of noise monitoring and air quality stations around the Estate to ensure that our construction activities are within prescribed limits. ♦



All the concrete we used in 2014 was BES 6001 certified

**295 tonnes**

Amount of FSC-certified timber in 2014

**Retained**

Achieved recertification of the Carbon Trust Energy Standard

**Zero**

CWML total waste to landfill in 2014 for the fifth consecutive year

CWML WASTE RECYCLED (%)	2012	2013	2014
Office buildings	69	68	68
Retail buildings	39	43	51
Infrastructure	9	22	43

CWCL WASTE DIVERTED FROM LANDFILL (%)	2012	2013	2014
Construction	96	98	97
Demolition	98	99	99
Excavation	100	100	100



# OUR REPORTING

In 2014, we achieved many of the objectives we set out in last year's report, and made at least some progress against all but one of our stated ambitions. We estimate that we have achieved 81% of what we said we would do, as outlined on the following pages. We also outline our targets for 2015.

# OUR PROGRESS

WHAT WE SAID	STATUS	WHAT WE DID	2015 TARGETS
<b>CONSTRUCTION</b>			
DEFINE LONG-TERM TARGETS FOR CWCL COVERING DESIGN, ENVIRONMENTAL ASSESSMENT METHODS AND PART L, ENERGY, WATER, RESOURCES (WASTE AND MATERIALS) AND CCS.		LONG-TERM TARGETS SET IN LINE WITH CWCL'S SUSTAINABILITY STRATEGY, BREEAM AND OTHER CONSTRUCTION SECTOR METRICS.	FINALISE CWCL SUSTAINABILITY STRATEGY AND PRESENT COMPLETED STRATEGY TO ALL PROJECT TEAMS. MAINTAIN CWCL SUSTAINABILITY ENGAGEMENT PROGRAMME.  CWCL TO PARTICIPATE IN: • UK-GBC FUTURE LEADERS PROGRAMME AND OTHER UK-GBC EVENTS • CIRIA ENVIRONMENTAL GOOD PRACTICE UPDATES • COGNICITY MENTORING PROGRAMME.
EVOLVE CWCL'S ENVIRONMENTAL MANAGEMENT SYSTEM TO SUPPORT THE REQUIRED LEVELS OF PERFORMANCE AND MAINTAIN OUR SUSTAINABILITY ENGAGEMENT PROGRAMME.		UPDATED CWCL TRADE CONTRACTOR CONDITIONS, CONSTRUCTION PHASE ENVIRONMENTAL PLAN AND TENANT FIT OUT GUIDE. KPIS UPDATED AND ALIGNED TO ANNUAL AND OTHER REPORTING REQUIREMENTS. RECRUITED NEW PROJECT SUSTAINABILITY MANAGER. ONGOING SUSTAINABILITY MEETINGS, WORKSHOPS AND SITE VISITS. PARTICIPATED IN UK-GBC GREEN BUILD SERIES AND MEMBER ACTIVITY, AND SIGNED NEW MEMBER COMMITMENTS. ASSISTED IN UPDATE OF CIRIA ENVIRONMENTAL BEST PRACTICE GUIDE. PARTICIPATED IN NATIONAL CCS ASSOCIATE MEMBER ACTIVITY. PRESENTED AT EMA ANNUAL GREENING CONFERENCE.	CONTINUE TO DEVELOP THE CWCL EMS AS REQUIRED TO SUPPORT REQUIRED LEVEL OF PERFORMANCE. UPDATE ALL CWCL EMS DOCUMENTS IN ACCORDANCE WITH SUSTAINABILITY STRATEGY. MAINTAIN IMPROVEMENTS IN ALL SUSTAINABILITY KPIS IN LINE WITH PUBLISHED CWCL LONG TERM TARGET AREAS FORMALLY IN EMS. ESTABLISH ONLINE KPI TRACKING SYSTEM.
ACHIEVE HIGHEST POSSIBLE ENVIRONMENTAL ASSESSMENT METHOD RATINGS (E.G. BREEAM, LEED, CFSH) ON ALL APPLICABLE PROJECTS.		BANK STREET: 73% 2014 BREEAM. 20 FENCHURCH STREET: 80.2% 2011 BREEAM (ACHIEVED IN 2015). <b>ON TRACK:</b> • 25 CHURCHILL PLACE: 80% 2011 BREEAM • NEWFOUNDLAND, WOOD WHARF AND SOUTHBANK PLACE: CFSH AND BREEAM PRE-ASSESSMENTS. COMMERCIAL AND RETAIL FIT-OUT GUIDE FINALISED.	CONTINUE TO ACHIEVE HIGHEST POSSIBLE ENVIRONMENTAL ASSESSMENT METHOD RATINGS (E.G. BREEAM, LEED, CFSH) ON ALL APPLICABLE PROJECTS: • ALL PROJECTS AIM TO EXCEED REQUIREMENTS OF PART L • 20 FENCHURCH STREET BREEAM 2011 EXCELLENT POST-CONSTRUCTION STAGE • 25/30 CHURCHILL PLACE BREEAM 2011 EXCELLENT POST-CONSTRUCTION STAGE • 1 BANK STREET BREEAM 2014 EXCELLENT DESIGN STAGE • NEWFOUNDLAND CFSH LEVEL 4 DESIGN STAGE • SOUTHBANK PLACE BREEAM 2011 EXCELLENT/ CFSH LEVEL 4 DESIGN STAGE • WOOD WHARF BREEAM 2011/CFSH PRE-ASSESSMENTS.
ESTABLISH A SUSTAINABLE RESOURCES TRACKING SYSTEM FOR ALL CWCL'S MAJOR MATERIALS AND WASTE.		ONLINE FSC AND WASTE TRACKER SYSTEMS ESTABLISHED. MAJOR MATERIAL AND RESOURCE MANAGEMENT PLAN TO BE ESTABLISHED IN ACCORDANCE WITH REQUIREMENTS OF 2014 BREEAM.	FURTHER DEVELOP THE SUSTAINABLE RESOURCES TRACKING SYSTEM FOR ALL MAJOR MATERIALS AND WASTE WITHIN CWCL: • DEVELOP THE CURRENT WASTE MANAGEMENT SYSTEM TO TRACK KPI PERFORMANCE • DEVELOP THE CURRENT FSC TRACKING SYSTEM AS ONLINE PLATFORM • ESTABLISH MAJOR MATERIALS TRACKING SYSTEM AS PER REQUIREMENTS OF BREEAM 2014.
ENTER SELECTED CWCL PROJECTS FOR APPROPRIATE SUSTAINABILITY AND ENVIRONMENTAL AWARDS.		AWARDS RECEIVED: • 20 FENCHURCH STREET: BREEAM EXCELLENT CERTIFICATE, PROJECT FSC CERTIFICATION, RUNNER-UP IN MOST CONSIDERATE SITE OF THE YEAR • 25 CHURCHILL PLACE: EU GREENBUILDING PROGRAMME • CWG: EU GREENBUILDING PARTNER STATUS • JUBILEE PLACE EXTENSION: BRITISH COUNCIL OF SHOPPING CENTRES AWARD.	CONSIDER AND ENTER SELECTED CWCL PROJECTS FOR APPROPRIATE SUSTAINABILITY AND ENVIRONMENTAL AWARDS. ENTER ALL PROJECTS FOR NATIONAL AND LOCAL CONSIDERATE CONSTRUCTOR AWARDS. REVIEW AND TARGET OTHER APPROPRIATE AWARDS.

WHAT WE SAID	STATUS	WHAT WE DID	2015 TARGETS
<b>ENERGY MANAGEMENT</b>			
REPLACE BACK-UP POWER SOURCES IN 40 BANK STREET WITH ENERGY EFFICIENT UNITS AND MONITOR PERFORMANCE.		COMPLETED <b>100%</b>	ACHIEVE ISO 50001 CERTIFICATION FOR THE GROUP
REVIEW ENERGY PERFORMANCE OF CWML AREAS TO IDENTIFY AREAS FOR IMPROVEMENT.		REVIEWS CARRIED OUT IN RETAIL, CAR PARKS AND ONE CANADA SQUARE. WORK HAS STARTED.	REPLACE CAR PARK LIGHTING WITH MORE ENERGY EFFICIENT SYSTEMS.
<b>WATER MANAGEMENT</b>			
AUDIT AREAS OF WATER CONSUMPTION IN CWML-MANAGED BUILDINGS TO IDENTIFY AREAS FOR IMPROVEMENT.		AWAITING REPORTS FROM THAMES WATER. <b>100%</b> COMPLETED	INVESTIGATE THE FEASIBILITY OF INSTALLING SMART METERING FOR DOMESTIC WATER SYSTEMS.
<b>WASTE MANAGEMENT</b>			
RECYCLE, REUSE OR TREAT BY ANAEROBIC DIGESTION AT LEAST 75% OF WASTE IN RETAIL AREAS.		<b>73%</b> As at December 2014.	RECYCLE, REUSE OR TREAT BY ANAEROBIC DIGESTION AND COMPOSTING 85% OF CWML WASTE BY YEAR END.
RECYCLE, REUSE OR TREAT BY ANAEROBIC DIGESTION AT LEAST 55% OF WASTE IN INFRASTRUCTURE AREAS.		<b>58%</b> As at December 2014.	RECYCLE, REUSE OR TREAT BY ANAEROBIC DIGESTION 80% OF WASTE PRODUCED IN CROSSRAIL RETAIL BY YEAR END.
INSTALL FOOD WASTE SEGREGATION IN TENANT CANTEEN AND CATERING AREAS IN ONE CANADA SQUARE.		INSTALLED AT MOODY'S. DISCUSSIONS UNDER WAY WITH BNY MELLON AND TRINITY MIRROR.	PRODUCE ENGAGEMENT STRATEGY FOR CROSSRAIL RETAIL.
<b>TRANSPORT</b>			
IMPROVE FACILITIES FOR CYCLISTS ON THE ESTATE, AND EXAMINE FEASIBILITY OF IMPLEMENTING PHASE 3 OF THE BARCLAYS CYCLE HIRE SCHEME.		CYCLE CHANNEL ON WESTFERRY CIRCUS STAIRCASE INSTALLED. LOCATION FOR NEXT PHASE OF CYCLE HIRE SCHEME AGREED; AWAITING FUNDING AND TIMETABLE FROM TFL.	LIAISE WITH TRANSPORT FOR LONDON TO INSTALL THE NEXT PHASE OF THE CYCLE HIRE SCHEME. >

WHAT WE SAID

STATUS

WHAT WE DID

2015 TARGETS

IMPROVE THE UPTAKE OF OUR SECURE CYCLING FACILITIES BY **30%**



50 SPACES

**100%** TAKEN BY HS2.

CARRY OUT THE EMPLOYEE SURVEY IN RELATION TO TRANSPORT ISSUES.

COMMUNICATION

SUBMIT 2013 DATA TO THE CDP.



PREPARE AND SUBMIT CWG ENVIRONMENTAL DATA TO THE GLOBAL REAL ESTATE SUSTAINABILITY BENCHMARK (GRESB) SCHEME.

PRODUCE A SUSTAINABILITY MANAGEMENT PLAN FOR 25 CHURCHILL PLACE AND HOLD REGULAR MEETINGS WITH TENANTS TO IMPLEMENT ACTIONS.



SUSTAINABILITY PLAN IS DEVELOPED AND UNDER REVIEW. MEETINGS WITH TENANTS WILL BE HELD IN 2015 FOR IMPLEMENTATION AND FOLLOW-UP.

PRODUCE A SUSTAINABILITY MANAGEMENT PLAN FOR 25 CHURCHILL PLACE AND HOLD REGULAR MEETINGS WITH TENANTS TO IMPLEMENT ACTIONS.

ACHIEVE RECERTIFICATION TO THE CARBON TRUST STANDARD.



Recertification completed 1 April 2014

PRODUCE THE ANNUAL SUSTAINABILITY REPORT FOR 2014 TO MEET GRI G4 CORE STANDARD.

PUBLISH THE CWG ENVIRONMENTAL STRATEGY.



RETITLED CWG SUSTAINABILITY POLICY AND STRATEGY DRAFTED BUT NOT YET FINALISED. **75%**

PUBLISH THE CWG SUSTAINABILITY POLICY AND STRATEGY.

BIODIVERSITY

SET UP A BIODIVERSITY ACTION GROUP TO PROMOTE IMPROVEMENTS AND JOINT PROJECTS ON THE ESTATE.



INFORMAL GROUP SET UP WITH KPMG, CLIFFORD CHANCE, MORGAN STANLEY AND CWML. BEEHIVES INSTALLED AT KPMG.

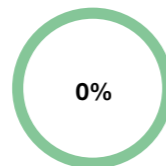
PRODUCE A REVISED BIODIVERSITY ACTION PLAN TO COVER 2015-2019.

HOLD AN EVENT TO HIGHLIGHT BIODIVERSITY ON THE ESTATE.



NOT ACHIEVED

DUE TO BE HELD IN SUMMER 2015 WITH TENANTS FROM ACROSS CANARY WHARF ESTATE **0%**



HOLD AN EVENT TO HIGHLIGHT BIODIVERSITY ON THE ESTATE.

