



RPM Awards
JLL Responsible Property Management

2018

RPM *Case Studies*

Handbook



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It gives me great pleasure to present our **2018 RPM Case Studies Handbook**, collecting the eight winning entries to this year's JLL Responsible Property Management Awards.

We launched the JLL Responsible Property Management (RPM) Awards as a way to encourage, support and showcase the fantastic work which our teams, clients and supplier partners do every day right across the country. The awards attracted 108 entries across eight categories and the external judging panel was blown away by the quality of entries received.

We hope that by providing these case studies on the winning entries, we can help you in applying similar best practices at the properties you manage.

The eight winning entries are:

Entry	RPM Award Category
White Lion Walk Shopping Centre	Energy and Utility Management
Gretna Gateway Shopping Centre	Waste Management
Regent Street	Health & Wellbeing/Social Value
Clifton Moor Industrial Estate	Customer Engagement
PSS	Supplier of the Year
Queensgate Shopping Centre	EMS Property of the Year
Middleton Grange Shopping Centre	Property of the Year
Laura Shamsuzzaman	Sustainability Champion of the Year

Also included in this handbook is a listing of all entries submitted, each and every one of which we are grateful for receiving, and a selection of photos from the awards night.

The RPM Awards will return in 2019 with even more ambitious aims and we look forward to receiving your entries. Until then, all the best on your sustainability journey!



Andries van der Walt

Head of Sustainability for Property & Asset Management

JLL

Energy Reductions at White Lion Walk

Winner of the 2018 RPM Awards 'Best Energy & Utility Management' Category

Client: Aviva

The White Lion Walk shopping centre has demonstrated impressive year-on-year reductions in electricity, gas and water consumption which continued through to 2017. How does the team continually improve the centre's performance?

Approach

In January 2017 a review was undertaken of all procedures at White Lion Walk with the aim to set realistic utility consumption reduction targets for the upcoming year.

The centre put in place a range of innovative measures to achieve these targets, including those listed below.

Electricity

- **Replacement of 60% of emergency lighting** with LED fittings in 2017, achieving an annual electricity reduction of 3.5%.
- **Installation of lux sensors to the mall's roof**, allowing lights to be automatically switched off when daylight levels are bright enough.
- **Replacement of security lights**, previously left on all night, with PIR (passive infrared) sensors, where lights are only activated based on activity.
- **Analysed half-hourly data** to identify consumption anomalies throughout the day and night.

Gas

- Strategic decision to **no longer heat the mall space** within the centre in 2001.
- **Installation of automatic entrance doors** to passively retain heat from tenancies, thereby creating a comfortable environment without mall heating.

Water

- Provided tenants with free bag system for toilet cisterns, thereby reducing the flushing capacity and saving approximately 30% water per flush.
- **Raised tenant awareness** of increasing water consumption to prioritise reduction initiatives.

The centre successfully achieved its targets for electricity, gas and water.



2017 Utility Reduction	Target	Actual
Electricity	3%	3.5%
Gas	5%	12.5%
Water	1%	1%

Achievements

- ✓ **75.6% electricity reduction since 2001** – a 1,895kgCO₂e reduction in 2017
- ✓ **94% gas reduction since 2001** – primarily due to the mall space in the centre no longer being heated.
- ✓ **3,343m³ annual water consumption in 2017** – the lowest consumption on record for the centre.
- ✓ **3.42% lower service charge for tenants**
- ✓ **Finalist for the 2018 SCEPTRE awards**



Key Learnings

The successes at White Lion Walk have mainly been achieved through investing the time and effort in **managing the process** and **increasing the knowledge of tenants** on the importance of environmental management. This is typically low on cost and high on return.

The **Customer Service Officers** at the centre have taken on extra responsibility **assisting in monitoring the lux sensors and turning off lights** – a feature of the project that has come at no additional cost.

Tenant engagement was critical to the success of the project. Environmental compliance is raised at housekeeping inspections and often this provides a great opportunity for the retailers to improve on their own results, so they are all keen to get involved in the centre's initiatives and processes.



Centre Atrium where the lux sensor lighting is installed

"We are proud to have been nominated for the JLL Responsible Property Management Awards for the category of Best Energy & Utility Management."

