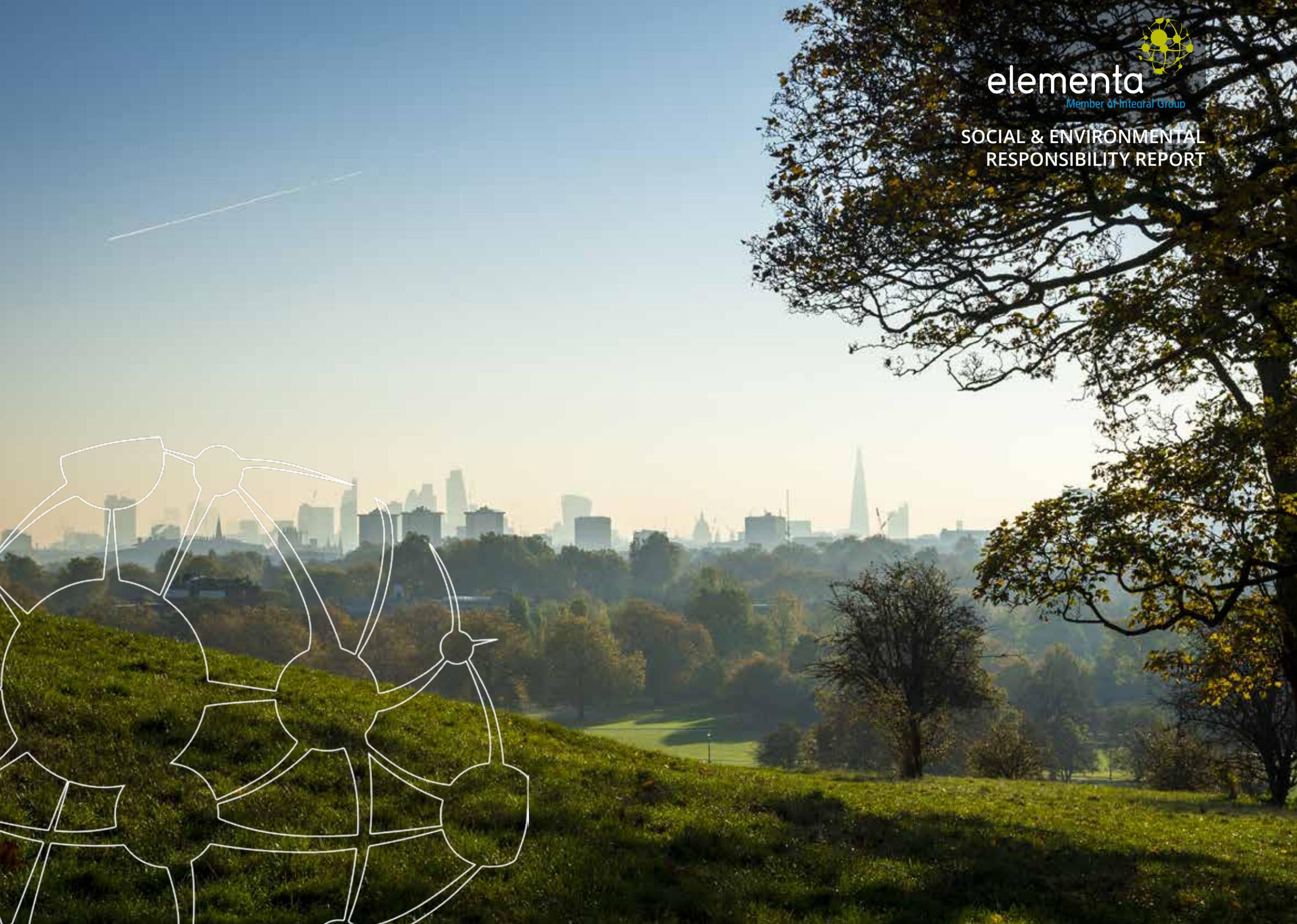




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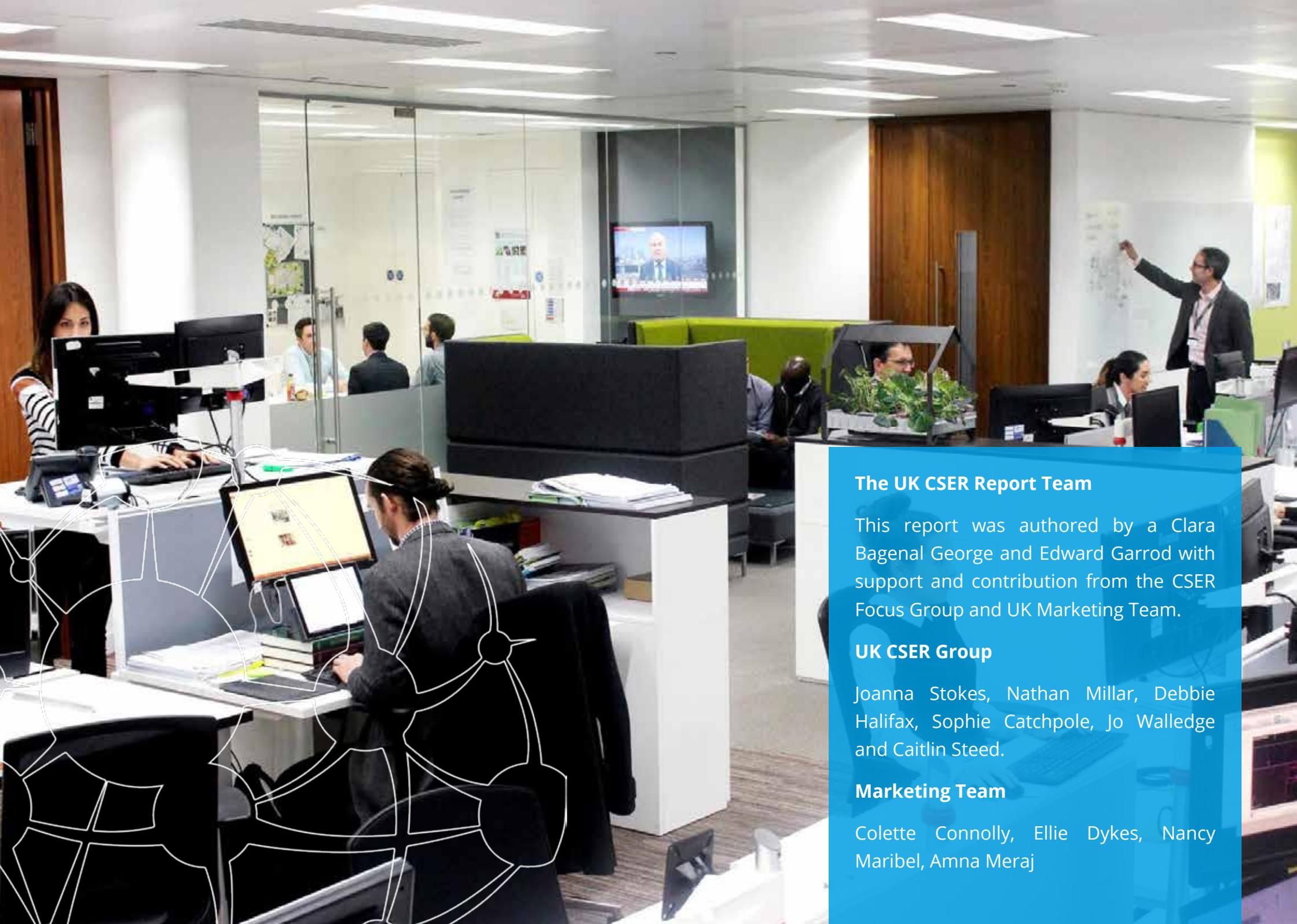
Member of Integral Group

**SOCIAL & ENVIRONMENTAL  
RESPONSIBILITY REPORT**



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### **The UK CSER Report Team**

This report was authored by a Clara Bagenal George and Edward Garrod with support and contribution from the CSER Focus Group and UK Marketing Team.

### **UK CSER Group**

Joanna Stokes, Nathan Millar, Debbie Halifax, Sophie Catchpole, Jo Walledge and Caitlin Steed.

### **Marketing Team**

Colette Connolly, Ellie Dykes, Nancy Maribel, Amna Meraj

# 01 ABOUT INTEGRAL GROUP

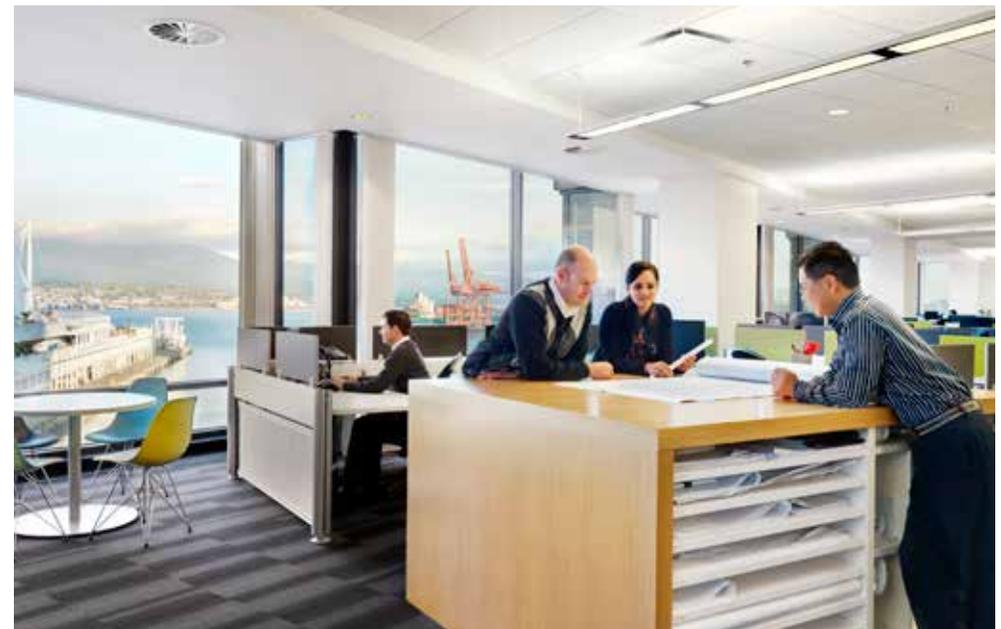
Integral Group are an international network of over 400 like-minded, forward thinkers who share a commitment to deep green engineering, consulting and design. Integral Group is home to the best thinkers in the field and is structured to ensure that the ideas and solutions Integral's people generate will have the largest impact possible.

