

Sustainability Report 2022



QUINTAIN



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Introduction

Over the past 20 years of transforming Wembley Park, Quintain has delivered a new neighbourhood for London with thousands of homes, shops, restaurants, offices, and award-winning public spaces. As owner/operator of the 85-acre estate with over 3,650 Build to Rent homes, we are in the unique position of being able to manage and curate the neighbourhood. We are making continual improvements to all aspects of the residential experience that add to the sense of community we've created amongst our Quintain Living homes, and to the visitors and tenants of Wembley Park.

Supporting our corporate value to be 'sustainable' and our vision of 'bringing property and places to life', our activity is directed around three focus areas: People, Place and Property which reflect the range of environmental, social and governance issues that are significant to our operations and where we can influence change.

We have continued to align our work with the United Nations Sustainable Development Goals (SDGs) and to conduct our operations in accordance with all applicable UK regulations and legislation.

Over the course of 2022 we undertook a number of work streams to develop and support a decarbonisation plan and roadmap with a focus on embodied carbon of new development and operational efficiencies of our existing portfolio. This was developed after a full market analysis, updating our development targets and carrying out physical and transitional risk assessment for climate change.

In December 2022 Quintain made a commitment to be **Net Zero Carbon by 2040** setting out science-based targets.

This report summarises our achievements and performance on sustainability aspects and demonstrates the steps taken by Quintain throughout the year to make Wembley Park a more sustainable place to live, visit and work.

We welcome your feedback, so please get in touch if you have any questions or suggestions for improvement. Our contact details are provided at the end of this document.



Foreword



Clare Masters, Head of Sustainability

Setting our commitment to achieving Net Zero Carbon by 2040 was a big milestone for the company. It took a huge amount of background work to understand our emissions, our scope of influence and to identify areas of improvement, particularly on data management and analysis. We reviewed our processes and requirements, taking a hard look at the standards and targets we are setting now and we need to apply to all parts of our business operations to be as sustainable as possible.

We are fortunate to work with, and partner with, a very capable and enthusiastic supply chain who have been instrumental in helping shift behaviours and standards. Without their support we could not deliver against our targets or continue to build sustainable communities.

Our tenants, residents and visitors are also a source of inspiration. We take pride in delivering high levels of customer service that do not compromise our ambitions for a sustainable community and this is only possible through our partnerships and collaboration with an engaged supply chain and stakeholders. This year we have worked

hard to address our increasing requirements and to listen and learn from others who inspire us to do more.

Setting commitments is the easy part: Delivering on our promises and creating meaningful changes that will stem rising carbon emissions and the impact that this will have on our residents, tenants and stakeholders is the hard part. Tough decisions will be followed by action, but I have faith that Quintain will deliver on its promises."



James Saunders, CEO

Welcome to our Sustainability Report 2022. In this document we report on our achievements and lay the foundations for our roadmap to net zero by 2040. I am proud of the work we have done in establishing our networks across the business, engaging with every department, at every level and to have chaired our Equality, Diversity and Inclusion steering committee in 2022.

Our responsibility to deliver on our strategic goals across sustainability, is something I take extremely seriously, as does our Board of Directors. Our corporate objectives are inextricably linked to our work in this area and the programme of delivery across the business is reflected in this document.

This year we began training our staff and suppliers on the technical aspects of our net zero pathway in order to increase understanding around the vital roles we all have to play in meeting our targets.

Our staff survey results show good progress across the key findings of the 2021 report and I have tasked our Operational Directors to drive forward the findings from our 2022 report in a similar way."



Our areas of Focus and Priority

GOVERNANCE

People

Diversity & Inclusion
Sustainable Communities
Safety, Health & Wellbeing
Education, Skills & Employment

Place

Transport & Connectivity
Public Realm & Placemaking
Biodiversity & Natural Capital

Property

Climate Change
Resource Efficiency
Technology & Innovation
Sustainable Procurement

United Nations Sustainable Development Goals

The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States, provides a shared blueprint for peace and prosperity for people and the planet. At its heart are the 17 Sustainable Development Goals (SDGs), which recognise that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth — all while tackling climate change and working to preserve our oceans and forests.

We continue to align our work across Governance, People, Place and Property, to these goals.

**SUSTAINABLE
DEVELOPMENT GOALS**

Governance



People

- Diversity & Inclusion
- Sustainable Communities
- Safety, Health & Wellbeing
- Education, Skills & Employment



Place

- Transport & Connectivity
- Public Realm & Placemaking
- Biodiversity & Natural Capital



Property

- Climate Change
- Resource Efficiency
- Technology & Innovation
- Sustainable Procurement

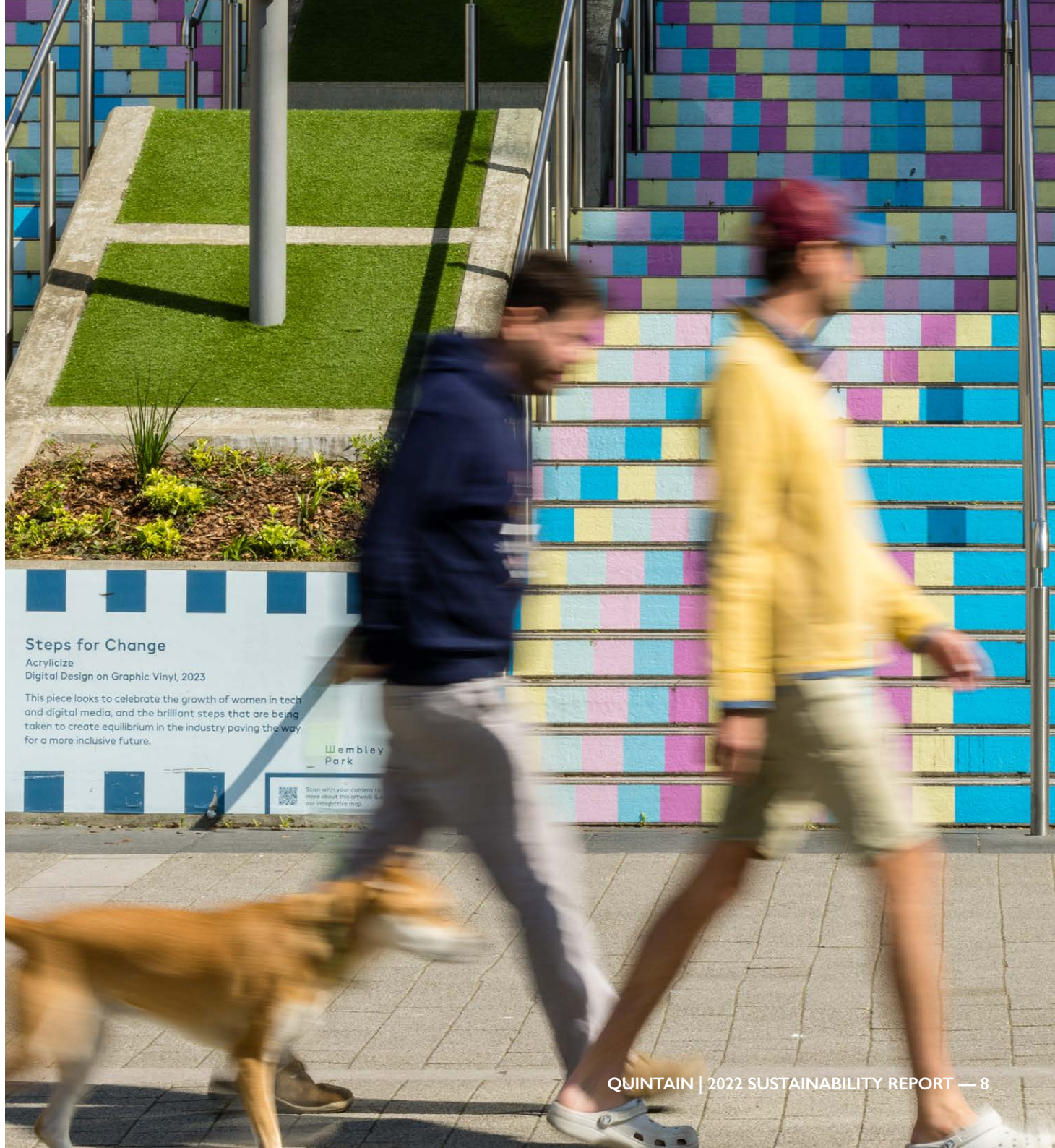


The background is a complex, abstract composition of overlapping geometric shapes. It features a variety of colors including red, dark blue, light grey, and white. The shapes are primarily elongated rectangles and triangles, some of which are perforated with circular holes of varying sizes. The overall effect is a dense, layered pattern that creates a sense of depth and movement.

Governance

Governance

Our objective is to operate our business in an honest, transparent and ethical manner, protecting company assets and working in the best interests of all our stakeholders. Good governance ensures that the decisions we make are the right ones for the business and our stakeholders. We adopt best-practice approaches to governance issues, irrespective of requirements and regulation, because we believe it makes us stronger as a business, more attractive to our employees, and facilitates better relationships with our supply chain and local communities.



Sustainability policy

Quintain is one of the UK's leading vertically integrated developers and an early pioneer of Build to Rent (BtR) residential properties in the UK market. Established 30 years ago and with over 20 years at Wembley Park today, Quintain is one of the UK's largest developers, owners and operators of BtR, with a pipeline in London of 8,500 homes at Wembley Park, the largest single site of BtR in the UK.

Only by measuring and understanding our impact on the environment, society and the wider economy, can we effectively evaluate our contribution, manage our business risks and identify opportunities to create lasting value for all.

We have a culture of continuous improvement, supporting our business processes and initiatives in reducing the environmental impact of our operations and those of our suppliers. These improvements also focus on socio-economic factors and aims to support the communities in which we work, leaving lasting positive legacies. Our sustainability policy and objectives sit within the wider suite of our corporate policies which ensure we deliver on the things that are important to us and to our stakeholders.

Our areas of focus

Our environmental, social, economic and governance impacts are considered across our three pillars as well as our overall governance:

People: We aim to put people first in everything we do. We recognise that we have a responsibility to leave a positive and lasting legacy with the people we work with, whether our own employees, our supply chain, or our local communities.

Place: We aspire to create inspiring, vibrant and thriving communities and neighbourhoods that are socially, culturally, environmentally and commercially sustainable.

Property: We endeavour to create sustainable buildings that are built to last and futureproofed to ensure they provide a high-quality, comfortable environment, now and in the future. We have developed priority areas under each pillar and have defined specific objectives against which we can track progress against our policy and report on performance. Our Sustainability Steering Group meets regularly to ensure we focus on, and address the sustainability issues that are central to our business activities, providing feedback on performance and recommendations on a quarterly basis to the Operational Board.

Governance:

Our approach to good governance underpins our policy and ensures that the decisions we make are the right ones for the business and our stakeholders.

Our commitments

To demonstrate compliance with our policy and deliver our objectives, we commit to:

- go beyond compliance and minimum requirements
- provide leadership and continuously improve
- be forward-thinking and innovating
- ensure our employees and wider stakeholders are aware of and contributing towards our goals
- work to influence beyond our direct activity and proactively engage in discussion with our business partners and suppliers
- identify key performance indicators and set targets for performance in key areas
- transparently measure and disclose our performance in a transparent way



James Saunders

Chief Executive
01 December 2022

Governance overview

Governance procedures

As a relatively small, privately owned organisation we have few formal reporting obligations. However, we recognise the value of reporting on our activities.

Supply of goods & services

Our approach to procurement and the supply of goods is strongly influenced by our approach to governance, with many checks and balances to ensure we are behaving ethically. Ongoing monitoring of supplier performance is focused on our high risk suppliers and those with whom the majority of our spend is concentrated. Compliance reviews are carried out by our procurement team on a regular basis, and where appropriate, third party specialists are appointed to carry out more in-depth checks. Our principal contractors are also monitored on an annual basis by our third-party auditor, Achilles. Achilles has significant industry experience and is trained in accordance with the International Register of Certified Auditors (IRCA). This measures and tracks supplier compliance. The scope of Achilles' audit covers an assessment of each supplier's organisations management systems, documents and processes relating to key supply chain risk areas across a wide range of Environmental, Social and Governance (ESG) issues. These include ethical business practices; health and safety; environmental performance and corporate responsibility; and carbon management. The Achilles supply chain mapping exercise collects information on sub-suppliers in order to link relationships and improve the visibility of the wider supply chain network, helping us to better understand the interconnected relationships and potential supply chain issues that could arise as a result. We continue to work only with compliant and approved suppliers.

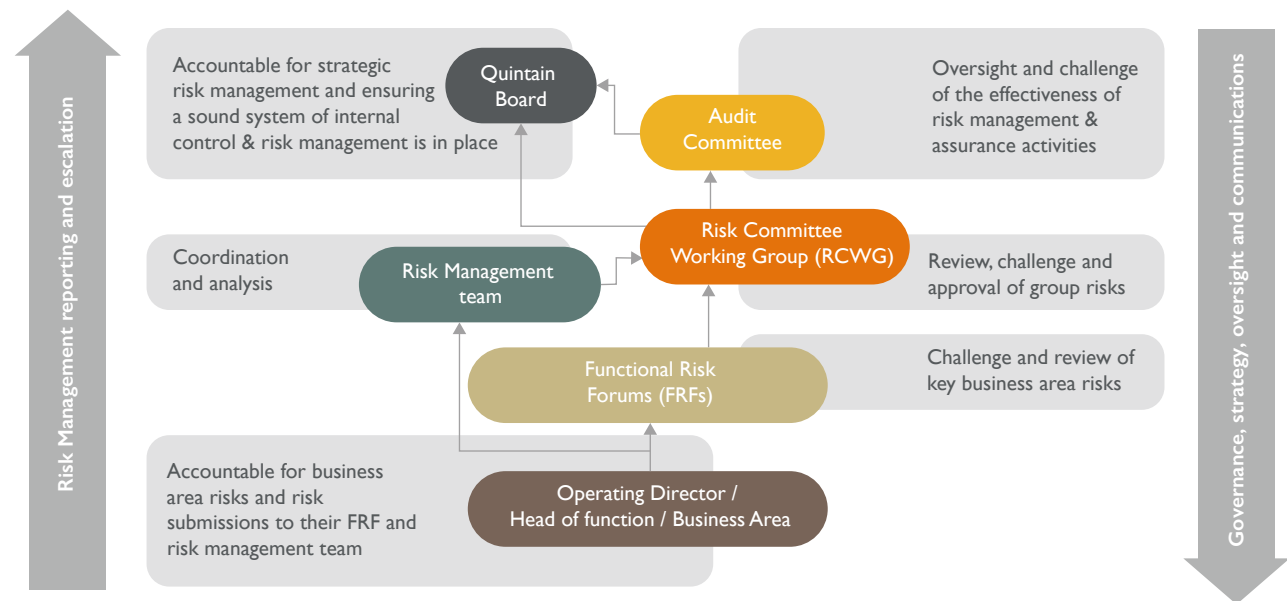
Modern slavery

The construction supply-chain is a high-risk area for incidents of modern slavery, so we take measures such as independent labour audits and confidential interviews with site operatives to mitigate this risk. This monitoring is also carried out by our main contractors, who are equally committed to eliminating modern slavery in supply chains.

Anti-bribery & corruption

The construction industry consistently ranks high in corruption indexes. Due to the nature of work, no two projects are the same, making it difficult to compare costs across projects

and identify bribes. As a developer, we take bribery and corruption seriously, and have policies and procedures in place to ensure that potential issues are identified and dealt with. This includes regular training and recording of gifts and hospitality, guidelines on appropriate acceptance of hospitality (particularly during periods of contract award) and the use of a confidential phonenumber which our employees can call to report any concerns they might have. Contract staff working with us for more than three months are offered a compliance induction and our Safecall hotline is also made available to them.



Task Force for Climate Related Financial Disclosure (TCFD)

Introduction

Reporting against the Task Force on Climate-Related Financial Disclosures ("TCFD") is in line with our commitment to provide meaningful and transparent information on our approach to managing climate-related risks and opportunities across our business and operations. TCFD reporting contributes to our effort to support climate resilience and ensure that our strategy considers the transition to a low-carbon economy.

This is Quintain's first response to the TCFD recommendations. It takes stock of our existing actions and sets out next steps and the organisation's objectives that will contribute to broadening and deepening the coverage of the disclosure. The report covers the four thematic areas of the TCFD: governance, strategy, risk management, and metrics and targets.

Governance

Climate related risks and opportunities are governed and managed by our risk management process. The Sustainability Steering Group (SSG) was established to demonstrate that we focus on, prioritise and address, the ESG issues central to our business activities. The SSG is responsible for identifying and reviewing the short, medium and long-term issues that affect or are affected by Quintain's business operations. The group has a key role in being responsible for identifying material climate-related risks and opportunities and liaising with groups across the business to ensure that these are adequately addressed. The SSG meets monthly and provides regular updates to the Board regarding sustainability matters (including climate-related) and opportunities for programmes that support sustainability targets and mitigate climate-related risks and opportunities. The SSG also provides quarterly feedback on performance and recommendations to the Operational Board.

Risk management

The Board has approved Quintain's risk management process and will review it annually. The process allows us to identify, assess, monitor and report risks. It is supported by risk management guidelines which have been developed to support a greater understanding of risk management, as well as embed risk mitigation across the business. The diagram below provides an overview of the process.

The defined risk management governance structure

defines roles and responsibilities, as well as a governance mechanism underpinned by scheduled communications that ensure that risks are continuously evaluated and monitored. Each department reports risks to the Board on a quarterly basis and mitigating actions are discussed.

Currently, the identification, assessment and management of climate-related risks falls within the scope of the broader risk management policy and is therefore integrated into the organization's overall risk management.

4.

Risk owner establishes the frequency of review and monitoring for each risk.

3.

Risk treatment is decided by the risk owner and/or respective management that further risk treatment to manage the risk is required.



1.

Identification and characterisation of risks that could affect business objectives.

A risk owner must be allocated

2.

Consideration of the potential financial and non-financial impacts of a risks and the likelihood of its occurrence

The significance of a risks is determined by considering: the potential impact(s) and the likelihood it occurring

Quintain risk measurement criteria(s) are used at business area level to allow comparison of risks across the company

Task Force for Climate Related Financial Disclosure (TCFD) cont...

Strategy

As a real estate developer, owner and operator, we face increasing risks from climate change (both from physical risks as well as the risks associated to the transition to a low-carbon economy). We have evaluated our business operations and strategy through a scenario analysis exercise to better understand our exposure to climate-related risks and opportunities.

A scenario analysis is not a prediction of the future, but rather a tool to assess how we might perform under different future states. As per the TCFD recommendations, scenario analysis considers published climate-related scenarios, including a 2°C scenario aligned with the Paris Agreement, to map risks and opportunities. We undertook a preliminary scenario analysis during FY2022 in order to identify climate risks and opportunities relevant to our business in light of expected climate change in the UK and potential climate policy decisions. Actions that could be taken to mitigate risks and capture opportunities were identified through this process.

For the scenario analysis, two science-based UK-focussed scenarios (below 2°C and 4°C scenarios) were selected; the Shared Socioeconomic Pathway 5-8.5/Representative Concentration Pathway (RCP) 8.5 scenario to assess physical risks and opportunities and the CCC 'Balanced Net Zero' Pathway to assess transition risks and opportunities as shown in the tables.

The scenarios were assessed across different time periods. The physical scenario considered present day-2040 and 2040 to

2060, whilst the transition scenario considered present day-2030 and 2030-2050. The scenario analysis involved the development of an initial list of climate-related risks and opportunities relevant to Quintain drafted by external advisors (Ramboll), based on existing documentation and information of the sector and geographies at the time of the analysis. Current and future risks and opportunities were identified and discussed at two workshops, which also assessed the potential financial and strategic impacts of risk. Actions to mitigate or take advantage of future events were also considered.

In aggregate, more than 30 risks and opportunities were identified and discussed across the transition and physical scenarios. The TCFD recommends the disclosure of "the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material". Quintain defines a material risk or opportunity in line with impact thresholds of the risk management process. The risks and opportunities identified as material are detailed in the tables shown on the next pages.

Strategy

The scenario analysis allowed us to consider the resilience of our business and strategy to climate-related risks and opportunities. New areas for us to capitalise on were identified as well as areas where we need to focus our efforts to provide further mitigation. An important takeaway from the scenario analysis is that our business is exposed to risks and opportunities from two broader angles: firstly,

Physical scenario

IPCC's Shared Socioeconomic Pathway (SSP) 5-8.5 scenario and UK Climate Projections (UKCP18) high emissions scenario (Representative Concentration Pathway (RCP) 8.5)

This Physical Risk Scenario for the United Kingdom is considered to be a "reasonable worst case" scenario/"business-as-usual" scenario in which:

- greenhouse gas (GHG) emissions increase over time
- emissions policies and targets continue as they currently are and there are minimal policy changes to reduce emissions
- a best estimate global average temperature rise of 2.5°C by 2050 and between 4.7 - 5.1°C by 2100.
- a trend towards a higher frequency of warmer and wetter winters. Cold winters and drier winters will still occur as a result of natural variations in the climate system but expectation of these to be less frequent.
- a trend towards a greater frequency of hotter and drier summers (with some colder summers and some wet summers)
- spatial variations of summer precipitation changes, with more reductions in rainfall in the south.

Task Force for Climate Related Financial Disclosure (TCFD) cont...

the construction and development operations and secondly the operations carried out by Quintain Living. We have distinguished between the two branches to ensure they are targeted appropriately, and ensure business resilience throughout our portfolio.

Despite not facing high material physical risks in the short-term, physical risks are a greater threat for our portfolio of assets in the medium to longer-term. The most significant physical risks we face originate from the prospect of increasing temperatures. This exposes us to risk across our supply chains, increasing regulatory requirements and risks for our tenants. We currently have measures in place to deal with these risks but we will reassess additional mitigation actions as appropriate in the future.

Given our strong commitments and existing actions towards sustainability, we did not identify any transition risks as high in the short- or medium-term for our business. In fact, we identified opportunities for us to work towards. The most significant transition risks relate to the that increasingly stringent regulation would pose to our business, an issue the wider sector will also face. We will monitor this risk and are ready to respond with agility. We are well positioned to capitalise on technological opportunities that may arise from the transition to a low-carbon economy. Most notably, the increasing opportunities for cost-competitive renewable energy and the potential to incorporate further digital technologies into our buildings present good options to help us deliver sustainable and comfortable buildings for our tenants.

Transition scenario

The Balanced Net Zero Pathway as set out by the UK's Climate Change Committee (CCC)

In order to meet the targets set out in the Paris Agreement, the UK has committed to achieving net-zero greenhouse gas emissions by 2050 (100% net reduction relative to a 1990 baseline).

The Sixth Carbon Budget: The UK's path to Net Zero was published by the Climate Change Committee (CCC) in December 2020 and was set in law in June 2021. This sets the legal limit for UK net emissions of greenhouse gases at 965 million tonnes of carbon dioxide equivalent (MtCO₂e) between 2033-2037, equating to a 78% reduction in greenhouse gas (GHG) emissions by 2035 compared to 1990 levels.

The Balanced Net Zero Pathway assumes a reduction in GHG emissions by 60% over the next 15 years, with net zero achieved by 2050 thresholds.

The pathway incorporates existing government policy as well as policy priorities. For the buildings sector this means that plans to improve efficiency of buildings and phase out fossil fuels from heating is pivotal.

Task Force for Climate Related Financial Disclosure (TCFD) cont...

Risk Type	Risks/ opportunities to Quintain	Existing mitigation measures/ actions	Materiality	
			Short Term	Medium Term
Construction and Development				
Increased severity and frequency of fluvial, pluvial and coastal flooding	Risk #1 Heavy rainfall could overwhelm drainage systems resulting in surface flooding potentially damaging buildings and associated infrastructure as well as causing disruption to construction programmes	Potential for soft landscaping changes vs hard landscaping solutions 1 in 100 flooding event factored in. Consideration of changes to Flood Risk Assessment and other risk assessments linked to future changes in climate.	Medium	Medium
Increased frequency and severity of heatwaves	Risk #2 Disruption to supply chain from potential powercuts linked to heatwaves and extreme hot days.		Low	High
	Risk #3 Increasingly strict regulations on overheating assessments and implementation of measures such as passive cooling and ventilation. Implementing additional measures could increase construction costs.	Not feasible to retrofit Wembley Park properties currently, but future acquisitions may need these requirements. Natural ventilation limited due to building design	Low	High
Quintain Living				
Increase in average temperatures across all seasons	Risk #4 Increased cooling demand from apartments, offices and shops as a result of increasing temperatures results in the potential need to retrofit and incorporate additional cooling and ventilation.	There is currently comfort cooling in social spaces and lobbies of residential units. The apartment spaces do not have any comfort cooling and there is a reliance on openable windows in properties. This past summer (summer 2022) there were few complaints from residents.	Medium	High
Drought and water scarcity	Risk #5 Reduced water availability for residents and businesses during drought conditions. Lack of rainfall impacts on growth of vegetation.	There is a water feature that collects rainwater; but not enough to be sufficient during periods of drought. There is a water butt provided for the allotment to enable use of rainwater for watering plants.	Medium	High

Task Force for Climate Related Financial Disclosure (TCFD) cont...

Risk Type	Risks/ opportunities to Quintain	Existing mitigation measures/ actions	Materiality	
			Short Term	Medium Term
Construction and Development				
Policy and legal risks	Risk #6 Strong push to move away from fossil powered (gas) district heating networks, particular challenge for Wembley given the scale of site and how quickly infrastructure change are possible.	Quintain is internally assessing the best course of action considering cost pressures, the wider policy changes regarding district heating networks, technologies available, customer expectations and competitors.	Medium	High
	Risk #7 Loss of the license to operate due to asset's inability to comply with increasingly stringent regulatory requirements (energy performance regulations in building standards and codes).	Quintain seeks out advise from consultants on upcoming policy and customer expectation.	Medium	High
Technology	Opportunity #1 Renewable energy use at Quintain properties, lower energy costs and carbon footprint.	There is Solar PV installed at Robinson East Building. Carbon team assessing options to increase renewable energy.	Low	Medium
	Opportunity #2 Leverage digital twins and Building Information Modelling (BIM).This could involve asset tag materials and create material passports.This can also include modelling the carbon intensity of projects and consider this in the costing.	For some developments Quintain is developing carbon assessments at each design stage. BIM is a powerful tool to support circular design and sustainability assessments.	Low	Medium

Task Force for Climate Related Financial Disclosure (TCFD) cont...

