

# ESG ANNUAL REPORT 2025/2026

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# MESSAGE FROM OSiT

**Dear Friends of OSiT,**

Business, at its best, is about more than revenue - it's about people, purpose and the difference you leave behind. That belief sits at the core of everything we do at OSiT, and it's what drives us to keep pushing further each year.

We are proud to share our 5th annual ESG report, and with it, another year of genuine progress. We've continued to reduce our environmental impact, strengthened our ties to the communities around us, and remained steadfast in our commitment to doing things the right way.

But if there is one thing that defined this year more than any data point or target met, it was our fundraising efforts for a cause that sits very close to our hearts. Watching our team come together with such passion and dedication reminded us exactly why we do what we do - and who we do it for.

We are grateful to every client, supplier and partner who supports and believes in what we're building. This report is our promise to remain open, honest and always striving to do better.



**GEORGIA SANDOM**  
MANAGING DIRECTOR

# 2025 HIGHLIGHTS

The Happy Project hosted 4 events for OSiT staff

Introduced food waste recycling across all buildings

Achieved our 4th Planet Mark certification

Volunteered a total of 28 hours over the past 12 months for our chosen charities

9/10 score - staff would recommend OSiT as a great place to work  
\*OSiT staff satisfaction survey 2025

Supported 6 community causes

Our ESG message featured in 'Your Business' magazine

Achieved CSE customer service accreditation with merits

Hosted Fundamentals of Net Zero breakfast panel

Recycling rate increased by 26.7%

Social value increased by 171%

£31,350 raised for our charity causes (2025-2026)

# OUR PLANET

## Measuring, Learning, Doing

At OSiT, our commitment to progress grows stronger with every passing year. As we open a new chapter of reporting, we continue to raise the bar gathering richer data, deepening our understanding, and taking more decisive action across our operations.

The most significant environmental impacts from our business stem from our buildings, owned assets, and our consumption of electricity, water, gas, and waste. By building a clearer picture of these year on year, we can track real progress and hold ourselves accountable.

### Measuring

- We systematically collect data on utility consumption across all our sites, benchmarking performance and identifying trends over time.
- We are actively researching building optimisation techniques and investing in more accurate reporting tools ensuring the data we capture is as meaningful and actionable as possible.
- Through our energy partner, True Group, we receive half-hourly consumption data for our green energy supply. This granular insight allows us to pinpoint where efficiency improvements are taking effect and investigate areas where consumption remains higher than expected.
- This data also enables us to share detailed consumption reporting with our clients, who are increasingly requesting this information to support their own sustainability reporting and ESG commitments.
- Alongside environmental metrics, we track our social impact - logging donations, volunteering hours, and fundraising contributions.

### Learning

- Our Green Team have completed courses on climate action for business, strengthening their ability to lead sustainability initiatives across the organisation.
- We have deepened our understanding of climate action in business more broadly, including completing programmes such as The Heart of the City course.
- We continue to attend industry events and networking opportunities to stay ahead of emerging technologies, evolving regulations, and new innovations in sustainability.

