

Eastgate Shopping Centre

IMPACT

REPORT
2025

Celebrate Pride

Community, history & self
expression

Community spirit

Community gatherings
@ Eastgate & Charity hope.

Go Flourish

Garden Festival focussing
on grow to eat focus

Destination net zero

Our journey &
progress so far

Table of Contents

Page 3

About Eastgate Shopping Centre

Page 5

Measuring our environmental performance

Page 4

Working with the local community



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 2024 to 31st December 2024 unless otherwise specified. No significant changes occurred in Eastgate Shopping Centre's organisation or chain of suppliers during 2024. No serious ESG (Environmental, Social and Governance) incidents have been reported during the reporting 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, Scrán Café & Kitchen, Hotel Chocolat, H&M, Select, HERA, Next, NHS, Quiz and Joules.
- Community-based units including Centred Discovery College, Rokzkool, One of a Kind & TFX Performing Arts Studio.

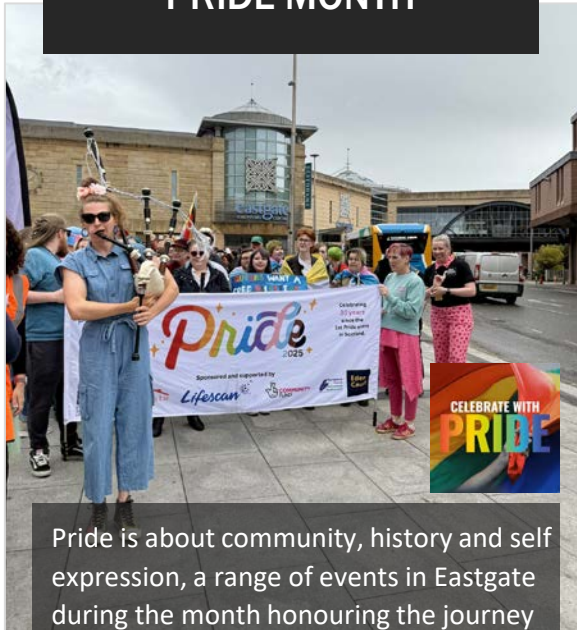
THE BEACH

AT EASTGATE

Community Impact

2024 highlights...

PRIDE MONTH



Pride is about community, history and self expression, a range of events in Eastgate during the month honouring the journey and embracing the future.

GO FLOURISH



Garden festival with educational stands promoting volunteering, grow to eat, Incredible Edibles, Barn to Fork community gardens, sustainable living and tool hire.

COMMUNITY COFFEE



Cuppa & blether mornings every second Wednesday of the month, bringing the community together to talk.

Parent & Toddler group every Wednesday during term time.

HALO WHEELS OF HOPE



Eastgate are proud to support Highland Action for Little Ones (HALO) – wheels of hope Land's End to John O'Groats Virtual Challenge 2024 with support of Eastgate and tenant business teams to meet the distance.

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, 2024 to December 31, 2024.

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 2024.

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	2024	2023	2022	2021	2019	YOY trend (2024 vs 2023)	YOY trend (2024 vs 2019) years without lockdowns
Energy reported in MWh	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption		
Landlord obtained electricity	1,059	1,092	1,131	1,047	1,354	-3%	-22%
% of electricity data estimated	0%	0%	0%	0%	0%		
Landlord obtained fuels (natural gas)	258	287	408	394	588	-10%	-56%
% of fuels data estimated	0%	0%	0%	0%	0%		
Total landlord energy consumption from all sources	1,317	1,378	1,539	1,440	1,942	-4%	-32%
Building energy intensity for Eastgate Shopping Centre (kWh/sqm/year - GIA)							
Building energy intensity for all landlord-obtained energy	30.5	31.9	35.7	33.4	45.0	-4%	-32%
Absolute GHG emissions for Eastgate Shopping Centre	2024	2023	2022	2021	2019	YOY trend (2024 vs 2023)	YOY trend (2024 vs 2019) years without lockdowns
GHG reported in tCO2e	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption		
Direct GHG Emissions (GHG Protocol Scope 1)	47	53	75	72	108	-11%	-56%
Direct GHG Emissions (GHG Protocol Scope 1) after green procurement	47	53	75	72	108	-11%	-56%
Indirect GHG emission (GHG Protocol Scope 2 Location-based) in tonnes	219.27	225.92	218.67	222	347	-3%	-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	266	278	293	294	455	-4%	-41%
GHG Scope 1 & 2 (Market based; after green procurement) in tonnes	47	53	75	72	108	-11%	-56%
Building GHG Intensity (Kg CO2e/sqm/year - GIA)							
Building GHG Intensity (GHG Protocol Scopes 1 & 2)	1.1	1.2	1.7	1.7	2.5	-9%	-56%

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 that this covers all 'backof house' 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 and that gas is not procured 'green'.

Narrative on Performance

Overall energy consumption in 2024 has dropped substantially since monitoring began – 69.47% since 2009 with a 4.42% reduction in comparison to 2023. Electricity consumption has reduced by 2.95%, with gas consumption reducing by 9.98% year on year. 2024 total kWh usage of 1,317,967 equates to 30.5 kWh per square meter per annum, just above the lower energy thresholds for a conditioned enclosed shopping centre defined in REEB 2023.

LED lighting replacement on the Falcon malls began in 2024 following our reduce reuse, recycle ethos, reusing existing fittings modifying the housing and bracketry to allow the existing units to be converted to LED, minimising waste created during delivery of the project. These works are being undertaken by our inhouse teams, further reducing travel impacts. The installation works will continue into 2025 before final completion.



Water consumption and water intensity

Absolute water for Eastgate Shopping Centre	2024	2023	2022	2021	2019	2018	YoY trend (2024 vs 2023)
Water reported in litres	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption	
Eastgate obtained water	4174	4172	4151	3,026	5,194	5,489	0.05%
% of water data estimated	0%	0%	0%	0%	0%	0%	
Building water intensity – LPV (litres per visitor per annum)							
Water intensity for all landlord obtained water supplying shopping centre	0.71	0.72	0.77	0.81	0.68	0.77	-1%

Data Coverage Notes

No data has required estimating for this measure.

Narrative on Performance

Water consumption overall has increased by 0.05% during 2024 in comparison to 2023, when considered against increasing annual visitor footfall, a decrease of 0.01 litres per visitor was realised.

While the building has existing water savings features installed further water saving measures and technology will be implemented when refurbishment of the customer toilet areas are scheduled. Until this time focus will be on monitoring monthly use and ensuring annual use stays within expected range under 0.75 LPV.

Project works: roof replacement – 119 m³ metered use was used to complete this contract, this use has been excluded in the above calculations, inclusion of this would lead to a water intensity of 0.73 LPV and increase of 0.01 litres per visitor.

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



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 2024 Portfolio
EPC rated A	61.84%
EPC rated B	6.65%
EPC rated C	5.48%
EPC rated D	2.74%
EPC rated E	6.85%
EPC rated F	6.85%
EPC rated G	9.59%

Data Coverage Notes

Energy Performance certificates are a legal requirement in Scotland.

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 including all tenant demises space.



www.eastgateshopping.co.uk