

# ESG ANNUAL REPORT 2024/2025



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# MESSAGE FROM OSiT

**Dear Friends of OSiT,**

At OSiT, we believe that doing business the right way means putting people, the planet, and our communities at the heart of everything we do. With the support of our amazing clients, suppliers, and partners, we've continued to build a company that values fairness, responsibility, and long-term impact.

We're excited to share our 4th annual ESG report—a milestone that reflects both our ongoing commitment to sustainability and the real progress we've made. Over the past year, we've achieved a notable reduction in our carbon footprint, deepened our involvement in community initiatives, and taken bold steps towards our long-term goals.

This report offers a clear, honest look at our performance—from energy use and resource consumption to the progress we've made toward our ESG targets. But more than just data, it's a reflection of our values in action.

We know we're still on the journey, and we're glad to have you with us. By sharing our experiences openly, we hope not only to inform but to inspire others to take meaningful action too.



**GEORGIA SANDOM**  
MANAGING DIRECTOR

# 2024 HIGHLIGHTS

## February 2024

Began submissions for Planet Mark certification

## February 2024

Enrolled in 'The Heart of the City - Climate for SMEs: 4 steps to action' course

## March 2024

Raised £11,277 for Charity (2023-2024).

## March 2024

Volunteered a total of 87.5 hours over the past 12 months for our chosen charities

## March 2024

Launched recycling project

## April 2024

Introduced 2 new charity partnerships

## May 2024

Published 3rd annual ESG report

## May 2024

Heart of the City accredited!

## July 2024

Achieved Planet Mark certification with significant improvements to our carbon footprint

## September 2024

Hosted the OSiT Wellness Festival

## November 2024

Launched 'The Happy Project' - an internal OSiT staff community initiative

**£16,754**  
raised for our  
charity causes  
(2024-2025)

# OUR PLANET

**At OSiT, our commitment to progress grows stronger every year. We're continually striving to measure better, learn more, and act more decisively.**

By gathering increasingly comprehensive data and comparing it with previous years, we're able to track real progress towards our sustainability goals. The most significant environmental impact from our business operations stems from our buildings—our owned assets—and our consumption of electricity, water, gas, and waste generation.

## Measuring

- Using the Planet Mark platform, we systematically gather data on all utility consumption across our sites.
- In addition to environmental metrics, we track our social impact—logging donations, volunteering hours, and fundraising contributions.
- We track and benchmark our recycling rate, with a big push since our recycling project which launched in 2024
- Following the energy audits conducted in 2023, we are now monitoring the effects of implemented recommendations and assessing the corresponding reductions in consumption.

## Learning

- We deepened our understanding of climate action within businesses through completing courses such as The Heart of the City course.
- We continue to attend other events and networking to broaden our knowledge further and keep ahead with new technologies, regulations and innovations.

