



2022 CHISWICK PARK ESG ANNUAL REPORT

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ACKNOWLEDGEMENTS



01

INTRODUCTION

A STATEMENT FROM OUR CEO

We set ourselves some stretching targets and objectives for 2022 and I am proud of what the team have achieved. Another year of moving ourselves forward with all that we do from our broad ESG approach.

We exceeded our expectations in some places but also didn't quite achieve what we would have liked to in others. That said there are some great learnings that we take with us into 2023. The result of this being that we can refine our targets and be smarter with our objectives.

Raising £11k for our chosen charity Shooting Star Children's Hospices was a first for us and although we did better than target in most cases for our energy management, we still have a great opportunity to do better throughout the year ahead.

This annual report illustrates details aligned to what was our 2022 strategy, and I thank the team for all their efforts and commitments in making it happen.

2023 will see our ESG initiatives continue to evolve and lead the way within the industry.



Matt Coulson

CEO, Chiswick Park Enjoy-Work

EXECUTIVE SUMMARY

ESG is at the core of everything we do at Chiswick Park. It is one of our values and key business focus areas because we believe in responsible real estate and our contribution towards a better future. This report provides details of our ESG achievements of 2022, focusing on the Environmental and Social Aspects of our ESG Strategy.

Considering changes caused by COVID-19 up to 2021, we continued to overcome challenges as we welcomed our Guests back to our demises.

In 2022, we succeeded in reaching our ESG targets and commitments for the year, which will help us set a new standard come 2023.

Regarding Energy and Water Management, we have refined our energy monitoring through our Energy Management Platform, assessing our monthly and quarterly progress towards our targets. We succeeded in reducing our electricity, natural gas and water consumption below 2% of our predicted usage for 2023. We managed to decrease our consumption of Natural Gas by 6% versus 2021 and maintained our Electricity consumption. New refurbishments and CO2 sensors installations greatly improved our energy efficiency. However, we experienced a 30% increase in water usage due to extreme climate events and an increasing Guest population.

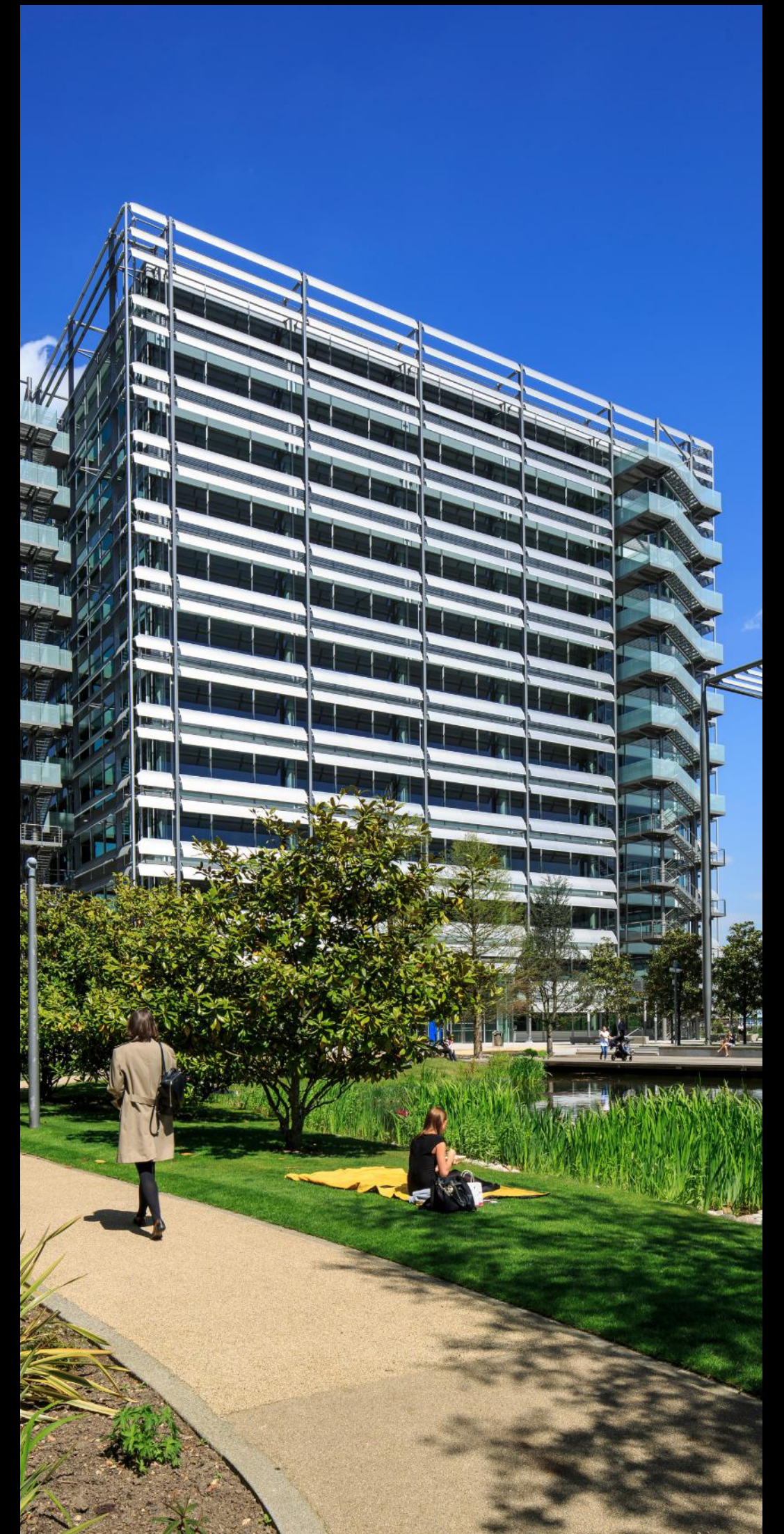
For Waste Management and Recycling, we achieved a 55% recycling rate against our 60% target. Out of 219.9 tonnes of waste produced this year, 112 tonnes were mixed recycling and 44 tonnes were glass. We also won a Bronze Green Apple Award for our extraordinary sustainable practices on site. We will continue to promote correct waste separation with our Guests and continue to boost recycling grades across our Campus.

Our Biodiversity Targets were exceeded, by planting 15 thousand plants this year and donating some greenery to a local school. Our wildlife such as bees and fish continue to be properly managed, and our Guests are welcomed to be involved through our Kitchen Garden Club.

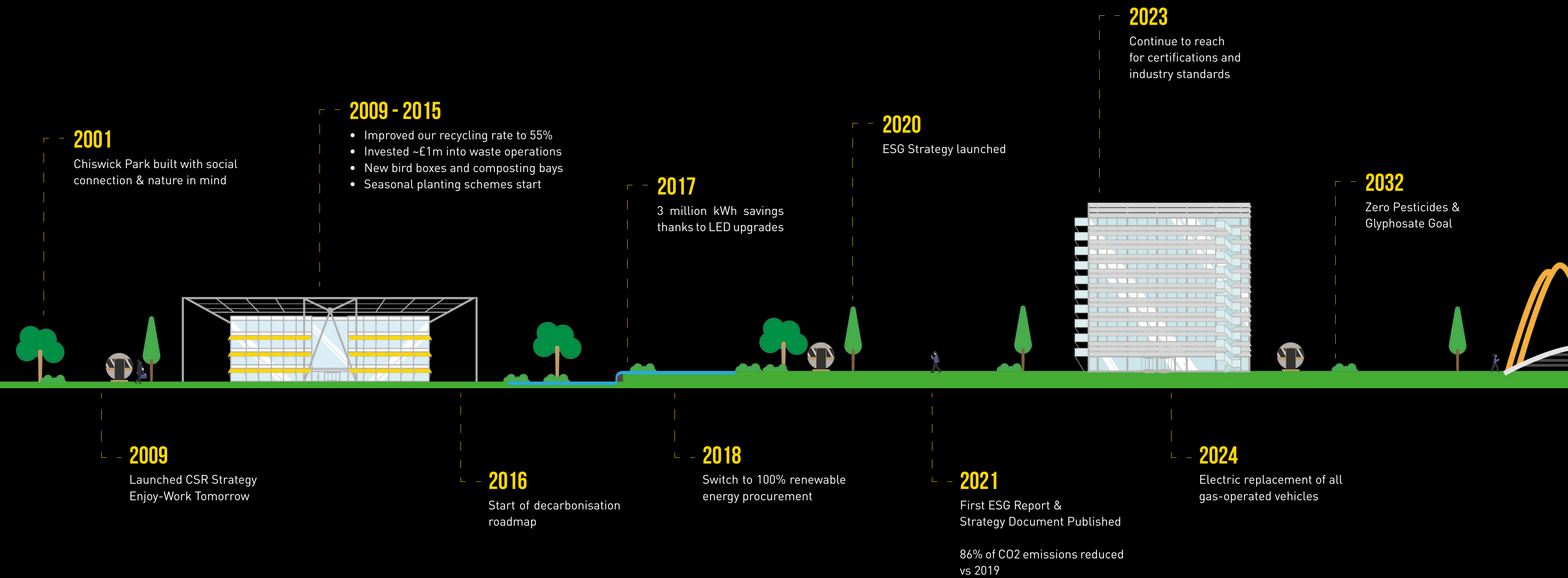
In terms of Sustainable Travel, we are proud to have achieved a Gold Active Travel Score and expanded our Cycle Hub initiative across more buildings. Our EV charging stations continue to be in active use everyday and new docks will be implemented.

Within the Social components, we continue to strive to the Extraordinary for our Team, Guests and external community. Our Extravaganza raised £11 thousand for Shooting Star Children's Hospice. More than a hundred awards were given to our Team in our new E-W Hub to recognize their everyday achievements. Our bespoke Guest Experience Programme provided 43 events this year with more than 25,000 guest interactions. Multiple seminars and recreational events were open to our local community, and our W4 Club offering further promotes local businesses.

Everywhere you look, ESG is involved in our campus, and we will continue to strive for a sustainable, enjoyable work environment for all.



OUR ESG TIMELINE



ESG OVERVIEW

ENVIRONMENTAL



- Energy & Water Management
- Waste & Recycling
- Biodiversity
- Sustainable Travel
- Innovation



E

SOCIAL

- Workforce
- Community
- Health & Safety
- Guest Responsibility
- Wellbeing



S

GOVERNANCE



- Risk Management
- Transparency
- Anti-Corruption
- Work Ethics



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02

ENVIRONMENTAL

ENVIRONMENTAL

Our Environmental initiatives include projects related to Energy and Water Management, Waste & Recycling, Biodiversity, Sustainable Travel and Innovation. Our primary focus was optimizing energy efficiency through our decarbonisation roadmap. In 2022, we pledged to use the Carbon Risk Real Estate Monitor (CRREM) pathway to guide our energy targets in alignment to the 1.5°C goal of the Paris Agreement. Real-time utility measures in the Jones FM EMS platform allowed us to closely monitor consumption across our facilities. Although we increased our consumption from 2021, we still reached our targets across electricity, natural gas and water consumption.

We recycled 55% of our waste and continued to promote correct waste segregation with our Guests. For Biodiversity, all planting targets were exceeded and maintenance checks of our flora and fauna were successful. We continue to innovate with new technologies that aid our sustainable cause.

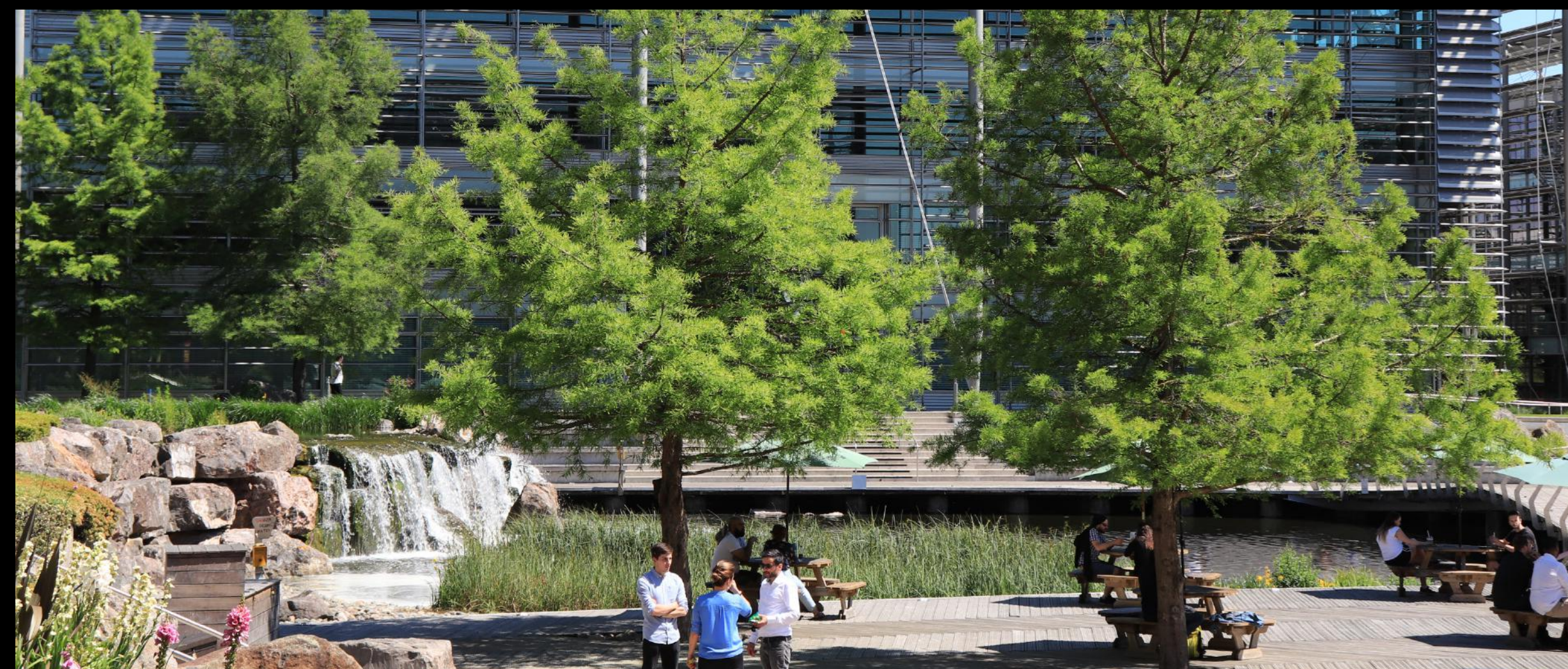


ENERGY MANAGEMENT

ENERGY MANAGEMENT OBJECTIVES

Research, review and implement annual CO2 emission targets	Update and refine energy and water management plan	3-year sensor deployment programme across all buildings	New water metres will be implemented in 2022
Research new technologies to aid reduced energy usage	Set annual targets for energy and water usage for each building	Review our estate and buildings' EPC ratings for improvement	Produce reports and data allowing for proactive engagement and action
Review annual Lifecycle Replacement Programme	Pipeline of energy and water management initiatives to be effective before 2023	Use web-based energy management platforms to track our energy management	Seek 3rd party verification : 'WELL', 'Fitwel', BREEAM, NABERS UK

