MATERIAL TOPICS

MATERIAL TOPICS

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES

ECONOMIC

ECONOMIC PERFORMANCE

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Welcome to our 2018 report The strong economic performance of the Group is integral to Canary Wharf being a success and the smooth running of the estate. Canary Wharf Group website: Investors Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Corporate Responsibility Group Making sustainability real > Codes of conduct Corporate responsibility policy Code of Business Practices and Ethics Reporting approach > Our performance against targets
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 201: ECONOMIC PERFORMANCE	**201-1**	Direct economic value generated and distributed	(see table below)

		2018
DIRECT ECONOMIC VALUE GENERATED	Group turnover	£392.7m
ECONOMIC VALUE DISTRIBUTED	Staff costs	£128.3m
	UK corporation tax	£1.8m
	Total investment in community engagement projects and programmes	£3.0m
	Group spend	£72.2m
	Total distributed	£205.3m
ECONOMIC VALUE RETAINED	Profit	£187.4m

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
	201-2	Financial implications and other risks and opportunities due to climate change	Managing our impacts > Embedding efficiency Climate change risks and opportunities are discussed and identified within the Company and some are included on our internal risk register. These include risks and opportunities associated with changes and developments in regulations, changes to weather patterns and changes in consumer behaviours. Key risks include introduction of and changes in regulations such as the UK CRC Energy Efficiency Scheme, which leads to increased costs as we implement and certify our ISO5001 energy management system. Changes in temperature as a result of climate change also lead to opportunities such as designing low-carbon buildings with reduced operating costs for our tenants and customers. The financial implications associated with the risks and opportunities due to climate change are not known at this time.

MARKET PRESENCE

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Welcome to our 2018 report Being a responsible business Canary Wharf Group website: Investors Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Employees and contractors,
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Corporate Responsibility Group Making sustainability real > Codes of conduct Corporate responsibility policy Code of Business Practices and Ethics Reporting approach > Our performance against targets
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 202: MARKET PRESENCE	**202-1**	Ratios of standard entry level wage by gender compared to local minimum wage	Creating a positive city Being a responsible business 30 Years of Canary Wharf: Local Impact Report Reporting approach > Our performance against targets We are unable to report this information at this time due to confidentiality reasons. However, all employees or directly employed contractors are paid London Living Wage.
	202-2	Proportion of senior management hired from the local community	Being a responsible business 38% of our senior management team (department heads or above) are hired from the local community. We define the local community as any London borough.

INDIRECT ECONOMIC IMPACTS

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Creating a positive city Supporting the local economy Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Employees and contractors, Local communities, Local and national government, Suppliers
	103-2	The management approach and its components	Creating a positive city Making sustainability real > Corporate Responsibility Group Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy Code of Business Practices and Ethics 30 Years of Canary Wharf: Local Impact Report
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review Making sustainability real > Codes of conduct
GRI 203: INDIRECT ECONOMIC IMPACTS	**203-1**	Infrastructure investments and services supported	Creating a positive city 30 Years of Canary Wharf: Local Impact Report Reporting approach > Our performance against targets
	203-2	Significant indirect economic impacts	Engaging local communities 30 Years of Canary Wharf: Local Impact Report Reporting approach > Our performance against targets

PROCUREMENT PRACTICES

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Ethical sourcing: it's our responsibility Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Employees and contractors, Suppliers
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Corporate Responsibility Group Making sustainability real > Codes of conduct Corporate responsibility policy Code of Business Practices and Ethics Reporting approach > Our performance against targets Should a supplier not meet particular criteria, we work together to explore what they can do to improve their sustainability practices in line with our standards or those of external certification schemes. For example, we don't insist that all suppliers have ISO 14001 but we help them to fulfil the requirement by allowing them to adopt appropriate parts of our certified environmental management system.
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 204: PROCUREMENT PRACTICES	**204-1**	Proportion of spending on local suppliers	40% total Group spend with companies located near our operations in 2018 Locally based suppliers are those situated adjacent and near to the Canary Wharf Estate and other areas of our operations in London, listed in Reporting scope

