



Local Charter  
for 2024





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“As we unveil our Local Charter, Castleforge solidifies its pledge to positive social impact. It serves as a dynamic roadmap, not only reflecting our dedication to responsible growth but also emphasising the significance of fostering lasting relationships within the diverse communities we serve.”

Adam McLeod  
Partner



INTRODUCING  
THE CASTLEFORGE  
LOCAL CHARTER FOR 2024

As part of our ongoing dedication to community-led initiatives, we are proud to unveil our Local Charter for 2024. This document refines the focus of our endeavours, not only for ourselves but for our stakeholders, including our operating businesses and appointed managing agents.



Through this document, we will pinpoint a few key strategic priorities designed to generate positive social impact within the communities that we invest and work in. We have worked closely with local authorities, organisations, occupiers, and suppliers to gather feedback and gain valuable insights into how we can cultivate best practices across our investments. **This Local Charter will serve as a pivotal tool in articulating these objectives.**

At Castleforge, our commitment to fostering meaningful relationships extends beyond the built environment to encompass every individual who works in, lives in, uses, visits, stays or interacts with our buildings: our stakeholders. Our stakeholders are integral to our journey, and we are dedicated to cultivating trust and forging deeper connections with each of them.

Our portfolio is dynamic, and each property has its own operational intricacies. Therefore, we encourage our stakeholders, including our operating businesses and appointed managing agents, to interpret and implement the Charter’s principles in a manner that resonates with each property’s unique opportunities and characteristics. This flexibility sparks innovation, collaboration, and a nuanced understanding of how our shared vision can translate into impactful actions. By aligning our priorities with each property’s individual intricacies, together we propel positive change, while embracing the dynamic nature of our portfolio.



## OUR PRIORITIES

We have identified three strategic priorities as our foundational cornerstones:



WELLBEING



EDUCATION



SUSTAINABLE GROWTH

This Charter will outline these priorities, underscoring rationale, goals and measurable impact. Ranging from enhancing building amenities and organising fitness clubs, to promoting healthier food choices within our buildings, each objective will be quantifiable and accountable.

As we grow, our Charter will evolve and adapt to meet the needs and priorities of our communities. Fuelled by input from stakeholders, we will undertake an annual revision process to ensure our Charter remains a living, breathing testament to our commitment. This will allow us to pinpoint the most impactful strategies within our portfolio and expedite their replication at a broader scale.

Our commitment to positive change extends beyond the tangible, and we are determined to quantify the outcomes of our actions in a meaningful way. However, we understand that measuring impact can be complex, especially when compared to more traditional metrics such as financial returns or physical transformations.

That's why our approach involves a combination of data-driven analysis, stakeholder engagement and continuous learning. Through this commitment to measurement and assessment, we aim to refine our strategies, deepen our impact, and evolve as stewards of positive change over time.

As we embark on this exciting journey, Castleforge remains resolute in its dedication to responsible growth, impactful partnerships, and a better future for all. Together, let's chart a course towards enduring positive change.



