



**OSiT**  
OFFICE SPACE in TOWN



**ESG  
ANNUAL  
REPORT  
2022/2023**

# TABLE OF CONTENTS

MESSAGE FROM OFFICE SPACE IN TOWN ("OSIT")

INTRODUCTION TO THE GREEN TEAM

OUR PRIORITIES:

- PEOPLE
- PLANET
- COMMUNITY

MEASURING PROGRESS - ENVIRONMENT

CLIMATE CHANGE

MEASURING PROGRESS - COMMUNITY

WELLBEING & INCLUSIVITY

POLICIES

SUMMARY



# MESSAGE FROM OSiT

**Friends of OSiT,**

We are excited to share our second annual ESG report with you after a year of great improvements and positive changes to our business and our environmental and social impact.

Our key focuses this year have been around measuring and tracking our carbon footprint, the wellbeing of our OSiT family and giving back to our local communities in a big way.

This report contains information about what steps we have made in the last year including some exciting new partnerships, a new and improved way of measuring our consumption data and what the Green Team have been up to behind the scenes. It also includes our focuses for the year ahead and how our wider OSiT community and clients can contribute and engage with our ESG initiatives.

This report is a transparent look in to our activities, including where we may not have done so well, so that we can hold ourselves accountable and continue to improve year on year.

As always we would love to hear from you so please reach out if you have any questions or feedback.



**GEORGIA SANDOM**

OPERATIONS & ESG DIRECTOR



# THE GREEN TEAM



## Ellie

I made the decision to join to green team to educate myself on how I can make a positive impact on the environment. I want to be able to use my knowledge to educate my colleagues, friends and family.



## Hannah

A green team can integrate sustainability, equity, inclusion, wellness and community-building for a broad, lasting impact. When OSiT launched the Green Team I was excited and eager to join as I am interested to help empower this change not only within OSiT but my every day life too.



## Nathan

I joined the green team at OSiT to help make real change where we can to reduce our impact on the planet as a business. I am also passionate about influencing others to make changes that will have a positive impact to our people and our planet.



## Cara

Every living thing in our ecosystem plays a vital role for the survival of our planet and of humankind. I joined the Green Team to try and protect the wonders that grace our earth – to encourage others to make positive changes that reduce their carbon footprints and to transition towards a circular economy with 0 waste.

# THE GREEN TEAM



## **Amie**

I joined the green team to start my journey on living more consciously and sustainably. I think being part of a wonderful like-minded group, with others who are also conscious of our impact on the world, will help to empower greater change in myself and in others around us. It is important to slow down and understand resources are finite. This is the example I want to set for my young family so that they can continue the commitment to protect the planet for future generations.



## **Lizzy**

I joined the green team as being climate and socially conscience are causes that are very important to me. Joining the green team will allow me to learn and explore new ways to hopefully make a lasting impact on sustainability within OSiT and in my own life. I think it is a wonderful opportunity to implement a greener way of living into our company through teamwork.



## **Beau**

I decided to join the Green team to become a part of a committed and thoughtful group who aspires to help make a positive change in our environment whilst also being able to educate myself and others further.

# OUR PRIORITIES

## OUR PEOPLE

### Learning and development

Our focus in 2023 is on learning and development opportunities for our staff. Each staff member has a written personal development plan which is further supported by catered training programmes and courses.

Also this year groups of staff enrolled in The Institute of Leadership & Management (ILM) course. This practical course gives a recognised qualification whilst sharing insight and learning on the fundamentals of management and the core skills required.

### Courses that were undertaken in 2022 included;

- Meaning 4 life
- Resilience Course
- Storytelling Course
- Self defence course
- Personal Development course with Niki Fuchs
- Udemey courses
- Mental Health first aid



# OUR PLANET

Year on year OSiT is committed to measuring more, learning more and doing more. Here is a snapshot of actions taken to continue to reduce our impact on the planet.

## Measuring more

- Full energy audits of our buildings in March 2023 to fully understand the efficiency of our buildings and where we could make improvements.
- Changed how we collect and share our consumption data and we are measuring our carbon footprint. We are publishing these with tangible targets to ensure full visibility and accountability.
- Measuring our environmental impact from a social aspect.