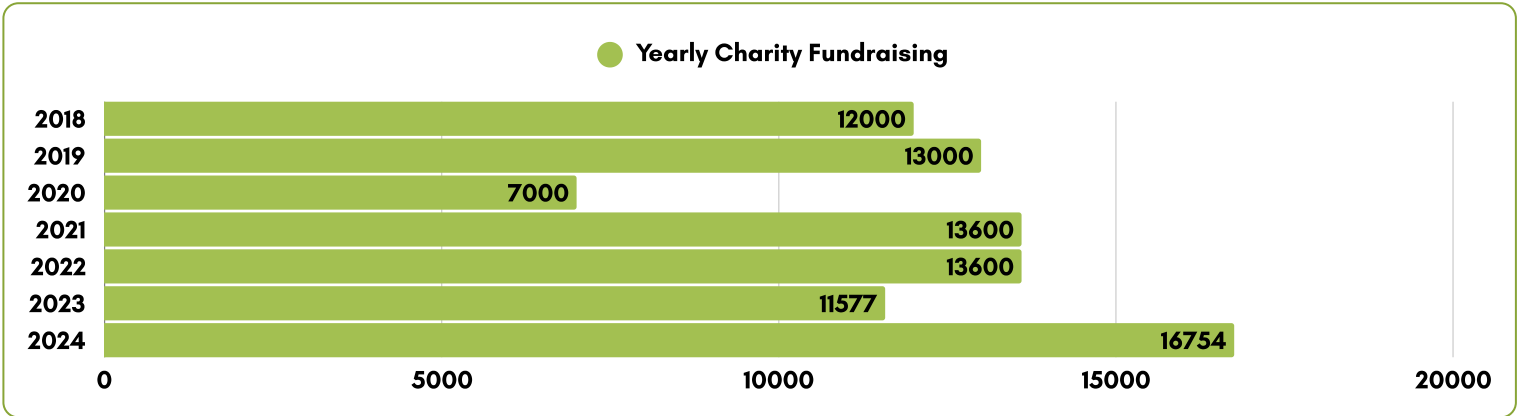
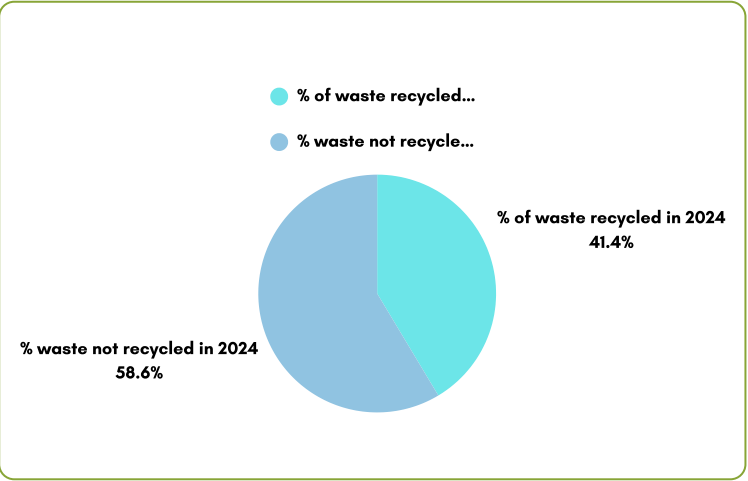
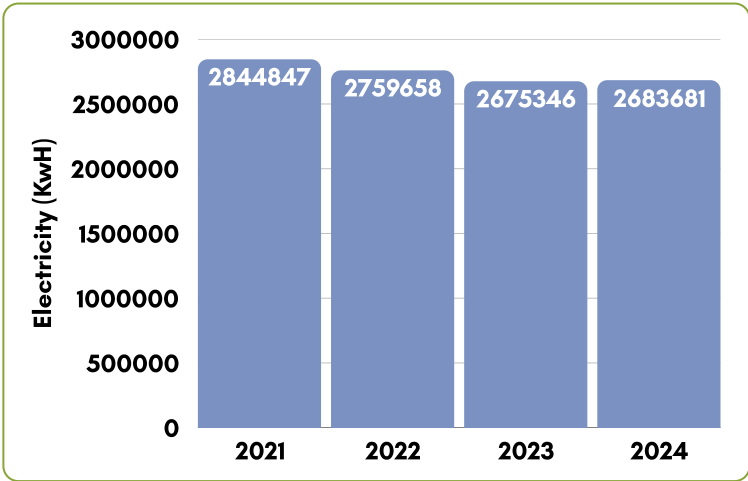
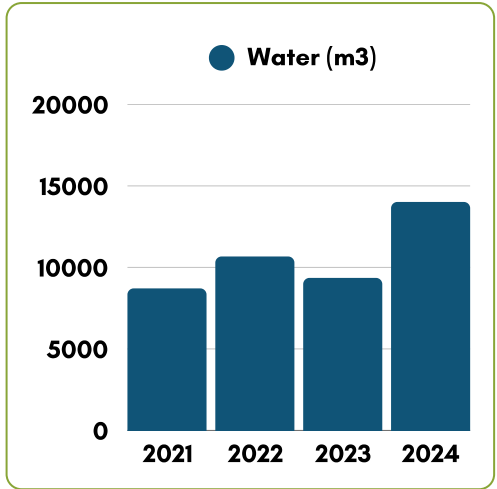
