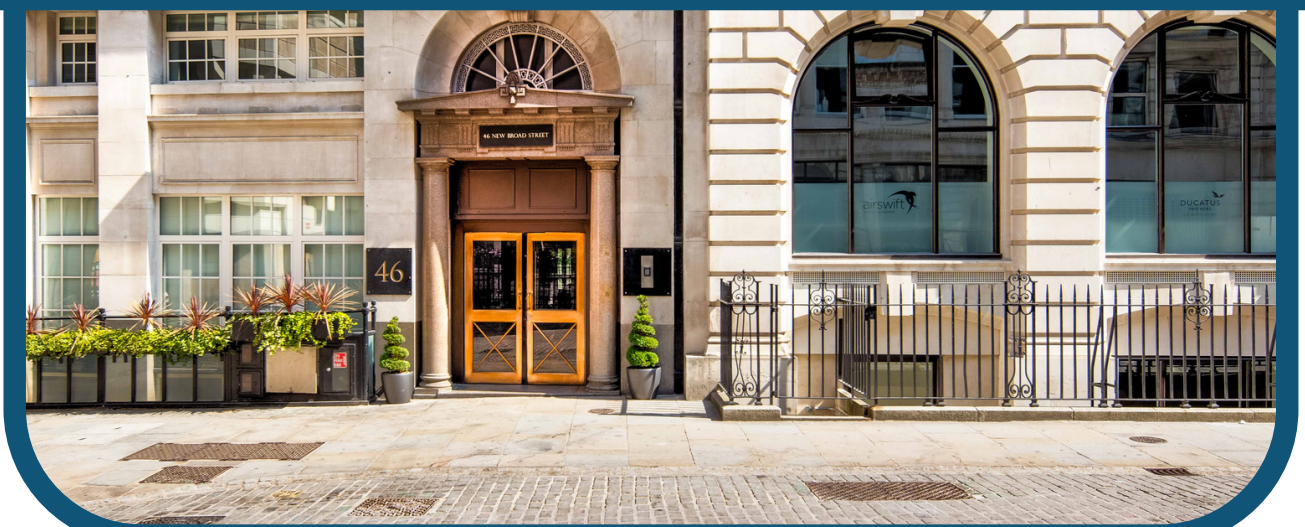


OFFICE SPACE IN TOWN



Environmental Social Governance

PREPARED BY
Georgia Sandom
Divisional Director



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Introduction

Shaping our company with sustainability, honesty and responsibility.

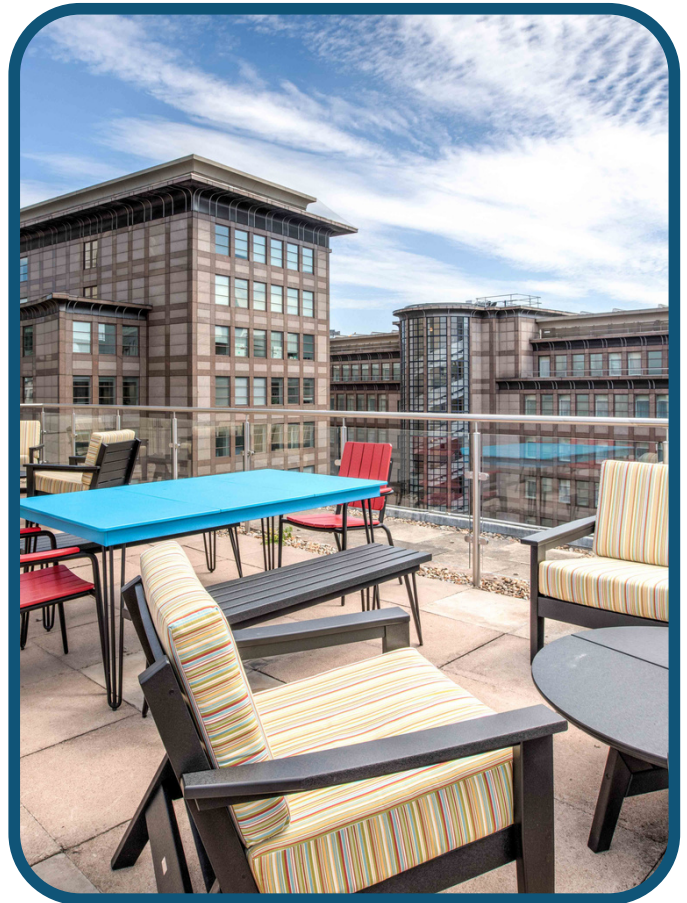
We wanted to build a company that reflected who we were as people and the ethics and morals that we live by. We aspired to build a business which was all about our clients and staff.

