

OUR ESG UK ACTION PLAN

TURNING AMBITION INTO ACTION



Building a sustainable future, together

The built environment enhances the way people live, work and connect with each other, but it also contributes to many of the environmental and social challenges the UK faces today. Our Plan supports Knight Frank's intention to be a force for good by helping to address these challenges. It follows the 'global agenda for local action' in our [ESG ambition](#) and contains the most detailed and demanding priorities we've set to date.

As a responsible, purposeful business we can't ignore the existential challenge of climate change and other global risks such as nature depletion, resource scarcity, insecurity of supply and inequality of opportunity. We also know our clients prefer partners with strong credentials for their environmental, social and governance activities, and our people want to work for a business that measures success by more than financial performance.

Our Plan can help us fulfil our purpose 'to work responsibly, in partnership, to enhance people's lives and environments' by focusing on the ways we can maximise our impact and make the biggest difference. We know it's a plan in progress and is likely to evolve in future. We also know it will require hard work from our people, collaboration with external partners and clear reporting of our performance year-to-year.

These pressures all make our Plan challenging but also incredibly exciting to be part of – our chance to build a sustainable future, together. As members of the UK Board, we collectively endorse our Plan and are ready to help drive its progress.

Knight Frank UK Board



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What do we mean by ESG?

The environmental, social and governance issues that matter most to Knight Frank in the UK. We exist to enhance people's lives and environments; we believe passionately in transparency and accountability.

About Knight Frank

Headquartered in London, Knight Frank is one of the world's leading, independent real estate consultancies offering professional, commercial and residential property services.

We want to play our part in tackling the pressing environmental and social issues facing the UK today, and we can, thanks to the scale of our UK operations, the extent of our supply chain and the size of our workforce. Through our services for clients, which include specialist ESG advice, we can help them make a difference too.

50+
territories

740+
offices worldwide

27,000+
people worldwide



71
offices in the UK

2,800+
people in the UK

Scope of our Plan

This Plan covers the vast majority of Knight Frank's UK business operations, namely Knight Frank LLP and its registered subsidiaries which operate in the UK. It does not, however, include the business operations of Property Management Integrated Services & Employment Co Ltd (PROMISE) or Knight Frank Investment Management LLP, who operate independently.

About our Plan: ambition into action

Our Plan is designed to make a positive, measurable difference to the natural environment, our own people and the communities we serve. It's how we intend to put our global ESG ambition into local action here in the UK.