WHAT WE SAID

STATUS

WHAT WE DID

2015 TARGETS

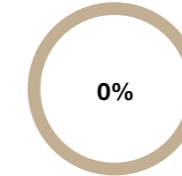
CARRY OUT AT LEAST FIVE ENVIRONMENTAL AUDITS ON SUPPLIERS AND CONTRACTORS.



THREE AUDITS ON: TEG, CLASSIC AND SITA, CONDUCTED TO DATE BY CWML; SEVERAL COMPLETED BY CWCL

**COMPLETED**  
**100%**

SET MINIMUM ENVIRONMENTAL, HEALTH AND SAFETY, AND QUALITY MANAGEMENT STANDARDS FOR SUPPLIERS AND CONTRACTORS.



Questionnaire responses amalgamated. Levels still to be set.

SET MINIMUM ENVIRONMENTAL, HEALTH AND SAFETY, AND QUALITY MANAGEMENT STANDARDS FOR CWML/L SUPPLIERS AND CONTRACTORS.

SOCIAL AND ECONOMIC DEVELOPMENT

CONSOLIDATE AND STRENGTHEN OUR PROGRAMMES TO SUPPORT LOCAL BUSINESSES BY:

- CONTINUING TO BUILD RELATIONSHIPS THROUGH OUR ELBP AND SLPN PARTNERSHIPS, AND IMPROVE THEIR SUSTAINABILITY
- PRODUCE AN OUTLINE TOOLKIT WITH TIPS ON LOCAL PROCUREMENT
- ENCOURAGE AT LEAST 50 SMMES TO TAKE UP FREE EMPLOYEE TRAINING IN PARTNERSHIP WITH A GROUP OF LONDON COLLEGES THROUGH ELBP.



SLPN - ENGAGED WITH 61 BUYERS AND 942 SUPPLIERS (405 IN LAMBETH), AND £2.4M OF SPEND WITH LOCAL BUSINESS TO DATE. ELBP SECURED 'READY TO SUPPLY THE CITY' FUNDING FROM THE CITY OF LONDON CORPORATION. ELBP'S FIT FOR LEGACY PROGRAMME CONCLUDED IN DECEMBER 2014. CWG HAS HELPED LOCAL COMPANIES SECURE £1.4BN OF BUSINESS SINCE 1997. CELEBRATING THE £1BN MILESTONE IN JULY 2014. LEP LOCAL RESPONSE FUNDING TO RUN A BUSINESS LAB AT STRATFORD, IN PARTNERSHIP WITH NEWHAM COLLEGE. LOCAL PURCHASING TOOLKIT COMPLETED AND AVAILABLE ONLINE. ELBP ENCOURAGED MORE THAN 100 SMMES TO ACCEPT FREE WORKFORCE TRAINING FROM NEWHAM COLLEGE.

- CONSOLIDATE OUR SUPPORT TOWARDS ECONOMIC GROWTH IN THE COMMUNITIES LOCAL TO OUR DEVELOPMENTS:
- CONTINUE TO DEVELOP OUR SLPN SERVICE, FOCUSING ON HELPING SMMES TO ACHIEVE 'FIT TO SUPPLY' STATUS AND TO SATISFY CWCL / BRAEBURN PQQ STANDARDS
  - CONTINUE TO DEVELOP THE ELBP SERVICE
  - CONTINUE TO DELIVER THE READY TO SUPPLY THE CITY PROGRAMME IN CITY FRINGE BOROUGHS
  - FOCUS ON PARTNERSHIP ARRANGEMENTS AND SUSTAINABILITY OF THE SERVICE FOLLOWING THE SUCCESSFULLY COMPLETED FIT FOR LEGACY PROGRAMME
  - WORK WITH CWCL ON NEW EAST LONDON DEVELOPMENTS.

CONTINUE TO MONITOR AND CONSOLIDATE CWG'S INTERNAL SPEND WITH LOCAL BUSINESSES (TARGETS: CWL: 33%, CWML: 46% AND CWCL: 45%).



THE GROUP ACHIEVED A TOTAL LOCAL SPEND OF 45% (CWL: 48%, CWML: 41% AND CWCL: 42%).

CONTINUE TO MONITOR AND CONSOLIDATE CWG'S INTERNAL SPEND WITH LOCAL BUSINESSES (TARGETS: CWG: 46%, CWL: 46%, CWML: 45% AND CWCL: 45%).

COMMUNITY

UNDERTAKE A REVIEW OF CWG'S SUPPORT ACTIVITIES TO IMPROVE OPPORTUNITIES FOR LOCAL PEOPLE TO GAIN SUSTAINABLE EMPLOYMENT.



REVIEW PUT ON HOLD DUE TO CHANGE IN INTERNAL PERSONNEL. SKILLSMATCH HELPED 928 LOCAL PEOPLE INTO JOBS IN 2014 (AND 10,258 IN TOTAL SINCE 1997).

DEVELOP AND CONSOLIDATE OUR RELATIONS WITH LOCAL COMMUNITY AND SPORTS GROUPS THROUGH A SUMMER ACTIVITIES PROGRAMME. HOST AND DELIVER A SPORTS AWARDS EVENT IN OUR EAST WINTERGARDEN TO IDENTIFY AND CELEBRATE LOCAL SPORTING TALENT, RAISE THE ASPIRATIONS OF YOUNG PEOPLE AND RECOGNISE VOLUNTEERS' COMMITMENT. PRODUCE A COMMUNITY OUTREACH BOOKLET TO INFORM LOCAL PEOPLE AND ORGANISATIONS OF OUR COMMUNITY OUTREACH PROGRAMMES AND SHARE CONTACT DETAILS. >



WHAT WE SAID

STATUS

WHAT WE DID

2015 TARGETS

LINK CORPORATE TENANTS AND CONTACTS WITH LOCAL COMMUNITIES, BY:

- HOSTING FIVE CSR FORUMS
- HOLDING AT LEAST FIVE DISPLAYS AT THE COMMUNITY WINDOW GALLERY
- HOSTING AT LEAST THREE INSIGHT VISITS.



HOSTED/CO-HOSTED/SPONSORED THREE CSR LUNCH FORUMS AND ONE BREAKFAST NETWORKING EVENT.

EXHIBITED SIX DISPLAYS AT THE COMMUNITY WINDOW GALLERY. HOSTED SIX INSIGHT VISITS.

ATTENDED A NUMBER OF OFF-SITE EVENTS HELD BY OUR CORPORATE NEIGHBOURS.

LINK CORPORATE TENANTS AND CONTACTS WITH LOCAL COMMUNITIES, BY:

- HOSTING SIX CSR FORUMS
- HOLDING AT LEAST SIX DISPLAYS AT THE COMMUNITY WINDOW GALLERY
- HOSTING AT LEAST EIGHT INSIGHT VISITS, IN PARTNERSHIP WITH COLLEAGUES, ELBA AND COMMUNITY GROUPS.

ENCOURAGE EMPLOYEE VOLUNTEERING, AND INCREASE THE NUMBER OF FACILITATED VOLUNTEERING ACTIVITIES TO AT LEAST SIX.



INTEREST AND PARTICIPATION IN OUR EMPLOYEE VOLUNTEERING PROGRAMME INCREASED. HEADS OF DEPARTMENT ATTENDED A PRESENTATION ON THE BENEFITS OF EMPLOYEE VOLUNTEERING. EIGHT GROUP-FACILITATED VOLUNTEERING ACTIVITIES HELD.

FURTHER DEVELOP THE GROUP'S OWN EMPLOYEE VOLUNTEERING ACTIVITIES, AND FACILITATE EIGHT GROUP ACTIVITIES. INTRODUCE 'MICRO-VOLUNTEERING' OPPORTUNITIES FOR EMPLOYEES WHO MIGHT NOT BE ABLE OR WILLING TO COMMIT MORE TIME.

HUMAN RESOURCES AND TRAINING

HOST A MINIMUM OF THREE UNIVERSITY VISITS TO GIVE STUDENTS AN INSIGHT INTO CONSTRUCTION-RELATED CAREERS.



100% Hosted six groups of students during 2014.

INVESTIGATE THE FEASIBILITY OF A STAFF SURVEY TO GAUGE EMPLOYEE ENGAGEMENT ON A VARIETY OF ISSUES.

ALL STAFF TO HAVE COMPLETED ANTI-BRIBERY AND ANTI-CORRUPTION TRAINING.



1,037 EMPLOYEES (91%) COMPLETED THE TRAINING (551 ONLINE, 486 VIA MANUAL).

50% OF SECURITY STAFF TO HAVE RECEIVED DIVERSITY TRAINING BY END OF YEAR.

HEALTH AND SAFETY

CWML TO ACHIEVE A ROSPA GOLD AWARD.



CWML RECEIVED A GOLD AWARD FOR THE SECOND CONSECUTIVE YEAR.

ENSURE EVERY CWML-MANAGED BUILDING HAS A COMPLETED FIRE LOG AND ALL BUILDING MANAGEMENT STAFF ARE TRAINED TO ENSURE ALL RELEVANT INFORMATION IS RECORDED.

UPDATE AND PUBLISH THE HEALTH AND SAFETY POLICY HANDBOOK AND ISSUE TO ALL STAFF.



100% INITIAL REVIEW UNDERTAKEN BY H&S TEAM AND AMENDED VERSION ISSUED AT NEW STARTER INDUCTIONS. FULL REVIEW AND REISSUE TO BE COMPLETED IN 2015.

THE REVIEW THE STAFF H&S POLICY HANDBOOK AND REISSUE TO ALL STAFF.

ESTIMATED OVERALL SCORE 81% ♦

# MATERIALITY ASSESSMENT

**THIS REPORT PROVIDES INFORMATION FOR ALL OUR STAKEHOLDER GROUPS**

**MATERIALITY**  
Our everyday actions have a bearing on the wider world, so we seek to understand and manage those impacts, prioritising those that are most relevant to our business and of most concern to our stakeholders. Doing this helps to minimise any negative aspects and maximise the benefits of our operations to our stakeholders and our business.

We consider our most material issues, as shown in the materiality matrix below, to represent our key impacts, opportunities and risks. The prioritisation of our material issues was led by our cross-functional sustainability governance structure, the Corporate Responsibility Group (CRG). This incorporated considerations of our corporate risks, our CRG members' understanding of stakeholder expectations, and the trends and issues most relevant to our sector and environment.

These prioritised material issues drive our sustainability activities and form the basis of our sustainability reporting. Our most material sustainability issues are closely linked with the risks in our corporate risk register, which is where we define our mitigation and management actions.

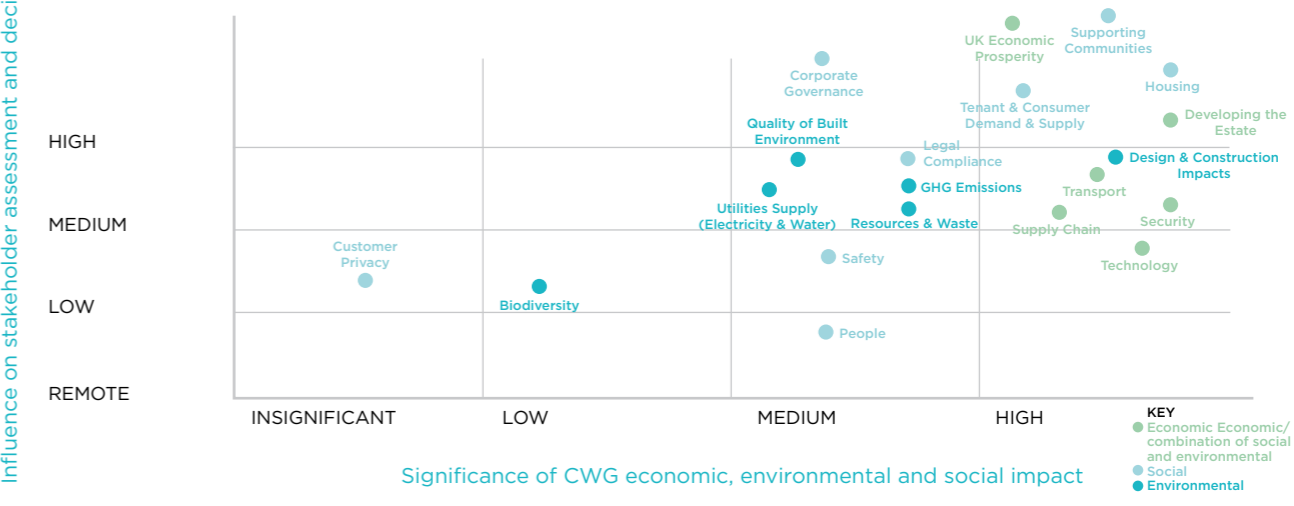
We review our material issues regularly. Our most recent materiality workshop was carried out with a wide range of internal stakeholders in late 2014. We intend to widen this process in 2015, by inviting a number of key external stakeholders to attend our annual materiality workshop and to provide input and opinion.

