

ESG at Hollis

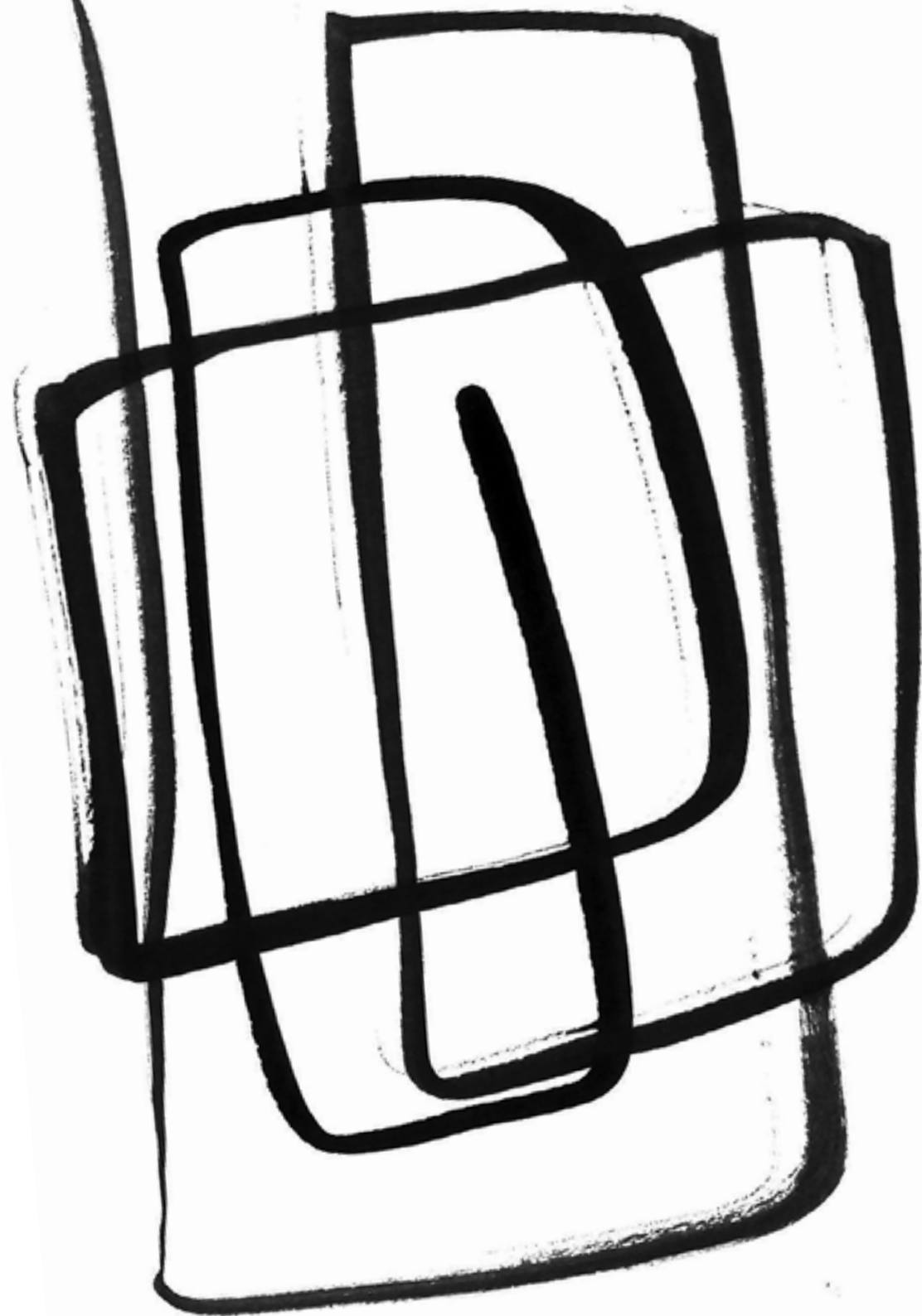
2023-2024



All together
different

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Introduction

Our vision is to positively impact our communities, the built environment and the world. We aim to make a real, positive difference for the environment, communities, our people and everyone we work with.

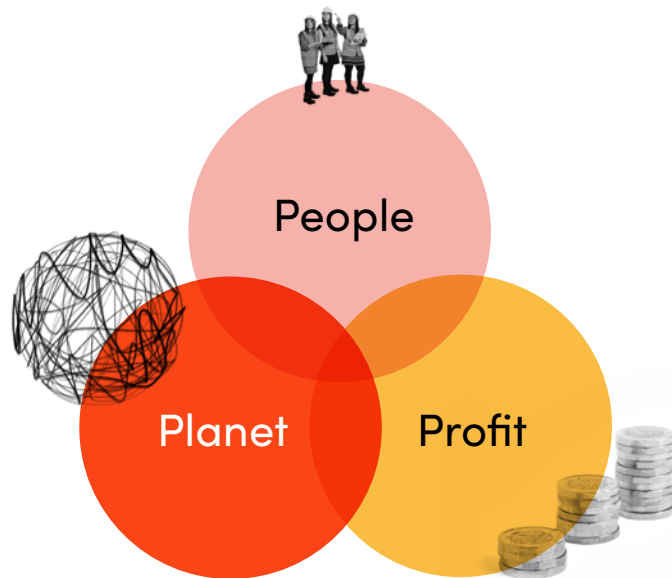
We are taking significant steps to achieve our vision through implementing our ESG strategy and ensuring that we are held accountable to deliver it.

