

CHISWICK PARK
#ENJOY-WORK

ESG Annual Report

2024



Statement from our Estate Director

From the beating heart of the Routemaster Bus, to a derelict and run down space and back to the vibrant home of 54 of the world's leading brands, Chiswick Park over the years has had many faces and many lives. At the end of the last century, when Lord Richard Rogers and Sir Stuart Lipton first saw the potential for this space, they had a vision for "a Community within a Community". A place where people could go and work and give back to Chiswick and West London.

25 years later, I sit here as Estate Director immensely proud of our legacy as employers, custodians of the Enjoy-Work brand and home to 54 of the world's leading brands. Thousands of people a day call us home and we take our commitment to them, to the Community and to the environment seriously.

In this report we celebrate our achievements and efforts to the Community, our Guests and the environment. It is a reflection on what we set out to achieve, where we succeeded and in some cases, where we failed to meet our goals.

From our energy and water management strategy through to the innovations that we have made in waste and recycling, 2024 has been a challenging but ultimately rewarding year.

We have seen significant wins in our Active Travel programme with the achievement of ModeScore Gold and sustainable travel remains at the heart of the Park with over a third of our Guests arriving under their own power and a further nearly 50% using public transport.

The people side of our business continues to excel; our Team have continued to give back with hundreds of hours of volunteering with different local groups and they continue to represent our Guests with their diversity and multiculturalism.

Our focus on Wellbeing in 2024 has been a huge part of our success with Sports, Running, Kitchen Garden and Book Club all part of our offering and our Events have continued to delight our Guests with the aim of making life at work more enjoyable. We have one guiding principle, and that is to make sure when our Guests get home, they can say with a smile on their faces "you're never going to guess what happened at Chiswick Park today!"

There is so much we have achieved this year and yet there is still so much to do. Chiswick Park will never rest on its laurels, we will continue to strive for better and in 2025 we will continue to look for that extra in extraordinary in everything we do.

Gary Blackledge

Gary Blackledge, Estate Director



Content

1. Environmental

- Energy Management
- Water Management
- Waste & Recycling
- Sustainable Travel
- Biodiversity

2. Social

- Team
- Guest Engagement
- Charity Events & Partnerships
- Wellbeing
- Events
- Health & Safety
- On-Site Services
- Annual Guest Survey

3. Looking Forward

4. Acknowledgements



Environmental

Our expansive Environmental strategy covers Energy & Water Management, Waste & Recycling, Sustainable Travel, and Innovation. This year, we saw a 4% reduction in energy use compared to 2023, equating to saving over 170,000 kg CO₂e. We have implemented innovative and engaging Waste and Recycling initiatives to further improve our Waste management system, as well as shifting the focus from recycling to a greater reduction in waste. In 2024, we carried out a range of landscaping projects across Park to support biodiversity, enhance habitats, and ensure every metre of our Park is cared for and nurtured. Our EV charging pods facilitated a 9% increase in charging sessions from last year, and we have recorded 4,000 more bike journeys, aligning with our ambition to further promote sustainable travel for the sake of the environment as well as wellbeing on Park.

Energy Management

Objectives

Ensure accurate data collation, timely reporting, and action focused analysis.	●
Set targets and measure performance against targets as well as YOY.	●
Implement initiatives to demonstrate proactive energy management.	●



Total Energy Consumption

kWh

Area	2023	Target	2024	YOY Change	vs Target
Building 1	1,403,255	1,366,114	1,466,263	5%	7%
Building 3	2,382,300	2,263,185	2,312,818	-3%	2%
Building 4	3,291,143	3,202,396	3,152,930	-4%	-2%
Building 5	1,486,642	1,412,233	1,541,677	4%	9%
Building 6	3,659,914	3,476,918	3,487,664	-5%	0%
Building 7	6,943,329	6,500,000	6,502,032	-6%	0%
Building 9	2,108,159	2,002,751	2,669,122	27%	33%
Building 10	3,863,826	3,670,635	3,429,085	-11%	-7%
Building 11	2,141,649	2,034,567	1,744,602	-19%	-14%
Building 12	491,229	466,668	473,574	-4%	1%
Estate	379,410	350,607	287,860	-24%	-18%
Overall	28,150,855	26,746,074	27,067,625	-4%	1%

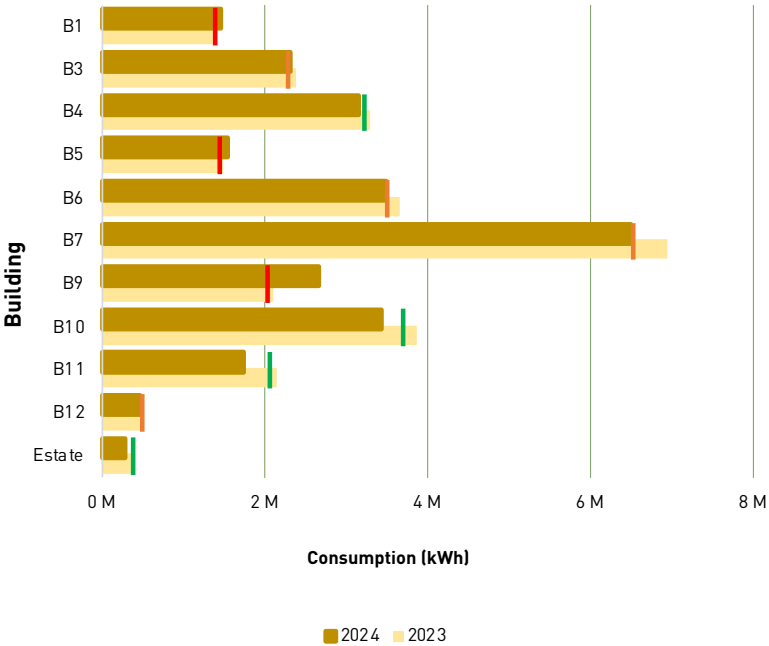


Figure 1.
Total energy performance across all Buildings and Estate. We ended the year 1% above our target, but -4% below last year's total consumption.

Total Electricity Consumption

kWh

Area	2023	Target	2024	YOY Change	vs Target
Building 1	1,262,370	1,216,778	1,260,960	0%	4%
Building 3	2,084,220	1,920,172	2,097,830	1%	9%
Building 4	2,662,310	2,618,833	2,733,240	3%	4%
Building 5	1,321,840	1,164,420	1,423,200	8%	22%
Building 6	1,935,200	1,758,022	2,112,260	9%	20%
Building 7	4,445,100	3,828,669	4,474,100	1%	17%
Building 9	1,267,060	1,263,524	1,194,770	-6%	-5%
Building 10	3,594,590	3,225,775	3,089,470	-14%	-4%
Building 11	1,843,200	1,682,442	1,361,890	-26%	-19%
Building 12*	82,786	81,332	245,916	197%	202%
Estate	379,410	350,607	287,860	-24%	-18%
Overall	20,878,086	19,110,574	20,281,496	-3%	6%

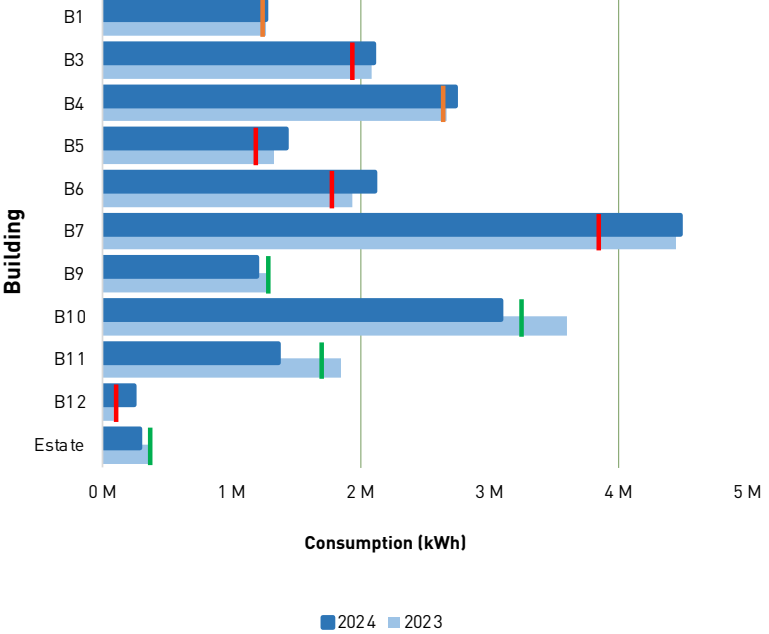


Figure 2.
Total electricity performance across all Buildings and Estate.