White Lion Walk takes its role in environmental management very seriously. The energy reductions we have managed to achieve in 2017 are particularly pleasing, and we continue to work on a day-to-day basis to actively monitor and manage our utility consumption."

Steve Cotney
Centre Manager,
White Lion Walk



White Lion Walk Shopping Centre - Guildford

Further Information

White Lion Walk – environment page
www.whitelionwalk.co.uk/pages/pv.asp?p=wlw10

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Greener Gretna

Winner of the 2018 RPM Awards 'Best Waste Management' Category

Client: RPM Railpen

Over 81 tonnes of waste were disposed at Gretna Gateway in the first quarter of 2018, however only 0.58 tonnes were sent to energy from waste and none went to landfill! How did they achieve that?

Approach

The Gretna Gateway team are inspired by the site's natural surrounds to prioritise the waste reduction hierarchy. Previously, the outlet village used 85 individual bins which was an inefficient in terms of space use and collections.

- **Consolidated waste collection** – the site team revamped the site's waste management by bringing in a static waste compactor and two mill sized balers for cardboard and plastic film. New smaller bins were provided for each retailer and each waste stream is collected on-site when required using a clean electric vehicle.
- **Waste segregation** – waste is segregated by cardboard, plastic film, wood, metal, coffee cups, and glass. The new income stream for cardboard and plastics is being reinvested in the outlet, resulting in the installation of four bee hives in 2018. Any leftover general waste is compacted, which reduces the volume and frequency of collections.
- **Cigarette stubs and chewing gum** – are collected separately and sent by mail for upcycling into various products, such as collection containers, Wellington boots and stationery. The additional benefits of this are the savings in clean up fees for malls and pavement areas.

Going forward, the site team are looking at expanding the segregation of recycling waste, including cans and plastic bottles, and the dehydration of food waste.



'Gumdrop' bin for collecting chewing gum

Achievements

- ✓ **Reduction from 85 individual bins** collected weekly to collection of compactor waste (average fortnightly) and four food waste bins (weekly)
- ✓ **10% cost savings in the first year** from reduced waste collections at site
- ✓ **Only 0.71% of waste incinerated** as refuse derived fuel in Q1 2018
- ✓ **Waste segregation** includes wood, metal, plastics, cardboard, chewing gum, coffee cups and cigarette ends, all diverted from landfill
- ✓ **£4,000 (estimated) new income stream** in the first year from segregating and recycling cardboard and plastics
- ✓ **Water bottle refill scheme** initiated to prevent waste in the first instance



Bin design suits the site's natural surrounds



Consolidated waste storage area with coloured bin areas segregating waste streams

"Not only has this [collection of segregated waste streams] resulted in increased revenue streams but it has also greatly reduced indirect carbon emissions."

Matthew Howard
Head of Property Asset Management
RPM Railpen

"Lack of space or budget should not be an obstacle to improve sustainability within your centre. A lot can be achieved at minimal cost."

PR opportunities, local reputation and an enhanced appeal to the ethical investor should also be considered when looking at the waste budgets return on investment."

Scott Wells
Centre Manager
Gretna Gateway

Key Learnings

Implementation of the equipment onsite is the easy part. Retailer engagement is much harder, especially in an area where home recycling has yet to become the norm. Retailers need to be given training on the types of waste that need to be segregated and strict, yet positive enforcement is necessary at the beginning of the project.

Cardboard storage can be achieved in outdoor areas. Tarpaulins may be used to keep the moisture content as low as possible. Additionally, these recycling areas can be achieved even in smaller centres (125,000 square feet).

Fluctuation of recycling income can make forecasting income difficult. Don't use this revenue to pay for labour or machinery as the market can suddenly and dramatically change.

Further Information

Gum Drop – gum reuse
<http://gumdropltd.com/>

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Building a Sense of Community at Regent Street

**Winner of the 2018 RPM Awards
'Best Health & Wellbeing / Social Value'
Category**

Client: The Crown Estate

Regent Street Management Direct (RSMD) is committed to using Regent Street's flagship spaces to create brilliant experiences for all Regent Street customers and the wider community. Read on to understand what sets RSMD apart as a leading community precinct.

