



GLOUCESTER QUAYS

SUSTAINABILITY  
REPORT 2023 / 2024





# INTRODUCTION

**Set in a stunning waterside location in the heart of Gloucester docks, just a short walk from the city centre and attractions like Gloucester cathedral and the National Waterways Museum, a visit to Gloucester Quays is always time well spent.**

Gloucester Quay's mission is to deliver a positive impact socially, economically and environmentally for our local community, our brand partners and our customers. We aim to embed a sustainable mindset into our people and our culture, underpinned by the strength of our governance and policies.

Our Sustainability Plan aligns with the UN Sustainable Development Goals (SDGs) and demonstrates our commitment to delivering action against our 1- and 5-year targets.

We also engage with external ESG benchmarking assessments such as Global Real Estate Sustainability Benchmark (GRESB), ActiveScore and aligning to the UK Green Building Council's Net Zero Carbon buildings framework to ensure we follow best practices.

Within this report, you'll read about our highlights from 2023-24 including;

- Social value delivered in our local community including money raised for our charity partner - Pied Piper Appeal.
- Engagement with Milestone School to support pupils with Special Educational Needs and Disabilities (SEND).
- Evaluating risks from our changing climate and our decarbonisation project at our Pillar and Lucy building.

**Paul Carter**  
Asset Director





# ABOUT GLOUCESTER QUAYS

Gloucester Quays first opened in 2009 with an investment of £248m, which was the catalyst for major regeneration of the city. Our outlet is the destination for brands such as All Saints, Adidas, Crew Clothing, FatFace, The North Face, Joules, M&S Outlet, Le Creuset and Levis, to name a few.

In 2013, Cineworld opened at the Quays as part of a further £60m investment, which also brought more restaurants to the development. Today, you can enjoy a bite to eat at restaurants such as Zizzi, Nando's, Pizza Express, Five Guys, TGI Friday's, Bill's, Cote Brasserie, Portivo Lounge and new Turkish restaurant, Anatolian Palace.

The Quays is the jewel in the crown of Gloucester, putting community first, with famous, high footfall events such as; Food Festival and Christmas Markets and open air Ice Rink,

really putting Gloucester on the map. Since the development of the city, Gloucester has seen improvement to the wider Docks and Southgate Street, in an area that used to be an unloved part of the city.

The Quays is based on Britain's most inland port and home to Fifteen Victorian warehouses. The former dock estate has become a popular destination where visitors can enjoy interesting views and a range of modern facilities while wandering around the freely accessible public site which is a remarkably complete example of a Victorian port. Views include many fine late Victorian era warehouses, a working dry dock, a Mariners Chapel and other dock-related buildings that have been found new uses.

Where ships once discharged their cargoes, there is now an ever-changing miscellany of visiting narrow boats, smart motor cruisers and the occasional yacht or tall ship. As well as Gloucester Quays, the docks are home to Gloucester Waterways Museum, The Soldiers of Gloucestershire.





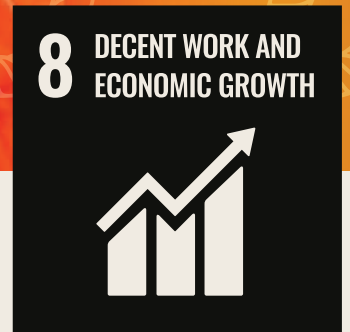
# LOCAL CHARITY PARTNERSHIP

Gloucester Quays has partnered with the Pied Piper Appeal charity – a local Gloucestershire based charity that supports sick and disabled children throughout the county.

During 2023/24, Gloucester Quays has supported the Pied Piper Appeal through several different activities, including:

- Raised almost £6,000 for the charity.
- Working with the community and our suppliers we co-ordinated a toy drive that collected more than 200 new toys that would be shared with the children over the festive period.
- Distributed more than 150 eggs during the Easter period to be handed out to the children in the Gloucester Royal Hospital children's ward.
- We have regularly provided the charity with space in kind at Gloucester Quays. They have completed fundraising activities on site, collecting a total of £1,712 whilst raising awareness within our local community or their work.





# ENTERPRISE ADVISOR

**Alia Houghton has taken on the role of Enterprise Advisor, working closely with the Milestone School, a school that caters for pupils with Special Educational Needs and Disabilities (SEND).**



"Partnering with Milestone School as an Enterprise Advisor has been an exceptionally rewarding experience. I have had the opportunity to spend time with the school pupils, teachers and the Careers Lead. Spending time with the Careers Lead has given me the chance to understand what Gloucester Quays can offer these SEND pupils to broaden their knowledge and understanding of the working world.

