

The background of the top section is a dark purple field filled with a repeating pattern of white line-art icons. These icons represent various elements of sustainability and renewable energy, including wind turbines, solar panels, electric cars, charging stations, batteries, lightning bolts, and leaves.

# Our Sustainability Report

2023/24

**Carter Jonas**

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# Introduction

from our Chief Executive

## Welcome to Carter Jonas' 2024 Sustainability Report.

Throughout 2023 and into 2024, the UK economy experienced a turbulent period marked by several significant global and national events that profoundly influenced many sectors, including the property market. The broader economic landscape was shaped by persistent inflationary pressures, fluctuating interest rates, and geopolitical tensions, all of which had cascading effects on consumer confidence and investment decisions.

Rising inflation led the Bank of England to implement a series of interest rate hikes which reached levels not seen in over a decade. This significantly impacted the cost of borrowing resulting in higher mortgage rates, reduced affordability, and dampening demand in the housing market. This scenario was further exacerbated by stagnant wage growth, which failed to keep pace with the rising cost of living.

The property sector faced additional challenges due to global economic uncertainties. The war in Ukraine continued to strain global energy markets, leading to

higher energy costs for households and businesses alike. Supply chain issues continue to impact the construction sector and the broader housing market. This situation prompted a cautious response from investors, who were wary of committing to new projects amid such volatility.

While inflation has since come down and the Bank of England has started cutting interest rates, some economic challenges persist. Amid this economic landscape it is vital that we do not lose sight of the challenge of climate change. Over the past year several alarming new benchmarks have been set: the hottest month on record, the lowest levels of Antarctic sea ice, and most concerning of all, the highest levels of global carbon emissions ever recorded.

Last December, the world turned its attention to COP 28 in Dubai, where a significant consensus was reached: a global commitment to transition from fossil fuels to renewable energy. This breakthrough, though significant, was not without controversy, especially concerning

equitable financial support for poorer nations making the transition to cleaner energy.

Here in the UK, our nation's farmers felt the brunt of climate changes. Record rainfall over the past 18 months left lands waterlogged, devastated crops, and jeopardised livestock, posing significant threats to food security. This stark contrast to 2022's severe drought highlights the critical need for urgent action, not only to reduce our greenhouse gas emissions but to adapt to the changing climate that is our new normal.

Amid these developments, Carter Jonas is reinforcing its commitment to climate action. We are aligning our net zero ambitions with scientific imperatives, aiming to achieve net zero across our Scopes 1 and 2 emissions by 2035 and a bold 90% reduction across all emissions by 2040. This is no small feat, especially as we tackle the challenges of Scope 3 emissions and supply chain impacts, but the stakes are too high to ignore.

“

“We are committed to enhancing our sustainability efforts across the board, living up to our promise of being a truly responsible business”

Beyond climate issues, we are committed to enhancing our sustainability efforts across the board, living up to our promise of being a truly responsible business. Through conversations with our stakeholders—clients, colleagues, and delivery partners—we have gained invaluable insights. People-centric issues such as employee well-being, health and safety, and diversity and inclusion rank as high priorities alongside environmental challenges.

This evolution of our strategy underscores our commitment to delivering excellence to our clients and fostering a supportive environment for our people. We are determined to fulfil our responsibility to help shape a resilient and prosperous future for all.

Thank you for your interest in our sustainability journey.



**Richard Bruce**  
Chief Executive



# About

## Carter Jonas

**Carter Jonas is a leading UK property consultancy and estate agent. Covering commercial, residential, rural, planning and development and infrastructure, our network of over 1,000 property professionals across 33 offices provides both national coverage and unrivalled local expertise.**

At Carter Jonas, 'simply better property advice' is a statement that unites everyone in our partnership behind a common purpose. It is a commitment to our customers that we will work harder for them, constantly striving to provide the best advice in the market.

Throughout the firm we share the following values, which guide us in delivering our services

### **Approachable**

We treat every relationship with integrity, respect, and warmth.

### **Effective**

We do what we say we will, we do it well, and we are accountable.

### **Ambitious**

We are ambitious for clients and for our company.

### **Our vision**

Carter Jonas balances its distinguished history with modern services and an innovative approach. In 2020, the Partners published their 5-year business plan to 2025 which states our commitment to:

- Strengthen our position as a multi-disciplinary national firm, balancing our distinguished history stretching back almost 170 years with our cutting-edge ethos and a client first approach.
- Continue to embed sustainability across all aspects of our partnership.

Throughout 2024 we have been working on developing the next iteration of our strategic business plan, Vision 2030, with implementation set to begin from 2025. Sustainability will be at the heart of our approach.

# Key

## achievements



### Empowering our People

- Achieve Clear Assured Gold accreditation
- **6.6%** reduction in our mean gender pay gap against our baseline
- **83%** of staff undertook health and wellbeing training

### Protecting our Planet

- **64.4%** reduction in our Scopes 1 and 2 carbon emissions
- Facilitated the delivery of **4GW** of renewable energy for our clients
- Calculated the carbon emissions from our supply chain for the first time

### Championing our Communities

- Delivered an estimated **£700k** of social value
- **85%** increase in volunteering days compared to the previous year
- Raised more than **£240k** over the lifetime of our partnership with LandAid

### Our clients

Our tailored service and industry-leading advice has enabled us to forge lasting, intelligent, and trusting partnerships with our clients. These long-standing relationships are our most important and most closely protected asset.

From private landowners to local authorities, pension funds to farmers, our universe of client experience is among the most varied in UK property. We spearhead major schemes for public bodies. We look after the property interests of cathedrals, colleges, and charities, as well as private individuals and corporates.

Throughout our endeavours, we never forget the importance of the people behind the brands, businesses, projects, and goals. That is why some of the principal property owners in the country are our loyal clients, some of which have been clients of Carter Jonas for well over a century.



“Throughout our endeavours, we never forget the importance of the people behind the brands, businesses, projects, and goals.”

## Our divisions

### Rural

As well as the management, valuation, sale and acquisition of bare land, farms, and estates, we also offer a wide range of professional property services in relation to all types of rural property and leisure businesses.

We provide all aspects of land and property and related services that are required in connection with the implementation of any infrastructure project. Whether that be the serving of compulsory purchase orders, negotiation of access, purchase of land, compensation claims, and management of assets.

### Planning and development

We provide consultancy, planning, masterplanning, agency and viability services for residential, commercial, and mixed-use developments, and regeneration schemes.

### Commercial

Our commercial property experts can support on all property matters, advising on investing, developing, leasing, and acquiring properties across the office, industrial, life sciences, retail, and leisure, public and many more specialist sectors.

### Residential

Our experts use their local knowledge and contacts to help homeowners and property investors maximise the value of their assets and help buyers and tenants to find their ideal home.

Sustainability awards, accreditations and memberships



Key information

	2021/22	2022/3	2023/4
Revenue	£80,680,750	£83,961,404	£85,473,554
Headcount (FTE)	724	842	897
Offices	35	34	33

## About

### this report

**Welcome to Carter Jonas' 2023/24 Sustainability Report. The report provides an overview of our commitment to addressing the sustainability of our business and our work, and our progress on delivering against our key objectives throughout the year.**

The report is structured around the three pillars of our new sustainability strategy: Empowering our People, Protecting our Planet, and Championing our Communities. These pillars replace those used in our previous report: Our People, Our Work, Our Resources, and Our Community.

This report covers our performance for the 2023/24 calendar financial year. The Scopes 1 and 2 and mandatory elements of our Scope 3 carbon data presented in the document have been prepared in accordance with the requirements of the measure-step of the Toitu carbon marks. This is based on the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) and ISO 14064-1:2006 Specification with Guidance at the Organization Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals.

All other data in the report has undergone internal verification and represents the best available information at the time of publication.

# Introduction

from our Head of Sustainability



An essential part of delivering change is creating a realistic and actionable plan. Carter Jonas has been working hard over the past year to do just that, developing a fresh approach to how we define and deliver our sustainability goals.

Our new strategy is the result of a rich dialogue with our key stakeholders. We talked to our clients, colleagues, partners, and industry experts to gather their thoughts on what sustainability means to them and where they see the most pressing priorities for our own business. Their insights have been invaluable, helping us shape a strategy that is not only ambitious, but also deeply rooted in the real-world needs and expectations of those we work with and for.

The result of this process is a strategy which focuses on three main pillars: **Empowering Our People, Protecting our Planet, and Championing our Communities**. By integrating these principles into everything we do, we aim to live up to our aspiration to be a truly sustainable business in the fullest sense.



“Our efforts are bearing fruit.

We have made significant improvements in our social value creation activities, made reductions in our carbon footprint against our baseline, and made strides to reduce our gender pay gap”



• **Empowering our People** is about creating a healthy, inclusive workplace where everyone can shine. We build a culture of openness and inclusivity, take care of our people's physical and mental well-being, and invest in their professional growth. We believe that when our people thrive, our business thrives too.



• **Protecting our Planet** reflects our dedication to creating a resilient net zero future with nature-based solutions are the forefront. We are making our operations more sustainable and helping our clients to do the same. This means using renewable energy, promoting energy efficiency, and protecting the natural environment which we all rely upon. The property sector's role in tackling the global sustainability challenge is well understood. Buildings account for a significant volume of carbon emissions and resource consumption, so our sector has a real responsibility to lead by example.



• **Championing our Communities** means creating positive social impacts through our work and philanthropic activities. We support young people from disadvantaged backgrounds, promote educational opportunities, and contribute to local communities through volunteering and our valued charitable partnerships with fantastic organisations such as LandAid, Pathways to Property, and Surrey Dock Farm.

Our efforts are bearing fruit. We have made significant improvements in our social value creation activities, made reductions in our carbon footprint against our baseline, and made strides to reduce our gender pay gap.

However, we know that there is more that must be done if we are to live up to our aspirations. Working with and through our supply chain to tackle carbon emissions and nature impacts is a key priority. We are at the outset of this work, having for the first time calculated the emissions associated with our procurement activities. Working in concert with our partners will be essential for us to realise these goals.

We look forward to working with you to make our vision a reality.

**Tom Roundell Greene**  
Head of Sustainability

# Our

## sustainability strategy

Since 1855, Carter Jonas has worked with and within the natural environment. We strive to be at the forefront of action to address the most pressing sustainability issues faced by our sector, our clients, and the communities which we serve.

In support of this aim, we have undertaken a comprehensive review of our sustainability programme, seeking to ensure that we are addressing the most material issues facing our business. The result of this process is our new strategy which reflects our commitment to Empowering our People, Protecting our Planet, and Championing our Communities. By addressing these issues, we strive to live up to our responsibility as a business, deliver truly sustainable solutions for our clients, and maximise the positive impact we can have on the world.

Our strategy is supported by ambitious targets aimed at delivering lasting change within our partnership, and governance arrangements which ensure that we are further embedding sustainability into all that we do.



Our sustainability strategy



Focus area	Empowering our People	Protecting our Planet	Championing our Communities
What?	We provide a healthy, happy, and inclusive workplace where everyone can flourish.	We take action to address the most pressing environmental challenges and support our clients to do the same.	We live up to our responsibilities and invest our time and resources to support healthy and thriving communities.
How?	<p>Promoting a culture of openness and inclusivity where everyone is valued and accepted.</p> <p>Supporting the physical, mental, and financial wellbeing of our people.</p> <p>Investing in our people to optimise their potential, fulfil their career ambitions, and provide the highest quality services to our clients.</p>	<p>Delivering a net zero and resilient future for ourselves, our clients, and wider communities.</p> <p>Restoring and enhancing the natural world through our work and operations.</p> <p>Ensuring sustainable practices throughout our supply chain to create value and mitigate risk.</p>	<p>Delivering tangible and lasting social value through our work and philanthropic activities.</p> <p>Ensuring healthy and safe working conditions for all our stakeholders.</p> <p>Ensuring the continued good governance of our partnership by promoting the highest standards of business ethics and management.</p>
Issues	<ul style="list-style-type: none"> <li>• Equality, diversity, and inclusion.</li> <li>• Employee wellbeing.</li> <li>• Training and development.</li> </ul>	<ul style="list-style-type: none"> <li>• Climate action.</li> <li>• Nature and biodiversity.</li> <li>• Sustainable supply chain.</li> </ul>	<ul style="list-style-type: none"> <li>• Social impact.</li> <li>• Health and safety.</li> <li>• Responsible business.</li> </ul>



“Carter Jonas endeavours to be at the forefront of action to address the most pressing sustainability issues faced by our sector”

### Materiality assessment and stakeholder engagement

The breadth of sustainability can feel overwhelming, and this can result in trying to address all the issues at once, diluting efforts. By prioritising and focusing efforts on the areas which matter most we can maximise the positive impact we have on the world.

