



# Impact Report

## 2020-21

# Foreword |

It will come as no surprise that looking back over the past financial year fills me with a combination of incredulity and relief. Having started the year in a state of crisis management, we ended it in rapid growth mode having onboarded over 100 new members, 7 new colleagues and achieved outstanding results across every aspect of our annual plan. We prioritised outreach and support to our members during this challenging time, alongside the wellbeing of our staff whose resilience and creativity were exceptional.



Far from downgrading the critical importance of sustainability, the global pandemic accelerated its pertinence and urgency in ways we wouldn't have dared to predict. Indeed, the year's extraordinary events catapulted issues of health, social inequality, diversity, climate change, nature and biodiversity, and quality of life even more firmly into the spotlight. As a result, we are now seeing a quickening pace of change in the way that business, government, finance, and even communities perceive such priorities, and their own role in addressing them.

UKGBC's mission has never been more widely understood or accepted. Consequently, our role has shifted dramatically - from making the case for a better built environment, to convening organisations and institutions together to deliver action quickly and collaboratively on

an unprecedented scale. Our advocacy work with both businesses and government has shifted up several gears, and the reach and breadth of partners collaborating across our programmes has followed suit.

As the scale of UKGBC's activities has increased, so has our scrutiny of the outcomes and impact of our work. Over the year, we refined the fundamental levers of change that we believe we can contribute to and we sought feedback from members and stakeholders across all of these:

- Ambitious corporate commitments
- Knowledge, skills and competencies
- Transformational leadership
- Best practice and solutions
- Innovation
- Collaboration and partnerships
- Progressive national and local policies
- Strong standards across major projects

As a result, this report includes richer data sets from our member impact survey and programme evaluation surveys across all these levers of change. We hope to continue evolving our approach to setting and evaluating meaningful outcomes from our diverse portfolio of activities going forwards.

As we look ahead to COP26 and beyond, there is no doubt that we need to capitalise on the unstoppable momentum around net zero carbon and accelerate our efforts to scale up meaningful action.

**Julie Hirigoyen**

Chief Executive, UK Green Building Council

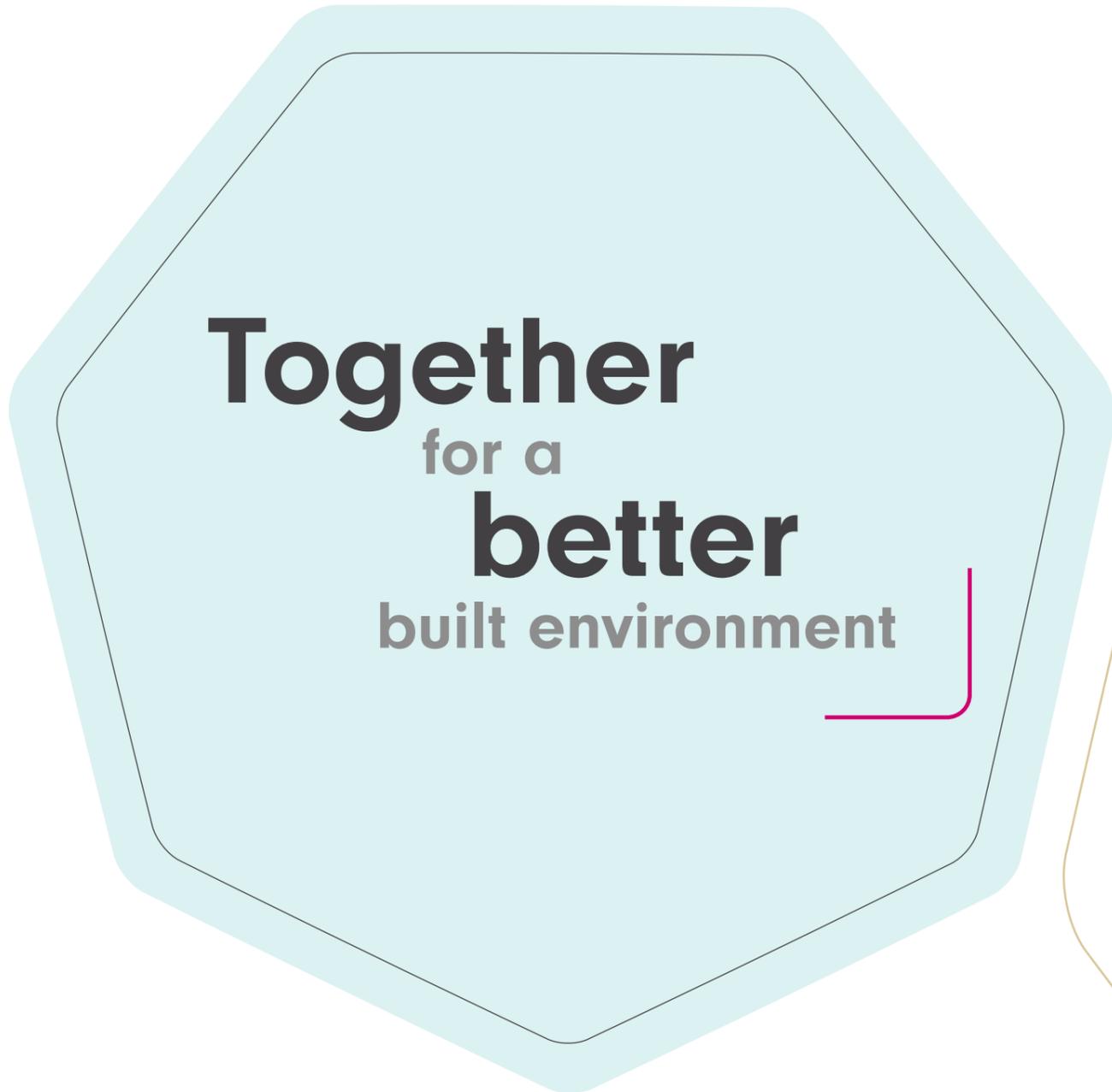
# Picturing a year of lockdown |

UKGBC's annual Impact Report usually features photographs of our membership community from the diverse mix of physical events we put on every year. But with the pandemic pushing all our events online, this year we've had to think outside the box.

The impact of lockdown has forced all of us to seek comfort, solace and wellbeing in new places. With this in mind, we have asked each of the team at UKGBC to supply a photograph of a place that has meant something to them over the past year. We hope this proves an uplifting way to experience the report and meet the team behind much of the impact that it contains.



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### PROGRAMME AND PROJECT PARTNERS FY20-21

# Introduction

## About UKGBC

The UK Green Building Council (UKGBC) is an industry-led network with a mission to radically improve the sustainability of the built environment. A charity with over 550 member organisations spanning the entire value chain, we represent the voice of the industry's current and future leaders who are striving for transformational change.

### Our vision is a built environment that enables people and planet to thrive by:

- Mitigating and adapting to climate change
- Eliminating waste and maximising resource efficiency
- Embracing and restoring nature and promoting biodiversity
- Optimising the health and wellbeing of people
- Creating long-term value for society and improving quality of life

### Our charitable objectives are:

- To increase the sustainability of the built environment by improving the way it is planned, designed, constructed, maintained, operated, modified and replaced ("Improving sustainability")\*
- To advance the education of the public in the sustainability, conservation, protection and improvement of the built environment ("Education")\*
- To promote the sustainability, conservation, protection and improvement of the built environment ("Raising awareness")\*

\* These are the charitable activities as defined within the Financial Statements accompanying this report.

