



Sustainability Report 2023



QUINTAIN

quintain.com/sustainability



Contents

02	Introduction
04	Foreword
07	Governance
39	People
74	Place
91	Property

About Quintain

Quintain is an award-winning development and asset management company and the team behind Wembley Park, one of London's most exciting new neighbourhoods. We are recognised as mixed-use regeneration and Build-to-Rent specialists and are competitively placed to take on new opportunities to utilise our unrivalled expertise.

Unique 85 acre "Great Estate" in central London, incorporating an institutional quality Build-to-Rent (BtR) platform, in a chronically undersupplied and highly in-demand sector

Design-led BtR strategy with an award-winning operational team, driving occupancy and platform efficiencies across a portfolio of 3,651 operational units both under Quintain's ownership and third-party management

Enhanced neighbourhood offer driving footfall into established Wembley Park destination, with further place-making and amenity enhancements to come

Market leading development team – with planning consent in place for a further 3,000 homes with exceptional construction track record that de-risks future development

Strong vertically integrated company structure, incorporating best-in-class Development, Project, Asset and Investment management driving future growth with the scale to take on substantial new ventures

Wembley Park development

500,000 sq ft retail	13,000 residents and jobs	16 million annual footfall
35 acres of public realm and private gardens	3.9 million sq ft of development complete	3,651 operational units both under Quintain's ownership and third-party management



Foreword



“When we come together, we thrive.”

As ever, it's people who continue to define our places and who will always set the tone for what we build and hold us to account for how we behave.

We've come a long way in the past 12 months, creating ambitious action plans placing sustainable living at the centre of everything we design, build and operate, such as partnering with supply chain companies who continue to push us to do better.

Some of the great achievements this year have been the opening of Repton Gardens, our latest buildings NE02 and NE03 progressing with their construction, and of course who can forget our Wembley Park Estate maintenance and cleaning team going viral after the Harry Styles concerts – so many feathers!

This report is a summary of the many ways we deliver sustainable actions and outcomes across our pillars of People, Place and Property. We're proud to be building and working in a diverse and inclusive Wembley and continuing to aspire to enrich one of London's most vibrant neighbourhoods.

Clare Masters,
Head of Sustainability



Welcome to our Sustainability Report 2023. In this document we report on our achievements and focus on the stories evolving from the work of our staff and on-site teams.

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.

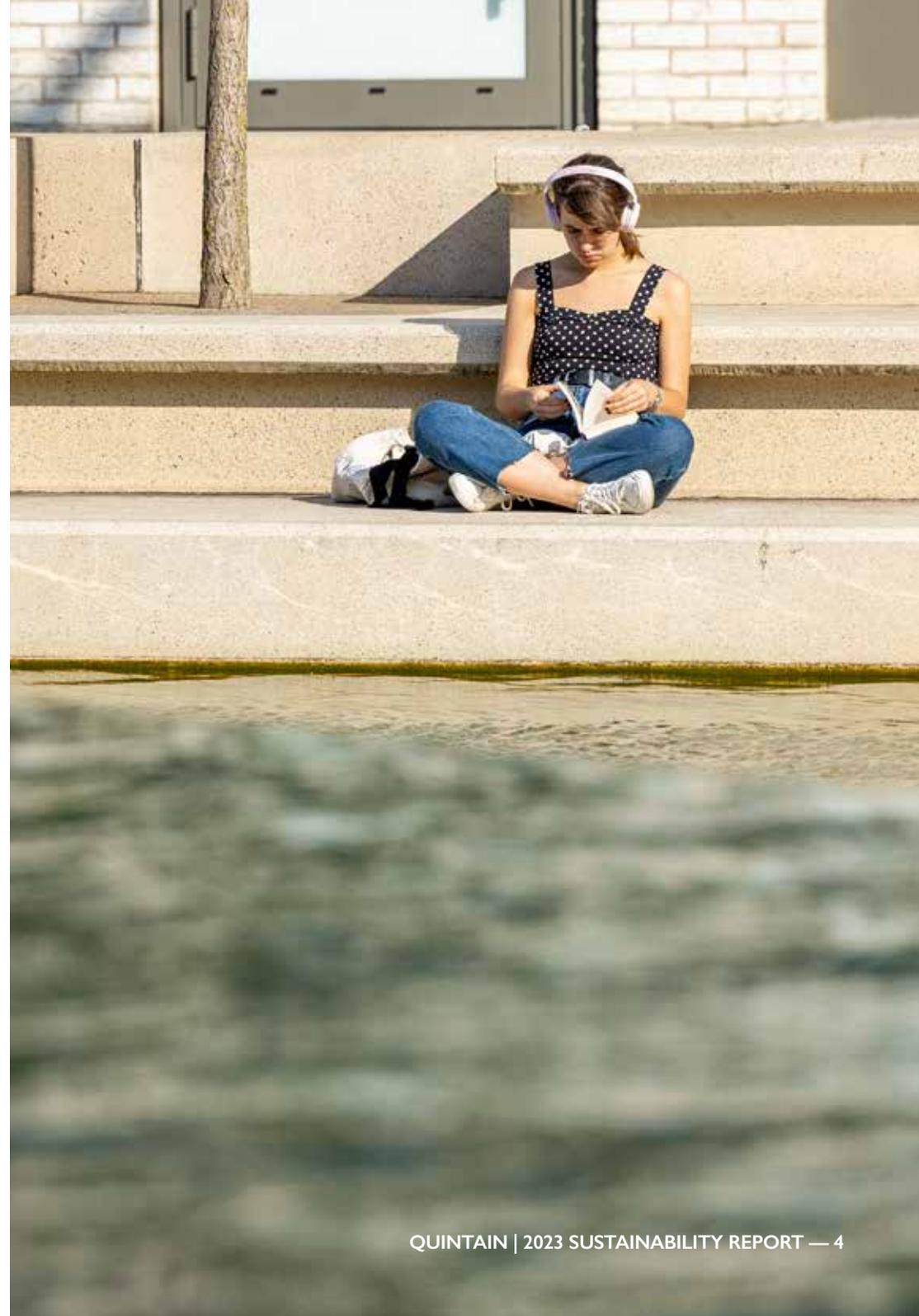
In 2023 we continued to train our staff and suppliers on the technical aspects of our net zero pathway to increase understanding around the vital roles we all have to play in meeting our targets.

In addition, we ran workshops for our Operational Directors and Sustainability Steering Group on the practical steps they can all take to further embed our sustainability initiatives in our business.

I am also very proud of the work we have done to continue to develop our EDI networks and in establishing a mentoring scheme across the business, enabling every department, at every level to engage.

Our staff survey results have shown good progress against the key findings in the 2022 report and I have tasked our Operational Directors to drive forward the insights from our 2023 report in a similar way.”

James Saunders
CEO



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

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.



A photograph of a modern building facade. The building features a grid of windows with dark frames, set against a textured, brick-like background. The windows reflect the sky and some interior structures. The word "Governance" is overlaid in white text in the center of the image.

Governance

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 aim 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

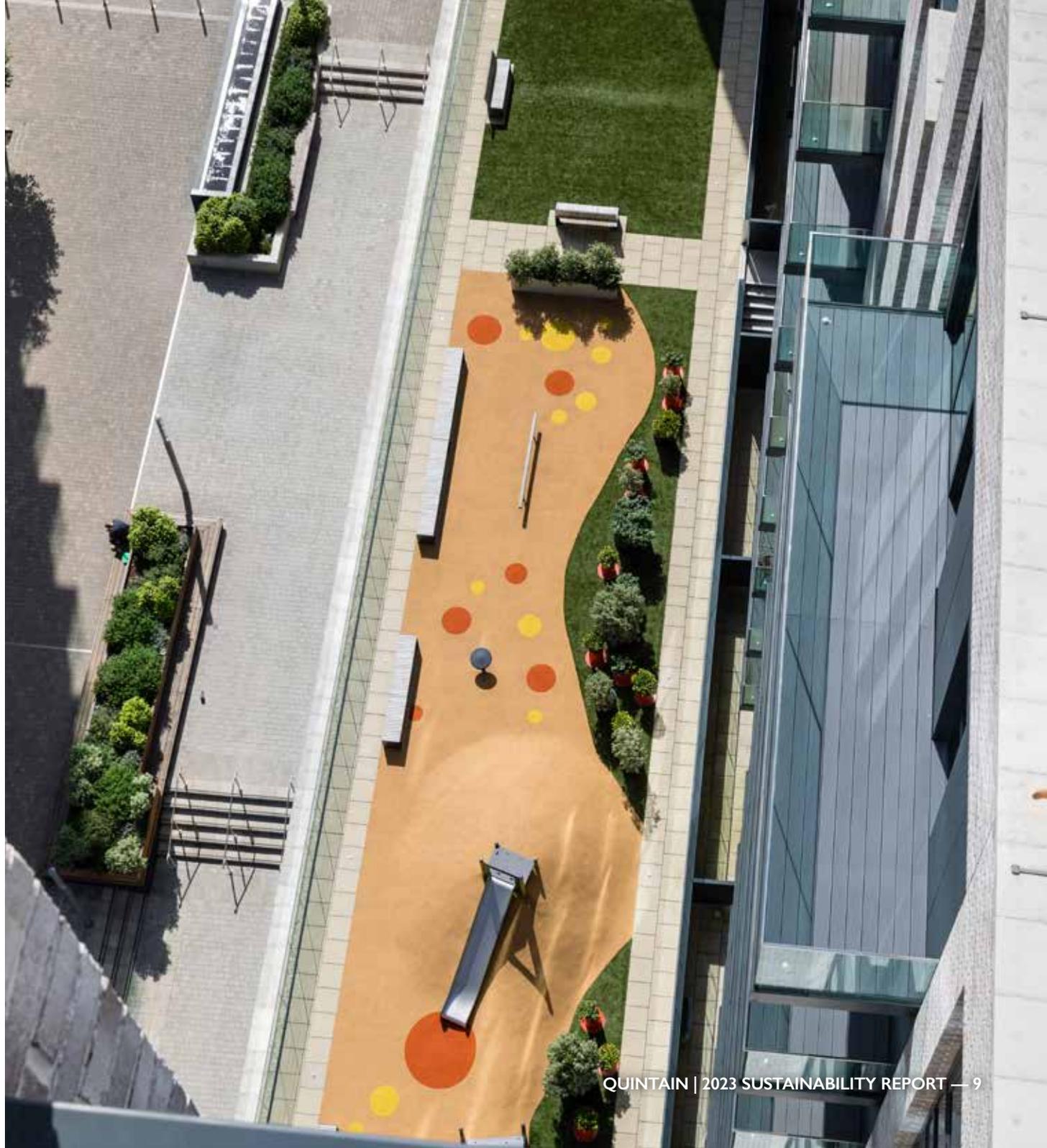


James Saunders

Chief Executive
01 December 2023

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 Steering Group (SSG)

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. The SSG contains Board, Executive Committee and Operational Board members to ensure issues are represented at their highest level and included into business planning considerations.

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. All staff are recognised during our staff appreciation week and the Quintain Living team share recognition through Nectar, which we will be rolling out across the company during 2024. 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 and risks that are material to Quintain, to set objectives against those issues and recommend appropriate courses of action which are considered in departmental business planning and execution. Performance against the objectives are delivered to the Operational Board on a quarterly basis.



The SSG develops Quintain's sustainability priorities, risks and opportunities and reports on progress against the set objectives to the Board.



The SSG meets monthly and provides papers and presentations on ESG performance and recommendations for improvement to climate based risks and opportunities to the Operational Board on a quarterly basis.

Sustainability Steering Group

Our Sustainability Steering Group is made up of members of staff from different departments to ensure a wide coverage of business perspectives.



Philip Slavin

Chief Financial Officer
Focus: Ensuring we assess how climate risks could impact business performance and then integrate that risk assessment into company strategy enabling a balance to be found between immediate financial objectives and long-term sustainable goals.



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



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 & 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.

“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

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 and sustainably. 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). Achilles measures and tracks supplier compliance and the scope of its 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.

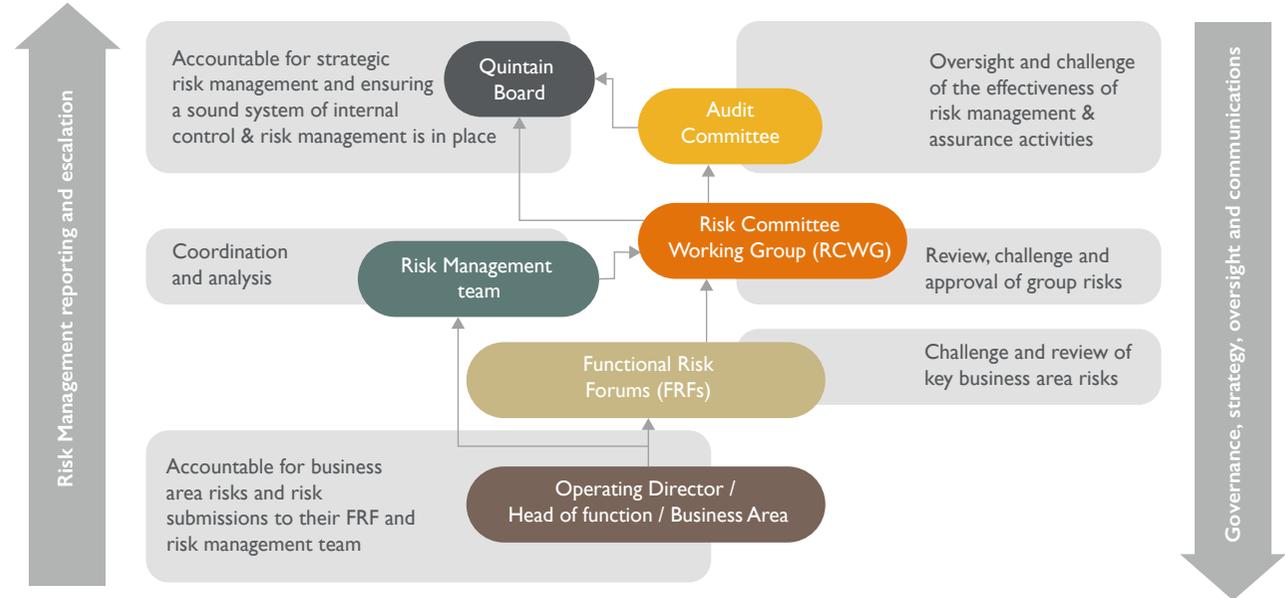
Modern slavery

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 our work, no two projects are the same, making it difficult to compare costs across projects

and identify bribes. However, 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 phoneline for our employees to report any concerns they 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.



Quintain's Governance Structure

Board of Directors (Board Working Group)

“Bringing property and places to life”

- Responsible for the long-term success of the Group
- Provides leadership and direction to the Group on its culture, values and ethics
- Sets strategy and oversees its implementation
- Agrees risk appetite and is responsible for risk oversight
- Responsible for corporate governance
- Responsible for the overall financial performance of the Group
- Responsible for Nomination and Remuneration practices for the Group incl. appointment of executive directors

CEO

- Leads the Group
- Articulates vision, values and purpose
- Develops and Implements strategy
- Responsible for overall performance of the business
- Manages the Executive Leadership Team
- Responsibility for climate risk

Board committees

Audit Committee

Monitors the integrity and effectiveness of the Group's financial reporting, internal control, assurance activities and risk management procedures; Reviews the consistency of application of accounting policies; and challenges management actions and judgments in relation to financial and written statements to ensure transparency and financial governance Leadership Team

Executive Director & Asset Manager approvals

Reviews and approves major capital transactions, projects and other expenditure delegated by the Board via the Capital Transaction Authority (CTA) process & quorate Board meetings in alignment with shareholder requirements.

Risk Committee Working Group (RCWG)

Reviews, challenges and approves the Group's risk appetite, assessments and risk management processes; ensuring that key risks are identified and brought forward for review by the Board. Physical and transitional risks relating to climate and wider ESG issues are included in the risk matrix.

Executive Committee (ExCo)

Executive Committee (ExCo) leadership team responsible for monitoring performance and organisational health. They have oversight of sustainability and data strategies and assess and manage risk and compliance. ExCo make recommendations to the Board of directors and develop strategic plans for review. They work to ensure business plans and finances support ESG investment.

Operational Board (OpBo)

Operational Directors responsible for overseeing the execution of the Group's strategy and business plans; ESG, people and culture strategy and accountable for managing business area risks including climate risks and ESG objectives. Receive updates from departments, teams, on progress against

Departmental/Business Unit committees/workshops (Workplace, Residential, Retail, Development, Project Management)

Risk Forums | CTA Review | DM/PM/Ops meetings | Technical Affairs Committee (TAC) | PM / Ops Interface | Wembley Park Retail Review | Technology / Proptech Committees & Steering Groups | Group Marketing Review | BPQW LLP Board Quarterly Company Update Briefings (all staff)
Develops and executes business plans; ensures ESG objectives and targets are included in business plans; Assesses, challenges and manages key business area risks; Delivers operational and financial performance; Recruitment, Learning and Development.

Interdisciplinary committees

H&S Compliance Committee | Sustainability Steering Group | EDI Steering Group & Networks | Wellbeing Committee | Social Committee
Review and manages ESG commitments and climate risk targets as well as all Health, Safety and Security risks for the Group and its activities at Wembley Park; Endeavors to ensure the Group operates in a Sustainable way - advising the Board on setting and monitoring progress against targets to align with global sustainability and stakeholder priorities; Implementing the Group's commitment to its corporate vision focused on themes of People, Place and Property.

Stakeholder Engagement

We have identified our key stakeholders who play an important role in shaping how we operate within the Wembley Park and wider Brent community.

Who are they?	What is important to them?	How do we engage with them?
Commercial and Retail Occupiers	<ul style="list-style-type: none"> — Fair and convenient leases — Being supported by Quintain, particularly during poor trading conditions — An enjoyable, convenient, safe, well-connected estate to work from 	<ul style="list-style-type: none"> — Flexible floorspace leases and plug & play contracts for Commercial occupiers. — Quintain's Marketing and Events teams have a mandate to focus on world-class enlivenment of the estate with free events and cultural programming. — Estate-wide Wi-Fi allowing employees to stay connected across Wembley Park. — Green spaces across site including dedicated dog runs and new three-acre park. — 24-hour estate-wide security cover and Health & Safety management including a dedicated police team.
Residential Occupiers	<ul style="list-style-type: none"> — Secure, flexible tenancies to support renters. — Well-designed buildings and amenity spaces. — An opportunity to live more comfortably and sustainably. — A safe, world-class neighbourhood in which to live. 	<p>Quintain Living:</p> <ul style="list-style-type: none"> — Residential leases offered from six months to three years to give residents more control. — Lifestyle-led amenity spaces including dog runs, allotments and writing sheds. — 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. — Wellbeing is a key theme of our resident events programme. — 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. — The dedicated and responsive Quintain Living Resident Team is available 24 hours a day. <p>Residents of other Wembley Park buildings owned by Quintain:</p> <ul style="list-style-type: none"> — 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. — Professional management teams.

Stakeholder Engagement cont...

Who are they?	What is important to them?	How do we engage with them?
Employees	<ul style="list-style-type: none"> — Competitive remuneration and contracted benefits — Opportunities for development — A shared sense of purpose and belonging — Sustainability, Diversity and Inclusion principles — A comfortable and safe workspace — The opportunity to make a difference in working 	<ul style="list-style-type: none"> — Salary benchmarking undertaken by the HR team. — Competitive benefits including health insurance and wellbeing support schemes, with packages regularly reviewed. — Supportive of flexible working. — A comprehensive development review process. — A shared set of Quintain Company Values: People-First, Creative, Pioneering, Sustainable, Proud, selected in consultation with staff on what matters to them. — Weekly internal newsletter and company intranet sharing successes from across the business and allowing staff to access useful information. — Social committee offers a programme of free staff events across the year. — Annual Christmas party and quarterly companywide update meetings. — Sustainability Steering Group with members from across the business leading Quintain's approach to sustainability. Sustainability focussed objectives included in Personal Development Reviews. — Wellbeing Committee with members from across the business. — An EDI Steering Group, Chaired by our CEO, with three staff networks: Pride Alliance, Gender Equality Network and Culture Club. — Inclusive parental leave policies. — Dedicated Health & Safety policies and annual desk assessments to ensure all staff have a suitable workspace. — Annual staff survey offered to employees, reporting on leadership, communication, culture, environment, benefits and communication. — Two full days of volunteering offered and a match funding scheme.

Stakeholder Engagement cont...

Who are they?	What is important to them?	How do we engage with them?
Local Communities and Environment	<p>Communities</p> <ul style="list-style-type: none"> — Being communicated to and forewarned of disruption. — Quintain being a responsible neighbour. — A well maintained, convenient, enjoyable estate. <p>Environment</p> <ul style="list-style-type: none"> — It is important that Quintain minimises its effect on the environment and at all touchpoints. 	<ul style="list-style-type: none"> — Our environmental, social, economic and governance impacts are considered across our three pillars: People, Place and Property. Further details can be found at https://www.quintain.co.uk/sustainability. — Quintain's dedicated Sustainability Steering Group (SSG) is Chaired by our CFO & 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. — We are members of the Considerate Constructors Scheme, striving for the highest possible standards of safety and reducing our impact on the neighbourhood. — Shared logistics hubs working across multiple live sites, serving to reduce vehicle movement, waste, and to increase cooperation between contractors. — Continual engagement with the local community includes webinars weekly site works updates. — The Yellow - a state of the art community events space - welcomed 2,232 people through its doors in 2022, and with 215 hours of free space hire for local organisations. — Local volunteering is done across Brent by members of staff and the Company has built strong links with numerous local schools, charities, and organisations. — World-class enlivenment of the estate with free events and cultural programming and a curated retail offering. — Annual reporting to the Global Real Estate Sustainability Benchmark (GRESB) in line with Quintain's ambition to continuously improve on ESG performance. — Regular monthly "Wembley Park Walkabout" site tours open to all through the Wembley Park website.

Stakeholder Engagement cont. . .

Who are they?	What is important to them?	How do we engage with them?
Suppliers	<ul style="list-style-type: none"> — Fair payment terms — Prompt settling of debt — Opportunities for business growth and knowledge sharing 	<ul style="list-style-type: none"> — 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. — 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. — 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
Local Stakeholders	<ul style="list-style-type: none"> — Ensure a collaborative relationship is built with our neighbours and business partners 	<ul style="list-style-type: none"> — The National Stadium is a close neighbour and a vital working relationship has been formed to ensure all legal and operational responsibility is upheld. — 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. — Our dedicated estate team ensure that overnight after any event the public realm is cleaned and prepared for our residents and visitors the next day. Our partners work with us to ensure all that can be recycled is, especially glass and single use plastic.

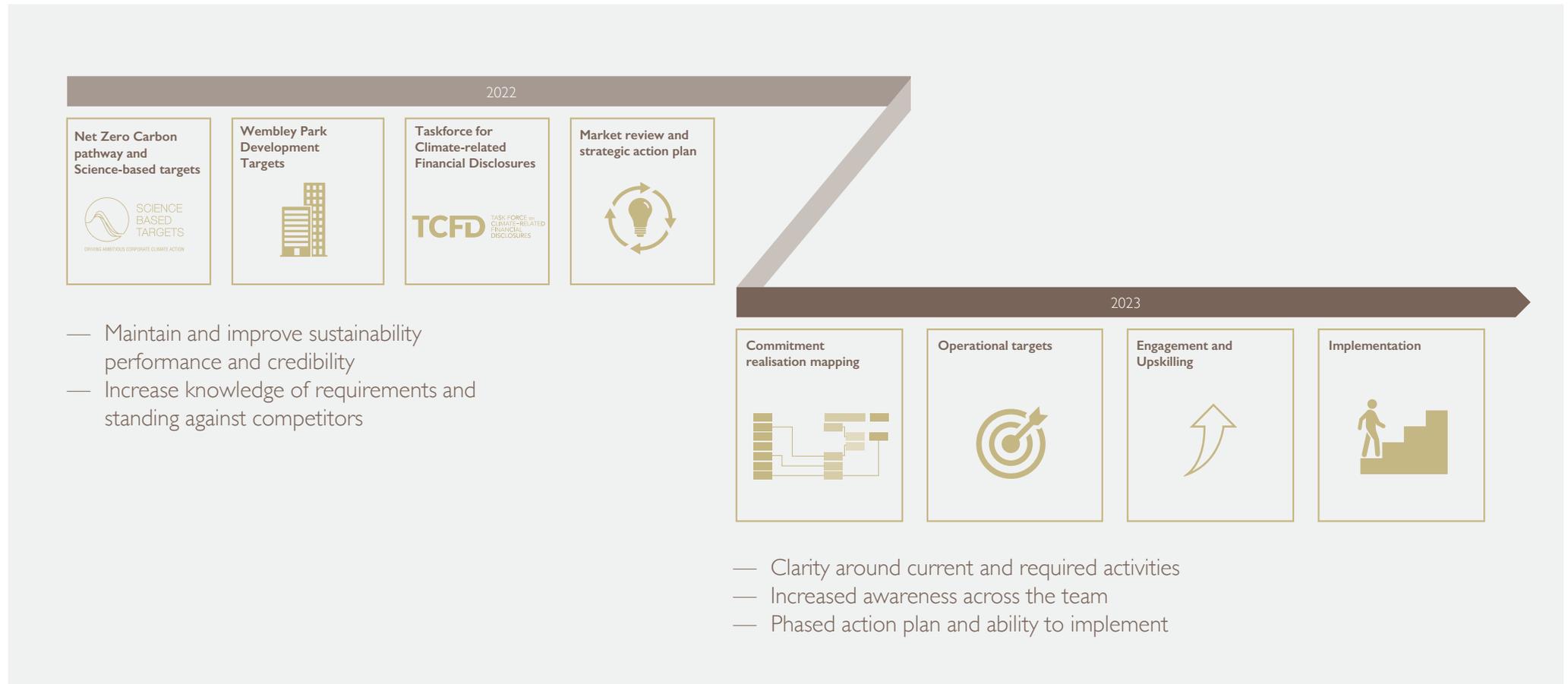
Stakeholder Engagement cont. . .

Who are they?	What is important to them?	How do we engage with them?
Government	<ul style="list-style-type: none"> — A collaborative and responsible approach — Transparency and compliance with regulation — Prompt response to changing Building Safety Guidance — Quintain championing the property industry and the growing Build to Rent sector 	<ul style="list-style-type: none"> — A constructive long-term relationship has been built with London Borough of Brent. Open dialogue is kept at all levels of both organisations. — 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. — 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. — Quintain engages legal and compliance specialists internally and externally to ensure ongoing 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.
Debt Providers	<ul style="list-style-type: none"> — Financial performance meeting expectations — Openness and collaboration 	<ul style="list-style-type: none"> — Debt facilities have been arranged with a wide variety of organisations. Regular meetings, presentations and communication is kept with all debt providers.

Our Section 172 Statement: You can find our Section 172 statement, which sets out how the Board takes Stakeholder interests into account when making decisions, in the Governance section of our website.

Quintain's Sustainability Journey

Throughout 2023 we built on the work and strategy developed during 2022. Sustainability measures undertaken and implemented throughout the work our people and teams do, to improve our ability to address social and environmental challenges and help to create a low carbon and socially inclusive, fun neighbourhood.



Operational ESG targets

During the reporting year, we updated our targets and aspirations for new development and mobilisation. We wanted to ensure continuation of monitoring and striving for best practice across our operations.

We developed operational ESG targets – that act as a companion to the development targets.

We now understand the key priorities for the operation of buildings across Wembley Park and how these can be translated into a set of Key Performance Indicators (KPIs). These were established during virtual workshop with Quintain Living and the Sustainability team.

We identified and agreed the key themes for sustainability which will be used to track and assess operational sustainability performance across the Wembley Park development.

We developed a sustainability framework and set of Key Performance Indicators (KPIs), against which the operational performance of existing buildings can be assessed.