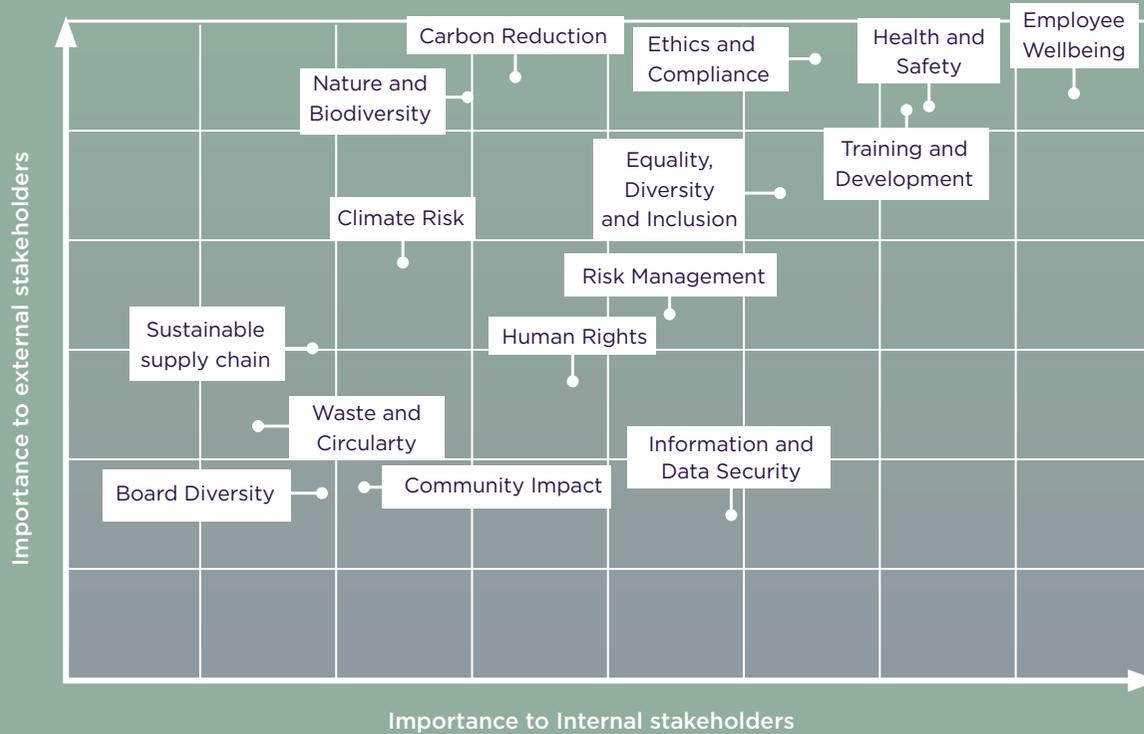
We achieved this prioritisation through a materiality assessment, a process of stakeholder engagement and impact assessment which considers a range of factors to bring focus to Carter Jonas’ efforts to address sustainability.

This assessment involved drawing up a long list of ESG issues informed by market analysis, peer benchmarking and our own business strategy. We then surveyed our clients, colleagues, and partner organisations on which of these issues they felt were the top priorities for our business. The surveys were followed up with in-depth interviews with both internal and external stakeholders.

The result of this process was a bespoke set of prioritised ESG issues with most relevance to Carter Jonas. These issues are presented in the matrix below and have been used as the basis for the development of our ESG strategy to bring focus and purpose to our programme.

Carter Jonas endeavours to be at the forefront of action to address the most pressing sustainability issues faced by our sector, our clients, and the communities which we serve. For this reason, we will replicate this process on a regular basis to ensure that we are always addressing the most pressing sustainability topics facing our firm.

Carter Jonas Materiality Assessment



Issue Description

Issue	Description
<b>Carbon reduction</b>	Delivering a net zero future for ourselves, our clients, and wider communities.
<b>Climate risk</b>	Identifying and adapting to the risks caused by our changing climate.
<b>Sustainable supply chain</b>	Ensuring sustainable practices throughout our supply chain to create value and mitigate risk.
<b>Waste and circularity</b>	Applying circular economy principles to reduce waste and embodied carbon.
<b>Nature and biodiversity</b>	Restoring and enhancing the natural world through our work and operations.
<b>Employee wellbeing</b>	Supporting the physical, mental, and financial wellbeing of our people.
<b>Health and safety</b>	Ensuring healthy and safe working conditions for all our stakeholders.
<b>Equality, diversity, and inclusion</b>	Promoting a culture of openness and inclusivity where everyone is valued and accepted.
<b>Community impact</b>	Delivering tangible social value through our work and philanthropic activities.
<b>Training and development</b>	Investing in our people to optimise their potential, fulfil their career ambitions, and provide the highest quality services to our clients.
<b>Ethics and compliance</b>	Ensuring the continued good governance of our partnership by promoting the highest standards of business ethics and compliance.
<b>Human rights</b>	Taking a zero-tolerance approach to modern slavery and forced labour practices throughout our supply chain.
<b>Risk management</b>	Identifying and mitigating risks with potential to impact on our ability to conduct business.
<b>Information and data security</b>	Ensuring that the information and data we hold is managed securely and responsibly.
<b>Board diversity</b>	Promoting diversity and inclusion at the highest level of our partnership.



### UN Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) were adopted in 2015 with the aim of protecting our global environment, ending poverty, and accelerating the creation of a fairer and more equitable world.

We have aligned the key focus areas, issues, and targets of our ESG strategy with the SDGs. While Carter Jonas' contribution to delivering these hugely ambitious global targets may be small, we recognise that we all have a part to play. We believe that we can drive action at an organisational and individual level by aligning our efforts with these important objectives.

### Our key UN Sustainable Development Goals



Icons will be used throughout this report to show where our efforts are contributing toward the delivery of specific goals.

## Governance

Carter Jonas' Management Board, chaired by our Chief Executive, takes responsibility for establishing and developing our sustainability policy and ensuring that our sustainability goals are achieved. Within the Management Board, the Head of Residential is the lead Partner for sustainability issues.

Role	Responsibility
<b>Chief Executive</b>	Overall responsibility for the development and delivery of Carter Jonas' ESG strategy.
<b>Management Board</b>	Responsible for the approval of the ESG policy and delivery of progress against targets.
<b>Lead Partner</b>	Responsible for championing sustainability issues among the Management Board.
<b>Head of Sustainability</b>	Responsible for developing and delivering against Carter Jonas' ESG strategy, targets, and policy.
<b>Net Zero Committee</b>	Directing and driving efforts to deliver Carter Jonas' net zero commitment.
<b>Social Impact Group</b>	Responsible for directing and championing Carter Jonas' charitable activities and volunteering efforts.



“Carter Jonas operates a number of management systems to ensure sustainable practices throughout our operations and services.”

### Policy and management systems

Carter Jonas' overarching commitment to sustainability is set out in our ESG Policy. This is supported by a range of policies with focus on specific areas of our programme. These include our Environmental Policy, our Health and Safety Policy, and our Modern Slavery Statement. These documents are all publicly available on [our website](#).

Carter Jonas operates a number of management systems to ensure sustainable practices throughout our operations and services. These are our ISO9001 accredited Quality Management System, our ISO14001 accredited Environmental Management System, and our ISO45001 accredited Health and Safety Management System. More broadly, we also maintain ISO14064 verification of our carbon footprint and ISO27001 for IT security.





## An interview with

Lisa Simon, Head of Residential

### ***Tell us about your role at Carter Jonas.***

I am responsible for overseeing a range of operations including sales, new homes, lettings, property management, and build to rent.

I also hold a seat on Carter Jonas' Management Board, where I contribute to the strategic decision-making processes that shape the overall direction of the partnership. Much of my role is focused on our people and the effective management of our business operations. I also serve as the Management Board's representative for sustainability matters, championing initiatives and strategies that promote environmental responsibility and sustainable practices within our organisation.

### ***Why is sustainability important to Carter Jonas?***

Carter Jonas has been dedicated to delivering exceptional services to our clients since 1885. We take pride in ensuring that clients' property assets not only grow in value, but do so in a sustainable and responsible manner, ensuring they are around for centuries to come.

Our commitment to sustainability is deeply ingrained in what we do. We strive to operate in a balanced manner that achieves outstanding results, while promoting diversity and environmental stewardship. We know that the success of our clients and our partnership is intrinsically linked to Carter Jonas' ability to deliver sustainable outcomes.

### ***How will our new sustainability strategy help support the Partnership's business objectives?***

Our people are the cornerstone of our business. Their expertise, dedication, and innovative thinking drive our achievements and set us apart in the industry. By putting sustainability at the heart of what we do, we can harness this talent to create a powerful and positive impact on the growth of our business.

Integrating sustainability into our operations is not just a strategic choice for Carter Jonas; it is a commitment to future-proofing our business. Sustainable practices lead to increased efficiency, reduced costs, and enhanced reputation, all of which contribute to long-term business

growth. By fostering an environment where sustainability is prioritized, we empower our team to develop and implement solutions that benefit both our clients and the broader community.

### ***How would you like to see our approach evolve in future?***

I would like to see ESG principles further integrated into every facet of our client services at Carter Jonas. This means that every project, transaction, and advisory service we provide would be underpinned by a strong commitment to sustainability. Additionally, it is crucial that the contractors and partners we appoint share and uphold our ESG values. We seek to collaborate with organizations that are equally committed to sustainable development, ethical business practices, and social equity.

This way we can ensure that our projects are carried out in a manner that reflects our dedication to responsible business practices. This not only strengthens our service offerings, but also has a positive impact throughout our supply chain which goes well beyond what we can do on our own.



## Empowering

### our People



Our people are the heart of our business. A happy, healthy, supportive workplace and a diverse and inclusive team are better for business and for the clients and communities that we serve.

Carter Jonas strives to be the best place to work within the property industry. Our commitment is to create a dynamic, inclusive, and supportive environment where every team member can thrive. Our people are our greatest asset, and we are dedicated to attracting and retaining top talent by fostering a workplace culture that values diversity, innovation, and collaboration.

To achieve this, we focus on employing approachable, ambitious, and effective individuals who align with our firm's vision and goals. Our recruitment process is designed to identify people who not only possess the necessary skills and experience but also exhibit a strong desire to grow and succeed within our partnership.

Once on board, we support our people in reaching their full potential through comprehensive training and development programs, mentorship opportunities, and clear career progression paths. We encourage continuous learning and provide the resources needed for our team members to expand their expertise and stay ahead in the ever-evolving property industry.



“we focus on employing approachable, ambitious, and effective individuals who align with our firm's vision and goals”



At Carter Jonas we prioritise open communication and foster a culture where feedback is welcomed and valued. We believe that by listening to our people and addressing their needs, we can ensure the continuing motivation and engagement of our workforce.

Our goal is to build a workplace where every individual feels valued, supported, and inspired to do their best work. By investing in our people and their development, we aim to drive the success of our firm and make a lasting impact in the property industry.

### Target performance

Issue	Target	2023/24 performance
Equality, diversity, and inclusion	Reduce mean gender pay gap by 10% from 30.79% by 2025.	24.12%
	Maintain at least 50% female representation amongst annual graduate intake.	52%
	Increase ethnic minority representation from 5.5% to 10% by 2025.	8%
Employee wellbeing	At least 50% of staff to undertake personal development relating to health and wellbeing each year.	83%
Training and development	Increase apprentice roles within the business by 40% by 2025 compared to 10 roles in 2020.	80%
	Develop and deliver sustainability training programme for Partners and staff by end of 2024.	On track

## An interview with Claire Matthews, Head of HR

### ***Tell us about your role at Carter Jonas.***

I lead our HR team at Carter Jonas, driving forward our people, learning and development and EDI strategies to attract, retain and invest in our people to enable them to achieve their full potential and to be one of the best places to work in property.

Progress is regularly measured by clearly defined KPIs and the feedback we receive, both internally and externally. We aim to offer a proactive, supportive, confidential, and professional service to everyone in the business. It is an extremely varied role, covering employee relations, engagement, learning and development, EDI, recruitment, performance management, and recognition and reward. I work closely with the management team to ensure HR initiatives are aligned with our business strategy to make Carter Jonas an employer of choice.

### ***Tell us about the Partnership's approach to people issues and why they are important to our business.***

The bottom line is that we are a people business – our people and their skills, knowledge and attitude are our product as well as our brand. They are our competitive advantage, and our greatest investment and cost. We aim to employ the very best people to enable us to deliver “simply better property advice”. In short, people are the heart of the business, and people issues are central to our agenda.

### ***What people-related initiatives have you been most proud to champion over the last year?***

There have been several notable achievements over the last year. Some of the highlights include achieving Clear Assured Gold accreditation. Off the back of this, a major client presented Carter Jonas as an example of best practice at their suppliers' forum.



I was delighted that our Gender Pay Gap reduced to its lowest ever level of 24.12%, earning us a special mention in a major industry digest. Carter Jonas was also one of the few firms with a bonus gap of less than 50%.

Our management development programme, now in its tenth year, received excellent feedback from participants for its thought leadership, personal insights, network development and valuable 360° reviews. We also launched new career paths for administrators, coordinators, and support teams in September, which was extremely well received.

More broadly, our internal networks continue to grow in scope and membership. We surpassed our 40% growth target for EDI network attendance and introduced three new employee network groups: the Women's Network, LGBTQ+, and Health & Wellbeing.



“We aim to employ the very best people to enable us to deliver “simply better property advice”. In short, people are the heart of the business, and people issues are central to our agenda.”

***What are Carter Jonas' future ambitions in this space?***

We want to improve our engagement and communications with our people, across every office and division, and will invest in alternative ways to involve and ask for feedback from our people and Partners. We are also aiming to be more creative in our approach to learning and development, involving more internal subject matter experts, and tailoring content. We are moving more training online to make it more accessible and save time, money, and travel, aligning with our sustainability goals.

We are continuing with our EDI journey, with the aim to obtain Platinum Clear Assured and achieve our associated KPIs. In addition, I am working with Management Board to review our total reward and benefits offer, building it into Carter Jonas' 2030 plan to ensure we remain competitive well into the future. Linked to this is the ongoing review of our career paths for every discipline within our business, to aid recruitment, progression, succession, and retention. There's a lot to do but I am excited for what the future holds.



### Equality, diversity and inclusion

Equality, diversity, and inclusion (EDI) is a fundamental part of our business strategy, and it is critical for us to build our talent pipelines and remain competitive. Our vision is to build a culture where every member of our business can be themselves.

By employing a diverse group of people, we will embrace different perspectives, ideas, and talents, and can better serve our clients and the communities in which we work. A place where people feel valued and feel part of an inclusive culture is fundamental to achieving Vision 2025, our business strategy.

