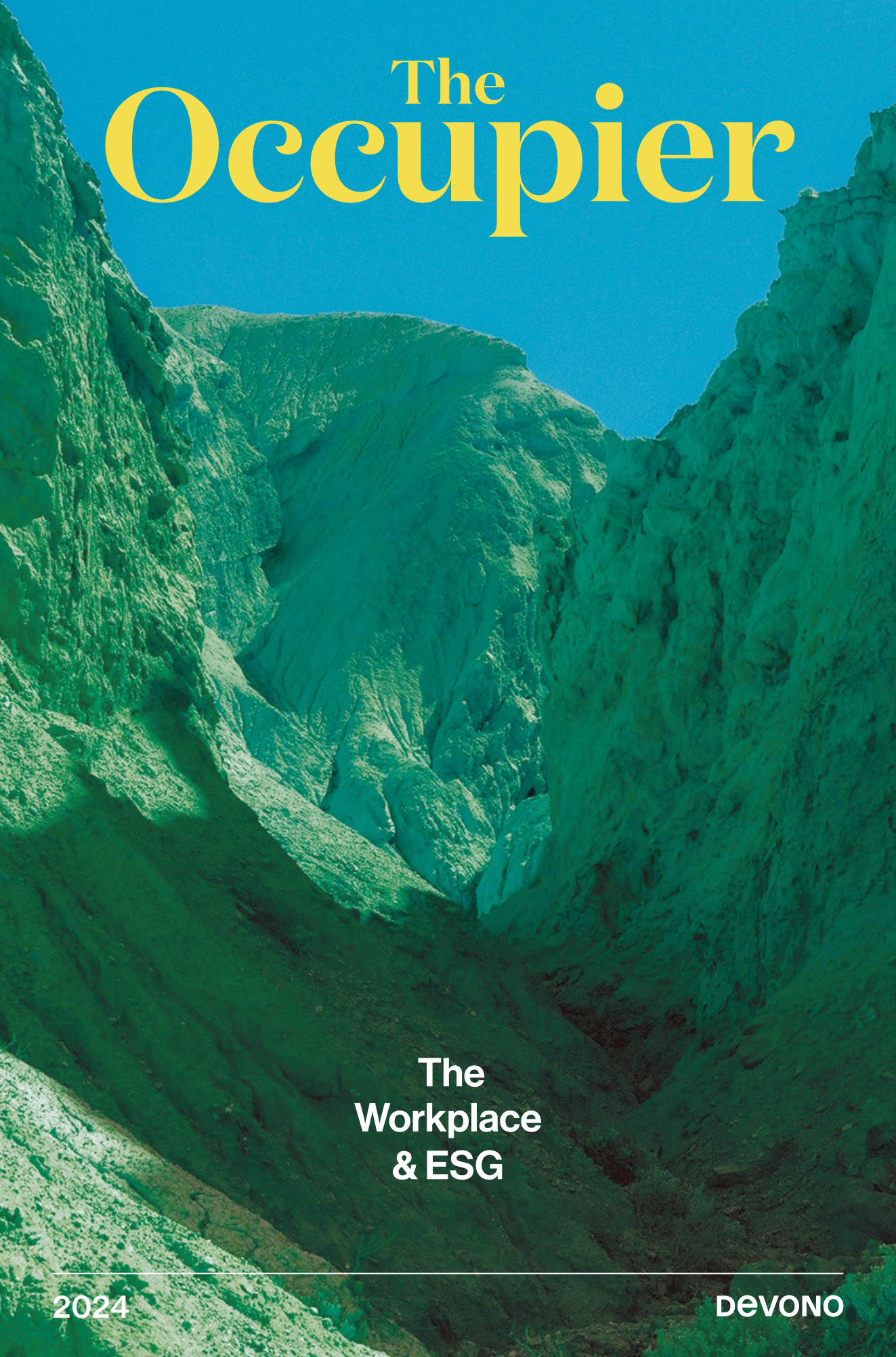


A full-page background image of a deep, rugged canyon. The rock walls are layered and textured, with a mix of light and dark tones. The sky is a clear, vibrant blue. The overall mood is one of vastness and natural beauty.

The Occupier

The
Workplace
& ESG

2024

DEVONO

In today's evolving workplace, Environmental, Social, and Governance (ESG) principles are redefining the standards of corporate responsibility, employee well-being and ethical governance. Achieving ESG goals is more than just a commitment to sustainability – it's a strategic approach that integrates these principles into every aspect of the workplace.

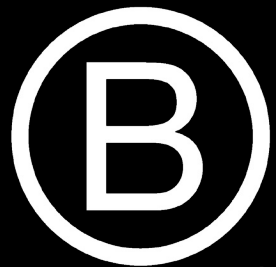
ESG success requires a collaborative effort, where relationship-building and alignment across all stakeholders are paramount. By fostering strong partnerships and embedding ESG into the workplace culture and the broader industry, companies can drive meaningful change, ensuring that initiatives are not only met but deeply ingrained within the fabric of our organisations, contributing to a more sustainable and equitable future.

In this edition of The Occupier, we have brought together a wide range of businesses who share touch on their own ESG journeys and contributions, whether it is achieving BCorp certification or factoring in sustainable design into workplaces, or ensuring leases are as green as they can be through to work-force collaboration initiatives. We hope that this edition is both informative and provides food for thought when it comes to your own ESG strategy.

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Driving Change

Certified



x



Corporation

A Journey to BCorp in Real Estate



Devono are proud to be a certified B Corporation firm, having made the commitment to be a purpose-driven business, embracing transparency, sustainability, and community driven decisions into all our actions.

To get us to this point in our journey has taken a significant level of work and dedication, led by Devono Equity Partner, Stephanie Cowles.



