
Hammerson Corporate Responsibility Report, Data and Disclosure 2014



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Welcome to Hammerson's sustainability data reporting and disclosures for the period 1 January to 31 December 2014. We consider transparency in reporting to be a critical element of good business practice and are pleased to be able to provide a consistent and growing data set that details our sustainability progress. We report under the Global Reporting Initiative (GRI), the GRI Construction and Real Estate Sector Supplement and in accordance with EPRA Best Practice Reporting guidelines. Our reporting is externally assured so that as a reader and user of our data you can compare our performance with others within the sector and can be confident it is robust. We have reported to GRI level B since 2009. We trust you will find the information here useful and would be very happy to receive feedback.

In addition to our GRI and EPRA Sustainability disclosures, each year since 2009 Hammerson has published a Connected Reporting Framework. This again allows us to show our performance against a consistent set of indicators over time and is included within the data set that follows at section 6.

Materiality

Our second materiality study, carried out in 2010, identified our key impacts as the energy and water consumption and waste generated across our managed assets. These are the Shopping Centre and Retail Park portfolios in the UK and France. This focus is reflected in our published CR targets and in our monitoring and reporting.

A review of our performance and materiality carried out during 2014 confirmed these as our key impact areas but also identified resource management within our supply chain as an increasingly significant impact and one over which we have a strong level of influence. This change of emphasis within our impacts is reflected in the new medium term targets set for the company for 2016 onwards.

Within the portfolios, the UK shopping centre portfolio is responsible for the majority of our environmental impacts, contributing 57% of the total CO₂e emitted by the business during 2014. This has reduced from 63% in 2013 but we continue to prioritise this portfolio in terms of investment in resource efficient management and new technologies. We also work closely with the management teams responsible for the retail parks and French portfolios to ensure efficiencies continue to be made and to deliver broader sustainability outcomes in areas such as biodiversity and community engagement.

Performance

The data contained within this report covers the period 1 January – 31 December 2014. The previous report, published in June 2014, covered the previous calendar year. Data coverage includes properties where we directly control or manage the provision of shared utility services and where we have data for a minimum of two years. Our reporting covers our two operating regions - UK and France. We do not report on development schemes or on properties disposed of or acquired during the reporting period. In areas where we have significant influence such as: outsourced procurement arrangements, tenant energy consumption where covered by operating leases, agreements with joint venture partners and co-owners and our employees behaviour, we report through: GRI Disclosure of Management Approach, engagement with supply chain and retailer tenants, and narrative to explain trends.

Corporate Responsibility Targets

Our current medium-term targets were set in 2010 and run until the end of 2015. They are set out below, along with our current performance against each. These results have been independently assured by JLL annually since being set. Our mandatory carbon emissions disclosures were published in our Annual Report and Accounts assured by Deloitte. Copies of the assurance statements are available on our Positive Places website.

The sustainability section within our Annual Report and Accounts includes a selection of our EPRA compliant disclosures on energy, carbon, water and waste. This report contains our comprehensive externally assured EPRA & GRI compliant data.

Whilst the centres performed well overall, some exceeded the targets set by some margin. This has been achieved through a combination of reduced reliance on air conditioning, more energy efficient lighting and good management. It should be noted however, that the data is not adjusted for weather which will have impacted gas consumption in particular at some of the sites.

The new annual targets set for 2015 reflect the lighting projects we are planning to implement during the year and the expectation that on site teams will continue to be vigilant regarding the monitoring of energy consumption. Whilst we are very pleased to have achieved our 5 year carbon emissions target a year early, we are conscious that progress must continue if our assets are to be resilient to potential energy and climate change policy impacts.

Key highlights in our performance for 2014 include:

- A further 9% reduction in carbon emissions from our like-for-like UK shopping centre portfolio, contributing to a 19% reduction against our 2010 baseline. The improvements made across the portfolio have been critical to achieving our key target of 20% reduction against the 2010 baseline a year early (Table 2.4, p18).
- Carbon emissions intensity for the UK Shopping Centre portfolio improved again in 2014 falling from 106 to 96 tonnes CO₂e/m² common parts areas (Table 2.4, p18).
- Water consumption reductions across our French Shopping Centre Portfolio enabled us to achieve our targeted 12% reduction a year ahead of schedule and maintain it during 2014. However, our UK shopping centres continue to struggle to manage water consumption (Table 3.2, p29).
- We diverted 90% of waste from landfill in 2014, saving £2,247,000 in landfill tax for our retail clients (Section 4, Table 6.1).
- We have continued to make progress with our investment in energy efficiency measures and initiatives. Key projects have been the move to natural ventilation now complete at Oracle, Reading and further lighting upgrades. We are continuing to work with Breathing Buildings to identify where efficiencies can be made at centres which can not be moved to natural ventilation.
- Low cost and no cost measures are also continuing to pay dividends including a 14% year on year reduction in CO₂ emissions at Bullring.
- The Big Positive Weekend, our sustainability roadshow, was one of our biggest projects in 2014. Delivered at nine centres across the UK during June – August 2014 with the support of five sponsorship partners, the project achieved its target of generating over 200,000 positive sustainability actions, from our shopping centre visitors.
- Our on line Supplier Survey has continued to prove effective with 142 surveys now completed. The publication of our second annual supplier report in April 2015 was again, well received by our suppliers and generated industry interest.
- In June 2014 we opened Terrasse du Port, our new major shopping centre in Marseille. The centre achieved BREEAM Excellent at design stage and we are awaiting confirmation of this as built.
- As part of the process of learning and innovation, a Lifecycle Carbon Analysis of the development was commissioned. This showed the development as performing well in terms of embodied carbon impacts and provided an important baseline for us to begin assessing our other schemes. A summary of the report is available on the Positive Places section of our website.
- In September 2014 we completed the new B&Q Eco Learning store at Merthyr Tydfil where we have installed a Transpired Solar Collector (TSC) to reduce energy demand for space heating. During September 2014, 2,500 kWh of renewable heat was delivered to the building. It has been estimated that the TSC system will payback in 3 years based on predicted reductions in gas bills.
- An area we struggled to move forward with during 2014 was customer engagement. We developed some valuable customer relationships through the Big Positive Weekend roadshow, but we were not successful in delivering the Positive Growth awards. This is disappointing given the success of the launch at WestQuay in 2013. We are reviewing the programme and will continue to promote it in the centres in 2015. Retailer engagement is a key target area for us and we remain confident that the Positive Growth Awards approach is one that can ultimately work well.
- The launch of the Positive Places website marked a major change in our approach to communicating our sustainability activities. Regularly updated with news and stories, it provides a dynamic and engaging way of keeping our stakeholders informed. Site statistics suggest its impact is strong with over 1200 users in the 6 months to December 2014 and over 10,000 page views.

In addition to our medium-term targets, annual carbon emissions reductions targets were also set for our UK Shopping Centre portfolio at the beginning of 2014 and have been re-set in 2015. These are designed to give the on-site teams a clearer picture of what each centre needs to contribute to the achievement of the wider corporate targets.

We are very pleased to have achieved our 2015 carbon emissions reduction target 12 months early. Since 2006, we have reduced our carbon emissions by 40% across the like-for-like group assets. We are confident we can go further than this but are delighted with the progress being made by taking a management focused, low cost, business-case led approach. Water consumption remains a challenge in the UK but we are gradually making progress through better metering and the installation of water efficient fittings in our shopping centre toilets. However, the increase in the proportion of restaurants across the portfolio has led to a significant increase in water consumption.

Changes across the business have led to a significant increase in new starters in 2014. Not all have received CR training yet but this continues to be rolled out.

Measure	Target end date	2014 Performance
Reduce carbon emissions from 2010 by 20%	2015	-20%
Reduce water consumption from 2010 by 12%	2015	-29% France, +34% UK, -26% Global
Increase waste recycling to 75%	2013	75% UK, 31% France
Biodiversity action plans at all retail assets	2015	29 UK, 5 France
Community plans for all developments and managed assets	2014	41
75% of community activity to be long term community investment	2014	35%
45% of suppliers by value to be engaged	2015	87%
Complete full life cycle assessment for 2 assets	2011	2 Completed
Engage with top 20 investors	2013	10 Engaged
100% of top 75 customers engaged (surveys/meetings/presentations)	2013	28%
Complete 6 research papers, including 2 with a partner (e.g. university, NGO, etc.)	2012	6 Completed
All employees to complete CR training	Ongoing	51% UK trained

With these targets ending in 2015, we have developed a comprehensive set of new sustainability targets for the business for 2016 - 2020. Information about these and our updated sustainability strategy are available on our Positive Places web pages.

Looking forward

Our current medium-term sustainability targets come to an end at the close of the 2015 calendar year. We undertook a major review and consultation project during 2014 to inform the setting of a new set of sustainability targets for the business. Working with JLL Upstream and Forum for the Future, this included an external review of our performance along with a materiality review and consultations with all our stakeholder groups. A summary report of the findings is available on the Positive Places website.

The project generated valuable insight on our progress and performance to date, and on the key priorities for a refreshed sustainability strategy. This has enabled us to set an overarching long-term vision **to create retail destinations that deliver positive impacts economically, socially and environmentally.**

This will be delivered through the following five sustainability commitments that respond to our key areas of influence and recognise the importance of taking a leadership position whilst collaborating with our key stakeholders:

- To Challenge & Innovate
- To Protect & Enhance
- To Serve & Invest
- To Partner & Collaborate
- To Upskill & Inspire

A comprehensive series of sustainability targets has been drawn up to support these five key commitments and reflect the material impacts of our business activities.

As we complete our 2010-2015 targets and embark upon our new medium-term targets, major projects for 2015-16 will include:

- Initiating a programme of installation of photovoltaic panels where viable on our retail assets
- Moving forward with the project to install LED lights at the Bullring
- Establishing a new, weather adjusted baseline data set for our environmental targets.
- A review and refresh of our on-line Supply Chain Survey to ensure it keeps pace with an increasingly diverse and sophisticated supplier base
- Establishing a place-making baseline survey to inform new place-making targets
- A programme of sustainability engagement with shareholders and investors

- Setting up a sustainability learning group with major retailers
- Rolling out a company-wide, industry recognised environmental management system to replace our asset by asset ISO 14001 accreditation.
- Targeting industry standard environmental certifications in new and existing assets. Currently we have BREEAM ratings at nine assets including three BREEAM In Use certificates in France
- Continued investment in training and engagement with our employees to ensure they are equipped and supported to deliver on our sustainability ambitions

We will also continue with ongoing projects to ensure mitigation of legislative and regulatory risk including:

- Reviewing EPC ratings across the portfolios to ensure cost effective compliance with Minimum Energy Efficiency Standards legislation
- Establishing an energy efficiency audit process to comply with the Energy Savings Opportunity Scheme
- Minimising our exposure to the Carbon Reduction Energy Efficiency Scheme by continuing to reduce energy consumption
- Minimising our exposure to waste costs by working closely with waste contractors and retailers at our centres
- 47% of the group assets are currently covered by EPCs. This includes 100% of the like-for-like UK shopping centre portfolio

Managing Sustainability Risk

Risks flowing from sustainability are managed in the same way as other business risks at Hammerson. Our company-wide risk management model provides a robust foundation for identifying risks and establishing a clear management response. Our 2014 Annual Report and Accounts sets out in some detail our approach to business risk and this includes regulatory and legislative risk relating to the environment as well as climate change and extreme weather events.

The potential risks flowing from sustainability are high on the corporate agenda. As the effects of climate change become more obvious and legislative and regulatory responses expand we are careful to monitor the potential impacts and opportunities for our portfolios.

At a corporate level, sustainability risks are monitored on a quarterly basis as part of the business wide risk management process. [The Sustainability Risk Framework](#) sets out our assessment of key sustainability risks and our responses to them. It is updated each year and is routinely reviewed by the CR Board. This allows relevant business units to be alerted to any identified risk or potential risk via the CR Working Groups and a response to be put in place. The Sustainability Risk Framework is published on our website.

But of course there are always unforeseen risks which are increased where there is political uncertainty and a lively legislative landscape. We therefore apply the precautionary principle of ensuring that in key areas we go beyond compliance in our reporting and in the standards set for our asset management and developments. This has served us well in responding to MEPS, ESOS, mandatory GHG reporting and zero waste to landfill.

Estimated Data

Whilst we make every effort to ensure our reporting is based on actual data there are inevitably instances where estimations are necessary. These are calculated in one of two ways:

- i) Based on actual data for the same month in the previous year
- ii) Based on invoices from utility providers
8% of utility data is estimated in our 2014 CR Report and this is indicated in the relevant charts and tables in the footnotes.

Restatements

Minor restatements have been made of waste data and energy costs which are annotated on the relevant tables. These changes have no material impact on our reporting. Retail parks car park numbers have been revised and restated following reconfigurations and minor development work.

Data Quality

Our comprehensive environmental data management system, implemented in 2011 continues to improve the level of accuracy in our data and the efficiency of the reporting process. We have a high level of confidence in the accuracy of the data we are reporting. This was supported by the independent verification process undertaken for our 2013 and 2014 GHG emissions reporting. Nonetheless, the collection and analysis of environmental data, particularly utility data and data from our French assets remains challenging. During 2015 we expect to substantially improve the regularity and consistency of reporting from our French portfolio.

Method of Collection

Utility and waste data is entered into our data management system on a monthly basis for our UK Retail Park assets and for our UK Shopping Centres. This data is drawn from manual meter readings, invoices and data provided by our energy bureau service. The data is verified at two levels: by the Environmental and Energy Manager and our Environmental Data Analyst or Head of Sustainability.

- Data is entered on a monthly basis for all of our UK shopping centres.
- Data is entered on an annual basis for our French assets but monitored on a quarterly basis
- Data is provided on a monthly and quarterly basis by our external property managers for our Retail Parks

Our intensity indicators are based on m² common parts area for our shopping centre portfolios and on number of parking spaces for our retail parks portfolios. With no common parts on the retail parks and with no utilities provided to tenants, number of car park spaces remains the most appropriate intensity indicator for our retail parks. Our key environmental impact is car park lighting. This applies to energy and carbon indicators.

Sub-metered tenant consumption of landlord supplied electricity, gas and water is excluded where it is available. It should be noted however that our submetering of tenant consumption is not comprehensive across the portfolios.

Data quality - UK Shopping Centres

For electricity and natural gas we remain confident of the data. Responsibility for data entry is allocated to individuals at Centre Level and verified by our Environmental and Energy Manager within Hammerson Operations Limited and the Sustainability Team at head office. The Environmental Data Analyst within the head office Sustainability Team provides consistent data monitoring. Support and regular training are provided to the Centre Teams and third party property managers, to ensure they are using the data management system correctly. They all have access to the system and are able to monitor performance to identify anomalies.

The majority of data is taken from manual or automatic meter readings carried out monthly. Where estimates are used this is noted in the system and they are subsequently confirmed through readings and billed data.

Imported thermal energy consumption from the district heating and cooling system at West Quay is taken from manual readings which are cross referenced with monthly invoices from the system provider.

Data Quality - UK Retail Parks

Management of the Retail Parks Portfolio is carried out for Hammerson by Workman, a third party contractor. The Hammerson Sustainability Team has been working closely with the Workman Sustainability Team and Property Managers to improve data capture and to validate previously entered data. Data is entered monthly by the third party management team, verified by their sustainability team and then by the Hammerson team.

Data Quality - French Shopping Centres

For the French Shopping Centres, utilities data is provided by the utility company from automatic meter readings in all cases other than areas controlled by the co-ownership associations in Italie 2 and Place des Halles. Obtaining reliable energy data for these areas remains difficult so is not included within the data set. For 2014, the data was provided by a third party Shopping Centre management company, to the Hammerson France team who input the data annually to the data management system. This arrangement will be improved in 2015 as the management of the French Shopping Centre portfolio is brought in-house.

Transport

Fuel consumed for business travel has been provided for 2014. Data coverage includes fleet transport for the global business, air travel for the global business and trains and taxis for the UK business.

Emissions associated with visitor travel to our shopping centres is calculated based on the 2011 UK Survey of visitor journeys and annual footfall to our centres. For car journeys we assumed 2.4 heads per vehicle and an average of 11.91 miles per round trip, based on the BCSC 2008 report 'Contribution of the Retail Sector to the Economy'.

Mandatory GHG Reporting

Our 2014 mandatory GHG report covers the period from 1 October 2013 to 30 September 2014. This is a different time period from that covered by our financial reporting and to that which was used in our Connected Reporting Framework. This period was selected to ensure accurate reporting of emissions data in our base year (2013) for our future mandatory reporting. Our voluntary reporting will continue to mirror our financial reporting year for consistency.

Our 2014 Annual Report and Accounts provides intensity metrics both for our mandatory GHG emissions and within our Connected Reporting Framework. The following intensity metrics are used: For more information on our GHG Mandatory Reporting, please visit www.hammersonsustainability.co.uk

- Mandatory GHG emissions - metric ton CO₂e/£m adjusted profit before tax. This metric was selected as we believe it provides the clearest indicator of carbon emissions relative to business activity. It reflects profits from all business activity but excludes variations in capital value of assets making it a meaningful metric against which to measure our efficiency in terms of GHG emissions over time. As a standard accounting term it can also aid comparison of Hammerson's GHG Emissions performance with that of other businesses.
- Intensity metrics are provided for Scopes 1, 2 and 3 emissions on a global basis.
- The intensity factor, adjusted profit before tax, has been adjusted to reflect the Q4-Q3 reporting period adopted for our mandatory GHG reporting. This figure has not been financially audited and was calculated for CR reporting purposes.
- Our Scope 3 reporting this year includes our business travel, waste and water consumption.

Business travel

- Rail, air, personal car and taxi journeys for the UK have been included. Taxi journeys of 5 miles or less in the UK and all taxi journeys in France have been excluded. We used cash and corporate credit card expense forms to collect this information from across the business at all levels. We then used distance calculators to estimate mileage and convert it into CO₂e using the DEFRA 2014 GHG emissions factors.

Waste

- Waste arising from our corporate estate and managed assets are provided. These are reported for the following waste streams: landfilled, recycled, reused, composted, incinerated for fuel, incinerated not for fuel via MRF and hazardous.

Water

- Water consumption from our corporate estate and managed assets is provided.