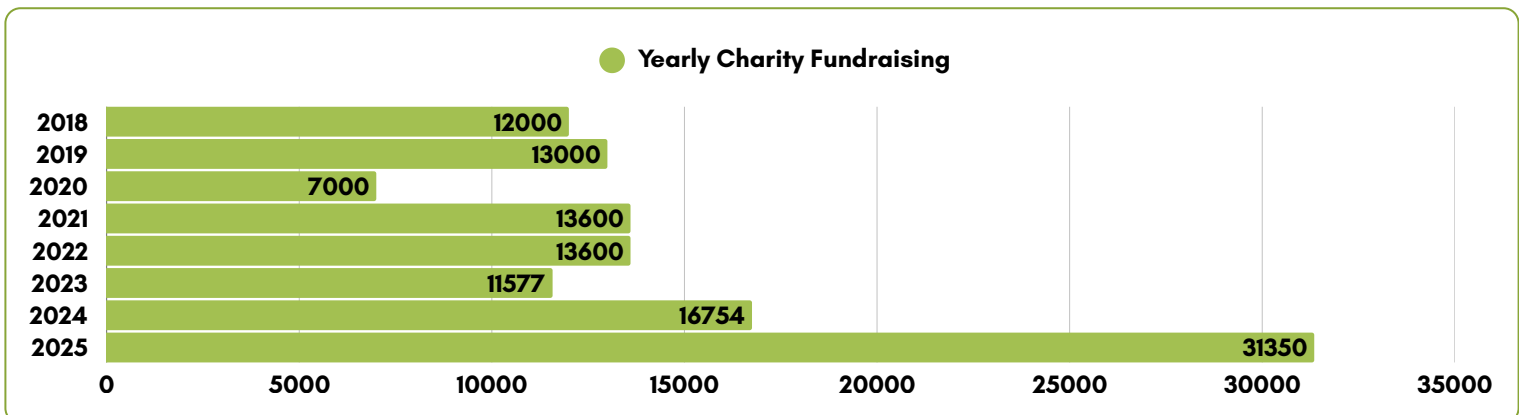
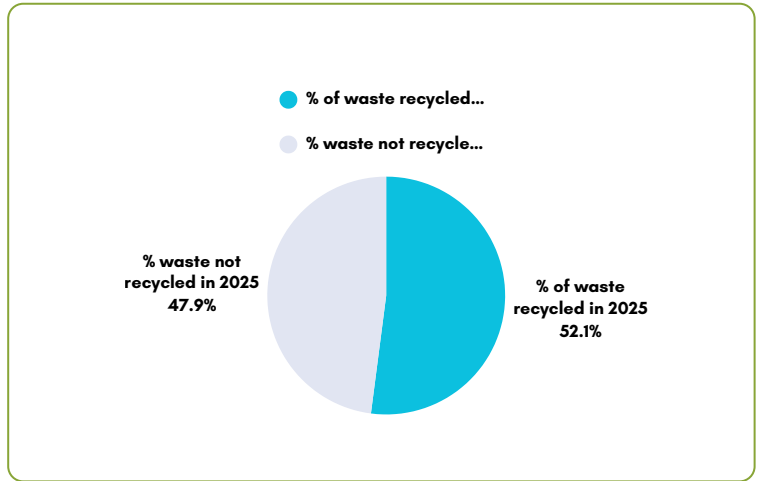
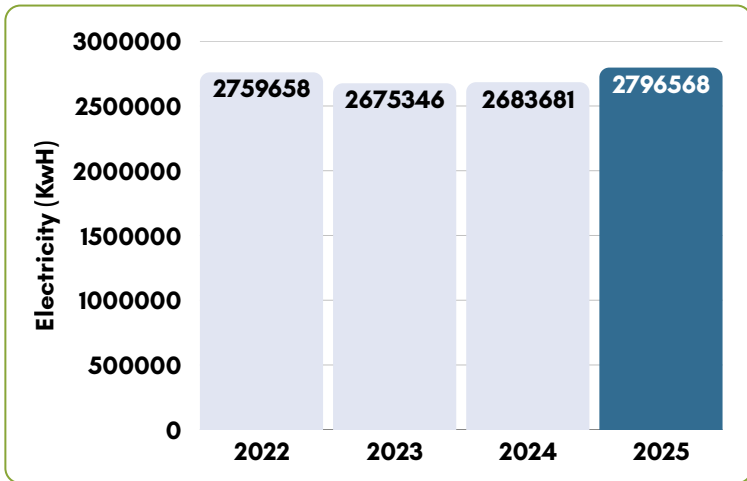
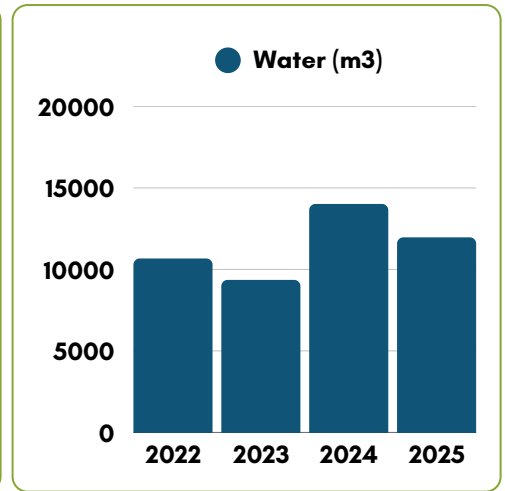
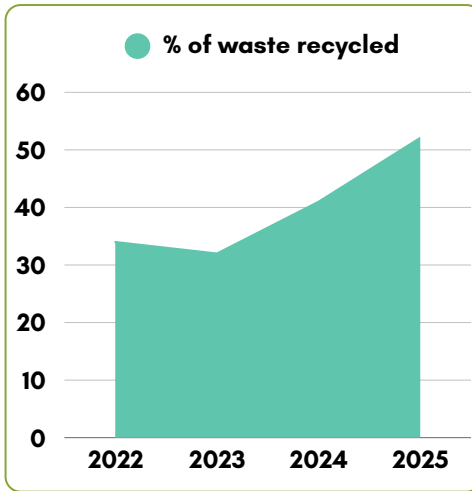
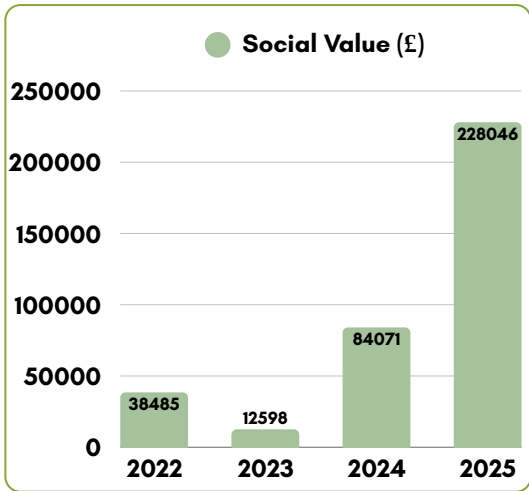
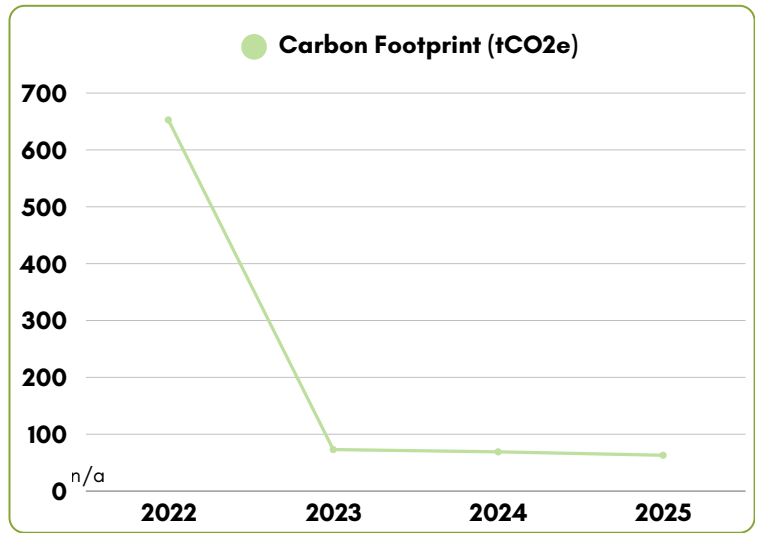
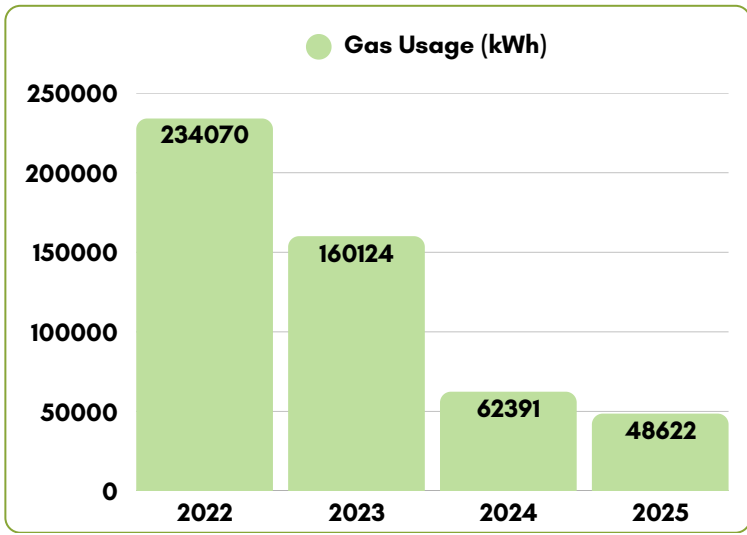
### Doing