Measured for impact

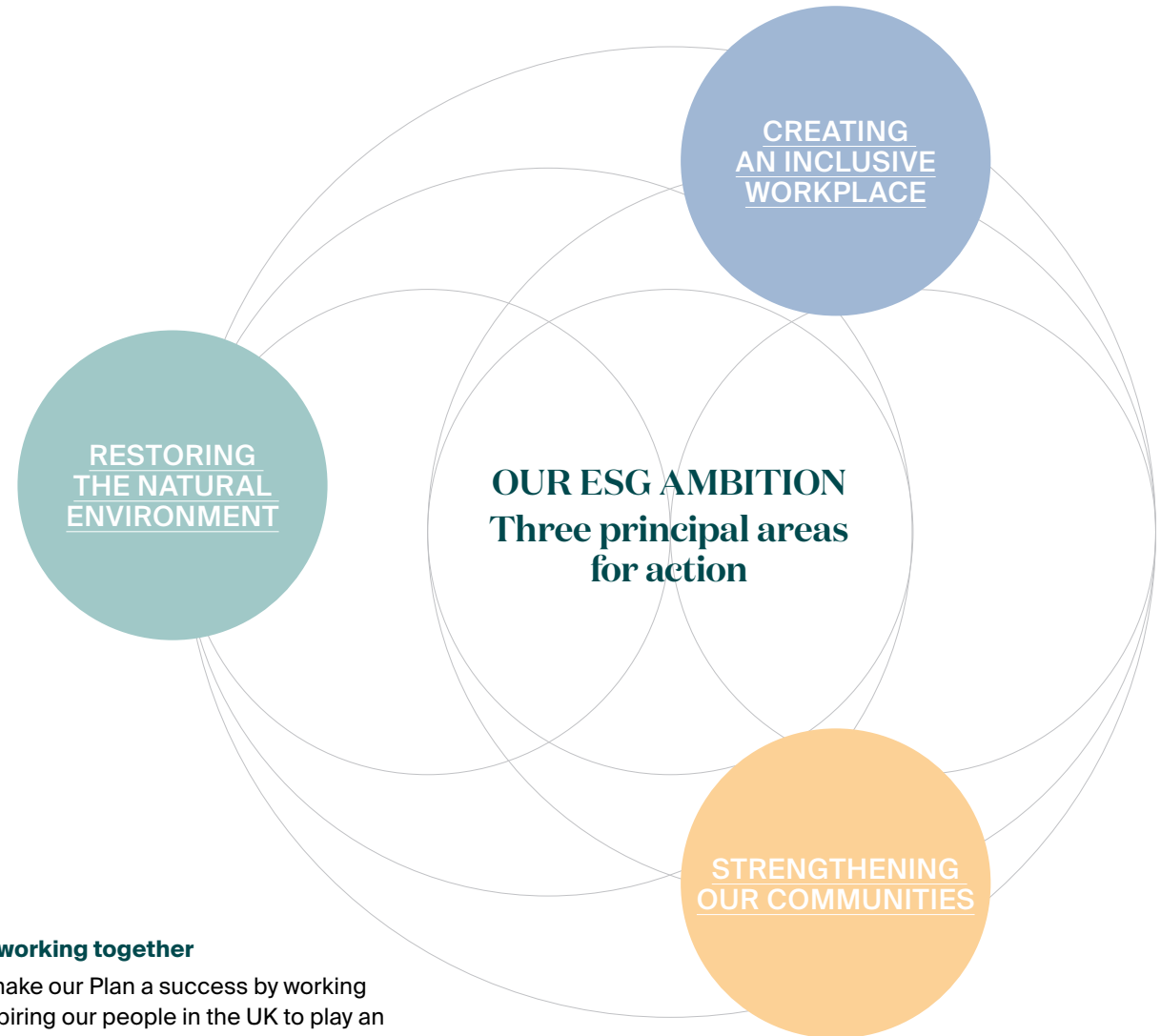
Our Plan includes specific commitments for the three principal areas for action of the ESG framework set out in our global [ESG ambition](#). It also includes other 'supporting commitments' that help to enable our whole Plan, focused on business ethics and working with our suppliers. Our Plan is UK-specific, but part of a global ESG programme that includes our net zero ambition and science-based targets.

Cross-cutting commitments

Many of our commitments are cross-cutting – meeting one helps us in meeting others. For example, obtaining green building certifications may help improve our people's health and wellbeing by creating safer, greener and more inclusive working environments.

Time-limited and target-driven

All our commitments have time thresholds – dates at which we'll review progress and, if needed, revise, retire or extend them. Our starting point for some is simply to learn more so we can set measurable targets at a future date; others already have numerical targets and key performance indicators.



It's all about working together

We can only make our Plan a success by working together – inspiring our people in the UK to play an active part and teaming up with our clients, partners, suppliers and external experts to multiply our impact.

Accessible to everyone

We want to champion 'accessible ESG' by explaining our commitments and reporting our performance in language everyone understands. If we need to use technical terms or concepts, we'll explain what they mean as plainly as we can.

Good governance and transparent reporting

Our UK Board will oversee our Plan and ensure we stay on course to achieve the standards it sets out; we already have a top-to-bottom governance structure in place to ensure these standards are met. We'll also report on our progress every year, starting from 2025.

Our Plan in summary

Most of our commitments focus on a specific priority but almost all have the potential to contribute to more than one. Our starting point for some is simply to learn more so we can set measurable targets at a future date; others already have numerical targets, metrics and key performance indicators.

This table summarises our commitments. For full definitions and rationales for each one, [see page 18](#).