An initial theme setting exercise was carried out to determine the most appropriate categories under which operational KPIs can be grouped. This included a review of recognised sustainability frameworks (including BREEAM, the UN Sustainable Development Goals, the Five Capitals framework and Ramboll's in-house Sustainability Dialogue Tool), to ensure that

selected themes captured the full breadth of sustainability indicators.

The selected themes have been aligned to our pillars of People, Place and Property. An additional pillar (Procedure) has been added to capture several cross-cutting KPIs which span across the themes and provide good governance (e.g. "Enabling" has been placed here incorporating certification schemes which cover a holistic set of sustainability criteria spanning from carbon to social value).

Targets were set, based on typography of asset and stakeholder affected and were either based on market and industry leading positioning or where these did not exist or apply to our portfolio, bespoke criteria was developed using baseline performance data and measures.

Workshops were held with staff and stakeholders to ensure integration and implementation, these will carry on into 2024 with a timeline for implementation with the aim to be fully reporting by 2025. Progress will be monitored and reported in line with the development targets and presented to the Executive Committee and Operational Board on a six-monthly basis.

Category	Theme	Example requirements
People 	Health & Wellbeing 	Indoor Environmental Monitoring & Quality Thermal Comfort Promoting Healthy Lifestyles
	Social Value 	Social Value Assessment Staff Engagement with Community Occupant Satisfaction Scores
Place 	Biodiversity 	Biodiversity Net Gain Habitat creation % of natural planting
	Connectivity & Community 	Active Travel Facilities EV Charging Placemaking & Sense of Belonging
Property 	Carbon Emissions 	Operational Carbon Emissions In-use Embodied Carbon Emissions Energy Consumption Reduction
	Circular Economy 	% diverted from landfill Engagement in 'buy, swap, sell' initiatives Material passport coverage
	Water Use 	Water consumption Water Re-use Water Metering and Monitoring
	Supply Chain 	Circular Procurement Sustainable Timber and Materials Green Leases
	Enabling 	BREEAM In-Use WELL V2

Operational ESG targets rationale

Property

Carbon Emissions

Energy consumption and Carbon Emission metrics can generally be separated into two categories:

Operational: Emissions associated with the ongoing heating, cooling, ventilation and running of electrical appliances for buildings on site. Fuel choice and accurate monitoring of energy consumption are key components in reducing these emissions.

Embodied: Emissions associated with the maintenance, repair and replacement of materials and services within buildings. This includes fugitive emissions from refrigerant leakage in AC and Heat pump units.

To align with best practice Net-Zero guidance, both the operational and embodied aspects of carbon emissions should be tackled.

Water

Reducing potable water use is critical as it becomes an increasingly scarce resource. By using water more efficiently and adopting water-saving practices, such as installing water-efficient fixtures, repairing leaks promptly, and increasing greywater reuse, buildings can significantly reduce their consumption.

Planning for climate resilience is also key to protect residents and assets from the effects of increasingly severe weather events. Reducing run off and mitigating flood risk through nature based solutions can have wide benefits to the site beyond water management.

Circularity (waste)

Waste management and the circular economy are intertwined concepts that seek to challenge the traditional "take-make-dispose" model of production and consumption. Instead, they emphasize the importance of designing out waste, reusing materials, and recycling resources to create a closed-loop system where waste becomes a valuable input rather than a burden on the environment.

Operational waste strategy should follow the waste hierarchy and aim to reduce waste arising in the first instance and keep materials circulating at their highest value for longer before focusing on increasing recycling rates.

Procedures/Property

Supply Chains

All suppliers play a role in delivering towards sustainability goals. By partnering with suppliers who share sustainability commitments, even greater progress can be made towards sustainability objectives. This can involve evaluating the sustainability credentials of suppliers, their processes and the initiatives they have in place, specifying expected commitments and hosting regular engagement events.

Enabling (Certification)

Certification schemes for buildings provide a framework for assessing and improving the environmental performance of buildings. They can help building managers, owners and investors to identify areas for improvement and implement sustainable practices. By doing so, they can reduce the environmental impact of their buildings, lower operational costs and enhance the economic and social value of assets.

Certification schemes also provide independent, third-party assurance on asset performance and sustainability. This can help to demonstrate a commitment to sustainability and support disclosures and reporting requirements.

It should be noted that full certification may not be required to deliver on sustainability goals. Performing a pre-assessment (e.g. for BREEAM / WELL) will help to identify areas which could be improved so that they can be addressed independently, without necessarily seeking a certification score.

Operational ESG targets rationale cont.

People

Social Value

Social Value is a measure of our financial contribution through community engagement and investment. Creating lasting, inclusive communities that engage residents, employees and visitors takes targeted intentional action over a long period of time. Inclusive engagement is a key starting point to place people at the heart of developments, and to ensure ongoing improvement to meet the changing needs of residents and tenants. Including employees in the definition of community is also crucial to a sense of belonging and safety.

Measuring and monitoring of these indicators will be through surveys, events and other engagement activities. Community and social value creation spans multiple aspects of sustainability, not limited to the indicators in this table. From access to resources, opportunities for education and participation to enabling healthy lifestyles, there are multiple opportunities to create community and social value captured across other categories in this report, for instance biodiversity and connectivity*.

Health & Wellbeing

The buildings we live and work in have a critical impact on our health and wellbeing, often with serious repercussions for mental and physical health. Through placing a focus on key internal environmental quality metrics and building user feedback, it is

possible to design and operate more intentional spaces.

This can be leveraged to support and enhance overall health and wellbeing, as well as showcasing a commitment to creating and operating healthy, high-performing buildings.

Note that adopting a Health and Wellbeing certification scheme (see certifications section), is a comprehensive method of ensuring that proposed KPIs are embedded into the operation of buildings. Conducting a pre-assessment as a minimum would help to identify the key improvement areas and tailor KPIs to be more specific to individual building.

Places

Biodiversity & Nature

Ecosystems rich in biodiversity provide essential ecosystem services, such as clean air and water, fertile soil, and climate regulation. Moreover, diverse and healthy ecosystems contribute to human health, food security, and economic prosperity. Biodiversity is therefore a fundamental component of our ecological, economic and social wellbeing.

Improving the value of biodiversity can often be difficult to quantify. Therefore, many of the KPIs presented in this section focus initially on establishing the baseline position, and then working with experts to deliver against longer term goals. Where quick wins and short-term measures are identified (e.g. replacing existing areas with natural planting) these should be prioritised to make immediate impact.

Connectivity and Community

Building sustainable communities goes beyond physical structures; it involves nurturing a sense of belonging, empowering residents, and promoting social cohesion through connectivity and engagement. This leads to a greater sense of belonging, responsibility and stewardship towards the environment and society and can result in more positive and dynamic communities

Operational strategies should focus around promoting active travel for occupants, developing sharing economies and encouraging connectivity.

TCFD Recommendations

Task Force for Climate Related Financial Disclosure

Reporting against the Task Force on Climate-Related Financial Disclosures ("TCFD") is in line with Quintain's commitment 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. Our initial response to TCFD assessment in 2022 has been reviewed to take stock of our business operations and existing actions and measures.

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 members who include our Board Director, CFO, Philip Slavin, are 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 updates to the Board regarding sustainability matters and opportunities for programmes that support our sustainability targets and mitigate climate-related risks and opportunities. The SSG also provides feedback on performance and recommendations to the Operational Board on a regular basis.

Risk management

Quintain's risk management process is informed by the risk management policy that has been approved by Quintain's Board and is reviewed on an annual basis. The risk management process allows us to identify, assess, monitor and report risks

including the climate based physical and transitional risks and opportunities from our TCFD based analysis. Our risk approach is supported by risk management guidelines, developed to support the understanding and embedding of risk management and the appropriate risk mitigation processes into our business operations and planning. The diagram shown here provides an overview of the process.

We have a defined risk management governance structure that defines roles and responsibilities, as well as a governance mechanism underpinned by scheduled communications that ensure that risks are continuously evaluated and monitored. The

Board meets quarterly, and risks are communicated to the Board by each Department including from the Head of Sustainability and the SSG, as well as mitigation actions are discussed; the CEO Report is then updated quarterly. 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. From this identification process, metrics and targets have been developed for departments to monitor and be aware of their ESG impact and climate risks in the short- and long-term time periods.



TCFD Recommendations

Task Force for Climate Related Financial Disclosure

Approach to identifying Climate Risks

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). In 2022 we evaluated our business operations and business plans against a scenario analysis exercise to better understand our exposure to climate-related risks and opportunities. During 2023 the SSG and operational board members reviewed the scenario analysis and updated the potential risk and opportunities. 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 detailed below. 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. 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.

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
- Leads to a best estimate global average temperature rise of 2.5°C by 2050 and between 4.7 - 5.1°C by 2100.
- Trends 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.
- Trends 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.

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 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) on 9 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, which equates 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 2050t 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.

TCFD Recommendations

Task Force for Climate Related Financial Disclosure

Risk Type	Risks/opportunities to Quintain	Existing mitigation measures/actions	Materiality		Movement from previous analysis
			Short Term	Medium Term	
Construction and Development					
Increased severity and frequency of fluvial, pluvial and coastal flooding	Risk #1 Heavy rainfall events could result in overwhelming 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 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	No change
Increased frequency and severity of heatwaves	Risk #2 Disruption to supply chain from potential powercuts linked to heatwaves and extreme hot days.		Medium	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	No change
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.	Medium	High	No change
Drought and water scarcity	Risk #5 Reduced water availability for residents and businesses during drought conditions. Impacts on vegetation due to lack of rainfall.	There is a water feature that collects rain water, but not enough to be sufficient during periods of drought. There is a waterbutt provided for the allotment to enable use of rain water for watering plants.	Medium	High	No change

TCFD Recommendations

Task Force for Climate Related Financial Disclosure

Risk Type	Risks/opportunities to Quintain	Existing mitigation measures/actions	Materiality		Movement from previous analysis
			Short Term	Medium Term	
Construction and Development					
Policy and legal risks	Risk #4 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 #5 Loss of the license to operate due to asset's inability to perform in compliance 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. A good system is in place to receive advice and market intelligence to influence decision making and targets.	Medium	Medium	No change
Technology	Opportunity #1 Renewable energy use at Quintain properties, lower energy costs and carbon footprint.	There is Solar PV installed at Robinson East Building Internal design team and ESG leads are assessing options to increase renewable energy due to increased focus on renewable and non fossil fuel generation.	Medium	Medium	▲
	Opportunity #2 Leverage digital twins and 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. Digital aspect and offering is developing and improving with contractors and staff	Low	Low	▼

TCFD Recommendations

Task Force for Climate Related Financial Disclosure

Risk Type	Risks/opportunities to Quintain	Existing mitigation measures/actions	Materiality		Movement from previous analysis
			Short Term	Medium Term	
Quintain Living					
Technology	Opportunity # 3 As the cost of clean energy technologies continues to 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.	Medium	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	Medium	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. Business Development and Technology team are pushing new ESG initiatives.	Medium	Medium	No change
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 reputation of Quintain longer term.	Quintain is pursuing SBTi and defined a decarbonisation pathway with tangible actions.	Medium	Medium	No change



Streamlined Energy and Carbon Reporting Statement for FY23

The reporting below has been completed in accordance with the guidelines and required information for the Streamlined Energy and Carbon Reporting (SECR) regulations (UK).

We have been collecting data and reporting on our Greenhouse Gas Emissions (GHG) since 2013 and since 2020 our procedures and reports have been aligned with current UK best practice, the Greenhouse Gas Protocol and include all emission categories defined in ISO 14064-1 Carbon Footprint Verification.

Our reporting period covers the calendar year 2023 for all activities undertaken by Quintain Limited who are 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 on Scope 1 and 2 emissions, meaning we have control over emission management and reporting.

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. Our Scope 3 emissions are created by upstream and downstream

activities that are material to our main activities.

The 2023 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). Data labelled as "restated" from previous years refers to updated values to reflect improved accuracy and movement of data between scopes and reporting periods.

The greatest difference between 2022 and 2023 emissions is the addition of Scope 3 embodied emissions owing to the completion and opening of our Repton Gardens building in January 2023. This contributed to the most significant source of emissions in 2023. There were no embodied carbon emissions recorded in 2022, recorded as zero emissions, as there were no completed buildings or construction. According to our methodology we will record embodied carbon emissions only on completion and handover of an asset.

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 2023 and our Sustainability Report 2023, available in the sustainability section of our website. <https://www.quintain.co.uk/sustainability>.

SECR Table	2023	2022 (Restated)	% difference between 2022 & 2023	2022 Reported*	% difference reported and restated
Energy Consumption (kWh)	20,976,727	22,055,261	-5%	21,991,968	0.29%
— Gas	7,514,290	8,649,560	-13%	8,649,560	0.00%
— Transport Fuels	284	1,244	-77%	1,244	0.00%
— Electricity	13,076,778	13,010,848	1%	12,947,555	0.49%
— Heat	385,375	393,608	-2%	393,608	0.00%
TOTAL SCOPE 1 & 2 EMISSIONS (tCO₂e)	4,184	4,203	0%	4,190	0.32%
SCOPE 1 & 2 GHG EMISSION INTENSITY (kgCO₂e/m²)	15	16	-6%	15	2.66%
Scope 1 Emissions (tCO₂e)	1,375	1,579	-13%	1,579	0.00%
— Combustion of Gas	1,375	1,579	-13%	1,579	0.00%
— Combustion of Transport Fuels	0	0.286	-100%	0.286	0.00%
Scope 2 Emissions (tCO₂e)	2,809	2,624	7%	2,611	0.51%
— Purchased Electricity	2,706.6	2,515	8%	2,503	0.49%
— Purchased Heat	102.8	108	-5%	108	0.91%
Scope 3 Emissions (tCO₂e)	28,167	10,705	163%	10,372	3.21%
Emissions from purchased goods	1,134	1,179	-4%	1,174	0.39%
— Fuel and Energy Related Emissions	1,134	1,179	-4%	1,174	0.39%
Emissions from capital goods	17,030	0		0	-
— Embodied Emissions (Life Cycle Stages A1 - A5)	17,030	0		0	-
Emissions from the disposal of solid and liquid waste	18	27	-33%	26	3.91%
— Water	12	18	-33%	18	-0.01%
— Waste	6	9	-33%	8	12.45%
Emissions or removals from the use stage of the product	0	0		0	-
Embodied Emissions (Life Cycle stages B1 - B5) of sold products	0	0		0	-
Emissions from downstream leased assets	9,985	9,499	5%	9,172	3.57%
Tenant Gas	546	618	-12%	568	8.83%
Tenant Electricity	4,396	4,265	3%	4,168	2.33%
Tenant Heat	4,885	4,467	9%	4,285	4.25%
Tenant Water	107	103	4%	103	-0.03%
Tenant Waste	51	46	11%	48	-4.14%
Emissions from end of life stage of the product	0	0		0	-
Embodied Emissions (Life Cycle stages C1 - C4)	0	0		0	-

*Not reported - extracted from 2022 GHG Inventory Numbers and data taken from our 2023 GHG Inventory

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.

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.

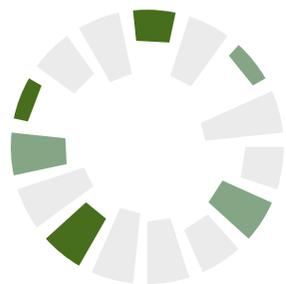


Theme	Standard	Typology	Targets		
			Minimum	Best Practice	Market Leading
Place / Sustainable Communities	BREEAM	Non-Residential	Excellent	Excellent	Outstanding
	Home Quality Mark (HQM)	Residential	3 stars	4 Stars	4.5 Stars
	WELL Building	Residential / Office	None	Gold	Platinum
	Fitwel	Student Accommodation	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

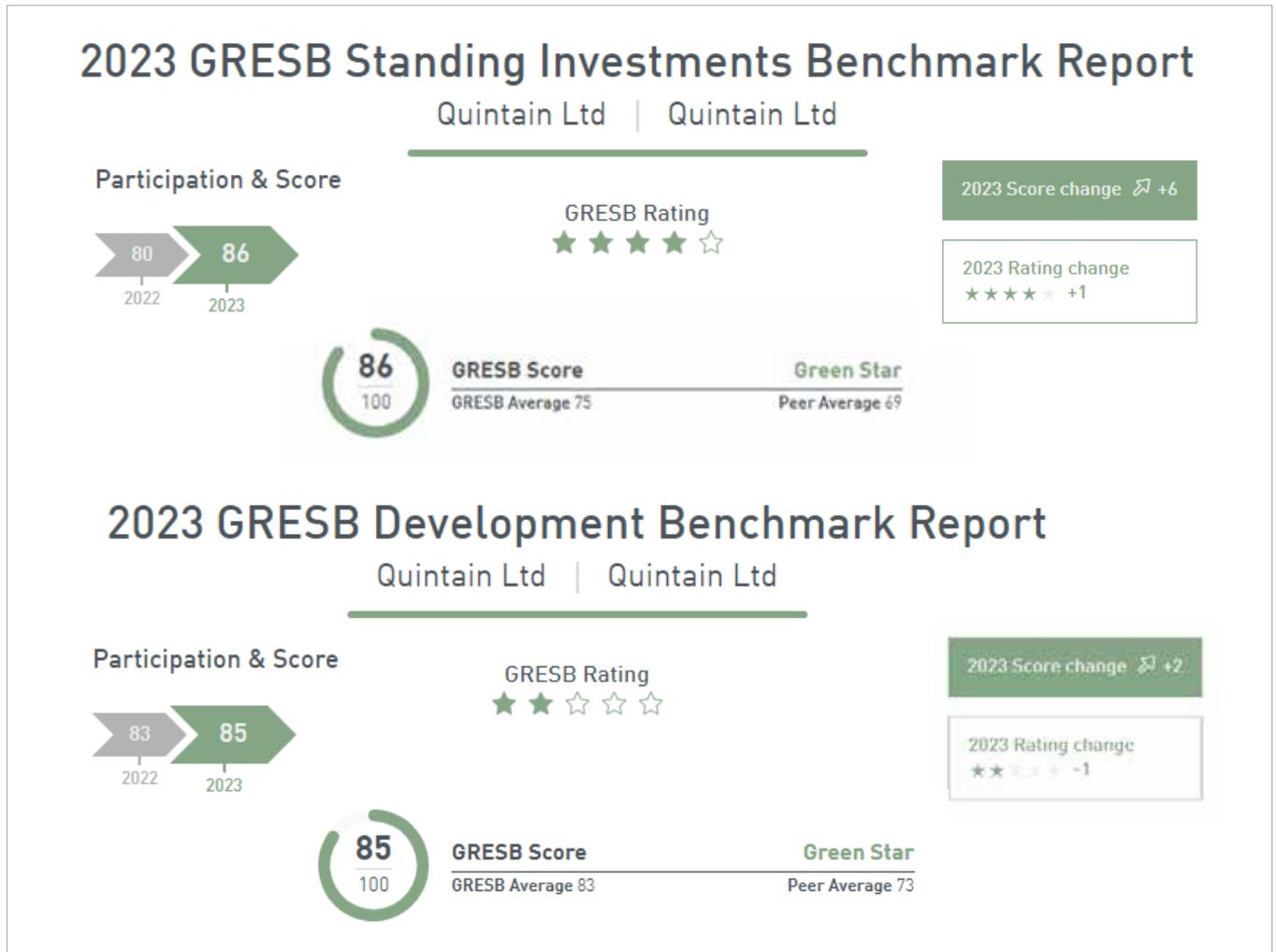
GRESB – Global Real Estate Sustainability Benchmarking

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 2023 data is submitted in summer 2024 for validation. Our targets for GRESB are to maintain and improve rating and green stars. In 2023 our performance improved over 2022 which was our second 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



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	p111
Elec-LfL	Like-for-like electricity consumption	p111
DH&C-Abs	Total district heating & cooling consumption	p111
DH&C-LfL	Like-for-like total district heating & cooling consumption	p111
Fuels-Abs	Total fuel consumption	p109
Fuels-LfL	Like-for like fuel consumption	p109
Energy-Int	Building energy intensity	p112
GHG-Dir-Abs	Total direct greenhouse gas (GHG) emissions	p112
GHG-Indir-Abs	Total Indirect greenhouse gas (GHG) emissions	p112
GHG-Int	Greenhouse gas (GHG) emissions intensity from building consumption	p112
Water-Abs	Total water consumption	p121
Water-LfL	Like-for-like water consumption	p121
Water-Int	Building water intensity	p121
Waste-Abs	Total weight of waste by disposal route	p120
Waste-LfL	Like-for-like total waste by disposal route	p121
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	p42
Diversity-Pay	Employee gender pay ratio	See below, p32
Emp-Training	Employee training and development	See below, p32
Emp-Dev	Employee performance appraisals	See below, p33
Emp-Turnover	Employee turnover and retention	See below, p32
H&S-Emp	Employee health and safety	See below, p32
H&S-Asset	Asset health and safety assessments	See below, p32
H&S-Comp	Asset health and safety compliance	See below, p32
Comty-Eng	Community engagement, impact assessments and development	See below, p32

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 2023.

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 2023. 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: **4**
Average Tenure: **60 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 when appropriate.

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.

Staff engagement

Our robust PDR process is an opportunity to gain an insight into our internal ESG engagement; the appetite for and commitment to the Quintain sustainability story. Each member of staff is asked to assess their role alongside their sphere of influence and potential for advocacy in delivering on our ESG aspirations.

We are proud of the culture of continuous improvement, and with that we are charting a growing pledge towards conscious participation. At every level of our business we are shining a light on sustainability. We are learning. We are teaching. We are making changes. We are individually and collectively accountable for our future.

Campaigns & Advocacy

At Quintain, our responsibility sits not only with ourselves but also with our residents. There is an onus on passing our knowledge, expertise and solutions-focus on to our retailers, residents, stakeholders and suppliers.

We are educating our residents through initiatives such as a summer campaign on reducing the demand placed on our water sources, timing showers and using tap water as sparingly as possible.

Our 'Buy, Swap, Sell' events are increasing in popularity and profile, allowing all residents the opportunity to build their own sustainability story through appraising their buying habits, meeting new people and developing a sense of ownership for their footprint.

49/153 = 32.01%

Workspaces & Buildings

Our workspaces and developments are microcosms of the world beyond and, to that end, we view them with increased scrutiny. We assess our use of paper, energy and water, and encourage our partners to send documents electronically

whenever possible. Our initiative to donate our unused or redundant furniture to local charities for reuse is gaining momentum.

We are becoming more aware of our responsibilities both as individuals and members of teams, willing to set examples for those around us through actions such as going paperless with our suppliers and financial partners, and reframing our operations to take advantage of technology, such as scanning and e-reading capabilities.

21/153 = 13.73%

Technology

We are committed to using technology to promote our sustainability credentials wherever we can. We are placing less profile on our office printers and emphasising modern practices such as document sharing, digital signature software and electronic filing. We are communicating our sustainability goals to our partners and suppliers and facilitating training to upskill our stakeholders across the business.

We are scrutinising our partners' practices and inviting relationships with those who have innovative ways to develop and showcase their own sustainability ambitions. Cloud-based technologies can galvanise our carbon-free aspirations and through our relationships with our own suppliers, we can form alliances with companies such as Google Cloud which aims to run 24/7 carbon-free by 2030.

7/153 = 4.58%

Waste & Renewables

We have enhanced our recycling efforts and make conscious choices when purchasing items, ensuring they are produced from sustainable sources. We are swapping any single use plastics for reusables and are stringent in our recycling practices, individually and as role models for residents, retailers and Quintain staff members.

There is a drive within our business for people to be more involved in shaping our sustainability story from the ground up; through involvement and engagement we are transforming the way we think about our finite resources and are reframing our procurement practices to account for our changing habits.

32/153 = 20.92%

“I will work with our tenants to ensure that unwanted clothes are recycled and do not go to landfill.”

“I will undertake a study on construction and development and gather best practice from industry sustainability initiatives.”

Staff engagement cont...

Environment & Nature

We are analysing our methods of transport and encouraging the use of remote meetings to cut down on any unnecessary travel. If and when it is necessary, we are using pedal power or public transport where we can.

Teams from across the business are looking to their own practices to protect our natural environment; for example, our Estates team is harnessing technology to use timed sprinklers, diluting any chemicals and where possible, switching to eco-friendly alternatives. We are ensuring all our green waste is appropriately recycled and phasing out estate maintenance equipment which is reliant on fossil fuels.

11/153 = 7.19%

Scrutiny & Oversight

We are building momentum in our understanding and advocacy of our sustainability priorities. With that has come a desire to analyse our current processes, procedures and departmental activities in a quest for continuous improvement. We are examining our accepted norms and rolling out changes with increased confidence. We are focusing on and redefining our own sustainability requirements within supplier contracts.

Our position in the supply chain gives us a unique opportunity to provide thought-leadership and through our strong relationship we can all search for practical joint solutions on sustainability issues. Through that, we are

confident we are leading the way in building a sustainability mindset at every juncture.

24/153 = 15.69%

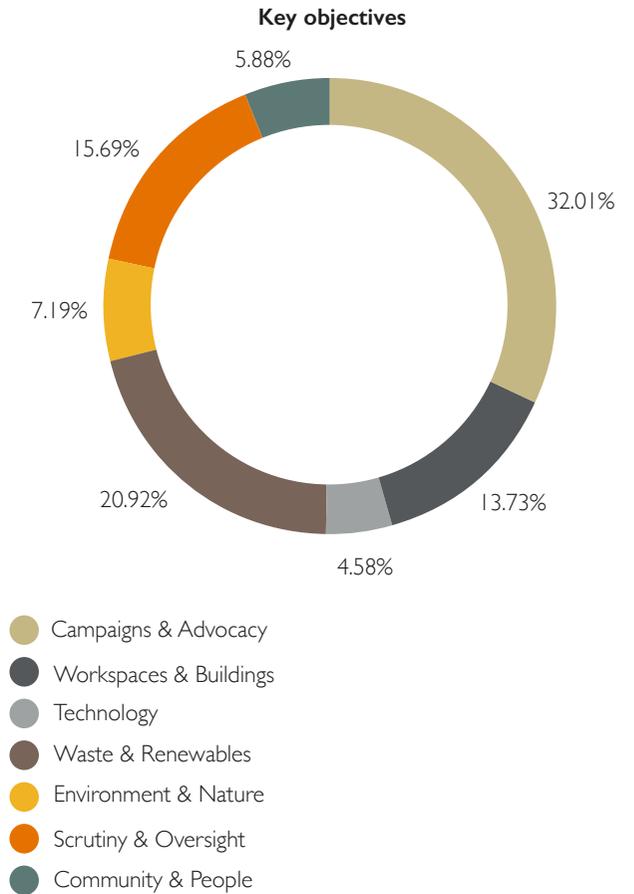
Community & People

We actively seek opportunities to create impact within our communities, not merely in our developments but in the wider locality. Our staff are encouraged to utilise their volunteering days and look for opportunities to engage in sustainability projects supported by local charities.

The essence of a place is much more than a collection of buildings and outside spaces, but rather it is the people who call that place home. We role model volunteering as a way for everyone to channel their unique skills and valuable time towards those people whilst building teamworking skills and a sustainability focus in the process.

9/153 = 5.88%

“I will work with our contractors to ensure their understanding of the SPA to facilitate the gathering of data throughout construction to assist in our BRESB reporting.”



Staff engagement – Sustainability Steering Group and Operational Board ESG Strategy Workshops

- Quintain’s sustainability steering group worked with Ramboll consultants throughout 2023 to enable understanding and successful delivery of ESG priorities and strategy.
- As a result of several collaborative workshops between May and November, we developed action plans and group wide recommendations. These included:
 - Creating greater visibility, monitoring and tracking of performance.
 - Increasing reporting of initiatives and progress between departments
 - Creating an overview of how tasks and actions are interrelated and contribute to achieving our company objectives
 - Clearly defined actions whilst acknowledging limited time and budget.



Outputs from the workshops:



A clear direction and priorities for 24/25

We have defined company sustainability visions and enabling activities, defining the value they add to the business.

