



Sustainability services

Capability statement

August 2024

MAPP

Who we are

We are a real estate consultant specialising in the management of commercial property and delivering enhanced and authentic Environmental, Social and Governance (ESG) performance for real estate funds, investment managers and other property owners.

We work with clients to incorporate ESG considerations into their corporate strategies, embed long-term sustainable impact and deliver on net zero carbon commitments.

1,300 ESG initiatives covered across our services

£80m under utility management

630+ buildings with ESG services

60,000+ CO₂e under management

65+ clients with utility management

21 active ESG client services

These statistics are annualised.

Specialists in sustainable property management

As one of our core principles, sustainability is built into everything we do at MAPP.

We are committed to making the world a more sustainable place because it's the right thing to do and because it's good for business.

We bring a high level of authentic behaviours into our approach and collaborate with clients and partners to keep pace with change and exceed expectations.

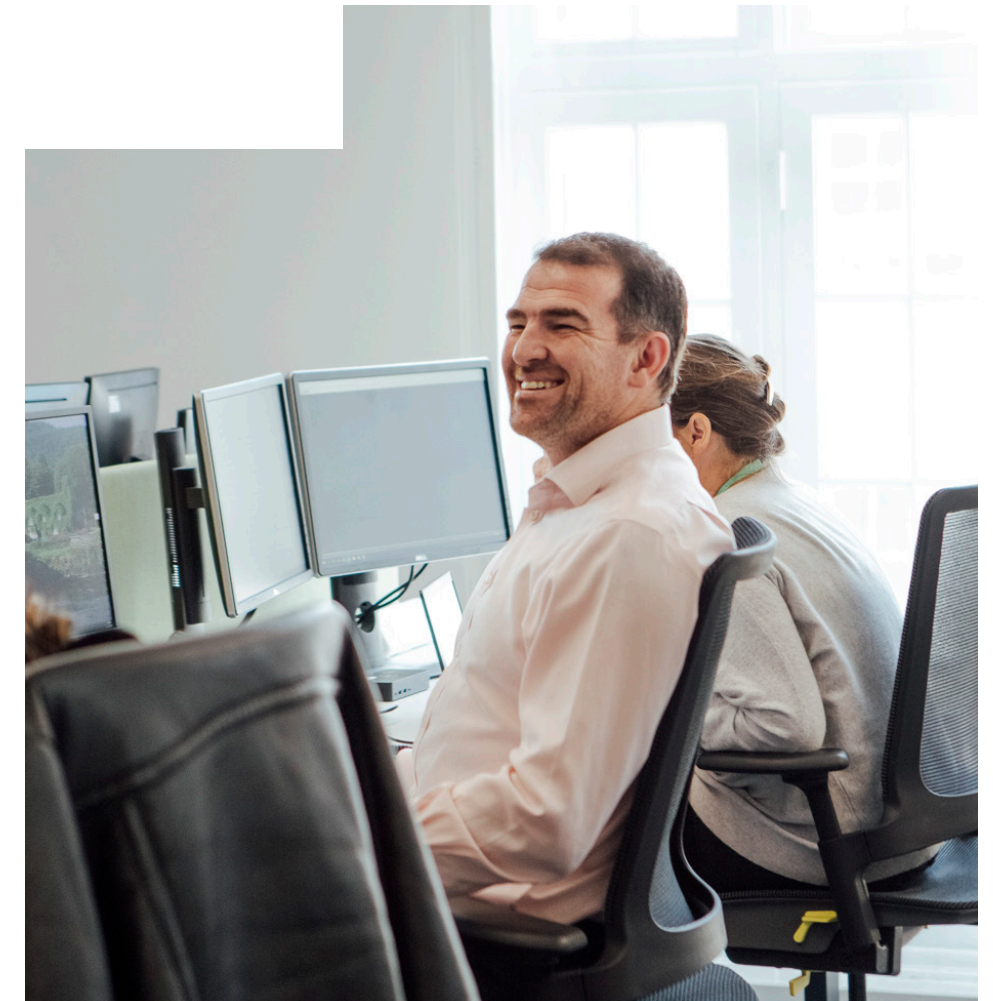
We pride ourselves on being early adopters and believe in balancing profit with genuine purpose. We always aim to align with industry standards and are a member of the Better Building Partnership (BBP), UK Green Building Council (UKGBC) and are certified to ISO 14001.

