Pillar Code documents

People Code



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im PROPERTIES

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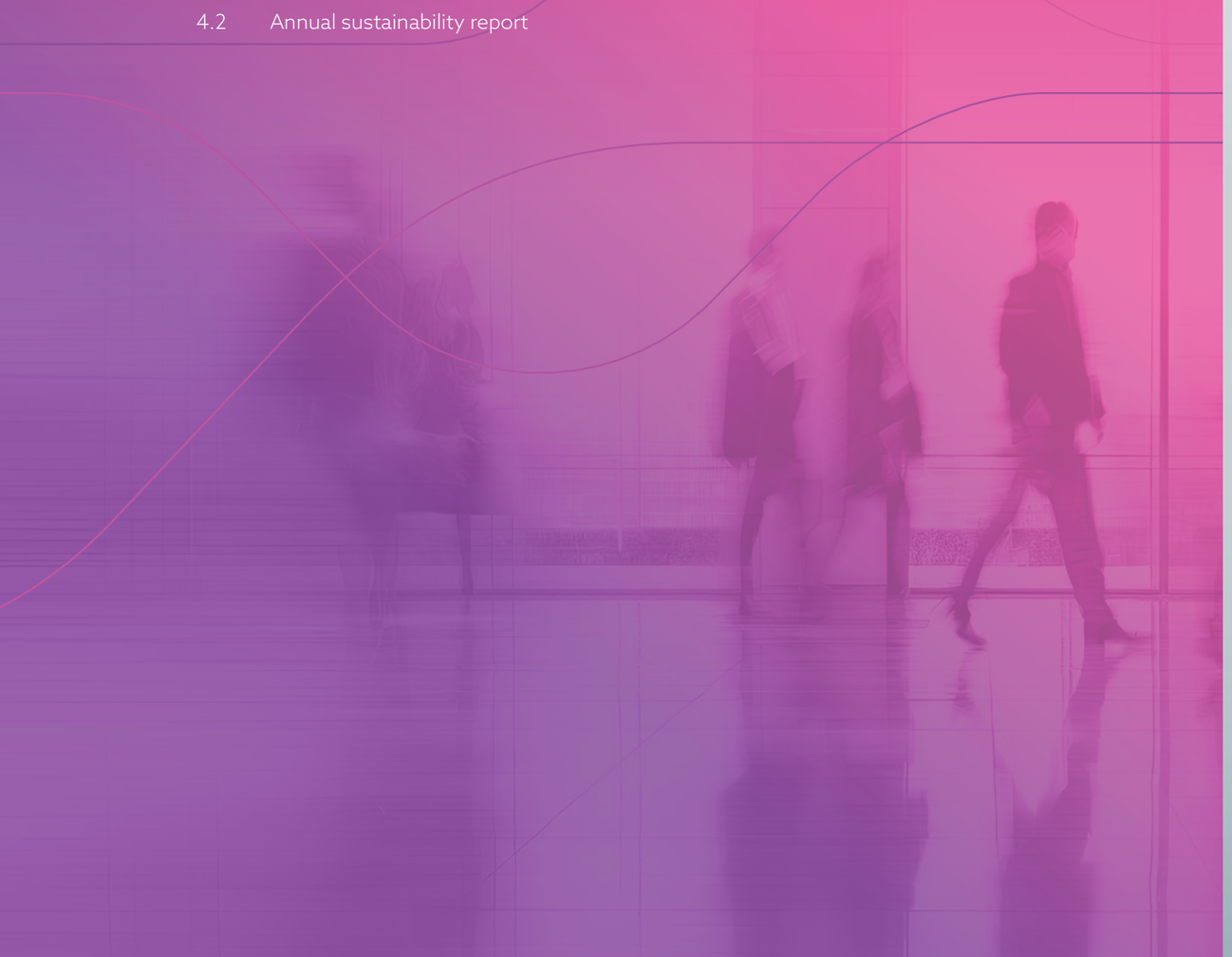
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1.0 Introduction

Engaging our people – as well as the people we work with – is fundamental to realising our Sustainable Futures vision. People are the driving force behind change, and the level of engagement we achieve will determine the success of our sustainability framework.

