

Eastgate Shopping Centre

IMPACT

REPORT
2024

Green fingers

Plant to eat workshops for
our younger customers

Community spirit

Community gatherings
@ Eastgate

Discovery College

Dedicated college training in
mental health & addiction.

Destination net zero

Our progress so far

Table of Contents

Page 3

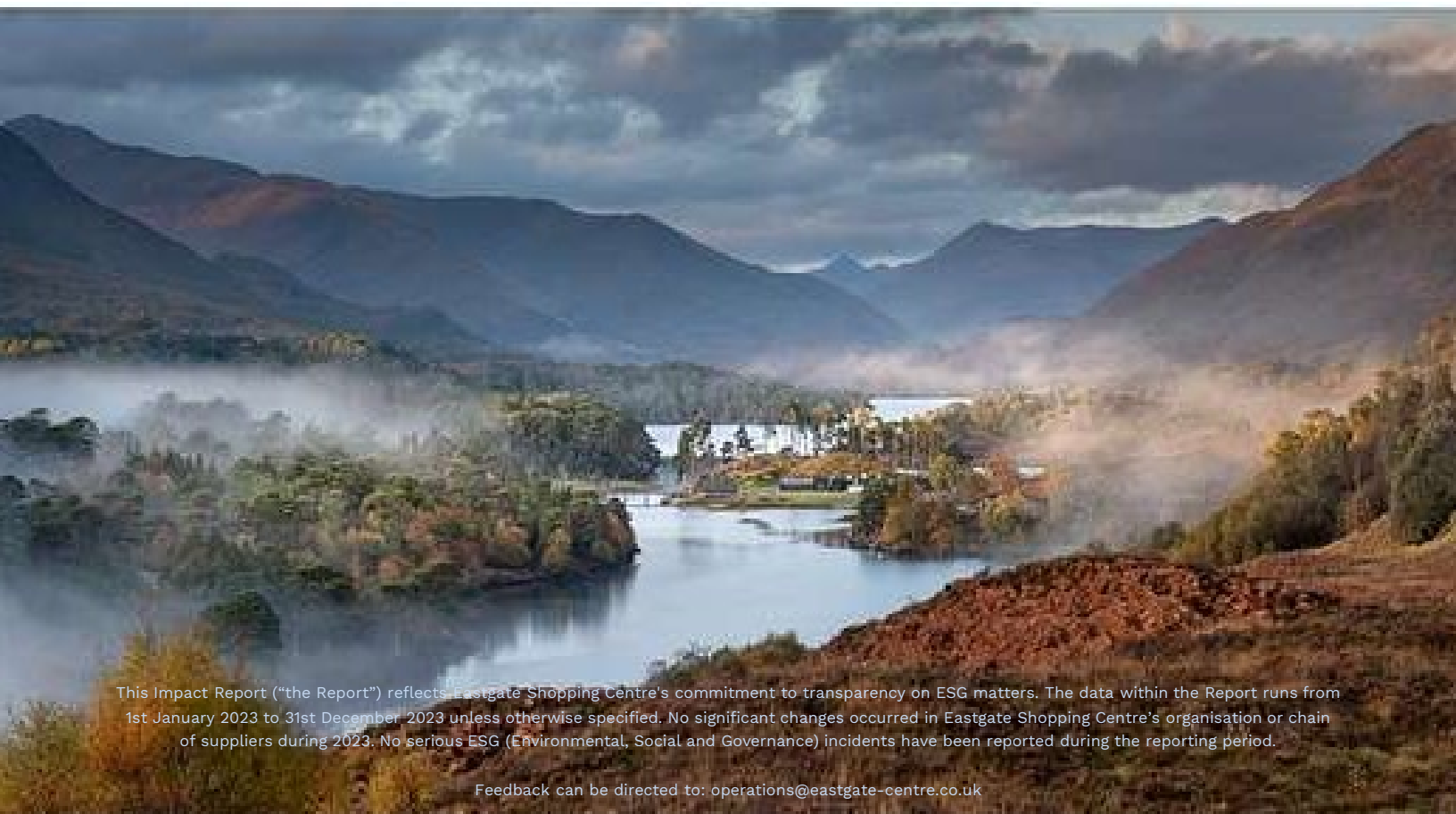
About Eastgate Shopping Centre

Page 5

Measuring our environmental performance

Page 4

Working with the local community



This Impact Report ("the Report") reflects Eastgate Shopping Centre's commitment to transparency on ESG matters. The data within the Report runs from 1st January 2023 to 31st December 2023 unless otherwise specified. No significant changes occurred in Eastgate Shopping Centre's organisation or chain of suppliers during 2023. No serious ESG (Environmental, Social and Governance) incidents have been reported during the reporting period.