**STAKEHOLDER ENGAGEMENT**  
Many individuals and institutions have an interest in Canary Wharf Group, including our tenants, local residents, investors, employees, shoppers, and local and central government bodies. This report provides information for all our stakeholder groups,

and is one of the channels we use to maintain a two-way dialogue with those who have a stake or interest in what we do. On an informal level, routine meetings provide useful opportunities to share concerns and ideas for improvement. More structured sessions include consultation meetings linked to proposed new developments, tenant and CSR lunch forums, and professional surveys. However formal or regular the process, what we learn from our engagement with stakeholders is fed back and used to directly influence the way we design, build and manage our properties in the future. ♦



**MATERIALITY ASSESSMENT - RESULTS**

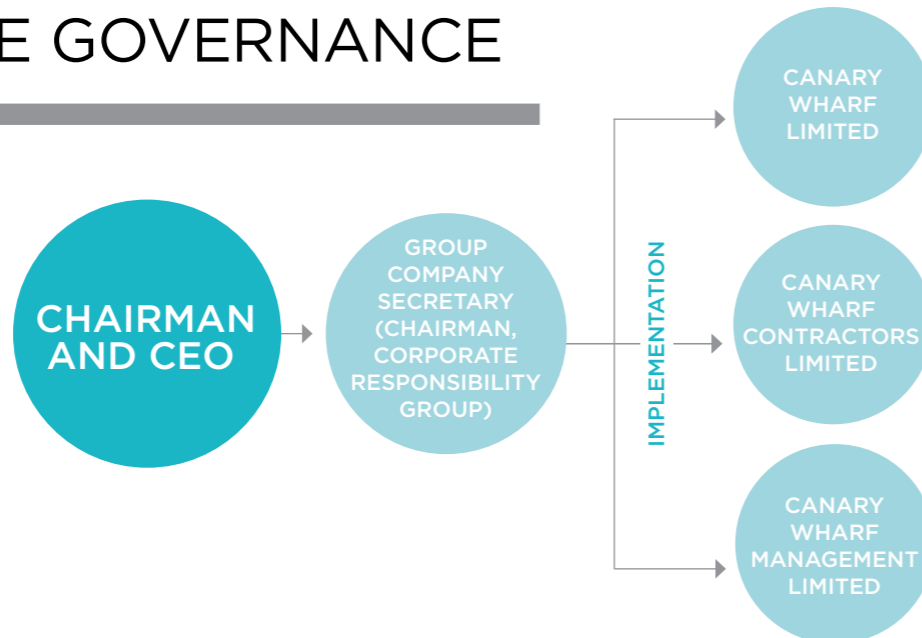




SPRING IN JUBILEE PARK

## CORPORATE GOVERNANCE

Group Company Secretary Responsibility Group (CRG) is chaired by the and comprises senior management from the Group's three operating companies. The CRG, which meets six times a year, is responsible for setting relevant strategy and targets throughout the organisation, and sharing and responding to lessons learned. Its role also includes the quarterly monitoring performance against these targets.



To draw on a broader base of experience and knowledge, the CRG regularly calls on experts from throughout the Group. They provide additional focus on the community and local economy, energy and water, waste, transport, human resources, health and safety, procurement, communications and our ISO14001:2004 certified Environmental Management System.

The Group works to an overarching Code of Business

Practices and Ethics, supported by a range of policies, including our Corporate Responsibility Policy and Anti-Bribery and Corruption Policy, that underpin our approach (see [www.group.canarywharf.com](http://www.group.canarywharf.com)). Collectively, adherence to these documents drives every aspect of the Group's activities.

However, ultimately responsibility for sustainability rests with our employees. The dedication of line managers and their teams to implement Group programmes and achieve targets

is the key to achieving our sustainability ambitions, pushing the boundaries of best practice and retaining a leadership position in our sector.

Although this governance structure has served us well, we are determined to adapt to the needs of a changing world and to evolving sustainability reporting best practice. We are therefore in the process of exploring ways to improve our sustainability management and communications framework. ♦

**IMPLEMENTING GROUP PROGRAMMES AND ACHIEVING TARGETS ARE KEY TO ACHIEVING OUR SUSTAINABILITY AMBITIONS**

## ABOUT THIS REPORT

### REPORTING BOUNDARIES

#### Reporting period

The information in this report, published in June 2015, covers the period from 1 January 2014 to 31 December 2014 unless otherwise stated.

#### Reporting scope

This report covers the properties and activities that we directly managed and controlled in 2014, namely:

- Canary Wharf Estate (infrastructure areas)
- One Canada Square
- 40 and 50 Bank Street
- 5 and 25 Churchill Place
- 7 Westferry Circus
- Canary Wharf retail portfolio. The construction projects that are covered are:
- 20 Fenchurch Street (joint venture with Land Securities, now completed)
- Canary Wharf Crossrail station and retail development
- Riverside South (on behalf of JPMorgan)
- Jubilee Place Shopping Mall Extension
- 25 Bank Street interior fit-out (on behalf of JPMorgan)
- Newfoundland
- The Estate extension (formerly Wood Wharf)
- 1 and 10 Bank Street.

This report excludes properties occupied by third parties on fully repairing and insuring leases, but does extend to those areas in which

we have significant influence. Among these are outsourced procurement arrangements, energy consumed and purchased direct by tenants in properties covered by operating leases and agreements with joint venture partners and co-owners. Further information, including all Group documents and policies referred to in this report, can be found online at [www.group.canarywharf.com](http://www.group.canarywharf.com).

### STANDARDS AND VERIFICATION

#### Global Reporting Initiative

This report has been prepared in accordance with the GRI G4 Sustainability Reporting Guidelines. Our full GRI index can be found online at [www.group.canarywharf.com](http://www.group.canarywharf.com). It is also aligned with the European Public Real Estate Association's (EPRA) Best Practices Recommendations on Sustainability Reporting.

#### Independent assurance

In line with corporate best practice, Bureau Veritas – an independent expert in environmental and social responsibility – has independently assured all the data contained in this report, which relates to the most relevant and material issues (see page 49) for our business and stakeholders.

### INDEPENDENT ASSURANCE STATEMENT

Bureau Veritas has been commissioned by Canary Wharf Group plc (CWG) to provide independent assurance on performance data, and the performance against target update within CWG's 'Pride of Place' 2014 Sustainability Report ('The Report'). The overall aim of the assurance process is to provide reassurance to CWG's stakeholders that the data presented within the Report is free from material error or omission. Based on the scope of work agreed and subject to the limitations defined, Bureau Veritas concludes that there is no evidence to suggest that the data contained in the Report is not free from material misstatement or bias, or does not adequately reflect progress achieved during 2014 on performance against targets. The full verification statement including methodology, limitations and exclusions can be found on the Canary Wharf website [www.group.canarywharf.com/corporate-responsibility/sustainability/BureauVeritasCertification](http://www.group.canarywharf.com/corporate-responsibility/sustainability/BureauVeritasCertification) UK London, June 2015. ♦

**THIS REPORT HAS BEEN PREPARED IN ACCORDANCE WITH THE GRI G4 SUSTAINABILITY REPORTING GUIDELINES**





# 2014 ENVIRONMENTAL DATA SUPPLEMENT

Canary Wharf Group is committed to improving and expanding the reporting of its environmental data across its major impact areas. As the figures demonstrate, we have made consistent improvements in most areas over recent years.

# ENVIRONMENTAL DATA

## ABOUT OUR ENVIRONMENTAL DATA

2012 data is the baseline for all our environmental performance data and future targets. To view earlier performance data, please refer to our 2012 Sustainability Report.

## NORMALISATION

Due to the changing nature of the business and the addition and/or removal of buildings from our management portfolio, a like-for-like comparison and

normalisation of the data on energy and water consumption has been carried out to best reflect our year on year performance.

- Office buildings data covers three managed buildings and Canary Wharf Group's administrative areas - 75% of the managed buildings portfolio.
- Retail data includes five retail malls - our entire retail portfolio.
- Infrastructure and car parks data covers 100% of those areas.

Normalisation was worked out on the best fit for the type of operation due to the variation of operation and control between the different areas of the business:

- Office intensity is shown per occupant.
- Retail intensity is based on footfall, using an indicator of per 1,000 visitors.
- Infrastructure and car parks intensity is shown per m<sup>2</sup>, and based on Gross Internal Areas (GIA). ♦

We have made consistent improvements in many areas over recent years

## CANARY WHARF GROUP

### ENERGY AND GREEN HOUSE GAS (GHG) EMISSIONS

ENERGY		ELECTRICITY		GAS		GAS FUEL OIL		TRANSPORT FUEL (DIESEL/PETROL)		LPG		TOTAL GHG EMISSIONS DIRECT	TOTAL GHG EMISSIONS INDIRECT
kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e	litres	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e	tCO <sub>2</sub> e	tCO <sub>2</sub> e
82,497,573	34,631	73,595,527	32,389	6,150,669	1,132	2,167,657	560	584,316	155	0	0	1,846	32,785

Energy and water used by CWG in the operation of its managed buildings and construction. Energy supplied in kWh. GJ conversion is 0.0036 GJ/kWh

### WATER

WATER (MAINS) IN		WATER (EXTRACTED FROM DOCK VIA PERMIT) IN		WATER (DISCHARGE BY EVAPORATION)		WATER (DISCHARGE TO FOUL SEWER)		WATER (DISCHARGE TO DOCK VIA PERMIT)	
m <sup>3</sup>		m <sup>3</sup>		m <sup>3</sup>		m <sup>3</sup>		m <sup>3</sup>	
428,881		3,888,000		61,163		367,718		3,888,000	

### WASTE - BY DISPOSAL METHOD

RECYCLED		ANAEROBIC DIGESTION		COMPOSTED		ENERGY FROM WASTE (COMBUSTION)		LANDFILL		TOTAL WASTE
tonnes	%	tonnes	%	tonnes	%	tonnes	%	tonnes	%	tonnes
36,920	85.15%	1,336	3.09%	76	0.18%	4,797	11.08%	231	0.53%	43,282

## CANARY WHARF MANAGEMENT LTD - BUILDINGS AND INFRASTRUCTURE

### ENERGY AND GHG EMISSIONS

	ABSOLUTE ENERGY		ELECTRICITY LANDLORD AND TENANT		ELECTRICITY LANDLORD INFLUENCED		GAS LANDLORD AND TENANT		GAS LANDLORD INFLUENCED		GENERATOR FUEL OIL	
	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e
2014	132,554,268	54,242	132,416,860	54,142	70,192,604	30,873	9,921,389	1,826	6,150,669	1,132	1,095,904	298
2013	142,669,294	67,088	144,087,157	64,188	76,741,913	34,187	14,661,143	2,698	8,799,934	1,619	744,999	202
2012	174,204,124	86,703	162,283,494	84,447	85,302,305	44,389	11,028,774	2,029	8,113,536	1,493	837,475	226

### DIRECT AND INDIRECT GHG EMISSIONS

	GAS GHG EMISSIONS	GENERATORS GHG EMISSIONS	TRANSPORT FUEL GHG EMISSIONS	TOTAL DIRECT GHG EMISSIONS	ELECTRICITY GHG EMISSIONS	TOTAL INDIRECT GHG EMISSIONS
	tonnes	tonnes	tonnes	tonnes	tonnes	tonnes
2014	1,826	298	155	2,126	54,142	54,142
2013	2,698	202	172	2,900	64,188	64,188
2012	2,029	226	204	2,255	84,447	84,447

### WATER

	WATER (MAINS) IN	WATER (MAINS) LANDLORD INFLUENCED	WATER (DISCHARGE BY EVAPORATION)	WATER (DISCHARGE TO FOUL SEWER)
	m <sup>3</sup>	m <sup>3</sup>	m <sup>3</sup>	m <sup>3</sup>
2014	434,363	403,137	61,163	341,974
2013	317,033	244,950	33,821	283,212
2012	450,116	387,361	0	450,116

### WASTE

	OFFICE BUILDINGS			RETAIL BUILDINGS			INFRASTRUCTURE		
	2014	2013	2012	2014	2013	2012	2014	2013	2012
TOTAL WASTE (TONNES)	1,440.40	1,035.07	1,491	5,716.65	5,546.71	5,361	698.49	559.1	622
DISPOSAL METHODS									
Recycled (tonnes)	977.88	708.62	1027	2,887.82	2,398.62	2,102	299.26	121.8	53
% Recycled	67.89%	68%	69%	50.52%	43%	39%	42.84%	22%	9%
Combustion (tonnes)	503.01	310.01	412	1,560.66	2,343.57	2,979	293.41	341.9	492
% Combustion	33.11%	30%	28%	27.30%	42%	56%	42.01%	61%	79%
Anaerobic digestion (tonnes)	38.34	16.44	51	1268.17	804.52	274	29.66	23.34	0
% Anaerobic digestion	2.52%	2%	3%	22.18%	15%	5%	4.25%	4%	0%
Compost (tonnes)	0	0	0	0	0	0	76.16	72.68	83
% Compost	0%	0%	0%	0%	0%	0%	10.90%	13%	13%
Landfill (tonnes)	0	0	0	0	0	0	0	0	0
% Landfill	0%	0%	0%	0%	0%	0%	0%	0%	0%

# CANARY WHARF CONTRACTORS LTD - CONSTRUCTION, DEMOLITION AND EXCAVATION

## ENERGY AND GHG EMISSIONS

	ABSOLUTE ENERGY		ELECTRICITY		GAS OIL		LPG	
	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e
2014	4,474,676	1,804	3,402,923	1,516	1,071,753	262	0	0
2013	2,791,639	1,178	2,791,639	1,178	356,136	96.78	16,513	3.54
2012	4,167,787	2,169	4,167,787	2,255	0	0	0	0

## ENERGY AND GHG EMISSIONS CONTINUED

	TOTAL SPEND	ENERGY AND GHG EMISSIONS		ELECTRICITY PER £100K SPEND		GAS OIL PER £100K SPEND		LPG PER £100K SPEND	
		kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e
2014	£112m	4,015.60	1.62	3,038.32	1.35	977.28	0.27	0	0
2013	£233m	1,198.13	0.51	1,198.13	0.51	152.85	0.04	7.09	0.01
2012	£189.2m	2,202.85	1.15	2,202.85	1.19	0	0	0	0

## WATER

	WATER (MAINS INCOMING)	WATER (DEWATERING - INCOMING FROM DOCK) <sup>1</sup>	WATER (DISCHARGE TO FOUL SEWER)	WATER (DISCHARGE TO DOCK) <sup>2</sup>
	m <sup>3</sup>	m <sup>3</sup>	m <sup>3</sup>	m <sup>3</sup>
2014	25,744	3,888,000	25,744	3,888,000
2013	30,734	2,334,000	30,734	2,334,000
2012	15,959	2,334,000	15,959	2,334,000

<sup>1</sup> 2012 and 2013 data has been restated due to a reporting error. <sup>2</sup> 2012 and 2013 data has been restated due to a reporting error.

