

# SUSTAINABLE

A photograph of a modern building courtyard. The courtyard is paved with light-colored tiles and features several young trees and low-lying green plants. People are seen sitting on concrete benches and walking. The building in the background has a grey brick facade and large windows. The word 'SUSTAINABLE' is overlaid in large white letters on the left side of the image.

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# Welcome to the 2022 Sustainable newsletter

After taking a newsletter break in 2021 we are back with this, our 10th issue of the Sustainable Newsletter. As the work on all things Sustainability grows at Derwent London so does the team. Over the page we are pleased to introduce you to the expanded department.

In our 2020 newsletter we announced we had been working on a Net Zero Charter and in this issue we take a look at the subsequent Net Zero survey we issued to you our occupiers and what we found out. In addition, we are taking this opportunity to highlight the role of our Sustainability Champions as well as that of our Green Forums.

Also in this issue we ask the newest team at Derwent London, the Customer Experience Team, what their ultimate event would look like (the sky's the limit) as well as what makes a Derwent building so good to have an event in.

We also highlight the ways in which you can stay connected; in person at DL/78 – our hybrid space for connection and collaboration or via the DL/ App which has lots of features and benefits for you to take advantage of.

Front cover image: The Poets' Park at 80 Charlotte Street W1

# STAIRS

In this issue...

- The Sustainability Team
- NZ survey results
- Our Sustainability Champions & Green Forums
- Introducing the Customer Experience Team
- New ways to connect – the DL/ App & DL/78
- COP Derwent Style

WASTE

RECYCLING

WASTE



# The team are here to help...



Anything about our **Sustainability Strategy** speak to me  
**John Davies**

I am responsible for developing and leading the company wide sustainability and corporate responsibility agendas.

Head of Sustainability  
[john.davies@derwentlondon.com](mailto:john.davies@derwentlondon.com)



Anything about **Occupier Engagement** speak to me  
**Zanda Pipira**

Advancing progress to achieve our Net Zero Carbon aspiration means strong collaboration with our occupiers. If you need support with identifying ways to reduce energy use in the office and improve your recycling or if you want to explore other ways that we can support you to achieve your own sustainability goals, please speak to me.

Sustainability Manager  
[zanda.pipira@derwentlondon.com](mailto:zanda.pipira@derwentlondon.com)



Anything about **Net Zero Carbon** speak to me  
**Samantha Carlsson**

Our 2030 Net Zero Carbon ambition can only be achieved through collaboration, so if you have any questions about what we're doing with regards to reducing our energy consumption, switching to and generating renewable electricity, reducing the embodied carbon of our developments or offsetting – come speak to me!

Senior Sustainability Manager  
[samantha.carlsson@derwentlondon.com](mailto:samantha.carlsson@derwentlondon.com)



Anything about **Community** speak to me  
**Helen Joscelyne**

Whether it's meeting groups we support through our Community Fund, looking for volunteering opportunities for the Derwent London team or organising work experience I'm here to make sure that our buildings are part of their neighbourhoods. If you want to find out more about the neighbourhood you work in then speak to me.

Community & Social Value Manager  
[helen.joscelyne@derwentlondon.com](mailto:helen.joscelyne@derwentlondon.com)



Anything about **Data** speak to me  
**Dominic Jackson**

A good Net Zero strategy is built on data, which enables us to track our progress against how well our individual properties, and Derwent London as a whole, is performing against these tough to achieve targets.

For any details or discussion on data and reporting, please speak to me.

Sustainability Data Manager  
[dominic.jackson@derwentlondon.com](mailto:dominic.jackson@derwentlondon.com)

# Derwent London Net Zero Carbon occupier survey

NET ZERO

In September 2021, we carried out our first Net Zero Carbon Occupier Survey to gain a deeper understanding of where occupiers are with their own energy, water and waste measures, carbon offsetting and employee climate engagement programmes, what their sustainability goals are and how we as Landlord could best support them.

**A large number of you responded (thank you!), and it was great to see so many of you as focused as we are on sustainability goals.**

42% 

42% have carbon reduction targets or commitments in place.

67% 

67% have employee and customer engagement programmes up and running.

71% 

Two-thirds (71%) already have waste reduction measures in place.

45% 

Nearly half (45%) of respondents were positive about incorporating 'greener' clauses into their lease agreements or developing a 'green partnership' agreement that focused on reducing emissions together.