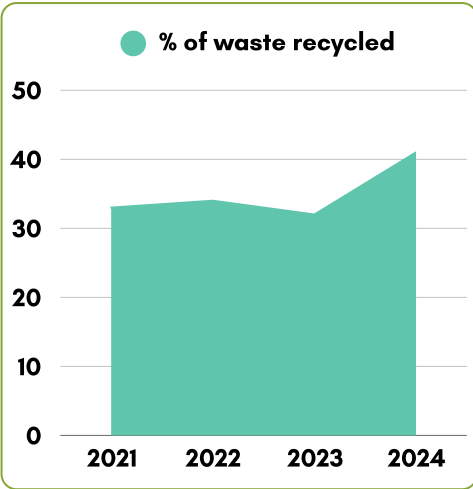
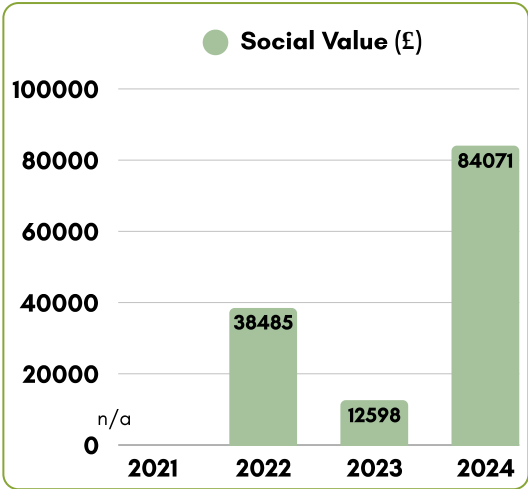
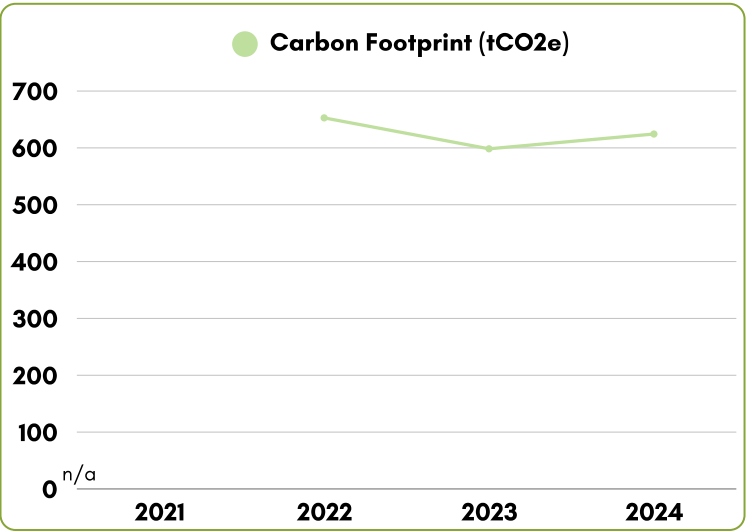
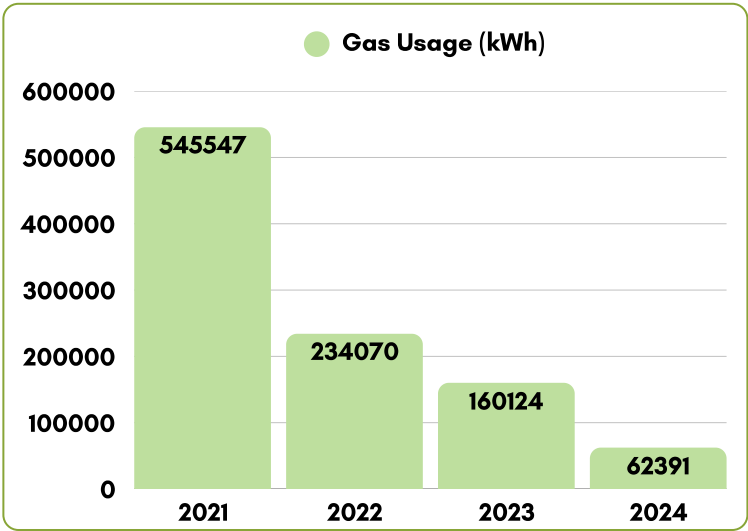
## Doing