The way we think about ESG has changed and is starting to become business as usual. Our aim is to ensure every decision made by everyone at Hollis is environmentally and socially considered as well as making logical business sense.

So, we will look at all options available to us where we can reduce the impact our business activities have on the environment – and adopt all those which prove to be good business decisions.

We cannot ensure every decision is environmentally and socially considered, but we can commit to adopting new ways of working to make sure we operate in a more environmentally friendly way; a way which meets our net zero goal with as little offset as possible.

By balancing people, planet and profit we can ensure that everyone affected by our business will benefit in some way. We must continue to be a profitable and financially stable business so that we can invest in our ESG strategy and ensure commitments are delivered.



Our ESG vision is...

To become the leading international, independent real estate consultancy with a strong reputation for delivering social, economic and environmental benefits to all our stakeholders and the communities where we deliver our work.

The Sustainable Development Goals

Our ESG efforts are aligned with the United Nations Sustainable Development Goals (SDGs). These goals are designed to be a “blueprint to achieve a better and more sustainable future for all.” We aim to support the UNSDGs through this ESG strategy.



Our ESG Strategy

We are committed to being a responsible business and our environmental, social and governance (ESG) strategy aims to achieve this. Our strategy clearly articulates the areas of focus within these three pillars – Environment, Social and Governance.

Over the next year we will be working to define KPIs to measure the goals and performance of our business. This will include setting more robust measures to monitor our ESG performance. We are only at the start of our ESG journey and this strategy sets out where we are on our journey and the incremental improvements we're making to move forwards.



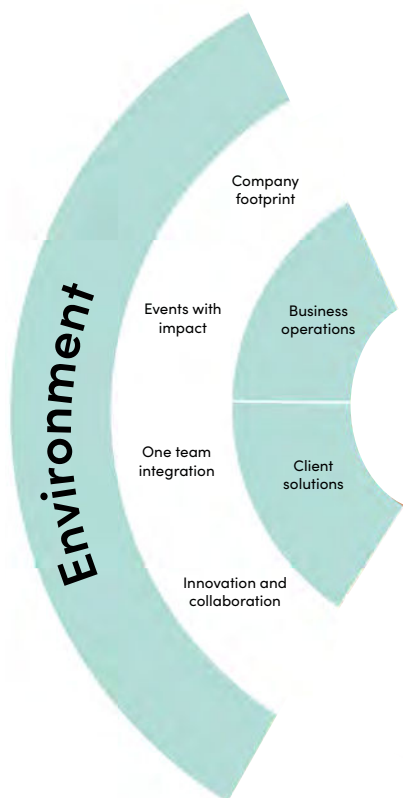
ENVIRONMENT



Environment

To reduce the threat of climate change and mitigate the associated effects, we must reduce waste, resource consumption and carbon emissions.

As a consultancy, the biggest impact that we can have is helping our clients meet their ESG aspirations.



What we have done in 2021/22	Progression of these actions
Business operations	
<p>Company footprint</p> <ul style="list-style-type: none"> · Launched UK salary sacrifice EV leasing scheme · Launched commitment to electric hire car usage · Provided internal ESG CPD for all employees · Held in-house presentations from BRE, UKGBC, Wiredscore · Planted over 6,200 trees through Eden Reforestation Projects to mark our transition to employee-ownership and 30th anniversary · Introduced waste minimisation and recycling initiatives · Changed energy contracts to green energy where possible · Reduced disposal impact by donating, reusing or recycling items we no longer have use for - e.g furniture · Piloted the use of digital business cards 	<ul style="list-style-type: none"> · Further develop real estate strategy to prioritize energy efficient buildings with sustainable building certifications · Set baseline for scope 1, 2, & 3 emissions · Commit to reduce our footprint in line with science based targets including: <ul style="list-style-type: none"> · Measure and reduce CO2 emissions from travel · Aim for 10% of the hire vehicles we use to be electric · Reduce all consumption across our offices · Work with landlords to encourage green energy usage · Continue to control and reduce waste and recycle materials · Minimise the consumption of resources and source products and services from environmentally responsible sources · Transition to use of digital business cards company-wide
<p>Events with impact</p> <ul style="list-style-type: none"> · Removed the use of single-use plastic bottles and introduced environmentally friendly water sources such as refillable bottles · All event communications provided electronically · Sourced venues that hold recognised environmental accreditations such as Green Key or Green Tourism · Encourage use of public transport to all events · Sourced environmentally friendly and recyclable promotional merchandise 	<ul style="list-style-type: none"> · Put in place specific measures to reduce carbon footprint in relation to event activity going forwards
Client solutions	
<p>One team integration</p> <ul style="list-style-type: none"> · Grew ESG team from 2 to 20 people (900%) to meet client needs · Collaborated with industry experts through panel discussions and articles · Trialled Globechain on client projects to reduce waste · BREEAM training: <ul style="list-style-type: none"> · Provided BREEAM Associate training to 100 fee earning and operation employees · Provided BREEAM AP training to 20 employees from a variety of services 	<ul style="list-style-type: none"> · Continue to grow team to meet client needs · Develop new products to meet changing market demand · Embrace changes to the market that reduce environmental impact · Designate ESG champions in every service
<p>Innovation and collaboration</p> <ul style="list-style-type: none"> · Used data gathering technology and visualisation techniques to reduce the number of people and travel required to visit site · Moved towards electronic templates, processes and documentation with clients 	<ul style="list-style-type: none"> · Further reduce number of people and distances required to travel to site through visualisation technologies · Where possible resource work with local teams to reduce travel distances to site