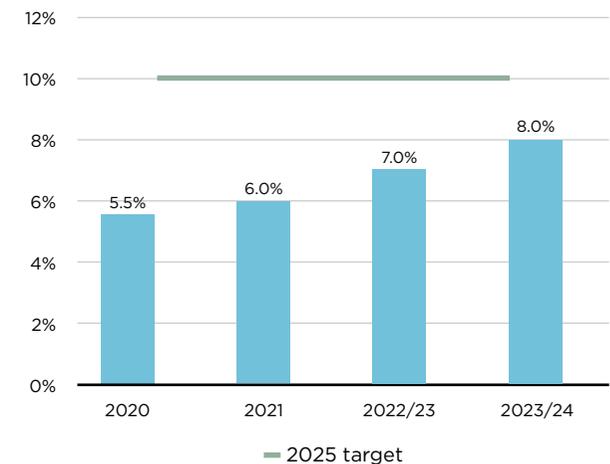
- **Equality** means ensuring that every individual has an equal opportunity to make the most of their lives and talent. It recognises that historically certain groups of people with protected characteristics, as outlined in the Equality Act (2010) can be at a disadvantage. Carter Jonas is committed to ensuring that no employee, job applicant, client, or supplier is discriminated against, either directly or indirectly, on the grounds of sex, gender reassignment, race, colour, nationality, language, ethnic or racial origins, marital status and civil partnership, sexual orientation, age, religion or belief, part time status or disability.
- **Diversity** is about every single person. Everyone is unique and their perspectives are different, based not just on protected characteristics but on many influences such as their own life experiences, socio-economic background, culture, learning styles, personality type, and education.
- **Inclusion** is about creating an environment where everyone can be themselves, and everyone feels that they are able to contribute their views and that these will be valued.



In support of our ambition to achieve at least 50% female representation amongst our graduate intake, we advertise specifically with EDI-focused job boards that support women. We also ensure that we provide mixed panels for interviews. We strive to provide a level playing field - our applicants are assessed against clear objective criteria and names and academic background are withheld from assessment.

We're committed to increasing ethnic minority representation in our business to 10% of our workforce. In support of this ambition, we have run a range of virtual and in-person internships for our early years recruitment activities. This aim is also supported by Carter Jonas' long-standing partnership with the Henley Business School's Pathways to Property, which aims to widen access to the real estate profession by raising awareness of and aspirations about the vast range of careers available within the industry.

Figure 1 Carter Jonas ethnic minority representation



“

We proudly bestow the Clear Assured Gold Standard upon Carter Jonas in recognition of their exceptional dedication to fostering inclusivity and diversity within their workplace”

### Carter Jonas achieves Clear Assured Gold



Carter Jonas has successfully achieved the Clear Assured Gold Standard for its commitment to inclusion and diversity in the workplace. The Standard, awarded by the Clear Company, is a globally recognised accreditation awarded to organisations that can evidence integration of inclusion and diversity measures across all areas, including policies, practices, and strategies.

The Clear Company is an award-winning global equity and inclusion consultancy providing expertise via audit, learning interventions and innovative solutions such as Clear Assured. Clear Assured is a subscription-based platform and recognised accreditation that measures progress against all areas of EDI. It is designed to give organisations access to best practice and advance their inclusion goals.

In achieving the Gold standard, Carter Jonas is recognised for its leadership and understanding of people issues. Its team’s support for underrepresented groups is integrated into all aspects of its EDI activities. Notably, Carter Jonas’s commitment extends beyond mere initiatives, encompassing a continuous learning process marked by a receptive approach to feedback. This dedication translates into a meaningful and lasting impact.

Anna Mäkinen, Head of Clear Assured, said: “We proudly bestow the Clear Assured Gold Standard upon Carter Jonas in recognition of their exceptional dedication to fostering inclusivity and diversity within their workplace. Carter Jonas’s remarkable efforts to embed and elevate EDI practices throughout their organisation are truly commendable, and their progression from the previously attained Silver Standard in 2022 is a testament to their unwavering commitment.

“It is evident that EDI has become an integral part of their day-to-day operations, with policies and procedures that seamlessly align with and bolster the strategic direction at Carter Jonas. This recognition underscores the consistent hard work and devotion that they have invested in creating an environment of inclusiveness and equity.”

Claire Matthews, Head of HR, Carter Jonas said: “Achieving Gold accreditation is an incredible milestone for Carter Jonas, reflecting the passion of our people and our leadership to support and instigate change in our business and the wider industry. We have made great strides since 2021, when we signed up with Clear Assured, committing to diversity and inclusion in our workplace by continuing to enhance our policies and approaches, shifting our culture for the benefit of all.”

### The Carter Jonas EDI network



The Carter Jonas EDI Network was established to raise awareness and increase understanding of equality, inclusivity and diversity issues within our partnership, and the wider property industry.

The Network acts as a consultative group to influence and improve policy and practice within Carter Jonas, together with our clients and suppliers. It aims to provide a supportive and safe space for people to meet to discuss and express their views, experiences, and concerns, explore ideas and initiatives, plan events, and drive change.

The EDI network is supported by a range of sub-groups. These include the Women’s Network, the Family Network, Health & Wellbeing, and the LGBTQIA+ Network.



### Gender pay gap

Being an inclusive employer remains a fundamental part of our business strategy and it is critical for us to build our talent pipelines and remain competitive. By employing a diverse group of people, we will embrace different perspectives, ideas, and talents, and we can best service our clients and the communities in which we work.

We have been reporting our gender pay gap since 2017, and during that time have seen a significant decrease from 30.47% to 24.12% mean pay gap in 2023/24. We are committed to understanding more about our gender pay gap with continued focus to reduce it further. The improvement in our performance was supported by high retention of mothers returning to work, due in part to the implementation of the strategic action laid out in our gender pay gap report, as well as our continuous focus on EDI matters within the partnership.

It is positive to see downward movement in the gender pay gap for this year. However, we know this still demonstrates the need to continue to take positive action to further close the gap over time. We are seeing a positive shift in the gender balance across the top three quartiles and plan for a continued impact.

Further reducing our gender pay gap is an important long-term goal and we recognise that it will take ongoing commitment. Through a culture of empowerment and flexibility, together with a proactive approach to EDI, we should see a further increase in women moving into senior roles, significantly reducing the gap in future. Full details, including our action plan, are available in Carter Jonas’s 2023 Gender Pay Gap Report, **on our website.**

Figure 3 Carter Jonas Gender Pay Gap Performance



“Through a culture of empowerment and flexibility, together with a proactive approach to EDI, we should see a further increase in women moving into senior roles, significantly reducing the gap in future.”

### Carter Jonas supports Pride in Birmingham and Cambridge

Carter Jonas is committed to creating an inclusive culture where everyone feels seen, heard, and valued – both in our workplace and in the communities we serve.

This year, we were thrilled to take part in the Pride celebrations in both Birmingham and Cambridge. Birmingham Pride has been running since 1997 and become one of the most important LGBTQ+ festivals in the country. Twelve people represented our business at the May event, marking our second year of participation. We were especially thrilled to sponsor the parade, which started at Birmingham Library and finished on Hurst Street.

We've been enthusiastic sponsors of Cambridge Pride since its relaunch in 2022. As a Silver Sponsor of Cambridge Pride 2024, we were pleased to be featured in the event's programme and on social media. Our branded gazebo on Jesus Green welcomed around 250 visitors from diverse backgrounds, fostering connections and sparking engaging conversations.

One of the event's highlights was our interactive map titled "I'm proud of my city because...". Over a hundred participants shared their thoughts by annotating the map with post-its, celebrating Cambridge's diversity, educational opportunities, and green spaces. The comments highlighted the city's welcoming atmosphere and community spirit.

### Partner and employee wellbeing

The health and wellbeing of our people is of paramount importance to Carter Jonas. We are dedicated to supporting and improving people's physical, mental, and social wellbeing. We know that creating and supporting a healthy workforce helps to increase engagement and productivity, reduce absenteeism. It also helps to promote Carter Jonas as a great place to work.

Our overall aim is to ensure that health and wellbeing are recognised as integral to the foundation of our organisation's success. We strive to make Carter Jonas a safe, healthy, and high-performing place to work. We want our people to be confident that Carter Jonas values them.

In support of this aim, Carter Jonas offers a range of flexible benefits which support the health and wellbeing of our people. These include:

- Critical illness cover
- Dental insurance
- Health cash plan
- Health screening

- Holiday buy
- Discounted gym membership
- Life assurance

This year we will launch our new Health and Wellbeing Strategy which aims to illustrate an increasing focus on health and wellbeing within Carter Jonas, enabling us to effectively support our people to fulfil their potential and deliver our vision for our business. We have also recently launched our new Health and Wellbeing Network, made up of champions from across the business who meet regularly to develop new initiatives and ideas to build on our offering at Carter Jonas.

“We are dedicated to supporting and improving people’s physical, mental, and social wellbeing.”



### Training and development

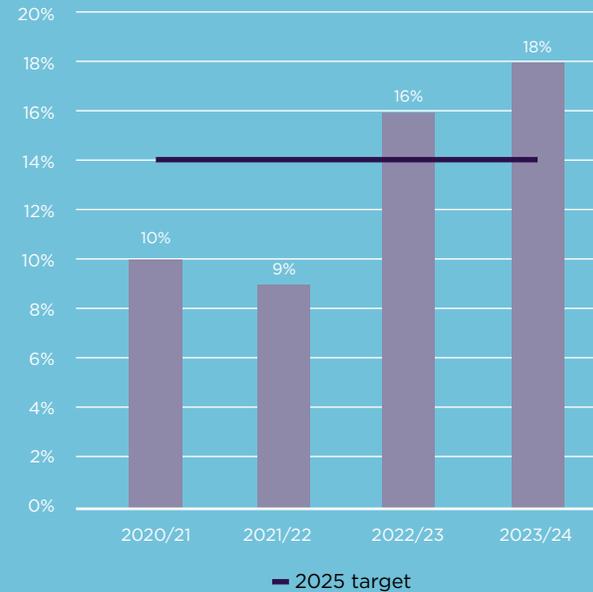
Carter Jonas is committed to helping every member of our business to achieve their full potential. Our learning and development approach is designed to support our people to excel in their chosen profession and thereby deliver the best possible services to our clients.

We have a structured career path with a transparent promotion process supported by annual personal performance appraisals. This helps ensure all our colleagues are supported in achieving their goals.

We always strive to provide the very best opportunities for our people. We are proud to have been awarded the Investors in People's We Invest in People gold accreditation in recognition of these efforts. The assessment process recognised our business's commitment to continuous improvement supported by robust policies and procedures. Many people interviewed as part of this process praised our working culture and noted that leaders embodied the core Carter Jonas values of being approachable, effective, and ambitious.

To support upskilling around ESG issues for our colleagues, we have created a dedicated sustainability training module. The course serves as introduction to the major global sustainability challenges, how they are impacting business interests, and how Carter Jonas is responding. The course is part of our core training package mandated for all staff.

Figure 4 Apprenticeships





“The Mentoring Network directly links to our health and wellbeing programme, providing additional support for everyone working within our business.”

#### The Carter Jonas Mentoring Network

The Carter Jonas Mentoring Network is a voluntary group of 36 professionals, whose role is to provide tailored guidance and support to mentees, based on their individual developmental requirements. The Mentoring Network directly links to our health and wellbeing programme, providing additional support for everyone working within our business. Mentoring might be provided internally, or through external partners such as through Carter Jonas' relationship with the Unum Lifeworks Employee Assistance Programme.

Having a mentor brings many benefits, from building confidence to building connections with colleagues across the business and enhancing career development opportunities. It also provides an opportunity to have open conversations with someone who does not have direct line management responsibilities.

Coaching and mentoring can enhance morale, motivation, and productivity and, at the same time, reduce staff turnover by involving individuals in conversations around organisational change. Fundamentally, mentoring offers significant benefits at both an organisational and individual level for all involved.



## Protecting

### our Planet

**Carter Jonas is committed to playing our part in addressing the climate crisis. Recognising the urgent need for action, we are dedicated to integrating sustainability into every aspect of our operations.**

Our commitment extends beyond merely complying with environmental regulations; we aim to lead by example in the property industry by adopting practices that minimise our negative impacts.

By embracing sustainable business practices, we can significantly reduce our carbon footprint and promote resource efficiency. This not only helps in conserving the environment but also drives operational efficiencies, reducing costs and enhancing the resilience of our business.

Our approach includes implementing energy-efficient technologies, reducing waste, and promoting recycling within our offices and properties. We are committed to reducing our reliance on fossil fuels and strive to use renewable energy sources wherever possible. Through our sustainability service offering we help our clients do the same.

We actively engage with our key stakeholders - our clients, partners, and communities - to promote sustainability. We provide guidance on green building practices, support renewable energy projects, and advocate for approaches that encourage environmental responsibility. By working collaboratively, we aim to amplify our impact and contribute to broader efforts to combat climate change and protect the natural world.



“By embracing sustainable business practices, we can significantly reduce our carbon footprint and promote resource efficiency”

### Climate action

At Carter Jonas, we recognise the devastating impacts of climate change worldwide, which also pose significant risks to our clients' business interests. We are committed to addressing the climate crisis by minimising the environmental impact of our own operations, and helping our clients do the same. Through proactive measures and sustainable practices, we strive to contribute to global efforts to combat climate change and support our clients in navigating these challenges.

We have aligned our climate action goals with the scientific consensus of the level of ambition needed to deliver a 1.5°C future, the level of warming beyond which the most harmful impacts of climate change will be realised. Consequently, Carter Jonas has committed to achieve net zero in our Scopes 1 and 2 emissions by 2035. At the same time, we are working to develop an approach to addressing our Scope 3 emissions by the end of this year, with a view to achieving net zero across these emissions by 2040, if not sooner. To ensure that we are focusing on abating emissions, we will limit any use of offsets to no more than 10% of our total emissions footprint.

While we are focused on achieving an absolute reduction in our emissions, we also measure and report on our progress towards achieving net zero emissions on the basis of emissions intensity. Our progress against both these ambitions is shown on the following pages.