Once a month, as a team, we welcome Y10&11 pupils to Gloucester Quays to have a workplace experience session.

The sessions are broken down into categories; Customer Experience, Security, Cleaning, Tenant Liaison and Marketing. This gives the pupils an insight into the various departments and appreciation of what skills are required for each task.

It has been a pleasure for all the management at site to see these pupils really identify the opportunities within the working world that would still be suitable for them."

- Alia Houghton  
Customer Experience Manager





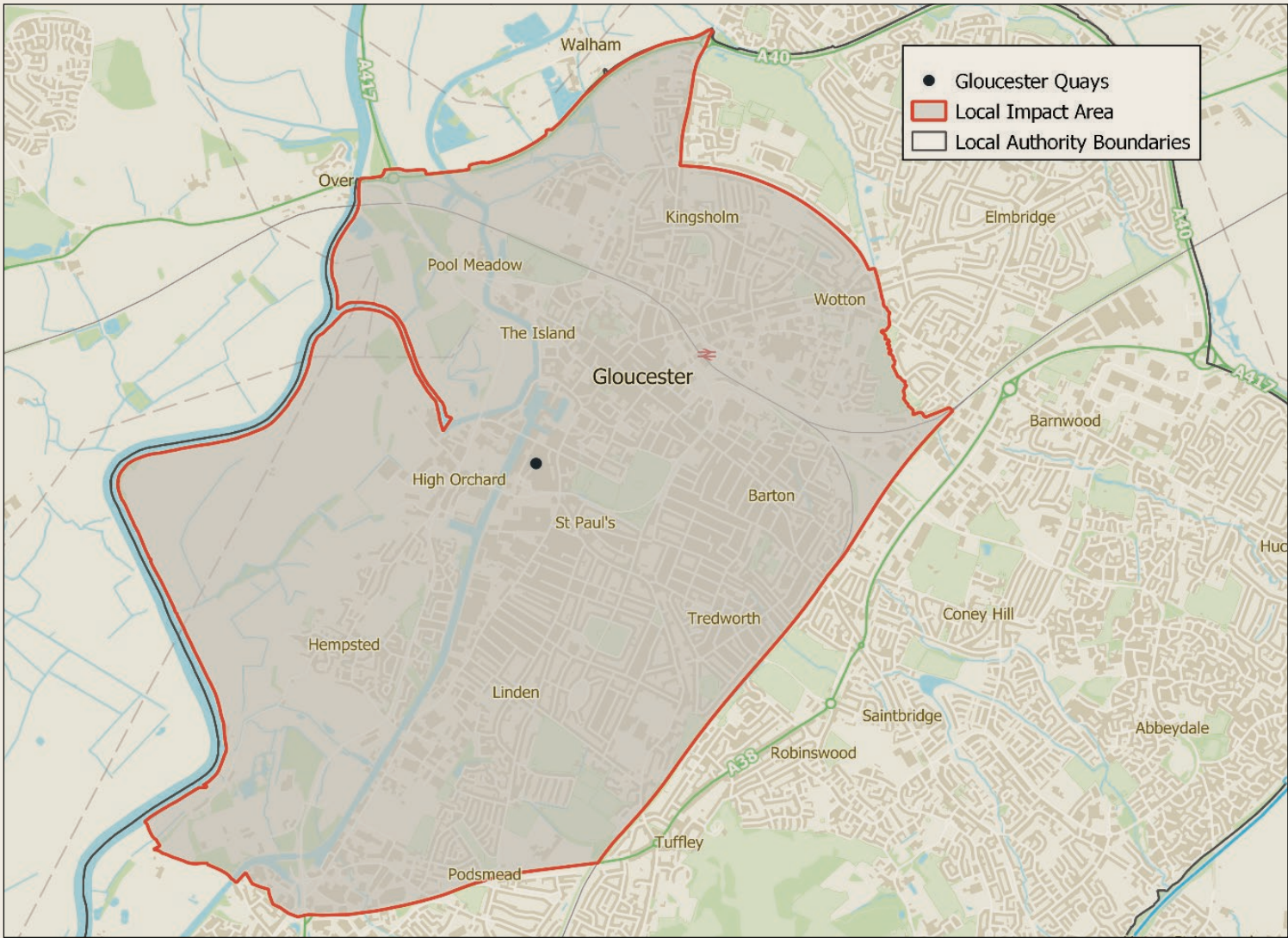
# RESPONDING TO SOCIAL PRIORITIES

In 2023 Gloucester Quays completed a social value study of our activities in the local area – defined as within a 2km radius surrounding Gloucester Quays . The study utilised local data, policies and plans to identify social issues in the local area and then how our destination can address these issues and support the delivery of positive social value for all. Our social value study produced the following headlines:

**People** – The local area has a young, ethnically diverse population but struggles with pockets of deprivation.

**Place** – There is limited access to large green spaces and a prevalence of activity that encourages an unhealthy lifestyle.

**Prosperity** – Whilst earnings are below regional averages, the local area has a strong, and growing business base.









# RESPONDING TO SOCIAL PRIORITIES

Further to the social value baseline that was conducted, we have identified the social priorities that we will prioritise and work to improve to support our local impact area and have a positive impact on our surrounding area. Below are six of the social priorities that we are working hard to combat.

	<div><p><b>JOB CREATION</b></p><p>Creating or supporting jobs within Gloucester Quays and ensuring there are targets associated with local and other priority groups.</p></div>		<div><p><b>CLIMATE CHANGE MITIGATION</b></p><p>Conducting a Climate risk assessment to understand how we mitigate against negative environmental impacts and promote positive impacts.</p></div>		<div><p><b>SAFETY &amp; SECURITY</b></p><p>Promoting a safe and secure environment where people feel safe at any time of day.</p></div>
	<div><p><b>COMMUNITY OUTREACH</b></p><p>Engaging with the local community in a meaningful way through community groups and the hosting of events.</p></div>		<div><p><b>QUALITY OF LIFE</b></p><p>Improving quality of life for local residents and the wider community by providing high quality and accessible services and amenities.</p></div>		<div><p><b>VISITOR EXPERIENCE</b></p><p>Enhancing visitor experience, preserving the history and heritage of the local area, and supporting local footfall activity.</p></div>





# ENERGY & CARBON REDUCTIONS

	2022/23	2023/24	% CHANGE
ELECTRICITY	1,170,799 kWh	1,190,849 kWh	1.7%
GAS	213,304 kWh	140,484 kWh	-34.1%
CARBON	264 tCO <sub>2</sub> e	275 tCO <sub>2</sub> e	4.0%
WATER	6,309 m <sup>3</sup>	6,852 m <sup>3</sup>	8.6%

During 2023-24, we experienced a slight increase in our electricity usage, mainly due to the extended activities hosted at Gloucester Quays over Christmas such as the ice rink on Orchard Square and the electrification of Pillar and Lucy House. The grade II listed building is now fully electric leading to a 34% reduction of gas use across Gloucester Quays and supports our goal to decarbonise our destination.

Water usage also increased slightly due to increased machinery usage as more visitors spend time at Gloucester Quays. Overall, the centre had a footfall increase of 319,000 people (6%), to over 5.6 million people which will naturally lead to an increase in energy and water consumption for 2023-24.

	2022/23	2023/24
TOTAL WASTE	679.26 kg	769.26 kg
RECYCLED	43%	46%
ANAEROBIC DIGESTION	12%	15%
ENERGY FROM WASTE	45%	39%

Due to an increase in tenant occupancy, 13.2% more waste was produced on site. Despite the increase in waste, we are still able to divert 100% of our waste from landfill. We continue to encourage our tenants to segregate their waste as much as possible which has led to an increase in both our recycling and anaerobic digestion rates.

AD = when microorganisms break down biodegradable material, such as food, in the absence of oxygen producing biogas that can be sued to generate energy.





# CLIMATE RISK ASSESSMENT

With our ever changing climate, we are now having to plan for and mitigate against more extreme weather conditions. Temperatures over 35-degrees can cause equipment to fail extreme storm events and precipitation can cause damage the façade of a building and flooding. Therefore, it is important for companies to identify, measure and manage their climate risk and we're doing just that...

We have aligned our climate risk assessment with the Financial Stability Board's Task Force on Climate-related Financial Disclosures (TCFD) which focuses on both the physical risks and opportunities that result from the physical impacts of climate change and the transition risks and opportunities that result from the move to a lower-carbon economy.