Environment – Business operations

Company footprint

The ESG steering committee is looking into ways to reduce consumption in all areas of the business from our offices, to our travel to our events. We will measure current consumption levels and develop targets for reducing energy, water and material consumption.

We are in the process of measuring our baseline emissions across all employees and offices. This will allow us to set reduction targets and pathways forwards.

We expect our suppliers to operate with an environmental policy in place and if not, we will encourage them to implement policy and work with us to meet our sustainability goals and improve their own.

We continue to work towards a “paperless office” with follow me printing and documentation kept and sent electronically. This year we plan to move to digital business cards using QR codes instead of printing paper cards.

UK salary sacrifice EV scheme

Vehicle usage is the largest contributor to our travel carbon footprint, so changing the way we travel is of the utmost importance in order to reduce our carbon emissions. Last year we launched a salary sacrifice scheme for leasing e-vehicles to make it easier for our employees to lease electric vehicles.

We commit to decrease the use of petrol/diesel/hybrid hire vehicles. In 2022/23 we aim for 10% of the hire vehicles we use to be electric. This amount will then increase by 10% each year until we reach 100% usage in 2030.

Events with impact

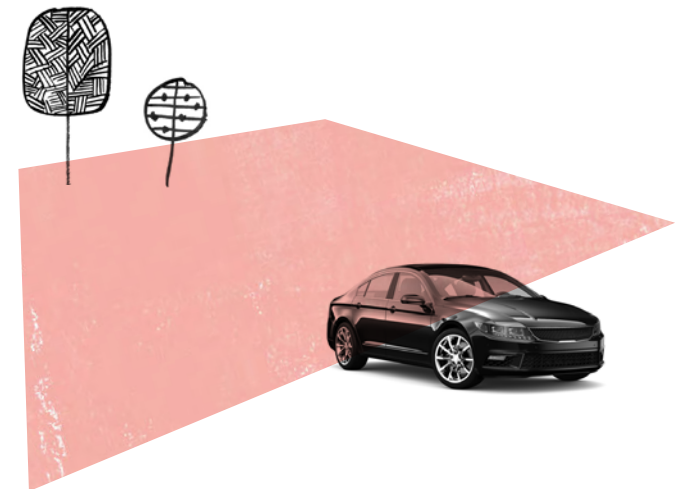
As a business we recognise that our event and networking activities have a direct impact on the world around us. We are committed to doing our bit at every opportunity including reducing waste consumption through signposting recycling points at venues, catering for the right numbers (reducing food waste) and offering plant-based options at all of our events. We no longer provide single-use plastic bottles and instead have introduced environmentally friendly water sources such as water jugs or access to taps and refillable bottles.

All event communications are provided electronically, reducing the need to print materials, and we actively look to work with venues that hold recognised environmental accreditations such as Green Key or Green Tourism.

When sourcing and booking locations for our events we consider transport links and encourage the use of public transport, reducing the need for individuals to drive themselves to or from events. We also work closely with the wider Business Development team ensuring ESG is considered in any decision making for promotional items and giveaways.

In addition to the above, we as a company look to create a positive impact on the surrounding environment of an event – working with local suppliers helping to boost local economies, and also reducing the distance items are required to travel.

The Hollis Events Team are committed to increasing the ways in which we can continue to contribute to the overall ESG strategy and will also now look to start measuring (and reducing) our carbon footprint in relation to event activity going forwards.



Environment - Client solutions

One team integration

Hollis is one team. This is true of the way our ESG Consulting team collaborates with colleagues as well. Every team at Hollis is committed to exploring how their service can reduce environmental impact and increase social impact in all that we do. Dedicated ESG champions lead the way in in the project management and technical due diligence teams to name a few. This ensures that everyone at Hollis is considering the best way forward.

Thought leadership

We collaborate with clients and industry to knowledge share and provide advice, opinions and commentary to the media through writing insight articles and speaking at industry events. We'll continue to do this to ensure we are engaging in the debate, sharing knowledge and learning from industry best practice.

Learning and development

We are committed to the learning and development of our people. To integrate ESG throughout the business, this year we have provided BREEAM Associate training to 100 employees across all departments and have provided BREEAM AP training to 20 employees across a range of services.