## Learning more

- Continue to learn about best practices and initiatives, new regulations and how to make change through our environmental consultants, our industry peers and through external training and events.
- Enrolled staff on Carbon courses to widen knowledge.
- Scheduled engagement workshops.

## Doing more

- With the help of the Green Team we are ensuring that our ESG strategy is implemented in the operation of all aspects our business.
- We have made significant changes to products and suppliers we use.



# THE PLANET MARK

We have fulfilled our promise from our last report of furthering our consumption and carbon footprint measuring by partnering with [Planet Mark](#).

We are pleased to share our Planet Mark certification and show that we are committed to reducing our carbon emissions yearly and striving to have a positive impact on society.

## WHAT DID WE MEASURE?

### Measure carbon - emissions

We provided consumption data for our buildings - water, electricity, gas, refrigerants, waste, procurement. From here we were able to measure carbon footprint by scope.

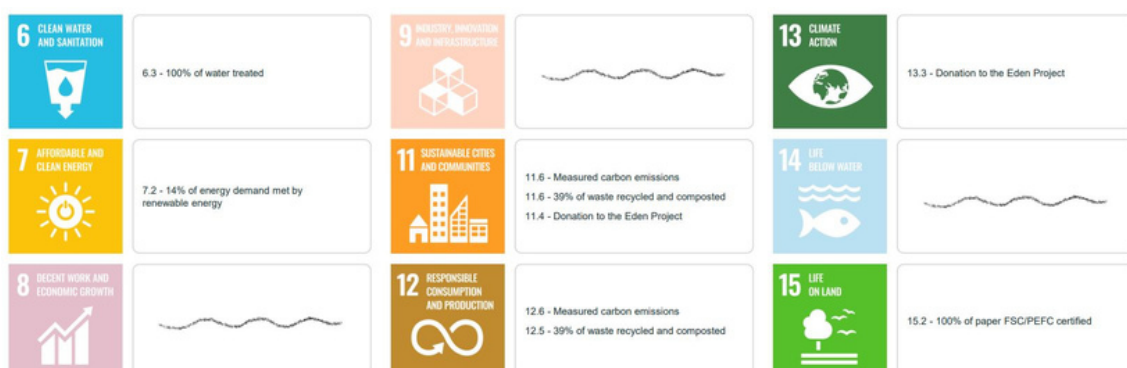
### Social Value - contributions

Here we provided data on investment into our staff (training, development and support), our community and volunteering contributions, donations and social contributions to the environment.

## WHAT'S NEXT?

- Set targets to achieve next year on consumption / carbon footprint measurement.
- By measuring and reducing our carbon footprint with the Planet Mark, we can directly and measurably contribute to up to 9 SDGs addressing 14 SDG targets\*.
- Set out goals for contributions to our social value for the next year - people, community & charity.
- Engagement - engaging our staff, suppliers and clients with our journey through workshops, training and communications.
- Communicate - continue to share what actions we are taking to achieve our targets throughout the year. You can find our reports on the data centre and keep up to date with us on our socials: [@officespaceintown](#).

\*The Sustainable Development Goals (SDGs), also known as the Global Goals, are a collection of 17 interrelated goals set by the United Nations.





# WE ARE PLANET MARK CERTIFIED



PlanetMark  
Certified Business

Year 1.

**OSiT**  
OFFICE SPACE in TOWN

This is to certify that Office Space in Town (OSiT) has achieved the Planet Mark by reporting its carbon footprint and engaging its stakeholders.

Valid to: 31 March 2024



Empowering change for a brighter future.

The Planet Mark is a sustainability certification for every type of organisation, for products and real estate. Our certification recognises continuous improvement, encourages action and builds an empowered community of like-minded individuals who make a world of difference.



## Measure

### Location-based

**652.8 tCO<sub>2</sub>e**  
Measured carbon footprint.

**0.26 tCO<sub>2</sub>e**  
Measured carbon footprint per tenant.

### Market-based

**750.4 tCO<sub>2</sub>e**  
Measured carbon footprint.

**0.30 tCO<sub>2</sub>e**  
Measured carbon footprint per tenant.

**£38,485**

Total Social Value.