63% 

63% have adopted energy efficiency measures.

**Survey results enabled us to build a picture of the six key barriers and challenges preventing you from fully delivering on carbon reductions:**

1

**Where to start:** Understanding how to transform emissions data into meaningful reductions.

2

**Whose carbon is it anyway?** Understanding where the responsibility lies for different emissions (Scopes 1, 2 and 3) and setting appropriate, achievable targets.

3

**Changing behaviour:** Engaging employees and integrating carbon reduction measures into daily workplace activities.

4

**Resources:** Limited capacity for collecting and managing data and ensuring consistent standards.

5

**Supply chain:** Challenges in collecting and reporting Scope 3 emissions, and in implementing consistent sustainability standards across supply chains.

6

**Operations:** Having a voice in their building – influencing the source of energy supply and recycling facilities.

Informed by these insights, we are now building a dialogue with you on how to improve energy efficiency to cut carbon emissions, as well as initiatives to reduce water consumption and waste. This year we have reinstated our Green Forums, supported our occupiers with energy consumption data and met a number of occupiers during the first half of the year. We are developing guidance notes and case studies to help our occupiers on their journey and our first guidance note for saving energy in the office is out now. Stay up to date on news through the DL/ App (more on our app on page 9).

Our survey remains open for any occupiers wishing to take part and tell us about their sustainability journey and how where we could look to support them. Fill out our 5 min survey here:

[Net Zero Carbon Occupier Survey](#) ←

[Book a meeting with Zanda](#) ←



If you want to discuss how you could improve energy efficiency at your office, you can book a meeting with Sustainability Manager Zanda.

# Sustainability Champions and Green Forums

For the benefit of embedding streamlined and co-ordinated operational sustainability practices within the managed portfolio, a pool of Sustainability Champions was created to support the agenda. The Sustainability Champions are made up of Building Managers with the commonality being that they are all passionate about making a positive impact on the operations of the managed portfolio. The group's objectives, whether individually or collectively, feed into our Net Zero Carbon pathway.

We spoke to two of the champions to find out why they wanted to be a Sustainability Champion. Over to Simona Benetyte and Carl Ebanks...



I was invited to join the Sustainability Champions group in March 2021 with the intention to help promote and implement sustainable practices as well as assist the managed portfolio in achieving its energy, water and waste reduction targets. My main focus is to monitor water intensity performance against building specific targets and to work closely with the Sustainability Team to provide feedback for improvements. I wanted to join because sustainability has always been an interest of mine and it is a great pleasure to work with like-minded colleagues who are highly motivated and driving change. I want to make positive, impactful contributions towards achieving our Net Zero Carbon target.

