

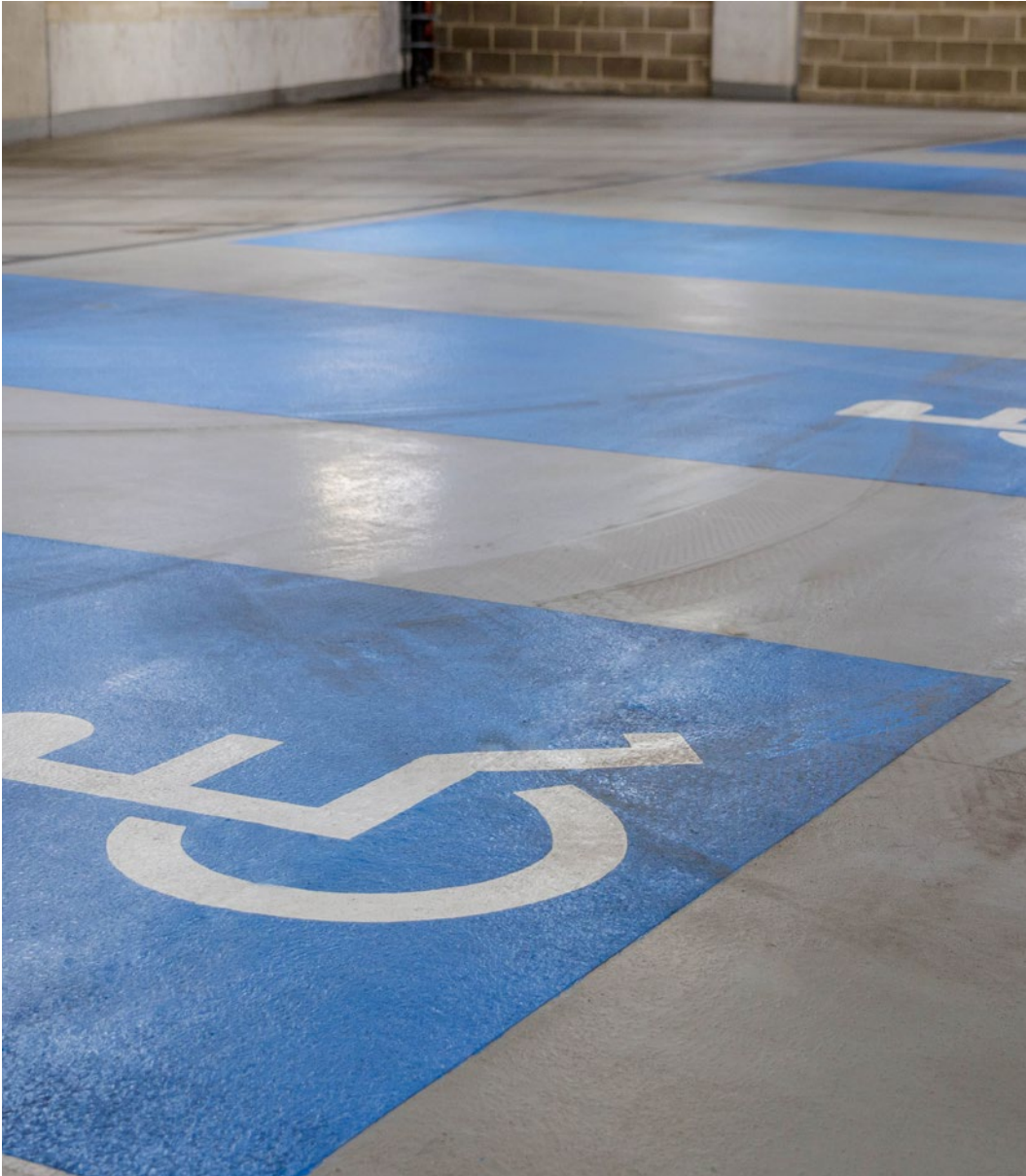


Chantry Place

Environmental
Social
Governance

2023 Review

Summary



Across a range of environmental, social and governance measures (ESG), at Chantry Place we are committed to being a sustainable and responsible business and are always striving to do better.

This document outlines our ongoing efforts to deliver a scheme which has ESG at the heart of our operational practices, culture and values.

At Chantry Place, this includes:

- Considering sustainability in everything we do
- Actively monitoring and reducing waste
- Engaging with the 1,438 employees who work here to share our values
- Supporting local businesses, charities and our local community
- Having an inclusive culture
- Supporting our team with mental and physical wellbeing
- Always reviewing, learning and understanding how we can do better
- Promoting active environmental travel options
- Energy efficiency projects to reduce kWh consumption

For an up-to-date precis of current actions please go to chantryplace.co.uk/sustainability

Environmental



£285,000 invested on an extra 518 solar panels that went live in December 2023



Driving sustainability, green practices and energy efficiency.

Over the past 7 years our solar farm has generated enough electricity to boil a kettle over 11 million times

Electricity & Gas

Chantry Place opened in 2005 and was built with sustainability in mind. As the building is naturally ventilated, we don't rely on air handling units to heat and cool the building.

All our vehicles are electric and we have increased the provision from 6 to 8 electric vehicle charging points in our car park.