■ COMPLETED
 ■ ONGOING



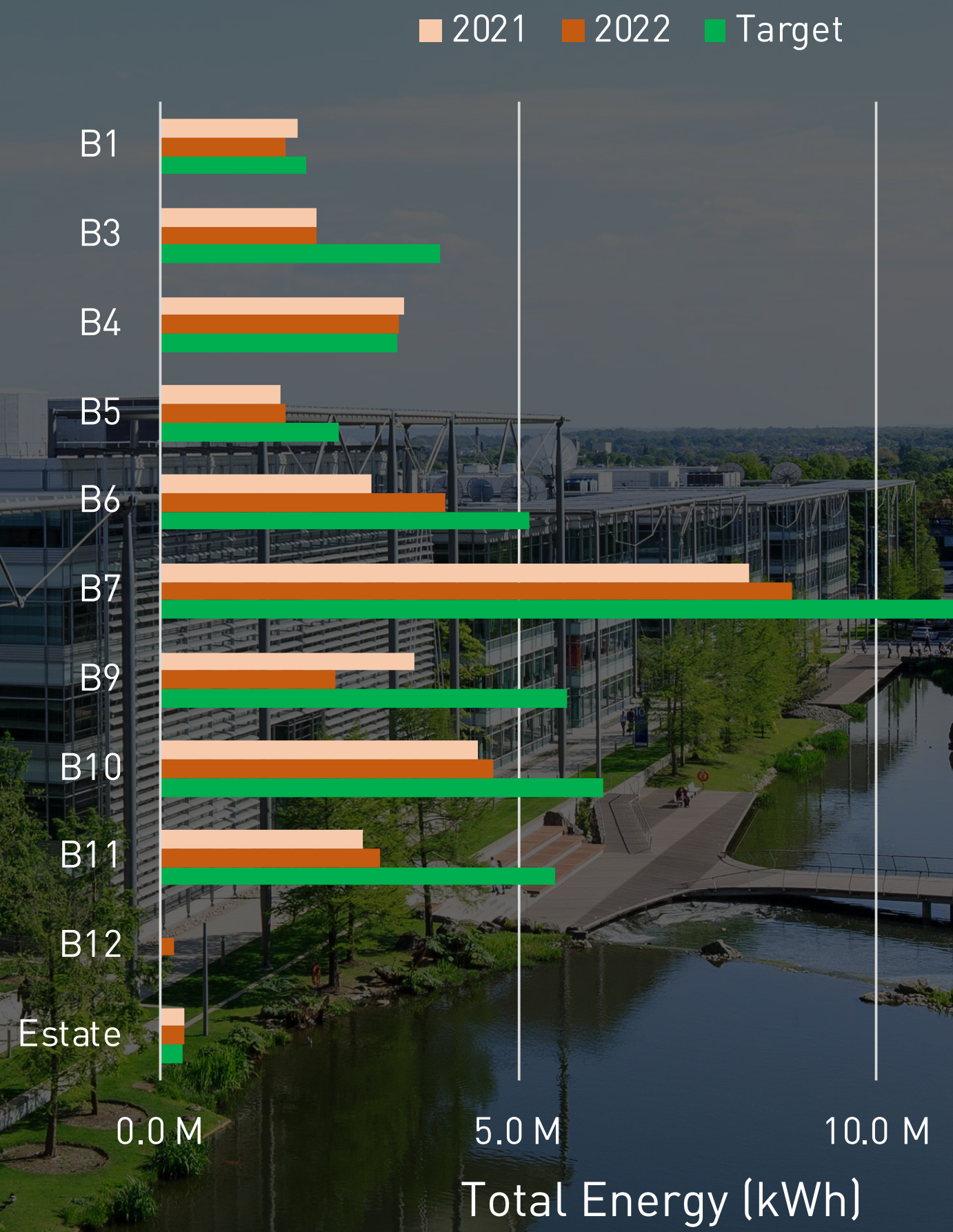
TOTAL ENERGY CONSUMPTION

AREA TARGET [KWH] ACTUAL [KWH]

BUILDING 1	2,040,000	1,759,028	ON TARGET
BUILDING 3	3,900,000	2,183,433	ON TARGET
BUILDING 4	3,300,000	3,343,518	SLIGHTLY OVER TARGET
BUILDING 5	2,500,000	1,741,905	ON TARGET
BUILDING 6	5,150,000	3,968,663	ON TARGET
BUILDING 7	12,990,000	8,826,382	ON TARGET
BUILDING 9	5,690,000	2,441,488	ON TARGET
BUILDING 10	6,180,000	4,662,845	ON TARGET
BUILDING 11	5,525,000	3,074,948	ON TARGET
BUILDING 12	N/A	211,991	OVER TARGET
ESTATE	316,700	339,650	OVER TARGET

OVERALL 47,591,700 33,636,314

- ON TARGET
- SLIGHTLY OVER TARGET
- OVER TARGET



Total Energy Performance across all Buildings and Estate, with B12 data collection starting in May 2022. Although under target, consumption increased from 2021 by 4%.

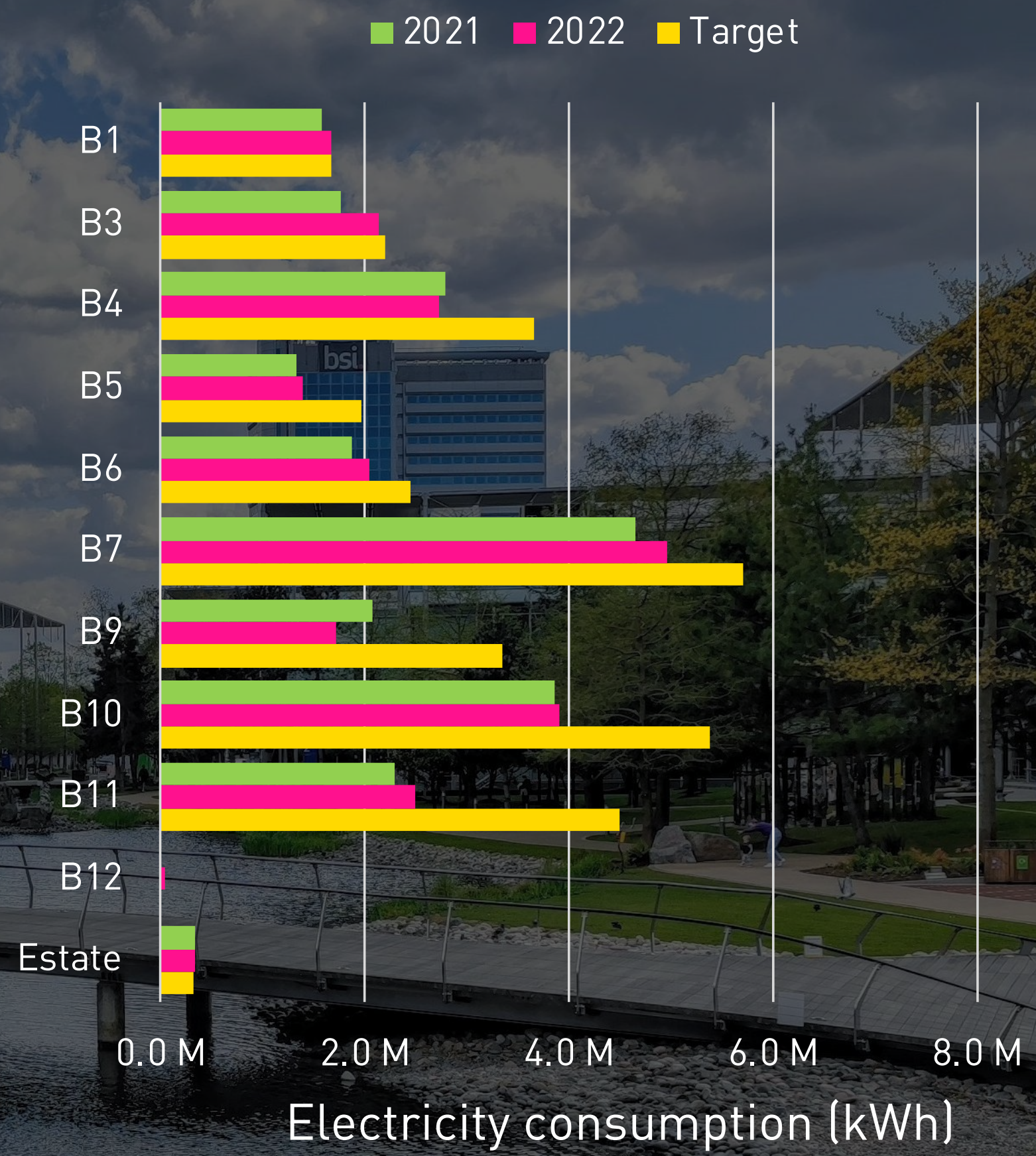
TOTAL ELECTRICITY CONSUMPTION

AREA TARGET [KWH] ACTUAL [KWH]

AREA	TARGET [KWH]	ACTUAL [KWH]
BUILDING 1	1,667,248	1,674,290 ■
BUILDING 3	2,194,466	2,133,330 ■
BUILDING 4	3,650,261	2,731,618 ■
BUILDING 5	1,968,067	1,384,503 ■
BUILDING 6	2,449,747	2,039,100 ■
BUILDING 7	5,695,941	4,961,400 ■
BUILDING 9	3,340,365	1,720,870 ■
BUILDING 10	5,379,115	3,898,550 ■
BUILDING 11	4,487,118	2,486,110 ■
BUILDING 12	N/A	53,108 ■
ESTATE	316,700	339,650 ■

OVERALL 31,149,054 23,409,306

- ON TARGET
- SLIGHTLY OVER TARGET
- OVER TARGET



Electricity Performance across all Buildings and Estate, with B12 data collection starting in May 2022.

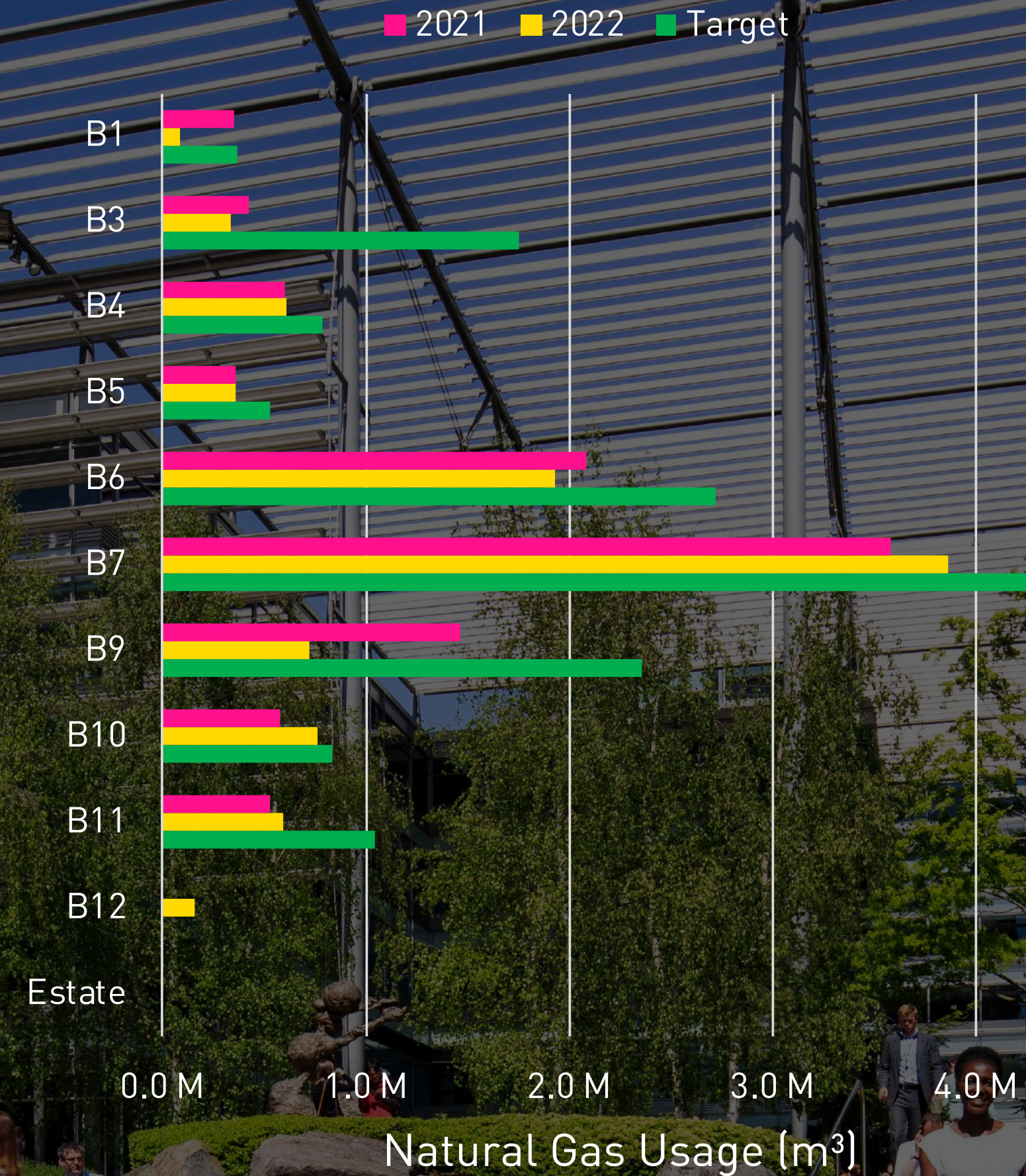
TOTAL NATURAL GAS CONSUMPTION

AREA TARGET [KWH] ACTUAL [KWH]

BUILDING 1	370,450	84,738	■
BUILDING 3	1,752,905	337,558	■
BUILDING 4	785,724	611,900	■
BUILDING 5	524,382	357,402	■
BUILDING 6	2,714,966	1,929,563	■
BUILDING 7	4,389,467	3,864,982	■
BUILDING 9	2,352,035	720,618	■
BUILDING 10	803,708	764,295	■
BUILDING 11	1,041,365	588,838	■
BUILDING 12	N/A	158,883	■
ESTATE	N/A	N/A	■

OVERALL 14,762,002 9,259,894

- ON TARGET
- SLIGHTLY OVER TARGET
- OVER TARGET



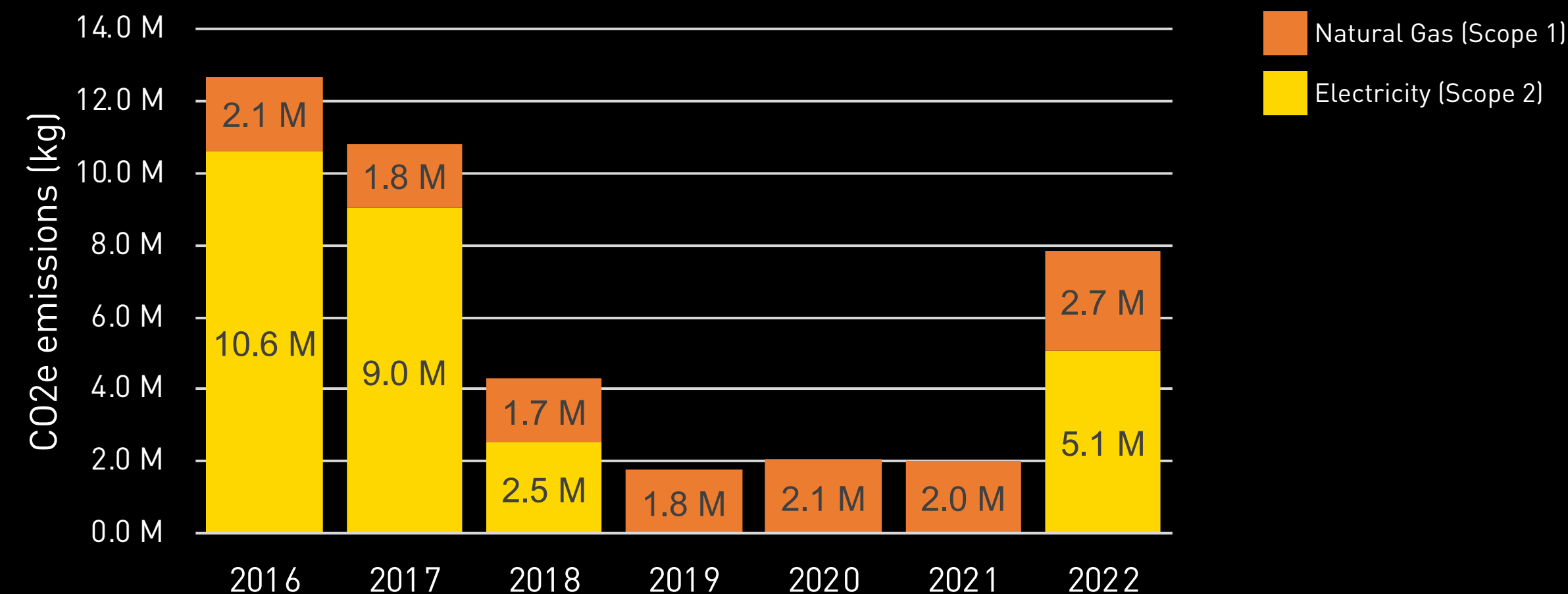
Natural Gas Performance across all Buildings and Estate, with B12 data collection starting in May 2022.

ENERGY PERFORMANCE

Our overall energy consumption (electricity and natural gas) for 2022 was 32,535,628 kWh. This represents a 3.95% increase from 2021 consumption and an 5.21% decrease against our 2019 baseline.

