






# 2020/21



## Environmental and Social Impact Report

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This report, which contains the information we report to our social and environmental auditor, provides an update on the company's Adherence Framework and data on our social and environmental impact. It complements our annual report, which provides an overview of performance on our triple bottom line – social, environmental and financial – along with our full financial statements.

You can find our annual report and quarterly investor updates at:  
[www.ethicalproperty.co.uk/investment/our-performance](http://www.ethicalproperty.co.uk/investment/our-performance)

# OUR CENTRES



# AUDITOR'S ASSURANCE STATEMENT

The Ethical Property Company PLC, year ended 30 Sept 2021

## Scope and objectives

The Ethical Property Company PLC ('Ethical Property') commissioned Peter Allen ('the Auditor') to undertake independent assurance of the Adherence Framework ('the Framework') contained within Ethical Property's 2020/21 Annual Report ('the Report'). The Framework was developed to provide a set of reporting indicators that could demonstrate compliance with Ethical Property's guiding principles, known as the Quintessentials, and the objective of the Audit is to assure stakeholders that the reporting in the Framework is consistent with the data upon which it is based.

The scope of the Audit was restricted to the Adherence Framework, in contrast to previous years when it also included the text in relevant sections of the Annual Report. The Auditor has stressed the importance of such text being clear, balanced and consistent with the contents of the Framework, but the responsibility for the accuracy of any reporting outside the Framework rests with Ethical Property.

The assurance process was designed to provide a moderate level of assurance. The Global Reporting Initiative (GRI) Quality of Information Principles were used as criteria for evaluating performance information. The assurance only covered the UK operations of Ethical Property.

This is the first year that the Auditor has provided an assurance report on the Social Impact reporting of Ethical Property. The Auditor has a long-standing relationship with Ethical Property as a former employee and current shareholder, and as co-founder, shareholder and former CEO of Ethical Property Australia. This experience is believed to strengthen the Auditor's

ability to review the data and reporting, and as a shareholder it is in the Auditor's interest that the Social Impact is reported accurately. These relationships are believed to represent an alignment rather than a conflict of interest, and were fully disclosed at the AGM where the Auditor's appointment was approved by shareholders.

## Responsibilities of the Directors of The Ethical Property Company PLC and of the Auditor

The Directors of Ethical Property have sole responsibility for the preparation of the Report. This statement represents the Auditor's independent opinion and is intended to inform all Ethical Property's stakeholders, including management. The Auditor was not involved in the preparation of the Report. A management letter was also produced.

## Basis of opinion

The Auditor's work was designed to gather evidence with the objective of providing assurance. To prepare this statement, the Auditor reviewed Framework drafts and interviewed Ethical Property team members. Feedback was provided to Ethical Property on drafts of the Framework and other material and where necessary changes were made.

The Auditor is satisfied that he has been allowed unhindered access to the non-financial accounts, documentation and reports covering Ethical Property's activities and stakeholder engagements and to its managers and staff.

## Conclusions

This is the third time that Ethical Property has reported using the Framework. There have been minor changes to the Framework from that used last

year, with measurement and reporting guidelines added to some indicators. The data reported this year is slightly more complete than in the previous year and has undoubtedly been affected by the impacts of Covid-19. Most tenants and employees worked from home and many employees were furloughed, which made it harder to collect data. Year-on-year comparisons of environmental data are also less meaningful given building occupancy levels were highly variable.

For nearly all the Framework indicators reported, Ethical Property has achieved the level of performance required by the Framework. In general, the data reported seems robust and the statements made are supported by the data.

Ethical Property has sought to record the same data year-on-year to provide comparability and so track progress. However, discussions with Ethical Property team members suggest that the surveys and Framework contain indicators and measures which are not well-understood, and the connection to Ethical Property's own impact is not always clear. The Framework also does not require much analysis of data, which can lead to missed opportunities for improvements in stakeholder engagement, for example.

It is understood that the management team are aware of the shortcomings of the Framework, and the potential for measuring and reporting Ethical Property's own impact more comprehensively. It is understood that management are planning to review and update both the Framework and data collection methods in the coming year and are also developing a Zero Carbon strategy. These are positive steps and it is hoped that these changes lead to more

specific, relevant, and targeted measures of the impact attributable to Ethical Property's activities.

### **Use of this report**

This report is made solely to the company's members, as a body. To the fullest extent permitted by law, we do not accept or assume responsibility to any party other than the company and the company's members as a body, for our work, for this report, or for the opinions we have formed.