RESTORING THE NATURAL ENVIRONMENT	CREATING AN INCLUSIVE WORKPLACE	STRENGTHENING OUR COMMUNITIES
<p>Committing to net zero</p> <ul style="list-style-type: none"> ● 100% of purchased energy from renewable sources by 2030 ● Investigate the use of Corporate Power Purchase Agreements by 2025 ● Assess green building certification for our corporate offices by 2025 <p>Restoring biodiversity</p> <ul style="list-style-type: none"> ● Understand our impact on nature by 2025 <p>Reducing pollution</p> <ul style="list-style-type: none"> ● 50% reduction in paper use in our corporate offices by 2030¹ ● Zero waste to landfill by 2025 	<p>Striving for greater diversity, equity and inclusion</p> <ul style="list-style-type: none"> ● Fully developed DEI programme in place by 2025 <p>Developing our people's ESG knowledge and skills</p> <ul style="list-style-type: none"> ● Structured, bespoke ESG learning programme designed by 2025 <p>Prioritising safety, health and wellbeing</p> <ul style="list-style-type: none"> ● Achieve zero workplace accidents and incidents every year 	<p>Encouraging and enabling colleagues to volunteer</p> <ul style="list-style-type: none"> ● 35,000 hours of volunteering by 2026 <p>Community investment driven by impact</p> <ul style="list-style-type: none"> ● Develop a strategic partnership for corporate community investment by 2025
OUR SUPPORTING COMMITMENTS		
<p>Building responsible supply chains</p> <ul style="list-style-type: none"> ● 100% of new suppliers to be screened using environmental criteria by 2025 ● 80% of our critical suppliers to have signed a Knight Frank Supply Chain Charter by 2025 ● 100% of our critical suppliers trained so they understand our ESG requirements by 2025 	<p>Prioritising business ethics, compliance and integrity</p> <ul style="list-style-type: none"> ● 100% completion of annual business ethics, compliance and integrity training by 2025² 	



1. From 2023 baseline year.

2. By 100% we mean that all employees requiring this training will complete it by 2025 unless absent from the workplace due to illness, parental leave or other unavoidable circumstances.

RESTORING THE NATURAL ENVIRONMENT

Our UK operations rely on natural resources but also have an impact on them. This can be positive – for example, providing spaces in which people live, work and socialise – but also negative, contributing to climate change, biodiversity loss and pollution. Recent research¹ has found that damage to the natural environment is slowing the UK economy and could lead to an estimated 13% reduction in GDP in the years ahead – larger than the hits from the global financial crisis or COVID-19. That’s why we’re making six commitments to help restore the natural environment.



As set out in our global ESG ambition for us this means:

- Committing to net zero
- Restoring biodiversity
- Reducing pollution



Memberships:



1. Assessing the Materiality of Nature-Related Financial Risks for the UK, Green Finance Institute, April 2024.

Committing to net zero

In 2021, we launched a global programme to help us reach net zero by 2040, including near- and long-term greenhouse gas (GHG) emissions reduction targets, which have been validated by the Science Based Targets initiative (SBTi). We've set out our roadmap as a global business in [Our Global Net Zero Pathway](#), which identifies the key levers for change.

Our global programme focuses on using less energy, and our UK commitments support this wider aim. Most of our energy is used at our 75 workspaces.¹ Our commitments are designed to help us optimise energy use, through switching to renewable sources and being more efficient.



COMMITMENT	100% of purchased energy from renewable sources by 2030	Investigate the use of Corporate Power Purchase Agreements (CPPAs) by 2025	Assess green building certification for our corporate offices by 2025
ACTIONS	<ul style="list-style-type: none"> ● Find out exactly how much energy we currently use ● Optimise our energy use ● Explore renewable energy options 	<ul style="list-style-type: none"> ● Review available CPPAs ● Review the feasibility of renewable projects at our workspaces 	<ul style="list-style-type: none"> ● Understand available green building certifications ● Create a plan to upgrade our workspaces ● Improve our workspaces' green credentials
OUTCOMES	<ul style="list-style-type: none"> ● Set a baseline for our energy performance ● Create an implementation programme for more energy-efficient workspaces ● All workspaces on a renewable energy contract 	<ul style="list-style-type: none"> ● Establish a clear business case for a CPPA strategy 	<ul style="list-style-type: none"> ● Determine relevant green building certifications aligned to our goals and workspaces ● An upgrade plan that adds value for all workspaces ● More efficient and inclusive workspaces
KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> ● Percentage of renewable energy we purchase 		<ul style="list-style-type: none"> ● Percentage of our workspaces with green building certification

For full definitions of, and rationales for, all our commitments, [see page 18](#).

1. Workspace – we use this term to refer to the specific spaces in which we work: the offices and other spaces which effectively have our 'name above the door'.

Restoring biodiversity

Across the UK, ecosystems and natural landscapes are under threat – and yet they’re vital to agriculture and have enormous potential as nature-based solutions to climate change and resource depletion. Our UK operations rely on natural resources, just as every other business does, so we need to play our part in preserving them. Thanks to our rural expertise, we can also help our clients do the same.