## Theory of Change

Our Theory of Change visualises how UKGBC affects change on sustainability in the built environment. At UKGBC, we collaborate to advocate, enable and inspire accelerated leadership and action, primarily by business and government, on climate change, resource use, nature & biodiversity, health & wellbeing and socio-economic impact.

**WE COLLABORATE** by convening diverse built environment organisations to engage in a common purpose

**WE ADVOCATE** by calling for ambitious commitments, stronger standards and progressive policy

**WE ENABLE** by developing guidance, showcasing solutions and stimulating innovation

**WE INSPIRE** by sharing knowledge and best practice, and encouraging transformational leadership



# Year at a glance

2020/21 2019/20 2018/19

## Learning & development

9,139

6,156 7,107

Hours of learning delivered

4,566

3,288 2,814

Course participants

70

43 48

Learning interventions

79%

82% 83%

Participant satisfaction rating

4,956

4,040 3,744

Active member contacts

213

131 95

Opportunities for members to engage in UKGBC activities

542

430 397

Members

68%

68% 64%

Of member orgs that actively took part in UKGBC activities

2020/21 2019/20 2018/19

## Membership

## Events

2020/21 2019/20 2018/19

40\*

54 58

Events

2,673

1,622 1,342

Individuals took part in events

152K

124K 79K

Website users

52K

24K 5K

Downloads of all reports/tools

43

35 33

Press releases

943\*\*

782 195

Media mentions

42K

41K 39K

Twitter followers

16K

10K 4K

LinkedIn followers

## Communications

2020/21 2019/20 2018/19

\*the number of events (40) excludes all L&D courses, webinars and leadership programmes and task groups / forums.  
 \*\*Adjusted to remove 1 story syndicated in 322 places.

# Impact insights | BUSINESS |

## Driving up ambitious corporate commitments

Central to UKGBC's theory of change is the critical role that we play in advocating for more ambitious commitments from businesses in the built environment sector. Since 2016, we have tracked the commitments of our Gold Leaf members annually through the Sustainability 360 Review process. Our intention in doing so is to encourage a ratcheting up of ambition amongst these firms that aspire to sustainability leadership across all five of our key impact areas.

We also called on all our members to sign up to the WorldGBC Net Zero Carbon Buildings (NZCB) Commitment, trebling the number of UK signatories in just the past year alone. The cornerstone of this is a pledge that all building areas under their direct control will be net zero carbon in operation by 2030 – so driving up market demand for net zero buildings.

To support signatories to the NZCB Commitment, UKGBC convened quarterly meetings for these firms throughout 2020/21, providing a collaborative environment to actively create, promote and share solutions on how to deliver net zero buildings at scale.



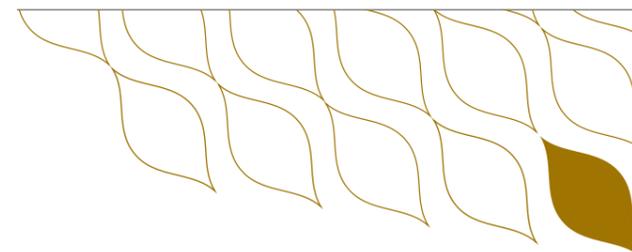
*"We made the Net Zero Buildings Commitment as part of the launch of our new operational climate strategy earlier this year. The robust*

*framework and stretching objectives of the Commitment were fully aligned with our goal to achieve net zero operations by 2030, and helps us to demonstrate our ambition towards climate leadership in this area. The Commitment Forum has provided us with the opportunity to collaborate with like-minded organisations to tackle some of the challenges of delivering net zero buildings."*

**Olivia Cropper**, Senior Manager Sustainability, Property Design, Lloyds Banking Group



Alex Smith – Chazey Wood



## Gold Leaf member commitments:

89%

Have a corporate commitment to climate action (77% at the whole business level)

38%

Have set a third party verified Science Based Target

38%

Are in the UNFCCC-backed Race to Zero

40%

Are signed up to the WorldGBC Net Zero Carbon Buildings Commitment

44%

Commit to the TCFD recommendations

44%

Commit to zero waste to landfill

26%

Commit to Biodiversity Net Gain

94%

Commit to improving health & wellbeing

96%

Commit to increasing social value contributions



Holly Campbell – Bromley by Bow



### Co-creating guidance and sharing best practices

UKGBC plays a critical role in convening built environment businesses to share knowledge and accelerate learning while scaling up the adoption of best practices.

Work across all five of UKGBC's impact areas brought together hundreds of stakeholders, from the property and construction industry and beyond, to co-create and adopt new guidance, and to share insights and lessons learnt from implementing it. In addition, our member forums (including Members Advisory Group, contractors, infrastructure and university research forums) convened meetings for special interest groups to find new collaborative ways of overcoming the common sustainability challenges they each face.

Percentage of respondents who consider UKGBC outputs **supportive or highly supportive** in their organisation's sustainability efforts:



*"The members advisory group met on a quarterly basis throughout 2020 and allowed members to provide strategic advice, insight and support the UKGBC through what was an incredibly challenging year. As a member of the group, I continue to be hugely impressed with the transparency and accountability in which the UKGBC operates, and their clear desire to fully represent their members."*

**Julie Townsend,**  
Executive Director, Head of Environmental Consultancy, CBRE



Munish Datta – Trumpington Meadows Wildlife Reserve

### Fostering collaboration and partnerships

We are repeatedly told that UKGBC's breadth of membership and extensive stakeholder network provides it with unique convening power that is essential to breaking down siloed ways of thinking in our otherwise fragmented and risk averse industry. Everything we do is therefore geared towards convening our members and partners together – to achieve industry consensus on what good looks like and how to achieve it.

Percentage of respondents who believe UKGBC membership has **enabled or highly enabled** them to:



## Showcasing solutions and innovation

Through our work showcasing solutions and innovation, UKGBC aims to:

Identify and share high-quality, innovative and commercially viable sustainability solutions

Enable a culture of innovation and collaboration

Help innovative start-ups to scale

In 2020, UKGBC established a new proactive and collaborative process for identifying and disseminating solutions to overcome shared sustainability challenges. To inform the development of this process, we launched two pilot challenges centred on making existing buildings net zero carbon in operation - using a publicly accessible, web-based, ideation and innovation management platform. The solutions received in response to these challenges ranged from technologies to business models and financing solutions – a shortlist of which were then published in an Innovation Insights report.

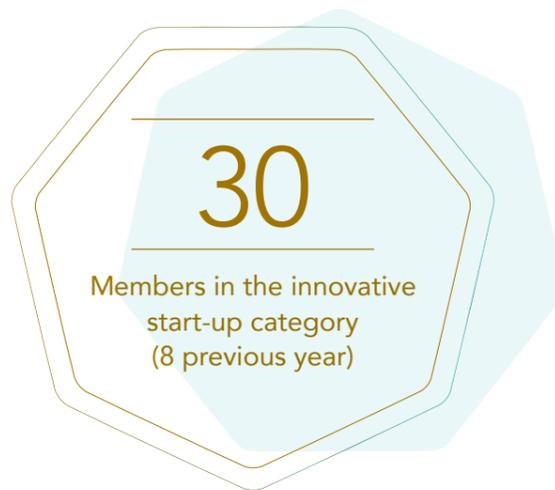
The next stage of our work launches in June 2021, as we create ongoing opportunities for innovators to share ideas and collaborate, and also create an online and ever-expanding 'library' of innovations and solutions hosted on the UKGBC website.