## WATER CONTINUED

	TOTAL SPEND	WATER (MAINS INCOMING) PER £100K SPEND	WATER (DEWATERING - INCOMING FROM DOCK)	WATER (DISCHARGE TO FOUL SEWER)	WATER (DISCHARGE TO DOCK)
		m <sup>3</sup>	m <sup>3</sup>	m <sup>3</sup>	m <sup>3</sup>
2014	£112m	22.99	375	22.99	375
2013	£233m	13.19	107.30	13.19	107.30
2012	£189.2m	8.43	136.89	8.43	136.89

## WASTE

	CONSTRUCTION			DEMOLITION			EXCAVATION		
	2014	2013	2012	2014	2013	2012	2014	2013	2012
<b>TOTAL WASTE</b>	7,295.83	13,091.19	8,764	1,615.72	1,805.10	16,870	26,515.37	1,264.5	1,201.6
<b>DISPOSAL METHODS</b>									
Recycled (tonnes)	4,823.70	8,871.08	5,800	1,416.33	1,788.79	16,493	26,515.37	1,264.5	1,201.6
% Recycled	66.12%	68%	66%	87.33%	99%	98%	100%	100%	100%
Combustion (tonnes)	2,249.99	3,787.29	2413	190.34	0	0	0	0	0
% Combustion	30.84%	29%	28%	11.78%	0%	0%	0%	0%	0%
Anaerobic digestion (tonnes)	0	0	0	0	0	0	0	0	0
% Anaerobic digestion	0%	0%	0%	0%	0%	0%	0%	0%	0%
Compost (tonnes)	0	156.42	170	0	0	0	0	0	0
% Compost	0%	1%	2%	0%	0%	0%	0%	0%	0%
Landfill (tonnes)	222.14	276.41	381	9.05	16.31	377	0	0	0
% Landfill	3.04%	2%	4%	0.56%	1%	2%	0%	0%	0%

## ENERGY, CARBON AND WATER

OFFICE BUILDINGS	2014	2013	2012
Energy (kWh)	36,094,435	39,520,721	41,236,091
Energy (kWh per occupant)	2,566	2,865	3,029
GHG emissions (tonnes)	15,735	15,992	20,937
GHG emissions (tonnes per occupant)	1.12	1.16	1.54
Electricity (kWh)	33,263,381	35,227,759	39,559,416
Electricity (kWh per occupant)	2,365	2554	2,906
Gas (kWh)	2,350,584	3,812,492	1,170,927
Gas (kWh per occupant)	167	276	86
Fuel oil (kWh)	48,0470	480,470	505,748
Fuel oil (kWh per occupant)	34.16	34.83	37.15
Water (mains m <sup>3</sup> )	266,582	147,924	220,339
Water (mains m <sup>3</sup> per occupant)	19	11	16
Water (discharge to sewer m <sup>3</sup> )	205,332.25	118,355	220,339
Water (discharge to evaporation m <sup>3</sup> )	60,895.77	29,569	0
<b>RETAIL</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
Energy (kWh)	21,998,829	23,874,927	21,226,914
Energy (kWh per 1,000 visitors)	306	249	307
GHG emissions (tonnes)	8,851	9,343	9,654
GHG emissions (tonnes per 1,000 visitors)	0.12	0.10	0.14
Electricity (kWh)	18,328,486	18,888,672	17,066,793
Electricity (kWh per 1,000 visitors)	255.27	197.09	247.07
Gas (kWh)	3,546,176	4,862,088	4,078,549
Gas (kWh per 1,000 visitors)	49.39	0	0
Fuel oil (kWh)	124,167	124,167	81,572
Fuel oil (kWh per occupant)	1.73	0	0
Water (mains m <sup>3</sup> )	92,941	39,948	51,973
Water (mains m <sup>3</sup> per 1,000 visitors)	1.29	0.42	0.75
Water (discharge to sewer m <sup>3</sup> )	92,867.74	39,322	51,973
Water (discharge to evaporation m <sup>3</sup> )	73	626	0
<b>INFRASTRUCTURE AND CAR PARKS</b>	<b>2014</b>	<b>2013</b>	<b>2012</b>
Energy (kWh)	12,079,773	15,625,831	17,745,758
Energy (kWh per m <sup>2</sup> )	43.27	55.97	63.57
GHG emissions (tonnes)	5,305	6,946	9,234
GHG emissions (tonnes per m <sup>2</sup> )	0.02	0.02	0.03
Electricity (kWh)	11,642,491	15,539,454	17,745,758
Electricity (kWh per m <sup>2</sup> )	41.70	55.66	63.57
Gas (kWh)	0	0	0
Gas (kWh per m <sup>2</sup> )	0	0	0
Fuel oil (kWh)	437,282	86,377	0
Fuel oil (kWh per m <sup>2</sup> )	1.57	0.31	0
Water (mains m <sup>3</sup> )	2,292	31,327	65,473
Water (mains m <sup>3</sup> per m <sup>2</sup> )	0.01	0.11	0.50
Water (discharge to sewer m <sup>3</sup> )	2,292	31,327	65,473
Water (discharge to evaporation m <sup>3</sup> )	0	0	0

## TRANSPORT

	2014	2013	2012
Fuel (kWh)	584,316	648,562	761,998
GHG emissions (tonnes)	155	172	204



## CANARY WHARF GROUP GLOBAL REPORTING INITIATIVE INDEX 2014

See our full Sustainability Report 2014 here:  
[www.group.canarywharf.com/corporate-responsibility/  
sustainability/](http://www.group.canarywharf.com/corporate-responsibility/sustainability/)

This report is in accordance with the Global Reporting Initiative's (GRI) G4 Sustainability Reporting Guidelines at the Core level. For a detailed explanation of the indicators, visit the GRI website <https://g4.globalreporting.org>

# GENERAL STANDARD DISCLOSURES



**PLEASE NOTE:**

All page numbers refer to our 2014 Sustainability Report.



GENERAL STANDARD DISCLOSURES	LOCATION	EXTERNAL ASSURANCE
<b>STRATEGY AND ANALYSIS</b>		
G4-1	CHAIRMAN AND CHIEF EXECUTIVE OFFICER'S STATEMENT, P4-5	
<b>ORGANIZATIONAL PROFILE</b>		
G4-3	ABOUT CANARY WHARF GROUP, P2	
G4-4	ABOUT CANARY WHARF GROUP, P2	
G4-5	BACK COVER	
G4-6	ABOUT CANARY WHARF GROUP, P2	
G4-7	<a href="http://group.canarywharf.com/investors/">HTTP://GROUP.CANARYWHARF.COM/INVESTORS/</a> <a href="http://group.canarywharf.com/about-us/">HTTP://GROUP.CANARYWHARF.COM/ABOUT-US/</a>	
G4-8	ABOUT CANARY WHARF GROUP, P2 <a href="http://group.canarywharf.com/about-us/">HTTP://GROUP.CANARYWHARF.COM/ABOUT-US/</a>	
G4-9	ABOUT CANARY WHARF GROUP, P2 SUPPORTING ECONOMIC PROSPERITY, P11 ABOUT THIS REPORT, P52	
G4-9	ABOUT CANARY WHARF GROUP, P2	
G4-10	DIVERSITY AND EQUAL OPPORTUNITY, P30	
	<p><b>EMPLOYEE BREAKDOWN BY GENDER</b></p> <ul style="list-style-type: none"> <li>• TOTAL EMPLOYEES: 883 MALE, 257 FEMALE</li> <li>• FULL-TIME EMPLOYEES: 853 MALE, 211 FEMALE</li> <li>• PART-TIME EMPLOYEES: 30 MALE, 46 FEMALE</li> <li>• FIXED-TERM CONTRACT EMPLOYEES: 36 MALE, 17 FEMALE</li> <li>• SUPERVISED WORKERS: 345 MALE, 79 FEMALE</li> <li>• ALL EMPLOYEES ARE BASED IN LONDON-DIVIDED BY GENDER AS ABOVE.</li> </ul> <p>THERE ARE NO SIGNIFICANT OR SEASONAL VARIATIONS IN EMPLOYMENT NUMBERS.</p>	

GENERAL STANDARD DISCLOSURES	LOCATION	EXTERNAL ASSURANCE
G4-11	0% OF OUR WORKFORCE ARE COVERED BY A COLLECTIVE BARGAINING AGREEMENT.	
G4-12	SUPPLIER DEVELOPMENT, P40 SUSTAINABLE MATERIALS AS STANDARD, P40 LOCAL PROCUREMENT, P16	
G4-13	CHAIRMAN AND CHIEF EXECUTIVE OFFICER'S STATEMENT, P4-5	
G4-14	CORPORATE GOVERNANCE, P50 MATERIALITY ASSESSMENT, P49 OUR SUSTAINABILITY STRATEGY, P7	
G4-15	2014 PROGRESS AT A GLANCE, P6 SUPPORTING ECONOMIC PROSPERITY, P11-13 DEVELOPING THE ESTATE, P15 INVESTING IN TECHNOLOGY, P18-19 SUPPLIER DEVELOPMENT, P40 CONNECTING TENANTS AND COMMUNITIES, P27 CULTURE, SPORT AND ART ON THE ESTATE, P28 LOCAL PROCUREMENT, P16-17 NURTURING TALENT AND SKILLS, P29 HEALTH, SAFETY AND WELL-BEING P30-31 REDUCING ACCIDENTS AND INCIDENTS, P31 EMPLOYEE WELL-BEING, P31 MANAGING OUR IMPACTS, P37-38 OUR ENVIRONMENTAL PERFORMANCE, P39-41 QUALITY BY DESIGN, P38	
G4-16	2014 PROGRESS AT A GLANCE, P6 SUPPORTING ECONOMIC PROSPERITY, P11-13 DEVELOPING THE ESTATE, P15 INVESTING IN TECHNOLOGY, P18-19 SUPPLIER DEVELOPMENT, P40 CONNECTING TENANTS AND COMMUNITIES, P27 CULTURE, SPORT AND ART ON THE ESTATE, P28 LOCAL PROCUREMENT, P16-17 NURTURING TALENT AND SKILLS, P29 HEALTH, SAFETY AND WELL-BEING P30-31 REDUCING ACCIDENTS AND INCIDENTS, P31 EMPLOYEE WELL-BEING, P31 MANAGING OUR IMPACTS, P37-38 OUR ENVIRONMENTAL PERFORMANCE, P39-41 QUALITY BY DESIGN, P38	

IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

G4-17 ABOUT CANARY WHARF GROUP, P2 ABOUT THIS REPORT, P51

G4-18 MATERIALITY ASSESSMENT, P49

G4-19 MATERIALITY ASSESSMENT, P49

ISSUES IDENTIFIED THROUGH OUR MATERIALITY ASSESSMENT

IMPACT OCCURS INTERNAL TO CANARY WHARF GROUP

WHERE IMPACT OCCURS EXTERNAL TO CANARY WHARF GROUP

<b>UK ECONOMIC PROSPERITY</b> • ECONOMIC: ECONOMIC PERFORMANCE • ECONOMIC: INDIRECT ECONOMIC IMPACTS	YES	LOCAL COMMUNITIES, EMPLOYEES AND CONTRACTORS, SUPPLIERS, LOCAL INFRASTRUCTURE, EXISTING AND POTENTIAL TENANTS, OCCUPIERS AND RETAILERS, LOCAL AND NATIONAL GOVERNMENT
<b>DEVELOPING THE ESTATE</b> • ECONOMIC: ECONOMIC PERFORMANCE	YES	
<b>TRANSPORT</b> • ECONOMIC: INDIRECT ECONOMIC IMPACTS		LOCAL COMMUNITIES AND INFRASTRUCTURE, EXISTING AND POTENTIAL TENANTS, OCCUPIERS AND RETAILERS, LOCAL AND NATIONAL GOVERNMENT
<b>SECURITY</b> • PRODUCT RESPONSIBILITY: CUSTOMER HEALTH AND SAFETY		EXISTING AND POTENTIAL TENANTS, OCCUPIERS AND RETAILERS
<b>SUPPLY CHAIN</b> • ECONOMIC: PROCUREMENT PRACTICES • ENVIRONMENT: SUPPLIER ENVIRONMENTAL ASSESSMENT	YES	SUPPLIERS AND CONTRACTOR
<b>TECHNOLOGY-CUSTOM</b>	YES	EXISTING AND POTENTIAL TENANTS, OCCUPIERS AND RETAILERS
<b>SUPPORTING COMMUNITIES</b> • ECONOMIC: ECONOMIC PERFORMANCE • ECONOMIC: INDIRECT ECONOMIC IMPACTS • ECONOMIC: PROCUREMENT PRACTICE • SOCIETY: LOCAL COMMUNITIES	YES	LOCAL COMMUNITIES
<b>HOUSING-CUSTOM</b>		LOCAL COMMUNITIES