We want the beautiful environments we build to be places where people are inspired to work hard and be focused, to endeavour to be great at whatever they are doing, be happy and energised, and to always consider others and make them feel special and individual.

Environmental Social Governance (ESG) is our responsibility and action on environmental, ethical, social and economic issues. This provides the framework for greater transparency, greater efforts, and greater good.

ESG is an integral part of our strategic vision for the future, meeting the highest standards of ethics and professionalism as a business.

In this document we outline our current efforts, our commitments to the future and our ethos and culture that drives us forward.



ABOUT OFFICE SPACE IN TOWN (OSIT)

With 9 locations and 50+ people in the UK, OSIT has an impact on:



OUR EMPLOYEES

OUR SHAREHOLDERS

OUR ENVIRONMENT

OUR COMMUNITY

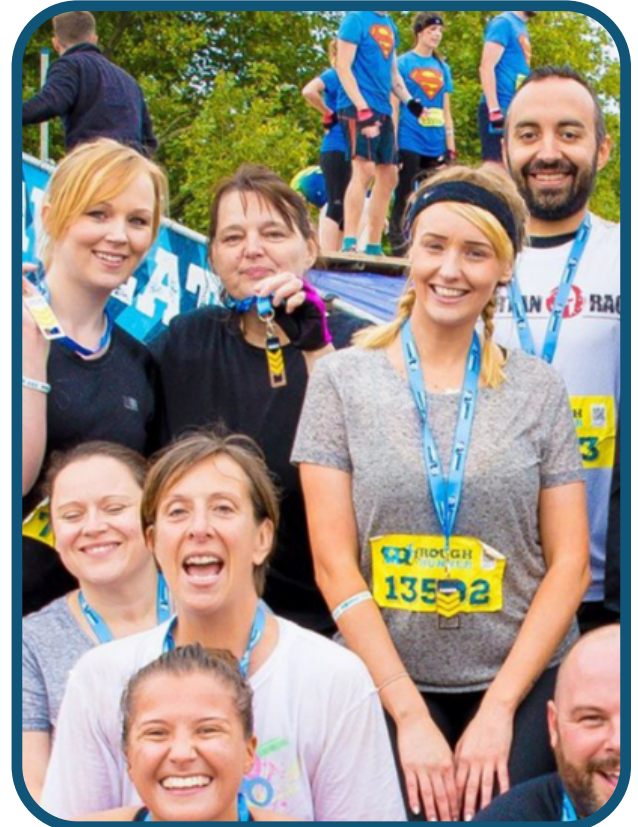
Our employees

Our people are proudly at the heart of everything we do at OSiT. Our OSiT family make us the company that we are today, creating and maintaining our ethos and culture. Because of this, we invest in our people by focusing on learning and development, wellbeing, empowerment, culture and equal opportunities.

Wellbeing

All OSiT employees can benefit from free private healthcare through Vitality which offers:

- Access to free counselling and private GPs
 - Annual health checks
 - Fitness tracking and rewards
 - Discounts and benefits
- and much more..



At OSiT we believe in workplaces where everyone can thrive, we also believe in the role of employers, employees and businesses in creating thriving communities. Mental Health at work is a topic that everyone is talking about and it is vital that we protect our values by addressing mental health at work for those with existing issues, for those at risk, and for the workforce as a whole. To this end, OSiT organised for staff to complete a 2 day Mental Health First Aid course run by MHFA England which resulted in a MHFA certificate for all that completed the course.

In February 2021 OSiT provided sessions with a mental health coach and motivational speaker, Emma Stroud, to discuss coping mechanisms and advice to help enable our people to be happier and healthier.

Our staff also enrolled on a 'Resilience' course through our consulting partners Alembic Strategy to help our staff navigate through the difficult time of the pandemic.