MAPP was the first real estate consultancy to become a B Corp in the UK.

We regularly benchmark our performance to enhance our services and to help raise standards across the industry.

MAPP's sustainability team has experience across the vast majority of the real estate sector including construction, facilities management, health & safety and retail, as well as data and utility management. Led by Rowan Packer, MAPP's ESG subject matter experts are able to advise on all facets of sustainability and social value.

Our management approach is built on strong fundamentals, smart systems and a desire to keep things simple, yet effective. The world of sustainability is ever-changing and can be complex. With the help of specialist data partners, smart solutions and a strong environmentally friendly supplier network, our team is in a position to help clients prioritise their requirements and deliver impactful, practical solutions.



Our five-pillar ESG framework

We operate a five-pillar ESG framework covering over 30 services to help guide clients through their sustainability or net zero journeys in the most authentic way.

We collaborate and tailor the service around our client goals and our framework provides support for long-term strategies such as decarbonisation, social value and biodiversity net gain. It sets out a roadmap from collecting, analysing and monitoring ESG data through to maintaining BREEAM standards or submitting benchmark submissions, such as GRESB.

1 Core

Fundamental services such as basic ESG data collection and automation management, certifications, Sustainability Baseline Surveys (SBS) and Asset Sustainability Action Plans (ASAP).

2 Analytics

Monitoring and reporting services, automated where feasible and aligned to clients' internal reporting requirements and external submissions.

3 Social value and biodiversity

Services include assessments and strategy design in partnership with the supply chain and occupiers to increase the social value, biodiversity and asset reputation within the community and nature.

4 Climate risk

Resilience building services include identification, mitigation and management of key climate physical/industry transitional risks and opportunities, creation of exit strategies on long-term climate-stranded assets through CRREM risk modelling.

5 Strategic planning

Development of net zero and wider ESG strategies, supporting services allowing identification of sustainable investment criteria for both existing and potential acquisitions.

Pillar 1: Core

Our core offering provides the basis for understanding and enhancing the sustainability of each asset in collaboration with our clients. Information gathered through the Sustainability Baseline Survey (SBS) feeds into Asset Sustainability Action Plans (ASAPs) and are supported through quality data management and certifications.

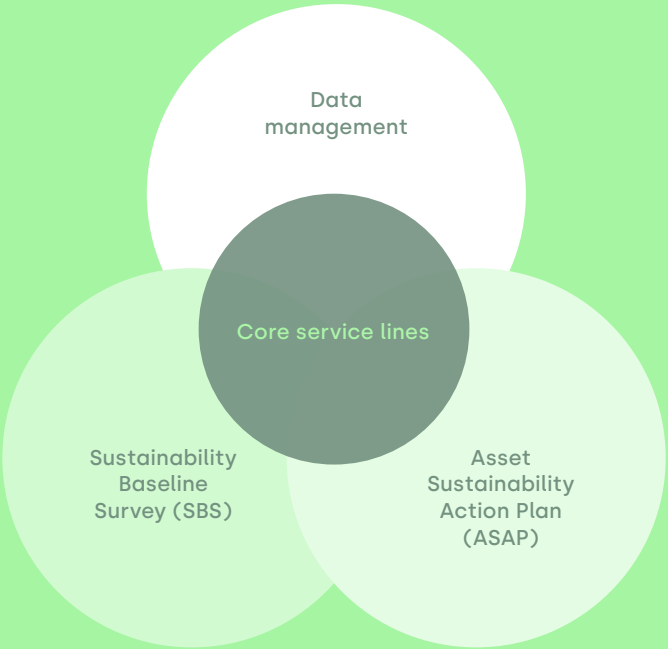
Data management

As part of our core data management service, we collect and aggregate our clients' electricity, gas, water and waste data. We encourage digital and smart meter solutions and guide clients through the process of converting to smart meters. Envizi is where all data is analysed, validated and used. If required by the client, we work with data in their own ESG solutions.