- We have built into our Planned Property Maintenance schedules continued building efficiency checks and measures.
- We have also built into our 5 year Fabric and development plans for the building larger scale works to ensure our buildings are as efficient as possible - eg. replacement windows, new plant machinery.
- We continue to ensure all suppliers meet our code of conduct and sustainability benchmarks through our supplier questionnaires.
- We annually review all products we use as a business to ensure we are adhering to our Green Purchasing policy.

# KEY PERFORMANCE INDICATORS

KPI's	2021	2022	2023	2024
Electricity (KwH)	2,844,847	2,759,658	2,675,346	2,683,681
Gas (kwh)	545,547	234,070	160,124	62,390.50
Water (m3)	8,712	10,670	9,356	14,015
Waste generated (tonnes)	41,452	53,643	58,789	57,571
% of waste recycled	33%	34%	32%	41.4%
Waste to landfill (kg)	0	0	0	0
Carbon footprint (tCO2e)	n/a	652.8	72.7	68.7
Charity Fundraising (£)	n/a	£13,600	£11,577	£16,754.01
Social Value (£)	n/a	£38,485	£12,598	£84,071

- **Electricity** - we have made significant improvements to our electricity consumption from 2021 to 2024 through LED light upgrades, optimisation of HVAC operational timings and installing energy efficient appliances. This improvement has been despite occupancy growing significantly since 2021 (post pandemic).
- **Gas** - we have significantly reduced gas by replacing existing gas boilers with electric calorifiers. The large reduction from 2023 to 2024 was owing to the refurbishment at our Liverpool Street building and the removal of all gas boilers there.
- **Water** - we identified that 2024 saw an increase in water consumption with the expansion and introduction of a gym and showers to our Liverpool St building as one of the main factors. There will be a focus on water strategy in 2025 to address this.
- **Waste** - since launching our recycling project in March 2024 our recycling rate across the group has increased by 9.4%!
- **Charity** - We hit a record number in both fundraising and volunteering hours in 2024.
- **Social value** - more money was invested in providing training and development opportunities as well as social and community offerings to our OSiT staff in 2024.



# THE PLANET MARK

**We have completed our measuring with Planet Mark for the 3<sup>rd</sup> year with this year showing an overall fantastic result.**

The certification was awarded to us for reducing measured Scope 1 and 2 emissions (market-based) by a 38.1% absolute reduction compared to the previous year.

## WHAT DID WE MEASURE?

### Measure carbon - Emissions

We provided consumption data for our buildings - water, electricity, gas, refrigerants, waste, procurement. From here we were able to measure carbon footprint by scope.











### Social Value - Contributions

Here we provided data on investment into our staff (training, development and support), our community and volunteering contributions, donations and social contributions to the environment.

## WHAT'S NEXT?

- Set targets to achieve next year on consumption / carbon footprint measurement.
- By measuring and reducing our carbon footprint with the Planet Mark, we can directly and measurably contribute to up to 9 SDGs addressing 14 SDG targets\*.
- Set out goals for contributions to our social value for the next year - people, community & charity.
- Engagement - engaging our staff, suppliers and clients with our journey through workshops, training and communications.
- Communicate - continue to share what actions we are taking to achieve our targets throughout the year. You can find our reports on the data centre and keep up to date with us on our socials: [@officespaceintown.](#)

\*The Sustainable Development Goals (SDGs), also known as the Global Goals, are a collection of 17 interrelated goals set by the United Nations.

<b>6</b> CLEAN WATER AND SANITATION 	6.3 - Reduction in total waste produced 6.3 - 95% of water treated	<b>9</b> INDUSTRY, INNOVATION AND INFRASTRUCTURE 		<b>13</b> CLIMATE ACTION 	13.3 - Reduction in absolute carbon emissions 13.3 - Donation to the Eden Project
<b>7</b> AFFORDABLE AND CLEAN ENERGY 	7.2 - 100% of energy demand met by renewable energy	<b>11</b> SUSTAINABLE CITIES AND COMMUNITIES 	11.6 - Measured carbon emissions 11.6 - Reduction in absolute carbon emissions 11.6 - Reduction in total waste produced 11.6 - 41% of waste recycled and composted 11.4 - Donation to the Eden Project	<b>14</b> LIFE BELOW WATER 	14.3 - Reduction in absolute carbon emissions 14.1 - Reduction in total waste produced
<b>8</b> DECENT WORK AND ECONOMIC GROWTH 	8.4 - Reduction in absolute carbon emissions 8.4 - Reduction in carbon emissions per intensity	<b>12</b> RESPONSIBLE CONSUMPTION AND PRODUCTION 	12.6 - Measured carbon emissions 12.1 - Reduction in absolute carbon emissions 12.5 - Reduction in total waste produced 12.5 - 41% of waste recycled and composted	<b>15</b> LIFE ON LAND 	15.5 - Reduction in absolute carbon emissions 15.2 - Reduction in paper use 15.2 - 100% of paper FSC/PEFC certified

# WE ARE PLANET MARK CERTIFIED - YEAR 3

## We are Planet Mark Certified

Business



### MARKET-BASED

68.7 tCO<sub>2</sub>e

Measured carbon emissions

1.4 tCO<sub>2</sub>e

Measured carbon emissions per employee

Office Space in Town has achieved Planet Mark Business Certification by reducing measured Scope 1 and 2 emissions (market-based) by 38.1% compared to the previous reporting period

Included with this measurement remit:

- Scope 1: Natural gas, refrigerants
- Scope 2: Electricity
- Scope 3:
  - Cat. 1: Purchased Goods and Services (partial measurement)
  - Cat. 3: Fuel- and energy-related activities (partial measurement)
  - Cat. 5: Waste
  - Cat. 7: Employee Commuting (partial measurement)

