

OUR CUSTOMERS AND US		
Customer targets	Performance/Management	Weighting
Achieve 80% average occupier satisfaction on post occupancy surveys.	Performance	30%
Achieve 85% recommendation rating from occupiers on post occupancy surveys.	Performance	30%
Exceed satisfaction ratings for lease flexibility and lease assignments in the 2009 Occupier Satisfaction Index (OSI).	Performance	30%
Achieve 55% occupier retention across our entire portfolio where the occupier had an unfettered option to renew.	Performance	10%

OUR COMMUNITIES AND US		
Community involvement targets	Performance/Management	Weighting
Assets with a staff presence (at least 30% full-time equivalent) to implement an employment and training initiative for the local community.	Management	30%
Head office to donate more than £350,000 to support good community causes.	Performance	25%
All assets with a staff presence (at least 30% full-time equivalent) to engage in local fundraising initiatives raising more than £10,000.	Performance	20%
Undertake pre-application stakeholder consultation on all new developments.	Management	15%
Establish more systematic recording and reporting for new developments on who has been engaged with, how, and the outcomes of that engagement.	Management	10%

US AND OUR SUPPLIERS		
Supplier performance targets	Performance/Management	Weighting
Reduce 2009/10 service charge costs by 5% per m ² across the entire portfolio, compared to 2008/09.	Performance	30%
Achieve 95% compliance of the Service Charge Code. Compliance defined by the RealService industry benchmark.	Performance	25%
All Property Managers Association (PMA) service charge audits to achieve Gold.	Performance	15%
Achieve 90% 'green' status on health and safety for the managed portfolio.	Performance	10%
Reportable accident frequency rate not to exceed 0.25 and lost-day accident frequency rate not to exceed 0.20.	Performance	10%
All managing agents to comply with the British Land Service Charge Procurement Policy.	Management	10%
Employee engagement targets		
25% of all Head Office staff to participate in community volunteering.	Performance	20%
Reduce annual electricity consumption at Head Office per full-time equivalent by 5%, compared to 2008.	Performance	20%
Reduce waste generated at Head Office per full-time equivalent by 5%, compared to 2008.	Performance	15%
Recycle 65% of managed waste at our Head Office and send zero waste to landfill.	Performance	15%
Reduce annual staff London taxi travel by 5%, measured as a proportion of total London travel compared to 2008.	Performance	15%
Implement staff Corporate Responsibility Engagement and Communication Plan.	Management	15%