*“UKGBC is in a unique position to bring together a diverse range of stakeholders to maximise the potential of innovative solutions and the crosspollination of ideas. We need to come together, collaborate, and use all of our collective resources to their full potential: intellectual, creative, mental, emotional, and physical. Speed is of the essence and this work helps us identify solutions as quickly as possible and communicate these effectively to the wider industry.”*

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**Lorna Walker**, Cofounder, COO and Head of ESG at Modomo, and a UKGBC Trustee

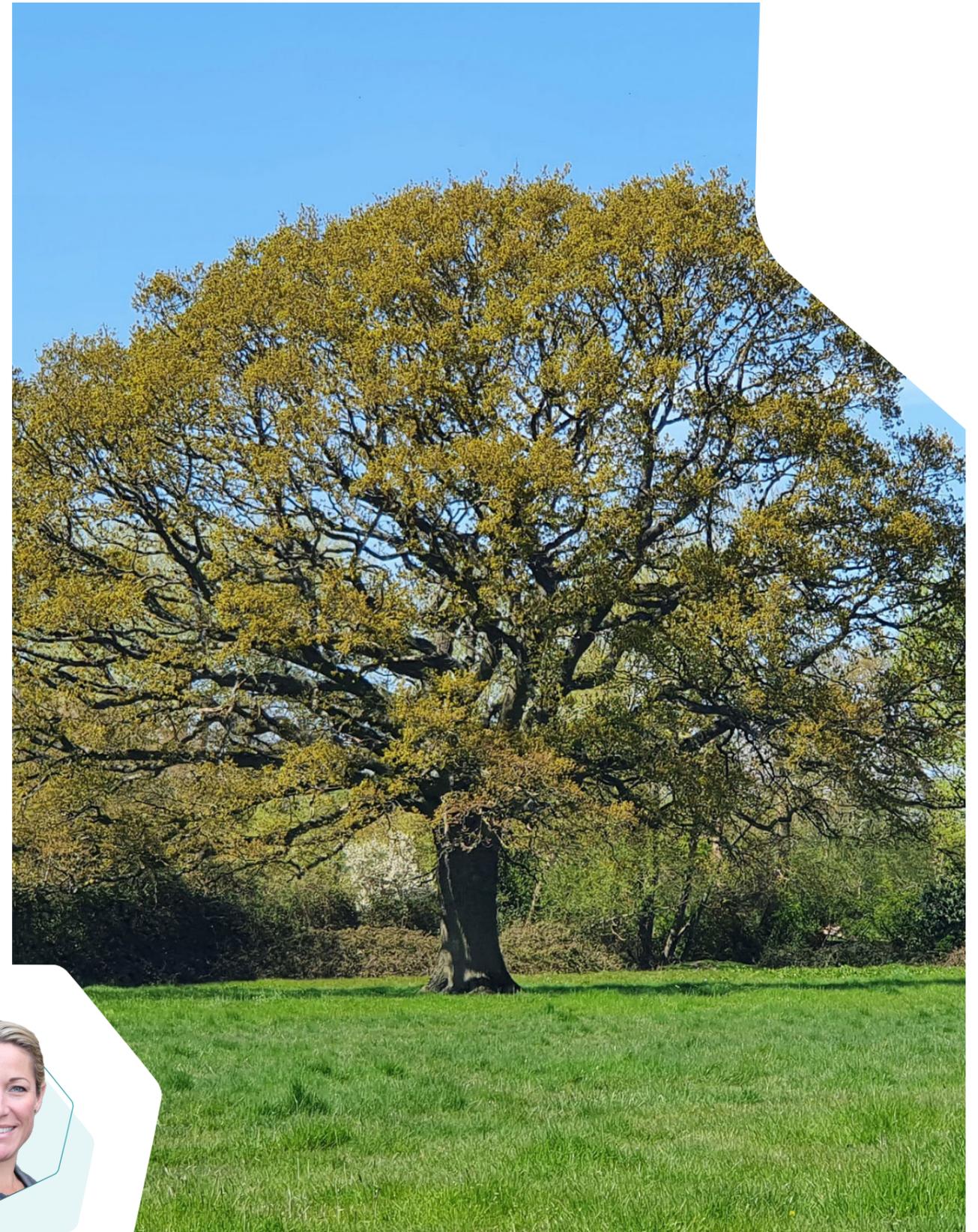


88%

Of UKGBC members state 'identification of solutions/pathways/frameworks to accelerate sustainable outcomes' as a primary reason for being a member



Julie Hirigoyen – Hampshire



## Equipping professionals with knowledge, skills and competencies

As the Covid-19 lockdowns were first imposed at the turn of the last FY, UKGBC pivoted its entire learning portfolio for 2020/21 to a virtual environment, as well as introducing a number of new offerings.

The newly designed Global Green Building course ran three times through the year, with over a 100 participants across over a dozen countries taking part, as well as a broad range of UKGBC members.

The programme was a great way for those new to sustainability to get to grips with key concepts and explore them in depth through the use of global good practice sharing. The opportunity to explore and connect to different approaches from around the world was a key highlight.

We also launched the UKGBC resource packs across our 5 impact areas and the social value coursemail in 2020 and Health and Wellbeing in 2021, which were both very well received.

27

Have a corporate commitment to climate action (77% at the whole business level)

2,994

L&D participants

5,378

L&D learning hours

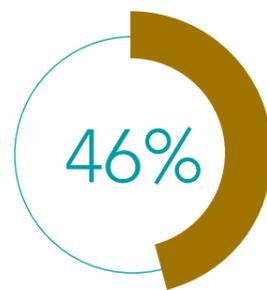
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Lunch and learn sessions for members

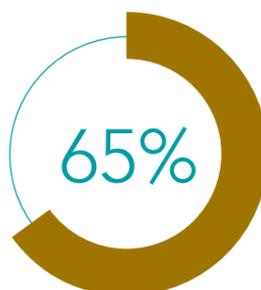
*"I would encourage anyone interested in built environment sustainability to sign up for these courses as they are a very easy and enjoyable way to learn. It breaks up the working day without forcing you to spend too much time studying and you come away feeling like you understand the topic."*



**Stephen Alexander,**  
Sustainability Graduate, BRE



Of UKGBC members state 'equipping staff with the skills and knowledge to thrive in the future' as a primary reason for being a member



Of members said UKGBC had been supportive or very supportive to their team in developing the knowledge, skills and competencies required to achieve more sustainable outcomes



Emily Huynh – Greenwich



UKGBC worked in partnership with Property Week to support extensive coverage and commentary throughout the first year of its 'Climate Crisis Challenge' campaign, whose perception survey carried out in both 2020 and

2021 suggested a substantial increase in climate awareness amongst readers over the year. It also suggested significant investment in skills and capabilities in sustainability and climate action during the pandemic.

+40%

Respondents in 2021 compared to 2020

70%

Of respondents claiming their business has a strategy to tackle the climate crisis (60% in 2020)

56%

Of respondents stating they feel equipped to tackle the climate crisis (47% in 2020)

## Activating transformational leadership

Cultivating transformational leadership by individuals working in the industry is also critical to UKGBC’s theory of change. Over the past year, we doubled up on our efforts to activate sustainability leadership at varying levels of seniority and experience within the sector, including piloting Recalibrate, a brand new programme for C-suite Executives.