### Target performance

Issue	Target	2023/24 performance
Climate action	Achieve net zero in our Scopes 1 and 2 emissions by 2035.	-64.4%
	By 2025, develop and publish an approach to achieving net zero Scope 3 emissions by 2040.	Underway
	Limit the use of offsets to no more than 10% of our baseline.	Underway
Nature and biodiversity	Facilitate the delivery of at least 5GW of renewable energy by 2025.	4.0 GW
	By the end of 2024, undertake an assessment of our value chain to identify nature-related dependencies with a view to developing an approach to managing and mitigating these impacts.	Underway
Sustainable supply chain	By end of 2024, develop a management approach for our supply chain to better understand the impacts of our procurement activities.	Underway



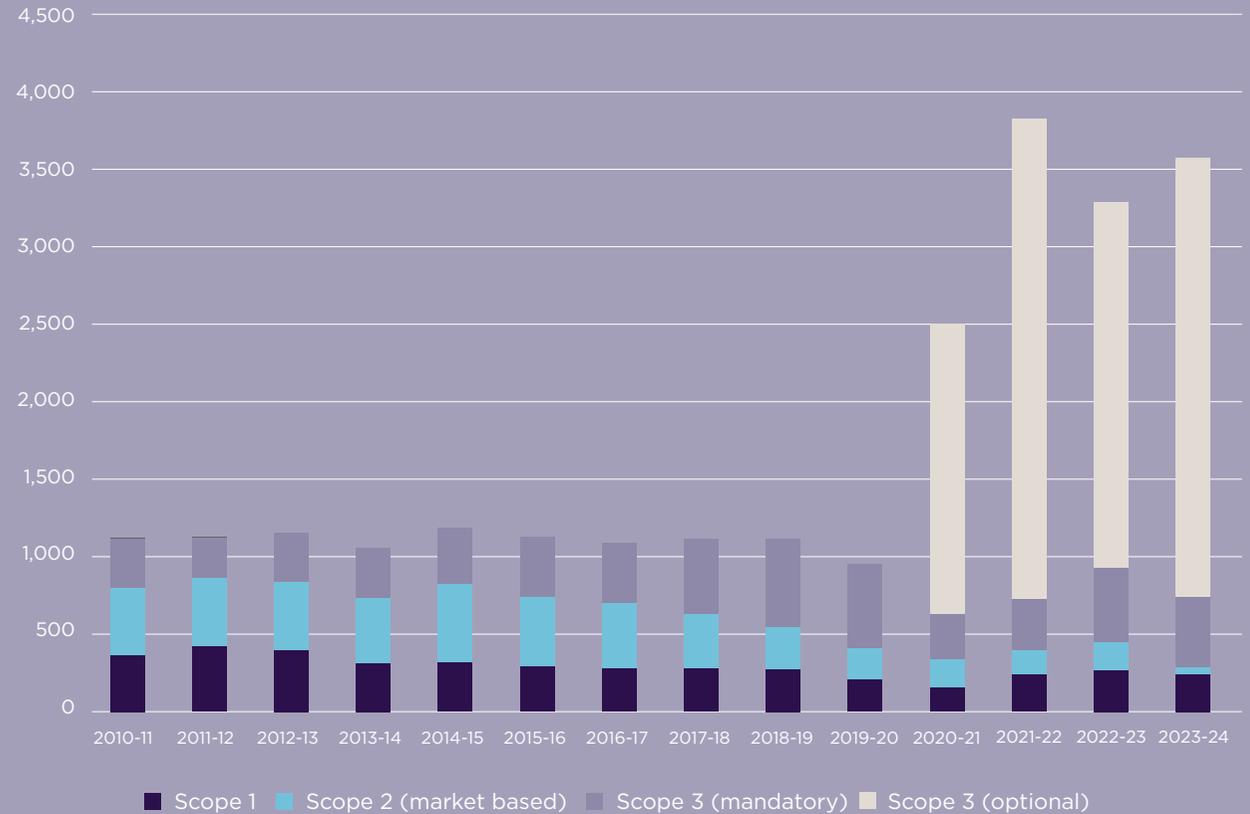
**Emissions scopes explained**

- Scope 1** Direct emissions from sources owned or controlled by an organisation, such as combustion engine company vehicles and on-site use of gas.
- Scope 2** Indirect emissions from the generation of purchased electricity.
- Scope 3** Indirect emissions associated with an organisation's value chain activities, such as business travel, purchased goods and services and use of sold products.

**Carter Jonas' carbon footprint (t CO<sub>2</sub>e)**

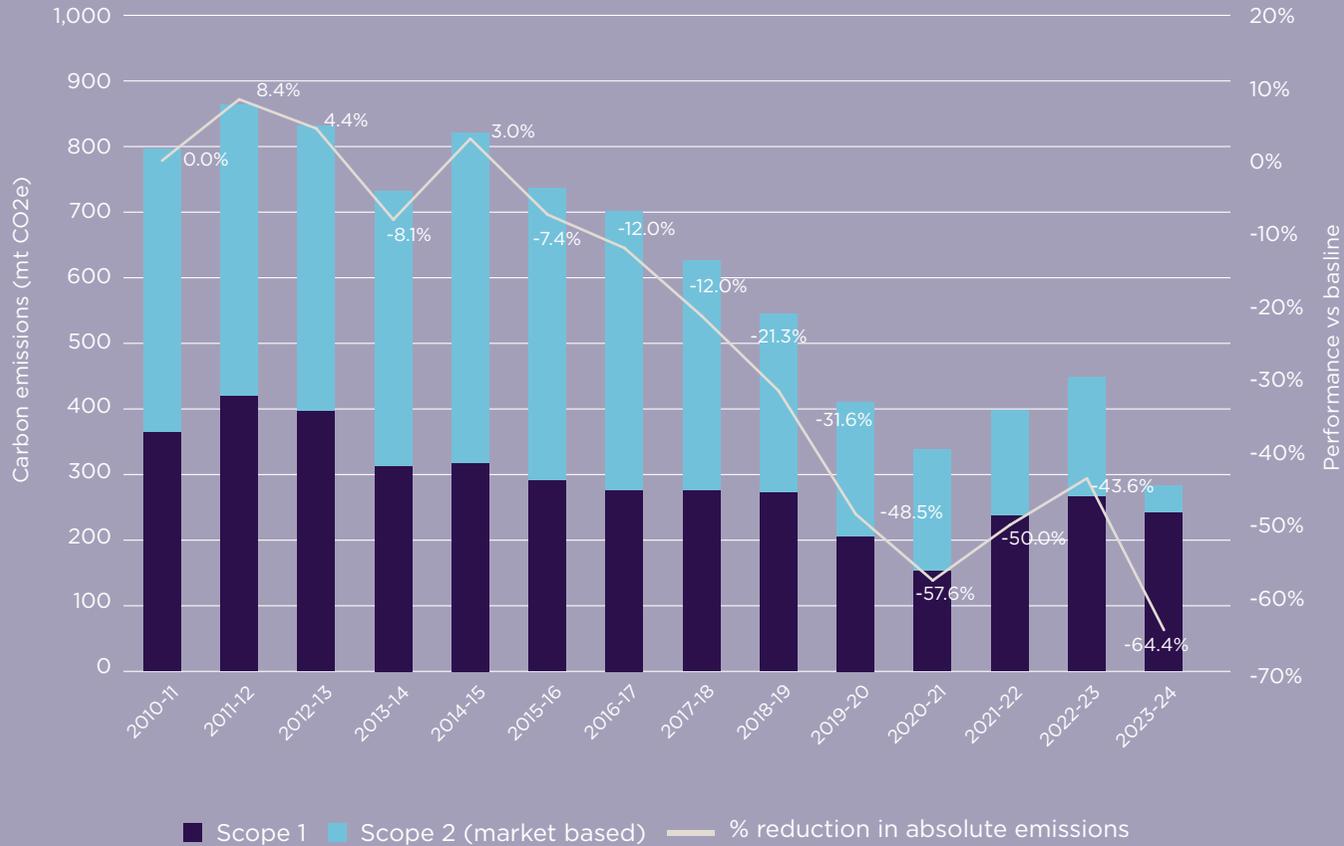
	Baseline (2010/11)	2021/22	2022/23	2023/24
Total Scope 1 (mt CO <sub>2</sub> e)	364	237.1	266.3	242.0
Total Scope 2 (location)	432.8	161.0	165.2	144.6
Total Scope 2 (market)	432.8	161.0	182.8	41.3
Total Scope 3 (mandatory)	320.4	327.2	476.1	454.4
Total Scope 3 (optional)*	0.1	3,100.0	2,360.7	2,834.3
<b>Total carbon emissions</b>	<b>1,117.3</b>	<b>3,825.4</b>	<b>3,285.9</b>	<b>3,572.0</b>

Figure 6 Carter Jonas' carbon footprint (t CO<sub>2</sub>e)



\*For the first time in 2023/24, Carter Jonas calculated the emissions from goods and services purchased by the partnership. We're now working to assess previous financial years to establish a comparable baseline.

Figure 7 Scopes 1 & 2 Emissions Performance



Net zero performance – Scopes 1 and 2 absolute reduction

Year	2010-11 (baseline)	2021/22	2022/23	2023/4
Scope 1 (t CO2e)	364.0	237.1	266.3	242.0
Scope 2 (market-based) (t CO2e)	432.8	161.0	182.8	41.3
<b>TOTAL</b>	<b>796.8</b>	<b>398.1</b>	<b>449.1</b>	<b>283.3</b>
% reduction vs baseline	-	-50.0%	-43.6%	-64.4%

Figure 8 Net Zero Performance - Intensity



Net zero performance - intensity				
Year	2010-11 (baseline)	2021/22	2022/23	2023/4
Scope 1 (mt CO2e)	364.0	237.1	266.3	242.0
Scope 2 (market-based) (mt CO2e)	432.8	161.0	182.8	41.3
Scope 3 (mandatory)	320.4	327.24	476.11	454.42
<b>Total emissions</b>	<b>1,117.30</b>	<b>725.4</b>	<b>925.2</b>	<b>737.7</b>
% change in intensity vs baseline (tCO2e/£Mgdp)	N/A	-54.60%	-58.10%	-62.70%

Some of the measures we have taken to reduce our carbon footprint include:



A programme of office refurbishments and office moves to more efficient offices, with 70% being completed.



A company car policy to reduce emissions through fleet renewal every three years, introducing more hybrids and electric cars.



Making more efficient use of our office space.



Encouraging use of public transport through a travel hierarchy policy.



Purchasing renewable certified green electricity for our offices.



Cycle to work scheme to reduce work related emissions.



Investment in video conferencing and agile working to reduce need for business travel.



Upgrading to more efficient equipment and reducing numbers of office printers.



A flexible working policy to support our people in working from home and reduce emissions from commuting.

*For more detail, and to see our progress against this commitment and our plan to achieve net zero, we would refer you to our annually updated Carbon Reduction Plan, last published in October 2024. Please refer to Appendix 2 at the end of this report.*

“

the development was both viable and compliant with regulatory and environmental standards.”

#### Case study Solar farm at Lords Bridge

Carter Jonas' Energy team was instructed by the University of Cambridge to secure planning consent for a 22MW ground-mounted solar farm at Lords Bridge. This initiative aimed to advance sustainable energy solutions while navigating significant planning and environmental constraints.

The proposed site for the solar farm was located within the Green Belt, near listed buildings, and in an area with sensitive landscape impacts. These factors necessitated a comprehensive and thoughtful approach to the design and planning process to ensure that the development was both viable and compliant with regulatory and environmental standards.

The team designed the solar farm layout to be in keeping with the surrounding landscape. Special attention was given to the visual impact, ensuring minimal intrusion on the Green Belt, and preserving the aesthetic integrity of the nearby listed buildings.

The solutions which were employed to address the constraints include strategic placement of solar panels, and the use of natural barriers to shield the farm from view, thereby reducing the visual footprint.

To support local biodiversity, an environmental enhancement plan was developed. This plan included the creation of new habitats to support local wildlife, such as planting native flora and establishing areas for bird nesting and insect habitation.

The efforts of the energy team culminated in securing the necessary planning consent for the Lords Bridge solar farm. The project not only aligns with the University of Cambridge's sustainability goals but also serves as a model for integrating renewable energy generation within environmentally sensitive areas.

“

Carter Jonas is committed to playing its part”

### Nature and biodiversity

The impacts of climate change are devastating to ecosystems across the planet. At the same time, nature-based solutions offer a way for to dramatically tackle climate change, helping to mitigate impact and boost the resilience of our communities.

Many of our clients are at the forefront of this fight, dealing with the impacts of climate change on their business concerns, and leading the way in developing new and innovative ways to support nature and biodiversity across their assets.

Carter Jonas is committed to playing its part. The first step in doing this is to understand the impact that our operations have on the natural world and take appropriate action to address this. Consequently, we have set a target to undertake an assessment of our value chain to identify nature-related dependencies with a view to developing an approach to managing and mitigating these impacts. This work is currently underway, and we will publish the results in our next sustainability report.



“Our work ensures the sustainable and efficient use of these coastal resources.”

#### Case study The Crown Estate rural and coastal management

Carter Jonas provides comprehensive estate management services to the majority of The Crown Estate’s rural portfolio. This encompasses over 100,000 acres across Yorkshire, Lincolnshire, Cambridgeshire, Nottinghamshire, and Hertfordshire, together with the entire English coastal portfolio.

Our responsibilities include managing let properties, engaging with stakeholders and third parties, handling financial accounting, ensuring health and safety compliance, and overseeing the sale, purchase, and valuation of property assets.

Specifically on the coastal estate, we offer expert advice on a wide range of issues including managing cables, pipelines, outfalls, bridges, tunnels, portside developments, wharfs, jetties, moorings, marinas, lease regulations, dredging, aquaculture, habitat restoration and sporting rights. Our work ensures the sustainable and efficient use of these coastal resources.

Beyond the operational aspects, we play a crucial role in shaping and continuously refining the strategy for the estate. This includes integrating The Crown Estate’s ambitious corporate and social responsibility policies into our management practices, ensuring that our work not only meets economic goals but also contributes positively to environmental sustainability and social wellbeing.

We are actively involved in the promotion and development of energy projects, from identifying potential opportunities to collaborating with promoters to bring these projects to life. Notably, we are also engaged in several large-scale flood risk management schemes, reflecting our commitment to environmental stewardship.



