

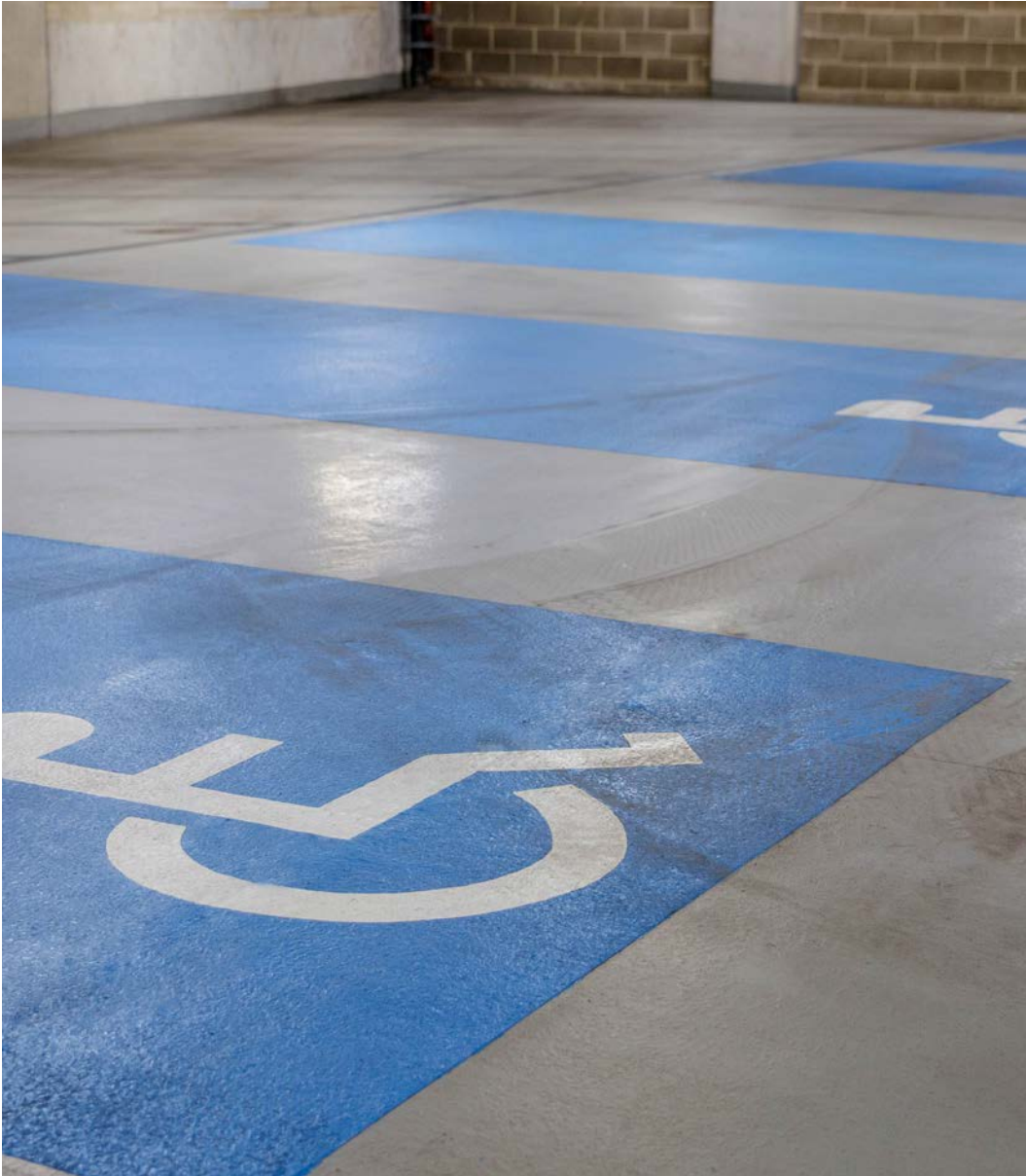


Chantry Place

Environmental Social Governance

2025 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 1,289 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 9 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.