We have drafted a 2024/25 timeline prioritising actions. A methodology has been developed for turning these into clear action plans.



Worked with the SSG

Collaborated with the Sustainability Steering Group to understand current challenges and gather input to shape the way forward.



Developed the commitments map

Gathered workshop output into a commitments map (in SharpCloud) to provide an overview of all actions, allowing for traceability and dependencies.

Set up a reporting structure for monitoring implementation against vision statements and objectives.



Operational targets

Developed Quintain’s Operational targets into a timed action plan with key milestones.

Feedback from staff following ESG workshop #1 in May 2023



21 senior managers and colleagues from all departments attended

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 introduced 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.



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:

- Build to Rent roundtable, February
- Personalities in property: podcast with Grace Oyesoro, March
- London Resi Conference, March
- Ekkist x RICS, March
- UKAA Expo, April
- ALT/ RESI, April
- BTR Forum, May
- Bisnow BTRAC, Wembley Park, June
- BWT, June
- IMPACT UK, September
- LREF London, September
- BtR 360, October
- BTR Forum, Wembley Park, October
- Andrew Teacher Montford podcast, with James Saunders October
- Labour Party Conference, Liverpool, October
- Showhouse Roundtable, October
- Urban Living News, webinar, October
- Women Leading Real Estate, October
- Annual Real Estate Forum, October
- UKAA Conference and awards, London, November



Awards and recognition

In 2023, Quintain was delighted to be recognised in the following awards:

- RESI Awards – Finalist for Sales & Lettings Agency of the Year, Property Manager of the Year, Development of the Year, Climate Crisis Initiative
- Brent Design Awards – Finalist for Public Realm & Landscaping x 2 (Olympic Way and Samova Space) and Mixed-Use (Ferrum/ South West Lands)
- Women in Housing/Housing Heroes Awards – Inspirational Leader of the Year (Shortlist)
- Inside Housing Development Awards (Shortlisted) Best Build-to-Rent Development – Repton Gardens
- BTR 360 Awards (Finalist) – BTR Developer of the Year, BTR Operator of the Year, Technology Innovator
- Love to Rent Awards – Highly Commended for BTR Sustainability, Winner of Best BTR Development (Repton Gardens) and Winner of Best BTR Developer
- WhatHouse Awards Silver Award – Best Build-to-Rent Developer
- Gold in Cycle Friendly Employer Accreditation Award from Cycling UK



Proud to be shortlisted



Build to Rent Awards 2023



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. We do this by engaging with our stakeholders on a regular basis and responding to and anticipating their needs.



Diversity & inclusion

Diversity and inclusion

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

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

Our diversity and inclusion aims are four-fold:

— To shape a One Quintain culture that unifies all teams across all levels in the business and is built on shared values.

- To create an inclusive workplace culture where everyone is treated fairly, with equal access to opportunities, training and resources, and with the space to share their experiences and be heard.
- To celebrate and build a greater understanding of Quintain's diverse talent pool and the benefits of prioritising diversity and inclusion.
- To acknowledge that improved business performance is achieved by fostering inclusivity and belonging, creating an environment where employees feel more connected, valued, and integrated, with more opportunities 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					2023				
	Total	Avg. Age	% Male	Female No	Total	Avg. Age	Male No	% Male	Female No	Total	Avg. Age	Male No	% Male	Female No	Total	Avg. Age	Male No	% Male	Female No
Exec Directors	2	50	100%	0	2	51	2	100%	0	2	52	2	100%	0	2	53	2	100%	0
Non-exec Directors	7	55	100%	0	6	53	6	100%	0	7	52	7	100%	0	4	49	4	100%	0
Board of Directors	9	54	100%	0	8	52	8	100%	0	9	52	9	100%	0	6	51	6	100%	0
Operational Board	13	48	62%	5	11	49	6	55%	5	10	50	6	60%	4	13	50	7	54%	6
Senior Managers	16	47	69%	5	20	45	12	60%	8	19	46	13	68%	6	23	46	18	78%	5
Senior Professionals	29	47	66%	10	31	47	18	58%	13	29	48	19	66%	10	36	48	25	69%	11
All other staff	152	36	46%	82	159	36	79	50%	80	169	36	83	51%	86	183	36	92	50%	91
All staff total (incl. Board)	190	39	52%	92	198	45	105	53%	93	207	45	111	54%	96	225	39	123	55%	102
Age Distribution (incl. Board)																			
Under age 30 (0-29)	33	16.67%	–	–	–	–	–	–	–	–	16.91%	–	–	–	40	–	–	17.78%	–
Age 30 to 50	137	69.19%	–	–	–	–	–	–	–	–	69.08%	–	–	–	153	–	–	68.00%	–
Age 51+	28	14.14%	–	–	–	–	–	–	–	–	14.01%	–	–	–	32	–	–	14.22%	–
TOTAL	198	100%	–	–	–	–	–	–	–	–	100%	–	–	–	225	–	–	100%	–

Diversity & Inclusion Steering Group 2023

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 with 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.



James Saunders
Chief Executive Officer



Claudio Giambrone
Head of Marketing,
Wembley Park
Chair of the Pride Alliance



Grace Oyesoro
Head of Operations,
Quintain Living
Chair of the Culture Club



Sarah Birchley
Executive Director-General
Counsel
Chair of the Gender
Equality Network



Harriet Pask
Director of Corporate
Communications



Julian Tollast
Head of Master Planning
and Design



Kathryn McConnell
HR Director



Jacqui Willis
Deputy Company Secretary



Reena Maisuria
Defects Resolution
Manager



Rajesh Shah
Executive Commercial
Director
Chair of the EDI Steering
Group



Jennie Fojtik
Head of Mobilisation

Diversity & inclusion networks – Pride Alliance

The Quintain Pride Alliance is a supportive and informative network for all staff members. It represents the LGBTQ+ community but also serves as an educational platform for allies and those wishing to gain information and learn more about the community.

The Alliance is a safe and welcoming environment for all LGBTQ+ residents within the Wembley Park estate, working closely with Quintain Living to promote diversity and provide education to residents and members of the local community.

Quintain Pride Alliance is an industry champion for LGBTQ+ workers within Quintain's wider supply chain. It strives to educate and work with contractors with EDI policies in place in order to promote an inclusive and diverse workforce. The Alliance facilitates platforms and opportunities to mentor and support individuals within the organisation, through online tools and in person workshops.

Quintain Pride Alliance is an active partner with renowned charities as well as smaller North West London-based groups.

Quintain is committed to creating an inclusive environment for all its residents, staff and visitors, regardless of their sexual orientation or gender identity. One way that Quintain demonstrates its commitment to creating an inclusive environment for these groups is through its funding and delivery of free, public events that celebrate the local LGBTQ+ community, spearheaded by Quintain's LGBTQ+ Network, Pride Alliance. In 2023, this included:

"Quintain's Pride Alliance network is pivotal in our drive for inclusivity and diversity, both within our organisation and across the Wembley Park neighbourhood. Our yearly Pride Month events and active educational efforts showcase our dedication to creating a welcoming space for all, where diversities and unique identities are celebrated."

— **Claudio Giambrone, Chair, Pride Alliance Network**



Case Study

Pride Month celebrations and Wembley Park Pride Presents: The Queer Comedy Club

As part of the Pride Month celebrations in June 2023, the Quintain Pride Alliance delivered several significant activations and activities to raise awareness and support for the LGBTQ+ community and to create an inclusive environment for all. Notably, there was a visit to London's Queer Museum, open to all staff and attended by 30 employees. Along Olympic Way, 12, large format ceremonial banners were displayed, featuring the Progressive Pride flag, and the Quintain logo was used in rainbow colours on the intranet and internal newsletter.

Quintain also delivered its second annual Pride event, titled Wembley Park Pride Presents: The Queer Comedy Club. The free event took place on Saturday, June 24th, at Wembley Park's open-air stage, the Sound Shell. The event was delivered in partnership with the UK's only indoor LGBTQ+ comedy venue, The Queer Comedy Club. It featured a lineup of award-winning comedians and up-and-coming talent from the LGBTQ+ community, including James Barr, Hannah Byczkowski, Dee Allum, Sapphire McIntosh, Henry Moss, Dian Cathal, Sam Roulston, Cleo Henry, Em Hunter, Solero Summers, Matthew Ali, Georgia Thorp, and Leigh Douglas. The event was

introduced by Queer Comedy Club founders Kate Dale, Jeremy Topp, and David Ian.

The comedy special was well-received by over 100 residents who attended and praised the lineup of comedians and the overall safe, welcoming atmosphere of the event. Many attendees said that they had a great time and that the event was a positive and inclusive experience, where they felt represented.

A highlight of the event was a spoken word performance by award-winning writer Dee Allum, whose speech on transitioning was also well-received, with many attendees saying that they learned a lot from it.

In July, The Quintain Social Committee and Quintain Pride Alliance sent the ultimate running team to take part in the annual J.P. Morgan Corporate Challenge in Battersea Park. The event is part of the world's largest corporate running event. Powered by fitness, friendly competition and fun, teams of all speeds and abilities completed a 5.6km race while spending quality time together outside work.

The Quintain Pride Alliance supplied rainbow laces to all participants as a show of support for diversity and inclusion within sport.



Diversity & Inclusion networks – Gender Equality Network (GEN)

Promoting gender equality is crucial in the workplace. This dedication goes beyond the essential legal and ethical standards we operate within; it also attracts and helps to retain top talent, which is crucial to the success of any organisation. Quintain recognises the need for this and makes a conscious effort across the different departments to embed this philosophy in all its practices.

The Gender Equality Network provides a voice to male and female employees across the business who want to raise a gender related topic. Feeding into the wider EDI steering group, the GEN Network focuses on promoting equality and providing a safe space for employees to raise issues informally and confidentially.

The network is jointly chaired by Sarah Birchley and Clare Masters and is run by a further six committee members. The committee organise a range of events throughout the year which anyone within the business is welcome to attend. Dedicated intranet pages provide a hub where employees can find resources or make suggestions for future events. The Network also has a mailing list which offers subscribers access to a range of online network lunches and webinars, often held by external providers.

During the latter part of the year, an 'Ask GEN' function was developed. This will allow employees to ask gender related questions confidentially via the intranet. For example, around maternity leave, dealing with harassment, or career guidance.

In 2023, highlights included:

A **networking lunch with an external speaker** sharing insights into career progression and personal development. This was held at a local restaurant in the Spring and was attended by 12 Quintain employees.

Fireside chat with Danielle Bayless, Quintain Living's COO, in September, who discussed her career trajectory, highlights and experiences as an expatriate in the UK. Daneille was interviewed by Grace Oyesoro, chair of the Culture Club. There was also a question and answers session for attendees, followed by a networking lunch which provided an opportunity for colleagues to chat informally about some of the issues raised. This event was attended by 20 employees.

Beyond the GEN Network, progress towards gender equality was also made in 2023 with several, well-deserved, **promotions**. The Operational Board now reflects greater gender representation, encompassing six women and eight men.

The Operational Board now reflects greater gender representation, encompassing six women and eight men.

Diversity & Inclusion networks – Culture Club

Grace Oyesoro
Chair of the Culture Club



Our Equality, Diversity and Inclusion Steering Group is comprised of a range of individuals from around the business who lead on the creation and implementation of our EDI strategy, ensuring it is aligned with that of our overall business strategy.

The Culture Club is one of three networks set up in 2021, along with the Gender Equality Network and Pride Alliance. The networks exist to educate the wider Quintain team about key diversity related topics and issues to ensure we are best placed to attract talent from more diverse backgrounds to the business.

The Culture Club focuses on race and ethnicity. It is open to anyone and currently has eight committee members from across the business, to allow different voices to be heard. The group uses its annual budget of £7,000 to organise and host a range of events, throughout the year.

The Culture Club uses Mentimeter software to enable employees to anonymously ask questions around diversity. It has also enabled the network to gain sights into what participants want from the sessions and Culture Club more generally.

In 2023, some notable events have included:

Islamophobia Awareness Event in November 2023. The Yellow hosted an art exhibition held during Islamophobia Awareness Month with a focus of what we can do to support our Muslim community, colleagues and friends. Information is Power.



Quintain and the wider Brent community, provided a safe space for potentially difficult conversations and questions to be asked enabling attendees to gain a greater appreciation and knowledge of Islam. It also provided support to those suffering from Islamophobia. Coming at a time when the conflict in Israel and Gaza is putting pressure on race-relations, the event also touched on anti-Semitism.

Black History Month, celebrated annually in October, the Culture Club organised a number of events to highlight issues and foster an understanding of the contribution the Black community has made through the lens of social, political, economic and cultural development. A session on Black history hosted by the Yellow, reflected on the Elizabethan era, looking at figures such as Shakespeare's Othello and discussed

A light lunch was served and the event included an interactive session, hosted by Quintain's Culture Club, Muslim Engagement and Development (MEND), with Nadia Khan from Brent Council. The event concluded with a panel discussion and presentation by MEND and Nadia Khan on the history of Islamophobia. The event, which was attended by over 30 individuals from

the relationship of the Ottoman empire with Victorian Britain, remembering Queen Victoria's companion Abdul Karim. Attendees were invited to ask questions and discuss situations they had found themselves in and unconscious biases were able to be addressed in a safe space.

Also on offer during Black History Month was Rhythmic Body: an Afro Dance Based Somatic Movement class.

Cultural Cuisine events. The first of these events was held in May and was attended by 40 Quintain staff across three sessions. These sessions enabled attendees to learn about West African culture while enjoying a range of food and drink from across the region. A second session focused on Mauritius and Caribbean food and a third focused on Lebanese food.

Information sheets were prepared to share information about the region and culture, including film, TV and musical facts. These were distributed at the events but also put on display in the Quintain offices.

Community outreach. Recognising that we do not operate in a vacuum, it is important to the Culture Club that members of the wider community are invited to share in the conversations around diversity and inclusion. Grace Oyesoro, chair of the Culture Club, has been working with the London Assembly to mentor children at local schools and share her experiences of the industry, introducing the children to potential careers they may not have known anything about.



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 also developing soft skills not necessarily part of the national curriculum, and raising awareness for mental health and wellbeing.

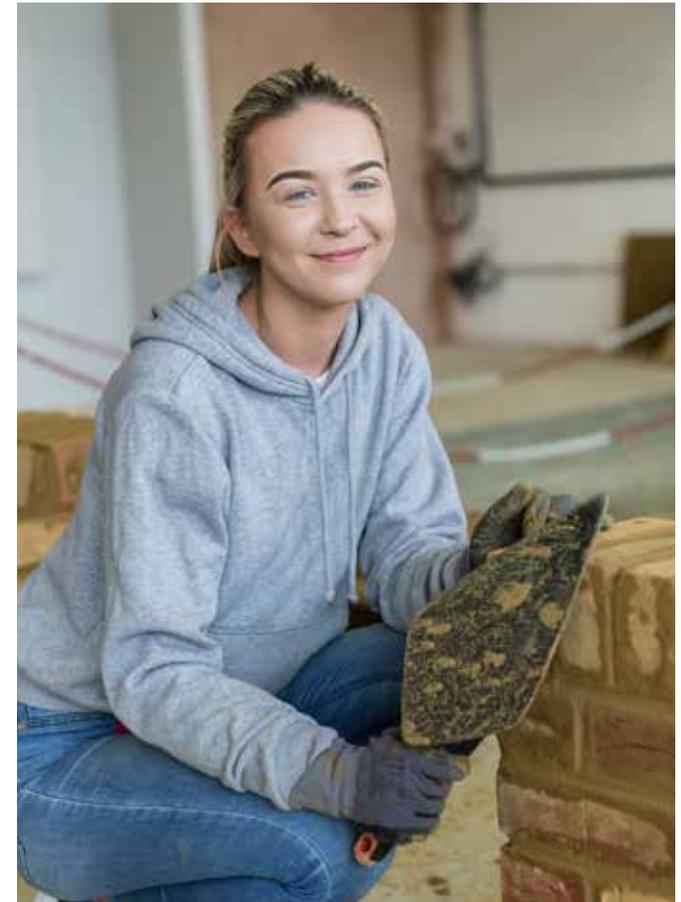
Engagement with schools

In 2016, we identified several local schools with which we could build lasting and strong relationships. During 2023, we continued our long-established relationship with The Skills Builder, providing funding and opportunities to Brent based schools to help students develop key skills that can be drawn upon 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 2023, we worked with Place 2 be across 13 Brent primary schools in partnership with National Park City and McLaren – 870 children participated, with a further 30 teachers, bringing the total to 900.

Lifelong learning

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



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.

345
Hours of staff
volunteering, with
48 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 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 the 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 were residing 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 aware 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

- 170 apprenticeship opportunities have been created at Wembley Park since 2017, with a S106 target of 152. In the same timeframe more than 2,000 local school children were upskilled to help them get ready for the workforce through the Skills Builder Programme.
- 106 apprentices live locally in Brent which is 68.39% (at year end 2022)
- NW09/10 or Repton Gardens which opened to residents during the reporting year and offered 11 apprenticeships
- NE02/03 or Solar and Luna saw 26 apprentices working on site and this project alone has seen 1,100 weeks worked by individuals in training.
- S106 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.
- 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.

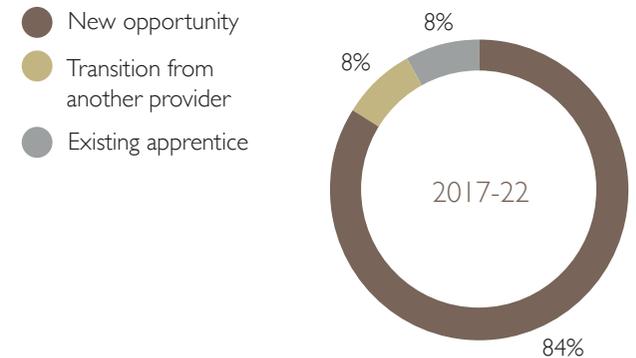
(Calculated figure = £1,245,511)

Based on 2017-2022 data as we are reviewing our community investment approach and associated strategies, to best serve the community in Brent.

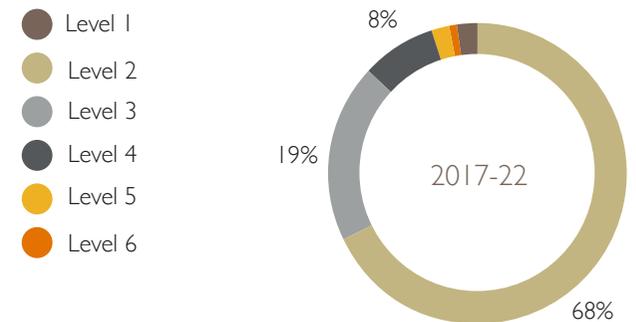
182%
Ongoing S106 target met for local labour

43.2%
of our construction workforce were London Borough of Brent residents

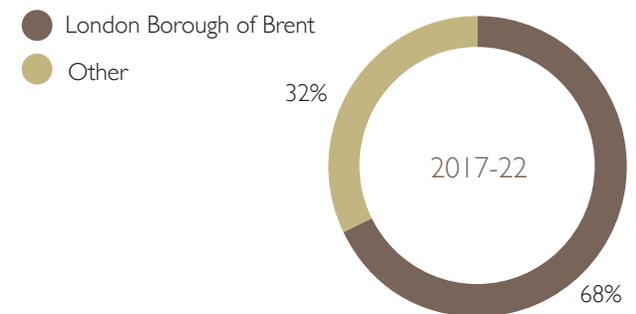
Apprenticeship creation



Apprenticeship levels



Apprenticeship locality



Case Study

Ultra Education Summer Camp

32 young people aged 7-14 yrs old attended the week long camp

10% of participants had a disability

£1,200 funding from Quintain

20 hours of instruction across five days

In August, The Yellow hosted the Ultra Education Summer Camp with the aim to teach business and strategy skills to children and young people aged between 7-14 years. The week-long course allowed them to translate their innovative concepts into compelling business pitches.

32 young people participated in the camp, split 60%:40% between boys and girls, of which 10% of participants stated they had a disability. Overall, the scheme received £1,200 in funding from Quintain which covered the cost of two facilitators providing 20 hours of instruction across five days.

There were seven different activities to help the young people develop their skills, ranging from chess and leadership training to business ideation and market research.

The young people were encouraged to take their initiative to lead projects and assumed greater responsibilities during business ideation and market research sessions. Their growth was unmistakable during the branding and design phase, where they confidently utilised both modern tools and traditional techniques to express their envisioned brand concepts.

The outdoor recreation segment at The Yellow was instrumental in enhancing their interpersonal skills. The relaxed environment played a pivotal role

in helping them bond, establishing a strong foundation for the collaborative work that followed. By the time they reached the peer pitching and feedback phase, the young people's confidence was shining through. Their eagerness to seek constructive feedback and the quality of their interactions was a testament to their enhanced social confidence.

With an emphasis on positive interactions there was a surge in participation as the course progressed, which reflected the young participants' growing interest and commitment to nurturing positive relationships. The inclusion of team-building exercises and icebreaker games fostered camaraderie and deepened friendships among the participants. Experienced facilitators ensured there was open communication with parents after the session, which further helped create a nurturing environment.

Over the course of the programme, significant transformative changes were seen among the participants. The program's impact was most evident during the guest entrepreneur talks and final presentations. On the final day, participants were invited to present their ideas to an audience of family members. Their concepts ranged from innovative attire for premature infants to tech ventures, savoury cookbooks, flavoured ice cubes, headphones and much more – the range of business ideas was vast and impressive!

There was also a marked reduction in the number of instances where young people exhibited unregulated emotions or behaviours over the week and an increased ability to resolve conflict.

Despite the serious content of the camp, ultimately, it was about facilitating an environment where creativity had no bounds and self-belief could be nurtured. The feedback was overwhelmingly positive and the programme has had a lasting impact on the participants' lives.

"For five exhilarating days, budding young minds brainstormed, collaborated, and translated their innovative concepts into compelling pitches."

"With spacious interiors perfect for brainstorming and the outdoor play area ideal for relaxation, The Yellow provided everything we needed and the facility is a beacon for community bonding, reflecting the aspirations of the families in the borough."

"These five days weren't just about cultivating business knowledge. They were about friendships, fun, and the foundational belief that with the right nurturing, any dream can take flight."

— **Msongo Mngwali**

Case Study

Skills Builder Accelerator Programme and Work Experience Pilot scheme

In 2023, Quintain signed a partnership with Skills Builder for further essential skills and development through the sponsorship of a local school, volunteering and Work Experience placements. Quintain sponsored The Village School in Brent to complete the Skills Builder Accelerator Programme, building the capacity of the school to take a best-practice approach to developing essential skills as a central part of the education they provide.

The cost of this partnership was £5,000 plus £2,500 for school sponsorship.

The schools focus on three outcomes to create sustainable change in the educational experience that students are getting:

Improve essentials skills education

Build teacher confidence

Drive student progress

In 2023, Quintain held a work experience pilot scheme which took place in July, in conjunction with the London Careers Hub – Educational Development

Trust, The Skills Builder. The aim was to develop Quintain's work experience offering at Wembley Park, with a spotlight on upskilling local students in eight core skills: listening, speaking, problem solving, creativity, staying positive, aiming high, leadership and teamwork.

Two 17-year-old students from local schools, Capital City and Claremont were supported by 14 employees from across Quintain. The students were provided with a structure for the week and a project brief which focused on problem solving, creativity and speaking. The project brief included research, attending meetings, minute taking, design and presentation skills.

Benchmarking tools from Skills Builder showed the students improved across all areas.

The programme was a huge success and Quintain achieved Level 4 accreditation from Skills Builder Quality Assurance – the highest level possible, demonstrating a best practice approach.

"This has been an amazing experience, so much advice was given and I'm really grateful!" Work Experience Student

The Quintain mentors also gave positive feedback around the student's attitude and abilities and benefited from the experience as much as the students:

"It demonstrated that giving the younger generation an introduction to the wide scope of departments/roles that exist within Quintain is certainly worthwhile and something I'd love to be involved in again. It was great to see the young people so engaged and to gain a fresh perspective - they had some fantastic ideas that we will make use of!"

— Quintain employee & work experience mentor

"We are grateful for Quintain's grant of £2,500 to help further our mission that one day, everyone will build the essential skills to succeed."

— Skills Builder

1 school transformed

60 teachers trained

80 students supported

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 and Estate Protection Officers who look after the public realm, providing the resource required to support the development and implementation of our safety plans.

Our 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.

We aim to ensure that our team is suitably trained and qualified to support the Wembley Park estate and enable business and leisure activities to happen safely, in accordance with legal requirements, regulation and guidance and are aligned with industry best practice.

We seek to work collaboratively with our Wembley Park teams and contractors to proactively and reactively respond to risks, conducting regular site audits. As developers, we are required to deploy our resources to run our sites safely and above and beyond this, we employ auditors to ensure our sites are run in accordance with the highest safety standards.

Across our construction sites, we conduct monthly formal audits with the site team, benchmarked against their key performance indicators. On a weekly basis, we carry out informal site checks, with members of our team working with our construction contractors to identify any trends or issues of concern.

Where 'step outs' are required and a contractor needs to

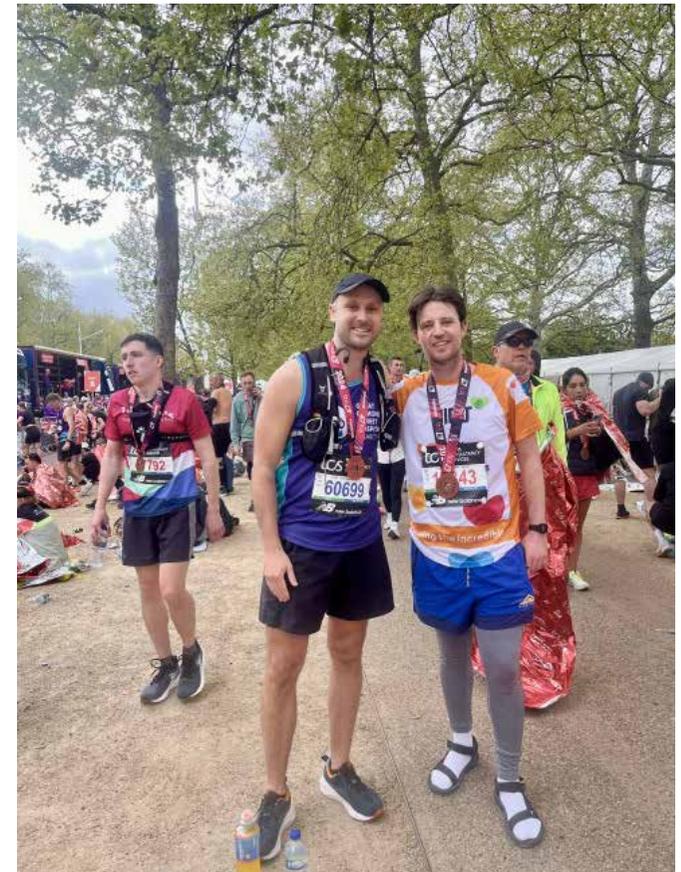
work outside of their normal physical space, we will work with them to ensure it is done safely and any unfamiliar risks are mitigated.

Wellbeing

In response to feedback in our staff survey, in 2022 we created a Wellbeing committee, comprised of eight members of staff, and with an annual budget of £4,000. In the first Wellbeing Audit, fitness and movement were identified as being the main issue that employees were struggling with and so to address that, the committee ran several initiatives aimed at increasing the everyday activity of employees across the business.

These included HiMotiv's 'Move-ember' Challenge where teams were encouraged to reach a target of physical activity across the month. With 47 staff members signed up to take part, teams were assigned and weekly competitions ensued.

A second initiative was to enable 'better meetings' formed in response to feedback about the volume of meetings and the problems that can arise as a result, from increasing stress to a reduced ability to focus. To help support employees in both holding and attending more efficient and productive meetings, the Wellbeing team created guidelines, communicated internally via our internal communication channels, as well as designing posters which are displayed in meeting rooms. A 'one day a month meeting free' initiative was also trialled, with departmental heads able to block the diaries of their team members to ensure no meetings were booked on certain days. The success of this will be reviewed during 2024.