“

Throughout the last year we have been working to better understand our supply chain, with a focus on the goods and services we purchase as a business”

### Sustainable supply chain

Engaging and collaborating with suppliers to address sustainability is one of the most impactful activities businesses can undertake. This involves fostering open communication, setting clear expectations, and collaborating on initiatives to reduce environmental impact, ensuring fair labour practices, and upholding ethical standards.

Carter Jonas has well-established purchasing processes to ensure that we comply with our own internal values and with relevant industry legislation such as the Modern Slavery Act. As we continue to monitor the performance of our approach to supply chain management under our ISO9001 quality management framework. We aim to constantly improve our processes while continuing to comply with all industry best practice and legislation.

Throughout the last year we have been working to better understand our supply chain, with a focus on the goods and services we purchase as a business. The results of this mapping exercise have been used to calculate the carbon emissions associated with our procurement activities and will form the basis for our supplier engagement programme moving forward.





## An interview with Kate Stevens, Senior Negotiator

### ***Tell us a little about yourself and your role at Carter Jonas.***

I have been with Carter Jonas for over four years now, working in the residential division handling both lettings and sales. I have had the pleasure of working in various areas of London, including Mayfair, Fulham, and South Kensington which I thoroughly enjoy.

In my spare time, I relish the outdoors, from running and walking to cherished moments with friends and family. I love London but there is something about the countryside fresh air that will always have my heart.

### ***What does sustainability mean to you?***

To me, sustainability means finding ways to meet the needs of the present without compromising the ability of future generations to meet their own needs. It is about balancing environmental, social, and economic considerations to ensure that we're not depleting

resources faster than they can be replenished, causing irreversible damage to ecosystems, or compromising the well-being of people and communities. It is about thinking long-term and adopting practices that promote resilience, equity, and harmony with our planet and its inhabitants.

### ***How does sustainability feature in your work?***

While educating customers on simple lifestyle adjustment (such as turning lights off, recycling and not wasting water) is something that can be spoken about during viewings, we also have the ability to promote green building practices through our work with our clients. This could be, for instance, improved loft insulation to improve Energy Performance Certification or using recycled materials to reduce waste. Further, optimising energy and water uses when renovating to deliver these changes helps to reduce environmental impact.

“It is about balancing environmental, social, and economic considerations to ensure that we're not depleting resources faster than they can be replenished”

### Waste and water

Carter Jonas is committed to driving reductions in our impact across the scope of our operations. We are working to reduce the volume of paper we are using in our offices, having reduced paper consumption by nearly 80% since 2015. Any remaining printing is offset by tree planting through Print Relief.

We are also taking steps to minimise the volume of e-waste we produce and ensuring that we reuse, recycle, or donate whatever we can. We recently donated several items of IT kit to a community initiative aimed at protecting the UK's woodland. 100% of the waste we cannot donate is sent to be recycled.

We estimated water consumption and waste arisings across our office portfolio through the use of recognised benchmarks or, where possible, extrapolating using actual data. Our performance for the last three years calculated on this basis is shown in the table below:

	2021/22	2022/23	2023/24
Waste (tonnes)	18.8	17.8	18.0
Water (m <sup>3</sup> )	5,817.5	5,763.0	6,095.1

Carter Jonas recognises the ecological damage and inherent waste associated with single-use plastics. We are committed to removing single-use plastics from our operational practices, particularly as an office-based organisation. Historically, the largest volume of single-use plastics has been associated with the provision of food preparation areas on our premises.

To address this, we have:

- **Stopped using plastic cutlery in our workplaces and provided reusable metal cutlery.**
- **Stopped the purchase of any plastic cups, providing washable glassware in our offices.**
- **Each kitchen area and tea point is stocked with mugs for staff use.**
- **Direct our catering suppliers to minimise their use of single use plastics when providing services to Carter Jonas.**



“We are committed to removing single-use plastics from our operational practices, particularly as an office-based organisation”



# Championing

## our Communities

We believe that it is at a local level where we can have the greatest positive impact on our communities. From sponsorship and pro bono work, to volunteering and sponsorship, we strive to be an active and engaged partner and true champion for the causes we support.

As well as supporting our local communities, we aim to use the time and resources dedicated to philanthropic activities to support young people from diverse backgrounds into careers in property. As an industry, the property sector has more work to do to improve diversity and inclusion.

We believe that by focusing efforts on improving educational outcomes for young people, we can also improve diversity and inclusion within our business, and across the property industry more broadly.

Issue	Target	2023/24 performance
Social impact	Carter Jonas staff to deliver at least 200 days of volunteering per annum.	118
	Increase number of school ambassadors by 20% by 2025 compared to 33 in 2020.	-12%



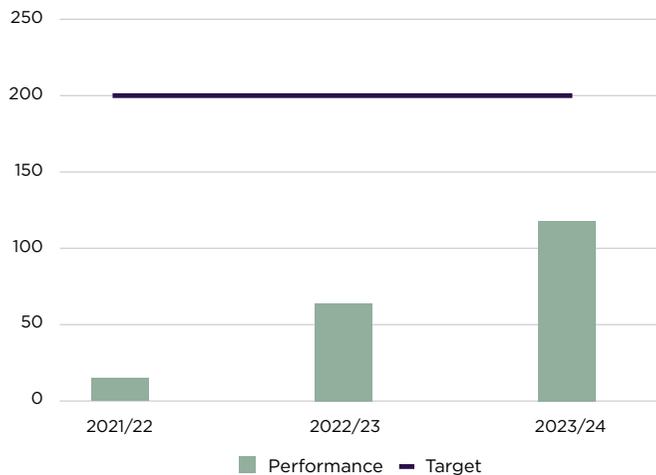
“As an industry, the property sector has more work to do to improve diversity and inclusion”

### Social impact

Our overarching aim is to support young people from disadvantaged backgrounds into further education and work. We strive to create lasting social impact through our work and through our volunteering activities. This has informed our social value creation strategy which is aimed at building meaningful partnerships with schools in the most educationally deprived areas and working with their pupils to provide mentoring, work placements and careers advice.

All our staff are entitled to take two days per annum for volunteering and philanthropic purposes. This may be participating in an event in support of our charitable partners, or an activity at a more local level. Across all our charitable activities including work placements, mentoring, apprenticeships, giving, pro bono work and general volunteering, we estimate that we have created over £700,000 in social value over 2023/24.

Figure 9 Volunteering Days



Through our charity work, we have helped important causes achieve life-changing outcomes. We strive to be an active and engaged partner and a true champion for the causes we support. To ensure we have a focused approach, we work with two major charitable partners:

- **LandAid** - We are proud to be a strategic partner of LandAid, whose aim is to end youth homelessness in the UK. Since 2014 we have raised over £240,000 for LandAid which has gone to help projects across the UK.
- **Pathways to Property** - We are a bronze partner of Pathways to Property. Led by the Reading Real Estate Foundation (RREF) at Henley Business School, University of Reading. The initiative aims to widen access to the real estate profession by raising awareness of and aspirations about the vast range of careers available within the industry.

### Our approach

Carter Jonas operates a network of Social Impact Coordinators who are based in our offices across the country. The coordinators function as point-of-contact for volunteering activities for their office, identifying local volunteering opportunities that align with Carter Jonas' ambition of creating opportunities for less advantaged young people. The Coordinators then promote these opportunities to colleagues within the office during regular hub meetings and through various communications, aiming to boost engagement.

Additionally, they record the results of volunteering activities undertaken by colleagues which enables us to calculate the social value associated with these activities.

This approach allows us to adopt both a local and national approach to social value creation and deliver targeted opportunities in support of the partnership's commercial activities.

The key objectives of our social value programme are to:

- Maximise the social value created through Carter Jonas' volunteering activities.
- Exceed our client's expectations around social value delivery.
- Provide meaningful volunteering activities for our colleagues.
- Contribute toward Carter Jonas' commitment to being a responsible business.

With this new approach in place, we have made a significant improvement on the number of volunteering days undertaken by our staff, making an 85% increase compared to the previous year. We have nearly doubled our number of annual volunteering days but are still falling short of our target of 200 days volunteering per annum. We anticipate building on this strong foundation over future years.

“With this new approach in place, we have made a significant improvement on the number of volunteering days undertaken by our staff, making an 85% increase compared to the previous year”



Paul Morrish,  
LandAid CEO

### Insight from LandAid, our charitable partner

LandAid is the property industry charity, bringing together individuals and businesses from across the property industry to end youth homelessness in the UK, and for over 30 years we have been supporting projects that provide life-changing, safe, suitable, and affordable accommodation for young people facing homelessness.

Paul Morrish, CEO of LandAid, said: **‘None of this work would be possible without the support of our incredible network of partners, especially our long-standing partners like Carter Jonas.’**

The partnership between Carter Jonas and LandAid began in 2014. Over the past ten years, Carter Jonas has shown up for LandAid and the young people they serve in countless ways. Colleagues have raised vital funds for LandAid through events like the LandAid 10k and our annual SleepOut; they have donated their time, skills, and expertise to our charity partners through LandAid’s

pro bono programme; and they have acted as advocates and ambassadors for our work across the industry. Carter Jonas have regularly sponsored LandAid events, including, most recently, the Tour de LandAid in 2022 and 2023, and the LandAid SleepOut in London in 2024.

In 2023 alone, the Carter Jonas team raised almost £33,000 in support of LandAid. Over the lifetime of our partnership, Carter Jonas has donated over of £240,000 – a truly remarkable sum supporting our work to end youth homelessness in the UK.

‘Last year, nearly 136,000 young people in the UK approached their local council for housing support because they were facing, or at risk of facing, homelessness,’ said Morrish. ‘Carter Jonas’s ongoing support of LandAid gives these young people the chance to move on from homelessness in a sustainable and independent way, and the hope to know that there are great companies out there ready to help.’

“We look forward to continuing to strengthen our long partnership in the years ahead. Thank you, Carter Jonas, for helping change the course of so many young lives.”

Paul Morrish, LandAid CEO

### Our approach

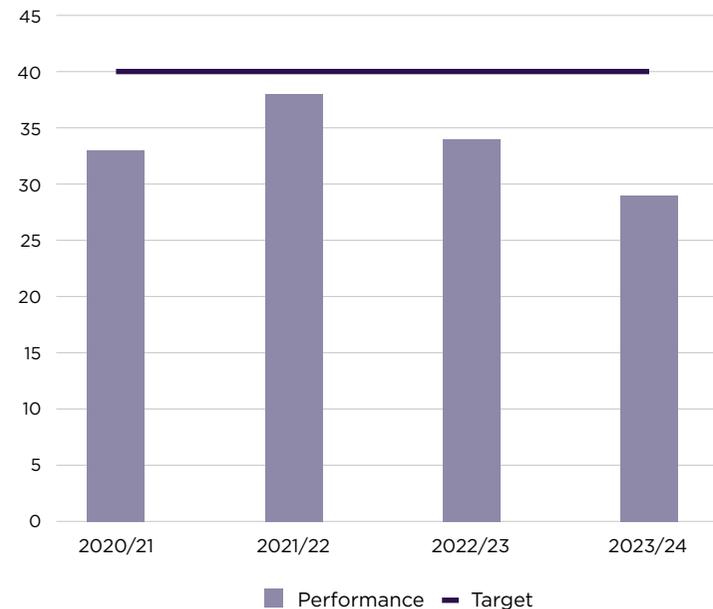
Carter Jonas' School Ambassadors network was established to raise awareness of career opportunities in the property sector amongst students from a broad range of backgrounds. We work with pupils aged 16-18 who perhaps have never thought about working in the property industry and informing them about the routes they can take, highlighting work experience and apprenticeship options. The aim of the network is to foster diversity and inclusion by promoting opportunities to enter the property sector.



The role of a CJ School Ambassador involves liaising with schools in their local area to establish a main point of contact for recruitment activities. Ambassadors will also attend school career fairs, both in-person and virtual, and present to students about careers in the property industry, including the company's apprenticeship schemes and graduate roles. They also expand outreach to local community groups, such as sports groups and youth clubs, and facilitate work experience requests. As part of the network's strategy, we have also been able to launch School Insight Days which invite school students from local areas into the office to experience a taster of career pathways in property.

Since establishing the network four years ago, we have grown the group to 29 ambassadors across the country. We aim to have at least one ambassador in each office who is asked to contact at least two schools each year.

### School Ambassadors



Health and safety

Carter Jonas places the highest priority on the health and safety of our clients, our people, and our delivery partners. We work tirelessly to ensure the safest operating environments throughout our supply chain. Carter Jonas' full health and safety policy is available on our website. It states our commitment to:

- Providing safe and healthy working conditions for the prevention of work-related injury and ill health from the scope of our activities.
- Meeting or exceed our responsibilities for the health and safety of all staff and partners by complying with the relevant health and safety standards as well as legislative and other requirements, and by assigning responsibilities for workplace health and safety.
- The elimination of hazards and reducing occupational health and safety risks to all our stakeholders to achieve ambitious standards of health, safety, welfare, and environmental practice.
- The continual improvement of our health and safety management system.
- Communicating, consulting, and involving staff in matters relating to their own health and safety, to create a positive culture in which everyone feels committed to make improvements.

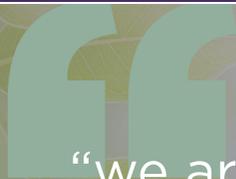
Health and safety performance

Year	2021	2022	2023
LTIFR / Accident Frequency Rates	0.0	0.044	0.043
RIDDORs Reported	0.0	1	0.0

RIDDOR is the acronym for Reporting of Injuries Diseases and Dangerous Occurrences Regulations 2013. The RIDDOR definition, or an incident that is classed as 'RIDDOR reportable,' is a work-related death, major injury, over-seven-day incapacitation injury, disease or dangerous occurrence, or gas incident.

Lost time injury frequency rate (LTIFR) is calculated by multiplying the number of lost time injuries (LTIs) by 100,000, divided by the number of person-hours worked in the period. An LTI is defined as an injury sustained on the job that results in the loss of productive work time.