- We’re making it a priority to work with partners who are exploring innovative, nature-based solutions.
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COMMITMENT	Understand our impact on nature by 2025
ACTIONS	<ul style="list-style-type: none"> ● Complete a peer review of nature-related activities in our industry ● Partner with, and learn from, experts in nature ● Understand our relationship with nature along our value chain ● Identify risks and opportunities
OUTCOMES	<ul style="list-style-type: none"> ● A better understanding of how nature and real estate affect each other ● A better understanding of the impacts along our value chain ● Prioritised investment that minimises nature-related risks and maximises nature-related opportunities
KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> ● Wherever possible, align our work on nature with the recommendations of the Taskforce on Nature-related Financial Disclosures (TNFD)

For full definitions of, and rationales for, all our commitments, [see page 18](#).



Reducing pollution

Using fossil fuels contributes to pollution and can cause both smog and acid rain. It also exacerbates environmental degradation, particularly through the release of nitrous oxide, which can have a damaging impact on land and water biodiversity systems. By focusing on energy efficiency, supporting conservation and transitioning to renewable energy, we can help reduce negative impacts. Introducing electric vehicles into our company fleet¹ in 2023 marked one step in our shift away from fossil fuels. Now we're taking further action by reducing paper use and managing waste in ways that avoid carbon-intensive practices and incorporate circular economy principles.



COMMITMENT	50% reduction in paper use in our corporate offices by 2025 ²	Zero waste to landfill by 2025 ²
ACTIONS	<ul style="list-style-type: none"> ● Understand how and why we waste paper 	<ul style="list-style-type: none"> ● Work with waste experts and industry leaders to develop ways of reducing the waste we send to landfill ● Engage our employees in reducing waste, for example by adopting the 'Three Rs' – reduce, reuse and recycle
OUTCOMES	<ul style="list-style-type: none"> ● Develop recommendations to reduce paper waste 	<ul style="list-style-type: none"> ● Create a waste plan that sets out our approach and explains how we'll meet our 2025 commitment ● Introduce consistent practices and processes across our UK operations to make sure we reduce waste and avoid it where possible
KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> ● Percentage of paper saved 	<ul style="list-style-type: none"> ● Percentage of waste sent to landfill

CIRCULAR ECONOMY

A circular economy moves away from the current linear system in which natural resources are turned into goods then often sent to landfill at the end of their useful life. In contrast, a circular approach seeks to eliminate waste and pollution, increase products' lifespans, cycle materials back into the economy and regenerate nature.

For full definitions of, and rationales for, all our commitments, [see page 18](#).

1. Includes our company car scheme. 2. From 2023 baseline year.

CREATING AN INCLUSIVE WORKPLACE

We believe that diverse businesses are better able to respond to challenges, attract and retain top talent, and meet their clients' needs. We want our UK workforce to be the best in our industry, so we're prioritising creating an inclusive workplace where every individual feels valued, supported and safe.



As set out in our global ESG ambition for us this means:

- Striving for greater diversity, equity and inclusion
- Developing our people's ESG knowledge and skills
- Prioritising safety, health and wellbeing

Some of our partners:



Striving for greater diversity, equity and inclusion

We want to make every Knight Frank workplace in the UK truly inclusive. Every part and every level of our organisation should benefit from the breadth of ideas that diversity brings. We also want to provide the support each colleague needs to thrive, recognising that not everyone starts out with the same advantages. While overall we have a good gender balance, we're less balanced at senior levels, and we also have work to do to improve other aspects of diversity, such as race and ethnicity, LGBTQ+, social mobility, age and ability.

OUR DEFINITIONS

Workspace – we use this term to refer to the specific spaces in which we work: the offices and other spaces which effectively have our ‘name above the door’.

Workplace – we use this term to refer generically to any place in which Knight Frank employees work together and consequently ‘co-create’ behavioural and cultural characteristics.