OSiT encourages our people to focus on their fitness to help promote a healthy lifestyle and with this provide free gym memberships at 2 clubs, Puregym and Nuffield Health and studio spaces at our Centres. We also put on weekly yoga sessions, free MOBFIT training sessions, a bike to work scheme and an OSiT running club.

We believe that employee engagement promotes inclusion, collaboration and community so we launched **Our Space**, an employee engagement platform which gives access to benefits, a wellbeing centre, blogs, articles, recognition forums and a space to share content and ideas.

We also host bi-weekly Coffee Clubs with employee-led groups where we can check in on each other, share experiences, talk through any issues or feelings and strengthen our bonds.

Training and Development

We offer each individual member of our teams extensive learning and development opportunities through on-the-job training, coaching and mentoring, e-learning and modules, instructor led courses and peer to peer training. Our peer to peer groups named 'huddles' allow individuals with the same job roles across the group to share best practices, join group training sessions and support and encourage each other.

We enrolled our management team in to a **Leadership Academy** run by our outsourced consultancy Alembic Strategy which ran over the course of 12 months and resulted in the management team achieving Chartered Managers Institution (CMI) certification Level 5 at the end of the course along with knowledge and tools to being great leaders and mentors.

Ethics & policies

Human Rights

Office Space In Town is an equal opportunities employer and actively supports Human Rights and all equality legislation. Our ethos is to respect and value people's differences, to help everyone achieve more at work as well as in their personal lives so that they feel proud of the part they play in our success. Our Grievance Procedures ensure sympathetic handling and hopefully satisfactory resolution for all aspects of employees concerns or dissatisfaction. We believe that all decisions about people at work should be based on the individuals abilities, skills, performance and behaviour and our business requirements. Our policy must be strictly adhered to by all our team.

Ethical Policy

Office Space In Town has documented quality standards for levels of service given to customers. We monitor these standards and always seek to improve. In a similar way we have high expectations of all our managers and employees about the way in which they conduct their business transactions. The Company does not support the offering or acceptance of personal gifts. Any gifts, favour or hospitality offered to a member of the Company must be declared to a Director of Office Space In Town. Where it would be offensive to refuse, gifts will be raffled and the proceeds donated to charity.

Bribery Policy

The Company is committed to ensuring that all our commercial dealings meet the highest professional standards. It would never be acceptable for anyone to accept or offer bribes in any business transaction.

Bribes may come in a variety of forms such as corporate hospitality, charitable donations, personal gifts, hospitality as well as money. Any employee being offered any of these must report this to a Director who will advise how to manage the situation. Breaches of this rule will result in disciplinary action up to and including dismissal. This policy applies to the Directors, our employees throughout the business, suppliers, outsource partners, consultants and to all markets in which we do business. As part of our induction training all staff will be made aware of this policy.

Our company is dedicated to the wellbeing, development and protection of our employees. We are a committed equal opportunity employer and we ensure that we abide by all fair labour practices. Our Modern Slavery Policy outlines our commitment to acting ethically and with integrity.

Our Shareholders

Our clients

We continue to offer our clients support in their own Social responsibility and sustainability efforts and continue to look to improve and expand our offerings through our own ESG strategy.

We offer a range of free wellness offerings at our buildings; Weekly yoga classes, discounted gym memberships, access to a nutritionist, wellness talks, studio space and more. We also hold an annual Wellness Festival for our clients which includes a day of experiencing and learning about Wellness in the workplace.

We have created a **Client Portal** to enable sharing of the wellness offerings, networking and access to free courses and learning. Examples of courses and offerings available on the portal;

- the Alembic 'Resilience' Course - coping and navigating through difficult times
- free mental health consultations with our affiliated counsellor, Kate Horwood
- Health & Safety courses eg. Lone Working course provided by our H&S consultants (Croner) for clients to ensure their staff are safe when working alone.
- exclusive local area discounts

Our suppliers and contractors

We strive to engage with suppliers and work with contractors that are aligned with our values and principles and uphold the same high standards of business integrity and ethical conduct. We engage with our suppliers on matters relating to social and environmental sustainability and gather information from Contractors through our Contractor Questionnaire which includes a sustainability and ethics section, which enables a points system to evaluate if they meet with our standards. You can find a copy of this questionnaire [here](#).