Risk Type	Risks/ opportunities to Quintain	Existing mitigation measures/ actions	Materiality	
			Short Term	Medium Term
Quintain Living				
Technology	Opportunity # 3 As the cost of clean energy technologies reduce, there is an opportunity to expand the deployment off on-site energy generation (potential future revenue streams for tenants to buy) at Wembley Park properties.	There is Solar PV installed at Robinson East Building. Carbon team assessing options to increase renewable energy.	Low	Medium
Market	Risk #8 Increased pressure from stakeholders to deliver on sustainability outcomes and showcase actions being taken. Gen Z, millennial and young consumers will be more concerned about retailers with a better environmental reputation.	Quintain monitor consumers expectations to respond to cater to current and future demands.	Low	Medium
	Risk #9 New and emerging sustainable developers increase competition in the market.	Quintain carries out regular competitor analysis which drives business plans and programmes.	Low	Medium
Reputation	Risk #10 Viable evidence needed to show that carbon reduction roadmap is in place. Failure to meet these carbon reduction and sustainability targets may impact the long-term reputation of Quintain.	Quintain is pursuing Science Based Targets initiatives (SBTi) and defined a decarbonisation pathway with tangible actions.	Low	Medium



Streamlined energy & carbon reporting (SECR)

The reporting below has been completed in accordance with the guidelines for the Streamlined Energy and Carbon Reporting (SECR) regulations (UK) and include all emission categories defined in ISO 14064-1. Our reporting period covers the calendar year 2022 for all activities undertaken by Quintain Limited as the parent company of Quintain Living in the UK, including all our subsidiaries. Quintain Living, our Build to Rent business, and Wembley Park Estate Management Ltd, which manages the public realm at Wembley Park. The remaining subsidiaries include the holding companies within which our other assets reside.

We have adopted an operational control approach to our reporting, which means that we have a level of operational control over our Scope 1 and Scope 2 emissions. Our Scope 3 emissions are created by upstream and downstream activities that are material to our main activities. In addition, we report on emissions outside of our operational control, but which influence or are influenced by our operational activities. These emissions are recorded under GHG Inventory Categories 3 -6, also referred to as our 'Scope 3' emissions. 2021 data labelled as 'restated' refers to data updated to reflect improved accuracy and movement of data between scopes.

The 2022 scope 1, 2 and 3 emissions within our GHG Inventory have been independently assured through a limited

assurance engagement conducted in accordance with the International Standard on Assurance 3410, 'Assurance Engagements on Greenhouse Gas Statements' (ISAE 3410).

Further detail including explanation of results and commentary on energy efficiency actions taken in the year and the full methodology for producing this report are published in our Greenhouse Gas (GHG) Inventory 2022 and our Sustainability Report 2022 and available in the sustainability section of our website, www.quintain.co.uk/sustainability. This includes information on our portfolio growth, increase in occupancy and our embodied carbon figures.

By the close of 2022, we made commitments on carbon and energy reduction to align with the requirements of SBTi. Our route map to meeting Net Zero Carbon by 2040 and applying to the Science Based Targets Initiative will be reported on in the 2023 Annual Reports including the 2023 Sustainability Report and our full GHG Inventory.

SECR Table	2022	2021 (Restated)
Energy Consumption (kWh)	21,991,968	21,441,624
— Gas	8,649,560	8,970,977
— Transport Fuels	1,244	26,407
— Electricity	12,947,555	12,046,963
— Heat	393,608	397,277
TOTAL SCOPE 1 & 2 EMISSIONS (tCO ₂ e)	4,190	4,328
SCOPE 1 & 2 GHG EMISSION INTENSITY (kgCO ₂ e/m ²)	15	16
Scope 1 Emissions (tCO ₂ e)	1,579	1,649
— Combustion of Gas	1,579	1,643
— Combustion of Transport Fuels	0	6,070
Scope 2 Emissions (tCO ₂ e)	2,611	2,679
— Purchased Electricity	2,503	2,558
— Purchased Heat	108	121
Scope 3 Emissions (tCO ₂ e)	10,372	140,707
Emissions from purchased goods	1,174	94,613
— Embodied Emissions (Life Cycle Stages A1 - A5)	0	93,353
— Fuel and Energy Related Emissions	1,174	1,260
Emissions from the disposal of solid and liquid waste	26	13
— Water	18	7
— Waste	8	6
Emissions or removals from the use stage of the product	0	28,413
Embodied Emissions (Life Cycle stages B1 - B5)	0	28,413
Emissions from downstream leased assets	9,172	8,228
Tenant Gas	568	580
Tenant Electricity	4,168	3,537
Tenant Heat	4,285	4,021
Tenant Water	103	62
Tenant Waste	48	28
Emissions from end of life stage of the product	0	9,440
Embodied Emissions (Life Cycle stages C1 - C4)	0	9,440

Alignment with third party standards

During 2022 we reviewed the third-party standards with which our portfolio is aligned and gave ourselves a target to increase certification across Wembley Park. This was achieved by gaining WiredScore Platinum on all our buildings. We also worked to ensure that the delivery of our new buildings including Repton, launched in early 2023, included BREEAM compliance.

Our development brief and sustainability considerations were updated to reflect the minimum and best practice levels we aspire to. These targets will now be considered on future design briefs and reported on accordingly.

BREEAM®



Theme	Standard	Typology	Targets		
			Minimum	Best Practice	Market Leading
Place / Sustainable Communities	BREEAM	Non-Residential	Excellent	Excellent	Outstanding
	Home Quality Mark (HQM)	Residential	3 stars	4 Stars	4.5 Stars
	WELL Building	Residential / Office	None	Gold	Platinum
	Fitwel	Student Accommodation	None	2 stars	3 stars
	WiredScore	Residential	None	Gold	Platinum
	NABERS	Commercial	None	3.5 stars	5.5 stars
Place / Climate Change	GHG Protocol / ISO 14064	Existing buildings and development	Compliance against standards		
Governance	GRESB	Existing buildings and development	Maintain rating		5 stars

GRESB – Global Real Estate Sustainability Benchmarking

We report our sustainability performance annually to GRESB, an independent organisation providing validated Environmental, Social and Governance assessments and benchmarks for the real estate industry.

Data is benchmarked a year in arrears and the 2022 data is submitted in summer

2023 for validation. Our targets for GRESB are to maintain and improve rating and green stars. In 2022 our performance improved over 2021 which was our first year of benchmarking. Through reviews, audits and considering feedback we hope to continue to demonstrate strong ESG credentials.



G R E S B
REAL ESTATE

Quintain GRESB Performance 2021

STANDING INVESTMENTS ★★ ★

Performance Scores



ESG Scores



DEVELOPMENTS ★★ ★

Performance Scores



ESG Scores



Alignment with third party standards

Our reporting is in alignment with the measures set out in the European Real Estate Association (EPRA) sBPR 2017 which are based on Global Reporting Initiative guidelines (GRI standard) and covers environmental, social and corporate governance impact categories.

Environmental measures

Code	Performance Measure	Location
Elec-Abs	Total electricity consumption	P87
Elec-LfL	Like-for-like electricity consumption	P87
DH&C-Abs	Total district heating & cooling consumption	P87
DH&C-LfL	Like-for-like total district heating & cooling consumption	P87
Fuels-Abs	Total fuel consumption	P87
Fuels-LfL	Like-for-like fuel consumption	P87
Energy-Int	Building energy intensity	P88
GHG-Dir-Abs	Total direct greenhouse gas (GHG) emissions	P85, 87
GHG-Indir-Abs	Total indirect greenhouse gas (GHG) emissions	P87
GHG-Int	Greenhouse gas (GHG) emissions intensity from building consumption	P85
Water-Abs	Total water consumption	P86
Water-LfL	Like-for-like water consumption	P96
Water-Int	Building water intensity	P96
Waste-Abs	Total weight of waste by disposal route	P93
Waste-LfL	Like-for-like total waste by disposal route	p93
Cert-Tot	Type and number of sustainably certified assets	See below

Energy-Int, GHG-Int & Water-Int

We have applied a general intensity metric of per m² of Gross Internal Area (GIA) and in some scenarios, occupancy.

Cert-Tot

This figure is not reported in the main body of the report, but sustainably certified assets equate to **26%** of standing assets by floor area and **28%** of standing assets by GAV, broken down by certification type as follows:

- BREEAM Excellent (W06A The Hive & W07A London Designer Outlet)
- BREEAM Outstanding (Brent Civic Centre Retail)
- CODE FOR SUSTAINABLE HOMES Level 4 (NW01 Emerald Gardens, NW06 Elvin Gardens, NW07/08 Landsby/Vista & W03 Alameda)

Social measures

Code	Performance Measure	Location
Diversity-Emp	Employee gender diversity	p31
Diversity-Pay	Employee gender pay ratio	See below, p31
Emp-Training	Employee training and development	See below, p38
Emp-Dev	Employee performance appraisals	See below, p24
Emp-Turnover	Employee turnover and retention	See below
H&S-Emp	Employee health and safety	See below, p45
H&S-Asset	Asset health and safety assessments	See below, p46
H&S-Comp	Asset health and safety compliance	See below, p46
Comty-Eng	Community engagement, impact assessments and development	See below, p47

Diversity-Pay

A gender pay gap report has been prepared and used by our Operations Board and HR department to develop a strategy. The report has not been publicly disclosed in 2022.

Emp-Training

We monitor employee training through our online staff portal which records the mandatory and voluntary training carried out.

Emp-Dev

All employees receive a performance development review every year with a mid year review with their line manager to ensure progress and to identify support.

Emp-Turnover

New starters in 2022: 57
Leavers in 2022: 49
Turnover Rate: 22.12%

H&S-Emp

We report the number of accidents and incidents, as defined by RIDDOR for each component of our business, and where relevant, an Accident Frequency Rate. We reported zero accidents incidents or injuries in across our employee-related activities, resulting in an Accident Rate of 0%.

H&S-Asset & H&S-Comp

Health and safety impacts are assessed across all assets over which we exert operational control, which include those managed on our behalf by third party managing agents. There were no incidents on non-compliance with regulations or voluntary codes concerning the health and safety impacts across our assets in 2022. Safety audits of all directly managed or operated workplaces are carried out annually in accordance with ISO 45001. Audits include inspections to ensure safety and compliance in relation to access/ egress, lighting and noise, ergonomics, fire safety and general housekeeping. Observations are recorded and action plans are produced to address any identified issues.

Community-Engagement

We have set objectives within our People focus area to deliver sustainable communities, and details can be found in the 'People' section of this report. We ensure that our construction and development operations are considerate of the local community.

Governance measures

Code	Performance Measure	Location
Gov-Board	Composition of highest governance body	See below
Gov-Selec	Nominting and selecting the highest governance body	See below
Gov-Col	Process for managing conflicts of interest	See below

Gov-Board

No. Executive Board Members: **2**
No. Non-Executive Board Members: **6**
Average Tenure: **46 months**
No. Non-Executive Directors with relevant ESG experience: 0

Gov-Selec

The selection of the Board is made in conjunction with the sole shareholder and principal stakeholder, with the additional appointment of directors independent to Quintain Ltd or parent group in accordance with governance best practice. The group cover a wide range of expertise relevant to the business and seek additional advice from two specialist advisors to the Board who both have relevant ESG expertise: Sir David Higgins was knighted for his services to regeneration, and Professor Ricky Burdett is Professor of Urban Studies at the London School of Economics and Founder of LSE Cities and Urban Age.

Gov-Cal

All members of the Board are screened by our Governance department prior to appointment to ensure that there are no political exposures, sanctions, or company appointments not previously declared. All are required to complete an annual third party disclosure, which is shared with our external auditors. Executive Directors are also required to complete our annual Employee Compliance Declaration that includes notifications of conflicts of interest.

¹Total leavers during the reporting year divided by total employees at the end of the reporting year. Non-Executive Directors are not included in this figure.

Sustainability Steering Group (SSC)

Terms of reference

The SSG is responsible for ensuring that our sustainability strategy remains current, that progress against our objectives is tracked, and that our approach to sustainability is communicated both internally and externally.

SSG members

The SSG draws on expertise from across the business, bringing together a range of perspectives and experiences relevant to our objectives. Individuals are invited to join the committee based on a combination of their expertise in one or more of our strategic sustainability focus areas; their ability to influence and effect change; or their proficiency to practically implement policies and assist with data gathering. We also draw on expertise in governance, communications and reporting to enable us to effectively deliver against our objectives.

Wider implementation

In addition to our formal committee members, there is a wealth of knowledge, interest and enthusiasm across the group which we tap into on a regular basis to inform, evolve and implement our sustainability objectives. We have a number of specialist business functions, who although not directly involved in the SSG, have responsibility for key ESG issues and sustainability priority areas within their day-to-day roles. This includes health and safety, community engagement, arts and culture, and technology specialists and leaders, who have their own strategies, policies and procedures that support Quintain in delivering our wider sustainability goals. Each of our Steering Group members is responsible for liaising with their team and disseminating the work of the SSG. Specialists across the business have been consulted on their areas of expertise relevant to the sustainability strategy to ensure alignment, and

as part of our projects & implementation strand of work, and in the reporting year, we strengthened these links to ensure that departmental and individual performance objectives linked to our sustainability policy and objectives.

Ultimately, our employees recognise that behaving responsibly and ethically supports the business in meeting our sustainability objectives.

One way in which we strive to achieve this is through our mid-year development review process. Each member of staff is required to identify a personal sustainability objective which is aligned to our corporate and departmental objectives. This further embeds personal responsibility for sustainability within our organisation. Staff are rewarded through our recognition scheme, Nectar (see page 49). For sustainability initiatives they have carried out. Sustainability is also included as a subject in most departmental and supply chain meetings.

Sustainability Steering Group



The Sustainability Steering Group (SSG) guides Quintain’s approach to environmental, social and governance issues. The SSG is responsible for identifying and reviewing the short-, medium- and long-term issues that affect or are affected by Quintain’s business operations.



The role of the SSG is to identify the sustainability issues that are material to Quintain, to set objectives against those issues and recommend appropriate courses of action.

Performance against the objectives are delivered to the Operational Board.



The SSG develops Quintain’s sustainability priorities and reports on progress against the set objectives.



The SSG meets fortnightly and provides feedback on performance and recommendations to the Operational Board on a quarterly basis.

Sustainability Steering Group



Clare Masters

Head of Sustainability
Focus: Leading the sustainability agenda for Quintain and demonstrating the benefits of a zero carbon and biodiverse, nature rich development for our residents and stakeholders.



Suzanne Henderson-French

HR Business Partner
Focus: Support and development of employee health and wellbeing initiatives; employee data and trend analysis; and involvement in the development of our emerging equity, diversity and inclusion (EDI) strategy.



Jennie Fojtik

Head of Mobilisation, Quintain Living
Focus: Identification of circular economy opportunities within the Quintain Living supply chain; and resident engagement.



Julian Tollast

Head of Masterplanning & Design
Focus: Enhancing biodiversity; collaborative design of the public realm; and the development for optimum approaches reducing embodied and operational carbon.



Harriet Pask

Director of Corporate Communication
Focus: Communicating internally and externally on sustainability performance and ensuring responsibility for meeting sustainability objectives across the business.



Jacqui Willis

Secretariat
Assistant Company Secretary
Focus: Ensuring meetings are effectively organised and minuted; advising on governance-related issues and requirements.



James Huartson

Head of Estate Services, Wembley Park
Focus: Ensuring the identification and responsible use of resources; improving the performance of Envac; and procurement of utilities.



Warren Mcmeeking

IT Manager, Wembley Park
Focus: Identification of opportunities where technology can support the achievement



Mary Kelly-Mannion

Director of Cost Management & Procurement
Focus: Development of criteria and management of processes to ensure selection of supply chain partners in accordance with our ESG requirements.



Nick Adams

Head of Facilities Management, Quintain Living
Focus: Investigating ways to use energy, water and waste data to drive performance improvements across residential assets; and identifying further opportunities



Cath Webster

Co-Chair
Executive Director of Strategy & Investment
Focus: Supporting each area of the business to identify and progress change, and ensuring processes and resources are in place to implement sustainability objectives.



Laura Ashby

Skills Manager, Construction
Focus: Enabling local people to access opportunities within the construction and property sector; and development of community education and skills programmes.



Mark Simmons

Director – Project and Design Management
Focus: Ensuring all new design projects have sustainable and environmentally sympathetic thinking at their core; championing these values during design evolution, through construction and into the operation of the built assets.



Quintain's Sustainability Steering Group has been in place for over two years now and has a broad base of members from across the business - operations, development, design, leasing, procurement, finance, technology, construction, HR and corporate communications. Together, this group has reviewed the many ESG issues that affect or are affected by Quintain, reviewed the large number of projects that are already in place, and identified those which it would like the company to commence or augment. This report summarises how the SSG view Quintain by dividing it into People, Place and Property, alongside Good Governance, and our achievements to date. We will continue to develop our approach to ESG issues and ensure that our projects and approach are effectively communicated to all stakeholders. This report is a great start in that journey." — **Cath Webster**



Our values and behaviours acknowledge our responsibility to the entire life cycle of a project, from designing and building it, to operating it and to ensuring it becomes a fantastic place to live. It is vital for us to understand that operational efficiency can only be achieved with dedicated focus at the design stage, and that building for a diverse, long-lasting community is best done by a diverse team from the outset." — **Harriet Pask**

Staff engagement

During our 2022 personal development review (PDR) process, we asked all employees to set key objectives to consciously play their part in our sustainability story. Each member of staff were required to include at least one objective that focussed on an ESG goal they could personally achieve. To help people get started, we suggested 100 examples around themes covered on this page.

Carbon & energy

At Quintain, we prioritise the improvement of carbon and energy consumption practices within our company. We are analysing the cost impact of ESCO decarbonisation, ensuring that we make informed decisions regarding sustainable construction methods.

In efforts to reduce our carbon footprint, we are determined to minimise our reliance on courier services. If courier services are essential, we will prioritise engaging with eco-friendly providers who utilise pedal power or electric cars.

We recognise the impact that goods delivery and servicing trips can have on the local road network. Therefore, we are dedicated to minimising these impacts by implementing efficient logistics practices.

Waste

Quintain aspires to become a paperless workplace. To achieve this, we encourage the use of digital solutions for document signing whenever possible. When paper waste is unavoidable, we ensure that it is disposed of correctly by placing it in the appropriate recycling or confidential paper disposal bins.

To help lower our event waste output we focus on reducing event print by 80% by using online ticketing systems and ensuring that all products, such as cups and plates, are biodegradable. This has been enormously successful with paper usage reducing significantly. Additionally, we prioritise using local suppliers whenever possible for our events. This supports the local economy and reduces transportation-related emissions.

Communication & education

We acknowledge the importance of communication and education and are committed to incorporating sustainable practices into our operations. We recognise the need to educate our residents on better recycling practices and will work towards improving our Envac reporting. We aim to raise awareness and provide residents with the necessary knowledge to enhance recycling efforts as a team. This is a key focus for us in 2023.

Our Quintain Living team is training staff to effectively communicate sustainability messages to both residents and potential residents and remain mindful of waste within the offices, making conscious choices when purchasing items.

Nature

One of our goals is to encourage residents to actively participate in green activities and foster biodiversity within the development. To further enhance the experience within our allotments, we plan to introduce herb gardens and provide residents with the opportunity to grow their own plants.

We are committed to gaining a deeper understanding of urban greening and biodiversity net gain, and better incorporate these concepts into the delivery of the Wembley Masterplan.



If courier services are essential, we will prioritise engaging with eco-friendly providers who utilise pedal power or electric cars.”

Staff engagement cont...

Community & people

The Quintain volunteering programme provides meaningful opportunities to contribute to the local community. By organising team volunteer days, we encourage our employees to dedicate their time and skills to make a difference. These volunteering activities not only strengthen our team's bond but also reinforce our commitment to social sustainability.

Procurement

At Quintain, collaboration with suppliers is crucial to achieving our goals. We actively engaged with our suppliers to ensure that Repton Gardens becomes our most sustainable project to date in terms of mobilisation. This involved evaluating the sustainability credentials of our suppliers, their processes and the initiatives they have in place. By partnering with suppliers who share our commitment to sustainability, we can make significant progress in achieving our sustainability objectives.

We are dedicated to developing our manifesto on sustainable procurement. By defining a clear process for contractors along with performance metrics and a KPI scoring mechanism, we can drive results and hold contractors accountable for their performance.

We are exploring opportunities for green lending and incorporating ESG features into our financing structures. To strengthen our commitment to this, we plan to arrange visits to our suppliers, such as HP and JL, to confirm that they align with our CSR objectives.

Reuse & recycle

We, are committed to promoting reuse and recycling practices as part of our sustainability efforts. Our goal is to recycle as much as possible, ensuring that waste is properly sorted and disposed of in the appropriate recycling streams. We also strive to repurpose and re-home items whenever possible from across our portfolio. If we have items that we no longer require, we actively seek opportunities to donate them to local charities.

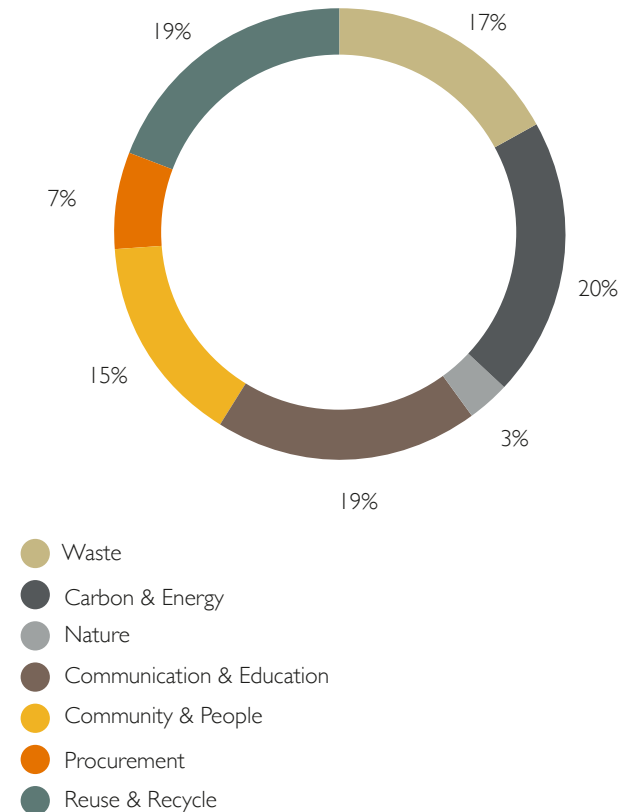
In line with our commitment to sustainability and recycling, we organise a variety of events aimed at supporting and promoting these practices. These events include upcycling fashion events, plastic workshops, and balcony gardening events.

In our commitment to reducing electronic waste (WEEE waste), we have initiated the 'Donation for Devices' project, which encourages the reuse and repurposing of devices by donating them to individuals or organisations who can benefit from them.



We also strive to repurpose and re-home items whenever possible from across our portfolio. If we have items that we no longer require, we actively seek opportunities to donate them to local charities.”

Key objectives



Corporate memberships

Through various corporate memberships that Quintain holds, the business has publicly pledged to commit to the following sustainability principles:

UK Green Building Council: A commitment to climate action.

British Property Federation: All members pledge to be net zero carbon by 2050 and to share research, knowledge and insight on an open-source basis to speed the transition to net zero.

Real Estate Balance: A public promise to engage, take action, and truly turn up the dial on diversity. This includes visibly demonstrating a commitment to diversity within the business; gathering data on diversity (a scheme being introduced to Quintain in 2023); better diversity principles during the recruitment process; speaking on panels only when organisers have committed to diversifying the group by gender and ethnicity; and striving to implement positive action internally within the business.

Urban Land Institute: A commitment to respecting the land and environment, the development profession, the consumer, the equality of opportunity, future generations, and personal integrity.

**LONDON
& PARTNERS**

BUILDUK
Leading the Construction Industry

BPF

CLC Construction
Leadership
Council

**REAL
ESTATE
BALANCE**

**UK
GBC**

UKAA

MOVERS & SHAKERS®
PROPERTY NETWORKING FORUM

nla **NEW LONDON
ARCHITECTURE**

enei
enabling
excellence
for equality
& inclusion

ULI **Urban Land
Institute**

BCO

**stonewall
housing**

Industry representation: sharing our expertise

Quintain uses conferences and events to share knowledge amongst peers and engage in wider discussions around fostering a more sustainable built environment industry. In 2022, these included:

- Breaking Down Barriers, for Build ID with Rajesh Shah – Executive Commercial Director
- Sustainability and Social Impact, for ALT RESI with Danielle Bayless – Quintain Living, COO
- Delivering a Global and Local City for Movers and Shakers with James Saunders – CEO
- Solving the Housing Crisis; How to Accelerate Delivery of Good Quality Housing for UKREiF with James Saunders – CEO
- Use of the Net Promoter Score to Assess Customer Sentiment, for Customer Gauge Podcast with Russell Markou – Head of Operations, Quintain Living
- Health, Wellbeing and Community for Urban Land Institute with Clare Masters – Head of Sustainability
- Construction, Development & Design: Climate Change Build Strategies for Bisnow with Clare Masters – Head of Sustainability
- Operating pet-friendly homes for UKAA BTR Conference with Farouk Omarshah – Resident Manager, Quintain Living
- Being a lead sponsor for the Festival of Place, a placemaking-led conference focussed on equitable urban development
- Urban Tree Festival – Physical tours at Wembley Park for members of the public explaining the Urban Arboretum with Julian Tollast – Head of Masterplanning and Design
- London Festival of Architecture – Sharing best practice of Wembley Park as an exemplar of Sustainable Communities with Julian Tollast – Head of Masterplanning and Design



People



People

We aim to put people first in everything we do. We recognise that we have a responsibility to leave a positive and lasting legacy with the people we work with, whether our own employees, our supply chain, or our local communities.

