

OUR CUSTOMERS AND US		
Customer satisfaction targets	Performance / Management	Weighting
• Achieve 75% average occupier satisfaction rating.	Performance	20%
• Achieve 85% recommendation rating from occupiers.	Performance	15%
• Comply with the RICS Service Charge Code. Compliance measured by performance against British Land targets set for managing agents and by Property Managers Association (PMA) Service Charge Audits.	Performance	15%
• Comply with the Lease Code and with the terms of the Commercial Landlord Accreditation Scheme (CLAS).	Performance	15%
• Meet specified targets in the Lease Code for dealing with licences for alteration.	Performance	10%
• Agree collaborative carbon reduction programme in common parts and tenanted demises with at least four office occupiers.	Management	10%
• Introduce post occupation surveys on all new office developments.	Management	10%
• Measure occupier retention rates for 2007 to 2009 for occupiers who have had the opportunity to renew their lease at a British Land managed property, to establish a target for the future.	Management	5%

US AND OUR SUPPLIERS		
Supplier performance targets	Performance / Management	Weighting
• Review ongoing RICS Service Charge Code compliance. Undertake Property Managers Association (PMA) Service Charge Audits at eight of our shopping and retail parks, achieving Silver Awards or better at each location.	Performance	50%
• E-Risk compliance for health and safety management to average 90% for all managed properties.	Performance	25%
• Contractors on all projects to achieve better than average score under Considerate Contractor Scheme (CCS).	Performance	25%
We are working to ensure that our CR Strategy is understood by all employees and embedded in all that we do so that CR goals are achieved as part of our daily asset management at each property.		
Employee engagement targets		
• Communicate Corporate Responsibility strategy to all employees through launch of Building Together.	Management	25%
• Identify ways to measure effectiveness of staff engagement in the Corporate Responsibility agenda to enable measurement in 2009/10.	Management	50%
• Communicate results and achievements of Corporate Responsibility strategy at least once during 2008/09.	Management	25%

OUR COMMUNITIES AND US		
Community involvement targets	Performance / Management	Weighting
• Complete a Community Action Plan for all office estates and shopping centres, as well as for shopping and retail parks with service charge budgets exceeding £200,000 per annum. Implement from August 2008.	Management	40%
• Undertake pre-application stakeholder consultation on all new developments.	Management	30%
• Complete London Benchmarking Group 2007/08 assessment to enable comparison against peers and develop impact focused community targets.	Management	20%
• 20% of all Head Office staff participate in a community volunteering initiative.	Performance	10%