We apply our passion and expertise to projects that span all scales - from individual buildings to entire districts, and influence policy at city, national and global scales.

From our offices in Australia, Canada, the USA and UK we provide a full range of building system design, sustainability consultancy and energy analysis services. At Integral Group, we strive to solve problems in continually innovative ways. Integral is home to the dreamers and creators, the people with the big ideas.

Founded in 2008 by Kevin Hydes, the firm has become widely recognised for its technical leadership, excellence in engineering and pioneering work on net zero energy developments.

Looking after our staff, and supporting the communities within which we work is an important part of our work, but an area that receives less attention. Our first Annual Corporate Social Responsibility Report is an opportunity to share our vision, values and our commitment to managing our environmental footprint, supporting health and wellness, striving for diversity and inclusion in our workplace, and advancing education and impact within the firm and beyond.



## 02 LETTERS FROM LEADERSHIP



**Kevin Hydes**  
CEO AND FOUNDER OF  
INTEGRAL GROUP

I'm proud to say we celebrate our tenth birthday this year. Our first annual CSER Report shares our progress and performance towards our ultimate goal of making a difference. I hope our efforts to measure our impact and collectively improve our performance gives all of us a sense of pride, purpose and belonging.

We continue to deliver great work and build a culture that embodies our values: trust, nurture and inspire. We are involved in a number of initiatives aimed at improving workplace culture, social justice and equity, professional development and wellbeing. We have assembled a deep bench of incredible individuals - but to get where we want to go requires teamwork, strength in numbers - the power of many.



**Conrad Schartau**  
CHIEF OPERATING  
OFFICER

This first ever CSER report is an opportunity for us to demonstrate our values, to show that sustainability is not just something we talk about.

As the world changes, we have to evolve. Communication, openness and inclusion have been areas of focus for us this past year. We want to create an environment where all voices can be heard, where no one is afraid to contribute an idea or share an opinion.

From the perspective of the leadership team, we need to be open to hearing from voices across the company, and to be open to adapting. Diverse voices fuel our creativity, and ultimately, our success.



**Tiffany Elston**  
HEAD OF  
PEOPLE

A focus on nurturing our team members is essential to the delivery of high quality projects. That's one reason we're striving to go beyond the industry standard in our workplace culture and policies: it's an extension of our commitment to excellence in project delivery.

Integral Group was designed around a mission rather than a service. This CSER report documents progress towards fully aligning company policies and practices with our mission. We have achieved a great deal that deserves to be celebrated - but the job is never done. Each year our CSER strategy will continue to set challenging goals, to set our course by engaging with our team, and allow us to reflect on the journey.

A pair of hands, one from a person wearing a red and white plaid shirt, are gently holding a small green seedling with soil. The background is a soft, out-of-focus green field under bright, warm light. The text 'TRUST NURTURE INSPIRE' is overlaid in large, white, bold, sans-serif capital letters across the center of the image.

**TRUST  
NURTURE  
INSPIRE**

## 03 OUR VALUES

At Integral Group, our commitment to sustainability is reflected in both the work we do and the culture of our organization. Our values - Trust, Nurture and Inspire are woven into our approach to every project, relationship, and individual.



### TRUST

As a company, we foster trust by disclosing our social and environmental standards and performance in a way that is accurate and transparent.

[What does trust mean to you?](#)

“Our clients and peers trust us to deliver to the highest standards and guide them and their projects. In turn we all trust each other to do this.” David Glossop, London

“Having confidence in yourself and the team around you” Ellie Dykes, London

“Always being able to count on your team” Emily Shearer, Oxford



### NURTURE

Our greatest resource is our team of talented and innovative individuals; by nurturing the personal growth, wellbeing and professional development of our employees we better harness their potential.

[What does nurture mean to you?](#)

“Feeling part of a team that has your best interest at heart and are able to nurture you into the greatest version of yourself” Colette Connolly, London

“Offer an ear when one is needed, Offer a voice when one need guidance and Offer approval when the one succeeds” Amanda Stanley, London



### INSPIRE

Sharing our knowledge and expertise, and challenging ourselves and our peers to question the way in which they design.

[What does inspire mean to you?](#)

“Being surrounded by people who are passionate about wanting to change our environment means you can’t help but feel inspired to get on board, both at work and in the way you live your life, day to day.” Debbie Halifax, Oxford

“To inspire means to become a mentor and inspire others” Matt Baillie, Oxford

Being someone that creates new ideas and is enthusiastic” Jake Thompson, Oxford

## 04 OUR PILLARS

**I****IMAGINE**

We are changing the face of engineering. In our work we continually think about different ways to reinvent and redefine what is possible. Imagine is more than just coming up with new ideas, but re-examining the old and evolving where necessary. The annual Integral Group design competition brings together offices from across North America and the UK to showcase project innovations and best practice. Each year it raises the bar on how engineers can achieve outstanding results by arguing the case for doing things differently.

**A****ACCELERATE**

The way we design, build and operate buildings, districts and entire cities needs to change urgently - our firm is geared towards accelerating this transformation by sharing our work widely. Whilst our positive impact is limited by the amount of work we can deliver our award winning projects redefine perceptions of what is possible - our innovations are adopted by others and replicated globally.

**P****PERFORM**

As engineers, consultants, and designers, we apply our expertise in high performance buildings to reduce the diverse environmental impacts of every project - to deliver buildings that work. Our focus on performance spans the project lifecycle from design, construction, commissioning, operation and post occupancy monitoring. As a firm we are leaders in the movement to Net Zero Energy buildings, recently recognised by the New Buildings Institute as one of the leading MEP firm for NZE projects in the USA, with over 80 certified, verified or emerging NZE projects.

**S****SUSTAIN**

The buildings that we help to realise are better equipped to face the challenges of climate change, resource scarcity and the spiralling costs of illness and low productivity. When we talk about sustainability we are addressing these issues head on, with fresh insight. Apply these insights to our own operations we strive to reduce our environmental impacts, enhance the health and wellbeing of our staff and work within our communities to improve their prospects.

## 04 OUR PILLARS



### London Energy Transformation Initiative

The London Energy Transformation Initiative (LETI) is a network of over 150 built environment professionals that are working together to put London on the path to a zero carbon future. The voluntary group is made up of developers, engineers, housing associations, architects, planners, academics, sustainability professionals, contractors and facilities managers, with support and input provided by the GLA and London boroughs.

Elementa Consulting - the UK arm of Integral Group - have initiated and coordinated LETI as they were frustrated that the current energy policy in London wasn't driving design solutions that encouraged long term carbon emissions reduction. LETI was established to work collaboratively to put together evidence-based recommendations for two pieces of policy – the new London Environment Strategy and the rewrite of the London Plan.

### Deep Green Engineering

Integral Group supports market transformation through direct sponsorship of industry initiatives including One Planet Living's OPL.net platform, the International Living Future Institute and World Green Building Council Advancing Net Zero project.

We maintain strategic relationships with initiatives, organisations and research institutions including Center for Active Design (Fitwel), WELL Building Standard (IWBI) the Centre for the Built Environment at the University of California Berkeley and University College London.

We also help to create momentum within the industry by creating platforms that can attract collaboration, such as the founding of the London Energy Transformation Initiative.

## 05 LETTER FROM DOUG KERR



**Doug Kerr**  
UK REGIONAL DIRECTOR

Elementa Consulting - the UK member of Integral Group - has tracked its environmental impacts for several years through its ongoing externally audited certification against the ISO 14001 Environmental Management Standard.

2017 has seen continued progress on managing our environmental impacts and a concerted drive to more comprehensively address our social impacts both within the business and through our relationship with the wider community and building industry.

Documenting our performance in a regional CSER report has allowed us to reflect on the progress made thus far and to engage with our staff in Oxford and London to set priorities for action in 2018. Contributing to a common CSER reporting structure has enabled us to share our experience and best practices with colleagues.

I am especially proud of the growing awareness around physical and mental wellbeing within our team, dialogue with our staff shows this to be an important area of focus for us all in the coming year.

A handwritten signature in black ink, appearing to read 'Doug Kerr'.



## 06 CSER IN THE UK REGION



### UK CSER Team

For several years we have tracked the environmental and social impacts of our business within an environmental management system (EMS) certified to ISO 14001. Our CSER Focus Group set annual environmental objectives and tracked progress quarterly across a range of aspects including; energy and water usage, responsible procurement of consumables and engagement with stakeholders.

Starting in 2016 we began a process of reviewing the scope of our EMS with a focus on maximising its impact and relevance to our business and team. In October 2016 at our annual Company Day we held a workshop to explore what CSER means to our staff and how it can be more clearly aligned to our values; Trust, Nurture and Inspire, and to our vision of a Deep Green firm; Imagine, Perform, Accelerate and Sustain.