We continued to bring insights and support to our exclusive Leaders Network, with highlights including a focus on Task Force on Climate-related Financial Disclosures, and an exceptional virtual event to facilitate networking and a focus on mindsets and behaviour changes required for net zero, at the end of March 2021.

Finally, our Future Leadership Forum increased from 60 to 107 actively engaged alumni from our various leadership programmes held over the past five years for whom we ran a number of events and facilitated a practical visioning project for them to engage collaboratively towards tangible outcomes.



*“The [Recalibrate] programme allowed me to explore ideas, obtain greater understanding and clarity and find a way of transforming my ideas on creating change through a clear purpose. The programme was practical, supportive and confidence building. The work undertaken by Elfrida and the team made sure that the content was relevant and insightful and I would strongly recommend this course for leaders looking to make a difference.”*

**Peter Anderson,**  
Managing Partner, TB+A



Joanne Wheeler – North Devon

80+

Individuals starting or completing one of UKGBC’s 3 leadership programmes

71/100

Average score from Change Accelerator delegates asked to rate the influence the programme had on their ability to affect organisational change

83/100

Average score from Recalibrate delegates asked to rate the extent to which the programme supported them to drive transformative change in their business

170+

C-suite executives on our Leaders Network

75%

Of members said UKGBC had been successful or very successful at inspiring leaders to drive transformational change

## GOVERNMENT

### Influencing progressive national policies

Influencing national policy remains as critical to our mission as ever and this year Covid-19 reminded us of the power of government to address a crisis. In fact, almost as soon as the pandemic took hold, the concept of ‘building back better’ and specifically a green recovery went to the top of the political agenda.

UKGBC strongly supported this advocacy, focusing on the need for a national home retrofit strategy and the potential for new green jobs. The Green Homes Grant scheme that was subsequently launched appeared to hold promise, but fell victim to poor implementation and lack of ongoing support from HMT in what was ultimately a major disappointment.

Despite that setback, the rhetoric from Government remains strong, with the PM’s 10-point plan for a green industrial revolution

and an ambitious new carbon reduction target published ahead of COP26. Although we spent a lot of the year waiting for a heat and buildings strategy, there was no shortage of crucial policy on which to engage, including Future Homes and Buildings Standards, energy efficiency in commercial buildings, major planning reform and the Environment Bill.

Our profile is as high as it ever has been at Westminster – despite the obvious face-to-face challenges – with an abundance of key meetings, and prominent campaigning with both traditional and social media, and joint letters in collaboration with other NGOs.



Anna Hollyman – Camber Sands

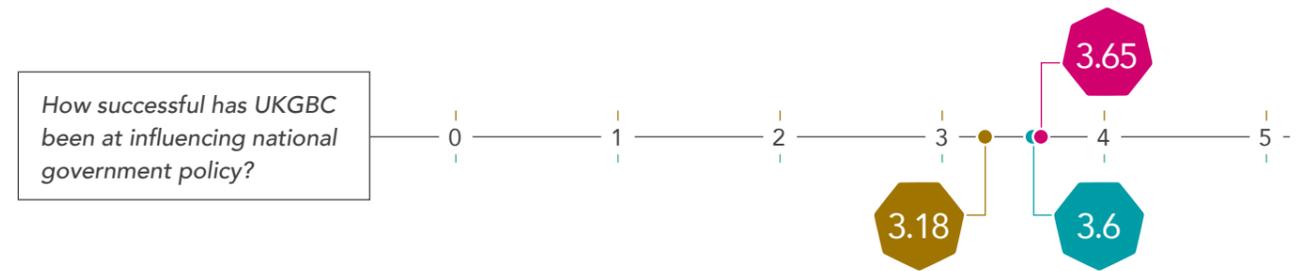


*“I think your policy updates are brilliant – always plenty of interest in them, well written and clear action points. Very useful.”*

**Jason Beedell**, Director, Research, Strutt & Parker

### MEMBER SURVEY

2021 2020 2019



56

Meetings with Westminster targets (52 previous year)

116

Paying members involved in national policy work (73 previous year)

6

National consultations or inquiries responded to

### Supporting local policy-making and leadership

The role of cities and local authorities in driving a sustainable built environment continues to grow in importance for our mission. Over the course of the year UKGBC delivered a number of valuable guides for local authorities and facilitated collaboration, shared learning and common resources between them.

Hitting both climate and housebuilding targets is a challenge for most local authorities. In January 2021, we produced an updated policy playbook and interactive policy map to help all cities and local authorities drive up the sustainability of new homes. This topic area is one on which we receive a lot of enquiries and requests from local government, and it is a fast-moving agenda. We were pleased to support the West Midlands Combined Authority produce a zero carbon homes roadmap for the region, and have been supporting a similar exercise in Manchester.

We have also been exploring innovative approaches to development and regeneration in a partnership with Enfield Council on the Meridian Water scheme, as part of our Foreground programme with EIT Climate-KIC. A collaborative process has seen us work with a diverse range of stakeholders on finance and value; procurement; and community engagement.

An even greater challenge is carbon emissions from our existing housing stock. On home retrofit, we engaged over 110 officers from 73 local and combined authorities through our



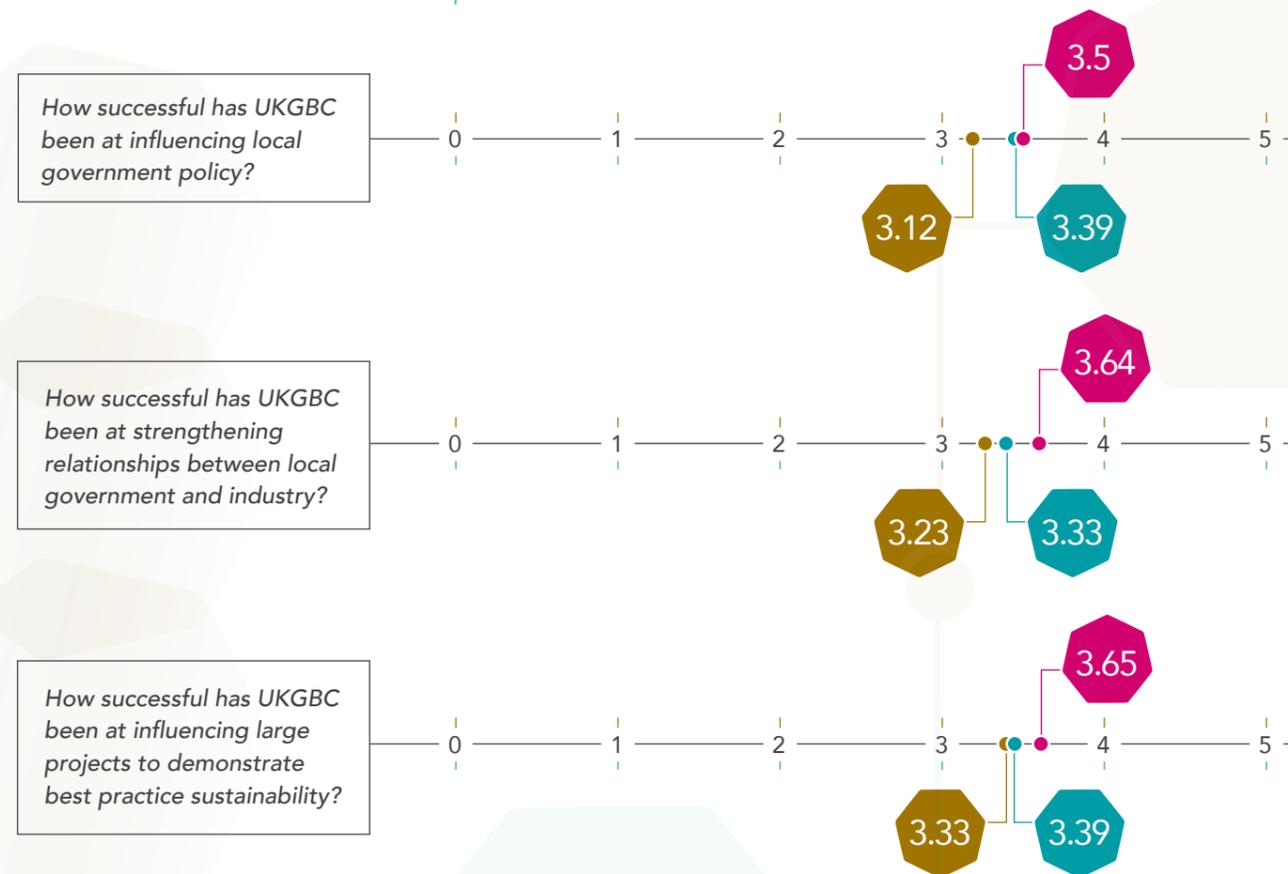
Accelerator Cities and Build Upon II projects. With energy efficiency increasingly a point of convergence for both 'levelling-up' and green recovery agendas, UKGBC also launched an interactive retrofit policy map and continued its fruitful collaboration with the Green Finance Institute, including through convening a delegation of finance sector representatives to advocate to BEIS Minister Kwarteng for a stamp duty incentive.