Having visibility of high-quality data on a platform like Envizi allows clients, operational teams and consultants to track trends and anomalies, investigate and reduce unnecessary consumption and empowers them to make evidence-based decisions. Collecting and interpreting high-grade data allows us to provide bespoke reports to help deliver mandatory and voluntary ESG standards including Energy Savings Opportunity Scheme (ESOS), Global Real Estate Sustainability Benchmark (GRESB), Task Force on Climate-related Financial Disclosures (TCFD) and Real Estate Environmental Benchmark (REEB) and general corporate reporting requirements.

Waste management

We work with two leading waste brokers who engage with leading waste providers, to provide us with waste data management. This data is recorded in Envizi, allowing us to generate tailored reports to satisfy clients' and occupiers' requirements. With detailed reporting, we can subsequently improve recycling levels via general waste reduction or segregation techniques.



Sustainability Baseline Survey (SBS)

Our Sustainability Baseline Surveys capture the wider scope of ESG. MAPP's SBS has been designed to capture all relative ESG data including wellbeing, community, biodiversity and sustainable features.

Our SBS aligns with BREEAM, Fitwel, GRESB and Carbon Disclosure Project (CDP) assessments.

MAPP's SBS gives both a baseline view of an asset and acts as a gap analysis task, highlighting key focus areas where practical improvements can be made. The SBS is the launch point for asset sustainability targets and objectives, which can be implemented through Asset Sustainability Action Plans.

Asset Sustainability Action Plan (ASAP)

MAPP's Asset Sustainability Action Plan (ASAP) tracks progress and identifies ESG opportunities at asset level. The interactive framework of goals and actions helps improve the sustainability outcomes of assets via small, incremental steps and helps contribute towards net zero plans.

The ability to track and monitor asset-level initiatives is key to effective client reporting.

ESG compliance and certification

All of the data we procure, collect and manage helps satisfy compliance on Energy Performance Certificates (EPC), Energy Savings Opportunities Scheme (ESOS), Sustainable Finance Disclosure Regulation (SFDR) and Task Force on Climate-related Financial Disclosure (TCFD). MAPP's expertise enables us to advise on existing and impending compulsory and voluntary reporting requirements. We are primed to help clients manage the complexities of what to report and how, what's legally required and what additional voluntary frameworks would bring the most benefit.

We support our clients with:

- B Corp submissions
- BREEAM submissions
- EPC
- ESOS
- Fitwel
- GRESB submissions
- SBTi submissions
- SECR reporting
- TCFD reporting

Core utility management

We procure and tender utility contracts in partnership with specialist energy brokers as standard. We combine our shared expertise, knowledge and systems to test the market to achieve the best value and terms and provide a suitable energy purchasing strategy. We fully align with UKGBC on renewable energy procurement, which seeks to empower stakeholders tasked with procuring energy in the built environment in a way that enables them to realise their climate ambition, while supporting the continued decarbonisation of the electricity supply sector. This is from traditional tariffs through to green tariffs onto our specialised services via Energy by MAPP, like Corporate Power Purchase Agreement (CPPA) direct deals with renewable generators. As part of the day-to-day utility service, our broker's comprehensive validation software is used to authenticate invoices, identify any billing errors and they liaise with the suppliers to resolve queries and discrepancies. A range of reports are available, including query management and a record of identified savings. This whole process is seamlessly linked with our client accountants to ensure the utility invoices are paid and accounted for in a timely manner, as expected by both the client and occupiers.



Pillar 2: Analytics

We are able to input any data under management into a full suite of monitoring and reporting services to meet with clients' needs. We use an automated energy monitoring and targeting system which pushes out usage reports 24/7. We have the capability to produce bespoke reports and dashboards to satisfy any upstream or downstream reporting standards.