Connected Reporting Framework

Hammerson have published a Connected Reporting Framework (CRF) since 2009. This has included, and continues to include, emissions and energy intensity factors for the last three reporting years in line with EPRA Best Practice Reporting guidelines. The carbon intensity figures are calculated for our UK and French portfolios as follows:

- Shopping centres - kgCO₂e/m² common parts
- Retail parks - kgCO₂e/ car parking space

The intensity metrics in our Connected Reporting Framework reflect only the energy based emissions sources. They do not include fleet or refrigerants in Scope 1 or business travel emissions from Scope 3. This ensures the reporting for our specific portfolios within the CRF accurately reflects the emissions generated by the operation of the assets. This enables any improvement or worsening in energy efficiency to be accurately reflected over time for both the like-for-like and absolute measures.

Emissions factors

Our environmental data management system applies a range of carbon emissions factors to our Scope 1, 2 and 3 emissions.

The following emissions factor sources have been used to calculate our 2014 GHG emissions:

- DEFRA 2014 GHG emissions factors for Company Reporting for UK assets for all emissions, UK and France, excluding electricity and Combined Heat and Power at WestQuay, Southampton.
- IEA emissions factors for all electricity, UK and French assets
- Site specific emissions factors for Combined Heat and Power at Westquay Southampton, provided by Cofely, the operator of the local geo thermal CHP plant

Exceptions and Variations

- Emissions from rail business travel for our French operation were calculated using the SNCF online tool found here <http://www.distancefromto.net> then DEFRA factors by km.

Independent verification

Our Mandatory GHG Emissions reporting processes and results have been independently assured by Deloitte in accordance with International Standard on Assurance Engagements (ISAE 3000). This assurance process has covered the following emissions for our 2014 GHG emissions reporting:

- Global total Scope 1 GHG Emissions (mtCO₂e)
- Global total Scope 2 GHG emissions in tonnes (mtCO₂e)
- Global total Scope 3 GHG emissions in tonnes (mtCO₂e)
- Global total GHG emissions (Scope 1,2 & 3) (mtCO₂e) intensity adjusted profit before tax £

Deloitte carried out a similar function for our 2013 reporting. Their independent assurance statement can be found here: <http://sustainability.hammerson.com/>

Our sustainability reporting, including our Corporate Responsibility report has been independently assured by JLL Upstream since 2010. Their independent assurance statement for Hammerson can be found here: <http://sustainability.hammerson.com>

Data Quality

The assets included within these data disclosures are listed at Tables 8.1 and 8.2 where we set out the assets included within our whole portfolio and like-for-like portfolio disclosures. The data includes carbon emissions from fossil fuel consumption across our managed portfolio totalling 51 assets overall, broken down as follows:

- Shopping Centres: 22
- Retail Parks: 25
- Offices: 4

The whole portfolio data includes all assets over which we have operational control as listed in Table 8.1.

Our like-for-like data includes assets we have held consistently since the baseline was set in 2010 and over which we have operational control. The assets are listed in Table 8.2.

We report on all emissions over which we have operational control. This includes common parts areas, car parks and back of house areas at our shopping centres and retail parks here and in France. Our Group emissions data also includes our corporate offices and emissions from the Strategic Portfolio. The Strategic Portfolio includes assets held for development purposes. These are largely held on FRI leases and are managed on our behalf by third party Property Management companies.

We consider the data quality for our carbon and energy to be good and the figures robust. Data is captured at asset level by our in house team in the UK Shopping Centres and our third party management company for the UK Retail Parks and French portfolios. Data is entered into the Credit 360 platform monthly and verified at two further levels within the organisation.

The implementation of a single data management system has substantially improved our ability to manage, monitor and report data. However capturing environmental data remains challenging for the industry as a whole and we continue to look to make improvements. During 2015 we will continue regular training of on-site teams, introduce weather adjusted data for our new baseline and for on-going annual monitoring and explore the automatic upload of energy data.

Energy and carbon intensity figures are based on M² common parts area for shopping centres or car parking spaces for retail parks. Submetered tenant consumption of landlord supplied utilities is subtracted from our intensity indicators.

We provide year on year percentage change figures for our whole portfolio and for like-for-like portfolio data sets. Percentage change against our 2010 baseline is provided for our like-for-like portfolios only.

Performance

Overall, our energy consumption and related carbon emissions have continued to fall within the like-for-like shopping centre portfolios. Total energy consumption for our French portfolio has increased with the opening of Terrasses du Port. However energy intensity for the French like-for-like shopping centre portfolio has improved (Table 2.3).

Our UK Shopping Centres are the dominant force within the portfolio in terms of environmental impacts. Our achievement of a further 6% reduction in electricity consumption for the like-for-like portfolio is therefore important (Table 2.3). This has been achieved through a combination of energy efficiency investment and good management and has contributed to a 22% improvement in energy intensity for the like-for-like shopping centre portfolio against the 2010 baseline. The centres that have performed best have been those where investment has been made in energy efficient lighting upgrades. We are confident there are further efficiencies to be made across the portfolio as lighting technologies improve and these are being included in our asset management programmes.

Our like-for-like French shopping centre portfolio has seen a year-on-year increase of 2.5% in electricity consumption, and a 1% increase against the 2010 baseline. This is disappointing and we are taking steps to look at how this will be improved in 2015.

It should be noted that our reporting is currently based on non-weather adjusted data. Gas consumption in particular is sensitive to weather conditions. This has a less significant impact on GHG emissions from our UK portfolios than from the French portfolio. Electricity is the dominant source of emissions in both operating regions, however in France, nuclear power makes emissions factors much lower for electricity than in the UK. Consequently, emissions from our gas consumption in France have a greater impact on total emissions. Furthermore, the French portfolio covers a range of climates from Strasbourg to Marseille and consequently can be subject to major variations in temperature.

As part of our review of targets this year, we will be moving to degree day data for our new baselines and monitoring which we expect to provide a more consistent picture of changes in performance attributable to management and investment.

We have expanded our data collection to include business travel and fleet car emissions. This gives a fuller picture of where our carbon impacts lie and is in line with one of the recommendations from our external consultants last year to expand our scope 3 reporting (Table 2.7).

The energy efficiency projects listed in Tables 2.8 and 2.10 below provide an indication of the range of initiatives we are implementing across the portfolios. This is an important element of our management of energy supply and pricing risks for the portfolio as well as good practice in terms of cost savings and carbon emissions. Progress and outcomes will be monitored with results shared through our website as part of our communications programme.

2.1 Direct and Indirect Energy Consumption by Primary Energy Source - Group and Operating Region (kWh)

	EPRA Code	GRI Indicator	2010	2011	2012	2013	2014
Hammerson Group							
Total Landlord Obtained Electricity ^a	Elec-Abs	GRI-EN4	123,184,631	130,242,424	87,930,606	82,788,719	84,899,115 ^d
Self Generated Electricity	Elec-Abs	GRI-EN3	0	0	0	0	3,976
Electricity Consumption less Self Generated	Elec-Abs	GRI-EN3	0	0	0	0	84,895,139
Landlord Supplied Tenants Electricity Consumption	Elec-Abs		33,778,885	22,912,906	9,136,192	5,592,218	1,902,384
Natural Gas Consumption ^a	Fuels-Abs	GRI-EN3	35,791,913	25,929,746	23,181,114	28,389,362	22,035,145
Landlord Supplied Tenants Natural Gas Consumption	Fuels-Abs		2,020,548	4,133,592	3,873,003	5,457,974	6,044,060
Diesel Consumption	Fuels-Abs	GRI-EN3	208,270	51,575	0	0	0
Fuel Oils Consumption	Fuels-Abs	GRI-EN3	0	96,500	0	0	0
District Heating and Cooling	DH&C-Abs	GRI-EN3	8,308,580	6,699,000	7,702,000	8,143,842	6,731,254
Scope 1 (mtCO ₂ e)	GHG-Dir-Abs	GRI-EN16	6,215	4,003	3,561	4,185	2,942
Scope 2 (mtCO ₂ e)	GHG-Indir-Abs	GRI-EN16	44,793	47,795	30,134	27,859	23,800
Scope 3 (mtCO ₂ e) ^a	GHG-Indir-Abs	GRI-EN16	562	2,094	914	1,898	2,037
Hammerson UK Total							
Total Landlord Obtained Electricity ^a	Elec-Abs	GRI-EN4	93,931,021	101,572,499	61,351,405	56,284,758	46,159,437 ^c
Self Generated Electricity	Elec-Abs	GRI-EN3	0	0	0	0	3,976
Electricity Consumption less Self Generated	Elec-Abs	GRI-EN3	0	0	0	0	46,155,461
Landlord Supplied Tenants Electricity Consumption	Elec-Abs		30,706,900	20,288,078	9,191,250	5,879,941	1,902,384
Natural Gas Consumption ^a	Fuels-Abs	GRI-EN3	21,523,171	16,760,842	13,160,162	14,791,795	12,890,324
Landlord Supplied Tenants Natural Gas Consumption	Fuels-Abs		2,020,548	4,133,592	3,873,003	5,457,974	6,044,060
Diesel Consumption	Fuels-Abs	GRI-EN3	47,186	51,575	0	0	0
Fuel Oils Consumption	Fuels-Abs	GRI-EN3	0	96,500	0	0	0
District Heating and Cooling	DH&C-Abs	GRI-EN4	1,365,580	790,000	1,054,000	1,385,009	978,254
Scope 1 (mtCO ₂ e)	GHG-Dir-Abs	GRI-EN16	3,589	2,323	1,709	1,717	1,259
Scope 2 (mtCO ₂ e)	GHG-Indir-Abs	GRI-EN16	41,772	44,989	27,126	24,746	20,249
Scope 3 (mtCO ₂ e) ^a	GHG-Indir-Abs	GRI-EN16	375	1,933	914	1,658	1,751

2.1 Direct and Indirect Energy Consumption by Primary Energy Source - Group and Operating Region (kWh) cont'd

	EPRA Code	GRI Indicator	2010	2011	2012	2013	2014
Hammerson France Total							
Total Landlord Obtained Electricity ^a	Elec-Abs	GRI-EN4	29,084,897	28,568,774	27,424,452	28,299,113	38,739,678 ^b
Self Generated Electricity	Elec-Abs	GRI-EN3	0	0	0	0	0
Electricity Consumption less Self Generated	Elec-Abs	GRI-EN3	29,084,897	28,568,774	27,424,452	28,299,113	38,739,678
Landlord Supplied Tenants Electricity Consumption			0	3,071,985	2,642,072	0	0
Natural Gas Consumption ^a	Fuels-Abs	GRI-EN3	14,268,742	9,123,904	10,067,152	13,406,567	9,144,821
Landlord Supplied Tenants Natural Gas Consumption			0	0	0	0	0
Diesel Consumption	Fuels-Abs	GRI-EN3	161,084	0	0	0	0
Fuel Oils Consumption	Fuels-Abs	GRI-EN3	0	0	0	0	0
District Heating and Cooling	DH&C-Abs	GRI-EN4	6,943,000	5,909,000	6,648,000	6,758,833	5,753,000
Scope 1 (mtCO ₂ e)	GHG-Dir-Abs	GRI-EN16	2,626	1,679	1,852	2,467	1,683
Scope 2 (mtCO ₂ e)	GHG-Indir-Abs	GRI-EN16	3,020	2,805	3,008	3,112	3,550
Scope 3 (mtCO ₂ e) ^a	GHG-Indir-Abs	GRI-EN16	187	161	0	240	286

Notes

- a. Includes tenant emissions where we are able to submeter
b. 16% of French electricity data estimated
c. 1% of UK electricity data estimated
d. 8% of Group electricity estimated

2.2 Direct and Indirect Energy Consumption by Primary Energy Source - Whole Portfolio (kWh)

	EPRA Code	GRI Indicator	2010	2011	2012	2013	2014	% Change Y-O-Y
Hammerson UK Shopping Centre Portfolio (Whole portfolio)								
Total Landlord Obtained Electricity ^a	Elec-Abs	GRI-EN4	50,794,671	48,111,539	45,965,394	44,056,359	39,282,193	-11%
Self Generated Electricity	Elec-Abs	GRI-EN3	0	0	0	0	0	
Electricity Consumption less Self Generated	Elec-Abs	GRI-EN3	50,794,671	48,111,539	45,965,394	44,056,359	39,282,193	-11%
Landlord Supplied Tenants Electricity Consumption	Elec-Abs		7,225	565	402,414	728,632	814,024	
Natural Gas Consumption ^a	Fuels-Abs	GRI-EN3	11,167,606	9,195,917	11,619,639	13,280,785	11,671,937	-12%
Landlord Supplied Tenants Natural Gas Consumption	Fuels-Abs		2,020,548	4,133,592	3,873,003	5,457,974	6,044,060	
Diesel Consumption	Fuels-Abs	GRI-EN3	35,558	42,444	0	0	0	
Fuel Oils Consumption	Fuels-Abs	GRI-EN3	0	96,500	0	0	0	
District Heating and Cooling	DH&C-Abs	GRI-EN4	1,365,580	790,000	1,054,000	1,382,229	978,254	-29%
Common Parts Area (m ²)			216,915	223,913	223,913	226,025	195,891	
Building Energy Intensity kWh/M ² Common Parts Area (CPA) ^f	Energy-Int	CRE1	215	185	236	227	251	11%
Hammerson UK Retail Parks Portfolio (Whole portfolio)								
Total Landlord Obtained Electricity ^{a, e}	Elec-Abs	GRI-EN4	2,706,340	2,982,010	2,877,142	3,914,409	3,863,299	-1%
Self Generated Electricity	Elec-Abs	GRI-EN3	0	0	0	0	3976	
Electricity Consumption less Self Generated	Elec-Abs	GRI-EN3	2,706,340	2,982,010	2,877,142	3,914,409	3,859,323	-1%
Landlord Supplied Tenants Electricity Consumption			133,017	n/a	73,562	68,006 ^g	57,096	-16%
Natural Gas Consumption ^a	Fuels-Abs	GRI-EN3	153,487	n/a	712	637 ^g	638	0%
Landlord Supplied Tenants Natural Gas Consumption			0	n/a	14,887	0	0	
Diesel Consumption	Fuels-Abs	GRI-EN3	0	0	0	0	0	
Fuel Oils Consumption	Fuels-Abs	GRI-EN3	0	0	0	0	0	
District Heating and Cooling	DH&C-Abs	GRI-EN4	0	0	0	0	0	
Car Park Spaces ^c			16,681	16,681	16,681	20,664	20,935	
Building Energy Intensity kWh/Car Park Spaces ^f	Energy-Int	CRE1	163	178	168	186	182	11%
Hammerson France Shopping Centre Portfolio (Whole portfolio)								
Total Landlord Obtained Electricity ^{a, d}	Elec-Abs	GRI-EN4	28,893,660	28,432,618	27,371,709	28,052,947	38,479,781	37%
Self Generated Electricity	Elec-Abs	GRI-EN3	0	0	0	0	0	
Electricity Consumption less Self Generated	Elec-Abs	GRI-EN3	28,893,660	28,432,618	27,371,709	28,052,947	38,479,781	37%
Landlord Supplied Tenants Electricity Consumption			3,071,985	2,642,072	n/a	n/a	n/a	
Natural Gas Consumption ^a	Fuels-Abs	GRI-EN3	14,268,742	9,123,904	10,067,152	14,105,802	9,144,821	-35%

2.2 Direct and Indirect Energy Consumption by Primary Energy Source - Whole Portfolio (kWh) cont'd

	EPRA Code	GRI Indicator	2010	2011	2012	2013	2014	% Change Y-O-Y
Landlord Supplied Tenants Natural Gas Consumption			0	0	0	0	0	
Diesel Consumption	Fuels-Abs	GRI-EN3	161,084	0	0	0	0	
Fuel Oils Consumption	Fuels-Abs	GRI-EN3	0	0	0	0	0	
District Heating and Cooling	DH&C-Abs	GRI-EN4	6,943,000	5,909,000	6,648,000	6,758,833	5,753,000	-15%
Common Parts Area (m ²)			82,691	82,691	82,691	82,691	101,141	
Building Energy Intensity kWh/M ² Common Parts Area (CPA) ^f	Energy-Int	CRE1	571	383	533	592	528	-8%
Hammerson France Retail Park Portfolio (Whole portfolio)								
Total Landlord Obtained Electricity ^a	Elec-Abs	GRI-EN4	191,237	136,156	52,743	76,680	98,377	5%
Self Generated Electricity	Elec-Abs	GRI-EN3	0	0	0	0	0	
Electricity Consumption less Self Generated	Elec-Abs	GRI-EN3	191,237	136,156	52,743	76,680	98,377	5%
Landlord Supplied Tenants Electricity Consumption			0	0	0	0	0	
Natural Gas Consumption ^a	Fuels-Abs	GRI-EN3	0	0	0	0	0	
Landlord Supplied Tenants Natural Gas Consumption			0	0	0	0	0	
Diesel Consumption	Fuels-Abs	GRI-EN3	0	0	0	0	0	
Fuel Oils Consumption	Fuels-Abs	GRI-EN3	0	0	0	0	0	
District Heating and Cooling	DH&C-Abs	GRI-EN4	0	0	0	0	0	
Car Park Spaces ^c			1,200	1,200	1,200	1,200	1,200	
Building Energy Intensity kWh/Car Park Spaces ^f	Energy-Int	CRE1	159	113	44	78	82	5%
Hammerson UK Offices Portfolio^b (Whole portfolio)								
Total Landlord Obtained Electricity ^a	Elec-Abs	GRI-EN4	38,288,640	48,201,172	10,541,543	5,769,140		
Self Generated Electricity	Elec-Abs	GRI-EN3	0	0	0	0		
Electricity Consumption less Self Generated	Elec-Abs	GRI-EN3	38,288,640	48,201,172	10,541,543	5,769,140		
Natural Gas Consumption ^a	Fuels-Abs	GRI-EN3	10,202,078	7,609,184	1,492,999	1,710,841		
Diesel Consumption	Fuels-Abs	GRI-EN3	11,628	9,131	0	0		
Fuel Oils Consumption	Fuels-Abs	GRI-EN3	0	0	0	0		
District Heating and Cooling	DH&C-Abs	GRI-EN4	0	0	0	0		
Common Parts Area (m ²)			91,987	91,987	6,464	6,464		
Building Energy Intensity kWh/M ² Common Parts Area (CPA) ^f	Energy-Int	CRE1	551	548	2,043	1,448		

Notes

a. Includes utilities obtained by landlord but consumed by tenant.
b. Following the sale of the Hammerson office portfolios in 2012/13 we only hold corporate office space. Corporate office data is reported in Table 2.11.
c. No car parking spaces for Rugby Retail Park available due to development nearby.

d. 16% estimated.
e. 7% estimated.
f. Excludes landlord supplied tenants' gas and electricity consumption.
g. 2013 data restated following data review.