COMMITMENT	Fully developed DEI programme in place by 2025
ACTIONS	<ul style="list-style-type: none"> ● Improve our DEI data and create a data-led strategy to guide our action plans ● Create robust action plans for our six strategic pillars ● Appoint an executive sponsor to lead each pillar ● Work with our employee resource groups to support the DEI strategy ● Build more diverse teams and drive more inclusive behaviours ● Ensure our leadership is both more diverse and fully accountable for DEI ● Develop external partnerships with underrepresented communities
OUTCOMES	<ul style="list-style-type: none"> ● Clear priorities and objectives set out in our DEI action plans, driven by data ● Inclusive policies, processes and guidelines established ● Defined ambitions to measure our progress ● Greater diverse representation at all levels ● Inclusive behaviours and cultures as standard ● Drive greater visibility externally with underrepresented communities ● Inclusive and accountable DEI leadership
KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> ● We will set specific targets and metrics as we develop our DEI action plans



Developing our people’s ESG knowledge and skills

By giving our people a better understanding of ESG, we can help them acquire the knowledge and adopt the behaviours they need to meet our clients’ expectations and make a bigger contribution to our Plan.



We want to help people at all levels of our business unlock their potential, which is why we invest heavily in learning and development.



COMMITMENT	Structured, bespoke ESG learning programme designed by 2025
ACTIONS	<ul style="list-style-type: none"> ● Identify knowledge gaps and define what we want to achieve through the programme ● Create a three-tier learning programme to support all colleagues, whatever their role and experience – tier one will address general issues, tier two will prioritise role-specific issues and tier three will comprise specialist training ● Develop tier one by the end of 2024 and start running it in 2025
OUTCOMES	<ul style="list-style-type: none"> ● A better understanding of ESG across the business – with our people using their knowledge to improve their performance at work ● ESG learnings pertinent to specific roles
KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> ● Average percentage increase in hours of ESG-related training for colleagues compared with the previous year

For full definitions of, and rationales for, all our commitments, [see page 18](#).

Prioritising safety, health and wellbeing

We want to do all we can to support our people’s health and wellbeing, particularly their mental health. We offer a range of support, including private medical insurance, employee assistance programmes and cycle to work schemes to help our people perform at their best. At the same time, safety in any workplace must be non-negotiable, which is why a commitment on this is included in our Plan.



COMMITMENT	Achieve zero workplace accidents and incidents every year
ACTIONS	<ul style="list-style-type: none"> ● Identify the working environments that pose the greatest safety risks ● Assess the effectiveness of our health and safety materials and continue to improve them ● Train our employees about safe working practices and support them to change their behaviours if doing so makes them safer
OUTCOMES	<ul style="list-style-type: none"> ● Prioritisation of safety risks relevant to our business and identification of high-risk employees ● Improved comprehensibility and accessibility of health and safety materials ● All colleagues fully informed of our safety practices and actively involved in building a safety-first culture
KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> ● Number of reported accidents

● ●
We want our workplaces to promote good health and normalise conversations around mental health and wellbeing.
 ● ●

Some of our partners:



Private medical insurance



Gym membership



Cycle to Work scheme



Employee assistance programme

For full definitions of, and rationales for, all our commitments, see page 18.

STRENGTHENING OUR COMMUNITIES

We're an integral part of the UK communities in which we operate: we share their resources and the challenges they face. To make a positive difference, we need to fully assess the challenges and identify who lacks access to opportunities, so we can find the right partners to help us deliver real change. We believe we're well placed to do this, bringing together the collective power of Knight Frank across the UK with the right strategic partners, and encouraging all our colleagues to get involved in their local community.



As set out in our global ESG ambition for us this means:

- Encouraging and enabling colleagues to volunteer
- Community investment driven by impact

Some of our partners:



Encouraging and enabling colleagues to volunteer

Volunteering is widely popular with colleagues in the UK, and we offer them paid volunteering days. This gives employees the chance to support causes that they care about and builds their pride in Knight Frank. For the charities they work with, it provides valuable extra hands and minds when and where they need them. We want to make it even easier for them to volunteer – whether this involves sharing their skills to support environmental causes, education and health projects, or helping a local charity in any way that’s needed.



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- We have a long history of supporting communities – by making donations, fundraising, pro bono work and employee volunteering.**
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COMMITMENT	35,000 hours of volunteering by 2026
ACTIONS	<ul style="list-style-type: none"> ● Explore the volunteering opportunities available to colleagues ● Develop ways to measure the time colleagues spend volunteering and the impact they have ● Evaluate the impact of colleague volunteering on an ongoing basis
OUTCOMES	<ul style="list-style-type: none"> ● More accurate volunteering data ● Better take-up of paid volunteering hours by colleagues ● Volunteering partnerships in place with charities and other organisations
KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> ● Number of volunteering hours completed per year

For full definitions of, and rationales for, all our commitments, [see page 18](#).