Upstream reporting

We prepare data for corporate-level ESG standard submissions such as REEB, GRESB and CDP in order to support reporting requirements for investors and other stakeholders throughout the year. We use these external platforms to maintain and contribute to our clients' external position and reputation.

Downstream reporting

We satisfy operational needs and provide analytical reports to identify usage and carbon reduction opportunities, sustainability impact reports, sustainability service guidelines, benchmarking updates and league tables to generate engagement across clients' assets and portfolios.

Envizi solution

Envizi empowers organisations to drive better business outcomes. This resource optimisation platform puts MAPP's data to work, applying straightforward visualisation, customisable dashboards, analytics and workflow management tools. This enables us to identify patterns, prioritise action, improve efficiency and make smarter data-driven decisions to build a more sustainable business that is fit for the future.

By using Envizi, we can benefit from a strong record of innovation. Envizi's modular platform gives the flexibility to commence with specific modules such as sustainability data management and reporting, interval meter monitoring and target tracking initially and then extend with additional modules of interest in the future.

We also work directly with clients' ESG systems where they are in place and MAPP's Envizi platform is not required.

Data assurance

Our team works closely with our clients' appointed auditors to support their annual data assurance needs. We provide data and the evidence required to ensure a smooth process, enabling the clients to achieve assurance easily.

Bespoke service

Every client and asset is different and whilst there is commonality, every project and instruction is bespoke.

We are committed to full transparency on fees for delivering all or part of our five-pillar framework. We typically start with a service that delivers pillars 1 and 2.

Core services in pillars 1 and 2 include:

Pillar	Services
1	Quarterly data reporting (including raw fuels and carbon)
	Asset Sustainability Action Plan (ASAP)
	Sustainability Baseline Survey
	Waste reporting
2	ESG data support (external consultants)
	Third-party data collection

Pillar 3: Social value and biodiversity

MAPP is committed to increasing social value and biodiversity benefits, both internally and across the businesses and portfolios we manage.

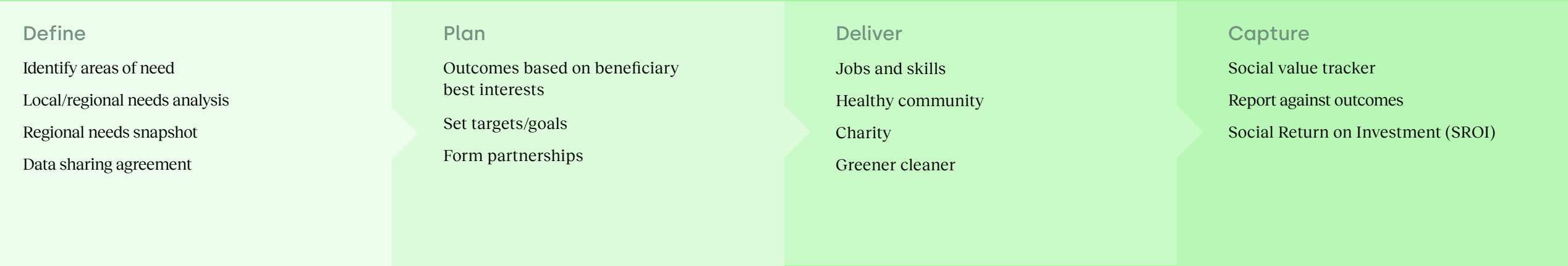
Social value

Social value delivery is wide-ranging and people-focused. MAPP is committed to increasing authentic, positive social impact across the businesses and portfolios we manage. We have considerable experience delivering initiatives across the UK and our expertise in the sector can support clients in delivering in these areas.

MAPP conducts local and regional needs analysis reports, tailored to client requests to create targeted place-based programmes that act on evidence to deliver maximum impact. We work to the UKGBC Framework for Defining Social Value and space their principles to design and deliver a bespoke social value action plan as part of a comprehensive social value strategy.

The MAPP Social Value framework will enable clients to track and record initiatives, effectively capturing data around impact and outcomes. It also calculates a social return on investment. Social value initiatives are additionally embedded into MAPP’s core services through Asset Sustainability Action Plans (ASAP) and Sustainability Baseline Surveys (SBS).