2.3 Direct and Indirect Energy Consumption by Primary Energy Source - LfL Portfolio (kWh)

	EPRA Code	GRI Indicator	2010	2011	2012	2013	2014	% Change v. 2010	% Change Y-O-Y
Hammerson UK Shopping Centre Portfolio (LfL)									
% of whole portfolio covered ^e			88%	88%	70%	64%	64%		
Total Landlord Obtained Electricity ^a	Elec-LfL	GRI-EN4	43,561,321	41,825,022	39,249,344	37,950,952	35,504,344	-18%	-6%
Self Generated Electricity	Elec-LfL	GRI-EN3	0	0	0	0	0		
Electricity Consumption less Self Generated	Elec-LfL	GRI-EN3	43,561,321	41,825,022	39,249,344	37,950,952	35,504,344	-18%	-6%
Landlord Supplied Tenants Electricity Consumption	Fuels-LfL		0	565	272,114	443,392	432,635		-2%
Natural Gas Consumption ^a	Fuels-LfL	GRI-EN3	9,962,962	8,482,583	10,325,073	11,692,862	11,024,424	11%	-6%
Landlord Supplied Tenants Natural Gas Consumption	Fuels-LfL		2,020,548	4,133,592	3,847,819	5,457,974	5,551,259	175%	2%
Diesel Consumption	Fuels-LfL	GRI-EN3	35,558	42,444	0	0	0		
Fuel Oils Consumption	Fuels-LfL	GRI-EN3	0	96,500	0	0	0		
District Heating and Cooling	DH&C-LfL	GRI-EN4	1,365,580	790,000	1,054,000	1,385,009	978,254	-28%	-29%
Common Parts Area (m ²)			186,122	186,122	186,122	186,122	186,122		
Building Energy Intensity kWh/M ² Common Parts	Energy-Int	CRE1	284	253	250	242	223	-22%	-8%
Hammerson UK Retail Parks Portfolio (LfL)									
% of whole portfolio covered ^e			100%	100%	100%	55%	55%		
Total Landlord Obtained Electricity ^a	Elec-LfL	GRI-EN4	2,598,232	2,759,015	2,274,451	2,472,621	2,726,486 ^g	5%	10%
Self Generated Electricity	Elec-LfL	GRI-EN3	0	0	0	0	3,976		
Electricity Consumption less Self Generated	Elec-LfL	GRI-EN3	2,598,232	2,759,015	2,274,451	2,472,621	2,722,510	5%	10%
Landlord Supplied Tenants Electricity Consumption			133,017	0	73,562	68,006 ^h	57,096	-57%	-16%
Natural Gas Consumption ^a	Fuels-LfL	GRI-EN3	153,487	n/a	712	637 ^h	638	-100%	0%
Landlord Supplied Tenants Natural Gas Consumption			0	0	0	0	0		
Diesel Consumption	Fuels-LfL	GRI-EN3	0	0	0	0	0		
Fuel Oils Consumption	Fuels-LfL	GRI-EN3	0	0	0	0	0		
District Heating and Cooling	DH&C-LfL	GRI-EN4	n/a	n/a	0	0	0		
Car Park Spaces ^e			16,681	16,681	16,681	16,681	16,956	0%	0%
Building Energy Intensity kWh/Car Park Spaces ^f	Energy-Int	CRE1	157	165	132	144	158	0%	10%
Hammerson France Shopping Centre Portfolio (LfL)									
% of whole portfolio covered ^e			100%	100%	86%	75%	60% ^h		
Total Landlord Obtained Electricity ^a	Elec-LfL	GRI-EN4	28,405,056	27,718,424	26,630,130	28,006,647	28,745,395	1%	3%
Self Generated Electricity	Elec-LfL	GRI-EN3	0	0	0	0	0		
Electricity Consumption less Self Generated	Elec-LfL	GRI-EN3	28,405,056	27,718,424	26,630,130	28,006,647	28,745,395	1%	3%
Landlord Supplied Tenants Electricity Consumption			3,071,985	2,642,072	n/a	n/a	n/a		
Natural Gas Consumption ^a	Fuels-LfL	GRI-EN3	14,268,742	9,123,904	10,067,152	13,406,567	7,899,190	-45%	-41%

2.3 Direct and Indirect Energy Consumption by Primary Energy Source - LfL Portfolio (kWh) contd

	EPRA Code	GRI Indicator	2010	2011	2012	2013	2014	% Change v. 2010	% Change Y-O-Y
Landlord Supplied Tenants Natural Gas Consumption			n/a	n/a	n/a	n/a	n/a		
Diesel Consumption	Fuels-LfL	GRI-EN3	161,084	0	0	0	0	-100%	
Fuel Oils Consumption	Fuels-LfL	GRI-EN3	0	0	0	0	0		
District Heating and Cooling	DH&C-LfL	GRI-EN4	6,943,000	5,909,000	6,648,000	6,758,833	5,753,000	-17%	-15%
Common Parts Area (m ²)			82,691	82,691	82,691	82,691	82,691		
Building Energy Intensity kWh/M ² Common Parts	Energy-Int	CRE1	565	485	524	583	513	-9%	-12%
Hammerson France Retail Park Portfolio (LfL)									
% of whole portfolio covered ^e			100%	100%	100%	100%	100%		
Total Landlord Obtained Electricity ^a	Elec-LfL	GRI-EN4	191,237	136,156	52,743	76,680	98,377 ^f	-49%	5%
Self Generated Electricity	Elec-LfL	GRI-EN3	0	0	0	0	0		
Electricity Consumption less Self Generated	Elec-LfL	GRI-EN3	191,237	136,156	52,743	76,680	98,377	-49%	5%
Landlord Supplied Tenants Electricity Consumption			n/a	n/a	n/a	n/a	n/a		
Natural Gas Consumption ^a	Fuels-LfL	GRI-EN3	0	0	0	0	0		
Landlord Supplied Tenants Natural Gas Consumption			n/a	n/a	n/a	n/a	n/a		
Diesel Consumption	Fuels-LfL	GRI-EN3	0	0	0	0	0		
Fuel Oils Consumption	Fuels-LfL	GRI-EN3	0	0	0	0	0		
District Heating and Cooling	DH&C-LfL	GRI-EN4	0	0	0	0	0		
Car Park Spaces ^c			1,200	1,200	1,200	1,200	1,200		
Building Energy Intensity kWh/Car Park Spaces	Energy-Int	CRE1	159	113	44	78	82	-49%	5%
Hammerson UK Offices Portfolio^b (LfL)									
Total Landlord Obtained Electricity ^a	Elec-LfL	GRI-EN4	40,430,010	50,376,205	11,710,534	7,649,090			
Self Generated Electricity	Elec-LfL	GRI-EN3	0	0	0	0			
Electricity Consumption less Self Generated	Elec-LfL	GRI-EN3	40,430,010	50,376,205	11,710,534	7,649,090			
Natural Gas Consumption ^a	Fuels-LfL	GRI-EN3	10,202,078	7,609,184	1,492,999	1,710,841			
Diesel Consumption	Fuels-LfL	GRI-EN3	11,628	9,131	0	0			
Fuel Oils Consumption	Fuels-LfL	GRI-EN3	0	0	0	0			
District Heating and Cooling	DH&C-LfL	GRI-EN4	0	0	0	0			
Common Parts Area (m ²)			91,987	91,987	6,464	6,464			
Building Energy Intensity kWh/M ² Common Parts	Energy-Int		551	630	2,043	1,448			

Notes

- a. Includes utilities obtained by landlord but consumed by tenant.
b. Following the sale of the Hammerson office portfolios in 2012/13 we only hold corporate office space. Corporate office data is reported in Table 2.11
c. % Coverage shows proportion of total number of assets included within the like-for-like calculations
d. Following the sale of Hammerson's share of 10 Grosvenor Street, we

- no longer report tenant consumption for this building
e. 21% of France electricity data estimated
f. 5% of UK Retail Parks data estimated
g. Total French portfolio increased
h. 2013 data restated following data review.

2.4 Direct and Indirect GHG Emissions by Weight (mt CO₂e)

	EPRA Code	GRI Indicator	2010	2011	2012	2013	2014	% Change Y-O-Y
Hammerson UK Shopping Centre Portfolio (Whole portfolio)								
Total of Scopes			26,815	23,150	22,641	22,691	19,723	-13%
Scope 1	GHG-Dir-Abs	GRI-EN16	1,683	923	1,434	1,402	1,035	-26%
Scope 2	GHG-Indir-Abs	GRI-EN16	24,757	21,458	20,293	19,852	17,217	-13%
Scope 3 ^a		GRI-EN16	375	769	915	1,437	1,471	
Common Parts Area (m ²)			216,915	223,913	223,913	226,025	195,891	
Carbon intensity kgCO ₂ e/m ² common parts	GHG-Int	CRE1	94	79	98	98	106	8%
Hammerson UK Retail Parks Portfolio (Whole portfolio)								
Total of Scopes			600	1,315	1,251	1,521	1,762	16%
Scope 1	GHG-Dir-Abs	GRI-EN16	68	n/a	0	0	0	0%
Scope 2	GHG-Indir-Abs	GRI-EN16	474	1,315	1,216	1,491	1,736	16%
Scope 3 ^a		GRI-EN16	59	n/a	35	30	25	
Car Park Spaces			16,681	16,681	16,681	20,664	20,935	
Carbon intensity kgCO ₂ e/Car park spaces	GHG-Int	CRE1	39	85	81	74	84	15%
Hammerson France Shopping Centre Portfolio (Whole portfolio)								
Total of Scopes			6,323	4,636	4,870	6,116	4,402	-6%
Scope 1	GHG-Dir-Abs	GRI-EN16	2,626	1,679	1,853	2,467	1,683	-32%
Scope 2	GHG-Indir-Abs	GRI-EN16	3,641	2,946	3,005	3,095	2,941	14%
Scope 3 ^a			187	161	n/a	n/a	n/a	
Common Parts Area (m ²)			82,691	82,691	82,691	82,691	101,141	29%
Carbon intensity kgCO ₂ e/m ² common parts	GHG-Int	CRE1	68	52	59	63	52	-17%
Hammerson France Retail Park Portfolio (Whole portfolio)								
Total of Scopes			11	8	3	17		-65%
Scope 1	GHG-Dir-Abs	GRI-EN16	n/a	n/a	n/a	n/a	n/a	
Scope 2	GHG-Indir-Abs	GRI-EN16	11	8	3	17	6	-65%
Scope 3 ^a			n/a	n/a	n/a	n/a	n/a	
Car Park Spaces			1,200	1,200	1,200	1,200	1,200	
Carbon intensity kgCO ₂ e/Car park spaces	GHG-Int	CRE1	9	7	3	14	5	-65%

2.4 Direct and Indirect GHG Emissions by Weight (mt CO₂e) contd

	EPRA Code	GRI Indicator	2010	2011	2012	2013	2014	% Change Y-O-Y	% Change v. 2010
Hammerson UK Shopping Centre Portfolio (LfL)									
% of whole portfolio covered ^{a, c}			88%	88%	70%	64%	64%		
Total of Scopes		GRI-EN16	22,046	20,218	19,691	19,714	17,881	-9%	-19%
Scope 1	GHG-Dir-LfL	GRI-EN16	1462	800	1,192	1,147	2,039	78%	40%
Scope 2	GHG-Indir-LfL	GRI-EN16	20,193	18,637	17,525	17,074	15,842	-7%	-22%
Scope 3 ^{a, b}			371	249	120	195	190,792		
Common Parts Area (m ²)			186,122	186,122	186,122	186,122	186,122		
Carbon intensity kgCO ₂ e/m ² common parts	GHG-Int	CRE1	118	109	106	106	96	-9%	-19%
Hammerson UK Retail Parks Portfolio (LfL)									
% of whole portfolio covered			100%	100%	100%	55%	55%		
Total of Scopes		GRI-EN16	1,173	1,216	1,002	1,089	1,202	10%	2%
Scope 1	GHG-Dir-LfL	GRI-EN16	28	0	0	0	0	0%	-100%
Scope 2	GHG-Indir-LfL	GRI-EN16	1,087	1,216	970	1,060	1,177	11%	8%
Scope 3 ^{a, b}			58	n/a	32	29	25		
Car Park Spaces			16,681	16,681	16,681	16,681	16,956	-1%	-1%
Carbon intensity kgCO ₂ e/Car park spaces	GHG-Int	CRE1	67	73	58	64	69	8%	3%
Hammerson France Shopping Centre Portfolio (LfL)									
% of whole portfolio covered ^c			100%	100%	86%	75%	60%		
Total of Scopes		GRI-EN16	15,438	14,153	14,976	16,204	15,317	-5%	-1%
Scope 1	GHG-Dir-LfL	GRI-EN16	2,626	1,679	1,852	2,467	1,453	-41%	-45%
Scope 2	GHG-Indir-LfL	GRI-EN16	12,625	12,313	13,124	13,737	13,864	1%	10%
Scope 3 ^{a, b}			187	161	0	0	0		
Common Parts Area (m ²)			82,691	82,691	82,691	82,691	82,691		
Carbon intensity kgCO ₂ e/m ² common parts	GHG-Int	CRE1	184	169	181	196	185	-6%	0%
Hammerson France Retail Park Portfolio (LfL)									
% of whole portfolio covered ^c			100%	100%	100%	100%	100%		
Total of Scopes		GRI-EN16	15	8	3	5	6	28%	-59%
Scope 1	GHG-Dir-LfL	GRI-EN16	0	0	0	0	0		
Scope 2	GHG-Indir-LfL	GRI-EN16	15	8	3	5	6	28%	-59%
Scope 3 ^{a, b}			0	0	0	0	0		
Car Park Spaces			1,200	1,200	1,200	1,200	1,200		
Carbon intensity kgCO ₂ e/Car park spaces	GHG-Int	CRE1	12	7	3	4	5	28%	-59%

Notes

a. Includes tenant emissions where we are able to submeter.
b. Scope 3 emissions have not been reported consistently over the five years. We are focusing on expanding our scope 3 data but to change figures would not be representative or meaningful at this stage.

2.5 Refrigerant Data - Global kg CO₂e (Whole Portfolio)

Global Refrigerants	GRI Indicator	2010	2011	2012	2013	2014	Emission factor	Source	CFC emissions equivalent (tonnes)
R22	GRI-EN19	17	18	5	5	0	1810.00	Defra 2014	0.06
R134A	GRI-EN19	344	387	0	285	0	1300.00	Defra 2014	0.00
R143A	GRI-EN19	0	0	0	0	0	3800.00	Defra 2014	Not listed
R404a	GRI-EN19	0	0	0	2	0	3260.00	Defra 2014	Not listed
R407C	GRI-EN19	155	290	166	438	36	1526.00	Defra 2014	0.00
R410a	GRI-EN19	0	0	0	10	0	1725.00	Defra 2014	0.00
TOTAL ODP									0

2.6 Energy Saved Due to Conservation and Efficiency Improvements

Hammerson Group (£)	GRI Indicator	2010	2011	2012	2013	2014
Cost of energy ^c	GRI EN5	11,577,212	10,816,152	8,638,120	7,450,298	7,045,350
Estimated energy savings ^a	GRI EN5	n/a	761,060	2,178,032	1,187,822	404,948
Energy Efficiency Investment ^b	GRI EN5	211,000	594,278	2,638,252	1,048,526	636,991
Estimated energy savings in kWh since 2010 ^d	GRI EN5	n/a	2,422,931	6,086,903	6,008,778	7,716,638

Notes

a. Based on reductions in energy consumption at assets where investment in energy efficiency improvements had taken place. Improvements included upgrade to T5 lighting and moving from air conditioned to mixed mode or naturally ventilated environments. Calculations are based on year on year reduction in kWh and relevant energy unit cost.

b. Based on capital expenditure on energy efficiency projects.
c. Includes CCL charges from January to March at 0.524p per kWh. The April to December charge is 0.542p per kWh. Only 4 of our retail park assets are exempt from CCL due to green supplies and or not meeting the diminimus.
d. Based on LfL portfolio since 2010 baseline.

2.7 Other Relevant Indirect Green-House Gas Emissions by Weight (mt CO₂e)

	GRI Indicator	2010	2011	2012	2013	2014	Emissions Factor	Source
Business travel by air, rail, personal mileage and taxi ^a	GRI-EN17	n/a	n/a	n/a	470	614	Air travel	DEFRA 2014
							Domestic Business Class 0.29316	
							Shorthaul Business Class 0.23753	
							Economy Class 0.15835	
							Rail travel	
							Domestic 1st Class 0.04738	DEFRA 2014
						Economy 0.04738		
						International Business Class 0.01212		
							Road travel	DEFRA 2014
						Average taxi 0.24857		
							Road travel	DEFRA 2014
							Average personal car 0.18943	
							Average petrol car 0.19388	
							Average diesel car 0.18546	
Visitor journeys by car to our shopping centres (UK only) ^b	GRI-EN17	137,803	95,908	147,719	154,665	148,360	0.18943	DEFRA 2014

Notes

a. We collected business travel details for our Mandatory GHG Emissions reporting using the period of October 2013-September 2014. This is representative of CO₂e emissions from flights, car journeys, train journeys and taxis over 5 km.

b. Emissions associated with visitor travel are estimated based on annual footfall, our 2011 UK survey of visitor travel and the 2008 BCSC Report 'Contribution of the Retail Sector to the Economy'. We assume 2.4 people per vehicle and 11.91 mile round trip.