Innovation and collaboration

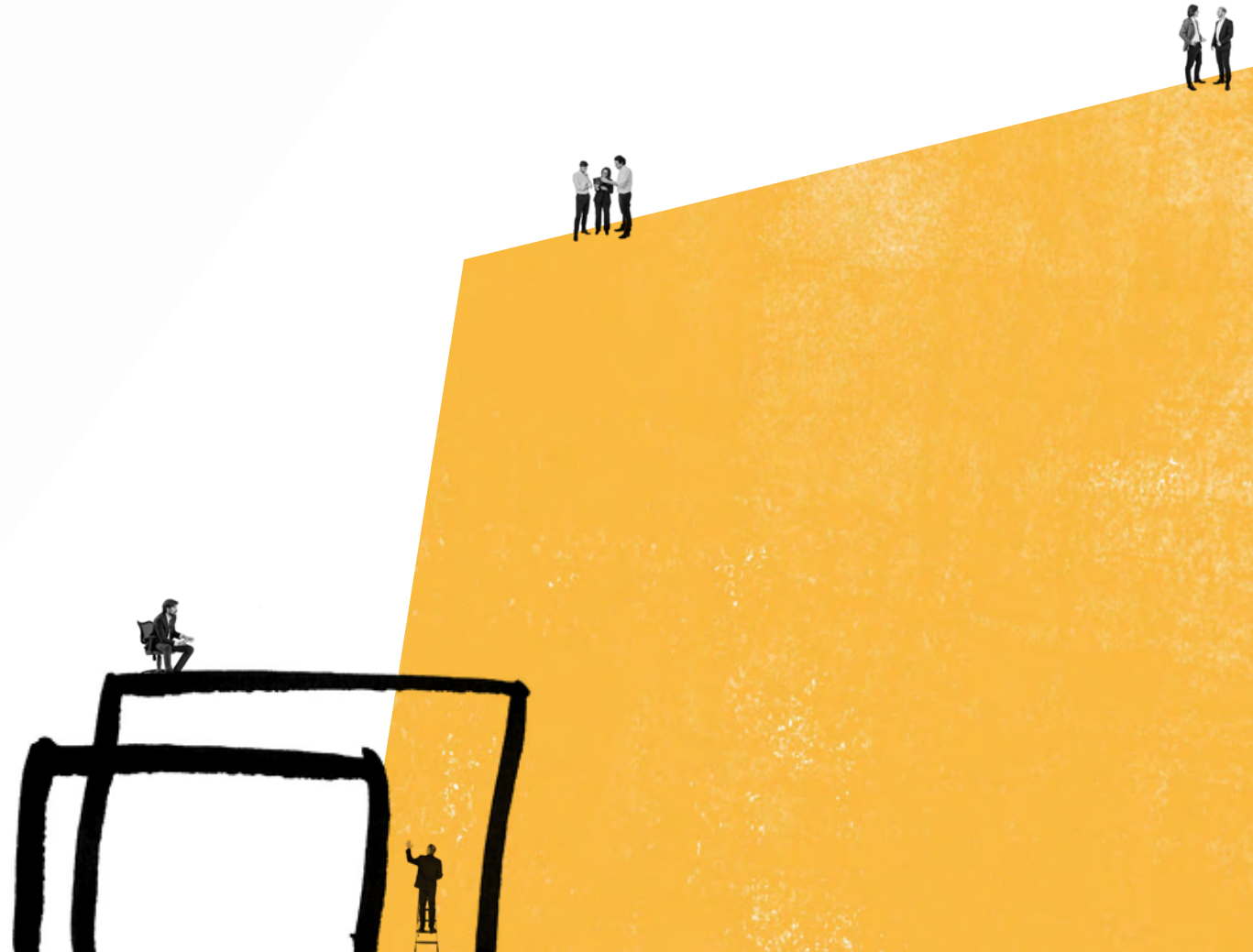
The nature of our work requires us to spend a lot of time travelling to and from sites. This travel produces emissions. Through innovation we are committed to reducing the level of these emissions.

We will do this by:

- Resourcing work with the use of local teams, reducing the amount of travel
- Sending fewer people to site by using multi-service-skilled data gathering
- Improving the use of visualisation technologies so that fewer visits to site are required

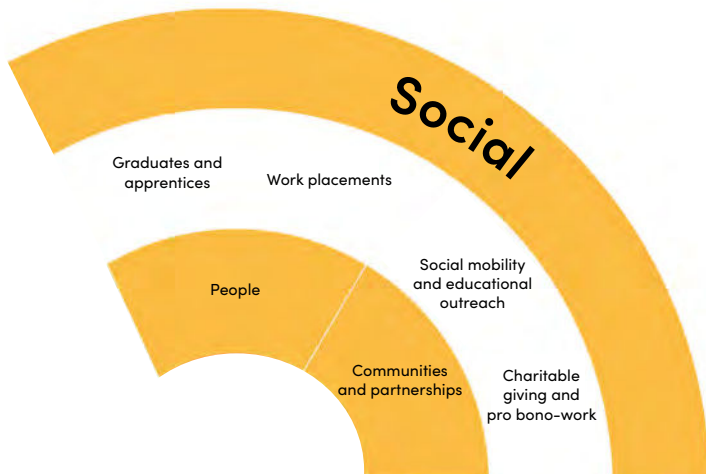


SOCIAL



Social value

Social value is about recognising the importance of social, economic and environmental wellbeing across our communities; and that as organisations we play a vital role in delivering these benefits for our stakeholders and wider communities. This includes evidencing the value that this creates for them.