ANTI-CORRUPTION

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Being a responsible business Nurturing our team Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Tenants, Occupiers and retailers, Employees and contractors, Suppliers
	103-2	The management approach and its components	Reporting approach > Our performance against targets Making sustainability real > Codes of conduct Corporate responsibility policy Code of Business Practices and Ethics Anti-bribery and corruption policy
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 205: ANTI-CORRUPTION	**205-3**	Confirmed incidents of corruption and actions taken	There were no incidents of corruption identified in 2018

ANTI-COMPETITIVE BEHAVIOUR

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Being a responsible business Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Tenants, Occupiers and retailers, Employees and contractors, Suppliers
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy Code of Business Practices and Ethics Anti-bribery and corruption policy
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 206: ANTI-COMPETITIVE BEHAVIOUR	**206-1**	Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	There was no legal action for anti-competitive behaviour, anti-trust, or monopoly practices in 2018.

ENVIRONMENTAL

MATERIALS

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Ethical sourcing: it's our responsibility Welcome to the circular city A sustainable future: it starts with great design Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Tenants, Occupiers and retailers, Employees and contractors, Suppliers
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy Code of Business Practices and Ethics
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 301: MATERIALS	**301-1**	Materials used by weight or volume	Ethical sourcing: it's our responsibility Reporting approach > Our performance against targets While we record the volume of Forest Stewardship Council-certified timber we use in our construction business, information is currently unavailable for us to track and report all materials used by weight or volume. We will investigate the feasibility and practicality of collating this data next year.

ENERGY

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Welcome to the circular city Managing our impacts Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Tenants, Occupiers and retailers, Employees and contractors, Suppliers
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy Code of Business Practices and Ethics
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review Welcome to the circular city Managing our impacts
GRI 302: ENERGY	**302-1**	Energy consumption within the organization	Managing our impacts Reporting approach > Our performance against targets Energy and greenhouse gas emissions data chart 100% of electricity supplied to Canary Wharf Group comes from renewable sources. We self-generate and sell electricity. We do not sell any heating, cooling or steam.
	302-3	Energy intensity	Managing our impacts Energy and greenhouse gas emissions data chart Reporting approach > Our performance against targets
	CRE1	Building energy intensity	Managing our impacts Reporting approach > Our performance against targets Energy and greenhouse gas emissions data chart
	302-4	Reduction of energy consumption	Managing our impacts Energy and greenhouse gas emissions data chart Reporting approach > Our performance against targets
	302-5	Reductions in energy requirements of products and services	Managing our impacts Reporting approach > Our performance against targets

WATER

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Managing our impacts > Intelligent water management Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Suppliers
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review Managing our impacts Reporting approach > Our performance against targets
GRI 303: WATER	**303-1**	Water withdrawal by source	Intelligent water management Reporting approach > Our performance against targets Water use data chart The majority of water used by Canary Wharf Group is sourced from Castle Water, with two exceptions: the greywater recycling system from 25 Churchill Place and the water extracted from a lower aquifer for construction works. Greywater system: Canary Wharf Group installed a greywater recycling system in the 25 Churchill Place building; this will result in a 40% reduction in water consumption. Lower aquifer water withdrawal: Canary Wharf Group has a permit from the Environment Agency allowing for water withdrawal from the lower aquifer. All water withdrawal quantities are controlled and a strict periodical monitoring process to track groundwater levels is implemented. All extracted water from the lower aquifer is discharged directly and not currently utilised. We do not collect rainwater.
	CRE2	Building water intensity	Managing our impacts Reporting approach > Our performance against targets Water use data chart

BIODIVERSITY

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Encouraging biodiversity Biodiversity Action Plan Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Suppliers
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 304: BIODIVERSITY	**304-1**	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Encouraging biodiversity Biodiversity Action Plan
	304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Encouraging biodiversity Biodiversity Action Plan There are no IUCN Red List species or national conservation species with habitats in areas affected by our operations.