Community investment driven by impact

Our aim is to create meaningful, lasting change that delivers positive social outcomes for all. That is why, at company level, we want to work with an expert who can help us get the most out of our community programmes, driving the greatest impact in ways that are aligned with our business and values. Finding the right strategic partner will also give us the potential to scale our efforts and build meaningful relationships and knowledge in the areas we want to address, as well as making it easier to communicate our impact. And it should help influence others to work collaboratively with us.



COMMITMENT	Develop a strategic partnership for corporate community investment by 2025
ACTIONS	<ul style="list-style-type: none"> ● Investigate potential strategic, pan-UK charity partners ● Identify the right long-term partner for greatest impact ● Develop an impactful programme with local flexibility ● Determine how best to engage our people ● Assess how best to report corporate community investment and measure social impact
OUTCOMES	<ul style="list-style-type: none"> ● Key strategic charity partner appointed ● Detailed programme developed with employee support ● Engaged, committed team across Knight Frank
KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> ● We will develop measurable outcomes specific to the programme, including volunteering hours

● ●
Our commitment to making a difference means identifying the needs of those who are most vulnerable so we can find the right partners to help us deliver real change.
 ● ●

OUR DEFINITION OF SOCIAL IMPACT
 By **social impact**, we mean achieving the greatest positive difference we can make within the communities in which live, work and provide expertise – through our actions, activities, programmes and policies.

OUR SUPPORTING COMMITMENTS

We have made four commitments that underpin our Plan – three focused on the importance of working in partnership, the other stressing the need for high ethical standards.

BUILDING RESPONSIBLE SUPPLY CHAINS

We need to work with others in our supply chains to help deliver all of our commitments.

COMMITMENT	100% of new suppliers to be screened using environmental criteria by 2025	80% of our critical-risk suppliers to have signed a Knight Frank Supply Chain Charter by 2025	100% of our critical suppliers trained so they understand our ESG requirements by 2025
ACTIONS	<ul style="list-style-type: none"> Understand our supplier base Define environmental and social criteria that are material to our business 	<ul style="list-style-type: none"> Review and evolve our current procurement policies and processes Develop a Supply Chain Charter 	<ul style="list-style-type: none"> Engage with our critical suppliers
OUTCOMES	<ul style="list-style-type: none"> Identification of suppliers that are critical to our business operations and have the most impact on our supply chain 	<ul style="list-style-type: none"> Processes in place for procuring goods and services sustainably An updated sustainable procurement policy in use across our UK operations 	<ul style="list-style-type: none"> Improved awareness of our ESG-related performance requirements along our supply chains
KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> Number of new suppliers screened and continually assessed 	<ul style="list-style-type: none"> Percentage of suppliers signed up to our Supply Chain Charter 	<ul style="list-style-type: none"> Percentage of our suppliers completing ESG-related training

For full definitions of, and rationales for, all our commitments, [see page 18](#).

PRIORITISING BUSINESS ETHICS, COMPLIANCE AND INTEGRITY

In a materiality study for our global ESG ambition, business ethics, compliance and integrity (BEC&I) were top priorities for some of our largest clients, many of whom operate in the UK. We already provide BEC&I training for UK colleagues. It covers anti-bribery and corruption, data protection and information security, anti-money laundering, code of conduct and other relevant topics. By making this commitment we aim to re-emphasise just how important these considerations are for us and bring them alive for colleagues in the UK.

COMMITMENT	100% completion of annual business ethics, compliance and integrity training by 2025 ¹
ACTIONS	<ul style="list-style-type: none"> Assess our current BEC&I training offer and identify ways we can improve it Engage our colleagues on business ethics and compliance issues
OUTCOMES	<ul style="list-style-type: none"> Better BEC&I training All colleagues aware of the BEC&I issues they face and our approach to tackling them 100% pass rate for our BEC&I training
KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> Percentage of employees completing BEC&I training Percentage of employees assessed as 'passing' BEC&I training

1. By 100% we mean that all employees requiring this training will complete it by 2025 unless absent from the workplace due to illness, parental leave or other unavoidable circumstances.

Governance and reporting

We want our Plan to be a call to action that colleagues, clients, suppliers and partners believe in and get fully behind. To build their belief and commitment, we need to manage our Plan efficiently and report about it accurately and transparently.