**Simona**

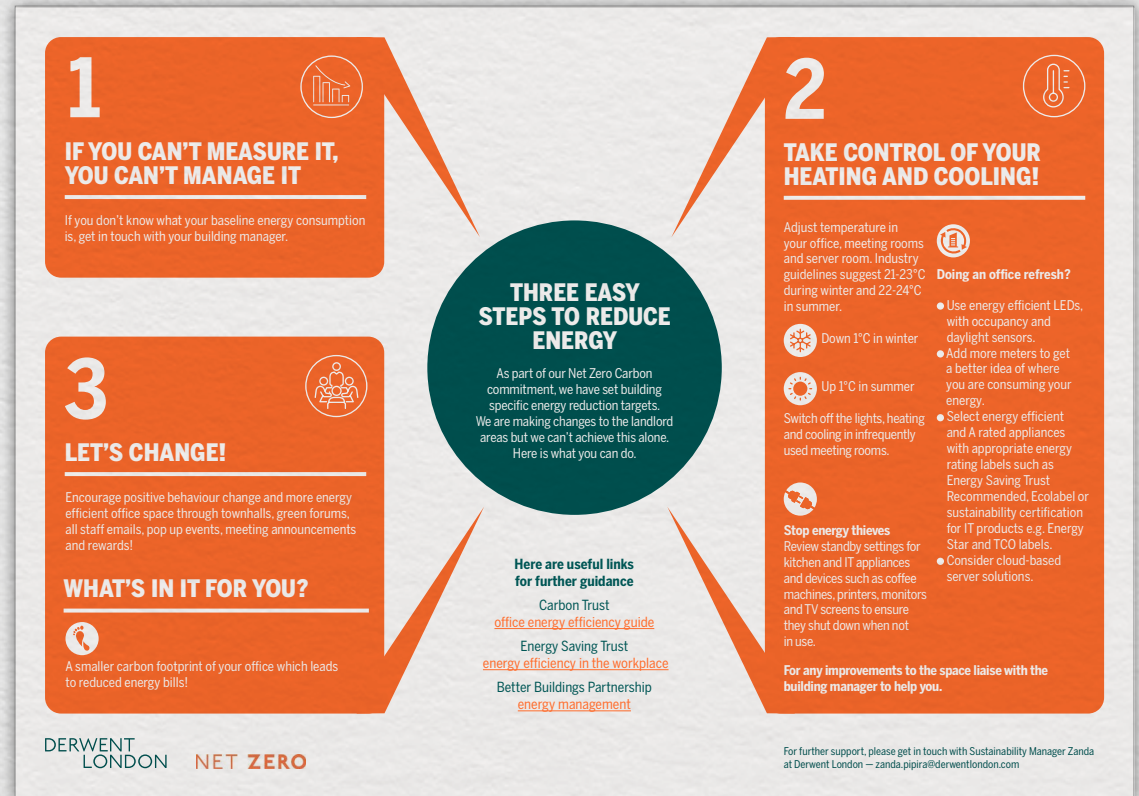


Volunteering to be part of the Sustainability Champions group has given me the opportunity to work alongside other like-minded Building Managers who are all equally passionate about making a difference in supporting operational initiatives which ultimately contribute towards Derwent London's Net Zero Carbon agenda. My contribution within the group is centred on tracking and sharing ideas and innovations for enhancing operational services within the managed portfolio. Working with the service partners to develop new initiatives and occupiers to support them in working on reducing undesirable environmental impacts has been very rewarding. I have also been exposed to opportunities for participating in networking events as well as engagement with existing and potential service partners which has yielded some productive outcomes for our buildings and occupiers.

**Carl**



Members of the Building Management Team and Sustainability Champions on a beach clean organised by Paper Round



This year we have restarted our occupier Green Forums, starting with our Stephen Street property. These provide an excellent platform for occupiers to collaborate by sharing news, ideas and goals, reviewing building performance as well as discussing energy, water and waste initiatives.

If you are interested in joining or want to know more information, please contact your Building Manager.

# Customer Experience (CX) Team

Community means a lot to Derwent London and the sense of community for occupiers within our portfolio is something we believe is important to foster and develop. Which is why we now have a team dedicated to this very subject.

After an extensive period of finding out what you, our occupiers, would like to see in your buildings, the team have been working tirelessly to bring a range of events and activities to suit all demographics. Events have ranged from Easter egg hunts, flower arranging and gardening advice through to puppy yoga (yes you read that right). There have been lots of exclusive offers that occupiers have taken advantage of as well as events supporting local communities.

The garden at Forrester Court care home has been renovated for residents and their families to enjoy and the seniors lunch club at All Souls Clubhouse has been invited for tea and cake as part of Mental Health Awareness Week.

If you have suggestions for pop-ups that you'd like to see in your building the team can be contacted on [cx@derwentlondon.com](mailto:cx@derwentlondon.com). They would love to hear from you!



↑ The CX Team (from left to right) – James Callow, Lynn O'Riordan, Ruxandra Soare, Karolina Gasiorowska.



↑ Coco & Ginger candle making pop-up event at White Collar Factory EC1



# In the meantime let's hear from the team themselves.....

## What would be your ultimate event?



My favourite time of the year is Christmas and I would love to turn our receptions into Winter Wonderlands including an indoor ice skating rink and Christmas market. The entire month would be full of different activities such as wreath making, gingerbread decorating and bauble painting. I can't imagine a better way to start the festive time than with a delicious mince pie and warm mulled wine while listening to Christmas carols performed by a local artist or choir. **Karolina**



I would like to run a 'Derwent London Charity Rally' where teams of 4 from every company in the Derwent London portfolio can enter for an afternoon of challenges, clues and scavenger hunts racing their way through London working out which building they need to be in next. Once they've completed their circuit, answered questions and collected as much from their list as possible, the final clue points them to the finishing building where everyone meets up (hopefully!) tallies up the scores and after a winner announced stay for a celebratory party meeting others in our portfolio. **James**