- Data sits at the heart of how we act. By analysing consumption and performance trends, we have been able to identify specific areas in need of improvement.
- Working with our FM partner, Office Space Facilities Management (OSFM), building efficiency checks and improvement measures have been embedded into our Planned Property Maintenance schedules as standard practice.
- Larger-scale works have been incorporated into our five-year Fabric and Development plans, ensuring our buildings are as efficient as possible for the long term.
- We annually review all products and suppliers used across our business to ensure alignment with our ESG policy.
- We continue to hold all suppliers to our sustainability benchmarks through our supplier questionnaire process.

# KEY PERFORMANCE INDICATORS

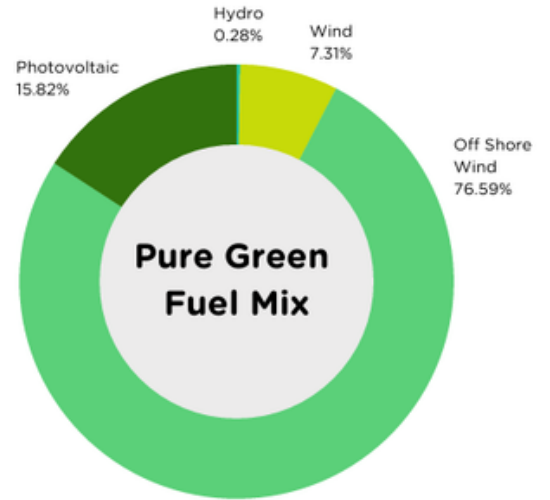
KPI's	2022	2023	2024	2025
Electricity (Kwh)	2,759,658	2,675,346	2,683,681	2,796,567
Gas (kwh)	234,070	160,124	62,390	48,621
Water (m3)	10,670	9,356	14,015	11,966
Waste generated (tonnes)	53.643	58.789	57.571	89.12
% of waste recycled	34%	32%	41.4%	52.1%
Waste to landfill (kg)	0	0	0	0
Carbon footprint (tCO2e)	652.8	72.7	68.7	63.20
Charity Fundraising (£)	£13,600	£11,577	£16,754.01	£31,350.24
Social Value (£)	£38,485	£12,598	£84,071	£228,046