Approach

The Crown Estate team want to build more effective and meaningful relationships with their customers, and introducing a unique selection of health & wellbeing activities and events has helped them achieve this.

A selection of health & wellbeing initiatives offered to Regent Street customers include:

- **Physical activities** including Zumba, boot camp, yoga, running, abs attack, self-defence, Pilates.
- **Lunch & learn workshops** with themes such as motivation and mental resilience, stress management, nutrition, and mindfulness.

Simultaneously, the team believes that creating brilliant experiences for its customers requires building a greater sense of community across all sectors of their portfolio.



A 'bitesize workshop' where customers learnt about upcycling

A selection of events and ongoing initiatives used to engage the local community include:

- **Allotment club** where over 40 volunteer gardeners from over 10 businesses come together to look after rooftop allotments.
- **Beekeeping** involving three rooftop beehives spread throughout the Regent Street community.
- **'Bitesize workshops'** a bi-monthly workshop centred on sustainability with each event focusing on different sustainability topics e.g. saving energy, growing herbs at home, healing properties of plants.
- **Volunteering with the homeless** on a weekly basis where two customers volunteer to serve food.
- **'Restart'** a Crown Estate initiative is a complimentary recruitment service focusing on jobseekers who have previously faced challenges in the job market. RSMD assist to promote the service with retailers and food and beverage occupiers.
- **Social activities** such as wine, beer or cider tasting, dining club and photography.

Achievements

- ✓ **21% increase in satisfaction with managing agent** in 2017 customer survey, compared with 2016
- ✓ **359 classes attended by over 3,500 occupiers** in 2017

Additional reported benefits from the physical activities reported by participants are:

- ✓ Improved morale
- ✓ Better team work and social networks
- ✓ Increased productivity
- ✓ Reduced absenteeism
- ✓ Higher job satisfaction and stronger engagement



Zumba classes are offered to customers

Seven Steps to Customer Engagement



"RSMD's tremendous efforts to provide a wellbeing programme to its tenants is really encouraging and makes me wish I worked there."

Mitchell Grice
Grice Collins Ltd

"The Health and Wellbeing programme is brilliant, we've attended various workouts and just love them – really good fun!"

Elizabeth Ambrose
Boussard and Gauvodon

"The wellbeing programme is an excellent service and Martin Sparks keeps us updated on all wellbeing initiatives."

Alex Kostantinova
Penhaligons

Further Information

Listing of Regent Street community events
<https://www.regentstreetonline.com/events>

Sustainability at RSMD
<https://www.regentstreetlocal.info/my-building/sustainability>

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Upcycling to Benefit Local Schools at Clifton Moor

**Winner of the 2018 RPM Awards
'Best Customer Engagement' Category**

Client: Legal & General

When a tenant left a unit full of abandoned stock, an expensive clean-up operation seemed likely. However, this FM found a creative method of emptying the unit which not only helps the environment but also adds value back to the local community.

Approach

After repeated attempts to contact the tenant went unanswered, the landlord agreed to allow the property manager to begin donating all stock from the abandoned fabric store. The FM took an inventory of the stock and began searching for organisations that might find it useful.

Given the large quantity of items, a decision was taken to distribute the materials amongst local schools in Leeds:

- Ireland Wood School is a special needs school and ploughed the resources into the art sessions with disabled and physically-impaired students.
- Burley Woodhead School used it to encourage the creation of an after school sewing club. One of their special needs students used the velvet materials donated to create a sensory story book, which apparently absorbed his interests more than anything else this academic year.

The remaining items were given to a social enterprise called Scrap Store who take waste products from businesses and distribute them to groups, such as schools, at discounted prices.

The reuse of items had a two-fold sustainability benefit, by diverting waste from landfill and donating goods to local schools and community groups.



Donated fabric and materials used in costumes for Ireland Wood School's production of Oliver

Achievements

- ✓ **At least two full skips of waste diverted from landfill**
- ✓ **Donations** ploughed back into the local community
- ✓ **Benefitting children** with special needs and disabilities
- ✓ **Avoiding costly disposal** for the landlord
- ✓ **No financial cost** only determined efforts of the FM

"What caused me to pick Clifton Moor was the sheer passion, drive, determination with no real budget and the gritty and pragmatic actions to distribute materials to a whole range of community organisations, so reusing materials rather than finding sustainable ways of disposing of them."