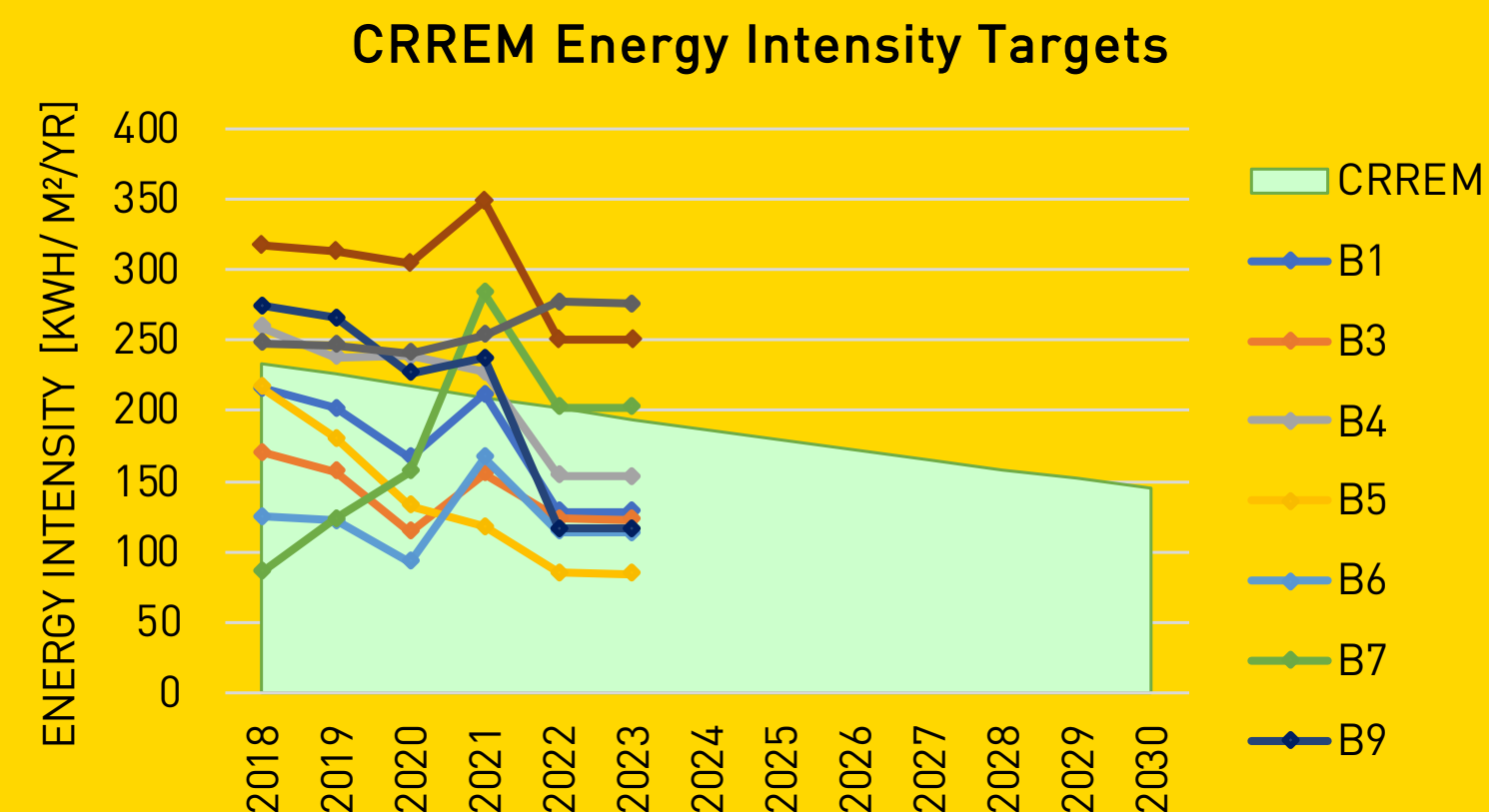
This can be associated to a spike in guest numbers, with an average population increase of 101.33% across all buildings after the COVID-19 pandemic. Additionally, unusual weather conditions during summer and winter greatly skewed the use of air conditioning and heating across our facilities.

Since April 2022, Chiswick Park switched to non-renewable energy sources under our provider Scottish Power under the pressures of the current energy crisis. This resulted in increased CO2e emissions to 7.8 million kg of carbon dioxide. Nevertheless, we still managed to adhere to our energy targets, and hope to return to renewable procurement in the future.



CRREM ENERGY & GHG INTENSITY TARGETS

The CRREM decarbonisation pathway is a benchmarking tool for the real estate sector that considers energy intensity (consumed energy per m2) and greenhouse gas intensity (GHG intensity, estimated kilograms of CO2 per m2) across all assets. To align ourselves with the CRREM targets, we aimed to use 2% less than our anticipated energy consumption based on population increase. For 2023, we will continue to refine our targets to further reach CRREM standards.



ENERGY MANAGEMENT INITIATIVES



REFURBISHMENT

Since 2016 we have invested over £2.6 million in refurbishing projects to increase our energy efficiency in preparation for BREEAM certification.

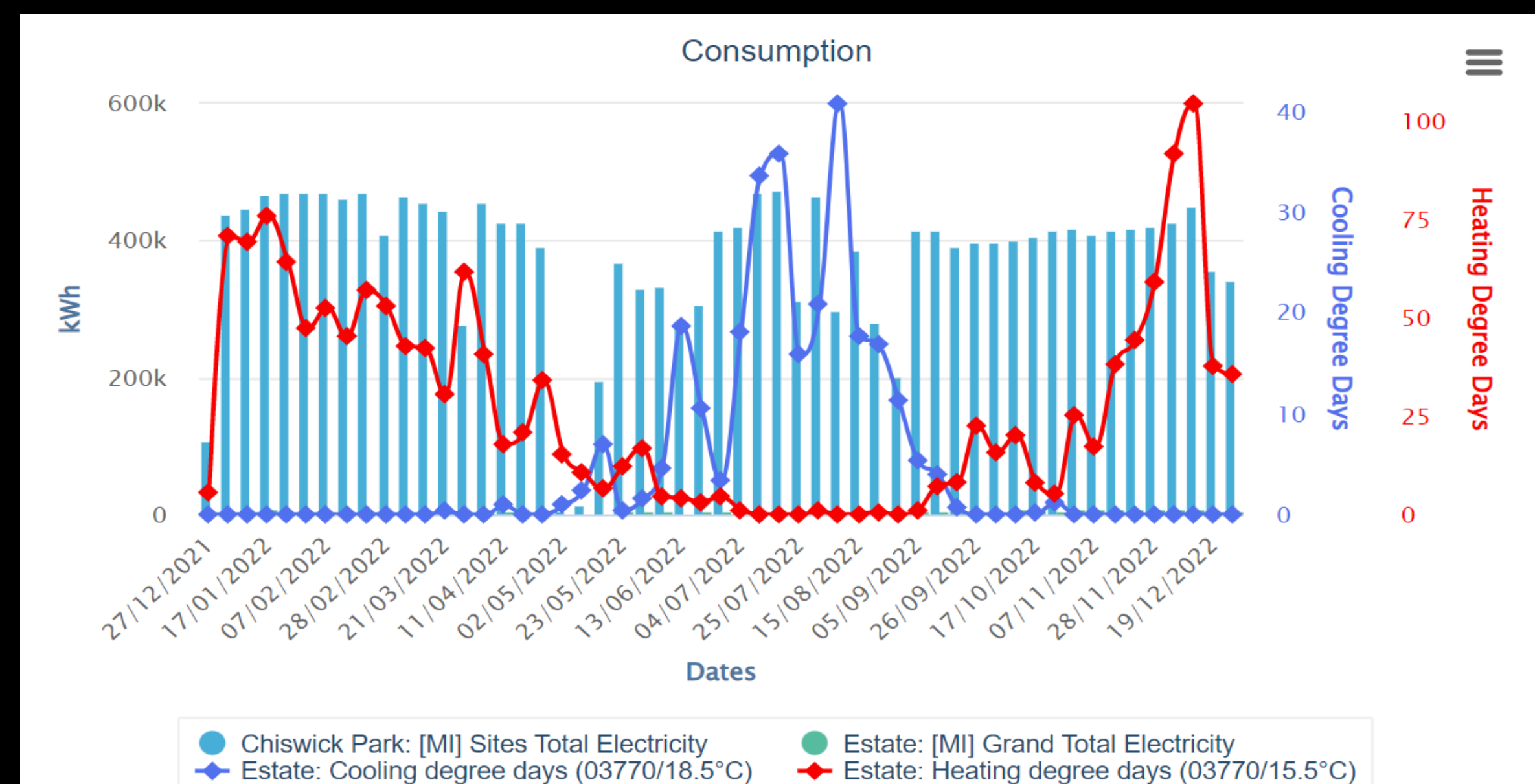
To optimise ventilation whilst reducing heating and air conditioning use, CO2 sensors were installed in Buildings 3,4,5,9, 10 and 11 to maintain a safe 700 ppm level for the comfort of our Guests. This aligns to UK enforced guidelines of 1000 ppm.

As part of our Life Cycle Replacement (LCR) programme, we plan to replace all gas fired equipment on campus with electric alternatives. Other refurbishments include the upgrade of a passenger lift in Building 1 to a Gen II model, which is 50% more energy efficient, washdown pump upgrades, reception FCUs and window actuators across numerous buildings.

ENERGY MANAGEMENT SYSTEM [EMS]

Our MEP Partner Jones FM have provided us their EMS platform since the start of 2020. This platform collects data from all our utility metres across the buildings and estate to produce and energy usage records in real time. This provides us with greater visibility on energy, heating and water consumption.

Additionally, the platform allows for deeper analysis, such as visualization tools to compare our energy consumption for 2022 against temperature (cooling and heating degree days).



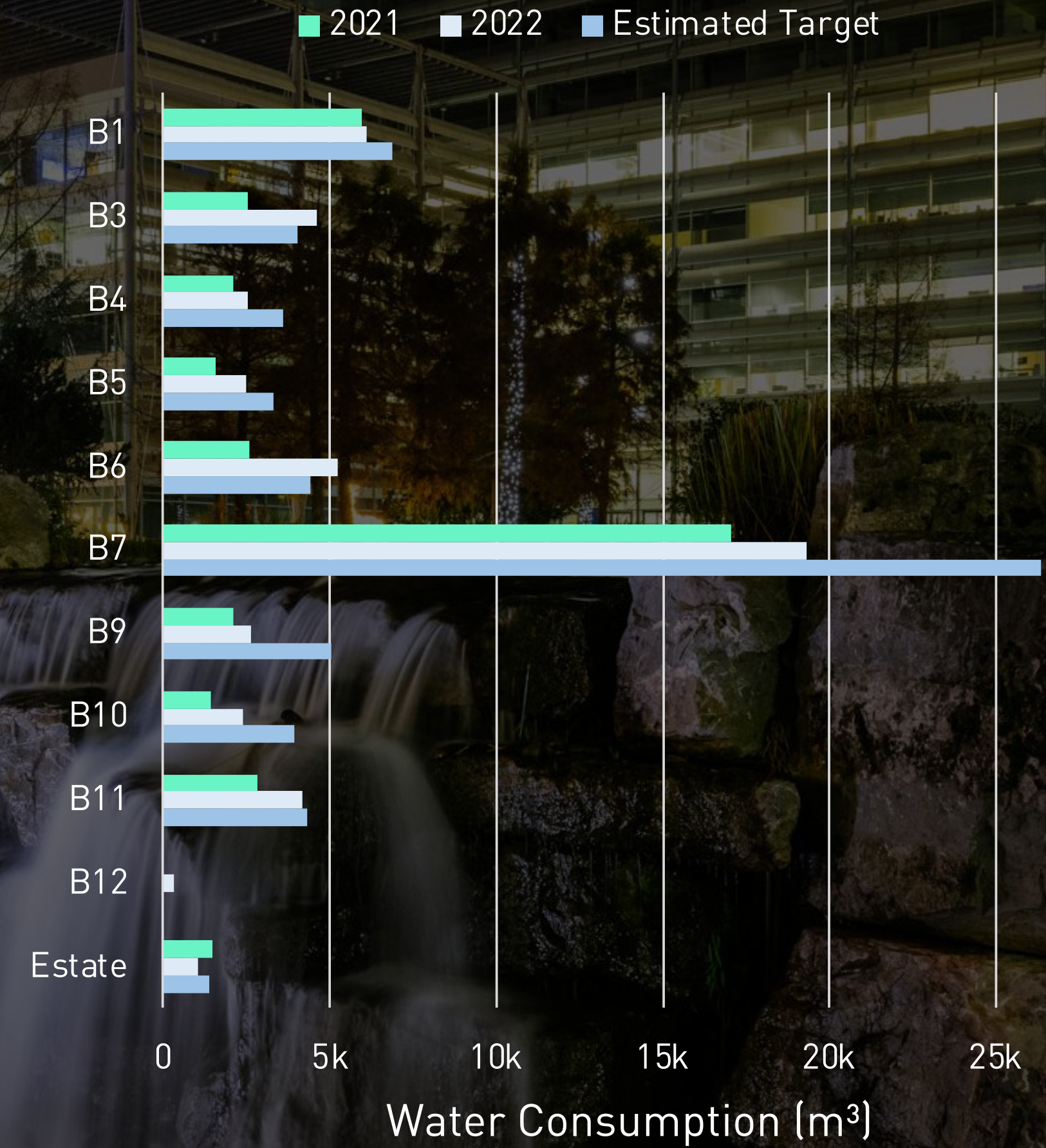
WATER MANAGEMENT

AREA TARGET [M3] ACTUAL [M3]

AREA	TARGET [M3]	ACTUAL [M3]	STATUS
BUILDING 1	6,895	6,098	ON TARGET
BUILDING 3	4,017	4,594	OVER TARGET
BUILDING 4	3,604	2,551	ON TARGET
BUILDING 5	3,300	2,499	ON TARGET
BUILDING 6	4,414	5,231	OVER TARGET
BUILDING 7	26,345	19,324	ON TARGET
BUILDING 9	5,025	2,632	ON TARGET
BUILDING 10	3,933	2,400	ON TARGET
BUILDING 11	4,330	4,156	ON TARGET
BUILDING 12	N/A	852	SLIGHTLY OVER TARGET
ESTATE	1,380	1,028	ON TARGET

OVERALL 63,243 50,843

- ON TARGET
- SLIGHTLY OVER TARGET
- OVER TARGET

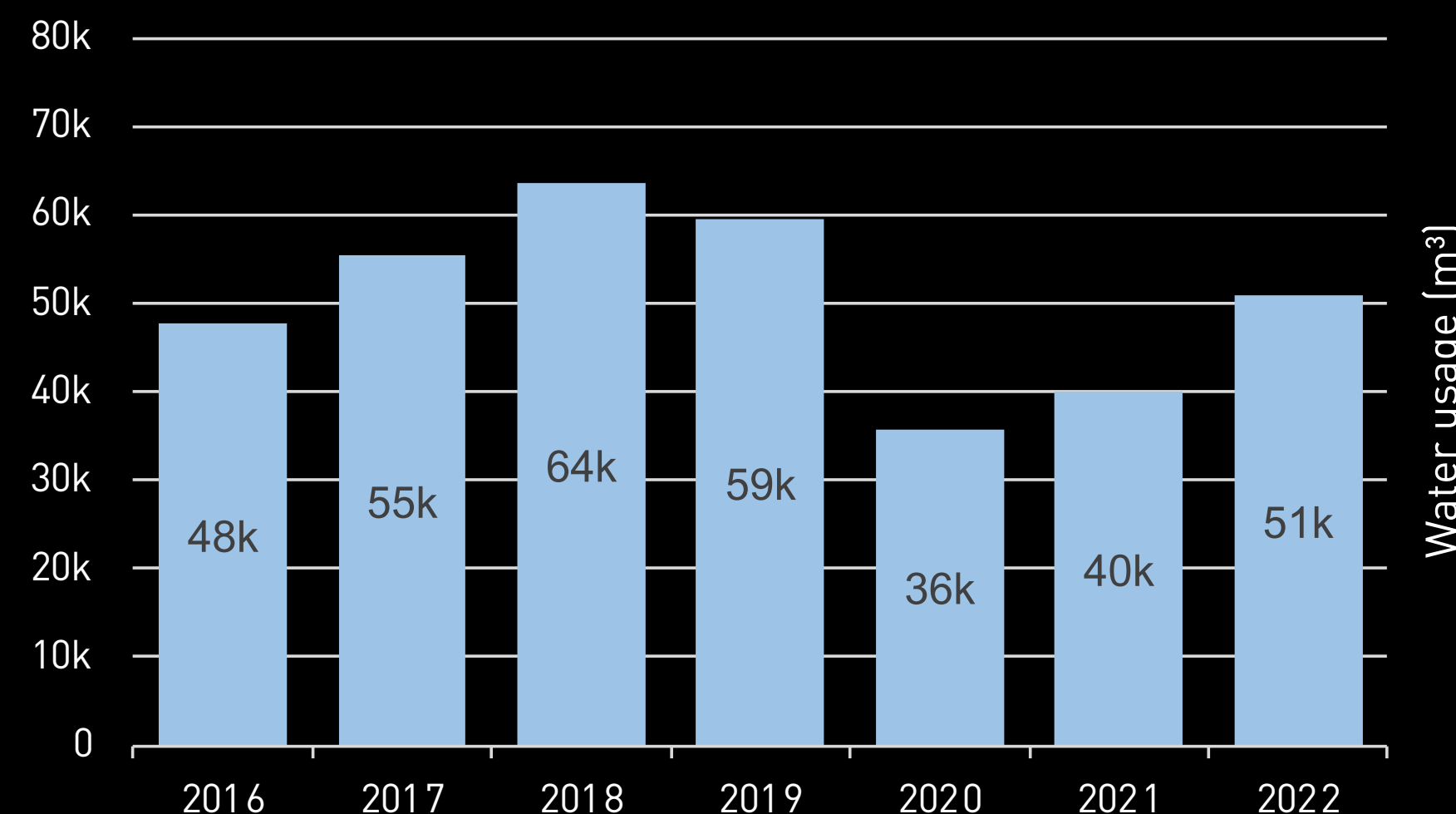


Water usage across all Buildings and Estate, with B12 data collection starting in May 2022.