Matthew Farminer and Jamie Wheeler having completed the London Marathon.

Safety, Health & Wellbeing cont.

The impact of leading more sedentary lifestyle is increasingly understood, as are the effects that our buildings and surroundings have on both our physical and mental wellbeing. As a developer, we can incorporate features into the design of both buildings and the public realm that can help to improve the health and wellbeing of our occupiers. We measure the quality of air that we breathe, ensuring that visitors and residents 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

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.

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 in 2023 has remained similar to the previous year, with around 900,000 logged.

The goal of zero accidents falling under the Reporting of Injuries, Diseases and Dangerous Occurrence Regulations (RIDDOR) has been once again achieved on the construction side and the number of non RIDDOR accidents and incidents has remained consistent with 10 reports in both 2022 and 2023, down from 15 instances in 2021.

Health and Safety audits continued to be carried out across the estate to promote a positive health and safety culture and explored all relevant areas, including dust control measures, manual handling, work at height, lifting operations. Based on the audit scores in 2023, the health and safety performance of the construction sites in Wembley Park is at an average of 80%, down on the previous year's 90%.

Sisk received a score of 45/45, with an additional two bonus points for site innovation, under the Considerate Contractor Scheme (CCS) following the Monitor's yearly audit in November, improving from the visit in 2022 where their score was 42/45. The CCS Monitor observes and scores against the three sections of the Code: respecting the community, caring for the environment and valuing the workforce.



Safety, Health & Wellbeing cont.

Gained ISO 45001 Occupational Health and Safety certification for Wembley Park

Wembley Park Contractor Health and Safety audit performance averaged 90%

WELL Building Standard requirement for new development to improve resident wellbeing

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

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

LDO safety improved decrease in Non-RIDDORs compared to 2021

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

Company Wellbeing Committee established

Zero RIDDORs for Quintain direct employees

Health & Safety performance	2020	2021	2022	2023
Total incidents	35	62	191	21
Quintain Operations				
Non-RIDDOR accidents /incidents	0	0	0	0
RIDDOR accidents/incidents	0	0	0	1
Wembley Park Estate				
Non-RIDDOR accidents /incidents	0	0	0	0
RIDDOR accidents/incidents	0	0	0	0
Wembley Park Events				
Non-RIDDOR accidents /incidents	0	0	0	0
RIDDOR accidents/incidents	0	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	10
RIDDOR accidents/incidents	0	0	0	0
Construction				
Non-RIDDOR accidents /incidents	17	15	10	10
RIDDOR accidents/incidents	1	0	2	0

Most of the Arena's incidents were in 2022 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.



Employees

Mentoring Scheme

In 2023, we launched our mentoring scheme. Our aims for the scheme are:

- 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.

Throughout 2023, there were 15 pairs of mentors and mentees meeting regularly with clear goals and objectives.

“I got a lot out of it, learning about other roles in the business, also self-reflection”

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.

“Getting to know other areas of the business has been valuable and seeing the confidence in my mentee increase especially in managing upwards”



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 quarterly staff meetings and on the intranet. In our 2023 results, we had a strong level of participation from across the business at 83% and an overall satisfaction score of 84.9%.

High scores were seen over several areas including understanding of business metrics, access to senior management and liking working for a company with clear values. We also saw strong progress against staff awareness levels of our commitment to equality, diversity and inclusion.

95%
I am aware of Quintain's commitment to equality, diversity and inclusion
(based on Agree/Strongly Agree results)

89%
Believe that Quintain's commitment to sustainability is given sufficient attention in our business activities
(based on Agree/Strongly Agree results)

83%
Employee participation

87.7%
I am proud to work for Quintain
(based on Agree/Strongly Agree results)

91.3%
I understand the company values
(based on Agree/Strongly Agree results)

Following our previous survey results, particular attention was paid to the following workstreams during 2023:

Visibility of other teams

Team Pages were published on our intranet providing photos of team members, summaries of what different teams/individuals do and photographs of more informal team activities, as such as team volunteering days. In addition, some of our teams welcomed guest speakers from other parts of the business in their regular team meetings.

Diversity data collection

In 2023, we launched our diversity data collection, through employee self-service in Cintra. This new functionality enables us to collect real-time diversity data securely and confidentiality, providing us with a better understanding of the diversity of our employee participation. In turn, we can then shape our approach to diversity and inclusion, identifying the areas where our focus is needed and understanding how our business processes may impact diversity.

Benefits

We have continued our work to increase visibility of our many staff benefits, reminding staff of what we have and how to access them. Additionally, we introduced a new retail discount scheme and re-introduced a hybrid working allowance. Plans are in place to roll out a new financial wellbeing platform in early 2024.

Recognition and celebration of success

We continued to celebrate the achievements of staff throughout the business both in our weekly newsletter and in the workplace. We rolled out Staff Appreciation Week across all offices during November with treats and events taking place over several days to show our appreciation to our staff for their hard work. We are also planning to roll out Nectar, a staff appreciation tool, across the whole business in early 2024, which recognises staff for demonstrating our company values.



Staff volunteering

Throughout 2023, a number of teams from around Quintain took a day out of the office to volunteer at Sufra, a local charity based on St Raphael's Estate, Brent's most disadvantaged neighbourhood. The charity provides a lifeline for people in crisis, including families living in extreme poverty and people who are vulnerable, homeless, and socially isolated.

Sufra runs a grocery shop where families have weekly access for a period of three months to gather items for their weekly shop for just £4.00 per visit. They also provide ongoing access to the Sufra cafe which provides freshly cooked lunches and evening meals prepared by their talented chef Jazz who has previously worked with Rick Stein, Angela Harnett and Cyrus Todiwala! In addition, Sufra provide visitors with support on understanding their benefits and managing their bills.

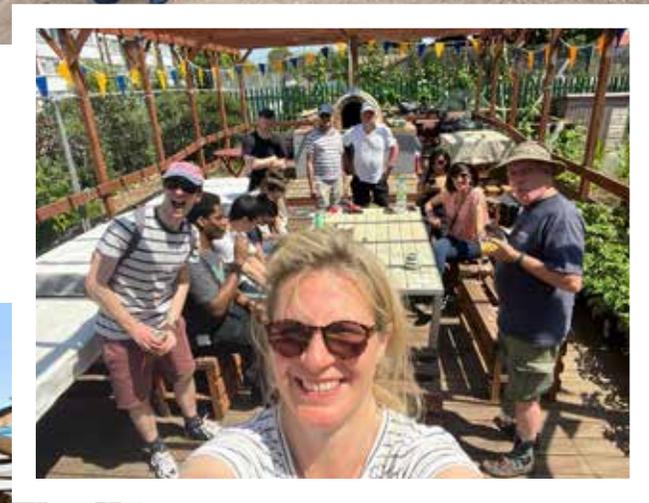
For the Quintain teams volunteering, it was a great opportunity for colleagues to work closely together outside the office directly helping those in need. A highlight for one Quintain team was meeting the team at Sufra and understanding their reasons for working with the charity. It also gave the volunteers an insight into the cost-of-living crisis that is affecting so many people and an appreciation of the everyday things we can often take for granted.

"We had so much fun in the kitchen. What a humbling experience and a joy to feed and serve the local community. Can't wait to go back for round 2!!!!"

— **Liane Evans, volunteer**

"The team from Quintain came down and made a huge impact. They volunteered across a range of services, supporting with everything from packing food parcels, painting planters, peeling hundreds of potatoes and turning compost! Willing to get stuck in with all sorts of jobs, they have made an incredible difference."

— **Nina Parmar, Food Aid & Volunteer Manager, Sufra NW London**



Quintain team – Sleep Out in support of LandAid

In March 2023, Andrew, Rajesh, Grace, Laura, Liz and Harriet braved the sub-zero early March temperatures in London to support an exceptional cause.

LandAid's mission is to end youth homelessness in the UK. They provide monetary grants and broker pro bono advice to support hundreds of charities each year to work towards their collective mission.

LandAid SleepOut is an annual event held in locations up and down the country and this year saw 1,280 property professionals brave the elements by sleeping outside to help end youth homelessness, making it the biggest LandAid SleepOut ever.

Last year, almost 136,000 young people in the UK approached their local council for housing support.

Homelessness is more than just sleeping on the streets. While this can be the most dangerous, and most visible, form of homelessness, it is just the tip of the iceberg. Homelessness means not having a place to call home. Quintain is committed to social mobility and creating communities for all with the development of homes of every tenure, public spaces accessible to all and jobs along with it. It is vital that our actions feed in to the mission set by LandAid.

“What an experience! It was freezing cold but the stark reality that we were safe in our sleeping bags when many young people facing homelessness do not have a safe place to sleep is a terrifying prospect.”

— **Liz Simmonds, Quintain**



£4,736 match funding was provided by Quintain. The team raised £4,736 + £946.42 in Gift Aid. **Total £10,418.42**

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.

During 2023 we completed a lease to increase the community of local makers and artists at Wembley Park. Work started in 2023, turning three large retail spaces into 30 affordable art studios due to open in 2024. This project carries a capital expenditure commitment of £1,500,000.

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



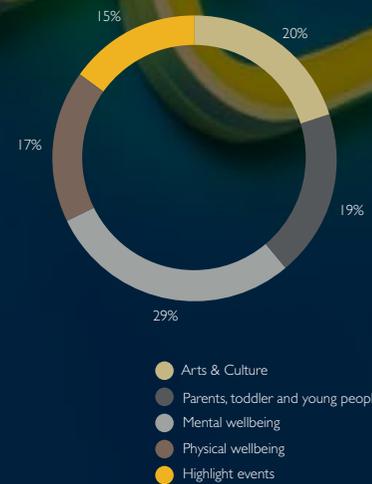
Local Communities

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 a 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	Results achieved
To deliver dynamic events to engage Wembley Park residents	Raising the profile of The Yellow to maintain its sustainability
Subsidised classes to encourage repeat visitors	Ambition to reduce cost in the future
To initiate, create and deliver a podcast station	A platform for the community, partners and local groups to engage in Wembley Park



“Wembley Park is such a diverse community and as a local resident, I’m thrilled to be able to work within it. Ash and I have been passionate about making The Yellow a welcoming and inclusive space and championing everyone who has wanted to create an event or workshop here.”

— **Dee Qadir, The Yellow**

335 events throughout the year

20,102 members of the community joined an event at The Yellow

226 regular classes held in 2023

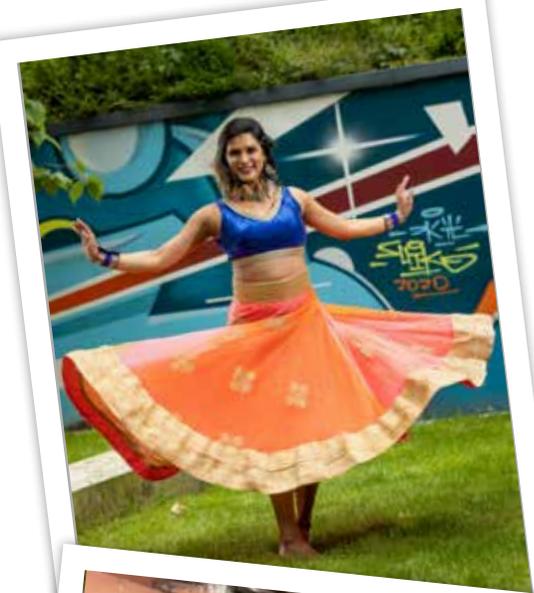
2 full-time Quintain team **members**

535 hours donated for community events

2,062 hours of activity during **2023**

Local Communities

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



Case Study

Comic Mania event at the Brent Civic Centre

Over the summer of 2023, children in Wembley stepped into the colourful world of creativity with Comic Mania Comic Book Workshops. Held in Wembley library in Brent Civic Centre with £13,000 of funding from Quintain, these workshops were an imaginative adventure that sparked young minds and brought their stories to life. Guided by professional comic book author and filmmaker Simone Haynes, with a volunteer from Quintain, 110 children aged 6-12 embarked on an exciting journey of self-expression. The objectives of the workshops were to learn how to create a comic book story, improve digital skills and literacy skills. The children learnt the art of storytelling, character design, and illustration, discovering how to craft their unique comic book narratives.

With an array of art supplies and Android tablets at their fingertips, budding artists brought their characters to life, using pencils, felt tips, and the ComicMania.co.uk online platform, as well as the colourful bespoke workbooks to help create vibrant pages that tell their stories. Whether they dreamt of superheroes, intergalactic adventures, or whimsical creatures, these workshops encouraged children to let their creativity flow.

As the workshops concluded, children proudly left with their very own handmade comic book, filled with their imaginative tales and colourful illustrations. The Comic Mania workshops inspired a love for reading, storytelling, and art, fostering a lifelong appreciation for both literature and the visual arts.

“This was a lot of fun. My son really enjoyed standing up and sharing his comic story with the group. I felt proud. Thank you!”

— Attendee

110 children aged 6-12

£13,000 funding from Quintain



Case Study

Supper clubs at The Yellow

160 different cultures amongst Wembley Park residents

180 attendees across six supper club events

During 2023, The Yellow hosted six supper clubs, celebrating the cultural diversity and vibrancy of the Brent community. With over 160 cultures amongst Wembley Park residents, the supper clubs brought together diverse groups, creating an opportunity to share stories about culture and tradition that lead to greater understanding – as well as the forging of several new friendships – between individuals.

Priced at £25-£30, and with around 30 attendees at each event, every supper club sold out. While The Yellow offered a contribution towards the food, as well as the cutlery, crockery, tables and chairs, the host provided the food. The food served ranged from Italian to Afghani, Ghanaian and Indian. A particular highlight was the Peruvian Supper Club which began with a dance workshop. Steps from the Afroperuvian rhythms were taught as well as the famous Festejo style of dance. To eat, traditional Anticuchos skewers were cooked in charcoal and devoured while diners enjoyed a Peruvian dance show, featuring dances and costumes from Tondero, Zamacueca and Marinera Limena along the coast of Peru.

The supper clubs have been a hugely successful way of bringing a range of people together to share stories and bond over a love of good food.



Residents and Tenants

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 summer party.

153 events were held in 2023, attended by over 8,000 residents in total. The target for attendance was 20%, but this was exceeded with a total attendance of 28%.

81% of residents who responded to a survey said they were 'satisfied' or 'very satisfied' with Quintain Living events and 86% would recommend the events to their friends. 71% of respondents agreed that the Quintain Living events set the developer apart from other rental developments.

Of the events held, food and cookery themes were the most popular with 68% of residents enjoying these the most.

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.



Case Study

Halloween pet parade

In October, the Quintain Living team organised the second Halloween Pet Parade, following the hugely popular 2022 event.

25 dogs strutted their stuff and showed off an array of creative and flamboyant costumes, and there were over 100 human guests in attendance too.

The lively, free to partecate resident event, featured a compere and a three person-strong judging panel alongside the contestants. Judges included The Cuddle Club Founder, Aneka Johnson and General Manager, Dee Sagoo and Victoria, Founder of Wembley-based Victoria Dog Obedience Training.

The participants and their owners met and mingled before the parade began, with pupaccinos and treats available for the dogs and coffee and pastries for the humans, courtesy of local institution Out of Office Coffee, along with grazing boards from Happy Platter.

Hungarian Vizsla, Mouse, won the coveted Best Dressed prize of a £500 John Lewis & Partners voucher for his aqua dog costume. Second place, and a £150 London Designer Outlet voucher, went to a trio of hounds, Lula, Pippa and Fitz who embraced a Harry Potter theme and third place, with a £100 London Designer Outlet voucher, went to Draco the Husky, who came dressed as Grandma from Little Red Riding Hood.



“Following the success of the inaugural 2022 event, it was wonderful for our residents and their pets to come together once again for the Halloween Pet Parade. It was great to see so many pets and their owners making new friends and creating happy memories together, as well as enjoying the music, food and photo opportunities that were such a successful part of the day.”

— Danielle Bayless, Chief Operating Officer, Quintain Living

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 to 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 talks 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 – which is particularly relevant across Quintain Living. We have also worked together to deliver exclusive experiences for our residents.

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.

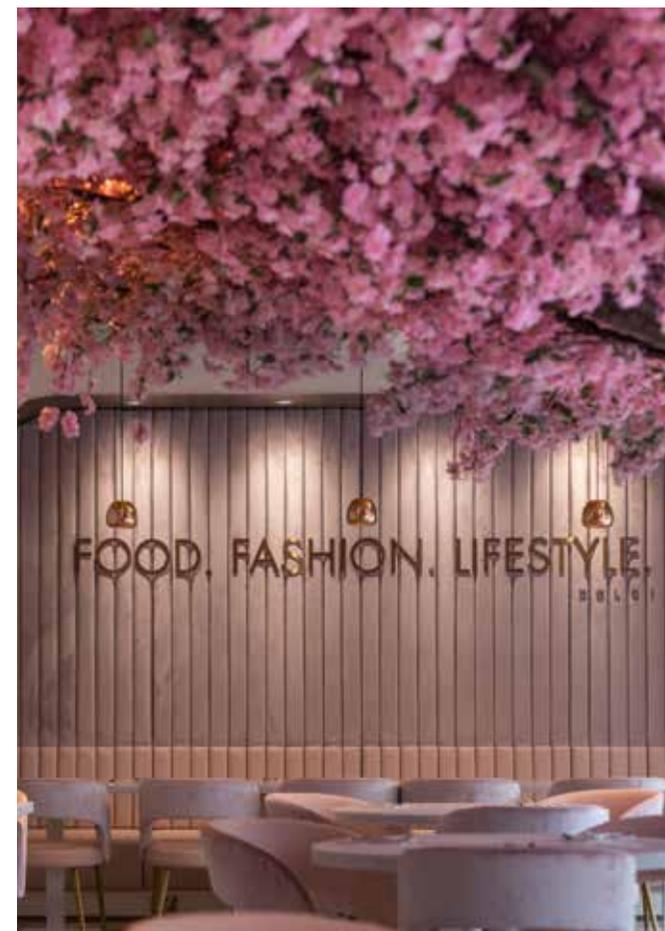
To date this has been a direct capital investment from Quintain of over £6mn. In 2023 this figure was £2,025,684.

Retail outlet	Capital	Rent free
A&N Other	£0	£7,500
Six Yard Box	£90,000	£65,000
Second Floor Studio & Arts	£1,500,000	£23,184
Punchdrunk Enrichment	£235,000	£105,000

The below table shows the ownership breakdown of leased spaces across Quintain's retail portfolio at Wembley Park. (excluding LDO and Stadium Retail Park)

Corporate	33.3 %
SME	55.6 %
CIC/Charity	11.1 %

Of which 35.6% are BAME owned



Case Study

Punchdrunk Enrichment

In 2022 Quintain agreed a deal with Punchdrunk Enrichment, the UK's premier education and community-led immersive theatre company, to undertake a three-year residency at Wembley Park. Supported by Arts Council England, Punchdrunk Enrichment transformed an 8,000 sq ft industrial unit into the North London neighbourhood's first-ever, co-created immersive community space.

Quintain's capital investment commitment into Punchdrunk Enrichment in 2023 was £235,000.

The investment reflects Quintain's ongoing commitment to providing its growing community and the people of Brent with high-quality experiences, amenities and cultural spaces. Throughout 2023, Punchdrunk Enrichment provided 10 young Brent 'makers' with on-the-job training, contributing to the completion of phase I of Punchdrunk Enrichment Stores, the full programme of which will be delivered in 2024.

During the year, Punchdrunk Enrichment were successful in our tender, run in April 2023, for the operation of the community space in North East Lands, arriving 2025. This process was run in collaboration with the London Borough of Brent.



Punchdrunk Enrichment's The Lost Lending Library. Image by Paul Cochrane.



Matt Slade (Quintain), Peter Higgin, Alice Kitty Devlin, Mia Jerome.

London Designer Outlet sustainability highlights

300 tonnes of cardboard were recycled
– January to December 2023

185 tonnes of glass were recycled
– January to December 2023

Over 6,588 pallets recycled January
– December 2023

LDO operational systems are now 100% paperless,
with targets for the office to do the same

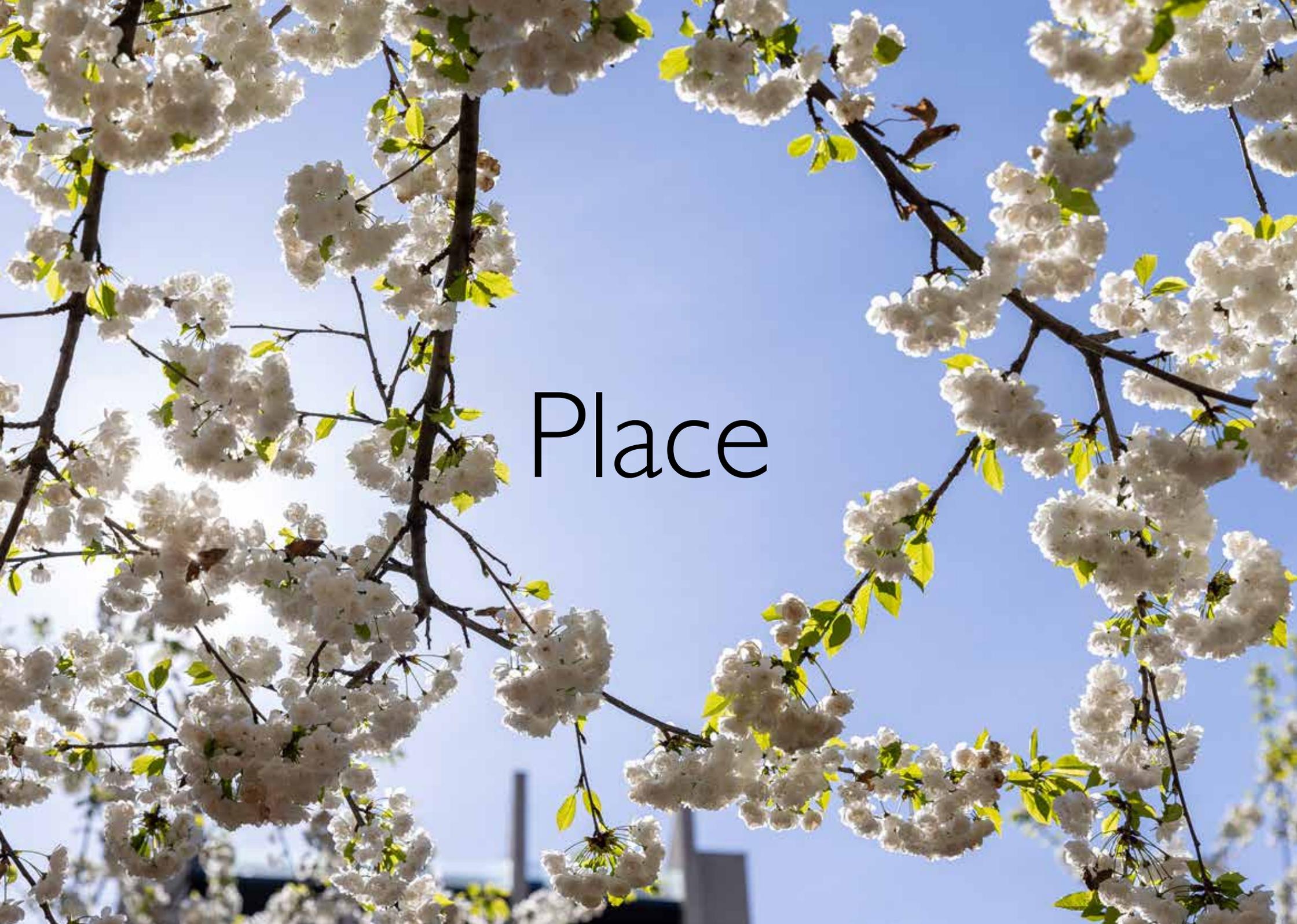
Solace Woman's Refuge Charity

First shopping centre in UK to offer positive
bystander training

Adoption of the Warrior Tree to represent
the charity

Raised £4,000 through bags, clothing sale
and collection





Place

Place

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

Biodiversity

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

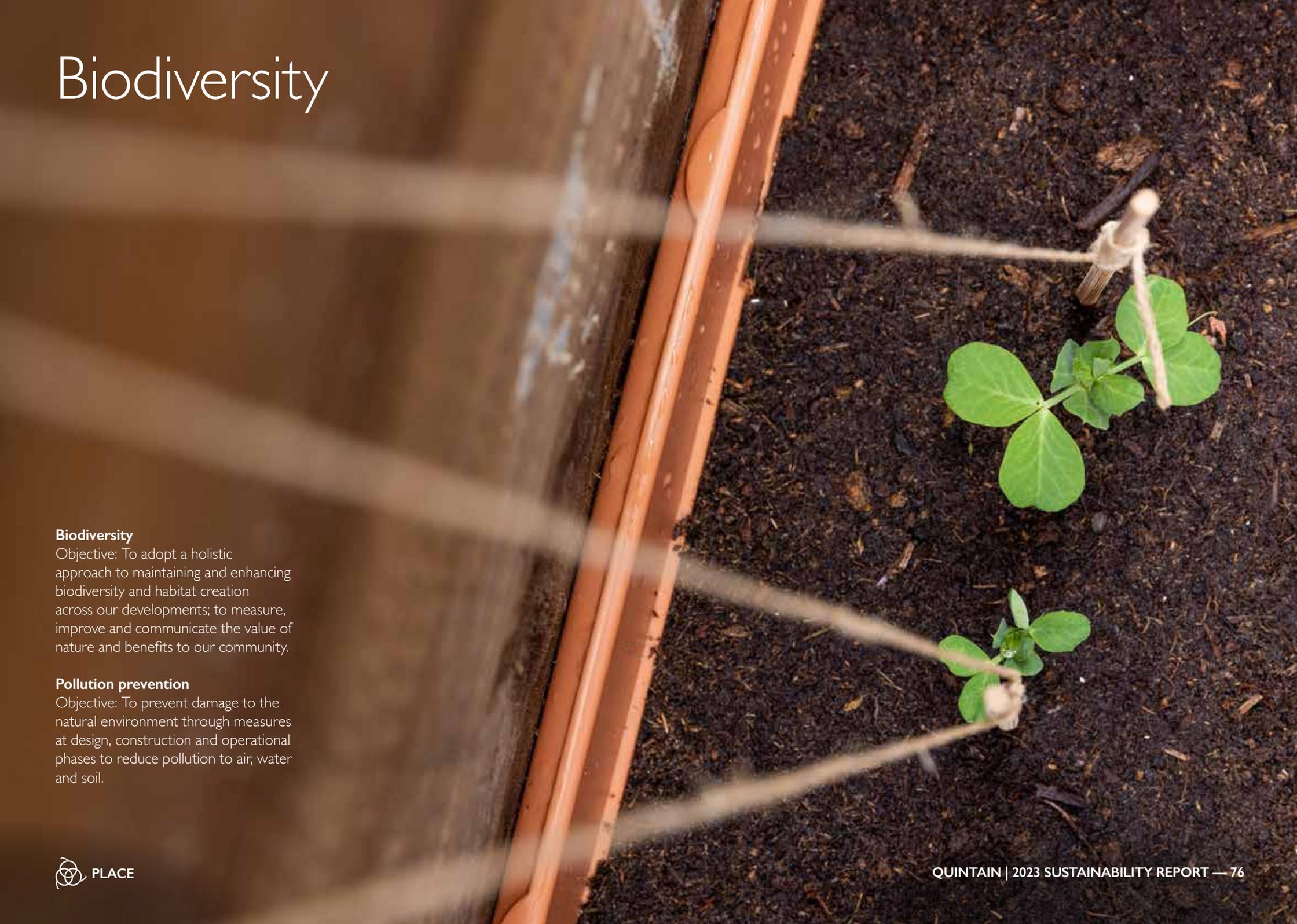
The success of any place is largely dependent on the places and spaces that shape the built environment and how they function to welcome all. This is why we adopt a Space Positive design approach across all our projects, delivering public realm that not only creates an instant impact but also matures 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



Biodiversity

Objective: To adopt a holistic approach to maintaining and enhancing biodiversity and habitat creation across our developments; to measure, improve and communicate the value of nature and benefits to our community.

