

CORPORATE SOCIAL RESPONSIBILITY

2021

C&R

CAPITAL &
REGIONAL

CORPORATE SOCIAL RESPONSIBILITY

The Company takes seriously its wider responsibilities around Corporate Social Responsibility. We have laid out strategic goals around – Governance, Marketplace, Environment, Workplace and the Community. Further information can be found on our website.

GOVERNANCE

Our robust corporate governance approach spans structure, organisational transparency, codes of conduct, risk, supply chain management, policy and impact measurement.

We monitor and continually develop an inclusive and diverse working environment, suitable for everyone regardless of their age, gender, race, religion disability or socioeconomic background.

While we benchmark against industry standards and best practice we also work closely with our stakeholders to continue to identify improvements that bring meaningful impact and surpass industry standards.

- We are structured to deliver best practise governance across every part of our business, ensuring we operate responsibly and exceed health and safety and sustainable business goals.
- We continually benchmark and measure against national and global industry standards and deliver transparent and transformative governance approaches to ensure we are market leaders.
- We collaborative with partners, suppliers and stakeholders to find new and innovative ways to deliver transparent, measurable and performance based reporting and accountability.
- We proactively listen and engage with stakeholders to communicate our strategic direction and be agile in responding to our diverse retailers, community and public sector partner needs.
- We deliver retail and leisure hubs that operate as the engine room for improving community living and accelerate the achievement of local economic and sustainability goals.

ENVIRONMENTAL SUSTAINABILITY

We work hard to ensure that the local communities which we serve are better places to be for all. Our commitment is to reduce the carbon footprint of our owned and leased properties and focus on the reduction of waste, water and energy usage throughout the business. We have long recognised that all development activity should mirror this and proactively minimise energy consumption and mitigate the effects of climate change throughout the sustainable acquisition, procurement, design and refurbishment of our centres. Find out more on capreg.com

PEOPLE

Being a responsible business cannot be achieved without the support and active engagement of our people. Our aim is to ensure that we promote a progressive company culture, dedicated to creating welcoming environments at both a corporate and centre level, irrespective of age, gender, race, religion,

disability or socioeconomic background. Our culture, who we are, how we work together and the pride we generate, is crucial in supporting the delivery of our strategic priorities.

Our aim is to engage, develop and reward our people, retaining our reputation as an employer of choice within the sectors in which we operate. We want to provide relevant, engaging training for all our employees in order that they can make their fullest contribution to our success and deliver exceptional customer service. We set out to provide a working environment that reflects our values and ethics and supports the wellbeing and health of all our people, taking into account of the diversity of our workforce.

COMMUNITY

We are deeply committed to fostering trusted relationships within our communities by creating a safe and inclusive experience for all, while contributing to our local communities by being a responsible, socially aware and a proactive partner. By partnering with key stakeholders, we can ensure the right structures are in place to listen, engage and use feedback to develop or refine our approach and we can continue to invest time and money into supporting the causes and charities that are important to the communities within which we operate.

Being at the heart of the local community, we have a responsibility to ensure that all our guests have a positive experience when visiting our centres. That means ensuring our facilities are fully inclusive and cater to all our guests' needs. We support people with disabilities by investing in areas such as our family changing facilities, accessible toilets, including 'Changing Places' toilet facilities, adopting initiatives such as Purple Tuesday and Hidden Disabilities, providing accessible events and we continuing to support measures that benefit everyone.

Working with Government and expert industry bodies, we believe in the importance of vibrant, successful and active town centres in helping communities thrive. We continue to evolve our asset master plans, which include opportunities for development, to ensure our centres remain relevant in the rapidly changing retail landscape. For all development plans we follow the national planning policy and local frameworks and openly engage with community interest groups and individuals to reach the best outcomes for all