WATER MANAGEMENT INITIATIVES

WATER TARGETS

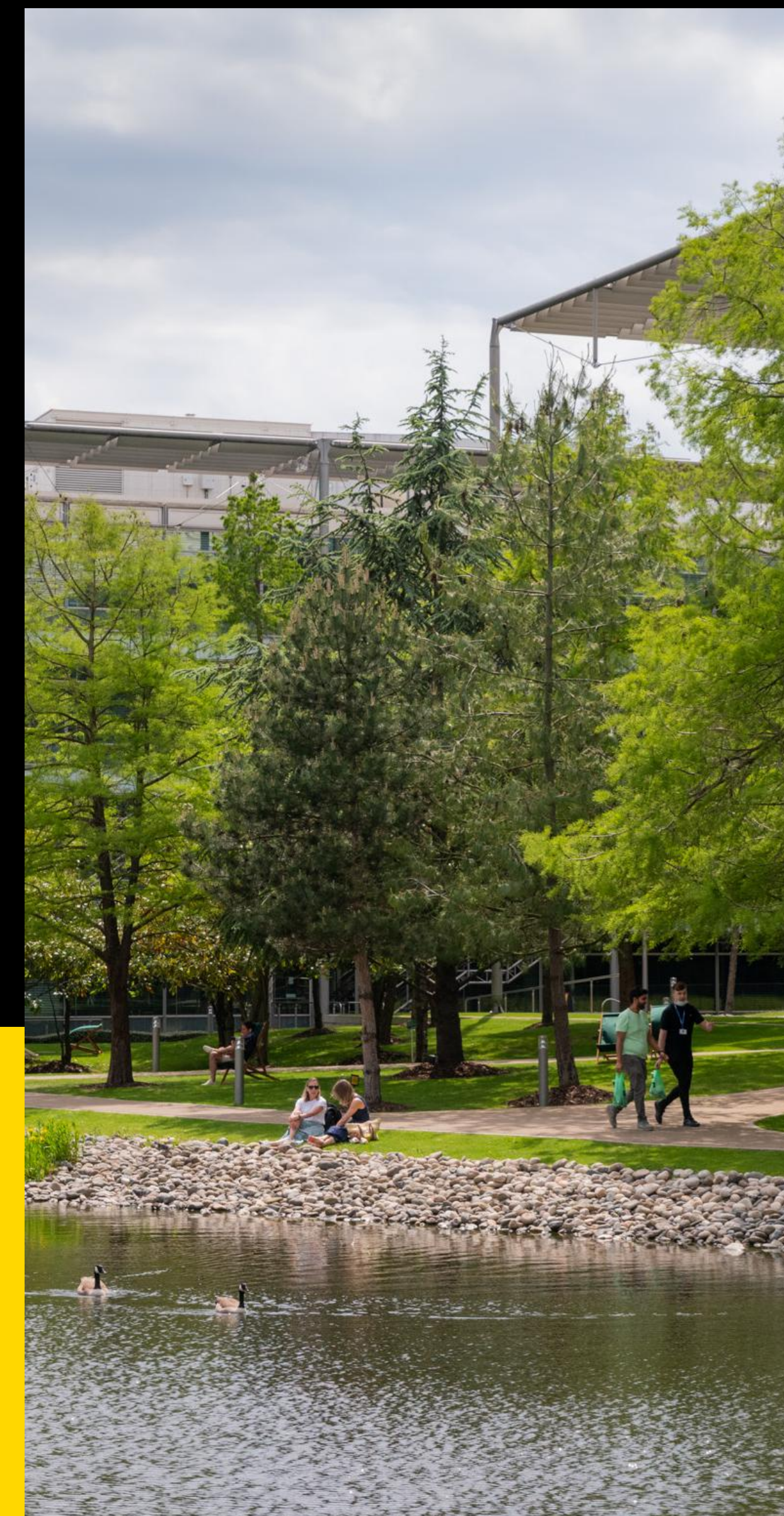
In 2022, we targeted to keep our water consumption to a value 2% less than modelled consumption by population. Our total water consumption for the year was 50,843 m³, which is a 28% increase in comparison to the previous year. This sharp incline can be associated to increased Guest occupancy and temperature shifts from a 40°C heatwave in summer to -6°C in winter also affected our water use.



Total water usage on Campus per year.

WATER SUBMETER DEPLOYMENT

This year, we have expanded the deployment of water meters across Campus to precisely monitor our water usage in real time. Further meter deployment will allow us to separate this use across utilities (e.g., restrooms, kitchen, heating and cooling, landscaping, etc.) and accurately identify the principal uses of water across the Campus



WASTE & RECYCLING

WASTE & RECYCLING OBJECTIVES

<p>Update and refine our waste management plan for 2022</p>	<p>Implement a 'confidential waste' stream for the Campus</p>	<p>Division of waste from our general waste</p>
<p>Engage Guest Companies through campaigns and league tables</p>	<p>Individual Guest billing from January 2022</p>	<p>Produce accurate and informative data reporting for all stakeholders</p>

■ COMPLETED
 ■ ONGOING

WASTE & RECYCLING TARGETS

 <p>60% Recycling Rate</p>	 <p>25 tonnes of waste monthly</p>	 <p>Correct waste segregation</p>
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CORRECT WASTE SEGREGATION

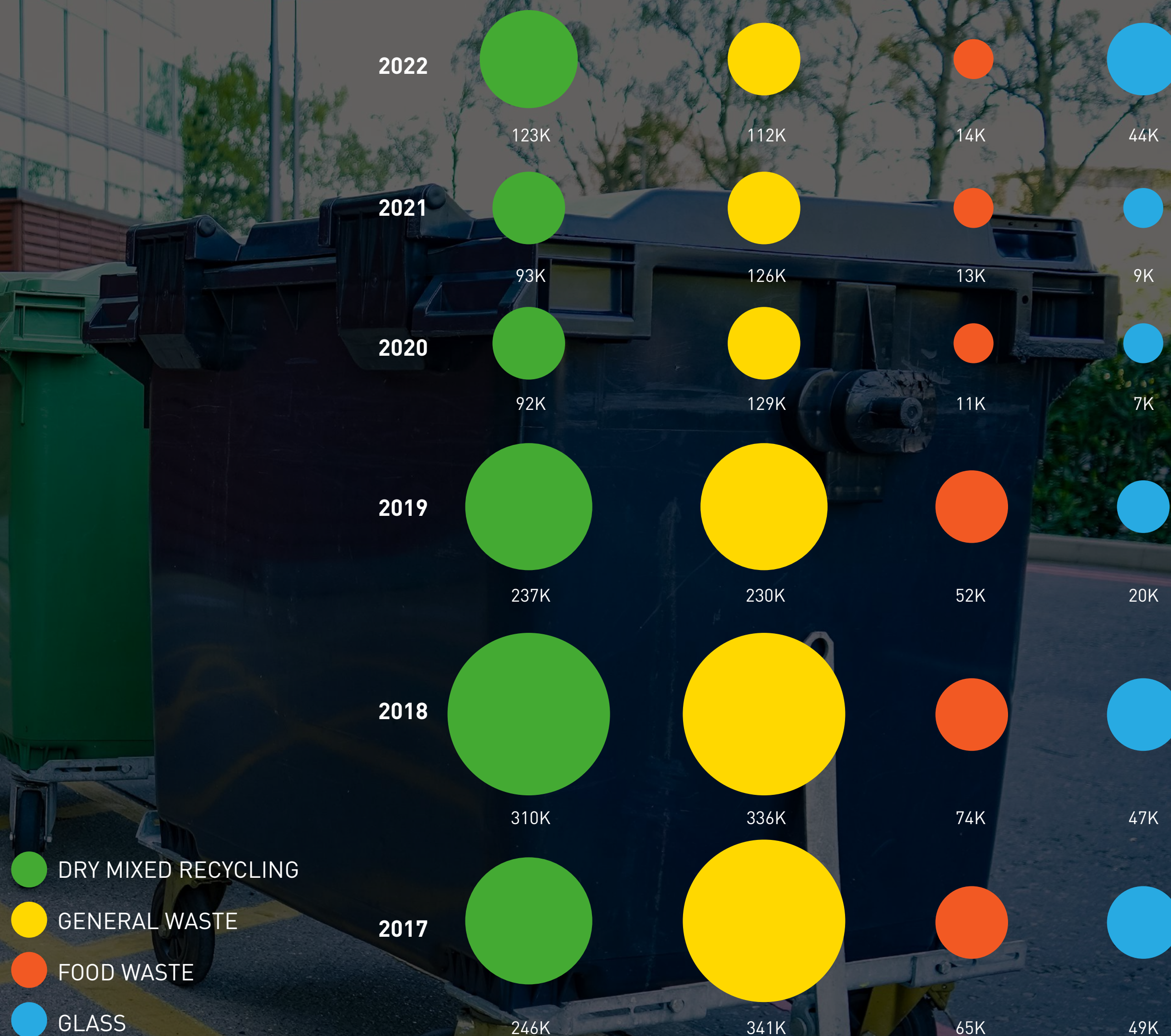
WE ARE COMMITTED TO DELIVERING A HOLISTIC APPROACH TO WASTE AND RECYCLING, WITH A PRIMARY FOCUS AROUND MAXIMISING RECYCLING RATES AND REDUCING OUR CARBON FOOTPRINT.

Our Guest Housekeeping Team managed by JPC by Samsic actively promote proper waste segregation and recycling with all our Guests. The success or failure of our recycling strategy relies strongly on each of our Guests ensuring that their waste streams are separated properly, with minimal cross-contamination.

In 2022, we increased our engagement with retailers and Guests to campaign for correct separation of waste, resulting in increased food waste production. We appointed a new Zero Waste Manager to oversee our waste and recycling objectives.

Our efforts won a Green Apple Award (Bronze) for our 'Extraordinary Waste Solutions' project submission.

We completed a Waste & Recycling Engagement session and campaigned for Plastic Free July. Both strategies were highly successful.



- DRY MIXED RECYCLING
- GENERAL WASTE
- FOOD WASTE
- GLASS

ZERO WASTE TO LANDFILL

Our waste collection partner, VEOLIA UK, sends no waste to landfill. Instead, they recycle it or incinerate it with energy recovery. Other progressive operations allow us to reduce our waste-related emissions. This includes the Weight-Tron System that allowed us to reduce collection from 15 per week to 6, thereby reducing transportation-related emissions. Our single electric tow truck can transport all the waste on campus, which further minimizes operational emissions.



FOOD WASTE

Our wormery allows for natural breakdown of food waste with the help of our 10,000 worms. Additionally, Dave The Digester (Food Waste Digester) is used to turn food waste into new water, which is used through the drainage system. This removed the need for food bin collections from an external provider, reducing our carbon footprint by 30%.

RECYCLING RATES

We continue to encourage our Guests to increase their percentage of recycled waste through recycling awards and our league table. In December, 13 Guest Companies reached the Golden Award for recycling (60% or more recycling rate), 18 reached the Silver Award (50-59.99%) and 14 reached the Bronze Award (40-49.99%).



RECYCLING RANKING

TOP 10

COMPANY

%

WHSMITH	91.26%
AMDOCS	73.72%
SWAROVSKI	70.06%
FERROVIAL	66.28%
SEADRILL	64.01%
VUE ENTERTAINMENT	62.62%
THE POKEMON COMPANY	62.09%
CBS NEWS	61.87%
STARBUCKS	61.48%
INTELSAT	61.20%