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

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 developments at North East Lands, NE02/NE03 which were both under construction throughout 2023 have designed biodiversity into the public realm and resident amenity space using 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 to 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.

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

1,130 trees in Wembley Park

736 trees in Wembley Park's public realm

394 trees in Wembley Park's private podium gardens

Average tree canopy size of **20 sqm**

32.85 trees per hectare

380 sqm of additional tree cover in 2022

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

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

Biodiversity

Throughout 2023, maintaining the 85 acres of natural environment around the busy and vibrant Wembley Park has been a key focus for the estate team.

Designed and laid out by Humphry Repton for the Page family in the late 18th century, by the late 20th century the area around Wembley Park had fallen into a neglected, concreted space with just a single tree amongst vast car parks. Since work began on developing the area in 2004, the environment has become a vibrant community, humming with many forms of life, while the area around the Stadium has become an 'urban arboretum'. As it matures, the Wembley Park estate team work hard to ensure the area, which now contains a mixture of very different landscape settings, continues to look its best and provides a functional backdrop for both visitors and residents.

As well as high day-to-day traffic, the area also experiences periods of intense activity when crowds visit the area for stadium, arena and theatre events. Considerable effort is put into ensuring that the trees and shrubs in the public realm are maintained to look their best.

Over the past five years, Quintain has been working with architects and expert advisers, LDA Design, Dixon Jones Architects, Gross Max Landscape Architects and the Royal Botanic Gardens at Kew. The strategy includes plant selection and design principles which incorporate formal planting in some areas and informal 'shaggy' planting in others. So far, 1,130 trees have been planted across the neighbourhood, all of which are recorded and can be learnt about on an interactive tree map. [<https://wembleypark.greentalk.io/>]

In NE lands another 129 more trees will be planted by the beginning of 2025 as part of Union Park North including some new species to Wembley Park. Union Park North will also further enhance the biodiversity of Wembley park with a reed bed filtration system serving the pond. The planting selection has also been curated with Nigel Dunnett following a New Wilderness Principle.

As part of this transformation, Olympic Way – the ceremonial route that links the Wembley Park tube station to the stadium – has been planted with 24 matched pairs of trees over the period from 2019 to 2023. This 'Avenue of Champion Trees of the World' contains varied species from northern hemisphere temperate zones, running from those native to western America by the tube station to those associated with Japan at the Stadium end of the avenue, with the London Plane in the middle of the avenue. The trees selected were extra mature with girths of up to 60cm and have benefited from a system of specialist tree pit planting designs which provide the best environment for them to thrive. Since being planted, the after-care teams have nurtured the trees. Each tree has a dedicated watering point that is fed from a hosepipe connected to a local standpipe. This manual system of watering was the preference as it allows a specific known volume of water to be given to each tree subject to ambient weather conditions and tree species. Periodic pruning and lifting of the crowns helps to ensure that the clear stem height to the lowest branches reduces any conflicts with the day to day and major event day crowds on Olympic Way.



Biodiversity

Maintaining a landscape that needs to withstand the footfall and litter, while discouraging tree-climbing by tens of thousands of football and music fans on a regular basis is challenging, so trees with clear stems to a height of approximately two meters have been selected. The girth of the tree trunk is generally specified as semi-mature, mature or even extra mature to ensure that they are sufficiently robust from the day of planting. They are also regularly monitored for any damage after events or adverse weather, with any damaged branches being removed. Along the boulevard, the tree roots are also continually monitored to ensure that they do not push up the pavement and create trip hazards.

With climate patterns changing resulting in mild winters, late intense frosts and heavier rain fall, as well as prolonged periods of hot dry weather during summer months, planting is selected with these factors in mind and many of the trees are hardy down to -20 degrees.

In Repton Gardens, parking beneath the podium gardens means there is only approximately 60cm depth for the tree's roots, so the species planted there are able to thrive at a shallow depth. The tree species selected are Apple, Birch and Cherry with the latter two being used as the names for the buildings.

A rainwater harvesting tank has been integrated below the car park in Repton Gardens and this is used as part of the landscape maintenance. – A further harvesting tank is being delivered in the NE lands.

During construction work at North East Lands 02 and 03, several lime trees were relocated to an area around Red Parking

on South Way. This follows a long-held principle to re-use existing or unloved trees wherever possible.

Shrubs and flowering plants are selected for looking good while being low-maintenance, and their toxicity is also a consideration. For this reason, plants such as foxgloves and irises, and those any with poisonous berries are not used. Aroma and seasonal variety is a key factor in the selection.

Sadly, Boxus hedging around the estate has suffered a similar fate to many plants around the country, with the exception of Emerald Gardens where it is still alive. Dead plants around the estate are being replaced with ilex, a similar looking shrub resistant to disease.

The process of how people use the area is constantly evolving and unexpected desire lines or high pedestrian traffic in some areas has led the landscaping team to mitigation measures. For example, in areas where activity has eroded the ground, enhanced planting has been deployed with larger container pots now used for bigger and more robust shrubbery. Where a three-meter-wide plant bed was worn-away, the area has been re-landscaped with terrace planting, which deters shortcuts while continuing to benefit the area aesthetically. This experience has led to greater insights into human behaviour around the estate, used to inform future planting.

Union Park, will total seven acres with the first three acres of Union Park South completed in 2021. Union Park is designed for the wider population to enjoy, while smaller scale pocket-parks and squares are just as important for people and pets to enjoy. In Union Park South, a dedicated dogs off lead area (DOLA)



Biodiversity

enables all users, two legged and four legged, to enjoy the park.

There are four bug hotels in Union Park, built into the feeder pillars and utility cabinets and dressed to attract insects. Bird and bat boxes are also positioned around the estate and along with many other species of birds, falcons have been sited at Wembley Park. Bee hives are being explored.

A balance is constantly sought between planting areas to create more wildlife and the cost and maintenance of doing so. In light of this, a wildflower meadow is currently being created as part of the remedial measures in Union Park South which will be planted with cornflowers, poppies and native grasses.

Challenges caused by climate change are responded to through planning. 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. To mitigate the worst effects of flooding, the landscape has been designed to allow rainwater to run-off into our drainage systems, which are regularly maintained. To allow grass to root deeper in search of water, it is important that parched areas are not deluged, but that the grass is able to grow back stronger when rain returns.

We have continued to share the knowledge and lessons learned through speaking events and through the monthly Wembley Walkabout "Tollast Tours" lead by Julian Tollast, Head of Masterplanning and Design. These tours are open to residents and members of the public, members of staff and industry professionals. Throughout 2023 over 100 people attended the monthly tours. In May 2023 we again hosted a tour as part of the

Urban Tree Festival which we have done since the festival started in 2019.

In January 2023, Julian Tollast and David Hughes spoke to the Horticulture Week podcast, resulting in one of the top ten most listened to episodes across the year.

As part of the communication to the widest possible audience since 2019 we have maintained a digital mapping system of all planted trees through the curio.xyz platform. As we move forwards in to 2024 this platform will move across to the Greentalk platform.

For residents, there are allotments which are free to use as a community, and include potting sheds and greenhouses, all designed as an amenity for residents to enjoy and share collectively. There is the option to reserve an allotment for exclusive use should a resident wish.



Top 10 most listened to Hortweek podcast

7 acres of public space at Union Park

'Avenue of Champion Trees of the World' comprised of 24 matched pairs of trees planted between 2019 to 2024

1,130 newly planted trees in total since 2005

736 trees in Wembley Park's public realm

394 trees in Wembley Park's private podium gardens 32.85 trees per hectare

Average tree canopy size of **20 sqm**

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

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

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

We believe that we have a responsibility to leave a positive legacy at Wembley Park and to deliver this we are committed to creating a sustainable community, culture and network of engaged supporters. Previously coming to life only for sporting or musical events, we have focused on creating a neighbourhood at Wembley Park that is exciting and stimulating for everyone at whatever age throughout the year.

During 2023, Wembley Park continued to host a series of vibrant events for the local community many of which were free and interactive, encouraging visitors, as well as residents, to get involved.

The year began with a **Valentine's Day** candlelit concert with performers from the Royal Philharmonic Orchestra in February, followed by a major new series of public artwork launched to celebrate International Women's Day in March. The 'Equilibrium' exhibition featured work of female artists from around the world, presenting their own explorations of balance, unity, harmony, and equality.

To honour the **Coronation of His Majesty King Charles III** in May, Wembley Park held a free-to-attend Coronation Day celebration. Visitors watched the ceremony from deck chairs on a giant screen positioned in front of the National Stadium, while a stage below the screen hosted a variety of live entertainers, curated by Busk in London. Around Wembley Park's outdoor stage, the Sound Shell, a special area for families offered entertainment from face painters to magicians and stilt walkers.

The cultural diversity of the area was on full display in May as audiences were invited to watch **BollyRed Dance** and join free Bollywood dance classes. The following month, Wembley Park hosted its second annual **Pride** celebration, produced by The Queer Comedy Club, the UK's first and only permanent LGBTQ+ comedy venue.

Throughout the summer, Wembley Park's **Summer of Play** programme was packed with a wide range of free events, including live music, dance, circus skills, urban sports, and arts and crafts. The free events include beatboxing performances and skateboarding classes, to space-themed fancy dress kids dance sessions with **Dancetronauts**.

The festivities kicked off with the **Wembley Park Live** programme, now in its fifth year. Presented by Wembley Park and Busk in London, the musical performance spanned various genres, from classical to country, folk to pop.

Exciting highlights from the summer programme also included circus skills classes by **Tish & The Circus Bus**, **urban sports demos**, **Parkour shows**, **contemporary dance performances** plus workshops from **Traceworks** and the ultimate dance party with **Speaker Box Street Party** in early September.

On July 2nd, the Brent Music Service summer concert was another popular event, featuring some of the most talented young performers from borough.

Also in July, two new public artworks were launched for the summer as part of the **Wembley Park Art Trail**. The artworks on display included an outdoor photo exhibition, entitled 'Football Should Be Unforgettable', curated by Alzheimer's Society and produced by Wembley Park and new site-specific artworks entitled 'Messenger' produced by internationally acclaimed artist Claire Luxton.

In September, Wembley Park's Green Parking played host to hundreds for the second instalment of **Wemba's Dream**, led by the Royal Philharmonic Orchestra and the first time the Orchestra had performed in a coach park.

To round off the year, a brand new reflective light-based maze-like walkthrough art installation by Emergency Exit Arts. **The Luminaze** used energy-efficient neon lighting to create

bespoke scenes including a living room, stars, and trees, along with motivational messages. Four artists explored the themes of belonging and migration in this immersive, site-specific public installation.

Our efforts to create a vibrant welcoming neighbourhood 365 days of the year through curated events and community initiatives, resulted in significant positive media coverage across the year. 2023 saw 400+ articles secured for Wembley Park in a range of national, travel, arts and culture, lifestyle press, on and offline, as well as extensive local media coverage of all key cultural events. An audience in excess of 3.3bn was reached through media coverage in titles including BBC News, BBC Radio London, The Daily Telegraph, i News, Daily Star, Conde Nast Traveller, Metro, Londonist, Time Out, Culture Whisper, Art Daily, My London, Stylist, Reader's Digest and more.

Wembley Park's ability to remain resilient throughout the year is made possible by our capacity for flexibility. The ability of Wembley Park to draw audiences is even more remarkable considering some of the external geopolitical factors that have a bearing on the neighbourhood, such as the ongoing war in Ukraine, events in Gaza and the cost of living crisis.



Case Study

Summer of play

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

Wembley Park held a Summer of Play programme between May and September 2023, packed with a wide range of free-to-attend events. These included live music, dance, circus skills, urban sports and arts and crafts.

The festivities began with the Wembley Park Live programme, presented by Wembley Park and Busk in London, and showcasing live music performances every Thursday to Sunday. The performances spanned various genres, from classical to country, folk to pop, and featured acts including Lucy May Walker, John Clapper, Freddie Joon. A number of performances took place in the Sound Shell stage in Samovar Space, which was popular with both performers and audiences.

BollyRed Dance provided a free Bollywood dance workshop open to all ages and abilities. Beatboxing performances, skateboarding classes and a space themed fancy dress kids dance session with Dancetronauts were also part of the summer programme. Particular highlights included circus skills taught by Tish & The Circus Bus, urban

sports demos contemporary dance performances and workshops from Traceworks and Shubbak Festival's presentation of Taroo, a Parkour and circus comedy show that told stories from streets around the world.

The Brent Music Service Summer Festival took place in The Undercroft beneath the Olympic Steps by Wembley Stadium in July and featuring some of the most talented young performers from the Brent area.

In the middle of July, renowned Rambert Dance Company, performed their spectacular musical production of *Peaky Blinders*. They provided eight half hour dance lessons in many different styles, kicking off the Dance Day with Sheba Montserrat's Caribbean Dance Vibes. There was also a disco line dance, Robot and K-pop dance, as well as rock & roll from the 1950s and 1960s, and a hip hop dance workshop.

Also in July, Wembley Park revealed two new public art works as part of the popular art trail. The new artworks on display included an outdoor photo exhibition, titled 'Football Should Be Unforgettable', curated by Alzheimer's Society and produced by Wembley Park. Paying tribute to the between Wembley Park and English football, the collection featured three illuminated portraits of English football stars Jack Grealish, Harry Maguire and Luke Shaw, and helped raise funds and awareness of Alzheimer's Society's work, a charity partner of Wembley Stadium and the first



national stadium to be dementia friendly.

Joining the photo exhibition was a new, site-specific artwork produced by internationally acclaimed artist Claire Luxton. Titled 'Messenger', Luxton's artwork spanned different media and formats, blending with elements of Wembley Park's public realm, including a striking triptych display on Wembley Park's Spanish Steps, three original K2 red telephone boxes in Arena Square and a series of large, 360-degree digital screens along Olympic Way and White Horse Square. Additionally, Luxton's artwork greeted visitors passing through Bobby Moore Bridge, where extensive digital screens enhanced the space, showcasing the artist's vision for the piece.

Case Study

Wemba's Dream

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

In September 2023, 50 musicians from the Royal Philharmonic Orchestra (RPO) were joined by performers from St Michael & All Angels Steel Orchestra, Mahogany Carnival, Word Up and the Sujata Banerjee Dance Company to perform *Wemba's Dream: Join the Journey*. The show began in The Undercroft, a newly created performance space located under the Olympic Steps leading up to Wembley Stadium and journeyed to the multi-purpose space at Green Park, a short walk away.

Over a thousand visitors attended the free-to-attend performances of music, dance, poetry and carnival arts, which came ahead of the RPO moving its headquarters to Wembley Park in 2025. The show followed the story of Anglo-Saxon traveller Wemba, who settled in a 'ley', Anglo-Saxon for forest clearing, hence naming the area known as Wembley. Themes including hope, anticipation, joy, sadness and self-discovery were explored and the resilience of those who travel from afar to find a new home was central to the performance.

The event, which was held during the summer break in the football season's schedule, took place a year later after having been postponed due to HM Queen Elizabeth's death in 2022. It was intended to bring a musical performance to a wider audience in a diverse community, in line with the RPO's mission to be a truly inclusive and contemporary international orchestra for the modern age.

The event was majority funded by Quintain.



50 musicians from the Royal Philharmonic Orchestra (RPO)

Over a thousand visitors attended the free-to-attend performances of music, dance, poetry and carnival arts

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

- Gold status in Cycling UK's Cycle Friendly Employer Awards, with final scores in most categories marked as 'excellent'
- 1,844,583 steps logged by Julian Tollast, winner of the Active Challenge
- 65 children from Preston Park Primary School attended our cycling awareness event and were fully engaged
- Four secure digital cycle lockers installed
- Two Zipcars across Wembley Park: in Gold car park, the vehicle was used 44.2% of the time, for an average of 5.3 hours and with a monthly reservation of 48.2; in Borough Avenue, the vehicle was used 42.8% of the time for an average of 5.6 hours and is reserved 43.8 times per month.
- 170 Wembley Park residents actively participating in first Family Friendly Cycling Celebration held at Wembley Park
- A total of 6,596 deliveries made using the booking Master Delivery System (MDS), with a monthly average of 549 bookings.
- The busiest trader using the MDS for deliveries was Eventz Logistic with 24% of all deliveries (1,562 deliveries) and the busiest time of day was 10am, with 18% (1,186) of deliveries made then.
- The busiest weekday for deliveries was Tuesdays with 20% of traffic on that day. The busiest loading area was C1 Pacific Crescent with 27% of deliveries made to this location.



Active travel initiatives

Promoting healthy and active travel: walking

In response to feedback to the staff survey in 2022, we set up an 'Active Travel Champion' scheme to encourage those who live and work in the area to walk more. We encourage colleagues to join the Active Travel Hub on the intranet and where we can all inspire each other to increase their fitness and overall health. To make it easier to participate, the challenge was modified, so that all steps, both commute and non-commuting trips, count.

Participants share their step count each month and at the end of a quarterly period the winner is crowned as our Active Travel Champion of the Quarter and receives a certificate and LDO vouchers. In total, £350 was awarded to Active Travel Champions in 2023, with £225 awarded to the runners up.

The overall winner of the challenge was Julian Tollast, with 1,844,583 steps!

Installation of digital secured cycle facilities

With around 300,000 bikes stolen in the UK each year, bike security is a serious concern. In April 2023 we installed four secure digital cycle lockers in partnership with Spokesafe; two at Humprey Repton Lane and two at Weaver Walk. The lockers are instantly accessible via the Spokesafe app and, as well as at Wembley Park, can also be found at other locations across the capital.

At Wembley Park, the lockers have reached full occupancy with monthly contract users, and we are planning to install 15 additional digital lockers to meet this demand in the near future.

Cycling friendly employer awards

In July 2023, Quintain achieved Gold status in Cycling UK's Cycle Friendly Employer Awards, with final scores in most categories marked as 'excellent'. This is in recognition of the outstanding infrastructures and initiatives we have implemented to promote

active travel. The Cycling Friendly Employer accreditation is an internationally recognised benchmark for active travel culture and infrastructure in the workplace

Bike repair workshops

These free sessions focus on providing DIY bicycle maintenance and repair skills and are organised on the last Wednesday of each quarter.

The aim of the sessions is to provide surgery-style sessions for Wembley Park residents and employees, empowering them to take greater responsibility for their bikes. Participants learnt how to change tyres on their bikes and general tips around DIY bike maintenance.

The sessions are organised by Quintain and advertised to staff on the intranet and to Quintain Living residents via the QL app. They are run by one member of staff at the local bike store, Fix Your Cycle, as well as our transport coordinator Ahmed Ahmed, and hosted around five participants.

Car club incentives

We have partnered with Zipcar to provide residents and employees free Zipcar membership along with £25 driving credit to join the car club. Businesses are also offered a free membership worth £99 and an introductory £50 driving credit. This helps reduce the need for car ownership, along with non-essential vehicular trips on the estate.

In 2023 there were 255 resident members on the Wembley Park affiliate although this doesn't track members who signed up to Streetcar and Zipcar before the launch of the new platform.

There are two Zipcars across Wembley Park and conversations are ongoing to increase this. Brent Civic Centre have a fleet of 15 Zipcars which are for the exclusive use of their employees, while there are two Zipcars across Wembley



"It was a heartwarming experience to see the genuine excitement and joy on the children's faces as they participated in the thrilling cycle rides. With the opportunity to explore a variety of unique bicycles and experiment with different cycling styles, their enthusiasm added a special energy to the event, creating lasting memories for everyone involved.

"As we reflect on our active travel initiatives in 2023, we're proud to see the positive impact they've had on our community. By prioritising pedestrian-friendly infrastructure, promoting cycling, and supporting alternative modes of transportation, we're empowering individuals to make healthier choices while reducing congestion and pollution."

Ahmed Ahmed,
Travel and Transport Co-Ordinator at Quintain.

Park available to the public and ongoing talks to increase this.

In Gold car park, the vehicle was used 44.2% of the time, for an average of 5.3 hours and with a monthly reservation of 48.2. This compares to a borough average 42.8% of the time for an average of 5.6 hours and reserved 43.8 times per month.

We have now relocated the car club vehicles from Gold Parking to on-street bays at Lakeside Way and Harbutt Road for increased visibility.

Case Study

Cycle awareness day

In June 2023, 65 children from Preston Park Primary School attended our Cycling Awareness Day organised by Ahmed Ahmed, Quintain's Head of Active Travel. The children were fully engaged in the event. The pupils and their teachers had a fun and action-packed day during which they were able to try out a range of conventional and unusual cycles, including tandems, tricycles, recumbents, miniature modern penny farthings, eccentric-wheeled bikes, KMX Karts and a bubble frog pedal-powered attraction.

The objective of the event was to educate school children about road safety through the 'Exchanging Places' programme conducted by the Met Police Cycle Safety Team. The programme aimed to reduce road dangers and fatalities, aligning with the Mayor's Vision Zero initiative, and focused on the following areas:

Provided a Fun and Educational Cycling Experience:

The aim was to offer an engaging and enjoyable cycling experience for participating children at Wembley Park. Through fun cycle rides and activities, the event sought to foster interest, confidence, and positive attitudes towards cycling from an early age.

Exposed Children to Different Types of Bicycles:

The event aimed to expose children to a variety of

unique bicycles, including modern miniature penny farthings, tandems, tricycles, KMX karts, and eccentric wheeled bikes. By providing access to diverse cycling options, the event encouraged exploration and experimentation with different cycling styles and equipment.

Encouraged Feedback and Participation:

Students and teachers were encouraged to share their thoughts and experiences through feedback sessions facilitated with whiteboards, pens, and post-it notes. The objective was to gather valuable insights and perspectives to inform future cycling initiatives and programs.

Supported Collaboration with Partner Organisations and the Metropolitan Police:

By partnering with a cycling organisation and the Met Police for the event, the aim was to leverage resources and expertise to enhance the overall experience for participants.

As an expression of appreciation for their participation, children received Wembley Park branded goodie bags with cycling accessories. These tokens were intended to leave lasting memories of their fun experience in Wembley Park and to serve as souvenirs of their time spent at the event.



Case Study

Master delivery system (MDS)

A user-friendly online booking system allows the planning of all servicing/delivery trips efficiently while avoiding congestion at the internal delivery zones. Delivery drivers must sign up for the MSD to assign users with:

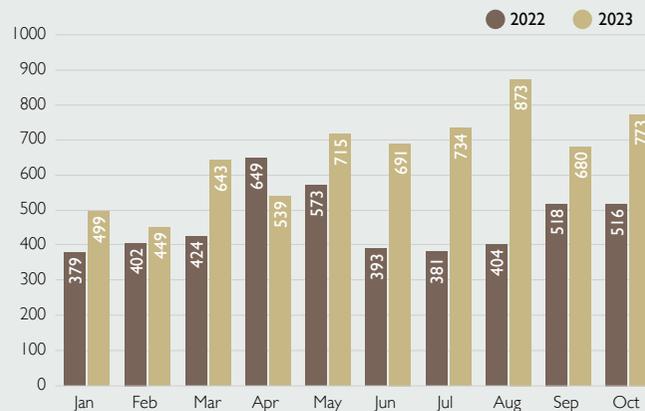
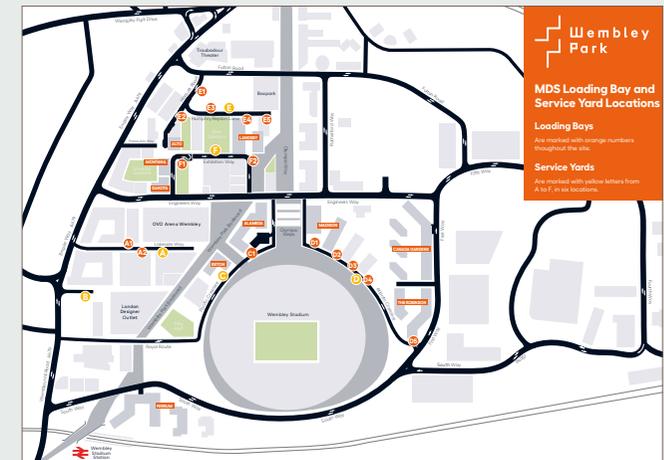
- Most appropriate servicing bay;
- Most direct and efficient access route to the servicing zone (avoiding congestion across the estate); and
- Allocates specific time slot for servicing and delivery.

The booking system helps ensure that drivers can find slots available to book a loading bay before visiting Wembley Park for servicing and delivery trips. It ensures drivers arrive at Wembley Park at specific time slots, rather than arriving randomly and competing for slots (thereby reducing congestion). It also gives an overview of the delivery and servicing trips that are taking place across the estate. Traffic can be restricted to certain areas with just delivery and servicing drivers allowed access during certain periods. This system was put in place in compliance with the delivery and servicing plan of the estate as approved by Brent Council.

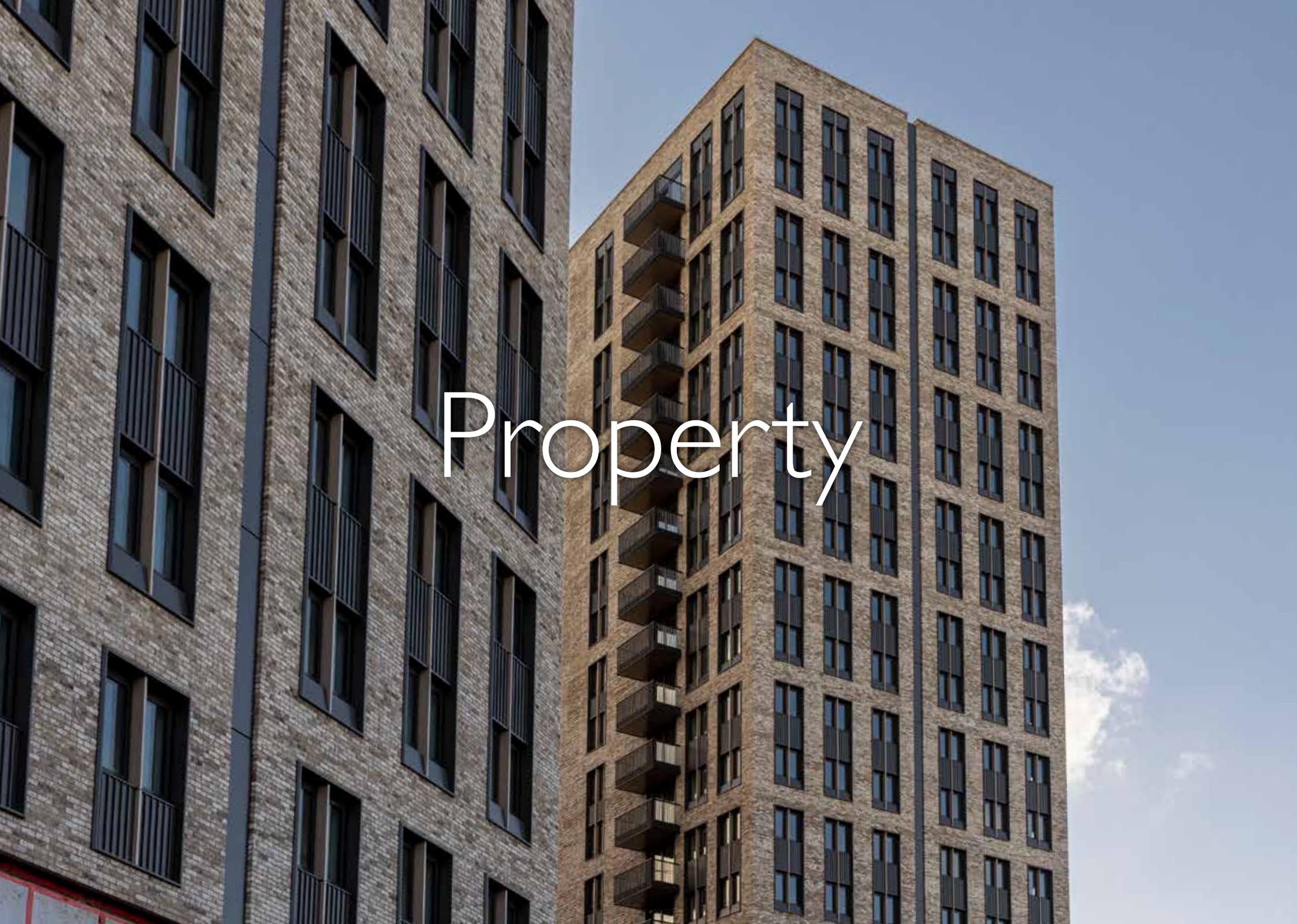
In 2023, there were 6,596 bookings, with a monthly average of 549 bookings. The busiest trader was Eventz Logistic with 24% of all deliveries (1,562 deliveries) and the busiest time of day was 10am, with 18% (1,186) of deliveries made then. The busiest weekday was Tuesdays with 20% of traffic on that day. The busiest loading area was CI Pacific Crescent with 27% of deliveries made to this location.