ISSUES IDENTIFIED THROUGH OUR MATERIALITY ASSESSMENT

IMPACT OCCURS INTERNAL TO CANARY WHARF GROUP

WHERE IMPACT OCCURS EXTERNAL TO CANARY WHARF GROUP

<b>UK ECONOMIC PROSPERITY</b> • ECONOMIC: ECONOMIC PERFORMANCE • ECONOMIC: INDIRECT ECONOMIC IMPACTS	YES	LOCAL COMMUNITIES, EMPLOYEES AND CONTRACTORS, SUPPLIERS, LOCAL INFRASTRUCTURE, EXISTING AND POTENTIAL TENANTS, OCCUPIERS AND RETAILERS, LOCAL AND NATIONAL GOVERNMENT
<b>TENANT AND CONSUMER DEMAND AND SUPPLY-CUSTOM</b>	YES	EXISTING AND POTENTIAL TENANTS, OCCUPIERS AND RETAILERS
<b>CORPORATE GOVERNANCE</b> • HUMAN RIGHTS: NON-DISCRIMINATION • SOCIETY: ANTI-CORRUPTION • SOCIETY: ANTI-COMPETITIVE BEHAVIOUR • SOCIETY: COMPLIANCE • HUMAN RIGHTS: HUMAN RIGHTS GRIEVANCE MECHANISMS	YES	SUPPLIERS AND CONTRACTORS, LOCAL COMMUNITIES, MEMBERS OF UNDERREPRESENTED SOCIAL GROUPS
<b>SAFETY</b> • LABOUR PRACTICES AND DECENT WORK: OCCUPATIONAL HEALTH AND SAFETY	YES	CONTRACTORS
<b>OUR PEOPLE</b> • LABOUR PRACTICES AND DECENT WORK: EMPLOYMENT • LABOUR PRACTICES AND DECENT WORK: TRAINING AND EDUCATION	YES	CONTRACTORS
<b>CUSTOMER PRIVACY</b> • PRODUCT RESPONSIBILITY: CUSTOMER PRIVACY		EXISTING AND POTENTIAL TENANTS, OCCUPIERS AND RETAILERS
<b>DESIGN AND CONSTRUCTION IMPACTS</b> • ENVIRONMENTAL: COMPLIANCE • ENVIRONMENTAL: PRODUCTS AND SERVICES	YES	LOCAL COMMUNITIES, ENVIRONMENT AND EXISTING AND POTENTIAL TENANTS, OCCUPIERS AND RETAILERS
<b>GHG EMISSIONS</b> • ENVIRONMENTAL: EMISSIONS	YES	
<b>QUALITY OF BUILT ENVIRONMENT</b> • PRODUCT RESPONSIBILITY: CUSTOMER HEALTH AND SAFETY • PRODUCT RESPONSIBILITY: COMPLIANCE • ENVIRONMENTAL: PRODUCTS AND SERVICES	YES	CONTRACTORS, EXISTING AND POTENTIAL TENANTS, OCCUPIERS AND RETAILERS
<b>RESOURCES AND WASTE</b> • ENVIRONMENTAL: MATERIALS • ENVIRONMENTAL: EFFLUENTS AND WASTE	YES	
<b>ENERGY AND WATER</b> • ENVIRONMENTAL: ENERGY • ENVIRONMENTAL: WATER • ENVIRONMENTAL: EFFLUENTS AND WASTE	YES	
<b>BIODIVERSITY</b> • ENVIRONMENTAL: BIODIVERSITY	YES	LOCAL ENVIRONMENT



G4-20 SEE TABLE IN G4-19

G4-21 SEE TABLE IN G4-19

G4-22 WATER DATA FOR 2012 AND 2013 HAS BEEN RESTATED DUE TO A REPORTING ERROR (SEE THE ENVIRONMENTAL DATA SUPPLEMENT 2014 AT: [WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/](http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/))

G4-23 THERE HAVE BEEN NO SIGNIFICANT CHANGES IN SCOPE OR ASPECT BOUNDARIES.

### STAKEHOLDER ENGAGEMENT

G4-24 MATERIALITY ASSESSMENT, P49

G4-25 WE IDENTIFY OUR STAKEHOLDERS THROUGH ANALYSING OUR BUSINESS OPERATIONS, RELATIONS AND LOCATIONS.

G4-26 MATERIALITY ASSESSMENT, P49

IN 2014, WE CONTINUED A PROGRAMME OF HOSTING REGULAR STAKEHOLDER SESSIONS WITHIN A STRUCTURE OF STAKEHOLDER FORUMS THAT INCLUDED:

#### COMMUNITY

- COMMUNITY FORUMS TO EXCHANGE VIEWS WITH INDIVIDUALS AND LOCAL GROUPS
- COMMUNITY RECEPTIONS OFFER OPPORTUNITIES FOR ENGAGEMENT WITH COMMUNITY GROUPS, SPORTS CLUBS AND SCHOOLS, AS WELL AS LOCAL MPS, COUNCILLORS AND OFFICIALS
- CORPORATE SOCIAL RESPONSIBILITY FORUMS TO HELP LOCAL CHARITIES AND COMMUNITY SUPPORT GROUPS CONNECT WITH CANARY WHARF TENANTS AND OCCUPIERS AND WITH EACH OTHER

#### EXISTING AND POTENTIAL TENANTS, OCCUPIERS AND RETAILERS

- SUSTAINABILITY FORUMS FOR TENANT AND OCCUPIER DISCUSSIONS ON ENVIRONMENTAL MANAGEMENT ISSUES
- RETAIL TENANT FORUMS
- CANARY WHARF PR AND COMMUNICATIONS FORUMS FOR TENANTS AND OCCUPIERS
- SECURITY AND BUSINESS COMMUNITY FORUMS
- REGULAR MEETINGS WITH OFFICE OCCUPIERS AND TENANTS ON A BUILDING-BY-BUILDING BASIS

#### SUPPLIERS

- HEALTH AND SAFETY FORUMS FOR SUPPLIERS, PARTNERS AND EMPLOYEES
- EAST LONDON BUSINESS PLACE (ELBP)
- SOUTH LONDON PROCUREMENT NETWORK (SLPN)

#### EMPLOYEES

- CANARY WHARF GROUP STAFF CONSULTATIVE COMMITTEE MEETINGS
- EMPLOYEE ENVIRONMENTAL AWARENESS TRAINING
- EMPLOYEE FOCUS GROUPS: SIX HELD IN 2014 INVOLVING 24 EMPLOYEES IN TOTAL

#### LOCAL AUTHORITIES

- CLOSE COLLABORATION WITH THE THREE LOCAL AUTHORITIES THAT PROVIDE THE PLANNING FRAMEWORKS THAT DEFINE OUR OPERATIONS: TOWER HAMLETS, THE CITY OF LONDON AND LAMBETH
- TRANSPORT FORUMS

#### INVESTORS

- REPORTING ALLOWS US TO PROVIDE OUR INVESTORS WITH THE SOCIAL, ENVIRONMENTAL AND ETHICAL INFORMATION NECESSARY TO MAKE INFORMED DECISIONS ABOUT OUR PERFORMANCE AND PROSPECTS

G4-27 KEY TOPICS AND CONCERNS RAISED BY STAKEHOLDER GROUPS INCLUDE THE NATURE AND PROGRESS OF NEW DEVELOPMENT SITES, ENVIRONMENTAL PERFORMANCE, OUR CONTRIBUTION TO THE LOCAL COMMUNITY, THE PERCENTAGE OF LOCALLY BASED EMPLOYEES AT CANARY WHARF GROUP AND THE WHOLE ESTATE, AND OUR COMMITMENT TO SUPPLYING AFFORDABLE HOUSING. FULL DETAILS OF THE ISSUES RAISED CAN BE SEEN IN THE RESULTS OF OUR MATERIALITY ASSESSMENT. AMONG THOSE RAISING KEY TOPICS OF CONVERSATION ARE COMMUNITY GROUPS, CHARITIES, THE MEDIA, INDIVIDUALS AND LOCAL RESIDENTS AND COUNCILLORS. WE RESPOND TO THESE CONCERNS THROUGH OUR SUSTAINABILITY REPORTING AND OTHER MEANS OF ENGAGEMENT INCLUDING WORKSHOPS WITH THE LOCAL COMMUNITY, MEETINGS AND PHONE CALLS WITH CONCERNED PARTIES, TOURS OF THE MARKETING SUITE TO RESPOND TO SPECIFIC QUESTIONS, AND VISITS BY CANARY WHARF GROUP TO COMMUNITY SITES AND ORGANISATIONS. CANARY WHARF GROUP HOSTED EVENTS FOR A WIDE RANGE OF STAKEHOLDERS ATTENDED BY DOZENS OF CANARY WHARF GROUP PERSONNEL TO HELP RESPOND TO ENQUIRIES AND QUESTIONS THE COMMUNITY HAS.

### REPORT PROFILE

G4-28 ABOUT THIS REPORT, P51

G4-29 THE CANARY WHARF SUSTAINABILITY REPORT 2013 WAS PUBLISHED IN SEPTEMBER 2014.

G4-30 ABOUT THIS REPORT, P51

G4-31 BACK COVER

G4-32 ABOUT THIS REPORT, P51

G4-33 ABOUT THIS REPORT, P51

### GOVERNANCE

G4-34 CORPORATE GOVERNANCE, P50  
[HTTP://GROUP.CANARYWHARF.COM/INVESTORS/GOVERNANCE/](http://GROUP.CANARYWHARF.COM/INVESTORS/GOVERNANCE/)

### ETHICS AND INTEGRITY

G4-56 CORPORATE GOVERNANCE, P50  
CODE OF BUSINESS PRACTICES AND ETHICS:  
[HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/1-CODE-OF-BUSINESS-PRACTICES-AND-ETHICS.PDF](http://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/1-CODE-OF-BUSINESS-PRACTICES-AND-ETHICS.PDF)  
[HTTP://GROUP.CANARYWHARF.COM/INVESTORS/GOVERNANCE/](http://GROUP.CANARYWHARF.COM/INVESTORS/GOVERNANCE/)

# SPECIFIC STANDARD DISCLOSURES

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
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## MATERIAL ASPECT: ECONOMIC PERFORMANCE

G4-DMA	DEVELOPING ECONOMIES, P9-10 SUPPORTING ECONOMIC PROSPERITY, P11-13				
	<p>SOCIAL AND ECONOMIC DEVELOPMENT STRATEGY:  <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/social-and-economic-development-strategy2.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/SOCIAL-AND-ECONOMIC-DEVELOPMENT-STRATEGY2.PDF</a></p> <p>CODE OF BUSINESS PRACTICES AND ETHICS:  <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/1-code-of-business-practices-and-ethics.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/1-CODE-OF-BUSINESS-PRACTICES-AND-ETHICS.PDF</a></p> <p>CORPORATE RESPONSIBILITY POLICY:  <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a></p>				

G4-EC1	SUPPORTING ECONOMIC PROSPERITY: CREATING DIRECT ECONOMIC VALUE, P11				BUREAU VERITAS ASSURED THE COMMUNITY INVESTMENT FIGURES. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://www.group.canarywharf.com/corporate-responsibility/sustainability/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>
	<p>SOCIAL AND ECONOMIC DEVELOPMENT STRATEGY:  <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/social-and-economic-development-strategy2.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/SOCIAL-AND-ECONOMIC-DEVELOPMENT-STRATEGY2.PDF</a></p> <p>IN 2014, CANARY WHARF GROUP PAID £3.5 MILLION IN UK CORPORATION TAX AT A TAX RATE OF 21.5%.</p>				

G4-EC2	PROTECTING THE ENVIRONMENT, P35-41				
	<p>CLIMATE CHANGE RISKS AND OPPORTUNITIES ARE DISCUSSED AND IDENTIFIED WITHIN THE COMPANY AND SOME ARE INCLUDED ON OUR INTERNAL RISK REGISTER. HOWEVER, CLIMATE CHANGE IS NOT ONE OF THE PRINCIPAL RISKS TO OUR BUSINESS AS IDENTIFIED IN OUR ANNUAL FINANCIAL REPORT.</p>				