*Building 12 underwent electrification works in 2024, resulting in higher electricity consumption following the removal of gas boilers

Total Natural Gas Consumption

kWh

Area	2023	Target	2024	YOY Change	vs Target
Building 1	140,885	149,336	205,303	46%	37%
Building 3	298,080	343,013	214,988	-28%	-37%
Building 4	628,833	583,563	419,690	-33%	-28%
Building 5	164,802	247,813	118,477	-28%	-52%
Building 6	1,724,714	1,718,896	1,375,404	-20%	-20%
Building 7	2,498,229	2,671,331	2,027,932	-19%	-24%
Building 9	841,099	739,227	1,474,352	75%	99%
Building 10	269,236	444,860	339,615	26%	-24%
Building 11	298,449	352,125	382,712	28%	9%
Building 12	408,443	385,336	227,658	-44%	-41%
Overall	7,272,769	7,635,500	6,786,129	-7%	-11%

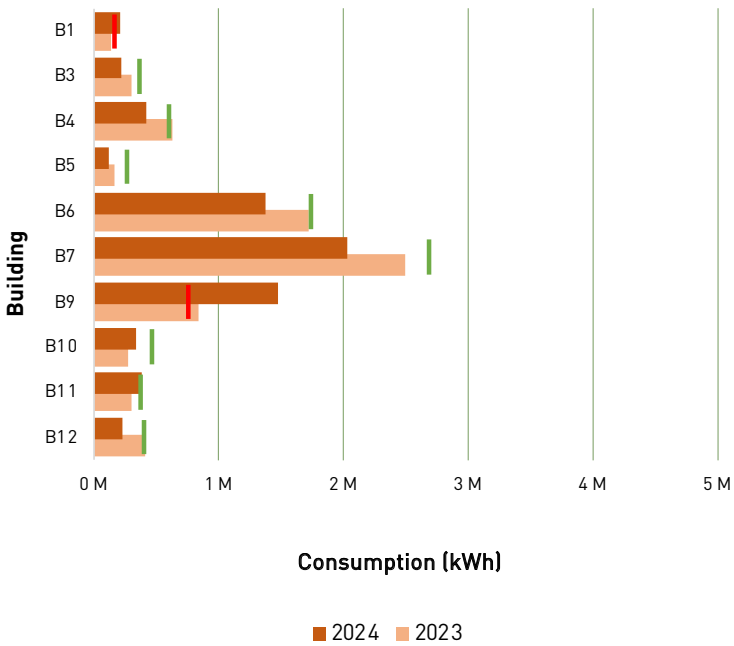


Figure 3.
Total natural gas performance across all Buildings and Estate.

In 2024, our total energy consumption amounted to 27,067,625 kWh, representing a 4% reduction from last year’s figure and reflecting our consistent and continued efforts in energy reduction since 2020. Most notably, gas consumption levels have significantly decreased, as we ended the year 11% below our annual gas target. We expect to maintain this gas decrease as we begin electrification works on our Buildings’ heating systems in an effort to further decarbonise our operations.

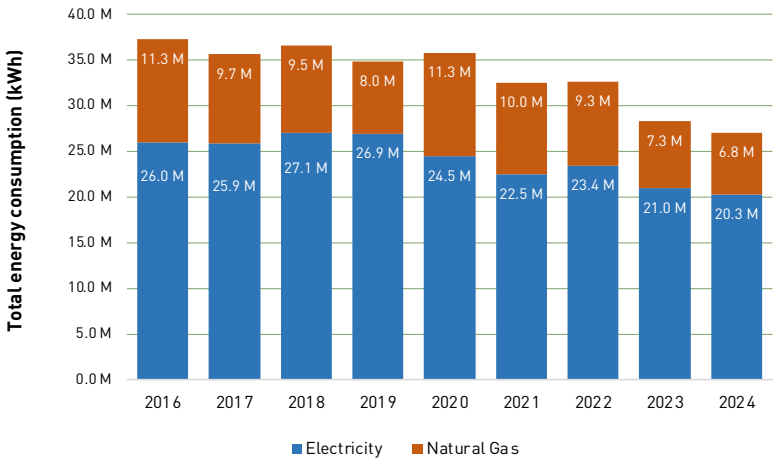


Figure 4.
Distribution of electricity and natural gas in energy consumption.

1,187,360 kWh reduction
=
170,980 kg CO₂e reduction

Energy Savings Measures

At Chiswick Park, we are continually committed to implementing energy saving measures in order to minimise our CO₂ emissions in line with our sustainability strategy.

In 2024, we have implemented and continue to supervise an optimisation review process of our HVAC (Heating, Ventilation and Air Conditioning) System, monitoring demand in conjunction with building occupancy to maintain appropriate ventilation and temperature levels and avoid wasting energy.

In December 2024, gas in Building 12 was isolated to ensure a transition to an electricity based heating system. We therefore expect an increase in electricity but a complete phasing out of gas consumption in the Building.

Additionally, energy efficient fans have been installed in Building 12’s AHUs, furthering our energy saving efforts.

Building 4’s undercroft lights have been replaced with energy efficient LEDs equipped with motion detection and daylight harvesting to further optimise our energy use.

Finally, further data monitoring and anomaly detection is continually undertaken to increase data reliability and identify causes for investigation and ultimately energy saving measures.

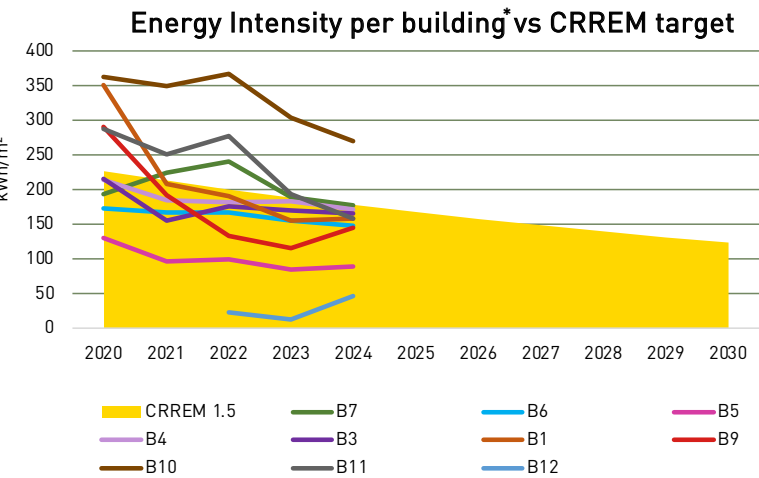


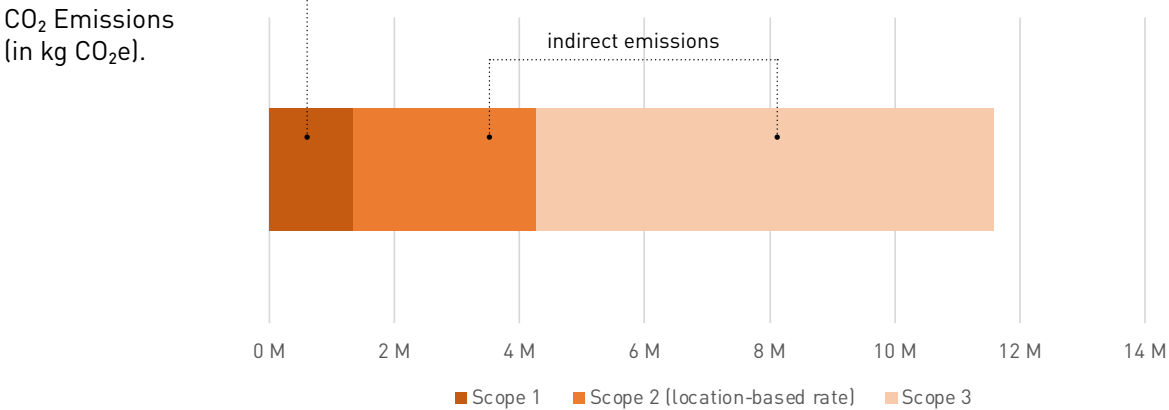
Figure 6.
Energy Intensity per building vs CRREM target.

