

Eastgate Shopping Centre

IMPACT

REPORT
2023

FITkidz

Holiday activities designed for our younger customers

Getting arty

Celebrating local talent and the Highlands in our community gallery

Mental Health

Breaking down stigma supporting and promoting Mikeysline – it's ok to not be ok ...

Destination net zero

Our progress so far

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This Impact Report ("the Report") reflects Eastgate Shopping Centre's commitment to transparency on ESG matters. The data within the Report runs from 1st January 2022 to 31st December 2022 unless otherwise specified. No significant changes occurred in Eastgate Shopping Centre's organisation or chain of suppliers during 2022. No serious ESG (Environmental, Social and Governance) incidents have been reported during the report period.

Feedback can be directed to: operations@eastgate-centre.co.uk

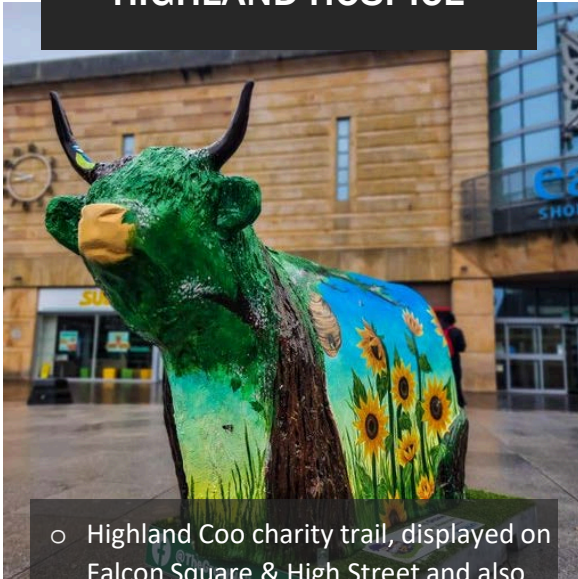
About Eastgate

- The City receives circa 2.3 million tourists each year, using it as a base to explore all that the Highlands & Islands can offer.
- A footfall of over 6 million people per annum.
- Benefitting from a large and loyal catchment area of circa 153,000, within a wider catchment area of 304,000.
- Conveniently located next to Inverness Train Station with regular services to Glasgow, Edinburgh, Aberdeen, Wick and Kyle of Lochalsh. Within 5 minutes walk from Inverness Bus Station, the main city centre bus drop off point is located on Falcon Square
- Excellent road access links with the A9 the main route from both the North and South.
- A mix of both national and independent retailers including Rituals, Cafferys, Loch & Larder, Hotel Chocolat, H&M, Select, HERA, Fairground, Next, NHS, Quiz and Trespass.

Community Impact

Some highlights...

HIGHLAND HOSPICE



- Highland Coo charity trail, displayed on Falcon Square & High Street and also around the North of Scotland

HOLIDAY CLUBS



- Fit Kidz summer club, free classes three times a week throughout the summer school holidays

COMMUNITY GALLERY



- Monthly community gallery space for displays of work including poetry, photography and local community projects including the celebration of the 200 year anniversary of Inverness Highland Games

GIVING TREE



- Annual collection of Christmas gifts to help those less fortunate in the Highland area in partnership with the order of St John. Over 1800 gifts donated and distributed throughout the Highlands & Islands

ESG Performance Measures

Organisational Boundary

This report includes all operational areas covered by Eastgate Shopping Centre, Inverness.

Coverage

Eastgate Shopping Centre works actively to access relevant data. Having access to data is important to Eastgate Shopping Centre, as the information creates conditions for efficient and sound technical management of the building. We commit to reporting on progress annually.

Normalisation

Eastgate Shopping Centre calculates energy and water intensity key ratios by dividing by the buildings' floor area and visitor numbers. This is the most widely accepted method in Europe to compare energy utilisation and resource consumption.

Reporting on landlord and tenant consumption

At Eastgate Shopping Centre, we report on landlord controlled areas only. The tenant demises are outwith our scope.

Reporting period

Reporting for each year accounted for in the ESG tables refers to the calendar year, i.e., January 1, 2022 to December 31, 2022.

Methodology

We move towards comprehensive reporting on all material ESG sustainability performance measures, using emissions factors for the appropriate year - here this is the UK Government's Conversion Factors for Company Reporting 2021 and 2022.

Disclaimer

This report has been prepared for Eastgate Shopping Centre for the agreed purpose by EVORA Global Limited. Reasonable professional care has been taken in the development of this report. Our analysis, conclusions and recommendations are based on information provided to us and EVORA cannot be held responsible for the accuracy of this information. We have clearly identified where estimates have been used to provide indications of performance. Estimates are not a guarantee of current or future performance. Further, EVORA cannot be held liable for any losses or damages incurred by a third party (other than the named client/s) relying on the contents of, or recommendations made in this report. Such third parties should obtain independent advice in relation to the conclusions set out in this report.

