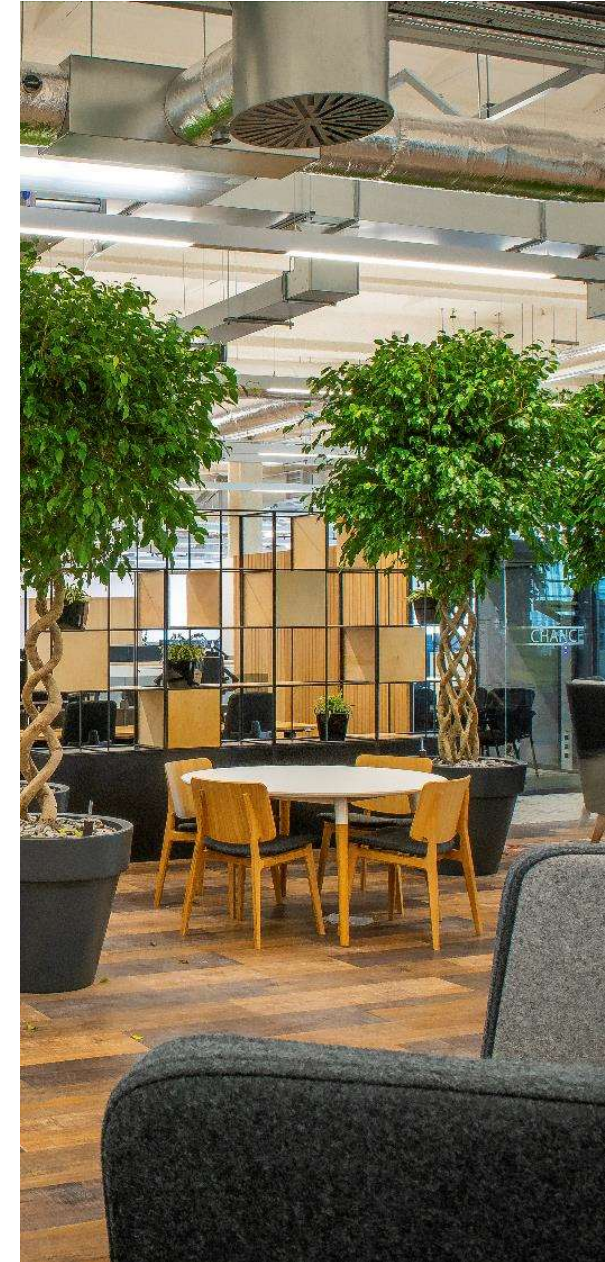


# ENVIRONMENTAL SUSTAINABILITY VISION & STRATEGY

**2023-2030**

V 1.2



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# Vision

Mailbox is committed to building a better tomorrow for occupiers, guests, colleagues and the wider community through outstanding environmental sustainability performance.

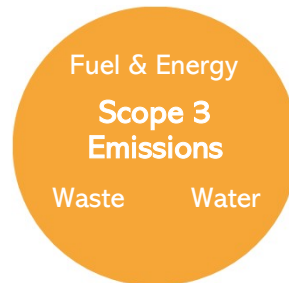
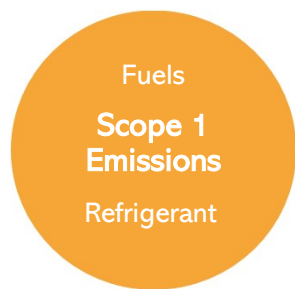
Our vision is underpinned by five core principles:

1. To protect the environment by reducing our carbon footprint, including a commitment to achieve net zero carbon status for landlord operations by 2030 and for the whole building by 2040.
2. To reduce the environmental impact of our operational activities through the effective management of our Estate.
3. To create and maintain a positive environmental sustainability culture.
4. To maximise the positive impact of our sustainability actions through effective communication, collaboration and partnership.
5. To fulfil all environmental compliance obligations and seek to exceed regulatory requirements where possible.

**MAILBOX**  
Building a Better Tomorrow

# Impacts

To achieve our vision, we need to carefully manage our environmental sustainability impacts. The impacts in scope of this strategy are described below.



# Strategy

In order to manage our environmental sustainability impacts, we have developed a multi-step strategy (pages 6-11). The strategy contains details of the overarching objectives, improvement targets, key performance indicators and implementation mechanisms relating to each of the five identified environmental sustainability impacts.

The methodology for establishing the improvement targets published within this document is described in Appendix 1.

The primary mechanism for communicating the anticipated pathways to achieving the improvement targets will be through publication/distribution of this strategy document.

Successful implementation of this strategy will require effective engagement with Mailbox colleagues, occupiers and other interested parties.

The strategy and improvement targets will be reviewed every 6 months. Adjustments will be made (where required) to reflect any relevant changes internal/external to the asset and to ensure the improvement targets remain realistic and aligned with legislative requirements & industry best practice.

The document owner is the Mailbox Operations Manager.