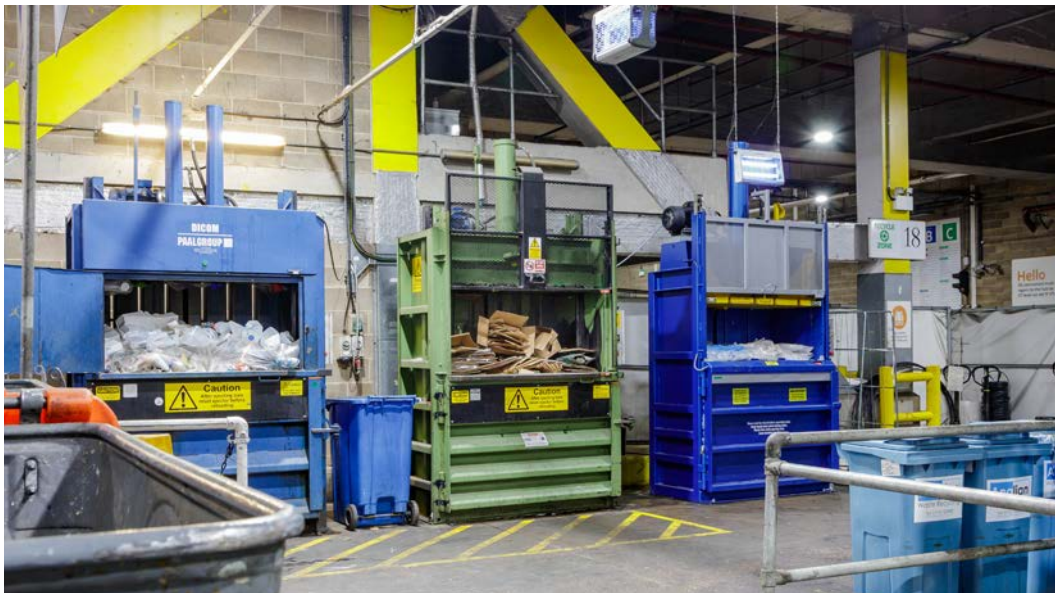
Our 1,290 solar panels will generate 407,000 kWh per year providing 41% of our needs.

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 2024, 749 tonnes of waste were collected from our retailers and caterers and with their help we were able to segregate it into multiple different streams (cardboard, soft plastics, organic waste, metal, batteries, light bulbs, wood, pallets, WEEE & cooking oil) so that 42% could be recycled. The rest was then incinerated to generate energy for the benefit of others.

With our existing waste management practices successfully diverting waste across ten different streams we are well-positioned to align with the new, statutory recycling requirements. In support of these efforts we have invested in new three-stream recycling bins for visitor use inside and outside the building. This initiative aims to facilitate proper waste disposal and encourage responsible recycling practices among our visitors. We are already fully compliant for our tenant's waste.

Our waste management practices in 2024 saved:

- 748,668 m³ of CO₂
- 1,537,835 kWh of energy
- 4,220,261 litres of water
- 2,745 trees

Since 2023 the food waste generated at site has been processed at a local anaerobic digestion plant. The gas generated is sold to a gas supplier and used to provide energy to local towns and the two, high quality by-products (liquid and solid fertilisers) are then used by local farmers.

We collect used coffee grounds (2.1 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.

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

Social



First Changing Places gold standard facility in Norwich city centre

Inclusivity, accessibility and community



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, has always been important to us.

In 2024, we worked with more than 13 fantastic partners and charities, both through campaigns and by welcoming them to the Centre – including Banham Zoo, Africa Alive, Norwich Pride, Orchard Toys, Alive UK, Break, RSPB, Norfolk Wildlife Trust, Norfolk & Norwich Festival, Norwich Theatre Royal, Norwich Science Festival, Norcon, and SchooDoodle.

In 2025, we'll be working with many of these partners again, continuing to build on the relationships and impact we've created together.

Alive UK, which provides emergency support for people in crisis in Norfolk, has collection boxes at Chantry Place. Our Alive Christmas appeal collected 2,653 gifts that helped over 962 families in Norfolk and included 348 children who were homeless at Christmas.

Key partners for 2024 included:



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.

Chantry Place has achieved BREEAM In-Use certification in March 2024. Achieving a *Very Good* rating for Part 1 & 2.

Chantry Place continues to be part of a broader portfolio GRESB submission each year, an internationally recognised benchmark assessing the Environmental, Social and Governance performance of property.

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

The centre has implemented an ISO 14001 certified Environmental Management System, which demonstrates best-practice environmental management and reduces the risk of non-compliance through independent verification.





Want to get in touch?
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 **Chantry Place**