To identify possible risks and opportunities to our business, we need to view climate changes from various perspectives

including H&S, operations, legal reputation and advances in technology to name a few. We also need to understand whether these risks and opportunities are short-, medium- or long-term issues so we can take them into consideration when developing future plans. In summary, our climate risk assessment highlighted:

- 29 physical risks and opportunities from increased frequency of storm events, flooding, increased wind speed and extreme temperatures (above 35-degrees and below 5-degrees).
- 24 transitional risks and opportunities across our stakeholders including customers, occupiers, investors, suppliers and our people, resilience of utility supplies and local infrastructure as well as the availability of products and services to ensure the continued operation of our business.

The graph below shows the risk ratings of our short-term risks if we were to do nothing (orange) or if we completed actions that helped us to adapt to these events (green). You can see that if we take action there are no longer any high rated short-term risks for our business because they have reduced to medium or low level risks.







# SDG 8: DECENT WORK & ECONOMIC GROWTH

	OUR TARGETS	PROGRESS	
1 YEAR	Measure the amount of social value generated by events hosted at Gloucester Quays.	We established a social value baseline for Gloucester Quays and have now started to record annual social value delivered through our activities. In 2023/24 a total of 804,576 people attended and participated in events we hosted - 13 of these events included in-kind contributions such as free event space. Also, our team delivered £2.5k social value through our volunteering activities.	COMPLETED
1 YEAR	Support at least five social enterprise/charities through our activities across the destination.	Gloucester Quays has worked with 8 enterprises/charities over the year including GFirst LEP, Pied Piper Appeal, Job Centre, Gloucester BID, Roller Xpress and Charity SuperMkt.	COMPLETED
1 YEAR	Facilitate at least two work placements or apprenticeship opportunities across the destination.	We hosted 5 work placements with students from Milestone School (SEND) pupils covering different areas of the business as well as a 1-week work experience on the customer service desk with a Tourism student from Gloucester College, meaning we provided more than double than we had targeted to deliver.	COMPLETED
5 YEAR	Demonstrate the uplift in social value delivered through social activities.	Gloucester Quays records all social activities via the company social value event form. We are using our baseline study to establish actions that will deliver even more social value to the local community and evidence how we are helping address the social priorities originally identified.	ON TRACK





# SDG 11: SUSTAINABLE CITIES & COMMUNITIES

	OUR TARGETS	PROGRESS	
1 YEAR	Engage with the local council on their active travel strategy for the community.	Gloucester County Council currently have a travel strategy in place that we reviewed to see how we can apply it to our destination. Our Travel Champion is in communication with local council, aiming to support the development of the strategy.	COMPLETED
1 YEAR	Conduct a travel survey for occupiers at Gloucester Quays.	Previously travel surveys have been completed. Need to review previous years, amend and improve and conduct an up-to-date survey. Target missed for this year, will continue to be a focus and rolled over into next year's targets.	NOT COMPLETE
5 YEAR	Reduce the frequency of contractor trips to site from enhanced maintenance procedures and schedules.	We reviewed the frequency of trips made to site by our main contractors and determined that they are already operating with minimal visits. Maintenance is managed by an on-site Equans engineer and our Operations Manager is in talks with Equans to ensure all contractors that do visit site are now locally based rather than national; therefore no further resource will be assigned to this target and it will be closed.	COMPLETED
5 YEAR	Increased use of digital and interactive marketing on site.	Marketing team to review options to remove 6 sheet posters from site and replace with 8 digital screens. Individual A4 posters throughout site to be swapped out for interactive QR codes.	ON TRACK