## What is it about a Derwent London building that makes for a great event?



I believe that from a design point of view, each of our buildings are so unique and each of them create a different atmosphere for the events/ activities that we create. To create a great event, you need the whole team that is managing the building (building management, cleaning team, security team, M&E team, front of house team) to be part of the process and I believe this is what a Derwent London building offers, the one team/one power ethos which helps deliver great events and service. **Ruxandra**

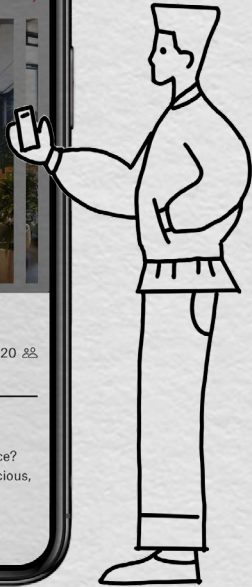
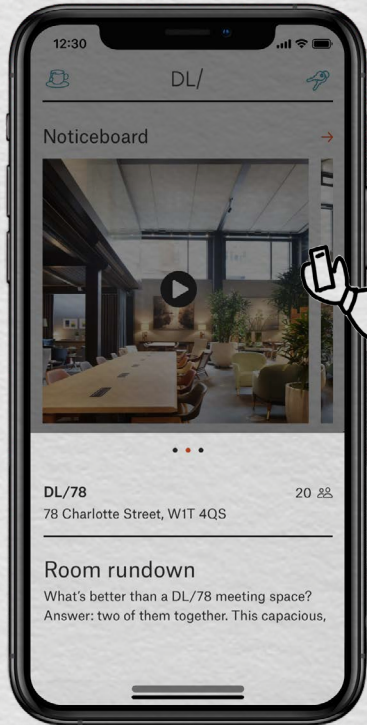


A lot of Derwent London buildings are exposed to an array of light with floor-to-ceiling windows and offer spectacular views across London. Some of our buildings are equipped with bars, which create a great evening atmosphere for after-work drinks and encourage our tenants to mingle within their building after work, whilst sipping on their favourite cocktail. The feel of Brunel Building and White Collar Factory, for example are very industrial with concrete walls and exposed boltholes, creating a very cool, trendy and casual vibe encompassing a lot of our members, within these buildings. **Lynn**

For more info on what makes the CX team tick check out the Meet the Team series which launched on the DL/ App in September...



# The DL/ App – The world of Derwent London in your pocket



Belong to something bigger with Derwent London. We nurture a sense of community and empower members with exclusive amenities and benefits.

Unlock a curated collection of features and benefits with the DL/ App, available to all Derwent London members. Book DL/78 meeting rooms, secure your place at a variety of events, and access exclusive offers and discounts on a wide range of products and services. You can manage it all effortlessly in a few clicks, and handy notifications ensure you never miss a thing.

[Click to find out more](#) ←



Download App

# DL/78: Your home in the heart of the West End



Housed in our 80 Charlotte Street development in the heart of Fitzrovia, DL/78 is an inspiring club lounge in which to work, meet, eat, socialise and be inspired. Designed for connection and collaboration, the menu of facilities in this curated multipurpose environment includes a relaxed lounge and workspace, bookable meeting rooms, an event space also available for private hire, a Wellness Room, and Lantana's Australian inspired café.

Open for the exclusive use of all Derwent London office occupiers, DL/78 encourages our member community to gather, learn and share experiences.

[Click to find out more](#) ←

Come and find out what the DL/78 space can offer you. Contact our on-site Community & Relationship Manager who will be happy to assist with any queries you may have:

T: 020 7659 3000  
E: [reception@dl78.co.uk](mailto:reception@dl78.co.uk)



# COP Derwent style

## Enough about us, let's get you talking

The Green Zone at COP is designed to be open and accessible to all, for people to come together, host events, exhibitions, cultural performances, workshops and talks.

We are looking to develop our very own Green Zone; an occupier to occupier networking and Net Zero Carbon collaboration event to raise awareness and knowledge base on net zero carbon. We would like to hear from you if there are any themes or subjects that you would find useful during this event.

Please complete this short survey to tell us your thoughts and ideas.

[COP Survey](#) ←



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