- Electricity - Our electricity consumption has remained fairly stable, with a slight increase in consumption driven by our expansion and refurb of our Liverpool Street building which increased square footage by 10,000 sq ft of usable space. We made more improvements to areas such as stairwells and basements to LED lights and sensors, in line with the rest of the buildings.
- Gas - There was a 37.8% reduction in scope 1 emissions in 2025 compared to 2024. There was no recorded leak from f-gas air con units and natural gas consumption fell at the Waterloo and Monument sites as we moved gas boilers over to electric boilers.
- Water - 2024 saw an increase in water consumption which meant we needed to focus on our water strategy in 2025. We made improvements to cistern flushes on toilets, low flow shower heads and taps which lead to a reduction in water consumption. We will continue to focus on the water reduction strategy in 2026.
- Waste - Following the success of our recycling project, which increased our recycling rate by 9.4%, in 2024 we achieved a further 10.7% increase this year due to our ongoing recycling initiatives and improved waste management practices.
- Charity - We hit a record number in fundraising but volunteering did not measure up to the previous year.
- Social value - this saw the biggest impact in 2025 with the green team leading initiatives for our people and community.



# OUR PLANET

OSi's 'Pure Green Supply' certificate for each entity from Total Energies for our power supplies. These showcase that our electricity supplies are fully generated from 100% renewable sources including Wind, Solar & Hydro.



## Pure Green:

Renewable electricity from solar, wind and hydro assets. Supply is 100% REGO backed.

**Pure Green Supply Certificate**

This is to certify that

**BOUNDARY ROW OPCO LIMITED**

Uses electricity that is 100% generated from wind, solar and hydro sources

Supply Period 01/10/2025 – 30/09/2028

Signed *Mark Rose*

Mark Rose, Director, Sales & Marketing on behalf of TotalEnergies Gas & Power

business.totalenergies.uk

Date 23/04/2024

Our independent assurance report was created by Deloitte and assesses whether the renewable electricity supplied by TotalEnergies under this Pure Green contract is generated by eligible renewable energy generation assets (hydro, wind, solar, hydro, wind, solar and hydro) and hydro sources. This means that your electricity usage can be reported as 100% generated from a market-based emissions reporting approach in accordance with Greenhouse Gas Reporting Scheme (EU ETS).

**Pure Green Supply Certificate**

This is to certify that

**TUDOR STREET OPCO LIMITED**

Uses electricity that is 100% generated from wind, solar and hydro sources

Supply Period 01/10/2025 – 30/09/2028

Signed *Mark Rose*

Mark Rose, Director, Sales & Marketing on behalf of TotalEnergies Gas & Power

business.totalenergies.uk

Date 23/04/2024

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**Pure Green Supply Certificate**

This is to certify that

**NBS OPCO LIMITED**

Uses electricity that is 100% generated from wind, solar and hydro sources

Supply Period 01/10/2025 – 30/09/2028

Signed *Mark Rose*

Mark Rose, Director, Sales & Marketing on behalf of TotalEnergies Gas & Power

business.totalenergies.uk

Date 23/04/2024

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**Pure Green Supply Certificate**

This is to certify that

**LITTLE BRITAIN OPCO LIMITED**

Uses electricity that is 100% generated from wind, solar and hydro sources

Supply Period 01/10/2025 – 30/09/2028

Signed *Mark Rose*

Mark Rose, Director, Sales & Marketing on behalf of TotalEnergies Gas & Power

business.totalenergies.uk

Date 23/04/2024

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**Pure Green Supply Certificate**

This is to certify that

**ST DUNSTAN'S OPCO LIMITED**

Uses electricity that is 100% generated from wind, solar and hydro sources

Supply Period 01/10/2025 – 30/09/2028

Signed *Mark Rose*

Mark Rose, Director, Sales & Marketing on behalf of TotalEnergies Gas & Power

business.totalenergies.uk

Date 23/04/2024

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# WE ARE PLANET MARK CERTIFIED - YEAR 4

## We are Planet Mark Certified



Office Space in Town (OSiT) has achieved Planet Mark Certified - Business by reporting its measured carbon emissions, reducing Scope 1 and 2 emissions (market-based) by 37.8% compared to the previous reporting period, and by committing to expand its measurement boundary to measure up to a full carbon footprint.

### MARKET-BASED

322.2 tCO<sub>2</sub>e

Measured carbon emissions

7.2 tCO<sub>2</sub>e

Measured carbon emissions per employee

### Emission sources included within this measurement:

- Scope 1: Stationary Fuels, Fugitive Emissions
- Scope 2: Electricity
- Scope 3:
  - Cat. 3: Fuel and energy-related activities
  - Cat. 5: Waste
  - Cat. 7: Employee commuting
  - Cat. 13: Downstream leased assets