GOVERNANCE

We have an effective top-to-bottom governance structure in place for our Plan. Our UK Board has endorsed the Plan. It is accountable for its implementation and will oversee this at every stage.



Read more about our wider corporate governance structures and processes, including how we oversee our [ESG ambition](#).

REPORTING

We'll report each year on progress against our Plan. Our reporting cycle will align with our financial year, which runs from 1st April to 31st March¹. Accurate reporting will be our priority because we know the Plan's credibility depends on it. We will monitor developments in ESG and sustainability reporting, and will consider aligning with new reporting standards in due course as appropriate for our UK business.



1. Year dates for our targets are aligned with the end of the respective financial year i.e. 2025 means by 31 March 2026.

Appendix

Our commitments: definitions and rationales

RESTORING THE NATURAL ENVIRONMENT	What metric are we setting?	Why are we setting this?	How will we approach this?	Additional information
Committing to net zero ¹	100% of purchased energy from renewable sources by 2030	Switching to a renewable supply of energy is one of the fundamental levers to achieving our net zero commitment	<ul style="list-style-type: none"> • Complete a cost-benefit exercise of those offices not currently on a renewable tariff and identify the steps that need to be taken to enable a switch-over • Develop an action plan to assist with implementation • Incorporate renewable energy supply provisions into fit-out requirements for future office refurbishments and new office set ups 	<ul style="list-style-type: none"> • Approximately 75% of our corporate office portfolio consumes electricity from a renewable contract (REGO² certificate backed) via our group utility contract • Some of our offices are not on the group energy contract, so this would mean looking to either move their utilities across from existing providers to the group contract or switching to a renewable tariff independently
	Investigate the use of Corporate Power Purchase Agreements by 2025	The benefit of a CPPA is that it protects our businesses from energy price changes in a volatile marketplace by fixing prices throughout the agreement	Investigate current CPPA offerings and develop an action plan to assess those that would be suitable for Knight Frank	<ul style="list-style-type: none"> • A CPPA is a long-term contract under which a business agrees to purchase electricity directly from an energy generator. This differs from the traditional approach of buying electricity from licensed electricity suppliers
	Assess green building certification for our corporate offices by 2025	There is, rightly, increasing emphasis being placed on the use of building certifications as an indicator of how well a building is performing in terms of meeting environmental, health and other standards in its design and operation	Interim milestone – by 31st March 2025: <ul style="list-style-type: none"> • Define our ‘Corporate Office’ scope and criteria • Assess the viability of current green building certifications (eg NABERS, BREEAM, WELL, SKA and FitWell) relative to the nature, scale and complexity of our operations, and select the most appropriate. This will need to be further assessed against global best practice and application locally • Develop an action plan for implementation to enable our workspaces to be certified 	<ul style="list-style-type: none"> • The interim milestone period will give us time to evolve our thinking around the role that building certifications have to play in real estate. It will also enhance our own advisory/consultancy expertise in this area for the benefit of clients

1. Our net zero commitment is a global commitment with approval already gained.

2. REGO – The Renewable Energy Guarantees of Origin (REGO) scheme provides transparency to customers about the proportion of electricity that suppliers source from renewable electricity. This scheme provides certificates called REGOs which demonstrate electricity has been generated from renewable sources.

Appendix

Our commitments: definitions and rationales

continued

RESTORING THE NATURAL ENVIRONMENT	What metric are we setting?	Why are we setting this?	How will we approach this?	Additional information
Restoring biodiversity	Understand our impact on nature by 2025	Nature is a rapidly emerging ESG topic and proactive activity in this area will support our leadership mandate. This is also a valuable learning exercise for those members of our client services team who work in rural/ESG consulting	Take the learnings from completing the Task Force on Climate-related Financial Disclosures (TCFD) and shadow report against the Task Force on Nature-related Financial Disclosures (TNFD)	<ul style="list-style-type: none"> The scope and boundary of this assessment are limited to our business operations only. As part of our value-chain assessment, we have undertaken a high-level screening of our activities to identify the most material areas for further evaluation and assessment. These include: our tier 1 suppliers, all Knight Frank UK service lines, travel (including our company fleet, business travel and employee commuting), and waste generated by our operations. The assessment approach is aligned with the TNFD
Reducing pollution	50% reduction in paper use in our corporate offices by 2030¹ Zero waste to landfill by 2025	Waste is a category of carbon emission and needs to be addressed as part of our net zero commitment. In addition, both paper use (resource use) and waste (resource inefficiency) are areas our employees are increasingly concerned about, and the second biggest environmental impact our business has after energy use	Create an effective resource and waste management strategy that will enable us to: <ul style="list-style-type: none"> Assess data available to identify what types of waste we're generating, individually and across the business, to establish a baseline Set appropriate targets and devise actions such as digital/IT solutions to assist in reducing waste Work with suppliers to understand best practice management of waste streams/types that promote the reduction, reuse and recycle of materials 	<ul style="list-style-type: none"> There are multiple activities across the business addressing this issue informally. Setting a target will enhance recognition of this work and incentivise employee engagement and behaviour