BOTTOM 10

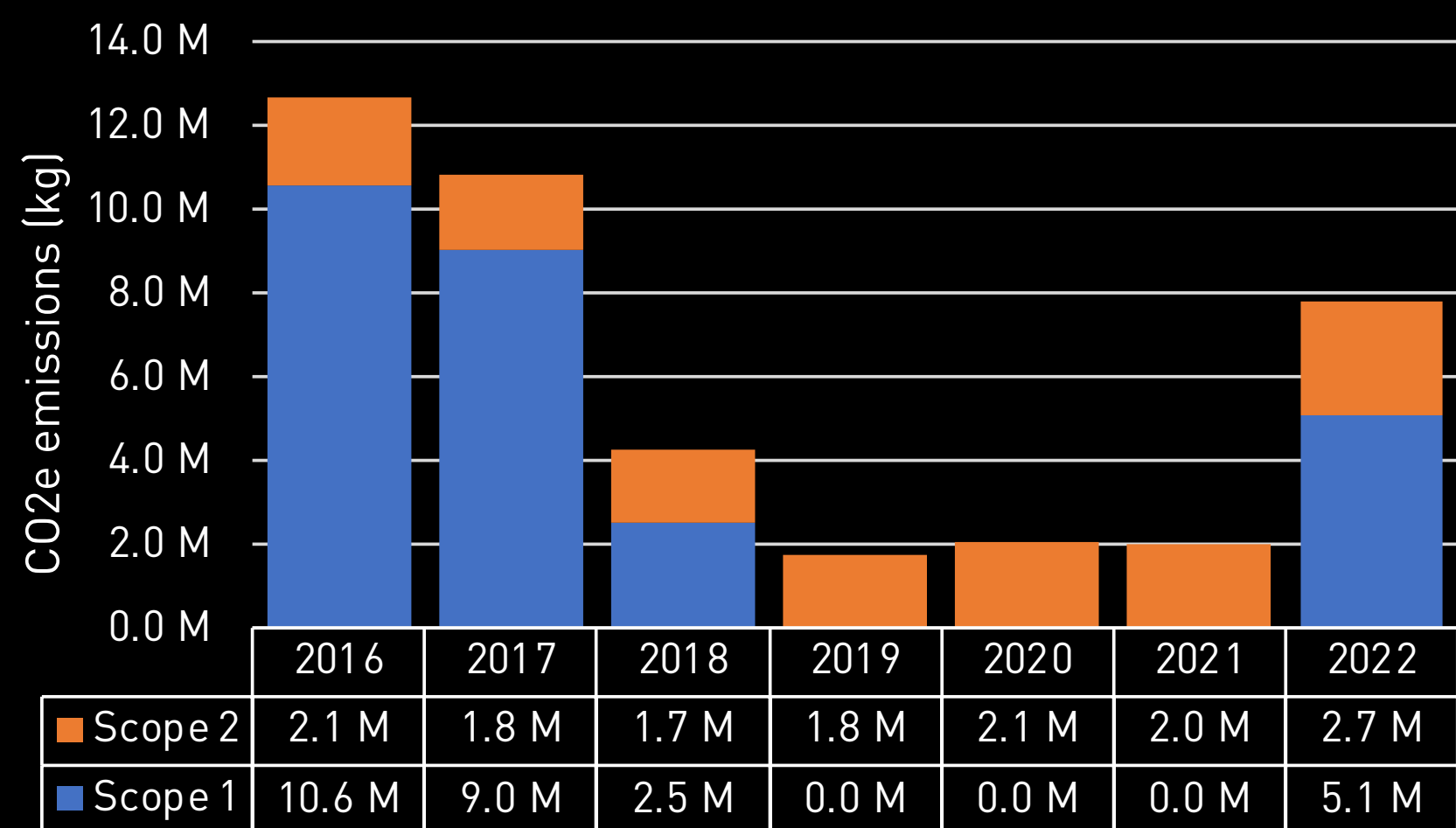
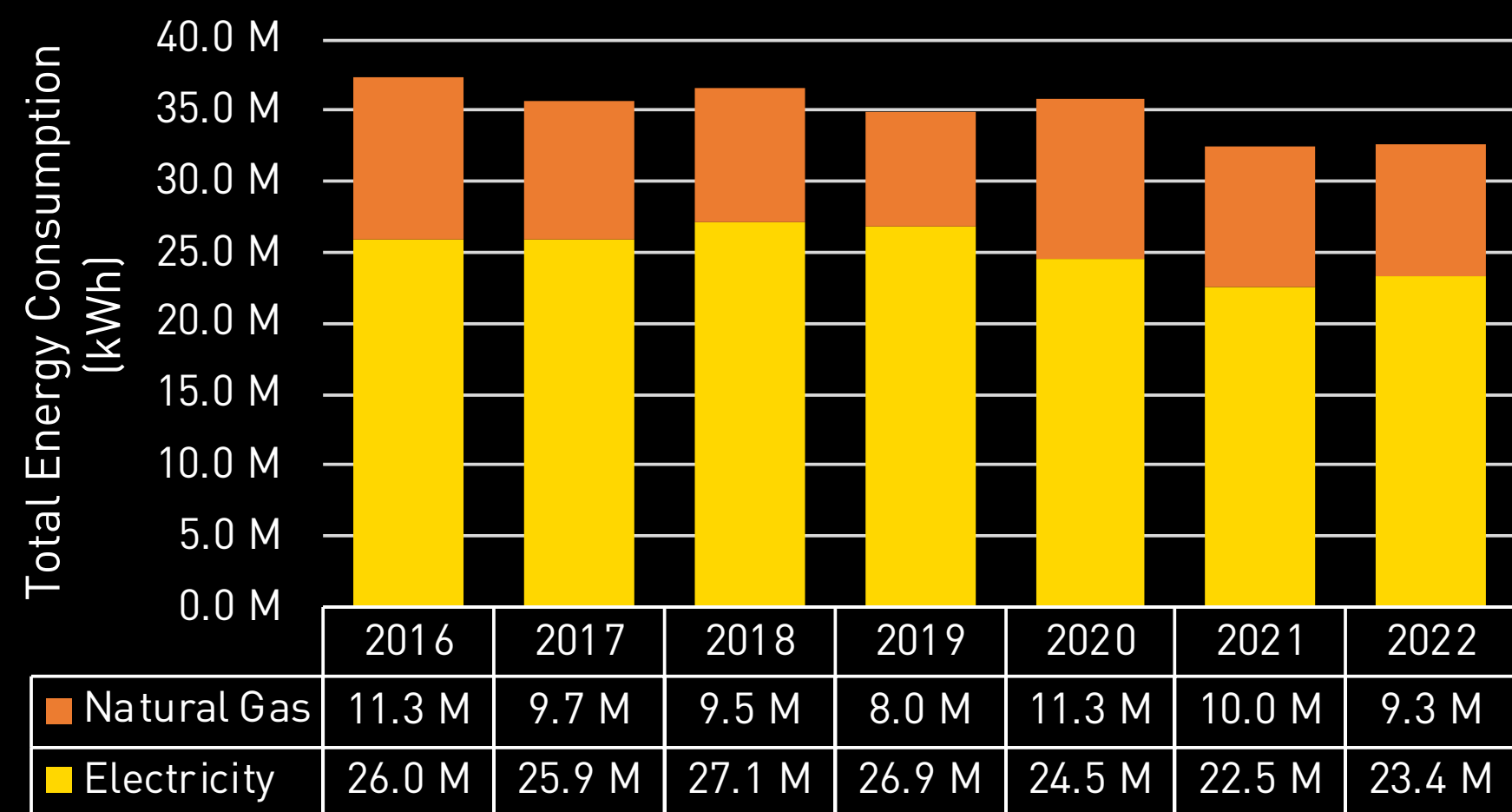
COMPANY

%

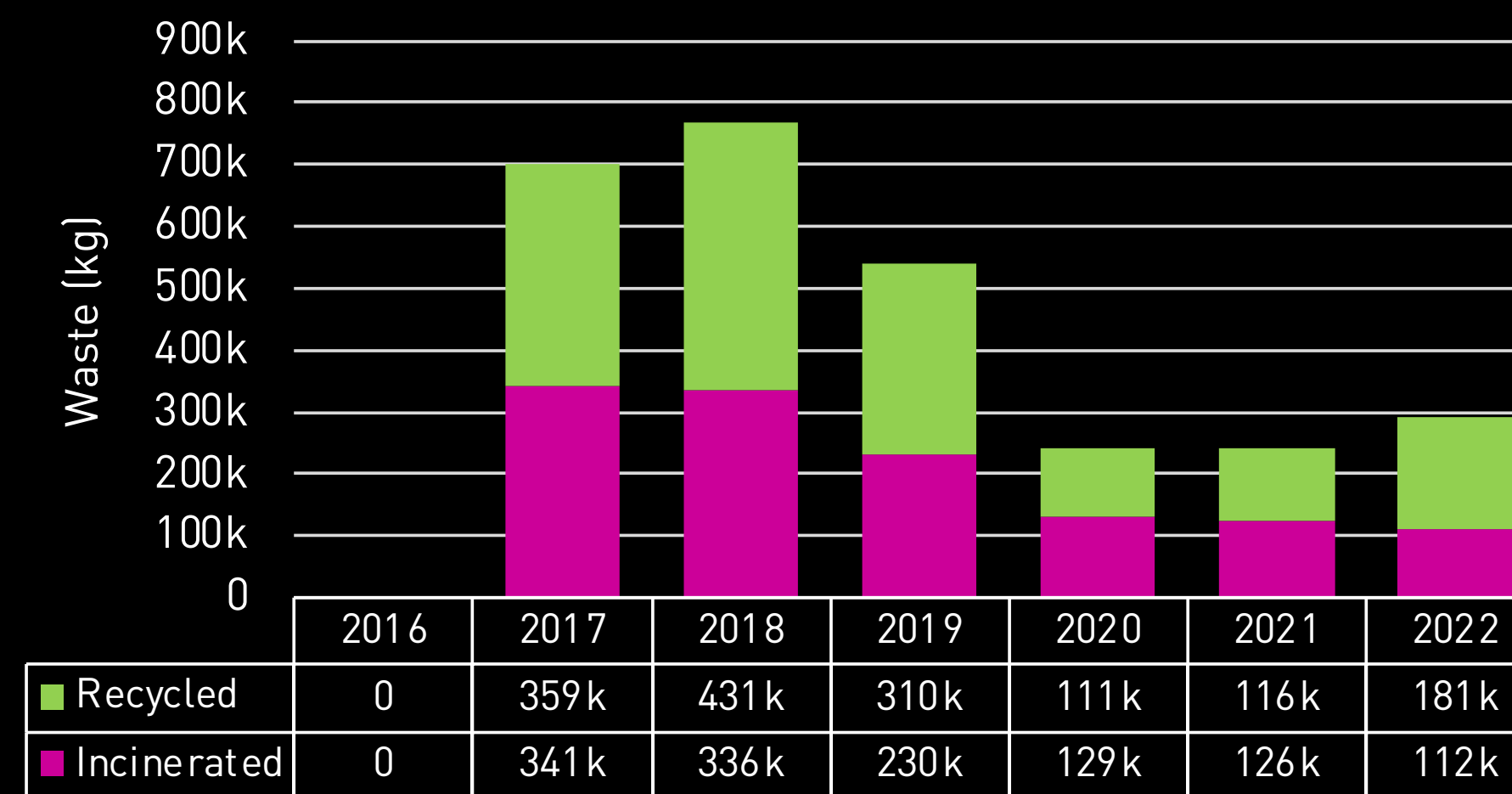
FOXTONS	37.94%
VOLANT MEDIA	37.25%
GO CHISOU	36.80%
QUALCOMM	35.38%
WOLF	33.26%
STARBUCKS SHOP	33.19%
FROST & SULLIVAN	32.47%
VISION 247	29.03%
THE UNION	28.60%
MICROSTRATEGY	28.28%

ENVIRONMENTAL PERFORMANCE

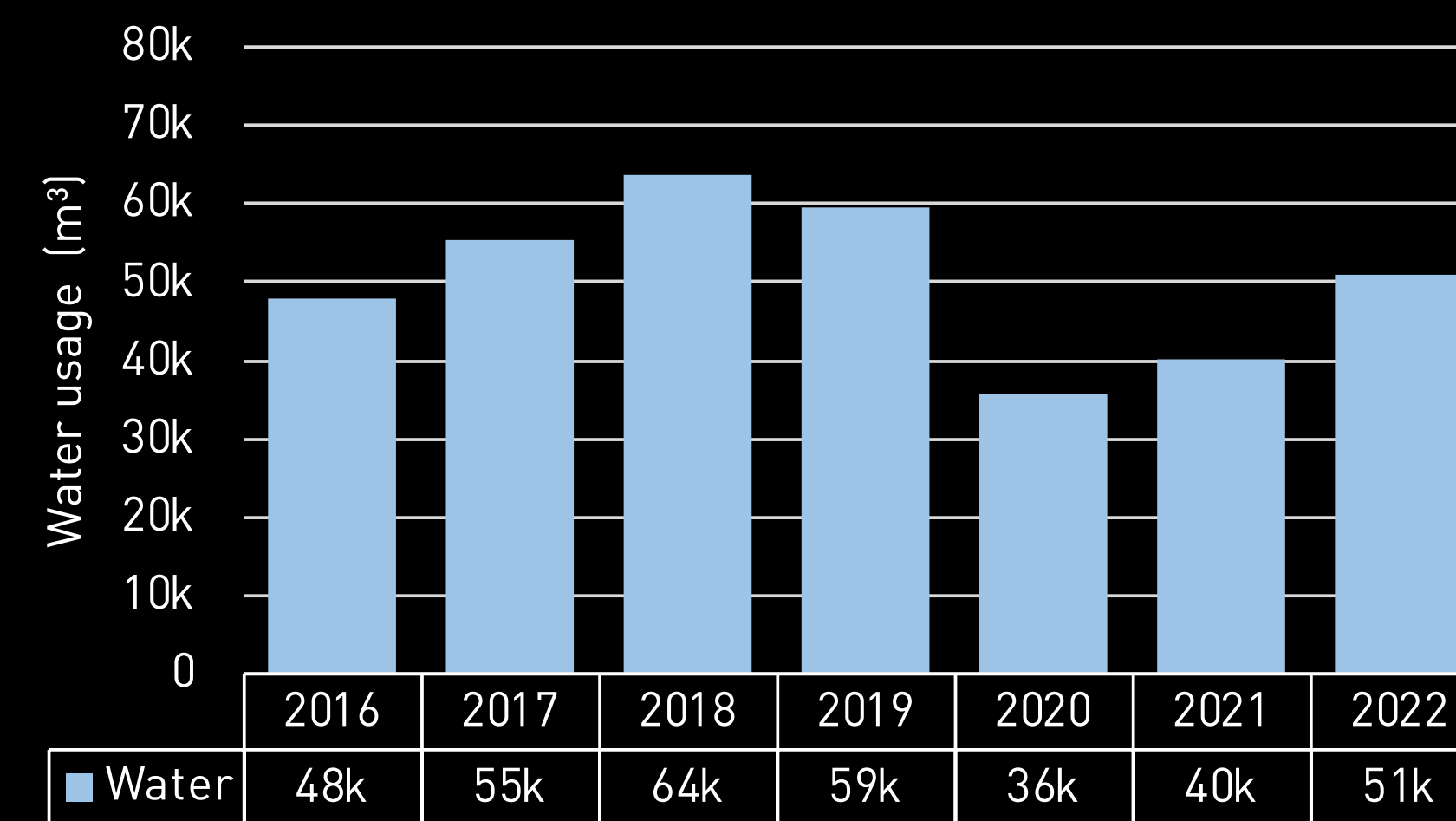
ENERGY



WASTE



WATER



BIODIVERSITY

BIODIVERSITY OBJECTIVES

Eradicate all use of pesticides within the next 10 years

Eradicate the use of all glyphosate within the next 10 years

Carry out a fish health check every 2 years

Carry out lake maintenance and development every 3 months

Align with related conservation trusts and groups annually

All green waste collecting bags will be made from 100% recycle materials

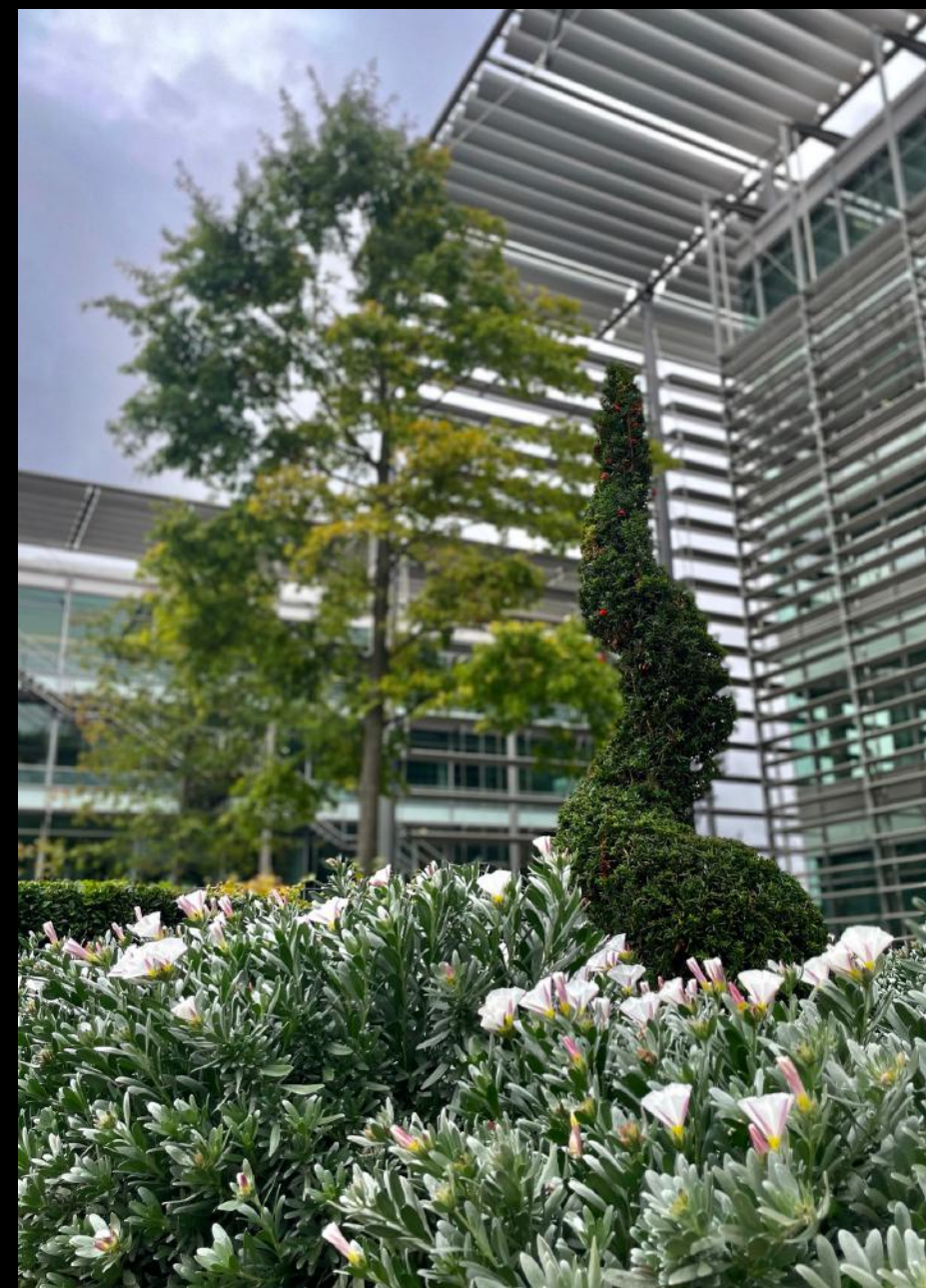
Operate a plant passport scheme for all new plants added to the Campus

Engage and educate Guests on Campus biodiversity, E-W Kitchen Garden and Bee Keeping