To help deliver our purpose of creating a sustainable future together and our vision to be innovative in creating sustainable developments fit for the future, it's imperative to uphold our core values of Integrity, Commitment, Respect and Togetherness. These values are central to how we move forward.

This Code, together with our core values, will guide our interactions with staff, consultants, customers, stakeholders and the communities in which we operate. It underpins all that we do as we work towards the aspirations of our Sustainable Futures strategy.



1.1 Our Sustainable Futures framework

The IM Properties Sustainable Futures framework sets out our ambitions for the short, medium and long term, grouped under three pillars: People, Place and Planet. Looking ahead to 2030 and beyond, each pillar has a long-term ambition supported by specific targets and actions, designed to drive progress against our most material issues. We know we cannot deliver our ambitions alone, so our partnerships and practices are also key to our approach.

Aligned to the United Nations Sustainable Development Goals (SDGs) and underpinned by science-based targets, the framework provides a blueprint for how we can achieve a better and more sustainable future for all of our stakeholders. Learn more about Sustainable Futures.

1.1.1 People

Our people are our greatest asset, and it's crucial for the success of our sustainability framework that we're all engaged and moving in the same direction. Our 2030 ambition is to enable and inspire sustainable thinking among our employees, occupiers, customers, suppliers, industry and regulatory bodies, and the communities in which we work. Learn more about our People pillar.

1.1.2 Place

As a property company, our developments can make a positive impact by creating jobs, training and investment in local economies. However, to ensure that we leave a lasting positive legacy in our host communities, we need to take the time to understand each place's current and future needs. Our 2030 ambition is to create positive change in the communities where we work. Learn more about our Place pillar.

1.1.3 Planet

We are committed to playing our role in supporting the UK's transition to a low-carbon economy. This includes remaining a certified CarbonNeutral® company, championing the 'Race to Zero' and aligning our efforts with Science Based Targets initiative guidance. Further, all our new build commercial developments will be Net Zero Ready as defined by the UK Green Building Council (UKGBC).

Our ambitious goals build on a solid track record. We have already secured multiple Green Loan banking facilities to drive energy efficiency across our investment portfolio and maintain our partnerships with the UKGBC and Better Buildings Partnership (BBP). Learn more about our Planet pillar.

1.2 Our People commitments: Enabling and inspiring sustainable behaviours

People are at the heart of everything we do. Our approach is guided by clear principles that support a positive workplace culture and set out the standards, behaviours and support mechanisms expected from everyone. These guidelines are designed to create a safe, inclusive and high-performing environment where all colleagues are empowered to contribute and thrive in line with our company values.

We will enable and inspire sustainable behaviours by setting commitments focusing on three key areas:

1.2.1 Wellbeing

- We will continue to **develop and evolve our internal wellbeing strategy**.

1.2.2 Encouraging sustainable behaviours

- Every year, we will **review our engagement** with our customers and stakeholders.
- We will hold an **annual Sustainability Week** to inspire and encourage staff, customers, occupiers and suppliers to push towards a more sustainable future.

1.2.3 Collaborating and communicating

- We will set up a **Sustainability Champions Committee**.
- We will also produce and distribute an **annual sustainability performance report.**



1.3 Our approach

This People Code complements our broader Sustainable Futures strategy by providing detailed guidance on how we will achieve our targets and embed them across our business. Some objectives require a unified, company-wide approach, while others are specific to our divisions – Investment, Development and IM Land. In specific areas, we also need collaboration and alignment from our wider consultancy teams.

With this document, we set out clear standards and processes for achieving our People-related targets. It details how we need to work together to achieve our targets – whether as colleagues, customers, consultants or stakeholders – and defines how we will conduct our business to deliver on our vision.

To ensure the success of our Sustainable Futures framework, it is essential that we consistently review and enhance our processes across all departments. By empowering our people to collaborate and be accountable, we can drive involvement at every level throughout the company and achieve our goals together.

Our dedicated Sustainability Data Manager is responsible for managing and reporting data across the business through our chosen software tool. To support accurate reporting, data must be provided to the Data Manager regularly from all parts of the internal business, as well as from external partners where relevant. It is also important to establish clear responsibility within partner organisations, identifying the appropriate contacts for sharing data and ensuring efficient lines of communication. Depending on requirements, data may be collected at either a corporate or project level.