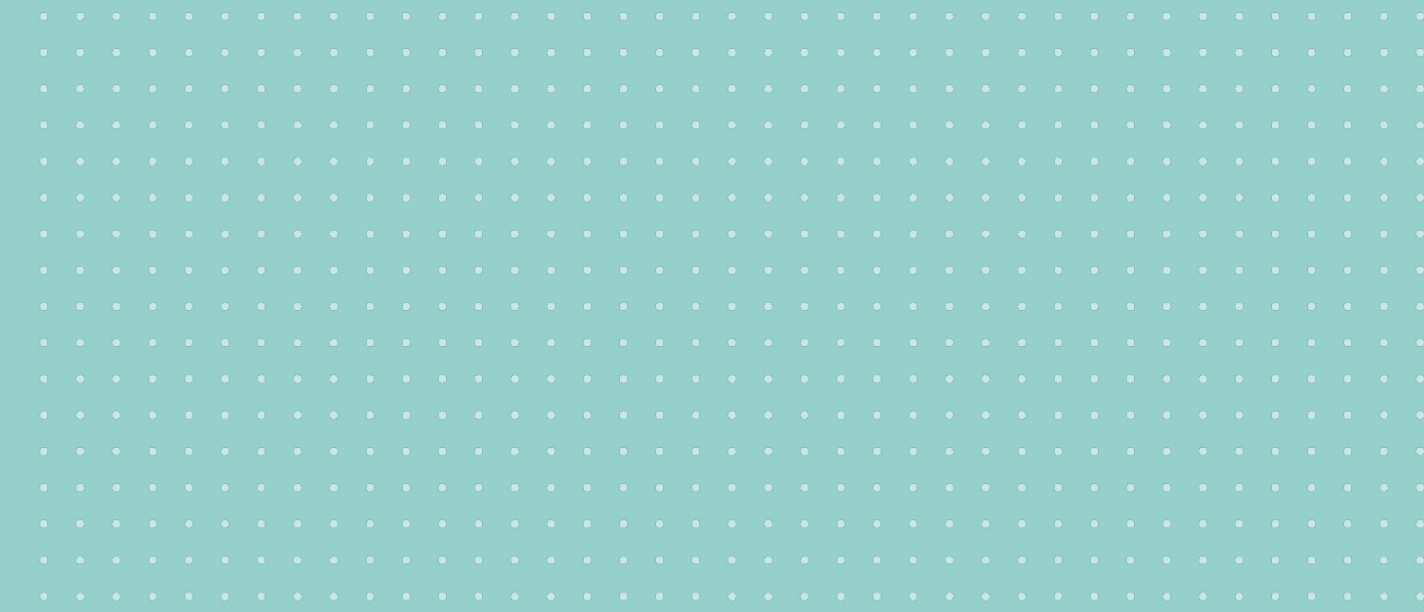




 WELLBEING

The wellbeing of those who engage with our properties is hugely important to us. That's why we are committed to creating harmonious environments that support physical vitality and emotional wellbeing – both of which are essential for a thriving community.

This commitment extends to a wide range of stakeholders, including tenants, management teams, investors, and the local community, as set out within the Castleforge ESG Policy.





## WELLBEING

In line with our ESG Policy, we have introduced exciting new initiatives across our assets to enhance the wellbeing of both our tenants and the local community.



To name a few, we have introduced lunchtime yoga classes, access to indoor sports simulators, running clubs, support for cycling to work (with end-of-journey amenities and bike storage facilities), quiz nights, outdoor cinema events, and the promotion of physical activities through the Active Score programme.

Our policy dictates that wellbeing initiatives must be designed with a strong emphasis on inclusivity and accessibility, ensuring that all employees have equal access, regardless of background, ability or socioeconomic status. This commitment enhances the overall health

and wellbeing of our stakeholders but also aligns with our internal values of promoting diversity and equity within our network.

We will measure the success of these initiatives by closely monitoring several key performance indicators (KPIs). By consistently tracking and analysing these metrics, we will gauge the effectiveness of our initiatives, make data-driven decisions, and continuously adapt our approach to maximise the positive impact on our tenants and the local community.





## WELLBEING INITIATIVES



### Participation Rates

Tracking the number of individuals actively engaging in the available programmes and activities; assessing their level of involvement and monitoring any changes in participation over time.

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### Feedback and Surveys

Conducting regular satisfaction surveys and soliciting feedback from participants to gather suggestions for improvement and ensure that the initiatives align with the stakeholders and occupiers needs and preferences.

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### Collaboration

Working closely with occupiers to collate health and wellbeing metrics, while supporting and encouraging tenant and common part monitoring where feasible.

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### Community Impact

Assessing the broader impact on the local community, including any observable improvements in social cohesion, community involvement, and relationships between our organisation and the community.

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### Sustainability

Evaluating the sustainability of our programmes by measuring their long-term impact on the wellbeing of participants and the community, whilst adjusting strategies as needed to ensure continued success.

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## WELLBEING

Through continuous measurement, we will be better placed to share successes within our network. We will be able to leverage existing partnerships and contacts, whilst seeking new opportunities for our stakeholders.

This may involve coordinating successful initiatives from within our portfolio, such as partnering with independent businesses who offer services in exchange for promotion. An example of this, would be the hugely popular taster yoga sessions offered at Brunel Cardiff and 58 Waterloo Street, Glasgow.

This served as a valuable wellbeing benefit to our tenants, whilst simultaneously supporting local independent businesses and giving them exposure within their communities. We are deeply invested in our local communities, and we understand that only through engagement and communication can we build strong ties for a harmonious growth. Working closely together is vital for building positive relationships, fostering trust and creating a sense of belonging.

To achieve this, we have identified several effective strategies:

## OUR STRATEGIES



### Regular Updates and Newsletters

Keeping the community informed by implementing a regular newsletter or communication channel that provides updates on our activities and initiatives. This could include upcoming events, progress reports and relevant news updates.