We are committed to reducing our carbon emissions yearly so that together we can all halt climate change.

**Reporting Boundary:** London office spaces (Blackfriars, St Pauls, Monument, Waterloo & Liverpool St)

**Emission Sources:** Electricity, T&D Losses, Natural Gas, Refrigerants, Water, Waste, Paper, Homeworking (excluded from footprint)

**Reporting Period:** 01 Jan 2022 –31 Dec 2022



## Engage

**42**

We engage our employees and wider FTE employees, stakeholders to unlock their talent and knowledge to drive year on year progress in sustainability.



## Communicate

**6**

**Sustainable Development Goals.** We recognise that transparent communication is essential for transformational change and we quantifiably contribute to 6SDGs.

# Eco swaps

OSiT have made some great swaps to more eco-friendly suppliers and products this year. This follows a wide scale procurement exercise carried out by our Operations team.

Please see below some of our new suppliers:

## New Suppliers:

# OXWASH

Sustainable laundry & dry cleaning alternative. OSiT now launders all towels through Oxwash.

# BELU

MADE WITH WATER AND ETHICS

Water for Reception – Lightweight, 100% recyclable glass bottles. Source, bottle and distribute mineral water solely within the UK to minimise carbon footprint. Investing in initiatives that benefit our planet and by giving all their net profit to WaterAid.

# Pact

COFFEE

Speciality-grade coffee. All coffee directly sourced from farmers and pay 60% above the Fairtrade price. Championing sustainable practices that are kind to the environment.

imagedirect   
everything your office needs...

Stationery and catering products.

Image Direct provide us with an OSiT eco-product list and we have changed to recycled bags and bulk deliveries to reduce carbon footprint.

# Eco swaps

## MILK



After many years of having no other option but milk in plastic bottles, having tried out glass bottles but finding that they were not suitable mainly due to wastage of milk.. we eventually sourced 2 great companies that provide milk in paper cartons! CWE dairies & Morgan Dairy.



Women's sanitary products provided in our buildings

**Organic Mondays / & Sisters**

– Sustainable and healthy period care.



Birchall Tea

<https://birchalltea.co.uk/taste-difference/ethical-credentials/>

Carbon neutral, plant-based sustainable tea bags, solar powered tea bags, rainforest alliance and ethical practices - Birchall Tea bags were an easy choice for us.

# OUR COMMUNITY

Over the last few years we have nominated one chosen charity each year to raise money for as a group. You can find details of these amazing causes on our [website](#).

Our 2022 charity fundraising was for Winnie, a beautiful 5 year old girl who suffered with Osteogenesis Imperfecta (OI). We raised a total of £13,597 that went towards improving her home and garden to make it as accessible, comfortable and suitable for Winnie's needs.

Thank you to all our clients who helped us make this possible.



This year we have launched a new way of giving back to our community and have chosen individual charities that are local to our buildings. We are committed to raising money, volunteering our time, collecting donations and helping spread awareness for the following charities:

# OUR COMMUNITY

## Liverpool Street - 46 New Broad Street

### Whitechapel Mission

<https://whitechapel.org.uk/>

The Whitechapel Mission has been serving the homeless and marginalised since 1876 – including a day centre, skills training and career advice, activity programmes and specialist support for complex needs.

OSiT Liverpool Street will be helping out by raising funds, collecting donations and volunteering time to helping out at breakfasts shifts or helping to sort through donations.

<https://gofund.me/31d101b9>



## Waterloo - 2-6 Boundary Row

### The Fostering Network

<https://www.thefosteringnetwork.org.uk/>

The Fostering Network is the UK's leading fostering charity, bringing together everyone who is involved in the lives of children and young people who are fostered to make foster care the very best it can be. OSiT will be supporting by raising awareness of the fostering network amount clients and customers, hosting and helping out at events and raising funds.