What we have done in 2021/22	Progression of these actions
People	
<p>Graduates and apprentices</p> <ul style="list-style-type: none"> · Nominated for 4 awards at the National Apprenticeship awards · 3 apprentices successfully onboarded · 3 employees transitioned onto apprentice programme · 41 graduates successfully onboarded · 2 university placement students onboarded · Built relationships with the top 15 universities for the Built Environment across the UK and Ireland · Introduced a university mentoring scheme 	<ul style="list-style-type: none"> · Increase the number of building surveying apprentices in the business, but we will also be introducing apprenticeships to other areas of the business, in both our fee earning and operational teams · Launch a student prize at the University of Reading for the top building pathology student in the final year; in memory of our colleague Malcom Hollis · Introduce an IEMA training programme for our ESG graduates
<p>Work placements</p> <ul style="list-style-type: none"> · Launched work experience programme · 22 work experience placements hosted · 1 work experience student offered employment on our graduate programme 	<ul style="list-style-type: none"> · Expansion of work placement programme, providing opportunities to a higher number of students and in different areas of the business · Participating in 10,000 Black Interns programme, providing summer internships for black students
Communities and partnerships	
<p>Social mobility and educational outreach</p> <ul style="list-style-type: none"> · Worshipful Company of Chartered Surveyors – provided a bursary enabling one student to attend university · 5 Urban Plan workshops ran at schools · Continued partnerships with Urban Plan UK, The Worshipful Company of Chartered Surveyors and The Chartered Surveyors Training Trust; and introduced new partnerships with Pathways to Property, RICS Inspire Future Surveyors, Building People and The Academy of Real Assets · Signatories of the Social Mobility Pledge 	<ul style="list-style-type: none"> · Hosting a 'Coffee Broadcast' with students from 3000+ schools across the UK · Taking part in the largest Urban Plan workshop to date and continuing to support their school's tour · Providing skills, workshops and placements as part of the Business in the Community programme
<p>Charitable giving and pro bono-work</p> <ul style="list-style-type: none"> · Raised £40,000+ for charities including British Heart Foundation, LandAid and Cancer Research · Payroll Giving Scheme winner for six years running · 4 pro-bono projects worked on and 2 further projects soon to start · Partner with CRASH, the construction industry's charity that helps homelessness and hospice organisations with their construction projects 	<ul style="list-style-type: none"> · Target £8000 raised through Charity of the Year programme

Social value - People

Graduates and apprentices

The real estate industry is facing an unprecedented skills shortage, so it is vital that future generations see it as a long term, viable career choice for them; no matter their background. We therefore recognise the importance of creating a culture where people can be themselves, feel empowered to achieve their best, have role models to aspire to and have a real sense that they are being supported whilst working.

Apprenticeships

We are committed to developing the property professionals of the future. Working with The University College of Estate Management (UCEM), we currently offer a Level 6 Apprenticeship scheme, which provides the opportunity for young people to work towards a degree in building surveying or quantity surveying and membership of the RICS. We provide the optimal balance of formal training and on-the-job learning, with close supervision and guidance from our senior surveyors.

We're strong advocates of apprenticeships because they're a great way to build teams, providing inspiration for both our apprentices and their mentors. That's why we will continue developing our apprenticeship programme.

Not only will we increase the number of building surveying apprentices in the business, but we will also be introducing apprenticeships to other areas of the business, in both our fee earning and operational teams.

Graduates

Graduates are an integral part of our business and we are committed to developing the real estate leaders of the future. We currently offer professional membership and progression with RICS, SCSI, CIBSE and CIAT. All candidates are allocated a mentor who will support them towards their professional membership and ensure that they have access to professional development that enhances and compliments the training they receive in the workplace.

To develop our pipeline of talent for the graduate programme, we have built relationships with the top 15 universities for the Built Environment across the UK and Ireland and already run a successful presentation programme with them as part of our graduate recruitment campaign. As part of this process we take over lectures to share our expertise, engage with the extra-curricular construction societies and have taken part in APC mock assessments to show the students what lies ahead for them.

We have also introduced a university mentoring scheme, providing built environment students an expert to help guide them through their degree and provide work experience so that they are ready for the world of work once they have completed their studies. 2022 will see us launch a student prize at the University of Reading for the top building pathology student in the final year; in memory of our colleague Malcom Hollis.



Social value - People

Work placements

A large barrier to social mobility is a lack of opportunities for work experience. To tackle this, we will be establishing a structured work placement programme. This will provide anything from a week's work experience to year out placements for university students. Opportunities will be advertised with all the schools that take part in our partner social mobility schemes, via the Building People platform and with our partner universities.

All work experience placements will be followed up and relationships built with interested students, creating a direct recruitment pipeline for the apprentice and graduate programmes in all areas of the business.

10,000 Black Interns programme

As part of our commitment to improving diversity within the industry and meaningful employment opportunities to those that wouldn't normally have access/routes into the industry, we are taking part in the 10,000 Black Interns programme. The programme helps transform the horizons and prospects of young Black people in the United Kingdom by offering paid work experience across a wide range of industries, as well as world-class training and development. Over 20 industries are joining together to provide 10,000 internships in aggregate over five years. We are on the steering committee for the property/construction sector, helping to develop and determine the structure of the placements in our sector.