MDS map and service yard locations

New signs have been installed on all the estate loading bays, making it easier for drivers to identify the bays that have been booked on the system and park more easily.



	Total Bookings	Monthly average
2022	4,639	386
2023	6,596	549



Property

Wembley Park: A masterplanned estate

Unique freehold estate, designed to create a sustainable, vibrant and professionally curated neighbourhood with unrivalled infrastructure and public amenities

🏠 Completed residential
● Operating commercial
★ Entertainment
🚧 Pipeline



Estate amenities

Work from home spaces

70+ outlet and local retail brands

50+ bars, restaurants and coffee shops

7 acre park plus 35 acres of public realm and private gardens

Over **3,000** commercial car parking spaces

85 Acres

3,565 Build-to-Rent homes delivered

2,972 pipeline homes to be delivered

Landsby

10 Elvin Gardens, Wembley Park, Wembley HA9 0GW

Completion date	December 2018
Units (MR / DMR)	295 / 0
% of portfolio (units)	4.5%
Car parking spaces	82
Storeys	16
Amenity space	16,404 sq. ft.
Certification	AirScore Gold
EV Charging spaces	17
EPC	Average B

Key features

Two roof terraces with built-in speakers & BBQ
Residents' lounge
Residents' kitchen with private dining room
Ground floor retailers including a Yoga studio and restaurants
70% furnished, 30% unfurnished
Two private podium gardens, one with a children's play area

Key highlights

- Completed in 2018, Landsby comprises 295 units and is one of the earliest purpose-built multifamily assets developed by Quintain at Wembley Park
- Located close to the buzzing heart of Wembley Park, Landsby has been designed to provide residents with a warm neighbourly feeling with a range of high quality traditional and modern materials
- The asset benefits from independent retailers, which are located on the ground floor; and ample outdoor space which help to create a village feel and make it popular with residents



“From the moment we visited the property we didn’t want to see anything else. It is really amazing. Feels like home.”

— **Rafael**
(Private tenant)

Alameda

48 Olympic Way, Wembley Park, Wembley HA9 0GW



Completion date	September 2019
Units (MR)	340
Commercial units	6
Car parking spaces	11
Storeys	14
Amenity space	
Certification	AirScore Gold
EV Charging spaces	3
EPC	Average B

Key features

Roof terraces
Large outdoor cinema screen
Rooftop BBQ areas
Pub and restaurant on the ground floor
Exceptional views

Key highlights

- Completed in September 2019, Alameda boasts one of the largest private outdoor cinema screens in Europe
- Located overlooking the National Stadium entrance
- The asset benefits from independent retailers on the ground floor as well as ample amenities across two roof terraces



Ferrum

40 South Way, Wembley HA9 0HZ

Completion date	May 2020
Units (MR / DMR)	627 / 0
% of portfolio (units)	9.6%
Car parking spaces	73
Storeys	19
Amenity space	34,283 sq. ft.
EV Charging spaces	15
EPC	Average B

Key features

- Spectacular 360o roof terrace
- Lounge and social area
- Co-working space including kitchenettes
- High spec gym with a rotating climbing wall and boxing bags
- Podium garden with pagoda seating areas and BBQs
- Children's play area

Key highlights

- Completed in 2019 (Phase 1) and 2020 (Phase 2), Ferrum comprises 627 units and is the fifth BTR asset developed by Quintain at Wembley Park
- Inspired by New York warehouse loft-style units, Ferrum's distinctive design features include exposed pipework and concrete
- Featuring spectacular views of the City, there's also a gymnasium, gardens with BBQs, residents' lounges, a private dog park and a roof terrace
- Unit options include furnished (76%) and unfurnished (24%)



“A great place to live. The facilities are modern and very well kept, as well as the design which is elegant and impressive.”

— **RW Lamont**
(Private tenant)



Beton

14 Wembley Park Boulevard, Wembley Park, Wembley HA9 0GW

Completion date	February 2020
Units (MR / LHB)	115 / 35
Commercial units	3
Car parking spaces	0
Storeys	12
Amenity space	35,779 sq ft
Certification	AirScore Gold
EPC	Average B

Key features

- Gym/fitness space
- Gardens and roof terraces
- Under 6 minute walk to the tube
- Exceptional views
- Studio - 4-bed apartments
- Coffee shop & restaurants on the ground floor

Key highlights

- Completed in February 2020, Beton is described as Retro minimalism offering studio apartments to 4-bed homes and is perfect for sharers
- Located overlooking the OVO Arena Wembley and Arena Square at the heart of Wembley Park.
- The asset benefits from independent retailers on the ground floor and is located next to the Spanish Steps and opposite the Hilton Hotel



Canada Gardens

2 Engineers Way HA9 0JS

Completion date	September 2020
Units (MR / DMR)	440 / 3031
% of portfolio (units)	11.4%
Car parking spaces	156
Storeys	26
Amenity space	54,498 sq. ft.
Allotment beds	18
EPC	B
Waste disposal	Envac Chutes

Key features

Work-from-home sheds

Kids' play area and crèche

One acre of private landscaped park

Allotments and greenhouse

Terrace providing 360° views with outside seating and BBQ spaces

Yoga space for residents

Key highlights

- Completed in September 2020, Canada Gardens is built around an acre of private gardens and features a stunning lobby, residents' clubhouse, designer summer house, work from home 'sheds', a pirate ship play area, allotments and spectacular roof terraces
- Canada Gardens overlooks the defining element of this district, a new seven-acre park set to rival some of central London's public parks. Formed by a series of terraced lawns, Canada Gardens' architects thoughtfully integrated amenities to accommodate the needs of all ages, including running routes, a children's paddling pool and a multi-use games area
- Canada Gardens' private club house has a bar, connected via dumb-waiter to the coffee shop in Reception, a TV and several seating areas

"It is designed beautifully and I love that everything in my apartment looks and feels brand new. The rooftop is beautiful and it is always a great time to bathe in the sun or have a BBQ on your own rooftop"

— **Maruschca Kotze (Private tenant)**



Madison

49 Olympic Way, HA9 0NR

Completion date	November 2020
Units (MR / DMR)	248 / 133
% of portfolio (units)	5.8%
Car parking spaces	53
Storeys	12
Amenity space	84,616 sq. ft.
EV Charging spaces	37
EPC	B

“The design of the development is very modern and looks amazing. I’m impressed by the social areas which include pool tables, a lounge area with TV, board games and working-from-home booths”

— **Kelvin (Private tenant)**



Key features

Unit options include furnished (77%) and unfurnished (23%)¹

Lounge and social area

Private roof top lounge offering amazing views

Podium gardens with three BBQs and a dog run

Children’s play area

Units largely comprised of studios and two beds

¹As of Dec-23

Key highlights

- Completed in November 2020, Madison is set at the edge of Wembley Park’s new seven-acre park
- The interior of the asset benefits from a mid-century modern design and offers fantastic views of the stadium
- The asset benefits from a health centre comprising a super gym and children’s nursery
- Madison borders the rolling terraced lawns of the seven-acre park, providing an expansive green space for all ages to enjoy and is part of a four-block scheme



The Robinson

| Atlantic Crescent, HA9 0UB / First Way HA9 0TR

Completion date	July 2021
Units (MR / DMR)	395 / 63
% of portfolio (units)	7.0%
Car parking spaces	90
Storeys	21
Amenity space	50,838 sq. ft.
EV charging	28
Bike storage	—
EPC	B
Waste disposal	Envac
Renewable Energy	Solar Photovoltaics

Key features
Top floor social area
Reception and lounge area
Roof terraces with sun loungers, outside games and a hot tub
Podium Gardens with BBQ area
Dog walking zone
Retro interiors with exposed ceilings



Key highlights

- Completed in July 2021, the scheme is arranged across three blocks comprising 458 units with a broad range of unit typologies from studios to four bed units
- Targeted at the “Gen-Z” generation, who have a higher propensity to flat share. This has been reflected in the higher provision of four-bed units. The interiors benefit from a retro design, taking inspiration from British popular culture
- The new seven-acre park is moments away, with its terraced lawns, water feature and tennis court
- Solar panels on the roof provide renewable energy to the building.

“The design is fantastic. The functionality of everything is good, too”

— Faraz (Private tenant)



Repton Gardens

1 Wellers Way, Wembley, HA9 0UJ

Completion date	December 2022
Units (MR / DMR)	279 / 117
% of portfolio (units)	6.1%
Car parking spaces	50
Storeys	21
Amenity space	42,060 sq. ft.
EV charging	37
EPC	B
Waste disposal	Envac chutes
Certification	BREEAM Very Good

Key features
Residents' lounge
Private cinema
Co-working space incl. meeting rooms and phone booths
Podium gardens with BBQ area
Parents' lounge and kids' soft play area
Yoga / multi-purpose event room



Key highlights

- Repton Gardens is the tenth multifamily asset developed by Quintain at Wembley Park
- Comprising 396 units in total, with a broad range of unit types from studios to four bed units targeting young families and sharers, the building opened in early 2023
- Repton Gardens is the only building which will have a covered driveway
- Biophilic design and nature inspired interiors
- The secluded internal courtyard gardens work with Elvin Gardens to create significant green space in the south
- BREEAM rated GP surgery in commercial / retail area



Solar – NE02

3 Marley Street, Wembley, HA9

Assets under construction

Completion date	Early 2025
Units (MR / DMR)	338 / 45
% of portfolio (units)	5.9%
Storeys	28
Amenity space	29,167 sq. ft.
Certification	Home Quality Mark 3 stars
Embodied Carbon	Market Leading

Key features
Sustainable Design
Dedicated co-working / office space
Communal lounge
Proximity to Union Park
The Green Community Centre
c.8,000 sq. ft. of communal play areas

Key highlights

- Solar is the eleventh multifamily asset developed by Quintain at Wembley Park. Completing from 2025 onwards, Solar will comprise of 10-27 storeys offering a total of 383 homes. Three hundred and thirty-eight of these will be multifamily, with 45 being discounted market rent
- Comprising 383 units in total, with a broad range of unit types from studios to three bed units, the asset is set to reach practical completion from 2025 onwards
- Offering a gym, co-working / office spaces and lounge, Solar will also welcome the Royal Philharmonic Orchestra headquarters and be home to the Green Community Centre
- Direct access to expanded Union Park.
- Home Quality Mark and WELL Building principles included in design
- Designed to Quintain's ESG development brief to be best in-industry and low carbon



Luna – NE03

4 Marley Street, Wembley, HA9

Assets under construction

Completion date	February 2025
Units (MR / DMR)	230 / 52
% of portfolio (units)	4.3%
Storeys	21
Amenity space	20,957 sq. ft.
Certification	Home Quality Mark / BREEAM
Embodied Carbon	Industry leading

Key features
Sustainable Design
Roof terrace and podium gardens
Proximity to the Park
Local needs retail
Communal lounge
State-of-the-art private party room

Key highlights

- Luna is the twelfth multifamily asset developed by Quintain at Wembley Park
- Comprising 282 units in total, with a broad range of unit types from studios to three bed units, the asset is set to reach practical completion in early 2025. Completing from 2025 onwards, it will comprise of 10-21 storeys offering a total 282 homes of which 230 will be multifamily and 52 discount market rent, all under Quintain Living's management
- Luna will offer a gym, lounge and communal rooms for private parties
- Ground floor retail includes a café on the park and neighbourhood shop and opens out on to Union Park, Rutherford Way and Engineers Way
- The buildings will offer a total of 20,957 sq. ft. of communal amenity space across a podium, roof terrace and at ground level including 1,507 sq. ft. of children's play space





Property

Throughout 2023, the construction of our newest developments, NEO2 and NEO3, advanced at pace. Our main contractor John Sisk & Son (Sisk) delivered the project on time and budget, as well as providing outstanding progress on sustainability. Our newest building, Repton Gardens, opened to residents and instantly became a very welcome addition among our portfolio.

These activities dominated our carbon emissions, particularly the embodied carbon emissions, from Repton Gardens which are included in our totals for 2023 representing the completed building. The impact is outlined in the performance section later in this document.

Whilst monitoring and reducing carbon emissions dominates our ESG workload and is a priority in how we address and acknowledge the climate crisis, we never lose sight of the other aspects of sustainability that we can influence and improve through our development and operations at Quintain Living.

Our overall approach considers all aspects of sustainability and its implications on the environment and our stakeholders, such as:

- How we design and build
- How we operate

We have set out new development targets that will apply to our suppliers and designers /

contractors for new design and build contracts. In the past year, we have also devised similar companion targets for the operational side of our business. We know that our staff and stakeholders do great things for sustainability, but these targets will be a way to quantify and continuously improve. Throughout 2024, we will implement and measure against these targets whilst embedding them into our procedures and ways of working. The existing themes and objectives for our Property ESG pillar still apply to 2023 performance which are explained in this document.

Carbon

Reducing Greenhouse Gas (GHG) emissions through design, construction and in operation is a priority to us as well as ensuring our assets are resilient and adaptable to a changing change.

Resource Efficiency

By using materials and natural resources efficiently and purposefully, we reduce GHG emissions and costs, therefore improving the overall sustainability of our business and stakeholders.

Sustainable Procurement

The management of our supply chain is central to the delivery of many sustainability objectives. Through specifications and strict monitoring procedures, we ensure compliance

and innovation at a high level, improving the sustainability credentials of products and services.

Technology and Innovation

Technology is constantly evolving. We aim to ensure that we are trialling, investigating and using the right products that benefit our residents and stakeholders, as well as improving sustainability outcomes.



Carbon Emissions overview

At Quintain, managing and reducing our carbon emissions is fundamentally important for ensuring that we are contributing to global and societal efforts to address the climate crisis. Our ambition is to reduce our carbon emissions to Net Zero by 2040 and we are committed to being Paris Agreement aligned to limit global warming to $\leq 1.5^{\circ}\text{C}$. To support our Zero Carbon ambitions, we have made a commitment to set a science-based target to the Science Based Targets initiative (SBTi). In 2023, we reviewed our existing approach and have made amendments to ensure full compatibility with the SBTi requirements. As part of this process, we updated our assessment of potential emission sources to include categories that will become material to us once we have submitted our target and developed a SBT base year to allow us to develop our absolute and intensity targets ready for submission of short and long-term targets in 2024.

Our 2023 emissions continue to be calculated using our existing approach in accordance with our GHG Policy and Data Management Procedures which are based on the guidance set out in ISO 14064:1 (2018). Once our targets are submitted and approved, SBTi will require us to adopt an approach in line with the Greenhouse Gas (GHG) Protocol; this has the disadvantage of being less clear in terms of reporting requirements, but the advantage of being more familiar to most readers. As such, we will continue to produce a separate Greenhouse Gas Report in compliance with ISO 14064, but in our general sustainability reporting, we will apply the GHG Protocol and our emissions will be externally assured to both standards.

As an interim step, we have set out our emissions in this report using the GHG Protocol approach and have mapped the differences opposite:

To turn our ambitions into action we have worked on the following workstreams in 2023:

1. Understanding and reviewing our baseline data (we've rebased our SBT data to 2022).
2. Improving our reporting and data collection of emissions (see the Legacy case study, page 135).
3. New targets for operational emissions.
4. Developing actions and implementing actions from our carbon road-mapping from last year.
5. Staff training and learning to empower colleagues to action carbon reductions and understand regulations and industry positions (see the Staff Engagement case study, page 35).

Emissions by ISO 14064 Category/GHG Protocol Scope

ISO 14064 Category 1: Direct Emissions	GHG Protocol Scope 1: Direct GHG Emissions
 1.1 Direct emissions from stationary combustion  1.2 Direct emissions from mobile combustion	 Fuel combustion  Company vehicles
 2.1 Indirect emissions from imported electricity  2.2 Indirect emissions from imported heat	 Electricity  Heat
<small>*Although collectively referred to as 'Electricity', this includes electricity, steam, heat and cooling.</small>	
ISO 14063 Category 4: Indirect Emissions from Products and Services used	GHG Protocol Scope 3 Upstream Emissions
 4.1 Emissions from Purchased Goods  4.1b Fuel and Energy Related Activities  4.2 Emissions from capital goods  4.2a Embodied emissions (Life Cycle Stages A1 - A5)  4.3 Emissions from the disposal of solid and liquid waste  4.3a Water  4.3b Waste	 Purchased goods & services  Fuel/energy activities  Capital goods  Waste generated in operations
ISO 14064 Category 5: Indirect Emissions from the use of the product	GHG Protocol Scope 3 Downstream Emissions
 5.2 Emissions from downstream leased assets  5.2a Gas  5.2b Electricity  5.2c Heat  5.2d Water  5.2e Waste	 Leased assets  Gas  Electricity  Heat  Water*  Waste

*The GHG Protocol doesn't include emissions from the treatment of water, whereas these are included in our totals.

Direct and Indirect Emissions: Direct emissions are created at the point of use, including the burning of fuels, which immediately release gases into the environment, or the release of refrigerant gases into the air. Indirect emissions are released elsewhere in the creation of a product that is consumed, such as electricity or heat.

Carbon Emissions overview

The monitoring and reporting of Greenhouse Gas (GHG) emissions and our consumption of resources supports our Sustainability Policy and Objectives relating to Climate Change and Resource Efficiency. By adhering to this, we can achieve both absolute and like-for-like reductions and reduce our overall environmental impact in the long-term.

The following sections explain some of the ways in which we report our data so that we can better understand the context of any changes over time and can track our progress.

Absolute consumption and emissions: These totals include all of our consumption and associated emissions over the period for which we have control over the asset in the reporting year. Where an asset is sold, our absolute totals will reduce; and where a new asset is added to our portfolio, we can expect our emissions to increase.

Like-for-Like consumption and emissions: These are included for assets that have the same operational periods and data coverage between reporting years. This analysis is helpful as our portfolio grows and occupancy changes; it allows us to track trends in performance and consumption.

Consumption and emissions by Scope: As set out on page 105, there are three 'Emission Scopes': Scopes 1 and 2 are within our operational control, with Scope 1 relating to the direct burning of fuels and gases, and Scope 2 relating to the indirect consumption of electricity and heat.

Scope 3 captures the upstream and downstream emissions that are material to Quintain, but over which we don't have direct management control. The scopes are then sub-divided into emission sources.

Consumption and emissions by Quintain Corporate

Entity: To be able to understand where our emissions occur, we have used aggregation categories that represent the seven distinct areas of our business:

- Corporate: Owned and leased office space across our multiple locations.
- Wembley Park Estate: Wembley Park estate assets and public realm
- Quintain Living: Build to Rent residential assets
- Wembley Park Residential: Wembley Park residential assets that we no longer own but have operational responsibility for.
- Wembley Park Retail: Wembley Park retail assets
- Wembley Park Commercial: Wembley Park commercial and office spaces
- Wembley Park Leisure: Wembley Park leisure assets

Within and Outside Operational Control: Consumption within operational control relates to Scope 1 and Scope 2 building emissions and is otherwise known as 'landlord' consumption. Conversely, consumption outside operational control relates to our Scope 3 building emissions and is otherwise known as 'tenant' consumption, reported in the 'Downstream Leased Assets' category.

2023 Carbon Emission Performance Analysis

We have worked hard to understand, monitor and report on our emissions gathered from hundreds of data sources across Wembley Park.

There have been some minor changes to our portfolio as a result of the completion of Repton Gardens in January, the sale of the OVO Arena Wembley in June, and the sale of

Emerald Gardens and Alto in December.

Whilst our Absolute Scope 2 emissions increased slightly in 2023, our Scope 1 emissions reduced by a greater amount; combined Scope 1 and 2 emissions within our operational control therefore saw a small reduction. Our increased Scope 2 emissions were a result of an increase in emissions associated with grid electricity and a small overall increase in consumption, primarily due to the addition of Repton Gardens in our portfolio, as well as some increased consumption at London Designer Outlet, which is being investigated. At the same time, we achieved sizeable reductions across our Corporate assets and Wembley Park Estate.

Our Scope 3 emissions have increased significantly compared to 2023, which is due to the inclusion of embodied emissions associated with Repton Gardens.

Embodied emissions vary considerably between years depending on the quantity of construction completions within a reporting year, so whilst this was our most significant source of emissions in 2023, there were no completions in 2022 and emissions from this source were zero. For this reason, we have set out our Scope 3 emissions with and without embodied carbon in the graphs on page 107, and excluding embodied emissions, the increase in Absolute emissions was just 4%. This is in the context of the addition of a new large residential asset and significant additional operational occupancy at Quintain Living.

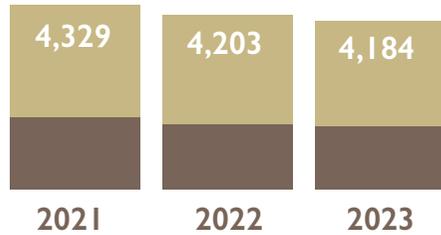
Our review of like-for-like emissions on page 108 explains how our emissions have changed when taking into account only emission sources that have been present across both this and the previous reporting year.

Carbon Overview & performance

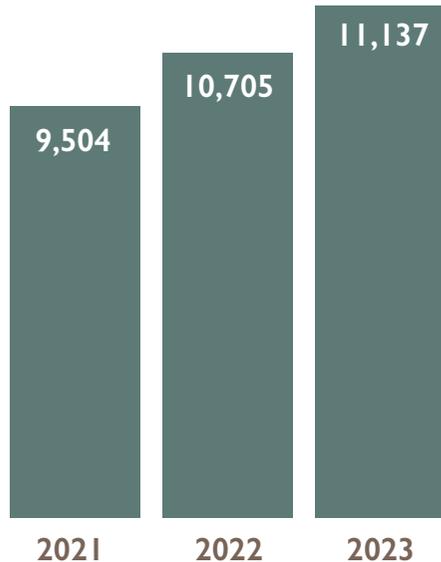
2023 GHG summary

Absolute Emissions

Scope 1 & 2
Absolute Emissions (tCO₂e)



Scope 3 (excl. LCA Emissions)
Absolute Emissions (tCO₂e)



Scope 1 Emissions
1,375 tCO₂e

(2022: 1,579 tCO₂e)

12.9%

Scope 2 Emissions
2,809 tCO₂e

(2022: 2,624 tCO₂e)

7.1%

Scope 3 Emissions
28,167 tCO₂e

(2022: 10,705 tCO₂e)

163.1%

Scope 3 Emissions*
11,137 tCO₂e

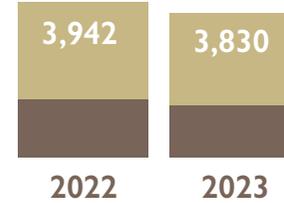
(2022: 10,705 tCO₂e)

4.0%

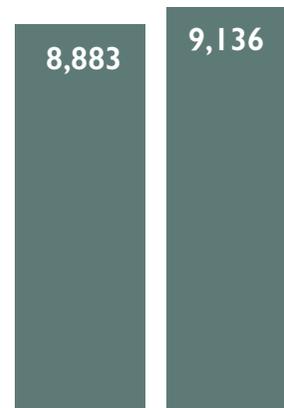
* excluding LCA emissions

Like-for-like Emissions

Scope 1 & 2
Like-for-like Emissions (tCO₂e)



Scope 3
Like-for-like Emissions (tCO₂e)



Scope 1 Emissions
1,375 tCO₂e

(2022: 1,579 tCO₂e)

12.9%

Scope 2 Emissions
2,455 tCO₂e

(2022: 2,363 tCO₂e)

3.9%

Scope 3 Emissions
9,136 tCO₂e

(2022: 8,883 tCO₂e)

1.09%

● Scope 1
● Scope 2
● Scope 3

Carbon Emissions overview

Like-for-like emissions are included for assets that have the same operational periods and data coverage between reporting years. This analysis is helpful as our portfolio grows and occupancy changes; enabling us to track trends in performance and consumption.

For smaller assets such as individual retail units, emissions move between scopes and become our direct responsibility when vacant; occupancy is therefore automatically taken into account. 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. In these instances, if the building operational period is the same, they are included in our like-for-like data.

In 2023, we saw an overall 2.86% reduction in GHG emissions within our operational control (Scopes 1 and 2) and a 2.84% increase in GHG emissions outside our control (Scope 3).

Scope 1 & 2 Emissions

Although energy consumption within our operational control reduced by 6.98%, increases in gas and grid electricity emission factors compared with 2022 resulted in higher emissions. These increases were as a result of specific weather conditions in 2021; given that we know that 2022 was the UK's highest year on record for zero carbon generation, and 2023 was the greenest year on record, emission factors over the next two reporting cycles will be significantly lower, and we can expect greater emission reductions in our 2024 and 2025 GHG inventories.

Across the Wembley Park Estate, we have continued to benefit from measures that were put in place during 2022 to reduce electricity consumption. These included improved lighting and lighting controls and changes to the improvements to IT infrastructure.

Scope 1 & 2 Like for Like Emissions

	Consumption			GHG Emissions		
	2023 Consumption	2022 Consumption	% Change	2023 GHG Emissions (kgCO ₂ e)	2022 GHG Emissions (kgCO ₂ e)	% Change
Total Scope 1 & Scope 2	19256897	20701562	-6.98	3829198	3941881	-2.86
Scope 1	7514290	8649560	-13.13	1374581	1578891	-12.94
Direct Emissions from Stationary Combustion (kWh)	7514290	8649560	-13.13	1374581	1578891	-12.94
Wembley Park Estate	7514290	8649560	-13.13	1374581	1578891	-12.94
Scope 3	11742607	12052001	-2.57	2454617	2362990	3.88
Indirect Emissions from imported electricity (kWh)	11357232	11658393	-2.58	2351791	2254502	4.32
Corporate	146020	161182	-9.41	30237	31169	-2.99
Wembley Park Estate	3605985	4055870	-11.09	746707	784324	-4.8
Quintain Living	5414418	5379487	0.65	1121187	1040285	7.78
Wembley Park Residential	1566230	140273	-15.85	24443	27126	-9.28
Wembley Park Retail	1566230	1420548	10.26	324326	274704	18.06
Wembley Park Commercial	506539	501044	1.1	104891	96892	8.26
Indirect Emissions from imported energy (heat) (kWh)	385375	393608	-2.09	102827	108490	-5.22
Corporate	3665	2934	24.91	1382	1532	-9.78
Wembley Park Estate	18874	17562	7.47	7115	9167	-22.38
Wembley Park Commercial	362837	373112	-2.57	94330	97791	-3.54

We experienced an increase in electricity consumption to landlord areas at London Designer Outlet (LDO), and the reason for this is still under investigation. LDO is being reviewed as part of our Energy Savings Opportunity Scheme (ESOS) engagement, so we are currently reviewing the performance of this asset in detail and hope to gain further insight.

The small increase we experienced across the landlord areas of Quintain is due to increased occupancy; whilst not as directly affected by occupancy levels as resident consumption, there is still a component of consumption that is dependent on the number of residents we serve, and in 2023, like-for-like annual occupancy increased from 85% to 93%.

