



# QUINTAIN

## S.172 Statement

In compliance with the requirements of s172 of the Companies Act 2006 we set out our key stakeholder groups and how we engage with them below. By understanding our stakeholders informed decisions can be made at Board level to ensure that mutually beneficial relationships can be fostered in accordance with s172 of the Companies Act 2006.

Stakeholder	What is Important to them	How we address this
Commercial and Retail Occupiers	<ul style="list-style-type: none"><li>• Fair and convenient leases</li><li>• Being supported by Quintain, particularly during poor trading conditions.</li><li>• Flexibility to navigate a changing use of office space.</li><li>• An enjoyable, convenient, safe, well-connected estate to work from.</li></ul>	<ul style="list-style-type: none"><li>• Commercial and Retail occupiers are offered fair leases, including turnover based rents for the Retail tenants.</li><li>• Flexible floorspace leases and plug &amp; play contracts for Commercial occupiers.</li><li>• Professional management teams based on site to offer building support.</li><li>• Quintain's Marketing and Events teams have a mandate to focus on world-class enlivenment of the estate with free events and cultural programming.</li><li>• Curated retail offering across the estate, plus Amazon Fresh and Out of Office coffee shop at the bottom of The Hive office building.</li><li>• Estate-wide Wi-Fi allowing employees to stay connected across Wembley Park.</li><li>• Green spaces across site including dedicated dog runs and new three-acre park.</li><li>• 24-hour estate-wide security cover and Health &amp; Safety management.</li></ul>



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<p>Residential Occupiers</p>	<ul style="list-style-type: none"> <li>• Secure, flexible tenancies to support renters.</li> <li>• Well-designed buildings and amenity spaces.</li> <li>• An opportunity to live more comfortably and sustainably.</li> <li>• A safe, world-class neighbourhood in which to live.</li> </ul>	<p><b>Quintain Living</b></p> <ul style="list-style-type: none"> <li>• Residential leases offered from six months to three years to give residents more control.</li> <li>• Lifestyle-led amenity spaces including dog runs, allotments and writing sheds.</li> <li>• A continual feedback loop from residents of current buildings informs the design of our future buildings and we remain flexible in our approach, recently retrofitting gyms into less favoured amenity spaces following feedback from residents.</li> <li>• Wellbeing is a key theme of our resident events programme.</li> <li>• Quintain’s sustainability strategy in action includes providing residents with access to Envac, a system which sends waste and recycling underground to a collection site, from which nothing goes to landfill. We have a programme of communication to engage with residents to encourage more sustainable behaviour. To help our residents ‘buy in’ to our zero-carbon journey, we educate them to help them understand their household consumption and set competitions to reduce energy use.</li> <li>• The dedicated and responsive Quintain Living Resident Team is available 24 hours a day.</li> </ul> <p>Residents of other Wembley Park buildings owned by Quintain:</p> <ul style="list-style-type: none"> <li>• A curated retail estate with 24-hour security cover, a police team, local-needs retail near each building, estate-wide WiFi, acres of public realm and green spaces, an annual programme of free cultural events.</li> <li>• Professional management teams.</li> </ul>
<p>Employees</p>	<ul style="list-style-type: none"> <li>• Competitive remuneration and contracted benefits.</li> <li>• Opportunities for development.</li> <li>• A shared sense of purpose and belonging.</li> <li>• Sustainability, Diversity and Inclusion principles.</li> <li>• A comfortable and safe workspace.</li> <li>• Flexibility in working</li> <li>• The opportunity to make a difference.</li> </ul>	<ul style="list-style-type: none"> <li>• Salary benchmarking undertaken by the HR team.</li> <li>• Competitive benefits including health insurance and wellbeing support schemes, with packages regularly reviewed.</li> <li>• Supportive of flexible working.</li> <li>• A comprehensive development review process.</li> <li>• A shared set of Quintain Company Values: People-First, Creative, Pioneering, Sustainable, Proud, selected in consultation with staff on what matters to them.</li> <li>• Weekly internal newsletter and company intranet sharing successes from across the business and allowing staff to access useful information.</li> <li>• Social committee offers a programme of free staff events across the year.</li> </ul>