Our cleaners

In 2015 we set up and incorporated Office Space Cleaning (OSC) our own cleaning company so that we could ensure the same wellbeing offering and care was being given to the cleaners as it was the OSiT staff. This also meant we could employ cleaners with the same ethos as our company and with aligned goals to achieve the highest standard of cleaning throughout our buildings.

In 2020 we launched the **Croner EAP support programme** (employee assistance programme) called 'my healthy advantage' which offers our cleaners:

- Legal advice
 - Citizens advice
 - Mental health and wellbeing services
 - Access to counselling
- and much more..

This support programme was particularly imperative to support our cleaners throughout the COVID-19 pandemic and the Government enforced lockdowns. Many of our cleaners continued working throughout to enable our buildings to remain open and clean and this support programme, along with the management team, meant the cleaners felt supported and cared for.

Our cleaners are a wider staff force for OSiT and we ensure the same ethics and inclusion policies are met with the cleaning operatives.

Our response to the COVID-19 pandemic

Our commitment during the Coronavirus (COVID-19) pandemic remains to our clients, our staff and our suppliers.

Our dedicated staff ensured the essential operations of the buildings were maintained and safe working environments were ensured.

OSiT recognised the economical impact the pandemic had on businesses with many of them having to make tough decisions about their operations. In an effort to support our clients financially, OSiT gave discounts totalling over £3.2 million.

This financial assistance helped many clients keep their business operating through the lockdown periods,

- Project teams initiated safer working plans to ensure clean, safe working environments in our buildings working with contractors and suppliers to enhance cleaning, air quality, workplace work flows, signage, sanitization points and more.
- Croner Health & Safety assessments carried out and achieved certification of COVID-19 safe workplace across all buildings.
- Consulted clients on workplace strategies for their offices to ensure their staff are comfortable and confident to return to a safe workplace.



Our Environment

We are committed to our environmental responsibility and continued efforts to improve our operations to meet the highest standard of environmental care. Our direct environmental impacts are primarily due to office energy and water consumption and waste.

Preserving the environment

Apart from legal obligations, our company will proactively protect the environment.

Recycling

Recycling management is of high important with our cleaning company OSC and this is tracked and monitored regularly.

Currently on average **50% of waste is recycled across our portfolio.**

0 to landfill - we send no waste to landfill and what cannot be recycled is responsibly incinerated.

Currently we provide:

Paper, mixed recycling and battery bins in the communal areas of our buildings.

Going **eco** with our cleaning products - current project in progress to initiate using eco friendly cleaning products across all of our buildings.

Conserving energy

PIR lighting is installed throughout all OSiT buildings - motion censored lighting means automatic switch off of lights when room is not in use.

LED lights - Currently 3 out of 6 buildings have LED lighting installed to conserve energy and a roadmap is in place to have this in all buildings.

Air conditioning - time management in place on the air con systems to ensure maximum off time of the units.

Green Energy

Office Space in Town have joined forces with Open Energy to purchase green energy in an attempt to halt deforestation and tackle climate change.

Open Energy work in partnership with Cool Earth, a non-profit organisation, to support the Awajun community in Northern Peru where vast areas of the natural rainforest are under threat from loggers.

Through our energy contracts with Open Energy, Office Space in Town add to the total level of rainforest protection. We have taken this decision to join Open Energy because only 24% of the Earth's remaining rainforests are intact. To date, Open Energy have saved 397 acres of rainforest and 95,280 trees have been protected. At OSiT, we are keen to play our part in increasing these figures.

The Open Energy 'Cool Earth' initiative also supports local communities by investing in sustainable livelihood support, forest health and community improvement.