Diversity & inclusion

Research has shown that a diverse and inclusive workplace can result in higher revenue growth, a greater readiness to innovate, an increased ability to recruit a diverse talent pool, and significantly higher employee retention rates. We believe that by employing and engaging with people from different backgrounds - and by learning from their lived experiences - we are better placed to create more inclusive places.

Education, skills & employment

We have a responsibility to ensure that local people benefit directly from the pathways into training, apprenticeships and employment programmes that exist across our activities and within our supply chain. We are committed to investing in education and training at all levels to ensure that as many people as possible can access the opportunities that are available to them.

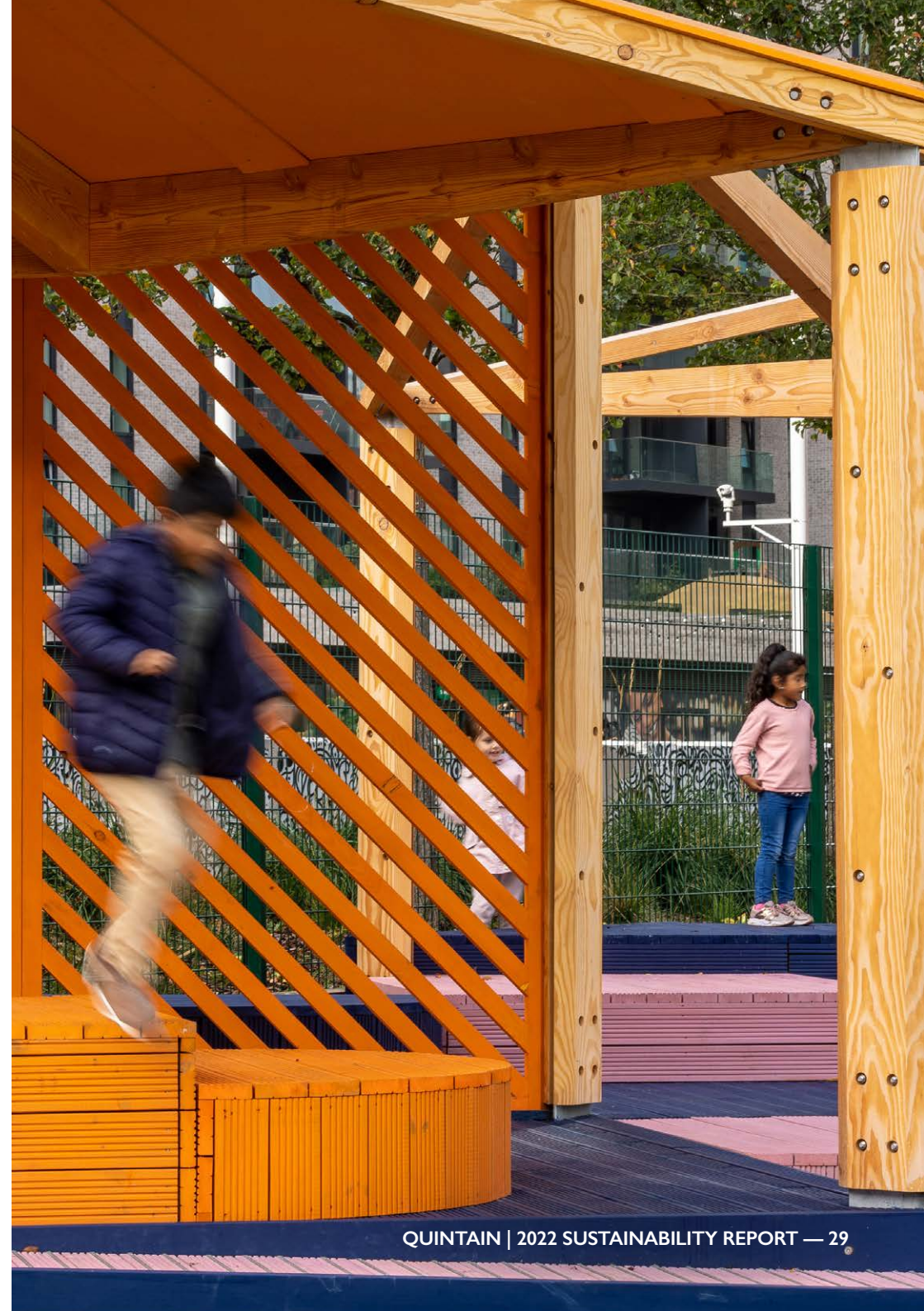
Safety, health & wellbeing

We have a significant influence on the safety, health and wellbeing of a wide variety of stakeholders, and can influence better outcomes through engagement, creative design

and good management. Beyond compliance with minimum requirements, we seek to find innovative solutions and to identify partners across our network to improve the health and wellbeing of our employees, residents, tenants and the wider community.

Sustainable communities

We are running a business and developing assets, but more importantly, we are building communities. To be sustainable in the long-term, we need to meet the needs of the people who live, work and visit our places, and we do this by engaging with our stakeholders on a regular basis, responding to and anticipating their needs.



Diversity & Inclusion

Diversity and inclusion

Objectives: To improve diversity in all its forms across our business and operations, addressing potential biases and barriers to entrance and progression in the professions and sectors in which we operate; and ensuring that the contributions, presence and perspectives of all our employees are valued and used to inform our business decisions, allowing us to create places where everybody feels that they belong.

Quintain aims to be a people-first company, valuing our staff and respecting their diversity. We do this because we believe that people who feel included and listened to are happier, more productive, and stay longer; and ultimately our inclusive culture will drive our business performance.

Our diversity and inclusion aims are four-fold:

- To build a One Quintain culture, built on our shared values to unify all teams across all levels in the business.

- To create an inclusive workplace culture where everyone is treated fairly, with equal access to opportunities, training and resources, and with the opportunity to be heard and to share their experiences.
- To celebrate and build a greater understanding of Quintain's diversity and the benefits to be gained from increased diversity and inclusion.
- To acknowledge that improved business performance is achieved by greater inclusivity and belonging, where employees feel more connected, valued, integrated, less siloed and with the opportunity to grow and realise their potential.

Through many of our corporate memberships and involvement in industry events we have committed to supporting greater diversity in the built environment sector.



Diversity & Inclusion cont...

Breakdown of employees by role, gender & age

	2020				2021					2022				
	Total	Average Age	% Male	Female No	Total	Average Age	Male No	% Male	Female No	Total	Average Age	Male No	% Male	Female No
Exec Directors	2	50	100%	0	2	51	2	100%	0	2	52	2	100%	0
Non-exec Directors	7	55	100%	0	6	53	6	100%	0	7	52	7	100%	0
Board of Directors	9	54	100%	0	8	52	8	100%	0	9	52	9	100%	0
Operational Board	13	48	62%	5	11	49	6	55%	5	10	50	6	60%	4
Senior Managers	16	47	69%	5	20	45	12	60%	8	19	46	13	68%	6
Senior Professionals	29	47	66%	10	31	47	18	58%	13	29	48	19	66%	10
All other staff	152	36	46%	82	159	36	79	50%	80	169	36	83	51%	86
All staff total (incl. Board)	190	39	52%	92	198	45	105	53%	93	207	45	111	54%	96
Age Distribution (incl. Board)														
Under age 30 (0-29)	33	16.67%	–	–	–	–	–	–	–	–	16.91%	–	–	–
Age 30 to 50	137	69.19%	–	–	–	–	–	–	–	–	69.08%	–	–	–
Age 51+	28	14.14%	–	–	–	–	–	–	–	–	14.01%	–	–	–
TOTAL	198	100%	–	–	–	–	–	–	–	–	100%	–	–	–

Diversity & Inclusion Steering Group

Our Equality, Diversity and Inclusion Steering Group is formed of a diverse range of representatives from across the business, whose role is to lead on the creation and implementation of Quintain's EDI strategy and ensure it is aligned to our overall business strategy.

In addition to this group, we have formed three focussed networks: Gender Equality Network; Culture Club; Pride Alliance.

Celebrating diversity isn't limited to these formal channels; for instance the Quintain Living team includes a 'diversity spotlight' in their monthly meetings, when an employee shares information about their background, culture, or faith.



Sarah Birchley
Chair of the Gender
Equality Network



Harriet Pask
Director of Corporate
Communication



Julian Tollast
Head of Masterplanning
and Design



Kathryn McConnell
HR Director



Jacqui Willis
Deputy Company Secretary



Reena Maisuria
Defects Resolution
Manager



Rajesh Shah
Chair of the EDI Steering
Group



Jennie Fojtik
Head of Mobilisation



James Saunders
Chief Executive Officer



Claudio Giambrone
Chair of the Pride Alliance



Grace Oyesoro
Chair of the Culture Club

Diversity & Inclusion networks

Pride Network

- We sought LGBTQ+ accreditation and secured a partnership with Stonewall.
- LGBTQ+ Allyship Workshop: We hosted an educational workshop with Stonewall, attended by over 50 staff.
- Policy Review: Provided feedback on internal policies, particularly focussing on maternal/shared parental leave.
- Hosted the first Wembley Park Pride event with over 200 attendees, collaborating with local charity Northwest London Gay and Lesbian Group.
- Facilitated networking opportunities to encourage cooperation among team members and other networks.
- We welcomed two new members, Caitlin Jones from Quintain Living and Zoe Walmsley from Wembley Park Operations.
- Annabelle Young joined as the co-chair of our Pride Alliance.
- We contributed to the internal Digest with stories and articles in celebration of LGBT History Month.

Gender Equality Network

- Networking event with focus on building your resilience tool kit.
- Review and comment back to the business on maternity and IVF policy.
- Contributed to launch of mentoring scheme.
- International Men's Day interviews with senior men in the business focussing on mental health.
- Breast Cancer Awareness initiative in conjunction with the national campaign.
- International Women's Day events in partnership with Brent Council and local community organisations.

Culture Club Network

- Four events were organised and hosted across the year to raise awareness and understanding of the different cultures that we have across Quintain. Two in particular were very popular reaching over 120 staff covering topics such as fasting during Ramadan and Faith and my Career by Labeeba Zia.
- A calendar of important cultural dates was planned for use within internal communication and event planning.
- Intranet pages for the Culture Club were designed.
- A race and ethnicity terminology fact sheet was produced.



Case Study

Pride month

With Pride being marked in June of 2022, the Quintain Pride Alliance worked together to celebrate the occasion and provide staff with an opportunity to learn about the history of LGBTQ+ communities in the UK as well as giving them tools for effective allyship. The month's programme was about celebration, but also about education, awareness and reflection.

In the weekly internal newsletter, the team shared recommended TV shows and movies with LGBTQ+ themes, published a Q&A with an LGBTQ+ member of staff, and shared helpful resources and external events that people could get involved with. The Quintain Pride Alliance also hosted two key events: one for staff and one for the local community.

Pride flag cake and coffee

Quintain staff were invited to enjoy some rainbow cake, baked by a team member, whilst raising money for Outreach in Ukraine, a charity which has supported LGBTQ+ people through the country's war. Ukraine's queer community has been particularly vulnerable with lack of access to HIV medication, encountering heightened hate crime through disruption in policing, and difficulties whilst trying to flee or join the military service as their IDs

do not match their gender expression. £250 was raised for the charity, and the event provided an opportunity to educate staff on the history of the pride flag and LGBTQ+ expressions and terms.

Wembley Park Pride in the Park

A free-to-attend event held in Wembley Park's public realm saw over 500 members of the local community celebrate Pride, including families and children. The programme featured live performances, DJs, dance workshops, art classes, face painting and entertainers. The North West London Lesbian and Gay Group delivered a short speech on the community bandstand on Olympic Way.

Rainbow flag banners along Olympic Way were also well received, with very positive feedback expressed by Quintain Living's LGBTQ+ residents. The flags' presence on site was secured from June until the end of September, forming a backdrop to the thousands of photos Wembley Park's visitors took for social media during that period, helping spread the message that Wembley Park is an inclusive place for LGBTQ+ visitors and residents.





Case Study

Supper clubs at The Yellow

Throughout 2022, The Yellow coordinated a number of in-house supper clubs hosted by various members of the community, celebrating Caribbean, Italian, Indian and Afghan cuisines! With Brent being the most diverse borough in the UK and with over 160 cultures identified amongst Wembley Park residents, the supper clubs were borne from the desire to engage with different cultures, cultivating connection amongst a diverse group and sharing stories over a love of good food. As ticketed, paid-for events (£15 - £20 per person), some proceeds were donated by event organisers to charities in countries such as Ukraine and Iran.

The Afghan supper clubs were particularly special as they provided an opportunity to showcase Afghanistan and its culture in a positive light during a particularly difficult year for its people. The evening was hosted by local Wembley Park resident and founder of Afghan Table, Omi.



Case Study

International Women's Day at The Yellow

On International Women's Day in March 2022, The Yellow hosted a series of thought-provoking discussions and opportunities for the local community. Women (and men) of different ages, backgrounds and cultures came together to celebrate women under the theme 'Break the Bias!'.

Guest speakers, including Rosemary Laryea of BBC Radio 4, shed light on topics such as inspiring the women of tomorrow, local communities, tackling exclusion, digital inequalities, leadership, and dynamic movement.



_shephali_s Thank you so much for such an inspiring event, it was the perfect way to celebrate International Women's day!

I was honoured to be amongst so many amazing, strong women - the guest speakers and the local community members.

The event was brilliantly organised, thank you @ashpatelonline and Dee !

There is such a positive, welcoming energy at The Yellow and I'm really looking forward to visiting again sometime soon!



reema.physio.wellness What a truly special day. Well organised by Dee and Ash, inspiring panelists with real stories and an uplifting end with Ruth from 5 Rhythms. I really felt amazing, thank you ❤️



nailadarr A beautiful day full of inspiring women, tasty food, great connections and heart felt insights from all the wonderful conversations. We are very lucky to have the Yellow working from the heart for the community. Well done Dee and Ash! ❤️👏👏



International Women's Day

Education, Skills & Employment: overview

We have a responsibility to ensure that local people benefit directly from the pathways into training, apprenticeships and employment programmes that exist across our activities and within our supply chain. We are committed to investing in education and training at all levels to ensure that as many people as possible can access the opportunities that are available to them.

Education

Objective: To inspire local people to pursue careers in our sector by supporting educational partners and engaging with students to enhance their understanding of the required skillsets and the types of opportunities available to them.

Skills & employment

Objective: To share our knowledge and skills with local communities, equipping people with relevant training to support their future ambitions and providing access to apprenticeships and employment opportunities across our developments.



The skills department has worked incredibly hard to support third sector organisations via access to funding, support with reclaimed furniture and office equipment, donation drives and upskilling programmes.

One particular project with Young Brent Foundation was to refurbish their training facility, located in an 18th Century building, with new paint, furniture and office fittings to benefit their hundreds of members and communities.

— **Laura Ashby, Skills manager**



Education

Education

Our objective is to inspire local people to pursue careers in our sector by supporting educational partners and engaging with students to enhance their understanding of the required skillsets and the types of opportunities available to them. Our Education Programme is designed to highlight pathways and promote careers in construction and property while at the same time developing soft skills that are not necessarily part of the national curriculum and raising awareness of mental health and wellbeing.

Engagement with schools

Our School Engagement Programme is led by our Skills manager and is multi-faceted, combining engagement activities with local schools, third sector organisations, our business, our supply chain and our community centre, The Yellow.

In 2016, we identified several local schools, with which we could build lasting and strong relationships. During 2022 we continued our long-established relationship with The Skills Builder providing funding and opportunities to Brent based schools to focus on building key skills throughout their education and future employment settings. We worked closely with framework contractors to provide site tours and volunteering hours to support local students and teaching staff. As part of Children's Mental Health Week 2022 we worked with Place 2 be across 13 Brent primary schools in partnership with National Park City and McLaren – 870 children participated from schools and 30 teachers total 900.

Lifelong learning

Lifelong learning is supported through a range of initiatives in the local community through early research carried out with Brent Community

Through volunteers and the Young Brent Foundation, we identified skills gaps that were needed within the voluntary sector locally. As similar skills gaps were identified across different organisations, we developed a programme to deliver relevant training courses to groups of people from across the sector using our in-house expertise. This included, for example, a session on media training delivered by Deepika Sharma, Content manager for Quintain Living.



Skills & Employment

Our objective is to share our knowledge and skills with local communities, equipping people with relevant training to support their future ambitions and providing access to apprenticeships and employment opportunities across our developments. Increasing the level, range and depth of local skills and creating a tangible legacy from our investment in an area, our skills programmes are targeted at every level, from residents, to trades, businesses, schools and tertiary education.

We aim to equip local economies with well-trained workforces, which in turn will support local businesses, as well as encouraging start-ups and more well-established enterprises to relocate.

For example, one person who was successful in becoming one of our painting and decorating apprentices was introduced to us by Daniel's Den, a local charity working with families.

114

Hours of staff
volunteering, with
22 employees

2,071

Students upskilled
through Skills
Builder Programme

Total Community Investment contributions (2017-2022) £1,394,392.42

Social value contributions	Total (£)
How we contribute	412,125.00
Cash	190,664.00
Staff time	4,218.82
In-kind donations	750.00
Management costs	216,492.00
What we support	412,125.00
Education, skills & employment	111,150.00
Health & wellbeing	4,740.00
Economic development	
Arts & culture	18,133.00
Emergency relief	635.00
Social welfare	39,097.00
Environment	3,109.00
Other support	235,262.00
Why we contribute	412,125.00
Charitable donations	99,490.00
Community investment	312,635.00
Sources of additional funding (leverage)	29,227.00
Contributions from Quintain employees	100.00
Contributions from Quintain supply chain	29,127.00
Beneficiaries	
Number of individuals benefitting	No. 2257
Number of organisations benefitting	No. 1009

Contractor Community Framework

In 2016, we set up our Contractor Community Framework to leverage the support and coordinate engagement with our framework contractors at Wembley Park for the benefit of residents in the London Borough of Brent.

To demonstrate our long-term commitment to the local area, we have developed a strategic and targeted approach with our contractors for supporting local community needs. This includes the identification and coordination of volunteering, as well as more targeted programmes that allow us to share our knowledge and skills with the local community, whilst raising awareness and providing access to career opportunities within the sector.

Representatives from our principal contractors, employment services from the London Borough of Brent, the College of Northwest London, and employment agencies we are working with meet on a quarterly basis to plan activities and events to deliver against our objectives.

Community construction skills

Construction skills programmes often only focus on delivering training and skills to those of school age or in higher education. Whilst this is clearly a key area of focus for the Contractor Community Framework, we also think it is important that our local communities benefit from the knowledge and skills that we and our supply chain can share. Over the past few years, our contractors have shared their skills with local people - ranging from basic plumbing, to decorating advice, tiling, carpentry and dry-lining. These sessions not only provide local people with useful skills, they're also a valuable way for our site teams to connect with and build relationships in the community.

Local employment

In 2022, 43.2% of our construction workforce was resident in the London Borough of Brent and with a target of 20% this is a significant achievement.

Our construction contractors complete and submit Employment and Training Plans to identify local employment opportunities before they start on our projects. We then work collaboratively with them and their supply chain to forecast vacancies across all construction and trade phases. We have implemented governance structures to ensure that all relevant parties are made and if there are any changes to the construction programme and any implications for employment opportunities.

In collaboration with the London Borough of Brent and our contractors, we set a target for at least 20% of our workforce to be resident within Brent. Our partnership approach has proven to be a successful way of delivering against this target. Contractors are held accountable for delivery but within a supportive framework throughout our supply chain.

Apprenticeships

- 155 apprenticeship opportunities have been created at Wembley Park since 2017, with a SI06 target of 152.
- 106 apprentices live locally in Brent which is 68.39%.
- NW09/10 or Repton Gardens which reached practical completion at the end of the reporting year had three new apprenticeships and eight existing – a total of 11 for 2022 with NE02/03 bringing three new apprenticeship opportunities with two ongoing. For 2022 there were 16 active apprenticeships in total across those two sites.
- SI06 target for employment opportunities for those who have been unemployed for at least four weeks prior to

contract start was 58. Between 2017 – 2022 we achieved 78 of which 82.05% were resident in the London Borough of Brent.

- In 2022 there were nine operators on-site employed from a period of unemployment across two developments, five at Repton Gardens and four at NE02/03 totalling nine.
- Using social value proxies from the national themes, outcomes and measures (TOMs) framework, we have calculated the social value of apprenticeships at Wembley Park to be £1.25m between 2017 and 2022; this is the combined current economic benefit to the individual and the annualised future lifetime value to society of achieving the qualification.

(Calculated figure = £1,245,511)

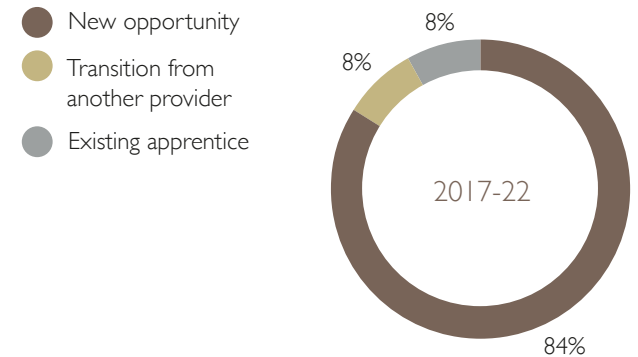
182%

Ongoing SI06 target met for local labour

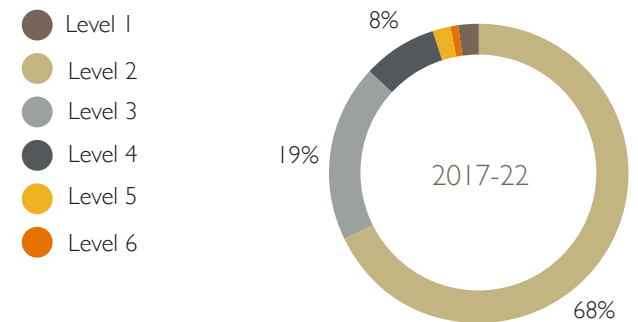
43.2%

of our construction workforce were London Borough of Brent residents

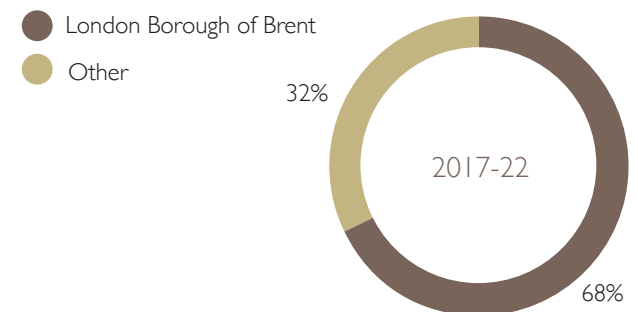
Apprenticeship creation



Apprenticeship levels



Apprenticeship locality



Education, Skills & Employment highlights

16

Construction
apprenticeship

165

Total apprentices
2017 – 2022

1,009

Recipient organisations
of our philanthropy

£1.25m

Social value of
apprenticeships
2017 – 22

99.41%

Ongoing S106 target met
for apprenticeships

6,112

Total apprentice weeks on site
at Wembley Park
2017 – 2022

9

Local labour
opportunities



Case Study

Young Brent Foundation



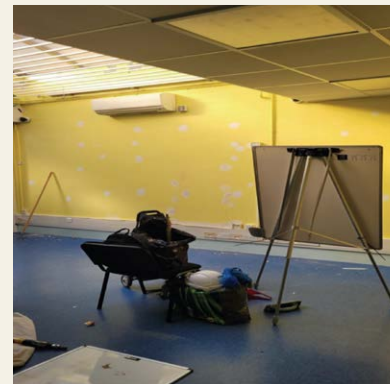
Young Brent Foundation works with over 200 local youth organisations, delivering focussed support and activities to encourage greater opportunities to connect, collaborate and succeed.

A key highlight of 2022 was working in partnership with one of our key contractors McLaren and Cousins to support the Young Brent Foundation after it was given new premises by LB Brent. McLaren and Cousins provided labour and paints to transform the meeting rooms and break out spaces over the course of a week, creating a fresh, clean environment for the organisation to run its programmes.

Materials and furniture were donated by Quintain for the project, alongside soft furnishings, bedding and kitchen essentials for the Young Brent Foundation to support those in need.



On behalf of Young Brent Foundation we would like to express our gratitude to Laura Ashby and Quintain for agreeing to offer not only mentorship to a group of inquisitive young people embarking on careers into project management but also utilizing your time to redecorate and furnish our youth space for the young people at our community hub at Barham Park in Sudbury. At Young Brent Foundation we couldn't think of anyone better than Quintain who have stepped up locally during and after the pandemic in support of the communities in Brent. We feel extremely honoured to have had the opportunity to be supported by Quintain." — **Chris Murray, CEO, Young Brent Foundation**



Safety, Health & Wellbeing

Our objectives are to achieve zero harm, zero accidents and zero incidents across our construction sites, assets and operations and to create safe and positive places for our supply chain to work. We take a proactive approach to health and safety, supported by the business, and led by senior management. The goal of the team is to be proactive, providing advice, support and guidance across the business, as required, in order to prevent accidents and incidents from occurring.

Teamwork

We have a well-resourced and structured team including an Estate Health and Safety Manager who looks after the public realm and is a fire safety specialist, providing the resource required by Quintain Living to support the development and implementation of fire safety plans

A Health and Safety Manager for Construction is responsible for the audit of our construction sites to ensure they are working to and maintaining the highest standards of health and safety.

Our ambition is that our team is suitably trained and qualified to readily support the business and enable as much to happen safely, in accordance with all required law, regulation and guidance, and in alignment with industry best practice.