CRREM Benchmarking

In line with the Paris 1.5 °C decarbonisation pathway, we have assessed the energy performance of our buildings with the CRREM (Carbon Risk Real Estate Monitor) energy intensity targets. Despite welcoming new Guest Companies on park, the majority of our buildings have demonstrated a downward trajectory in energy intensity, with Building 10 showing a significant decline in energy intensity since 2022. As our decarbonisation initiatives progress, we anticipate further reductions in energy intensity in the coming years.

*Building energy intensity figures are not occupancy-adjusted

Figure 7.



Carbon Footprint

We are dedicated to monitoring and finding ways to continually reduce our operational carbon. As a Park, we generated 1,263,576 kg CO₂e in scope 1 emissions, stemming from sources and activities that we directly operate. This includes the maintenance and operation of gas boilers used within our heating systems. Our scope 2 and 3 emissions are an indirect carbon output of our operations on Park. Scope 2 includes systems emissions generated by the production of electricity generated by our supplier Brook Green.

Our electricity is generated through renewable sources, this ensures that our energy-derived carbon emissions remain as low as they can be. Our market-based Scope 2 emissions can therefore be reported as 0 kg CO₂e.

Scope 3 relate to further indirect emissions, and includes those deriving from employee commuting, calculated using the distance-based method as set out by the GHG protocol as well as responses from our 2024 Annual Guest Survey to determine average commuting distances and modes of transportation across our Park. We hope in 2025 to foster further development of Sustainable Travel initiatives such as EV charging, and encourage our Guests and our Team to engage in forms of Active Travel for the sake of their Wellbeing as well as the environment on Park.

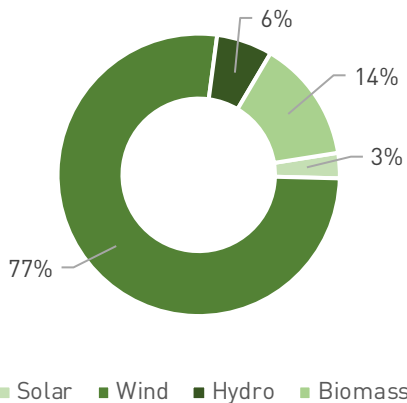


Figure 8.
Brook Green Supply REGO Backed Fuel Mix

Water Management

m³

Area	2023	Target	2024	YOY Change	vs Target
Building 1	5,722	5,639	6,266	10%	11%
Building 3	3,928	3,732	4,595	17%	23%
Building 4	2,983	2,834	3,969	33%	40%
Building 5	1,710	1,685	2,298	34%	36%
Building 6	7,115	6,759	10,963	54%	62%
Building 7	16,624	15,793	17,383	5%	10%
Building 9	2,189	2,080	1,666	-24%	-20%
Building 10	2,521	2,395	1,894	-25%	-21%
Building 11	2,738	2,601	1,642	-40%	-37%
Building 12	1,083	1,029	1,211	12%	18%
Estate	1,646	1,564	1,462	-11%	-7%
Overall	48,259	46,111	53,349	11%	16%

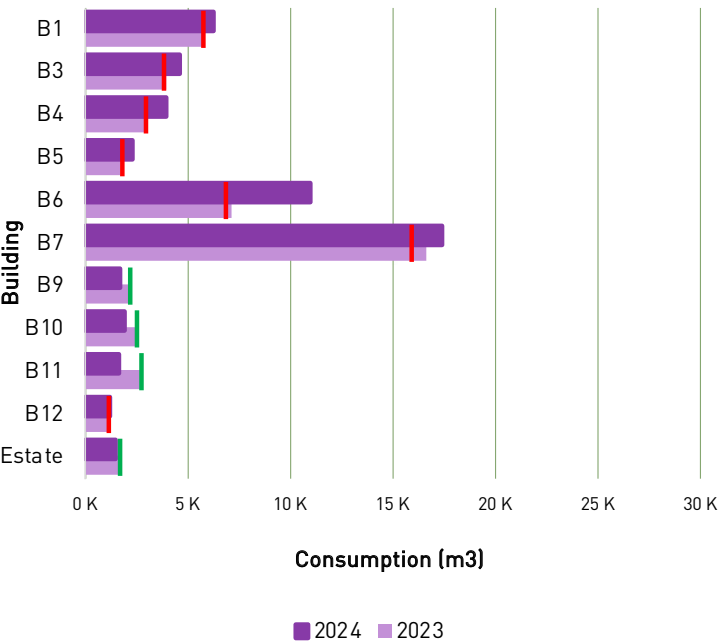


Figure 9.
Total water performance across all Buildings and Estate.

In conjunction with a 30% increase in Guest numbers from 2023, we saw an increase in water consumption, totalling 53,349 m³ in 2024.

Water saving initiatives have been implemented and maintained to pursue our efforts in decreasing water usage despite increasing occupancy:

1. Water tap volumisers in building washrooms to regulate the amount of water that is being used
2. Rainwater harvesting supplying the water in our lake in addition to borehole groundwater pumps
3. Continuous data monitoring to ensure leaks and abnormal water usages are being addressed immediately

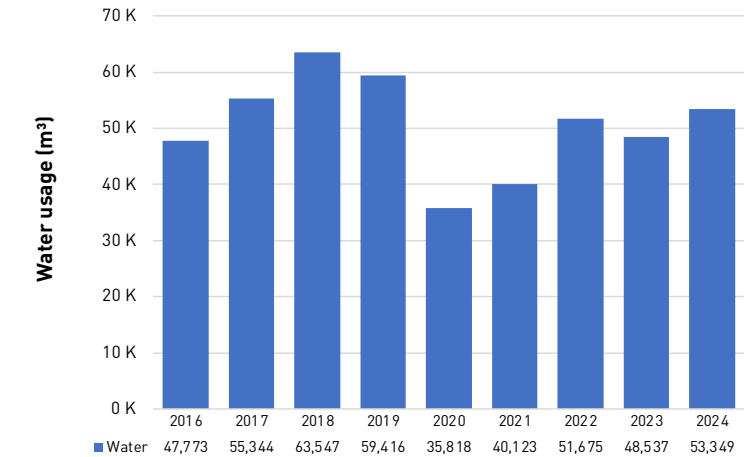


Figure 10.
Water usage across Campus since 2016 (in m³)



Waste & Recycling

Objectives

Transition to the principles of the 5Rs (Refuse, Reduce, Reuse, Repurpose, Recycle) with a strengthened emphasis on waste reduction, improving source segregation and reducing contamination.	●
Conduct waste audits to deliver reports and findings, reviewing current strategies and improvements to be made.	●
Implement free WEEE waste collections across Campus.	●
Organise campaigns to engage Guests and the Team with key Waste & Recycling Objectives.	●
Explore and implement technologies that can elevate Waste & Recycling operations.	●
Work with Waste Management providers to ensure the waste collection and treatment process established for site are effective, efficient, and cost-effective.	●



Better Waste & Recycling Management is a park-wide effort. Our goal has been to boost engagement with waste and recycling initiatives among our Team and our Guests through reporting and key contact meetings.

Our robust data capture and management systems have allowed us to track Waste & Recycling performance and to identify potential initiatives and further development for more effective waste management across our Park.

This year, we achieved an annual average recycling rate of 39% across Campus with the highest monthly rate in December at 44%. Across Buildings only, the recycling rate stood at 43% on average. Higher recycling rates result in cost savings, resource conservation, and emissions reductions. We will continue to monitor and sustain this increase, aligning our efforts with the implementation of the Simpler Recycling Legislation in early 2025.

