

2020 - 2021 Sustainable Business Strategy – targets

Sustainable Business Goals	Corporate Business Goals	Sustainable Development Goals	Performance Measure (KPIs)	Targets 2020 - 2021
<p>People</p> <p>An unbeatable employment Experience</p> <p>-----</p> <p>A safe working environment</p>	<p>Drive revolutionary change in the marketplace</p> <ul style="list-style-type: none"> - Attend Trade Association Meetings <hr/> <p>Offer an unbeatable employment experience</p> <ul style="list-style-type: none"> - Flexibility i.e. offer remote working - Encourage employees to speak up. 	<p>Gender equality</p> <p>Reduced inequalities</p> <hr/> <p>Good health and well-being</p>	<p>100% Employees proud to work at Westbury Property</p> <ul style="list-style-type: none"> - Stay for over 5+ years. - All employees attend minimum of 2 training courses p.a. 	<p>Increase Training Courses from 2 – 3 p.a.</p> <p>Re-evaluate Compliance Programmes Bi-annually.</p>
<p>Performance</p> <p>The best customer experience</p> <p>-----</p> <p>Sustainable growth</p>	<p>Provide the best customer experience</p> <hr/> <p>Drive revolutionary change in the marketplace</p> <ul style="list-style-type: none"> - Speak at Industry Events - Get more involved in ARLA 	<p>Decent work and economic growth</p> <ul style="list-style-type: none"> - Team Hubs - Economic Growth - Regular Target Review 	<p>Average Customer Score</p> <p>-----</p> <p>% Expenditure on “Green Policy”</p> <hr/> <p>% Revenue from repeat customers</p>	<p>Trustist 4.6/ 5 Target 4.8 /5</p> <hr/> <p>50% increase to 60%</p> <hr/> <p>70% increase to 75%</p>
<p>Communities</p> <p>Benefiting local and national communities</p>	<p>Offer an unbeatable employment experience</p> <hr/> <p>Provide the best customer experience</p> <ul style="list-style-type: none"> - Finger on the Pulse: Breadth of Experience - Grass Root Approach – Directors get Involved at all levels. 	<p>Sustainable cities and communities</p> <hr/> <p>Quality education</p> <hr/> <p>Sustainable Cities and Communities</p>	<p>£ donated / fundraised / pro bona value</p> <ul style="list-style-type: none"> - Donation made to Step by Step Charity - Fundraise Objectives - Offer Internships 	<p>Quarterly discussions with Step by Step to identify further opportunities where we can work together in partnership.</p>
<p>Environments</p> <p>Reducing our waste</p> <p>-----</p> <p>Reducing our emissions</p> <p>-----</p> <p>Protecting our planet</p>	<p>Achieve optimal operational efficiency</p> <hr/> <p>Main Board Directors drive electric vehicles</p> <hr/> <p>Provide the best customer experience/ Drive revolutionary change in the industry</p> <ul style="list-style-type: none"> - Regulatory Body involvement - Increase Memberships. - 	<p>Responsible consumption and production</p> <hr/> <p>Affordable and clean energy</p> <hr/> <p>Climate Action</p> <hr/> <p>Industry, innovation and infrastructure</p>	<p>Overall Office waste savings per month</p> <hr/> <p>Overall office energy savings per month</p> <hr/> <p>Reduction against 2019 baseline</p> <hr/> <p>No reportable environmental incidents</p> <hr/> <p>% projects (by revenue) completed to ARLA/RESI environmental standards</p>	<p>Paperless Office</p> <hr/> <p>Green Energy</p> <hr/> <p>5% Fuel Efficiency Savings</p> <hr/> <p>Continue with Clean Sheet</p> <p>Provide Tenants with Environmental friendly Information and resources.</p>