Annual Tree survey and plant a tree for 2022 Queen Canopy Award

Win a BALI Award within the next 2 years

■ COMPLETED
■ ONGOING



BIODIVERSITY

BIODIVERSITY TARGETS

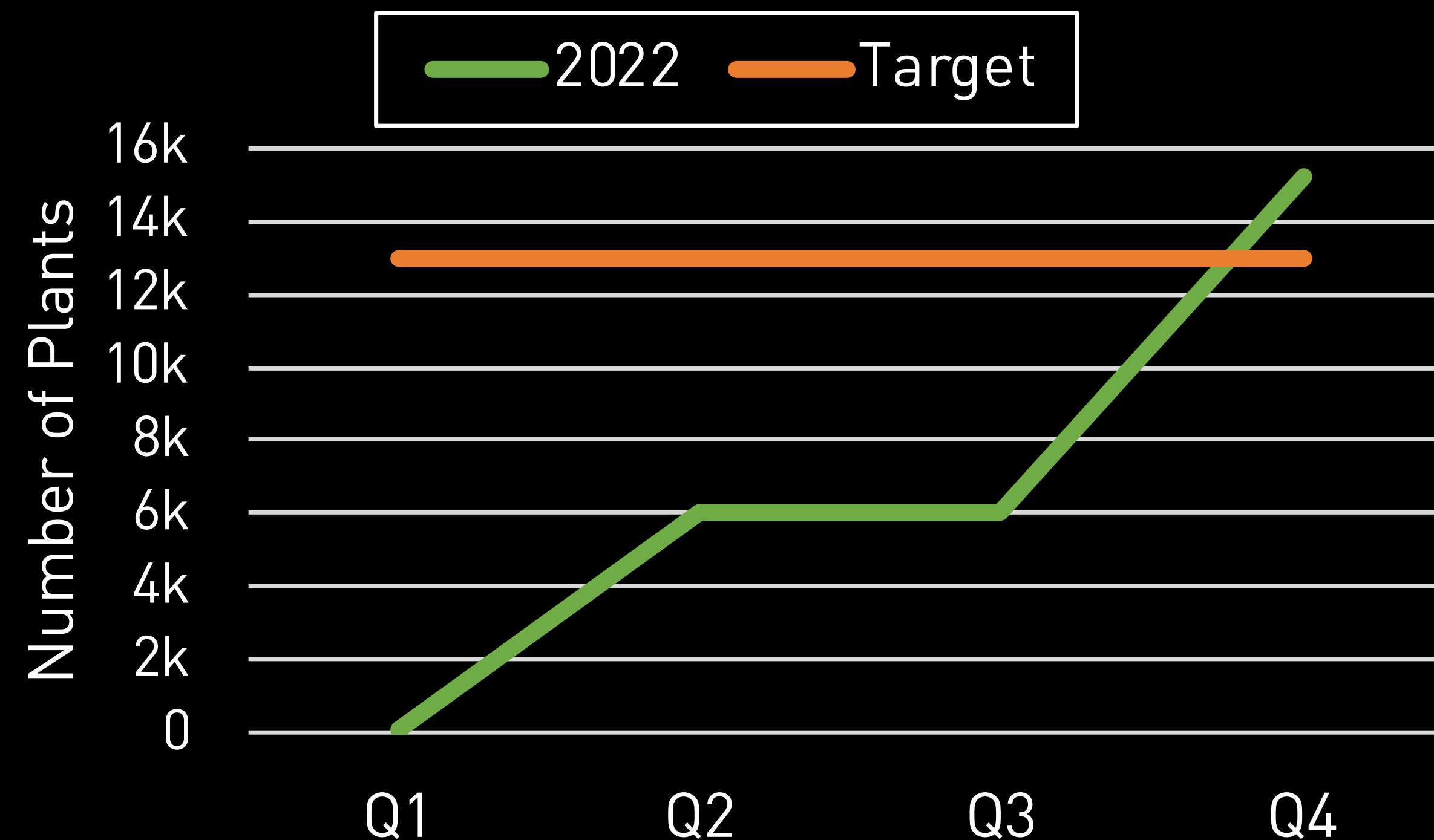
 <p>GOLD London in Bloom Award</p>	 <p>100% of green waste recycled</p>	 <p>15,000 plants</p>
 <p>0.97 t of food waste & 6.6 t of coffee grounds</p>	 <p>12 trees felled & 28 replanted</p>	 <p>Green Flag Award</p>

AWARDS

Our greenery was awarded a GOLD in the London in Bloom award 2022, earning a score of 187/200. We were also awarded the Green Flag Award, an accreditation that celebrates quality green spaces across the UK. We will continue to reach for awards in the near future, including the Queen's Canopy Award and the BALI Awards.

OUR GARDENS

This year we have exponentially increased our planting thanks to our Landscaping & Wildlife Team. We have signed up to Plantlife, a charity dedicated to wild plant conservation and education. Around 15,228 plants were planted this year, far surpassing our 10-year goal. This includes 9,000 plants onsite and 4,000 for a local school Heathfield House School. A total of 44 new plant species were introduced into the park this year, consisting of endemic and decorative species. These were recorded thanks to our plant passport scheme, which will become an important tool to closely monitor biodiversity on site.



BIODIVERSITY

GREEN GARDENING

The Kitchen Garden Club was a great success with our guests, completing 10 harvests this year. Our produce was shared and enjoyed by Guests.

We were chosen as the location for the first Green Haus Farm in the UK, an innovative company for temperature controlled vertical farming inside recycled shipping containers. The Green Haus has allowed us to expand our produce even in colder weather.

We are introducing Acetic Acid based weed killers, hoping producing more wild habitats reduces need for pesticides. We also made a complete switch to recyclable bags for our green waste, which are 20% derived from oyster shells and 80% recycled plastic.

OUR BEES

In 2021 we joined the Bumble Bee Trust to track our bees and introduce native flora.

Guest beekeeping experience and Guest honey extraction continue to be popular activities.

OUR FISH

Lake maintenance and fish health checks were carried out recently. Our fish population of 395 individuals is composed of Roach, Tench and Carp and all appear to be healthy.



SUSTAINABLE TRAVEL

SUSTAINABLE TRAVEL OBJECTIVES

Encourage and facilitate sustainable and active travel for all

Aim for a Platinum Active Travel Score Certification for 2022

Continue to provide undercroft EV charge points solutions for Guest Companies

Maintain and develop our E-W Cycle Hub Initiative

Investigate options for enhancing EV charging

■ COMPLETED

■ ONGOING



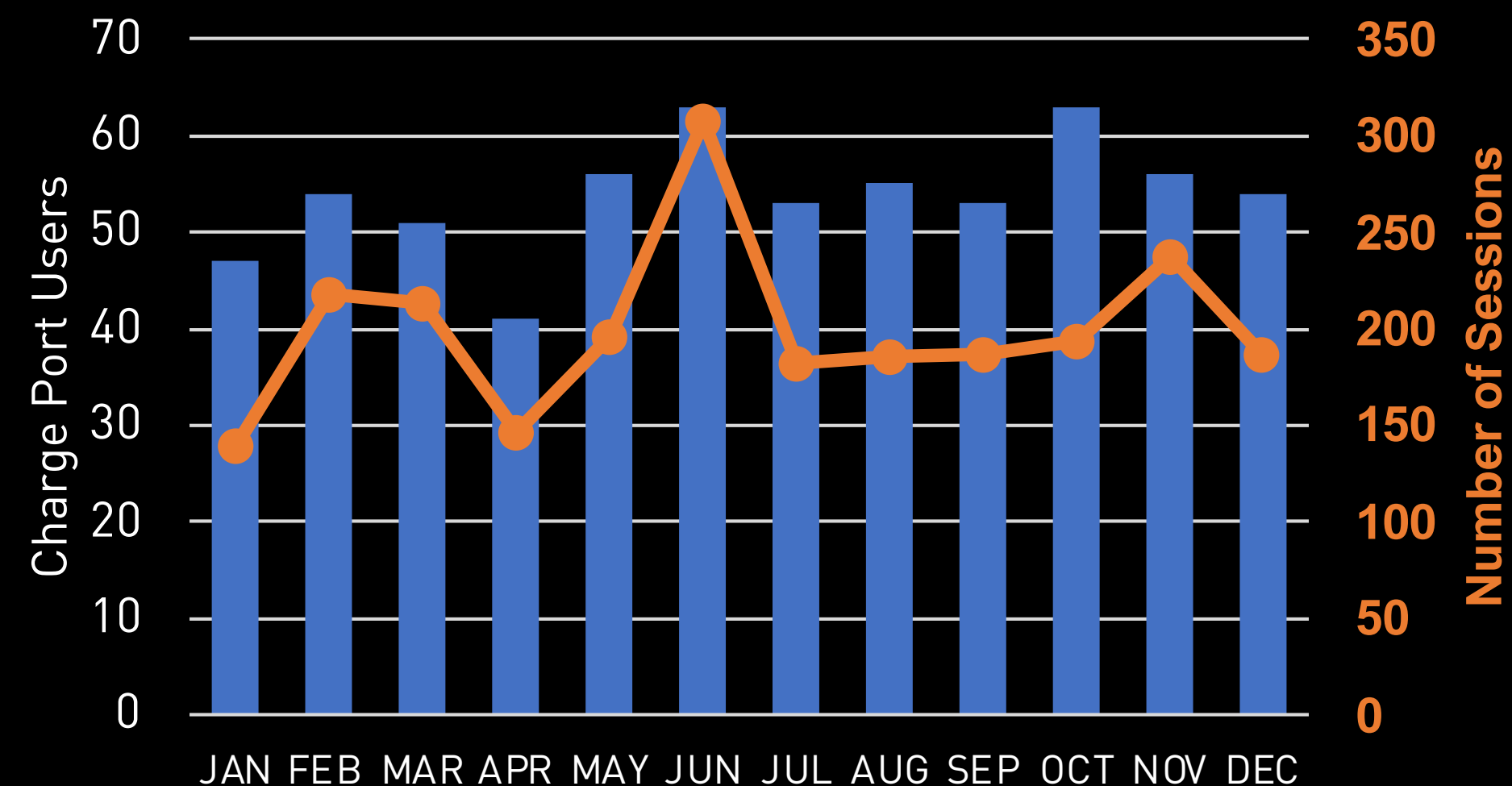
CYCLING & DRIVING

ENJOY-WORK IS FULLY COMMITTED TO SUSTAINABLE TRAVEL FOR ITS TEAM, GUESTS AND VISITORS. ENCOURAGEMENT AND FACILITATION OF ACTIVE TRAVEL IS A REGULAR PART OF OUR DAILY OPERATIONS.

EV CHARGING POINTS

In 2021, six dual vehicle charging points were installed. These are actively used by our Guests, with an average of 200 charging sessions logged every month. We continue to closely monitor EV charging usage, and new locations for further bays are being identified.

Current EV charging usage is closely monitored and new locations are being identified for further external bays.



THE CYCLE HUB INITIATIVE

Our partnership with 'Handlebar Haynes' continues to provide our Guests with cycle services and repair five days a week. Duncan, our resident bike tech, continues to provide his cycling expertise in our Bike Servicing Tepee near B5.



ACTIVE TRAVEL SCORE

THE CYCLE HUB

WITH OUR EXTENSIVE BIKING FACILITIES INCLUDING 673 CYCLE PARKING SPACES, 547 LOCKERS, AND A RANGE OF MODERN CHANGING AND SHOWER FACILITIES, WE ACHIEVED A GOLD ACTIVE TRAVEL SCORE (76/100) FOR THIS YEAR.

In 2022, we expanded The Cycle Hub in B7 and B12 to grow our E-W Cycle Hub initiative. This has encouraged more Guests to use their bikes as a main form of transportation.

A tenth of our Guests use bikes as a main form of transportation, and we will continue to expand The Cycle Hub initiatives to encourage further cyclists in the future.

We scored 5/5 on some notable categories:

- Overall look and feel of The Cycle Hub
- Shower provision
- Bike maintenance provision
- Bike hire scheme
- Communications with Guests
- Community relations



INNOVATION

INNOVATION OBJECTIVES

Refocus our business, including our service partners on our innovation KPI

Implement and adapt new E-W 'Think Smart' initiative programme

Implement a quarterly reporting structure for innovation

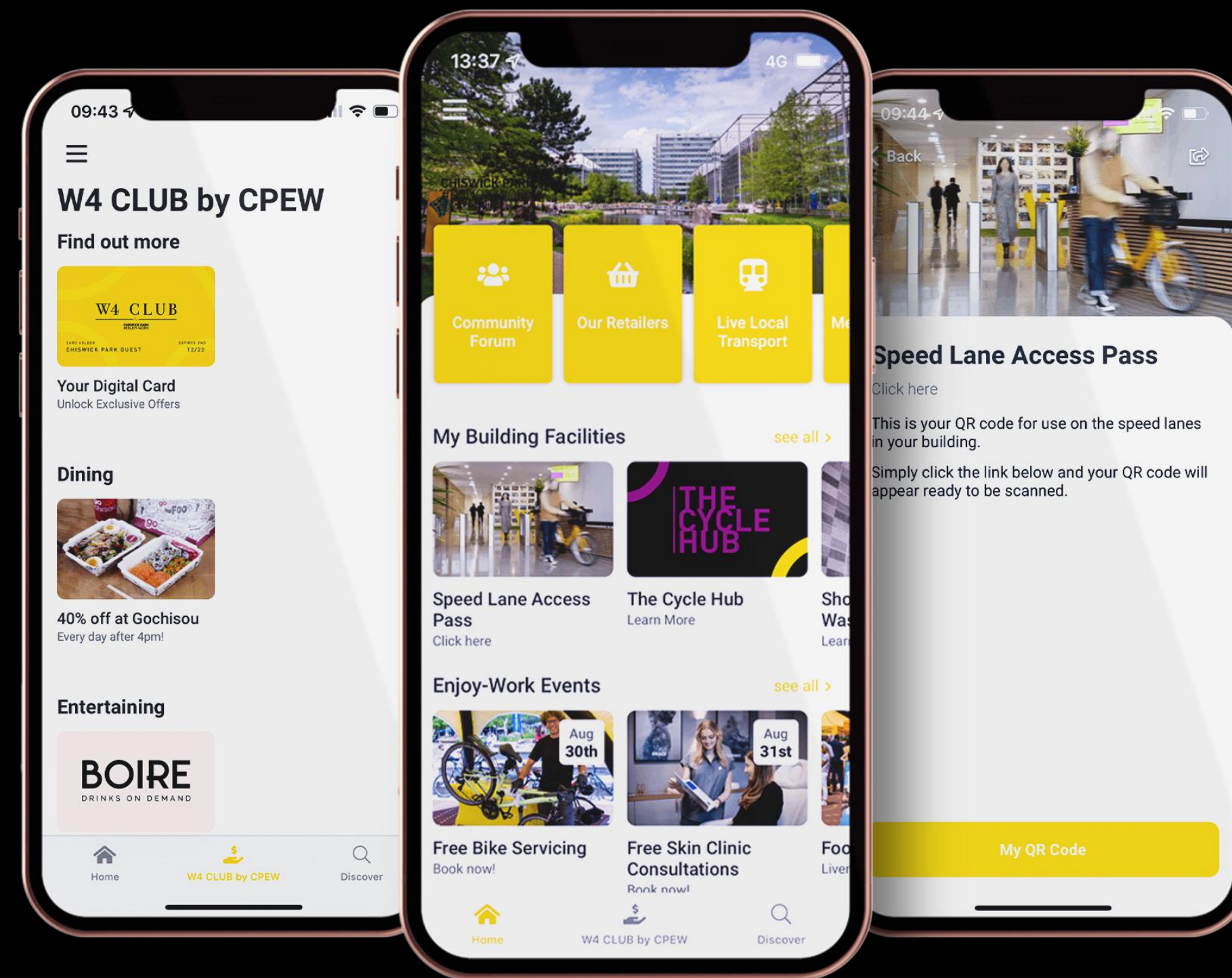
Ensure the Enjoy-Work App is integral to the use of new technology across Campus

Use current technology and data insights to drive innovation

Enhance the use of technology across campus for stakeholder and Guest benefit.

Ensure innovation is a focus across Marketing and Guest Experience not just Operations

■ COMPLETED
■ ONGOING



INNOVATION IS KEY PART OF THE ENJOY-WORK VALUES AND CULTURE TO ENSURE WE LEAD THE WAY. WE ARE COMMITTED TO IMPROVE AND EVOLVE WHAT WE DO AND HOW WE DO IT.

SMART THINKING

The Smart Thinking programme was relaunched in our team in the new Enjoy-Work Hub intranet. An Innovation Committee was established to review all submissions and drive forward the implementation of great submissions. Once implemented, these receive Reward and Recognition perks.