## MATERIAL ASPECT: INDIRECT ECONOMIC IMPACTS

G4-DMA	DEVELOPING ECONOMIES, P9-10 SUPPORTING ECONOMIC PROSPERITY: INDIRECT ECONOMIC VALUE, P12-13 BUILDING COMMUNITIES AND RELATIONSHIPS, P23-27 MATERIALITY ASSESSMENT, P49				
	<p>SOCIAL AND ECONOMIC DEVELOPMENT STRATEGY:  <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/social-and-economic-development-strategy2.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/SOCIAL-AND-ECONOMIC-DEVELOPMENT-STRATEGY2.PDF</a></p> <p>CORPORATE RESPONSIBILITY POLICY:  <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a></p>				

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
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G4-EC7	SUSTAINABLE TRANSPORT, P15 DEVELOPING THE ESTATE, P15 CASE STUDY-CROSSRAIL STATION, P20-21 COMMUNITY INVESTMENT, P25				BUREAU VERITAS ASSURED THE COMMUNITY INVESTMENT FIGURES AND THE DATA IN THE CROSSRAIL STATION CASE STUDY. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://www.group.canarywharf.com/corporate-responsibility/sustainability/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>
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G4-EC8	SUPPORTING ECONOMIC PROSPERITY, P11-13 DEVELOPING THE ESTATE, P15 SUSTAINABLE TRANSPORT, P15 SUPPLIER DEVELOPMENT, P40 SUPPORTING SMALL BUSINESSES, P16-17 INVESTING IN TECHNOLOGY, P18-19 CONNECTING TENANTS AND COMMUNITIES, P27 LOCAL PROCUREMENT, P16-17 NURTURING TALENT AND SKILLS, P29				BUREAU VERITAS ASSURED THE DATA IN THE 'SUPPORTING SMALL BUSINESS' AND 'LOCAL PROCUREMENT' SECTIONS. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://www.group.canarywharf.com/corporate-responsibility/sustainability/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>
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## MATERIAL ASPECT: PROCUREMENT PRACTICES

G4-DMA	DEVELOPING ECONOMIES, P9-10 LOCAL PROCUREMENT, P16-17 SUPPLIER DEVELOPMENT, P40 SUSTAINABLE MATERIALS AS STANDARD, P40				
	<p>SOCIAL AND ECONOMIC DEVELOPMENT STRATEGY:  <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/social-and-economic-development-strategy2.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/SOCIAL-AND-ECONOMIC-DEVELOPMENT-STRATEGY2.PDF</a></p> <p>CORPORATE RESPONSIBILITY POLICY:  <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a></p>				

SHOULD A SUPPLIER NOT MEET PARTICULAR CRITERIA, WE WORK TOGETHER TO EXPLORE WHAT THEY CAN DO TO IMPROVE THEIR SUSTAINABILITY PRACTICES IN LINE WITH OUR STANDARDS OR THOSE OF EXTERNAL CERTIFICATION SCHEMES. FOR EXAMPLE, WE DON'T INSIST THAT ALL SUPPLIERS HAVE ISO 14001 BUT WE HELP THEM TO FULFIL THE REQUIREMENT BY ALLOWING THEM TO ADOPT APPROPRIATE PARTS OF OUR CERTIFIED EMS.

G4-EC9	LOCAL PROCUREMENT, P16-17 SUPPLIER DEVELOPMENT, P40 SUSTAINABLE MATERIALS AS STANDARD, P40				BUREAU VERITAS ASSURED THE DATA IN THE 'LOCAL PROCUREMENT' SECTION. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://www.group.canarywharf.com/corporate-responsibility/sustainability/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>
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LOCALLY BASED SUPPLIERS ARE THOSE SITUATED ADJACENT AND NEAR TO THE CANARY WHARF ESTATE AND OTHER AREAS OF OUR OPERATIONS IN LONDON INCLUDING TOWER HAMLETS, NEWHAM, BARKING AND DAGENHAM, HAVERING, HACKNEY, REDBRIDGE, WALTHAM FOREST, THE CITY OF LONDON, LAMBETH, SOUTHWARK, BEXLEY, WANDSWORTH, LEWISHAM AND GREENWICH.

# ENVIRONMENTAL

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
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## MATERIAL ASPECT: MATERIALS

G4-DMA	RESOURCE USE, P40  CORPORATE RESPONSIBILITY POLICY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>				
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G4-EN1		MATERIAL USED BY WEIGHT OR VOLUME	THE INFORMATION IS CURRENTLY UNAVAILABLE	CANARY WHARF GROUP IS CURRENTLY UNDERTAKING A COMPREHENSIVE MATERIALS ANALYSIS TO IDENTIFY ALL KEY MATERIAL TYPES USED WITHIN THE GROUP, AS WELL AS IMPLEMENTING A MATERIALS AND WASTE REPORTING AND TRACKING SYSTEM, WHICH WILL ALLOW FOR THE REPORTING OF ALL MATERIAL QUANTITIES USED WITHIN THE GROUP ACTIVITIES.  THIS WILL BE AN AREA OF FOCUS FOR 2015 AND REPORTING THEREAFTER.	
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## MATERIAL ASPECT: ENERGY

G4-DMA	ENERGY CONSUMPTION, P39  <a href="http://group.canarywharf.com/about-us/corporate-responsibility/sustainability/">HTTP://GROUP.CANARYWHARF.COM/ABOUT-US/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>				
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DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
	CORPORATE RESPONSIBILITY POLICY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>				

G4-EN3	ENERGY CONSUMPTION, P39 SEE THE ENVIRONMENTAL DATA SUPPLEMENT 2014 AT: <a href="http://www.group.canarywharf.com/corporate-responsibility/sustainability/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>	CONSUMPTION IS NOT BROKEN DOWN BY HEATING, COOLING OR STEAM	THE INFORMATION IS CURRENTLY UNAVAILABLE	WE DO NOT CURRENTLY COLLECT DATA ON ENERGY CONSUMPTION BY HEATING, COOLING OR STEAM.  THIS WILL BE AN AREA OF FOCUS FOR 2015 AND REPORTING THEREAFTER.	BUREAU VERITAS ASSURED THE DATA IN THE 'ENERGY CONSUMPTION' SECTION AND THE 2014 ENVIRONMENTAL DATA PUBLISHED ONLINE. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://www.group.canarywharf.com/corporate-responsibility/sustainability/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>
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	100% OF ALL ELECTRICITY SUPPLIED TO CANARY WHARF GROUP COMES FROM RENEWABLE SOURCES.  CANARY WHARF GROUP ALSO INSTALLED A PV ARRAY IN 25 CHURCHILL PLACE. HOWEVER, AS THE BUILDING WAS ONLY COMPLETED RECENTLY THERE ARE NO AVAILABLE RECORDS FOR THE ENERGY PRODUCED FROM RENEWABLE SOURCES AT THE TIME OF THIS PUBLICATION.				
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G4-EN5	ENERGY CONSUMPTION, P39 SEE THE ENVIRONMENTAL DATA SUPPLEMENT 2014 AT: <a href="http://www.group.canarywharf.com/corporate-responsibility/sustainability/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>				BUREAU VERITAS ASSURED THE DATA IN THE 2014 ENVIRONMENTAL DATA PUBLISHED ONLINE. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://www.group.canarywharf.com/corporate-responsibility/sustainability/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>
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DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
G4-EN6	ENERGY CONSUMPTION, P39	ENERGY CONSERVATION EFFICIENCY DETAILS ARE COVERED IN THE REPORT, BUT NO TOTAL SAVINGS ARE REPORTED.	THE INFORMATION IS CURRENTLY UNAVAILABLE	WE DO NOT CURRENTLY COLLECT DATA ON THE TOTAL SAVINGS FROM ENERGY CONSERVATION EFFICIENCY EFFORTS.  THIS WILL BE AN AREA OF FOCUS FOR 2015 AND REPORTING THEREAFTER.	BUREAU VERITAS ASSURED THE DATA IN THE 'ENERGY CONSUMPTION' SECTION. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>
CRE1	SEE THE ENVIRONMENTAL DATA SUPPLEMENT 2014 AT: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>				BUREAU VERITAS ASSURED THE DATA IN THE 2014 ENVIRONMENTAL DATA PUBLISHED ONLINE. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>

**MATERIAL ASPECT: WATER**

G4-DMA	WATER USE, P40  CORPORATE RESPONSIBILITY POLICY: <a href="http://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>				
G4-EN8	SEE THE ENVIRONMENTAL DATA SUPPLEMENT 2014 AT: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>  THE MAJORITY OF WATER USED BY CANARY WHARF GROUP IS SOURCED FROM THAMES WATER. HOWEVER, THERE ARE TWO EXCEPTIONS: THE GREYWATER RECYCLING SYSTEM FROM 25 CHURCHILL PLACE	DATA FOR THE VOLUME OF GREYWATER USED	THE INFORMATION IS CURRENTLY UNAVAILABLE	AS THE GREYWATER RECYCLING SYSTEM WAS ONLY RECENTLY COMPLETED, THERE ARE NO AVAILABLE RECORDS AT THE TIME OF REPORT PUBLICATION.  THIS WILL BE AN AREA OF FOCUS FOR 2015 AND REPORTING THEREAFTER.	BUREAU VERITAS ASSURED THE DATA IN THE 2014 ENVIRONMENTAL DATA PUBLISHED ONLINE. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
				AND THE WATER EXTRACTED FROM A LOWER AQUIFER FOR CONSTRUCTION WORKS.  GREYWATER SYSTEM: CANARY WHARF GROUP INSTALLED A GREYWATER RECYCLING SYSTEM IN THE 25 CHURCHILL PLACE BUILDING. AS THE BUILDING WAS ONLY COMPLETED RECENTLY THERE ARE NO AVAILABLE RECORDS FOR THE AMOUNT OF WATER RECYCLED AT THE TIME OF THIS PUBLICATION.  LOWER AQUIFER WATER WITHDRAWAL: CANARY WHARF GROUP HAS A PERMIT FROM THE ENVIRONMENT AGENCY ALLOWING FOR WATER WITHDRAWAL FROM THE LOWER AQUIFER. ALL WATER WITHDRAWAL QUANTITIES ARE CONTROLLED AND A STRICT PERIODICAL MONITORING PROCESS TO TRACK GROUNDWATER LEVELS IS IMPLEMENTED. ALL EXTRACTED WATER FROM THE LOWER AQUIFER IS DISCHARGED DIRECTLY AND NOT CURRENTLY UTILISED.  CROSSRAIL: 250,000 M <sup>3</sup> (EXTRACTION & DISCHARGE) 1&10 BANK STREET: 170,000 M <sup>3</sup> (EXTRACTION AND DISCHARGE)	
G4-EN9				THERE ARE NO WATER SOURCES SIGNIFICANTLY AFFECTED BY WITHDRAWAL.	

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
CRE2	SEE THE ENVIRONMENTAL DATA SUPPLEMENT 2014 AT: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>				BUREAU VERITAS ASSURED THE DATA IN THE 2014 ENVIRONMENTAL DATA PUBLISHED ONLINE. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>

**MATERIAL ASPECT: BIODIVERSITY**

G4-DMA	BIODIVERSITY, P41 <a href="http://GROUP.CANARYWHARF.COM/ABOUT-US/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">HTTP://GROUP.CANARYWHARF.COM/ABOUT-US/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>  CORPORATE RESPONSIBILITY POLICY: <a href="http://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>				
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DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
G4-EN11		OPERATIONAL SITES OWNED, LEASED, MANAGED IN, OR ADJACENT TO, PROTECTED AREAS AND AREAS OF HIGH BIODIVERSITY VALUE OUTSIDE PROTECTED AREAS.	THE INFORMATION IS CURRENTLY UNAVAILABLE	CANARY WHARF GROUP HAS IN PLACE A BIODIVERSITY ACTION PLAN, WHICH IS CURRENTLY UNDER AN EXHAUSTIVE REVISION.  ALL DATA REGARDING THE BIODIVERSITY VALUE OF THE ESTATE WILL BE INCLUDED WITHIN THE CANARY WHARF GROUP NEW BIODIVERSITY ACTION PLAN.  THIS WILL BE AN AREA OF FOCUS FOR 2015 AND REPORTING THEREAFTER.	
G4-EN14	THERE ARE NO IUCN RED LIST SPECIES OR NATIONAL CONSERVATION SPECIES WITH HABITATS IN AREAS AFFECTED BY OUR OPERATIONS.				
<b>MATERIAL ASPECT: EMISSIONS</b>					
G4-DMA	GREENHOUSE GAS EMISSIONS, P40 MANAGING OUR IMPACTS, P37  CORPORATE RESPONSIBILITY POLICY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>				