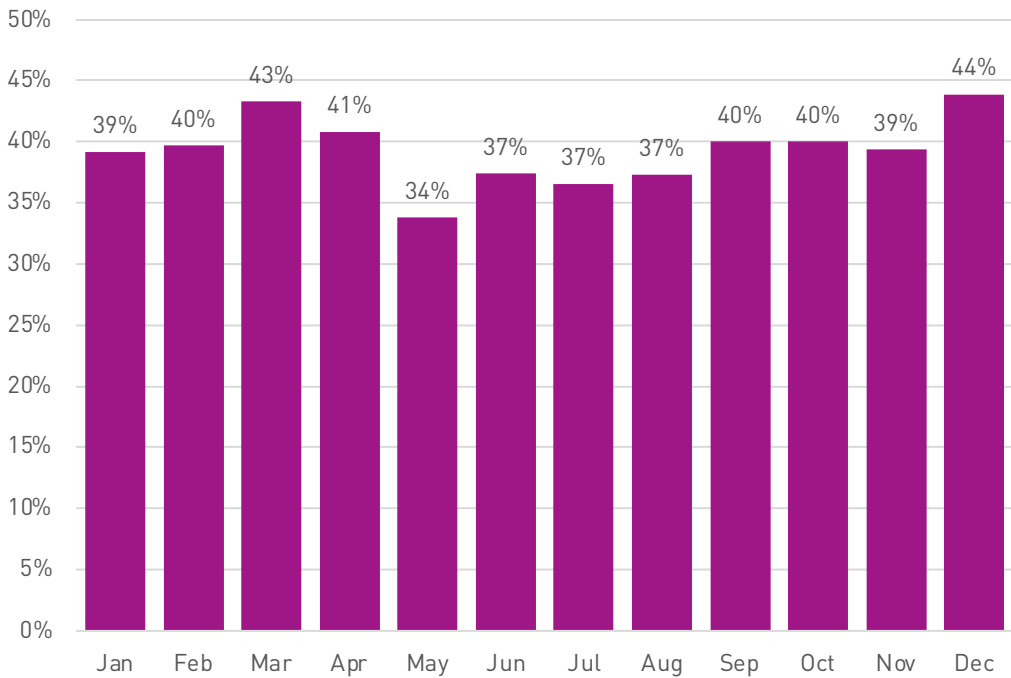


Figure 11.
Recycling rates across Campus per month (in %)

39%
average Park recycling rate

Waste Segregation

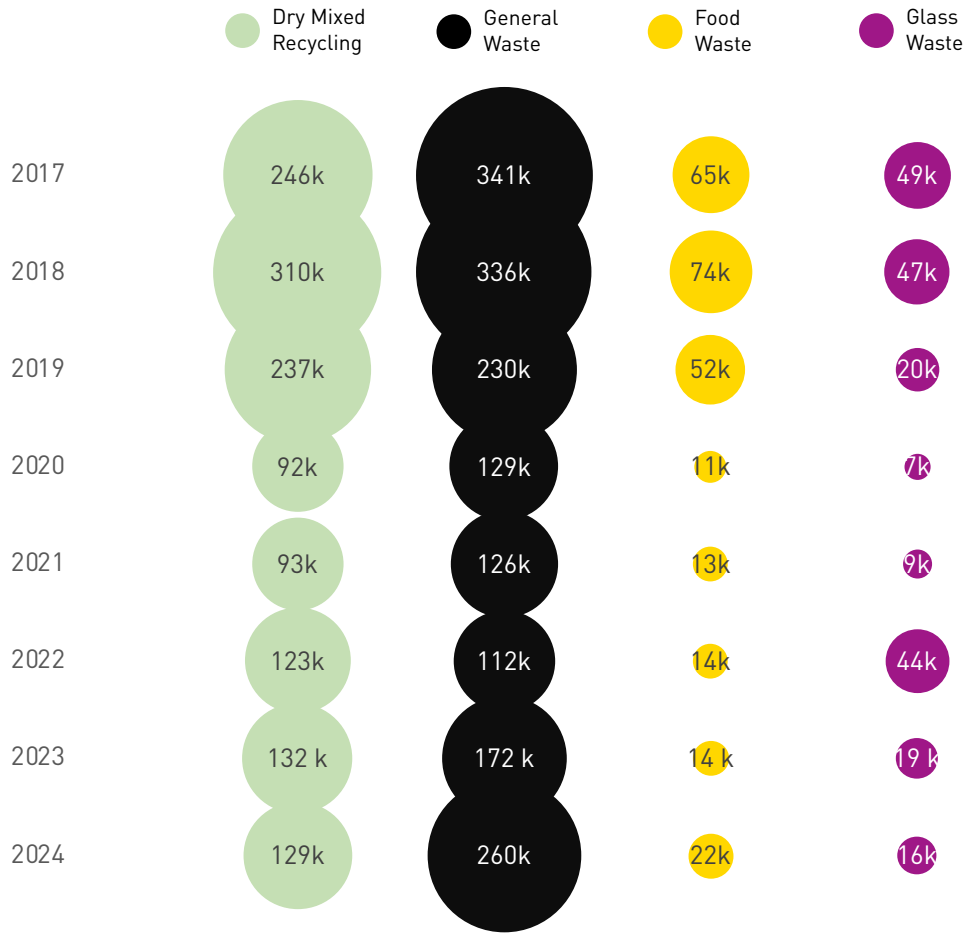


Figure 12.
Waste generated per category across Campus since 2017 (in kg).

Waste segregation is an integral part of our Waste Management strategy. As we continue working with our waste service provider, we have ensured that no waste produced on Park goes to landfill.

We have seen a slight increase in General Waste as we welcome more Guests on the Park in 2024. All General Waste is safely incinerated; Food Waste is fed into our on-park digester, which is broken down into a liquid biproduct and easily disposed of through our drainage system, and organic kitchen waste is fed into our active wormery.

To avoid waste contamination, bin audits were conducted in office spaces and with the trialling of new sensory technologies able to detect waste types using an in-built camera, we are able to take further initiative in improving waste segregation quality.

Waste Reduction

One of our annual commitments was a strengthened focus on waste reduction as one of the five Rs implemented in our Waste & Recycling Management strategy.

Throughout 2024, events and campaigns were led to inspire and drive Guests to reduce waste overall, encouraging Guests to rethink their plastic usage by exchanging their plastic bags with reusable bags during Plastic Free July.

We took the opportunity during Recycle Week in October to focus on promoting alternatives to reducing waste through education and awareness.

We hosted an insightful seminar on fast fashion and textile waste, while our waste management partner, organised a Clothes Swap Shop to encourage extending the lifespan of our garments and promote responsible consumption.

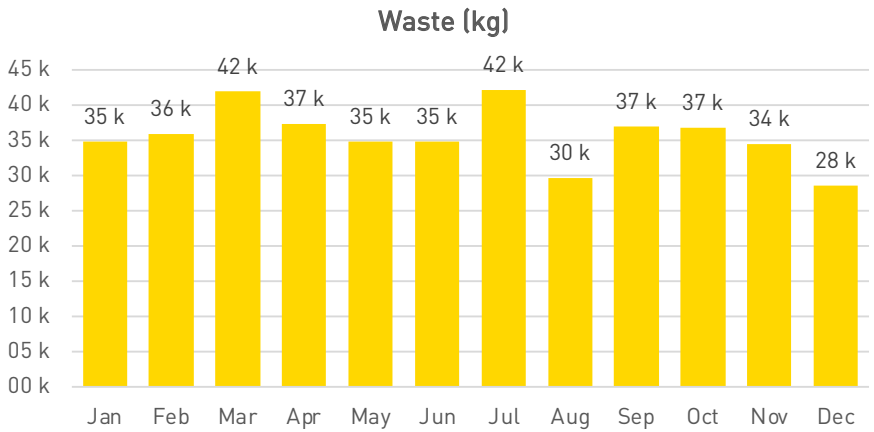


Figure 13.
Waste generated across Campus per month (in kg).



Sustainable Travel

In 2024, we received a Gold ModeScore certification for our efforts in sustainable transport, centred around four main pillars: public transport, private vehicles, active travel, and site-wide mobility. Travel into site is an indispensable part of our Guests’ workday, and it is important we strive to make it as accessible, easy and environmentally friendly as possible.