# Scope 1 (Fuel), Scope 2 (Electricity) & Scope 3 (Fuel & Energy)

- Overarching Objectives**
- To achieve net zero carbon status (Landlord operations) by 2030 and the whole building by 2040.
  - To continually improve energy performance.
  - To increase renewable energy supply.
  - To continually improve the Energy Management System (EnMS).

- Improvement Targets – Landlord Managed Common Areas**
- 50% reduction in operational Energy Use Intensity (EUI) by 2030 against 2022 baseline.
  - 30% reduction in total energy consumption by 2030 against 2022 baseline.
  - 30% reduction in total electricity consumption by 2030 against 2022 baseline.
  - To replace all gas powered plant with non-gas alternatives before the end of 2028.
  - To have zero scope 1 emissions after 2028.
  - 30% reduction in total scope 2 (location based) emissions by 2030 against 2022 baseline.
  - 30% reduction in category 3 (fuel and energy-related activities) scope 3 greenhouse gas emissions by 2030 against 2022 baseline.
  - To obtain BREEAM In Use certification by 2027 and to achieve a rating of 'Excellent' before the end of 2030.

**2022 Baseline**

EUI Mailbox – excl. car park (kWh/m2/year)	EUI Salvage Wharf (kWh/m2/year)	Total Energy Consumption (kwh)	Total Electricity Consumption (kwh)	Total Gas Consumption (kwh)	Scope 1 Emissions (tCO2e)	Scope 2 (Location Based) Emissions (tCO2e)	Category 3 Scope 3 Emissions (tCO2e)
95	150	1,936,144	1,745,642	190,502	35	338	125.23

- Key Performance Indicators**
- EUI (kWh/m2/year)
  - Total electricity consumption (kwh)
  - Total gas consumption (kwh)
  - Total energy consumption (kwh)
  - Scope 1 emissions (tCO2e)
  - Scope 2 (location-based) emissions (tCO2e)
  - Scope 2 (market-based) emissions (tCO2e)
  - Scope 3 carbon emissions (tCO2e)
  - Proportion of occupiers included in Mailbox's energy performance reporting (%)
  - BREEAM In Use (rating)

- Improvement Targets – All Other Areas**
- To begin to include every occupier's energy performance data in Mailbox's reporting before the end of 2030.



# Scope 1 (Fuel), Scope 2 (Electricity) & Scope 3 (Fuel & Energy)

## Key Implementation Mechanisms (effective from 2023 unless otherwise stated).

- Operate an Energy Management System (EnMS) conforming to ISO50001:2018.
- Ongoing collation, monitoring, and analysis of energy performance data to measure progress against targets and to identify opportunities for improvement.
- Procurement of renewable energy supplies - REGO certificated electricity and RGGO certificated gas.
- Deliver decarbonisation projects to improve energy efficiency. Prioritise projects according to business need and payback period.
- Implement Mailbox Community engagement and training programmes.
- Identify a solution for capturing occupier energy performance data accurately & consistently (effective from 2024).

## Supporting Systems and Documentation

- Energy Management System (ISO50001:2018)
- Mailbox Energy Policy & Manual
- Mailbox Sustainability Initiative Tracker
- Mailbox Energy Review Records
- Mailbox EnMS Management Review Records
- Net Zero Carbon Audit - March 2023

# Scope 3 (Water)

## Overarching Objective

- To conserve water through efficient use and management.

## 2022 Baseline

Overall Volume (m3)	Volume – Mailbox (m3)	Volume – Salvage Wharf (m3)	Category 4 Scope 3 Emissions (tCO <sub>2</sub> e)
981.59	401.56	580.03	0.15

## Key Performance Indicators

- Total water consumption (m3)
- Water efficiency measures introduced (quantity)
- Scope 3 carbon emissions (tCO<sub>2</sub>e)
- Proportion of occupiers included in Mailbox's water performance reporting (%)
- BREEAM In Use (rating)

## Supporting Systems and Documentation

- Energy Management System (ISO14001:2015)
- Mailbox Sustainability Initiative Tracker

## Improvement Targets – Landlord Managed Common Areas

- 15% reduction in water consumption by 2030 against 2022 baseline.
- 15% reduction in category 4 (Upstream Transportation and Distribution [Water supply]) scope 3 greenhouse gas emissions by 2030 against 2022 baseline.
- To obtain BREEAM In Use certification by 2027 and to achieve a rating of 'Excellent' before the end of 2030
- To introduce at least four water efficiency measures each year from 2024.

## Improvement Targets – All Other Areas

- To begin to include every occupier's water performance data in Mailbox's reporting before the end of 2030

## Key Implementation Mechanisms (effective from 2023 unless otherwise stated).

- Ongoing collation and analysis of water consumption data to assist in identifying areas of potential savings.
- Begin to sub-meter all landlord managed water outlets.
- Implement a programme of water efficiency projects (effective from 2024).
- Implement Mailbox Community engagement and training programmes.
- Identify a solution for capturing occupier water performance data accurately & consistently (effective from 2024).



# Scope 3 (Waste)

## Overarching Objective

- To manage waste in accordance with the zero-waste hierarchy of highest & best use.
- To minimise the volume of waste produced and to increase the proportion of waste that is re-used or recycled.