44 ideas submitted

23 ideas implemented

17 under review

ENJOY-WORK APP

New and improved Enjoy-Work App includes:

- Speed lane access
- Order-ahead with retailers
- Data analysis dashboard
- Building issue reporting
- Building facilities view
- W4 CLUB by Chiswick Park Enjoy-Work digital member card

SUSTAINABLE & EFFICIENT

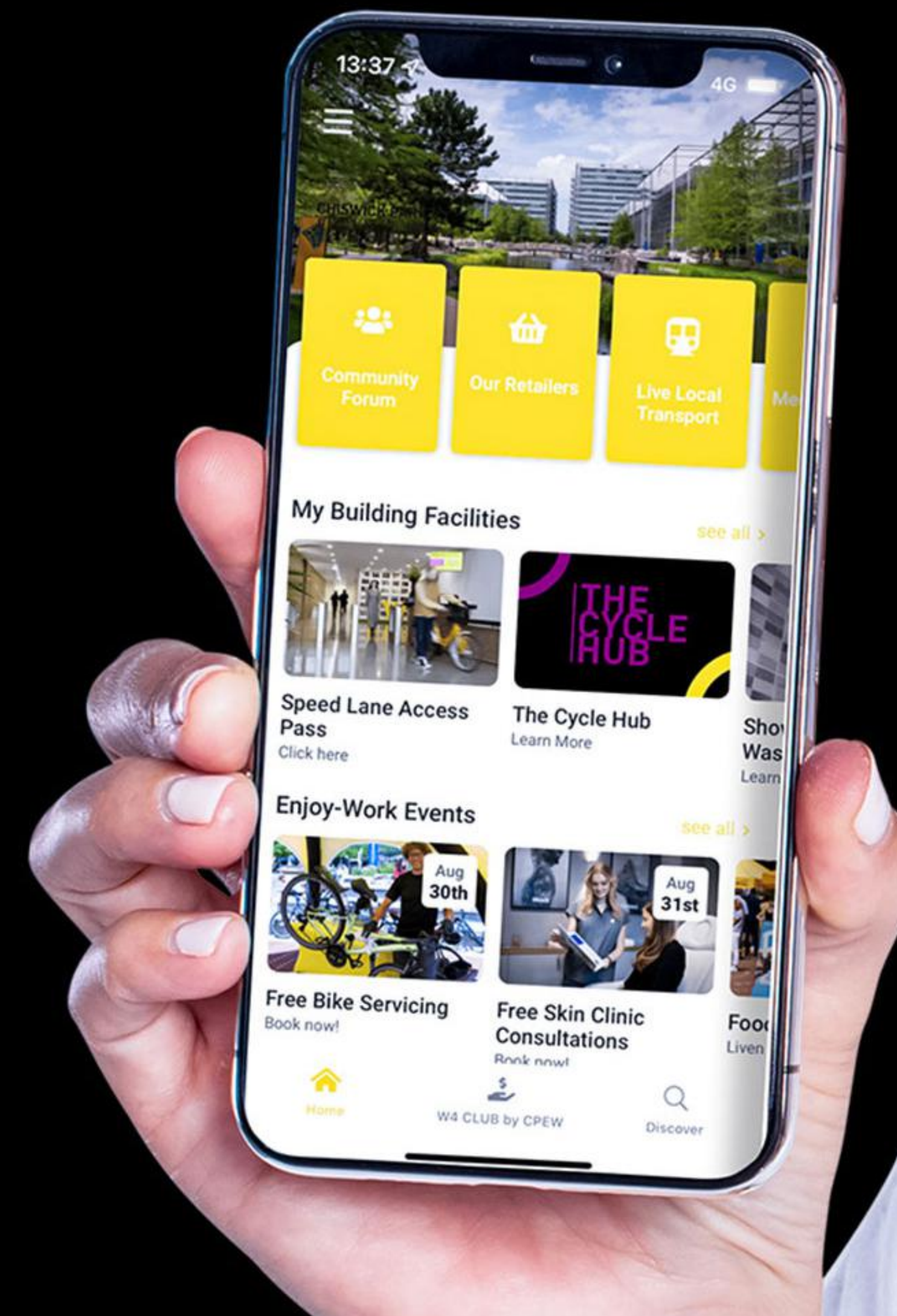
We optimized our AHU efficiency to reduce electricity consumption from HVAC infrastructure. By installing CO2 sensors on AHU extracts, we can alter HVAC based on occupancy. Submetres will also be installed to our Weight-a-tron, building compactors, Digester and Cardboard bailer.

ANPR

Installation of Automatic Number Plate Recognition with Parkalot.

VMS

Upgraded our Visitor Managing System to allow for further data reporting and adapt operations accordingly.



03 SOCIAL

TEAM

TEAM OBJECTIVES

Attract, recruit, develop and retain a diverse workforce

Review and implement a revised inclusion and diversity policy

Encourage honest and open communication

Implement new E-W Reward and Recognition programme

Develop, implement and adapt as needed E-W annual Team Wellbeing programme

Professional, fair and responsible On-boarding/ Off-boarding

Proactive COVID management

Empower further E-W Ambassadors

Annual Awards Night 2022

■ COMPLETED
■ ONGOING



TEAM INITIATIVES

AREA

TARGET

ACTUAL

- TEAM SURVEY COMPLETION
- TEAM APPRAISALS & ANNUAL REVIEWS
- TEAM RETENTION
- ALL-STARS NOMINATIONS
- E-W TEAM HUB PLATFORM
- 52 AWARDS & 38 INSTANT AWARDS

95%

100%

85%

120

N/A

N/A

70%

85%

85%

436

IMPLEMENTED

N/A

ENJOY-WORK IS COMMITTED TO ENCOURAGING EQUALITY, DIVERSITY AND INCLUSION AMONG OUR TEAM. IN 2022, WE REVISED OUR INCLUSION AND DIVERSITY POLICY TO BETTER REFLECT OUR CURRENT VALUES

HAVE YOUR SAY

HQ Chats and CEO Facetime continues to encourage the Team to communicate with each other.

E-W TEAM HUB

New E-W Team Hub intranet site with news and updates for the team. E-W All Stars continues to reward team members on their accomplishments.

10 Years Service

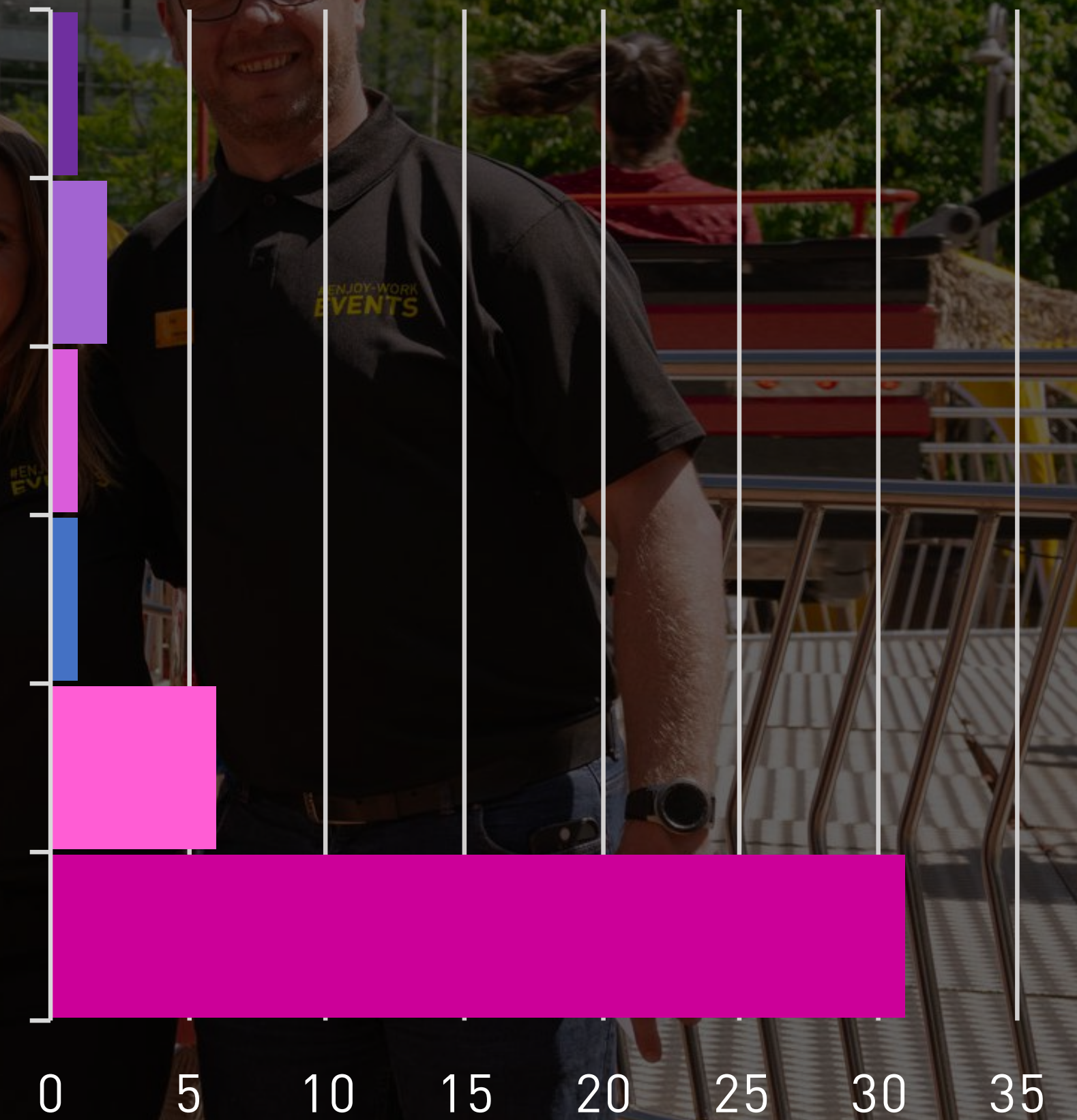
5 Years Service

20 years Service

Well done

Great Job

You're a star



E-W AllStars Awards given this year

TEAM AWARDS

Our Annual Awards Night took place the 25th of November 2022 to recognise the talent and commitment of our staff. The E-W Awards covered recognition from all areas of the business and celebrated our values.

- Team of the Year
- Team Member of the Year
- Service Award
- Pride Award
- Newcomer of the Year
- Manager of the Year
- Innovation & Sustainability Award
- Inclusion & Engagement Award
- Exceed & Delight Award
- CEO Award



TEAM SURVEY

We achieved a One To Watch (OTW) ranking on the Best Companies Index Score as part of our Team Survey 2022. More than 80% of our staff agreed that our organisation runs on strong values and principles, a great social conscience and believe they can make valuable contributions towards business success.

COMMUNITY

COMMUNITY OBJECTIVES

Give back to our local Community, donate to local charities and support local businesses

Bring like-minded people together, create collaboration and great relationships

Build our public profile and increase reputation

Deliver an annual Guest Experience programme, with option for local Community to benefit

Create volunteering opportunities to make a positive difference to our Community

■ COMPLETED
■ ONGOING



CHARITY EVENTS

END PERIOD POVERTY

For International Women's Day, we joined the national campaign to collect period products to fight Period Poverty in the UK.



WORLD HUNGER DAY

Food was collected from our Guests for Hounslow Community Food Box.



THE EXTRAVAGANZA

£11k
raised for Shooting Star Children's Hospice



COMMUNITY EVENTS

300M ZIP LINE

"I felt really safe from the beginning thanks to the team. Big kudos to them!"

MOCK INTERVIEW DAY

200 students from Chiswick School engaged in mock interviews with representatives from our Guest Companies.

URBAN FOOD FEST

Guests and Community got to enjoy food trucks and vendors.

FILM NIGHT

Guests and Community joined us for outdoor films in the Events Plaza.

FAMILY FUN DAY

"Really well done, a lot of fun and good activities. My kids loved it! Thanks."

THE EXTRAVAGANZA

Over 5000 attendees were wowed by fireworks, performers, funfair stalls, food and drink, raising £11k for charity.



OTHER EVENTS

FRESH MINDS FOR BUSINESS

University of West London students presented their proposals for sustainable business practices as part of the Fresh Minds of Business programme. Guest representatives had a chance to be interviewed by the students and help develop the student's professional profiles.

BULB PLANTING

Guest Landscaping & Wildlife Team volunteered to plant 4,000 bulbs at local Healthfields House School.

SCHOOL VISITS

Children from St Andrews Pangbourne came to learn about Nurture's pathway towards Net Zero Operational Carbon, and what sustainable practices we run at Chiswick Park. They visited our apiary with our Head Beekeeper.



OUR LOCAL COMMUNITY

Our ONECARD programme has been upgraded to the W4 CLUB by Chiswick Park Enjoy-Work, a partnership with 26 local businesses to offer our Guests local discounts.



We continued to build our public profile through public relations with local media outlets. Through the year, we put out 60 pieces of coverage in local and industry-specific press.

To inform local residents of our events, our monthly community newsletter is sent out to more than 800 users. Four quarterly community meetings were also hosted to registered residents, discussing our events for 2022.

OUR AWARDS

In 2022, we had the honour of winning 'Business of the Year' in the Business Awards 2021/22 hosted by the West Chambers of Commerce.

As previously mentioned, we also won a Green Flag Award and a Gold London in Bloom Award for our gardens and a Bronze Green Apple Award for our Extraordinary Waste Solutions project.



HEALTH & SAFETY

HEALTH & SAFETY OBJECTIVES

100% compliant:
both internal and
external

Regular documents
and process
reviews (including
risk assessments)

Ensure that actions
identified through
audits and assur-
ance are actioned
and monitored

Provide all
mandatory Health
and Safety training

Establish safe
systems of work
with our suppliers,
Guests and
Partners

■ COMPLETED

■ ONGOING



HEALTH & SAFETY



100% COMPLIANT

As part of our overarching commitment to Health and Safety, we ensure full compliance with all regulatory and legislative requirements.

CONTRACTOR MANAGEMENT

Our E-permit system allowed for safe and effective management of contractors, including contractor monitoring, fit-out guide and safe system of works.

In line with our H&S Policy, we ensured our teams were provided with additional refresher training sessions and e-learning. Quarterly H&S Committee meetings took place, looking at outcomes and preventative measures to prevent any incidents.

WELLBEING

WELLBEING OBJECTIVES

Continue to offer a Wellbeing programme that will support Guest Companies' own initiatives

Continue to manage our buildings effectively, monitoring and enhancing comfort

Bring a focus on Health to complement our Wellbeing offering

Provide Guests and Team Engagement opportunities and activities

Educate Guests and Teams on what is available from a Wellbeing perspective

Continue to build upon our cycling facilities and services for a ctive travel

Develop upon our current Health and Wellbeing Partnerships

■ COMPLETED
■ ONGOING



WELLBEING

At Chiswick Park, we take a holistic approach to Health & Wellbeing. We look at both the soft and hard aspects of Wellbeing: our Wellbeing programme that supports our Guest Companies, as well as the effective monitoring of on-Campus comfort through light, air and water.