Carbon Emissions overview

Scope 3 Upstream Emissions

Whilst emissions are recorded across multiple upstream sources, like-for-like emissions are only applicable to the fuel and energy related activities (FERA) associated with our Scope 1 and 2 consumption, and to some areas of landlord water consumption.

The majority of like-for-like upstream emissions relate to FERA (98.5%) with emissions from the processing of water accounting for the remaining amount (1.5%).

FERA consumption reductions relate directly to the data reported under Scopes 1 and 2 previously.

Under the GHG Protocol, emissions from water are not typically included, but as the removal of water also relates to consumption, we have included them in our reporting. With the exception of Quintain Living, where occupancy is thought to have an influence on water use, substantial reductions have been made in water consumption in landlord supplies across the board, resulting in a 30.45% lower water use than in 2022 and translating to 37.55% fewer emissions.

Scope 3 Upstream
FERA

1,018 tCO₂e

[2022: 1,087 tCO₂e]

6.34%

Scope 3 Upstream
Water

10 tCO₂e

[2022: 16 tCO₂e]

37.55%

	Consumption			GHG Emissions		
	2023 Consumption	2022 Consumption	% Change	2023 GHG Emissions (kgCO ₂ e)	2022 GHG Emissions (kgCO ₂ e)	% Change
TOTAL SCOPE 3	-	-	-	9135664	8883313	2.84%
SCOPE 3 UPSTREAM EMISSIONS	-	-	-	1027.91	1102845	-6.79%
Emissions from purchased goods	19256897	20701562	-6.98%	1017.78	1086629	-6.34%
Fuel and Energy Related Activities (FERA) [kWh]	19256897	20701562	-6.98%	1017.78	1086629	-6.34%
Corporate	149685	164116	-8.79%	10129	11255	-10.00%
Wembley Park Estate	11139149	12722992	-12.45%	472628	547088	-13.61%
Quintain Living	5414418	5379487	0.65%	367017	366720	0.08%
Wembley Park Residential	118039	140273	-15.85%	8001	9562	-16.33%
Wembley Park Retail	1566230	1420538	10.26%	106167	96838	9.63%
Wembley Park Commercial	869376	874156	-0.55%	53838	55166	-2.41%
Emissions from the disposal of solid and liquid waste	-	-	-	10127	16217	-37.55%
Water [litres]	26791555	38519477	-30.45%	10127	16217	-37.55%
Corporate	402620	529305	-23.93%	152	223	-31.70%
Wembley Park Estate	8287680	19445451	-57.38%	3133	8187	-61.73%
Quintain Living	3962264	3080158	28.64%	1498	1297	15.50%
Wembley Park Residential	5718991	5947563	-3.84%	2162	2504	-13.66%
Wembley Park Retail	8420000	9517000	-11.53%	3183	4007	-20.56%
SCOPE 3 DOWNSTREAM EMISSIONS	-	-	-	8107756	7780468	4.21%
Emissions from downstream leased assets	-	-	-	8107756	7780468	4.21%
Tenant Gas [kWh]	2562560	2894663	-11.47%	546181	618416	-11.68%
Wembley Park Retail	2562560	2894663	-11.47%	546181	618416	-11.68%
Tenant Electricity	12449494	12131382	2.62%	3421860	3172963	7.84%
Quintain Living	6681188	6262732	6.68%	1836387	1638017	12.11%
Wembley Park Retail	5750160	5856614	-1.82%	1580486	1531797	3.18%
Wembley Park Commercial	18146	12036	50.76%	4988	3148	58.43%
Tenant Heat [kWh]	12514550	11537312	8.47%	4045289	3894544	3.87%
Quintain Living	12427022	11453105	8.50%	4,017,829	3,867,732	3.88%
Wembley Park Retail	56411	65072	-13.31%	17698	20719	-14.58%
Wembley Park Commercial	31117	19136	62.61%	9762	6093	60.22%
Tenant Water [litres]	240814713	216135434	11.42%	91029	90993	0.04%
Quintain Living	235236908	212319144	10.79%	88920	89386	-0.52%
Wembley Park Retail	5308274	3504897	51.45%	2007	1476	35.99%
Wembley Park Commercial	269531	311394	-13.44%	102	131	-22.28%
Tenant Waste [kg]	160389	169180	-5.20%	3397	3552	-4.36%
Quintain Living	134773	149677	-9.96%	2,851	3,137	-9.09%
Wembley Park Retail	5062	7085	-28.55%	108	151	-28.55%
Wembley Park Commercial	20554	12418	65.52%	437	264	65.52%

Carbon Emissions overview

Scope 3 Downstream Emissions

The only like-for-like emissions in this category relate to the downstream emissions from leased assets, including tenant gas, electricity, heat, and water.

Emissions from downstream assets increased overall by 4.21% during the 2023 reporting year, which in part reflects increased occupancy levels across the Quintain Living portfolio; an increased return to office space by commercial tenants; and an increase in certain emission factors.

Tenant Gas

Tenant gas consumption is limited to use by food and beverage (F&B) tenants in our retail portfolio. In 2023, our like-for-like assets experienced an 11.47% reduction in consumption, which translated to an 11.68% reduction in GHG emissions. With the exception of one unit which saw a minimal increase in consumption, all of our F&B tenants achieved reductions in the reporting year.

Tenant Electricity

Like-for-like tenant electricity increased overall by 2.62% in 2023, translating to a 7.84% increase in emissions. Consumption occurs across the Quintain Living portfolio, as well as some of our retail and commercial assets. Whilst a small reduction in consumption was seen across the retail sector, this still resulted in increased emissions due to the emission factor increase for electricity. Increases in consumption across Quintain Living are in line with occupancy expectations and are discussed further in our Greenhouse Gas Report, whereas the increase in commercial consumption relates to a single asset, which is a nursery that opened in the middle of 2021 and in 2023 was operating at its maximum capacity.

Tenant Heat

Like-for-like heat consumption increased by 8.47% in 2023, resulting in a 3.87% increase in emissions. The smaller increase in emissions is as a result of the improved overall efficiencies of both district heat networks in 2023.

Like-for-like heat applies to a similar group of assets as tenant electricity, although fewer retail tenants have elected to procure heat via the heat network than have electricity supplies, and there is only one retail unit for which like-for-like data is available.

The majority of heat consumption relates to Quintain Living assets, and the table opposite shows that increases in heat consumption are proportional to the percentage increase in annual occupancy between 2022 and 2023.

Tenant Water

There was an 11.42% increase in water consumption across like-for-like assets, the vast majority of which resulted from occupancy changes at Quintain Living. This equated to just a 0.04% increase in emissions however, due to a lower emission factor for the removal of wastewater.

It should be noted that tenant water consumption data that is available for Wembley Park Retail and Wembley Park Commercial relates to different assets to those reported for electricity and heat, which is why the levels of change are different to what would be expected if they were the same assets.

Quintain Living Consumption Changes with Occupancy

	2023 Annual Occupancy	2022 Annual Occupancy	% Change in Resident Electricity Consumption	% Change in Resident Heat Consumption	% Change in Resident Water Consumption
The Madison	94.17%	68.40%	26.8%	22.0%	38.3%
Canada Gardens	93.66%	92.75%	-1.2%	0.7%	10.1%
The Robinson	91.80%	75.31%	13.8%	10.4%	4.2%
Ferrum	91.73%	73.50%	12.7%	14.1%	13.4%
Alameda	91.83%	96.08%	-4.3%	-2.6%	1.5%
Beton	95.3%	96.38%	0.5%	-3.7%	-3.0%

Scope 3 Downstream Leased Assets: Gas

546 tCO₂e

[2022: 618 tCO₂e]

11.68%

Scope 3 Downstream Leased Assets: Electricity

3,422 tCO₂e

[2022: 3,172 tCO₂e]

7.84%

Scope 3 Downstream Leased Assets: Heat

4,045 tCO₂e

[2022: 3,895 tCO₂e]

3.87%

Scope 3 Downstream Leased Assets: Water

91 tCO₂e

[2022: 91 tCO₂e]

0.04%

Carbon Overview & Performance

Absolute Energy Consumption within Operational Control

	2023						2022					
	Gas kWh	Other Fuel kWh	Electricity kWh	Heat kWh	Annualised Area m ²	Data Coverage % Area	Gas kWh	Other Fuel kWh	Electricity kWh	Heat kWh	Annualised Area m ²	Data Coverage % Area
TOTAL	7514290	284	13076778	385375	282862	100%	8649560	1244	13010848	393608	276805	100%
Corporate	N/A	N/A	146020	3665	2193	75%	N/A	N/A	260911	2934	2393	80%
Wembley Park Estate	7514290	284	3624052	18874	136752	100%	8649560	1244	4068183	17562	136752	100%
Quintain Living	N/A	N/A	6443853	N/A	104650	100%	N/A	N/A	5857791	N/A	101528	100%
Wembley Park Residential	N/A	N/A	681416	N/A	13864	100%	N/A	N/A	804427	N/A	14451	100%
Wembley Park Retail	N/A	N/A	1674899	N/A	6805	89%	N/A	N/A	1518492	N/A	5866	94%
Wembley Park Commercial	N/A	N/A	506539	362837	15814	100%	N/A	N/A	501044	373112	15814	100%
Wembley Park Leisure	N/A	N/A	0	N/A	2784	100%	N/A	N/A	0	N/A	2784	100%

Like-for-Like Energy Consumption within Operational Control

	2023				2022				TOTAL % Change	
	Gas kWh	Electricity kWh	Heat kWh	TOTAL kWh	Gas kWh	Electricity kWh	Heat kWh	TOTAL kWh		
TOTAL	7514290	11357232	385375	19256897	8649560	11658393	393608	20701562	-7%	▼
Corporate	N/A	146020	3665	149685	N/A	161182	2934	164116	-9%	▼
Wembley Park Estate	7514290	3605985	18874	11139149	8649560	4055870	17562	12722992	-12%	▼
Quintain Living	N/A	5414418	N/A	5414418	N/A	5379487	N/A	5379487	1%	▲
Wembley Park Residential	N/A	118039	N/A	118039	N/A	140273	N/A	140273	-16%	▼
Wembley Park Retail	N/A	1566230	N/A	1566230	N/A	1420538	N/A	1420538	10%	▲
Wembley Park Commercial	N/A	506539	362837	869376	N/A	501044	373112	874156	-1%	▼

Carbon Overview & Performance

Absolute Energy Consumption outside Operational Control

	2023					2022				
	Gas kWh	Electricity kWh	Heat kWh	Annualised Area m ²	Data Coverage % Area	Gas kWh	Electricity kWh	Heat kWh	Annualised Area m ²	Data Coverage % Area
TOTAL	2562560	15994880	14428797	254171	95%	2894663	16308313	12474168	236072	94%
Corporate	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Wembley Park Estate	N/A	N/A	N/A	N/A	N/A	N/A	22991	N/A	654	100%
Quintain Living	N/A	8007567	14310701	215995	100%	N/A	7016263	12379973	193764	100%
Wembley Park Residential	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Wembley Park Retail	2562560	7969167	86980	35153	68%	2894663	7843542	75059	33859	69%
Wembley Park Commercial	N/A	18146	31117	1815	16%	N/A	12036	19136	1815	16%
Wembley Park Leisure	N/A	0	N/A	1208	0%	N/A	1413482	N/A	5980	80%

Like-for-like Energy Consumption outside Operational Control

	2023				2022				TOTAL % Change	
	Gas kWh	Electricity kWh	Heat kWh	Total kWh	Gas kWh	Electricity kWh	Heat kWh	Total kWh		
TOTAL	2562560	12449494	12514550	27526604	2894663	12131382	11537312	26563357	4%	▲
Corporate	N/A	N/A	N/A	0	N/A	N/A	N/A	0	-	
Wembley Park Estate	N/A	0	N/A	0	N/A	0	N/A	0	-	
Quintain Living	N/A	6681188	12427022	19108210	N/A	6262732	11453105	17715836	8%	▲
Wembley Park Residential	N/A	N/A	N/A	0	N/A	N/A	N/A	0	-	
Wembley Park Retail	2562560	5750160	56411	8369131	2894663	5856614	65072	8816349	-5%	▼
Wembley Park Commercial	N/A	18146	31117	49263	N/A	12036	19136	31172	58%	▲
Wembley Park Leisure	N/A	0	N/A	0	N/A	0	N/A	0	-	

Carbon / Data Coverage and Assurance

Our target is to continue improving our data collection in order to achieve a coverage level of 90% of data by Gross Internal Area across all emission sources. Whilst we have previously achieved this by scope, 2023 is the first year we have achieved this in every main emission category.

To account for missing data, we provide a coverage figure which gives an indication of the percentage of data that we have been able to obtain in each GHG Category based on floor area. Floor area isn't a perfect metric – not all supplies relate to a specific area (for example those that supply the public realm); and floor area is not a reliable indicator for the proportion of activity data and emissions that are missing, but it is the most consistently available data available to us.

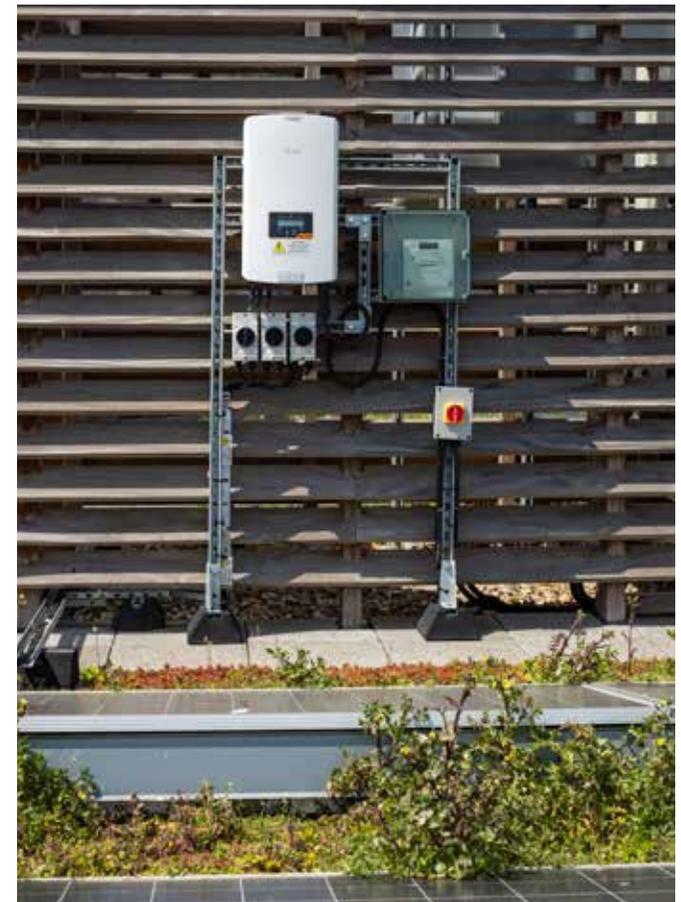
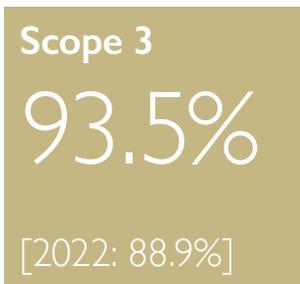
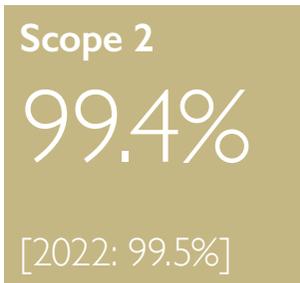
Whilst we do estimate some data, this is only in specific circumstances, such as where we are missing a small portion of data across the reporting year, and we have sufficiently robust actual data from which to make an educated estimate.

Full details of our data collection methodology and rationale is provided in our GHG Inventory 2023 which is available on the Quintain website.

The GHG emission data from 2023 have been externally assured to a limited assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3410, Assurance Engagements on Greenhouse Gas Statements, by BDO.

Data Coverage Performance

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

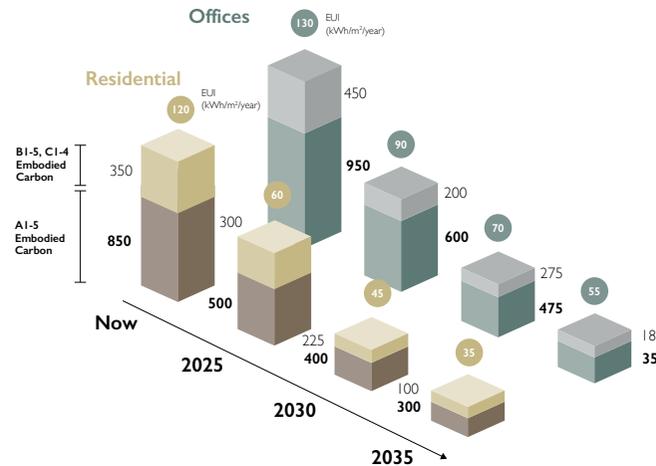


Carbon / Embodied Carbon

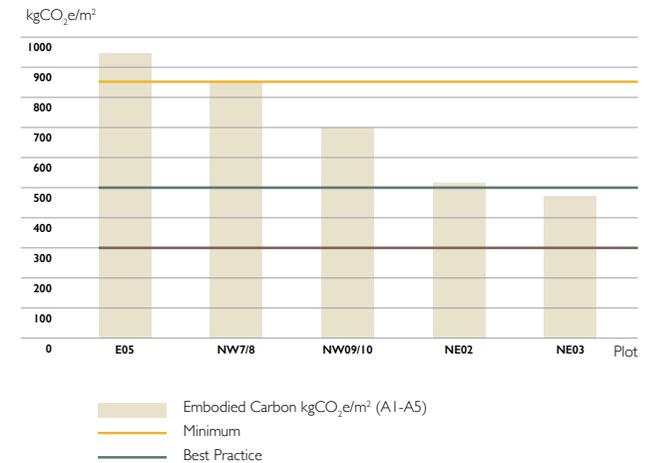
Embodied carbon from construction (Scope 3, category 1) is the largest source emission for our GHG baseline this year, making up 53% of total emissions and 60% total Scope 3. This dominance is due to Repton Gardens emissions being included in our emission inventory and subsequently increasing our Scope emissions significantly compared to last year, by 163.1%.

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.

Our newer designs from Repton Gardens and onto NE02 and NE03 (currently in construction) are expected to achieve below 500kgCO₂e/m² of embodied carbon. This has only been possible through engagement with our trusted supply and design team partners who have offered carbon saving options. We continue to seek out new options and opportunities so that our properties have high quality spaces with the lowest carbon impact through the design, construction and operational phases.



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



Embodied Carbon Reported in 2023
60% of Scope 3 emissions
53% of all emissions

Carbon / Insights

Changing Emissions Profile

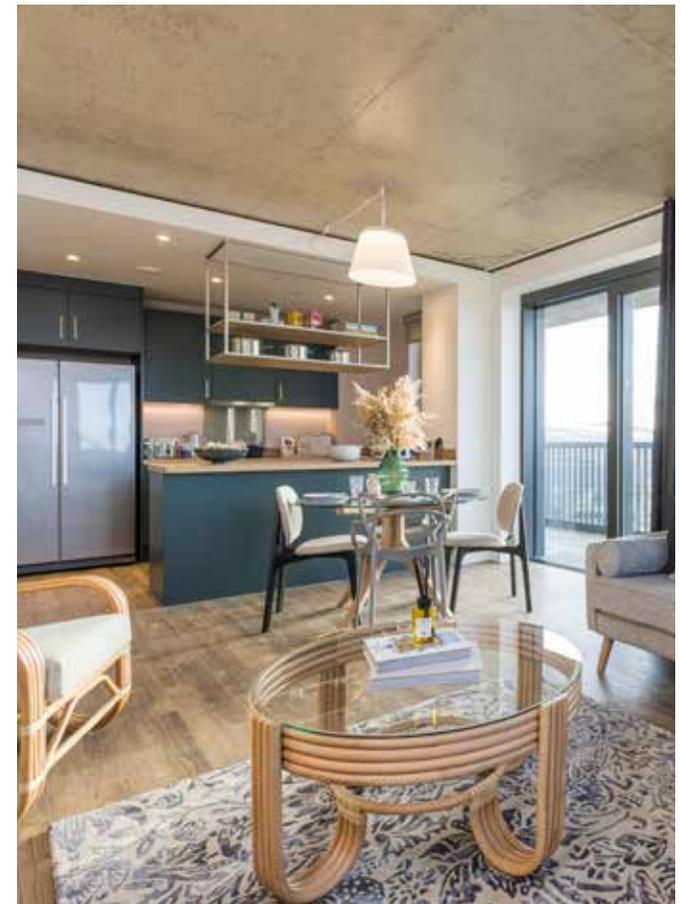
As our business has evolved, so has our emission profile. In our base-year, 2013/14, we owned a broad portfolio of standing assets, located across the UK and in multiple sectors. Over time, we have divested from our non-core operations to focus on the development of Wembley Park. With fewer operational 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 2022 and 2023 emissions is the addition of embodied emissions reported in 2023, owing to the completion of our Repton Gardens asset during the reporting year. These were our most significant source of emissions in 2023, but there were none recorded in 2022 because we recorded no completions. There were no embodied emissions recorded in our base-year, so this year our emissions profile is significantly higher than in 2013/14. Excluding embodied emissions, our Scope 1 and 2 emissions are now a smaller proportion of our total, primarily due to the increasing proportion of our overall asset area being tenanted. This has resulted in more significant emissions from our downstream leased assets.

Emissions linked to Occupancy

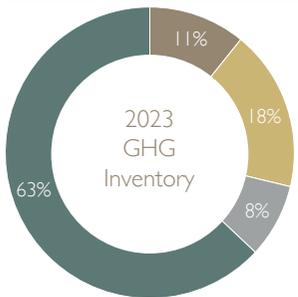
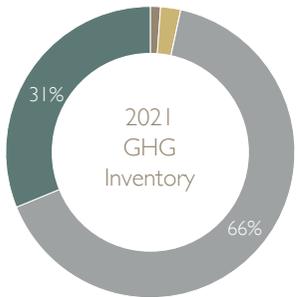
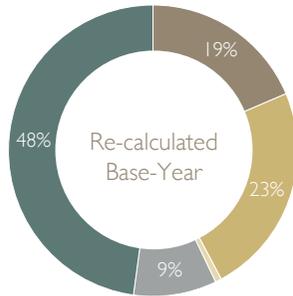
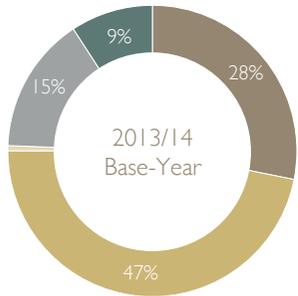
Whilst we measure like-for-like comparison of energy consumption and associated emissions across our portfolio, this does not take into account changing occupancy rates which for some of our buildings has fluctuated by >10%. Most of our building emission profiles show a direct correlation of an increase in occupancy with an increase in emissions from all utility usage, which is to be expected. Increasing occupancy had a greater impact on our indirect emissions from residents, rather than on the direct emissions from our landlord and communal areas, as these remain unconnected to rising occupancy levels as they provide facilities for all. Our leak detection tool is used by our Facilities Management teams to identify outlying and abnormal usage patterns which are investigated and remediated, therefore, reducing unnecessary consumption and emissions.

Further insights and analysis is provided in our Quintain 2023 Greenhouse Gas Report available on our website: <https://www.quintain.co.uk/sustainability>.



Carbon / Insights

% Total Emissions by GHG Inventory Category



- Category 1 Direct GHG Emissions
- Category 2 Indirect Emissions from electricity
- Category 3 Indirect emissions from transport
- Category 4 Indirect Emissions from Products used
- Category 5 Emissions from use stages of product and downstream leased assets

Quintain Living Occupancy Data

	2023 Annual Occupancy	2022 Annual Occupancy	% Change in Landlord (2.1) Electricity Consumption	% Change in Resident (5.2b) Electricity Consumption	% Change in Resident (5.2c) Heat Consumption	% Change in Resident (5.2d) Water Consumption
The Madison	94.17%	68.40%	5.4%	26.8%	22.0%	38.3%
Canada Gardens	93.66%	92.75%	3.8%	-1.2%	0.7%	10.1%
The Robinson	91.80%	75.31%	2.5%	13.8%	10.4%	4.2%
Landsby	-	-	-13.6%	-	-	-
Ferrum	91.73%	73.50%	3.6%	12.7%	14.1%	13.4%
Alameda	91.83%	96.08%	-6.3%	-4.3%	-2.6%	1.5%
Beton	95.3%	96.38%	10.1%	0.5%	-3.7%	-3.0%

Resource Efficiency

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.

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.



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 in 2009, we were the first in the UK to pioneer underground waste vacuum waste collection, Envac. Across Wembley Park we have two waste solutions, direct to bins and chutes using the Envac system.

The Envac system is an automated waste collection system which uses chutes within the buildings to dispose of waste through a series of pipes which are connected to a central collection location.

When fully complete, the system will save the space of around 2,000 traditional waste containers, the equivalent of around 200 car park spaces allowing significantly more space for resident amenities. The system uses around 15% of the space required for a conventional waste collection system, which has freed up more space for greenery, amenities, shared social uses for residents and potentially more units. Across the commercial, retail and public realm, we rely on a selection of bins that are collected by Veolia and taken to a recycling centre for sorting and further separation for disposal.

In 2023, our newest development, Repton Gardens, was connected to the system, recycling 45,679kg of general waste from 396 apartments during the year. Whilst not all waste produced across the Wembley Park estate is in our direct control, we report anyway and believe we have a responsibility to set out the waste reduction strategies and behaviours we wish to see.

Our target is for 100% of our waste to be diverted from landfill in operation, over 90% from the construction process, and to increase recycling rates year-on-year. Our contract with Veolia, in place since 2021, means that no waste from the estate, either within our direct or indirect control, is sent to landfill. Recyclable waste goes to a materials recovery facility, while organic waste is sent to anaerobic digestion.

In total, 4,210 apartments are connected to the Envac system, including 808 apartments which are managed by other operators. In 2023, the total tonnes of general waste collected by the Envac system was 1,500 tonnes, including 75.6 tonnes of recycling and 31.3 tonnes of organic waste.

Our construction contractors produce material management plans to predict wastage rates and to monitor performance. Our contractors Sisk record our site waste management online through Smartwaste and, to date, have generated 25,288 tonnes of waste, with 99% diverted from landfill exceeding our target of >90% diversion from landfill for construction. All our contractors have identified measures to reduce packaging waste and take-back schemes from manufacturers are used where possible. Offsite manufacturing is encouraged and targets on pre-manufactured value (PMV) are in development for future construction.



3

Fractions: non-recyclables, Organic, Dry recyclables (+commercial cardboard collected from mall)

139

Chutes covering 631 floors in the area, making the solution ideal for high-rises.

1,500

Tonnes of waste per year by completion of project in 2025

200

Car park spaces worth of areas saved which can be utilized for greenery, amenities etc.

30%

The system has helped increase the local authority's recycling rates by 30%, and refuse lorry trips have been dramatically reduced to decrease emissions by 90%.

Resource Efficiency

Waste Performance

In 2023, we recycled over 40 tonnes similarly to the recycling rates in 2022. We have met our target of diverting all our waste from landfill and are working on 'system improvements' to improve recycling rates and lower absolute waste production.

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

Overall, waste removed via Envac has decreased by 2.5% compared with 2022, but this must be viewed alongside increases in standard collections of waste for assets connected to the Envac system. Due to the way waste is allocated to assets based on floor area, waste attributed to landlord areas has reduced because two of the major car parks on site now have separate waste collections. There have been issues with water ingress despite repairs to the system and this has the effect of rendering parts of the system unusable at certain periods, increasing the volume of waste that is collected by standard waste collections; increasing the tonnage of waste due to saturation; and increasing contamination of collected waste, resulting in lower recycling rates.