2.8 Initiatives to Reduce Indirect Energy Consumption and Reductions Achieved - GRI EN7

Initiative	Location	Benefits	Timeline
Continuation of environmental groups and forums	Global retail portfolio	Awareness raising, sharing information and good practice.	Ongoing
Implementation of Positive Growth Awards scheme at WestQuay	UK	All retailers who took part received an initial audit, advice on how to improve and a rating.	2012-2013
Further role out of Positive Growth Awards	Brent Cross and Silverburn	Gain retailer engagement on sustainability issues, share information and support store level staff in delivering savings	2014-15
Further role out of Positive Growth Awards	Rest of UK portfolio and pilot in France	Gain retailer engagement on sustainability issues, share information and support store level staff in delivering savings	2015 onwards
Inclusion of environmental clauses in new leases	Global retail portfolio	Promotes sharing of energy consumption data.	Ongoing
Lighting surveys to be completed to understand the potential reductions from LED	Highcross, Silverburn, Union Square & WestQuay	Gain an understanding of the project costs and energy saving benefits to allow for future budgets	2015
Energy audits to be completed in line with ESOS	Highcross & Union Square	To ensure legal compliance but to utilise the information provided to plan for future energy saving projects	2015
Centralise the asset led environmental management system & implement the system throughout the business	UK portfolio	To ensure all centres are meeting Hammerson's environmental requirements and are continually improving performance	2015-2016
Natural ventilation study identified air handling units behavioural changes to save energy.	Bullring	This led to a year on year energy reduction of 6%, through the better understanding of the buildings ability to retain heat, and reduce the heating set times	2014

2.9 Energy Efficiency Initiatives - GRI EN6, EN18 and EN26 (Whole Portfolio)

Initiative	Location	Benefits	Timeline
Conversion of shopping centres from air conditional to natural ventilation/mixed mode	5 UK, 1 French shopping centre	Lower carbon emissions of up to 25% - can be demonstrated by initial studies. Creation of additional income through double height shop fronts and additional car parking	2012-2015
Re-lamping of mall with LED	Saint Quentin, France	Lower lighting costs and electricity consumption. This will also enable us to see the longevity of the LED bulbs	Ongoing until March 2014
Re-lamping of car parks with LED	Grand Maine, France	Lower lighting costs and electricity consumption. This will also enable us to see the longevity of the LED bulbs	Ongoing until April 2014
The use of smoke windows instead of air conditioning	Place des Halles, O'Parinor, Bercy 2, France	Natural ventilation so no emissions. Lower cooling costs	Ongoing
Record customer energy consumption	French shopping centres	Create a database of usage for different retail categories and enable benchmarking	2011-2015
Lighting - Complete a survey of each centre to understand the energy saving potential and look to install where possible. Initiatives will include dimming, sensors & LED lighting replacements	8 UK shopping centres	Lower electricity costs and lower carbon emissions from lighting. Lower levels of light pollution	2014-2015
Install LED lighting in car parks, Back of House and Front of House areas	Bullring	Lower electricity costs and lower carbon emissions from lighting. Lower levels of light pollution	2014-2015
Install improved meter reading equipment and increase the visibility of the data	All UK Shopping Centres	Allow better monitoring of energy use, and inform behavioural changes	2014-2015
Natural Ventilation - complete a year long survey to consider natural ventilation/mixed mode	Bullring, West Quay, Brent Cross and Oracle	Gain a full understanding of the heating & cooling needs of the centre, and how to achieve natural ventilation wherever possible	2014
Investigate the potential for natural ventilation or mixed mode	WestQuay	Gain a full understanding of the heating & cooling needs of the centre, and how to achieve natural ventilation wherever possible	2013-2016
Conduct a survey of Solar PV Potential and put in a plan to retrofit PV where possible	All UK Shopping Centres and retail parks	Confirm our commitment to renewables and begin installing at the centres	2015-2017
Review viability of replacing early installed T5 with LED	WestQuay	Early inclusion in PPM will ensure optimum management of any upgrade and further reductions in emissions	2015 - 2016
Review of replacement of high mast lighting with LED	Brent Cross and Retail Park Portfolio	Lower electricity costs and lower carbon emissions from lighting. Lower levels of light pollution	2014 - 2015

2.10 Hammerson Corporate Office Environmental Data

	2013	2014
10 Grosvenor Street		
Total CO ₂ Emissions scopes 1 and 2 (kgCO ₂ e)	926,731	624,158
Landlord Obtained Electricity Consumption Total L + T (kWh)	1,879,956	1,777,432
Landlord Supplied Tenants Electricity Consumption	1,152,158	1,031,264
Hammerson Electricity Consumption (kWh)	727,798	746,168
Natural Gas Consumption L+T (kWh)	530,753	395,895
Landlord Supplied Tenants Natural Gas Consumption (kWh)	17,036	19,084
Hammerson Gas Consumption (kWh)	513,717	376,811
Hammerson Water Consumption (m ³)	5,063	4,513
Total Waste Quantity incl MRF (tonnes)	88	74
Net internal area (kWh)	2,622	2,622
Energy intensity/m ² occupied area (kWh/m ²)	474	428
Rue Cambon^a		
Total CO ₂ Emissions scopes 1 and 2 (kgCO ₂ e)	13,163	9,853
Landlord Shared Services (electricity) (kWh)	215,786	161,520
Total Landlord Obtained Water L + T (m ³)	n/a	n/a
Total Waste Quantity incl MRF, Hammerson shopfit and maintenance (tonnes)	n/a	n/a
Net internal area (m ²)	2244	2244
Landlord Supplied Tenants Natural Gas Consumption (kWh)	0	0
Energy intensity/m ² occupied area (kWh/m ²)	96	72
19 Bridge Street		
Total CO ₂ Emissions scopes 1 and 2 (kgCO ₂ e) ^{b, c}	31,749	28,587
Landlord Shared Services (electricity) (kWh)	n/a	50,324
Natural Gas Consumption L+T (kWh)	n/a	34,569
Total Landlord Obtained Water L + T (m ³)	51	182
Common Parts Area (m ²)	417	417

Hammerson Owned Transport (mtCO ₂ e)	EPRA Code	GRI Indicator	2010	2011	2012	2013	2014	Emission Factor	Source
Natural Gas Consumption L+T	GHG-Dir-Abs		n/a	n/a	n/a	165	3 ^d	0.18546	DEFRA 2014
Fuel Oils Consumption	GHG-Dir-Abs		n/a	n/a	n/a	n/a	2	0.19388	DEFRA 2014
Diesel Consumption	GHG-Dir-Abs		n/a	n/a	n/a	n/a	386	0.18943	DEFRA 2014

Notes

- a. Electricity data only is available for Rue Cambon.
b. 19 Bridge Street, vacated November 2013.
c. No waste data is available for the building.

- d. UK corporate offices only. No gas data for French corporate office provided.

Data Quality

The assets included in our water data coverage are listed in section 8. Water data continues to be a challenging area, particularly for the UK portfolio. Data is largely collected through manual meter reads and invoices and we continue to struggle with the timeliness and accuracy of billing in the UK. There is currently no clear business case for portfolio wide installation of water sub-meters as the cost would outstrip potential savings. However, our policy of introducing sub-metering where opportunities arise is gradually improving data quality. This is particularly important as the catering offer across the portfolios continues to rise.

Water consumption across our Retail Parks portfolios is minimal and largely for landscape irrigation purposes. We do not provide intensity data for these portfolios as there is no clear relationship between number of car parking spaces, our standard normalisation factor for retail parks, and water consumption. Our water data is not externally publicly assured.

Performance

A further 5% year-on-year reduction in water consumption in the like-for-like French shopping centre portfolio has contributed to an impressive 25% reduction against the 2010 baseline. Investment in sub metering has improved data capture and transparency particularly in terms of tenant consumption. This has inevitably encouraged efficiencies. We expect to see improvements in results across the UK portfolio as our metering strategy is rolled out.

A 2.6% reduction in water consumption for the like-for-like UK shopping centre portfolio is a move in the right direction. We are pleased that the introduction of our standardised, water efficient brief for washroom refurbishments is generating anticipated improvements.

3.1 Water Consumption - Whole Portfolios (m³)

	EPRA Code	GRI Indicator	2010	2011	2012	2013	2014	% change v. 2010	% Change Y-O-Y
Hammerson Group									
Total Landlord Obtained Water Consumption ^a	Water-Abs	GRI-EN8	914,803	847,158	747,969	816,299	837,684	-8%	3%
Tenant water usage (Landlord Supplied)	Water-Abs	GRI-EN8	432,332	421,885	441,199	536,772	536,271	24%	0%
Landlord obtained less tenant	Water-Abs	GRI-EN8	482,471	425,273	306,770	279,527	301,413	-38%	8%
Hammerson UK Shopping Centre Portfolio									
Total Landlord Obtained Water Consumption ^a	Water-Abs	GRI-EN8	367,922	404,232	388,276	449,884	445,028 ^g	21%	-1%
Landlord obtained less tenant	Water-Abs	GRI-EN8	217,151	249,635	251,114	204,157	207,424	-4%	2%
Building Water Intensity ^b (litres/visitor)	Water-Int	CRE2	1.0	1.4	1.5	1.3	1.3		
Tenant water usage (Landlord Supplied)	Water-Abs	GRI-EN8	150,771	154,597	137,162	245,727	237,604	58%	-3%
Hammerson UK Retail Parks Portfolio^{d, e}									
Total Landlord Obtained Water Consumption	Water-Abs	GRI-EN8	993	n/a	6,347	2,042	5,297	n/a ^f	159%
Landlord obtained less tenant	Water-Abs	GRI-EN8	993	n/a	3,581	1,508	4,838	n/a ^f	221%
Tenant water usage (Landlord Supplied)	Water-Abs	GRI-EN8	0	n/a	2,766	534	460	n/a ^f	-14%
Hammerson France Shopping Centre Portfolio									
Total Landlord Obtained Water Consumption ^a	Water-Abs	GRI-EN8	425,712	329,220	312,105	337,070	371,797	-13%	10%
Landlord obtained less tenant	Water-Abs	GRI-EN8	158,821	92,791	70,515	57,869	79,882	-50%	38%
Building Water Intensity ^c (litres/visitor)	Water-Int	CRE2	2.2	1.3	1.1	0.6	0.6		
Tenant water usage (Landlord Supplied)	Water-Abs	GRI-EN8	266,891	236,429	241,590	279,201	291,915	9%	5%
Hammerson France Retail Park Portfolio									
Total Landlord Obtained Water Consumption	Water-Abs	GRI-EN8	2,868	8,898	1,666	1,572	132	-95%	-92%
Landlord obtained less tenant	Water-Abs	GRI-EN8	2,868	8,898	1,480	199	132	-95%	-34%
Tenant water usage (Landlord Supplied)	Water-Abs	GRI-EN8	n/a	n/a	186	1,373	0	n/a	-100%
Hammerson UK Offices Portfolio^{d, e}									
Total Landlord Obtained Water Consumption	Water-Abs	GRI-EN8	117,308	104,808	39,575	25,731	n/a	n/a	n/a
Landlord obtained less tenant	Water-Abs	GRI-EN8	102,638	81,302	-13,350	12,548	n/a	n/a	n/a
Tenant water usage (Landlord Supplied)	Water-Abs	GRI-EN8	14,670	23,506	52,925	13,183	n/a	n/a	n/a

Total Water Withdrawal by Source (m ³)	GRI Indicator	2010	2011	2012	2013	2014
Hammerson Group						
Rainwater Harvested onsite	GRI EN8 & 10	0	0	0	0	0
Kitchens	GRI-EN8	0	0	4,353	2,149	0
Mains supply	GRI-EN8	841,779	840,843	743,616	814,150	837,684
Onsite extraction	GRI-EN8	73,024	6,315	0	0	0
Recycled/Reused water	GRI EN8 & 10	0	0	0	0	0
Total water consumption	GRI-EN8	914,803	847,158	747,969	816,299	837,684

Notes

a. Increase in catering portfolio 2013 onwards has increased water consumption.
b. Water intensity calculated as total water consumption in litres per visitor. Visitor numbers taken from annual footfall data. Water consumption at centres is largely from toilet facilities so is directly related to visitor footfall.

c. Restatement of French 2013 figure following update of visitor numbers.
d. The sale of the Hammerson Office Portfolio was completed in June 2013. Corporate office data is reported in Table 2.11.
e. We do not currently normalise water at our retail parks.
f. Not applicable due to incomplete data for 2010.
g. 9% estimated

3.2 Water Consumption - Like for Like Portfolios (m³)

	EPRA Code	GRI Indicator	2010	2011	2012	2013	2014	% change v. 2010	% Change Y-O-Y
Hammerson UK Shopping Centre Portfolio (LfL)^d									
% of whole portfolio covered consumption ^a			100%	100%	72%	72%	58%		
Total Landlord Obtained Water L + T	Water-LfL	GRI-EN8	326,812	394,786	368,501	423,279	411,966 ^f	26%	-3%
Landlord obtained less tenant	Water-LfL	GRI-EN8	176,041	240,189	231,339	187,391	182,191	3%	-3%
Kitchens	Water-LfL	GRI-EN8	0	0	0	0	0		
Onsite extraction	Water-LfL	GRI-EN8	0	0	0	0	0		
Recycled/Reused water	Water-LfL	GRI EN8 & 10	0	0	0	0	0		
Tenant water usage (Landlord Supplied)	Water-LfL	GRI-EN8	150,771	154,597	137,162	235,888	229,775	52%	-3%
Hammerson UK Retail Parks Portfolio (LfL)^e									
% of whole portfolio covered ^a			100%	100%	100%	55%	55%		
Total Landlord Obtained Water L + T	Water-LfL	GRI-EN8	993	n/a	6,347	5,615	5,186	n/a ^c	-8%
Landlord obtained less tenant	Water-LfL	GRI-EN8	993	n/a	6,010	5,328	4,845	n/a ^c	-9%
Kitchens	Water-LfL	GRI-EN8	0	0	0	0	0		
Onsite extraction	Water-LfL	GRI-EN8	0	0	0	0	0		
Recycled/Reused water	Water-LfL	GRI EN8 & 10	0	0	0	0	0		
Tenant water usage (Landlord Supplied)	Water-LfL	GRI-EN8	n/a	n/a	337	287	341	n/a	19%
Hammerson France Shopping Centre Portfolio (LfL)^d									
% of whole portfolio covered ^a			100%	100%	86%	88%	80%		
Total Landlord Obtained Water L + T	Water-LfL	GRI-EN8	425,712	307,835	312,105	337,070	318,108	-25%	-6%
Landlord obtained less tenant	Water-LfL	GRI-EN8	158,821	77,265	70,515	57,869	64,358	-59%	11%
Kitchens	Water-LfL	GRI-EN8	0	0	0	0	0		
Onsite extraction	Water-LfL	GRI-EN8	73,024	0	0	0	0		
Recycled/Reused water	Water-LfL	GRI EN8 & 10	0	0	0	0	0		
Tenant water usage (Landlord Supplied)	Water-LfL	GRI-EN8	266,891	230,570	241,590	279,201	253,750	-5%	-9%
Hammerson France Retail Park Portfolio (LfL)^e									
% of whole portfolio covered ^a			100%	100%	100%	100%	100%		
Total Landlord Obtained Water L + T	Water-LfL	GRI-EN8	2,868	8,898	1,666	1,572	132		
Landlord obtained less tenant	Water-LfL	GRI-EN8	2,868	8,898	186	199	132	-95%	-34%
Kitchens	Water-LfL	GRI-EN8	0	0	0	0	0		
Onsite extraction	Water-LfL	GRI-EN8	0	0	0	0	0		
Recycled/Reused water	Water-LfL	GRI EN8 & 10	0	0	0	0	0		
Tenant water usage (Landlord Supplied)	Water-LfL	GRI-EN8	n/a	n/a	1,480	1,373	n/a ^b		

Notes

a. % Coverage shows proportion of total number of assets included within the like-for-like calculations.

b. Landlord's supply no longer feeds tenant water consumption for this portfolio.

c. Not applicable due to incomplete data for 2010.

d. Not normalised due to difficulty of splitting our visitor numbers per asset.

e. We do not currently normalise water at our retail parks.

f. 9% estimated.

Data Quality

The assets included in our waste data reporting are listed in section 8. Waste data is separated into the streams reported below obtained either from waste transfer notes from our waste contractors or from our onsite teams where we have mini MRFs. The data is uploaded monthly into our reporting system by our onsite teams. Recycling data from waste contractors is estimated based on the average performance of the offsite MRF facility. We monitor MRF performance and request spot checks on lifts to ascertain the accuracy of estimates to ensure standards. Waste from the Retail Parks portfolio is minimal as it is largely from litter picking. Our waste data is not externally publicly assured.

Performance

Waste has been a key area of focus for the UK portfolio and progress has been good. We achieved our target of 75% diversion from landfill at our UK Shopping Centre Portfolio ahead of schedule in 2013. A new target of 85% was set for the UK Shopping Centres for 2015. Our focus on reducing waste to landfill has made substantial savings in landfill tax for our customers.

The introduction of zero waste to landfill legislation in Scotland has focused further attention on this area and particularly on the management of organic waste. Food waste is increasing as the proportion of restaurants across our portfolio rises. This requires careful management of the segregation of waste at restaurant unit level, increasing the risk of contamination of waste streams and subsequent increase in waste disposal costs. This has led to rising waste management costs during 2014 and we are working closely with the restaurants at Centre level to support them in managing the separation of waste so as to avoid the higher costs attached to the disposal of contaminated waste.

Lower landfill tax levels in France and a more limited waste management infrastructure, make it more challenging to achieve such significant improvements in waste management. Our recycling rates across the French assets remains substantially lower than in the UK. However, diversion from landfill continues to rise steadily.