**Peter Allen**

Edinburgh, January 2022

# ADHERENCE FRAMEWORK UPDATE

## COMPANY GOVERNANCE AND MANAGEMENT

Ref	Principles to be adhered to	How measured and reported	Indicator and target	Report and findings
G1	The responsibility for improving the company's social and environmental performance will be held by - Environmental: The Head of Assets; Social: The Deputy Managing Director.	To be included in the social and environmental report.	N/A	For the period 20/21: Responsibility for improving the company's environmental performance is held by Astrid Hayles, Head of Assets, and the social performance by Jonathan Davies, Deputy Managing Director.
G2	The company must ensure that we are aware of the views of tenants, shareholders and staff, and take these into account within the overall strategic direction of the company.	Conduct annual tenant and staff surveys and AGM, and make the data available to SMT and Board members.	N/A	The following opportunities were taken to gather views: The AGM was held on 24 March 2021 via Zoom, with 96 shareholders in attendance. The tenant survey was sent out on 28 September 2021, with 78 tenants responding. The staff survey was sent to all staff on 7 October 2021, with 48 staff members responding. We held quarterly all-staff meetings via Zoom, giving staff the opportunity to ask questions and express their views. The majority of meetings with staff in centres took place in person or via Zoom.
G3	The company should ensure that staff are given equal opportunities, equal pay for their role and are accepted for their differences regardless of their gender, ethnicity or background.	Gender pay gap of 10% +/- To be reported online.	Gender pay gap of 10% +/- Gender pay gap and diversity policy to be brought to the Rem and Noms Committee by September 2021.	The gender pay gap is +3.6% in favour of men. During the reporting period there was a reduction in the number of employees, which resulted in a change to the median salary. The equality, diversity and inclusion policy was delivered to the Rem and Noms Committee and to SMT in June 2021. At present no data is available with regard to employees' race or background. The HR team is looking at ways to improve data collection.
G4	The company should ensure that staff understand the company's values, are able to apply them, and are aware of the most important social and environmental issues of the day.	Measurement: Featured in staff survey and staff appraisal. Reporting: Narrative on the website (for example, staff taking part in the 2019 Climate Strike) and within the social audit report.	Ensure staff are regularly updated on key issues through inductions, staff conferences, team meetings, newsletters and wider digital platforms.	Due to Covid-19 no staff conference took place during this period. All-staff meetings were held each quarter via Zoom, in which information was shared by SMT and staff. The staff newsletter was sent out each quarter. Staff appraisals took place in the first quarter of 2021, giving an opportunity to discuss company values. All staff were invited to take part in the Ex(change)rs webinar programme which began in June 2021; each session covers a topic that reflects the company's values.
G5	Staff pay should be fair and equitable. It should cover the basic costs of living, and staff should further benefit from a comprehensive set of rights and benefits.	Measurement: Roles will be benchmarked every two years. Reporting: Report on the benchmarking exercise to be available to the Rem and Noms Committee every two years.	N/A	Benchmarking took place on 20 October 2020 via an independent source. Benchmarking enables the company to review pay and conditions against those of similar organisations in each location on the basis of individual roles. Changes in remuneration were made on this basis accordingly. Ethical Property is a member of the Living Wage Foundation and adheres to its policies. During this period a benefit package was rolled out, including a support service that staff could call and a 'perk box'. The above was reported to and monitored by the Rem and Noms Committee, which includes senior members of staff and Board members.
G6	The ratio of the salary of the highest- to lowest-paid worker in the company should not exceed a specific level.	Reporting: To include the ratio alongside a narrative that explains the rationale and scale.	N/A	The current ratio is 3.8:1. This is in line with our remuneration policy, which states that we will have a ratio of highest to lowest salary of no more than 5:1 if under 50 full-time employees, or no more than 7:1 if between 50 and 250 full-time employees. As of 30 Sept 2021 we have 57 full-time employees.
G7	The composition of the Board should reflect the communities the company serves, particularly with regard to ethnicity and gender.	Measurement: To include the make-up of the Board within the diversity policy and strategy. Reporting: To report on the Board as we do staff.	N/A	During the reporting period the Board was made up of 4 women and 4 men, with 12.5% of the Board from a non-white background. Our diversity policy states: "It is our aim to recruit, retain and develop high quality employees and to promote and encourage diversity at all levels. The only basis for appointment or promotion to a post is the applicant's suitability for the job." In cases where we feel we need to improve our diversity, such as non-executive director recruitment, we continue to take a positive discrimination approach: "We especially welcome applicants from diverse backgrounds, who will bring new perspectives, fresh ideas and reflect the communities we aim to serve."
G8	The staff and Directors should not trade shares if they are party to information on company or share performance that is not available to all shareholders.	Measurement and Reporting: The Finance Director will report on share trading on a regular basis to the Board.	N/A	The Finance Director reported on share trading at each Board meeting throughout this period. Information on the secondary market is available via Ethex.
G9	The company should have a wide range of shareholders ranging from individual through to institutional investors. No one shareholder should hold a stake in the company that gives them undue influence or control; no special classes of shares should be permitted.	Measurement: Finance Director to report to Board on a regular basis. Reporting: Report to be placed on the website on an annual basis.	N/A	The Finance Director reports to the Board at each Board meeting. A list of shareholdings is produced each year within the annual report, which is available via the website.
G10	The company will seek to use the most ethical suppliers. The cost should be no greater than 10% above what otherwise might be obtained.	Measurement: A procurement policy will be implemented by December 2022. Reporting: As defined by the policy.	N/A	Work on the procurement policy is due to begin in early 2022. It will be sent to the Board for approval in October so that it can be implemented by December 2022.