Ben Tolhurst
Head of UK Property Asset Management
and judge for the RPM Awards Best Customer Engagement Category

Key Learnings

The property's FM suggests taking the time to think outside the box – to take the investment / property management hat off and look at what's in front of you. This will allow you to see far more than bricks and profile sheet cladding. One person's waste is often another's valuable resources and it is important to identify the value in leftover materials.

The items left in this abandoned unit were not all suited to one recipient, so the FM had to research and contact people, ask them for advice and eventually persistence has resulted in a positive outcome.

Before



After



"Reasonable estimates of time spent over lunchtimes sorting mixed bags of items for schools, visiting social enterprises on my own time, dropping off a car full of items to schools and managing my diary to do site visits in line with when social enterprises can get to units to collect stock will be 10-20 hours, I guess.

However, the thanks and enthusiasm of the recipients, when they see what we have been able to donate and some of the stories of how they have used it afterwards mean that it's been worth every minute."

Sam Glassup
Facilities Manager,
Clifton Moor Industrial Estate

Further Information

Scrap Store
<http://www.scrapstuff.co.uk/>

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PSS Delivering Outstanding Service

Winner of the 2018 RPM Awards 'Supplier of the Year' Category

Client: The Crown Estate

PSS deliver outstanding achievements above and beyond their core service of cleaning, including providing meals to the homeless and planting trees. Read on to learn about how a collaborative relationship with Regent Street Management Direct has helped to deliver best practice.

Approach

Regent Street Management Direct (RSMD) are driven to build a reputation as the "world's best property management specialist". PSS are committed to supporting these aims by delivering best in class service.

Improved Waste Management

RSMD set a recycling target of 50% across the portfolio for the year 2017/18. To achieve this target, PSS put in a place a range of initiatives, including:

- Regular roadshows to refresh and remind occupiers on the importance of recycling for the environment.
- Introducing a coffee bean waste stream in partnership with Bio-Bean to transform the waste product into biofuel.
- Monthly recycling competitions to engage customers and support the ongoing message to recycle, with exciting prizes including tickets to West End Shows, family outings to the London Aquarium and Legoland.

In addition to the recycling competition, PSS partnered with two organisations to encourage recycling and have a positive impact on society and the environment:

- E4 Environment, where for every one hundred trees that are saved by recycling on Regent Street, a tree is planted in the name of the organisation.
- Fare Share, where for every food recycling bin collected at Regent Street, a meal is provided to one vulnerable person in the Fare Share network.

Reducing Waste in the Supply Chain

PSS were driven to deliver even greater reductions in waste by introducing the range of Enviro products in their operations. These products demand that the entire lifecycle cost and impact of the product be considered.

Using concentrated cleaning products, PSS are able to divert plastic bottles from being produced in the first instance. Less plastic bottles simultaneously resulted in less deliveries and significant reductions in vehicle emissions and traffic in the area.



Recycling roadshow provided for customers

Achievements

- ✓ **55% recycling** rate achieved in 2017
- ✓ **86%** of customers surveyed rated their satisfaction 4 or 5 (out of 5) with PSS
- ✓ **Over 268 trees planted** as of May 2018, with a target to reach 500 at the end of 2018 with E4 Environment
- ✓ **1,130 meals** provided to vulnerable people through the Fare Share network in 2017
- ✓ **21,014** plastic bottles diverted in 2017 by using concentrated cleaning products

Key Learnings

From the strong partnership with PSS, RSMD determined the following:

- **Strong engagement between PSS and the RSMD team** has been successful to discuss early interventions to improve on recycling rates
- **Innovative communications** introduced by PSS, in particular the recycling leaflet and competitions
- **Customer service and sustainability training** to PSS employees is as important as other key training modules such as health and safety
- **Motivated well-trained staff** who enjoy being part of the Regent Street team, due in part to PSS paying employees the London Living Wage
- **Annual Recycling Awards competition** introduced in 2018 to recognise the efforts of customers to reduce waste and recycle more, and celebrate their success