### LOCATION-BASED

817.2 tCO<sub>2</sub>e

Measured carbon emissions

Office Space in Town (OSiT) have been measuring with Planet Mark for 4 years

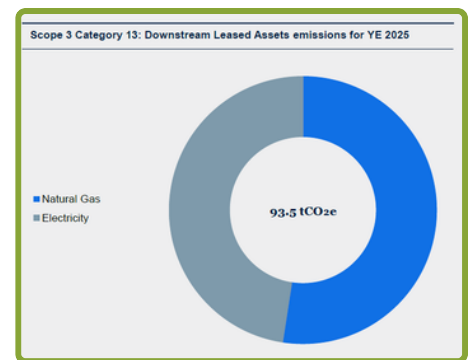
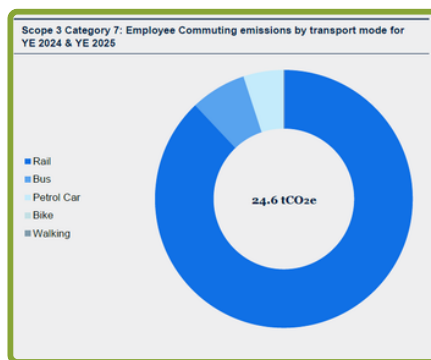
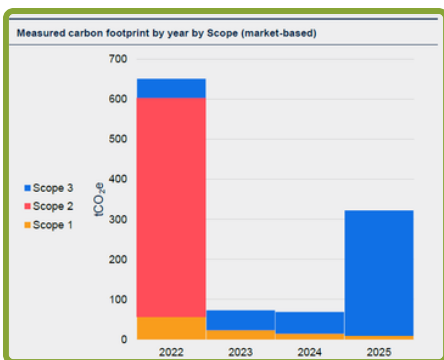
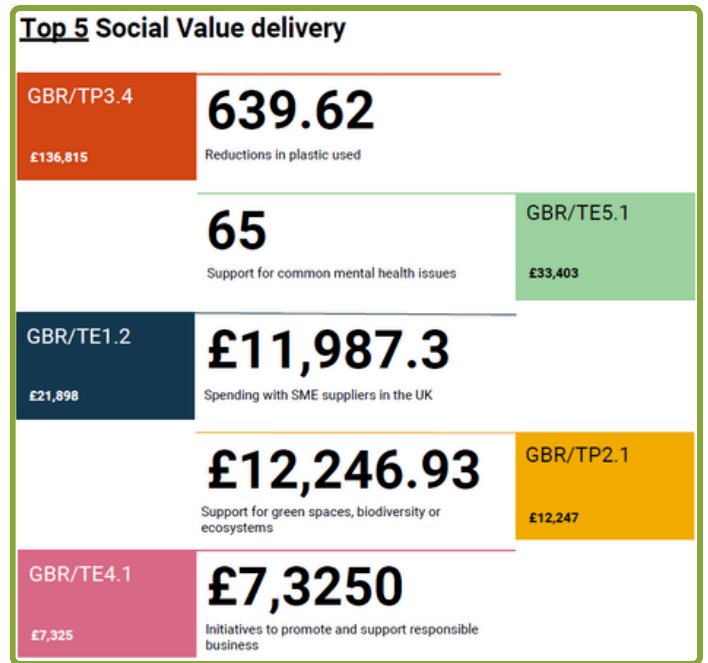
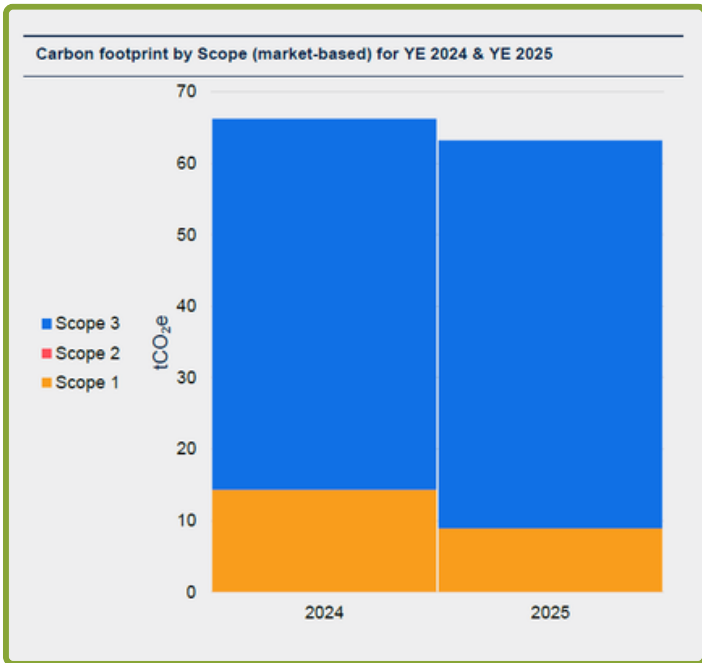
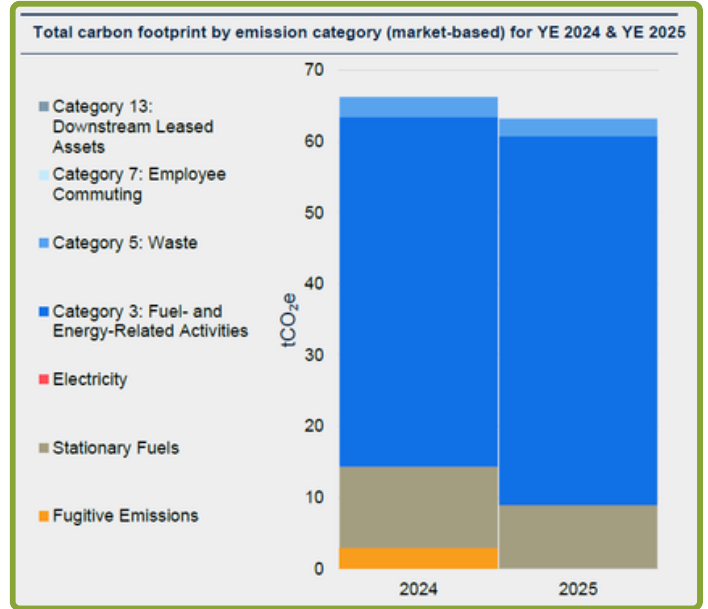
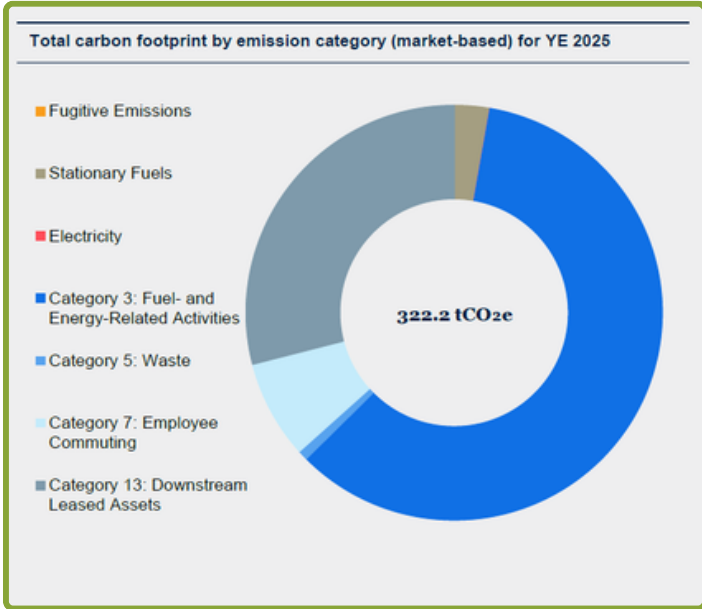
Organisational Boundary:  
5 UK sites