# ETHICAL CRITERIA FOR TENANCY

Ref	Principles to be adhered to	How measured and reported	Indicator and target	Report and findings
T1	Tenants should meet one or more of the following ethical criteria: <ul style="list-style-type: none"><li>• EITHER have a defined social purpose that accords with Ethical Property's purpose of building a more just, equitable and sustainable society OR be an organisation of strong benefit to the local area.</li><li>• Work positively to tackle diversity issues and treat all stakeholders without discrimination.</li><li>• Have employment practices which treat staff fairly and without exploitation.</li><li>• Have objectives broader than the promotion of one faith or philosophy.</li><li>• Be a good mix with other groups in the centre.</li><li>• Tenants must not be: causing damage to the environment or creating greater inequality; engaged in the manufacture or sale of armaments, pornography or tobacco; or businesses that significantly contribute to climate change or with a poor human rights record.</li></ul>	Measurement: 80% across all centres. Reporting: Included with T2.	80% of tenants across all centres.	We have 261 tenants across all centres. A list of tenants (who allow us to share their details) is produced on an annual basis and is available via the website. This covers their legal identity and their area of work. Prospective tenants complete an application form (available on the website) and are assessed by the sales and local teams on a case-by-case basis before an offer is made. In 2022 the form will be updated to request consent to store the data provided by prospective tenants, so that we may be able to record and report in more detail in the future.
T2	Wherever possible, the company will publish an annual list of tenants and the area they work in.	Measurement: List tenants who give consent for us do so. Reporting: All tenants who give consent to do so will be listed on an annual basis on the website, with an indicator of the area they work in.	N/A	Data is collected centrally and the list of tenants who consent to share their details can be found on our website: <a href="https://www.ethicalproperty.co.uk/community/from-our-tenants">https://www.ethicalproperty.co.uk/community/from-our-tenants</a>
T3	We will report on the number of organisations that use our centres.	Measurement and Reporting: To be collected where possible, to be used by management team.	N/A	Regional managers reported on the use of space for events, conferencing etc. at each wider management meeting. However, due to Covid-19, numbers were too low to register. No conferencing took place during the reporting period.
T4	A breakdown of tenants by size, legal form and nature of activity will be provided on an annual basis.	Measurement and Reporting: For management use, a high-level overview will be provided in the Annual Report.	N/A	A copy of the table is provided with this report.