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
G4-EN15		SEE THE ENVIRONMENTAL DATA SUPPLEMENT 2014 AT: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>		<p><b>SCOPE 1 EMISSIONS</b> THE REPORTING INCLUDES ALL NATURAL GAS, DIESEL AND GASOLINE CONSUMPTION FROM THE BUILDINGS LISTED BELOW AS WELL AS THE CWML TRANSPORT FLEET AND THE CONSTRUCTION PROJECTS, ALSO LISTED BELOW. THE CARBON FACTORS USED ARE THE DEFRA/DECC EMISSIONS FACTORS FOR 2013. THESE FACTORS INCLUDE CO<sub>2</sub>, CH<sub>4</sub> AND N<sub>2</sub>O EMISSIONS.</p> <p><b>GHG EMISSIONS METHODOLOGY</b> THE BASE YEAR FOR REPORTING IS 2012.</p> <p><b>CWML</b> THE SCOPE OF REPORTING COMPRISES THE BUILDINGS THAT ARE OWNED OR CONTROLLED BY CANARY WHARF GROUP. THE FOLLOWING BUILDINGS WERE INCLUDED: OFFICE BUILDINGS: BP2, DS7, HQ3, B2 RETAIL: RT1, RT2, RT3, RT4, DS8 INFRASTRUCTURE: B3/B4/B5, BLACKWALL, WIP, JUBILEE INFRASTRUCTURE, CANADA SQUARE INFRASTRUCTURE CAR PARKS: CANADA SQUARE, CABOT PLACE, WESTFERRY CIRCUS CW ADMIN: DS4 ECC, DS7 COMPUTER OTHER INFRASTRUCTURE AND RETAIL AREAS WERE ALSO REPORTED WHERE DATA WAS AVAILABLE.</p> <p><b>CWCL</b> THE SCOPE OF REPORTING COMPRISES ALL CONSTRUCTION WORKS ACTIVE DURING THE REPORTING PERIOD. THE FOLLOWING PROJECTS WERE INCLUDED: 20 FENCHURCH STREET, BP4, CROSSRAIL, NEWFOUNDLAND, 1&amp;10 BANK STREET, LEVEL 6</p>	BUREAU VERITAS ASSURED THE DATA IN THE 2014 ENVIRONMENTAL DATA PUBLISHED ONLINE. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>
G4-EN16		SEE THE ENVIRONMENTAL DATA SUPPLEMENT 2014 AT: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>		<p><b>SCOPE 2 EMISSIONS</b> THE REPORTING INCLUDES ALL ELECTRICITY FROM THE BUILDINGS AND CONSTRUCTION PROJECTS LISTED BELOW. THE CARBON FACTORS USED ARE THE DEFRA/DECC EMISSIONS FACTORS FOR THE UK GRID ELECTRICITY 2013. THESE FACTORS INCLUDE CO<sub>2</sub>, CH<sub>4</sub> AND N<sub>2</sub>O EMISSIONS. LOSSES OCCURRING IN THE GRID ARE EXCLUDED.</p> <p><b>GHG EMISSIONS METHODOLOGY</b> THE BASE YEAR FOR REPORTING IS 2012.</p> <p><b>CWML</b> THE SCOPE OF REPORTING COMPRISES THE BUILDINGS THAT ARE OWNED OR CONTROLLED BY CANARY WHARF GROUP. THE FOLLOWING BUILDINGS WERE INCLUDED: OFFICE BUILDINGS: BP2, DS7, HQ3, B2 RETAIL: RT1, RT2, RT3, RT4, DS8 INFRASTRUCTURE: B3/B4/B5, BLACKWALL, WIP, JUBILEE INFRASTRUCTURE, CANADA SQUARE INFRASTRUCTURE CAR PARKS: CANADA SQUARE, CABOT PLACE, WESTFERRY CIRCUS. CW ADMIN: DS4 ECC, DS7 COMPUTER OTHER INFRASTRUCTURE AND RETAIL AREAS WERE ALSO REPORTED WHERE DATA WAS AVAILABLE.</p> <p><b>CWCL</b> THE SCOPE OF REPORTING COMPRISES ALL CONSTRUCTION WORKS ACTIVE DURING THE REPORTING PERIOD. THE FOLLOWING PROJECTS WERE INCLUDED: 20 FENCHURCH STREET, BP4, CROSSRAIL, NEWFOUNDLAND, 1&amp;10 BANK STREET, LEVEL 6</p>	BUREAU VERITAS ASSURED THE DATA IN THE 2014 ENVIRONMENTAL DATA PUBLISHED ONLINE. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>
G4-EN17		THERE ARE NO OTHER RELEVANT INDIRECT GREENHOUSE GASES.			

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
G4-EN18	<p>SEE THE ENVIRONMENTAL DATA SUPPLEMENT 2014 AT: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a></p> <p><b>CWML</b> KPI: CARBON EMISSIONS FROM OFFICE BUILDINGS PER OCCUPANT: INCLUDES SCOPE 1 AND SCOPE 2 EMISSIONS (ELECTRICITY, GAS, GAS OIL CONSUMED WITHIN OFFICE BUILDINGS)</p> <p>KPI: CARBON EMISSIONS PER 1,000 VISITORS: INCLUDES SCOPE 1 AND SCOPE 2 EMISSIONS (ELECTRICITY, GAS AND GAS OIL USED IN RETAIL SPACES)</p> <p>KPI: CARBON EMISSIONS PER SQUARE METER FOR CAR PARKS AND INFRASTRUCTURE: INCLUDES SCOPE 1 AND SCOPE 2 EMISSIONS (ELECTRICITY, GAS AND GAS OIL USED IN INFRASTRUCTURE AND CAR PARKS)</p> <p><b>CWCL</b> ALL NORMALISED DATA INCLUDES SCOPE 1 AND SCOPE 2 EMISSIONS (TOTAL FUEL CONSUMPTION AND ELECTRICITY USED FOR THE CONSTRUCTION PROJECTS WITHIN THE REPORTING PERIOD).</p>				BUREAU VERITAS ASSURED THE DATA IN THE 2014 ENVIRONMENTAL DATA PUBLISHED ONLINE. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
G4-EN19	<p>GREENHOUSE GAS EMISSIONS, P40</p> <p>SEE EN18 FOR THE GASES INCLUDED IN THIS CALCULATION AND THE SCOPE.</p>				BUREAU VERITAS ASSURED THE GHG EMISSIONS REPORTED IN THE 2014 ENVIRONMENTAL DATA PUBLISHED ONLINE. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>
CRE3	SEE THE ENVIRONMENTAL DATA SUPPLEMENT 2014 AT: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>				BUREAU VERITAS ASSURED THE DATA IN THE 2014 ENVIRONMENTAL DATA PUBLISHED ONLINE. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>
CRE4	SEE THE ENVIRONMENTAL DATA SUPPLEMENT 2014 AT: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>				BUREAU VERITAS ASSURED THE DATA IN THE 2014 ENVIRONMENTAL DATA PUBLISHED ONLINE. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
<b>MATERIAL ASPECT: EFFLUENTS AND WASTE</b>					
G4-DMA	<p>MANAGING WASTE, P40-41 <a href="http://WWW.GROUP.CANARYWHARF.COM/ABOUT-US/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">HTTP://WWW.GROUP.CANARYWHARF.COM/ABOUT-US/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a></p> <p>CORPORATE RESPONSIBILITY POLICY: <a href="http://WWW.GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF">HTTP://WWW.GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a></p>				
G4-EN23	<p>SEE THE ENVIRONMENTAL DATA SUPPLEMENT 2014 AT: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a></p> <p>BREAKDOWN BY HAZARDOUS AND NON-HAZARDOUS WASTE:</p> <p><b>CWCL HAZARDOUS WASTE (TONNES)</b> ELECTRICAL EQUIPMENT: 0 PLASTER-BOARD: 28.81 HAZARDOUS WASTE: 15 CONTAMINATED SOIL (HAZARDOUS): 39</p> <p><b>NON-HAZARDOUS WASTE (TONNES)</b> INERT: 1,813.67 METALS: 873.17 PACKAGING: 218.55 CONCRETE: 1,383.26 MIXED: 3,152.68 TIMBER: 1,791.62 LIQUIDS AND OILS (NON-HAZARDOUS): 120 MDF: 0 CLEAN SOIL/MUCK AWAY: 14,696.97 CONTAMINATED SOIL (NON-HAZARDOUS): 60.46 RESIDUAL WASTE (DRY): 261.61</p>	HAZARDOUS AND NON-HAZARDOUS WASTE BREAKDOWN BY DISPOSAL METHOD	THE INFORMATION IS CURRENTLY UNAVAILABLE	<p>CANARY WHARF GROUP IS CURRENTLY IMPLEMENTING AN OPTIMISED WASTE TRACKING SYSTEM THAT WILL MONITOR AND TRACK ALL TYPES OF WASTE DISPOSAL FOR THE GROUP'S OPERATIONS.</p> <p>THIS WILL BE AN AREA OF FOCUS FOR 2015 AND REPORTING THEREAFTER.</p>	BUREAU VERITAS ASSURED THE DATA IN THE 2014 ENVIRONMENTAL DATA PUBLISHED ONLINE. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/">HTTP://WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
	RESIDUAL WASTE (WET): 814.42  CWML <b>HAZARDOUS WASTE (TONNES)</b> WEEE: 5.8 BATTERIES: 0.01 TUBES: 6.58				
G4-EN24	THERE WERE NO SIGNIFICANT SPILLS IN 2014.				

**MATERIAL ASPECT: PRODUCTS AND SERVICES**

G4-DMA	QUALITY BY DESIGN, P38 <a href="http://group.canarywharf.com/construction/sustainable-development/">HTTP://GROUP.CANARYWHARF.COM/CONSTRUCTION/SUSTAINABLE-DEVELOPMENT/</a>  CORPORATE RESPONSIBILITY POLICY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>				
G4-EN27	QUALITY BY DESIGN, P38 <a href="http://group.canarywharf.com/construction/sustainable-development/">HTTP://GROUP.CANARYWHARF.COM/CONSTRUCTION/SUSTAINABLE-DEVELOPMENT/</a>  ALTHOUGH SEVERAL ENERGY SAVING MEASURES WERE IMPLEMENTED IN 2014, THE TOTAL SAVINGS FROM ENERGY CONSERVATION EFFORTS ARE NOT CURRENTLY AVAILABLE.	EFFORTS TO MITIGATE THE ENVIRONMENTAL IMPACTS OF OUR PRODUCTS AND SERVICES ARE COVERED WITHIN THE REPORT, BUT NO TOTAL SAVINGS ARE REPORTED.	THE INFORMATION IS CURRENTLY UNAVAILABLE	CANARY WHARF GROUP IS CURRENTLY UNDERTAKING AN EXHAUSTIVE REVIEW OF ITS ENERGY OPERATIONS AND HAS IN PLACE THE IMPLEMENTATION OF A CERTIFIED ENERGY MANAGEMENT SYSTEM (ISO 50001), WHICH WILL ALLOW FOR THE MANAGEMENT, TRACKING AND MONITORING OF THE GROUP'S ENERGY PERFORMANCE.  THIS WILL BE AN AREA OF FOCUS FOR 2015 AND REPORTING THEREAFTER.	

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE	
<b>MATERIAL ASPECT: COMPLIANCE</b>						
G4-DMA				MANAGING OUR IMPACTS, P37 OUR SUSTAINABILITY STRATEGY, P7  SOCIAL AND ECONOMIC DEVELOPMENT STRATEGY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/social-and-economic-development-strategy2.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/SOCIAL-AND-ECONOMIC-DEVELOPMENT-STRATEGY2.PDF</a>  CODE OF BUSINESS PRACTICES AND ETHICS: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/1-code-of-business-practices-and-ethics.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/1-CODE-OF-BUSINESS-PRACTICES-AND-ETHICS.PDF</a>  CORPORATE RESPONSIBILITY POLICY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>		
G4-EN29				THE GROUP HAS HAD NO MONETARY FINES OR SANCTIONS FOR NON-COMPLIANCE WITH ENVIRONMENTAL LAWS AND REGULATIONS IN 2014.		

**MATERIAL ASPECT: SUPPLIER ENVIRONMENTAL ASSESSMENT**

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE	
G4-DMA				DEVELOPING ECONOMIES, P9-10 SUPPORTING ECONOMIC PROSPERITY, P11-13  SOCIAL AND ECONOMIC DEVELOPMENT STRATEGY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/social-and-economic-development-strategy2.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/SOCIAL-AND-ECONOMIC-DEVELOPMENT-STRATEGY2.PDF</a>  CODE OF BUSINESS PRACTICES AND ETHICS: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/1-code-of-business-practices-and-ethics.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/1-CODE-OF-BUSINESS-PRACTICES-AND-ETHICS.PDF</a>  CORPORATE RESPONSIBILITY POLICY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>		
G4-EN32	SUPPLIER DEVELOPMENT, P40 SUSTAINABLE MATERIALS AS STANDARD, P40  AT CWCL, 100% OF TRADE CONTRACTORS ARE REQUESTED TO COMPLETE PRE-QUALIFICATION QUESTIONNAIRES, WHICH INCLUDE A DETAILED ENVIRONMENTAL SCREENING OF THEIR ACTIVITIES AND PROCEDURES.					

# LABOR PRACTICES AND DECENT WORK

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
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## MATERIAL ASPECT: EMPLOYMENT

G4-DMA	SUPPORTING OUR PEOPLE, P29-31 SUPPLIER DEVELOPMENT, P40				
	CORPORATE RESPONSIBILITY POLICY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>				
	AT CWCL, 100% OF TRADE CONTRACTORS ARE REQUESTED TO COMPLETE PRE-QUALIFICATION QUESTIONNAIRES, WHICH INCLUDE A DETAILED SCREENING OF THEIR ACTIVITIES AND PROCEDURES.				
	SHOULD A SUPPLIER NOT MEET PARTICULAR CRITERIA, WE WORK TOGETHER TO EXPLORE WHAT THEY CAN DO TO IMPROVE THEIR SUSTAINABILITY PRACTICES IN LINE WITH OUR STANDARDS OR THOSE OF EXTERNAL CERTIFICATION SCHEMES.				