Resource Efficiency: Waste

2023								2022						
	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 Waste Produced														
	2,248,462	406,260	62,454	2,717,177	488,305	99.48%	17.25%	1,963,153	566,227	176,680	2,706,061	435,610	99%	27%
Waste within operational control														
TOTAL	268,418	17,412	7,783	293,613	142,086	99.48%	8.58%	377,560	42,536	44,755	464,851	94,849	99%	19%
Corporate	12,180	2,931	1,534	16,645	2,393	68.93%	26.82%	9,059	4,068	1,473	14,600	2,393	69%	38%
Wembley Park Estate	246,193	12,088	4,998	263,279	138,304	100.00%	6.49%	360,947	35,140	42,062	438,148	91,068	100%	18%
Quintain Living	4,780	2,127	1,141	8,048	214	100.00%	40.61%	2,900	2,875	678	6,453	214	100%	55%
Wembley Park Retail	5,266	265	110	5,641	1,174	100.00%	6.65%	4,654	453	542	5,650	1,174	100%	18%
Waste outside operational control														
TOTAL	1,980,044	388,848	54,672	2,423,564	346,219	92.88%	18.30%	1,585,593	523,691	131,925	2,241,209	340,761	86%	29%
Quintain Living	1,749,142	281,425	43,016	2,073,583	290,404	100.00%	15.65%	1,409,691	397,578	115,992	1,923,262	263,203	100%	27%
Wembley Park Residential	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Wembley Park Retail	222,727	103,679	11,656	338,061	36,898	81.13%	34.12%	173,799	121,653	15,933	311,385	54,526	54%	44%
Wembley Park Commercial	8,175	3,745	0	11,920	17,710	6.99%	31.41%	2,102	4,460	0	6,562	17,052	7%	68%
Wembley Park Leisure	0	0	0	0	1,208	0.00%	-	0	0	0	0	5,980	0%	-

Resource Efficiency

Water use and efficiency

An overall reduction in water consumption of 59% was achieved across the Wembley Park Estate in 2023. This is in large part due to leak on one of the supplies to Olympic Way that was repaired as a defect in the final quarter of 2022, inflating 2022 consumption. Water usage is confined by residential use and use in our landscaping and gardens. Significant steps have been taken to use water in a considerate way and to have drought resistant planting in place.

Overall water consumption has reduced by 24%, resulting in a 32% reduction in associated emissions; similar levels of reduction were achieved at The Habitat, our Quintain Living office in Marathon House; and at the Quintain Living Hub in Landsby.

Absolute Water Consumption outside Operational Control

	2023			2022			TOTAL % Change	
	Water m ³	Annualised Area m ²	Data Coverage % Area	Water m ³	Annualised Area m ²	Data Coverage % Area		
TOTAL	190,026	320,085	88.35%	243,258	297,933	77.39%	-22%	▼
Quintain Living	186,411	280,176	100.00%	235,644	252,527	88.82%	-21%	▼
Wembley Park Retail	3,614	38,702	6.80%	3,626	39,426	3.78%	0%	
Wembley Park Leisure	0	1,208	0.00%	3,989	5,980	79.80%	-100%	▼

Absolute Water Consumption within Operational Control

	2023			2022			TOTAL % Change	
	Water m ³	Annualised Area m ²	Data Coverage % Area	Water m ³	Annualised Area m ²	Data Coverage % Area		
TOTAL	41,431	131,145	98.86%	42,896	132,898	96.94%	-3%	▼
Corporate	524	1,650	64%	529	1,650	64.13%	-1%	▼
Wembley Park Estate	18,979	72,201	100%	19,445	72,201	99.58%	-2%	▼
Quintain Living	6,463	24,455	99%	6,475	25,169	98.18%	0%	
Wembley Park Residential	5,942	8,404	97%	5,948	9,300	93.84%	0%	
Wembley Park Retail	9,524	5,837	99%	9,525	5,981	64.04%	0%	
Wembley Park Commercial	0	15,814	100%	974	15,814	100.00%	-100%	▼
Wembley Park Leisure	0	2,784	100%	0	2,784	100.00%	-	

Like-for-Like Water Consumption within Operational Control

	2023	2022	2023	TOTAL % Change	
	m ³	m ³	Like for Like Area m ²		
TOTAL	26,791,555	23,054,914	99,019	16%	▲
Corporate	402,620	529,305	1,650	-24%	▼
Wembley Park Estate	8,287,680	19,445,451	72,201	-57%	▼
Quintain Living	3,962,264	3,080,158	25,169	29%	▲
Wembley Park Residential	5,718,991	5,947,563	9,300	-4%	▼
Wembley Park Retail	8,420,000	9,517,000	5,981	-12%	▼
Wembley Park Commercial	0	0	15,814	-	
Wembley Park Leisure	0	0	2,784	-	

Resource Efficiency

Biophilic design

Sustainable design & mobilisation of new developments

Biophilic design was first used at Wembley Park in the flagship Canada Gardens development and has been a key focus of the interiors concept across all developments at Quintain Living. During 2023, alongside the construction of NE02/03, attention was also turned to the design concept, the colours and materials that would be used for the décor.

The *HomeViews Sustainability Report 2023* showed that 70% of residents value sustainable building features, and residents in Build to Rent schemes value sustainable building features more than those in Build to Sell developments. Repton Gardens was launched at the beginning of 2023 as our most sustainable development to date, and the team working on NE02/03 has been drawing on many learnings from this experience to enhance the design and mobilisation of these next developments.

The design for NE02/03 has focused on blending the built and natural environments to enhance wellbeing. Addressing climate change and sustainability which are increasingly embedded in day-to-day living, was also important, as well as the allure and inclusivity of the locality of the area.

When complete, expected in early 2025, the buildings known as NE02/03 for the duration of the build will be known as Solar and Luna. The development will deliver 665 homes for professionally managed rent alongside over 100 affordable homes of mixed tenure. The two buildings are designed to unite together as separate halves of one whole and the interior design concept for these buildings will celebrate the dichotomy between sunrise and sunset. Each will have its own entrance, mirroring each other across Marley Street, a pedestrian linkway between Union Park and Rutherford Way. Internal amenities will be located on the ground floor, offering a seamless link between indoors and outdoors. The spherical

arches around both Solar and Luna front desks will link and unite the building themes to Wembley Park.

Solar's design focuses on the warm tones and textures of the natural environment, with natural finishes and tactile and inviting touches. The warm and contemporary style will have grounded interiors inspired by the natural environment. Patterns will be minimal, but features will have a feelable composition.

The Furniture Practice were chosen to provide furniture within the social spaces and are going to use materials such as Matek, which is created out of waste coffee bean shells, and sawdust from furniture manufacture process.

Within the apartments, our furniture supplier David Phillips has put a focus on repair and recycle, particularly in the selected sofas. All apartment sofas are produced in the UK, using a component-based system. Called the 'Infinite Life' sofa, every individual component can be removed for cleaning, repair or recycle.

In contrast Luna's design focuses on cooler tones and smoother textures. Its style will be elegant and cool with contemporary interiors inspired by the built environment. Finishes will be slick and defined with more geometric patterns and a modern design theme.

A 'secret room' – a privately rentable interchangeable space with hidden access – will be located inside Luna.

There will also be platinum apartments within the development – a new offering, providing a higher spec finish for fixtures, fittings and furnishing.



Resource Efficiency

Christmas tree recycling at Quintain Living

Objective: To reduce our impact on the environment and improve the overall sustainability of our business and of our occupants

After Christmas 2023, Veolia collected a total of 106 Christmas trees over a period of three days from our residents' drop-off point underneath the OW Steps. Publicised via the Quintain Living app and electronic newsletter, the collection amassed 560kg and once collected by Veolia, the trees were turned into soil-improving fertiliser, possibly helping new Christmas trees grow ready for next year!

collected **28 trees** with a total weight of 160kg on day 1

collected **52 trees** with a combined weight of 240kg on day 2

collected **26 trees** on Wednesday with a weight of 160KG on day 3



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 Quintan, 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 Annually 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 and will be updated in 2024.

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 and was first used during the construction of NE02 and NE03 in 2023. 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

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. This was created in 2021 and has since been fully embedded in all new development work. To ensure compliance with policy and objectives, Quintain have implemented a Sustainability Preliminaries document with Main Contractors to ensure compliance and facilitate reporting against those 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 458 suppliers, 282 from small and medium sized enterprises and 104 are local.

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.

458 suppliers

282 SME

104 local



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 reusable 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

● % Yes
● % No
● % N/A

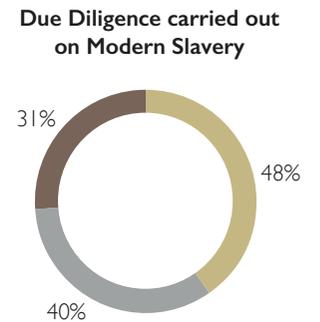
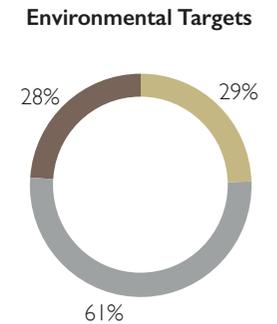
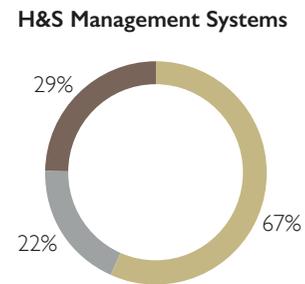
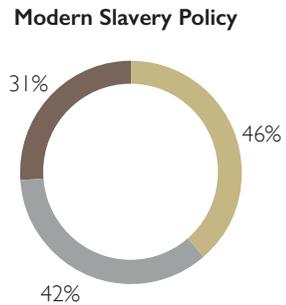
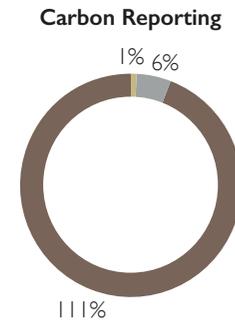
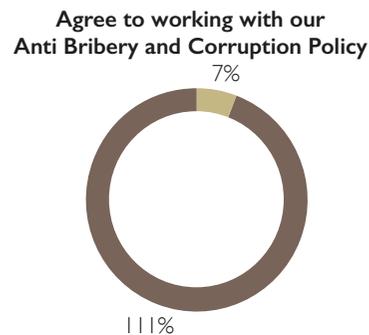
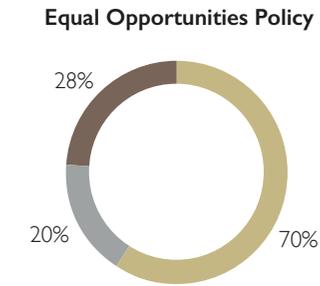
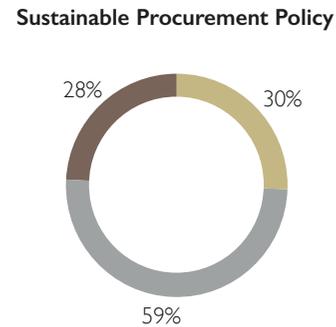
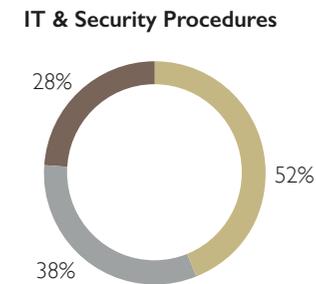
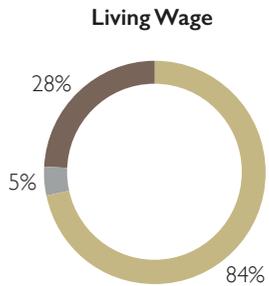
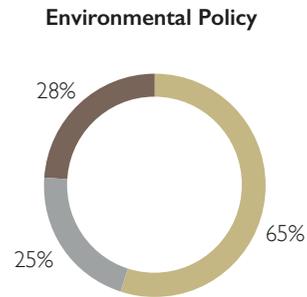
Our suppliers provide data through the Supplier Portal which allows us to review competencies and compliance and to work with them to celebrate performance and work on improvements.

Sustainable material and product selection considerations for Quintain mobilisation supply chain

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



Sustainable Procurement

The change in attitude of the industry to one of action is a significant success. There is genuine change occurring, and not just around compliance but in the approach to sustainable procurement as well. Organisations are having to innovate, go further and successful ones can leverage their sustainability offering as a competitive advantage.

Revamped sustainability criteria in procurement process

Sustainability, social value and equity, diversity and inclusion (EDI) now contribute 20% of Quintain's Evaluation Matrix scoring. Questions are shifting from one of compliance with industry standards and Quintain's specific requirements to one of engagement, collaboration and innovation. We are keen to work with industry leaders who are raising the bar, who will enhance our ability to operate in a more sustainable manner. For example, to reduce waste and prevent the need to replace furniture at the end of tenancies, our preferred furniture supplier for NE02 and NE03 has proposed a solution to maintain and lengthen the life of our sofas by 5-10 years. The supplier will continue to support Quintain with replacements for covers, arms, padding or anything else over the lifetime of the product to ensure a minimalist, light touch approach whilst customers continue to experience the high-quality interior finishes expected of our brand.

Embracing circularity

A keen desire of Quintain is to select more products with a strong sense of circularity. Working with a key supplier,

Modulyss, we have specified their ecoBack product on our carpets for NE02 and NE03. Recycled from a minimum of 75% recycled content, 100% PVC and bitumen free, ecoBack can also be recycled at the end-of-use and is Cradle to Cradle Certified® Gold. (<https://modulyss.com/en-GB/technical/backings/ecoback>)

We work closely with our supply chain to identify new and novel products like this to ensure that we can incorporate them on future projects.

Setting our sights on even lower embodied carbon

We are proud that our latest projects – NE02 and NE03 – will achieve c. 500kg/m²CO₂e but we have our sights set on reducing this further in our future developments in collaboration with our supply chain partners. This year, we have been looking at UHPC precast panels, sustainable alternatives to GGBS and trialling offsite prefabricated partitions, as well learning about the journeys of our key suppliers towards reaching Net Zero.

Through forming strong, long-lasting relationships with our supply chain, we can learn from them and in turn guide our development teams on the journey to lower embodied carbon. The next milestone is 300kg/m²CO₂e.

David Keddie
Commercial Lead,
Quintain



Pride in our framework

A benefit of our framework and long-standing relationship with contractors is the opportunity to build on successes from project to project. We are proud of the impact both Quintain and our contractors have on the local community in Wembley and Brent.

Success isn't achieved overnight, and it is only through more than 15 years of working with Sisk at Wembley Park that we are able to contribute to the local area in such a meaningful way. For example, on NE02 and NE03, £26.5m of social and economic value has been contributed by Sisk alone to the local area and 40% of the construction workforce is local to Brent.

Sisk also have a strong track record of supporting local groups and charities through donations, volunteering and hosting events for families, apprentices, and the like, year-after-year. Much like Quintain, Sisk is an important partner in the local area and community.

Sustainable Procurement



Innovation on NE02 and NE03

NE02 and NE03 is an exemplar project for us and our contractor John Sisk & Son, with the introduction of new, more efficient ways of operating the construction site and building out the project. Examples include:-

- Deploying an innovative containerised heat pump system for heating and cooling of the site accommodation. Not only will running costs and carbon emissions be significantly reduced but the unit will be easily transported to future projects, extending the life of equipment that is normally short in construction.
- Utilising fully automated robotic printers to set out floor layouts (grids, lines, points and references) which have traditionally been done with chalk-lines. Less people on-site, greater accuracy and operation during nights mean this tool has the potential to greatly improve efficiency on-site.
- Night-time shutdown measures have been introduced to improve site operational performance. Closed valve policies for water and separate circuits for essential and non-essential electrical loads mean that resources are better managed and controlled, which will lead to reduced carbon emissions.

Heating Only Energy / Cost / Carbon Analysis

Standard Accommodation

Energy usage per m² per year

152.5 kWh

Cost per year based on Wembley m² @ £0.30/kWh*

£103,074.75

Carbon** per year based on Wembley m² (2253 m²)

66,442 kgCO₂

Low Carbon Accommodation

Energy usage per m² per year

26.9 kWh

Cost per year based on Wembley m² @ £0.30/kWh*

£18,181.71

Carbon** per year based on Wembley m² (2253 m²)

11,719 kgCO₂

Savings

Energy usage per m² per year

125.6 kWh

Cost per year based on Wembley m² @ £0.30/kWh*

£84,893.04

Carbon** per year based on Wembley m² (2253 m²)

54,722 kgCO₂

Based on data from Wembley E03/05 Welfare vs Projected Wembley Welfare

*Based on 5-year mid-point inc. inflation
**Based on Defra carbon figures (0.19338 per unit)

Equivalent to driving around the world 18 times (459,848 miles)



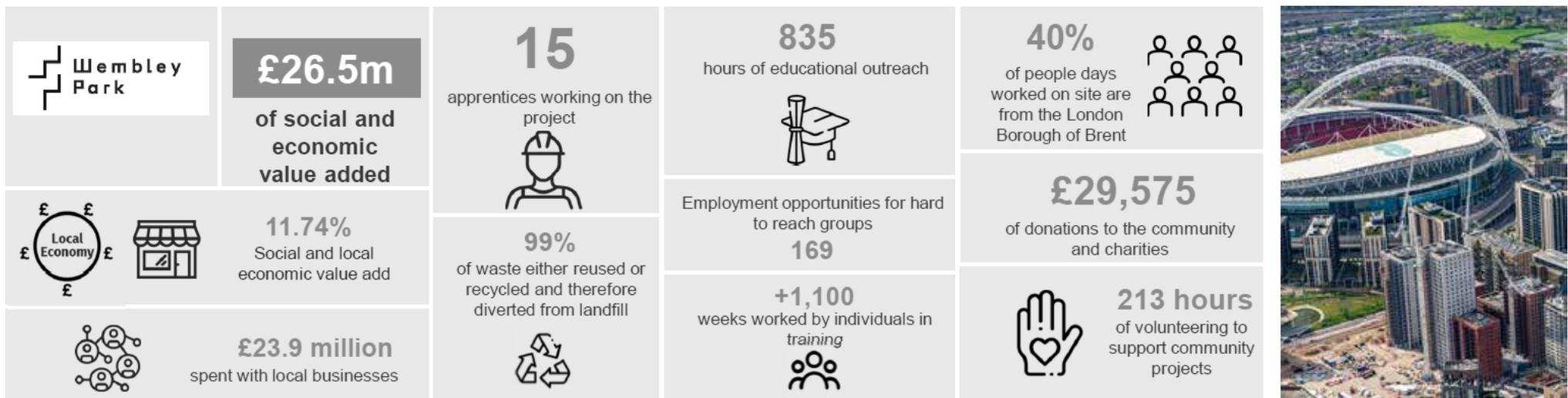
Sustainable procurement – NE02 NE03 development 2023

- 11,000m² of external Landscaping – new Pond coming
- 21,733m³ Concrete poured
- Average around 560 people on site each day
- 1,182,296 Total Hours worked in 2023
- Installation of the Balconies takes minutes, 752 in total, very innovative.
- Total of 1802 Façade Panels on both projects
- We have installed 10km of dry Lining to date
- 972 Pods Installed
- Embodied carbon is lowest number to date of our buildings, 480CO₂/m²

Quintain have been regenerating Wembley Park over the last 20 years, working with John Sisk & Son for the majority of this period. The current development, NE02 and NE03 involves the construction of 769 homes across 9,593m of land.

Throughout delivery Quintain, Sisk and the supply chain have engaged the local community and continue to add value through educational outreach, charity and volunteering work, environmental management, employment activity, and local spend.

These activities are reported with case studies and outputs measured using the National TOMs framework; summarised in the infographic below.

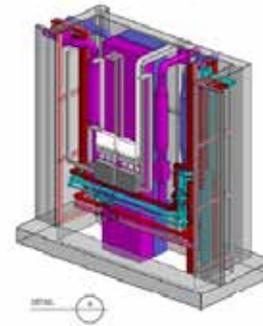


Innovation & Design for Manufacture & Assembly

Standardisation, Optimisation & Designing for Pre-fabrication



Optimised design solutions
capturing lessons learned shared
with incoming designers



BIM Optimised Hotel Style Risers
developed to facilitate pre-fabrication,
spatial economy and end user
operational needs



Precast facades designed to maximise
performance manufactured off-site
under factory conditions



Bathroom pods factory
manufactured, plug-and-play ready
for early delivered to site during
installation of the building frame



Factory fabricated Clip-on balconies
designed to compliment façade
prefabrication and reduce thermal
bridging details



Eekowall innovative lightweight
panelised drylining system - designed
to achieve the highest levels of fire,
acoustic and stability performance,
with significantly reduced waste
produced on site

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.



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	<ul style="list-style-type: none"> — 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	<ul style="list-style-type: none"> — 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	<ul style="list-style-type: none"> — 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	<ul style="list-style-type: none"> — Each time a cleaner cleans a washroom a sensor is activated to notify our system that is has been done. These cleans are then included in a management report to monitor cleaning team performance over time

Case Study

The Quintain Living app

95% of residents active on the app at any one time

In 2023 there were **7,889 posts** by the residents in the Buy Swap Sell group

The ethos behind Quintain Living at Wembley Park focuses heavily on creating and nurturing the community, and a residents app is a significant tool in supporting this. With around 95% of residents active on the app at any one time, a number of groups exist, including parent and baby, a creative skills swop and the buy, swop, sale group.

The app allows residents to connect, sharing skills and information for their mutual benefit. Services such as Spanish tutoring are offered in return for tailoring; surplus food is shared if a resident is going away for an extended period; and as residents move in and out of apartments, there is an ongoing vibrant exchange of furniture.

Quintain Living also posts perks and offers for residents, which they can access from the app. These cover activities around the Wembley Park estate under six categories: entertainment; food and drink; health and beauty; fitness and wellbeing' and retail. A section dedicated to travel shares information around cycle routes, zip car offers and lift share. Sustainability is seriously promoted.

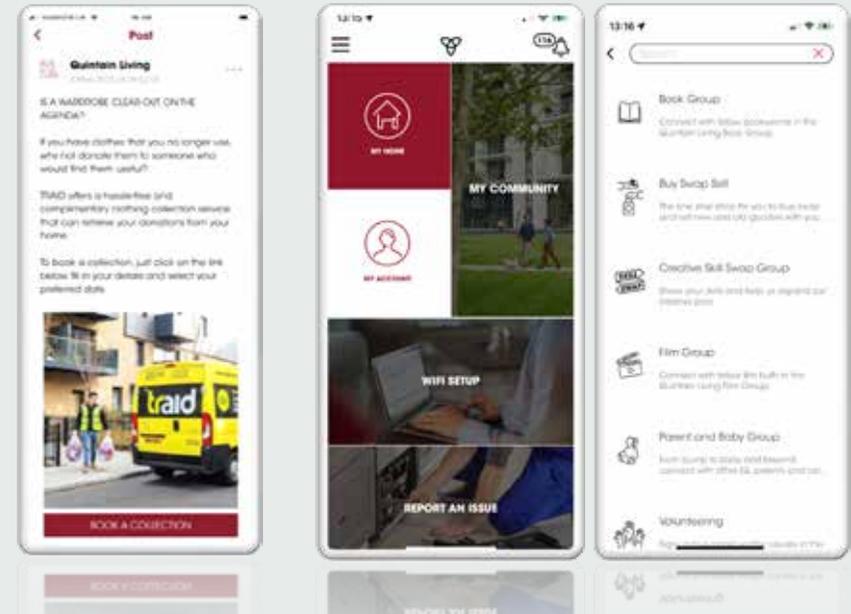
A code of conduct and some high-level monitoring from the Quintain Living app team ensures that the conversations remain relevant and appropriate across each channel.

For 2023, we've had a total of 7,889 posts by the residents in the Buy Swap Sell group.

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.



Case Study

Technology & innovation

Warren McMeeking
Head of Built Environment
Technology



Introduction of Legacy

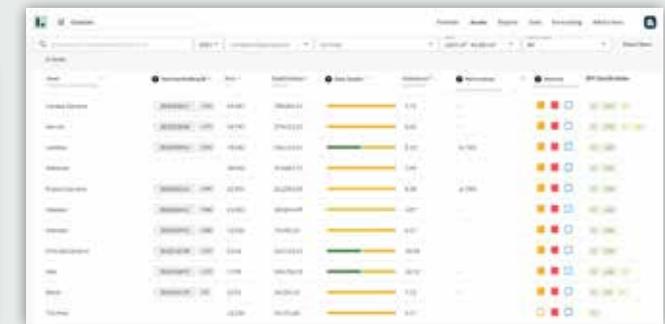
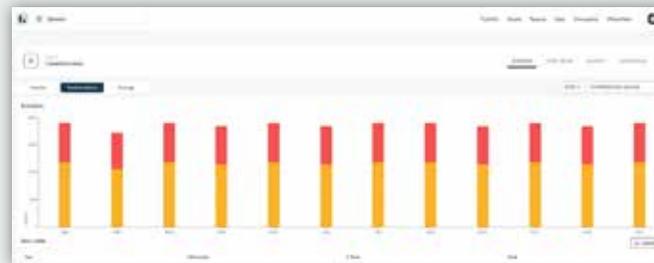
Objective: To identify opportunities where technology can support the achievement

Following extensive discussions throughout 2023, we were delighted to onboard the Legacy platform in the latter part of the year. This bulk data system enables us to monitor the energy consumption of the buildings within the estate, and report on our operational emissions with far greater accuracy than the previous manual system was able to do, thereby significantly optimising our building's efficiency.

This introduction comes ahead of mandating requirements to measure and report on operational emissions, and Quintain's adoption of the platform sets the business apart from its competitors. The Legacy platform adheres to ISAE3000, which reduces the need for audit activity by 86% and means that reports can be produced faster. When sustainability audits are mandated in the future, the Legacy system will allow Quintain to present both accurate data, as well as the standardised calculations behind them. The platform also allows benchmarking against more than 27 different indices, providing greater strategic insight and allowing better operational decisions to be made to support progress towards the business' net zero target.

The landlord smart metering system was also

Legacy



introduced which sends data to Legacy showing electricity usage by space and within individual floors of the building, allowing Quintain to identify where energy consumption inexplicably fluctuates.

Legacy provides greater transparency of the buildings' carbon consumption and shows how our buildings are performing in reality compared to the design expectations. By measuring and providing accurate reports on our use of energy, the new systems will allow the business to set goals with confidence and allow it to make better decisions towards reducing our carbon emissions.

"As part of our commitment to reach Net Zero Carbon by 2040, we at Quintain have signed up to use Legacy's Carbon Accountancy Platform. We've partnered with Legacy due to their impressive understanding of building performance and monitoring, and their commitment to sustainability. By using this platform, we can focus on reducing carbon emissions and operating efficient buildings, better rather than manual data entry and spreadsheets. Having an audited system to ISAE 3001 together with alignment with other standards and regulations gives us confidence and assurance in our emission data, and their transparent and visual display will improve our business decision making."

— **Clare Masters, Head of Sustainability**

Case Study

Technology & innovation

Replacing intercom systems with lower embodied and operational carbon apps

Value: Objective: To identify opportunities where technology can support the achievement

In 2023, Quintain made the decision to remove intercoms from all new build apartments and replace them with an app only system. This will significantly help us in reducing our operational and embodied carbon emissions. Although the decision to make this change was taken over three years ago, the technology has only reached maturity recently, so discussions with suppliers were revisited during the planning and construction of NE02 and NE03 in 2023.

In previous developments, seven-inch tablets have been installed, which had an embodied emissions cost, as well as transportation, installation and annual electrical running cost. However, the app reduces the need for this hardware. This makes the system more convenient for residents, improving their user experience, is cheaper for the developer to install and cheaper to run. It also allows Quintain to explicitly report on the reduction in carbon emissions. In total, removing the physical screens will save £850 per apartment, plus another £35 of electricity to run per annum. The app will be used retrospectively in existing buildings as the life of the current hardware expires, and by removing the screens from the apartments our embodied carbon will be considerably reduced.



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



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