What motivated Devono to go for BCorp certification? The higher purpose of values that the B Corp movement stands for was the main reason.

We liked the incumbent accountability for making business decisions that placed those values at the forefront of the decisions and the idea of being part of a club of global businesses who feel they can simultaneously run successful private businesses whilst leaving a positive imprint on the world.

What was the most rewarding part of the BCorp journey for you? Securing BCorp status was incredibly rewarding. It was the culmination of 18 months of hard work, with nine months of intensive effort. It validated our commitment to the goals we set ourselves and it was a proud moment for the entire business.

Can you walk us through the initial steps you took to get the BCorp certification process underway? To begin, I first familiarised myself with the certification requirements and established specific objectives. Next, I assembled a dedicated team, defined roles, and developed a comprehensive project plan to maintain our progress. Given the extensive nature of the BCorp application with over 1000 questions, meticulous tracking of data and activities was crucial to staying aligned with BCorp standards throughout our journey.



What were some of the most significant challenges you faced during the BCorp certification process? One of the biggest challenges during the BCorp certification process was managing time and resources effectively. Balancing the rigorous BCorp requirements with my operational and sales responsibilities was demanding. Unlike many firms that hire a dedicated BCorp manager, it was crucial to ensure that our daily operations ran smoothly while dedicating time to the certification process. Additionally, navigating market uncertainties during the pandemic and economic shifts in the UK added complexity. Effective task management, strategic delegation, prioritisation, and some late nights were essential to successfully completing the process.

How has achieving BCorp status impacted the company's operations and strategy?

Achieving BCorp status has fundamentally transformed our operations and strategy, placing a strong emphasis on sustainability and community engagement. We now integrate these values into every decision, from client interactions to internal policies, including those related to diversity and inclusion. This focus has always been vital to our success, and the BCorp process has highlighted the significance of embracing diverse perspectives and experiences. As the only female equity partner, I am dedicated to fostering an inclusive culture where everyone feels valued and empowered, enhancing our operations and client engagements.

Interior design by Dthree Studio for Regal



...focus on the *positive*

What key changes or initiatives did you implement to meet the BCorp criteria?

We focused on improving our sustainability practices, diversity topics, enhancing our community engagement, and ensuring transparency in our operations. This included setting up recycling programs, participating in local community projects, and improving our reporting processes. Importantly, we set up a Board Advisory Team that participates in the company Board Meetings. It is not always easy for Business Owners to expose employees to such a meeting where business vulnerabilities are discussed but was important to us to dive right into the BCorp recommendations.



What are your future plans surrounding BCorp?

After taking stock of the enormity of what we have achieved, we have exciting plans ahead. We aim to create a support network for other businesses looking to achieve BCorp status. This includes developing guides, offering workshops, and sharing best practices to help others integrate sustainability into their real estate strategies. We also want to build a circle of industry accredited companies who can contribute to the above and be a source for topics like governance, sustainability, community and workforce. This is information that is valuable for all businesses, especially those who wish to start their BCorp journey.

impact

Finally, what advice would you give to other businesses considering the BCorp certification?

Start by understanding the requirements and be prepared to invest time and resources. It's a challenging journey, but incredibly rewarding. Stay committed, involve your entire team, and focus on the positive impact you can and will make.

you can & will make.

Useful Simple Trust's BCorp Client Impact

Catherine Ramsden, Director and
Martha Smellie, Sustainability Consultant

Useful Simple
Trust

Collaborative Force For Good

The Useful Simple Trust is a family of professional design practices consisting of architects, engineers, designers and strategists. Our journey to becoming a B Corp in 2020 followed our change in governance, to an Employee Benefit Trust, a decade earlier. B Corp certification was a natural progression for us. The collaborative force for good, which is thriving and growing, has influenced how we operate internally

*Our purpose,
to blaze a trail in
the integrated,
intelligent and
ethical provision
of the human
environment,*

and raised our game in regards outward positive outcomes for our clients. We are currently in the recertification process where we are rigorously recording our impacts and outcomes to demonstrate our commitment to continuously improve. We are awaiting final confirmation but anticipate a 35% uplift from our baseline score in 2020. This achievement has been possible through collective energy and commitment, exceeding our goals and targets against all the impact themes.



Commitment To Sustainability

For our colleagues, it has led to process improvements and enhanced training. For our clients, it demonstrates our genuine commitment to sustainability, a commitment that is evidenced in the way we deliver our projects and the significant outcomes which we measure across the business and record in our annual Impact Report. Examples in the workplace sector include strategic plans, design services including fitout and retrofit, audits, and certifications including SKA and Fitwel.

More and more we are collaborating with fellow B Corps as clients and team members. Our like-minds and shared ambition enable a quick leapfrog to tangible outcomes. An example is our work in recent years

with x+why a leading B Corp workplace provider. We acted as SKA Assessors for their fitout schemes, helping the design to meet circular and sustainable performance criteria. Our wealth of experience with responsible materials, especially the second-hand & recycled markets, coupled with a design philosophy for lean and adaptable installations, aligns well.

Inspiring Others

Inspired by our comprehensive and authentic approach to sustainability, we developed a bespoke ESG strategy for workspace provider Argyll. We encouraged them to strive for an ambitious vision and set high-impact goals. This led to them embedding sustainability into their investment and governance

processes as well embedding sustainability credentials into their capital refurbishment approach, prioritising the circular economy, biodiversity and low carbon technologies. We have supported them to record their outcomes and to upskill their team to ensure they are delivering on their corporate vision.

Our purpose, to blaze a trail in the integrated, intelligent and ethical provision of the human environment, was defined in 2008 but the rigour in measurement and monitoring of impact has undergone a big step change since then. Knowing has obvious benefits for us as a business but also significant for our clients and projects.