EMISSIONS

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Welcome to the circular city A sustainable future: it starts with great design Managing our impacts Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Tenants, Occupiers and retailers, Employees and contractors, Local and national government, Suppliers
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 305: EMISSIONS	**305-1**	Direct (Scope 1) GHG emissions	Managing our impacts Energy and greenhouse gas emissions data chart Reporting approach > Our performance against targets Scope 1 emissions The reporting includes all natural gas, diesel and gasoline consumption from the buildings listed below as well as the Canary Wharf Management Limited (CWML) transport fleet and the construction projects, also listed below. The carbon factors used are the Department of Energy and Climate Change emissions conversion factors for 2018. These factors include CO2, CH4 and N2O emissions. The base year for reporting is 2012, the first year we adopted the GRI Framework. The scope of reporting comprises the buildings that are owned or controlled by Canary Wharf Group, as listed in Reporting approach > Reporting scope
	305-2	Energy indirect (Scope 2) GHG emissions	Managing our impacts Energy and greenhouse gas emissions data chart Reporting approach > Our performance against targets Scope 2 emissions The reporting includes all electricity from the buildings and construction projects listed below. The carbon factors used are the Department of Energy and Climate Change emissions conversion factors for 2018. These factors include CO2, CH4 and N2O emissions. Losses occurring in the grid are excluded. The base year for reporting is 2012, the year we commenced within the GRI Framework. The scope of reporting comprises the buildings that are owned or controlled by Canary Wharf Group, as listed in Reporting approach > Our performance against targets
	305-3	Other indirect (Scope 3) GHG emissions	Managing our impacts Energy and greenhouse gas emissions data chart Reporting approach > Our performance against targets Scope 3 emissions Other indirect (scope 3) emissions are those associated with upstream: • Transmission/distribution of electricity • WTT (Well-to-Tank) for gas and fuels
	305-4	GHG emissions intensity	Managing our impacts Energy and greenhouse gas emissions data chart Reporting approach > Our performance against targets Canary Wharf Management Limited (CWML) KPI: Carbon emissions from office buildings per occupant: includes Scope 1 and Scope 2 emissions (electricity, gas and gas oil consumed within office buildings). KPI: Carbon emissions per 1,000 visitors: includes Scope 1 and Scope 2 emissions (electricity, gas and gas oil used in retail spaces). KPI: Carbon emissions per square metre for car parks and infrastructure: includes Scope 1 and Scope 2 emissions (electricity, gas and gas oil used in infrastructure and car parks). Canary Wharf Contractors Limited (CWCL) All normalised data includes Scope 1 and Scope 2 emissions (total fuel consumption and electricity used for the construction projects within the reporting period). The base year for reporting is 2012, the year we commenced within the GRI Framework.
	305-5	Reduction of GHG emissions	Energy and greenhouse gas emissions data chart See 305-4 for the gases included in this calculation and the scope. The base year for reporting is 2012, the year we commenced within the GRI Framework.
	CRE3	Greenhouse gas emissions intensity from buildings	Managing our impacts Energy and greenhouse gas emissions data chart Reporting approach > Our performance against targets
	CRE4	Greenhouse gas emissions intensity from new construction and redevelopment activity	Managing our impacts Energy and greenhouse gas emissions data chart Reporting approach > Our performance against targets

EFFLUENTS AND WASTE

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Managing our impacts The plastic-free priority Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Tenants, occupiers and retailers, Employees and contractors
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 306: EFFLUENTS AND WASTE	**306-2**	Waste by type and disposal method	Managing our impacts > Engaging tenants Waste data chart Reporting approach > Our performance against targets
	306-3	Significant spills	There were no significant spills during 2018.

ENVIRONMENTAL COMPLIANCE

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Welcome to the circular city Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Employees and contractors, Suppliers
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy Code of Business Practices and Ethics
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 307: ENVIRONMENTAL COMPLIANCE	**307-1**	Non-compliance with environmental laws and regulations	The Group had no monetary fines or sanctions for non-compliance with environmental laws and regulations in 2018.