The workshop highlighted a common desire to focus on relationships and communication between staff, with the built environment industry and the local community. As a direct result we broadened the scope of our EMS to include setting goals for how we are; improving the health and wellness of our staff, encouraging diversity and inclusion, engaging and collaborating with industry, sharing knowledge externally and between staff members, encouraging the development of staff, working with schools and universities to nurture the next generation of engineers.

In January 2018 we repeated the CSER workshops to revisit and renew our priorities and to set challenging goals for improving our environmental performance and social impact in 2018. We look forward to sharing our progress.

## 06 CSER IN THE UK REGION

### NEW CSER INITIATIVES IN 2017



#### Renewable energy

We have direct control over our choice of energy supplier in our Oxford office. In August 2017 we switched to Green Energy UK a renewable energy supplier that provides 100% green gas and 100% renewable energy. This means our energy consumption of the Oxford office is now zero carbon.



#### Tracking waste & flights

To increase our understanding of our carbon footprint we started to track amount of waste produced and our air miles associated with business trips.



#### Staff socials

To improve staff cohesion and communication the London office introduced a program of bi-monthly social events for staff that have included playing ping pong and going ice skating.



#### Staff engagement in setting goals and targets

We held our first target setting workshop in Jan 2018, to engage all staff in setting the CSER targets for this year.



#### Workplace Wellness

We achieved recognition as the first Fitwel Certified office in Europe in March 2017 for our London office.

# 07 ABOUT ELEMENTA CONSULTING

## Overview

Elementa Consulting Ltd. are building services engineers, environmental designers and consultants working within the built environment sector.

We are the UK member of Integral Group - an interactive global network of design professionals collaborating under a single “deep green” umbrella. We are a mission-driven company that strives to be transparent, and demonstrate leadership and commitment to social and environmental sustainability.

In the UK we employ over 60 staff, who are drawn to ElemEnta based not only on the quality and nature of our work, but also on our commitment to Integral Group’s vision and values..

Our reputation and competitive advantage in the UK market is built on our expertise, technical excellence and leadership in deep green engineering.

We hold our clients and our supply chain to a high standard of corporate sustainability. It is only right that we too hold ourselves to account for our own environmental and social impact as a business.

Our CSER report is the platform through which we disclose our performance transparently to our employees, clients, and to wider community.



# 07 ABOUT ELEMENTA CONSULTING

## Memberships, Affiliations and Certifications

Elementa Consulting hold memberships with a number of industry organisations. We uphold the sustainability commitments required by these organisations.

- Chartered Institute of Building Services Engineers (CIBSE)
- UK Green Building Council
- New London Architecture
- Institute of Electrical Engineers
- Institute of Healthcare Engineering & Estate Management
- Building Services Research and Information Association
- Constructionline
- Building Research Establishment - BREEAM Assessors
- British Council of Offices
- Higher Education Design Quality Forum
- London Construction Excellence Club
- Alliance Construction Networks
- Corenet
- CHAS certification

Our quality and environmental management systems are externally audited and certified by the British Standards Institution (BSI) in accordance with:

- ISO 9001:2015 - Quality Management
- ISO 14001:2015 - Environmental Management

## Services Offered

Alongside our core capabilities as sustainable mechanical, electrical and public health engineers we offer our clients a range of complimentary specialisms that support the delivery of 'Deep Green' projects including:

- Building Physics and Energy Modelling
- Sustainability Strategy and Performance Rating
- Building Health and Wellbeing Consulting
- Building Commissioning
- Architectural Lighting
- Fire Engineering

MECHANICAL



ELECTRICAL



WATER



ENERGY



INTEGRALDRIVE



SUSTAINABILITY



REFRIGERATION



COMMISSIONING



LIGHTING DESIGN



FIRE ENGINEERING



TECHNOLOGY



INTEGRATION



## 08 GOVERNANCE

### Integral Group CSER Governance

Integral Group's approach to Corporate Social and Environmental Responsibility is underpinned by a commitment to transparency - in maintaining our values: Trust, Nurture and Inspire, and delivering our vision: Imagine, Perform, Accelerate and Sustain.

Our vision and values help to align CSER activities across the firm. Throughout 2017 members drawn from CSER Groups in each region have developed a common approach to strategic issues of; environmental footprint, health + wellness, diversity + inclusion, education + impact.

Alongside shared initiatives, such as working towards JUST® Certification across the Group, each office is actively encouraged to shape and drive its own CSER agenda. This autonomy enables each office to serve its local community, respond to its unique environmental and social context, and the varied legislative, regulatory and reporting frameworks within which they operate.

Integral Group's 400+ staff work on projects around the world from a network of offices organised into regions: Canada West, Canada and US East, US West, UK (Elementa Consulting) and Australia. Each region is led by a Regional Director who takes responsibility for Corporate Social and Environmental performance within their region. They rely upon a network of office or regional CSER Working Groups to periodically review progress towards meeting CSER objectives and goals.

Regional Directors report to Integral Group Chief Executive Officer and Founder – Kevin Hydes, Chief Operating Officer and Executive Vice President – Conrad Schartau, and Chief Financial Officer – Christine Jeffery.

On an annual basis the Regional Directors, CEO, COO and CFO collectively review CSER performance and alignment with our vision and values.

Conrad Schartau is the Integral Group Board Member with group wide responsibility for CSER.



# 08 GOVERNANCE

## UK Region CSER Governance

UK CSER activity is coordinated through quarterly meetings of a CSER Focus Group that draws upon both technical and support staff in both London and Oxford Offices. The CSER Group reports to Edward Garrod, a Principal based in London. Reports and recommendations from the CSER Group are reviewed in quarterly management meetings led by Doug Kerr, Managing Director and board member of Elementa Consulting.

Elementa Consulting holds both ISO 9001 and 14001 accreditations for Quality and Environmental Management. Both standards require a “Plan-Do-Check-Act” approach to be followed to help the UK business deliver continual improvement across its activities. Our ISO accreditations are subject to ongoing internal audit, and external review and re-accreditation on an annual basis undertaken by a third party audit organisation, BSI

Processes and procedures have been established for the recording of CSER aspects of the UK business, including legal compliance, via both ISO frameworks. These are implemented and monitored via a Sustainability Action Plan (SAP). The SAP identifies objectives, targets, risks and opportunities and is reviewed and updated quarterly.

Environmental performance data is collected, analysed and managed through a Elementa’s Environmental Datafile allowing trends in environmental impacts to be reviewed and acted upon on a quarterly and annual basis.



## Corporate Policies

Elementa Consulting operate within a framework of policies that are shared across Integral Group and in accordance with policies specific to the UK business and regulatory context. These include:

- Code of Conduct
- Equity and Diversity
- Discrimination & Harassment
- Recruitment and Selection
- Maternity and Parental Leave
- Professional Development & Training
- Employee Relations
- Health and Safety
- Wellness

Copies of these policies are available on our website:

<https://www.integralgroup.com/elementa/>

## 08 GOVERNANCE

### Our Approach to Corporate Social and Environmental Reporting

Our approach to CSER involves annual staff engagement, tracking our performance, introducing or improving upon policies and initiatives, and reporting out on our progress.

2017 is the first year that Integral Group have published a CSER report measuring and tracking direct social and environmental impacts of our internal operations across the firm. This Regional Summary provides additional detail on the performance of Elementa Consulting, representing two offices in the UK - London and Oxford.

Integral Group's clarity of purpose and mission is the glue that binds the CSER initiatives shared between offices and enables each region within the firm to also respond to local priorities and challenges.

During 2017 Integral Group - of which Elementa Consulting is the UK member - developed an overarching CSER strategy for all offices within the firm. Elementa Consulting's CSER Group contributed to development of this strategy, sharing insights gained from our experience implementing an Environmental Management System over several years.

A common set of Key Performance Indicators (KPIs) and a shared format for CSER reporting have been established. In the UK we additionally report against KPIs relevant to our local operations and for consistency where we have historically tracked progress through our Environmental Management System.

In addition to local programs, Elementa participated in several Integral Group initiatives in 2017 such as Fitwel Certification, participation in the JUST® program by the International Living Future Institute, and through events including International Women's Day and the #WeAreIntegral diversity month. Offices share access to a common information platform - Integral Connect - through which local and group-wide CSER initiatives are shared and showcased.

Our aspiration in future years is that the Integral Group CSER report will be published annually accompanied by Regional Summaries from all regions. It will document the collective progress of Integral Group global family of offices and provide scope for each region to highlight specific local initiatives.

### Intent of Elementa's Regional CSER Report:



**FORMALISE AND DOCUMENT** our commitment to environmental and social sustainability in the UK



**IDENTIFY** and address any gaps



**EXPAND** upon the work we are already doing



**IMPROVE** our performance.

## 09 STAFF ENGAGEMENT

In October 2016 at Elementa's annual 'all hands' Company Day staff were asked to participate in a workshop: "Walking the Talk". Structured around Integral Group's Vision and Values teams were assembled to discuss how these can be better embedded into our culture and to develop suggestions for actions that could be taken to support this objective.

In a report-out session each team presented a 5 minute 'pitch' followed by a 'dot voting' exercise where every employee could express their support to proposals which they felt had the greatest potential positive impact.

### CSER Workshop Priorities and Actions

The following issues received the greatest attention – and informed initiatives undertaken in 2017 that are documented in this report.

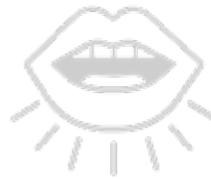
#### Improved communication

In 2017 presentation training was offered to all staff. Open design reviews are now regularly held to share ideas and connect staff to their colleagues' projects. Each office holds a monthly staff meeting where updates are shared and staff have the opportunity to raise any concerns.



#### More say on training

In 2017 a personal training allowance was introduced to be used on an annual basis for all staff.