“we are proud to assist the UK’s Department for Education in transforming and rejuvenating schools across London and the South East”

#### **Case study** Supporting more sustainable schools

At Carter Jonas, we are proud to assist the UK’s Department for Education in transforming and rejuvenating schools across London and the South East, contributing to a brighter and more sustainable future for our youth.

The School Rebuilding Programme undertakes major rebuilding and refurbishment projects for schools and sixth-form colleges throughout England, with a focus on those in the most critical condition. In partnership with the Department for Education and Mace Group, Carter Jonas provides expert planning consultancy advice for the redevelopment of numerous school sites in London and the South East.

Our mission is to deliver a cost-effective and low risk planning strategy during the feasibility stage, ensuring the project is well-prepared before being tendered to contractors. By leveraging our deep understanding of

local and site-specific constraints, we collaborate with local planning authorities, highways authorities, and key statutory consultees such as Sport England to navigate the complexities of phased school redevelopments. The appraisal process is critical to mitigate planning risk, reduce costs, and prevent unnecessary delays. This phase allows for early discussions with local planning authorities about the Department for Education’s objectives for achieving net zero carbon emissions, ensuring that sustainability is embedded in the project from the outset and that viability factors are thoroughly considered.

Carter Jonas remains committed to working with Mace Group and the Department for Education to deliver a substantial portion of the four hundred schools identified for intervention. Our efforts not only enhance educational facilities but also promote environmental stewardship and social responsibility, aligning with our core ESG principles.

## Compliance

Carter Jonas complies with all relevant UK legal and regulatory obligations. Our professional regulator is the Royal Institution of Chartered Surveyors (RICS). We are also regulated by the FCA for specified activities and supervised by HM Revenue and Customs for UK anti-money laundering compliance.

## Information and data security

Carter Jonas places utmost importance on information and data security. We continue to invest in robust controls to protect the confidentiality, integrity, and availability of our information assets. This year, the introduction of 24/7 Managed Detection and Response (MDR) services enhances our security posture, enabling rapid detection and response to any threats, thereby safeguarding our client data, and maintaining trust.



## Modern slavery and human rights

Each financial year, Carter Jonas produces a Modern Slavery statement in accordance with Section 54 of the Modern Slavery Act 2015. This statement is published on our website and added to the gov.uk register. As a UK-based consultancy with limited operations outside the UK and minimal material purchases, we have assessed the risk of human trafficking and slavery in our supply chain as very low. Consequently, we do not measure related performance indicators.

We do however acknowledge the risk of human trafficking and modern slavery in any supply chain and are committed to assessing and mitigating these risks through our comprehensive policies and procedures. Our efforts include, but are not limited to:

- Conducting appropriate due diligence in human resources, recruitment, and employment policies and procedures, ensuring compliance with all UK laws.
- Utilising an externally accredited health and safety management system (ISO 45001), where our contractors and suppliers are required to complete a questionnaire and undergo review before approval.
- Implementing safeguarding, whistleblowing, anti-bribery, reporting suspicious activities, and anti-money laundering policies and procedures.
- Upholding a ESG policy statement and an environmental policy statement.
- Maintaining Investors in People Gold accreditation, which includes independent 360° feedback questionnaires.
- Offering a modern slavery module on our cloud-based training platform.

Carter Jonas' modern slavery statement is available from [our website](#)



# The Carter Jonas

## Research Team

Carter Jonas' industry-leading research team consists of market analysts who provide expert insight across the commercial, infrastructure, residential, planning and development, and rural sectors. The team undertakes bespoke projects to assess local markets as well as broader emerging trends, providing insight into the immense structural changes now occurring. The research team are responsible for delivering our suite of regular market reporting and thought leadership output.

The team utilises a variety of in-house and market-leading external data sources, as well as publicly available data, which they combine with their forecasts and the expertise of surveyors and planners across the Carter Jonas network. This allows them to form a comprehensive view across markets, sectors, and topics. Some of our recent ESG-related publications include:

### **Offices: Past, Present, Future - the Sustainability of Office Stock**

The research team used 110,000 property records to assess the UK's office stock on four key office quality metrics: EPC ratings, BREEAM assessment, office-grade classification, and age of office stock, looking at the picture both nationally and in 12 major UK office markets.

### **Which Local Authorities are Raising the Bar for Biodiversity?**

Carter Jonas regularly monitors the integration of biodiversity net gain into local plans. Our latest research assesses which local planning authorities have been progressing policies that would require developers to deliver a greater level of net gain than the 10% minimum.

### **Rethinking the Green Belt**

We have analysed data on the structure of the green belt and looked at examples of places where growth is constrained to understand the cost of the green belt and how greater flexibility could increase levels of sustainable development.

You can see our full suite of thought leadership pieces on [our website](#).

# Our ESG

## services



Carter Jonas can help you unlock the potential to drive down the carbon emissions associated with your built assets, moving you closer to delivering on your organisation’s net zero goals.

Whether it is creating carbon reduction plans at asset or portfolio level, making best use of technology to monitor and manage energy consumption, or installing onsite renewable technologies, Carter Jonas is here to help you on every step of your journey to net zero.

Our teams offer a wide variety of carbon reduction services for net zero buildings, helping you achieve your ESG strategy goals, advising on feasibility and the delivery of carbon reduction technologies or through sustainable asset management.

### Strategy

- **Energy and carbon assessment** – assessing and benchmarking energy efficiency and carbon performance and providing costed recommendations for improvement.
- **Estates strategies** – developing holistic estate strategies that are readily designed for implementation, with energy and carbon considerations at their heart.
- **Green leasing** – creating mutually beneficial partnerships between landlord and tenant to drive down energy use and associated costs and carbon emissions.

- **Green buildings, ratings and certification** – identifying green building certifications most relevant to your organization and undertaking a gap analysis to assess the potential scores against these frameworks, including but not limited to: EPCs, DECs, TM44s, BREEAM, NABERS, LEED and Fitwel.

### Feasibility and delivery

- **Renewable energy** – advising on opportunities to install onsite renewable energy technologies to support your climate action commitments.
- **Sustainable fit-out** – managing the retrofitting of space to create a sustainable and low carbon space that supports the health and wellbeing of occupants.
- **Metering strategies** – assessing the feasibility of installing automatic meter reading (AMR) meters to allow for the collection of consumption data in half-hourly intervals allowing more accurate monitoring of energy usage.
- **Electric vehicle infrastructure** – installing EV charging technology onsite to support the electrification of your vehicle fleet.

### Asset management

- **Energy brokerage** – negotiating both import contracts and Power Purchase Agreements for renewable generators, and sourcing renewable energy for tenants and landlords.
- **Technology and geospatial** – leveraging technology to create real-time monitoring and measurements tools to help you manage the delivery of your net zero ambitions.
- **Operational management** – undertaking an audit of the availability of utilities data necessary for corporate reporting and providing recommendations to improve data capture systems and processes.



“Carter Jonas is here to help you on every step of your journey to net zero”



## An interview with

Bibi Noibi, Senior Project Manager, Building Consultancy

### ***Tell us a little about yourself and your role at Carter Jonas.***

I am a Senior Project Manager within the building consultancy team. My role is to help clients define the brief of their projects, pick the right construction partner and other consultants such as designers or engineers, as necessary. Making sure each partner is a good fit with the right design credentials, as well as offering good value and the right scope in construction terms. I am then responsible for overseeing the design process, budgeting, and administering the building contract. A huge part of my role is preparing a master programme for the project, incorporating all key activities and not just the works.

### ***What does sustainability mean to you?***

Sustainability for me is looking at past processes and their outcomes, then looking forward to how we can streamline, simplify and update (or not) these processes to lessen the impact they will have in the future. This can be across various workstreams and aspects of life in general.

### ***How does sustainability feature in your work?***

As the nature of my work is to do with the built environment, sustainability is embedded from the outset. SKA, WELL or BREEAM is almost incentivised at this stage for contractors and designers. We also see sustainability in processes such as furniture strategies; reduce, reuse, or recycle with different companies offering strategies to take and rehome furniture instead of sending it to the landfill.

We just finished a project with a client to refurbish their existing office space which was last updated four years ago. We reused the majority of the fixtures and finishes, including joinery, fabric panels and even carpet. Careful planning was required, with the quality of the items being key to the success of the project.



“Sustainability for me is looking at past processes and their outcomes, then looking forward to how we can streamline, simplify and update these processes”



“Our market leading Energy team comprises surveyors, valuers, environmental specialists, project managers and town planners”

## Energy

Our market leading Energy team comprises surveyors, valuers, environmental specialists, project managers and town planners. This blend of expertise enables us to provide sound independent advice on all aspects of an energy project, enabling our clients to take full advantage of the opportunities that the energy market presents. We provide advice across all forms of energy including:

-  Solar
-  Wind
-  Electric Vehicles
-  Energy from Waste
-  Hydropower
-  Anaerobic Digestion
-  Battery Energy Storage
-  Demand Response
-  Biomass
-  Combined Heat & Power





## An interview with

Jamie Baxter, Associate Partner, Energy

***Tell us a little about yourself and your role at Carter Jonas.***

I am an Associate Partner in the energy team and a chartered engineer. I am leading on our onsite renewable energy offerings including solar PV, battery storage and onshore wind, as well as our EV charging projects.

***What does sustainability mean to you?***

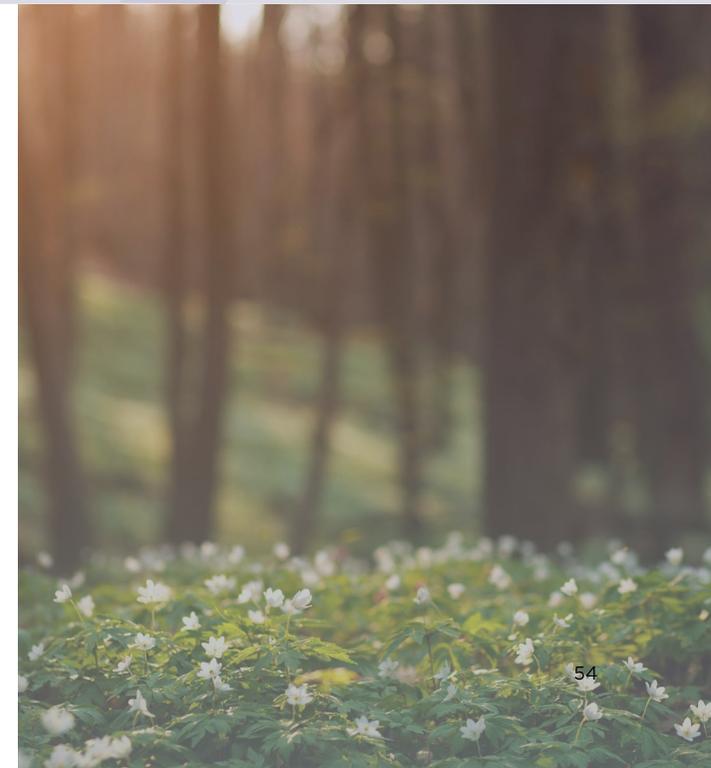
For me, sustainability means responding to the climate crisis with technological solutions which allow our clients and our country to decarbonise. Most of the technology we require to solve these problems already exists, although it is always being improved upon, and it mostly about educating others on benefits of the solutions and ultimately, delivering the projects.

***How does sustainability feature in your work?***

Sustainability is central to my work and, alongside commercial and technical feasibility, forms a key rationale for many of our renewable energy projects. There is a significant opportunity for sustainability and ESG to drive companies to make more informed, longer-term decisions by considering wider concerns alongside costs and paybacks.



“For me, sustainability means responding to the climate crisis with technological solutions which allow our clients and our country to decarbonise”





“Carter Jonas works with landowners to understand their requirements and vision for their estate or holding, and strategically advise on the optimum land use to facilitate client expectations”

### Natural Capital

Natural capital, at a basic level, refers to all naturally occurring assets that provide a benefit to the environment or society or the economy – the three strands of sustainability.

Our nationwide team of experts in rural land management, planning and development consultancy, are well placed to help both landowners, farmers, and developers in navigating the intricacies of potential sources of revenue streams from natural capital.

Carter Jonas works with landowners to understand their requirements and vision for their estate or holding, and strategically advise on the optimum land use to facilitate client expectations.

We have been helping clients throughout the country on a huge variety of natural capital work, including:

- Identifying and appraising natural capital assets and opportunities in the context of a client's existing business; specifically in relation to biodiversity net gain (BNG), carbon capture, nutrient neutrality and ESG, as well as public grant schemes.
- Advising local authorities on future sustainable land uses, BNG and tree planting strategies; including the identification and acquisition of sites for such purposes.
- Brokering biodiversity units on the open market and project managing habitat banks.
- Identifying and acquiring land for BNG and Suitable Alternative Natural Greenspaces (SANGs).
- Collaborating with developers to achieve BNG on site.
- Planning and managing tree-planting schemes and advising on peatland restoration projects.





## An interview with

Lucy George,  
Associate, Rural

***Tell us a little about yourself and your role at Carter Jonas.***

As an Associate in the York office, over the last 5 years or so, my role has evolved from general professional services into the specialism of natural capital. Natural capital is our oldest newest asset class; it has always been there, but it's only just beginning to be measured and monetised with some markets now offering opportunities for diversified revenues.

***What does sustainability mean to you?***

Guiding landowners to protect and deliver wider public good and environmental benefits in addition to food production is key to sustainability and I look forward to developing these services in the years ahead. This is both a challenging and exciting time to be operating in

the industry throughout such a period of monumental change and I am passionate about positively influencing land use and the climate for future generations.

***How does sustainability feature in your work?***

Much of my work involves strategically advising clients in relation to these evolving private markets for ecosystem services; namely biodiversity net gain, carbon capture through woodland creation and peatland restoration schemes, nutrient neutrality, and the realm of ESG.