Being unable to hold face-to-face events was challenging, but nevertheless we maintained our local UKGBC networks in our three target city-regions of Greater Manchester, Birmingham and the West Midlands, and Bristol and the South West.



### MEMBER SURVEY

2021 2020 2019



Anna Biggs – Loch Awe

# Impact areas | CLIMATE CHANGE: MITIGATION

## Advancing Net Zero

Advancing Net Zero continued as UKGBC's single largest programme as the momentum around net zero gathered pace amongst public and private sector alike. We were pleased to see the UK Government commit to a more ambitious 2030 emissions reduction target of 68% in December 2020, and welcomed the Climate Change Committee's renewed focus on buildings and heat strategy in particular.

Throughout the year, UKGBC worked with members to supplement the landmark Net Zero Carbon Buildings Framework, originally launched in April 2019, by publishing important new guidance on renewable energy procurement and carbon offsetting – once again the subject of extensive consultation and collaboration across the sector.

The team and our partner organisations also continued to explore the business case for net zero carbon buildings through conducting a cost evaluation study to bring office and residential buildings to 2025 and 2030 net zero standards, as well as publishing a market transformation report highlighting commonly cited barriers to net zero carbon assets and opportunities for overcoming these.



*"This new guidance [on Renewables and Offsets] from the UKGBC is a major contribution in helping developers better understand what routes are available to secure renewable energy supplies as a tool to deliver net zero carbon buildings. This is a complex area, but one of growing importance as long term procurement of renewables presents significant opportunities in driving forward new renewable generation capacity in cities and more widely, supporting the renewables sector at a challenging time."*

**Syed Ahmed,**  
Director, Energy for London

541

Individuals directly engaged in the Advancing Net Zero Programme (297 previous year)

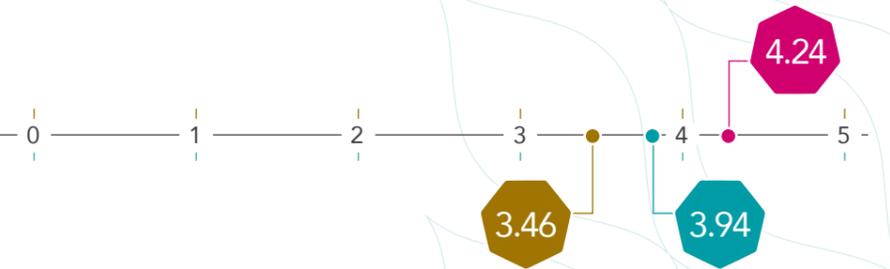
170

Different organisations directly engaged in the Advancing Net Zero Programme

## MEMBER SURVEY

2021 2020 2019

Extent to which UKGBC supports its members in climate change mitigation



Lucy Rees – Wimbleton Common

## Outcomes evaluation: Advancing Net Zero programme

The following data is drawn from a survey that UKGBC conducted in April and May 2021 to evaluate the outcomes of its work on Advancing Net Zero (ANZ) over the past year.

### Driving collaboration and partnerships

32%

Agree or strongly agree that they have made connections with organisations by taking part in the ANZ programme

70%

Agree or strongly agree that the Renewable Energy Procurement & Carbon Offsetting Guidance is a result of wider industry collaboration to drive the net zero agenda for the built environment

68%

Agree or strongly agree that industry task groups with open consultation allowed for cross-industry consensus building when developing the Renewable Energy Procurement & Carbon Offsetting Guidance

### Best practice and solutions

63%

Agree or strongly agree that the Renewable Energy Procurement & Carbon Offsetting Guidance provides a best practice process to achieving net zero carbon and the associated values and implications

### Knowledge, skills and competencies

58%

Agree or strongly agree that they have acquired new sustainability knowledge by taking part in the ANZ Programme

74%

Agree or strongly agree that the Renewable Energy Procurement & Carbon Offsetting Guidance deepens understanding of what sustainability best practice means in the built environment context

### Strong standards across major projects

57%

Agree or strongly agree that the ANZ programme has contributed to strengthening the ambitions of our corporate commitments and strategies

74%

Agree or strongly agree that the Renewable Energy Procurement & Carbon Offsetting Guidance will improve the likelihood of higher standards of sustainability being adopted across the built environment industry

68%

Have shared the Renewable Energy Procurement & Carbon Offsetting Guidance with colleagues, clients and/or partners to help drive higher sustainability standards

77%

Have applied, or intend to apply the Renewable Energy Procurement & Carbon Offsetting Guidance in their business and/or on projects to drive higher sustainability standards

\*These findings were derived from a relatively small sample size of 30 individuals responding to the survey in full

## Climate Resilience; Nature and Biodiversity

### Understanding risk and promoting resilience

Covid-19 shone a light on the scale and severity of systemic global risks, which served to heighten awareness and concern for climate related financial risks, and also brought home the critical role that green space and nature play within our urban areas. UKGBC welcomed the Chancellor's announcement in November 2020 that, by 2025, a significant number of UK companies

will be obliged to report on their climate-related financial risks. Throughout the year, UKGBC ran three separate events for members on the recommendations of the Taskforce on Climate-Related Finance Disclosures (TCFD) – welcoming speakers from the Bank of England, Lloyds Banking Group, NatWest Group, Lendlease and more.



### Principles for nature-based solutions

Urban nature-based solutions (NBS) can provide an answer to the growing demands from finance, business, regulators, and communities, around the built environment's role in providing a solution to the climate and ecological emergencies.