### Community Events

Hosting community events to provide a platform for face-to-face interaction, such as town hall meetings, open houses sessions and/or workshops. These events can serve as opportunities to gather feedback, share information, and build a sense of belonging within the community.



### Feedback Mechanisms

Creating channels for community members to provide feedback and suggestions. Online surveys, suggestion boxes or dedicated email addresses for community inquiries can be effective tools for gathering input.



### Official Certification

Utilising internationally recognised industry metrics, such as Active Score Certification, to evaluate the efficacy of the implemented strategies.





## EMPOWERMENT THROUGH EDUCATION

Education is our second pillar, which reflects our unwavering dedication to empowerment through knowledge and learning. We foster a culture of education that permeates through our entire community and we are committed to facilitating diverse educational opportunities that extend beyond our properties.



## EDUCATION

Whether by sharing insights about the climate emergency, promoting responsible practices within our spaces, or offering guidance on optimising building utilisation, we are steadfast in enhancing environmental efficiency.

However, our initiatives do not end within our walls; we also seek out collaborations with local schools and educational charities, to promote talent and forge pathways to meaningful careers through opportunities such as apprenticeships, internships, and work experience opportunities.



Our commitment extends to both the next generation and the underprivileged individuals who may interact with our properties, operating companies and Castleforge itself.

We recognise the importance of fostering knowledge and motivation within our communities and are dedicated to actively pursuing initiatives that promote education and inspiration among a diverse range of groups.

We aim to provide an inclusive learning environment where anyone – regardless of background or ability – feels welcome, supported, and encouraged to succeed. This could be through an internship programme at Castleforge or one of our operating partners, or perhaps by opening up a building as a space for the local community to learn and study. As a recent example, at Castleforge we have supported the 10,000 Black Interns Programme and enrolled eight interns over the last two years, with more to follow in 2024.

By creating a shared culture between our building users, our goal is to create a thriving ecosystem of learning and collaboration to enrich our communities. We believe that through education, we can uplift the local area, enrich lives, and contribute to a brighter future for all.

As part of our dedication to creating an inclusive society through education, we also seek meaningful collaborations with organisations that provide educational services. We will act as intermediaries between these organisations and our customers to unlock access to educational resources, mentorship programmes, professional development and work experience/internship opportunities, particularly for those who may face economic or social challenges within our communities.

We believe that education serves as a powerful catalyst for positive change, empowering individuals to overcome barriers and achieve their full potential. As a responsible corporate entity, we strive to advocate and facilitate this positive change, both for our customers and within our invested communities.







## MEASUREMENT METRICS



### Volunteering/Teaching Hours Delivered

Tracking the total hours dedicated to volunteering and teaching within our organisation and separately by our operating partners.

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### Apprentices/Interns from Our Contractors, Property Managers, Operational Partners

Measuring the number of apprentices and interns who join our workforce directly, or as a direct result of commercial investment in our assets.

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### Seminars and Community Events Hosted

Tracking the number of seminars and community events which support knowledge-sharing and relationship-building, either hosted on our sites, at Clockwise locations or by Castleforge. Noting they are open to the public and the number of attendees.

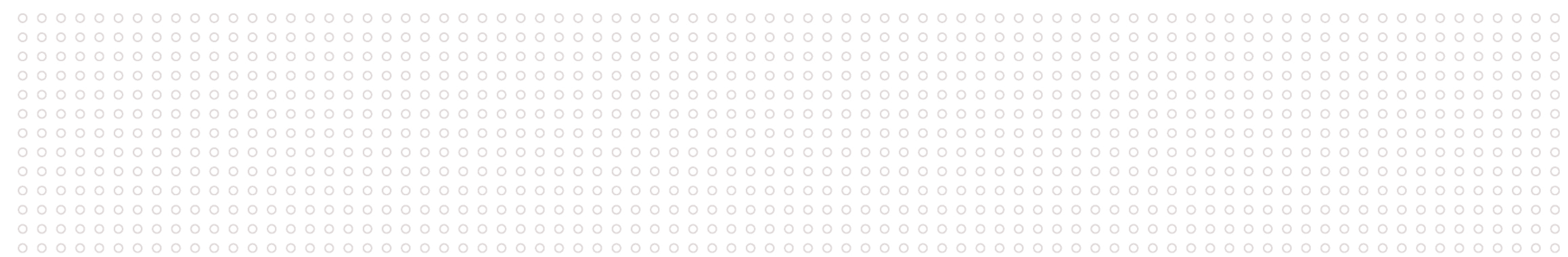
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### Individuals and Hours of CPD Completed

Tracking the number of individuals who have completed Continuing Professional Development (CPD) programmes and the total hours dedicated to CPD delivered or facilitated by Castleforge, either for the benefit of others or by our operating partners for their customers/local community.