4.1 Total Quantity and Percentage of Waste by Type and Disposal Method - Whole Portfolios (tonnes)

	EPRA Code	GRI Indicator	2010	%	2011	%	2012	%	2013	%	2014	%
Hammerson Group^d												
Total waste quantity	Waste-Abs	GRI EN23	35,296	100	26,843	100	32,499	100	30,053	100	38,347	100
Diverted from landfill	Waste-Abs	GRI EN23	26,269	74	18,836	70	23,011	71	25,697	86	32,948	86
Non-hazardous												
Recycled ^a	Waste-Abs	GRI EN23	17,038	48	14,667	55	17,702	54	20,967	70	22,860	60
Reused	Waste-Abs	GRI EN23	0	0	0	0	0	0	0	0	3.6	0
Composted	Waste-Abs	GRI EN23	9	0	504	2	2,862	9	2,335	8	3,166	8
Landfilled	Waste-Abs	GRI EN23	9,026	26	8,006	30	9,488	29	4,356	14	5,399	14
Incinerated (used for fuel)	Waste-Abs	GRI EN23	4,023	11	3,963	15	4,171	13	3,953	13	7,082	18
Incinerated (not used as fuel)	Waste-Abs	GRI EN23	0	0	0	0	969	3	658	2	654	2
Sent to MRF	Waste-Abs	GRI EN23	7,575	21	7,657	29	11,888	37	10,232	34	7,048	18
Hazardous landfill	Waste-Abs	GRI EN23	0	0	171	1	1	0	9	0	0	0
Hazardous recycled/reused/composted/incinerated/sent to MRF	Waste-Abs	GRI EN23	45	0	55	0	56	0	78	0	35	0

4.1 Total Quantity and Percentage of Waste by Type and Disposal Method - Whole Portfolios (tonnes) contd

	EPR Code	GRI Indicator	2010	%	2011	%	2012	%	2013	%	2014	%
Hammerson UK Total^d												
Total waste quantity	Waste-Abs	GRI EN23	21,197	100	20,464	100	22,090	100	24,577	100	28,372	100
Diverted from landfill	Waste-Abs	GRI EN23	15,726	74	14,553	70	18,746	83	22,029	89	27,101	95
Non-hazardous												
Recycled ^a	Waste-Abs	GRI EN23	13,149	62	11,917	58	14,778	67	18,732	76	16,927	60
Reused	Waste-Abs	GRI EN23	0.0	0	160.7	0	5.9	0	0.0	0	3.6	0
Composted	Waste-Abs	GRI EN23	13,149	62	12,077	59	14,784	67	18,732	76	16,931	60
Landfilled	Waste-Abs	GRI EN23	5,471	26	5,910	29	3,344	15	2,548	10	1,271	4
Incinerated (used for fuel)	Waste-Abs	GRI EN23	2,567	12	2,430	12	2,830	13	2,654	11	6,886	24
Incinerated (not used as fuel)	Waste-Abs	GRI EN23	0	0	0	0	968	4	523	2	503	2
Sent to MRF	Waste-Abs	GRI EN23	7,575	36	7,657	37	10,810	49	10,232	42	7,023	25
Hazardous landfill	Waste-Abs	GRI EN23	0.0	0	170.6	0	1.2	0	8.7	0	0.0	0
Hazardous recycled/reused/composted/incinerated/sent to MRF	Waste-Abs	GRI EN23	44.0	0	51.0	0	55.8	0	76.9	0	34.3	0
Hammerson France Total^d												
Total waste quantity	Waste-Abs	GRI EN23	14,099	100	6,379	100	10,409	100	5,476	100	8,095	100
Diverted from landfill	Waste-Abs	GRI EN23	10,544	75	4,283	67	4,265	41	3,668	67	5,721	71
Non-hazardous												
Recycled ^a	Waste-Abs	GRI EN23	3,889	28	2,750	43	2,924	28	2,235	41	3,200	40
Reused	Waste-Abs	GRI EN23	0	0	0	0	0	0	0	0	0	0
Composted	Waste-Abs	GRI EN23	0	0	0	0	0	0	0	0	385	5
Landfilled	Waste-Abs	GRI EN23	3,555	25	2,096	33	6,144	59	1,808	33	2,374	29
Incinerated (used for fuel)	Waste-Abs	GRI EN23	1,455	10	1,533	24	1,341	13	1,299	24	2,018	25
Incinerated (not used as fuel)	Waste-Abs	GRI EN23	0	0	0	0	0	0	134	2	0	0
Sent to MRF	Waste-Abs	GRI EN23	0	0	0	0	1,079	10	0	0	26	0
Hazardous landfill	Waste-Abs	GRI EN23	0	0	0	0	0	0	0	0	0	0
Hazardous recycled/reused/composted/incinerated/sent to MRF	Waste-Abs	GRI EN23	1	0	0	0	0	0	1	0	0	0
Hammerson UK Shopping Centre Portfolio (Whole Portfolio)^d												
Total waste quantity	Waste-Abs	GRI EN23	19,263	100	18,725	100	18,759	100	23,043	100	24,517	100
Diverted from landfill	Waste-Abs	GRI EN23	13,982	73	13,082	70	15,630	83	20,706	90	23,336	95
Non-hazardous												
Recycled ^a	Waste-Abs	GRI EN23	11,932	62	10,984	59	12,061	64	17,654	77	15,918	65
Reused	Waste-Abs	GRI EN23	0	0	161	1	0	0	0	0	0	0
Composted	Waste-Abs	GRI EN23	0	0	458	2	1,201	6	2,210	10	2,726	11
Landfilled	Waste-Abs	GRI EN23	5,280	27	5,643	30	3,129	17	2,337	10	1,182	5
Incinerated (used for fuel)	Waste-Abs	GRI EN23	2,050	11	1,937	10	2,660	14	2,530	11	4,266	17
Incinerated (not used as fuel)	Waste-Abs	GRI EN23	0	0	0	0	908	5	521	2	500	2
Sent to MRF	Waste-Abs	GRI EN23	6,410	33	7,291	39	10,478	56	9,810	43	6,575	27
Hazardous landfill	Waste-Abs	GRI EN23	0	0	1	0	1	0	9	0	0	0
Hazardous recycled/reused/composted/incinerated/sent to MRF	Waste-Abs	GRI EN23	44	0	54	0	56	0	77	0	34	0

	EPR Code	GRI Indicator	2010	%	2011	%	2012	%	2013	%	2014	%
Hammerson France Shopping Centre Portfolio (Whole Portfolio)^d												
Total waste quantity	Waste-Abs	GRI EN23	14,099	100	6,283	100	10,280	100	5,324	100	7,921	100
Diverted from landfill	Waste-Abs	GRI EN23	10,544	75	4,187	67	4,137	40	3,547	67	5,621	71
Non-hazardous												
Recycled ^a	Waste-Abs	GRI EN23	3,889	28	2,654	42	2,796	27	2,114	40	3,100	39
Reused	Waste-Abs	GRI EN23	0	0	0	0	0	0	0	0	0	0
Composted	Waste-Abs	GRI EN23	0	0	0	0	0	0	0	0	385	5
Landfilled	Waste-Abs	GRI EN23	3,555	25	2,096	33	6,143	60	1,777	33	2,300	29
Incinerated (used for fuel)	Waste-Abs	GRI EN23	1,455	10	1,533	24	1,341	13	1,299	24	2,018	25
Incinerated (not used as fuel)	Waste-Abs	GRI EN23	0	0	0	0	0	0	134	2	0	0
Sent to MRF	Waste-Abs	GRI EN23	0	0	0	0	1,079	10	0	0	26	0
Hazardous landfill	Waste-Abs	GRI EN23	0	0	0	0	0	0	0	0	0	0
Hazardous recycled/reused/composted/incinerated/sent to MRF	Waste-Abs	GRI EN23	1	0	0	0	0	0	1	0	0	0
Hammerson UK Retail Parks Portfolio (Whole Portfolio)^d												
Total waste quantity	Waste-Abs	GRI EN23	363	100	456	100	1,198	100	1,157	100	3,781	100
Diverted from landfill	Waste-Abs	GRI EN23	173	48	262	57	995	83	946	82	3,691	98
Non-hazardous												
Recycled ^a	Waste-Abs	GRI EN23	173	48	261	57	767	64	818	71	963	25
Reused	Waste-Abs	GRI EN23	0	0	0	0	6	0	0	0	4	0
Composted	Waste-Abs	GRI EN23	0	0	1	0	93	8	53	5	33	1
Landfilled	Waste-Abs	GRI EN23	191	52	194	43	203	17	211	18	89	2
Incinerated (used for fuel)	Waste-Abs	GRI EN23	0	0	0	0	38	3	20	2	2,591	69
Incinerated (not used as fuel)	Waste-Abs	GRI EN23	0	0	0	0	21	2	2	0	2	0
Sent to MRF	Waste-Abs	GRI EN23	218	60	166	36	201	17	346	30	448	12
Hazardous landfill	Waste-Abs	GRI EN23	0	0	0	0	0	0	0	0	0	0
Hazardous recycled/reused/composted/incinerated/sent to MRF	Waste-Abs	GRI EN23	0	0	0	0	0	0	0	0	0	0

Notes

- Recycled figures also include composted and reused.
- There is one asset in the French Retail Park Portfolio.
- Waste figures restated due to more accurate data collection of waste streams.
- No waste data estimated.

4.2 Total Quantity and Percentage of Waste by Type and Disposal Method - LfL Portfolios (tonnes)

	EPRA Code	GRI Indicator	2010	%	2011	%	2012	%	2013	%	2014	%
Hammerson UK Shopping Centre Portfolio (LfL)^c												
% of whole portfolio covered			100		100		72		72		58	
Total waste quantity	Waste-LfL	GRI EN23	17,051	100	16,232	100	16,124	100	20,089	100	23,582	100
Diverted from landfill	Waste-LfL	GRI EN23	12,450	73	11,789	72	13,809	86	18,267	91	22,550	96
Non-hazardous												
Recycled ^a	Waste-LfL	GRI EN23	10,573	62	9,794	60	10,240	64	15,214	76	15,252	65
Reused	Waste-LfL	GRI EN23	0	0	161	1	0	0	0	0	0	0
Composted	Waste-LfL	GRI EN23	0	0	447	3	1,123	7	2,057	10	2,659	11
Landfilled	Waste-LfL	GRI EN23	4,600	27	4,443	27	2,315	14	1,823	9	1,032	4
Incinerated (used for fuel)	Waste-LfL	GRI EN23	1,877	11	1,834	11	2,660	16	2,530	13	4,179	18
Incinerated (not used as fuel)	Waste-LfL	GRI EN23	0	0	0	0	908	6	521	3	500	2
Sent to MRF	Waste-LfL	GRI EN23	6,408	38	6,589	41	9,445	59	8,784	44	6,441	27
Hazardous landfill	Waste-LfL	GRI EN23	0	0	1	0	1	0	0	0	0	0
Hazardous recycled/reused/composted/incinerated/sent to MRF	Waste-LfL	GRI EN23	38	0	8	0	46	0	9	0	34	0
Hammerson France Shopping Centre Portfolio (LfL)^c												
% of whole portfolio covered			100		100		86		88		80	
Total waste quantity	Waste-LfL	GRI EN23	14,099	100	6,283	100	10,280	100	5,324	100	6,220	100
Diverted from landfill	Waste-LfL	GRI EN23	10,544	75	4,187	67	4,137	40	3,547	67	4,660	75
Non-hazardous												
Recycled ^a	Waste-LfL	GRI EN23	3,889	28	2,654	42	2,796	27	2,114	40	2,316	37
Reused	Waste-LfL	GRI EN23	0	0	0	0	0	0	0	0	0	0
Composted	Waste-LfL	GRI EN23	0	0	0	0	0	0	0	0	306	5
Landfilled	Waste-LfL	GRI EN23	3,555	25	2,096	33	6,143	60	1,777	33	1,560	25
Incinerated (used for fuel)	Waste-LfL	GRI EN23	1,455	10	1,533	24	1,341	13	1,299	24	2,018	32
Incinerated (not used as fuel)	Waste-LfL	GRI EN23	0	0	0	0	0	0	134	3	0	0
Sent to MRF	Waste-LfL	GRI EN23	0	0	0	0	1,079	10	0	0	26	0
Hazardous landfill	Waste-LfL	GRI EN23	0	0	0	0	0	0	0	0	0	0
Hazardous recycled/reused/composted/incinerated/sent to MRF	Waste-LfL	GRI EN23	1	0	0	0	0	0	1	0	0	0

	EPRA Code	GRI Indicator	2010	%	2011	%	2012	%	2013	%	2014	%
Hammerson UK Retail Parks Portfolio (LfL)^c												
% of whole portfolio covered			100		100		100		55		55	
Total waste quantity	Waste-LfL	GRI EN23	363	100	421	100	1,066	100	746	100	3,375	100
Diverted from landfill	Waste-LfL	GRI EN23	173	48	235	56	962	90	661	89	3,295	98
Non-hazardous												
Recycled ^a	Waste-LfL	GRI EN23	173	48	235	56	755	71	536	72	567	17
Reused	Waste-LfL	GRI EN23	0	0	0	0	6	1	0	0	4	0
Composted	Waste-LfL	GRI EN23	0	0	0	0	93	9	53	7	33	1
Landfilled	Waste-LfL	GRI EN23	191	52	186	44	103	10	85	11	80	2
Incinerated (used for fuel)	Waste-LfL	GRI EN23	0	0	0	0	38	4	20	3	2,591	77
Incinerated (not used as fuel)	Waste-LfL	GRI EN23	0	0	0	0	0	0	0	0	2	0
Sent to MRF	Waste-LfL	GRI EN23	218	60	166	39	192	18	246	33	262	8
Hazardous landfill	Waste-LfL	GRI EN23	0	0	0	0	0	0	0	0	0	0
Hazardous recycled/reused/composted/incinerated/sent to MRF	Waste-LfL	GRI EN23	0	0	0	0	0	0	0	0	0	0
Hammerson France Retail Parks Portfolio Absolute and LfL^{b, c}												
% of whole portfolio covered			100		100		100		100		100	
Total waste quantity	Waste-LfL	GRI EN23	0	100	96	100	130	100	152	100	174	100
Diverted from landfill	Waste-LfL	GRI EN23	0	0	96	100	130	100	121	80	100	57
Non-hazardous												
Recycled ^a	Waste-LfL	GRI EN23	0	0	96	100	128	98	121	80	100	57
Reused	Waste-LfL	GRI EN23	0	0	0	0	0	0	0	0	0	0
Composted	Waste-LfL	GRI EN23	0	0	0	0	0	0	0	0	0	0
Landfilled	Waste-LfL	GRI EN23	0	0	0	0	1	0	31	20	74	43
Incinerated (used for fuel)	Waste-LfL	GRI EN23	0	0	0	0	0	0	0	0	0	0
Incinerated (not used as fuel)	Waste-LfL	GRI EN23	0	0	0	0	0	0	0	0	0	0
Sent to MRF	Waste-LfL	GRI EN23	0	0	0	0	0	0	0	0	0	0
Hazardous landfill	Waste-LfL	GRI EN23	0	0	0	0	0	0	0	0	0	0
Hazardous recycled/reused/composted/incinerated/sent to MRF	Waste-LfL	GRI EN23	0	0	0	0	0	0	0	0	0	0

Notes

- a. Recycled figures also include composted and reused.
b. There is one asset in the French Retail Park Portfolio.
c. No waste data estimated.

4.3 Waste initiatives (GRI EN26)

Initiative	Location	Benefits	Timeline
Centralised waste strategy and agreed a contract with one waste contractor for the UK portfolio	UK shopping centres	Improved access to different waste recycling streams, increased transparency and performance based on contract	Closed, this was concluded in 2013.
Centralised waste strategy. To agree a contract with one or two waste contractors for the French portfolio	French shopping centres	Improved access to different waste recycling streams, increased transparency and performance based on contract	2014-2016
Organic waste pilot to be conducted in Saint Quentin	Saint Quentin, France	Increase in food recycling, reduce costs in landfill tax	Ongoing
Install a mini MRF	Union Square, Aberdeen and Oracle, Reading	Prevent contaminated waste & increase recycling	2014-2015
Work with waste contractors to improve recycling rates	All UK shopping centres	Increase recycling	2014-2016
Consider the viability of anaerobic digestion	All UK shopping centres	Eliminate food waste	2014-2016
De-centralisation of the waste contractor for the UK Portfolio. It was recognised that there is no 1 contractor who performs well in all regions, a trial at Highcross demonstrated that in some cases a local provider can achieve better recycle rates. We will now work with the cleaning contractor to assess where a local provider may be a more appropriate option	All UK shopping centres	Increase recycle rates through the use of local contractors	2015-2016

5.1 Resource Use Indicators

	2010	2011	2012	2013	2014	
Proportion of new developments undertaken on brownfield land	100%	100%	100%	100%	100%	
GRI PR3 type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements	Italie 2 extension, Paris - HQE	Extension at Drakehouse, Ravenhead and Spiceal Street, Bulring	WestQuay dining refurbishment	"Italie 2 mall refurbishment Place des Halles mall refurbishment Grand Maine mal and car park refurbishment Espace Plus mall refurbishment (ongoing march 2014)	O'Parinor mall and car park refurbishment (on going April 2014"	Victoria Gate, Leeds Silverburn extension, Oracle Cau restaurant extension, Elliott's Field Retail Park, Rugby Abbotinch Retail Park Phase 2 Cyfartha Retail Park, Merthyr Tydfil Terrasses du Port, Marseille Jeu de Paume, Beauvais UGC O'Parinor, Aulnay sous Bois Espace Plus mall refurbishment O'Parinor mall and car park refurbishment
GRI EN2 Percentage of materials that are recycled input materials	N/A no applicable construction activities	N/A no applicable construction activities	N/A no applicable construction activities	N/A no applicable construction activities	Recycled content by weight: Victoria Gate, Leeds - 22% project total to date Silverburn extension - 60% steel; 100% aggregate Elliott's Field Retail Park, Rugby - Over 50% aggregate; 60% steel Abbotinch Retail Park Phase 2 - 49% project total	
GRI EN23 total number and volume of significant spills	Bulring: 2 minor spills of 2 litres of oil, 2 major incidents of 16 metric tonnes of waste (including a high percentage of water) due to waste backing up from toilets. There was no environmental impact as all waste was contained inside one of the retailer storage areas. In both cases the waste was taken away in tankers.	Brent Cross: 9 minor spills, hydraulic leaks from the compactors	Minor spills at Brent Cross and WestQuay, Hydraulic leaks from the compactors	Brent Cross Fuel: 3 x hydraulic oil spills from compactors, 1 x hydraulic oil spill from baling machine, 1 x cooking oil spill from a restaurant (internal)	Brent Cross Fuel: 1 minor spill from customer car crash which was contained. 8x oil spills. 3 x oil leak from misc external contractor/delivery vehicles in surface car park/service yard. Possibly affected drainage (small impact only) 1 x hydraulic oil leak from GBM tenant machine in surface car park. Contained and no drainage affected. 2 x hydraulic oil leak from waste compactor. Contained and no drainage affected. 2 x cooking oil spillage in service yard. The larger of the two incidents reported to EA and drain pumped out.	