MAPP Social Value framework



Supply chain

An environmentally and socially conscious supply chain is an important aspect of our clients’ ESG performance. Our vetting services are applied to both existing and new supply chains and highlight ESG opportunities and shortcomings. We work closely with our in-house procurement team and carry out thorough questionnaires to gather information on a supplier’s compliance, accreditations and governance policies in order to align with our clients’ supply chain with agreed social value goals.

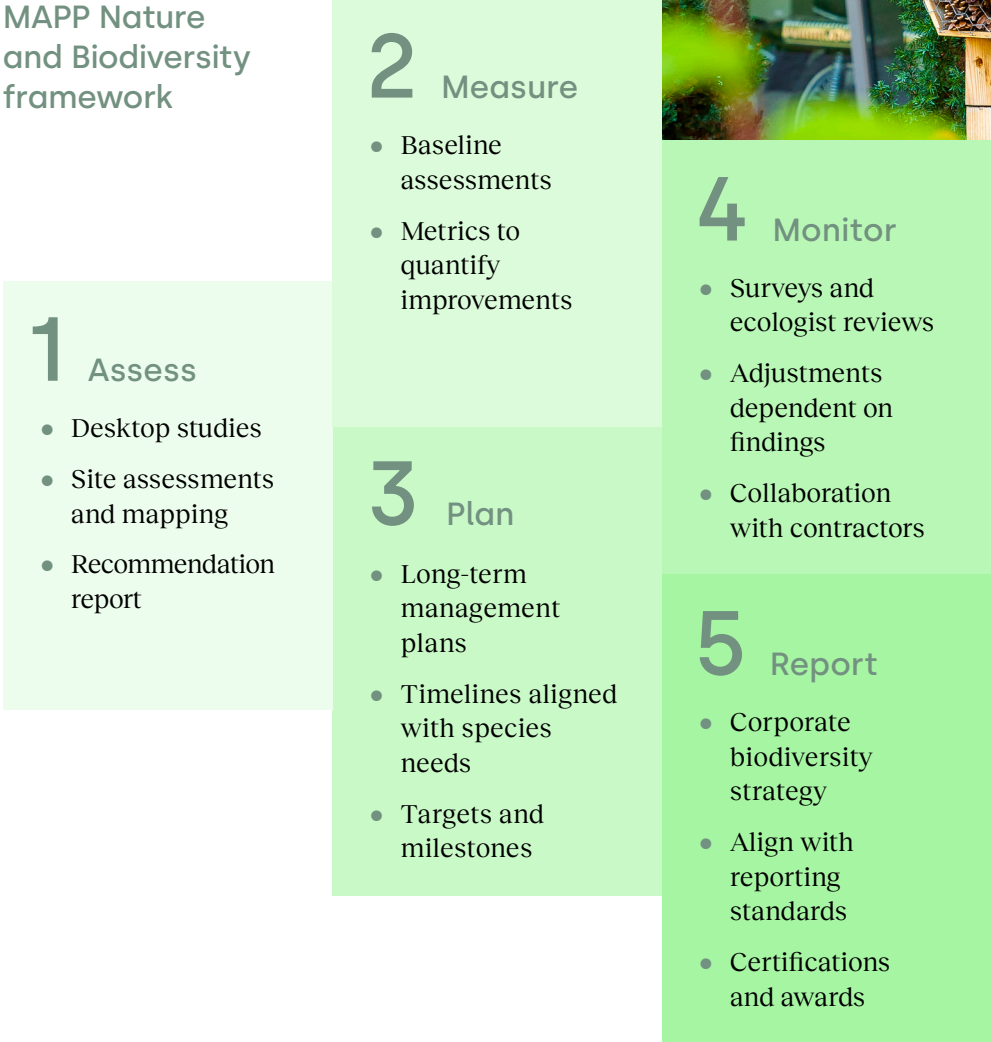
Biodiversity

We are continually enhancing and maintaining biodiversity across our managed properties. Our aim is to support nature and allow it to thrive across the built environment in alignment with the UKGBC.