Social value - Communities and partnerships

The operations and outputs of the built environment and real estate industry touch every person, business and community within which it works, and as a company, we want to ensure that our long-lasting impact is a positive one for all we encounter in the course of our business. Getting involved in positive causes and community-based initiatives is a natural part of our problem-solving, teamworking culture. This can be seen through our many educational partnerships, charitable endeavours and commitment to pro-bono work.

Social mobility and educational outreach

Social mobility

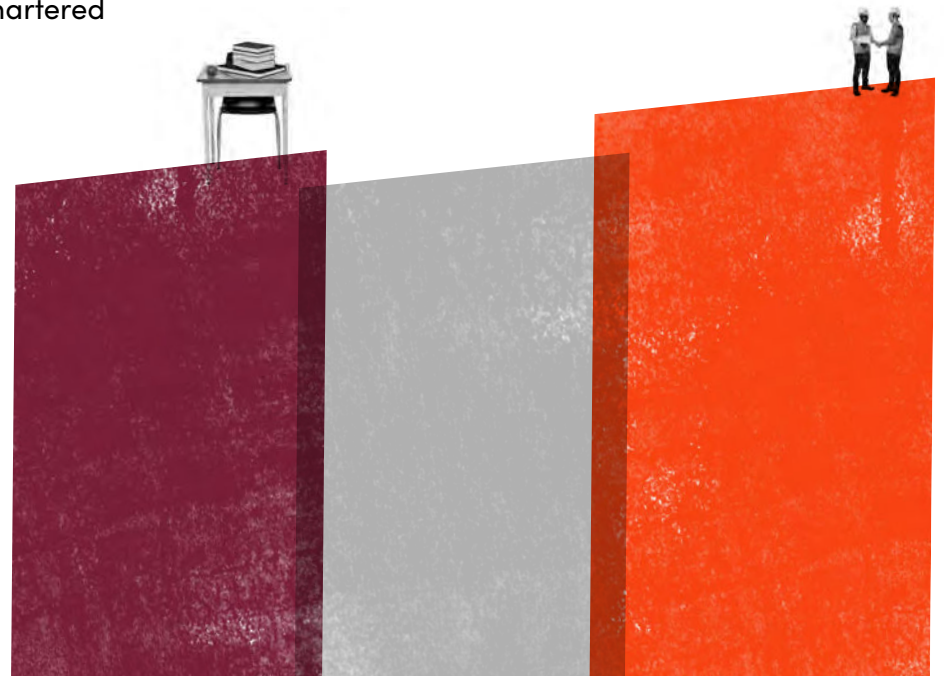
Social mobility aims to increase diversity and give opportunities to those from less advantaged backgrounds. This is more important than ever, due to the growing opportunity gap that COVID-19 created. To demonstrate our commitment in this area, we have signed the Social Mobility Pledge, a campaign chaired by Rt Hon Justine Greening. The Social Mobility Pledge encourages organisations to be a force for good by putting social mobility at the heart of their purpose. We believe that the best way to do this, is through educational outreach and providing meaningful work opportunities.

Educational partnerships

We partner with a number of leading, industry wide social mobility schemes; through funding, volunteering and expertise. Together, we are working to educate and inspire those beginning careers in property, not only because it will enable them to gain the skills and knowledge to succeed, but because their bright and innovative ideas are key to ensuring the long-term success and sustainability of our industry.

Our educational partners are:

- Building People
- Pathways to Property
- RICS Inspire Future Surveyors
- The Academy of Real Assets
- The Chartered Surveyors Training Trust
- The Worshipful Company of Chartered Surveyors
- Urban Plan UK



Social value - Communities and partnerships

Charitable giving and pro-bono work

Charitable giving

LandAid: we are proud to be a LandAid Foundation Partner playing an active role in making a difference to the lives of the young and homeless. LandAid is the charity of the UK property industry. We provide annual financial support (£10,000 per annum), pro-bono advice, and actively attend and host events that fundraise for LandAid. In the last FY, in addition to our annual donation, we raised a further £5,557. Director, David McBride sits on the LandAid Northwest board and we currently have four employees taking part in the LandAid ambassadors programme. Ambassadors help LandAid in two main ways: by increasing awareness of the charity and its activities and by raising funds. In turn this gives the ambassadors opportunities to learn new skills, network and create new contacts across the industry; whilst making a difference in the communities in which we operate. We are working with LandAid to integrate the Ambassadors programme with our Graduate and Apprentice schemes.

Charity of the Year: Each year Hollis employees nominate and vote upon a charity of the year, that the company supports throughout the following year. Each charity relationship runs from 1 May to 30 April. Employees have raised over £30,000 since the scheme started, having supported Heads Together, Alzheimer's Society, Acorns, British Heart Foundation and Cancer Research so far. A Charity of the Year committee helps to organise events over the course of the year to raise funds for the chosen charity. Each year the purchase of raffle prizes for the winter raffle is funded through the Charity budget.

Payroll Giving scheme: Staff at Hollis are huge supporters of the Payroll Giving scheme which allows them to donate to charities through their pay to support good causes. The high level of staff participation in our Payroll Giving scheme has won us the payroll giving award six years running – three Gold awards and three Silver awards. Employees have donated over £20,000 to various charities since the scheme began.