## ETHICAL PROPERTY MANAGEMENT

Ref	Principles to be adhered to	How measured and reported	Indicator and target	Report and findings
M1	Rents should be perceived to be fair and good value by our target client group.	Tenant survey with choice of a 1 to 5 rating.	N/A	81% of those who responded to the tenant survey said we offer good value. 78 tenants responded to the survey.
M2	The company should seek to foster contact and the sharing of ideas between tenants.	Clearly evidenced - methodology still to be devised.	N/A	It was difficult for tenants to meet face to face given lockdowns and continuing restrictions. However, our tenants newsletters continued and tenants made contact using the dedicated 'Tenants Resources' area of our website. In June 2021 we introduced our Ex(change)rs webinar programme, bringing together tenants, staff and investors. Three events took place during the reporting period, with a total of 350 people registering to participate. Registration is only open to staff, tenants and shareholders; the booking system (Eventbrite) does not allow us to distinguish between them.
M3	The company will publish its environmental strategy for the 2022 AGM and then report its progress annually.	Measurement: To be included in the environmental audit. Reporting: Will be included on the website on an annual basis.	N/A	We continued to develop and refine our Net Zero (greenhouse gas emissions) strategy, which will be published on our website in 2022.
M4	Spend on maintenance and improvements should be sufficient to keep the property facilities and services in good condition and up to date.	Plan in place and approved by Board.	N/A	2021/2022 budget and plan approved by Board to ensure that all buildings can continue to operate safely.
M5	The company should aspire to have a positive impact on the communities in which its properties are located.	Measurement: Centres will report any activities. Reporting: A minimum of two case studies or articles to be included on the website each year.	N/A	We included features on social impact in all our quarterly reports, available at: <a href="https://www.ethicalproperty.co.uk/investment/our-performance">https://www.ethicalproperty.co.uk/investment/our-performance</a> , and in the news section of our website: <a href="https://www.ethicalproperty.co.uk/">https://www.ethicalproperty.co.uk/</a>
M6	The company's total energy use should decrease year on year on a m2 basis. No property's total energy use should exceed 170 kWh/m2.	High-level overview of the company to be included in the annual report.	N/A	The work to decrease energy use continued as part of our normal business. However, due to technical issues, solar panels at Streamline (Bristol) were turned off and Covid restrictions meant staff resources were not available to turn them back on for a period of time. This resulted in a drop of 63% in solar energy production at Streamline from the previous year. Tables on energy use are included with this report.
M7	Energy Performance Certificate (EPC) ratings and scores should be published for all buildings the company owns and manages.	List of properties and their EPC ratings and associated scores.	N/A	This has not changed since the previous year. A table of properties and their EPC ratings is provided with this report.
M8	The company should seek to maximise the amount of energy it generates from renewable sources.	The proportion of energy generated compared to energy consumed.	N/A	Tables showing energy generated and energy consumed are included in this report.
M9	The company should commit to encouraging cycling, walking and public transport as a means of travel to work and during office hours for both staff and tenants.	Narrative only, but surveyed if possible.	N/A	Most of our centres provide bike storage. Several centres provide a combination of facilities, including showers (e.g. at Brick Yard) to incentivise centre users to cycle to work. The Old Music Hall in Oxford has regular visits from a bike maintenance provider and The Foundry has a public bike pump.
M10	The company should minimise the waste generated from its property portfolio.	Narrative only, but surveyed if possible.	N/A	All buildings have a robust waste policy as well as clearly signed bins that enable waste to be sorted for recycling at source. Currently as standard we separate general waste, paper, plastics, waste electrical and electronic equipment (WEEE) and food. Some sites also collect batteries, clothing, coffee, sweets and crisp packaging for recycling.

## INVESTMENT PERFORMANCE

Ref	Principles to be adhered to	How measured and reported	Indicator and target	Report and findings
IP1	A published dividend policy should be in place at all times.	Actual dividend against expected dividend.	N/A	Due to Covid-19, no dividend was paid this year, and this was covered in the 2021 AGM. A new dividends policy will form part of the strategy that will be reported to the Board in December 2021.
IP2	The company should be managed with the aim of giving a steady increase in Net Asset Value per share over time.	Net Asset Value per share reported.	N/A	Net Asset Value is reported on in the annual report.
IP3	The company should establish an effective mechanism for trading and valuing its shares.	Report provided on share trading.	N/A	Share trading is via Ethex, and the price is decided by the seller and buyer. This is reported on in the annual report.
IP4	All shareholders should be able to waive dividends, which are then held in a balance set fund and used only for rent hardship and the further development of the company's impact. The use of these funds should be reported on.	Report produced on number of shares waived, how funds are deployed and funds held.	N/A	No dividend was paid in the reporting period and the dividend waiver fund is currently zero.



# ENVIRONMENTAL PERFORMANCE

## TOWARDS A SUSTAINABLE FUTURE

**Ethical Property is committed to minimising the negative environmental impacts of our activities by reducing our energy consumption and carbon emissions, generating our own energy, reducing waste and promoting sustainability.**

We put considerable effort into measuring and monitoring energy and water use in our centres while reducing our carbon emissions. The top-level figures for the year are presented below, with a detailed breakdown of figures presented in the pages that follow.

### Overall energy consumption

We currently work to a target of remaining below 170 kWh per square metre<sup>1</sup> for each building. We are pleased to report that in 2020/21 we achieved this for all but two of our buildings (an improvement on 2019/20, when three buildings failed to meet the target), with average energy consumption for the whole portfolio at 147 kWh/m<sup>2</sup>. While this is 9.1% higher than the previous year (134.8 kWh/m<sup>2</sup>), this is to be expected as more tenants returned to their workspaces with the easing of pandemic restrictions.

Ethical Property continues to use gas and electricity suppliers with 100% renewable energy sources, which ensures that we are minimising our carbon emissions related to energy use.