For more information on Open Energy, please see [here](#):

BREEAM In-Use & GRESB

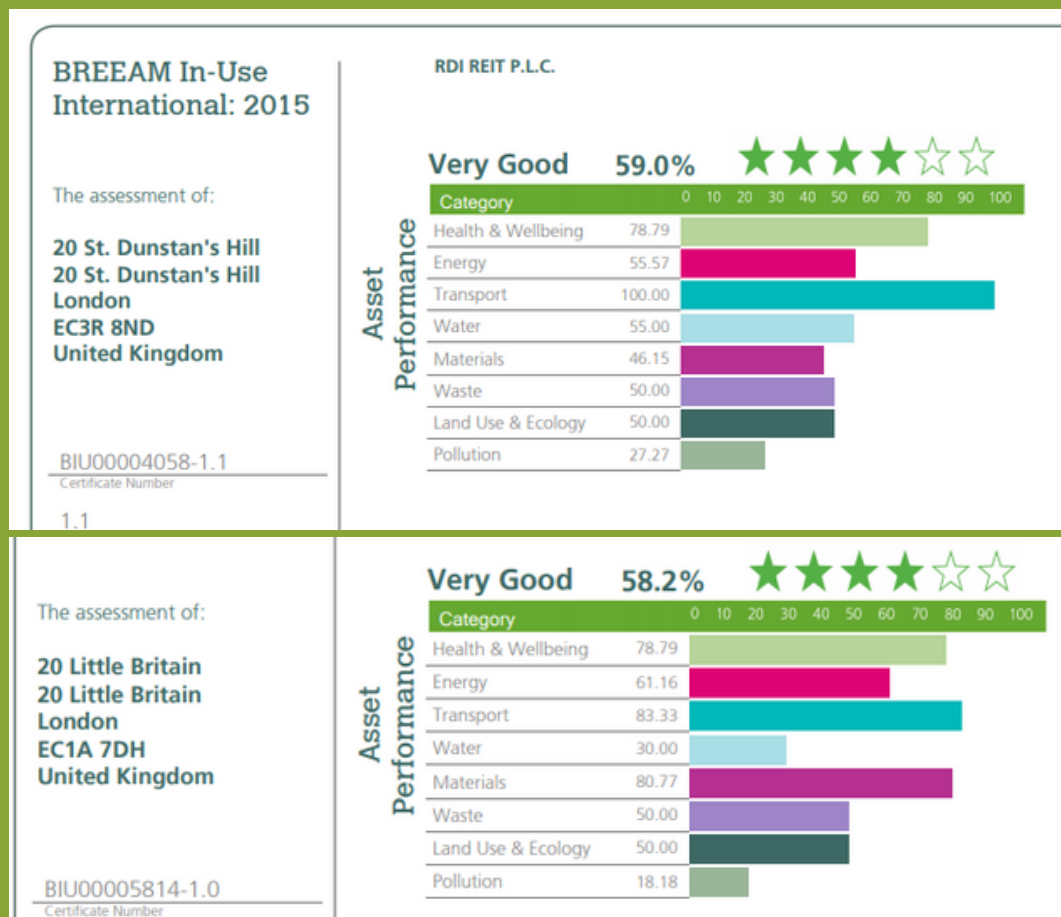
There is a strong synergy between GRESB as a portfolio-based reporting tool and BREEAM as an asset-based reporting and certification methodology. BREEAM and GRESB's long-term aim is to increase the efficiency of the data reporting and provide clients with an effective means of identifying and improving sustainability performance.

The below OSiT properties are BREEAM In-Use certified:

St Pauls – Little Britain **58.2% Very Good** (certificate below)

Monument – St. Dunstan's **59% Very Good** (certificate below)

Waterloo – Boundary Row **58.4% Very Good** (certificate below)



**BREEAM International
In-Use: Commercial
V6**

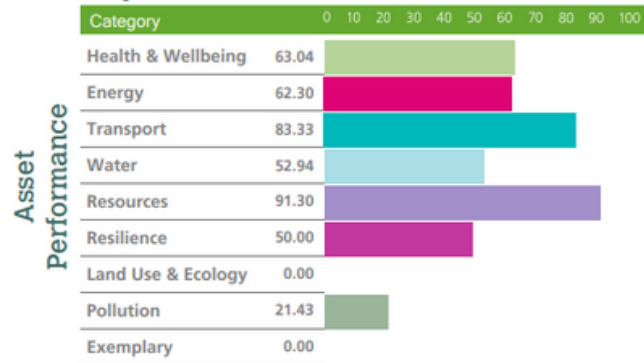
The assessment of:

