

OUR 2013 TARGETS

Our 2012 performance targets were our most challenging to date and have helped us raise our performance and develop new processes and approaches, which we will look to embed in our business in the longer term. For 2013, we are looking to build on our past successes and set ourselves further challenges. We set out below our targets for 2013.

Aspect	Target
Management	<ul style="list-style-type: none"> Refresh our corporate Sustainability Strategy, Implementation Plan and Sustainability Frameworks Investigate and trial where appropriate WRAP's new Resource Management Planning approach Develop an appropriate sub-metering and reporting strategy setting a management plan to ensure all managed buildings have readable utilities meters by 2015 Develop a risk management plan to ensure no space available to let in 2018 has an EPC rating of F or G Achieve a minimum of BREEAM Very Good for all major refurbishments >5,000m² Achieve a minimum of BREEAM Excellent for all new build projects Undertake a series of presentations to new tenants in 2013 to raise awareness of the Ska assessment process in order to encourage its uptake Introduce a new BMS and metering system audit and sign off procedure in all new build development briefs
Resource efficiency (energy and carbon)	<ul style="list-style-type: none"> Investigate and develop an appropriate and consistent measurement method for embodied carbon in our portfolio Carry out a post occupancy energy performance evaluation on all new projects >5,000m² once occupied for more than 12 months
Resource efficiency (water)	<ul style="list-style-type: none"> Maintain portfolio mains water consumption below 0.50 m³/m² Report percentage of water usage from rainwater harvesting All projects over 5,000m² to be designed to include water saving systems All new projects to be designed to achieve a maximum mains water usage of 0.50m³/m² or better
Resource efficiency (waste)	<ul style="list-style-type: none"> Send zero waste to landfill from properties for which Derwent London has control over waste management Achieve a 60% recycling rate for managed waste in all properties for which Derwent London has control over waste management Divert 90% of construction and demolition waste from landfill For projects >5,000m² ensure that a minimum of 15% of the total value of materials used contain recycled and/or re-used content, using the WRAP Net Waste Tool as the measure
Travel	<ul style="list-style-type: none"> Review the outcomes from the travel surveys undertaken during 2012 and implement the recommendations where appropriate
Biodiversity	<ul style="list-style-type: none"> Implement the recommendations from the biodiversity action plan on six buildings in the managed portfolio
Suppliers	<ul style="list-style-type: none"> Develop and implement a set of formal sustainability requirements for our construction contracts Develop and implement a sustainability brief for all our suppliers at our managed properties Investigate our supplier staff wage structures and benchmark them against industry best practice
Community	<ul style="list-style-type: none"> Investigate and develop an appropriate and consistent approach to measure our socio-economic impact
Customers	<ul style="list-style-type: none"> Implement a formal, regular programme of customer service training for property and building management staff drawing on feedback from 2011 and 2012 pilots Undertake customer feedback assessments on occupation in all new build and refurbishments >5,000m² Review the outcomes from the customer sustainability survey and implement the recommendations made Undertake a customer satisfaction survey for 2013 to assess the improvement benchmarked against 2011 results
Employees	<ul style="list-style-type: none"> Launch employee volunteering programme working with existing charity partners and communities in which we operate Deliver training to all Development/Asset/Building Management staff on our sustainability approach, commitments and requirements Develop and host two further Director technical presentations as part of the ongoing knowledge-share programme