National charities: We support national charities by getting involved in raising money through national charity days such as 'Wear it Pink', 'Christmas Jumper Days' and 'Macmillan Coffee Mornings'.

Charitable donations: We support colleagues and clients who take up personal challenges to raise money for worthwhile causes. Donations are made from our charity budget.

Pro-bono work

As well as providing pro-bono advice via our relationship with LandAid, we also partner with CRASH, the construction industry's charity that helps homelessness and hospice organisations with their construction projects. We have specific selection criteria for the pro-bono work that we take on to ensure our efforts and expertise have the widest and most beneficial impact possible and that it aligns with our social value vision.

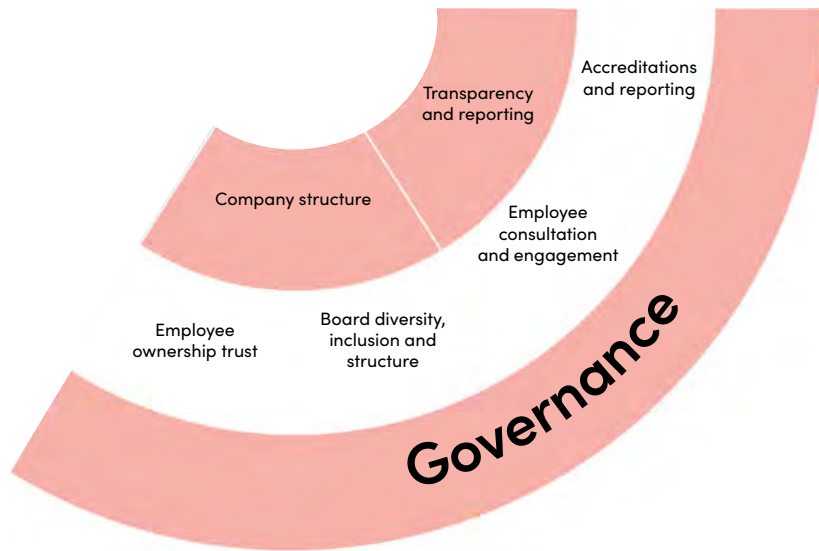


GOVERNANCE



Governance

Governance at Hollis is about clear, unfettered decision making and delegated authority where appropriate. Our Governance strategy deals with our leadership and structure, transparency and reporting, executive pay, audits and internal control.



What we have done in 2021/22	Progression of these actions
Company structure	
<p>Employee ownership trust</p> <ul style="list-style-type: none"> · Transitioned to Employee Ownership structure 	<ul style="list-style-type: none"> · Further embed and engage employees with the EOT through regular updates and demonstrable returns · Ensure regular engagement and reporting to The Trust
Board diversity, inclusion and structure	
<ul style="list-style-type: none"> · Monthly meetings and engagement with The Board and Junior Board 	<ul style="list-style-type: none"> · Strive for the Board makeup to be representative of the business increasing gender diversity · Focus on succession planning
Transparency and reporting	
Accreditations and reporting	
<ul style="list-style-type: none"> · ISO Accreditations: environment, quality, health and safety · Modern slavery statement · Published Gender Pay Gap Report · Client and supplier code of conduct · Published Annual Review · Living wage accreditation 	<ul style="list-style-type: none"> · Continue to publish and update reporting · Publish Annual Review ensuring ESG aligned with annual reporting cycle and development of KPIs - we are planning to develop ESG focused KPIs that will drive this ESG strategy forward throughout the business · Further tighten up our digital infrastructure to minimise risk and achieve ISO27001 status as well as passing Cyber Essentials Plus accreditation · Audit and compliance team continue to ensure right processes and procedures in place to protect us all as individuals and corporately
Employee consultation and engagement	
<ul style="list-style-type: none"> · Conducted regular meetings with business steering groups including: <ul style="list-style-type: none"> · Management Board · Junior Board · ESG steering committee · EH&S Committee · Wellbeing working group · Health & Safety Risk group · Women's mentoring program 	<ul style="list-style-type: none"> · Continue ESG Committee and incorporate broader representation from the entire business - include focus on health and wellbeing · Ensure greater alignment between ESG committee and Management Board establishing regular feedback loops

Governance - Company structure

Employee ownership trust

On 1st November 2021 we became an employee-owned business (an EOT), meaning that our business is held and managed on behalf of our employees.

Being employee-owned doesn't change the fundamentals of who we are or what we do, and we are still the same Hollis with the same independent, commercial, fun, and personal touch that makes us 'all together different'.

Employee ownership means we can continue to thrive whilst protecting our independence, unique culture and commitment to clients. It allows us to evolve smoothly, manage our succession planning, continue to develop as one team and achieve our ambitious growth objectives. In the longer term it means all our employees have a stake in Hollis, we all share in its success and are able to take advantage of its greater opportunities. The EOT structure reiterates our commitment to our employees, meaning that every decision is made with our people in mind.

This year we'll focus on further embedding and engaging employees with the EOT through regular updates and demonstrable returns and ensuring that the EOT becomes a core part of our employer brand and recruitment message. We'll also ensure regular engagement and reporting to The Trust.

Board diversity, inclusion and structure

Our Management Board provides leadership to the organisation by setting the strategic direction to guide and direct the activities we undertake. The Board comprises of 12 Directors from across the business responsible for both fee earning and operational departments. They meet monthly to discuss and debate business activity to steer our day-to-day operations.