### Electricity use and generation

We are achieving a year-on-year reduction of electrical consumption as a result of our continual programme of improvements, such as the installation and use of energy-efficient lighting and equipment, PIRs (passive infrared sensors) and zoned heating systems. Our electrical consumption decreased by 3%; this compares to a 12.3% reduction in 2019/20. Again, this is attributable to the easing of restrictions and our buildings

being repopulated (though they have remained open throughout the pandemic). Similarly, with water consumption we achieved a 3% reduction, compared with a 25% decrease in 2019/21.

The impact of lockdowns in the last two years makes like-for-like comparisons difficult, but we are proud to report that from 2018 to 2021 we have achieved a 37% reduction in electricity use.

We generated 33 kWh/m<sup>2</sup> of our own electricity, which is 3.8% of total electricity used and 1.3% of our overall energy usage. Our electricity generation programme remained on hold due to the pandemic, but surveying work began in preparation for our next round of solar photovoltaic (PV) installation.

### Gas consumption

Achieving a consistent reduction in gas consumption in relation to heating remains a challenge, as reflected in the annual kWh use by some centres. Some of this is due to the functionality of the buildings - particularly those that serve the community, such as Green Park Station with its shops and the St Pauls Learning Centre with its café, which will always have a higher energy consumption. For a few other buildings, further investigation is required, and they will be our primary focus as we implement our Net Zero strategy.

### Building improvements

We were able to deliver some significant building improvements this year. Most notably, in September we completed a refurbishment of Brick Yard (formerly

Grayston Centre), which included converting to LED lighting and further improving the EPC rating through greater efficiencies. The project generated 5,480kg of waste, of which 5,370kg (98%) was recycled – including 430kg of old cabling which was recycled for its copper.

### **Working towards Net Zero**

We continued to develop and refine our Net Zero strategy, which will be announced early in 2022. Achieving Net Zero will involve increasing the use of technologies and improving building management to achieve efficiencies, but its success will also depend on the people who use our buildings. As well as

assessing our centres to understand their strengths and weaknesses, we took time to understand the needs and realities of those we work with, and held a series of workshops with staff, tenants and suppliers to share views and ideas.

We also brought consultants from OnePlanet on board, benefiting from their extensive experience in creating sustainable environments. Achieving zero emissions isn't enough: we want to take positive action to protect the planet – such as using our outdoor spaces to promote biodiversity and building partnerships in the local community and beyond.

## **MEET A CHANGE MAKER: JOJU SOLAR**

Joju Solar have a vision of a democratic, low carbon, all-electric future for everyone: a future powered by the sun, where the energy we use comes without pollution and conflict. Founded in 2006, Joju have been pioneers in the renewables industry ever since – designing and installing thousands of solar energy systems for councils, universities, businesses, schools and homeowners.

Joju are passionate about empowering communities to take control of their own energy generation and usage, supporting projects which benefit both the environment and local people. In 2008, they installed the UK's first ever community-funded solar installation, in Oxford. Since then

they have installed more than 10% of community energy in the UK, including on Salisbury Cathedral!

Joju have workspace in both The Old Music Hall in Oxford and Scotia Works in Sheffield. The latest additions to the company portfolio are battery storage and electric vehicle chargers, and Joju are quickly becoming the go-to installer for councils, businesses and homeowners across the UK.

Joju were named EVCP Installer of the Year in both 2020 and 2021, as well as solar energy Installer of the Year in 2020.

To find out more, see: [www.jojusolar.co.uk/](http://www.jojusolar.co.uk/)

1. This target, although valid, will not be carried forward into our Net Zero strategy because this one-size-for-all target has outgrown its usefulness and we are focusing on more relevant and appropriate measures.

# ENERGY EFFICIENCY OF ETHICAL PROPERTY CENTRES

## Owned centres

	Rating bands	Centre	Rating	Benchmark	Better than benchmark?
Most efficient	<b>A+</b>				
	<b>A 0-25</b>	The Green House	15	28 (B)	Yes
		Streamline	16	18(A)	Yes
	<b>B 26-50</b>	Brighton Junction	42	69 (C)	Yes
	<b>C 51-75</b>	Brighton Eco Centre	55	61 (C)	Yes
		The Old Music Hall	56	64 (C)	Yes
		Hastings House	62	65 (C)	Yes
		Brick Yard	63	71 (C)	Yes
		Brunswick Court	73	65 (C)	No
	<b>D 76-100</b>	Green Fish Resource Centre	76	68 (C)	No
		Durham Road Resource Centre	78	70 (C)	No
		Brighton Open Market	78	60 (C)	No
		Green Park Station	92	73 (C)	No
		Scotia Works	94	83 (D)	No
		St Pauls Learning Centre	95	100 (D)	Yes
		Stowe Centre	98	72 (C)	No
	<b>E 101-125</b>				
	<b>F 126-150</b>				
Least efficient	<b>G Over 150</b>				

