

24 performance-based targets reviewed by Bureau Veritas

Energy use targets

1. Achieve 15% reduction in energy use on a like for like basis over 2004/05 baseline.
2. Procure 80% of all electricity from renewable or Climate Change Levy exempt sources.
3. Offset carbon emissions within the British Land direct carbon footprint using appropriately certified scheme.

Waste management targets

4. 60% of managed waste within our office portfolio to be recycled.
5. 50% of managed waste from shopping centres to be recycled.
6. 60% of Head Office waste to be recycled.

Water use, biodiversity and travel targets

7. Achieve 5% reduction in water use on a like for like basis over 2004/05 baseline in our office, shopping centre and out-of-town retail portfolios.
8. Implement biodiversity plans for all offices and shopping centres. Shopping and retail parks to implement where appropriate.

Sustainable development targets

9. All new office developments to have a BREEAM excellent rating.
10. All new residential developments gaining planning permission after 2007 to achieve a minimum Code for Sustainable Homes Level Three.
11. Every development to recover a minimum of 80% of demolition and strip-out materials.
12. Every development to recover a minimum of 70% of construction waste.
13. At least 20% of total material by value in new buildings to contain re-used and recycled content.
14. Every development to be constructed to a standard at least 10% better than Part L2 Building Regulations 2006.
15. Accident frequency rates for reportable accidents and lost day accidents on construction sites not to exceed 0.2 and 0.25 respectively.

Our customers and us

16. Achieve 75% average occupier satisfaction rating.
17. Achieve 85% recommendation rating from occupiers.
18. 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.
19. Comply with the Lease Code and with the terms of the Commercial Landlord Accreditation Scheme (CLAS).
20. Meet specified targets in the Lease Code for dealing with licences for alteration.

Our communities and us

21. 20% of all Head Office staff participate in a community volunteering initiative.

Us and our suppliers

22. 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.
23. E-Risk compliance for health and safety management to average 90% for all managed properties.
24. Contractors on all projects to achieve better than average score under Considerate Contractor Scheme (CCS).