“This is both a challenging and exciting time to be operating in the industry throughout such a period of monumental change and I am passionate about positively influencing land use and the climate for future generations”

If you have any questions or comments about the information in this report, please get in touch with us.

**Richard Bruce**

Chief Executive Officer

[richard.bruce@carterjonas.co.uk](mailto:richard.bruce@carterjonas.co.uk)

**Lisa Simon**

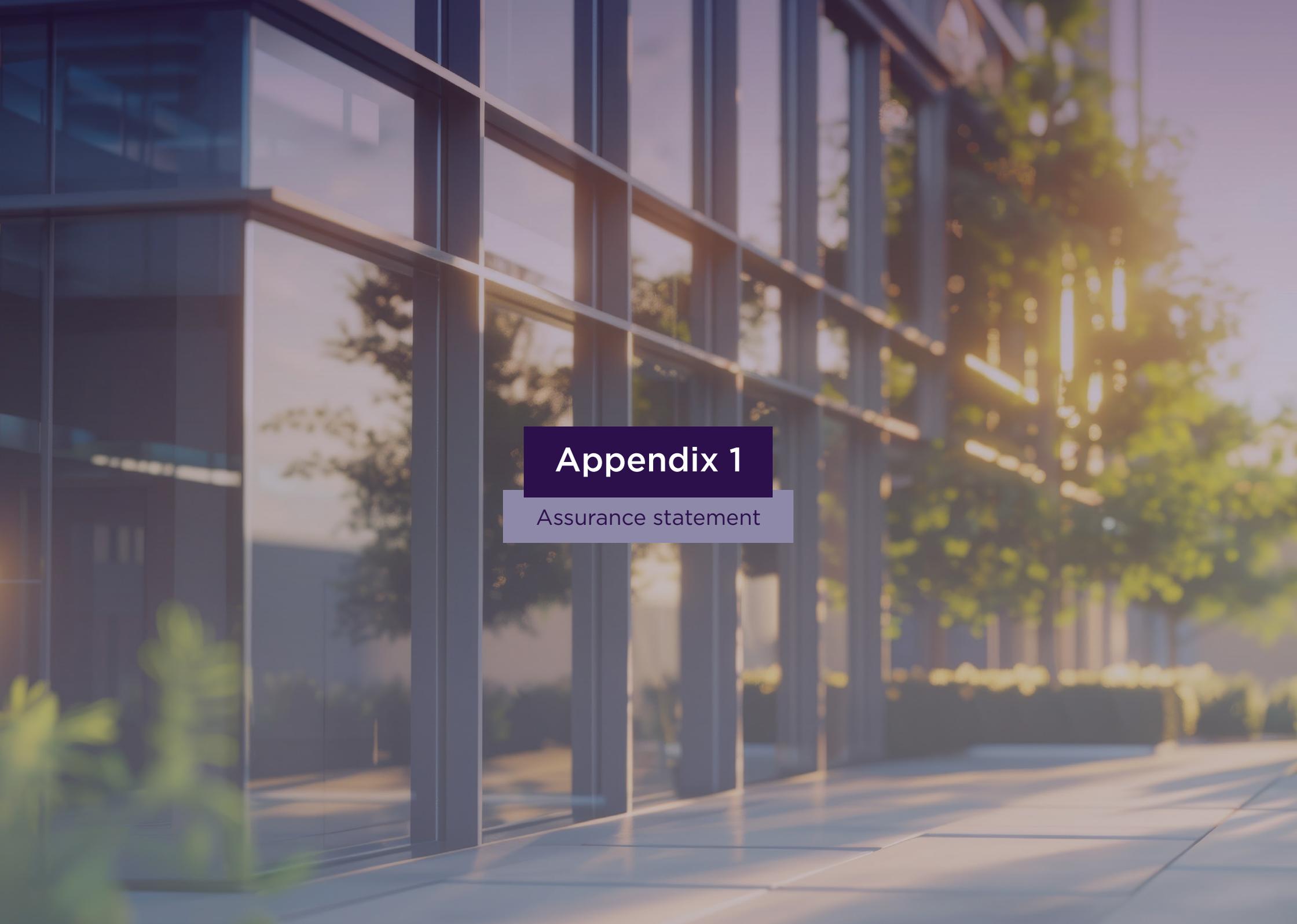
Lead Partner, Sustainability

[lisa.simon@carterjonas.co.uk](mailto:lisa.simon@carterjonas.co.uk)

**Tom Roundell Greene**

Partner, Head of Sustainability

[thomas.roundellgreene@carterjonas.co.uk](mailto:thomas.roundellgreene@carterjonas.co.uk)

A photograph of a modern glass-walled building facade. The building is on the left, with a grid of dark window frames. The background shows a row of green trees and a bright sky, suggesting a sunny day. The overall scene is brightly lit, with a warm, golden light.

# Appendix 1

Assurance statement

# INDEPENDENT AUDIT OPINION

## Toitū carbon programme certification

### TO THE INTENDED USERS

**Responsible Party:** Carter Jonas LLP

**Toitū Carbon Programme:** Carbon Reduce

**Audit Criteria:** ISO 14064 Part 1 2018, ISO 14064 Part 3 2019.

Technical Requirements 3.1 & Audit and Certification Technical requirements 3.0.

GHG Protocol scope 2 guidance.

Corporate Value Chain (Scope 3) Accounting Reporting Standard.

**Registered address:** One Chapel Place, London, W1G 0BG, United Kingdom

**Inventory period:** 01/05/2023 to 30/04/2024

**GHG Assertion:** IMR\_2324\_Carter Jonas\_CR\_Org.pdf

We have reviewed the responsible party's greenhouse gas assertion.

### RESPONSIBLE PARTY'S RESPONSIBILITIES

The Management of the Responsible Party is responsible for the preparation of the GHG statement in accordance with ISO 14064-1 2018 and the requirements of the stated Toitū carbon programme. This responsibility includes the design, implementation and maintenance of internal controls relevant to the preparation of a GHG statement that is free from material misstatement.

### VERIFIERS' RESPONSIBILITIES

Our responsibility as verifiers is to express a verification opinion to the agreed level of assurance on the GHG statement, based on the evidence we have obtained and in accordance with the audit criteria. We conducted our verification engagement as agreed in the Contract and Engagement letter, which together define the scope, objectives, criteria and level of assurance of the verification. The International Standard ISO 14064-3 2019 requires that we comply with ethical requirements and plan and perform the validation and verification to obtain the agreed level of assurance that the GHG emissions, removals and storage in the GHG statement are free from material misstatement. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit carried out in accordance with the ISO 14064-3:2019 Standards will always detect a material misstatement when it exists. The procedures performed on a limited level of assurance vary in nature and timing from, and are less in extent compared to reasonable assurance, which is a high level of assurance. Misstatements are differences or omissions of amounts or disclosures, and can arise from fraud or error. Misstatements are considered material if, individually or in the aggregate, they could reasonably be expected to influence the decisions of readers, taken on the basis of the information we audited.

GHG quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.



## BASIS OF VERIFICATION OPINION

Our responsibility is to express an assurance opinion on the GHG statement based on the evidence we have obtained. We conducted our assurance engagement as agreed in the contract which defines the scope, objectives, criteria and level of assurance of the verification.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

## VERIFICATION

We have undertaken a verification engagement relating to the Greenhouse Gas Emissions Inventory Report (the 'Inventory Report')/Emissions Inventory and Management Report of the organisation listed at the top of this statement and described in the emissions inventory report for the period stated above.

The Inventory Report provides information about the greenhouse gas emissions of the organisation for the defined measurement period and is based on historical information. This information is stated in accordance with the requirements of International Standard ISO 14064-1 2018 and the requirements of the stated Enviro-Mark Solutions Limited (trading as Toitū Envirocare) programme.

## VALIDATION STRATEGY

As per ISO14064 part 3 2019, the stated level of assurance can only apply to verification work. Validation refers to a future prediction. In such cases the conclusion is given as a mixed engagement and our work performed is based upon a review of the assumptions made to provide the given forecast.

## VERIFICATION STRATEGY

Verification evidence gathering procedures include:  
An initial evaluation of organisational scope & boundaries, typically by interview and or desktop data review.  
A sample of site visits will typically be conducted, dependent on the industrial sector.  
A comprehensive range of emission sources will be taken and typically checked for classification, completeness of data, scope & boundaries, time-periods, emission factors applied, consistency or changes to methodologies, estimations used & that adequate control procedures are in place. This will also include retrace back to source data and a full recalculation of GHG emissions.

## VERIFICATION LEVEL OF ASSURANCE

### Limited

Total gross tCO <sub>2</sub> e subject to verification level of assurance:	Total gross tCO <sub>2</sub> e subject to validation, excluded from level of assurance:
3,684.78	0.00

## QUALIFICATIONS TO THE OPINION

The following qualifications have been raised in relation to the verification opinion:

None



## CONCLUSION

### EMISSIONS - VERIFICATION LIMITED ASSURANCE

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the emissions, removals and storage defined in the inventory report:

- do not comply with ISO 14064 Part 1 2018 and the requirements of the stated Toitū Envirocare Toitū carbon programme; and
- do not provide a true and fair view of the emissions inventory of the Responsible Party for the stated inventory period.

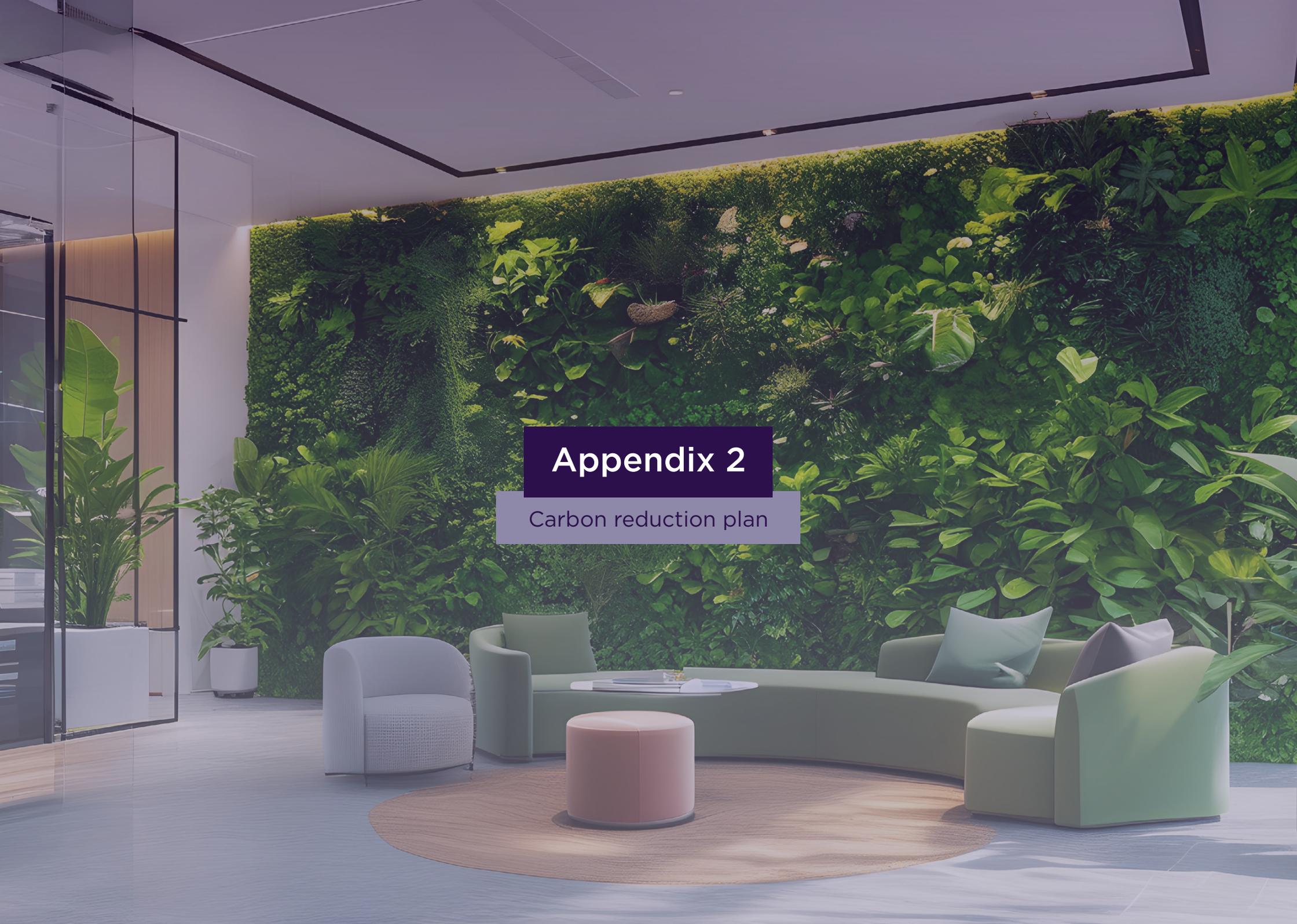
## OTHER INFORMATION

The responsible party is responsible for the provision of Other Information to meet Programme requirements. The Other Information may include emissions management and reduction plan and purchase of carbon credits, but does not include the information we verified, and our auditor's opinion thereon.

Our opinion on the information we verified does not cover the Other Information and we do not express any form of audit opinion or assurance conclusion thereon. Our responsibility is to read and review the Other Information and consider it in terms of the programme requirements. In doing so, we consider whether the Other Information is materially inconsistent with the information we verified or our knowledge obtained during the verification.

Verified by:	Reviewed by:
Name: Clare Robertson	Name: Glenn Cargill
Position: Lead Verifier	Position: Technical Reviewer
Signature: 	Signature: 
Date verification audit: 2 September 2024	Date authorised: 29 August 2024





## Appendix 2

Carbon reduction plan

## Carbon Reduction Plan

Note: Figures external verified by Achilles-Carbon Reduce audit undertaken 12-16<sup>th</sup> August 2024.