Our MAPP Nature and Biodiversity guide is an inventory of biodiversity initiatives with implementation guidance based on ecological best practice. This is an internal resource available to all MAPPers that provides inspiration to achieve biodiversity gains on site and are tracked and delivered through our core ASAP and SBS services.

We have also developed the MAPP Nature and Biodiversity framework. This catalogue of services helps our clients develop a strategic and targeted programme to manage their portfolios for biodiversity and nature recovery and deliver maximum impact. The framework consists of five key stages that are all underpinned by ecological expertise, can be tailored to an asset or portfolio and can be aligned with pre-existing biodiversity strategies and requirements including corporate reporting such as Taskforce on Nature-related Financial Disclosures (TNFD) and Biodiversity Net Gain (BNG).

MAPP Nature and Biodiversity framework



Pillar 4: Climate risk

We support clients in identifying and managing climate physical or industry transitional risks or opportunities and help them improve resilience within their portfolio.

Our approach is to manage the pillar 1 and 2 fundamentals to a high standard, ensuring clients have the right information to make informed, responsible investment decisions on their portfolio and business models. Resilience building services include identification, mitigation and management of key climate physical or industry transitional risks and opportunities and creating exit strategies on long-term climate-stranded assets through CRREM risk modelling.

Task Force on Climate-related Financial Disclosures (TCFD)

TCFD was set up in 2015 when the former Governor of the Bank of England, Mark Carney, spoke about the need to improve disclosure related to climate resilience and actions for organisations to commit to. We assist our clients with the intricacies of the disclosure process to ensure alignment with the TCFD requirements.

Responsible investment

The need for responsible investment has grown out of increasing demands for transparent investor spending, regulatory requirements to consider ESG factors and the recognition that these factors affect risk and return. Our role at MAPP is to work with our clients to help them improve investment decisions by ensuring that they have a strategy which incorporates ESG.

We are able to support all key reporting frameworks within the UK including GRI, European Public Real Estate Association (EPRA) and Principles for Responsible Investment (PRI). The frameworks provide a structure to help MAPP's sustainability team and clients develop a strategy around investment and green financing.

Pillar 5: Strategic planning

We support clients to actively identify sustainable investment criteria for existing and potential acquisitions and consolidate this into a sustainable investment strategy.

This helps address climate risk which supports net zero pathways and aligns with the UN Sustainable Development Goals (SDGs). We provide sustainable acquisition checklists, ESG policies, governance policy reviews and sustainability support through underwriting and due diligence.

Sustainability strategy

Our team helps clients engage their employees, investors, occupiers and suppliers by educating and motivating them to help them realise their ambitions.

We collaborate closely with our clients to help define their vision and advise on setting ambitions and achievable targets. Our advice helps our clients embed sustainability across business, contributing to their net zero carbon pathway.

Carbon Risk Real Estate Monitor (CRREM)

CRREM provides the real estate industry with transparent, science-based decarbonisation pathways. We advise on carbon modelling plans such as CRREM to support investment strategies and portfolio management.