5.1 Resource Use Indicators contd

2010	2011	2012	2013	2014
The Oracle: 2 major spills of 2 cubic metres of waste whereby floods in the service yard caused the foul drains to back up. This effluent was discharged before flow regulators kicked in stemming the flow. The situation was addressed by adding flow regulators to stop drains backing up in the service yard. As a result of the incident, the existing flood response procedure was improved to provide further information on channelling flood water away from drains to areas where it can be managed more appropriately.	WestQuay: 2 minor spills A3 yard - cooking oil from KFC store leaking into the service yard. Small amount of oil. Negligible impact. B2 yard-paint from New Look sub-contractor poured down drain. Drain was dry and absorbed the paint. Paint cleaned and removed before leaving drains in yard. No impact.	Bullring: 4 diesel leaks from customer vehicles at Bullring	Brent Cross Chemical: 1 x paint spillage (kids threw a tin of paint off MSCP). No drains in immediate area so spill could be contained before entering drainage system. Highcross: 2 compactor vehicle hydraulic ram faulty seals resulting in major spills. 1 basement flood from damaged high level water pipe.	Brent Cross Chemical: 1 x car fire in surface car park. Contaminated fire water and other chemicals entered drain. Reported to EA. 1 x paint spillage in service yard (insecure transportation by Mothercare staff) Contained and no drainage affected. 1 x spillage of car brake fluid/ radiator chemicals in surface car park from customer car crash. Chemicals entered drainage (as police did not allow immediate access to bund drains). Incident reported to EA. 2 x misc contractor spillages of chemicals leaking from skips. 1 resulted in small quantity of waste marble dust entering drain. Otherwise spills contained.
Silverburn: 2 minor spills of 2 litres of fuel	France: None	France: None	WestQuay: 1 major spill - drain blockage caused by retailer disposal of items such as blue towels/gloves and sanitary materials through sewers leading to backup of foul drains to service yard. Total volume unknown. Drain doctor, Southern Water and Environment Agency were contacted. Drain doctor responded to site and removed blockage. 5 minor spills - Including diesel, paint, oil and hydraulic fluid - varying small quantities, none entered drainage and were dealt with accordingly	Bullring Fuel: 2 vehicles spilt diesel in the external areas (one delivery lorry 1 litre and one unknow as quantity was spread with rain, but only a small amount). The clean up sucked up 450 litres of water. 1 motorcycle dropped 1 litre of petrol in the car park, it was contained. Cooking oil spill in service yard it was dripping from back of a lorry, all contained, approximately 20 litres. Bullring sewage incidents 2 x inside retailers demise, quantity unknown, caused by blocked drains, it was redirected to foul sewer.
France: None			Union Square: 1 spill incident - Lorry lost Engine Oil Vehicle was quarantined and spillage was contained and cleared. Vehicle was later recovered.	"Oracle Fuel: 1 x Petrol leak - rear of main lift lobby (car park exit)- went on to tarmac. No impact. 2 x leaks/spill of cooking oil from rear of wagamamas from the unit moving containers to storage area- small volume- no impact as both times it was on to tarmac The third leak was hydraulic oil leaking from contractors vehicle on the riverside paved area- very small amount but dripped over a long stretch along riverside- no impact."

2010	2011	2012	2013	2014
			Oracle: Small spillages - Small spill in Yeild Hall Lane, Cooking oil rear of Slug and Lettuce, 2x car oil in car park, leak from van in service yard. All on concrete and dealt with accordingly .	Union Square Fuel: Delivery Lorry to Boots oil spill service yards cleaned quickly and efficiently by GBM
			Highcross: 2 compactor vehicle hydraulic ram faulty seals resulting in major spills. 1 basement flood from damaged high level water pipe.	WestQuay Fuel: 3 x car parks from either private vehicles or large cleaning equipment. 1 x cooking oil spill from bin in service yard. 1 x hydraulic fluid (oil) leak from cleaning equipment in service yard.
			Brent Cross: 2 cooking oil spills by retailers at Brent Cross	WestQuay Chemical: 2x private vehicle coolant leakages in car parks. 1x paint spillage from bin after contractor disposed of in WQ waste stream. 2x foul drainage backups in car parks and service yards from foul sewer blockages. 1x flooring screed spill released into ACCO surface gully by contractors (contained before solids entered main drainage, also protected by interceptor).
			France: None	France: None
			<p>GRI EN28 Monetary value of significant lines and total number of non monetary sanctions for non compliance with environmental laws and regulations</p> <p>Nil</p>	<p>Nil - 1 occurrence of non compliance with environmental laws and regulations at Brent Cross raised by the UK Environmental agency in relation to a river outfall contamination near Brent Cross. After investigation, it was found that the pollution was from another source. The positive outcome of this investigation was the opportunity to raise awareness with our retailers who received pollution prevention from the Environmental Agency.</p> <p>Nil</p>

Since 2009 Hammerson have consistently used a Connected Reporting Framework to disclose financial indicators related to sustainability performance. Table 6.1 sets out the methodological notes associated with the tables. The data relates to our resource consumption for which we have operational control across our managed portfolio.

Our carbon emissions intensity has fallen, reducing our and our tenants exposure to charges under CRCEES. Our energy costs have continued to fall as we manage down key areas of consumption.

The data also shows the progress being made on waste management and the value this is generating for our retail customers. This is particularly critical following introduction of zero to waste in Scotland.

An extract of Table 6.2 was published in our 2014 Annual Report and Accounts alongside our mandatory green house gas emissions disclosures.

6.1 CRF Methodological Notes

Indicator	Definition	Data Coverage	Data Qualifying Note and Principle Applied
Energy cost	Charges for building energy consumption (excluding transport), including standing charges and environmental taxes (e.g. Climate Change Levy)	All properties included in 2010, 2011, 2012, 2013, 2014	Source of cost data use, in order of priority For all energy types with kWh consumption, we include corresponding energy cost All Hammerson obtained energy (including sub metered tenant consumption)
Water cost	Charges for both water and wastewater along with standing charges and any water/environmental taxes	All UK and French managed properties included	Where neither of the above has been provided by the assets, the average unit cost in that year for that property type (preferably from the same country) is multiplied by the consumption
Waste cost	Standing charges, landfill/environmental taxes (e.g. Landfill Tax in the UK), labor costs, and equipment rental	Inclusion of all managed properties where data is available	Cost information provided by the assets
Climate change levy expenditure (UK only)	Amount of electricity and gas upon which Climate change Levy is due and the appropriate Levy	Climate Change Levy only applied across our UK Shopping Centres until October 2014 when we negotiated a new Green Energy contract. Only two of our UK Retail Park properties are exempt from CCL	0.541p per kWh for electricity and 0.188p for natural gas
Energy efficiency investments	Examples of energy efficiency investments include the replacement of lighting systems, voltage optimisation, natural ventilation, upgrade of Building Management systems, any work related to the insulation of buildings	Across all portfolios where applicable.	
Investments in waste management improvements	Includes: Low capital investment rechargeable through the service charge and capital investment Examples: acquisition of composter and bailers, improvement of onsite facilities for the segregation of waste	Across all portfolios where applicable.	
Investments in water management improvements	Examples of water management improvements can include water saving devices at fit out, change to the chilling systems under landlord control and a standardised water efficient brief for centre toilet refurbishments	Across all portfolios where applicable.	

6.2 Connected Reporting Framework

Group Energy Costs and Savings (£000)	2011	2012	2013	2014
Cost of landlord obtained energy	9,707	9,404	7,025	7,051 ^b
Estimated energy savings	1,231	1,032	407	421
Energy efficiency investment	1,157	3,616	1,854	637

Group Waste Costs and Savings (£000)

Amount saved in landfill	879 ^a	1,120	1,568 ^a	2,247 ^c
Income from sale of waste	190	15	197 ^a	151
Cost of waste disposal	2,031	1,852	2,019 ^a	2,119

Suppliers

Percentage of total suppliers by value engaged on sustainability (%)	n/a	100	71	71
Number of suppliers over £100k by contract value	107	302	165	148
Value of contracts with suppliers we engaged on sustainability (£m)	86	193	87	87

Communities

Direct contributions (£000)	932	599	431	1,700
Indirect contributions (£000)	366	446	299	407
Number of organisations that benefited from Hammerson's direct and indirect contributions	389	347	398	332

Customers

Top 75 customers engaged on sustainability (%)	n/a	24	32	28
Number of green leases in portfolio	896	1,250	1,401	1,637

Investors

Direct number of investors with whom we had collective or individual meetings	25	13	1	12
Total number of shares held by the top 20 investors (31.12.14) (m)	417	396	407	451
Total number of shares held by those top 20 investors with whom Hammerson engaged on sustainability (31.12.14) (m)	148	170	108	184

Employees

Total expenditure on training (£000)	482	357	212	179
Total hours spent on training	7,400	5,000	6,000	4,000

Carbon Year-on-year CO₂e Emissions Intensity by Portfolio (kgCO₂e per m² common parts/year)

UK shopping centres	100	84	99	96
UK retail parks	96	79	90	85
French shopping centres	102	97	71	53

Note

a. Figures restated due to recalculations based on updated waste stream figures.

b. Restated due to updated energy costs after a billing issue.
c. Restated due to misreported waste stream data.

Data Quality

We have invested time and resource in developing our community data monitoring systems to establish a robust mechanism for accurately capturing data at asset level. This is a major area of focus as the assets are significant catalysts for community engagement activity and have strong relationships with local organisations. There is still work to be done; this data is relatively complex, quantitative data often being hard to capture and outcomes and impacts subjective. Our focus will continue in this area in 2015 particularly as our development activity continues to increase.

The Voluntary Investment data reported here has been input at asset level and verified at head office. We use the London Benchmarking Group to benchmark our performance and ensure our data is comparable with our peer group.

Our employee, training and externally assured health and safety performance data is based on our HR and health and safety management systems.

Performance

During 2014 we have seen an expansion in community engagement activity as predicted, and this is reflected in the increased figures for direct and indirect investment. Improved reporting procedures have also allowed us to capture data more accurately but there has been an expansion in activity within the existing assets and the developments. The implementation of community engagement plans at each asset has supported a more coherent approach to this work at asset level. Our active support of major community initiatives such as Somewhere to, Let's Talk Shop and Lives Not Knives are tangible outputs of this approach.

As one of our key stakeholder groups, our suppliers have been a particular focus of attention. The launch of the online supply chain survey in 2011 was well received and has provided an opportunity to identify and recognise good practice in our supply chain whilst raising our suppliers' awareness of our own requirements and standards. We are able to engage with all our significant suppliers in this way – those with contracts in excess of £100,000 p.a.

We published our second annual Supplier Report in April 2015, showcasing some of the good practice reported through the survey. The survey is providing useful data for Hammerson as we learn more about the sustainability activities that are becoming increasingly common across different sectors. It is also proving useful for our suppliers who use the outcomes to benchmark their performance and the feedback reports to identify areas for improvement. We see this positive approach of encouraging good practice through recognition as a productive way of developing strong relationships with our stakeholders.

The online survey has been translated into French and will be used with our French suppliers in 2015.

7.1 Nature, scope, and effectiveness of any programs and practices that access and manage the impacts of operations on communities, including entering, operating, and exiting - GRI S01

Question	France	UK
Are programmes in place for assessing the impacts of operations on local communities?	<p>In France, three conventions in place at a corporate level focusing community investment activity on: Employment/Local entrepreneurship/City (town) centre relationships.</p> <p>The UK community framework was adapted to reflect this activity and a bespoke plan developed for the Marseille development. Key to this was ensuring local people from the benefited development. The team worked with national Pole Emploi. The partnership was instrumental in providing access to jobs to people who had previously experienced difficulties gaining employment. Of the 805 people who gained jobs as a result of the initiative, 62% were previously registered as unemployed jobseekers, 31% are from deprived areas of the city, and 41% are under the age of 25.</p> <p>A key focus of the initiative was providing skills training. Les Terrasses de l'Emploi financed 585 training courses for local people, with subjects including sales and customer service, cookery, security and English language.</p>	<p>We have community engagement plans in place at all development projects including Croydon, Methyr Tydfill, Leeds, Brent Cross, West Quay, Silverburn and Elliotts Field. We also have employment and skills plans in place at Leeds, Silverburn, Watermark Place West Quay and Croydon. We have established community engagement plans for all managed assets too. The plans are designed to capture, communicate and improve the regeneration impact of our developments and assets on local communities. This includes suggested actions and recommendations for engaging with local communities. We also work at a strategic level with community organisations such as East London Business Alliance to understand the diverse needs of communities and adapt our operations in line with this.</p> <p>All assets have a corporate community plan bespoke to the local area. This provides a framework for identifying all community activity, ensuring it is aligned to centre and local community needs with clear yearly and three-yearly targets.</p> <p>This enables us to review impacts on the local communities in which we operate with local on-site teams. Aligned with the London Benchmark Group, Hammerson has worked to develop more in-depth training tools for onsite teams to ensure community data is tracked and logged more effectively. We capture data locally on community activity at our managed assets. In 2013, we published research examining the real impact of shopping centres on local communities which reviewed analysed economic, social and environmental impacts through qualitative and quantitative data analysis.</p>

7.1 Nature, scope, and effectiveness of any programs and practices that access and manage the impacts of operations on communities, including entering, operating, and exiting - GRI S01 contd

Question	France	UK
What do the programmes or policies define?	The conventions set out specific targets and responsibilities to a corporate and local level	The framework defines and provides tools to identify the local community profile and key priorities and how to align with Hammerson's community strategy. It includes guidance on developing programmes around three key community impact areas: People, Place, Prosperity. The community plans enable activity to be aligned directly to local and business objectives specifically around areas of long-term engagement and youth engagement. It also ensures all activity is aligned with the community investment data tool to measure and evaluate community impacts.
The number of operations to which the policies apply?	10	37
The percentage of operations to which the programmes apply?	83%	97%
Whether the organisation's programmes for managing community impacts have been effective in mitigating negative impacts and maximising positive impacts, including the scale of persons affected?	The community investment tool was revised to evaluate convention activity.	The community plans have enabled our assets and developments to identify key risks within the area and potential activities to mitigate against these in the long-term. Our community tool has enabled tracking of activity across all locations and provide additional guidance on charitable organisations to work with that meet Hammerson's corporate guidelines such as religious engagement, as well as tracking in line with our corporate bribery and corruption mitigations. It has also strategically focused our community activity on the areas of material impact for the business- education, employment, enterprise as well as provide the flexibility to support local causes to each centre.
Examples of how feedback and analysis of data on community impacts have informed steps toward further community engagement on the part of the reporting organisation:	The Marseille community plan tracks stakeholder relationships and progress against the objectives set out in each convention. Community audit has allowed for all centres activities to be assessed and revised.	We review our community impacts and feedback throughout the year. All of our developments have a steering group in place to monitor and inform current and future community plans. These steering groups have representatives from the local community. With regards to existing assets, each asset has a steering group which reports into a group community group. This enables us to respond to strategic issues and local needs. For example, lack of apprenticeship opportunities was resolved by creating an apprenticeship pilot at Highcross (community feedback). During 2014, we analysed the company's impact on local communities through stakeholder workshops. Using the feedback from this and data, a report was presented to assets with recommendations to closer align the activities with the community investment strategy and further guidance on recording community activities. We also used this information to shape our sustainability strategy and produce guidance on issues with Age Concern.
Community investment through planning agreements?	Marseille: €2,000,000 2014-2017 Beauvais: €300,000 2015-2017	£200,000 at Abbotsinch

7.2 Voluntary Investment (Direct and Indirect)

Indicator	2010	2011	2012	2013	2014	Commentary on Trend
TOTAL VOLUNTARY INVESTMENT	£1,136,457	£1,297,550	£1,045,146	£756,389	£2,072,411	Increase in development activity.
Total value of direct contributions to the community broken down by type of contribution and country	£735,681	£931,762	£598,795	£393,549	£1,665,155	Increase in units let to charities on development related initiatives and improved retail park reporting.
Cash contributions	£489,235	£485,555	£294,571	£250,057	£573,494	Increase in development activity.
Value of staff time	£56,260	£133,661	£82,893	£57,858	£212,396	Increase in development activity.
In-kind donations	£190,186	£312,546	£221,331	£66,301	£879,264	Improved reporting of empty units
Total in kind – Corporate	£500	£0	£0	£450	£21,500	
Total in kind – Developments	£1,460	£0	£0	£249	£17,769	
Total value of indirect contributions to the community generated from other sources than Hammerson	£400,776	£365,788	£446,352	£362,840	£407,256	Small increase, data now in line with previous years.
Retail portfolio (Shopping Centres and Retail Parks)	£371,546	£334,219	£413,859	£362,390	£790,413	
Charity collections and money raised from sales	£241,718	£269,930	£248,674	£194,889	£233,504	
Value of HOL and non Hammerson staff time dedicated to community activities	£27,811	£28,754	£61,387	£112,689	£112,301	
Other leverage (e.g. other external partners, employees' contributions and service charge)	£102,017	£35,536	£103,798	£55,262	£48,422	
Offices	£1,040	£31,569	£32,493	N/a	N/a	
Charity collections and money raised from sales	£129	£27,548	£21,884	N/a	N/a	
Value of HOL and non Hammerson staff time dedicated to community activities	£611	£0	£0	N/a	N/a	Hammerson sold the last of its office portfolio in June 2013.
Other leverage (e.g. other external partners, employees' contributions and service charge)	£300	£4,021	£10,609	N/a	N/a	
Corporate	£28,190	£0	£0	£0	£133,678	
Charity collections and money raised from sales	£28,190	£0	£0	£0	£40,657	Result of staff organised fundraising events including Paris-Marseille Bike ride, Haiti Hospice Appeal and various marathons.
Value of HOL and non Hammerson staff time dedicated to community activities	£0	£0	£0	£0	£85,801	
Other leverage (e.g. other external partners, employees' contributions and service charge)	£0	£0	£0	£0	£7,220	
Developments	£0	£0	£0	£25,014	£69,024	Development activity in Croydon, Leeds, Brent Cross, Southampton, Marseille, Merthyr Tydfil.
Charity collections and money raised from sales	£0	£0	£0	£0	£0	
Value of HOL and non Hammerson staff time dedicated to community activities	£0	£0	£0	£0	£29,024	
Other leverage (e.g. other external partners, employees' contributions and service charge)	£0	£0	£0	£0	£40,000	

7.2 Voluntary Investment (Direct and Indirect) contd

Indicator	2010	2011	2012	2013	2014	Commentary on Trend
Mandatory Investments - Developments						
Community investment through planning agreements	£160,303	£44,656	£0	£0	£0	
Other Indicators						
Number of organisations that benefitted from Hammerson direct and indirect contributions	202	389	347	398	332	
Full time equivalents on direct CR activities	7	12	10	11	12	
% Volunteering day entitlements taken up by employees	0	1	1	3	78	New Volunteering Policy launched.
Jobs created from developments	n/a	0	315	174	1384	Development activity in Croydon, Leeds, Brent Cross, Southampton, Marseille, Merthyr Tydfil.
% Previously unemployed	n/a	n/a	n/a	7	8	