<https://gofund.me/04fbf3b9>



# OUR COMMUNITY

## St Pauls- 20 Little Britain

### The Bow Food bank

Bow Foodbank Limited is an independent charity. They operate two foodbanks in Tower Hamlets, east London - one in Bow and one in Bethnal Green. They provide emergency food and essentials to anyone in crisis.

OSiT will be volunteering at the food bank, collecting donations and raising funds.



<https://gofund.me/5ba08777>

## Blackfriars - 22 Tudor Street

### Evelyn Community Store

They offer weekly food and other essentials to those who are struggling to make ends meet. They do this by having days where residents visit to collect food as well as offering the delivery of food packages to those who cannot make it to the sites. OSiT Blackfriars have and will continue to donate food, money and volunteer time. Recently OSiT bought air fryers to donate to the community store to offer to the local community members.



<https://gofund.me/30f0ec3at>

## Monument - 20 St Dunstan's Hill

### Home for Good

These guys help find homes for every child who needs one through fostering, adoption and supported lodgings. The charities objectives are to influence, inspire, inform, invest and invite in order to put children into safe, loving homes.



[justgiving.com/page/office-space-in-town-monument-1674481103577](https://justgiving.com/page/office-space-in-town-monument-1674481103577)

# Measuring progress - Environment

OSiT have made significant improvements to our buildings over the last year to help reduce consumption however when comparing from our reports last year, occupancy in our buildings was 20% higher in 2022 than in 2021 (post pandemic) which means utilisation of the buildings was higher affecting all key areas - electricity, water, gas, and waste.

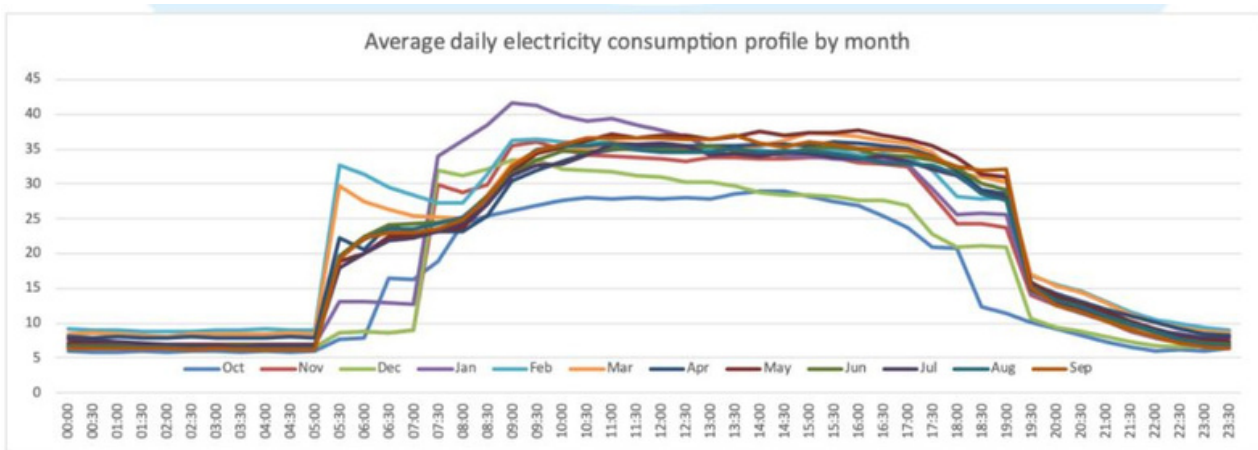
## Electricity

With the completion of LED lighting replacement works at Liverpool Street and St Pauls in June 2022, all buildings in the group have LED lights throughout.

Our buildings are technically operational 24/7 although the core hours are between 8.30am - 6pm weekdays and occasional use at weekends, with Mondays and Fridays being quieter days.

Using half hourly data we are able to distinguish how we can reduce consumption, especially when compared to peak operational hours. The below graph shows the average daily consumption profile by month, including weekdays and weekends. (example graph data from 2-6 Boundary row).

From here we were able to drill down in to time of day usage and make adjustments to heating/cooling and ventilation timers.