"Our journey towards a more sustainable future is built on a foundation of shared purpose and collective responsibility. By championing our core values and fostering a culture of collaboration, we aim to inspire everyone within our organisation to help us make a meaningful impact in our communities."

Rob Hemus,
Director of Asset Management and Sustainability

2.0 Wellbeing

Businesses have a vital role to play in supporting their people. We want to lead by example, ensuring that our staff's physical and mental health is a priority and maintaining an authentic and consistent approach across the organisation.

2.1 Internal wellbeing strategy

To support our staff and to continue attracting and retaining the best talent, we are committed to further developing our approach to wellbeing.

Across the company and within specific businesses, we will continue to deliver a rich programme of wellbeing initiatives and events. To reflect on and track our progress, we will provide an annual summary report, highlighting key achievements and areas for improvement.

We also know the importance of listening. We will seek regular feedback to inform our approach, drive greater engagement and make sure our people feel valued and heard.

A Wellbeing Events and Delivery Group (WEDG) has also been set up to ensure delivery of the strategy. This cross-divisional forum brings together representatives from across the IM Group and is chaired by IM Properties, underpinning the Sustainable Futures strategy.

2.2 Delivering wellbeing across our portfolio

Our commitment to wellbeing goes beyond supporting our internal teams. We also aim to embed and promote wellbeing across our wider portfolio, creating positive environments for the people and communities who engage with our places and developments.

For example, at our Bourn office development in Coventry, we are proud of the changes we have made to enhance wellbeing for occupiers. Investing in a dedicated wellbeing hub equipped with showers, changing rooms, lockers and bike racks supports sustainable travel and encourages healthy living.

We also aim to create a calm and enriching atmosphere by engaging the senses, incorporating plants, carefully selected fragrances and music into common areas and shared spaces. Initiatives such as fitness classes, food events and occupier welcome packs are designed to promote community and wellbeing. The dedicated app for Bourn tenants enables improved communication and engagement with occupiers.

Within our business parks and larger developments, we will continue to look for ways to enhance amenity and access to green space, as well as events designed to improve tenants' lives.

In our larger development projects, we prioritise wellbeing by intentionally incorporating access to green spaces for both occupiers and building managers. And through IM Land, wellbeing is built into the planning of new communities from the outset, with a focus on open spaces and amenities such as shops and schools, helping foster thriving and sustainable places to live.

What we need from our stakeholders

Employees

- Participate in wellbeing initiatives and events across the business.
- Provide regular feedback to help shape and improve the wellbeing strategy.
- Engage with internal communications to promote wellbeing activities.

Business unit leads and office managers

- Support the delivery of wellbeing programmes tailored to specific locations.
- Maintain and enhance wellbeing-focused amenities.
- Sharing feedback with WEDG representatives.

Internal development teams and asset managers

- Explore opportunities to offer amenities or shared spaces for wellbeing-focused use.

Occupiers

- Engage with wellbeing amenities and events provided at developments.
- Provide feedback to help improve occupier experience and wellbeing offerings.

3.0 Encouraging sustainable behaviours

Delivering our 10-year framework is not just a statement of intent. It signals a way of working that we are embedding across our organisation.

3.1 Engagement and empowerment

Across all our service lines, we will put our customers front and centre, making sure we communicate effectively to gain a thorough understanding of their needs.

3.1.1 Investment business

We are committed to engaging with our tenants and fostering stronger partnerships across our portfolio. Through regular tenant visits and site inspections, we can ensure open communication channels and address emerging needs quickly. Our managing agents and tenant forums, facilitated by the inclusion of Green Lease clauses, create a collaborative space in which we can work together to advance our sustainability goals.

By including Green Lease clauses in all new leases, we will improve cooperation with our customers and drive engagement on sustainability. Using Letters of Authority, we are also able to record energy consumption more effectively, improving our reporting and empowering our tenants through better information. Where needed, these Letters will allow us to install new meters. By offering sustainability and carbon-reduction surveys to our tenants, we also gain valuable insights about how a building is performing and identify opportunities for improvements.