Wellbeing

We have identified areas we could improve, regarding Wellbeing. This was based on feedback from our all-staff survey, but also through other means and departments such as HR and Health and Safety. We also created a working group for Wellbeing and presented a Wellbeing strategy and roadmap to our Operational Board. This was fine-tuned by the results of the survey, to deliver a long term, creative and robust Wellbeing programme for the business. We have since created a Wellbeing committee and begun working on some initiatives based on the findings from staff feedback.

The impacts of leading more sedentary lifestyles are increasingly well understood, as are the effects that our buildings and surroundings have on both our physical and mental wellbeing. As a developer, we are in a position to incorporate features that can help to improve the health and wellbeing of our occupiers, such as the quality of air that they breathe, ensuring that they feel connected with nature, and providing 'nudges' to increase movement.

In managing our assets and our own offices, we are more active in our approach, and adopt specific measures to proactively improve the health and wellbeing of our workforce, occupiers and local communities.

Construction safety – working with our contractors

As a client for many different construction projects, we aim to provide a coherent approach to health and safety across our multiple active locations, whether they are high-rise building construction sites or alterations / refurbishment projects.

We select those who we work with in accordance with strict health and safety criteria through the application of procurement policies and the use of our Supplier Portal. We also regularly review the criteria and relevant policies, to ensure we are keeping them at the current requirements demanded and recommended by the legislation and good practices guidance.

Whilst each principal contractor is still responsible for safety

on their individual sites, we implement a range of measures to ensure our standards are maintained across the board. Among them, we continue to monitor the weekly safety reports which are submitted to our team for each active project on the estate, setting out statistics relating to hours worked and details of any accidents, incidents, near misses, dangerous occurrences or hazards observed.

The total number of hours worked across the construction sites has slightly decreased from the previous year, with 2022 seeing close to 900,000, compared to 1,202,626 in 2021 as work ended on Repton Gardens and Sisk mobilised and commence NE02/03. The number of non-Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) accidents and incidents for the previous year was 15, which has decreased in 2022 to a total of 10 instances.

Continuing from previous years, health and safety audits were carried out across all the active building sites in 2022, to continually show due diligence on site and promote a positive health and safety culture. These audits again explored a number of topic focus areas such as Manual Handling, Lifting Operations and Work at Height. Based on the audit scores in 2022, the health and safety performance throughout the construction sites in Wembley Park is at an average of 90%, down on the previous year's 93%.

Safety, Health & Wellbeing

Gained ISO 45001 Occupational Health and Safety certification for Wembley Park

WELL Building Standard requirement for new development to improve resident wellbeing

AFR for construction below industry average AFR 2.3 compared to industry average AFR 2.9

Construction safety improved 33% decrease in Non-RIDDORs Compared to 2021

Zero RIDDORs for Quintain direct employees

Wembley Park Contractor Health and Safety audit performance averaged 90%

Staff Wellbeing Survey “moderately healthy workforce” over 9 topic areas. 3 areas identified for improvements

LDO safety improved decrease in Non-RIDDORs compared to 2021

Company Wellbeing Committee established

Health & Safety performance	2020	2021	2022
Total incidents	35	62	191
Quintain Operations			
Non-RIDDOR accidents /incidents	0	0	0
RIDDOR accidents/incidents	0	0	0
Wembley Park Estate			
Non-RIDDOR accidents /incidents	0	0	0
RIDDOR accidents/incidents	0	0	0
Wembley Park Events			
Non-RIDDOR accidents /incidents	0	0	0
RIDDOR accidents/incidents	0	0	0
Wembley Arena			
Non-RIDDOR accidents /incidents	0	39	174
RIDDOR accidents/incidents	0	0	0
London Designer Outlet			
Non-RIDDOR accidents /incidents	3	8	5
RIDDOR accidents/incidents	0	0	0
Construction			
Non-RIDDOR accidents /incidents	17	15	10
RIDDOR accidents/incidents	1	0	2

Most of the Arena's incidents were during the Louis Tomlinson event due to fainting and dehydration, as a younger audience didn't sufficiently hydrate before or during the event.

Sustainable Communities

Employees

Objective: To ensure every member of our team feels supported in their career development and is encouraged to reach their full potential as part of a team of inspiring and like-minded people who want to get the most out of their career.

Local communities

Objective: To foster vibrant and happy communities by bringing people together via robust, balanced and accessible programmes of engagement and activity, appealing to different groups and ensuring everybody feels part of their local community.

Residents & tenants

Objective: To listen to our tenants and residents, understand their needs and create environments that welcome a diverse range of residents, businesses and retailers through the delivery of buildings and spaces which instil a strong sense of belonging.



Second Floor Studios & Arts

Wembley Park is establishing its credentials as a creative hub for London, and the ambitious cultural strategy for the area includes 25 affordable artist studios. These are managed by Second Floor Studios & Arts, which provides an extensive programme of cultural events, most of which are free of charge. Quintain has formed joint ventures with Troubadour Theatre and BOXPARK to ensure that community interest and creative programming is central to the Wembley Park experience.

Studios for artists and makers

Second Floor Studios & Arts offers low cost workspaces for a community of makers and artists, which has fast become a new focus for creatives in North West London.

Aligning perfectly to our neighbourhood retail strategy to support independent retail at Wembley Park the low cost work spaces are run by Second Floor who offer exhibition opportunities throughout the year for occupying artists.

**second
FLOOR**
STUDIOS & ARTS

Fashion / Painting / Design / Fine Art / Photography / Ceramics / Drawing /
Printmaking / Bridal Design / Mixed Media Textiles / Sculpture / Couture

Employees

Mentoring Scheme

During the reporting year, Sarah Birchley, General Counsel at Quintain, together with Harriet Pask, Director of Corporate Communication; Julian Tollast, Head of Masterplanning and Design; and Jennie Fojtik, Head of Mobilisation sought a partner to facilitate a companywide mentoring scheme.

Our aim is:

- To bind the organisation together at different levels and across business areas, increasing and strengthening participant networks and helping to bridge gaps.
- To foster a growth mindset culture for both mentors and mentees no matter what level in the business/which career stage they are at.
- To help each other see our business and people from different perspectives.
- To encourage employees to give/ share time and expertise (experience, knowledge, and skills) in-house to develop and educate our people.
- To drive a greater understanding between employees of the business, expanding worldviews and perspectives - which will in turn benefit the broader business.

By the end of 2022 a pilot programme was launched with 15 mentors and mentees matched with clear goals and objectives.

Employees

Quintain encourages all employees to use two working days per year for volunteering opportunities with organisations based in the London Borough of Brent.

We strive to ensure every member of our team feels supported in their career development and is encouraged to reach their full potential as part of a team of inspiring and like-minded people who want to get the most out of their career. At Quintain, one of our five core values is People-First, recognising that our people are at the centre of everything we do. Integral to our approach is understanding what is important to them and how they feel about working for Quintain.

Quintain is investing £3,315 a year in Nectar, an online platform set up to recognise great work, build community amongst employees, and promote our core values. A points system allows employees to praise their colleagues, and winners of points under certain themes receive prizes.

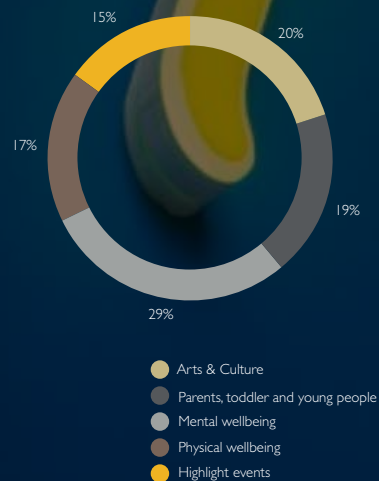


Local Communities

The Yellow

Community spaces

At Wembley Park, we provide space for many of the activities we fund in our community centre. The Yellow is our version of traditional village hall. The purpose-designed space provides a base for our Community Team and offers a wide range of education and skills related activities, including those supported by the Community Fund.



Objective

To deliver dynamic events to engage Wembley Park residents

Subsidised classes to encourage repeat visitors

To initiate, create and deliver a podcast station

Results achieved

Raising the profile of The Yellow to maintain its sustainability

Ambition to reduce cost in the future

A platform for the community, partners and local groups to engage in Wembley Park



As a local Wembley Park resident, I am keen to continue serving the community I live in. I thoroughly enjoy working with the diverse community that is Wembley. Making sure that The Yellow is a welcoming, diverse, and inclusive space has been a real passion — **Dee Qadir**

782 hours donated for facility / event space

629 events throughout the year

2 full-time Quintain team members

12,669 members of the community joined an event at The Yellow

790 regular classes held in 2022

990 hours funded

Local Communities

Supper club / Book launch / school visit / community art
Brent Youth Theatre / Royal Philharmonic Orchestra 'Music for Mental Health'



Overview

Residents & tenants

Our objective is to listen to our tenants and residents, understand their needs and create environments that welcome a diverse community of people, businesses and retailers. We strive to deliver this through the delivery of buildings and spaces which instil a strong sense of belonging.

Quintain Living takes an active approach to fostering a sense of community. As well as encouraging residents to connect via the Resident App in groups such as book club or gardening club, the team arranges events throughout the year, designed to give residents the opportunity to engage with one another over common interests. Popular events include the paint and prosecco art club, while younger creative types are welcomed to the children's rooftop art club. Throughout the year, flagship events included a Halloween Pet Parade and a Cinco de Mayo Mexican cooking event.

116 events were held in 2022 and 4,790 residents attended an event. 80% of event attendees are aged between 25-44.

We have a Best Resident Feedback Award, recognising employees who have received exceptional feedback for going beyond the call of duty to help our residents. There is a quarterly prize for the winning Quintain Living team member, to the value of £250.



Staff survey highlights

We are committed to ensuring that we have an engaged workforce and that employees are given the opportunity to share their views on how we are performing as an employer and where we can improve.

All employees are encouraged to participate in an independent employee satisfaction survey and we communicate the results at our annual company meeting and on our intranet.

High scores were seen over several areas including understanding of Quintain's direction and strategy, access to senior management, awareness of corporate and departmental objectives, liking working for a company with clear values and feeling updated on business progress.

We also saw strong scores with the number of employees saying they were proud to work for Quintain, enjoy their job, feel happy at work and understand our company values.

80%
Employees feel competent with our approach to sustainability
(based on Agree / Strongly Agree results)

94%
Proud to work for Quintain Ltd
(based on Agree / Strongly Agree results)

91%
Employee participation
(increase of 4.5% since 2021)

85%
Feel happy at work
(based on Agree / Strongly Agree results)

85%
Positivity of Quintain employees regarding their work and the company
(increase of 2% since 2021)

Projects completed further to the 2021 survey and 2022 identified workstreams:

One Quintain company culture

Our new intranet was launched in March 2022 to support the brand values and increase visibility of teams across the business. Hybrid working was confirmed with a new policy and Health and Safety support to ensure all staff had a safe working environment at home as well as in the office

Recognition and celebration of success

Nectar, the staff appreciate tool was launched for Quintain Living and is to be rolled out across Quintain in 2023. It focusses on staff engagement and rewarding behaviours including ESG related performance. Sustainability reporting was published together with relevant departmental objectives. Instagram was launched for Quintain focussing on community and ESG workstreams only

Career progression support

The way all job opportunities are reported within the business has been standardised and examples of career mobility have been showcased. Proposals have been put forward for a work shadowing scheme and a pilot mentoring scheme was agreed for launch in early 2023

Rewards & company benefits

There has been increased visibility across the intranet of both the Company Benefits and Staff Perks. Additional retail and discount codes were added to the perks list

The feedback from the staff survey was extracted from each theme with the 2022 workstreams attributed to each and an Operational Director assigned to oversee the projects. The results and project updates are presented back to staff at the mid-year company meeting.



Staff volunteering

The Quintain mobilisation team worked at a local community garden, Sufra, for a team building volunteering morning in June 2022.



Lovely to have a new group visiting our community garden today. We started what will be a big project, clearing space in an overgrown woody area which we plan to set up three bee hives. Lots of rubbish removed, branches cut which will be used to carve at Forest School, and smaller woody growth which will be used to create wildlife habitat along the fence.

I'm delighted your volunteers took to what looked like an inaccessible area like ducks to water! Well done guys! Hope you return soon to see the end results!"

Jim Sheeran
Community Garden Learning & Outreach Officer,
Sufra





“

As the CEO of a local charity called Daniel's Den, I often say 'you can build flats and houses but this doesn't necessarily build community'. Quintain recognise this and through our wonderful working partnership we have created opportunities for families to make friends, for volunteers to enjoy helping out and for children to have fun playing and learning together. Our weekly toddler group sessions and our monthly Dad's Zone at The Yellow have been funded by Quintain. One parent recently said, 'I didn't imagine there would be this much fun for my family' and I guess that's why we've had to double our sessions! Thank you Quintain for investing in the lives of so many people."

Jo Gordon, CEO Daniel's Den

Case Study

Diwali at Wembley Park

Together with the Wembley Park Marketing Team, The Yellow hosted a community Diwali event in October 2022.

Local dance and music groups performed on a stage outside London Designer Outlet to an audience of over 10,000 people throughout the day.

The Yellow worked with local community groups to shape the event, giving them the autonomy to curate a programme of entertainment to celebrate their Hindu, Sikh and Jain culture and customs. Performers included the Odissi Dancers, BollyRed Dancers, Dhol Foundation Drums. The day concluded with a lantern parade and a Diwali Disco afterparty at Boxpark Wembley.



<https://youtu.be/r9WpUwmyyek>

Case Study

The Jason Roberts Foundation

In 2022 Quintain sponsored the Winter Green League, run through the Jason Roberts Foundation which Quintain has a longstanding partnership with. The league is a local community scheme combining football and sustainability. The idea was borne by a group of local young men wanting to engage with their community whilst tackling mental health, environmental, and climate issues. 12 local football teams enjoyed a seven week tournament, with each game following a community clean-up by cycling or walking through different parts of Brent.

The Winter Green League final in October followed a viewing of the World Cup opening match and a special speaker. Old friends and the local community came together to support the initiative, with the day starting with a community clean-up in the Brent Stonebridge ward. Within a short space of time the social action group had collected a considerable amount of rubbish from local streets and green spaces, which highlighted the need for more schemes like this.

The League will continue, the Jason Roberts Foundation has further plans in the pipeline to develop similar schemes for women and younger people to participate in.



The Jason Roberts Foundation have had a great experience working with Quintain; the information and community interaction has been very clear from the outset. Our last project gave us a great sense of pride and Quintain provided on the ground support and flexibility. The team are always on hand for any questions and the benefits to our organisation have been fantastic in delivering outcomes to the participants on this project. Laura Ashby and the team always make us feel welcome and supported."

— Otis Roberts, The Jason Roberts Foundation

GRAND FINAL AND WORLD CUP DAY

WINTER GREEN LEAGUE
SUNDAY 20TH NOVEMBER 2022
COMMUNITY CLEAN UP DAY - WALK OR CYCLE EVENT
3PM-4PM
WORLD CUP OPENING MATCH
4PM-6PM
WINTER GREEN LEAGUE GRAND FINAL MATCH
8PM KICK OFF

JOIN US AS MORE THAN 30+ PARTICIPANTS WILL BE IN ATTENDANCE FOR THE FINAL MATCHDAY IN THE LEAGUE THAT COMBINES FOOTBALL AND ENVIRONMENTAL ISSUES. PLAYERS WILL CONTRIBUTE TO THEIR COMMUNITY CLEAN UP, BY CYCLING OR WALKING DIFFERENT AREAS OF THE COMMUNITY, FOLLOWED BY THE WORLD CUP OPENING MATCH, MATCHES AND A SPECIAL SPEAKER.

FOOD AND REFRESHMENTS AVAILABLE LIVE AT THE BRIDGESTONE

GREEN NEIGHBOURHOODS
Wembley Park

Wembley Park retail

As a landlord, we adopt a flexible and supportive approach, resulting in a symbiotic landlord/tenant relationship where in good times, both parties benefit; and in less favourable conditions, we are both incentivised to generate improvements.

Our collaborative approach as a landlord with our retail tenants was firmly in place before COVID-19, with marketing initiatives to encourage customer footfall across the estate as well as turnover-based lease agreements, which were a particular support to retailers during periods of lockdown. This approach is attractive to occupiers since they can avoid very large fixed costs, only paying increasing rents as sales increase. This also means we have a vested interest in ensuring people and trade are attracted to Wembley Park.

Our retail mix is multi-faceted and caters to several potentially different customers. London Designer Outlet (LDO) accommodates the big brands, morphing into food & beverage (F&B) and leisure on The Boulevard. Convenience and independent retail is scattered throughout the development, catering to local needs and those looking to seek out something special. We work closely with our occupiers to maximise opportunities for turnover, and support them in promotions, projecting their brand, and even in designing their stores. We have carefully curated our retail mix and take every opportunity to promote our retailers within all parts of our business. Where we can identify opportunities to collaborate, we actively do so - this is particularly relevant across Quintain Living and we have worked together to deliver exclusive experiences for our residents.

Support for small and medium sized enterprises

Our retail leasing strategy encourages small and local entrepreneurs to open their businesses in Wembley Park. We provide targeted support and guidance to ensure those businesses are sustainable and thrive.

To date this has been a direct capital investment from Quintain of over £4mn. In 2022 this figure was £889,000.

Pop-up spaces for local community interest company (CIC) organisations to promote small and local businesses in a retail location including

- Carib and Co in for 3 months in Landsby.
- Book & Kulture in for 2 months in Landsby
- Carib & Co in for 10 weeks in Civic Centre

Rent free benefit of these pop-up opportunities is over £13k



In March 2022 we provided a Ukrainian supporting charity with three-month use of a 1,400 sq ft retail unit for the storage of donated humanitarian in preparation for transport and eventual distribution. Quintain carried all the cost including rates and utilities on behalf of Support Ukraine Ltd. The retail unit was centrally located within the Brent Civic Centre.

	Capital	Rent free
Bread Ahead	£1,000,000	£40,000
Black Sheep x 2	£80,000	£73,260
The Grocery Store	£182,500	£75,000
Masalchi	£1,158,000	£50,000
Pasta Remoli	£75,000	£25,000
WP Market	—	—
23C	£132,000	—
Fix Your Cycle	£0	£0
Chop Chop	£13,750	£41,975
Canopy Nursey	£48,000	—
The Cuddle Club	£310,000	—
Urban Rose	£349,000	—
Haute Dolci	£0	£160,000
More Yoga	£0	—
EL Estudio	£0	£98,500
Los Makis	£750,000	—
Tian Tian	£90,000	—
MooBoo	£0	—
	£4,588,250	£563,735

Wembley Park retail: community highlights

In 2022 Quintain agreed a new deal with Punchdrunk Enrichment, the UK's premier education and community-led immersive theatre company, which will be undertaking a three-year residency at Wembley Park. Supported by Arts Council England, over 2023 Punchdrunk Enrichment is transforming a c. 8,000 sq ft previously unused industrial unit into the North London neighbourhood's first-ever co-created immersive community space. Quintain is investing close to half a million pounds into the partnership with Punchdrunk Enrichment. The investment is a reflection of Quintain's ongoing commitment to providing its growing community and the people of Brent with high-quality experiences, amenities and cultural spaces.

Our retail leasing strategy encourages small and local entrepreneurs to open their businesses in Wembley Park. We provide targeted support and guidance to ensure those businesses are sustainable and thrive. To date this has been a direct capital investment from Quintain of over £4mn and £889k of that was in 2022.

We gifted over 225 days of pop-up space for local CIC organisations to promote small, local retail businesses. The rent-free benefit of these pop-up opportunities amounted to over £13k.

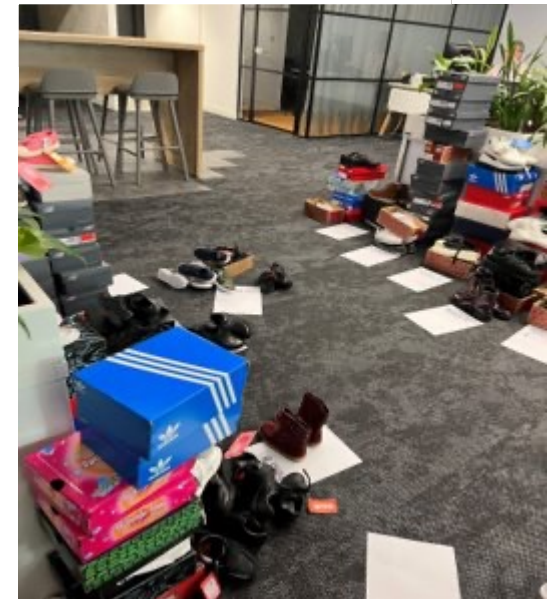
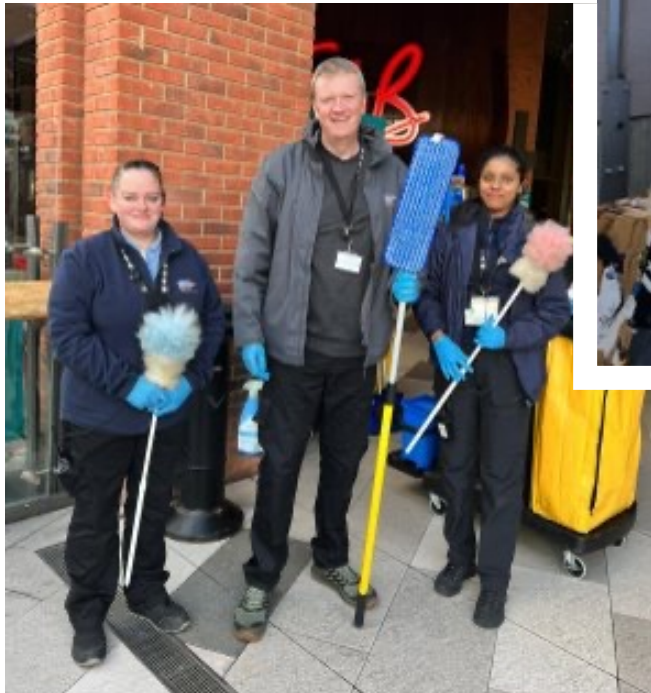
Secret Cinema ran two shows in Wembley Park in 2022, delivering a community outreach programme for each. These includes school shows, workshops for community groups and targeted opportunities for local employees and suppliers. In total, 400 free tickets were provided for local residents and 685 pupils from local schools benefitted from the various immersive educational programmes. 36 textiles students participated in a costume workshop and 30 students for a stage combat workshop. There were two special needs community group visits, seven employees were locally hired, and there was one work experience placement for a local student. Local suppliers were used for costume support and hospitality.

The Troubadour Wembley Park Theatre's Troubadour Trust, Newsies, and Disney collaborated and conducted a large school outreach programme to all local Brent schools (and drama schools) and beyond, through a combination of complimentary and discounted ticket schemes. 6,028 schoolchildren have attended the show, along with 564 teachers. Children were provided with an educational study guide so they could understand the historical context and current significance of Newsies content, which covered the New York newspaper-boy strikes.



London Designer Outlet sustainability highlights

- The Cart Collective scheme helped local businesses promote their services by allowing them to sell their products within the LDO.
- Working with Brent Works, LDO's careers opportunities have been promoted to drive local employment.
- A Christmas partnership with a local women's refuge, Solace Women's Aid, provided 250 pairs of donated shoes — enough for every child in their care. Solace works with women and children that have come into the UK and do not speak English. This organisation was chosen as their values align with LDO through their support of diversity and inclusivity.
- Christmas gift bag sales raised £235 for Solace Woman's Refuge
- Zero waste at LDO was sent to landfill. 283 tonnes of cardboard recycled throughout the year and 94 tonnes of glass.
- LDO's operational systems have now gone entirely paperless.
- An LDO Freecycle WhatsApp group was established for reuse of the centre's fixtures and other items, saving waste and building sense of community.



Case Study

Halloween pet parade

In October, the Quintain Living team arranged a Halloween Pet Parade as part of the resident events programme, inspired by New York's famous annual Tompkins Square Dog Run Parade. A total of 40 dogs and 70 human residents took part in the day!

A selection of food and drink was supplied by local independent coffee house, Out of Office. Four-legged attendees were also well catered for, with dog-friendly food and drinks plus opportunities for pet pampering and health checks. Non-pet owners were also welcomed to the friendly neighbourhood event, with community members taking the chance to get to know the team from Cuddle Club, a pet parlour that had recently joined the Wembley Park retail community.



THINK INDEPENDENTLY, TOGETHER

Place



Place

We aspire to create inspiring, vibrant and thriving communities and neighbourhoods that are socially, culturally, environmentally and commercially sustainable.

Biodiversity & natural capital

The natural world provides many services that we rely on, from purifying the air we breathe, to pollinating our plants. We are increasingly aware of the need to preserve, protect and improve biodiversity across our developments, and are committed to ensuring that the benefits of the natural environment are available to all, now and in future generations.

Public realm & placemaking

The success of any place is largely dependent on the places and spaces that shape the built environment and how they function to welcome all. This is why we adopt a Space Positive design approach across all our projects, delivering public realm that not only creates an instant impact but also matures and has longevity. From the infrastructure required for everyday activities and our day-to-day management approach, to the animation provided by regular events and one-off occasions, we consider the details so that we create places that are accessible, inviting and inspirational to all.

Transport & connectivity

Transport and connectivity in new development goes beyond proximity to local transport networks and the availability of safe routes; for us, it's about providing attractive public realm that actively encourages walking and cycling; about ensuring that transport options are linked and that if things go wrong on the daily commute, an alternative option is nearby; and about ensuring that logistics are managed so that our developments are not overwhelmed by people moving in and out, bin lorries picking up waste from dozens of different buildings, and delivery vehicles dropping off construction, commercial and residential deliveries on a daily basis.



Biodiversity & Natural Capital

Biodiversity

Objective: To adopt a holistic approach in order to maintain and enhance biodiversity across all our developments, through the selection of appropriate species, the provision of linkages to existing areas of biodiversity value and the adoption of best practice approaches to ongoing management.

Natural capital

Objective: To understand, measure, improve and communicate the value of nature across our developments.