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## SUSTAINABLE GROWTH

Together with our dedication to wellbeing and education, we are resolute in our pursuit of sustainable growth.

This overarching pillar encapsulates our commitment to fostering a thriving local economy and environment, where innovative strategies and collaborative partnerships drive economic vitality, resilience, and shared prosperity.



## SUSTAINABLE GROWTH

Within the context of a local community, sustainable growth is a development approach that ensures long-term prosperity, wellbeing and resilience, whilst preserving a community's unique identity, natural resources, and quality of life for current and future generations.

It involves balanced and responsible expansion that takes into account economic, social, and environmental considerations to create a harmonious and thriving community.



As part of this commitment, we will constantly review how best to improve our relationship and impact within our communities and with our stakeholders.

Where possible, we will look to support local businesses by engaging local companies to operate aspects of our buildings. One example would be the café tenant at Brunel House, where we selected a local operator over a nationwide chain. This café business buys directly from coffee farmers to guarantee fair pay and cut out the traders and exporters.

We are selective in our partnerships and will continue to choose local businesses that actively promote and share our vision of sustainable growth, as well as larger businesses or charities that positively impact our local communities (the Conservation Group Volunteers, for example). Working with these businesses means we can hone our endeavours to impact communities in ways that we feel are most beneficial.

We will then look to measure this impact within the annual ESG Report, by assessing our social value within the community, along with the number of initiatives introduced as well as hours volunteered by Castleforge And operating companies' employees.

Our impact on the community will be evaluated on an annual basis. This evaluation will holistically reflect on the key metrics obtainable from our activities, remaining mindful of the challenges faced with these measurements. By routinely scrutinising these performance indicators, we seek to gain a deeper understanding of our contributions to the local community, to track our progress, and to continually enhance our social responsibility initiatives to better align with the evolving needs and aspirations of the communities we serve.

Furthermore, by prioritising inclusivity, we aim to ensure that each individual feels valued and empowered to participate, irrespective of their background, abilities or socioeconomic status; thus, promoting a more equitable, harmonious and resilient community for all.



## REPORTING

As part of our commitment to transparency and accountability, we commit to diligently compiling and analyse our progress and delivery to give stakeholders a comprehensive overview of our performance, achievements and challenges.

This will be in the form of an annual ESG Report published on the company website and submitted as part of our reporting processes.

As we continue to improve, we will look to fine-tune our measurements and metrics to ensure that the data collected is not only accurate, but respectful and mindful of the concept of additionality. We will therefore avoid amalgamating reporting into singular metrics which can be potentially misleading, such as financial-driven metrics.

Investing within added value real estate opportunities provides us with a unique potential to instigate our Local Charter's priorities early on and throughout our investment life cycle. The delivery process will continue to evolve over time in tandem with the changing activities on site, with ESG Policy and with demand.

The ESG Report serves as a valuable tool for conveying our strategic direction and the measurable impact of combined initiatives with our stakeholders.

Through this transparent disclosure of findings, we can engage our community, build trust, and continuously improve our practices for a more successful and sustainable future. As time moves on, priorities will shift, and we will be led by the changing needs of our stakeholders and wider industry to ensure that we continue to measure and report high quality and beneficial data.





## CONCLUSION

In conclusion, Castleforge's commitment to fostering meaningful relationships and driving positive social impact is encapsulated in our Local Charter, a visionary document that guides our community-led initiatives.

When it comes to accountability, reporting transparently and annually on our progress is integral to our commitment. The ESG Report gives stakeholders a comprehensive overview of our annual performance, achievements, and challenges, with the ultimate goal of fostering understanding, trust and continuous improvement within our portfolio and communities. Castleforge remains resolute in its dedication to responsible growth, impactful partnerships, and a better future for all.



Our focus on wellbeing extends beyond the built environment, to promoting physical and mental health for all stakeholders. Through sustainable growth initiatives, we aim to create a harmonious blend of vitality and wellbeing.



Empowerment through education is the second cornerstone of our mission, fostering a culture of ongoing learning within and beyond our properties. Supporting apprenticeships, collaborations with educational organisations, and inclusive learning environments demonstrate this commitment.



Our commitment to local business and the assessment of social value reflects our dedication to responsible growth. We continually strive to enhance inclusivity, ensuring our initiatives are accessible to all.





**BUILD  
WITH  
VISION**