Objectives

Continue to provide undercroft EV ChargePoint services for our Guest Companies.	●
Maintain our Platinum ActiveScore certification.	●
Encourage and facilitate Sustainable and Active Travel for our Guests, Team, visitors, partners and suppliers.	●



EV Charging

On Park, we encourage Guests to commute into work using Sustainable Travel methods. In 2024 our six dual vehicle charging stations were active. We recorded 3,471 charging sessions in total, a 9.3% increase from the previous year’s figure.

In total, we have saved 55,976 kg in GHG emissions from our charging stations. This calculation is based on the energy dispensed by our charging stations, how far an EV can go by consuming that energy, and this figure is then compared to how much GHG emissions a petrol vehicle would produce travelling that same distance.

55,976 kg in GHG emissions is equivalent to the emissions of an average UK petrol car travelling the distance between Edinburgh to London over 500 times.

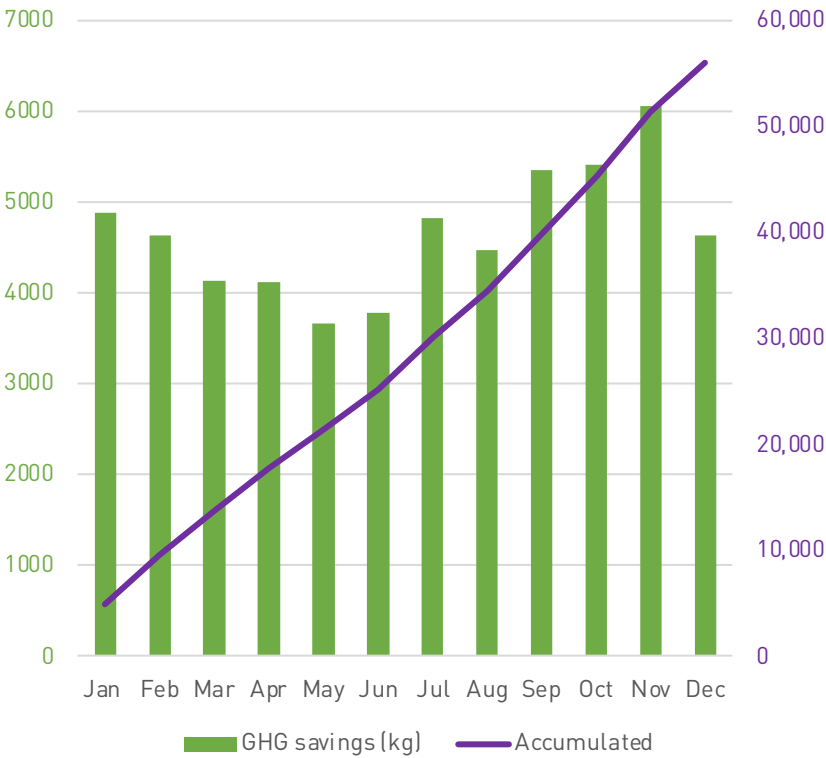


Figure 14.
GHG savings in 2024 (in kg).

Bike
Journeys

2023	2024
18,561	22,406

+21%

Active Travel

Active Travel not only boosts physical health but also helps reduce carbon emissions and supports us in maintaining a healthy and clean environment. 30% of our Annual Guest Survey (AGS) respondents engage in a form of active travel (walking, running or cycling) to commute to work.

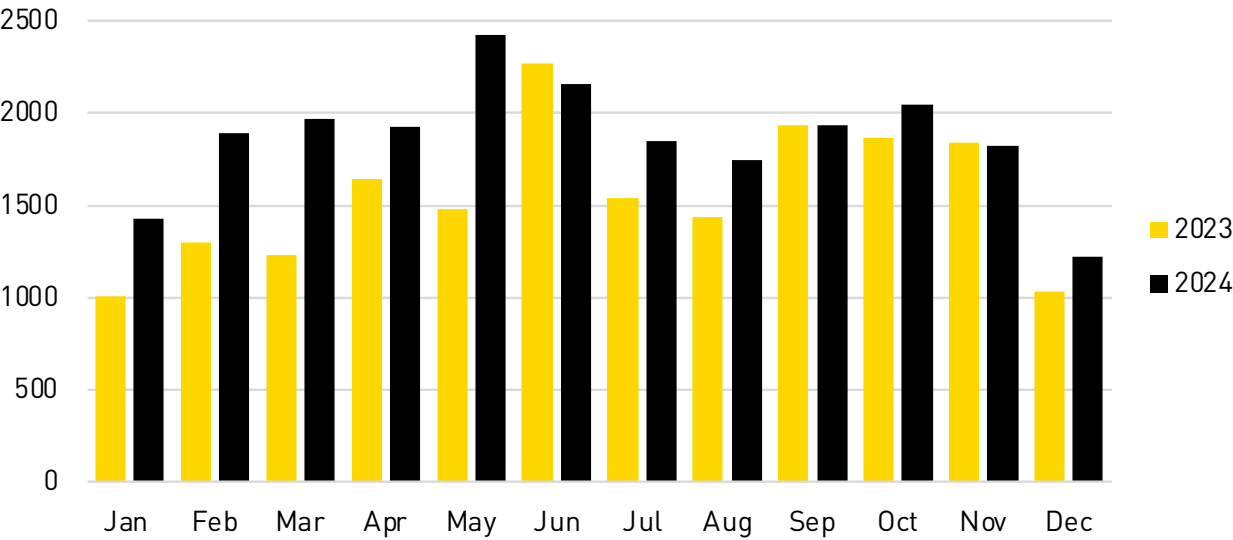


Figure 15.
Bike journeys recorded in our undercroft bike cages.

We are proud holders of the Platinum ActiveScore certification, demonstrating our commitments to improving facilities and promoting Active Travel. On Park, cyclists have access to 673 cycle parking spaces, 547 lockers and a wide array of shower and changing facilities.

In 2024, we have recorded a total of 22,406 bike journeys, a significant 21% increase from 2023. At the heart of our Park and around our lake is a car-free zone, and along with bike repair services offered on site, we are further encouraging healthier ways of moving around and lessening our dependency on cars.



Biodiversity

Achievements

Planted 23,000 plants.	●
100% green waste recycled.	●
6 tonnes of coffee collected.	●
Supported the Butterfly Trust with corporate membership.	●
Completed Kitchen Garden Club.	●
Completed 2 eco tours.	●
Recycled tree maintenance as wood chippings across the estate.	●



Boosting Our Biodiversity

On Park, we believe in the idea that work is most productive in an environment embedded in nature. As our Buildings were built around a central lake, we made sure to commit to preserving and maintaining the biodiversity it has provided us with.

In 2024, we completed numerous landscaping projects to boost Park biodiversity and improve wildlife habitats. A stumpery was installed near our retailers, providing a habitat for invertebrates, and 500 butterfly friendly plants were planted on our green roofs. All trees felled were replaced and all cuttings recycled as wood chip or logs to create new habitats. We initiated a project between Buildings 6 and 7, planting species capable of thriving in the low-light conditions created by the height of both Buildings, ensuring that no space on Park gets left uncared for.



Community Engagement

In 2024, we implemented initiatives to improve our social outreach and connect Guests on Park with the biodiversity that surrounds them.

Our Landscaping Team carried out Eco-Tours, which introduced Guests to the wonders of the biodiversity around the Park, from the numerous resident bird species to different planting projects taking place across site.

Two beekeeping experiences were held by our beekeepers for Guests on Park as well as for schoolchildren, who were eager to expand their understanding of biodiversity. These activities helped strengthen our community engagement and contribution to fostering meaningful educational exchanges.

Awards

The hard work undertaken by our Landscaping Team in partnership with Nurture Landscapes has earned it a Bronze Green Apple Environment Award, which recognises and promotes environmental best practice in property management.