**2-6 Boundary Row,
London, SE1 8HP
2-6 Boundary Row
London
SE1 8HP
United Kingdom**

Brightbay Real Estate Partners Limited

Very Good

58.4%



Stand-out high scores in certified buildings:

- Health & wellbeing facilities
- Electricity generated energy systems, no gas consumption
- 100% LED lighting
- Cycle facilities: cycle racks, lockers, showers and drying facility
- External planting to support wildlife

We will continue to work with Savills, the appointed external BREEAM assessor, to ensure we make improvements in the areas that we can and try to reach our maximum score for the next assessment. This includes providing relevant and on-going data to support our investors industry benchmark exercise (GRESB),

GRESB Assessments capture information regarding ESG performance and sustainability best practices for real estate and infrastructure funds, companies and assets worldwide.

The Assessments are guided by what investors and the industry consider to be material issues in the sustainability performance of real asset investments, and are aligned with international reporting frameworks, such as GRI, PRI, SASB, DJSI, TCFD recommendations, the Paris Climate Agreement, UN SDGs, region and country specific disclosure guidelines and regulations.

Plastic free

We have a no single use plastic policy at our Business Centres. We teamed up with **'Can O Water'** to provide water in aluminium cans in our Reception areas.

At our cafe / bar - The Deck - we purchase all our disposables stock from the **"Sustain range"** at London Bio Packaging:
<https://www.londonbiopackaging.com/>

Sustain is completely renewable! It's made from 100% renewable resources – plants – and is 100% commercially compostable where facilities exist.

We don't stock any drinks in plastic bottles either - only cans or glass bottles.

Our Coffee cups and lids are also fully compostable, made from paper with a PLA lining (made from plants - corn, cassava, sugarcane, etc.).

We don't stock any drinks in plastic bottles either - only cans or glass bottles.

Paperless

We have embarked on a 'paperless' admin office journey with all current office documents being scanned and uploaded to our Sharepoint and all client documents going forward to be digitally sent and received.



Our Community

OSiT look to support our community in ways we can and it is our plan and promise to continue to look to initiate and support community activities, investments and programs, locally and globally.

Partnerships 2020/2021



The World's First. Prison-based Coffee Company. At our **roastery** in HMP The Mount, we train offenders in coffee industry skills with the aim of reducing reoffending in the UK. Offered in our OSiT cafes.



We pay farmers directly- 55% above the Fairtrade base price, on average. That means they can grow their farms, improve their quality of life, and keep producing better and better coffee for us. Provided in our OSiT meeting rooms.



OSiT collected 27.20kg of food for Hackney Food Bank over Easter 2021



OSiT has continued to support Shelter from the Storm over the last few years through collections, fundraising and volunteering.

Our Charity

Charity is a big part of our ESG strategy and this is largely driven by our dedicated Charity Committee.

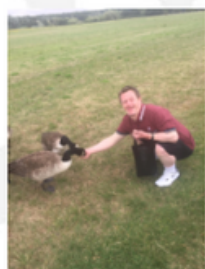
Supporting our community has always been at the heart of OSiT. In the last 5 years we have raised over £65,000 for small UK charities and individual causes that hold a place in the hearts of an OSiT team member. Every year our management team chose an appeal where we believe we can make a real difference. Our fundraising varies from in house events to challenging trials that our team take on with pride. We have climbed mountains, jumped out of airplanes and completed many assault courses to raise money for our causes.

Our people are our most important resource. We have established a Charity Committee with key compassionate members that are devoted to finding ways in which we can have a positive impact on society, contribute to the local community and make the world a better place. They help to arrange events, track our progress and encourage company wide involvement.

In 2019 we hosted a Bra Bazaar, collecting unwanted or unused bras and swimwear to improve the lives of women in Kenya. Due to its amazing success, OSiT's Community Committee has introduced seasonal collections delivering goods to a number of institutions in our city. With the endless generosity from our clients we have successfully delivered toys to the children in St Bartholomew's Hospital, food and essentials to Hackney Food Bank and hundreds of Easter Eggs to Women's Aid, Solace, Refuge and Great Ormond Street Hospital for Children.

Kindness and compassion runs through the veins of all our employees and they are often engaging in their own voluntary work. Time in which can be taken within office hours to provide support at homeless shelters, care homes and other foundations.