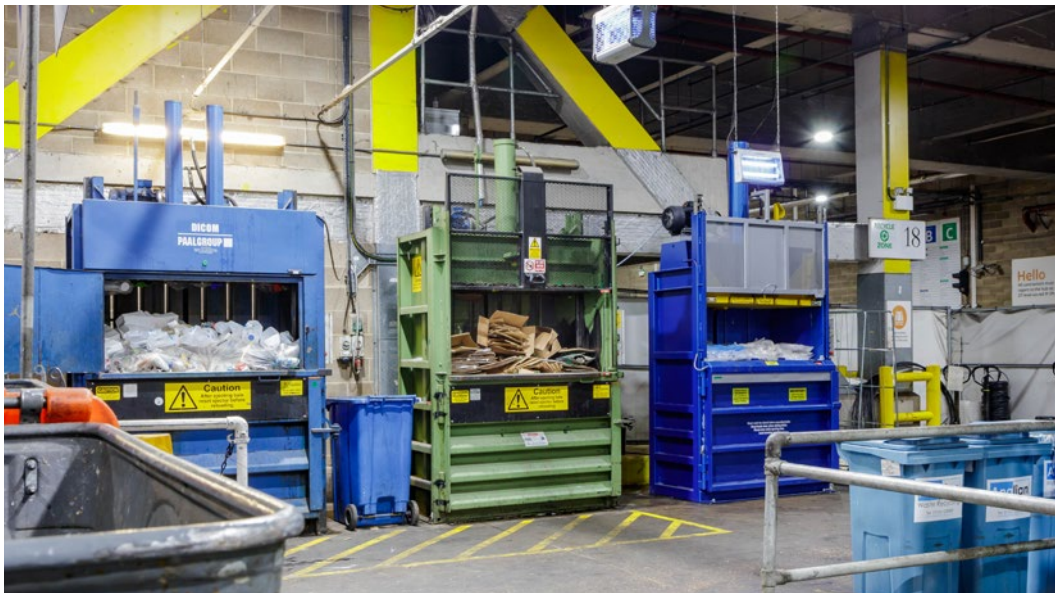
Our 1,290 solar panels will generate 407,000 kWh per year providing 41% of our needs.

What we don't generate ourselves is procured through certifiable renewable sources and the majority of our lighting is low energy LED. As such we are responsible for zero scope 2 greenhouse gas emissions.

We've increased EV charging points in our car park to meet anticipated customer demand



Environmental



On-site waste and recycling

In 2023, 743 tonnes of waste were collected from our retailers and caterers of which 48% could be recycled. The rest was incinerated to generate energy. No waste goes to landfill.

Achieved the silver KPI for retailer recycling rate and increasing to silver through management and practice.

Waste management practices in 2023 saved:

- 766,392 m³ of CO₂
- 1,979,153 kWh of energy
- 4,675,694 litres of water
- 3,041 trees

A new baler has been installed to increase recycling rates for soft plastics.

In 2023, food waste generated was processed at a local anaerobic digestion plant. The gas generated is sold to a gas supplier to provide energy to local towns. The liquid and solid fertiliser by-products are used by local farmers.

We collect used coffee grounds (1.8 tonnes per year on average) from caterers and make them freely available to our visitors to use as compost, reducing waste and providing a natural resource for our visitors.

1.8 tonnes of coffee grounds collected each year to provide free compost for visitors

Social



Inclusivity, accessibility and community

First Changing Places gold standard facility in Norwich city centre

Accessibility

Autism friendly trading hours every Monday between 4pm and 6pm.

Shopmobility (Equal Lives) offer free hire of mobility scooters, wheelchairs and power chairs.

In 2018 we were the first Changing Places facility in Norwich. The room was fitted to the Changing Places gold standard.

1,000 space car park, including 49 disabled parking spaces and 58 family bays.

Health and wellbeing

Staff rest areas, including changing rooms, lockers and showers, and a dedicated gym for staff.

Roof space has been converted into a staff breakout area with a mini allotment where staff grow vegetables. This produce is made available to all our team.

Inductions for staff to the business include training modules in diversity and inclusion, and autism awareness.

Free secure bike parking for all staff to help increase active travel to work.

Social



Our community

Supporting the cultural and charitable sectors in our community, as well as our partners and neighbours to promote the fantastic offering in Norwich.

In 2023 we worked with 13 partners and charities on campaigns and welcomed them to the Centre. Banham Zoo, Africa Alive, Norcon, Norwich Pride, Alive UK, Break, RSPB, Norfolk Wildlife Trust, Norfolk & Norwich Festival, Norwich Theatre Royal, Norwich Science Festival, Norcon and SchoolDoodle.

In 2024, we will be working with many of these partners again, as well as Orchard Toys and more to be revealed.

Alive UK, which provides emergency support for people in crisis in Norfolk, has collection boxes at Chantry Place. Our Alive Christmas appeal collected 2,101 gifts that helped over 900 families in Norfolk and included 348 children who were homeless at Christmas.

Key partners for 2023 included:



Other organisations we've worked with:

Governance



All contractors working on site have the requisite insurances in place and have to submit a risk and method statement before any works access is approved.

Highest proportion of EPCs at the Centre are currently a B rating.

Aligning to the GRESB framework in 2023 and have submitted a BREEAM in Use application (accreditation awaited).

We have an ESG and sustainability committee and the committee is following an established strategy to continually improve performance.

Working to achieve accreditation to the ISO 14001 Environmental Management System, which is independently audited.





Want to get in touch?
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Chantry Place