Social

At Chiswick Park, we recognise the importance of fostering important social and community connections, not only with our Guests but also within our internal Team. We promote the value of a work environment and a social setting that nurtures mental and physical Wellbeing, that draws individuals together within a shared space and provides them with an experience that is able to pull them away from their desks. From volunteering, awards and recognition, a fully packed annual Events calendar, Concierge Services and many more, our social aim in our ESG strategy is to ensure that the societal impacts of our operations align with our core values and contribute positively to the success of both our employees and our Guests on Park.



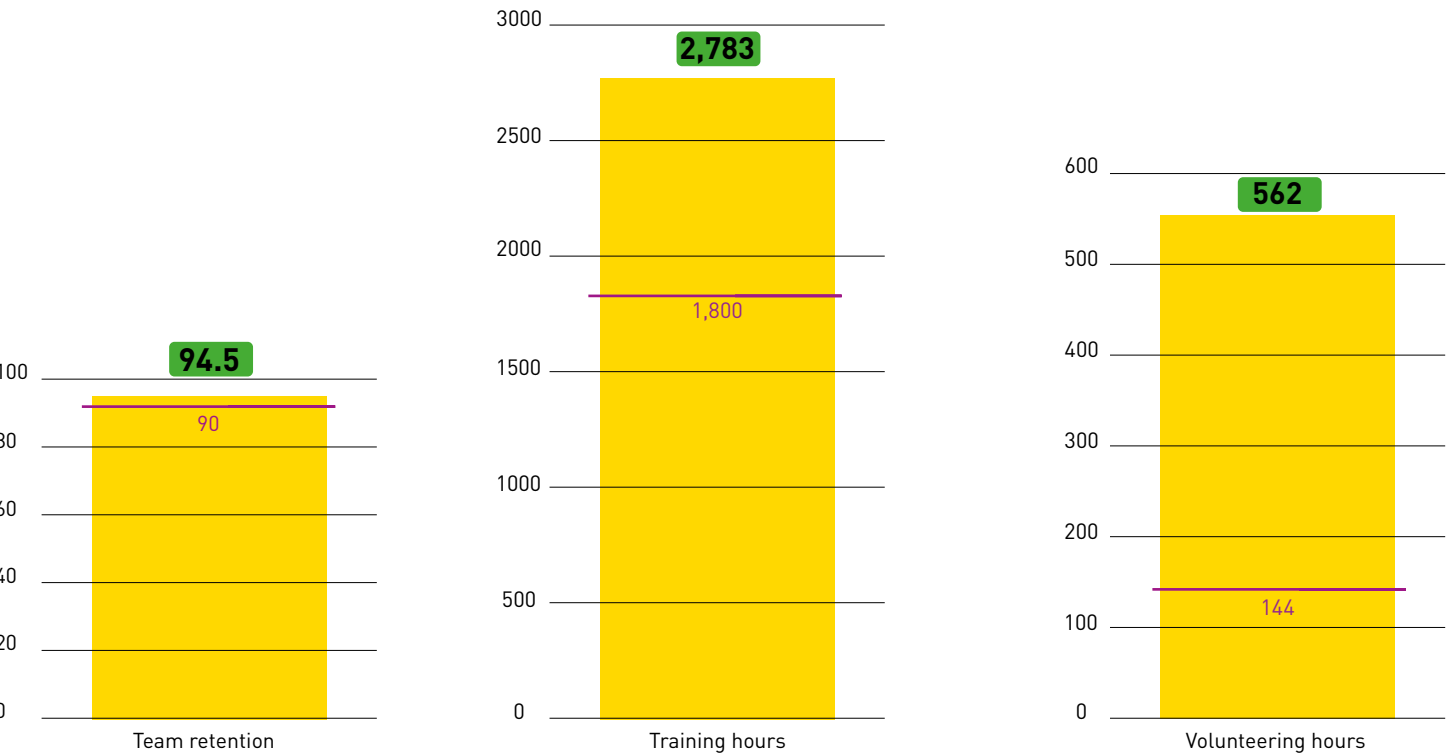
Team Targets

Our team One Team retention target for 2024 was 90% and we outperformed that significantly with a 95% retention rate.

We had a target of 1,800 hours of training to be completed in the calendar year and we achieved 2,783.

And our volunteering hours target was 144 hours, and we have obliterated that through work in the local Community with multiple groups and achieved 562 hours.

Figure 16.
Team targets vs. actuals.



Team

The Team at Chiswick Park Enjoy-Work are the lifeblood of our service offering, we are One Team despite working for 6 different groups — 5 external service partners and the Chiswick Park Estate Management Team.

We have an inclusive and supportive recruitment policy that encourages diversity and a worldwide perspective. On Park, there are 99 different nationalities represented by our Guests and in our Team of 135, there are 33.

We are multicultural and proud of that, and it makes us excel at our jobs as we are able to offer all communities in our Park an experience that makes them feel special.



Awards & Recognition

We continued to recognise the work done by our colleagues throughout the year, with 162 nominations for exceptional performance on our E-W Allstars platform, another target that we over performed against. Beyond individual recognition, we placed a strong emphasis on collaboration, creating more opportunities for individuals across departments to connect and share ideas. These initiatives not only strengthened working relationships but also sparked innovative solutions that could only come from bringing diverse perspectives together.

We celebrated the extraordinary results of this cooperation amongst us with our Allstars Gala at the end of the year, awarding 9 individuals and 1 team the highest accolades on the Park.

99 Nationalities
on the Park

33 within
our Team

Guest Engagement

We are very aware and conscious of our place in the Community, we are a significant employer and net contributor to the W4 and West London area and we take our role seriously, wanting to give more back than just financial benefit. We speak with our Community on a regular basis and host multiple Events every year that are accessible to people who are not Guests of the Park. We support local businesses in the W4 area, work with schools and local charities and try to recruit from the area where we can.

Enjoy-Work App

Our Enjoy-Work app is a platform for us to communicate all things occurring on Park and innovations with our Guests, our Team and our wider audiences. The Enjoy-Work app is a key operational tool for Guests and Team, as well as an important marketing tool. To do so, we aim to make the app a must-have and a must-use resource for what is happening on Park. We will achieve this by ensuring that the app features as many new partners, events and utilises its functionality to become a valuable resource for our Guests.



W4 Club

The W4 CLUB is an initiative to encourage our Guests to shop locally and build loyalty across the Community. It is essentially a programme designed to promote local businesses around the W4 postcode to the Guests on the Park, and is accessible via our internal Enjoy-Work app. Each Guest has a digital card which they then use to redeem offers, whether that be fine dining at The Silver Birch, discounted rates at Virgin Active Club or boutique homestays offered by Room2.

Charity Events & Partnerships

Our charity partner for the year was Shooting Star Chase – a hospice for Children with life limiting conditions. Having previously worked with them, we wanted to continue this partnership as they are such an amazing charity. Our big fundraiser for them this year was a collaboration with the Zip Line where our Guests could get photos of them on the Zip Line for a donation to the Charity. We also worked with Macmillan for a Coffee Morning, Wrap Up London to provide coats to the homeless, the Giving Tree to provide Christmas presents to children who would otherwise get none as well as the dozens of outer charitable donations our Teams and Guests have made on a personal level.

Partnering with the local school, we helped 240 Year 9 students experience what being interviewed for a job is like. The interviewers were made up Guests from the Park and our own Enjoy-Work Management Team.



Wellbeing

Wellbeing is baked into our DNA.

When Chiswick Park was first created, its aim was to create a different environment for people to work in, just by sitting by the lake or the waterfall watching the goslings grow.

The atmosphere here at the Park is about nurturing your Wellbeing.

We want to make sure you enjoy coming to the place you work and everything, from the food trucks to the movie nights, are there to support us in that goal. For us, that is Wellbeing. While we offer meditation sessions and run clubs, it is really about the everyday components of your work life, your food choices, the lack of noise pollution at lunch alongside many others that make the real differences.





Sports Leagues

Whether taking part or just spectating, the Sports Leagues are a perennial favourite of the summer Events Programme at Chiswick Park and this year was no different. Table tennis, Beach Volleyball, Netball and Football all had their time in the sun, with 40 different teams playing across all sports, the biggest turn out since 2019.