### LOCATION-BASED

624.4 tCO<sub>2</sub>e

Measured carbon emissions

£84,071

Total social value

Office Space in Town have been measuring with Planet Mark for 3 years

### Reporting Boundary:

5 UK sites (Liverpool St, St Pauls, Blackfriars, Monument, and Waterloo)

### Reporting Period:

01 Jan 2024 – 31 Dec 2024

The Planet Mark measurement methodology is fully aligned to Greenhouse Gas (GHG) Protocol. Social Value contribution is calculated in accordance with the National TOMs framework, developed by the Social Value Portal. All data is reviewed with evidence provided by Office Space in Town.

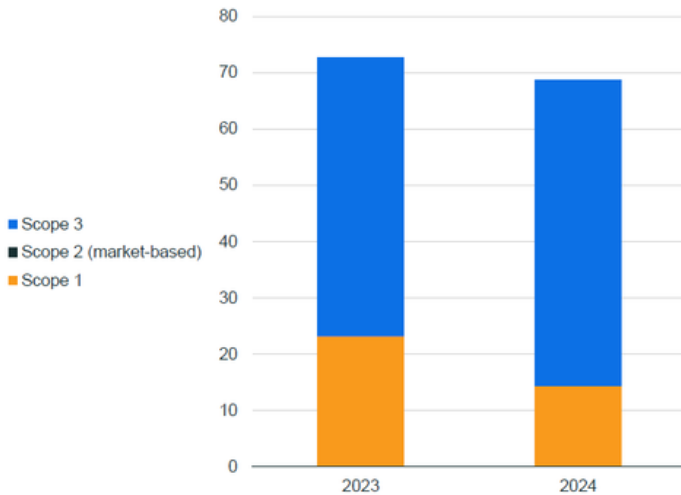
To retain Planet Mark Certification members must demonstrate continuous improvement in line with the Planet Mark Certification Scheme Rules.

Empowering Zero

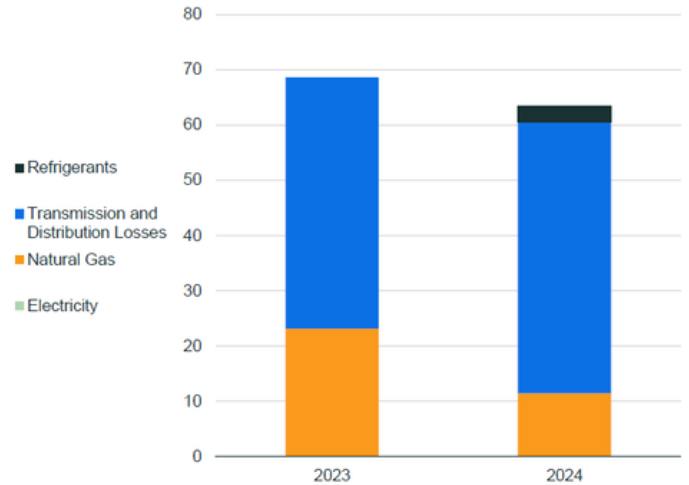
[planetmark.com](https://planetmark.com)

# WE ARE PLANET MARK CERTIFIED - YEAR 3 SNAPS

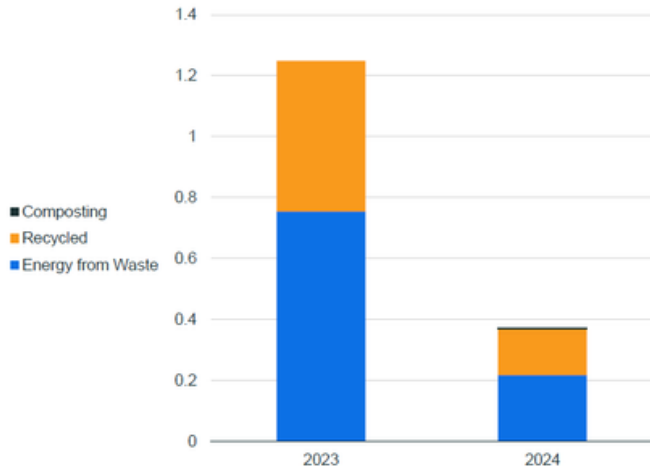
Measured carbon emissions by scope for year ending 2024, tCO<sub>2</sub>e