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		<ul style="list-style-type: none"> <li>• Annual Christmas party and quarterly companywide update meetings.</li> <li>• Sustainability Steering Group with members from across the business leading Quintain’s approach to sustainability. Sustainability focussed objectives included in Personal Development Reviews.</li> <li>• An EDI Steering Group, Chaired by our CEO, with three staff networks: Pride Alliance, Gender Equality Network and Culture Club.</li> <li>• Inclusive parental leave policies.</li> <li>• Dedicated Health &amp; Safety policies and annual desk assessments to ensure all staff have a suitable workspace.</li> <li>• Annual staff survey offered to employees, reporting on leadership, communication, culture, environment, benefits and communication.</li> <li>• Two full days of volunteering offered and a match funding scheme.</li> </ul>
<p>Local communities and environment</p>	<p><b>Communities</b></p> <ul style="list-style-type: none"> <li>• Being communicated to and forewarned of disruption.</li> <li>• Quintain being a responsible neighbour.</li> <li>• A well maintained, convenient, enjoyable estate.</li> </ul> <p><b>Environment</b></p> <ul style="list-style-type: none"> <li>• It is important that Quintain minimises its effect on the environment and at all touchpoints.</li> </ul>	<ul style="list-style-type: none"> <li>• Our environmental, social, economic and governance impacts are considered across our three pillars: People, Place and Property. Further details can be found at <a href="https://www.quintain.co.uk/sustainability">https://www.quintain.co.uk/sustainability</a> and our 2021 Sustainability Report at <a href="https://www.quintain.co.uk/~ /media/Files/Q/QuIntain V4/documents/Sustainability/2021%20Quintain%20Sustainability%20Report.pdf">https://www.quintain.co.uk/~ /media/Files/Q/QuIntain V4/documents/Sustainability/2021%20Quintain%20Sustainability%20Report.pdf</a></li> <li>• Quintain’s dedicated Sustainability Steering Group (SSG) is Chaired by our Head of Sustainability and guides our approach to environmental, social and governance issues. The SSG identify and review the short, medium and long-term issues that are affected by our business, ensuring we have the appropriate measures in place to carry out our activities responsibly and with integrity. The SSG meets fortnightly and reports into the Operational Board on a quarterly basis.</li> <li>• We are members of the Considerate Constructors Scheme, striving for the highest possible standards of safety and reducing our impact on the neighbourhood.</li> <li>• Shared logistics hubs working across multiple live sites, serving to reduce vehicle movement, waste, and to increase cooperation between contractors.</li> <li>• Continual engagement with the local community includes webinars weekly site works updates.</li> <li>• The Yellow - a state of the art community events space - welcomed 2,232 people through its doors in 2021, and with 215 hours of free space hire for local organisations.</li> </ul>



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		<ul style="list-style-type: none"> <li>• The Wembley Park Community Fund was set up in July 2017 to support a range of locally lead initiatives and has, since its inception, reached £388k. In 2021 there were 2,349 individuals that benefitted from the Fund.</li> <li>• Local volunteering is done across Brent by members of staff and the Community Engagement team has built strong links with numerous local schools, charities, and organisations.</li> <li>• World-class enlivenment of the estate with free events and cultural programming and a curated retail offering.</li> <li>• Annual reporting to the Global Real Estate Sustainability Benchmark (GRESB) in line with Quintain’s ambition to continuously improve on ESG performance.</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>• Fair payment terms</li> <li>• Prompt settling of debt</li> <li>• Opportunities for business growth and knowledge sharing</li> </ul>	<ul style="list-style-type: none"> <li>• We aim to build long term relationships with suppliers through prompt payment and our use of Supplier Portal, an external system which ensures regulatory compliance throughout our supply chain.</li> <li>• Through our membership of Build UK, we’ve had extensive dialogue with our contractors to ensure that payments are passed onto their supply chain swiftly. On average, all our framework contractors pay their supply chain within 32 days. Our own payment process is transparent and defined in detail. We pay contractors on the 28th of each month without fail, for works carried out in the previous month. Consultants are paid in the same way, based on a pre-agreed monthly cash flow which is regularly reviewed.</li> <li>• Our Contractor Framework creates an environment for collaboration and knowledge sharing. We have established working groups across our supply chain, to support collective innovation. We share lessons learnt throughout our supply chain from previous schemes so that everyone benefits from the mistakes of the past or indeed innovations of others.</li> </ul>
Local Stakeholders	<ul style="list-style-type: none"> <li>• Ensure a collaborative relationship is built with our neighbours and business partners</li> </ul>	<ul style="list-style-type: none"> <li>• The National Stadium is a close neighbour and a vital working relationship has been formed to ensure all legal and operational responsibility is upheld.</li> <li>• The Stadium and Arena bring millions of visitors to Wembley Park each year, our communication channels before, during and after each event are dedicated to visitor’s enjoyment and safety.</li> <li>• Our dedicated estate team ensure that over night after any event the public realm is cleaned and prepared for our residents and visitors the next</li> </ul>



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		day. Our partners work with us to ensure all that can be recycled is, especially glass and single use plastic.
Government	<ul style="list-style-type: none"><li>• A collaborative and responsible approach</li><li>• Transparency and compliance with regulation</li><li>• Prompt response to changing Building Safety Guidance</li><li>• Quintain championing the property industry and the growing Build to Rent sector</li></ul>	<ul style="list-style-type: none"><li>• A constructive long-term relationship has been built with London Borough of Brent. Open dialogue is kept at all levels of both organisations.</li><li>• We have been following the Building Safety Act closely and have external lawyers advising us on relevance to our business. We have delivered training to the business at board level and operational level on the impact of the BSA.</li><li>• We are members of the British Property Federation (BPF) and many of our senior staff sit on their various operational boards feeding directly into the GLA and central Government to educate and champion the BTR industry.</li><li>• Quintain engages legal and compliance specialists internally and externally to ensure on-going adherence to government regulation in the conduct of its business. All members of staff receive training on induction and during their employment on regulatory requirements relevant to the Quintain Group, which includes observance of regulatory reporting requirements.</li></ul>
Debt providers	<ul style="list-style-type: none"><li>• Financial performance meeting expectations</li><li>• Openness and collaboration</li></ul>	<ul style="list-style-type: none"><li>• Debt facilities have been arranged with a wide variety of organisations. Regular meetings, presentations and communication is kept with all debt providers.</li></ul>