

Summary of targets - 2017/18

Aspiration	Aspect	Portfolio	Target 2022 (or as indicated)	Target 2030
Healthy places	User Satisfaction (new offices)	London	Achieve 75% overall satisfaction	TBC
	Valuable Green Space	London/ Regional	Create at least 5,000m ² additional, valuable green space compared to 2012/13 baseline.	Create at least 10,000m ² additional, valuable green space compared to 2012/13 baseline.
	Customer Service	London/ Regional R&C	Customer service targets are still to be finalised for each portfolio and at corporate level. Benchmarking data has been completed for the first year of customer satisfaction surveys.	
	SSSIs	Windsor	50% of SSSIs under our direct control to be in 'favourable' condition, whilst maintaining at least 95% in 'favourable or recovering' condition (by 2020).	TBC

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Climate Proof	Carbon Emissions Reduction	London/Regional	Improve carbon emissions intensity by a further 40% from a 2012/13 baseline for properties under our direct control .	Improve carbon emissions intensity by a further 80% from a 2012/13 baseline for properties under our direct control.
	Renewable Energy Procurement	London/Regional	100% procurement of renewable energy from RE100 providers (within 3 years)	
	Renewable Energy Generation	EMI	Effectively realise value from the natural resources of the seabed (England, Wales and N Ireland), including facilitation of 8-10 GW of offshore wind capacity (by 31 March 2020).	TBC

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Super Efficiency	Waste generation (developments)	London/ Regional	Aggregated total construction waste generated on completed development projects to be no more than 6.5t/100m ² (GIA).	Aggregated total construction waste generated on completed development projects to be no more than 3.2t/100m ² (GIA).
	Re-use & Recycling (managed assets / developments)	London/ Regional	80% (managed assets) and 95% (developments) of waste generated to be reused or recycled.	100% of waste generated to be reused or recycled (managed assets and developments).
	Re-use and Recycling (marine minerals)	EMI		Promote the beneficial use of all dredged sediment arising from port and harbour channels.*
	BREEAM (major new build and refurbishment projects)	London/ Regional	Achieve BREEAM 'Excellent' rating on 100% of completed office projects, and 'Very Good' on 100% of completed retail space projects.	TBC

* This could also result in projects that help to create natural habitats and climate proof our business.