Illustration of the Bio-bean recovery process

"I appreciate that it is an old building, but Arthur, the cleaner, does a really good job. He is really friendly and smiley, and makes a difference to working here. When I see him before I leave the office, he will hold the door open for me and give me a smile; it makes me leave the office with a smile on my face"

Lydia Smith
Jones Granville Ltd (tenant)

Further Information

PSS
www.pssgroup.net

Sustainability at RSMD
<https://www.regentstreetlocal.info/my-building/sustainability>

FareShare
www.fareshare.org.uk

Bio-Bean
www.bio-bean.com

Embedding Environmental Ethos at Queensgate

Winner of the 2018 RPM Awards 'EMS Property of the Year' Category

Client: Invesco

Queensgate's leading approach to sustainability is grounded in its environmental management system. The shopping centre has been ISO 14001 accredited since 2011 and became the first in the UK to achieve ISO 14001:2015 certification. What sets them apart?

Approach

Queensgate prioritises its staff awareness of the centre's environmental management system (EMS) as key to reducing environmental risks and impacts.

Training – department managers receive internal auditor level training and support the EMS through six-monthly internal audits. Additionally, all mall based staff are trained on spill-kit usage and disposal to prevent pollution.

Dedicated Environmental Manager – oversees the EMS process and attends project meetings to review the environmental impacts/risks and identify opportunities to be carried through to the Energy Group.

Energy Group – made up of senior team members meets fortnightly to review and analyse trends in utility consumption. The meeting allows the team to identify variances and follow the 'Plan, Do, Check, Act' cycle from the EMS to address these increases.

Environmental Ethos – is incorporated within the staff induction. Each new staff member attends a 30-minute session with the centre's Environmental Manager and a full day Environmental Awareness course. This training ensures environmental management and sustainability is front-of-mind.



Achievements

The best practice operation of the EMS sets a foundation for the centre to achieve greater sustainability goals. Some of their recent achievements include:

Utility and Waste Reductions

- ✓ **46% energy savings since 2010** saving around £121,500.
- ✓ **Upgrade to LED lighting with PIR sensor controls** to back of house areas and car park. Car park annual consumption savings of 10% or £11,074 (on average).
- ✓ **'Switch me off' campaign** with tenants incorporating 'last man out' switches to turn off all lights with one switch.
- ✓ **Shop fit guide** including guidelines on water meters, enabling the tenant water meters to be added onto the BMS.
- ✓ **Providing retailers with clear bin bags** to monitor and improve recycling rates at clearly identified waste segregation areas.

Additional Initiatives

- ✓ **Shopper engagement campaigns with highly visible mall bins** including segregation of liquids to reduce contamination.
- ✓ **Staff volunteer in total over 500 hours each year and donate to the Gift Tree** resulting in over 4,500 gifts for families in unfortunate circumstances.
- ✓ **Queensgate bug hotel** to increase local biodiversity due to be installed on the roof of the centre by January 2019.
- ✓ **6 electric vehicle car charging spaces** provided for customer use, free-of-charge.



Clearly signed bins with waste segregation



Highly visible hoarding to encourage improved environmental performance

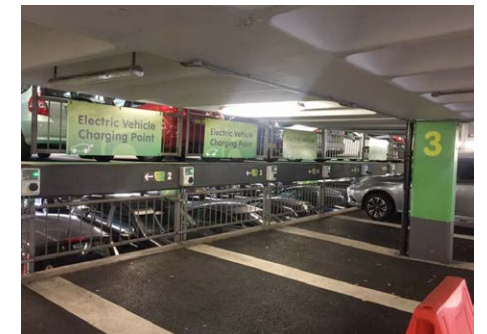
Key Learnings

The centre's team credit their achievements in large part to the communication of all EMS opportunities to all stakeholders to get them involved using a variety of methods. This includes: monthly client / management reports, Energy Group meetings, all team briefings, hoardings & posters and newsletters. In addition to these methods, the team are also using Mallcomm which has proven effective.

"The organisation has a well-established EMS and sustainable development culture within the organisation. From the observations made and interviews with various staff members it was evident that the ethos has been brought into the whole organisation.

There has been significant effort across the wider team to achieve the new standard and address any issues raised from the previous Gap Analysis report, and all potential findings have been attended to with no "non-conformities" identified."