G4-LA1	OUR CURRENT EMPLOYEE RETENTION RATE IS 10.96%.				
	<b>NEW STARTERS IN 2014 BY AGE RANGE</b> 16-30: 76 (46.9%) 31-40: 53 (32.7%) 41-50: 26 (16%) 51-60: 5 (3.1%) 61 AND ABOVE: 2 (1.2%)				
	<b>NEW STARTERS IN 2014 BY GENDER</b> FEMALES: 43 (26.5%) MALES: 119 (73.5%)				
	<b>LEAVERS IN 2014 BY AGE RANGE</b> 16-30: 38 (34.5%) 31-40: 27 (24.5%) 41-50: 16 (14.5%) 51-60: 14 (12.7%) 61 AND ABOVE: 15 (13.6%)				
	<b>LEAVERS IN 2014 BY GENDER</b> FEMALES: 27 (24.5%) MALES: 83 (75.5%)				
	NOTE: THE DATA FOR STARTERS AND LEAVERS INCLUDES OUR STAFF ON FIXED-TERM CONTRACTS.				

## MATERIAL ASPECT: OCCUPATIONAL HEALTH AND SAFETY

G4-DMA	HEALTH, SAFETY AND WELL-BEING, P30-31				
	HEALTH AND SAFETY POLICY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/health-and-safety-policy.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/HEALTH-AND-SAFETY-POLICY.PDF</a>				
G4-LA5	100% OF OUR WORKFORCE ARE REPRESENTED VIA VARIOUS EMPLOYEE AND HEALTH AND SAFETY FORUMS.				

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
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## MATERIAL ASPECT: TRAINING AND EDUCATION

	NURTURING TALENT AND SKILLS, P29				
G4-DMA	SOCIAL AND ECONOMIC DEVELOPMENT STRATEGY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/social-and-economic-development-strategy2.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/SOCIAL-AND-ECONOMIC-DEVELOPMENT-STRATEGY2.PDF</a>				
G4-LA9	NURTURING TALENT AND SKILLS, P29				
	<b>AVERAGE HOURS OF TRAINING PER EMPLOYEE CATEGORY BY GENDER:</b> EXECUTIVE: 5.2 (M); 0 (F) DEPARTMENT HEAD: 5.4 (M); 10.4 (F) SENIOR MANAGEMENT: 21.4 (M); 2.3 (F) MIDDLE MANAGEMENT: 26.3 (M); 24.6 (F) SUPERVISORS: 28.3 (M); 14.1 (F) TECHNICAL CWCL: 10.1 (M); 12.6 (F) TECHNICAL PROPERTY: 9.7 (M); 17.6 (F) ADMIN/CLERICAL/SUPPORT: 13.6 (M); 7.4 (F) SECURITY: 19.6 (M); 14.3 (F) OPERATORS: 20.1 (M); 10.7 (F) APPRENTICE: 15.1 (M); 0 (F)				BUREAU VERITAS ASSURED THE TRAINING FIGURES IN THE 'NURTURING TALENT AND SKILLS' SECTION. SEE FULL ASSURANCE STATEMENT HERE: <a href="http://www.group.canarywharf.com/corporate-responsibility/sustainability/">WWW.GROUP.CANARYWHARF.COM/CORPORATE-RESPONSIBILITY/SUSTAINABILITY/</a>

## MATERIAL ASPECT: EMPLOYMENT

G4-LA11	73% OF EMPLOYEES RECEIVED PERFORMANCE APPRAISALS IN 2014.				
	<b>PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE REVIEWS BY GENDER:</b> MALE: 73% FEMALE: 69%				
	<b>PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE REVIEWS BY EMPLOYEE CATEGORY:</b> EXECUTIVE: 0% DEPARTMENT HEAD: 1.6% SENIOR MANAGEMENT: 1.2% MIDDLE MANAGEMENT: 4.4% SUPERVISORS: 10.9% TECHNICAL CWCL: 8.7% TECHNICAL PROPERTY: 0.5% ADMIN/CLERICAL/SUPPORT: 12.8% SECURITY: 17.2% OPERATORS: 15% APPRENTICE: 0.2%				
	NOTE: THIS EXCLUDES PROBATIONERS, LEAVERS, AND STAFF ON MATERNITY LEAVE OR ON LONG-TERM SICK				



# HUMAN RIGHTS

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
<b>MATERIAL ASPECT: NON-DISCRIMINATION</b>					
G4-DMA		DIVERSITY AND EQUAL OPPORTUNITY, P30 <a href="http://group.canarywharf.com/investors/governance/">HTTP://GROUP.CANARYWHARF.COM/INVESTORS/GOVERNANCE/</a>  CORPORATE RESPONSIBILITY POLICY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>			
G4-HR3		THERE WAS ONE INCIDENT OF DISCRIMINATION REPORTED IN 2014. THE INCIDENT WAS REVIEWED BY THE ORGANIZATION.			

<b>MATERIAL ASPECT: HUMAN RIGHTS GRIEVANCE MECHANISMS</b>					
G4-DMA		SUPPORTING OUR PEOPLE, P29 BUILDING COMMUNITIES AND RELATIONSHIPS, P23-31 <a href="http://group.canarywharf.com/investors/governance/">HTTP://GROUP.CANARYWHARF.COM/INVESTORS/GOVERNANCE/</a>  CORPORATE RESPONSIBILITY POLICY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>  SOCIAL AND ECONOMIC DEVELOPMENT STRATEGY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/social-and-economic-development-strategy2.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/SOCIAL-AND-ECONOMIC-DEVELOPMENT-STRATEGY2.PDF</a>			
G4-HR12		THERE WERE NO INCIDENTS OF HUMAN RIGHTS RELATED GRIEVANCES IDENTIFIED IN 2014.			

# SOCIETY

<b>MATERIAL ASPECT: LOCAL COMMUNITIES</b>					
G4-DMA		COMMUNITY INVESTMENT, P25-27 TALKING TO OUR NEIGHBOURS, P15 CULTURE, SPORT AND ART ON THE ESTATE, P28  CORPORATE RESPONSIBILITY POLICY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>  SOCIAL AND ECONOMIC DEVELOPMENT STRATEGY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/social-and-economic-development-strategy2.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/SOCIAL-AND-ECONOMIC-DEVELOPMENT-STRATEGY2.PDF</a>			
G4-SO1		TALKING TO OUR NEIGHBOURS, P15  100% OF OPERATIONS HAVE COMMUNITY ENGAGEMENT, IMPACT ASSESSMENTS AND DEVELOPMENT PROGRAMMES.			

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
<b>MATERIAL ASPECT: ANTI-CORRUPTION</b>					
G4-DMA		NURTURING TALENT AND SKILLS, P29 CORPORATE GOVERNANCE, P50 <a href="http://group.canarywharf.com/investors/governance/">HTTP://GROUP.CANARYWHARF.COM/INVESTORS/GOVERNANCE/</a>  CORPORATE RESPONSIBILITY POLICY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>  CODE OF BUSINESS PRACTICES AND ETHICS: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/1-code-of-business-practices-and-ethics.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/1-CODE-OF-BUSINESS-PRACTICES-AND-ETHICS.PDF</a>  ANTI-BRIBERY AND CORRUPTION POLICY <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/2-anti-bribery-and-corruption-policy.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/2-ANTI-BRIBERY-AND-CORRUPTION-POLICY.PDF</a>			
G4-SO5		THERE WERE NO INCIDENTS OF CORRUPTION IDENTIFIED IN 2014.			

<b>MATERIAL ASPECT: ANTI-COMPETITIVE BEHAVIOR</b>					
G4-DMA		CORPORATE GOVERNANCE, P50 <a href="http://group.canarywharf.com/investors/governance/">HTTP://GROUP.CANARYWHARF.COM/INVESTORS/GOVERNANCE/</a>  CORPORATE RESPONSIBILITY POLICY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>  CODE OF BUSINESS PRACTICES AND ETHICS: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/1-code-of-business-practices-and-ethics.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/1-CODE-OF-BUSINESS-PRACTICES-AND-ETHICS.PDF</a>  ANTI-BRIBERY AND CORRUPTION POLICY <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/2-anti-bribery-and-corruption-policy.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/2-ANTI-BRIBERY-AND-CORRUPTION-POLICY.PDF</a>			
G4-SO7		THERE WAS NO LEGAL ACTION FOR ANTI-COMPETITIVE BEHAVIOUR, ANTI-TRUST, OR MONOPOLY PRACTICES IN 2014.			

<b>MATERIAL ASPECT: COMPLIANCE</b>					
G4-DMA		CORPORATE GOVERNANCE, P50 <a href="http://group.canarywharf.com/investors/governance/">HTTP://GROUP.CANARYWHARF.COM/INVESTORS/GOVERNANCE/</a>  CORPORATE RESPONSIBILITY POLICY: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/corporate-responsibility-policy-2014.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF</a>  CODE OF BUSINESS PRACTICES AND ETHICS: <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/1-code-of-business-practices-and-ethics.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/1-CODE-OF-BUSINESS-PRACTICES-AND-ETHICS.PDF</a>  ANTI-BRIBERY AND CORRUPTION POLICY <a href="http://group.canarywharf.com/wp-content/uploads/sites/2/2014/04/2-anti-bribery-and-corruption-policy.pdf">HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/2-ANTI-BRIBERY-AND-CORRUPTION-POLICY.PDF</a>			
G4-SO8		THERE WERE NO MONETARY FINES OR NON-MONETARY SANCTIONS FOR NON-COMPLIANCE WITH LAWS AND REGULATIONS IN 2014.			

# PRODUCT RESPONSIBILITY

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
<b>MATERIAL ASPECT: CUSTOMER HEALTH AND SAFETY</b>					
G4-DMA		REDUCING ACCIDENTS AND INCIDENTS, P31 HEALTH, SAFETY AND WELL-BEING, P30			
		HEALTH AND SAFETY POLICY: HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/HEALTH-AND-SAFETY-POLICY.PDF			
		CORPORATE RESPONSIBILITY POLICY: HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF			

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
G4-PR1	HEALTH AND SAFETY POLICY: HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/HEALTH-AND-SAFETY-POLICY.PDF	PERCENTAGE OF SITES WHERE HEALTH AND SAFETY IMPACTS ARE ASSESSED FOR IMPROVEMENT	THE INFORMATION IS CURRENTLY UNAVAILABLE	THIS WILL BE AN AREA OF FOCUS FOR 2015 AND REPORTING THEREAFTER.	
	CORPORATE RESPONSIBILITY POLICY: HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF				
	HTTP://GROUP.CANARYWHARF.COM/CONSTRUCTION/HEALTH-SAFETY/				
	EXTENSIVE HEALTH, SAFETY AND WELL-BEING ASPECTS OF BREEAM ARE INCLUDED IN PRODUCT DESIGNS AND DELIVERY.				

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
<b>MATERIAL ASPECT: CUSTOMER PRIVACY</b>					
G4-DMA		CODE OF BUSINESS PRACTICES AND ETHICS: HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/1-CODE-OF-BUSINESS-PRACTICES-AND-ETHICS.PDF			
		CORPORATE RESPONSIBILITY POLICY: HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF			
		CODE OF BUSINESS PRACTICES AND ETHICS: HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/1-CODE-OF-BUSINESS-PRACTICES-AND-ETHICS.PDF			
G4-PR8		THERE WERE NO SUBSTANTIATED COMPLAINTS REGARDING BREACHES OF CUSTOMER PRIVACY AND LOSSES OF CUSTOMER DATA IN 2014.			

DMA AND INDICATORS	LOCATION	IDENTIFIED OMISSION(S)	REASON(S) FOR OMISSION(S)	EXPLANATION FOR OMISSION(S)	EXTERNAL ASSURANCE
<b>MATERIAL ASPECT: COMPLIANCE</b>					
G4-DMA	CORPORATE RESPONSIBILITY POLICY: HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/CORPORATE-RESPONSIBILITY-POLICY-2014.PDF	WHY THE ASPECT IS MATERIAL AND HOW IT IS MANAGED.	THE STANDARD DISCLOSURE OR PART OF THE STANDARD DISCLOSURE IS NOT APPLICABLE	THIS IS NOT A MATERIAL ASPECT OF CANARY WHARF GROUP OPERATIONS IN THE REPORTING PERIOD BUT WILL BE IN FUTURE DUE TO CHANGES IN LEGISLATION.	
	CODE OF BUSINESS PRACTICES AND ETHICS: HTTP://GROUP.CANARYWHARF.COM/WP-CONTENT/UPLOADS/SITES/2/2014/04/1-CODE-OF-BUSINESS-PRACTICES-AND-ETHICS.PDF				
G4-PR9		THERE WERE NO FINES NOR NON-COMPLIANCE CONCERNING THE PROVISION AND USE OF PRODUCTS AND SERVICES WITH LAWS AND REGULATIONS.			

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We welcome comments on this  
Canary Wharf Group sustainability report

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**CANARY WHARF**  
GROUP PLC