Clubs

Sustainability Club

In November 2024, the Sustainability Club was founded, an open forum designed to engage Team members and Guests with sustainability topics ranging from the general to the specific, in line with the UN’s 17 Sustainable Development Goals (SDGs). Each month, the Sustainability Club session will involve an activity, a talk, or general discussion around one or more of the Goals in order to bridge the gap between broader sustainability frameworks and our home and work environments. In December 2024, we hosted an upcycling workshop making Christmas decorations while being mindful of waste produced over the festive season.



Kitchen Garden Club

Chard, lettuce, tomatoes and courgettes, to name a few of the vegetables that our Guests grew this year. With 19 different Guest Companies represented, the Kitchen Garden Club is a great way for our Guests to get their hands in the soil, learn something about the food we eat and to grow their own.



Run Club

In 2024, we introduced a Running & Walking Club to the Park to encourage our Guests to get out in the fresh air, meet some new people, build a Community of like-minded individuals all of whom meet on a Tuesday lunch time to enjoy the local area and get some fitness. Whilst slow to take off, over the year this Club has blossomed.

Book Club

12 months, 12 different books read. This is one of our quieter clubs but still remains a firm favourite with the Guests and they have a new home in the Building 7 library.



Events



Events are the core of our engagement with Guests. We strive to offer a work environment that allows Guests to spend their days looking forward to the next big thing happening on Campus. Here are a few examples of some of the Events organised in 2024, coordinated by the Guest Experience Team. This small sample of Events represents a very small selection of the huge range that we put on this year and the Events and Experiences remain an integral part of what makes Chiswick Park Enjoy-Work so special.

Monthly Food Market

In 2024 we have continued to bring a monthly Food Market to the Guests and the local Community, celebrating and showcasing global cuisine from small independent vendors. Championing variety and the importance of food to Wellbeing.



Laugh-O-Mania

Yet again we brought the smiles to the Park with Tom Allen and Ivo Graham making the Park roar with laughter with an hour of top-drawer comedy.

This Event is a stalwart of our calendar and with over 600 people attending this year it continues to grow.

Chiswick Park Zip Line

We want people to go home at the end of the day and say “you’re never gonna guess what happened today!” Which is why we have the Zipline, every year 300 brave people overcome their fears and get an adrenaline fix at work by zipping 500m over our lake at speeds of up to 40mph.

Rulebreakers

Letting off some steam is important which is why this year we let our Guests spray Graffiti (digitally) throw axes (into targets), smash plates (in a rage room), crash cars (dodgems) and generally indulge in past times that outside of Enjoy-Work would get you arrested.



Festive Events at The Snug

Our Snug provided our Guests with an opportunity to be outside under cover in the winter, to do some cocktail and wreath making and to enjoy some really interesting and eclectic entertainment (an Oompah band playing Eminem and Deck the Halls) it also provided us with 13th Community Event of the year when the wider Community could come down and try their hand at curling.





Health & Safety

Objectives

100% Planned Preventative Maintenance compliance across the Park.	●
Provide all mandatory Health & Safety training.	●
Map, track and investigate all accidents, incidents and near-misses.	●
Proactively inspect assets, Buildings and the Park to minimise risk.	●
Work with our suppliers, Guests and partners to monitor and improve safe systems of work.	●
Ensure that actions identified through audits and risk assessments are actioned and monitored.	●
Regularly document and process reviews (including risk assessments) via the document matrix.	●
Hold quarterly H&S committee meetings to discuss new legislation, risk considerations and incidents, accidents and near misses.	●



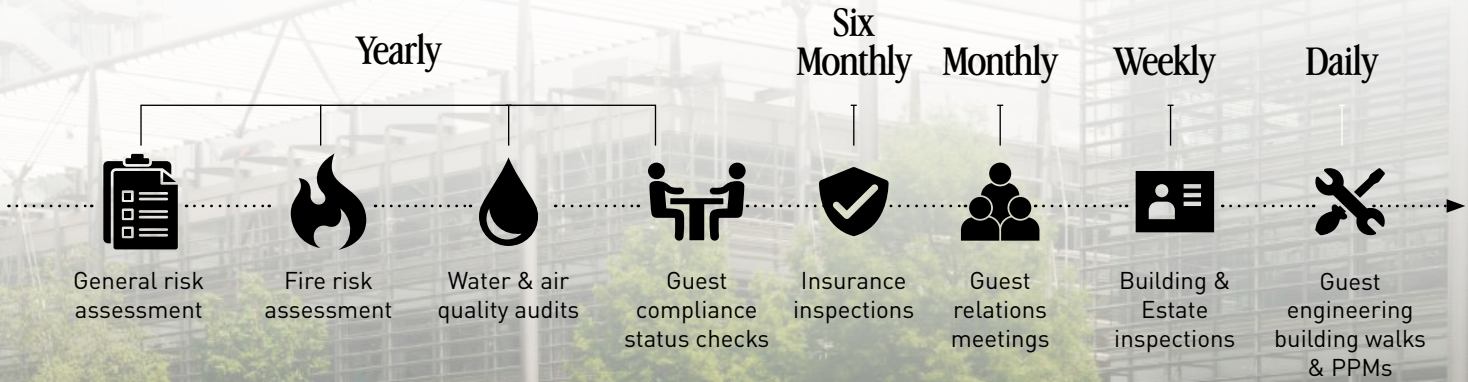
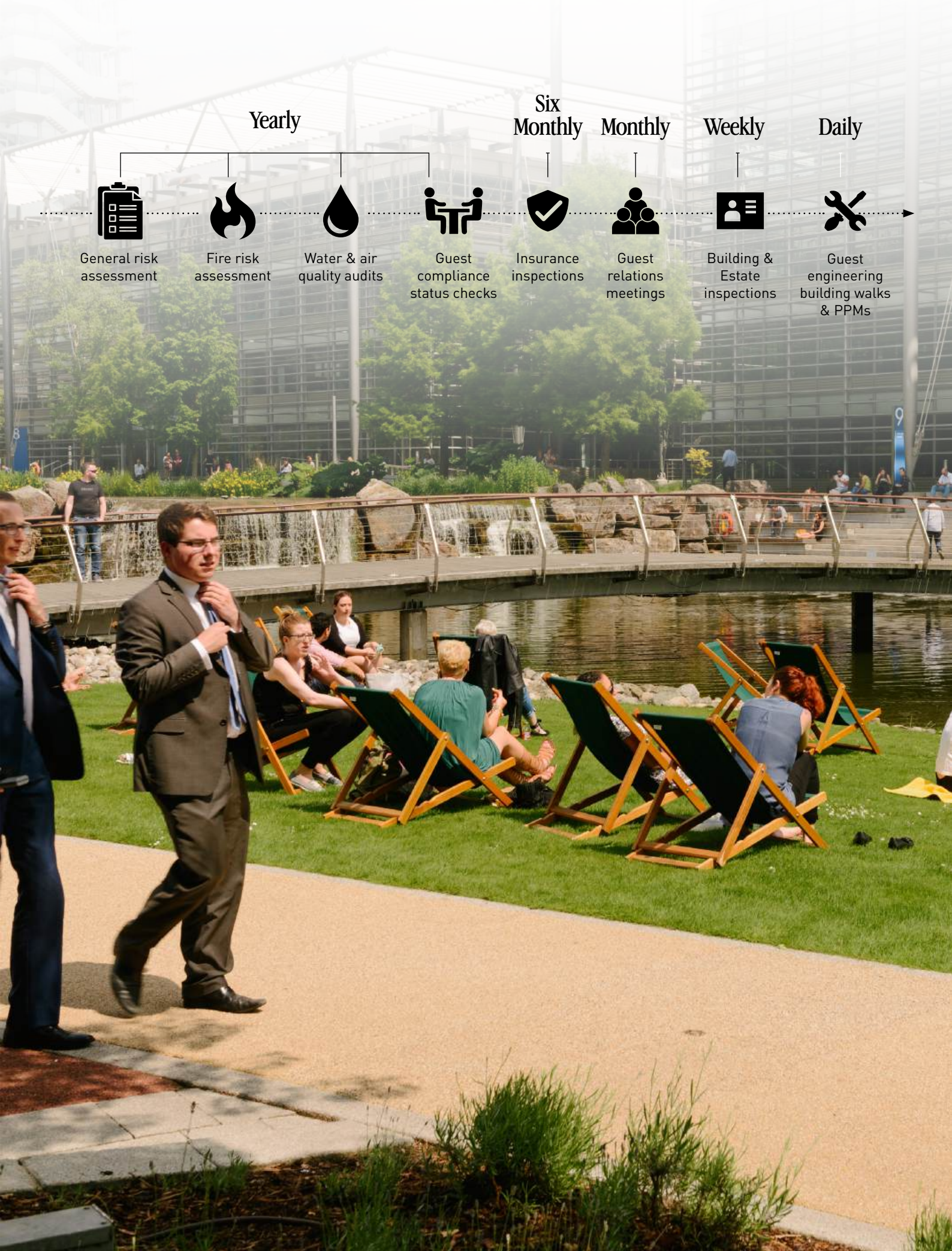
As part of our overarching commitment to Health & Safety, we strive to ensure full compliance with all regulatory and legislative requirements.