SUPPLIER ENVIRONMENTAL ASSESSMENT

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Ethical sourcing: it's our responsibility Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Employees and contractors, Suppliers
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy Code of Business Practices and Ethics Should a supplier not meet particular criteria, we work together to explore what they can do to improve their sustainability practices in line with our standards or those of external certification schemes. For example, we don't insist that all suppliers have ISO 14001 but we help them to fulfil the requirement by allowing them to adopt appropriate parts of our certified environmental management system.
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 308: SUPPLIER ENVIRONMENTAL ASSESSMENT	**308-1**	New suppliers that were screened using environmental criteria	At CWCL and CWML, 100% of trade contractors are requested to complete prequalification questionnaires, which include a detailed environmental screening of their activities and procedures.

SOCIAL

EMPLOYMENT

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Nurturing our team Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Employees and contractors
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy Code of Business Practices and Ethics Corporate policies
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 401: EMPLOYMENT	**401-1**	New employee hires and employee turnover	Nurturing our team Our employee turnover was 9.4% in 2018.

	NEW EMPLOYEE HIRES	EMPLOYEE TURNOVER
MALE	142	98
FEMALE	55	36

	NEW EMPLOYEE HIRES	EMPLOYEE TURNOVER
16–30 YEARS OLD	82	52
31–40 YEARS OLD	65	40
41–50 YEARS OLD	30	16
51–60 YEARS OLD	17	18
OVER 60 YEARS OLD	3	8

OCCUPATIONAL HEALTH AND SAFETY

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Embracing wellbeing Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Tenants, Occupiers and retailers, Employees and contractors, Local communities
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy Health and safety policy Code of Business Practices and Ethics
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 403: OCCUPATIONAL HEALTH AND SAFETY	**403-1**	Workers representation in formal joint management–worker health and safety committees	100% of our workforce are represented at a health and safety committee that operates at all levels of the organisation.

TRAINING AND EDUCATION

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Nurturing our team Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy Code of Business Practices and Ethics
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 404: TRAINING AND EDUCATION	**404-1**	Average hours of training per year per employee	Nurturing our team

	AVERAGE HOURS OF TRAINING UNDERTAKEN BY GENDER
MALE	22.4
FEMALE	18.2

	AVERAGE HOURS OF TRAINING UNDERTAKEN BY EMPLOYEE CATEGORY
EXECUTIVE	11.8
DEPARTMENT HEADS	11.1
SENIOR MANAGEMENT	14.0
MIDDLE MANAGEMENT	22.8
SUPERVISORS	25.7
TECHNICAL CWCL	24.9
TECHNICAL PROPERTY	17.3
ADMIN/CLERICAL/SUPPORT	16.3
SECURITY	11.3
OPERATORS	22.6
APPRENTICES	20.4
GRADUATES	54.7

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
	404-3	Percentage of employees receiving regular performance and career development reviews	Nurturing our team

PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS BY GENDER	
MALE	90.2%
FEMALE	79.6%

PERCENTAGE OF EMPLOYEES RECEIVING REGULAR PERFORMANCE AND CAREER DEVELOPMENT REVIEWS BY EMPLOYEE CATEGORY	
EXECUTIVE	0%
DEPARTMENT HEADS	1%
SENIOR MANAGEMENT	3%
MIDDLE MANAGEMENT	5%
SUPERVISORS	9%
TECHNICAL CWCL	20%
TECHNICAL PROPERTY	1%
ADMIN/CLERICAL/SUPPORT	16%
SECURITY	14%
OPERATORS	15%
APPRENTICES	0%
GRADUATES	3%

DIVERSITY AND EQUAL OPPORTUNITY

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Growing stronger through diversity Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Local communities
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy Code of Business Practices and Ethics Corporate policies > Diversity and equal opportunity policy
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
	405-1	Diversity and Equal Opportunity	Growing stronger through diversity A detailed breakdown of information related to the age and diversity of our governance bodies and employee base is currently unavailable due to the systems not being in place to collect this data. We are working on improving this, and hope to have the information in the next two years.
	405-2	Ratio of basic salary and remuneration of women to men	2019 Gender pay gap report We report on gender pay for Canary Wharf Group, Canary Wharf Contractors, and Canary Wharf Management (our significant locations of operation). At this time we are unable to provide the ratio of salary and remuneration for women to men for each employee category. We hope to have this information in the next two years

NON-DISCRIMINATION

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	LEAD: Responsible business LEAD: Enabling our people potential Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Local communities
	103-2	The management approach and its components	Our strategy LEAD: Responsible business MEASURE: Performance against targets Corporate responsibility policy Code of Business Practices and Ethics
	103-3	Evaluation of the management approach	LEAD: Responsible business
GRI 406: NON-DISCRIMINATION	**406-1**	Incidents of discrimination and corrective actions taken	There was one incident of discrimination reported. A thorough investigation took place; no corrective actions were taken.

