

Sustainability and ESG

Version 1.0

Updated By	Nicola Vann ISO & Compliance PM Manager
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Sustainability & ESG

Introduction

A responsible business culture informs the way we work.

This ambition echoes our commitment to empower our customers to do the right business in the right way. Our sustainability strategy was developed by understanding our material issues, ensuring that our approach to ESG is strongly aligned to our broader strategic objectives and delivers positive outcomes for all our stakeholders.

The four core values that reflect our responsible business culture underpin the four pillars of our sustainability strategy.

- Customer Empowerment - Deliver products that are accessible, high value, up to date and move with industry trends.
- Proactive Assurance - Uphold high standards related to digital protection, regulatory requirements, ethics and production.
- Environmental Responsibility - Reduce environmental impact by minimising carbon footprint and committing to responsible procurement.
- Cultural Positivity- Create equal opportunities and nurture talent in a safe and mindful environment.

Customer Empowerment

We empower our customers to realise maximum value from our offering by embedding a customer-led approach to product development and delivery.

We focus on three key areas to achieve this:

- Customer engagement - Ensure customers directly inform the new product development agenda and facilitate strong communication channels for customer feedback.
- Accessibility - Produce products that are accessible to all, with a consistent approach to each core product group.
- Innovation, flexibility and agility - Embed a dynamic product management approach that can respond rapidly to change whilst maintaining high quality outputs.

Proactive Assurance

We value transparency and commit to the highest standards of digital protection, regulatory compliance, ethics and production.

These high standards are reflected in our day-to-day business conduct and our digital-first approach delivering the best-in-class digital products.

We hold all our teams accountable to maintaining these standards, and also ask our business partners to share these values, as set out in our Supplier Code of Conduct (available upon request).

Environmental Responsibility

We are committed to supporting a healthy planet for our people, our business partners and our local communities to prosper. We want to ensure our business plays an active role in tackling the climate change and biodiversity loss crises through effective resource management and other environmental considerations.

Office Environment - In selecting our office space, it was important that sustainability wasn't just a check box exercise. It's how we do business. We wanted our working environment to mirror our commitment to sustainable solutions, thriving communities, trust through governance and the empowerment of our people. Our offices, based at Aldgate Tower, London support:

Extensive recycling - Dedicated waste streams segregate dry mixed recycling from general waste, glass, cardboard, food and electronic equipment, resulting in an impressive building-wide recycling rate.

Health & wellbeing - A newly redesigned reception based around biophilic principles contributes to a healthy and productive built environment.

Sustainably powered - Renewable electricity and hot water generated by photovoltaic panels and solar thermal panels on the roof.

Community focused - An engaging programme of events ensures that tenants benefit from a connected, inclusive and diverse environment

Commuter friendly - Well equipped for commuters on two wheels, Aldgate Tower's 240 bike stands, 217 lockers and on-site shower facilities has resulted in a 'Gold' ActiveScore rating

Certifications



EPC
B Rating



GRESB
3 Star



BREEAM
Excellent
2008



Well
Health-Safety
Rated



Active Score
Gold

Published sustainability and environmental ratings



Energy management

Operational Energy Whole Building	2022 total energy: 5,718 MWh, 2022 energy intensity*: 171 kWh/m ² /year
On-site Renewables	Yes, Solar thermal and PV
Renewable Energy Tariff	Yes, 100% renewable electricity No renewable gas
Glazing type	Double glazed with low emissivity
Life Cycle Analysis	Yes
Tenant sub-metering electric	Yes, all tenant floors sub-metered
Tenant sub-metering heat and cooling	Yes, meters installed and currently being piloted
Landlord sub-meter electricity	Yes, all landlord areas sub-metered



Biodiversity

Green Roofs	25m ² brown roof
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Waste management

Segregated waste streams	Dry mixed recycling, general waste, glass, food waste, cardboard, electronic equipment
Building recycling rate	2022: 62% Targeting 75% in 2023



Water

Water saving measures	'Adiabatic' cooling towers
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Wellbeing

Air quality testing	Indoor air quality tests every 6 months
Interior finishes	A newly redesigned reception based around biophilic principles
Outside space	Terraces on floor 10 and 16
Natural Light	Excellent daylight levels
Tenant Engagement	Activated by Brookfield Properties, our tenant engagement programme designed to build community and improve productivity and employee wellbeing



Smart technology

Technology to optimise performance	Trend IQ Vision energy management system
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Transport & end of trip facilities

Public Transport Links	Opposite Aldgate east station
Bike Spaces	240
Lockers	217
Showers	16



Sustainability

Sustainability initiatives	Weightron waste measurement system
	LED lighting replacement project undertaken in all plantrooms and common area corridors
	London Living Wage for all our service partner employees
	Quarterly Operational ESG Forum to share best practice between our buildings
	Quarterly Tenant ESG check-ins where we report on the latest data and share two-way updates on mutual goals
	Green lease clauses to promote collaboration and improve whole building energy efficiency

Cultural Positivity

We are committed to promoting a positive culture that creates equal opportunities and nurtures talent in a safe and mindful environment. Our commitment to making HSJ Information a great place to work for all is focussed on three key areas:

Diversity & Inclusion

We are a company with rich diversity, experiences, knowledge, and perspectives which powers our innovation and creativity to help our customers to do the right business in the right way. Our senior leadership team works across our whole portfolio to ensure we celebrate and values diversity at every level in every team.

Our ambition is to ensure that: we have a diverse workforce, and we attract, develop and retain the best people; our people feel they belong, and we learn from each other and innovate together; we have an instinctive understanding of our customers, and we deliver what they want.

Health & Wellbeing

It is important to us that we are able to achieve the full potential of our people by supporting strong health and wellbeing. We work to ensure our people are supported to drive the innovation, creativity and dedication that fuels sustainable business growth.

Our global employee assistance programme provides 24/7 support to all our employees and their family. We are committed to promoting good mental health, and we train Mental Health First Aiders to support every part of our business. We also have a dedicated programme of wellbeing activities to mirror the needs of our workforce throughout the year.

Training & Development

We recognise the ambition and dedication of our workforce and continuously strive to find new and engaging ways to develop individuals and their teams. We encourage our employees to look for new growth and development opportunities within the business and have a proactive internal recruitment programme to support this.

We provide opportunities for skills development in the following areas: sales and product academies; apprenticeships; mentorship and coaching programmes; key business skills training and leadership training.