The energy audits carried out in March 2023 also gave us further recommendations for larger improvement works, eg. solar panels which we will incorporate in to our development plans for the buildings.

# Measuring progress - Environment

## Water

Each building now has a Water Reduction Strategy which includes replacing water appliances and fittings with low water use equivalents during refurbishment. This includes installing new flow Restrictor regulator aerators to taps and showers.

## Waste

You can find all waste reports on our [data centre](#)

When comparing waste flow reports from 2021 to 2022 we have made improvements to the amount (%) recycled in Blackfriars and St Pauls but have remained around the same volumes at the other buildings. In our investigations we have found the following:

1. The 2 centres with the higher recycling rate have bin lifts (as opposed to kerbside collection). These are more accurate as they are collected by different lorries and the waste is weighed as it goes in.
2. Kerbside collections aren't as accurate (especially for Waterloo as it is one bin lorry collecting all the waste) as we are reliant on the human factor of the waste operatives.
3. The centres in general use the same amount of bags each month, obviously recycling weighs less.

To further improve our recycling rate we will be looking to provide additional and more varied recycling bins in the buildings and will be investigating waste collection options.

Water, electricity, gas and waste consumption data is now being captured through our Planet Mark platform and we will be publishing full reports YoY.



# BREEAM-In-Use (BIU)

OSiT continues to work with Savills on our BREEAM assessments and improvements.

## Currently we hold the following certifications:

BREEAM-In-Use Part 1

St Pauls – Little Britain 58.2% Very Good

Monument – St. Dunstan's 59% Very Good

Waterloo – Boundary Row 58.4% Very Good



## Currently under assessment:

Blackfriars - Tudor Street - BIU Part 1 & Part 2

Monument - BIU Part 1 re-assessment and Part 2 assessment.

# Climate change

OSiT continues our partnership with Carbon Savvy with all OSiT employees enrolled on the Carbon Savers Course.

This course is everything you need to know to cut your footprint and raise wellbeing in ten, light, easy-listening modules. These sessions give our staff a great grounding to help them play their part in reducing the organisation's carbon footprint and their own personal carbon footprint.

You can find out your personal carbon footprint using Carbon Savvy's quick and easy calculator - <https://carbonsavvy.uk/calculator/>

Influencing the change is where we believe we can have the biggest impact and we want to continue to give as many tools to our community as possible. For our clients in our buildings, Planet Mark are hosting Carbon clinics where businesses can have a one-to-one session with Planet Mark carbon footprinting and sustainability experts. These 30-minute sessions are designed to give practical, tailored advice to any organisation or individual looking to drive sustainability forward. Carbon management is an essential pre-requisite to good practice in sustainability and understanding the impact of a business is essential for progress.



# Measuring progress - Community

Each building has an ambassador for their chosen charity who maintains communication with their charity to ensure that we are providing what they need, at the right time. This can be from volunteering the breakfast shifts in the morning to donating coats in the winter.

As our contributions will be slightly different this year, we are not setting monetary targets, but will track and measure our contributions to our chosen community charities with logs for volunteering, donations and fundraising and we will then benchmark this to create targets for next year. This is aided by our Planet Mark dashboard which includes a Social Value measuring where we can upload our logs, create our score for the year and use this to set targets moving forward.

We are excited to share our progress throughout the year with you.



# Wellbeing & Inclusivity

OSiT continues to offer all employees Vitality Health Insurance.

This cover is to pay for eligible consultants' fees for in-patient and day-patient treatment. Access to Primary Care through our Vitality GP app. Mental Health support with access to counselling and CBT. To make healthy living easier, Vitality also offers discounts on popular health and fitness brands and when you get active, you can earn weekly rewards.

In September 2022 we sent out our annual Employee Satisfaction Survey

- We had 25 respondents. This is less than last year where we had 32.
- We scored 9/10 for enjoyment of work
- We scored higher this year in 'how proud of OSiT brand are you' with no detractors.
- We scored 100% for workplace diversity and anti-discrimination questions. Some comments made to hire more male staff to enhance diversity within company.