LOCAL COMMUNITIES

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Engaging local communities Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Local communities
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy Code of Business Practices and Ethics Corporate policies > Community policy statement Corporate policies > Employee volunteering policy Social and economic development strategy
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 413: LOCAL COMMUNITIES	**413-1**	Operations with local community engagement, impact assessments, and development programs	100% of operations have community engagement, impact assessments and development programmes. All new projects undergo environmental and socioeconomic impact assessments. Stakeholder mapping identifies the range of stakeholders to engage with, alongside wider community consultation. This is fed into the planning, design and management of new developments. In managing our developments, we adhere to ISO14001 and engage the community and users through the implementation of our Biodiversity Action Plan. We work very closely with the local authority in the boroughs where we are based to understand and support their aspirations for social and economic growth. We also hold regular events for the local community and have a team dedicated to maintaining these relationships and responding to needs. For the users of our buildings, we have working groups focused on transport, sustainability, health and safety, and diversity where we can discuss these areas in more detail. For our own workforce, there is a Staff Consultative Committee made up of nominated representatives who can raise issues on behalf of the workforce.

SUPPLIER SOCIAL ASSESSMENT

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Ethical sourcing: it's our responsibility Supporting the local economy Boundary: Internal: Design, Planning and sourcing materials, Construction, Property management; External: Local communities
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
SUPPLIER SOCIAL ASSESSMENT	**414-1**	New suppliers that were screened using social criteria	We work with suppliers and contractors to establish effective processes, and also work extensively with small and medium-sized businesses to help them grow. We also promote effective partnerships with local suppliers and buyers through two local networks: East London Business Place and South London Procurement Network. Please see the Supporting the local economy section of our report for more detail. Information on the percentage of new suppliers screened using social criteria is currently not available due to the systems not being in place to collect this data. We are working on improving this, and hope to have the information in the next two years.

CUSTOMER HEALTH AND SAFETY

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Embracing wellbeing Keeping our estate secure Boundary: Internal: Design, Planning and sourcing materials, Property management; External: Tenants, Occupiers and retailers
	103-2	The management approach and its components	Making sustainability real > A strategy for success Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy Health and safety policy Code of Business Practices and Ethics
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 416: CUSTOMER HEALTH AND SAFETY	**416-1**	Assessment of the health and safety impacts of product and service categories	We carry out health and safety assessments on 100% of our activities and seek improvements in any areas that require them.

CUSTOMER PRIVACY

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Keeping our estate secure Boundary: Internal: Property management; External: Tenants, Occupiers and retailers
	103-2	The management approach and its components	Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy Code of Business Practices and Ethics
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 418: CUSTOMER PRIVACY	**418-1**	Substantiated complaints concerning breaches of customer privacy and losses of customer data	There were no substantiated complaints regarding breaches of customer privacy and losses of customer data in 2018.

SOCIOECONOMIC COMPLIANCE

GRI STANDARD	GRI DISCLOSURE		LOCATION AND NOTES
GRI 103: MANAGEMENT APPROACH	**103-1**	Explanation of the material topic and its Boundaries	Making sustainability real > Codes of conduct Boundary: Internal: Property management; External: Tenants, Occupiers and retailers
	103-2	The management approach and its components	Making sustainability real > Codes of conduct Reporting approach > Our performance against targets Corporate responsibility policy Code of Business Practices and Ethics
	103-3	Evaluation of the management approach	Making sustainability real > Corporate Responsibility Group > Codes of conduct > Annual review
GRI 419: SOCIOECONOMIC COMPLIANCE	**419-1**	Non-compliance with laws and regulations in the social and economic area	There were no fines for non-compliance concerning the provision and use of products and services with laws and regulations.