Reporting Period:  
01 January 2025 to 31 December 2025

The Planet Mark measurement methodology is fully aligned to Greenhouse Gas (GHG) Protocol and all data is reviewed with evidence provided by Office Space in Town (OSiT).

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

# PLANET MARK- YEAR 4 SNAPS



# SOCIAL VALUE PORTAL

## Office Space In Town Limited

### Planet Mark

Social Value Report

Measurement status: Live

**£228,046**

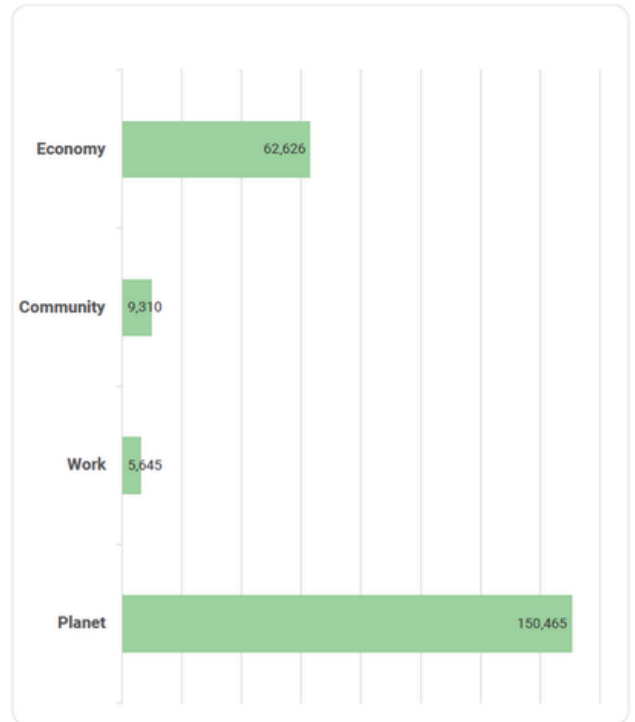
Social Value delivered

**+1.07%**

Social Value Add (%)



### Social Value breakdown by Theme (£)



### Social Value breakdown by KPI

#### Supplier Spend (£)

**£11,987** £

£21,898 delivered

#### Community Support (£)

**£8,566** £ invested inc. time, materials, equipment etc

£8,566 delivered

#### Carbon Reduction (tCO2e)

**5.06** tCO2e

£1,276 delivered

#### Donated Time (hrs)

**68** no. staff volunteering hours

£4,549 delivered



### Social Value breakdown by Measure

Measure	Delivered
GBR Personalised support to improve career and life skills	40 no. staff expert hours £3,805
GBR Meaningful unpaid work placements	1 Unpaid internships £1,840
GBR Spending with SME suppliers in the UK	11987.3 £ £21,898
GBR Initiatives to promote and support responsible business	7325.01 £ invested inc. time, materials, equipment etc £7,325
GBR Support for common mental health issues	65 no. employees provided access £33,403
GBR Support for third sector organisations through volunteering	28 no. staff volunteering hours £744
GBR Support for local community projects through donations	3493.93 £ invested £3,494
GBR Support for initiatives to strengthen community networks	46.56 £ invested inc. time, materials, equipment etc £47
GBR Initiatives to promote more resilient communities	5025.82 £ invested inc. time, materials, equipment etc £5,026
GBR Reductions in scope 1 & 2 CO2e emissions	5.06 tCO2e £1,276
GBR Support for green spaces, biodiversity or ecosystems	12246.94 £ invested inc. time, materials, equipment etc £12,247
GBR Reduce waste through reuse of products and materials	1.23 tonnes £128
GBR Reductions in plastic used	639.62 kg £136,815

# OUR PLANET

## RECYCLING AND WASTE MANAGEMENT

In 2025 we continued to strengthen our recycling and waste management strategy across the group recognising the important role businesses play in reducing waste generation and supporting improved recycling practices.