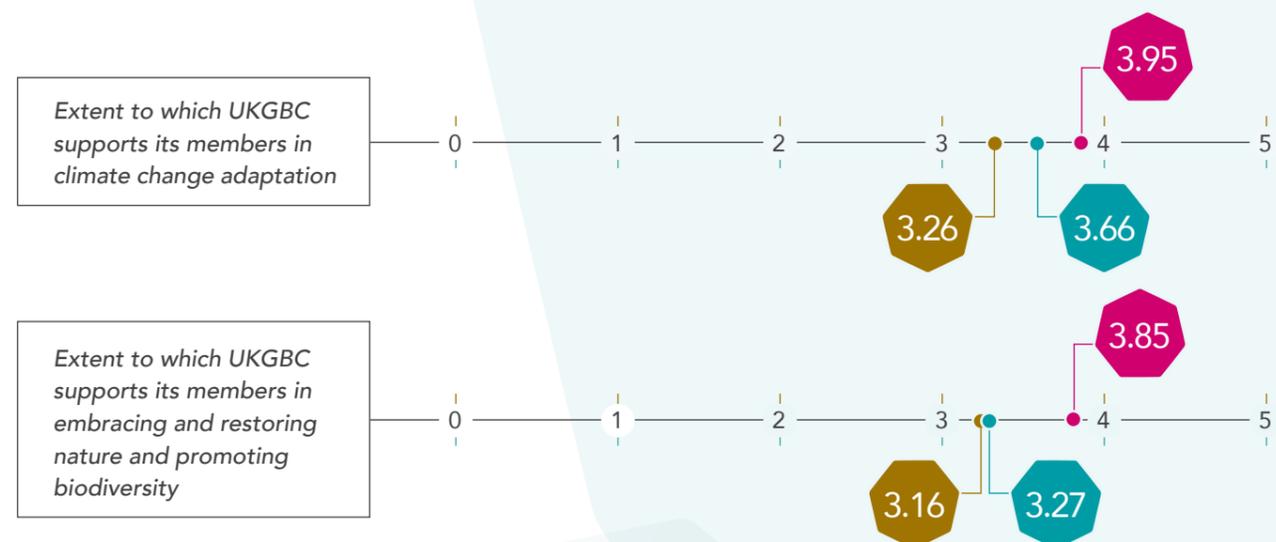
Throughout the year, UKGBC coordinated an extensive consultation engaging over 90 industry stakeholders in the creation of a set of principles for delivering urban nature-based solutions, to help developers and owners increase the incorporation of NBS within the construction and operation of built assets. The final report, published in April 2021, provides a concise overview of practical methods and best practice examples that empower influencers and

decision-makers within built environment organisations to increase the use of urban NBS as a means of ensuring climate resilience and enhancing nature.

Through our collaboration with Business in the Community and Greater Manchester Combined Authorities on the EU funded IGNITION project we also published a business-facing resource titled 'Nature-based solutions to the climate emergency: The benefits to business and society'. The IGNITION project, which is ongoing, aims to develop innovative financing mechanisms for nature-based solutions to improve the climate resilience of Greater Manchester's urban area.

### MEMBER SURVEY

2021 2020 2019



*"At Tritax Big Box REIT we have put nature-based solutions at the heart of our ambitions to tackle the impacts of climate change, create biodiversity net gain, and generate social value. The principles, methods, and case studies in this new UKGBC report will help us inform internal and external stakeholders of the importance and possibilities for integrating NBS into our new and existing assets. I encourage all professionals to access the report as it provides actionable information on several emerging areas of importance for NBS, including measurement, innovative financing, and how to maximise functionality."*



**Helen Drury**, Sustainability Lead, Tritax Management LLP



Eleanor Boyce – Sefton Park

## RESOURCE USE

### Promoting circular economy principles

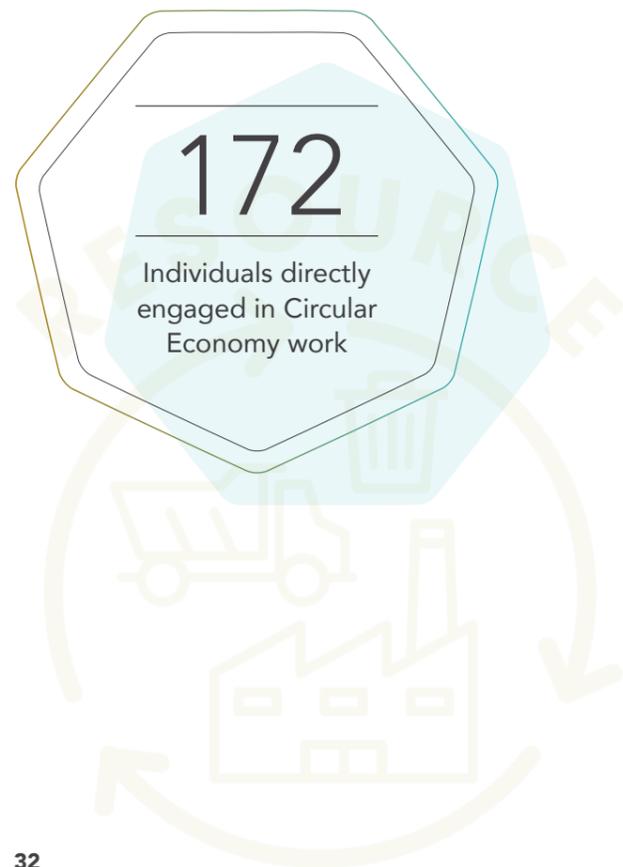
UKGBC launched a series of implementation packs on Materials Reuse and Products as a Service to assist built environment projects adopt circular economy principles and drive down resource use.

Throughout the year of the programme, we convened dozens of member organisations together through regular member-led working groups focused on particular aspects of implementation - including material reuse, circular economy indicators, and design for disassembly – all focused on facilitating shared learning on live projects.

The team also supported the Horizon 2020 funded CIRCuiT programme looking to apply circular construction thinking at a city level and collaborated closely with other organisations working in this area (for example, ReLondon, LETI, Ellen McArthur Foundation) to extend impact and influence across the built environment industry.



Celina Penny – Middleton Road

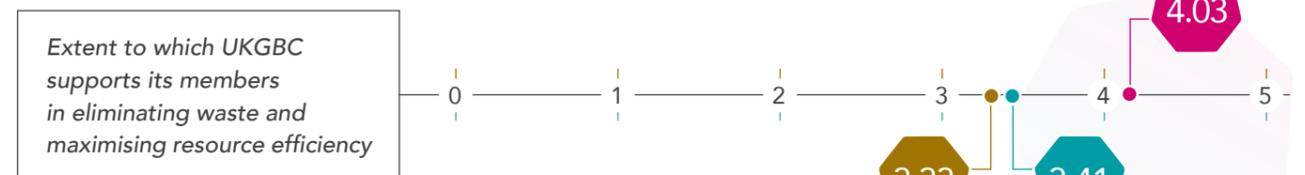


*“The Circular Economy Live Project Forum has initiated a number of critical conversations surrounding material reuse, measuring circularity and design considerations. It has provided an insightful platform for clients, design teams, suppliers and contractors, to share advice, ideas and opinions. It has enabled us to collectively raise our ambitions for circularity on our projects. Orms are looking forward to continuing this work with the Circular Economy Programme as Partners this year.”*

**Rachel Hoolahan**, Architect, Orms

### MEMBER SURVEY

2021 2020 2019



## SOCIO-ECONOMIC IMPACT

### Progressing the understanding of Social Value

The focus on social value continued to gather momentum over the past year, with growing interest from development and construction firms as well as public authorities. In the second year of our now well-established programme, we worked with most of the leading social value practitioners in the industry to focus on measurement, definitions, and the just transition.