In partnership with occupiers, consultants, contractors and our internal teams, we are developing a range of volunteering opportunities that encourage involvement and strengthen our shared commitment to building a more sustainable future.

3.1.2 Development business

Through early engagement with occupiers we establish close working relationships and an understanding of their business needs so these can be incorporated into our design or refurbishment projects.

We will communicate proactively with occupiers about the social value generated through each project and highlight how Community Funds are making a real difference to local groups and causes. We'll provide documentation about our work alongside key building information, such as operations and maintenance manuals and health and safety files.

Through meetings with each project's Social Value Manager and Development Manager, we will encourage the customer to continue building on the relationships we've created to deliver a lasting impact.

We will also improve customer engagement during the 12-month defect period following completion. By identifying the right contacts for people-related matters, we aim to discuss the user experience and identify opportunities for improvements of our buildings.

To develop a more strategic approach to engagement, we will track our engagement with key stakeholders through internal surveys and by recording interactions across the public and private sectors throughout the course of our projects.

What we need from our stakeholders

Occupiers

- Participate in regular site visits, inspections and tenant forums.
- Engage with Green Lease clauses to support sustainability collaboration.
- Take part in surveys to inform building performance improvements.
- Join volunteering initiatives developed in partnership with IM Properties.

Consultants

- Collaborate on the development and delivery of volunteering opportunities.
- Support sustainability surveys and data collection efforts.

Employees

- Engage in tenant visits and forums to foster open communication.
- Support the delivery of volunteering programmes and sustainability initiatives.

Social value managers and development managers

- Facilitate customer engagement and relationship building post-completion.
- Track and record stakeholder interactions to inform strategic engagement.

3.1.3 IM Land

From the outset we embed sustainability objectives into the long term vision of our sites via master planning and design principles. This is to ensure that future developments deliver positive outcomes for future communities and homeowners, the environment and the local economy.

A way of delivering this is through well desgined places that encourage walkability, cycling connectivty and access to public transport.

Social value considerations can also extend throughout the life cycle of our promoted sites, by the work we do with local authorities, community groups, house builders and other stakeholders to identify local needs and opportunities.

Ultimately, the role of a modern land promotion business is not simply to secure planning permission, but to help shape sustainable places that create lasting value for people, communities and the environment.

3.2 Sustainability Week

We will dedicate a week to a company-wide celebration of learning and challenge – inviting everyone to explore how sustainability shapes our business and how it transforms our lives as individuals.

The week is designed to provide opportunities for staff development, upskilling and learning about new innovations, as well as collaboration, both between colleagues and also with external partners and organisations. It will also engage people and teams across the company to share success stories and recognise the contributions that are driving our vision forward.

During the week, we'll also reflect on our progress towards our targets and create space for feedback to help shape the journey ahead.



4.0 Collaborating and communicating

Our business is built on the relationships we have with our colleagues, occupiers and key stakeholders. Without them, we could not be successful. We want to maintain open and honest dialogue and continually monitor our performance to keep on improving the way we do business.

4.1 Sustainability Champions Committee

We want to encourage and empower everyone across the business to feel ownership of our Sustainable Futures strategy. We also want to ensure that we get a broad set of views, opinions and perspectives on sustainability. By launching a company-wide Sustainability Champions Committee, we will accelerate progress towards our overall sustainability goals and support the personal development of the staff involved.

As well as engaging our own team members, we will also look to engage external partners, including work experience programme participants, mentees, those we have delivered placements for and those we have met through our youth engagement work.

What we need from our stakeholders

Employees

- Participate in the Sustainability Champions Committee to share ideas and perspectives, and help drive progress.
- Engage with internal communications and contribute to shaping the Sustainable Futures strategy.

Work experience programme participants

- Share views and opinions on sustainability to help shape future strategy.
- Engage with committee activities or feedback opportunities where appropriate.

4.2 Annual sustainability report

By producing a company-wide annual report, we can showcase our areas of greatest impact and ensure our targets remain aligned with our business, as well as the objectives of our key stakeholders. Grounded in analysis of data and outcomes, this process will also help us make sustained progress on our framework.