Collaborative change:

Cripps' road to B Corp certification and beyond

Liz Carter, Senior Purpose & Impact Manager, Cripps

Cripps

Bcorp Certification Process

What motivated Cripps to pursue B Corp certification?

Being a caring business is not new to Cripps. In 2019, we recognised an emerging economy that balances the needs of all. We wanted our business to make a positive and lasting difference to a world in crisis. No business can do this alone. B Corp offered us the best framework to start embedding sustainability principles at every level and opened up a community of change-makers, including our clients, all working together towards this goal.

What were the biggest challenges faced during the B Corp certification process?

The length of the process was a challenge, requiring project management. The disclosure exercise on the potentially controversial industries had us triple checking our data and delivering a substantial report. The questions were not sector-specific so parts of the process felt a bit abstract - B Lab are addressing this. Our partnership business model was also not easily understood by our analyst.

How has becoming a B Corp impacted your day-to-day decision-making?

B Corp is bringing a new lens to our strategic and operational decision-making. Our business objectives were already well aligned to our purpose but now our business plan signposts B Corp impact topics helping us thread through ESG performance metrics. It has given us a renewed commitment to transparency and continuous improvement. We are more conscious and confident about where we do well, and where we need to focus. This is meaningful in our relationships with all stakeholders.

How does Cripps approach energy efficiency and waste reduction in its operations?

It's easy to get bogged down looking at data. We know we need to use it to fuel action. Having focussed attention on energy and improving the way we power down our buildings, we turned to waste. We asked Hannah Durden at CNZW to conduct waste reduction training, starting with a mini waste audit. We learnt on an average day, 50-95% of the content of our black bins are paper towels. We have hand driers so it's so simple to remove this waste. We are using this approach now to find opportunities to save waste and costs across our operations.

ESG Achievements

Client Service & Advice

Can you provide examples of Cripps' involvement in social impact projects or partnerships with non-profits?

We love partnerships. Two we are really excited about the moment are:

Amplifi – Working with another B Corp, Yoyo Design, we co-founded Amplifi; a group that unites businesses at a local level for climate and community. We are supporting a year of climate action across seven sector groups. So far, over 100 businesses have signed up. We are interested in how this model might work across other towns and cities.

EmpowHer – Less than 20% of SMEs are led by women in the UK, with funding often cited as one of the biggest barriers to growth. Our mission is to help change this by providing a free development programme which equips women to achieve the next stage in their growth journey. We are doing this in association with WHN Group, an initiative designed exclusively for female business leaders.

How does Cripps assist clients in integrating ESG considerations into their business strategies?

When it comes to ESG, we need to be both reactive (solving our clients' issues as they arise) and proactive (advising how ESG strategies can enhance strategic positioning). ESG is different for each client, depending on their sector, scale and ambition. One day we'll be tailoring ESG conditions for green finance, another we'll be working with a board on gender diversity and another we'll be reviewing sustainability in cross border supply chains.

What legal services does Cripps offer to help clients navigate ESG regulations and achieve sustainability goals?

Our legal ESG services sit across energy and environment; responsible business and society; and sustainable finance, law and regulation. This is a neat way for us to tell people how we can help but there is an element of governance in all we do as lawyers. We work with our clients to help them understand the legislative environment, to find what 'best' looks like in their field and horizon scan. Environmental and social governance are growing issues across all our practice teams.

Future Plans

What are Cripps' future plans for advancing its ESG and B Corp commitments?

98% of our emissions come from the way we travel and our supply chain. We are asking everyone at the firm what solutions they want to see. We are collaborating with our clients, partners, and other law firms to share best practice in emissions measurement, reporting and reduction.

How does Cripps plan to measure and report progress on its ESG initiatives?

We are committed to reporting our impact annually. Our impact report acts as a 'single source of truth' to help us share our story but also set targets to create a long-term measurable impact across people, planet, clients and community.



Our impact report acts as a 'single source of truth' to help us share our story but also set targets to create a long-term measurable impact across people, planet, clients and community.

Designing ————— for



Interior design by Dthree Studio for Johnson Building

DTHREE STUDIO

ESG Principles Transform Office Spaces

Tomorrow



Interior design by Dthree Studio for Johnson Building

As Environmental, Social, and Governance (ESG) considerations become increasingly prevalent across all business sectors, the way in which companies select and then design their office spaces is evolving. Sustainable office design is proving to be a strategic business move which not only prioritises the Planet but also signifies a commitment to People and Profit.

This holistic approach to our office environments goes far beyond simply earning accreditations which, while impressive, are merely the cherry on top. True sustainable design starts with the fundamentals; responsibly sourced materials, a commitment to a circular economy, and recognition that carbon reduction is critical.





(Left and right) Interior design by Dthree Studio for Michelmores

Leading By Example

DThree's Managing Director Charlotte Toon can testify to this having successfully completed numerous LEED, SKA, and BREEAM projects across her career. Charlotte says 'working on various accredited projects has highlighted the environmental impact of our decisions at DThree. Therefore, defining and prioritising our own set of standard practices, irrespective of accreditations, means clients can rest assured that they are in safe hands when it comes to inspirational sustainable design'.

Some of the key themes we consider from an environmental perspective include an ethos of designing for the future with an emphasis on flexibility and potential for seamless adaptation as the client's requirements naturally evolve over time. Designing bespoke joinery, partition structures, and even MEP systems that can be easily demounted and reconfigured when required is

the most effective way to prolong the life of the fit-out and, crucially, avoid unnecessary waste material being sent to landfill.