There are multiple social value measurement portals and methods already available, many of which are designed for slightly different purposes. Over the last year, UKGBC convened experts together, drawing out their insights about the specific purpose and application of different social value measurement approaches. We published a short guide to help organisations understand which measurement approach might be most suitable for their needs and why.

### Framework for defining social value

In 2020, UKGBC brought together a Social Value Task Group to address the challenge of defining social value for the built environment sector in a way which is applicable and useful for all projects and places. Launched in February 2021, the resulting Framework for Defining Social Value provides guidance on the principles and process for defining and delivering social value across all stages of the asset lifecycle.

As momentum builds around the race to zero, UKGBC investigated the social justice considerations and opportunities of the net zero transition through consultation with academia and industry stakeholders. We created an infographic to highlight key considerations of the Just Transition to take into account at different stages of a built asset lifecycle.



*“The UKGBC programme to define social value has made an excellent contribution to the way the construction sector evolves its approach to social value. The programme was inclusive and produced an incredibly thoughtful and important piece on what social value is and how it can be managed in the built environment.”*

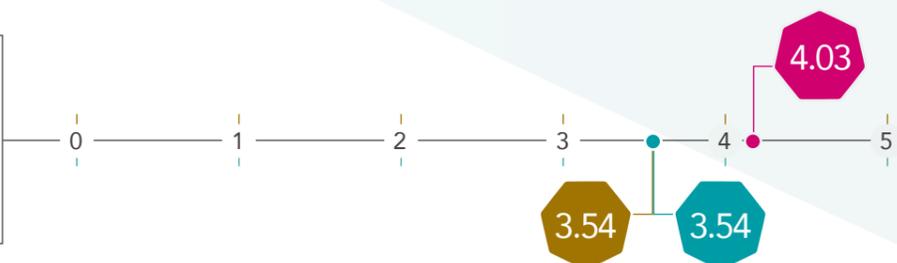
**Ben Carpenter,**  
CEO, Social Value International



### MEMBER SURVEY

2021 2020 2019

Extent to which UKGBC supports its members in creating long term social value and improving quality of life for people



Alastair Mant – Knysna Lagoon



## Outcomes evaluation: Social Value programme

The following data is drawn from a survey that UKGBC conducted in March and April 2021 to evaluate the outcomes of its work on social value over the past year.

### Driving collaboration and partnerships

50%

Agree or strongly agree that they have made connections with organisations by taking part in the Social Value Programme

59%

Agree or strongly agree they have extended their professional network by taking part in the Social Value Programme

75%

Agree or strongly agree that the Social Value Framework Definition is a result of cross-industry consensus

89%

Agree or strongly agree that the collaborative way in which the Social Value Framework Definition was developed will support its take up

### Best practice and solutions

75%

Agree or strongly agree that the Social Value Framework Definition provides a best practice process to define and deliver social value in any project or place

### Knowledge, skills and competencies

71%

Agree or strongly agree that the Social Value Framework Definition deepens understanding of what social value means in the built environment context

71%

Agree or strongly agree that the Social Value Framework Definition equips organisations and government with knowledge and skills needed to drive better outcomes for communities

86%

Agree that the Social Value Framework Definition has filled a knowledge-gap in the industry

### Strong standards across major projects

70%

Are considering using the Framework for Defining Social Value in future projects

71%

Agree or strongly agree that the Social Value Framework Definition will improve the likelihood of positive social value outcomes being delivered on built environment projects

75%

Agree or strongly agree that the Social Value Framework Definition encourages flexibility in interventions and diversity in outcomes – giving space for the development of innovative solutions

\*These findings were derived from a relatively small sample size of 32 individuals responding to the survey in full.

## HEALTH AND WELLBEING

### Maintaining momentum on health and wellbeing

The Covid-19 pandemic has put health and wellbeing firmly into the spotlight for everyone, as nations have battled the worst health crisis in living memory. Our experiences of lockdown showed how our homes, our workplaces and our communities directly affect our health and wellbeing, and our quality of life. The closure of many sectors of the economy and the transition of many office-based employees to home working led to many in the property industry considering the future of our homes and workplaces and UKGBC hosted an event to explore what might change dramatically in the 'new normal'.

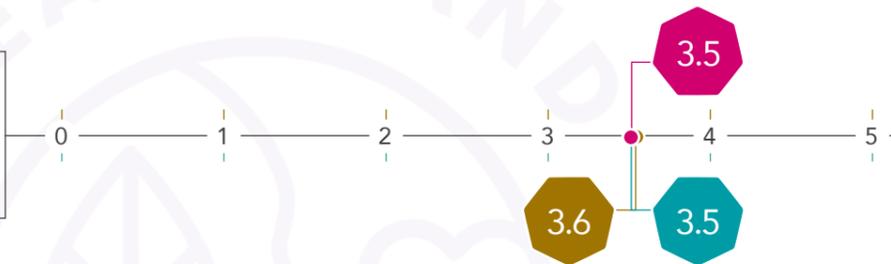
WorldGBC's Better Places for People programme continued throughout the year, leading a consultation with over 40 green buildings councils from around the globe, including UKGBC. This work sought to broaden the conversations around health and wellbeing in buildings, beyond buildings in-use to the entire value chain and the full built asset lifecycle. WorldGBC also developed a new framework to encompass the broader socio-economic and environmental determinants of health.



### MEMBER SURVEY

2021 2020 2019

Extent to which UKGBC supports its members in eliminating waste and maximising resource efficiency



*"The pandemic has put the topic of health and wellbeing in buildings firmly in the spotlight over the past year. We brought members together early on in the pandemic to begin having conversations about the changes that were happening and what the future of our built environment might look like. It was great to discuss what lessons can be learned and how the industry can ensure it builds back fairer, as well as builds back better"*

**Anna Hollyman**, Sustainability Advisor, UKGBC



John Alker – Peak District

# Our impacts and the year ahead

## Addressing UKGBC's impacts

Like many organisations during the global pandemic, our team has predominantly been working remotely over the past year. This has necessitated a significant shift in mindset about how we consider our impacts as an organisation, and the culture we want to enhance and nurture internally.

Many of the activities we had planned to do, such as implementing measures to improve office air quality, had to be postponed. As a result, we placed a much greater emphasis on activities that could be carried out effectively online, and on measures to improve our own health and wellbeing. Some of our key highlights include:

### Continuing our pathway to net zero

We strive to 'practice what we preach' and have done so by signing up to WorldGBC's Net Zero Carbon Commitment. We also worked with Carbon Intelligence to analyse in more detail our carbon emissions profile, which highlighted the main areas – predominately Scope 3 emissions - which we will need to focus on in our own, ambitious net zero journey.

### Supporting our staff during lockdown

UKGBC understands the vital importance of supporting the health and wellbeing of our team, and this became a priority focus during the Covid pandemic. We introduced a number of initiatives, designed to act as both active and passive touchpoints to ensure we maintained our community spirit, support network and personal wellbeing throughout the year. This included organised mindfulness sessions, a monthly book club and social coffee mornings. We also sent every staff member some seeds to grow as part of our gardening club initiative – the products of which occasionally made it into our healthy lunch club!

All of this was over and above more formally organised weekly team meeting, quarterly team half days and a colleague survey all driving further improvements in HR and people related processes.