## Managed centres\*

	Rating bands	Centre	Rating	Benchmark	Better than benchmark?
Most efficient	<b>A+</b>				
	<b>A 0-25</b>	The Foundry	24	30 (B)	Yes
	<b>B 26-50</b>				
	<b>C 51-75</b>				
	<b>D 76-100</b>	Resource for London	87	81 (D)	No
Least efficient	<b>E 101-125</b>				
	<b>F 126-150</b>				
	<b>G Over 150</b>				

## Scottish centre†

	Rating bands	Centre	Rating	Benchmark	Better than benchmark?
Most efficient	<b>A+</b>				
	<b>A 0-15</b>				
	<b>B 16-30</b>				
	<b>C 31-45</b>				
	<b>D 46-60</b>	Thorn House	53	38 (C)	No
Least efficient	<b>E 61-80</b>				
	<b>F 81-100</b>				
	<b>G 100+</b>				

\* The Unitarian Meeting Hall is not shown, as buildings used for worship are exempt from EPC requirements.

† EPC is rated differently in Scotland and therefore is shown separately.

# ENERGY CONSUMPTION AND GENERATION

## Energy consumption by property 2020/21

Property	Treated floor area (TFA)(m <sup>2</sup> )	Mains electricity consumption (kWh per m <sup>2</sup> )	EPC-generated (solar) electricity consumption (kWh per m <sup>2</sup> )	Gas consumption (kWh per m <sup>2</sup> )	Wood consumption (kWh per m <sup>2</sup> )	Total consumption (kWh per m <sup>2</sup> )
Brick Yard	1,312	28.5	2.3	66.8	0.0	88.5
Brighton Eco Centre	345	17.0		90.7	0.0	107.7
Brighton Junction	1,000	52.7		5.6	50.4	108.6
Brunswick Court	2,082	35.7	3.5	86.3	0.0	111.4
Durham Road Resource Centre	486	37.7		107.3	0.0	145.0
The Foundry	4,545	56.2		104.8	0.0	161.0
Green Fish Resource Centre	960	29.4	11.1	82.6	0.0	78.7
The Green House	5,468	74.1	2.9	60.7	0.0	126.0
Green Park Station	1,706	63.8		169.9	0.0	233.7
Hastings House	1,380	46.4	9.7	144.0	0.0	161.4
The Old Music Hall	2,185	38.2	3.5	59.0	0.0	86.7
Resource for London	2,074	40.9		0.0	0.0	40.9
Scotia Works	732	26.5		104.8	0.0	131.3
St Pauls Learning Centre	1,253	90.8		281.0	0.0	371.8
Stowe Centre	781	46.1		66.8	0.0	112.9
Streamline	1,656	18.4	0.0	51.3	0.0	69.7
Thorn House	1,130	35.3		73.8	0.0	109.2

**Total energy consumption by property (electricity, gas, wood) kWh/m<sup>2</sup>**  
 - yearly comparison

Property	2020/21 total	2019/20 total	Change
Brick Yard	88.5	81.3	8.8%
Brighton Eco Centre	107.7	98.9	8.8%
Brighton Junction	108.6	102.2	6.3%
Brunswick Court	111.4	97.3	14.5%
Durham Road Resource Centre	145.0	182.2	-20.4%
The Foundry	161.0	170.8	-5.7%
Green Fish Resource Centre	78.7	100.9	-22.0%
The Green House	126.0	98.4	28.0%
Green Park Station	233.7	165.3	41.4%
Hastings House	161.4	151.9	6.3%
The Old Music Hall	86.7	77.0	12.6%
Resource for London	40.9	54.9	-25.5%
Scotia Works	131.3	130.3	0.8%
St Pauls Learning Centre	371.8	300.8	23.6%
Stowe Centre	112.9	91.6	23.3%
Streamline	69.7	16.2	330.5%*
Thorn House	109.2	79.5	37.3%
	<b>147.1</b>	<b>134.8</b>	<b>9.1%</b>

**Water consumption by property (cubic metres per m<sup>2</sup>) - yearly comparison**

Property	2020/21 total	2019/20 total
Brick Yard	0.05	0.21
Brighton Eco Centre	0.13	0.20
Brighton Junction	1.69	0.39
Brunswick Court	0.13	0.30
Durham Road Resource Centre	0.23	0.23
The Foundry	0.11	0.19
Green Fish Resource Centre	0.02	0.10
The Green House	0.09	0.81
Green Park Station	0.58	0.80
Hastings House	0.10	0.14
The Old Music Hall	0.14	0.22
Resource for London	0.23	0.55
Scotia Works	0.19	0.24
St Pauls Learning Centre	0.55	0.70
Stowe Centre	0.20	0.30
Streamline	0.05	0.11
Thorn House	0.21	0.79
	<b>0.39</b>	<b>0.40</b>

\* Streamline only open for 6 months in 2019/20.