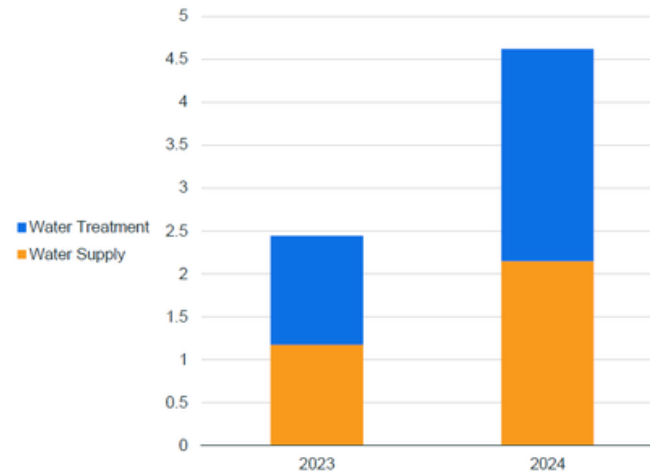
Buildings emissions for year ending 2023 and 2024, tCO<sub>2</sub>e



Waste emissions for year ending 2023 and 2024, tCO<sub>2</sub>e



Water emissions for year ending 2023 and 2024, tCO<sub>2</sub>e



% turnover  
**0.4 %**

Total Social Value  
**£ 84,071**

per employee  
**£ 1,765**



**Your people**  
**£ 39,307**



**Community & volunteering**  
**£ 2,793**



**Donations**  
**£ 17,490**



**Procurement**  
**£ 681**



**Environmental impacts**  
**£ 23,799**

# OUR PLANET

## RECLYCLING AND WASTE MANAGEMENT

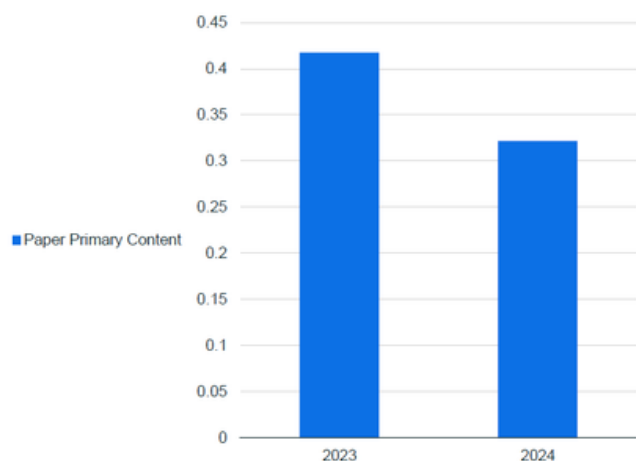
As the global waste crisis continues to grow, the need for effective recycling and waste management solutions has never been more urgent. Across the world, new legislative measures are being introduced to tackle the environmental challenges posed by waste, especially in the context of a growing population and increasing consumption.

In March 2024 the Green Team launched the recycling project to reach 50% of all waste to be recycled across the group. This project included -

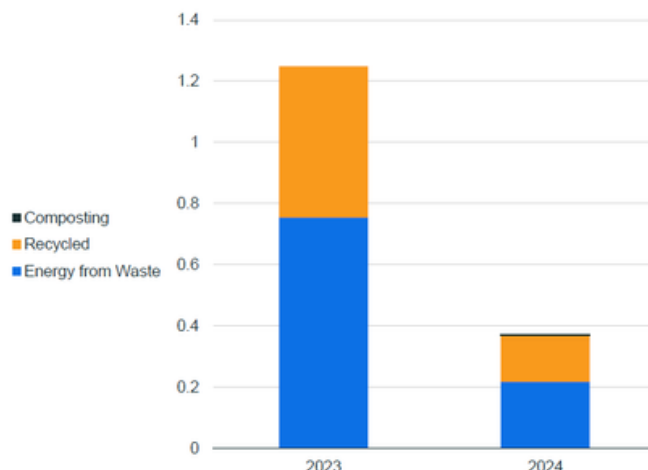
- Recycling Bins: New and clearly labelled recycling bins throughout the buildings in the communal areas, offices, meeting rooms and kitchens.
- Reduce Paper Usage: assessed internal team paper usage and digitalised as much as possible, printing only when necessary and promoting double-sided printing.
- Provide Recycling Guidelines to clients to help make recycling as simple as possible.
- Regular check ins with our cleaners: To ensure that the correct process is being followed and bins are being separated correctly.
- Introduction of food waste bins in the kitchens, in line with new government legislations.

