

STAKEHOLDER ENGAGEMENT TABLE

» Stakeholder	» Type of engagement	» What they said	» How we're responding
Investors	<ul style="list-style-type: none"> • SRI investor tour • SRI investor questionnaires • Teleconferences 	<ul style="list-style-type: none"> • Want to see increased disclosure on climate change, biodiversity • Human resources 	<ul style="list-style-type: none"> • Climate change and carbon management policy published on website • Biodiversity audit completed and details included in online and summary CR report • New HR section in Annual Report with further information on training published in online CR report
Office occupiers	<ul style="list-style-type: none"> • Green Lease • Creation of Green Groups • Office occupier survey • Sustainability information in leasing materials for new offices • Sustainability information on display screens in existing offices 	<ul style="list-style-type: none"> • Want to see increased engagement 	<ul style="list-style-type: none"> • Green Groups created • Tenant Sustainability Guides issued to all new tenants • Green events held in assets • Information boards created at assets. We continue to demonstrate the payback of initiatives. Results of the occupier survey will be published in May 2010
Retailers	<ul style="list-style-type: none"> • Green Lease • Creation of Green Groups • Retailer survey 	<ul style="list-style-type: none"> • Concern over cost 	<ul style="list-style-type: none"> • Regular communication with retailers; creation of Store Lab in partnership with De Montfort university, which will allow retailers to test sustainable solutions • Issued Tenant Sustainability Guide • Developed energy management plan template • Ongoing engagement with tenants
Visitors to shopping centres	<ul style="list-style-type: none"> • Sustainability awareness exhibitions in the UK and France 	<ul style="list-style-type: none"> • Concern over climate change, but limited understanding of how individual behaviour can make a difference 	<ul style="list-style-type: none"> • Increased awareness campaigns including Green Weeks and the introduction of recycling bins in the malls
Government	<ul style="list-style-type: none"> • Founder member of the National Skills Academy for Retail • Regular meetings with regional government, local authorities and public sector organisations to support core business activities • Work with Local Education Business Partnerships • Sit on Board of industry working groups including the UK Green Building Council • The CNCC Sustainability Working Group (France) • The FSIF (France) 	<ul style="list-style-type: none"> • The UK government has launched CRC EES and EPC and issued several consultations ranging from CRC to Heat Incentives. CNCC is engaged in two Plan Batiment Grenelle Working Groups and members of the CNCC Sustainability Working Group are regularly asked to give an advice 	<ul style="list-style-type: none"> • Working with Communities and Local Government on the expansion of the Display Energy Certificates scheme and with the British Property Federation to respond to consultations with Government on CRC EES. Engaged with local authorities to deliver jobs, skills and training programmes in Union Square. Working with London First and Government on decentralised energy solutions

STAKEHOLDER ENGAGEMENT TABLE CONTINUED

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Community organisations	<ul style="list-style-type: none"> • Statement of Community Involvement to support planning applications for Bishops Place and Brent Cross Cricklewood, London • Public consultation to support Bishops Place application 	<ul style="list-style-type: none"> • Concerns over waste disposal proposals in Cricklewood • Local opposition to demolition of a building included in initial plans for Bishops Place 	<ul style="list-style-type: none"> • Further explanation of MRF facility in Cricklewood • Retention of 233 Shoreditch High Street as part of Bishops Place proposals, resulting in number of objections being reduced from over 3,000 to just 17
Suppliers	<ul style="list-style-type: none"> • Sustainable procurement policy • Trial sustainability questionnaire, UK • Supplier questionnaire issued as part of tender process in France 	<ul style="list-style-type: none"> • Expressed the need for clear metrics 	<ul style="list-style-type: none"> • Founding member of construction forum to set common metrics for measurement of emissions. Roll out of suppliers sustainability questionnaire in 2010
Employees	<ul style="list-style-type: none"> • Staff survey • Staff workshops • Sustainability awareness day • Hammerson in the Community Day 	<ul style="list-style-type: none"> • Internal communication • Flexible working (UK) 	<ul style="list-style-type: none"> • Staff survey to be carried out annually • Improved internal communications strategy put in place following internal consultation
Peers	<ul style="list-style-type: none"> • Representation on several industry bodies, including: Board member Better Building Partnership • Board member National Skills Academy • Member of UKGBC STEP working group • Chair metrics working group of Green Property Alliance • Chair BCO Environmental Sustainability Group 	<ul style="list-style-type: none"> • No issues raised 	<ul style="list-style-type: none"> • Continue to share knowledge and create best practice case studies and tool kits
Co-owners of French shopping centres	<ul style="list-style-type: none"> • Capital expenditure projects in France require the support of co-owners and are decided by vote. We therefore engage with co-owners on sustainability issues in order to improve energy and resource use efficiency in our French portfolio 	<ul style="list-style-type: none"> • No issues raised 	<ul style="list-style-type: none"> • Approval gained for lighting change project at Espace Saint Quentin car park, and replacement of one air conditioning system at Bercy 2 in 2009; Further efficiency programmes to be introduced as part of our refurbishment programmes, in line with Grenelle legislation