What we need from our stakeholders

Senior leadership and ESG Teams

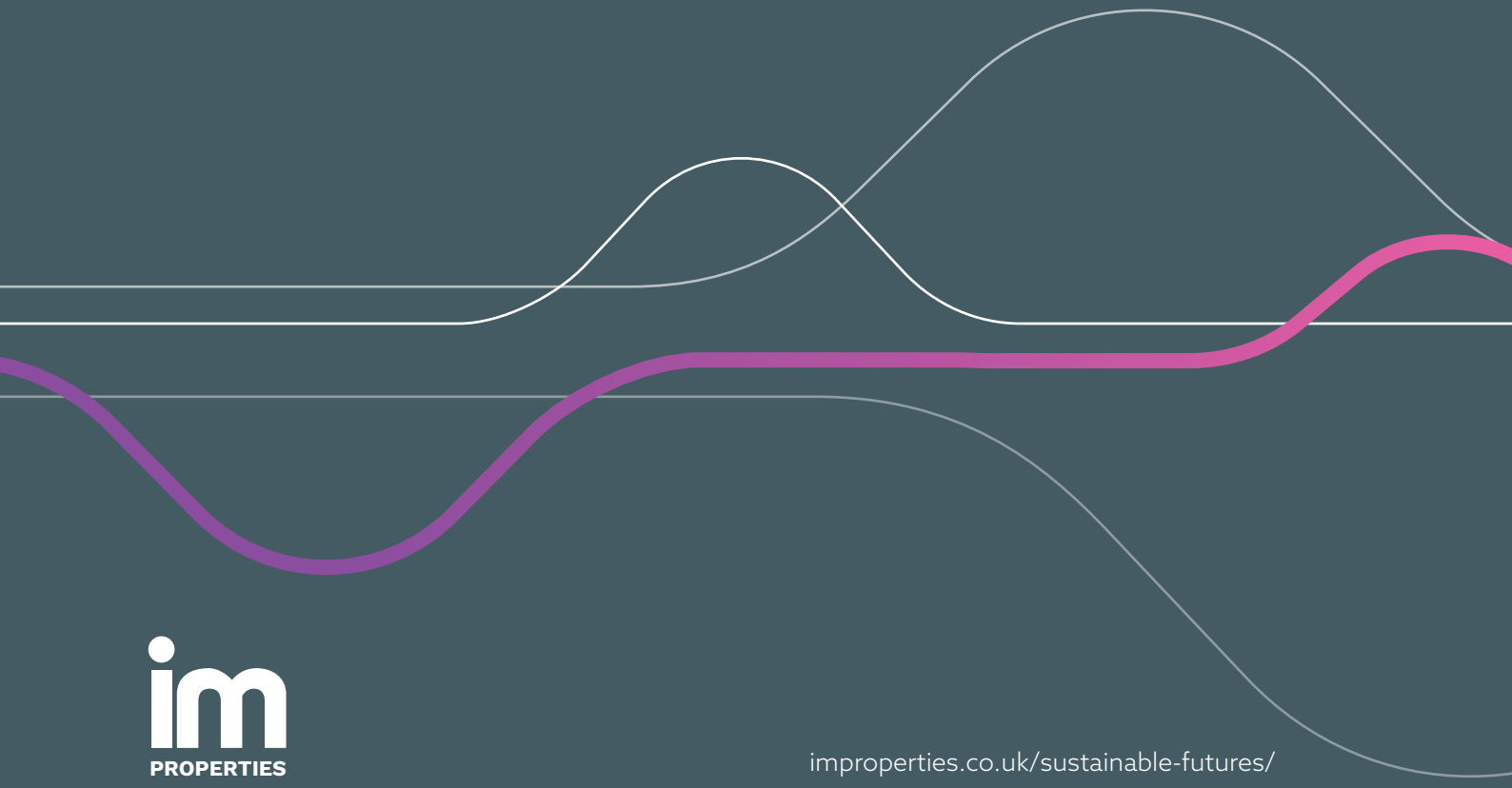
- Lead the production of the annual sustainability report, ensuring alignment with business goals and stakeholder expectations.
- Analyse data and outcomes to track progress and inform future strategy.

Business unit leads

- Contribute data, case studies and impact stories to the annual sustainability report.

Key external stakeholders

- Provide input or feedback where relevant to ensure the report reflects shared objectives and priorities.



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