Pollution prevention

Objective: To prevent damage to the natural environment through measures at design, construction and operational phases to reduce pollution to air, water and soil.

Biodiversity & Natural Capital

Repton bust unveiled – October 2022

The Deputy Mayor of Brent, Cllr Orleen Hylton, unveiled a new bust of renowned landscape designer Humphry Repton in a ceremony in Wembley Park.

The presentation of the bust, which was created by professional sculptor Hannah Northam and donated by Haddonstone, leading manufacturer of fine garden ornaments and architectural stonework, follows Wembley Park's win at the Gardens Trust's recent Sharing Landscapes competition. Entrants were assessed on their efforts to encourage greater inclusivity and participation in enjoying historic parks and gardens.

Humphry Repton was the landscaper who laid out the original gardens for Wellers, the home of the Page family, in the late 18th century. His work then became the foundation of the original Wembley Park. Now, the neighbourhood is honouring those roots by drawing inspiration from Repton's designs in the creation of its contemporary, inclusive greenspaces, from the gardens of individual apartment buildings to the expansive Union Park, which is due for completion in 2025.



We were delighted that the Gardens Trust chose to honour Wembley Park as part of its Sharing Landscapes competition and that the bust of Humphry Repton is now a reminder of how his visionary principles have helped shape the design and delivery of such a memorable landscape in Wembley Park. Touring the area with guests from the unveiling ceremony yesterday really highlighted just how verdant the transformation of Wembley Park has been – and will continue to be as further work enhances the neighbourhood over the coming years."

— **Julian Tollast, Head of Masterplanning and Design, Wembley Park - Quintain**



Biodiversity & Natural Capital statistics

106 species of trees all mapped on to a publicly accessible mapping site

As part of our revised development targets relating to sustainability issues given to design teams, we have included Biodiversity Net Gain (BNG) and Urban Green Factor (UGF) metrics. Our new development, NE02 / NE03 has started to design biodiversity into the public realm and resident amenity space through the use of wildlife friendly ornamental planting at podium and roof top level, and through areas of extensive biodiverse planting on inaccessible roofs. When allocating the public parkland and open space areas associated with the new North East Lands development we have calculated an initial UGF of 0.42, just over our target of 0.4 for residential areas.

Work will continue on design to maximise different types of urban greening and the quality of landscaping provided to increase the biodiversity value of Wembley Park from former car parking and hard landscaping to a place where nature can thrive. The BNG will be calculated when further public realm designs are finalised.

736 trees in Wembley Park's public realm

32.85 trees per hectare

Average tree canopy size of **20 sqm**

The total public realm delivered at Wembley Park to date is **98,324 sqm**

99.5% survival rate of all trees planted and the 4 that have died have been replaced

1,130 trees in Wembley Park

394 trees in Wembley Park's private podium gardens

380 sqm of additional tree cover in 2022

Biodiversity & Natural Capital

A key focus for 2022 was the sustained maintenance of the natural environment that has been created over the past 18 years at Wembley park. The Wembley Park estates management team employ considerable resource to ensure that the tree and shrub planting in the public realm is maintained at its best quality. This is not only a challenge with the changing climate conditions and prolonged periods of hot dry weather we also have the challenges of the stadium major event days.

Research across the development and construction industries suggests a sad reality that up to 60% of trees planted in new construction don't survive the first two years. We are particularly proud that of the 1,130 trees planted at Wembley Park to date we have achieved a 99.5% survival rate. In fact, only four trees have died and the reasons for those trees dying have been investigated and the trees replaced. A research student at the University of West of England has been conducting a PhD paper on the design of the tree pits at Wembley Park and the relative success of those tree pits to ensure the optimum growing conditions.

We have continued to share the knowledge and lessons learned through speaking at seminars and through the regular site tours - the "Wembley Walkabouts" - which are open to residents and members of the public, members of staff and industry professionals. The Urban Tree Festival tour in 2022 was very well attended and the Avenue of Champion Trees of the world on Olympic way is always a particular highlight of those tours.

In Union Park South we have created a specific dogs off

lead area (DOLA) to ensure that all users, two legged and four legged, can enjoy the park. We continue to monitor the area of grass in the lawns adjacent to the attenuation pond and are investigating ways in which to make this grass area more durable given the long-term usage of the lawns, the desire lines across the lawns and the way it works as part of the overall sustainable drainage system. To allow grass to root deeper in search of water it is important we don't deluge parched areas, this allows the grass to grow back stronger when rain returns.

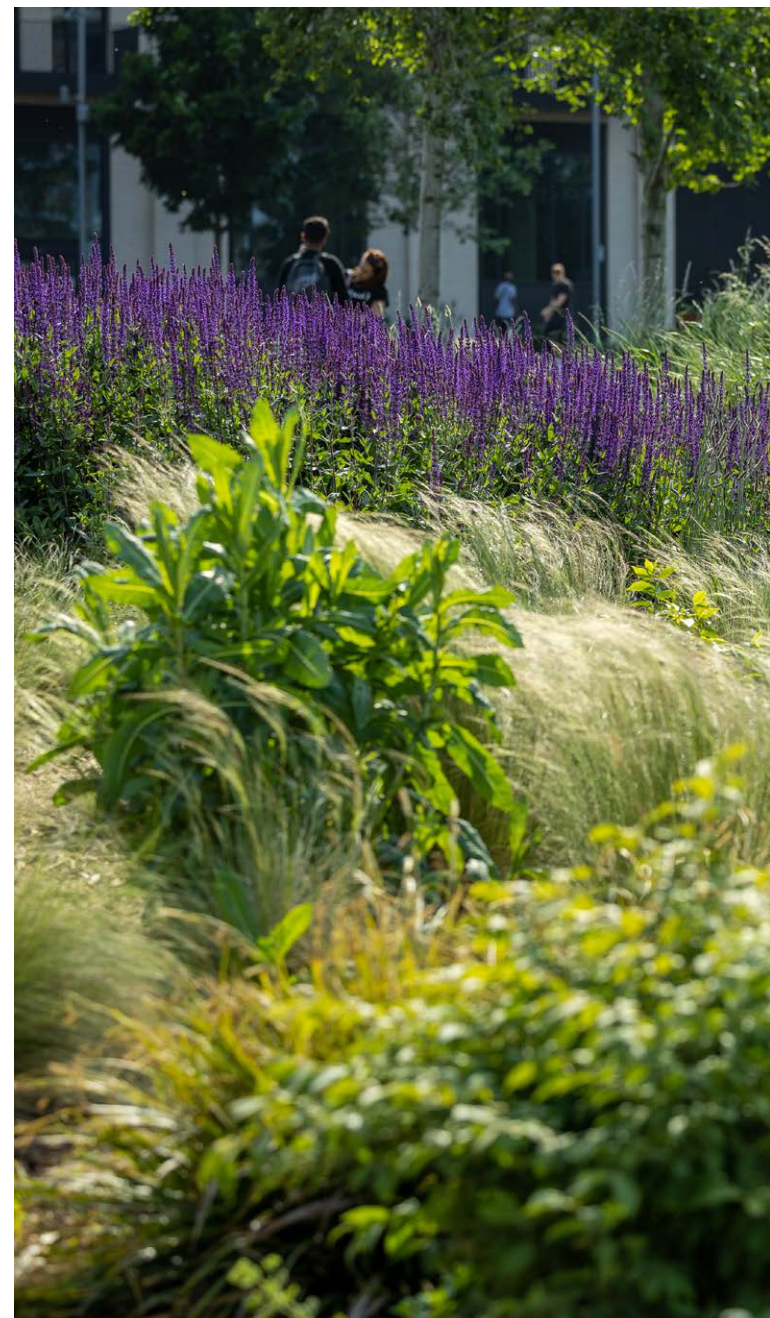
Optimal use of water for lawn irrigation

Automated irrigation times for lawn sprinklers and plant bed drip lines

In periods of drought, we mow less often and raise the cutting height of the grass

Autumn lawn maintenance programme

Swapping our collecting mowers for mulching mowers allows clippings to fall back into the sward to hold in moisture



Case Study

Red Kite mural with London National Park City

London National Park City is a movement to improve life for everyone in London, working with citizens, visitors and partners to help everybody enjoy and appreciate London's great outdoors. The movement aims to make the city greener, healthier and wilder.

In March 2022, in return for Quintain's sponsorship of London National Park City, artist Mark Anthony (ATM) was commissioned to create a mural celebrating a once endangered but now thriving bird of prey, a red kite. The birds soar across a wall at the edge of the Wembley Park estate, visible from the Chiltern railway line, to be enjoyed by passengers as they pull into Wembley Stadium Station.

To show further support for the charity, Quintain arranged and covered the costs for the necessary scaffolding and site preparation works, and reimbursed London National Park City for the artist fees.

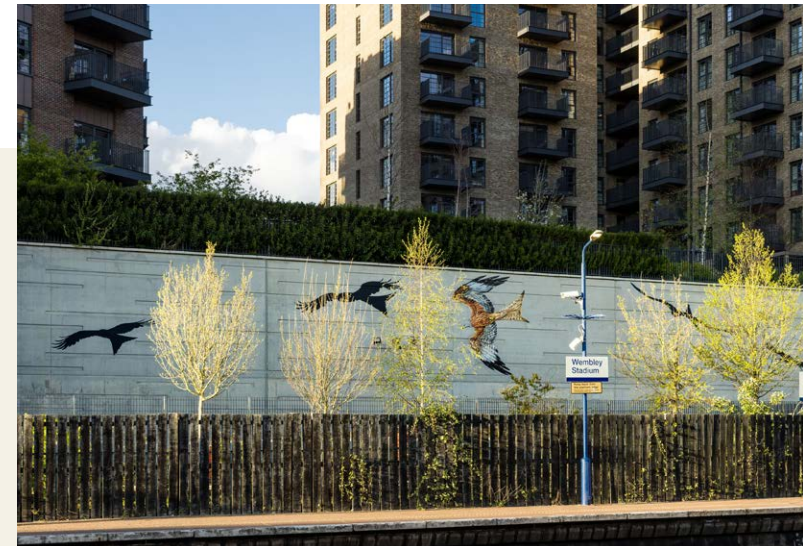
Julian Tollast, Head of Masterplanning and Design at Quintain, leads our involvement with the scheme, of which he has been a Trustee for over six year: "London National Park City aims to connect people to their landscape, and that's exactly what we want to achieve at Wembley Park."

**LONDON
NATIONAL
PARK CITY***



Painted to celebrate London becoming the first National Park City and the wonderful success story of the reintroduction of the once critically endangered red kite. Hopefully stories like this can be repeated with other species, to bring them back to their former abundance. The red kite population is booming and expanding from their original stronghold in the Chiltern Hills. Hopefully they will again become as common as they once were London and other cities. I tried to capture the way they move through the air; they have such control and use their beautiful tail to great effect as they balance and turn. They almost float and waft around and are then capable of twisting and turning and swooping at great speed."

— Mark Anthony, ATM Street Art



Public Realm & Placemaking

Public realm

Objective: To provide a warm welcome to all through the adoption of a 'Share with Care' approach and the provision of hard and soft public realm at a variety of scales and settings.

Sustainable infrastructure

Objective: To invest in infrastructure in a way that not only limits environmental impact, but also seeks to provide additional benefits to people, property and place.

Cultural placemaking

Objective: Elevate cultural ambition through the establishment of strong cultural partnerships and our approach to cultural programming, public art and associated infrastructure.



Cultural placemaking strategy

Our attention is focussed on two key areas: elevating cultural ambition through our approach to public art, messaging and cultural infrastructure design; and creating proactive strategic delivery partnerships that allow us to be the ideal receiver of culture, through our partnerships and the provision of cultural platforms and production spaces for creative industries.

The Wembley Park Cultural Placemaking Strategy established five Placemaking Principles that define the Cultural DNA of Wembley Park. Across five distinct cultural placemaking pillars, the strategy sets out a vision that offers a sense of place and community in a rapidly changing environment, and a cultural identity that fosters social cohesion, breaks down barriers between new and established communities, counters social isolation and offers employability and training opportunities for local people.

1. New London living

We want to shape cultural experiences to match the mobility of modern living, offering variety in terms of timing, location, formality, involvement and scale, allowing people to discover Wembley's identity and heritage through embedded installations and other everyday touch points; and redefining urban living through digital platforms that enable co-creation and social sharing.

2. Communities

To celebrate the diverse creativity and cultures that exist within and around Wembley Park, we want to open them up to a wider audience through the creation of forums that give an active voice to local communities in defining the Wembley Park narrative, unlocking opportunities to make Wembley and Brent heritage tangible.

3. Sport & play

Wembley's rich sporting history can inspire a new generation of Wembley greats, so we want to embed the stories of sporting icons and their achievements within art installations and wayfinding. We adopt an inclusive approach to health and wellbeing beyond formal sports, injecting an element of play into all our programming beyond formal sports.

4. Education, training & employability

Our programming unlocks opportunities to engage local young people in archiving and interpreting the heritage of Wembley Park and we prioritise an integrated and layered approach to lifelong learning through cultural participation, co-creation, formal and informal training through the creation of platforms to develop leadership and support enterprise on site.

5. Performance

By creating moments of 'everyday theatre', we are able to elevate emerging local talent and animate our spaces. By using Wembley's iconic performances and Brent's diverse culture to co-curate programming and events, we deliver performance that reflects Wembley's identity and local heritage.



Cultural placemaking highlights

Despite the continued challenges of 2022, including the lingering Covid-19 pandemic and a cost-of-living crisis intensified by the Ukraine conflict, Wembley Park remained resilient. We upheld our commitment to our vibrant local community with numerous free events and interactive initiatives, highlighting our dedication to nurturing an inclusive neighbourhood.

Our first activity of the year, the **Mother's Day Floral Bench** event, underlined our commitment to sustainability and community involvement. It provided mothers and their children a free photoshoot opportunity on Olympic Way, fostering lasting memories. In spring, our efforts to nurture local talent found expression in the **Wembley Park Live Academy**, an inclusive music mentorship programme that provided aspiring musicians over 14 years old with expert music training and a platform to showcase their skills at our open-air live music performances throughout the summer.

The **Jubilee Dance Party**, a celebration of HM the Queen's 60-year reign, highlighted the abundant cultural diversity and richness in Brent. With a myriad of dance styles represented through the free classes offered, the event attracted 7,000 attendees, showing Wembley Park's dedication to representing and celebrating the various cultures within our borough.

June saw our first Wembley Park Pride event, promoting inclusivity by celebrating our LGBTQ+ community. Performances on our new Sound Shell stage fostered unity and diversity among residents, visitors, and families. We highlighted our commitment to inclusivity with the Pride Progress flag displayed on Olympic Way's banners, affirming our dedication to an open, inclusive neighbourhood.

International Busking Day, supported by the Mayor of London, was another highlight of the year, offering local street performers a platform to showcase their talents. This event echoed our commitment to nurturing local and global music

talent, reaffirming Wembley's status as the worldwide home of live music. Despite the unexpected postponement of the second **Wemba's Dream** event, due to the passing of HM the Queen, to September 2023, our partnership with the Royal Philharmonic Orchestra and local art organisations remained strong.

The collaboration with Second Floor Studios and Arts manifested in an **Open House** event for our 28 artists in resident at our affordable art studios, promoting their work and enabling direct sales to buyers.

The cultural diversity of our neighbourhood was on full display at our **Diwali** event in October, held in collaboration with BAPS Neasden Temple. This cultural celebration extended into the **Wembley Park Bollywood Flashmob**, filmed on Olympic Way in partnership with local dance schools, which to date has achieved over 300,000 views on YouTube.

The **Wembley Park Art Trail** boosted the neighbourhood's cultural profile with two notable exhibitions, earning media coverage and a Festival of Place award nomination. March's **Figures of Change** exhibition displayed public artworks from leading female artists, exploring societal shifts towards women after the pandemic. The summer featured **Visions of Home**, an open-air exhibition curated by Ukrainian artist Ira Lupu, that powerfully depicted Ukrainian artists' altered perceptions of home due to the ongoing war.

As the year drew to a close, our commitment to supporting local commerce and championing sustainable practices was showcased through our inaugural **Wembley Park Festive Market**, which spotlighted local traders and products sourced from Brent. This festive addition complemented the monthly **Wembley Park Antiques Market**, introduced earlier in the year, which has received a warm reception from both traders and visitors. In December, musical performances and a Christmas

choir on the Sound Shell filled Wembley Park with a spirit of communal cheer and togetherness.

Our efforts to create a vibrant, welcoming neighbourhood through curated events and community initiatives have earned us significant press coverage, with several media outlets endorsing Wembley Park as 'London's most exciting new neighbourhood' (Art Daily), 'one of the capital's most iconic destinations for an unforgettable day out' (Secret London), 'more than football and concerts – a day out destination for everyone' (Daily Star), 'a great place for art-lovers' (Mummy Travels), 'a place packed with art, culture, shops, entertainment and eateries for families young and old' (Mudpie Fridays).

Wembley Park's transformation from an event-day only destination to a vibrant neighbourhood active 365 days a year is made possible by our capacity to remain flexible. This resilience is even more significant considering the swift shifts in our surroundings resulting from the cost-of-living crisis and lasting effect of the pandemic.



Case Study

Samovar Space

Alongside all the changes local people are seeing at Wembley Park it is important that it remains an inclusive neighbourhood for all. To enable this, Quintain has funded a London School of Economics Apprenticeship in City Design, created to empower young local people to become directly involved in community design.

Samovar Space, which launched in 2022, is the result of this apprenticeship, where five local young people were paid for their work. Over 26 months they learned about design, development and planning relevant to the context of Brent and were trained to apply methodologies and tools to envisage the future of new public spaces at Wembley Park. On land offered by Quintain, they then took their recommendations through from concept to design and build.



The people from Quintain were very humble and it felt like they were really interested in what we had to say. As a firm they were very understanding that we were at the centre of the process and that's led to its success."

— Loshni, Apprentice in City Design and co creator of Samovar Space

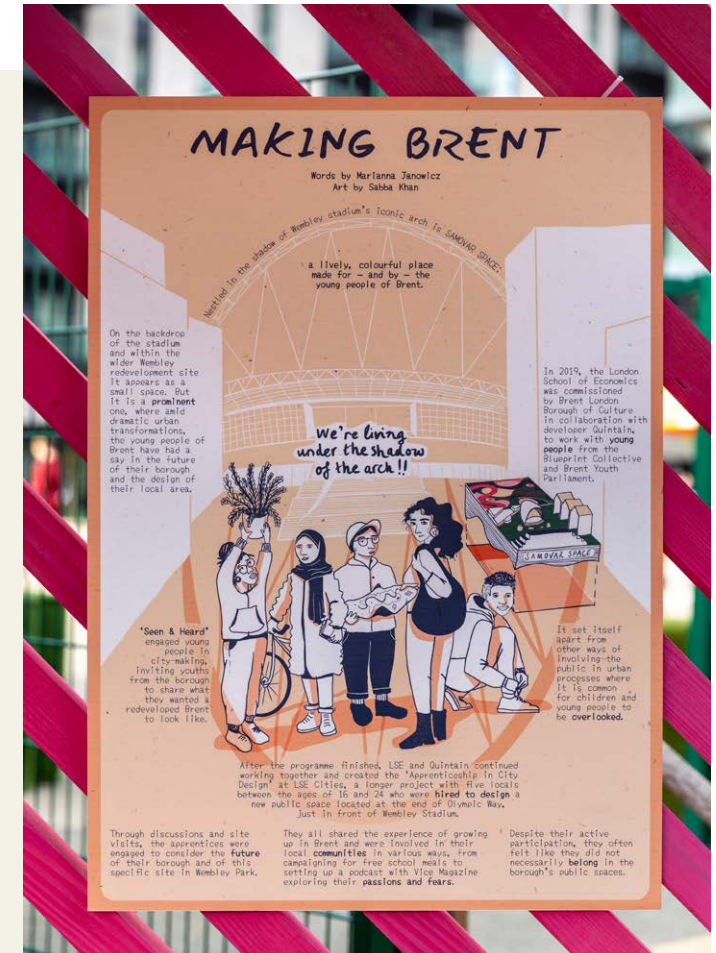


Case Study

Samovar Space

The resulting space is a lively, colourful place made for – and by – the young people of Brent. The apprentices devised a sociable, open-air space complementing the neighbouring Civic Centre, where young people could spend time without having to spend any money. Something to do without having to do anything.

In addition, Samovar Space features a community busking bandstand delivered by architects Flanagan Lawrence, and a large-scale surface mural 'Think Independently, Together' by artist Lois O'Hara. The artwork celebrates the diversity in the area, inspired by a map of Brent using an eye-popping colour palette and interlocking shapes.



Transport & Connectivity

Active travel

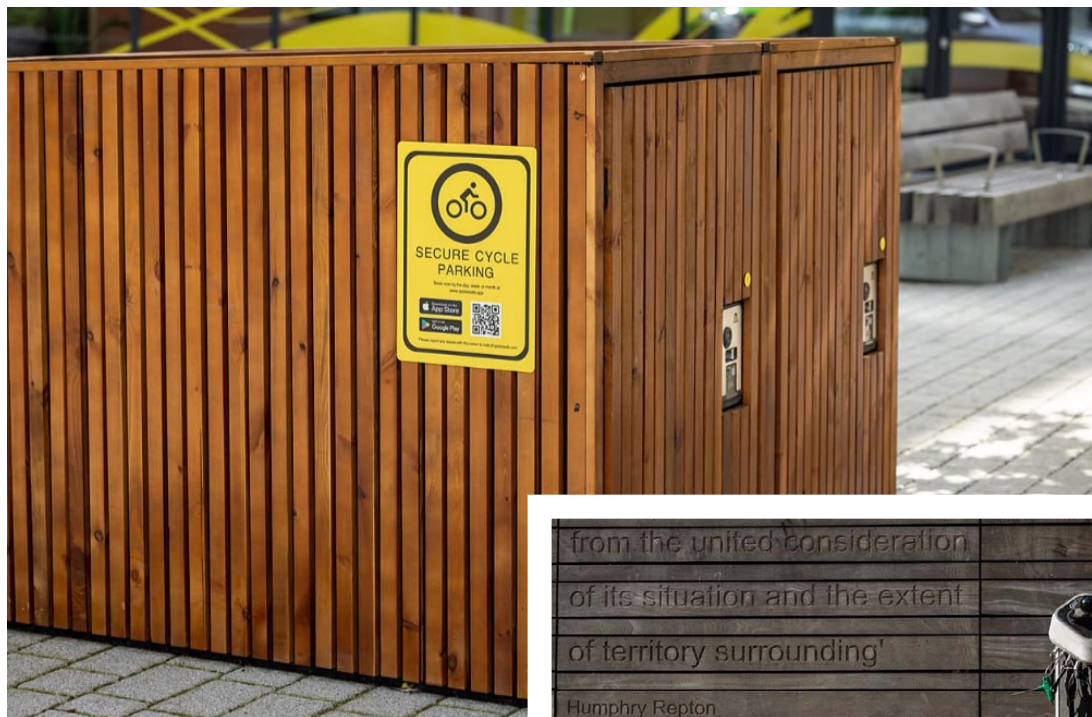
Objective: To encourage active and healthy lifestyles through the provision of infrastructure and the promotion of active travel opportunities available for residents, employees and visitors.

Public & private transport

Objectives: To encourage the use of local public transport services and support modal interchange; enhance the quality and availability of travel information and advice for site users; and to support sustainable and shared car-based mobility, minimising the number of single occupancy car driver trips made by residents, employees and visitors.

Logistics

Objective: To minimize the impacts of goods delivery and servicing trips on the local road network, easing congestion, reducing vehicle GHG emissions and improving local air quality.



Active travel initiatives



<https://youtu.be/ZJTRXFA6qrg>

Going barrierless (red parking)

In 2022, a total 434,600 cars entered Red Parking. That's a significant amount of single-use paper tickets required. So, in 2022, we went barrierless!

The annual cost for the tickets would have been over £5,000, with a maintenance cost of £42,900. Now, the business will be spending only £5,120 per annum on maintenance, with no tickets needed.

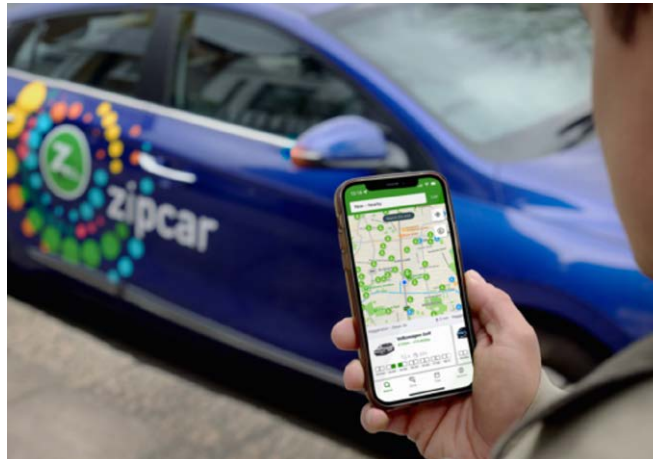
We now have a free flow car park with no queues at entry and exit, thereby improving customer journey and reducing vehicle idling times and resulting emissions. This will have a significant net impact in improving air quality on the Wembley Park Estate.



Car Club incentives

Through partnering with Zipcar, we have been able to offer Wembley Park residents two years' free Zipcar membership, along with £25 driving credit to join the Car Club.

In 2022, we expanded the Car Club partnership incentives to include Wembley Park employees and businesses. Businesses are offered a free membership worth £99 and an introductory £50 driving credit. This can help reduce the need for car ownership, along with non-essential vehicular trips on the estate.



Active Travel Champion scheme

We run an 'Active Travel Champion' scheme that was launched in 2022 to encourage those who live and work in the area to walk more. Participants share their step count each month and at the end of the year the winner is presented with a plaque and certificate. We have also been able to reward winners and runners-up tickets to football matches at Wembley Stadium.

Our 2022 Quintain Living resident winner and runner up walked 1,017,140 and 680,750 steps, respectively, across three months!