We also carried out an external survey powered by Workl. This survey was also part of our application for The Sunday Times Best Place to Work list. You can see a snapshot of the collected survey below:

---

## Six Steps to Workplace Engagement Scores

The Six Steps are the six categories you need address and work on to engage your staff and improve workplace engagement.

★ Reward & Recognition	89%	Excellent!
🗣️ Information Sharing	93%	Excellent!
👤 Empowerment	96%	Excellent!
😊 Wellbeing	95%	Excellent!
👍 Instilling Pride	94%	Excellent!
😊 Job Satisfaction	95%	Excellent!

---

# The Sunday Times Best Places to Work 2023

Office Space in Town are very proud to announce that we have made the Sunday Times Best Places to Work list for 2023!

The Sunday Times, powered by WorkL, has revealed the Best Places to Work in the UK. This nationwide workplace survey honours and celebrates Britain's top employers and acknowledges the best workplaces for women, LGBTQIA+ community, disabled employees, ethnic minorities, younger and older workers, and wellbeing.

You can see the full list [here](#)





**Approximately 1 in 4 people in the UK will experience a mental health problem each year**

**Mental Health First Aid is just as important as physical first aid. We are here to listen!**

**Please click here to view your qualified OSiT Mental Health First Aiders**

<https://www.officespaceintown.com/data-centre>

**All support and contact is confidential**

In 2022 Employees of OSiT attended an Adult MHFA Two Day course and are now a Mental Health First Aider. This course teaches in depth skills for providing first aid to people who may be experiencing mental health issues such as depression, anxiety and psychosis.

"MHFA England is a social enterprise with a vision to improve the mental health of the nation. Through our training, campaigning, and reinvesting, we equip people with the skills to support their own and others' wellbeing.

We believe in zero stigma around mental health. We want mental health to be openly discussed and supported. Together, let's create a society where everyone can thrive".

# Policies

You can find the following ESG policies for OSiT on our data centre:

<https://www.officespaceintown.com/data-centre>

## **Code of ethics and conduct for suppliers**

This serves as our policy to highlight our expectation of our supplier's ethical conduct and will be distributed to all current suppliers. All new suppliers receive a copy of this policy along with the updated contractor questionnaire.

## **Contractor Questionnaire**

This is the same format and precedence as our original questionnaire but has an updated ESG section that must be completed. This questionnaire has been completed by all current suppliers and all new suppliers must complete this prior to any agreement of service.

## **Green Purchasing Policy**

This policy outlines our commitment to our sustainable development and our considerations made when buying products and the environmental impact this has.

## **OSiT Volunteer time off policy**

OSiT Employees may take up to 20 hours a year to carry out charitable volunteer work.



# **B Corp**

We are still currently under assessment to achieve B Corp status and hope to have news in the coming months.

# Summary

This report is so our stakeholders can understand our corporate ESG strategy and so that our short, medium and long term objectives are accessible and visible.

Our priorities of being an environmentally responsible organisation, supporting local community groups and charities and caring for the wellbeing of our OSiT family are now firmly integrated into our every day operation of our business.

We will continue to evaluate our performance year on year and provide our shareholders and stakeholders a transparent look in to our progress. With our new partnerships and clearer way of reporting this will elevate our ability to track and measure our impact. We are able to manage what we can measure.

We will continue to learn about how we can make our buildings smarter and more intuitive, helping to decarbonise the buildings while meeting the needs of our occupants.

We will strive to improve on an operational level to reduce consumption, with the assistance of our environmental consultants.

We also commit to continuing to learn about how we can have a positive impact as individuals and how we can have a positive influence on all those around us.

Where possible we have created reporting and policies so that our actions are data driven but feedback is also valuable to help us keep track of our progress so we will continue to ask our employees and clients for feedback.

For anyone interested in further information on anything raised in the report please feel free to get in touch. [greenteam@officespaceintown.com](mailto:greenteam@officespaceintown.com)

Thank you for taking the time to read our report.



Operations & ESG Director  
Office Space in Town





# OSiT

OFFICE SPACE in TOWN

© OSiT® is a trademark of OFFICE SPACE in TOWN

**ESG  
ANNUAL  
REPORT  
2022/2023**