



ethicalproperty

Impact Framework

Reviewed and updated 2026

IMPACT FRAMEWORK

MEASURING OUR IMPACT 2026

This document replaces the earlier version titled The Adherence Framework.

- **This framework outlines our impact aims and the way we will report on them.**
- **Our impact will be reported. Not all principles will be reported on annually.**
- **Both the Annual Report and the Impact Report will provide a comprehensive overview of our activities and performance.**
- **We are committed to continually reviewing and improving our impact, and challenging ourselves to do more. The Senior Management Team (SMT) is responsible for ensuring that we meet this commitment.**

This framework will be reviewed on or before the fifth anniversary of its publication, in accordance with our Articles of Association.

This framework is designed to work alongside our organisational values and staff-related documents, which are due to be published in December 2026.

Ref	Principle	Methodology or indicator / target	How it will be reviewed	How it will be reported
1	To create opportunities for staff to participate in community impact projects, for example organising local food or clothing collections.	SMT will welcome and consider proposals from staff, and practical support, such as help with publicising projects, will be available to anyone who requests it. In return, we ask staff to record the details and outcomes of their projects so they can be reviewed.	This will be reviewed by SMT.	An overview will be published in the Impact Report.
2	To create opportunities for our centres to offer supportive facilities for tenants, staff and visitors, for example by providing dignity boxes.	SMT will welcome and consider proposals from staff and will lead on initiatives that can be implemented across all centres. In return, we ask staff to record the details and outcomes of their projects so they can be reviewed.	This will be reviewed by SMT.	An overview will be published in the Impact Report.
3	To provide regular opportunities for staff communication and to encourage appropriate staff involvement across all levels of the business.	This will be achieved through one-to-one meetings with line managers, regular appraisals and, where appropriate, inviting staff at all levels to participate in working groups. We will also provide access to a digital platform to support communication across the organisation, complemented by a company-wide magazine. Where budget allows, we will create opportunities for different parts of the organisation to meet in person.	Feedback from the staff survey will be reviewed and addressed by SMT. A copy of the survey results will be included in any audits.	An overview will be published in the Impact Report.
4	The company will prioritise and actively support good mental health for all staff.	The company will provide external support through our Employee Assistance Programme and will ensure that at least four members of staff are fully trained and accredited Mental Health First Aiders.	This will be reviewed by SMT.	An overview will be published in the Impact Report.
5	The company is committed to determining its carbon impact and reducing the carbon emissions generated by the business.	The company will run an ongoing educational campaign across our centres to raise awareness with staff, tenants and visitors. Data will be collected and assessed as part of a carbon footprint feasibility study to be carried out in 2027, to demonstrate improvements in following years across Scope 1, 2 and 3 emissions.	Data and narrative will be collected and reviewed by SMT and, when applicable, the Auditor or any assessments.	An overview will be published in the Impact Report.
6	The company is committed to, wherever possible, using only renewable energy within our buildings.	To be assessed on a centre-by-centre basis.	Data and narrative will be collected and reviewed by SMT and, when applicable, the Auditor or any assessments.	The findings will be published in the Impact Report.
7	The company is committed to reducing the amount of waste from its buildings that go to landfill.	To be assessed on a centre-by-centre basis. The company will run an ongoing educational campaign across our centres to raise awareness among staff, tenants and visitors.	This will be reviewed by SMT.	An overview will be published in the Impact Report.
8	The company is committed to reducing water consumption across our buildings.	To be assessed on a centre-by-centre basis. The company will run an ongoing educational campaign across our centres to raise awareness among staff, tenants and visitors.	This will be reviewed by SMT.	An overview will be published in the Impact Report.
9	The company will measure and report on the impact of staff travel.	An annual commuter travel survey will be sent to all staff.	Data and narrative will be collected and reviewed by SMT and, when applicable, the Auditor or any assessments.	An overview will be published in the Impact Report.
10	All staff will have training on environmental sustainability and how it impacts their roles, the company and the wider environment.	The company will run regular workshops and training for all staff, and additional training for particular staff as appropriate.	This will be reviewed by SMT.	An overview will be published in the Impact Report.
11	Provide information resources for tenants and building users regarding environmental impact.	The company will provide posters and resources to share information regarding environmental performance.	This will be reviewed by SMT.	An overview will be published in the Impact Report.





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An annual review of this
document will take place in
May of each year.