We are increasingly seeing that the definition of quality in the design world is changing and the potential for re-use and repurposing of existing materials is beginning to take precedence over being 'box-fresh'. We embrace the principles of a more circular economy and encourage clients to opt for responsibly sourced materials from UK manufacturers that hold certifications such as EPDs (Environmental Product Declarations) or are Cradle to Cradle approved.

Spaces That Support

From a more social point of view, we understand that the increase in hybrid working models means that our clients and their employees expect much more from their offices – a sea of desks, a few plants, and a trendy

looking teapoint is no longer enough to entice people away from the comfort of their own homes. Employees now crave spaces that seamlessly support hybrid working behaviours, with dynamic areas designed for meaningful collaboration that result in stronger team bonds.

Another key demonstration of ESG presence within workplace design is the increased ubiquity of well-being, diversity, and inclusion measures that are being implemented across all sectors. Features such as quiet zones for concentration, adjustable lighting for comfort, and fully accessible ergonomic furniture contribute to creating safe and welcoming environments where every employee feels valued and considered. Coupled with other elements of sustainable design, such as ample natural light, well ventilated spaces, and the inclusion of biodiversity, all of these components not only boost health and happiness, but also drive productivity and job satisfaction.

Governance In Design

Finally, not forgetting the often overlooked 'G' of ESG, good governance is about investing in people – whether that be via the provision of excellent employee training facilities and innovation hubs, or collaboration spaces which foster continuous learning and personal development, such environments empower employees to grow and succeed.

Workspaces that enable transparency from management through accessible, open office layouts, meeting rooms that encourage dialogue, and open-door policies that promote trust and communication – the correct physical environment can help build a culture of openness and mutual respect.

...incorporating ESG principles into office design is much more than a box ticking exercise - it's about creating vibrant, dynamic, and sustainable spaces that inspire.



Interior design by Dthree Studio for Michelmores

More Than A Box Tick

To conclude, incorporating ESG principles into office design is much more than a box ticking exercise - it's about creating vibrant, dynamic, and sustainable spaces that inspire.

By embedding environmental sustainability, social responsibility, and robust governance at the very beginning of the design process, we can craft office environments that not only meet today's needs but are ready to adapt to tomorrow's challenges.

At DThree, our mission is to build workplaces that are not just places to work, but places to thrive, innovate, and drive positive change for the future.

Lyndsay Blue,
Head of Sustainability, Dthree Studio



Empowering sustainable ventures Climate Innovation:

Andrew Wordsworth, Managing Partner, Sustainable Ventures

The Company

Who are Sustainable Ventures and what drives you as a company?

At Sustainable Ventures, we help climate startups and entrepreneurs across the UK scale through investment, workspaces and venture support: from beermat to exit. We launched in 2011 with the goal of using commercial innovation to tackle climate change.

What are your long-term goals and aspirations?

Our Northern hub in Manchester is due to launch in autumn 2024, and we have five hubs planned to launch across the UK in the next five years.

Our next focus is scaling how we connect big corporates with innovative startups to help them solve net zero challenges. We're also in the process of raising a fund which will allow us to invest and follow on at larger ticket sizes too.

This is a sector which requires global collaboration to be effective, and so we are very open to working across borders and see that as a big part of our story moving forward.

Welcome to the home of climate tech.

The Workspace

A core service you provide is coworking space(s), what makes your offering unique?

Our unique model at Sustainable Ventures combines funding, workspaces, and extra support services, all of which together mean our startups thrive - our startups have a survival rate of over 80%, which is well over the industry average.

The workspace in London's iconic County Hall is a great physical encapsulation of what we do. Firstly, you don't get through the door if you're not providing a solution to climate change. It's a community, not just an office, and we have over 120 companies in our ecosystem all fighting towards a common goal.

That sense of community is vital, because people don't just want a coworking space - startups want to meet people, network, and socialise in a space that fits their mission. We want the same in Manchester, which has the largest number of climate tech startups in the UK outside of London - we want to bring those companies together and aid them go harder and faster in addressing climate change.



Our startups have a
survival rate of over

80%



What sustainable materials or technologies were used in the construction or furnishing of your office?

We have designed the space around and with our members. Abandoned for over 35 years, we retrofitted the fifth floor of County Hall, overlooking the Houses of Parliament, with clean technologies and innovations - even the retrofit itself brought 20+ new-to-market sustainable innovations, leading to a 1,200 tonne reduction in CO2e, 9688 sq ft of reused and reusable materials and 41 kilolitres of water savings per year.

These include, amongst others:



Cork flooring: recycled cork from bottle stopper industry



Smile plastics furniture: manufactured from recycled consumer plastics



Orb facades: made from waste orange peel from a local juice company. Each panel utilises 12kg of waste and sequesters 6kg of carbon Biohm mycelium acoustic baffles



U-Build modular partition walls: reused from our previous workspace



Recycled felt insulation: engineered from end-of-life textiles streams (KLM air hostess uniforms)



Light shades: 3D printed discarded coffee cups



Our Manchester workspace is informed by the experience we gained from our projects in the South East. Our HQ in the North will be a leading example of circular and sustainable renovation, and again many innovations integrated in the space have been sourced directly from our community.



The Community

Can you share any initiatives or programs in place to foster collaboration and innovation within the workspace?

Fostering collaboration and innovation in the workspace is essential to what we do. It's where our model of funding and extra support services come together. Specific initiatives include events, workshops, drop-in sessions with experts, for example in tax credits, and with individual startups providing specific solutions, to name a few.