12 RESPONSIBLE  
CONSUMPTION  
AND PRODUCTION



# SDG 12: RESPONSIBLE CONSUMPTION & PRODUCTION

	OUR TARGETS	PROGRESS	
1 YEAR	Using a retail relevant benchmark, move to Peels Science-Based Target (SBT) to 2030	Using the retail benchmark from the Real Estate Environmental Benchmark, we have added Gloucester Quays to the scope of the 2030 SBT. During 2023-24, we achieved a 2.6% reduction in energy use across the destination.	COMPLETED
1 YEAR	Upgrade the carpark lighting to LED.	Although a tender and preferred contractor had been agreed to undertake the work to upgrade the car park lighting, the project was delayed due to funding arrangements. Now resolved, the project will resume delivery in 2024-25. Target missed for this year, will continue to be a focus and rolled over into next year's targets.	NOT COMPLETE
1 YEAR	Complete a feasibility study for on-site renewable energy generation.	We have worked with an external consultant and completed a feasibility study for an on-site PV installation at Gloucester Quays. Further work is needed before a decision can be made and this will be carried out in 2024-25.	COMPLETED
1 YEAR	Upgrade the car park equipment to allow for a paperless customer experience.	Car park upgrade was completed at site in November 2023. The car park is cashless and does not use tickets for entry/exit allowing for a smoother and less resource intensive service to be achieved.	COMPLETED
1 YEAR	Undertake a decarbonisation study for Pillar & Lucy building.	The gas supply was removed from the Grade II listed office building, decarbonising the energy consumption from September 2023. This has led to a significant reduction of gas for the whole destination.	COMPLETED





# SDG 12: RESPONSIBLE CONSUMPTION & PRODUCTION

	OUR TARGETS	PROGRESS	
1 YEAR	Include a clause in our event terms to limit the use of unnecessary single-use plastic in our events.	To reduce the amount of single-use plastic across events held at Gloucester Quays, we are introducing a new clause in contracts with vendors that aligns us to the Government guidance released in January 2024. This will limit, and where possible, remove single use plastics from events on site regardless of whether we facilitate them directly or via a third party. This will be delivered in early 2024-25.	● NOT COMPLETE
5 YEAR	Replace all the lighting in the centre and back of house areas to LED.	Lighting upgrades have commenced on site with the back of house areas in the centre now 100% LED. We have changed a total of 74 lights, which will generate and energy saving of £5.5k per annum. Lighting upgrades to LED in the Leisure Quarter to commence in 2024/25.	● ON TRACK
5 YEAR	Develop an Asset Management plan for Gloucester Quays.	Our asset management plan is in development with outputs from our 1-years target contributing to its contents. The plan will outline what actions we need to deliver to improve the value of the destination, increasing its resilience and efficiency whilst continuing to deliver value to the community.	● ON TRACK
5 YEAR	Encourage our occupiers to sign up to the Refill Campaign or advertise access to free drinking water.	We have engaged with all our tenants in the centre and Leisure Quarter and have 6 tenants who have now signed up to the Refill campaign. Other tenants, especially our restaurants, are still being encouraged. We also are home to a Sipple water machine which is available to the public within the centre providing free drinking water refills. During 2023-24, our Sipple machine prevented 2,230 single use plastic bottles being purchased.	● ON TRACK





# SDG 13: CLIMATE ACTION

	OUR TARGETS	PROGRESS	
1 YEAR	100% of our workforce to become carbon literate.	To date, 50% of Gloucester Quays workforce are certified as carbon literate, but due to changes in training delivery in the wider Peel Group, we were unable to meet the target. Our remaining people are planning to complete the course online.	● NOT COMPLETE
5 YEAR	Embed climate risk and adaptation measures into the Asset Management Plan	We have undertaken a climate risk assessment for the centre identifying possible physical and transitional risks that may impact over the coming decades. We are integrating the risks into the current asset management plan, and we will continue to monitor our risk ratings over the years to ensure Gloucester Quays is resilient to our changing climate.	● ON TRACK





# ACCREDITATIONS



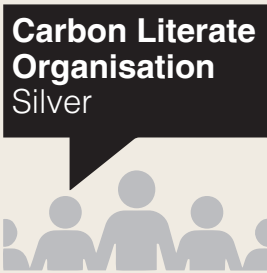
We achieved a 3-star rating on our first-year reporting under the Global Real Estate Sustainability Benchmark assessment.



We have operated an energy management system compliant with ISO 50001 since 2015. In March 2024, we completed our recertification of the standard.



We completed an ActiveScore assessment on Gloucester Quays, achieving a silver level award for our travel amenities and engagement.



In January 2023, we achieved Net Zero Carbon in operation as defined by the UKGBC - one of the first shopping destinations in the UK to have achieved this.



We have been awarded Park Mark and Park Access accreditations, providing safe and clean parking facilities. Our facilities for accessible parking also provide safe and certified parking spaces suitable for blue badge holders.





# GLOUCESTER QUAYS

## ANY QUESTIONS

Contact us at: [GQdutymanagers@peel.co.uk](mailto:GQdutymanagers@peel.co.uk)