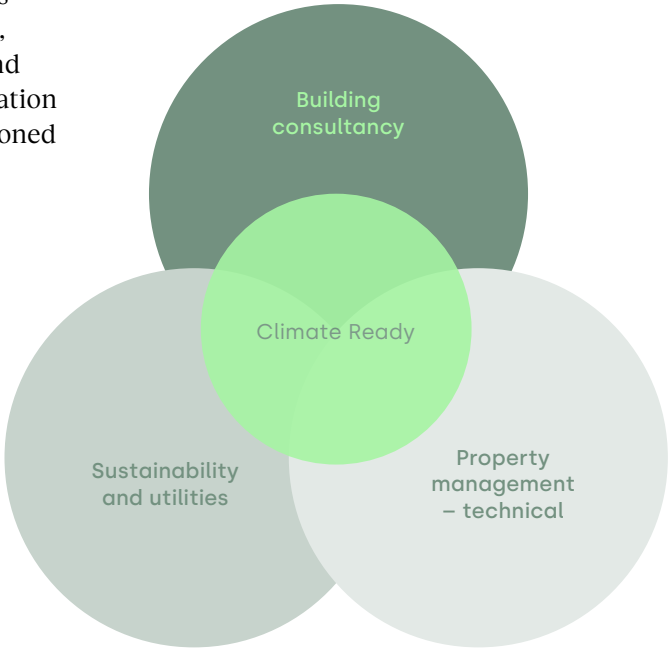


Additional services

Climate Ready

MAPP has 36 in-house experts across our building consultancy, sustainability and technical services teams who have aligned collaboration to go a step further for our clients to offer a ‘Climate Ready’ service. We have the capability in-house to deliver a wide range of ESG projects from inception through to delivery and implementation, at every stage of an asset’s life cycle.

With higher energy costs, increased levels of legislation and reporting requirements, considering the risk of stranded assets and organisations setting their own decarbonisation commitments, Climate Ready is well positioned to work with your asset management development teams and offer a genuine, authentic solution.



Energy by MAPP

Energy by MAPP (EbM) is aimed at complementing our core sustainability and utility services. With 180 GWh under management currently, we deliver enhanced and authentic ESG performance for UK and overseas funds, Real Estate Investment Trusts (REITs) and other business through a unique service which integrates all your core utility procurement needs and considers more unique renewal solutions around your carbon footprint. This unlocks our clients' abilities to apply market-based zero carbon emissions factors to their Scope 1 and 2 carbon reporting through the ‘additionality’ concept in global sustainability reporting standards. We also support them in transitioning towards a genuine net zero carbon energy with on-site renewable technology and looking after a more comprehensive data service in scope 3 emissions.

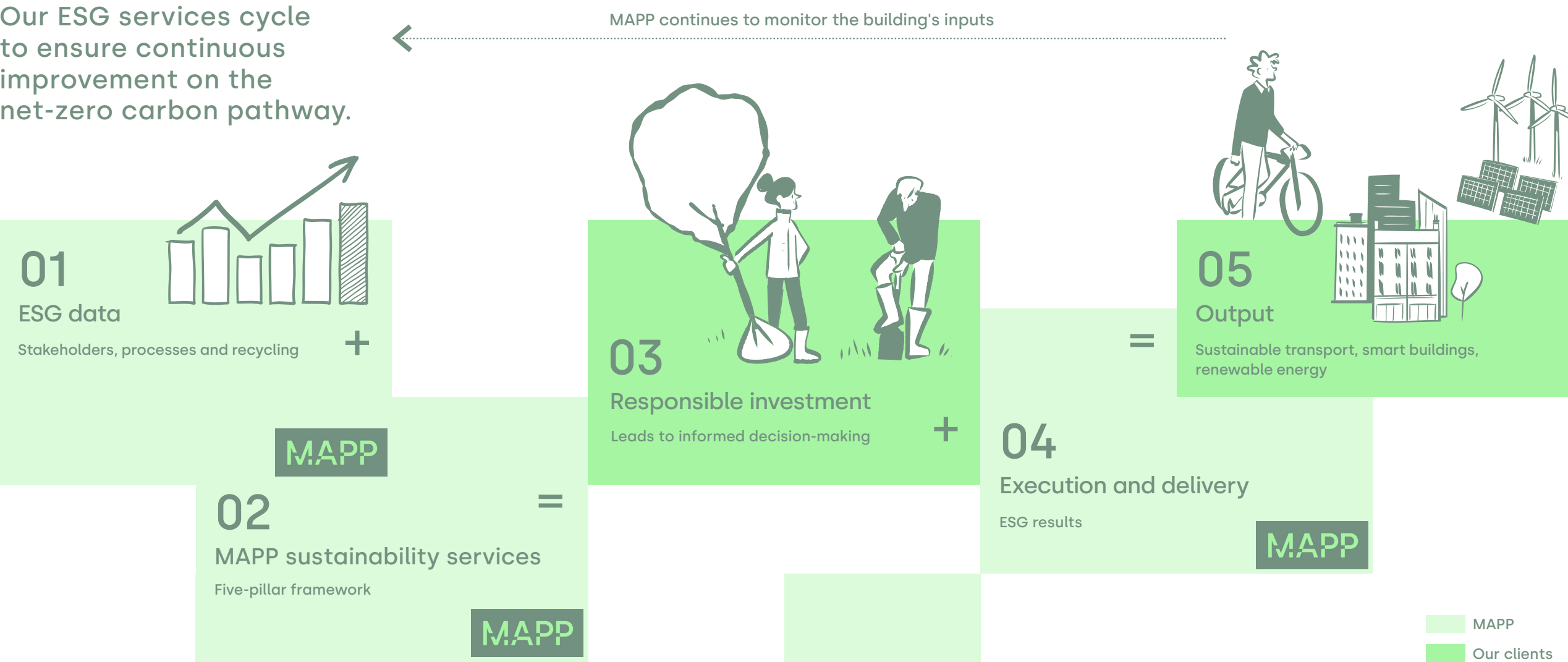
EbM offers a wide range of service lines and can support clients with the following:

- Off-site Corporate Power Purchase Agreement (CPPA) renewable generation deals
- Power Purchase Agreement (PPA) on-site solar Photovoltaics (PV) installations (CAPEX or fully funded)
- Electricity, gas and water recharging services
- Distressed utility solutions
- Flexible procurement services and strategies
- FRI (occupier) procurement services and offering



Our sustainability process

Our ESG services cycle to ensure continuous improvement on the net-zero carbon pathway.



Our sustainability clients



Our team

The sustainability team delivers enhanced and authentic ESG performance for UK and overseas funds, REITs and other property owners.

MAPP’s sustainability team is composed of subject matter experts with vast knowledge across energy, water, waste, ESG regulations and certifications, data, biodiversity and social value, with experience from a range of industries, including construction, facilities management, health & safety, retail and utility management.

Collectively, we are able to advise on all facets of sustainability relating to real estate, help embed long-term sustainable impact and deliver on net zero carbon commitments.



Rowan Packer
Executive Director
Head of Sustainability
and Energy



Denise Newbold
Director –
Head of ESG Data



Jaime-Louise Morley
Associate Director



Linda Everingham
Associate Director
– Utilities and
Recharging



Amy Holland
ESG Data Analyst



Amy O'Connor
ESG Data Analyst



Harry Braim
ESG Data Analyst



Jhon Fang
ESG Data Analyst



Indre Guntulionyte
Sustainability
Project Lead



Liz Fox
Associate Director



Natasha Gribble
Utility Manager



Cameron Little
Sustainability
Manager



Charlotte Helen Ross
Sustainability
Manager



David Gilfedder
Sustainability
Manager



Hayley Newman
Associate Director



Justin Casimir
Sustainability
Manager



Laura Adams
Sustainability
Manager



Sarah Edwards
Social Value Manager



Alfie James Brand
Apprentice
Corporate
responsibility and
sustainability



Antonia van
Maris van Dijk
Sustainability
Manager



Peter Tench
Associate Director –
Energy Procurement
& PPA

Contact

Rowan Packer

Executive Director
Head of Sustainability and Energy
(London)
rowan.packer@wearemapp.com
020 7908 5677

Sustainability team

sustainability@wearemapp.com

MAPP London

180 Great Portland Street
London
W1W 5QZ

020 7908 5500
info@wearemapp.com

MAPP Glasgow

Onyx
Level 5
215 Bothwell Street
Glasgow
G2 7EZ

0141 488 7400
glasgow@wearemapp.com

MAPP Bristol

2 Glass Wharf
Temple Quay
Bristol
BS2 0EL

0117 313 7500
bristol@wearemapp.com

MAPP Birmingham

1 Newhall Street
Birmingham
B3 3NH

0121 393 3700
birmingham@wearemapp.com

MAPP Manchester

City Tower
New York Street
Manchester
M1 4BT

0161 393 6000
manchester@wearemapp.com