We're particularly proud of the collaboration that's fostered more organically in the workspace. A great example recently was with DAME, who make sustainable and organic period products, and Batch Works, a circular manufacturing company. We worked with DAME to install their tampon dispensers in the workspace toilets. Someone from Batch Works saw the dispensers and knew they could help improve them. Together they redesigned the DAME dispensers, and in eight weeks had units in production. They're now 50%

cheaper to produce, 3D printed using local manufacturing and waste materials which significantly lowered their carbon footprint, and with fewer parts the product is more scalable.

Can you share some examples of successful sustainability projects or ventures incubated or supported by Sustainable Ventures?

The 50 or so climate tech startups we have invested in are together worth over £600 million. And with more than 700 companies in our ecosystem, it's tricky for us to choose.

Our latest investment went to Radiant Matter, a new materials startup developing shimmer and colour-effects from plant-based cellulose. The company aims to help manufacturers and brands in the process of moving away from microplastics and toxic colourants and has already worked with the likes of Stella McCartney and Been London. Other businesses include RovCo, the subsea robotics and survey solutions provider, Notpla, the Earthshot-winning sustainable packaging firm, and Concrete4Change, the novel net zero concrete manufacturer.

Sustainability & Biodiversity Initiatives

Ordnance Survey: Nurturing Nature and Employee Engagement



Photo above by Josh Drake

Ordnance Survey (OS), Britain's national mapping service, recently celebrated its 233rd anniversary. Our considerable heritage has meant we've navigated significant challenges over the years – such as two world wars and more recently the transition to digitalisation. Today, we are tackling corporate sustainability as part of our long-term strategy.

Head Office Sustainability

Our Southampton-based head office, Explorer House, was purpose-built in 2010 to BREEAM Excellent standard. Constructed on a former quarry and landfill site, it was at the forefront of sustainability with ground source heat pumps and an 80,000-litre capacity rain-water harvester. In 2020, we refocused our sustainability ambitions to gain ISO 14001 certification, an international standard for environmental management.

Explorer House Upgrade

400 Solar panels

34 Charging points

Full Lighting refit - 4,300+ LED luminaries

100% renewable electricity & green gas tariffs

Water efficiency - motion sensor taps and efficient hand driers

Refurbished and energy efficient changing rooms

200 bike shed

Electric charging for e-bikes



Achieving certification in 2021, we have seen a marked improvement in senior leadership and employee engagement and project delivery pace. We've been thrilled to implement solar panels, electric vehicle charging points, LED lighting, renewable electricity and green gas tariffs, and energy and water-efficient facilities.

We also support active travel with refurbished and energy efficient changing rooms, a secure, covered bike shed for 200 bikes, monthly bike maintenance opportunities and electric hook-ups for electric bikes.

Employee Engagement In Biodiversity

We take pride in our energy efficiency and sustainable travel initiatives, but employee engagement has been highest with our biodiversity projects. In 2022, local ecologists conducted six ecological surveys at Explorer House, covering habitats, botany, invertebrates, reptiles, breeding birds, bats, and dormice. These surveys shaped our biodiversity strategy (written by one of OS's employees Thomas Bristow), which aims to increase the size of areas of high biodiversity and enhance existing habitats.



Two photos above by Josh Drake

Employees have been key to delivering various initiatives, including those ecology surveys, insect hotel creation in our rough meadow (the buffer zone between our formal grounds and the SSSI woodland next door), and installing bee holes, swift bricks (with support from Hampshire Swifts), reptile mats, and bat boxes in our 200+ year old English Oak trees. About 25 employees have been hands-on, with over a hundred engaging remotely. These low-cost, employee-driven projects are easily replicable by other organisations, depending on space available.

We're fortunate to have enough land for a grass management plan, maintaining formal lawns for employee recreation while also supporting No Mow May and Let it Bloom June. These initiatives have helped our Pyramid and Bee Orchids thrive. We've also sown our own wildflower meadows. The largest, at our south entrance, was sown last autumn and is already vibrant with colour and life. We're excited to see its future growth.

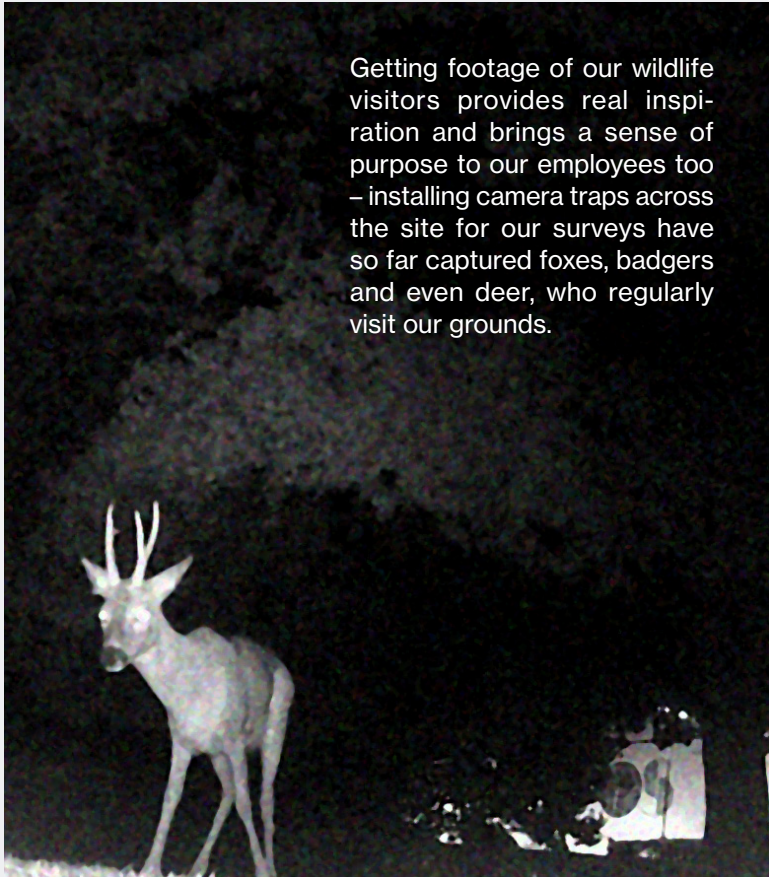


Photo above by Thomas Bristow

All our biodiversity projects engage employees directly and create a peaceful workplace, fostering wellbeing and that connection to nature.