## Total energy consumption (kWh) - yearly comparison

	2020/21 total	2019/20 total	2018/19 total
Mains electricity	1,458,355	2,088,384	1,727,986
EPC-generated (solar) electricity	58,101*	92,177	58,075
Gas	2,758,483	2,431,084	2,092,976
Wood	50,350	25,888	35,664
Total from all fuel sources	4,325,289	4,661,996	3,914,700

## Changes in energy and water consumption

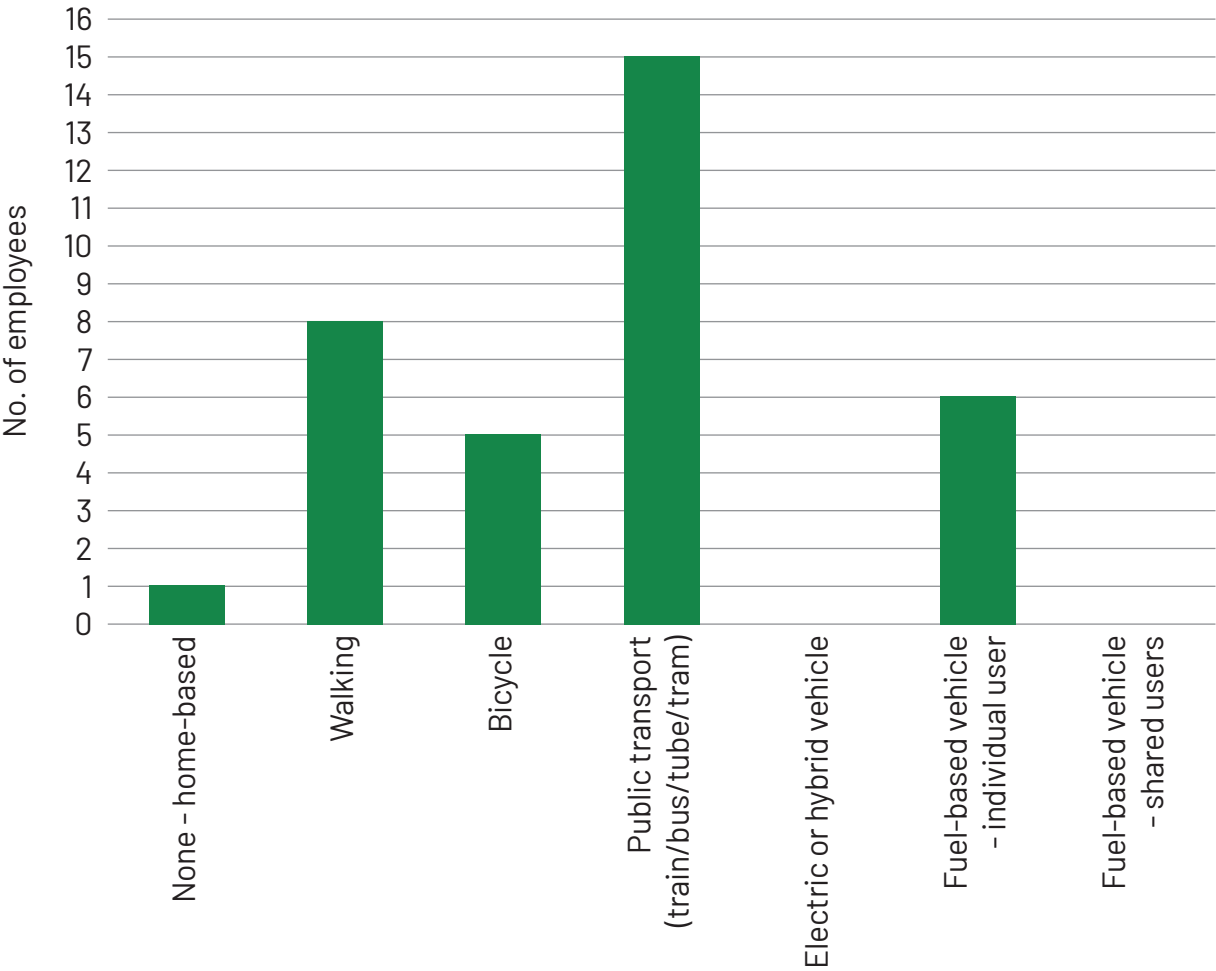
	2020/21	2019/20	2018/19	% change 2020/21 v 2019/20	% change 2020/21 v 2018/19
Electricity	49.6	51.3	58.5	-3%	-18%
Gas	85.4	76.8	67.5	10%	21%
Wood	55.9	42.6	35.7	24%	36%
Water	0.38	0.39	0.52	-3%	-37%