Building on the recycling project launched by the Green Team in 2024, a number of additional initiatives and operational improvements were introduced throughout 2025. These included:

- increasing the number of clearly labelled recycling bins within client office spaces and communal areas, improving recycling signage throughout buildings and strengthening communication with clients to encourage correct recycling practices.
- expanded our recycling offering by introducing free recycling for harder-to-recycle items including batteries, toner cartridges and small electrical items.
- the introduction of food waste recycling across our sites contributed to 5% of all recycled waste collected during the year, supporting compliance with new waste legislation and reducing the amount of general waste produced.

We continued to work closely with our cleaning teams and waste management providers to improve waste separation processes and monitoring procedures. Enhanced reporting from our waste collection provider has also improved the quality and accuracy of our waste data. This will support more detailed reporting and target setting in 2026.

As a result of these combined efforts, our recycling rate increased by 10.7% during 2025, representing a significant improvement across the group. We are also pleased to report that 0% of our waste was sent to landfill during the reporting period.

In 2026 we aim to continue building on the progress achieved this year by further improving recycling rates, increasing client and staff engagement and enhancing waste monitoring processes across the business.

# OUR PEOPLE



Picture: OSiT annual weekend away November 2025

The people who make up OSiT are what this organisation truly runs on. Their energy, care and drive shape who we are as a business and push us toward everything we achieve. We're committed to creating an environment where everyone can thrive - growing in their careers while being supported as whole people.

Alongside learning and development opportunities, we place a strong emphasis on employee wellbeing and have continued to expand our support offering across the business. This includes private healthcare through Vitality, access to Aspire: a employee financial wellbeing platform, The happy project events and community, OSiT socials and more.

We also support physical and mental wellbeing through access to free on site gyms across four OSiT buildings, complimentary personal training sessions, chair massages, and health checks provided throughout the year. Looking ahead we are exploring the introduction of an OSiT Wellness Coach in 2026 to further enhance our wellbeing offering.

Two of our employees are currently completing a Level 2 Certificate in Understanding Mental Health First Aid and Mental Health Advocacy in the Workplace, awarded by NCFE CACHE, which is due to be completed by June 2026. This qualification supports the development of essential skills in recognising and responding to mental health challenges as well as promoting a more supportive and informed workplace culture around wellbeing and mental health awareness.

OSiT is a place where everyone belongs. We believe that a truly diverse workforce makes us stronger, and we're deeply committed to fairness, human rights and creating an environment where people can grow and take genuine pride in what they contribute. That same sense of accountability extends to our clients and we hold ourselves to the highest standards of service, guided by the principles in our Ethics Policy at every level of the organisation.

# OUR PEOPLE THE HAPPY PROJECT



Following the launch of The Happy Project in 2024, we continued to build on the initiative throughout 2025 with a focus on employee wellbeing and creating a positive workplace culture.

During the year we hosted a range of wellbeing activities for staff including a yoga session and a coffee morning with our CEO, Niki Fuchs, who openly shared her career journey, experiences and advice. We also provided personalised staff gift bags as a gesture of appreciation to our wonderful employees and continued to share wellbeing resources internally including webinars, podcasts and TED Talks focused on mental health and personal development.

The Happy Project has received positive feedback and strong engagement from employees and continues to help strengthen our internal community and support employee wellbeing across the business and we look forward to continuing to grow the Project in 2026.



# OUR COMMUNITY

At OSiT we remain committed to supporting our local communities and charities through fundraising, volunteering and employee engagement initiatives. Throughout 2025 we continued to support our chosen local charities through a range of fundraising activities and community volunteering across the business highlighted in the photos below.

Towards the end of the year, our focus shifted to supporting our Blackfriars day cleaner, Oma, following his diagnosis with stage 4 cancer. As a business we came together to raise funds with our clients and provide support during an incredibly difficult time with much of our community activity during November and December centred around this effort.

As a result, our employee volunteering hours were lower than previous years, with a total of 28 volunteering hours recorded during 2025. While volunteering remained important to us, much of our time and energy was dedicated towards fundraising and supporting Oma and his family.

Looking ahead to 2026 we recognise the importance of rebuilding momentum within our volunteering efforts and will be introducing clearer planning and targets throughout the year to help ensure we continue to make a positive impact within our wider community.

