



**NORTHWOOD  
REGIONAL UK**

*An affiliate of Northwood Investors*

**CORPORATE  
SOCIAL  
RESPONSIBILITY  
POLICY**

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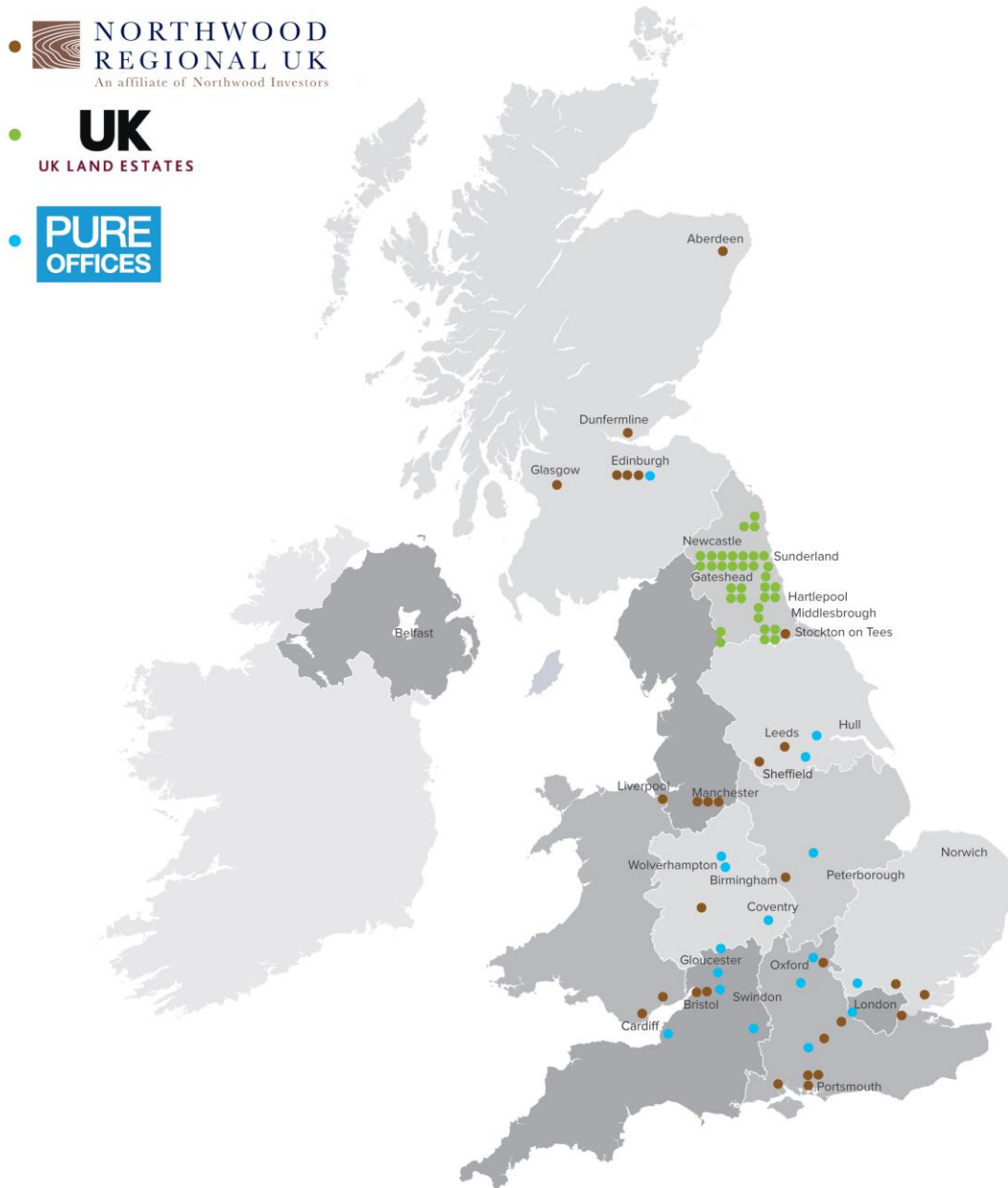


## ABOUT NORTHWOOD REGIONAL UK

Northwood Regional UK is a property investor focusing on office and industrial property investment and development opportunities. As one of the country's leading investors in the regional office and industrial markets, we have more than 7.5 million square foot of business space in over 100 locations across the UK\*. We are therefore acutely aware that our business activities can impact on the societies in which we operate.