So far we have elected to support:



[Centre 404](#)
2019/20

£7k



[Good Companions Cuppa
Lunch Club](#)
2019

£2k



[The McClafferty family](#)
2018/19

£13k



[Future Talent](#)
2016 Onwards

£60k+



[Shelter from the Storm](#)
2017/18

£12K



[Melanie Roberts](#)
2016/17

£10k



[Aidan Cox](#)
2015/16

£10k



[Nottingham Children's
Hospital](#)
2014/15

£10k

Our 2022 Charity



WINNIE'S CHARITY FUNDRAISER

WINNIE'S CONDITION

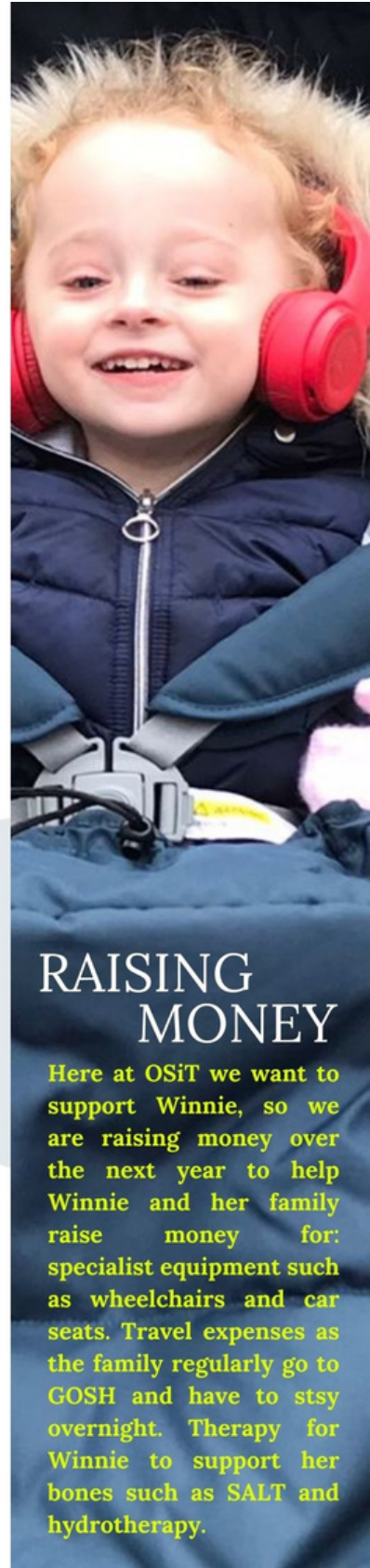
Winnie is just 5 years old and has an ultra-rare condition called Osteogenesis Imperfecta (OI). This condition makes the bones extremely weak, meaning Winnie has fractured more than 70 bones so far, and undergone 5 major surgeries to date. She also has many more surgeries on the horizon and undergoes regular treatment to help strengthen her bones.

She is so fragile, that sometimes she just wakes up and has another fracture.

Winnie's condition is further complicated by a bleeding disorder, scoliosis, and autism.

Winnie has a brilliant team at Great Ormond Street (GOSH), she is currently under 6 different clinical teams! This means regular appointments on top of A&E visits. One appointment can easily lead to two or three more and means a very complex family life.

**DONATE
HERE!**



RAISING MONEY

Here at OSiT we want to support Winnie, so we are raising money over the next year to help Winnie and her family raise money for: specialist equipment such as wheelchairs and car seats. Travel expenses as the family regularly go to GOSH and have to stay overnight. Therapy for Winnie to support her bones such as SALT and hydrotherapy.

Our future

At Office Space in Town we want ESG to be woven in to every way that we do business and we will achieve this by committing to evolving and improving on our ESG efforts.

Our ESG initiatives are and will continue to be **squarely aligned with our culture and ethos** and central to our operational strategy.

To ensure this ethos is upheld in all of our decisions and we are held accountable for the sustainability strategy we will be establishing the **OSiT Sustainability Committee**. The role of the committee is to integrate both business and sustainability priorities so that the company is able to thrive.



2021/2022 initiative strategy

In addition to the initiatives already outlined in this document we will look to implement the following ESG initiatives over the next 12 months.