Leary Williams
of LRQA, completed Transition Audit
on 21st January 2016



Currently six electric vehicle charging spaces, plans for this to double to meet increasing demand



Electric vehicle charging, offered to customers free-of-charge

Further Information

Queensgate Environment & CSR

<http://www.queensgate-shopping.co.uk/environment-csr.html>

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Beacon for Community Life at Middleton Grange

Winner of the 2018 RPM Awards 'Property of the Year' Category

Client: LaSalle Investment Management

Middleton Grange have demonstrated excellent commitment and passion across all areas of their centre management. Read about how they've achieved their sustainability success!



Students from Catcote Academy running the Metro store

Approach

A selection of initiatives driven by the centre management team from 2017 to 2018 are provided below.

Energy and Utility Management

- Installed a 260,000 kW photovoltaic array on the centre's roof, the largest in Hartlepool.
- Significant investment in efficient operational equipment including timers, sensors, LED lighting and new air handling units.

Health, Safety and Wellbeing

- Health & wellbeing information centre provided in staff area.
- All staff are fully trained Dementia Friends.
- Regular team building days.
- A snooker and football table purchased for staff.
- Small allotment installed for staff to grow fruit and vegetables.



Helpful information provided to staff in breakout area

Customer Engagement and Social Value

- Donated an empty unit to a local special needs school, providing the pupils with valuable work experience, and with all profits donated to the construction of a nursery in Nepal.
- Hosted a careers fair in the centre where free advice was provided to visitors on how to choose their career path.
- Raised funds to place defibrillators in 14 schools.
- Offered space in the centre, on an annual basis, to the Harbour Women's Refuge, with a drive for Christmas presents to be donated.
- Converted old toilet into a family room for use by mothers for breastfeeding.



Defibrillator being donated to a local school

Achievements

- ✓ **261,189 kWh electricity produced from renewables** in 2017, equivalent to providing electricity to over 40 homes over 20 years
- ✓ **1,000 Christmas presents collected** for the local Women's Refuge
- ✓ **£7,000 raised for 11 charities, £1,500 raised for the RAF, £16,000 raised for the Poppy Appeal**
- ✓ **£15,000 savings for the landlord** by allowing the local special needs school to use the empty unit

Key Learnings

Getting retailers involved or engaged is extremely difficult when they are written to. Retailers need one-to-one engagement to encourage them to participate in any initiatives. This takes time and effort but is extremely rewarding when successful.

Establishing a vision and a mission with the assistance of the team is extremely important alongside communicating that back to the team, not just once, but on regular occasions. Additionally, ensuring the client is aware of all the positive activity taking place is really important.

Installing consumption management smart metering where a BMS is not installed has saved the centre thousands of pounds in expenditure and positively impacted the environment by reducing carbon emissions.

The team can drill down into the consumption on a particular asset, for example an escalator or over-door heater, and understand exactly the times it is operating and change them according to the needs of the centre through the changes in weather. Doing this was far more cost effective than installing a BMS system.



Christmas fundraising drive for local women's refuge

"The team at Middleton Grange perform extremely well in actively engaging with customers, retailers and the community. They continually engage with key stakeholders and create opportunities which drives improved performance of the asset."

Giles Mount
Associate Director,
LaSalle Investment Management

Further Information

Middleton Grange Sustainability

<https://www.middleton-grange.co.uk/sustainability/>

Middleton Grange Autism Leaflet

<https://www.middleton-grange.co.uk/wp-content/uploads/2018/11/BW003671-Middleton-Grange-Autism-Leaflet.pdf>

Article about the shop run by Catcote School

<https://www.hartlepoolmail.co.uk/news/hartlepool-academy-s-new-shop-and-training-venture-to-open-in-middleton-grange-1-8601355>

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Laura Shamsuzzaman

**Winner of the 2018 RPM Awards
'Sustainability Champion of the Year'
Category**

Client: Aberdeen Standard Investments

Laura is passionate about sustainability and leads on a range of initiatives at St Marks Shopping Centre, Lincoln. Find out what advice she has for other site teams in the interview below.

What does "sustainability" mean to you?