## SUPPORT FOR OMA

Our much loved cleaner at Blackfriars, Oma, was recently diagnosed with Stage 4 pancreatic cancer and is currently unable to work. To help support him and his young family during this incredibly difficult time, all fundraising proceeds will be donated directly to Oma and his family with the aim of reducing financial worries.

A GoFundMe page has been set up for Oma, which you can donate to and share. Your contribution will make a real difference. Thank you for your kindness and generosity 🍀



# OUR COMMUNITY

Our 2025 community partnerships:



Idia's Community Kitchen



Across our six centres, each one chose a different community charity to support from the list above. Together, from April 2025 to March 2026, we proudly raised a grand total of £13,750 for our community causes and a total of £17,600 for Oma from Nov 2025.

# OUR ETHICAL PARTNERS

At OSiT, we are committed to working with suppliers who share our values and actively support environmental and social responsibility. We aim to build long-term relationships with partners who prioritise sustainability, ethical practices, and positive impact within their industries. Below are a selection of some of our ethical partners



Their big-picture mission: they're committed to saving £2 billion in energy costs and 2 million tonnes of CO<sub>2</sub> by 2030, managing energy procurement and sustainability strategies for hundreds of businesses across the UK and Europe



Office Space Cleaning (OSC) as part of their own ESG goals, already source eco friendly chemicals from local suppliers, and are proud to say that no waste goes to landfill. As OSiT and OSC continue on this journey together, OSC are focused on continuing to improve their equal opportunities hiring policies and fostering staff and local community engagement.



Our water supplier that invests 100% of its profits into clean water projects through its partnership with WaterAid. Their approach focuses on reducing environmental impact through sustainable packaging and water solutions, while also supporting global access to clean water and sanitation.



A purpose led coffee brand and the world's first prison-based coffee company, delivering barista training within prisons to help reduce reoffending rates. Their model combines speciality coffee production with a strong social impact mission, supporting rehabilitation and skills development.



Providing print and office supplies and committed to responsible production practices and focusing on sustainable materials and reducing environmental impact across their operations.



A small independent coffee bean supplier focused on responsibly sourced coffee and supporting ethical supply chains. They work with producers who prioritise quality, transparency and sustainability within the coffee industry.

# 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 2026.



## EPC certificates

Our London buildings have all achieved EPC rating of B

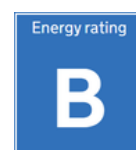
[Liverpool Street - 46 New Broad Street](#)

[St Pauls - 20 Little Britain](#)

[Waterloo - 2-6 Boundary Row](#)

[Monument - 20 St Dunstan's Hill](#)

[Blackfriars - 22 Tudor Street](#)



## Currently we hold the following certifications:

Achieved in 2024

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

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



# OUR 2026 COMMITMENTS

01



## B Corp Certification

We are committed to progressing our B Corp certification journey, embedding the rigorous standards of social and environmental performance, accountability and transparency into the way we operate — validating our commitment to being a business that balances purpose with profit.

In Progress

02



## Volunteering Programme

We will formalise and expand our volunteering programme, giving every team member dedicated time to contribute to causes that matter. We'll track hours given, increase cross-site participation and share the impact our people are making beyond the workplace.

People

03



## Fundraising for Oma

Building on the incredible efforts of previous years, we will continue our fundraising support for Oma - growing the total raised through new and creative initiatives, and remaining committed to making a meaningful difference to the lives of those Oma supports.

Community

04



## Stakeholder Engagement

We will amplify our sustainability and people agenda — internally and externally. Through better storytelling, regular updates and a stronger presence across our channels, we'll ensure our values, progress and commitments are visible to everyone connected to OSiT.

Communications

05



## Building Efficiency Technologies

We will actively explore and evaluate new technologies to reduce energy consumption across our buildings from smart metering and sensors to LED upgrades and building management systems - making evidence-based investments that deliver real environmental and commercial benefits.

Innovation

06



## Upskilling Our Green Team

Our Green Team is central to driving our sustainability agenda forward. In 2026, we will invest in their knowledge and skills - providing training, industry insights and the tools they need to lead with confidence and inspire colleagues across the business to take action.

Development

# THANK YOU

We are proud to present our 2025 ESG Report, our fifth annual report, and reflect on another year of progress across environmental responsibility, social value, and employee wellbeing at OSiT.

Throughout the year, we have continued to work across the business to implement meaningful changes, improve engagement, and strengthen the way we measure and report our ESG performance. This year there were some changes in how we collected data with a more thorough criteria which contributed to a significant increase in the social value we reported across the business.

Alongside our environmental initiatives, we have continued to focus on employee wellbeing and community engagement through projects such as The Happy Project, which has grown throughout 2025 with strong staff engagement and positive feedback. We look forward to continuing and expanding these initiatives into 2026 to further strengthen ESG awareness and engagement across the business.

While we are proud of the progress made this year, we recognise that ESG is an ongoing journey and that there is always more to learn and improve. We remain committed to building a more sustainable, supportive, and responsible business for our employees, clients, partners and wider community.

Thank you for taking the time to read our 2025 ESG Report and for supporting us as we continue to grow and evolve our ESG journey together.

We welcome and encourage anyone to reach out with questions and feedback.

*Lizzy McKeon + Ellie Brown*



**ESG  
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