The results collected for the year in March 2025 concluded that this project increased our % of recycled waste by 9.4%, bringing us to a group average of 41.4% so we missed our target but will continue through 2025 to increase recycling rates. Overall waste emissions were reduced in 2024 compared to 2023 as well as a reduction in paper consumption as per graphs below.

Procurement emissions for year ending 2023 and 2024, tCO<sub>2</sub>e



Waste emissions for year ending 2023 and 2024, tCO<sub>2</sub>e



# OUR PEOPLE



Picture: OSiT annual weekend away November 2024

Our OSiT family are the beating heart of the business and make us the company that we are. It's the dedication and passion of our people that define who we are as a company. We are extremely focused on building a culture that not only supports but empowers each member of our team, ensuring that every individual feels valued and connected. At OSiT, our people are more than just employees—they are family.

We want our people to reach their full potential, both professionally and personally, and actively support them in doing so. As well as providing learning and development opportunities to ensure everyone can achieve their career goals, we also offer personal development courses alongside specialised training courses. Additionally, we have a cycle scheme to promote a healthy lifestyle and offer Vitality to our employees.

We are an equal opportunity employer, committed to inclusivity and supporting human rights and equality. We value diversity and strive to help everyone reach their full potential, both professionally and personally, so they can take pride in their role in our success. We hold ourselves accountable for delivering high-quality service to our clients while upholding the standards set in our Ethics Policy across all levels of the business.

# OUR PEOPLE

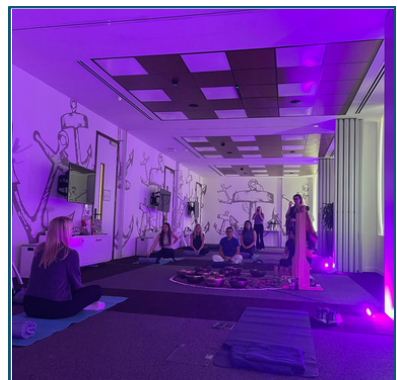
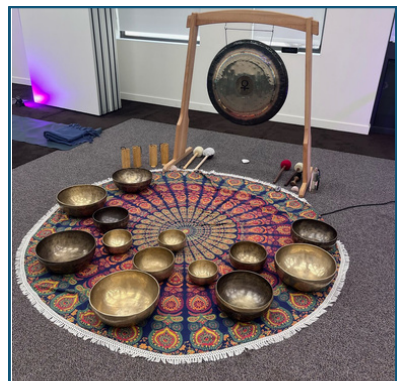
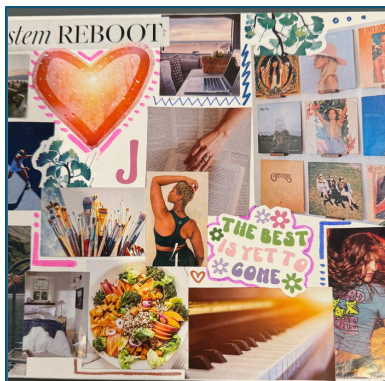
## THE HAPPY PROJECT

In 2024 we launched 'The Happy Project', which was put together to create a happy space for our employees to focus on wellness and positivity through get togethers and activities.

Within The Happy Project so far, we have hosted events for our employees to connect in meaningful ways.

So far we have hosted a Vision Board Evening to encourage staff to set goals and vision what they want their 2025 to look like and how we can get there. We also hosted a coffee morning with our founder Giles Fuchs, to discuss Ethos and Values and to give advice and a we also had a sound bath experience for a morning of relaxation.

We hope that The Happy Project will continue to allow our employees to feel supported and strengthen our lovely internal community.



# OUR COMMUNITY

At OSiT, we believe that giving back to our communities and supporting causes that make a difference is just as important as the work we do every day. That's why we offer our employees the opportunity to dedicate hours outside of their regular work responsibilities to volunteer for charitable organizations. Here's a snapshot of the year's activities where a record £16,754 was raised and 107 hours of hours volunteered by our staff!



"We are incredibly grateful to Office Space In Town for their continued support of Bow Food bank. Their generosity and encouragement have made a meaningful difference to our work and the community we serve. OSiT's kindness not only helps us provide essential food and resources to those in need but also reminds us that we are not alone in this mission. Thank you for standing with us — your support means the world!"