#### Support for flexible working

In 2017 both UK offices continued to operate under a flexible working hours pilot, enabling staff to work additional hours Monday to Thursday and leave early on Friday.



#### Spending time together

In 2017 social events for staff were encouraged and funded by Elementa Consulting, these have included an open top bus tour, ping pong, crazy golf and comedy nights.



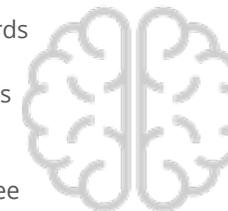
#### Finding opportunities for outreach

In 2017 a group was established to promote young women in engineering. Staff are encouraged to become STEM NET ambassadors and to take part in educational outreach in schools.



#### Strategies to reduce stress and support mental health and wellbeing

In 2017 wellbeing notice boards have been set up in both Oxford and London giving tips on local walks and healthy food outlets. Staff have been made aware of access to a free counselling phone line. Building upon our wellbeing office fit out in London in 2016 we achieved the first Fitwel certified office in Europe in March 2017.



### Preparing for 2018

At the beginning of 2018 staff were invited to a CSER workshop in both the London and Oxford offices to set the CSER agenda for the coming year.

Staff were then given the opportunity to sign up to selected initiatives - forming teams focused on delivering an initiative in 2018. A leader for each of these teams now reports their progress quarterly to the CSER Focus Group. Staff are kept up to date with a quarterly environmental newsletter outlining progress on the CSER initiatives as well as updates on environmental legislation.

In future the annual CSER workshop will be held in September each year to align with the company's budgeting period. This timing will allow funds to be allocated to specific CSER priorities each year.

# 10 INTEGRAL GROUP'S CSER FRAMEWORK

We have defined four areas of focus by which to track and report progress on our broad commitment to sustainability. These themes emerged through conversations and engagement with staff and senior management across Integral Group. They allow us to communicate our vision and values through the lens of corporate social responsibility.

In this section, we report on our performance across a range of environmental and social indicators. Where these have been recorded for the first time they enable us to create a baseline against which performance can be benchmarked and targets for progress set. Where we have access to a data from previous years they help us to understand trends over time and to calibrate performance targets for future years.

The performance indicators address a broad sweep of our operations, from inward-facing - tracking our company policies and grass-roots initiatives that nurture our culture and wellbeing, to external-facing - focused on fostering a resilient society and a nurturing a culture of sustainability.

## Measuring Performance

We measured our performance on several environmental indicators including gas, water, energy, and employee commute and travel. This information was collected via utilities bills and employee surveys and calculated using an in-house emissions calculator.

We collected social sustainability performance data through the JUST label process, which includes an internal audit of company policies and organizational profile, and an employee survey. Our performance data corresponds with Standard Disclosures from the GRI Sustainability Reporting Guidelines. This report was prepared in accordance with the 'Core' G4 reporting guidelines has been compiled without external assurance.

## ENVIRONMENTAL FOOTPRINT

Our engineering, design and planning services are guided by our 'deep green' philosophy. We develop 'net zero' solutions for our clients that are both high-performance and cost-effective. We apply the same approach to our own operations and the supply chains that we rely upon to minimize our environmental footprint.



## HEALTH AND WELLNESS

When we are happy, healthy, and supported we are able to perform at our best. We nurture our wellbeing as individuals through education, activities, and improvements to our physical work environment.-assisted by a framework of company policies that promote health and wellness.



## EQUITY AND DIVERSITY

We are striving towards a fully inclusive, equitable and transparent work environment. We believe our offices should reflect the diversity of the communities in which we live and work, and that they are strengthened by that commitment.



## EDUCATION AND IMPACT

Knowledge is transformative and has the greatest impact when shared generously. We are therefore committed continual personal and professional development for our staff, supporting educators and industry through lectures and by sharing our innovations across multiple media, and giving back to our local communities through targeted outreach programs.





"Integral group has nurtured my professional development - I feel supported and guided as I continue to grow in my career. It is great to have access to experienced hands-on mentors. Every day I'm inspired by the talent that surrounds me and proud to be part of this team.

Our mission was a turning point for me, particularly the link between imagination and performance. It motivated me to reduce my own Ecological Footprint - our family now only has a single car and I cycle every day. I tested a CHP system on my own home, upgraded its insulation and systems to improve efficiency and importantly the comfort of my family. Remembering that buildings centre on people is critical to our thinking and the ongoing efficiency and legacy of the designs we propose."

## **Rob Harris**

Principal



# 11 UK ENVIRONMENTAL FOOTPRINT

Understanding and managing our environmental footprint is important if we are to 'walk the talk'. We monitor our resource consumption on a monthly basis, as part of a commitment that began in 2013.

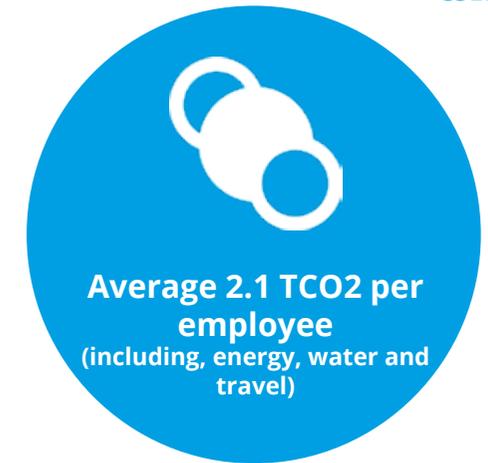
## Our Objectives for 2017

Our review of performance in 2016 highlighted the ongoing importance of reducing our resource consumption in line with our commitment to continual improvement under our ISO 14001 accreditation.

### In 2017 we aimed to:

Objective	Status
Develop, implement + maintain our Environmental Management System (EMS) to retain compliance with ISO14001	Achieved
Ensure all staff are aware of, trained in and communicated to regularly regarding our environmental actions and objectives	Achieved
Use more environmentally-friendly suppliers, or improve practices of existing suppliers	Achieved
Ensure that our air conditioning systems comply with F-gas regulations	Achieved
Reduce paper usage	In progress
Recycle fluorescent light tubes	Achieved
Investigate alternative energy sources & fuel types	Achieved
Reduce water usage by 10%	Not achieved
Achieve a 60% recycling rate by weight of our office waste	In progress
50% of suppliers who are required to complete a supplier questionnaire to have procedures compliant with ISO14001	Not achieved
Recycle or re-use 100% of electronic equipment	Achieved
Track carbon emissions from flights	Achieved
Track Waste - implement a quarterly waste measurement	Achieved

**KEY:**  Achieved  In progress  Not achieved



## Highlights from 2017

- We started to track the number of flights that staff take for business trips and measure the waste that we generate.
- We now publish an environmental update newsletter so the staff are aware of any changes to legislation that might affect their working practices.
- F-Gas certificates have been obtained in compliance with EU regulations on the phase out of fluorinated greenhouse gases. We now have a maintenance agreement in place for the company that will be looking after the small AC unit in the London office. All other AC units are the landlords' responsibility.
- All printers are now set to duplex, black and white printing in both of our offices and are pin protected to stop any accidental prints. Signage in both offices promotes paper use reduction.
- In the first quarter of 2017 Oxford have had a complete re-lamp all replaced lamps were disposed of correctly.
- A register of how electronic equipment is disposed was introduced and kept up to date.
- The Oxford office switched to Green Energy UK in August 2017 an energy supplier that supplies 100% renewable electricity from Solar PV, Hydro and wind and 100% green gas through anaerobic digestion. This means that the carbon emissions from heating, hot water, lighting and small power effectively emit no greenhouse gas emissions.



## Our Plans for 2018

- Investigate switching energy supplier of the London office to one which could provide a 100% renewable energy contract, this will involve discussions with the landlord/managing agent.
- Evaluate our office energy consumption against benchmark data.
- Investigate if we can use technology to reduce resource consumption - e.g. would touch screens to review work save a significant amount of paper, would this reduce overall carbon emissions when considering embodied energy of new devices?
- Track additional details relating to carbon emissions associated with business flights such as class of flight, which will enable us to refine the accuracy of our carbon calculations
- Improve the way we track how much waste is generated in both Oxford and London offices. Carry out a spot check in the general waste bin to understand if any waste could actually have been placed in the recycling bin.
- Improve the proportion of waste that is recycled.
- Look into developing post occupancy evaluation that tracks the energy performance for our projects
- Better understand the water consumption of the London office - eg. asking landlord for access to metered data for whole building