Wildlife Pond & Employee Allotment

Our latest project, long in the making, is the installation of a 5x6 metre wildlife pond near the woodland border. Designed to enhance site biodiversity, the pond features an irregular shape, shallow sloping sides, and tiered depths to support diverse pond plants and wildlife, especially invertebrates, amphibians, and reptiles. Filled with rainwater from our own rainwater harvester to avoid impurities and promote invertebrate abundance, in only eight weeks the pond has already attracted numerous species, including dragonflies, damselflies, beetles, and water boatmen.

All our biodiversity projects engage employees directly and create a peaceful workplace, fostering wellbeing and that connection to nature. We've also established employee allotments by converting six formal flower beds for the OS Gardening Club. These allotments, available to head office tenants, have successfully produced fruits, vegetables, herbs, and pollinator-friendly wildflowers, demonstrating that even small raised beds can significantly impact any landscape, a great way to promote engagement.

At OS we know we're lucky to have the space, leadership commitment and employee engagement to drive forward some really exciting and impactful initiatives, but hopefully there are some ideas here that can be taken back to any building, regardless of location or site size, to make a positive change.

Ella Cowen,
OS's Sustainability,
Property and Facilities lead



BBP Green Lease Toolkit:

BBP | BETTER BUILDINGS PARTNERSHIP

Empowering Sustainable Real Estate

Since it was first launched in 2008, the Better Buildings Partnership's (BBP)'s Green Lease Toolkit has provided best practice guidance on Green Leases for the commercial real estate industry. With its major update in January 2024, the updated Green Lease Toolkit has cemented its position as an essential guide for enhancing owner-occupier alignment, offering model clauses, drafting guidance and resources to improve professional understanding and support market transformation in this area. The toolkit is now in a "living" environment and will be regularly updated as feedback and new learning emerges.

Why Has This Resource Made Such An Impact?

Positive owner and occupier engagement and alignment on sustainability is critical to the delivery of more sustainable buildings. Occupiers have their own sustainability commitments and goals and with Scope 3 emissions accounting for over 85% of property owners' carbon footprints, alignment between owners and occupiers is crucial for the delivery of effective sustainability strategies on both sides.

Whilst a green lease does not automatically result in a more environmentally efficient or sustainable building, it does represent a commitment from both building owners and occupiers to work in partnership to address the environmental and social impacts of the building itself.

A green lease is there to ensure that there is a sound framework in place that establishes the roles and responsibilities for the delivery of environmental and social outcomes – but whilst it sounds good in theory, in practice, green leases can sometimes be seen as contentious, and a lack of understanding can see them devalued or derailed.



Who is this toolkit for?

The Toolkit can be used by a wide range of audiences including owners, occupiers, letting agents, lawyers, managing agents, investors & analysts.

Green Lease Essentials

The toolkit provides a guide for minimum expectations on what green leases should include.



Shades of Green

This is practical, flexible, best practice guidance which can be used whatever your starting point with the selection of light, medium or dark green clauses.



Developed by Industry, for Industry

The Toolkit benefits from the input of a wide range of stakeholders from multiple organisations involved in the built environment and legal sectors.



Our Green Lease Toolkit has been one of the BBP's most widely utilized tools, helping to inform leading thinking on how leases can support owners' and occupiers' sustainability ambitions.

We hope that this significant review of the toolkit will enable the whole industry to realise the potential for positive and open dialogue, ultimately driving the delivery of better buildings.

Sarah Ratcliffe,
CEO, Better Buildings Partnership



Step In BBP's Green Lease Toolkit

This toolkit aims to enhance collaboration between owners and occupiers in aligning their sustainability goals. It provides practical guidance on incorporating environmental and social issues into the leasing process. It includes Heads of Terms guidance, a guide to “green lease essentials” - key areas that the BBP believes should be covered in any Green Lease - along with statements of intent and detailed model clauses across a range of areas.

The guidance in this toolkit is leading, but non-prescriptive, helping owners and occupiers to find the solutions which work for them.

Green Lease Toolkit Objectives

 Enable market transformation through sustainability leadership and collaboration by providing an independent tool to support greater owner-occupier alignment.	 Improve professional understanding through knowledge sharing by providing model clauses, drafting guidance and resources to support upskilling.	 Develop common approaches for the industry by providing 'green lease essentials' and menus of options for those at different starting points in their sustainability journey.
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***The Green Lease Toolkit
can be used by a diverse
range of stakeholders,
including property
owners, occupiers,
letting agents, lawyers,
managing agents,
investors and analysts...***

Owners and occupiers want great buildings that are fit for purpose, resource and cost efficient, safe and comfortable – and sustainable.

The Green Lease Toolkit can be used by a diverse range of stakeholders, including property owners, occupiers, letting agents, lawyers, managing agents, investors and analysts and was developed with multiple inputs. An iterative process was undertaken by a dedicated steering committee and with the support of an expert legal working group representing leading organizations in the industry.

Email us at greenlease@betterbuildingspartnership.co.uk



Paving the Path to Net Zero:

Derwent
London's
Sustainability
Journey

Samantha Carlsson, Senior Sustainability Manager, Derwent London

Derwent London is renowned for its innovative and sustainable approach to property development. Specialising in high-quality office spaces, Derwent London combines architectural excellence with a strong commitment to environmental responsibility. With a diverse portfolio and a focus on creating vibrant, community-centric environments, the company sets the benchmark for sustainable urban development.