1. From 2023 baseline year.

Appendix

Our commitments: definitions and rationales

continued

CREATING AN INCLUSIVE WORKPLACE	What metric are we setting?	Why are we setting this?	How will we approach this?	Additional information
Striving for greater diversity, equity and inclusion	Fully developed DEI programme in place by 2025	DEI was one of the top two material issues identified last year	Complete a gap analysis of DEI representation across all internal boards and identify opportunities for improvement	<ul style="list-style-type: none"> This target is being supported by the collection of more detailed DEI information, which will give us a clearer indication of any under-represented groups. This will help us develop a longer-term commitment together with a framework we can follow as part of our DEI strategy
Developing our people's ESG knowledge and skills	Structured, bespoke ESG learning programme designed by 2025	Upskilling our workforce remains critical to our business success from a client service perspective	We're aiming to have a structured learning programme designed to ensure all employees understand how ESG impacts their roles and the area of business in which they operate	
Prioritising safety, health and wellbeing	Achieve zero accidents/incidents every year	Health and safety is paramount	We have multiple ongoing policies to meet this target	<ul style="list-style-type: none"> Health and safety is of paramount importance to us. Having an annual target reinforces this both internally and externally
STRENGTHENING OUR COMMUNITIES	What metric are we setting?	Why are we setting this?	How will we approach this?	Additional information
Encouraging and enabling colleagues to volunteer	35,000 hours of volunteering by 2026	Volunteering, which is currently offered as a benefit, is popular with our people and supports the attraction and retention of employees	Leverage and amplify existing charity partner opportunities	<ul style="list-style-type: none"> Our current policy offers our people the opportunity to take part in up to two days of volunteering a year
Community investment driven by impact	Develop a strategic partnership for corporate community investment by 2025	To create meaningful and lasting change that delivers measurable, positive social impact	Identify a strategic partner to develop an impactful UK-wide programme to deliver a positive social impact	<ul style="list-style-type: none"> We will use the B4SI social impact reporting framework to measure our social impact

Appendix

Our commitments: definitions and rationales

continued

OUR SUPPORTING COMMITMENTS	What metric are we setting?	Why are we setting this?	How will we approach this?	Additional information
<p>Building responsible supply chains</p>	<p>100% of new suppliers to be screened using environmental criteria by 2025</p> <p>80% of our critical suppliers to have signed a Knight Frank Supply Chain Charter by 2025</p> <p>100% of our critical suppliers trained so they understand our ESG requirements by 2025</p>	<p>The supply chain is responsible for the bulk of our environmental impact. Organisations can often make a big difference by making changes to their supply chain</p>	<p>Net Zero Supply Chain Focus Group will incorporate requirements into the current Supply Chain Carbon Reduction Plan we've developed</p>	<ul style="list-style-type: none"> • This target will play a vital role to delivering net zero and links to our Net Zero Supply Chain Focus Group's Carbon Reduction Plan • The term 'supplier' will be defined to ensure it captures the appropriate members of the value chain • We're also looking into how to link sustainable procurement to DEI data collection
<p>Prioritising business ethics, compliance and integrity</p>	<p>100% completion of annual business ethics, compliance and integrity training by 2025¹</p>	<p>This emerged top in terms of material issues in our 2022 assessment</p>	<p>Review process for no compliance and take appropriate action to mitigate</p>	<ul style="list-style-type: none"> • Clients rightly take this seriously when evaluating suppliers and having a target helps them make a judgement

1. By 100% we mean that all employees requiring this training will complete it by 2025 unless absent from the workplace due to illness, parental leave or other unavoidable circumstances.



**Building a sustainable
future, together.**

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Your feedback

We welcome your feedback.
Please share your thoughts at
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