The ability to have an influence on the environment to ensure future generations can enjoy our planet. To create awareness and not to take our planet for granted – to give back what is taken. To change the way we think to ensure that our natural resources are maintained – to use innovations to be resourceful.

Also, it's not just the environment, it's the people within it and lifestyles, culture and beliefs that we should consider.

How have you been able to weave sustainability into your work?

I produced a newsletter called "Environmonthly" which I sent out to our tenants (by email of course) containing lots of helpful information, tips and projects we were doing on site to keep them informed and encourage good practices.



Laura and Percy the talking bin



Laura accepting the Green World Ambassador Award in London, 2018

How has management supported your sustainability efforts?

I have had full support from management, including their support in me achieving an Associate accreditation from the Institute of Environmental Management and Assessment.

I have engaged our team in helping to increase recycling rates by organising a visit to our local recycling plant. This initiative resulted in fewer collections and improved recycling rates

What advice would you give to another FM starting their sustainability journey?

There are lots of training courses out there with amazing opportunities. The IEMA course I undertook was completed online over 6 months with further opportunities for progression.

Increasing knowledge and awareness is key for both yourself and others and even small improvements can have a profound impact, particularly being able to influence others with sustainable practices.

Can you tell us about some specific projects you've led on?

- I organised the installation of a wildflower garden to help improve bee numbers after reading about their decline.
- I installed a talking penguin bin to encourage children to recycle waste.
- Quarterly tenant energy saving competition resulting in a 10% energy saving.
- A monthly coffee morning for up to 30 senior citizens.
- Coffee Cup recycling with one of our tenants which is in the early stages.



The wildflower garden planted on-site with bird boxes

How successful have they been?

Very successful! The talking bin resulted in great PR for the centre and local schools which increased recycling in the gardens to the point that we have now installed a second talking bin. We have also engaged a local school to design some recycling signage for the whole site.

Our wildflower garden has attracted lots of insects and bees and we have even installed bird houses and insect hotels and created a diverse ecosystem on what would have otherwise been a derelict service yard.

How did tenants respond?

They have reacted positively and are now very enthusiastic and engaged and keen to share ideas and projects. For instance, one of our tenants, rather than throwing out food, has started donating to local charities who feed the homeless.

What were some challenges and how did you overcome them?

The main challenge was the Coffee Cup recycling as our supplier was no longer able to operate in our area and I had to find an alternative. We could send them back in boxes but there would be a considerable cost to this.

One of our tenants had recently started coffee cup recycling and I approached them to see if they could assist. They were very helpful and agreed to take in all the coffee cups, so this will now be launched with them.

What advice do you have for other FM's wanting to promote similar projects?

Look at ways to engage tenants and staff, offer incentives and make something fun. Look at ways that a project can be measured as people want to see results and don't be defeated if a project isn't successful. Look at ways you can improve and make a positive out of a negative.

How do you think sustainability might be spread throughout PAM?

Attitudes are changing, and sustainability is becoming more and more important. Having an environmental management system in place and ensuring compliance with industry standard best practices is key. It's not just about having the system in place, focus should also be on knowledge and training.

Rewarding good practice and achievements with the RPM Awards ensures recognition and is an excellent means to promote our efforts.

Any final inspirational words you'd like to share with the FM community?

We should all be thinking of ways to be more sustainable and having an understanding on what it means and how it impacts us is a starting point. We can then share with others and remember that even something small can have a big impact.

Further Information

Laura Shamsuzzaman

Operations Coordinator, St Marks Shopping Centre

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All Entries

Thank you to all entrants to the 2018 JLL RPM Awards. Without your sustainability efforts and high-quality submissions, the awards would not be as successful as they are.