DERWENT
LONDON

Sustainability

Derwent is committed to achieving net zero across its portfolio by 2030, how is that pathway going?

Busy, very busy. Since launching our first net zero carbon development, 80 Charlotte Street back in 2020, we have recently launched two more net zero schemes in construction, Soho Place and The Featherstone Building, both of which have been extremely well received. In addition, we have also been active with our refurbishment programme, up rating our standing portfolio to ensure they are fit for the future in terms of energy efficiency and occupier appeal. In addition, to this we have now started work on our 18.4 MW solar park in Scotland which we expect will generate over 40% of

our managed portfolios electricity upon completion in 2025.

How do you stay ahead of industry trends in ESG and sustainability?

We spend a lot of time working with various industry bodies, talking with our occupiers and supply chain and engaging with local/central government to understand the emerging ESG trends, risks and opportunities. From there we can gauge where we think a trend or aspect might be going and what we might need to do to respond. In addition, how we might be able to commercialise it and add it to our value offering.



Soho Place



The Featherstone Building

How does Derwent London incorporate sustainable building materials and practices in its construction projects and workplace fit-outs?

We have recently updated our Responsible Development Brief which outlines the sustainability aspirations and targets for our developments, from whole life carbon, climate resilience and biodiversity.

There is an increased focus on the operation of the building, after practical completion, supported by whole life carbon assessments and NABERS, a performance-based standard assessing the energy consumption of a building. The introduction of NABERS to the UK, means that discussions with occupiers during potential lettings, now includes how we hope to work together to operate this building efficiently, during working hours, as well as out of hours.

Even when pursuing a landlord NABERS rating, fan coil units which are in tenant demises, contribute to the landlord rating and so both occupier and landlord have an active role to play to reduce energy consumption. We see this as an exciting opportunity, as the landlord / tenant relationship continues to evolve.

We also understand that whilst we live and breathe buildings, an occupier will only be carrying out a fit-out infrequently, and so have enhanced our tenant fit out guide and strip out guidance notes to share what we know regarding sustainable materials, or circular pathways, so an occupier doesn't have to start from scratch when wondering what a sustainable fit-out looks like.



“...our Responsible Development Brief which outlines the sustainability aspirations and targets for our developments, from whole life carbon, climate resilience and biodiversity.

Collaboration

What initiatives do you have in place to ensure the well-being amongst your employees and occupiers?

Our sustainability strategy isn't just focused on net zero carbon. We have a very well-developed employee well-being programme ranging from medical insurances, occupational health support, mental health support services and an employee assistance programme. In addition, we have a thriving Social Committee which arrange numerous, regular inclusive staff events and volunteering opportunities. We have recently launched DL/Members, a community for our occupiers. This is made up of our private lounges – DL/78 in Fitzrovia and DL/28 in Old Street. As well as cafés in four of our buildings and our Customer Experience team who run lots of events which focus on health and well-being such as roof top yoga sessions or marathons at our running track on

the roof of our White Collar Factory property.

How do you engage with your occupiers to promote sustainable practices and support them in achieving their sustainability goals?

No one solution fits all, and what might work for one occupier may not for another. So how we engage depends on what our occupier prefers. In some of our buildings like Brunel Building or White Chapel Building we have well established Green Forums. In other buildings we would choose to have 1:1 catch ups or include sustainability on the agenda of monthly or quarterly occupier meetings. The way we engage entirely depends on our occupier needs and priorities!

During these engagement sessions we have an opportunity to update occupiers on the latest sustainability activities in the building or

across the portfolio, hear about the focus areas for our occupiers and how we can collaborate or provide additional support, such as supporting them on setting their science-based targets or getting B-Corp certified. In addition to the above, we run an annual Sustainability Newsletter designed to update on the latest news and how to get involved.

Data sharing between landlord and tenant is often cited as an issue on reporting, how do you overcome this?

We are very transparent in our data sharing and continuously do this by providing occupier specific or building wide utility data as well as waste generation data. In addition, we support occupiers with various sustainability information requests such as renewable energy tariffs, information on wider (or building specific) Derwent London sustain-

ability commitments or energy related projects as well as recycling improvement information. For buildings where we don't procure energy for our occupiers, getting energy data can be a little trickier.

We cherry picked areas we felt were important to us, and had a tangible benefit

We understand one of the main barriers from occupiers is time or resource in collating this data. To help with this, we're starting to ask our occupiers for letters of authority, such that where they are happy for us to do so, their utility provider can share this information to us, with no further action from an occupier. You can't reduce what you don't measure, so we see this

as a starting point for reduction.

What do 'green leases' look like for Derwent?

In early 2023 we updated our standard lease agreement to include, 'darker green' clauses. Rather than having many clauses, which were optional, and therefore likely to be struck out in the first legal review, we cherry picked areas we felt were important to us. This was largely around enhanced collaboration, all-electric services, introducing energy targets to work towards, occupiers using landlord suppliers (particularly for waste and cleaners) and paying London Living Wage. Since then the BBP has recently updated their Green Lease Toolkit, which is a great resource for both occupiers and landlords alike for how to make your leases green.



Our sustainability strategy isn't just focused on net zero carbon.



80 Charlotte Street

“ nothing is off the table...”

Next Steps

Can you share any innovative practices or technologies that Derwent London is exploring to enhance sustainability?