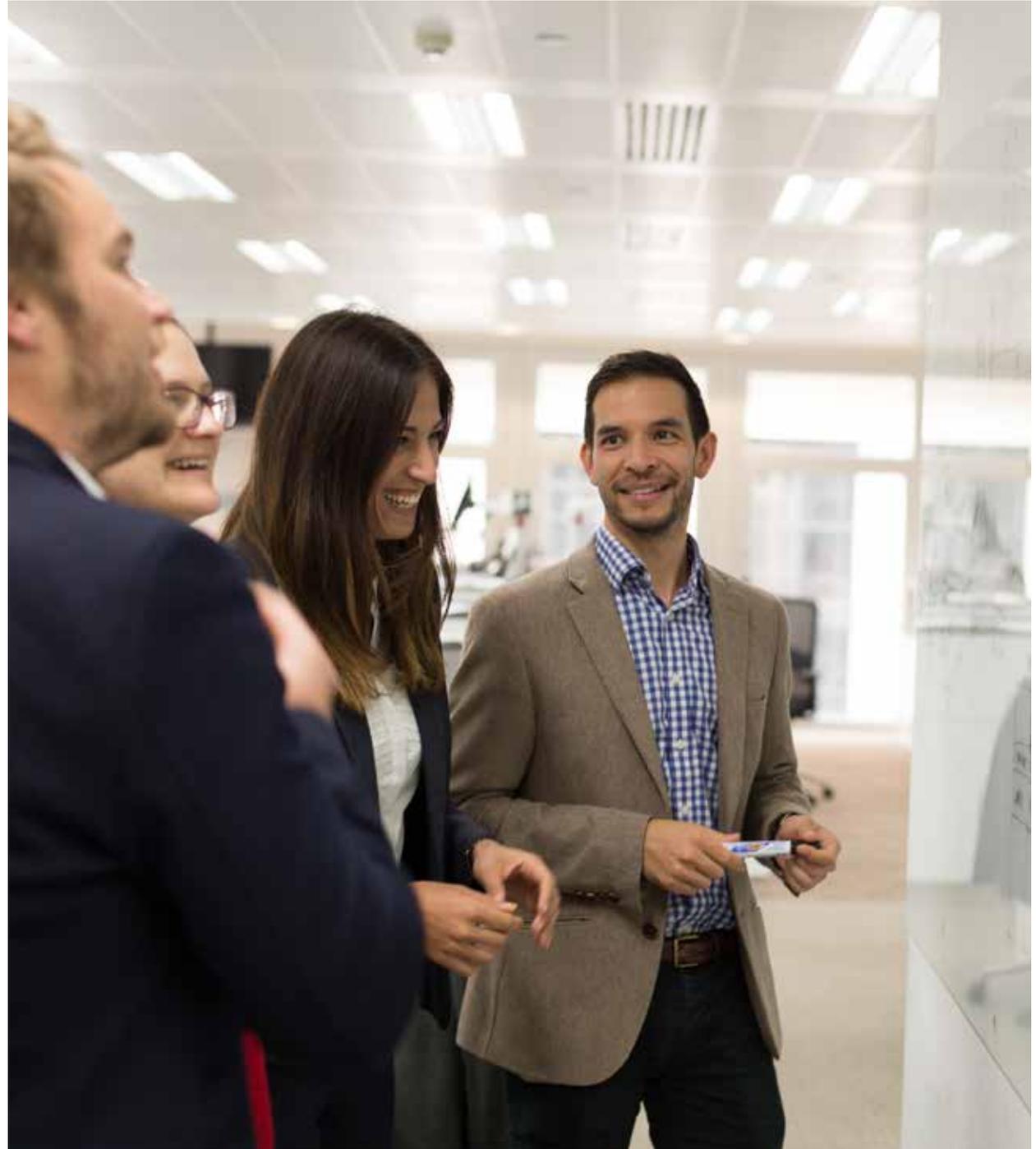


"I have been working in Elementa consulting as a graduate environmental design engineer for one and a half years. I had the opportunity to work on Merck's Liquid Crystal Window research study, exploring its potential as a means of improving the environmental performance of a building which culminated in the publication of a white paper.

With Elementa's support, I have lead our involvement in an air pollution study, curated by King's College London and Friends of the Earth, which aims to map pollution across the country by deploying thousands of Clean Air Kits, considering this as an opportunity to a better understanding of local pollution levels and to lobby for change within our communities. I have shared my experience with students of the environmental design and engineering master's course at University College London, talking about how we are practicing building environmental analysis and my personal development as a graduate in Elementa."

## **Alik Papasifaki**

Environmental Design Engineer



# 12 UK EQUITY AND DIVERSITY

## Our approach

An inclusive and diverse workplace is not only the right goal to work towards, but good business as well - giving us access to the widest pool of talent and helping all staff feel supported and valued.

We actively promote a workplace culture that does not discriminate against gender, disability, ethnicity or culture, age or sexual orientation. Our ambition is to grow our UK workforce so that it is representative of the diversity of community that we serve - but we face major challenges to achieve this goal, and are committed to playing our part to overcome them today and for future generations.

For example, in the UK only 9% of the engineering workforce is female, typically lower in building service engineering, a shocking imbalance that we are seeking to address. In 2014 there were no technical female staff working in the London office. By the end of 2017 we employed seven female technical staff - representing 11% of technical staff - higher than industry average.

In line with 2010 Equality Act we have taken positive action to increase the opportunity for equally qualified women to access job opportunities with Elementa. Our hiring process now requires a female candidate to have been interviewed for each role unless none can be found within a month of posting. This requirement has been shared with our supply chain of recruitment consultants.

Through our fundraising initiatives we support and raise awareness of the needs of vulnerable sectors of our society

## Our Objectives for 2017

Our review of performance in 2016 highlighted the ongoing importance of encouraging diversity of our workforce as well as the importance of staff led charity initiatives. In 2017 we aimed to:

### In 2017 we aimed to:

Objective	Status
Continue with flexible working hours pilot	Achieved
Implement staff-wide diversity and unconscious bias training	Achieved
Achieve a staff churn rate of a maximum of 9%	Not achieved
Continue to raise money for charity, for example through Dress Down Friday, sporting events and cake sales.	Achieved
Increase the number of female technical staff	In progress
Support and encourage women to pursue careers in engineering by working with schools and universities	Achieved

**KEY:**  Achieved  In progress  Not achieved



**12% of technical female staff UK wide**



**15 nationalities represented**



**£1,761 raised for charity**

## Highlights from 2017

- All staff undertook diversity and unconscious bias training
- A 'Girls in Engineering' group was formed by 12 staff members to encourage and support female staff at Elementa in presenting to secondary school children and attending careers events.
- Three members of female staff attended an 'Impact and Influence' seminar by the Society of Women Engineers
- Various fundraising activities took place
  - » 18 rounds of bake off- charity bake sale competition
  - » Dress Down Friday
  - » 5-a-side football
  - » 'Planking' to raise money for poverty prevention
  - » Coffee morning for Macmillan Cancer Support
  - » Raffle ticket sale for children with cancer
- Graham Day joined the Lipton Plant Architects team for a 10Km charity run
- Care packs and sock collections campaigns for Oxford Homeless Pathways
- A food bank collection took place in the Oxford office for Didcot Baptist Church.
- Elementa is supportive of individual staff members volunteering efforts. Ronan Pigott trained to be an independent visitor for children within the foster care system.



## Our Plans for 2018

- Increase the proportion of female staff that take part in education outreach to promote engineering as a career for women.
- Aim to maintain the percentage of female technical staff above the national average.
- Start to track pro-bono hours spent alongside charitable donations.
- Continue with the flexible working pilot and undertake a survey to understand the impacts of flexible working.





"I helped our London office to become the first Fitwel® certified workplace in Europe. I have since shared our journey by presenting to Masters students, Architects and other industry stakeholders.

I find it extremely fulfilling to promote health, well-being and happiness of employees, nurturing and inspiring a positive change in the built environment and especially in our personal daily habits.

Since we started our Fitwel journey more people are cycling to work (even during winter-time), others take care of plants and salads, many never take the lift, go to the gym or run during the lunch break. All these are small but clear signs that we are managing to nurture a positive change in our work environment."

## Marco Treglia

Environmental Designer



# 13 UK HEALTH AND WELLNESS

## Our approach

Enhancing health and wellness is a priority in our projects and our workplace.

In 2016 the London office moved to a larger office, with a deeper floor plan and less access to daylight and views compared to its former location. The reaction of staff prompted a re-think about wellness in the workplace and initiated a program of targeted improvements. We improved daylight and views by removing privacy film from the windows, introduced sit-stand workstations, installed panoramic views of San Francisco Bay, Vancouver and an English forest in our reception.

We have presented over 20 CPD's to built environment professionals to encourage them to think about wellness in their own workspaces as well as their projects.

## Our Objectives for 2017

Reviewing performance in 2016 highlighted the importance of promoting mental health as well as physical health. Our 'walking the talk workshop' in October 2016 highlighted the need to improve staff communication both socially and within project teams. In 2017 we aimed to:

### In 2017 we aimed to:

Objective	Status
Implement strategies to reduce stress and support mental health and wellbeing	In progress
Encourage more communication between staff members	Achieved
Get a better understanding of air quality	Achieved

**KEY:**  Achieved  In progress  Not achieved



**88% of staff hold a Construction Skills Certification Scheme for site health and safety awareness**



**Average staff absence 2.13 days/year**



**35 staff social events**

## Highlights from 2017

- Building upon our wellbeing office fit out in 2016 we achieved the first Fitwel® certified workplace in Europe in March 2017. As part of our Fitwel journey we started growing salad using our hydroponics kit, switched to non-toxic cleaning products and bought an emergency preparedness kit..
- Implementing a wellbeing board in both Oxford and London giving tips on local walks and healthy food outlets.
- Staff have been made aware of access to a free counselling phone line
- Encouraging stair usage through signage
- Running a month long exercise drive - lunchtime planking sessions.
- Company funded periodic socials were set up which has included a bus tour of Oxford and evenings out playing ping pong, ice skating and a comedy show.
- Holding Design Reviews open to all staff that offer an opportunity for everyone to contribute ideas to project development
- Initiating bring-and-share staff lunches
- Monthly staff meetings to keep staff informed
- For the second year running we undertook the Human Resource Management Foundation SHRMF Employee Engagement Survey Template using SurveyMonkey.
- We took part in the Clean Air study curated by King's College London and Friends of the Earth. The results revealed that the level of nitrogen dioxide found, which was  $62.9 \mu\text{g}/\text{m}^3$  (micrograms per cubic metre), exceeded the European Union limit of  $40 \mu\text{g}/\text{m}^3$



## Our Plans for 2018

- Continue to implement strategies to reduce stress and support mental health and wellbeing. This could include a mental health awareness week and mental health first aid training for staff members.
- Promote the use of the Healthshield counselling provision.
- Encourage fitness through charity sport events and group fitness activities.
- Increase biophilia in the London office by increasing the number of pot plants.
- Explore the potential of delivery of fresh fruit
- Continue with staff social events in the London office and increase staff social events in the Oxford office. Explore how we could involve families and friends in staff events and ensuring that events are inclusive and aligned to our CSER goals.