We are grateful for all 108 submissions received, listed below:

BEST ENERGY AND UTILITY MANAGEMENT

Entry	Client
Regis House	AAPL
County Mall	Aberdeen Standard Investments
Gallions Reach	Aberdeen Standard Investments
Hermiston Gait	Aberdeen Standard Investments
Riverside Place	Aberdeen Standard Investments
The Guineas	Aberdeen Standard Investments
The Rotunda	Aberdeen Standard Investments
Bentall Centre	Aviva
Chantry Centre	Aviva
White Lion Walk*	Aviva
5 Canada Square	Credit Suisse
Eastcheap Court	Dereif
Evora**	Deutsche Wealth Management
5 Merchant Square	ELPL
8-10 Great George Street**	Hermes
The Pavilions	LaSalle Investment Management
Westside Plaza	LaSalle Investment Management
Blenheim Centre	Legal & General
Clifton Moor Retail Park	Legal & General
Junction Retail Park	Legal & General
Kingswood Retail Park	Legal & General
MidCity Place	Oxford Properties
Cascades	RPMI Railpen
2 City Place	Royal London

BEST WASTE MANAGEMENT

Entry	Client
33 & 34 Jermyn Street	Aberdeen Standard Investments
County Mall	Aberdeen Standard Investments
The Atrium Camberley	Aberdeen Standard Investments
The Moor	Aberdeen Standard Investments
Windsor Yards**	Aberdeen Standard Investments
Bentall Centre	Aviva
Chantry Centre	Aviva
White Lion Walk	Aviva
Lion Plaza	GENO
Four Seasons	LaSalle Investment Management
Sailmakers	LaSalle Investment Management
Brook House	Legal & General
Gretna Gateway*	RPMI Railpen
Lower Precinct	Royal London
Regent Street	The Crown Estate

BEST HEALTH & WELLBEING/SOCIAL VALUE

Entry	Client
Regis House	AAPL
Churchill Square	Aberdeen Standard Investments
Churchill Square (additional entry)	Aberdeen Standard Investments
G Park, Sittingbourne	Aberdeen Standard Investments
Parkway Shopping Centre	Aberdeen Standard Investments
St Marks	Aberdeen Standard Investments
Swan Walk	Aviva
33 Glasshouse Street	Hermes
Queensgate Shopping Centre	Invesco
Airedale Shopping Centre	LaSalle Investment Management
Golden Square	LaSalle Investment Management
Middleton Grange**	LaSalle Investment Management
The Glades**	LaSalle Investment Management
Meadowbank Industrial Estate	Legal & General
Overgate Shopping Centre**	Legal & General
Sandy Lane Retail Park	Legal & General
The Blenheim Centre	Legal & General
Victoria House	M1 Real Estate
Border Retail Park	Mayfair Capital
Kings Mall	Schroders
Regent Street*	The Crown Estate

BEST CUSTOMER ENGAGEMENT

Entry	Client
Broadwalk Centre**	Aberdeen Standard Investments
Sailmakers Shopping Centre**	LaSalle Investment Management
The Glades	LaSalle Investment Management
6 Agar Street	Legal & General
Clifton Moor Industrial Estate*	Legal & General
FC200 Park Royal	Legal & General
Lotus Park	Legal & General
Impact	Multiple
The Bridge Dartford	Prologis UK
110 Queen Street	RREEF
Mermaid Quay	Schroders
Regent Street**	The Crown Estate

RPM SUPPLIER OF THE YEAR

Entry
Axis Security
Carbon Credentials
Churchill
Demand Logic
Don't Waste
Evora
G4S**
Grundon**
Inenco
Mitie
Mitie Landscaping
PSS*
Regular Cleaning
VSG

* Winner

** Highly commended

EMS PROPERTY OF THE YEAR

Entry	Client
Bourne Retail Park	Aviva
Queensgate*	Invesco
2 City Place	Royal London

RPM PROPERTY OF THE YEAR

Entry	Client
Broad Quay House	Aberdeen Standard Investments
Chantry Centre**	Aviva
White Lion Walk	Aviva
5 Canada Square	Credit Suisse
Queensgate	Invesco
Middleton Grange*	LaSalle Investment Management
Dolphin Shopping Centre	Legal & General
Gretna Gateway	RPMI Railpen
110 Queen Street	RREEF

RPM SUSTAINABILITY CHAMPION OF THE YEAR

Entry
Ebrahim Garnie
Freddy El-Sharif & Ellie Brownell
Ian Cummings
Julie Hogarth
Justin Patel
Laura Shamsuzzaman*
Morag Dennis
Paul Cawsey
Peter Barrett
Sam Glassup**

Photos from the 2018 RPM Awards Night



