

# Our journey

We have a strong track record of operating responsibly and over the last 10 years have met stretching environmental and social targets

As a long-term business with the very best shopping centre assets, we recognise the importance of actively caring for the communities and the environment around us. Striving for environmental efficiency and engaging with our people, customers, visitors, investors, suppliers, community partners and local authorities form the basis of our long-term approach to promoting sustainable operations and business development.

We have had a corporate responsibility (CR) team since 2007 and have a strong track record of setting and achieving long-term environmental, community and socio-economic goals. We focus our efforts where we can create mutual value for us and our stakeholders.

Our sustainability work has been in two main areas: communities and economic contribution and environmental efficiency, with our relationships underpinning our work.

## Communities and economic contribution

Our centres are at the heart of their local communities and we want to ensure that our activities have a positive impact on those communities. For our centres and customers to flourish, we need to make sure there are the right skills in the local area to support our retail and leisure recruitment needs. We create value by supporting high-quality employment and training and investing in the local economy.

Our aim is to be known as the accessible shopping destination of choice by providing the right support and enabling our visitors to come to our centres as independently as possible.

Our strong and open relationships with our stakeholders enable us to deliver real and lasting positive change in our communities.

## Environmental efficiency

Our centres are large consumers of resources and we recognise the need to minimise our impact on the environment and respect the limits of the planet. By operating and developing our centres sustainably we aim to reduce our use of natural resources.

We are working to minimise our carbon footprint to limit our contribution to climate change by reducing our energy and resource use. We have acknowledged the need to become more ambitious with our climate action goals.

## Ten years of sustainability success



**2010**  
launched long-term CR targets and began supporting **The Passage, the UK's largest resource centre** for homeless and vulnerable people



**2012**  
**over £12m invested** since 2012 in our flagship LED lighting programme



**2013**  
**creation of intu brand** – with a promise to be at the heart of our communities



**2014**  
we launched the employee volunteering scheme. By 2019 our people had volunteered a total of **40,000 hours**



**2016**  
first solar project went live at intu Chapelfield, **generating 10% of the centre's electricity consumption**



**2017**  
achieved our **50% carbon reduction target** three years early. Opened our **10th Green Gym**



**2019**  
**69% reduction** in carbon intensity since 2010, reached **140 EV charging bays** in our centres and achieved **Disability Confident Leader** status