Our Head of Design and Innovation, sums this up well ‘nothing is off the table’. There is so much innovation going on out there whether it be related to low carbon materials, how we give materials a new lease of life, or where we can send them to be reused, to rethinking the art of the possible of retrofitting buildings whilst in occupation.

The key to innovation is collaboration throughout the whole supply chain, so we are talking to parts of the supply chain we’ve not previously engaged directly with, in order to understand the barriers, and see how we can actively jump over them, or mitigate risks associated with the “innovative”. One area we’re focussing on at the moment

is concrete, and we’ve formed a working group with peers and structural engineers alike to be an active player in concrete decarbonisation.

What does the future hold for the office design in the next 10 years?

I think in London certainly we can expect to see more buildings being repurposed and re-imagined as office design and occupation starts to change. In addition, there will be much greater emphasis on efficiency with offices being expected to be a lot more energy efficient than at present and more adaptable to the changing needs of occupiers.



*...how can we give
materials a new
lease of life...*



Hugo Morrissey,
Co-Founder &
Managing Director,
MADE



The Managed Office Revolution

Made



The workplace, its role and purpose, have shifted significantly in recent years with the office needing to be a destination that not only supports productivity but enables a people-centric culture to thrive. This has led to a move towards a more hospitality-driven workplace, and when you layer this with flexibility of location, cost, and services you have the 'managed office' concept.

A managed office is a fully equipped and furnished workspace operated by a third-party provider. It bundles all the usual leasing costs – such as rent, rates, service charges, dilapidations, and fit-out expenses – into a single, all-inclusive monthly fee. This setup offers businesses cost certainty, transparency, and quick setup, while also allowing for space customisation and the addition of those hospitality led services.

MADE, launched earlier this year, brings together a team of professionals providing a fully managed turnkey solution for offices, combining aspects of traditional office leases with the amenities of serviced offices.



What is MADE's offering?

Account Management

Hospitality & Catering

Cleaning Services

Bespoke Services

Facilities Management

Utilities

Fit-out

Technology

Plant Care

Health & Safety

Insurance

We have a 3-tier approach - Made Lite, Made Plus+, and Made Bespoke. Each approach allows occupiers to create a workplace that enriches the business and its workforce. Offering a menu of services that businesses can pick and mix to create a space that is right for them.

What inspired the founding of MADE?

We had a desire to create and shape a workplace solution that meets the changing needs and requirements of both businesses and landlords and in doing so, take an active role in evolving the flexible office market provision.

What is the mission of MADE?

Our mission is to give businesses the opportunity to make their office offering more bespoke, bringing a hospitality quality of service, a high level of design and flexibility of lease in a space of their choice. It is our chance to develop out the services element further, which is an area of the flex market that some occupiers have found to be lacking.

For landlords, we relish the prospect of partnering with them to identify and unlock managed solutions within their portfolio. In a market that is showing large quantities of vacant space, we can support in providing an alternative solution and route to occupiers.

Our approach is one of simplicity, transparency and no 'BS', clearly articulating costs, services and commitments.

Why 'managed' offices?

Managed offices are a natural evolution of the blending between the flexible office market and the traditional leasehold market. A managed office solution provides an element of fluidity for businesses with flexibility of term, services, location and building combined with the added certainty of costs – wrapped up into one offering.

What has been the proudest moment of launching MADE?

We have been encouraged by the reception we have received from both occupiers and landlords. Internally, we are very proud of the body of work that we have created to do and the team effort to launch this product. The enjoyment now is the engagement, introducing and educating people on the managed product.

How would you describe the culture of MADE?

We are an ambitious team, sharing a common goal in our mission to create, deliver and manage the best workplaces for our clients. We are a team that has great industry depth and breadth, and with that it has fostered a collective enthusiasm for each other's set of experiences and knowledge.

What challenges does the 'managed' office product face?

Understanding of the managed concept in the market is probably the biggest hurdle at present. When it comes to offices, businesses are accustomed to either the leasehold or serviced office route, and so taking this relatively hybrid option is for some quite novel. It is our role to educate and convey the pro's and con's of all approaches, not just Managed.

There is still hesitation amongst businesses to take workplace decisions when faced with market volatility, investment issues and varying degrees of workforce appetite for more in-office days. It is our job to identify the best real estate solution for them to mitigate these issues.

What opportunities can you see stemming from 'managed' offices?

The last few years has seen the development of the product accelerating within the industry, and with a greater adoption and appreciation from occupiers we can see the market rapidly increasing. This will then fuel the drive to seek greater creativity with enhanced offerings from occupiers, and a greater appetite to explore new deal/partnership structures between providers, landlords and brokers.

The managed office product will certainly change over the next few years; it will be an exciting time for occupiers, landlords and providers alike. For MADE, we are proud to be part of the next step of the workplace evolution. To find out more about MADE and Managed Offices, head to made-re.com.



Scan to see MADE Offices



Our mission is to give businesses the opportunity to make their office offering more bespoke, bringing a hospitality quality of service, a high level of design and flexibility of lease in a space of their choice.





About Devono

Devono is the UK's leading occupier-only advisory firm. We specialise in advising businesses of all sizes and sectors, on commercial real estate solutions that best support their wider business objectives.

A significant part of our role is helping our clients to understand and define their occupational requirements. We take into account key factors including talent challenges, headcount fore-

casts, operational priorities and cost considerations, to help craft a brief that is not only fit for purpose today but will also deliver a sustainable occupational footprint moving forward.

Our ultimate goal as an organisation is to navigate real estate opportunities in such a way as to positively influence a company's culture, productivity and financial performance.

Our Services



Office Agency



Service Charge Consultancy



Workplace Consultancy



Design & Build



Dilapidations & Building Surveys



Occupier Disposal



Rent Reviews



Flexible Office Agency



Managed Offices

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