Net to 0

We want to create a tangible plan that we can take full accountability for to getting our buildings to Net 0. With lots of Net 0 pledges out there at the moment, we want to ensure that we are not just making empty promises but delivering on our promise. We will keep an **open book policy** on this and regularly communicate our efforts.

Recycling Improvement

We want to increase waste recycled by an additional 5% in the next 12 months , bringing the total average to 55% of waste recycled across the group. We will do this by introducing food waste and glass bins at all buildings (currently at Monument). We will also be providing recycling bins for each individual office to encourage a higher increase of waste to be recycled and to allow clients to contribute to this.

Healthy Workplace Award

The London Healthy Workplace Award is a set of standards that organisations meet in order to receive an official accreditation.

The London Healthy Workplace Award (LHWA) is an accreditation scheme led by the Mayor of London's Office and supported by Public Health England. It acts as a template for good practice and recognises London employers who invest in their employee's health and wellbeing.

£10k annual pledge to charity

OSiT employees to submit their charity choices that has a personal resonance to them for collective vote by our Management Team. We will then fundraise for this charity for the year through events, sponsored challenges, collections and more.

2021/2022 initiative strategy

BREEAM in-use

Blackfriars (Tudor Street) BREEAM In-Use assessment in action, to be completed within the year.

Liverpool Street (New Broad Street) initial preparations for assessment for Part 2 – Management Performance BREEAM In-Use assessment begun Feb 2022.

Monument (St Dunstan's) BREEAM In-Use Part 1 – Asset Performance re-assessment scheduled for August 2022. Preparations for Part 2 – Management Performance assessment begun Feb 2022.

St Paul's (Little Britain) initial preparations for assessment for Part 2 – Management Performance BREEAM In-Use assessment begun Feb 2022.

B-Corp Certification

OSiT is currently going through B-Corp certification assessment with a view to certification. Certified B Corporations are businesses that meet the highest standards of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose. B Corps are accelerating a global culture shift to redefine success in business and build a more inclusive and sustainable economy.

GBAC

Office Space in Town's London offices are in the process of going for a GBAC Star accreditation.

GBAC Star is the cleaning industry's only outbreak prevention, response, and recovery accreditation. It is the gold standard. It is widely recognised in the hospitality industry, with the entire Hyatt Hotels & Resorts group portfolio accredited under GBAC. If OSiT are successful in their application, we would be the first serviced office provider in the UK to have a GBAC accreditation.

An accreditation means we have established and maintain a cleaning, disinfection, and infectious disease prevention program to minimise risks associated with agents like the coronavirus. That we have the highest cleaning protocols and trained cleaning professionals in place.

Given the current global situation, this accreditation will be of great value to our clients and prospective clients. It demonstrates that our centres are cleaned and disinfected to the highest industry standards and resilient against future outbreaks.

2021/2022 initiative strategy

Employee engagement

In November 2021 we issued an Employee engagement survey to better understand the behaviour of our workforce and provide employees with the chance to feel heard. We will use this data to help our employees to lead a better work-life balance, and part of this will involve integrating employee engagement into the workplace and using specific insights gained to create a better experience for everyone.

Community Partnerships

We are committed to establishing more partnerships with our local community and ensuring we are giving back where we can. This will be a focus for the Sustainability Committee to research and implement these new partnerships and initiatives.

This year we want to set out volunteering opportunities for our employees to choose to do and allow a portion of working time to be taken to carry these out.

We welcome your comments and feedback, please reach out to us:

Georgia Sandom
georgia@officespaceintown.com
0203 457 1101

ESG



highlights of OSiT ESG policy

£65K

RAISED FOR OUR CHOSEN CHARITIES

£65,000 raised so far for charities close to the hearts of OSiT staff, suppliers and shareholders



COVID-19

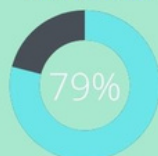
£3,208,837



given in discounts to financially support clients through the Coronavirus pandemic

WOMEN OF OSiT

Total workforce



Board of Directors



WASTE

0% TO LANDFILL



100 % of waste diverted from landfill across all OSiT buildings

GREEN ENERGY

Office Space in Town have joined forces with Open Energy to purchase green energy in an attempt to halt deforestation and tackle climate change.