"It has been a real pleasure to be involved with the London Energy Transformation Initiative. I've had the opportunity to support the initiative by helping to organise campaign events and produce marketing material and content.

It has been great to see the support that Elementa has provided to the initiative, with Graduate Engineers to Principals taking their own personal time out of work hours to engage, support, help and promote LETI.

As well as the support from the whole team, it has been inspiring seeing my colleagues achieve their goals. Their passion is infectious - motivating me and raising my own self-awareness on actions that I can do to reduce my own carbon footprint."

## **Ellie Dykes**

Marketing and Communications Assistant



# 14 UK EDUCATION AND IMPACT

## Our approach

Engaging and collaborating with industry, schools, universities and local communities allows us to have a wider positive impact.

Our thought leadership is showcased through publications and presentations. We support and inspire young engineers through work experience placements and presentations in schools.

Internally we actively encourage self-directed professional development, providing access to a wide-ranging program of talks, lectures and seminars provided by internal and visiting speakers.

## Our Objectives for 2017

Objective	Status
Increase education outreach	Achieved
Increase industry engagement through conference speakers and publications	Achieved
Encourage internal training	Achieved

**KEY:**  Achieved  In progress  Not achieved



## Highlights from 2017

- Several staff have become actively involved in the formation of the London Living Building Challenge Collaborative
- Many more staff have become engaged with outreach to students including:
  - » Ted Connell was part of a judging panel for a 'eco classroom workshop' as part of the Design-Engineer Construct initiative
  - » Alkyoni Papisifaki spoke at University College London about building services engineering
  - » Rob Harris supports the Arkwright Scholarship Trust, mentoring as well as being on the interview panel to allocate scholarships.
  - » Martin Clowes carries out mock interviews at the 3 Rivers Academy School annually
- Three work experience students gained experience in our offices
- We have published articles in various magazines including the CIBSE Journal, New London Quarterly and Modern Building Services.
- We have presented at many industry events including CaGBC Building Lasting Change in Vancouver, Vision, Green Sky Thinking and CIBSE Build2Perform in London.
- We won the Consultancy of the Year (up to 100 employees) award and International Project of the Year at the CIBSE Building Performance Awards 2017. We also won Employer of the Year (medium category) in the CIBSE Young Engineer Awards 2017
- Initiating and leading the London Energy Transformation Initiative to bring industry, public and private sectors together to propose new energy policy for London.

## Our Plans for 2018

- Increase our engagement with primary and secondary schools by staff teaching lessons, attending school career days and engaging work experience students and summer interns.
- Further enhance our level of industry and community engagement, increasing the number of staff giving presentations, writing articles and contributing to education and impact initiatives
- Increase the level of internal of peer-to-peer knowledge sharing in workshops and by posting case studies on our Connect intranet platform
- Supporting the uptake of staff personal training allowance aligned with business development and professional goals.



## 15 LOOKING AHEAD

We held CSER workshops in both London and Oxford office in January 2018. Staff discussed which initiatives they wanted to focus on as well as goals for the year and then voted for initiatives on which to focus. These initiatives will be undertaken alongside our continuous improvement goals across our portfolio of CSER initiatives and performance metrics. Our employee-led CSER Vision for 2018 is outlined below:

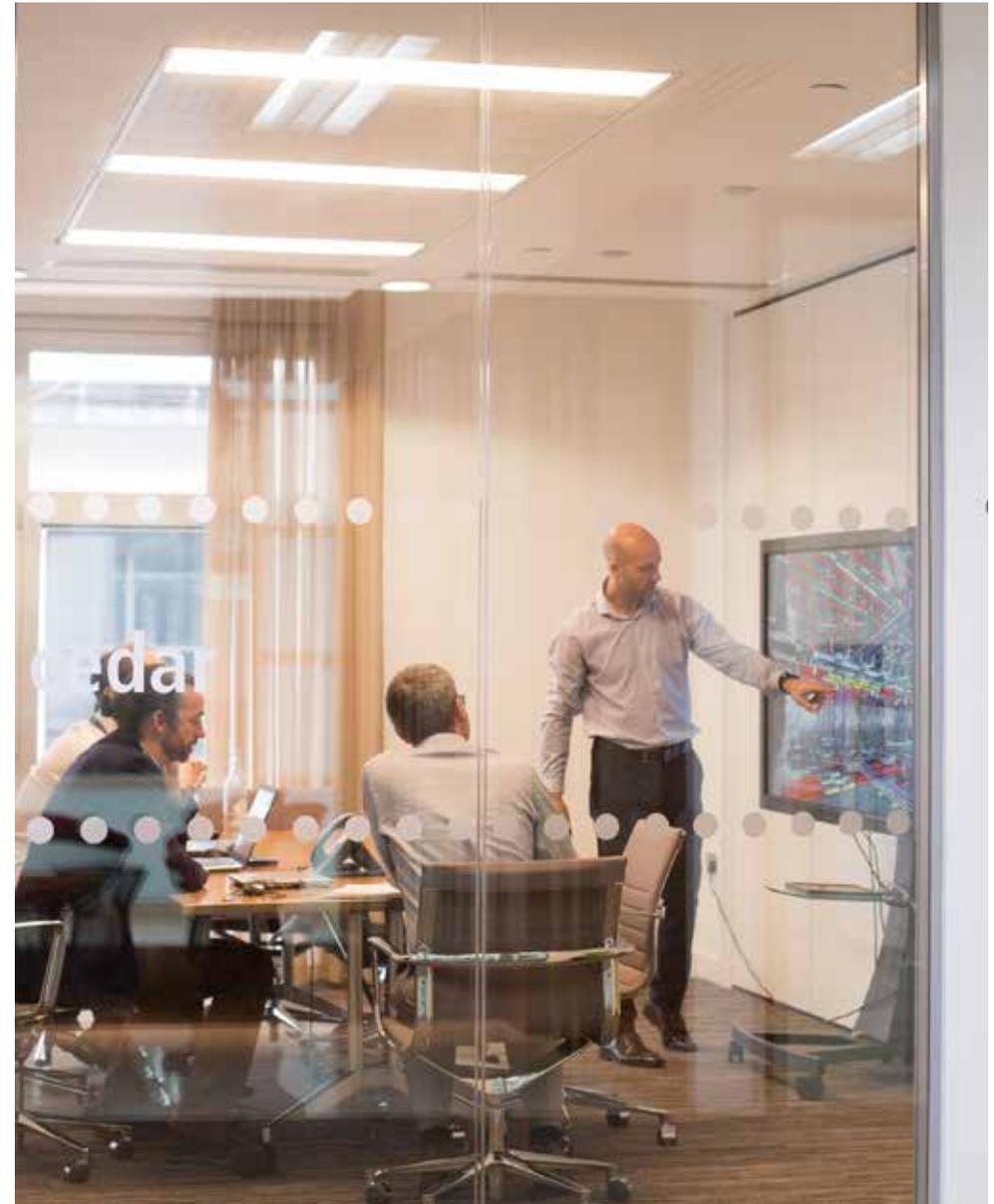
**Engage more with schools:** Increase our engagement with primary and secondary schools by teaching lessons and attending school career days and engaging work experience students and summer interns.

**Mental health:** Looking at improving mental health in the workplace.

**Knowledge sharing:** Actively facilitate knowledge sharing between staff including posting case studies on our Connect intranet platform. Promote knowledge sharing externally through publishing content online and submitting articles to journals.

**Post occupancy evaluation on our projects:** Our greatest environmental impact is the legacy of the buildings that we design. To fully understand the impact that we are having and to learn and feedback into the design process. Whilst this issue sits outside of the scope of CSER it is an opportunity that we will explore through project delivery.

**Office wellness:** Continuing to promote health and wellness of staff by encouraging exercise e.g. through lunch time or evening group activities, increasing the biophilia in the office, and encouraging healthy eating by exploring feasibility of a fresh fruit scheme.



# 16 AUDIENCE METHODOLOGY

## Audience

This report is intended to be viewed by our staff - both current and prospective, our clients and those with whom we collaborate and our goods and services supply chain.

By sharing our progress towards achieving our sustainability goals we hope to share best practice, hold ourselves to account and promote a greater awareness of sustainable business practices.

## Methodology + Data Sources

All data is tracked annually from January- December. Energy consumption data is collected monthly for each office. Water consumption data is collected monthly from the Oxford office, currently the Water consumption data for the London office is extrapolated using the l/person data from the Oxford office.

Daily commute, nationality and languages spoken data is taken from a survey that employees complete as part of their induction when they join Elementa Consulting

Culture of workplace satisfaction data is taken from an Employee Engagement Survey using the Human Resource Management Foundation SHRMF Template that we undertake annually.

The remaining data is tracked by our administrative, marketing, CSER and management teams and updated throughout the year.

Our teams have reviewed this report for accuracy and validity. The final report has been approved by Doug Kerr, Managing Director of Elementa Consulting.

## Scope

The report addresses the performance of our offices in UK only.

These are the 'London' office located at 80 Cheapside, London and the 'Oxford' office located at Unit 1 Library Avenue, Harwell Science & Innovation Campus in Oxfordshire.

The performance data presented covers Elementa Consulting's 2017 financial year. Our financial year is aligned to the calendar year and spans January 1st to December 31st

The report is focused on the direct impact of our business activities, associated with the operation of our offices and activities of our staff.

The report does not address the indirect impacts associated with our supply chain.

The report does not address the indirect of the projects on which we work - for example the operational energy consumption of a building that we helped to design.