Energy, Building Energy Intensity, GHG Emissions and GHG Intensity

| Energy GHG - Eastgate | | | | | | | |
|---|----------------------|----------------------|----------------------|----------------------|----------------------|--------------------------|--|
| Absolute energy for Eastgate Shopping Centre | 2022 | 2021 | 2020 | 2019 | 2018 | YOY trend (2022 vs 2021) | YOY trend (2022 vs 2019) years without lockdowns |
| Energy reported in MWh | Absolute Consumption | Absolute Consumption | Absolute Consumption | Absolute Consumption | Absolute Consumption | | |
| Landlord obtained electricity | 1,131 | 1,047 | 1,016 | 1,354 | 1,449 | 8% | -17% |
| % of electricity data estimated | 0% | 0% | 0% | 0% | 0% | | |
| Landlord obtained fuels (natural gas) | 408 | 394 | 371 | 588 | 633 | 4% | -30% |
| % of fuels data estimated | 0% | 0% | 0% | 0% | 0% | | |
| Total landlord energy consumption from all sources | 1,539 | 1,440 | 1,387 | 1,942 | 2,082 | 7% | -21% |
| Building energy intensity for Eastgate Shopping Centre (kWh/sqm/year - GIA) | | | | | | | |
| Building energy intensity for all landlord-obtained energy | 35.7 | 33.4 | 32.1 | 45.0 | 48.2 | 7% | -21% |
| | | | | | | | |
| Absolute GHG emissions for Eastgate Shopping Centre | 2022 | 2021 | 2020 | 2019 | 2018 | YOY trend (2022 vs 2021) | YOY trend (2022 vs 2019) years without lockdowns |
| GHG reported in tCO ₂ e | Absolute Consumption | Absolute Consumption | Absolute Consumption | Absolute Consumption | Absolute Consumption | | |
| Direct GHG Emissions (GHG Protocol Scope 1) | 87 | 72 | 68 | 108 | 117 | 20% | -20% |
| Direct GHG Emissions (GHG Protocol Scope 1) after green procurement | 87 | 72 | 68 | 108 | 117 | 20% | -20% |
| Indirect GHG emission (GHG Protocol Scope 2 Location-based) in tonnes | 218.67 | 222 | 237 | 347 | 410 | -2% | -37% |
| Indirect GHG emission (GHG Protocol Scope 2 Market-based) in tonnes after green procurement | 0 | 0 | 0 | 0 | 0 | 0% | 0% |
| GHG Scope 1 & 2 (Location based; before green procurement) in tonnes | 305 | 294 | 305 | 455 | 527 | 4% | -33% |
| GHG Scope 1 & 2 (Market based; after green procurement) in tonnes | 87 | 72 | 68 | 108 | 117 | 20% | -20% |
| Building GHG Intensity (Kg CO ₂ e/sqm/year - GIA) | | | | | | | |
| Building GHG Intensity (GHG Protocol Scopes 1 & 2) | 2.0 | 1.7 | 1.6 | 2.5 | 2.7 | 20% | -20% |

Data Coverage Notes

The floor area covers all landlord demise at Eastgate Shopping Centre. No data has required estimating.

We have taken the floor area to be 43,169 sq m - it should be noted this covers all 'back room' areas including substantial plant rooms and service corridors.

In compiling this - we have taken two assumptions - that electricity has been procured under a green tariff arrangement since 2017 and that gas is not procured 'green'.

Narrative on Performance

Overall energy consumption in 2022 has dropped substantially since monitoring began - 71% since 2009.

The outbreak of the COVID-19 pandemic impacted 2020 & 2021 consumption abnormally. The 2022 consumption - seen as increases against 20/21 - is the result of no lockdown measures during 2022 and the shopping centre returning to normal full year operations. Due to this a performance comparison has been included against 2019 full year figures.

Water consumption and water intensity

| Absolute water for Eastgate Shopping Centre | 2022 | 2021 | 2020 | 2019 | 2018 | YOY trend (2022 vs 2021) |
|---|----------------------|----------------------|----------------------|----------------------|----------------------|--------------------------|
| Water reported in litres | Absolute Consumption | Absolute Consumption | Absolute Consumption | Absolute Consumption | Absolute Consumption | |
| Eastgate obtained water | 4151 | 3,026 | 2,719 | 5,194 | 5,489 | 37% |
| % of water data estimated | 0% | 0% | 0% | 0% | 0% | |
| Building water intensity (litres/visitor/year) | | | | | | |
| Water intensity for all landlord obtained water supplying shopping centre | 0.71 | 0.81 | 0.72 | 0.68 | 0.69 | -12% |

Data Coverage Notes

No data has required estimating for this measure.

Narrative on Performance

Water consumption overall has decreased significantly, with a significant -12% decrease during 2022, when applied against visitor numbers from 2019 an increase of 4.2% has occurred, this can be attributed to increased customer handwashing practices as a result of the pandemic.

REEB water benchmarks (2020) still place this figure between typical (0.55) and good practice (0.93).

Type of green building certifications

| Type and number of green certifications | | |
|---|-----------------------------------|---|
| Type of Certification | Name of certification | Percentage of portfolio certified (by floor area) |
| Mandatory Certifications | EU Energy Performance Certificate | 100% |
| Voluntary Certifications | BREEAM (or equivalent) | 0% |

| EU Energy Performance Certificate | Proportion of 2022 Portfolio |
|-----------------------------------|------------------------------|
| EPC rated A | 22% |
| EPC rated B | 24% |
| EPC rated C | 19% |
| EPC rated D | 34% |

Data Coverage Notes
 Energy Performance certificates are a legal requirement in Scotland. The EPC coverage includes tenant demises.

Narrative on Performance
 Green building certification - such as CycleScore, BREEAM - is not currently an objective at Eastgate, but is reconsidered on an annual basis. The building is always covered by an EPC. Cognisant of future potential MEES legislation, we report on our EPC rating coverage transparently.



www.eastgateshopping.co.uk