## Renewable energy generated onsite - yearly comparison

	2020/21*	2019/20	2018/19
Total energy generated (kWh)	58,101	92,177	58,075
Solar electricity as % of total electricity used (kWh)	3.8%	4.2%	3%
Solar electricity as % of total energy used (kWh)	1.3%	1.9%	1%

# STAFF TRAVEL TO WORK†

How do you normally travel to work? If you use a combination of the below in any ONE journey, please tick all that apply.



\* Due to technical issues, solar panels at Streamline (Bristol) were turned off for a period, resulting in a drop in energy production.

† Data is from the 2021 staff survey.

# STAFF SURVEY 2021

**This year 68% of staff responded to our staff survey, down from 70% last year.**

**91%** of staff who responded to the survey said that they enjoyed working for Ethical Property (2020: 95%); the remaining 9% were neutral.

**95%** of staff who responded said that they were satisfied or very satisfied with their working environment (2020: 91%).

**100%** of staff who responded said they personally hold our values to some extent.

**88.9%** of staff who responded said that they personally hold all our values (2020: 97%).

**95%** of staff who responded felt involved with Ethical Property or aligned with its values (2020: 84.5%).

**90%** of staff who responded felt they were kept up to date with the latest company news (2020: 79.3%).

The gender pay gap is **+3.6%** in favour of men (2020: -6.2%, in favour of women).

# TENANT SURVEY 2021

**Every year we ask our tenants for their feedback. This year the number of respondents was lower than in previous years: 78 organisations completed and returned the survey. All tenants are also invited to centre-based meetings, which have continued to take place either in person or online.**

**81.25%** of tenants who responded to the survey said we provide value for money (2020: 91%).

**78%** of tenants who responded said they felt their centre had a large social impact (2020: 83%).

**87%** of tenants who responded said that they would recommend Ethical Property to other organisations (2020: 89%).

**82.25%** of tenants who responded said they were satisfied or very satisfied with the service they received from the centre-based teams (2020: 84%).

**32%** of tenants who responded said they collaborated with other tenants despite the lockdowns.

During the year, we housed 261 organisations who are working to make a difference to society and the environment from local to global level.

#### Tenants by legal form and area of work

Organisation type	Number of occupants	% of total	Area occupied (m <sup>2</sup> )	% of total area occupied
Registered charity	130	49.8%	9,009.5	56.6%
CIC	9	3.4%	379.0	2.4%
MP local office	1	0.4%	28.8	0.2%
Other not-for-profit (non-trading)	25	9.6%	1,448.7	9.1%
Trading organisation	91	34.8%	4,573.8	28.6%
Trade union	2	0.8%	104.6	0.7%
Political party	1	0.4%	29.2	0.2%
Public body	2	0.8%	346.6	2.2%
<b>Total</b>	<b>261</b>	<b>100.0%</b>	<b>15,920.2</b>	<b>100.0%</b>

Area of work	Number of occupants	% of total	Area occupied (m <sup>2</sup> )	% of total area occupied
Animal rights	0	0.0%	0.0	0.0%
Civil rights	2	0.8%	69.0	0.4%
Community arts	23	8.8%	1,041.3	6.5%
Community development in the UK	33	12.6%	1,788.6	11.2%
Environment	29	11.1%	1,571.7	9.9%
Ethical finance	3	1.1%	133.1	0.8%
Global justice	7	2.7%	358.5	2.3%
Health	31	11.9%	2,223.9	14.0%
Homelessness	6	2.3%	453.8	2.9%
Human rights	20	7.7%	1,442.7	9.1%
International development	20	7.7%	1,051.0	6.6%
Local business	31	11.9%	1,965.5	12.2%
Mainstream business	9	3.4%	486.6	3.1%
Organisational support	27	10.3%	1,462.5	9.2%
Peace and conflict resolution	6	2.3%	440.7	2.8%
Refugee and ethnic minority issues	8	3.1%	478.3	3.0%
Women's rights	6	2.3%	953.1	6.0%
<b>Total</b>	<b>261</b>	<b>100.0%</b>	<b>15,920.2</b>	<b>100.0%</b>

Area occupied and percentages of total rounded to one decimal place in the tables above.



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