## EDUCATION AND IMPACT

2017		2016			2017			UK Percentage betterment (positive is better)	UK goal for 2018	UK goal for 2030
		London	Oxford	UK	London	Oxford	UK			
Core	# of external industry presentations	11	0	11	14	2	16	100%	20	45
Core	# of publications	1	0	1	7	0	7	-	12	24
Core	# hours of educational outreach	22	data not collected	data not collected	128	38	166	-	250	350
Regional	# externally provided CPD's offered within the office	22	22	44	34	33	67	52%	60	2 per office per month
Core	# internally delivered seminars/workshops	4	2	4	20	6	14	250%	21	1 per office per month

## HEALTH AND WELLNESS

2017		2016			2017			UK Percentage betterment (positive is better)	UK goal for 2018	UK goal for 2030
		London	Oxford	UK	London	Oxford	UK			
Regional	Average staff absence days/person	2.74		2.74	2.12		2.12	23%	Target not set	Target not set
Regional	% of staff who regularly go on-site holding a CSCS card	80.5		80.5	88		88	9%	95%	100%
Core	# of staff social events	2	3	5	21	14	35	600%	40	40
Core	No of accidents reported	0	0	0	0	0	0%	0	0	0
Regional	% of operating hours above 25 $\mu$ C	data not collected	data not collected	-	2.90%	data not collected	-	-	Goal set after first year of data collection in both offices	Goal set after first year of data collection in both offices
Regional	% of operating hours above 75 PM ( $\mu$ G/m <sup>3</sup> )	data not collected	data not collected	-	0.20%	data not collected	-	-	Goal set after first year of data collection in both offices	Goal set after first year of data collection in both offices
Regional	% of operating hours above 450 VOC (ppb)	data not collected	data not collected	-	0.30%	data not collected	-	-	Goal set after first year of data collection in both offices	Goal set after first year of data collection in both offices

## DIVERSITY, INCLUSION AND EQUITY

2017		2016			2017			UK Percentage betterment (positive is better)	UK goal for 2018	UK goal for 2030
		London	Oxford	UK	London	Oxford	UK			
Core	% female staff	17%	37%	24%	25%	35%	28%	17%	30%	50%
Core	% technical female staff	7%	23%	13%	11%	15%	12%	-5%	15%	50%
Core	% of female management	0%	4%	2%	2%	5%	3%	83%	3%	50%
Core	Number of nationalities represented	9	4	12	12	4	15	25%	No target	No target
Core	Number of languages spoken	4	1	4	5	1	5	25%	No target	No target
Regional	£ raised for charity				£751	£1,011	£1,762	-	£1900	A rolling target that is 10% more than the measured figure the year before
Regional	# charitable campaigns	data not collected	data not collected	data not collected	3	5	8	-	12	Same as 2017
Regional	£ pro bono cost of time				data not collected	data not collected	data not collected	n/a	Collect data	n/a

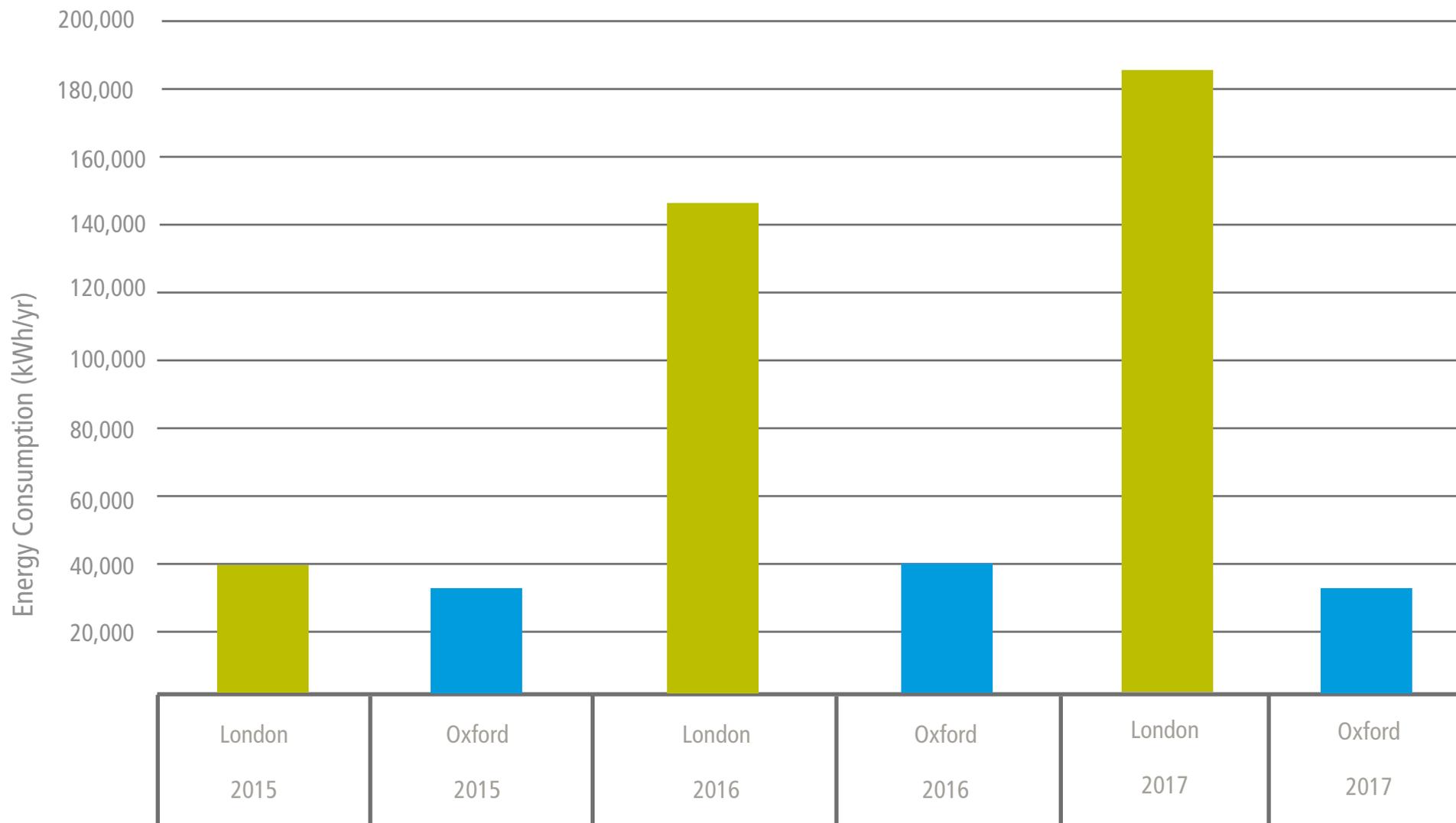
## ENVIRONMENTAL FOOTPRINT

2017		2016			2017			UK Percentage betterment (positive is better)	UK goal for 2018	UK goal for 2030
Core	Gas consumption kWh/yr	58,651	19,488	78,139	82,441	12,831	95,272	-22%		0
Core	Electricity consumption kWh/yr	84,633	19,917	104,550	102,618	20,026	122,644	-17%	Same at 2017	To be defined after benchmarking study complete
Core	Combined gas & electricity consumption kWh/yr	143,284	39,405	182,689	185,059	32,857	217,916	-19%	Same at 2017	Becomes elec only
Core	Combined gas & electricity carbon emissions kg CO <sub>2</sub> /yr	58,156	12,535	70,691	55,070	6,878	61,948	12%	Same at 2017	0
Core	Combined gas and electricity kWh per person	3,779	1,771	3,036	4,214	3,319	3,319	-9%	Same at 2017	Electricity only To be defined after benchmarking study complete
Core	Combined gas and electricity kWh per floor area	305	189	269	295	261	261	3%	Same at 2017	Electricity only To be defined after benchmarking study complete
Core	Water consumption (m <sup>3</sup> /yr)	n/a	165	423	n/a	140	423	0%	Goal set after first year of data collection in both offices	Goal set after first year of data collection in both offices
Core	Water consumption m <sup>3</sup> per person/yr	n/a	7.0	7.0	n/a	6.4	6.4	9%	Goal set after first year of data collection in both offices	Goal set after first year of data collection in both offices

			2016			2017			UK Percentage betterment (positive is better)	London goal for 2018	Oxford goal for 2018	UK goal for 2018	UK goal for 2030	
Core		Daily commute kgCO2 per person	327	1,907	911	268	2,464	995	-9%	268	2217	2485	2485	
Core		% of staff that take public transport	92%	16%	66%	88%	12%	62%	6%	88%	12%	62%	70%	
Core		% of staff that take cycle/walk	8%	0%	5%	12%	0%	8%	-44%	12%	10%	12%	20%	
Core		% of staff that drive	0%	84%	29%	0%	88%	30%	-5%	0%	78%	26%	10%	
Core		Flight emissions Tonnes CO2	data not collected	data not collected	data not collected	20,325	1,455	21,781			No target			
Core		Land business travel Tonnes CO2	data not collected								Start to track			
Core		Total Waste CO2e kg per person	data not collected	data not collected	data not collected	Data collection needs improving		<b>Improve methods of collecting data</b>	Improve methods of collecting data				n/a	
Core		% of Recycled waste	data not collected	data not collected	data not collected	Data collection needs improving		<b>Improve methods of collecting data</b>	Improve methods of collecting data				90%	
Regional		% of Recycled electrical waste	data not collected	data not collected	data not collected	100%	100%	100%		100%	100%	100%	100%	
Core		total tonnes CO2e (inc, energy, water and travel)	data not collected	data not collected	data not collected	87.4	149.5	149.5						
Core		total tonnes CO2e (inc, energy, water and travel)/ capita	data not collected	data not collected	data not collected	2.0	2.9	2.3						
Regional		% Suppliers who complete a supplier questionnaire	91%		91%	92%		92%	1%	100		100		
Regional		% Suppliers respondents with procedures compliant with or equivalent to ISO14001	7%		7%	8%		8%	14%	25		50		