Supplier name: Carter Jonas LLP

Publication date: 9.10.24

### Commitment to achieving Net Zero

Carter Jonas is committed to a whole firm approach to greenhouse gas measurement and a target of achieving net zero in our scopes 1 and 2 emissions by 2035, and by 2025, to develop and publish an approach to achieving net-zero scope 3 emissions by 2040, along with limiting the use of offsets to no more than 10% of our baseline.

### Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

**Baseline year; 2010-11**

#### Additional Details relating to the Baseline Emissions calculations.

Carter Jonas LLP has measured our CO<sub>2</sub>e emissions since 2010/11. These measured emissions include scope 1, 2 and 3 emissions. Carter Jonas LLP meets the requirements of Carbon Reduce- CEMARS<sup>®</sup> certification having measured its greenhouse gas emissions in accordance with ISO 14064-1:2006 and committed to managing and reducing its emissions in respect of the operational activities of its organisation.

**Baseline year emissions: 1.5.2010- 31.4.2011**

<b>EMISSIONS</b>	<b>TOTAL (tCO<sub>2</sub>e)</b>
<b>Scope 1</b>	364.00
<b>Scope 2</b>	432.78
<b>Scope 3 (Mandatory)</b>	320.40
<b>Total Emissions</b>	1117.18
<b>Emissions intensity (tCO<sub>2</sub>e/£Mgdp)</b>	34.93

**Current Emissions Reporting; 1.5.2023 - 31.4.2024**

#### Additional Details relating to the Baseline Emissions calculations.

<b>EMISSIONS</b>	<b>TOTAL (tCO<sub>2</sub>e)</b>
<b>Scope 1</b>	241.96
<b>Scope 2</b>	144.61
<b>Scope 3 (Mandatory)</b>	454.42
<b>Total Emissions</b>	840.99
<b>5-year average emissions intensity (tCO<sub>2</sub>e/£Mgdp)</b>	13.29
<b>% reduction in emissions intensity (tCO<sub>2</sub>e/£Mgdp) since base year (Scope 1, 2 &amp; 3) a</b>	61.96

a - using 5 year rolling average

### Emissions reduction targets

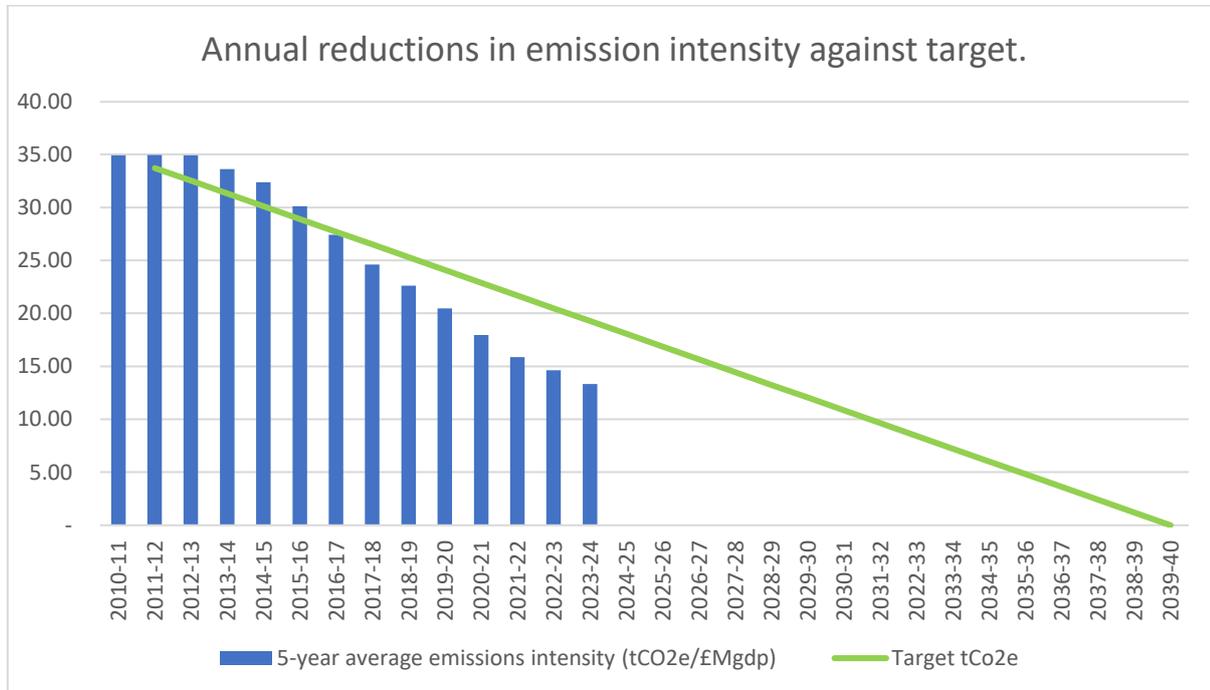
To continue our progress to achieving Net Zero, we have adopted the following carbon reduction targets.

Carter Jonas LLP is committed to achieving net zero in our scopes 1 and 2 emissions by 2035, and by 2025, to develop and publish an approach to achieving net-zero scope 3 emissions by 2040, along with limiting the use of offsets to no more than 10% of our baseline.

We project that carbon emissions will decrease over the next five years to 13.25tCO<sub>2</sub>e/£m turnover by 2028-9.

This is a reduction of 94.68% since our 2010-11 base year.

Progress against these targets can be seen in the graph below:



## Carbon Reduction Projects

### Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been completed or implemented since the 2010-11 baseline.

Measures include environmental management certification schemes e.g.

- Purchasing renewable electricity from 1.12.20 with REGO's.
- For our serviced offices, requesting these are supplied with renewable energy with REGO's.
- A programme of office refurbishments and office moves to more efficient offices with 76% completed.
- Moving to more efficient offices from our listed buildings.
- A company car policy to reduce emissions through fleet renewal every 3 years and the natural introduction of hybrids and electric cars.
- Investment in Video Conferencing, Microsoft Teams, Skype for business and agile working to reduce need for business travel.
- Measurement of business mileage.
- Encouraging use of public transport and travel hierarchy policy.
- Cycle to work scheme to reduce work related emissions.
- A programme of equipment replacement with more efficient equipment and reduction in office printers.
- More efficient use office space with more staff per office.
- ISO14064 accreditation and ESOS audits.
- Appendix 1 which accompanies this report provides evidence of measurement.

# Carter Jonas

The carbon emission reduction achieved by these schemes equate to 13.29tCO<sub>2</sub>e/£m turnover, a 61.96% reduction against the 2010-11 baseline and the measures will be in effect when performing the contract.

The above programmes will continue, and we are researching the purchase of renewable gas sources.

Fleet renewal every 3 years will increase hybrid and electric car use as the UK Government phase out new internal combustion engine vehicles. Adoption of whole life costing so fuel-efficient cars are more encouraged. We have a 6-year age limit on grey fleet, but carbon offsetting will be required to reach net zero.

## Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions are reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard<sup>1</sup> and uses the appropriate Government emission conversion factors for greenhouse gas company reporting<sup>2</sup>.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard<sup>3</sup>.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

Signed on behalf of the Supplier:



Don Cathcart.

Finance Director : 9.10.24

1. <https://ghgprotocol.org/corporate-standard>
2. <https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>
3. <https://ghgprotocol.org/standards/scope-3-standard>



# Appendix 3

SECR filing

## STREAMLINED ENERGY & CARBON REPORT (LARGE UNQUOTED COMPANY OR LLP)

Report date: 04 September 2024

For the period: 01 May 2023 to 30 April 2024

### Disclaimer

This template has been provided by Enviro-Mark Solutions Limited. While every effort has been made to ensure the template is consistent with the requirements of the Streamlined Energy and Carbon Reporting (SECR) Guidelines, Enviro-Mark Solutions Limited and Achilles Information Limited do not accept any responsibility whether in contract, tort, equity or otherwise for any action taken, or reliance placed on it, or for any error or omission from this report. The template should not be altered (i.e. the black text); doing so may invalidate the organisation's claim that the completed report is in accordance with the SECR Guidelines.

This work shall not be used for the purpose of obtaining emissions units, allowances, or carbon credits from two or more different sources in relation to the same emissions reductions, or for the purpose of offering for sale carbon credits which have been previously sold.

The consolidation approach chosen for the greenhouse gas inventory should not be used to make decisions related to the application of employment or taxation law.

This report shall not be used to make public greenhouse gas assertions without independent verification to ISO 14064-1:2018 and issue of an assurance statement by Achilles Information Limited.

## INVENTORY SUMMARY

This inventory has been prepared in accordance with the requirements of the measure-step of the Toitū carbon marks, which is based on the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004) and ISO 14064-1:2018 Specification with Guidance at the Organization Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals . Where relevant, the inventory is aligned with industry or sector best practice for emissions measurement and reporting.

GHG emissions and energy use for period 01 May 2023 to 30 April 2024

	01 May 2019 to 30 April 2020	01 May 2020 to 30 April 2021	01 May 2021 to 30 April 2022	01 May 2022 to 30 April 2023	Current reporting year 01 May 2023 to 30 April 2024
Energy consumption used to calculate emissions (kWh)	3,461,045.59	2,596,130.69	3,055,680.16	3,536,996.60	3,377,180.92
Gas (kWh)	359,050.65	374,858.87	408,936.29	389,897.20	399,092.08
Electricity (kWh)	822,306.16	794,961.02	781,205.80	816,569.01	698,334.81
Transport fuels (kWh)	548,282.99	341,939.91	631,688.49	754,587.32	695,176.29
Other energy sources (Scope 1 & 2) kWh	0.00	0.00	0.00	0.00	0.00
Transport fuels (Scope 3) kWh	1,731,405.79	1,084,370.89	1,233,849.58	1,575,943.07	1,584,577.74
Emissions from combustion of gas tCO <sub>2</sub> e (Scope 1)	66.01	68.84	74.82	71.22	73.01
Emissions from combustion of fuel for transport purposes tCO <sub>2</sub> e (Scope 1)	139.88	84.05	162.38	195.14	168.96
Emissions from business travel in rental cars or employee-owned vehicles where company is responsible for purchasing of the fuel tCO <sub>2</sub> e (Scope 3)	441.96	267.49	309.92	387.58	386.26
Emissions from purchased electricity tCO <sub>2</sub> e (Scope 2, location-based)	204.08	179.90	161.01	161.55	144.61
Total gross emissions tCO <sub>2</sub> e based on the above	851.93	600.28	708.14	815.49	772.83



	01 May 2019 to 30 April 2020	01 May 2020 to 30 April 2021	01 May 2021 to 30 April 2022	01 May 2022 to 30 April 2023	Current reporting year 01 May 2023 to 30 April 2024
Total gross emissions from above by unit turnover/revenue (tCO <sub>2</sub> e/£M)	12.74	8.54	8.78	9.71	9.04
Methodology	ISO14064 Part 1 2018 and Carbon Reduce				
Emissions from other activities which the company owns or controls including operation of facilities tCO <sub>2</sub> e (Scope 1)	N/A	N/A	N/A	N/A	N/A
Emissions from global electricity use (excluding UK and offshore) tCO <sub>2</sub> e (Scope 2)	N/A	N/A	N/A	N/A	N/A
Emissions from heat, steam and cooling purchased for own use tCO <sub>2</sub> e (Scope 2)	N/A	N/A	N/A	N/A	N/A
Emissions from other activities tCO <sub>2</sub> e (Scope 3)	101.50	1,898.92	3,131.74	2,448.84	2,911.95
Total other emissions tCO <sub>2</sub> e	101.50	1,898.76	3,131.74	2,448.84	2,911.95
Total gross Scope 1, Scope 2 & Scope 3 emissions tCO <sub>2</sub> e	953.44	2,499.05	3,839.87	3,264.33	3,684.78
Total gross GHG emissions per unit turnover/revenue (tCO <sub>2</sub> e/£M)	14.25	35.57	47.59	38.88	43.10
Third Party verification	Verified to ISO14064 Part 1 2018 and Carbon Reduce	Verified to ISO14064 Part 1 2018 and Carbon Reduce	Verified to ISO14064 Part 1 2018 and Carbon Reduce	Verified to ISO14064 Part 1 2018 and Carbon Reduce	Verified to ISO14064 Part 1 2018 and Carbon Reduce

<sup>1</sup> Toitū carbon marks refers to the Toitū carbonreduce and Toitū carbonzero programmes.

<sup>2</sup> Throughout this document 'GHG Protocol' means the GHG Protocol Corporate Accounting and Reporting Standard and 'ISO 14064-1:2018' means the international standard Specification with Guidance at the Organizational Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals

## ENERGY EFFICIENCY ACTION

The Carter Jonas Management Board is committed to continuing to reduce its carbon footprint, aiming to achieve net-zero across our Scopes 1 and 2 emissions by 2035 and, by 2025, to develop and publish an approach to achieving net-zero scope 3 emissions by 2040 while limiting the use of offsets to no more than 10% of our baseline.

Progress will be reported to them annually and will accompany our Company accounts.

This is being demonstrated by.

- A programme of office refurbishments and office moves to more efficient offices with 76% being completed.
- Moving to more efficient offices from our listed buildings.
- A company car policy to reduce emissions through fleet renewal every 3 years and the natural introduction of hybrids and electric cars.
- Investment in Video Conferencing, Microsoft Teams, and agile working to reduce need for business travel.
- Measurement of business mileage, encouraging use of public transport and travel hierarchy policy.
- Cycle to work scheme to reduce work related emissions.
- A programme of equipment replacement with more efficient equipment and reduction in office printers.
- More efficient use office space with more staff per office.
- Allowing employees to work from home.
- ISO14064 accreditation and ESOS audits.
- Purchasing renewable certified green electricity from 1.12.20 with REGO's and for our serviced offices, requesting our landlords or managing agents do the same.

From our 2010/11 baseline year we have reduced our;

Scope 1 and 2 emissions by 50.69% - using a 5-year rolling average.

Reduced our emissions intensity (Scope 1, 2, and 3) (tCO<sub>2</sub>e/£Mgdp) by 61.96% - using a 5-year rolling average.