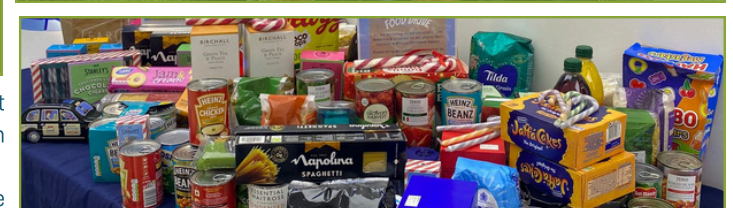


With heartfelt thanks,  
The Bow Foodbank Team



"Thank you so much for the food and for allowing the girls to come down. It was so lovely having them, they are credit to the company and was a hit with the members and volunteers!!"

- Evelyn Community Store



# OUR COMMUNITY

## Our 2025 community partnerships:



Idia's Community Kitchen



**Across our six centres, each one chose a different charity to support from the list above. Together, from April 2024 to March 2025, we proudly raised a grand total of £16,754.01!**

# OSIT WELLNESS FESTIVAL 2024



# POLICIES

You can find the following ESG policies for OSiT on our data centre:

<https://www.officespaceintown.com/data-centre>

## **Code of ethics and conduct for suppliers**

This serves as our policy to highlight our expectation of our supplier's ethical conduct and will be distributed to all current suppliers. All new suppliers receive a copy of this policy along with the updated contractor questionnaire.

## **Contractor Questionnaire**

This is the same format and precedence as our original questionnaire but has an updated ESG section that must be completed. This questionnaire has been completed by all current suppliers and all new suppliers must complete this prior to any agreement of service.

## **Green Purchasing Policy**

This policy outlines our commitment to our sustainable development and our considerations made when buying products and the environmental impact this has.

## **OSiT Volunteer time off policy**

OSiT Employees may take up to 20 hours a year to carry out charitable volunteer work.



We will be re-submitting for B Corp with our hotel 'Burgh Island' being included. This project will be restarted in May 2025.

## **Currently we hold the following certifications:**

Achieved in 2024

Blackfriars - Tudor Street - - BIU Part 1 & Part 2

Monument - BIU Part 1 re-assessment and Part 2 assessment.



We completed Heart of The City's Climate Action for SMEs course in 2024.



# OUR 2025 PRIORITIES



## Energy Efficiency

Delve deeper into the realm of smart building technologies for real-time energy monitoring and optimisation, including Energy Management systems, AI, and machine learning.



## Water

As our water consumption has surged over the past year, we have embarked on initiatives to implement water strategies in each building, which encompass the installation of low-flow fixtures and monitoring usage through smart meters.

With water pricing soaring by 40-45%, we are also exploring water procurement strategies to enhance our ability to monitor and track our consumption better.



## Supply Chain

We shall persist in engaging our suppliers in alignment with our ethical and sustainable procurement standards.

Prepare for a more profound Scope 3 measurement by gathering additional data from our suppliers.



## Engagement

Organise events, workshops, and feedback channels to foster engagement among clients and staff.



## Community

Amplify our volunteering efforts and explore innovative ways to enrich our community.



## Waste

Continue to engage clients in our enhanced waste management practices within our buildings, as they are vital partners in our journey toward success.



## B-Corp

e-launch our B-Corp journey and aim for submission this year.

## Thank you for reading Our Fourth Annual ESG Report

This year marks our fourth ESG report—our most impactful yet. With greater engagement across our business and community, we're proud to share the growing results of our ongoing commitment to responsible and transparent operations.

This report reflects our continued efforts to build a business rooted in environmental responsibility, social impact, and good governance. As we've grown, so too has our ambition—to lead with integrity, support local causes, and nurture the well-being of everyone in the OSiT family.

Throughout 2024, we strengthened partnerships, improved how we measure and report our progress, and embedded ESG values deeper into our daily operations and strategic decisions. These efforts have led to more accurate insights and a stronger foundation for continued impact.

We remain focused on making our spaces smarter, more sustainable, and better for those who use them. With the support of our environmental consultants and the Green Team, we've made measurable strides in reducing energy use and improving operational efficiency.

Looking ahead, we're committed to growing in 2025 and beyond—by staying transparent, seeking feedback, and empowering individuals at every level to create positive change. Data continues to guide us, but so does the input of our people. That's why we welcome open dialogue and encourage everyone to reach out. If you'd like to learn more or contribute your thoughts, please contact us at [greenteam@officespaceintown.com](mailto:greenteam@officespaceintown.com).

Thank you for being part of our journey.

A stylized, handwritten-style signature that reads "OSiT Green Team". The letters are fluid and connected, with a mix of uppercase and lowercase letters.

ESG  
ANNUAL  
REPORT  
2024/2025