Active travel initiatives

Cycle Club

In May 2022 we launched our Cycle Club for biking beginners, intermediates and experts! Groups are taught or taken out cycling by local leaders, who carry with them a first aid kit and emergency bike puncture kits. The club has quickly grown into a much-loved community social event, and we hope it helps more Wembley Park residents take up cycling as their preferred mode of travel for short trips.



Easy DIY Fix your Cycle sessions

Fix Your Cycle, the local bike store on Weaver Walk in Wembley Park offers a free basic cycle maintenance course, named a 'FYC DIY Session'. The aim of this service is to provide surgery-style sessions at Wembley Park for residents and employees to empower them to do minor bike repairs themselves. These sessions are held quarterly and advertised to Quintain Living residents, Wembley Park visitors, and Quintain staff.



Installation of bicycle repair stations

We have installed two bicycle repair stations in Wembley Park and one in the cycle store in Robinson building for Quintain Living residents. All stations are available free of charge. Our aim is to provide cyclists with additional tools to empower them to undertake minor cycle repairs themselves and maintain their bicycles, support the Wembley Park cycling community.



Case Study

Cycle awareness day

Engaging with the local community to encourage healthy lifestyles and to promote active travel opportunities is an important workstream of our sustainability goals. For Cycling Awareness Day in November 2022, 69 children from local St Joseph's Junior School joined our Travel & Transport Coordinator for a special educational event held in Wembley Park's community hub The Yellow and the Green car park.

Provided with bikes for the day, the children played games designed to help them to practice their cycle skills and increase their interest in cycling as a means of transport. They were coached in aspects such as signalling, safety, and emergency stops.

A demonstration was conducted by the Met Police Cycle Safety Team as part of a road safety programme, Exchanging Places, in line with the Mayor of London's Vision Zero. The police team brought an HGV tipper truck to the demonstration and highlighted blind spots to the children, showing them how to stay safe on a bike behind large vehicles.

The event offered children the opportunity to improve their confidence and safety on a bike, and for some it gave them the chance to cycle unassisted for the first time.

A particular highlight of the day was when the children blended their own smoothies using power generated by pedalling on a static bike!



A low-angle photograph of a modern building's facade, featuring large concrete panels and glass windows. The word "Property" is overlaid in white text in the center. The sky is a clear, pale blue.

Property

Property

We create sustainable buildings that are built to last and futureproofed to ensure they provide a high-quality, comfortable environment, now and in the future. Our joined-up design and construction approach means we are well placed to deliver against our objectives, and our increasing use of technology helps us to be better innovators.

Climate change

The pace of global heating is increasing, and there is little dispute that action needs to be taken to quickly prevent runaway climate change and the catastrophic impacts that would have on our buildings, communities and wider society. Reducing greenhouse gas (GHG) emissions through design, construction and in operation is therefore a priority for us, as is ensuring our assets are resilient and adaptable to a changing climate.

Resource efficiency

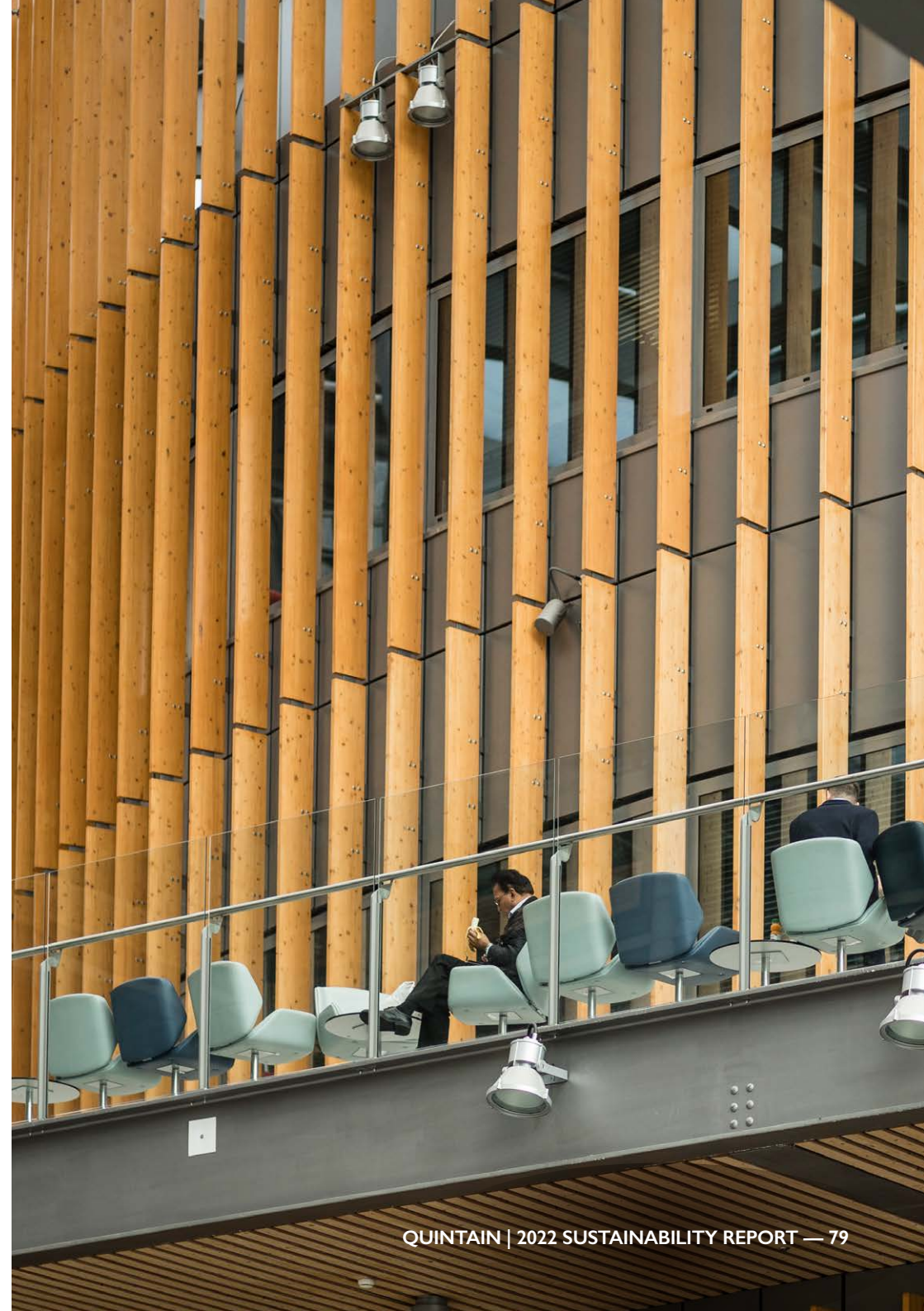
Sustainable consumption helps to ensure that the many natural resources that are fundamental to our health, wellbeing and quality of life will still be available for us to use in the future. By using resources efficiently, we reduce our impact on the environment and improve the overall sustainability of our business and of our occupants through reduced GHG emissions and reduced spend.

Sustainable procurement

The management of our supply chain is central to the delivery of many of our other sustainability objectives; through the careful specification of goods and services and extensive engagement with our key suppliers, we build strong relationships and a better understanding of any support required to ensure the delivery of a sustainable and high quality product; and through strict monitoring procedures, we ensure compliance with our requirements is met and delivery is to a high standard.

Technology & innovation

Technology plays an important role in all our lives, and for the most part, makes them easier: opening up opportunities that might not otherwise be there; allowing us to better understand our assets; and providing better experiences for our customers. We recognise however that ownership of and access to personal data is an increasingly important consideration for people; that the storage and processing of data isn't without environmental cost; and that equipment lifecycles can be relatively short compared with other products, so we are also focussed on understanding and addressing these issues.



Homes fit for sustainability – conscious residents

An October 2022 HomeViews report found that sustainability was important to 72% of interviewed residents.

The report also found that:

- Sustainability was more important to residents living in London (77%) than in any other UK region (70%).
- Recycling is the most important sustainability feature overall for residents, followed by energy saving measures and renewable energy.
- Residents value access to green space.

77% of Quintain Living residents stated that environmentally sustainable features were important to them, with the three most popular features being Recycling Services, Energy Saving Measures and Access to Private Green Space.

As part of the survey, Quintain Living's residents shared their views on sustainability:

"We have a balcony that truly captures the morning sun, and the energy efficiency is such that we haven't yet had to turn on the heating this calendar year."

— Verified resident, Montana & Dakota

"A fantabulous place to live with high energy levels and upmarket social living spaces"

— Verified resident, Ferrum

"The fully automated system placed with waste management where there are 2 bins is what I love the most."

— Verified resident, Beton

"The refuse set up is great, they recycle and provide composting too."

— Verified resident, Landsby

"New building with high energy efficiency"

— Verified resident, Alameda

Biophilic design

Biophilic design was first used at Wembley Park in the flagship Canada Gardens development, but it is a key focus of the interiors concept of Quintain Living's latest building, Repton Gardens, launched in December 2022. The design concept brings the outside inside, from the choice of colours and materials for the décor and furnishings, to the abundance of plants that fill the building. Biophilic design incorporates a love of nature into homes, emphasising a connection with the natural world. This has a whole host of benefits, from enhanced air quality to stress reduction, mental restoration, and a positive mood.

Greenery abounds both indoors and out, from the indoor planting to the large podium garden that sits at the heart of the development. The central garden is home to lawned areas, with mounded planting for larger trees, to encourage wildlife and biodiversity.

The club lounge at Repton Gardens opens directly onto the central garden, with a connecting corridor enabling residents using the work-from-home spaces to step outside for a breath of fresh air throughout the day. Residents using the fitness space also have a full view of the gardens while they work out.

Respect for nature was at the heart of the approach to furnishing the homes, with John Lewis & Partners using biomethane vans for deliveries and curating a special collection of their most sustainable products.

The use of natural products was reflected in the interior design of the apartments as well. A variety of richly coloured woods and natural, earthy tones and textures brings a connection to the natural environment into every home, all with a mix of hanging baskets and potted plants to deliver a boost to air quality and wellbeing.



As part of our long-term commitment to our residents' wellbeing, we are proud to offer nature-inspired homes that prioritise sustainable living, with plants brought into the building to create a flow of greenery from outside to in."

— **Danielle Bayless, Chief Operating Officer, Quintain Living**



Climate change and adaptation

During 2022 we elevated our sustainability ambitions and focussed on developing a robust plan to reduce carbon emissions. We undertook a number of activities that started with greenhouse gas emission data capture and review, a market analysis and established a common understanding of our baseline. From this we are making two new commitments for our business and operations: that we are committed to becoming net zero carbon by 2040 and that we are committed to being Paris Agreement aligned to limit global warming to $\leq 1.5^{\circ}\text{C}$.

We know that words alone are not enough to tackle the climate crisis and risk to our way of life and property from climate change impacts. This is why we have worked on developing a roadmap of actions that we need to take to achieve our carbon reduction commitment. The roadmap will not be static but will evolve as we improve our monitoring and reporting against the objectives contained within. During 2023 we will be engaging with our supply chain to communicate these ambitions and to seek out ways to collaborate and innovate together.

The next pages show our initiative roadmap to net zero carbon as it stands at year end 2022. We will be applying to the Science Based Target Initiative (SBTi) in 2023 to provide further commitment and transparency to our targets and progress. This is recognised as providing a credible and clearly defined path towards GHG reductions. Decarbonisation pathways have mapped out for the combined Scope 1 and 2 emissions as well as Scope 3 emissions. We have updated our development

targets on embodied and operational carbon to ensure that future developments are not further contributing to excess carbon emissions. The targets are explained on subsequent pages in this report.

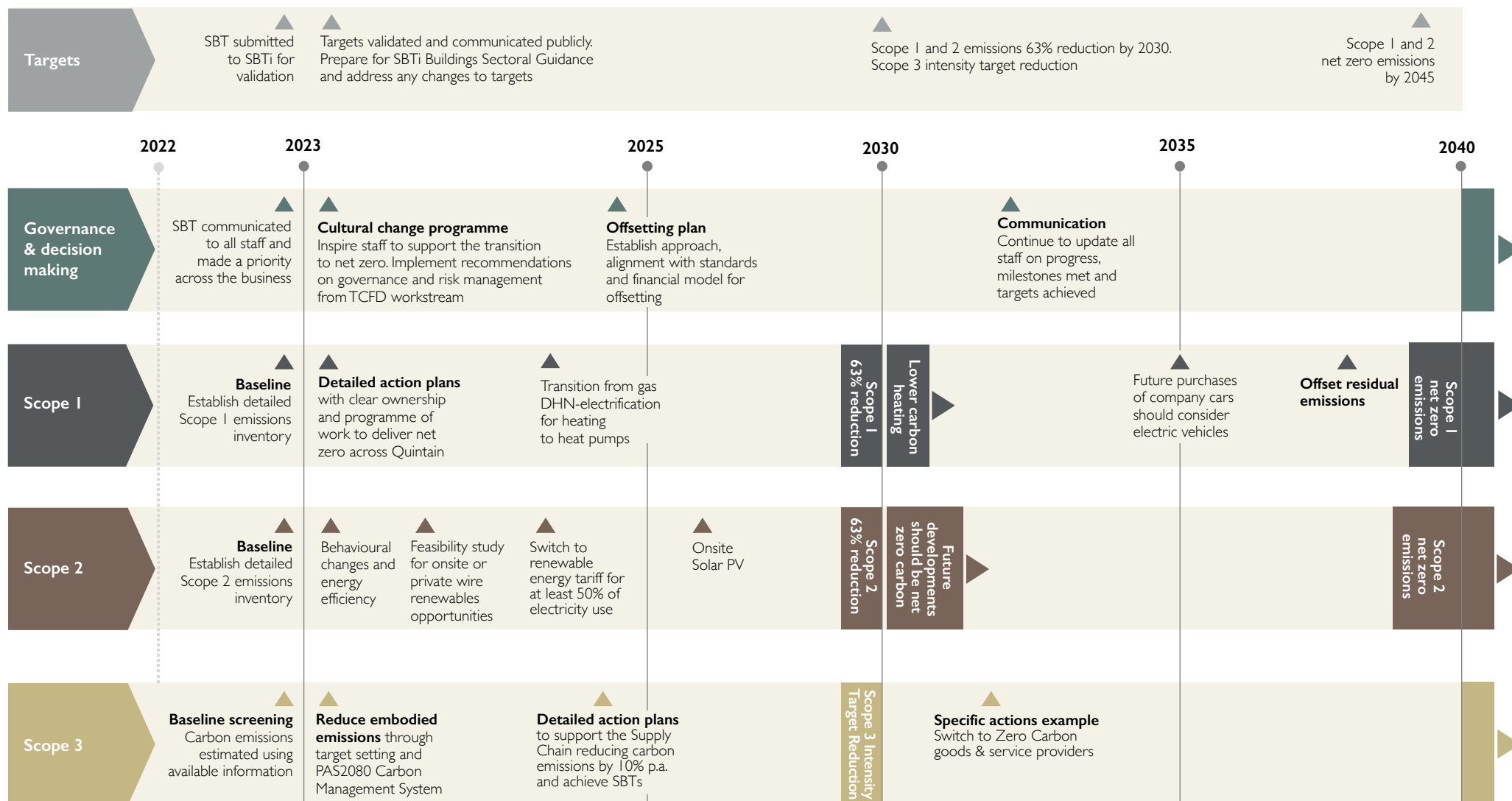
To achieve net zero carbon and any meaningful carbon reduction we need to fully understand our impacts. Our SBTi benchmark year in 2021 but we continue to record our emissions in line with the GHG protocol. Our emission data is fully explained and reported on in our 2022 GHG Inventory report available on our website <https://www.quintain.co.uk/sustainability/reporting> and summarised here in this report with emissions that are within and outside of our operational boundary.

Quintain is committed
to being Paris
Agreement aligned
to limit global
warming to $\leq 1.5^{\circ}\text{C}$.

Quintain is committed
to becoming net zero
carbon by 2040.

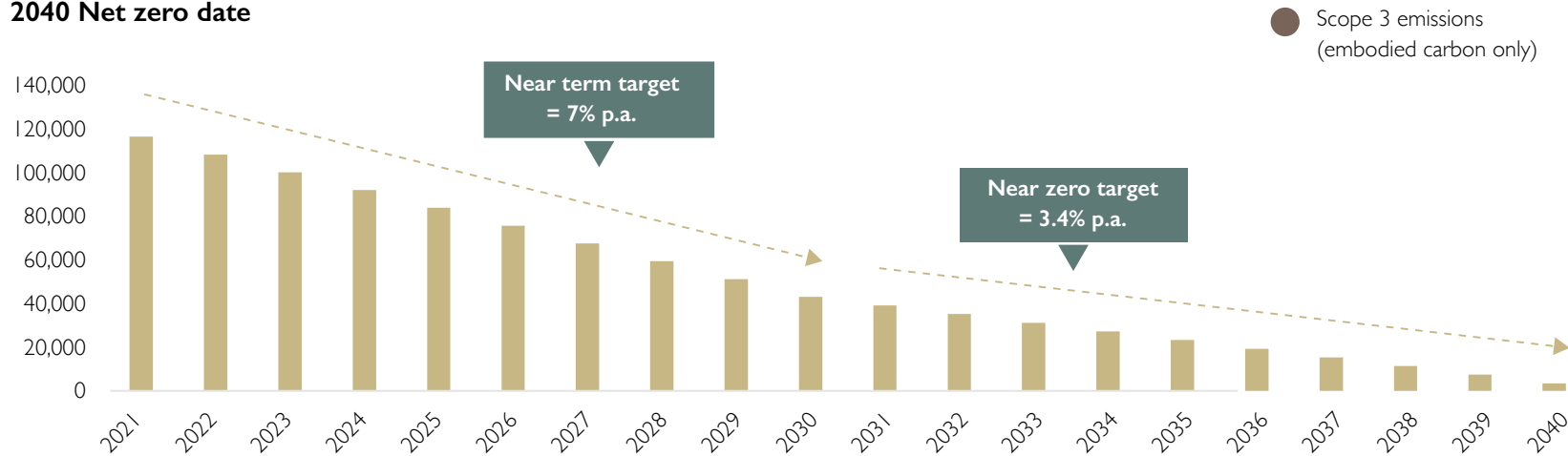
Net Zero Carbon Roadmap

The graphic below shows key milestones for Quintain, setting out steps to achieve our net zero target. More detail around scope 1, 2 and 3 emissions reductions will be developed with our teams and supply chain over 2023 and beyond to reflect progress and increasing knowledge and initiatives.



Route to net zero

2040 Net zero date

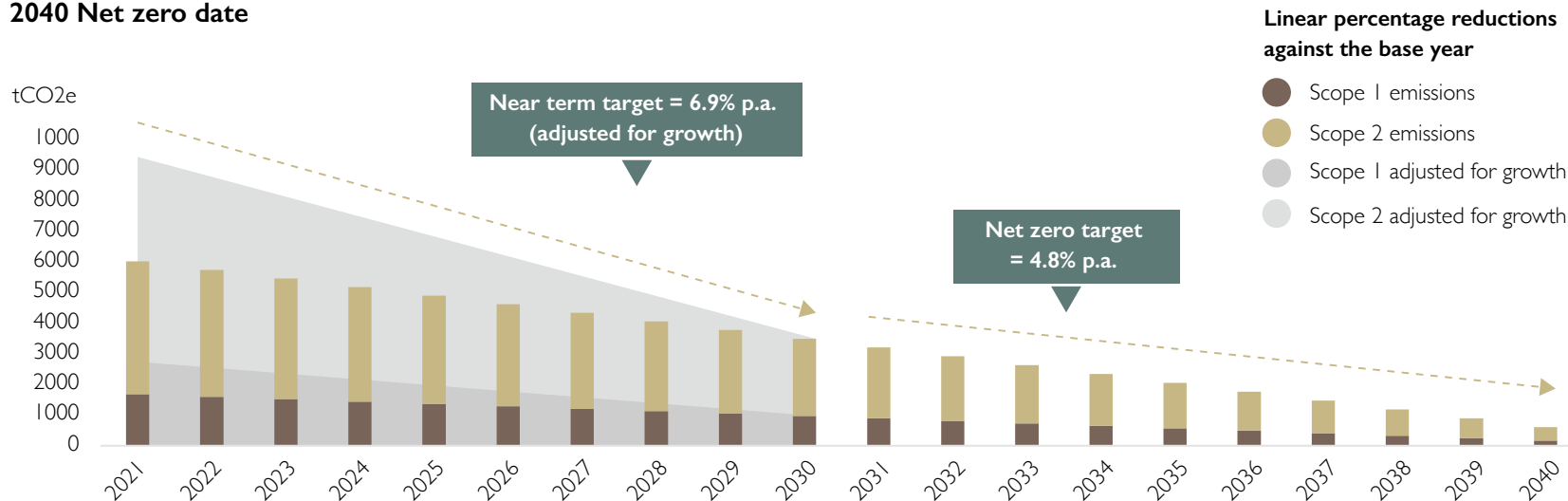


The Science Based Target Initiative sets out guidance and methods on how to set targets and to reduce Greenhouse Gas emissions in line with the Paris Agreement to prevent the worse effects of climate change and to be aligned with a 1.5C global warming trajectory. There are several target setting methods that we can use to reach a zero-carbon target date.

The recommended pathways are:

- An Absolute Contraction target for Scope 1 and 2 emissions
- Physical or Economic Intensity for Scope 3 emissions.

2040 Net zero date



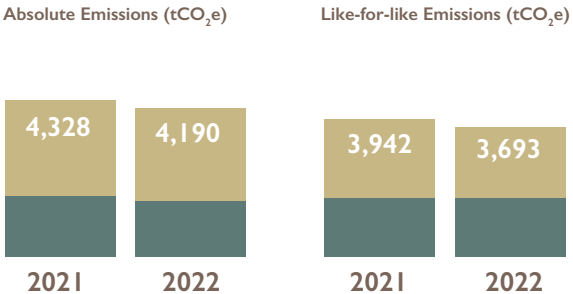
Using these approaches equates to a reduction of 42% by 2030 and 90% by the net zero target date of 2040. Accounting for growth of the Wembley Park estate, equates to a 62% reduction or a linear 6.9% reduction year on year for Scope 1, 2 and 3. A physical intensity will be linked to kg/CO₂ per m² and or the economic intensity as £1000 turnover.

Greenhouse Gas Emissions (GHG)

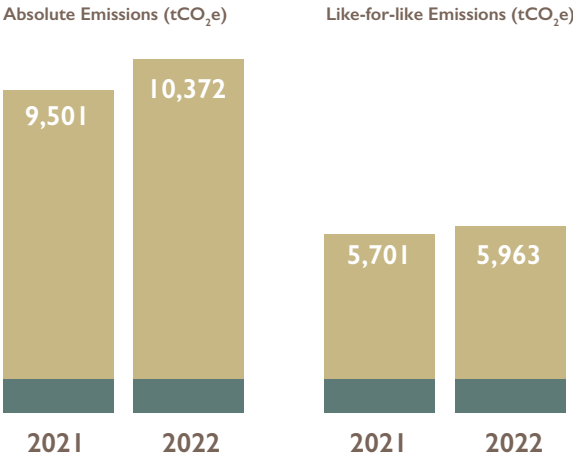
Our target is to continue to improve our data collection to achieve a coverage level of 90% of data by Gross Internal Area across all emission sources, and we have met this across our main emission categories. Overall, we have improved data coverage again in 2022, increasing from 91.9% to 93.6% of our material emissions. This is a small difference and is largely due to the fact that there were no embodied emissions in 2022 (Categories 4.1a, 5.1a and 5.3a). Embodied emissions have large areas associated with them, so are proportionally significant, and are only available for residential assets. Where we have constructed other asset types in previous years, the proportion of data coverage for embodied emission has been lower than for other types of emissions, contributing to overall lower emissions across Category 4, Category 5 and Scope 3 overall. Tenant Gas and Tenant Water are now the only emission sub-categories where we currently do not meet this target, at 53% and 87.0% respectively. We are unable to obtain gas consumption data in relation to BOXPARK, which is the largest tenant area, but we expect our proportion of gas data collection to increase as more assets with gas supplies become tenanted within our main Wembley Park Retail portfolio managed by Realm, and for which we have recently improved our collection procedures.

2022 GHG summary

Scope 1 & 2



Scope 1 & 2



Scope 1 Emissions

1,579
tCO₂e

(2021: 1,649 tCO₂e)

4.2%

Scope 2 Emissions

2,611
tCO₂e

(2021: 2,679 tCO₂e)

2.5%

Scope 3 Emissions

10,372
tCO₂e

(2021: 140,707 tCO₂e)

92.6%

Data coverage performance

We are currently exceeding our target of 90% data coverage across each of our emissions Scopes.