7.3 Knowledge and Reporting Employee Performance Indicators

GRI LA1 Total Workforce by Employment Type, Contract and Region	2010	2011	2012	2013	2014
Total number of direct employees	354	404	410	415	446
Total number of supervised workers	255	n/a	n/a	n/a	0
By region - Direct Employees Only					
UK	256	301	300	300	333
France	98	103	110	115	113
By Employee Contract - Direct Employees Only					
Number of employees under indefinite or permanent contract UK	244	281	282	283	314
Number of employees under indefinite or permanent contract France	92	98	107	109	108
Number of employees under temporary/fixed term contract UK	12	20	18	17	19
Number of employees under temporary/fixed term contract France	6	5	3	6	5
% Total permanent contract (%)	95	94	94	94	95
% Total fixed term or temporary contract (%)	5	6	6	6	5
By Employee Contract - Direct Employees Only					
Number of employees on a full time contract UK	234	267	147	285	310
Number of employees on a full time contract France	87	99	56	113	108
Number of Hammerson's direct employees under part time contract UK	22	20	20	15	23
Number of Hammerson's direct employees under part time contract France	11	4	3	2	5
% Total full time (%)	91	91	94	96	94
% Total part time (%)	9	6	6	4	6
Breakdown of Employees by Age Group in Percentage (%)					
21-25	7	6	4	7	7
26-34	32	32	32	32	35
35-44	38	36	33	31	29
45-54	19	21	23	23	22
55-64	4	4	4	6	8
65+	0	0	0	0	0
Less than 21	0	0	0	0	0
GRI LA2 Total Number of Employee Turnover (for permanent employees)					
	30	51	71	60	55
Employees by Gender					
UK number of female leavers during the reporting year (Hammerson's permanent employees only)	16	15	36	28	25
French number of female leavers during the reporting year (Hammerson's permanent employees only)	3	8	8	9	10
UK number of male leavers during the reporting year (Hammerson's permanent employees only)	6	15	22	17	24
French number of male leavers during the reporting year (Hammerson's permanent employees only)	5	13	5	6	6

7.3 Knowledge and Reporting Employee Performance Indicators contd

GRI LA1 Total Workforce by Employment Type, Contract and Region	2010	2011	2012	2013	2014
Number of Employees by Age Group UK					
Number of permanent employees 21-25 who left Hammerson during reporting year	2	2	5	4	2
Number of permanent employees 26-34 who left Hammerson during reporting year	14	10	25	18	10
Number of permanent employees 35-44 who left Hammerson during reporting year	2	8	13	16	15
Number of permanent employees 45-54 who left Hammerson during reporting year	4	7	12	6	9
Number of permanent employees 55-64 who left Hammerson during reporting year	0	3	3	1	3
Number of permanent employees under 21 who left Hammerson during reporting year	0	0	0	0	0
Number of permanent employees +65 who left Hammerson during reporting year	0	0	0	0	0
Number of Employees by Age Group France					
Number of permanent employees 21-25 who left Hammerson during reporting year	0	0	0	1	0
Number of permanent employees 26-34 who left Hammerson during reporting year	3	9	7	6	7
Number of permanent employees 35-44 who left Hammerson during reporting year	4	10	6	7	7
Number of permanent employees 45-54 who left Hammerson during reporting year	1	2	0	1	2
Number of permanent employees 55-64 who left Hammerson during reporting year	0	0	0	0	0
Number of permanent employees under 21 who left Hammerson during reporting year	0	0	0	0	0
Number of permanent employees +65 who left Hammerson during reporting year	0	0	0	0	0
GRI LA2 Total % of Employee Turnover (for permanent employees) (%)	9	13	18	15	13
Employees by Age Group					
Number of Hammerson's direct employees 21-25	25	24	16	31	29
Number of Hammerson's direct employees 26-35	115	130	132	133	156
Number of Hammerson's direct employees 35-44	135	146	137	129	130
Number of Hammerson's direct employees 45-54	66	86	94	96	96
Number of Hammerson's direct employees 55-64	13	16	18	25	34
Number of Hammerson's direct employees more than 65	0	1	1	1	1
Number of Hammerson's direct employees under 21 years old	0	1	0	0	0
Employees by gender					
Hammerson's female direct employees (includes contractors)	183	227	224	227	245
Hammerson's male direct employees (includes contractors)	171	177	186	188	201
Gender by Region					
Number of female employees in France	46	55	59	60	55
Number of male employees in France	52	48	51	55	58
Number of female employees in UK	137	172	165	167	190
Number of male employees in UK	119	129	135	133	143
Women in the Workforce (%)					
KR1 % Female Employees	52	56	55	55	55
% Females in Senior Management	9	9	10	10	1
KR3 % Females on the Board of Directors	0	0	0	0	0
KR4 % Females working full time	84	87	91	93	91
KR4 % Females working part time	16	11	9	7	10

GRI LA1 Total Workforce by Employment Type, Contract and Region	2010	2011	2012	2013	2014
Flexible Working					
KR17 % Flexible working requests accepted (%)	100	67	100	100	70
KR6 % Employees working flexible hours due to parental and carer responsibility (%)	6	5	4	4	4
GRI HR4 Total number of incidents of discrimination	0	0	0	0	0
KR7 % Permanent employees who received diversity training (%)	54	0	0	0	2
KR16 % Employees who answered the "Great Place to Work" survey who are from a racial or ethnic minority (UK Only) (%)	13	14	0	0	0
Employee satisfaction and career development					
KR8 Total payroll and benefits	37	42	44	44	Not asked
GRI LA12 % permanent employees receiving regular performance and career development reviews (%)	100	27	100	100	100
KR18 % Volunteering day entitlements taken up by employees (%)	n/a	100	100	100	66
Satisfaction with Hammerson (%)					
KR9 % Total employees responding to employee survey	85	83		87	
KR10 % Employees who indicated a positive level of satisfaction at Hammerson	68	75		65	
KR11 % Employees who responded positively to "This workplace is working to reduce its environmental impact"	95	94	Survey not completed	A technical issue with the online assessment meant this question wasn't asked	Survey not completed
KR11 % Employees who responded positively to "The organisation manages its impact upon society responsibly"	85	91			
Employee Training					
Total expenditure on employee training and total hours of training per year (£)	302,642	481,791	357,401	275,122	231,448
Total hours of training per year	4,039	7,386	5,081	7,179	5,168
GRI LA10 Average Expenditure on Training by Employee Category Per Year:					
Senior management (£)	3,108	5,013	4,707	1,941	1,465
Support and administrative staff (£)	377	465	374	390	49,318
Other employees	752	1,188	498	618	529
KR13 % Employees given health and safety training (%)	71	8	15	55	1
GRI LA7 Rates of injury, occupational diseases, lost days and absenteeism and number of work-related fatalities by region					
Injury rate - (excl supervised workers) France	17.7	1.7	1.7	0.0	0.0
Injury rate - (excl supervised workers) UK	3.7	0.6	0.6	5.6	1.1
Occupational disease rate France	0	0	0	38	0
Occupational disease rate UK	0	0	0	0	0
Lost day rate France	3	1	1	1	0
Lost day rate UK	0	0	0	0	0
Absentee rate France (%)	0	0	0	0	2
Absentee rate UK (%)	0	0	0	0	0
Number of fatalities - (incl supervised workers) France	0	0	0	0	0
Number of fatalities - (incl supervised workers) UK	0	0	0	0	0

7.4 Knowledge and Reporting Transparency and Performance Indicators

Indicator	2010	2011	2012	2013	2014	Commentary
Number of SRI investors with whom individual and collective meetings have been held in calendar year	17	25	13	1	12	
Individual meetings and/or group presentations with investors representing % of issued share capital (%)	60	35	43	27	24	Programme of increased investor engagement activity activity has begun so will continue in 2015
GRI EC1 Direct economic value generated (£m)						
Gross rental income	332.00	344.10	325.60	328.60	344.10	
Service charge income	59.90	59.80	58.50	59.00	59.70	
Proceeds from disposals	553.50	271.80	600.50	261.10	155.40	
Sub total	945.40	675.70	984.60	648.70	559.20	
Direct Economic Value Distributed (£m)						
Operating costs	188.60	220.40	277.00	307.60	358.40	
Land and buildings additions (excluding acquisitions)	73.30	101.90	161.20	196.00	260.20	
Other property outgoings	39.50	37.80	29.60	26.60	28.10	
Service charge expenses	67.70	70.10	69.40	68.90	70.10	
Administration costs (net of staff costs)	8.10	10.60	16.80	16.10	0.00	
Total staff costs	37.40	42.10	43.90	44.00	44.70	
Less social security	4.70	5.4	5.8	6.5		
Sub total	32.70	36.70	38.10			
Interest (cash flow)	111.20	115.40	117.60	109.9	123.2	
Dividends (cash flow)	95.40	86.10	118.40	129.4	139.1	
Sub total	206.60	201.50	236.00			
Tax paid (cash flow)	1.20	0.70	0.80	1.00	1.50	
Direct economic value retained	515.40	210.02	56.37	109.36		Reduced level of direct economic value retained reflects increased investments in development activity across the business at this time.
Community Investments						
C11 Hammerson's direct contributions	0.74	0.93	0.60	0.43	1.66	
GRI EC4 Significant financial assistance received from government	0	0	0	0	0	
GRI S06 Total value of financial and in kind contributions to political parties, politicians and related institutions by country	0	0	0	0	0	
GRI S08 Monetary value of significant fines and total number of non monetary sanctions for non compliance with laws and regulations	0	0	0	0	0	

7.5 Supply Chain Performance Indicators

Indicator	2010	2011	2012	2013	2014	Commentary on Trend
Considerate Constructors' scheme score Average (UK only)	N/a	35.5	35	40	38	A low score at one site reduced the average across the business. this is disappointing and has been addressed with the contractor concerned.
Proportion of suppliers paid within 30 days (Hammerson direct payments only)	84% UK 80% France	82% UK 66% France	82% UK 86% France	80%UK 75% France	81%UK 93% France	
Proportion of timber used during developments that is from sustainable sources	100% FSC certified timber	100% FSC certified timber	100% FSC certified timber	100% FSC certified timber	100% FSC/PEFC certified timber	
Existing suppliers/contractors that have been assessed for their CR performance	50	35	167	165	62	This figure only includes new suppliers and is in addition to those already assessed in 2013.
GRI HR2 Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken	50	44	100	71	87	
Number of suppliers with whom Hammerson engaged on sustainability	183	80	167	165	90	

7.6 Customer Performance Indicators

Customer Performance Indicators	2010	2011	2012	2013	2014
Customer travel	UK only	UK only	UK only	UK only	UK only
Breakdown of visitors' mode of transportation at retail assets					
Car/taxi	56%	56%	not available	not available	not available
Foot/bike	13%	18%	not available	not available	not available
Public transport	31%	25%	not available	not available	not available
Other	0%	2%	not available	not available	not available
Shopping centres- UK	8 of 8	8 of 8	not available	not available	not available
Offices-UK	4 of 5	5 of 5	not available	not available	not available
Retail parks-UK	1 of 18	2 of 18	not available	not available	not available
All portfolio-France	0	0	not available	not available	not available
Number of sustainability engagement meetings held with major occupiers	168	633	510	40	28
Number of sustainability engagement meetings held with tenants as part of the Green Groups	75	608	271	20	0
Number of sustainability engagement meetings held with top 75 tenants by value	n/a	25	24	32	28
Number of RIDDOR reportable injuries across the property investment portfolio	The RIDDOR regulations only apply in the UK				
Shopping centres and retail parks - members of the public	9	6	6	9	35
Shopping centres and retail parks - direct Hammerson employees	0	1	0	0	0
Shopping centres and retail parks - non-Hammerson staff i.e. Managing agents	1	0	3	2	0
GRI PR2 Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services	0	0	0	0	0
Shopping centres and retail parks -non- Hammerson staff i.e. Managing agents	1	0	0	0	0

The tables in Section 8 set out the assets included with the like-for-like and whole portfolios data sets. They also show which GRI or EPRA indicators we have reported against.

Table 8.3 sets out the assets included with our Connected Reporting Framework.

8.1 Data Coverage for Carbon, Energy, Water and Waste Disclosures

All properties included in 'whole portfolio' Calculations	Property coverage for the following indicators:					
	GRI: EN2, EN3, EN4, EN5, EN6, EN7, EN8, EN10, EN14, EN16, EN17, EN18, EN19, EN22, EN23, EN26, EN28, EC1, EC2, EC4, CRE1, CRE2, CRE4, LA1, LA2, LA10, LA12, LA7					
EPRA: Elec-Abs, DH&C-Abs, Fuels-Abs, Energy-Int, GHG-Dir-Abs, GHG-Indir-Abs, GHG Int, Water-Abs, Water-Int, Waste-Abs, Cert-Tot						
	2006	2010	2011	2012	2013	2014
Hammerson UK Shopping Centre Portfolio						
Brent Cross, London	Y	Y	Y	Y	Y	Y
Bullring, Birmingham	Y	Y	Y	Y	Y	Y
Highcross, Leicester	Y	Y	Y	Y	Y	Y
Queensgate, Peterborough	Y	Y	Y	Y	Sold 2013	n/a
Silverburn, Glasgow	n/a	Y	Y	Y	Y	Y
The Oracle, Reading	Y	Y	Y	Y	Y	Y
Centrale, Croydon	n/a	n/a	n/a	Y	Y	Y
Union Square, Aberdeen	n/a	Y	Y	Y	Y	Y
WestQuay, Southampton	Y	Y	Y	Y	Y	Y
Monument Mall, Newcastle	n/a	n/a	n/a	n/a	Opened 2012	Y
Victoria Quarter, Leeds	n/a	n/a	n/a	Acquired 2012	Y	Y
Cabot Circus ^a , Bristol	n/a	n/a	n/a	n/a	n/a	N
Hammerson France Shopping Centre Portfolio						
Bercy 2, Charenton-Le-Pont	Y	Y	Y	Y	Y	Y
Espace Plus, Saint Quentin-en-Yvelines	Y	Y	Y	Y	Y	Y
Grand Maine, Angers	Y	Y	Y	Y	Y	Y
Italie 2, Paris	Y	Y	Y	Y	Y	Y
Les 3 Fontaines, Cergy-Pontoise	Y	Y	Y	Y	Y	Y
O'Parinor Shopping Centre, Aulnay-sous-Bois	Y	Y	Y	Y	Y	Y
Place des Halles, Strasbourg	Y	Y	Y	Y	Y	Y
Terrasses du Port, Marseille	n/a	n/a	n/a	n/a	n/a	Opened 2014
Nicetoile, Nice	n/a	n/a	n/a	n/a	n/a	Acquired 2012
Saint Sebastien, Nancy	n/a	n/a	n/a	n/a	n/a	Acquired 2012
SQY Ouest, Saint Quentin-en-Yvelines	n/a	Y	Y	Y	Y	Y

8.1 Data Coverage for Carbon, Energy, Water and Waste Disclosures contd

All properties included in 'whole portfolio' Calculations	Property coverage for the following indicators:					
	GRI: EN2, EN3, EN4, EN5, EN6, EN7, EN8, EN10, EN14, EN16, EN17, EN18, EN19, EN22, EN23, EN26, EN28, EC1, EC2, EC4, CRE1, CRE2, CRE4, LA1, LA2, LA10, LA12, LA7					
EPRA: Elec-Abs, DH&C-Abs, Fuels-Abs, Energy-Int, GHG-Dir-Abs, GHG-Indir-Abs, GHG Int, Water-Abs, Water-Int, Waste-Abs, Cert-Tot						
	2006	2010	2011	2012	2013	2014
Hammerson UK Retail Parks Portfolio						
Abbey Retail Park, Belfast	n/a	Y	Y	Y	Y	Y
Abbotsinch Retail Park, Glasgow	n/a	n/a	n/a	Acquired 2012	Y	Y
Battery Retail Park, Birmingham	n/a	Y	Y	Y	Y	Y
Brent South Shopping Park, Brent Cross	n/a	Y	Y	Y	Y	Y
Central Retail Park (1 & 2), Falkirk	n/a	Y	Y	Y	Y	Y
Cleveland Retail Park, Middlesborough	n/a	Y	Y	Y	Y	Y
Cyfarthfa Retail Park, Merthyr Tydfil	n/a	Y	Y	Y	Y	Y
Dallow Road Retail Park, Luton	n/a	Y	Y	Y	Y	Y
Drakehouse Retail Park, Sheffield	n/a	Y	Y	Y	Y	Y
Fife Central Retail Park, Kirkcaldy	n/a	Y	Y	Y	Y	Y
Imperial Retail Park, Bristol	n/a	n/a	n/a	Acquired 2012	Y	Y
Lakeside Leisure Park, Thurrock	n/a	n/a	n/a	Acquired 2012	Y	Y
Lakeside Extra Retail Park, Thurrock	n/a	n/a	n/a	Acquired 2012	y	y
Lakeside Tunnel Retail Park, Thurrock	n/a	n/a	n/a	Acquired 2012	y	y
Manor Walks Shopping Centre, Cramlington	n/a	Y	Y	Y	Y	Y
Parc Tawe Retail Park, Swansea	n/a	Y	Y	Y	Y	Y
Ravenhead Retail Park, St Helens	n/a	Y	Y	Y	Y	Y
Rugby Retail Park, Rugby ^c	n/a	N	N	N	N	Y ^c
St Oswalds Retail Park, Gloucester	n/a	Y	Y	Y	Y	Y
Telford Forge Retail Park, Telford	n/a	n/a	n/a	Acquired 2012	Y	Y
The Broadway, Didcot	n/a	Y	Y	Y	Y	Y
The Orchard Centre, Didcot	n/a	Y	Y	Y	Y	Y
Westmorland Retail Park, Cramlington	n/a	Y	Y	Y	Y	Y
Westwood Gateway Retail Park, Thanet	n/a	Y	Y	Y	Y	Y
Westwood Retail Park, Thanet	n/a	Y	Y	Y	Y	Y
Wrekin Retail Park, Telford	n/a	Acquired 2010	Y	Y	Y	Y
Hammerson France Retail Parks Portfolio						
Villebon 2, Villebon-sur-Yvette	n/a	Y	Y	Y	Y	Y
Hammerson Corporate Porfolio^b						
10 Grosvenor Street, London	Y	Y	Y	Y	Y	Y
19 Bridge Street, Reading	n/a	Y	Y	Y	Y	Y
Aquis House, Paris	n/a	n/a	n/a	n/a	n/a	Y
Rue Cambon, Paris	n/a	n/a	n/a	n/a	Y	Y

Notes

- a. Under Hammerson operational Control from November 2014.
b. Following completion of the sale of the Hammerson Office Portfolio in June 2013, from 2014 we will only report our corporate office data.
c. Rugby Retail Park previously unreported due to an administrative error.