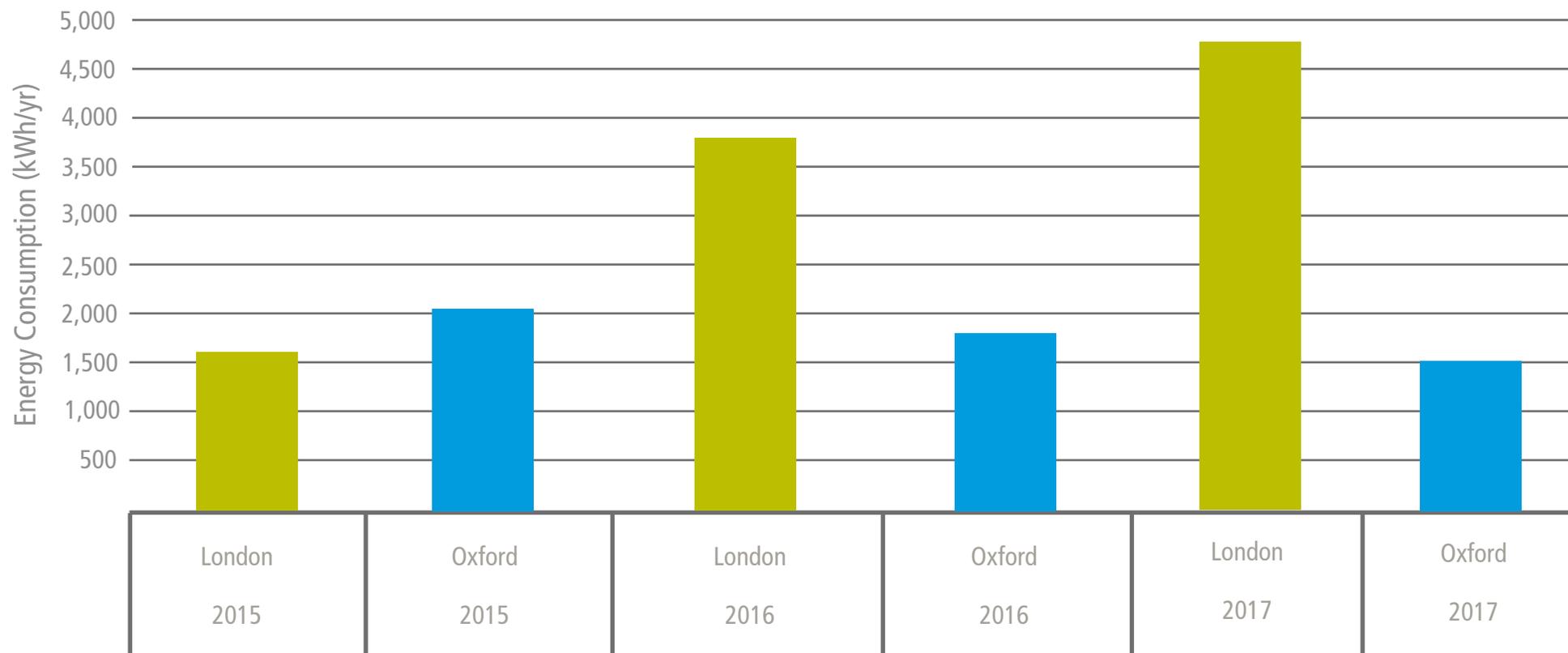
## CARBON EMISSIONS FROM ENERGY USAGE

Energy Consumption (kWh/yr)

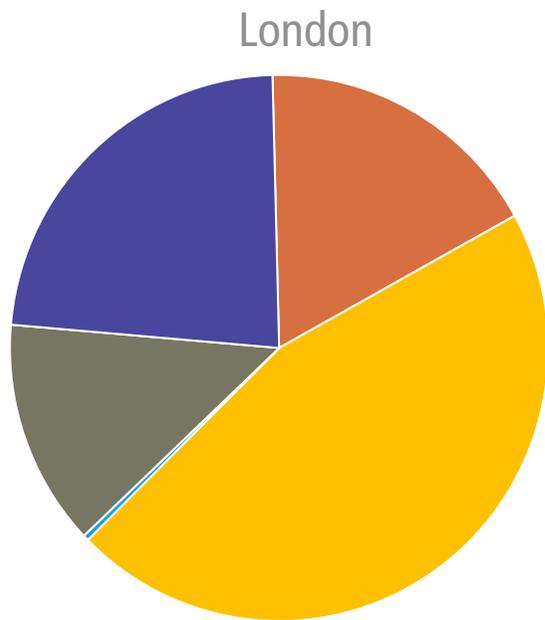


## CARBON EMISSIONS FROM ENERGY USAGE

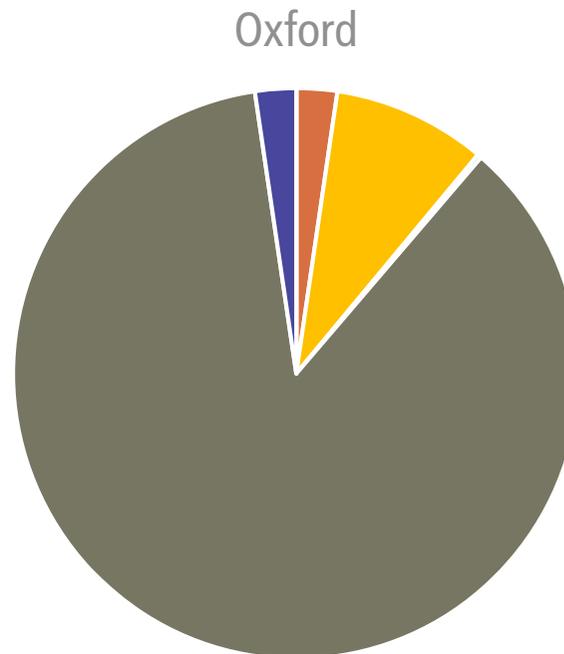
Energy Consumption per floor area (kWh/yr)



## CARBON EMISSION BREAKDOWN 2017



= 87.4 Tonnes of CO<sub>2</sub>  
= 2.0 Tonnes of CO<sub>2</sub>/person

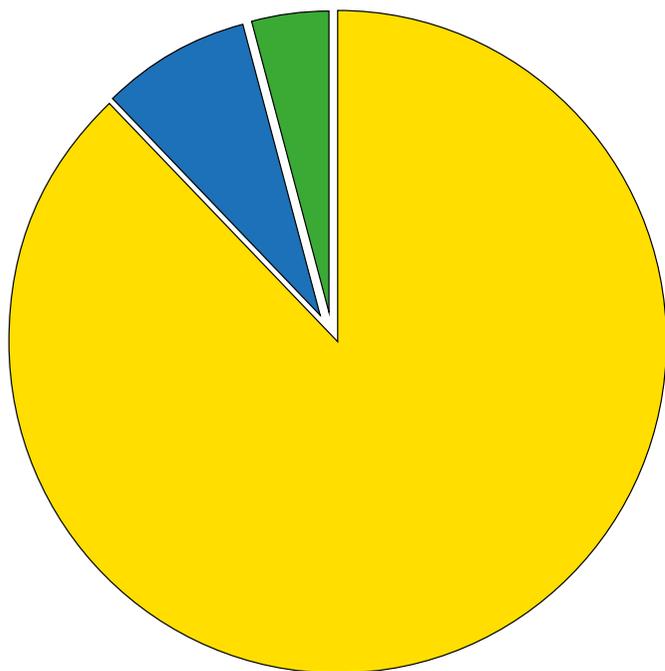


= 62.1 Tonnes of CO<sub>2</sub>  
= 2.9 Tonnes of CO<sub>2</sub>/person

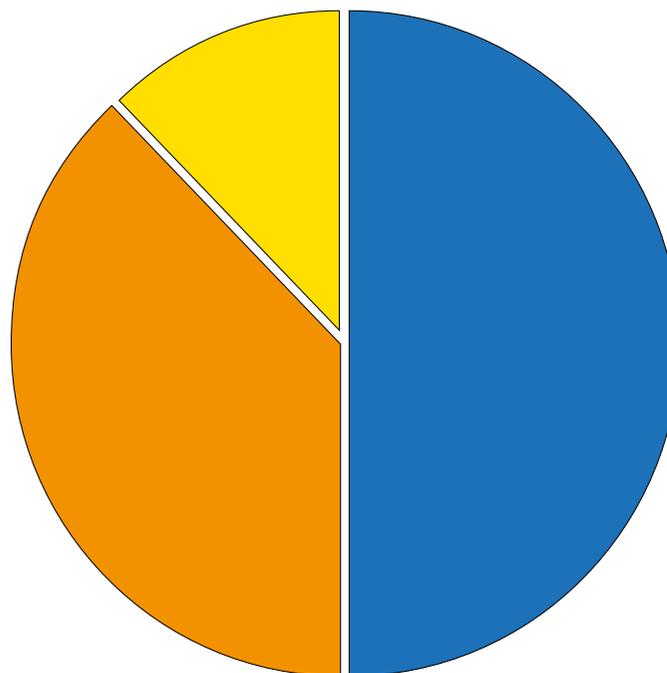


## DAILY COMMUTE - NUMBER OF STAFF BREAKDOWN

London 2017



Oxford 2017



- Car-Diesel
- Car-Petrol
- Motorbike
- Public Transit
- Bicycle
- Walk



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