Scope 1

100%

(2021: 100%)

Scope 2

99.5%

(2021: 99.6%)

Scope 3

92.3%

(2021: 90.5%)

Landlord electricity
0.07% lower than projected

Resident electricity
0.16% lower than projected

Building water
0.02% lower than projected

Greenhouse Gas Emissions (GHG) insights

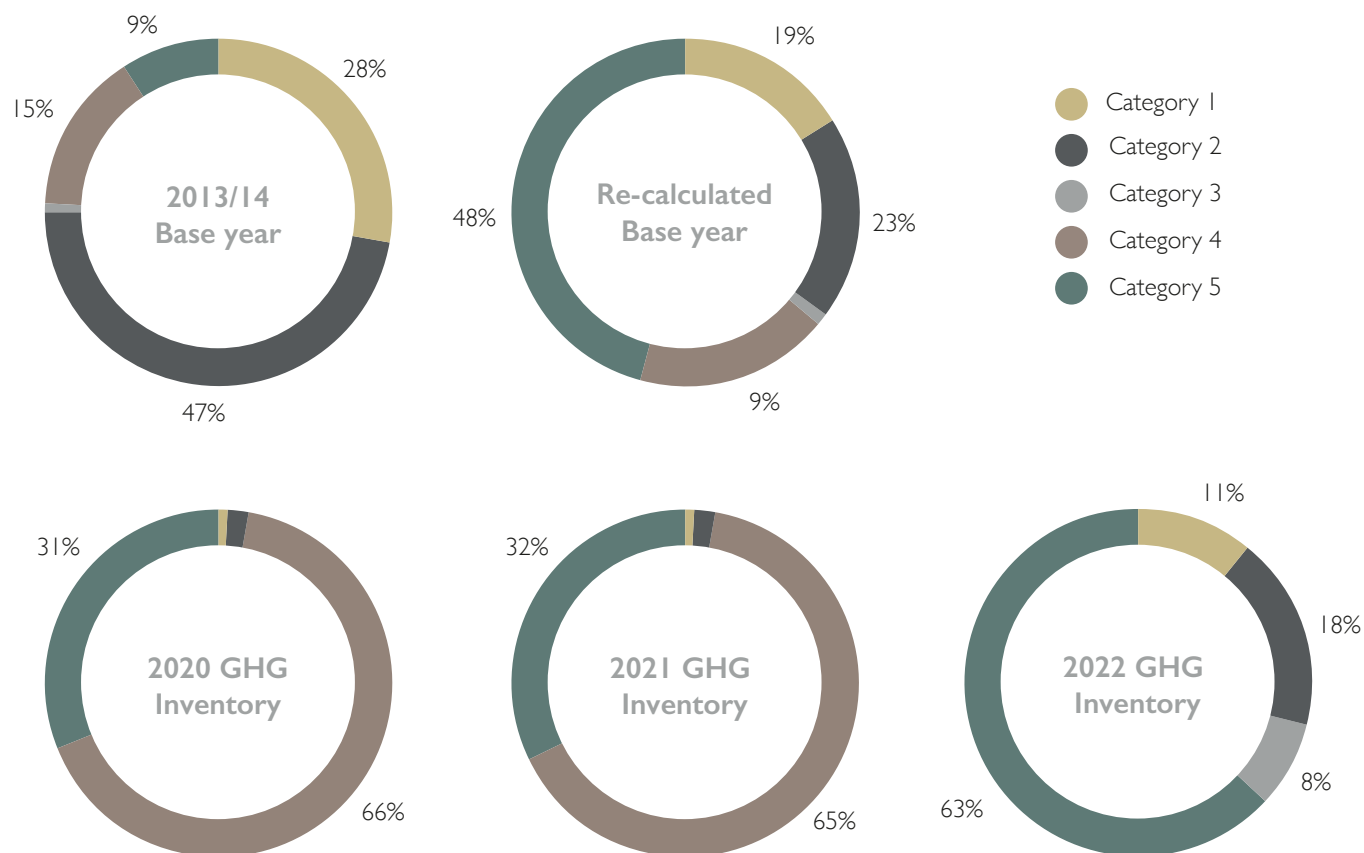
Insights our changing emission profile

As our business has evolved, so has our emission profile. In our base year, 2013/14, we owned a broad portfolio of standing assets, located across the UK and in multiple sectors. Over time, we have divested from our non-core operations to focus on the development of Wembley Park. With fewer operational assets, our Scope 1 and Scope 2 emissions reduced dramatically, but are increasing again as more buildings are completed and become standing assets. At the same time our Scope 3 emissions have increased significantly and are now our predominant emission source.

The greatest difference between 2021 and 2022 emissions is the lack of embodied emissions reported across Categories 4 and 5 in 2022. These were our most significant source of emissions in 2021, but there were none recorded in 2022 because we only record these on completion and handover of an asset from the construction team and there were no completions in 2022.

There were no embodied emissions recorded in our base year, so this year our emissions profile is more comparable with our base year than has previously been the case. Our Scope 1 and 2 emissions are now a smaller proportion of our total, primarily as a result of the fact that an increasing proportion of our overall asset area is tenanted, resulting in more significant emissions from our downstream leased assets.

% Total Emissions by GHG Inventory Category



Greenhouse Gas Emissions (GHG) comparisons

Like-for-like emissions

Like-for-like emissions are included for assets that have the same operational periods and data coverage between reporting years.

For smaller assets such as individual retail units, emissions move between scopes and become our direct responsibility when vacant; occupancy is therefore automatically considered. For assets where tenant consumption is reported at a building level, consumption remains within our downstream emissions for vacant units, and we look at the effects of occupancy separately (see Insights on page 15). In these instances, if the building operational period is the same, they are included in our like-for-like data.

Like-for-like consumption and emissions have seen a small reduction compared with 2021. This is as a result of a single asset – our gas boilers that generate heat for London Designer Outlet, Hilton Wembley, iQ Student Accommodation and a handful of residential apartments in Quadrant Court. This is expected given a reduction in heating degree days of 12% in 2022 compared with 2021.

Like-for-like consumption has reduced by less than 1%, corresponding to a reduction in emissions of just over 8% compared with 2021. The difference between the reduction in consumption and emissions is due to the almost 9% reduction in emissions associated with the generation of grid electricity.

Absolute energy consumption within operational control

2022							
	Gas kWh	Other Fuel Consumption kWh	Electricity kWh	Heat kWh	Annualised Area m ²	Data Coverage % Area	TOTAL % Change
TOTAL	8,649,560	1,244	12,947,555	393,608	274,792	99%	3%
Corporate	N/A	N/A	260,911	2,934	2,393	75%	-35%
Wembley Park Estate	8,649,560	1,244	4,068,183	17,562	136,752	100%	0%
Quintain Living	N/A	N/A	5,857,852	N/A	96,630	100%	16%
Wembley Park Residential	N/A	N/A	805,125	N/A	14,451	100%	-15%
Wembley Park Retail	N/A	N/A	1,454,439	N/A	6,091	85%	-9%
Wembley Park Commercial	N/A	N/A	501,044	373,112	15,814	100%	17%
Wembley Park Leisure	N/A	N/A	0	N/A	2,661	100%	N/A

Like-for-like energy consumption within operational control

2022					
	Gas kWh	Electricity kWh	Heat kWh	TOTAL kWh	TOTAL % Change
TOTAL	8,649,560	10,376,668	393,608	19,419,836	1%
Corporate	0	161,182	2,934	164,116	7%
Wembley Park estate	8,649,560	3,381,527	17,562	12,048,649	-1%
Quintain Living	N/A	4,106,914	N/A	4,106,914	3%
Wembley Park Residential	N/A	805,125	N/A	805,125	-15%
Wembley Park Retail	N/A	1,420,876	N/A	1,420,876	-8%
Wembley Park Commercial	N/A	501,044	373,112	874,156	17%

Like-for-like GHG emissions

2022						
	Scope 1 TCO ₂ e	Scope 2 TCO ₂ e	Scope 3 TCO ₂ e	Scope 1 % Change	Scope 2 % Change	Scope 3 % Change
TOTAL	1,579	1,918	5,906	-4%	-17%	3%
Corporate	0	32	11	N/A	-3%	-8%
Wembley Park Estate	1,579	661	509	-4%	-7%	-6%
Quintain Living	0	794	3,552	N/A	-6%	4%
Wembley Park Residential	0	156	57	N/A	-23%	-25%
Wembley Park Retail	0	275	1,776	N/A	-16%	10%
Wembley Park Commercial	0	196	57	N/A	4%	2%

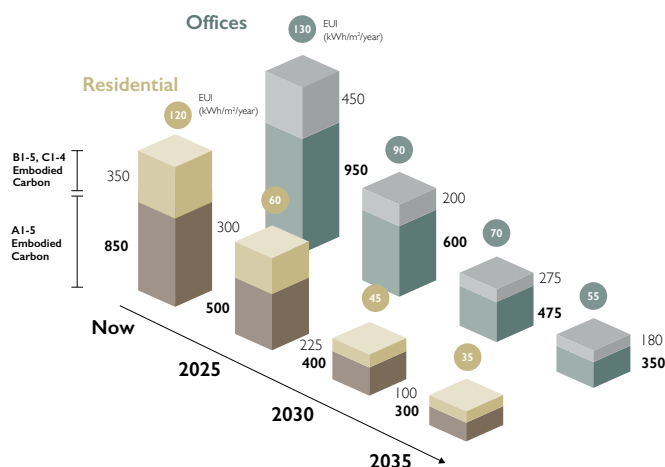
Embodied and operational carbon

The most significant change to the GHG Inventory in 2022 is the lack of emissions reported in relation to embodied carbon. This is purely as a result of the timing of building completions. In 2021, we completed two large assets (The Madison and The Robinson) and handed over the final block in Canada Gardens. Construction continued on our newest asset, Repton Gardens, but handover has been removed from our base-year; the remainder of Wembley Retail Park was decommissioned to make way for future construction; and we experienced a significant increase in occupancy across our Quintain Living portfolio.

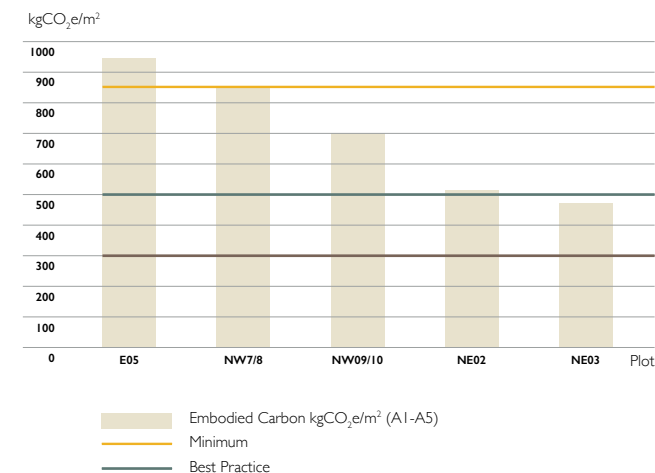
Construction embodied carbon (Scope 3, category 1) is the largest source emissions for our GHG baseline, making up 80% of total emissions and 85% total Scope 3. To combat this for future developments we have revised our development targets for embodied carbon and have been working with our design teams and supply chain to understand the feasibility of reduced embodied carbon staggered over time. Using the LETI and RIBA guidance as well as our own existing building performance we will be reviewing these proposed targets for implementation where applicable in early-stage design. The diagram shows the embodied and operational levels needed to be met, whilst the graph shows current buildings developed with a steady reduction in upfront embodied carbon. Operational carbon levels have been harder to predict until we reach a steady state occupancy but the analysis of our GHG emissions means that we can start to record performance against more challenging targets as shown.

Category	Metric	Typology	Proposed targets for new developments in early design stages		
			Minimum	Best Practice	Market Leading
Operational Energy (regulated and unregulated)	Energy Use Intensity (kWh/m ² /year)	Residential	BAU (120)	60	35
		Office	BAU (120)	90	55
		Retail	BAU (120)	93	55
Embodied Carbon (upfront)	A1 - A5 emissions (kgCO ₂ e/m ²)	Residential	BAU (<850)	<500	<300
		Office	BAU (<950)	<600	<350
		Retail	BAU (<850)	<550	<300

Reduction of Embodied and Operational Carbon over time



Embodied Carbon (A1-A5) of existing and designed plots at Wembley Park





Greenhouse Gas Emissions (GHG) insights

Making sense of our emission profiles across numerous buildings, building usage and the public realm can be a challenge but our aim is to reduce absolute carbon emissions in line with our net zero carbon commitment and to operate energy and cost efficiency buildings and spaces by measuring the intensity metrics. From our 2022 emissions review against activities, events and behaviours we have identified some reasons for changing emission profiles. Full details of these and the numbers associated with them are given in our GHG Inventory Report available on our website.

Impact of occupancy on consumption

By the end of 2022, Quintain Living was 98% occupied – this is a significant increase on 2021 and due to the large differences in occupancy between these two years, we have looked at occupancy in detail in relation to Quintain Living assets, where the data is available to allow us to do so.

Average annual occupancy in 2022 was 85% – a 130% increase on 2021 – but these changes are significantly higher in our more recently completed buildings. For electricity and water there is good correlation with occupancy, and heat also shows an upward trend. The proportion of landlord consumption that is occupancy-based is much lower than for resident electricity consumption.

Occupancy is currently increasing over time, and although there has been an increase in consumption across the board, this is in line with what would be reasonably expected.

On-site renewable energy

We have 50 solar panels on the roof of our Robinson building which are providing metered on-site renewable energy to the building. This equates to 0.02% of our total energy consumption

and 0.28% of the landlord provision at Robinson. Whilst we would like to explore more possibilities for on-site renewable energy our tall buildings with limited roof space in a dense urban setting create challenges as well as balancing the needs of plant and providing outside amenity space for residents and areas for biodiversity. Our target remains to increase renewable energy provision as future developments are designed and constructed. We are reviewing our electricity contracts to explore green tariffs with a target to increase the proportional of these to at least 50% of provision by 2030.

Wembley Park Estate

Significant effort has been placed on reducing electricity consumption across the public realm, particularly in the latter part of 2022. Initiatives have included ongoing IT works to improve efficiencies; a review of estate lighting, resulting in the re-programming of many lighting supplies and adjustments to the brightness settings on public display screens; and a reduced lighting element to the seasonal decoration of the public realm in December 2022. An overall reduction in consumption 7.5% was achieved across public realm supplies as a result of these initiatives.

Quintain Living & Wembley Park Residential

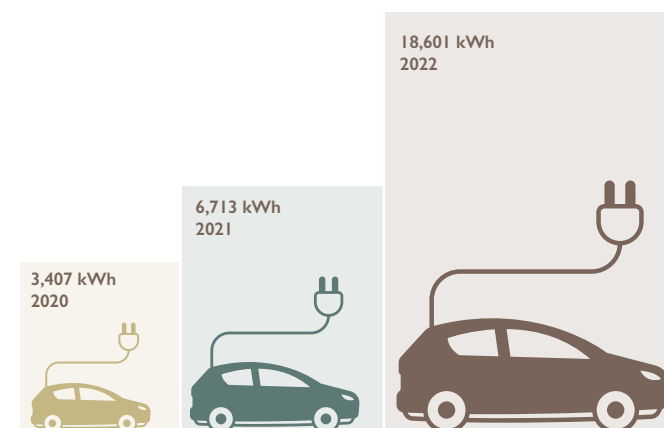
Like-for-like consumption at Wembley Park has increased by just over 3%, but emissions have still improved compared with 2021 due to the emission factor reduction. There were significant changes in occupancy between 2021 and 2022, particularly in our more recently completed buildings.

Evolution of electric vehicle charging

We currently have 208 active and 124 passive charging points across the Wembley Park Estate, 104 of which are available for public use within our car parking facilities, with the remainder inside our residential buildings for resident use.

Electricity consumption related to EV charging has increased year-on-year, both as a result of an increased number of charging points, and through increased usage of existing charging points. We are currently investigating how we can improve visibility of EV charging data so that we can better monitor demand over time and improve our reporting.

It is likely that we will separate out this data into Category 3 emissions from transportation in future years, and we will need to consider how we take this consumption into account when setting reduction targets (as increased EV charging is something we want to encourage as part of our Transportation Strategy, and the associated emissions are displacing emissions from less clean fuels such as petrol and diesel).



Resource Efficiency

Water use & efficiency

Objective: To design, construct and operate our assets in a water efficient manner; identifying opportunities for reductions and over time, reducing overall water consumption.

Waste & circular economy

Objective: To reduce the quantity of material described as waste; efficiently manage the waste that we and our occupants generate; and to optimise facilities and opportunities for reuse and recycling across our value chain.



Resource Efficiency

Waste and circular economy

Waste management has been an important part of our public realm and sustainability strategy for over a decade and we were the first in the UK to pioneer underground waste vacuum waste storage, Envac. Whilst not all waste produced across our assets is in our direct control we report anyway and have a responsibility to set out the waste reduction strategies and behaviours we wish to see.

Our target is for 90% of our waste to be diverted from landfill and to increase recycling rates year-on-year. All waste from Wembley Park within our direct and indirect control has been diverted from landfill achieving this target. In 2022 our overall recycling rate was 28.1%, an increase in recycling from 17% in 2021.

In our Wembley Park buildings we have two waste solutions, direct to bins and chutes using the Envac system. Across the commercial, retail and public realm we rely on a selection of bins that are collected by Veolia. Our construction contractors produce material management plans to predict wastage rates and to monitor performance. On NE02/03 our contractors Sisk have diverted 100% of their waste from landfill and promoted the re-use of materials from the initial groundworks on site (over 1200m³ by the end of 2022). All of our contractors have identified measures to reduce packaging waste and take-back schemes from manufacturers are used where possible to deal with packaging. Offsite manufacturing is encouraged and targets on pre-manufactured value (PMV) are in development for future construction in 2023.

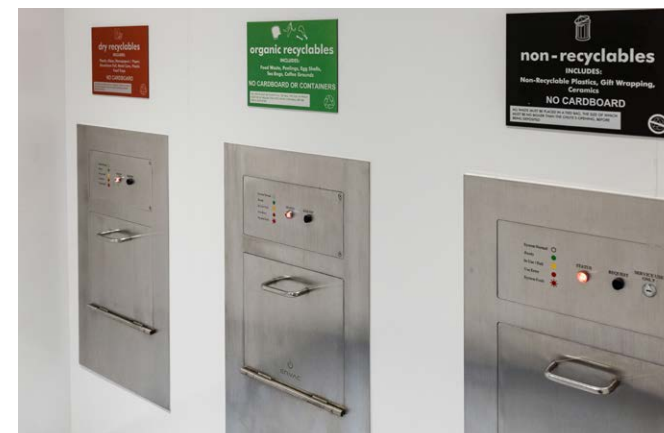
INSIGHTS - ENVAC

Total Envac waste has increased by 68% in 2022 as more assets are connected to the network (this is alongside the 32% increase in electricity consumption previously outlined due to increased collections).

In 2022, 3,899,195 sqft of space was connected to the system, compared with 3,576,847 sqft in 2021. Residential assets now account for 71% of the connected area (an increase from 66% in 2021).

In addition to our own landlord and tenant areas, Envac also serves third-party assets; these totals are not included in our GHG inventory but are included in the total Envac waste reported here. The systems experienced damage which has been difficult and time consuming to repair. Except for one section that connects to the Northwest Lands, repairs have now been undertaken and we have seen an improvement in recycling and organic waste proportions as a result; previously these were having to be collected as general waste due to the level of water saturation that rendered them contaminated.

We continue to experience lower overall recycling rates through Envac than where tenants have individual waste collections, but the major benefit of the system are significantly reduced vehicle movements around the site and the surrounding road network remains a key advantage. We continue to work with Envac and our supply chain to improve recycling rates and waste management solutions.



Resource Efficiency

Waste and circular economy

Quintain Living

Our buildings located in the Northwest Lands have like-for-like waste data as a result of collections that are separate to Envac.

Although waste quantities have increased overall by 21%, this has only resulted in an 8% increase in refuse, with the remaining additional materials either collected as recycling or organic waste. Similar levels of recycling are taking place across these residential assets, with an average combined recycling rate of 46% achieved in 2022 (compared with 40% in 2021).

These figures compare favourably with the recycling rates achieved across the London Borough of Brent, where in 2021/22, 37.8% of household waste was recycled.

At Emerald Gardens in our Montana and Dakota buildings, there was a negligible increase in occupancy in this building of 4% between the two years. Overall waste has reduced by just over 11% and more of it is now recycled. This year, we have achieved a 50% recycling rate, with mixed recyclables now accounting for 44% of the total (compared with 35% in 2021) and organic waste now accounting for 6% (compared with under 4% in 2021).

At Elvin Gardens, there was an 8% increase in occupancy, and a smaller reduction in waste between the two years of 2%. The current recycling rate now stands at 48%, with mixed recyclables accounting for 44% (compared with 34% in 2021) and organic waste accounting for 4% (compared with under 1% in 2021).

Our Landsby building has seen a more significant 28% increase in occupancy between the two years, which has resulted in a 57% in waste generated. Of this total, 41% was recycled (compared to 39% in 2021) and 3% was collected as organic waste (the same as in 2021).

Wembley Park Retail & Commercial

The only assets for which we are able to compare retail and commercial waste are our retail units in Forum House; retail units in Quadrant Court; and the low-cost employment spaces in Emerald Gardens and Elvin Gardens. There has been an overall reduction of 27% in total waste across these assets in 2022, and a slight reduction in the recycling rate from 45% in 2021 to 43% in 2022.

2022								2021 Restated						
	Refuse [tonnes]	Mixed Recycling [tonnes]	Organic [tonnes]	Total [tonnes]	Annualised Area m ²	Data Coverage % Area	Recycling Rate	Refuse [tonnes]	Mixed Recycling [tonnes]	Organic [tonnes]	Total [tonnes]	Annualised Area m ²	Data Coverage % Area	Recycling Rate
Combined total														
	2,025,724	606,686	184,883	2,817,293	440,192	99.10%	28.10%	1,299,252	217,792	56,283	1,574,057	415,079	99%	17%
A. Waste within operational control														
TOTAL	334,254	38,320	39,708	412,282	82,572	99.10%	18.93%	276,806	11,556	9,961	299,053	96,724	99%	7%
Corporate	9,151	4,077	1,484	14,711	2,393	68.93%	37.80%	9,245	3,699	2,988	15,931	2,900	74%	42%
Wembley Park Estate	317,471	30,907	36,996	385,374	78,791	100.00%	17.62%	263,054	7,857	6,377	277,288	92,489	100%	5%
Quintain Living	2,900	2,875	678	6,453	214	100.00%	55.06%	624	624	502	1,750	46	100%	64%
Wembley Park Retail	4,732	461	551	5,744	1,174	100.00%	17.62%	3,883	105	94	4,082	1,289	100%	5%
B. Waste outside operational control														
TOTAL	1,691,471	568,366	145,175	2,405,011	357,620	83.95%	29.67%	1,022,446	206,236	46,322	1,275,004	318,354	84%	20%
Quintain Living	1,449,581	401,462	120,640	1,971,684	269,426	100.00%	26.48%	850,667	206,236	24,156	1,081,059	232,158	100%	21%
Wembley Park Residential	—	—	—	—	—	—	—	—	—	—	—	—	—	—
Wembley Park Retail	171,314	120,175	16,134	307,623	64,511	45.30%	44.31%	115,327	0	13,766	129,093	60,444	45%	11%
Wembley Park Commercial	30,936	28,889	0	59,825	17,703	8.86%	48.29%	16,812	0	0	16,812	17,577	8%	0%
Wembley Park Leisure	39,640	17,840	8,400	65,880	5,980	0.00%	—	39,640	0	8,400	48,040	8,175	85%	17%

Resource Efficiency

Circular economy and material re-use

Our fully-furnished apartments across Quintain Living are designed to withstand robust usage, with furniture and other products selected accordingly. We have engaged with our mobilisation supply chain, building long-term relationships to ensure that we are procuring high-quality items that will last, be durable and have sustainability credentials, reducing waste and transitioning to a circular economy.

When materials and products do need to be looked after or replaced during end of life or tenancies, we follow a hierarchy of repair, recycle and replace.

We are pleased to be working with suppliers who can provide reuse options such as John Lewis who with the Reuse Network, and have been successfully running the John Lewis Sofa Reuse Scheme since 2014. Furniture that is no longer suitable for use in our apartments will be given a second lease of life and passed on to those in need.

John Lewis have committed that by 2025, all own-brand product categories will have a 'buy back' or 'take back' solution, and they are already developing sustainable rental and resale options for their customers.

As part of the aftercare process with our suppliers we can report on the following statistics:

We repaired **48%** of products via our aftercare service.

49 mattresses recycled.

Every mattress replaced is recycled, either **1 for 1** or via bulk orders. New suppliers provide **100% recyclability** and manufacture with a **zero waste to landfill** policy.

Level of faulty or damaged products is at **0.1%** of the total volume supplied by John Lewis – only 48 items of 39,145 supplied.



Resource Efficiency

Circular economy and material re-use

Case study on reduction of resources by using technology

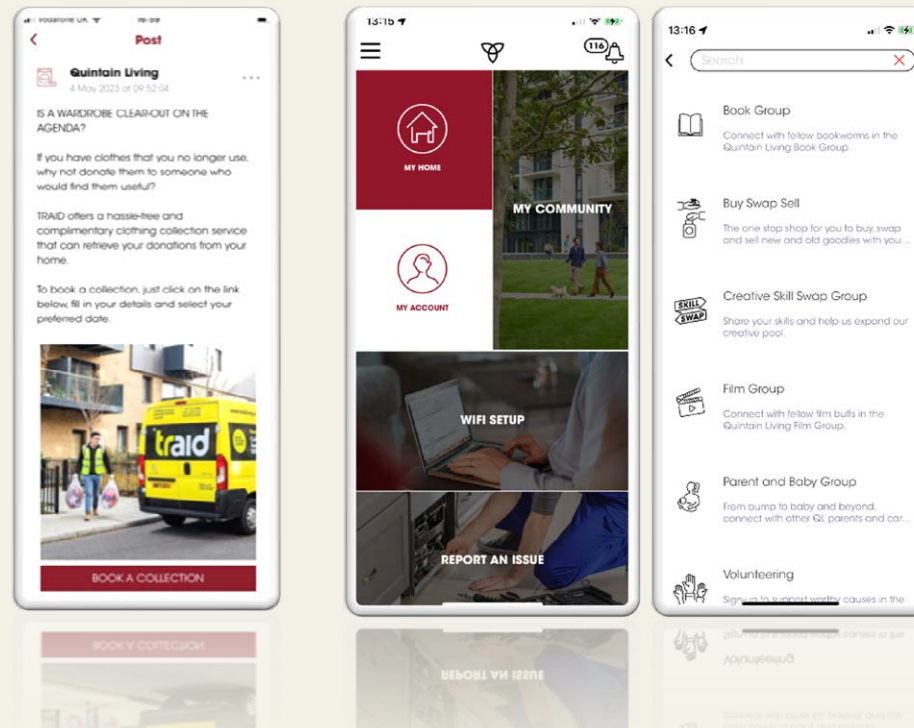
Printed out paper gym waivers were used for new residents signing up to use our fitness facilities. During 2022, the Quintain Living Resident Managers were challenged to implement environmental initiatives. A QR code based online form was developed and used over the NWL's, Robinson, Alameda, Beton, Madison & Ferrum buildings. In total, 2054 apartments and an average of 3492 residents went paperless, saving paper and printing costs and energy.