8.2 Data Coverage for Carbon and Energy Disclosures

All properties included in 'like-for-like portfolio' calculations	Property coverage for the following indicators:					
	GRI: EN3, EN4, EN5, EN6, EN8, EN10, EN16, EN17, EN19, EN22, CRE1					
EPRA: Elec-lfl, DH&C-lfl, Fuels-lfl, Energy-Int, GHG-Dir-lfl, GHG-Indir-lfl, GHG Int, Water-lfl, Water-Int, Waste-lfl, Cert-Tot						
	2006	2010	2011	2012	2013	2014
Hammerson UK Shopping Centre Portfolio						
Brent Cross, London	Y	Y	Y	Y	Y	Y
Bullring, Birmingham	Y	Y	Y	Y	Y	Y
Highcross, Leicester	Y	Y	Y	Y	Y	Y
Silverburn, Glasgow	n/a	Y	Y	Y	Y	Y
The Oracle, Reading	Y	Y	Y	Y	Y	Y
Union Square, Aberdeen	n/a	Y	Y	Y	Y	Y
WestQuay, Southampton	Y	Y	Y	Y	Y	Y
Hammerson France Shopping Centre Portfolio						
Bercy 2, Charenton-Le-Pont	Y	Y	Y	Y	Y	Y
Espace Plus, Saint Quentin-en-Yvelines	Y	Y	Y	Y	Y	Y
SQY Ouest, Saint Quentin-en-Yvelines	Y	Y	Y	Y	Y	Y
Grand Maine, Angers	Y	Y	Y	Y	Y	Y
Italie 2, Paris	Y	Y	Y	Y	Y	Y
Les 3 Fontaines, Cergy-Pontoise	Y	Y	Y	Y	Y	Y
O'Parinor Shopping Centre, Aulnay-sous-Bois	Y	Y	Y	Y	Y	Y
Place des Halles, Strasbourg	Y	Y	Y	Y	Y	Y
Hammerson UK Retail Parks Portfolio						
Abbey Retail Park, Belfast	n/a	Y	Y	Y	Y	Y
Battery Retail Park, Birmingham	n/a	Y	Y	Y	Y	Y
Brent South Shopping Park, Brent Cross	n/a	Y	Y	Y	Y	Y
Central Retail Park (1 & 2), Falkirk	n/a	Y	Y	Y	Y	Y
Cleveland Retail Park, Middlesborough	n/a	Y	Y	Y	Y	Y
Cyfarthfa Retail Park, Merthyr Tydfil	n/a	Y	Y	Y	Y	Y
Dallow Road Retail Park, Luton	n/a	Y	Y	Y	Y	Y
Drakehouse Retail Park, Sheffield	n/a	Y	Y	Y	Y	Y
Fife Central Retail Park, Kirkcaldy	n/a	Y	Y	Y	Y	Y
Manor Walks Shopping Centre, Cramlington	n/a	Y	Y	Y	Y	Y
Parc Tawe Retail Park, Swansea	n/a	Y	Y	Y	Y	Y
Ravenhead Retail Park, St Helens	n/a	Y	Y	Y	Y	Y
St Oswalds Retail Park, Gloucester	n/a	Y	Y	Y	Y	Y
The Broadway, Didcot	n/a	Y	Y	Y	Y	Y
The Orchard Centre, Didcot	n/a	Y	Y	Y	Y	Y
Westmorland Retail Park, Cramlington	n/a	Y	Y	Y	Y	Y
Westwood Gateway Retail Park, Thanet	n/a	Y	Y	Y	Y	Y
Westwood Retail Park, Thanet	n/a	Y	Y	Y	Y	Y
Wrekin Retail Park, Telford	n/a	Acquired 2010	Y	Y	Y	Y
Hammerson France Retail Parks Portfolio						
Villebon 2, Villebon-sur-Yvette	n/a	Y	Y	Y	Y	Y

8.3 Data Coverage - CRF

Energy, waste and water cost	2010	2011	2012	2013	2014
Hammerson UK Shopping Centres Portfolio					
Brent Cross, London	Y	Y	Y	Y	Y
Bullring, Birmingham	Y	Y	Y	Y	Y
Centrale, Croydon	N	N	N	Y	Y
Highcross, Leicester	Y	Y	Y	Y	Y
Monument Mall, Newcastle	N	N	N	Y	Y
Queensgate, Peterborough	Y	Y	Y	Y/Sold December 2013	N
Silverburn, Glasgow	Y	Y	Y	Y	Y
The Oracle, Reading	Y	Y	Y	Y	Y
Union Square, Aberdeen	Y	Y	Y	Y	Y
Victoria Quarter, Leeds	N	N	N	Y	Y
WestQuay, Southampton	Y	Y	Y	Y	Y
Hammerson France Shopping Centres Portfolio					
Bercy 2, Charenton-Le-Pont	Y	Y	Y	Y	Y
Espace Plus, Saint Quentin-en-Yvelines	Y	Y	Y	Y	Y
SQY Ouest, Saint Quentin-en-Yvelines	Y	Y	Y	Y	Y
Grand Maine, Angers	Y	Y	Y	Y	Y
Italie 2, Paris	Y	Y	Y	Y	Y
Les 3 Fontaines, Cergy-Pontoise	Y	Y	Y	Y	Y
O'Parinor Shopping Centre, Aulnay-sous-Bois	Y	Y	Y	Y	Y
Place des Halles, Strasbourg	Y	Y	Y	Y	Y
Terrasses du Port, Marseille	N	N	N	N	Y/Opened June 2014
Saint Sebastian, Nancy	N	N	N	N	Acquired
Hammerson UK Retail Parks Portfolio					
Abbey Retail Park, Belfast	Y	Y	Y	Y	Y
Abbotsinch Retail Park, Glasgow	N	N	N	Y	Y
Battery Retail Park, Birmingham	Y	Y	Y	Y	Y
Brent South Shopping Park, Brent Cross	Y	Y	Y	Y	Y
Central Retail Park (1 & 2), Falkirk	Y	Y	Y	Y	Y
Cleveland Retail Park, Middlesbrough	Y	Y	Y	Y	Y
Cyfarthfa Retail Park, Merthyr Tydfil	Y	Y	Y	Y	Y
Dallow Road Retail Park, Luton	Y	Y	Y	Y	Y
Drakehouse Retail Park, Sheffield	Y	Y	Y	Y	Y
Fife Central Retail Park, Kirkcaldy	Y	Y	Y	Y	Y
Imperial Retail Park, Bristol	N	N	N/Acquired	Y	Y
Lakeside Leisure Park, Thurrock	N	N	N/Acquired	Y	Y
Lakeside Extra Retail Park, Thurrock	N	N	N/Acquired	Y	Y
Lakeside Tunnel Retail Park, Thurrock	N	N	N/Acquired	Y	Y
Manor Walks Shopping Centre, Cramlington	Y	Y	Y	Y	Y
Parc Tawe Retail Park, Swansea	Y	Y	Y	Y	Y
Ravenhead Retail Park, St Helens	Y	Y	Y	Y	Y

Energy, waste and water cost	2010	2011	2012	2013	2014
St Oswalds Retail Park, Gloucester	Y	Y	Y	Y	Y
Telford Forge Retail Park, Telford	N	N	N/Acquired	Y	Y
The Broadway, Didcot	Y	Y	Y	Y	Y
The Orchard Centre, Didcot	Y	Y	Y	Y	Y
Westmorland Retail Park, Cramlington	Y	Y	Y	Y	Y
Westwood Gateway Retail Park, Thanet	Y	Y	Y	Y	Y
Westwood Retail Park, Thanet	Y	Y	Y	Y	Y
Wrekin Retail Park, Telford	Acquired 2010	Y	Y	Y	Y
Hammerson France Retail Parks Portfolio					
Villebon 2, Villebon-sur-Yvette	Y	Y	Y	Y	Y
Energy and water savings					
Hammerson UK Shopping Centres Portfolio					
Brent Cross, London	Y	Y	Y	Y	Y
Bullring, Birmingham	Y	Y	Y	Y	Y
Centrale, Croydon	N	N	N	Y	Y
Highcross, Leicester	Y	Y	Y	Y	Y
Monument Mall, Newcastle	N	N	N	Y	Y
Queensgate, Peterborough	Y	Y	Y	Y/Sold December 2013	N
Silverburn, Glasgow	Y	Y	Y	Y	Y
The Oracle, Reading	Y	Y	Y	Y	Y
Union Square, Aberdeen	Y	Y	Y	Y	Y
Victoria Quarter, Leeds	N	N	N	Y	Y
WestQuay, Southampton	Y	Y	Y	Y	Y
Hammerson France Shopping Centres Portfolio					
Bercy 2, Charenton-Le-Pont	Y	Y	Y	Y	Y
Espace Plus, Saint Quentin-en-Yvelines	Y	Y	Y	Y	Y
SQY Ouest, Saint Quentin-en-Yvelines	Y	Y	Y	Y	Y
Grand Maine, Angers	Y	Y	Y	Y	Y
Italie 2, Paris	Y	Y	Y	Y	Y
Les 3 Fontaines, Cergy-Pontoise	Y	Y	Y	Y	Y
O'Parinor Shopping Centre, Aulnay-sous-Bois	Y	Y	Y	Y	Y
Place des Halles, Strasbourg	Y	Y	Y	Y	Y
Terrasses du Port, Marseille	N	N	N	N	Y/Opened June 2014
Saint Sebastian, Nancy	N	N	N	N	Y/Acquired
Hammerson Corporate Office Portfolio					
10 Grosvenor Street, London	Y	Y	Y	Y	Y
125 Old Broad Street, London		Y	Y	Sold June 2013	N
19 Bridge Street, Reading ^a	N	N	N	Y	Y
Rue Cambon, Paris	N	N	N	N	N

Note

a. 19 Bridge Street not previously included in reporting

The following index provides an overview of our reporting against the Construction and Real Estate Sector Supplement of the GRI G3.1 Sustainability Reporting Guidelines and the EPRA Sustainability Best Practice Recommendations. We have only included GRI performance indicators that we report against either fully or partially. The report and additional related material have been designed to achieve Level B of the GRI Reporting Standards.

9.1 GRI Content Index and EPRA Sustainability Best Practice Recommendations Locator

Profile Disclosure	Reference / Page Number
Strategy and Analysis	
1.1 Statement from the most senior decision-maker of the organisation about the relevance of sustainability to the organisation and its strategy.	CEO Film and transcript - Positive Places website
1.2 Description of key impacts, risks and opportunities	Head of Sustainability Film and transcript - Positive Places website
Organisational Profile	
2.1 Name of the organisation	Positive Places website - Home page
2.2 Primary brands, products, and/or services.	Positive Places website - Home page
2.3 Operational structure of the organisation, including main divisions, operating countries, subsidiaries, and joint ventures.	Annual Report 2014 - Financial statements
2.4 Location of organisation's headquarters.	Annual Report 2014 - Property portfolio
2.5 Number of countries where the organisation operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Annual Report 2014 - Property portfolio
2.6 Nature of ownership and legal form	Corporate website – About us
2.7 Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Annual Report 2014 – Property Portfolio Corporate website – Property
2.8 Scale of the reporting organisation, including – Number of employees; – Net sales (for private sector organisations) or net revenues (for public sector); – Total capitalization broken down in terms of debt and equity – Quantity of products or services provided	Annual Report 2014 – Business & Financial review
2.9 Significant changes during the reporting period regarding size, structure, or ownership including: – The location of, or changes in operations, including facility openings, closings, and expansions; and – Changes in the share capital structure and other capital formation, maintenance, and alteration operations	Annual Report 2014 – Business & Financial review
2.10 Awards received in the reporting period	Corporate website – Awards
Report Parameters	
3.1 Reporting period for information provided	Positive Places website : Basis of reporting
3.2 Date of most recent previous report	Positive Places website : Basis of reporting

Profile Disclosure	Reference / Page Number
3.3 Reporting cycle	Positive Places website : Basis of reporting
3.4 Contact point for questions regarding the report or its contents.	Contact details are provided at the end of the report and on the sustainability website
3.5 Process for defining report content, including; – Determining materiality; – Prioritizing topics within the report, and – Identifying stakeholders the organisation expects to use the report.	Positive Places website : Vision and Approach
3.6 Boundary of the report (e.g. countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers).	Positive Places website : Basis of reporting
3.7 State any specific limitations on the scope or boundary of the report.	Positive Places website : Basis of reporting
3.8 Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organisations. 3.8 Commentary added to report on different lease types.	Positive Places website : Basis of reporting
3.9 Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report.	Performance and Basis of Reporting, page 2, Data Quality and Method of Collection page 3, Data and Performance pages of Positive Places website : How we Calculate our Performance against Targets
3.10. Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement.	Restatements - page 7
3.11 Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Positive Places website : Performance and Basis of Reporting,
3.12 Table identifying the location of the Standard Disclosures in the report.	GRI/EPRA Table of Contents
3.13 Policy and current practice with regard to seeking external assurance for the report.	Introduction and Mandatory GHG Reporting
Governance, Commitments & Engagement	
4.1 Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight.	Annual Report 2014 – Governance
4.2 Indicate whether the Chair of the highest governance body is also an executive officer (and, if so, their function within the organisation's management and the reasons for this arrangement).	Annual Report 2014 – Governance
4.3 For organisations that have a unitary board structure, state the number of members of the highest governance body that are independent and/or non-executive members.	Annual Report 2014 – Governance
4.4 Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Annual Report 2014 – Governance
4.5 Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance)	Annual Report 2014 – Governance
4.6 Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Annual Report 2014 – Governance
4.7 Process for determining the qualifications and expertise of the members of the highest governance body for guiding the organization's strategy on economic, environmental, and social topics.	Annual Report 2014 – Governance

9.1 GRI Content Index and EPRA Sustainability Best Practice Recommendations Locator contd

Profile Disclosure	Reference / Page Number
4.8 Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Positive Places website: Vision and Approach Head of Sustainability Film and transcript
4.9 Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, code of conduct, and principles.	Positive Places website: Vision and Approach, Our Risk Management Framework, Managing Our Risks
4.10 Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Annual Report 2014 – Governance
4.11 Explanation of whether and how the precautionary approach or principles is addressed by the organization.	Positive Places website: Our Risk Management Framework, Managing Our Risks
4.12 Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Positive Places website: Vision and Approach
4.13 Membership in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: – has positions in governance bodies; – participates in projects or committees; – provides substantive funding beyond routine membership dues; or – Views membership as strategic.	Positive Places website: Stakeholder Goals
4.14 List of stakeholder groups engaged by the organisation, differentiate those stakeholder groups that are engaged at the organizational level and those that are engaged at a project or asset level.	Positive Places website: Stakeholder Goals
4.15 Basis for identification and selection of stakeholders with whom to engage	Positive Places website: Vision and Approach, Stakeholder Goals
4.16 Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	Positive Places website: Stakeholder Goals
4.17 Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Positive Places website: Stakeholder Goals

9.2 GRI and EPRA Compliant Performance Indicators and Disclosure on Management Approach

Economic Aspects	
Disclosure on Management Approach	See Positive Places policies web page http://sustainability.hammerson.com/policies See Section 1, page 3 of this report
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and to governments.
EC2	Financial implications and other risks and opportunities for the organisation's activities due to climate change.
EC4	Significant financial assistance received from government.
Environmental Aspects	
Disclosure on Management Approach	See Positive Places policies web page http://sustainability.hammerson.com/policies See Section 1, page 3 of this report
Elec-Abs, Elec-LfL, DH&C-Abs, DH&C-LfL, Fuels-Abs, Fuels-LfL, EN3, EN4	Total energy consumption from electricity, district heating and cooling, and fuels.
Fuels-Abs, Fuels-LfL, EN3	Direct energy consumption by primary energy source.
Elec-Abs, Elec-LfL, DH&C-Abs, DH&C-LfL, EN4	Indirect energy consumption by final energy source
Energy-Int, CRE1	Building energy intensity (kWh / m ² / year)
GHG-Dir-Abs, GHG-Dir-LfL, DHD-Indir-Abs, GHG-Indir-LfL, EN16	Total direct and indirect greenhouse gas emissions by weight.
GHG-Int, CRE3	Greenhouse gas intensity from building energy (kg CO ₂ e / m ² / year)
EN2	Percentage of materials used that are recycled input materials.
EN4	Indirect energy consumption by primary energy source
EN5	Energy saved due to conservation and efficiency improvements.
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.
Water-Abs, Water-LfL, EN8	Total water withdrawal by source.
CRE2, Water-Int	Building water intensity (litres / person / year)
Water-Abs, Water-LfL, EN10	Percentage and total volume of water recycled and reused.
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.
EN17	Other relevant indirect greenhouse gas emissions by weight.
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.
EN19	Emissions of ozone-depleting substances by weight.
Waste-Abs, Waste-LfL, EN22	Waste by type and disposal method.

9.2 GRI and EPRA Compliant Performance Indicators and Disclosure on Management Approach contd

EN23	Total number and volume of significant spills.
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.
Labour Practices and Decent Work Aspects	
Disclosure on Management Approach	See Positive Places policies web page http://sustainability.hammerson.com/policies
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.
LA2	Total number and rate of employee turnover by age group, gender, and region.
LA10	Average hours of training per year per employee, by employee category and gender.
LA7	Rates of injury, occupational diseases, lost days, absenteeism, and number of work-related fatalities by region.
Human Rights Aspects	
Disclosure on Management Approach	See Positive Places policies web page http://sustainability.hammerson.com/policies
HR2	Percentage of significant suppliers and contractors that have undergone screening on human rights and actions taken
HR4	Total number of discrimination and actions taken
Society Aspects	
Disclosure on Management Approach	See Positive Places policies web page http://sustainability.hammerson.com/policies See Section 1, page 3 of this report
S01	Nature, scope, and effectiveness of any programs and practices that assess and manage the impacts of operations on communities, including entering, operating, and exiting.
S06	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.
S08	Monetary value of significant fines and total number or non-monetary sanctions for non-compliance with laws and regulations.
Product Responsibility Aspects	
Disclosure on Management Approach	See Positive Places policies web page http://sustainability.hammerson.com/policies
PR3	Type of product and service information required by procedures and percentage of significant products and services subject to such information requirements.
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction

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