To ensure an open and diverse approach to decision making and engagement we also have a Junior Board consisting of 11 members from different areas of the business who rotate every 12-18 months. The Junior Board aims to:

- Obtain views and ideas from a wider pool of people to assist with addressing business issues
- Solve issues that are delegated to it from the Management Board
- Help realise the overall business plan and various targets
- Strive for constant improvement and innovation

It is no secret that some of the key leaders in the business today, will not be here in 5/10 years' time and so succession planning will be a focus this year as we identify and further develop our talent to fill those leadership and business-critical positions in the future.



Governance - Transparency, reporting and compliance

The Governance Group has met regularly throughout the year to oversee and improve existing governance processes and to introduce new procedures for emerging and developing parts of the business. Enhanced communication of the important role of the Governance group has raised good awareness around the business and there has been excellent engagement in our governance processes across the Director group and Management Board meetings to ensure that all companies in the Hollis group have been appropriately directed and controlled.

Accreditations and reporting

Reporting

We ensure prudent and transparent reporting by publishing a number of policies and reports on our corporate website. These include our Annual Review to report on financial and strategic performance, gender pay gap reporting, sustainability reporting, quality policy, code of conduct and modern slavery.

Accreditations, audit and compliance

Our dedicated audit and compliance team encourage an environment of continual improvement whilst challenging processes and procedures to drive these improvements forward, or to seek out better ways of delivering our business. We will continue to rigorously test our processes and procedures to ensure we deliver the quality of products and services we are known for.

The team will also ensure we maintain our internationally recognised ISO standards; ISO 9001 (Quality) | ISO 14001 (Environmental) and ISO 45001 (Health and Safety) as well as achieving ISO27001 status.

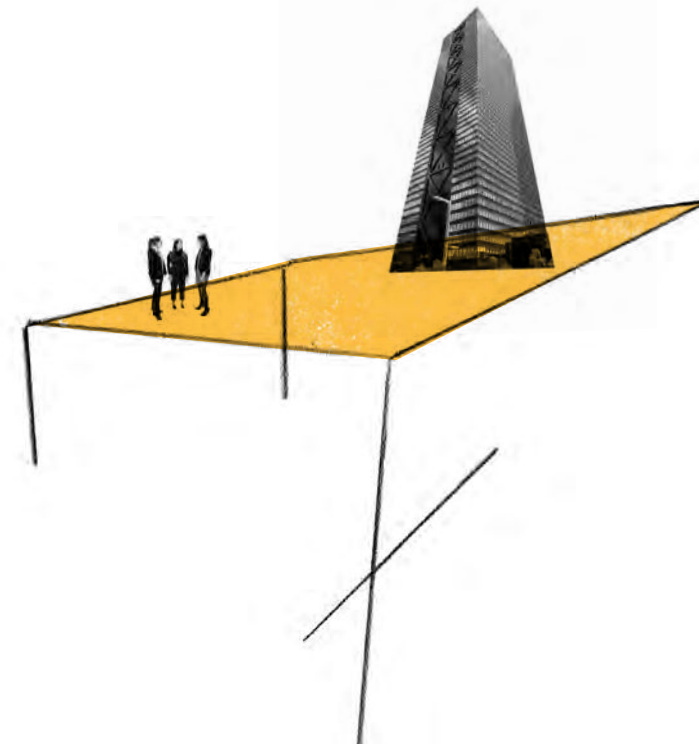
Client and supplier code of conduct

Our code of conduct sets out the standards of conduct under which Hollis agrees to conduct business with its clients and suppliers.

As part of the work on this ESG strategy, in particular relating to the detailed analysis of Hollis' carbon footprint, this document will be reviewed and updated. The document will reflect the collaboration needed to reduce our environmental impact and ensure that our supply chain treats its people and clients with the same care and attention that Hollis does. Further engagement will be needed with the Hollis supply chain to help reduce our Scope 3 carbon emissions.

Employee consultation and engagement

We recognise the importance of transparent communication, and the need to ensure that the Directors' vision for the growth and development of the firm is communicated effectively to all members of staff. Hollis also wants to hear the voice of their employees and there are a number of forums available to communicate on a range of topics. These include, but are not limited to: Junior Board, ESG Steering group, Environmental, Health and Safety group, Health & Safety risk group, Wellbeing Working group and Charity of the Year working group.



The ESG steering committee

Our ESG steering committee includes representation from different areas of the business, different geographical locations and at different levels, up to and including Director representation. The committee is accountable for ensuring that the policy is fully rolled out across all areas of the business. The committee meets quarterly.



It's great to be a part of the ESG steering committee with representatives from all aspects of the business sharing knowledge and ideas around the collective goal of helping Hollis have a tangible, positive impact on the planet and everyone on it.

Sally Gilbert, Senior Facilities Manager



Services

Building surveying

Cost management

Drone surveys and data capture

Environmental consultancy

ESG consultancy

Fire engineering

HollisExos

Measured surveys and area referencing

Mechanical and Electrical



Management Board



Operation teams

Audit and compliance

Business development

Business support

Digital transformation

Facilities

Finance

Human resources



Get in touch

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**All together
different**