Case study on material re-use

Quintain Living residents have the use of our bespoke Buy Swap Sell group on their Resident's App. Our residents, keen to up-cycle, prevent wastage, and encourage re-use have created 16,545 posts in 2022.

We are working with Traid, a clothing charity, working to collect and reuse unwanted clothes in the UK while raising funds to support global projects to stop exploitive practices in the fashion industry. Not only a good cause and worthy mission, but they are also based in Wembley so are neighbours to us, reducing travel and transportation miles and emission too. Residents can book a collection through their app.



Resource Efficiency

Water use and efficiency

Like-for-like resident water consumption is split into two categories: assets which include only the resident component, and assets which include whole building consumption. We have much less accessible data for water than for other utilities across our retail and small commercial assets, and as a result, are only able to compare a small number of assets on a like-for-like basis. The specific circumstances around the changes in consumption for each retailer are slightly different, but we believe all relate to the impact of the Covid-19 lockdowns in the early part of 2021.

Overall water consumption has increased as our occupancy has increased. Our data show that there is good correlation

with occupancy and water consumption, explored in greater detail on page 15 of our GHG Inventory 2022 report, available online, which makes it easier for us to start to benchmark consumption per apartment type as a litres per day intensity ratio. Our Leak Detection monitoring tool, built in-house by our development and technology teams and used by the facilities management team, sends alerts when there is unusual readings in water consumption. This allows us to take immediate actions to mitigate any leaks and prevent excess water consumption and resource wastage.

Impact of weather conditions on water consumption

Many of our estate water supplies are used for landscaping and are directly related to rainfall; our residential buildings have varying levels of green space. Emerald Gardens has over an acre of green space at its core, whilst other buildings have smaller areas or face onto communal green spaces looked after by Wembley Park Estate, such as the new seven-acre park spanning across the Eastern and North Eastern parts of the estate. The estate team are also responsible for over 1,000 trees (approximately 20 per hectare), many of which are newly planted and until they are well-established, will have a higher water demand, exacerbated by dry weather.

Absolute Water Consumption within Operational Control

2022				
	Water m ³	Annualised Area m ²	Data Coverage % Area	TOTAL % Change compared to 2021
TOTAL	42,899	132,146	97.62%	158%
Corporate	529	1,650	64%	56%
Wembley Park Estate	19,445	72,201	100%	429%
Quintain Living	6,475	24,314	98%	56%
Wembley Park Residential	5,950	9,300	94%	134%
Wembley Park Retail	9,525	6,206	80%	79%
Wembley Park Commercial	974	15,814	100%	67%
Wembley Park Leisure	0	2,661	100%	-

Like-for-Like Water Consumption within Operational Control

	2022 m ³	2022 Like for Like Area m ²	TOTAL % Change compared to 2021
TOTAL	42,757,781	98,165	425%
Corporate	529,305	1,650	56%
Wembley Park Estate	19,445,451	72,201	429%
Quintain Living	6,341,942	24,314	54%
Wembley Park Residential	5,950,257	9,300	134%
Wembley Park Retail	9,517,000	6,206	85%
Wembley Park Commercial	973,826	15,814	67%
Wembley Park Leisure	0	2,661	-

Absolute Water Consumption outside Operational Control

2022				
	Water m ³	Annualised Area m ²	Data Coverage % Area	TOTAL % Change compared to 2021
TOTAL	243,323	304,205	87.40%	70%
Quintain Living	235,709	259,681	99.97%	74%
Wembley Park Retail	3,626	38,544	3.87%	53%
Wembley Park Leisure	3,989	5,980	79.80%	-31%

Sustainable Procurement



Responsible sourcing

Objective: To identify and expand our criteria for the responsible sourcing of materials, goods and services, to ensure that they meet our wider sustainability objectives.

Supply chain engagement

Objective: To build meaningful relationships with our supply chain, enabling us to benefit from each other's experience and use our collective resources to deliver greater social value.

Supply chain monitoring

Objective: To ensure that our high standards are maintained through performance monitoring, review and continuous improvement.

Responsible sourcing

Our objective is to identify and expand our criteria for the responsible sourcing of materials, goods and services, to ensure that they meet our wider sustainability objectives. Across the Group, we procure from many suppliers, both directly and indirectly. To date, we have adopted an individualised approach to procurement, setting performance standards on a case-by-case basis. Going forward, we recognise the advantages of standardising specifications and formalising minimum standards across the business.

Minimum sourcing standards

The materials, goods and services we procure form the most significant areas of spend for Quintain, and we have several mechanisms in place to ensure they are responsibly sourced. All of our principal contractors have in place environmental management systems certified to ISO 14001 and are audited on a regular basis to maintain their certification. More broadly, all consultants and suppliers are required to sign up to our Supplier Code of Conduct which sets out our expectations in relation to a wide range of ESG issues.

Material sourcing requirements

We have identified requirements and preferences for the sourcing of materials. As outlined in our Climate Change section, reducing the embodied emissions of our development is a corporate target to support our carbon reduction goals. To achieve this, an Environmental Product Declaration (EPD) is required for materials used in all key building elements during new development, construction and refurbishment stages. In addition, all timber must be legally sourced and certified with a full chain of custody by either the Forestry Stewardship Council (FSC) or the Programme for the Endorsement of Forest Certification (PEFC). Additional material sourcing preferences

and considerations are being discussed with our supply chain for benchmarking performance but include:

- Materials that emit low levels of Volatile Organic Compounds (VOCs).
- Rapidly renewable materials and materials with recycled content.
- Packaging that can be taken back and/or easily reused or recycled.
- Materials sourced from the UK, Europe or Turkey to reduce transportation miles.

Sustainability Brief for Development

A Sustainability Brief for Development has been devised which applies across all future development at Wembley Park and sets out our policy, objectives, specific requirements and detailed guidance for how projects can demonstrate they are being designed and constructed in accordance with our sustainability policy and objectives. For some objectives, we have identified target trajectories to provide our design teams with an indication of our future performance intentions. This approach is designed to encourage innovation and indicate our seriousness and expectations for continuous improvement. The brief will be updated on a regular basis to ensure that it evolves along with our policy and in particular, the development of further targets and KPIs. In addition each new development has sustainability targets included in the design brief. Sustainability criteria have been devised in a brief for our managing agents and applying to new acquisitions, however these have not been utilised due to current focus on the existing development of Wembley Park.

Sustainable Procurement / supply chain engagement

Across Quintain we work with over 387 different suppliers of products and services. Of these 279 are SME's and 106 are local to our Wembley Park operations (we are defining local as companies based within the London Borough of Brent and neighbouring boroughs).

We value our relationship with our supply chain and recognise their contribution and value to delivering high quality and increasingly stricter sustainability requirements. We have started a dialogue to understand the supply chain's capacity and ability to provide greater sustainability rated materials and services.

We have set out key criteria for our mobilisation suppliers and included more detailed sustainability criteria in our prelims for our construction partners. The considerations are to gauge compliance and their impact on delivery, performance and customer experience.

Following, site visits, workshops and events with our supply chain we have been collecting the evidence and data on materials and services to benchmark performance and to identify barriers to change.

We appreciate that not all considerations will be appropriate or applicable to every supplier; product or service and we have welcomed feedback

and discussions on achievements and progress on sustainability. During the next year these will be enhanced and communicated formally to form part of contract conditions with phased implementation. Targets identified for development include increasing the percentage and number of local suppliers and SME's and benchmarking spend with social enterprise companies.

Our construction prelims now include reporting against contract conditions on a monthly, quarterly and completion scale. Performance and progress is tracked and discussed in monthly meetings. Conditions include reporting across environmental construction practices like Considerate Constructors Scheme audits, waste reduction measures, and design linked indicators such as embodied and operational carbon predictions and EPD certifications for materials.

Sustainable material and product selection considerations for Quintain mobilisation supply chain



Material composition:

1. Life Cycle Assessment or Environmental Product Declarations (EPDs) to be provided for products / materials where appropriate and applicable
2. Products to be responsibly and sustainably sourced from suppliers with a third party approved Ethical and Sustainable certification schemes (where available for those materials) and to demonstrate full chain of custody. 1. Materials which should be sourced with a sustainable certification scheme include timber and timber containing products, cotton, wool, concrete, plasterboard and gypsum containing products, steel, aluminium, glass.
3. Preference to be given to products with a recycled content.
4. Preference to be given to products containing natural, renewable materials.

Durability:

5. Materials to be long lasting, hard-wearing, and durable with a solid, well-made feel.
6. Ability to repair or replace damaged or worn parts.
7. Materials to be deconstructed, able to be re-used or recycled at end of their Quintain design life.

Manufacturing:

8. Sustainable/efficient manufacturing process - for example chemical free or made in an energy efficient factory. Environmental/energy certification
9. Materials to be manufactured considering circular economy and zero waste principles where possible.

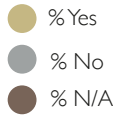
Ethical, social and economic aspects:

10. Companies who provide the Living Wage and or operate as Social Enterprises are to be promoted throughout the supply chain.
11. UK based manufacturing and supply chain to be encouraged and promoted.
12. Companies to confirm how they exceed their obligations to the Modern Slavery Act 2015.
13. Organisations should demonstrate how they are calculating their direct and indirect carbon footprint

Transportation:

14. Considerations are to be given to how materials and products are packaged for transportation and delivery to our schemes. Preference should be given to minimal packaging (whilst maintaining protection and transportation safety), using re-usable or recyclable materials.
15. Goods are to be delivered efficiently and in as few vehicles as possible, with consideration given to an electric vehicle fleet and consolidation centres.
16. Packaging of materials for Quintain properties are to be re-used or recycled post-delivery.

Sustainable Procurement



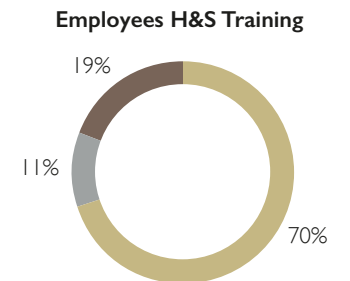
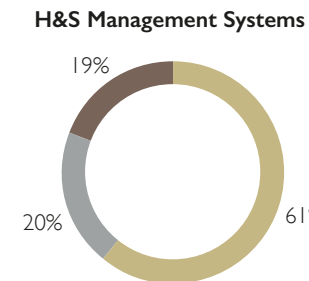
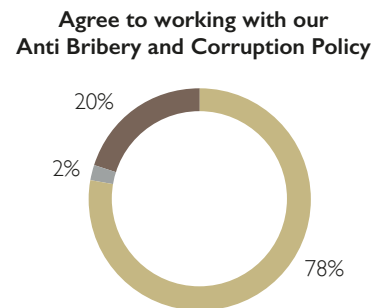
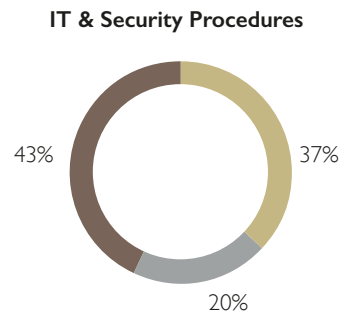
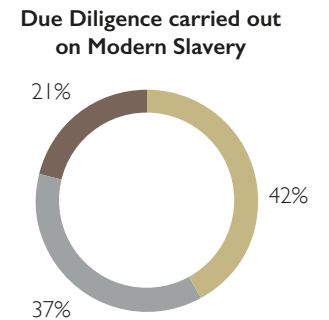
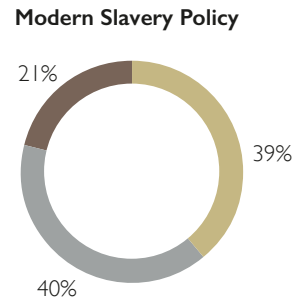
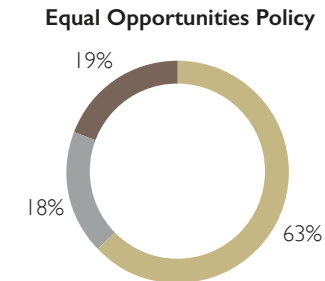
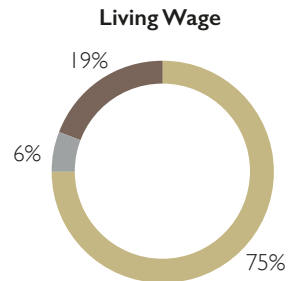
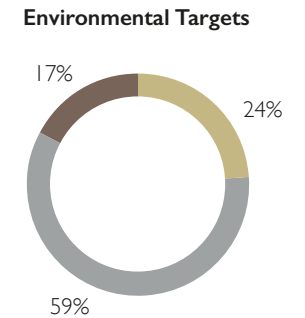
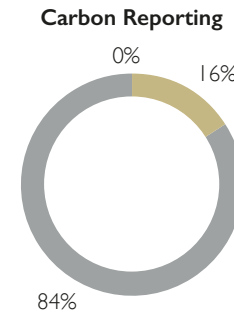
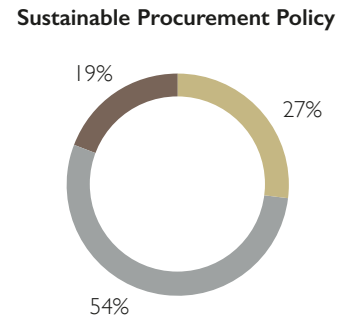
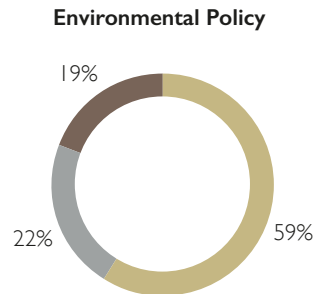
Our suppliers provide data through the Supplier Portal which allows us to review competencies and compliance and to work with them to celebrate performance and work on improvements.

The graphs show performance against key metrics by our suppliers.

Supplier questionnaires

Our questions have been carefully crafted to ascertain compliance, but also to signal our interest in various topics and provide our suppliers with an indication of what we might ask them for in the future. Our questions cover the following key topics:

- Environmental Policy
- Health & Safety
- Labour
- Anti-bribery & Corruption
- Information Security
- Commercial Information
- GDPR Adherence



Repton Gardens mobilisation successes

Sustainability has been a key focus for Repton Gardens, Quintain Living's latest building at Wembley Park, reaching practical completion in December 2022 ready for occupation in 2023. The Quintain mobilisation team worked closely with John Lewis & Partners, whose team supplied all furniture, to ensure this focus on sustainability was considered in every aspect of the products used. The brief included the challenge to reduce embodied carbon, economising delivery miles or any other sustainable procurement methods; to explore vintage or re-used elements; to include fixtures, fitting and accessories from initiatives that empower local communities; and to look at the whole produce lifecycle.



100% of packaging recycled after being returned to John Lewis & Partners in line with the company's zero landfill policy and our waste reduction challenge



Fabric used for Repton Gardens curtains is 100% recyclable at end of life and fabric used for roller blinds is a minimum 80% post-consumer recycled polyester, made from plastic bottles



56% recycled content contained in the carpet tiles used in communal areas



Increase in number of materials and products being sourced from EU and UK



94% / 6,998 kg reduction in non-recyclable fabric curtain dressings in Repton Gardens compared to Madison (Quintain Living's second newest development delivered in 2021)



Aluminium curtain tracks are fully recyclable at end of life



1,517 recycled 1.5 litre plastic bottles used to produce the roller blind fabric for Repton Gardens apartments, amounting to 3.83 bottles per apartment



Increase in number of materials and products being sourced from EU and UK

Technology & Innovation

Technology is central to all aspects of our property management, from handover, to marketing, to lease-up, resident engagement, and maintenance. It drives productivity within the team, enhances the resident experience, champions resident engagement, supports our sustainability goals and helps position Quintain Living as pioneers of Build to Rent in the UK. For instance, an award-winning metering network helps the maintenance team spot irregularities in utility usage. We are able to notify residents when they have suspected maintenance issues - often before the residents are aware themselves. The tool has already helped us reduce the consumption of electricity, hot/cold water and heating within our vacant and occupied apartments, making a meaningful impact on costs and unnecessary use of resources.

Within the technology team we have established a framework to embed innovation, resilience, security, ethics and sustainability in all our design decisions. We have identified three key innovation priorities to support the business over the next three years:

- Developing great experiences to make Wembley Park London's most appealing place to live, work & visit.
- Maturing our operational businesses to support the UK's largest Build to Rent development as efficiently and sustainably as possible.
- Consolidating Wembley Park infrastructure to minimise disruptive, expensive and wasteful maintenance activity.

During 2022, we had a number of projects resulting in the need to recycle hardware including the roll-out of laptops and the disuse and demolition of an office space. By the end of 2022 we were in a position to schedule in a collection of WEEE (waste electrical and electronic equipment) from our offices. Both companies we used have a zero-landfill policy and were able to provide us with data destruction certifications and full chain of custody.



In 2022 we highlighted four key areas where technology could help us gain valuable insights into the usage and wellbeing aspects of our buildings. Solutions were implemented as a proof of concept in The Robinson, built with a view of rolling these out across our wider estate.

Use case	Solution
Occupancy	— Understand occupancy and usage of common areas — Ensure that occupancy doesn't exceed the legal limit on the communal floor. — Setup alerts when occupancy approaches these limits
Indoor air quality	— Ensure a healthy and pleasant Resident experience — Monitor CO2 levels in the building and setup alerts if levels reach a dangerous threshold — Monitor PM levels in the building and setup alerts if levels reach a dangerous threshold — Monitor temperature levels in the building and setup alerts if levels they reach levels outside of the approved range — Alert management if environmental conditions pose an exceeded virus risk — Plot environmental levels against occupancy usage to show the optimum conditions for our residents
Smart washrooms	— Optimise cleaning strategies by reporting on usage vs number of washroom cleans over time — Monitor door usage and alert our cleaning partners if a washroom has been used more than 15 times in 24 hours. If this alert is generated a cleaner is dispatched.
Proof of cleaning	— Each time a cleaner cleans a washroom a sensor is activated to notify our system that it has been done. These cleans are then included in a management report to monitor cleaning team performance over time

Case Study

WiredScore



An example of our innovation in 2022 is our successful Platinum certification of all Build to Rent buildings at Wembley Park, and our office building The Hive, under the WiredScore scheme.

WiredScore sets the global standard for technology in the built world through certification and education.

A champion of cutting-edge technology in real estate, WiredScore defines and certifies digital connectivity and smart technology in homes and offices on a global scale, ensuring that buildings provide a best-in-class infrastructure that businesses and individuals require to thrive.

In November 2022, Quintain's entire operational Build to Rent portfolio at Wembley Park and office building, The Hive, was awarded a WiredScore Platinum certification. Quintain was the first to have achieved a Platinum WiredScore certification across an entire residential portfolio and the certifications make up 22 out of just 45 Platinum certified residential buildings worldwide, making Quintain a leader in this field.

This achievement underlines the importance of designing connectivity into every project from the very beginning, and reflects how high quality, seamless network access underpins every aspect of a great development in which to live and work.



In certifying its entire BtR portfolio and The Hive office building, Quintain is making a very clear commitment to best-in-class connectivity across its assets. The team have recognised that the way people are living, socialising and working in their homes and office space has become underpinned by a tech-first approach and we are proud that they have chosen WiredScore to demonstrate this commitment to current and prospective residents and occupiers."

— Tom McClellan, Country Director, UK & Ireland and Growth Markets, WiredScore



External Infrastructure

External infrastructure plans, e.g ducts into the building



Telecom Room

Telecommunications room layout and services drawing



Building Infrastructure

Internal infrastructure e.g Riser Plans and locations



Apartment Infrastructure

Equipment and cabling layout in the apartment



Services

What service offering there is going to be for residents



Monitoring

Landlord engagement with ISPs and renter on the performance and experience

WiredScore Measures

Case Study

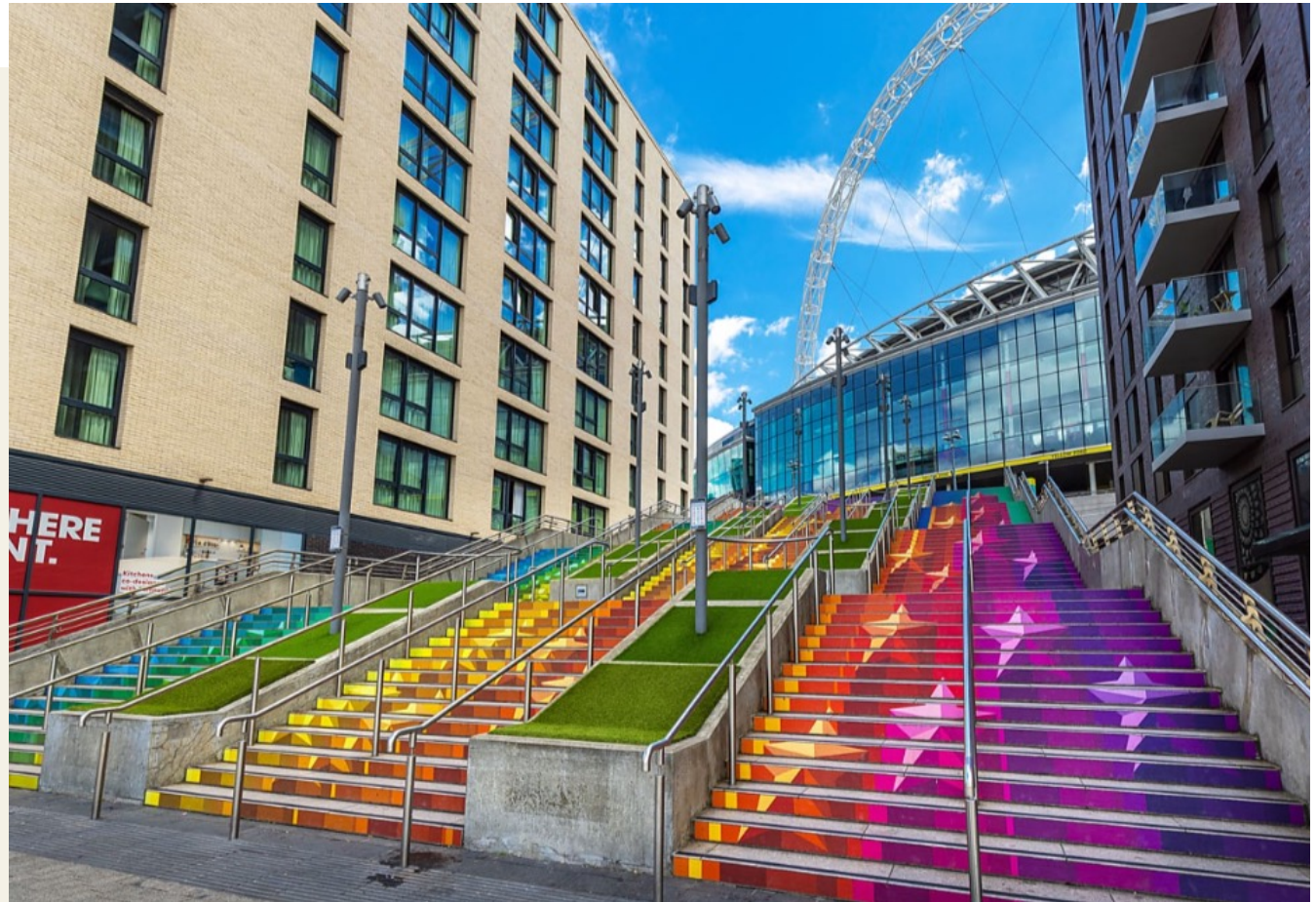
Air-conditioning system improvement

In 2021 we made a commitment to improve the air conditioning on the Spanish Steps as, on two occasions during the year, it could not cope with the outside temperature and the system shut itself down. As a result, some of the hardware located in the Spanish Steps went into overdrive to try keep itself cool. This would ultimately reduce the total life span of the hardware. By upgrading the air conditioning, we hoped to increase the total lifespan of all the hardware stored in this location.

During 2022, we engaged an external consultant to suggest a new design for the air conditioning system which needed to service two equipment rooms located under the Spanish Steps. The task was made more difficult by the space constraints and the lack of routes for an air vent.

The final design was a brilliant success and met key objectives. It also includes a smart way to connect all four systems up to two outdoor units, halving the number of condensers needed for the project.

Future improvement plans include exploring ways to include a CO2 sensor at the site to reduce energy consumption.



Case Study

Self guided tours

As proptech has advanced, so has Quintain's innovation. The company's latest tech-based solution, launched in Q3 of 2022, enables customers to view apartments unaccompanied (should they wish) so that they have the freedom to explore all 10 Quintain Living developments available at Wembley Park, as well as the wider neighbourhood. They are then able to discuss the apartments with the leasing team to find out more details.

- The customer arrives in the Quintain Living Hub, where they are greeted by one of the team, given the opportunity to ask any questions, and provided with a wristband set up with bespoke access to the buildings and specific apartments they wish to view.
- Once the wristband is handed over, within seconds an automated email is generated by Quintain Living and delivered to the customer containing full details of the

relevant apartment(s), wider building amenity information, a Wembley Park neighbourhood guide, and video prompts to start their tour.

- Once the video starts, the customer can follow it and walk around the estate, viewing any buildings they are particularly interested in.
- The customer can then explore the available apartment(s) at their own pace.
- Following the tour, they are prompted to return to the Quintain Living Hub to discuss next steps.

The innovation follows the success of various other tech-enabled, customer care driven initiatives at Quintain Living. The team built a data reporting tool that won the UKAA Sustainability Champion Award 2022 and was shortlisted for an EG Tech Award.



For queries relating to the content
of this report, please contact:

Clare Masters

Head of Sustainability
cmasters@quintain.co.uk

Harriet Pask

Director of Corporate Communication
hpask@quintain.co.uk

Quintain Ltd

180 Great Portland Street,
London W1W 5QZ
+44 (0)20 3219 2200
www.quintain.co.uk
@QuintainLtd



Q U I N T A I N