Our Wellbeing offering covers six components:

1. Mental Health & Wellbeing
2. Physical Health & Wellbeing
3. Mental Health & Wellbeing
4. Environmental Health & Wellbeing
5. Financial Health & Wellbeing
6. Emotional Health & Wellbeing

ENJOY-WORK HEALTHCARE

Our Concierge Services have expanded to include a multitude of health-related concierge services:

- HCA Healthcare GP Services
- On-site optician services
- On-site skin clinic services
- On-site dentistry services
- Physio Services
- Healthcare Concierge



CLUBS & OTHERS

- Return of Running Club on Thursdays
- Summer Sports like Table Tennis, Football & Basketball
- New Cycling Club every 2 weeks
- Kitchen Garden Club to harvest fruit & veg
- Plaza Fitness Classes including Yoga, Boxing and Circuits
- Weekly Vitamin Drips by Get a Drip

GUEST RESPONSIBILITY

COMMUNITY OBJECTIVES

Welcome new Guests in a way that is reflective of our brand, ensuring pre and post move-in support is completed

Recognise and celebrate Guest Anniversaries

Deliver a world class service journey that is updated in line with changing process and guidelines

Ensure that our Guests are safe while working at Chiswick Park

Adapt our ways of working when necessary

Communicate regularly and openly with our Guests

Drive Guest Engagement and interaction through our Guest Engagement programme

■ COMPLETED
■ ONGOING



GUEST EXPERIENCE PROGRAMME

43 EVENTS

25,000 GUEST INTERACTIONS

RUNNING CLUB & CYCLING CLUB

491 GUEST INTERACTIONS
TWO SPORTS LEAGUES

KITCHEN GARDEN CLUB

32 GUEST INTERACTIONS

CONCIERGE SERVICES

AREA

ENJOY-WORK HEALTHCARE

THE CYCLE HUB

WELLBEING & BEAUTY

TRAVEL & TRANSPORT

PROFESSIONAL SERVICES

RECEPTION ITEMS TO BORROW

SERVICES

Onsite Physio, Prescription Delivery, Vitamin Drips & Boosters, Health Checks

Brompton Bike Hire and Electric Bike Hire, Bike Servicing

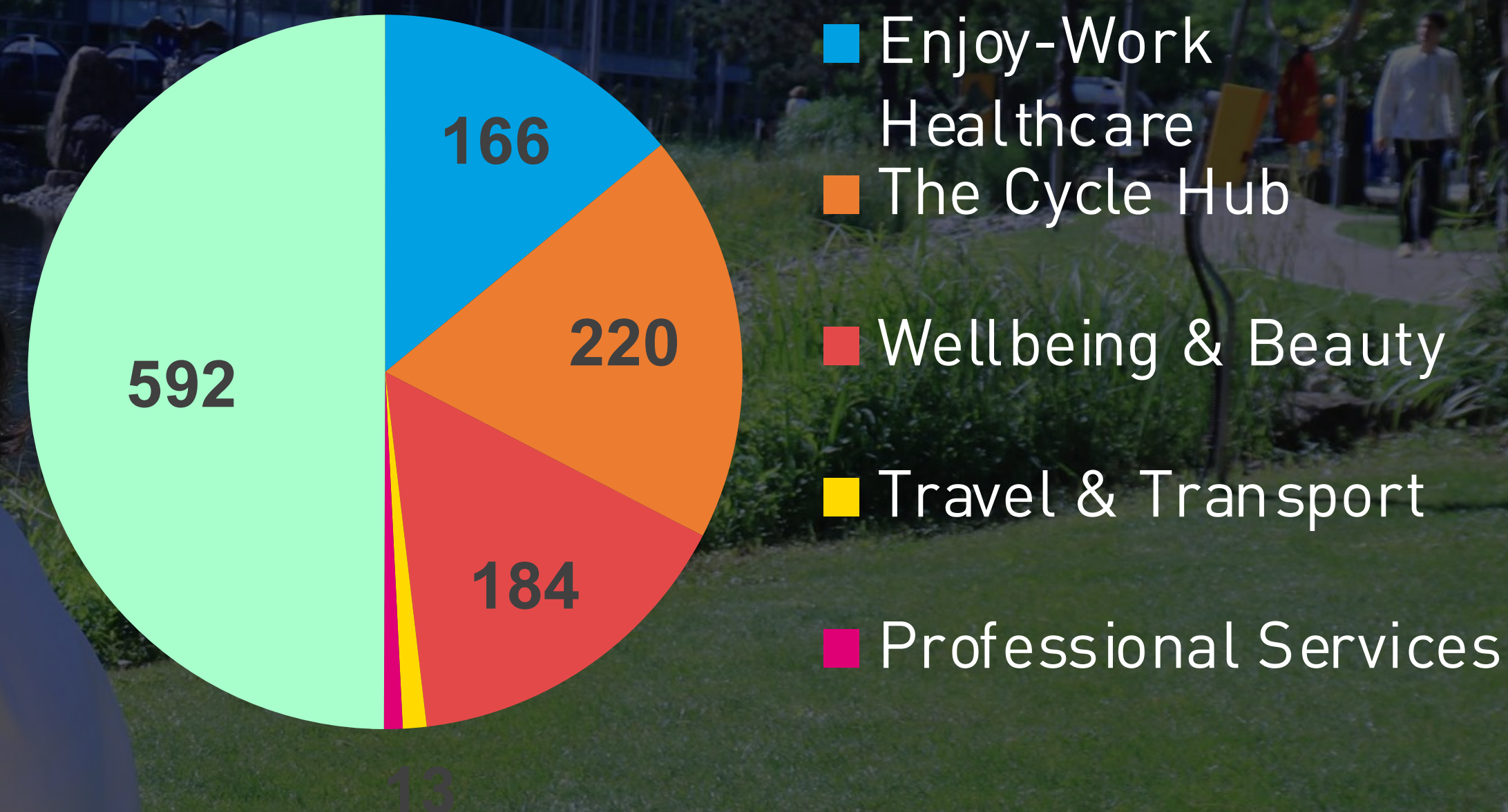
Barber Shop, Nail Salon

ReCharge- EW Charging, Eco Car Clean & Valet

Corporate Photography

Borrow a Guitar, Bike, Umbrella, Blanket, Rescue Kit

Average Quarterly Use



OUR CONCIERGE SERVICES ARE DESIGNED TO TAKE CARE OF THE LITTLE THINGS, AND GENERALLY, MAKE THINGS EASIER FOR GUESTS. FROM UMBRELLAS AND BIKES IN RECEPTION TO BORROW, TO TIES AND TIGHTS IN THOSE TIMES OF EMERGENCIES, TO SERVICES ON SITE SO YOU DON'T HAVE TO TAKE TIME OFF WORK FOR LIFE ADMIN - WE'VE GOT IT COVERED.

GUEST COMMUNICATION

TRANSPARENT, TIMELY, TWO-WAY COMMUNICATION IS AT OUR CORE AS WE STRIVE TO BUILD STRONG RELATIONSHIPS TO SHARE THE OPERATIONAL AND NON-OPERATIONAL INFORMATION THROUGHOUT THE YEAR TO THE RELEVANT GUESTS.

OUR COMMUNICATION COMMITMENT TO GUESTS IS THAT WE:

1. Inform you around our processes, policies and procedures
2. Engage you (Guest Company) and your Teams (Guests) about who we are, our Brand, and what we stand for
3. Excite all Guests with information and news about what's on offer



DAILY

OPERATIONAL & PROMOTIONAL EMAILS

FACE TO FACE

APP

DIGITAL SCREENS [RECEPTIONS & LIFTS], PLAZA SCREEN

WEEKLY

GUEST COMMS

MONTHLY

BUILDING MEETINGS

GUEST NEWSLETTER

GUEST WELLBEING SURVEY

THIS YEAR, 618 GUESTS TOOK PART IN OUR BUS OCCUPANT SATISFACTION SURVEY CREATED BY ARUP, DESIGNED TO ASSESS COMFORT AND WELLNESS WITHIN OUR DEMISES. WE REACHED TOP BENCHMARK ACROSS MOST CATEGORIES.

99%

WOULD RECOMMEND CHISWICK PARK TO A FRIEND

91%

RATE CHISWICK PARK ESTATE AS AN EXCELLENT PLACE TO WORK

79%

FEEL THAT THE PHYSICAL ENVIRONMENT OF CHISWICK PARK BENEFITS THEIR WORK

“ Very clean, well looked after, very polite and helpful staff

“ The initiatives are great for our employee wellbeing and encourages effective working

“ “ The Park is well maintained, a pleasure to come to work which makes a huge difference towards work-life balance

“ “ Sitting by the lake at lunch brings me joy! This space makes work so much more enjoyable

Overall Building Wellbeing Grades



GUEST JOURNEY

Delivering an effective Guest Service Journey is critical for us to provide a World Class Service to our Guests and Visitors. From arrival to departure, our outlined set of standards allows us to remain consistent in our service and maintain its high quality.



3.77

OUT OF 5

An external audit is conducted quarterly to assess our service. Our average score for 2022 is 3.77/5

GUEST JOURNEY

We recognize key milestones for our Guests, including celebrating their anniversaries on the park. These messages are shared on lift screens, reception screens and the Plaza Screen.

04 2023

ENVIRONMENTAL

ENERGY & WATER MANAGEMENT

Continue towards our 5-year target to achieve Net Zero Operational Carbon by 2026. Adhere to CRREM energy intensity targets and strive for industry certifications.

Research the liability and cost of future technologies to maximise energy efficiency, including solar and wind power savings.

Continue to roll out AHU sensors and water submeters across our buildings, integrating into our current EMS and BMS. Optimize energy report building internally and to our Guests.

Replace halogen canopy lighting and T5 bulbs with LEDs.

Install timeclocks on all reception Fan Coil Units (FCUs) to reduce energy consumption after hours.

Carry on and update the LCR Planner towards 2030.

WASTE & RECYCLING

Increase the number of campaigns to engage with our Guests on what can be done to improve our Waste & Recycling performance across the Campus.

Conduct a waste and recycling audit to identify areas where waste is being generated, to identify the types of waste being generated, and to determine the costs to the overall operations

Engage with high and low performing Guests in the recycling league table, establishing ways to improve during engagement sessions, phone calls or email communication.

We will implement a confidential waste stream for the Campus in 2023 whether this be in house or through an external provider. The first step will be to conduct an assessment to determine types of confidential waste and potential risks.

Explore new technologies to improve ways of working.

ENVIRONMENTAL

BIODIVERSITY

Proceed with our 5-year biodiversity plan towards 2025, focusing on expanding our wildlife conservation initiatives. A new hedge house and wildlife monitoring equipment will be installed. In 2023, we also aim to collaborate with a local wildlife conservation trust

Expand our Guest offerings related to biodiversity by offering eco-tours and bee keeping experiences.

Proceed with wider biodiversity surveying around Campus and identify new habitat locations.

SUSTAINABLE TRAVEL & INNOVATION

Maintain a Gold Active Travel Score Award for 2023 through our biking facilities and successful Cycle Hub initiative.

Continue to encourage Guests to opt for sustainable travel when possible through promotional events and messaging.

Assess potential locations to place further EV-charging docks and better grasp monthly usage data.



SOCIAL

TEAM

Our Team is our greatest asset. We are committed to ensure that our Team feels valued, engaged and suitably rewarded for their work.

In 2023, new sections will be added to our E-W Hub, including Team discounts for major retailers. Additionally, an online well-being centre will be introduced, that will offer financial advice, a virtual exercise portal, a recipes forum and mental health advice.

We will continue to optimize our Annual Team Survey to better capture Team feedback and improvement opportunities.



COMMUNITY

Although our primary purpose is to directly support our Guests on the Campus, we also have a responsibility to the local Community, of which we are part of. We seek to maintain and develop new long lasting relationships with our external Community – from schools, to charities and local business partners.

In 2023, we aim to re-establish and re-focus our charity programme, opting to partner with at least one local and one national charity. With their help, we will adhere to an annual fundraising target for the Campus of £10,000.

We will also reintroduce our school programme for students to visit the Campus on an 'Eco-Day' adventure. We also aim to provide internship and seminar opportunities for secondary school students.

SOCIAL

GUEST RESPONSIBILITY

Our Guest Experience Programme of events and activities will continue to grow and improve in 2023. We will provide a minimum of 15 events for the Community, and a minimum of 35 events for our Guests.



HEALTH & SAFETY AND WELLBEING

We will continue our working partnership with HCA Healthcare and develop new opportunities for our Enjoy-Work Healthcare initiative. Additionally, our sports-related partnerships like Brentford Football Club Community Sports Trust will be maintained in the future. We will seek opportunities to expand our offerings around mental health and wellbeing.

Finally, we are still committed to prioritizing health and safety on site through internal compliance.



05

ACKNOWLEDGEMENTS

ACKNOWLEDGEMENTS

As you can imagine, a lot of work has gone into our ESG initiatives over the last 12 months.

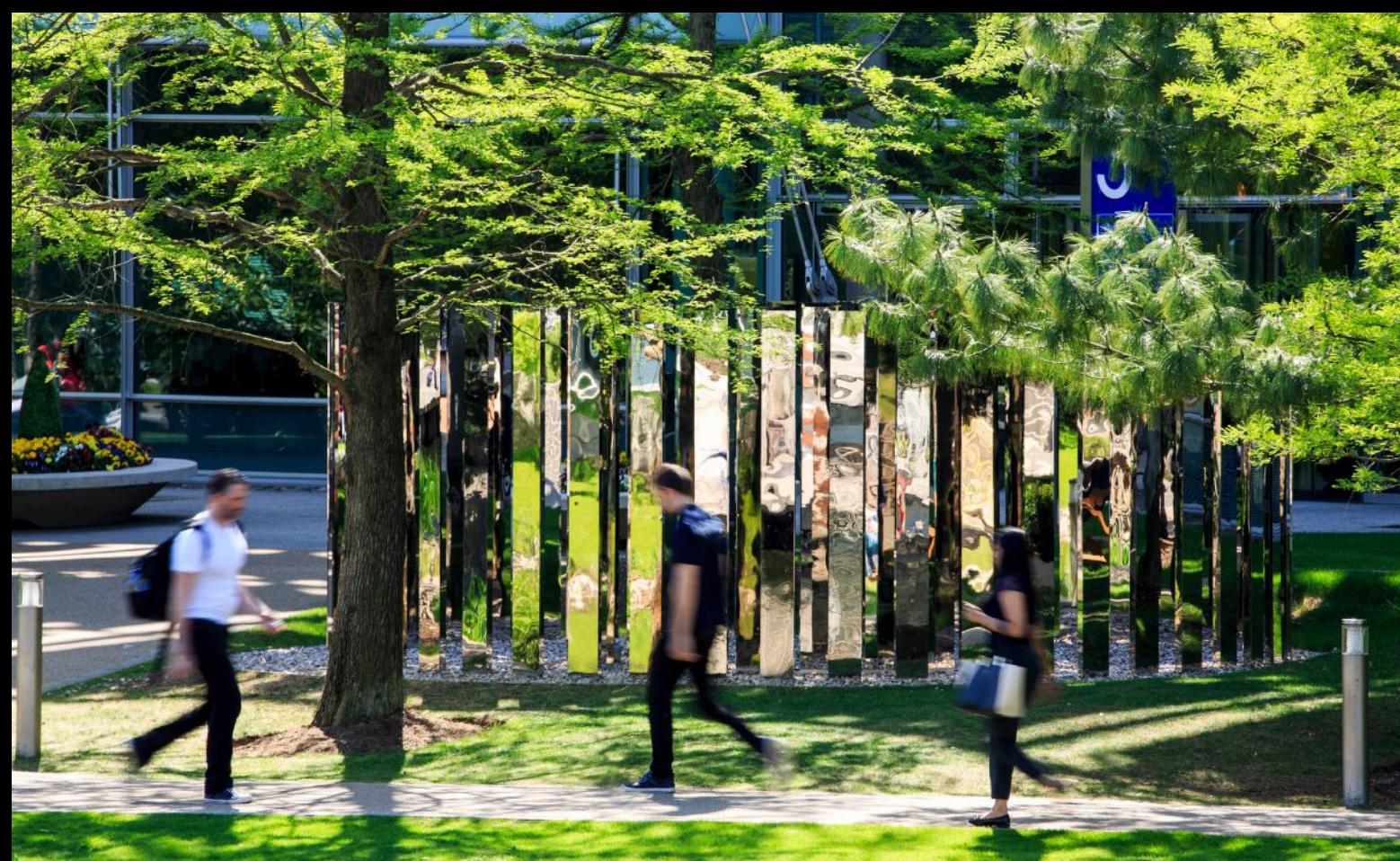
Without a great Team and great Partners, we could not do what we do and have achieved what we have.

This page outlines all those who have supported me and our efforts in implementing and evolving everything ESG for the Campus.

Thank you to all those named here.

Matt Coulson

CEO, Chiswick Park Enjoy-Work



Gary Blackledge, Operations Director

Grace Jackson, Operations Coordinator

Carly Gibbs, Head of Guest Experience

Lucia Bustamante Vizcarra, Sustainability Data Analyst

Pam Christie, Building Operations Manager

Alex Blyth, Guest Relations Manager

Hollie Bonner, Guest Engineering Solutions Manager

Michael Ajewole, Guest Housekeeping Manager

Nelson Milburn, Guest Landscaping Manager

Matteo Roscini, Content Manager

Daisy Renouf, Event Experience Manager

Sophia Wood-Jenkins, Communications & Engagement Manager

Debbie Holmes, People & Culture Manager

Guest Engineering Solutions Team

Guest Housekeeping Team

Guest Landscaping Team

Guest Support Team

Guest Experience Host Team



ACKNOWLEDGEMENTS



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JONESFM.CO.UK



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JPCBYSAMSIK.UK



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DONTWASTEGROUP.COM



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NURTURE-GROUP.CO.UK