### NATIONWIDE PROPERTY PORTFOLIO

As one of the country's leading investors in regional office and industrial accommodation, we have more than 7.5m sq ft of business space in over 100 locations.



## 2.0 CORPORATE SOCIAL RESPONSIBILITY (CSR)

Whilst the fund and asset management of commercial investment property is our core business we recognise that when undertaking this work we automatically become accountable both directly and indirectly to our customers, suppliers, environment, communities and employees.

Our core business is paramount but we also believe that adhering to a Corporate Social Responsibility (CSR) policy makes us a better business. Embracing CSR conveys a sense of integrity and trust amongst our stakeholders and it is therefore a consideration in all areas of our business from strategic planning all the way down to day to day operations.

## 3.0 NORTHWOOD REGIONAL UK CSR POLICY

Our CSR commitment focuses on five key areas\*:

### CUSTOMERS

We aim to develop and maintain strong business relationships ensuring we provide high levels of customer care and satisfaction at all times. This incorporates:

- Deliverable and established customer standards
- Transparency
- Customer confidentiality
- Accessibility to services/ dedicated staff
- Acting on customer feedback
- Robust complaints procedure
- Highest ethical standards

### SUPPLIERS

We strive to have a positive impact through our purchasing decisions, which result in:

- Responsible procurement practices
- Centralised supply chain
- Centralised management information
- Consistent and sustainable service lines
- Efficient management of suppliers
- Efficiencies from electronic invoicing



## **ENVIRONMENT**

Managing the direct impact of our operations and the impacts of our occupier customers by:

- Minimising carbon emissions from our managed properties
- Practical advice for our customers towards carbon neutrality
- Measuring the energy efficiency of our managed properties and improving where necessary
- Minimising ecological impact during property refurbishments/ development
- Utilising innovative development design where practical

## **COMMUNITY**

We actively encourage all stakeholders, particularly employees, to think broadly and to consider how our business fits into the wider community and its impact on society as a whole. Initiatives include:

- Active participation in charity fund raising events
- Providing a mentoring role for students at Reading University
- Work experience opportunities
- Sponsorship of local sports teams
- Supporting local wildlife projects

## **EMPLOYEES**

Investing in the skills and capabilities of our employees through accessible training and development opportunities, with the aim of making Northwood Regional UK a great place to work. Central to this commitment are:

- Teamwork
- Communication
- Clear organisational structure/culture
- Flexible working practices
- Recognition and reward
- Training opportunities e.g. Chartered Surveyors Assessment of Professional Competence
- Periodic performance reviews
- Maintaining the highest standards of personal health and safety



*\*For a detailed list of our Stakeholders please see the enclosed Stakeholder Map (Page 8)*

#### **4.0 CSR IMPLEMENTATION**

We monitor the standards we set within our CSR policy by appointing a steering group to:

- Constantly review policy
- Undertake performance reviews to celebrate our strengths and highlight areas for improvement
- Carry out annual satisfaction surveys for customers and employees and demonstrate a positive improvement year on year
- Conduct periodic internal and external audits to ensure uniformity and correct working procedures throughout the business
- Ensure the aims are transparent and concisely communicated to all involved

#### **5.0 HEALTH AND SAFETY POLICY**

Northwood Regional UK recognises that the control of all health and safety matters arising from our work activities is an essential part of our operation.

The Company aims to provide the safest and healthiest working conditions possible for all our employees by:

- Providing and maintaining safe plant and equipment
- Providing safe systems of work
- Providing a safe working environment with safe access and egress
- Providing for the safe use, handling, storage and transport of all articles and substances
- Providing adequate and sufficient information, instruction, training and supervision

The Company also seeks to solicit the support of all employees towards achieving the safest possible working conditions and to encourage consultation on all health and safety matters. Support, co-operation and consultation will also be sought from all contractors and any other persons who might reasonably be expected to be included in such discussions. To this end, regular health and safety discussions are held at various levels within the Company.

We also have a responsibility for the health and safety of other people who may be affected by our activities including contractors, visitors and members of the public.



## 6.0 ACTION PLAN

- Hold twice yearly CSR Steering Group meetings
- Provide work experience to at least one University Undergraduate
- Provide APC training to at least one University Graduate
- Evaluate and improve the energy inefficient buildings within our property portfolio
- Further develop recycling schemes at Northwood Regional UK offices