### Supporting our communities during lockdown

The Covid pandemic has heightened our desire to support our communities during lockdown, particularly the demographics most hit by the recent year. In June last year we took part in JLL's Property Weekend Challenge, a virtual duathlon to fundraise donations for Crisis and LandAid – and at Christmas donated towards three further charities selected by our team: Coram's Fields, a children charity close to our office, Young Minds and The Trussell Trust.

Holly Campbell, our Sustainability Learning Co-ordinator, continued our schools' outreach virtually by creating a home art activity for children aged 9 to 16 around increasing animal biodiversity in Canary Wharf. This was in collaboration with our Gold Leaf member, Canary Wharf Group plc.

### Diversity & Inclusion

The past year has also been tumultuous in other ways, and the Black Lives Matter movement in the summer sparked our internal reflection on how we could collectively become a more active champion of diversity and inclusivity. This led us to set up a formal Diversity & Inclusion group and saw us partner up with Inclusive Employers to help support us on our journey to improve our working practices and advocacy in this space.



*"Prior to my first day at UKGBC, I had reservations around how engaged and welcomed I could be when joining a new organisation remotely during the global pandemic. I needn't have worried – UKGBC has been hugely supportive of its staff during lockdown, and 12 months on, despite still not having met most of my colleagues in person, I feel a part of the UKGBC community."*

**Emily Huynh**, Technical Advisor – Advancing Net Zero, UKGBC

## Overview of the year ahead

Our 2021/22 annual operating plan is based on four strategic priorities:

Leverage COP26 to drive up ambition and commitment to climate mitigation and adaptation across the whole property and construction industry and to strengthen key elements of the UK Government's built environment policy

Accelerate leadership and action, primarily by businesses and government (national and local), towards more sustainable built environment outcomes

Convene cross-sector collaboration, facilitating connections and meaningful partnerships to scale up the adoption of sustainable outcomes and solution

Extend our membership network and activities across the UK, with a particular focus on Scotland in advance of the COP26 conference in November 2021

Having canvassed the views of our members on the introduction of more prescriptive membership requirements for our corporate members, UKGBC is introducing these in the current FY to report on in next year's Impact Report.

80%

Of members agreed UKGBC should require minimum sustainability commitments from corporate members as a condition of membership

# Programme and project partners FY20-21

## Advancing Net Zero

| Redevco Foundation  
| BAM  
| Berkeley Group

| Grosvenor  
| Hoare Lea  
| JLL UK

## Leadership

| The Crown Estate  
| Grosvenor

| Mitsubishi Electric

## Leaders Network

| CFP Green Buildings

## Seconding Organisations (Local Networks & other projects) & regional office support

| Chetwoods, Birmingham & West Midlands  
| Hoare Lea, Bristol & the South West

| Cundall, Greater Manchester

## Social Value

| Argent  
| Avison Young

| Buro Happold  
| Federated Hermes

## Resilience and Nature Based Solutions

| John Ellerman Foundation

## Ignition

| EU's Urban Innovation Actions Initiative

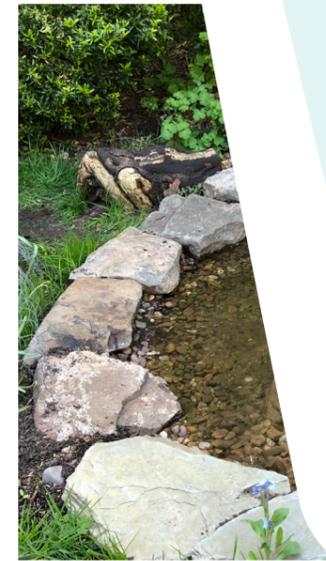
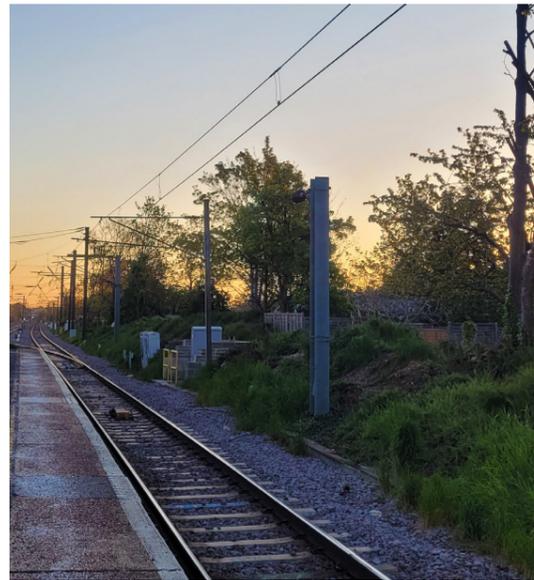
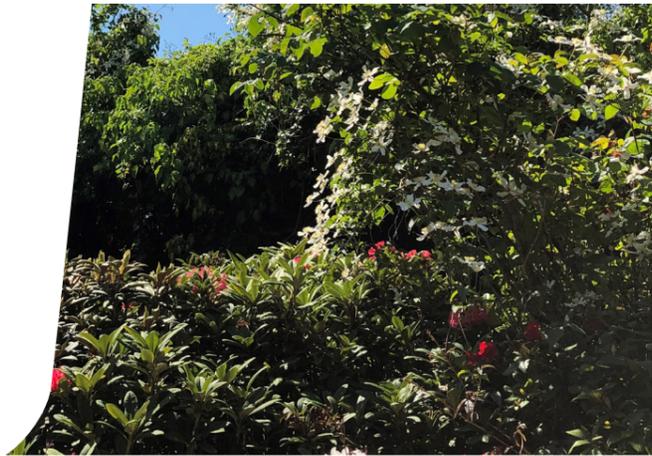
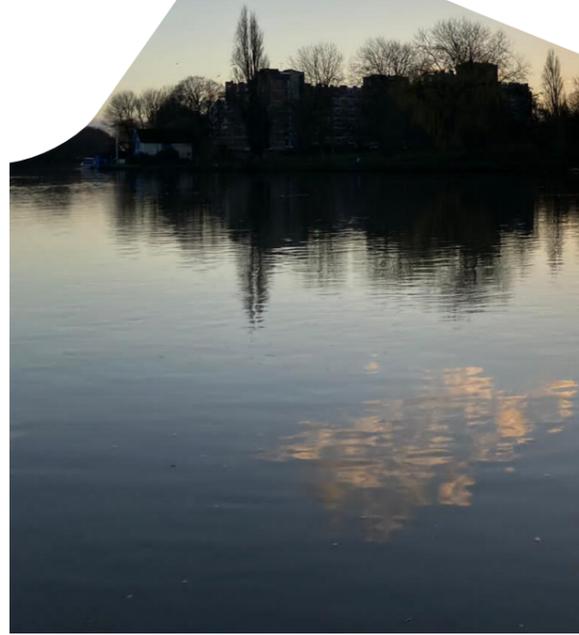
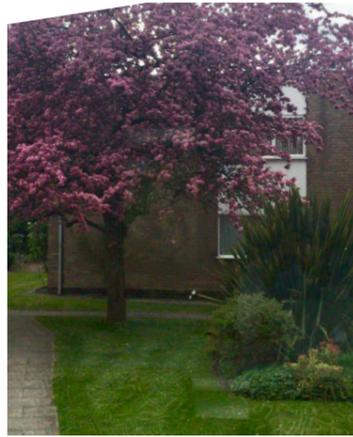
## CIRCuiT

| EU Horizon 2020

## Construction Innovation Hub (CIH) Value Toolkit

| CIH







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