This past year we underwent continual review of our Health & Safety policies and processes, introducing various new assessments, surveys and audits to better protect our Guests and Team.

Security strategies were also reviewed to better identify and mitigate risk, responsibly.

In line with our H&S Policy, we also invested in our Teams, who were provided with the time and resources to complete IOSH, NEBOSH and IWFM qualifications, in addition to various other training sessions and toolbox talks.

Quarterly H&S Committee meetings have also taken place, where the E-W Team have reviewed accident reports and discussed preventative measures to avoid any future incidents.

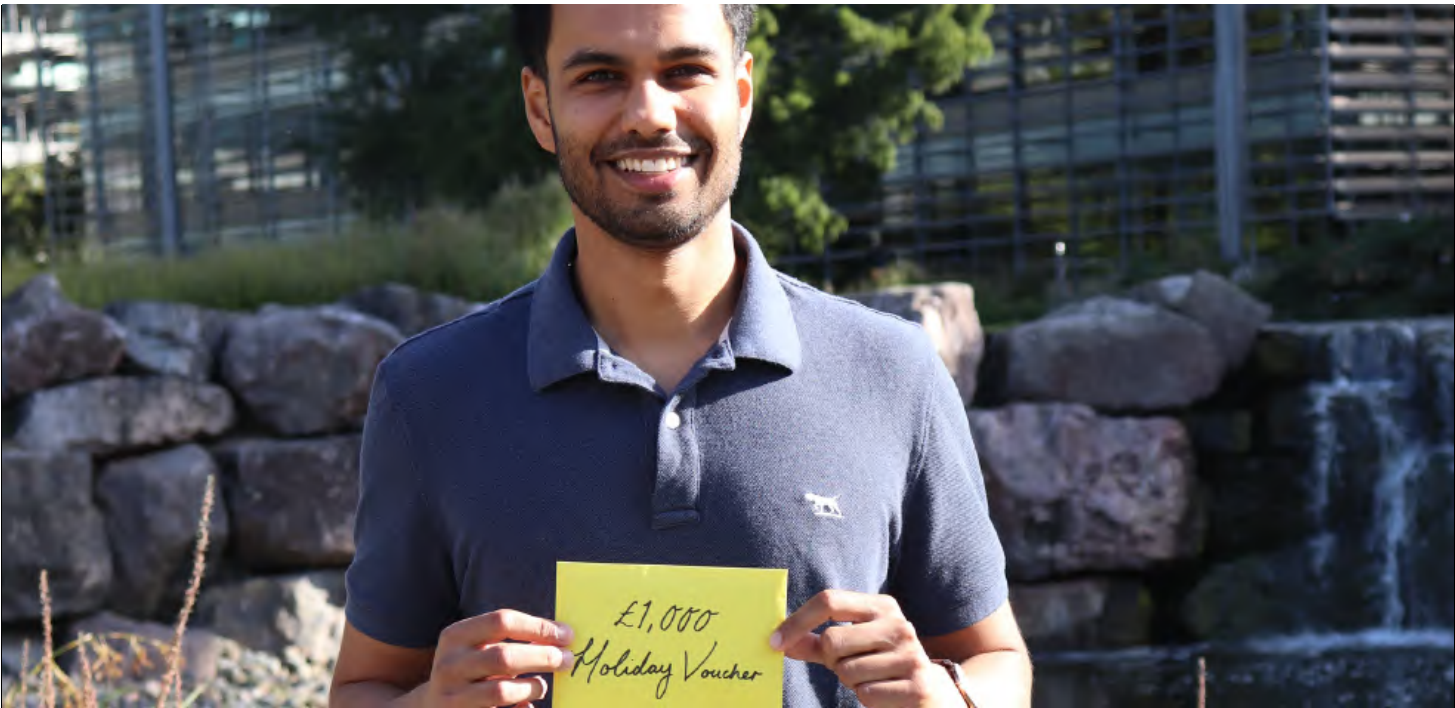


On-Site Services

Enjoy-Work Concierge Services are here to make our Guests' workday that little bit easier. We want to be able to take care of the little things on the days that our Guests are in the office. From an extensive range of healthcare services, an eco-friendly car valet, laundry service to borrowing a bike or scooter, we have a wide range of services available at Chiswick Park.



Our annual Summer Setup ensures our Guests have an opportunity to step away from their desks and get some fresh air. From deck chairs, beanbags, umbrellas, hammocks to garden games, not only does our summer setup benefit Guests, but also the wider Community.



Annual Guest Survey

The objective of our Annual Guest Survey is to gain valuable feedback on what Guests think of and how they perceive our Park. We use this feedback to direct our operations and ensure that our Guests remain at the centre of every decision we make. This year, we have received over 1,800 responses, which is a 9% increase on last year's number.



Figure 17.
Word cloud of adjectives used to describe our Team.

Does the environment at Chiswick Park make coming to work more enjoyable?

98%
answered Yes



Do the surroundings, facilities, and amenities at Chiswick Park make you more productive at work?

84%
answered Yes



When you arrive at Chiswick Park, do you feel as though you are entering a welcoming and safe environment?

99%
answered Yes



Would you recommend working at Chiswick Park to a friend?

99%
answered Yes



Looking forward

In 2025, we remain committed to strengthening our ESG performance and building on the progress we ended 2024 with. With the implementation of the Simpler Recycling Legislation and a new waste data management platform, progress with electrification projects to phase out natural gas, as well as further coordinated initiatives to reduce our overall energy consumption, we will continue to integrate sustainability into our operations and pursue opportunities for the sustained improvement of the work environment here at Chiswick Park. As we seek to expand our social outreach, 2025 will be a year packed with an even more robust Events calendar, more Community and charity partnerships, and continuously progressive ESG initiatives for Guests on Park as well as our wider Team.

Acknowledgements

Conny Mascitti	Head of Operations
Jonathan Acott	Head of Experience
Grace Jackson	Operations Coordinator
Tra My Insua Luu	Sustainability Data Analyst
Pam Christie	Building Operations Manager
Emily Davies	Building Manager
Kieran McDonagh	Building Manager
James Collins	Guest Engineering Solutions Manager
Michael Ajewole	Guest Housekeeping Manager
Gabriella Zeal	Waste & Recycling Manager
Nelson Milburn	Guest Landscaping Manager
Guest Engineering Solutions Team	
Guest Housekeeping Team	
Guest Landscaping Team	
Guest Experience Team	



Jones FM

Jones FM, Our Engineering and Energy Management Partner.
Specific acknowledgement to Chris Jones, J.J. Jones and Tom Morris.

www.jonesfm.co.uk

JPC by Samsic

JPC, Our Cleaning, Waste & Recycling Partner.
Specific acknowledgement to John Conry.

www.jpcbysamsic.uk



First Mile

First Mile, our Waste Management provider.
Specific acknowledge to Matthew Johnson.

www.thefirstmile.co.uk

Nurture

Nurture Landscapes Group, our Landscaping & Biodiversity Partner.
Specific acknowledgement to Gavin Day and Simon Blackley, as well as John Sellers (Sellers Environmental) who looks everything with regards to our lake management.

www.nurture-group.co.uk





CHISWICK PARK #ENJOY-WORK