## 2022 Baseline

Weight (tonnes)	Recycled (%)	Waste to Energy (%)	Category 5 Scope 3 Emissions (tCO <sub>2</sub> e)
890	41.68	58.32	17.21



## Key Performance Indicators

- Waste produced (tonnes)
- Waste recycled (%)
- Waste to Energy (%)
- New waste streams introduced (quantity)
- Circular economy initiatives delivered (quantity)
- Scope 3 carbon emissions (tCO<sub>2</sub>e)
- BREEAM In Use (rating)

## Supporting Systems and Documentation

- Energy Management System (ISO 14001:2015)
- Mailbox Waste Road Map
- Mailbox Sustainability Initiative Tracker

## Improvement Targets

- Reduction in total tonnage of waste produced year on year.
- Maintain zero waste to landfill status.
- 15% 'waste to energy' by 2030.
- 85% recycled by 2030.
- To implement at least one circular economy initiative and one additional waste stream per year from 2023.
- 40% reduction in category 5 (Waste Generated in Operations [Waste and Wastewater treatment]) scope 3 greenhouse gas emissions by 2030 against 2022 baseline.
- To obtain BREEAM In Use certification for landlord managed common areas by 2027 and to achieve a rating of 'Excellent' before the end of 2030.

## Key Implementation Mechanisms (effective from 2023 unless otherwise stated).

- Ongoing collation, monitoring, and analysis of waste performance data to identify opportunities for improvement.
- Identify opportunities to improve segregation of waste & in procurement to reduce waste onsite.
- Formulate and deliver a waste management improvement plan in partnership with Mailbox's Facilities Management service provider.
- Implement Mailbox Community engagement and training programmes.

# Biodiversity

## Under Development

Work will be undertaken in 2024 to define Mailbox's Biodiversity objectives, improvement targets and key implementation measures. This section of the strategy will be ready for publication before the end of 2024.

# Partnership & Engagement

## Overarching Objective

- To embed a culture of environmental sustainability across the Mailbox Estate.
- To develop collaborative partnerships with interested parties.
- To facilitate opportunities for Mailbox Community members to:
  - Develop and share their environmental sustainability knowledge, skills, and experience.
  - Engage with and contribute effectively to achieving Mailbox's environmental sustainability aspirations.

## 2022 Baseline

Community Sustainability Meeting Attendees	Occupier Survey ESG Awareness Score (%)	Occupier Survey ESG Participation Score (%)
9	25	27

## Key Performance Indicators

- Number of environmental sustainability engagement events held each year and number of occupiers participating in events.
- Number of occupier representatives attending each quarterly meeting.

- Occupier survey score (%).

## Improvement Targets

- To deliver at least two Mailbox Community environmental sustainability events each calendar year, from 2023, with all Mailbox occupiers invited to participate.
- To increase the number of occupiers regularly attending (& participating in) the quarterly community sustainability meetings year on year against 2022 baseline.
- To improve the ESG awareness & participation scores on the annual occupier survey year on year against 2022 baseline.

## Key Implementation Mechanisms (effective from 2023 unless otherwise stated).

- Communicate environmental sustainability vision and strategy to all interested parties (e.g. via publication on Mailbox's website).
- Hold regular formal meetings to monitor and drive improvements in environmental sustainability performance.
- Provide training, both general and role specific, to support Mailbox colleagues to effectively contribute to achieving Mailbox's environmental sustainability objectives.
- Engage with occupiers to understand their needs and expectations in relation to environmental sustainability.
- Provide opportunities for Mailbox colleagues, occupiers, and wider community to engage in sustainability activities at Mailbox.
- Regularly communicate and promote Mailbox's environmental sustainability activities and performance with employees, occupiers, and wider community.

# Appendix 1

## Improvement Target Setting Methodology

### Scope 1 & Scope 2 Emissions

**Why?** To ensure alignment with our commitments to continually improve energy performance and to achieve net zero carbon status for landlord operations by 2030.

**How?** Analysis of the organisation's energy uses & performance to identify opportunities for improvement; Obtaining advice from subject matter experts; Sector benchmarking; Use of BEM software to test the effectiveness of potential decarbonisation interventions and to forecast potential energy savings; Use of payback calculators to estimate savings from planned lighting improvement projects.

### Scope 3 Emissions

**Why?** To ensure alignment with our commitments to manage fuel & energy efficiently, to manage waste in accordance with the zero-waste hierarchy of highest & best use and to conserve water through efficient use & management.

**How?** Analysis of the organisation's fuel, energy, waste and water performance to identify opportunities for improvement; Obtaining advice from subject matter experts; Sector benchmarking.

### Biodiversity

*Content to be added in 2024.*

### Partnership & Engagement

**Why?** To ensure alignment with our commitments to embed a culture of environmental sustainability across the Mailbox Estate and to facilitate opportunities for Mailbox Community members to engage with and contribute effectively to achieving our environmental sustainability aspirations.

**How?** Analysis of the organisation's partnership & engagement performance to identify opportunities for improvement; obtaining advice from subject matter experts; sector benchmarking.