Feedback can be directed to: operations@eastgate-centre.co.uk

About Eastgate

- The City receives circa 2.3 million tourists each year, using it as a base to explore all that the Highlands & Islands can offer.
- A footfall of over 6 million people per annum.
- Benefitting from a large and loyal catchment area of circa 153,000, within a wider catchment area of 304,000.
- Conveniently located next to Inverness Train Station with regular services to Glasgow, Edinburgh, Aberdeen, Wick and Kyle of Lochalsh. Within 5 minutes' walk from Inverness Bus Station, the main city centre bus drop-off point is located on Falcon Square
- Excellent road access links with the A9 the main route from both the North and South.
- A mix of both national and independent retailers including Rituals, Cafferys, Loch & Larder, Hotel Chocolat, H&M, Select, HERA, Fairground, Next, NHS, Quiz and Trespass.
- Community-based units including Centred Discovery College, Rokzkool & TFX Performing Arts Studio.

Community Impact

2023 highlights...

DISCOVERY COLLEGE



The Highlands first college dedicated to helping individuals gain an understanding of wellbeing, mental health and substance abuse.

GREEN WORKSHOPS



Nevis plant to eat workshops for green-fingered kids, introduction to growing and eating their produce, with plants taken home to bloom.

COMMUNITY COFFEE



Cuppa & bletcher mornings every second Wednesday of the month, bringing the community together.

Parent & Toddler group every Wednesday during term time.

HALO DONATION CENTRE



Eastgate are proud to support Highland Action for Little Ones (HALO) in opening a donation centre allowing customers to drop off clothes, shoes, school essentials, books, baby essentials, bedding & soft toys as well as a donation QR code

ESG Performance Measures

Organisational Boundary

This report includes all operational areas covered by Eastgate Shopping Centre, Inverness.

Coverage

Eastgate Shopping Centre works actively to access relevant data. Having access to data is important to Eastgate Shopping Centre, as the information creates conditions for efficient and sound technical management of the building. We commit to reporting on progress annually.

Normalisation

Eastgate Shopping Centre calculates energy and water intensity key ratios by dividing by the buildings' floor area and visitor numbers. This is the most widely accepted method in Europe to compare energy utilisation and resource consumption.

Reporting on landlord and tenant consumption

At Eastgate Shopping Centre, we report on landlord-controlled areas only. The tenant demises are outwith our scope.

Reporting period

Reporting for each year accounted for in the ESG tables refers to the calendar year, i.e., January 1, 2023 to December 31, 2023.

Methodology

We move towards comprehensive reporting on all material ESG sustainability performance measures, using emissions factors for the appropriate year - here this is the UK Government's Conversion Factors for Company Reporting 2023.

Disclaimer

This report has been prepared for Eastgate Shopping Centre for the agreed purpose by EVORA Global Limited. Reasonable professional care has been taken in the development of this report. Our analysis, conclusions and recommendations are based on information provided to us and EVORA cannot be held responsible for the accuracy of this information. We have clearly identified where estimates have been used to provide indications of performance. Estimates are not a guarantee of current or future performance. Further, EVORA cannot be held liable for any losses or damages incurred by a third party (other than the named client/s) relying on the contents of, or recommendations made in this report. Such third parties should obtain independent advice in relation to the conclusions set out in this report.

Energy, Building Energy Intensity, GHG Emissions and GHG Intensity

Energy GHG - Eastgate								
Absolute energy for Eastgate Shopping Centre	2023	2022	2021	2020	2019	2018	YOY trend (2023 vs 2022)	YOY trend (2023 vs 2019) years without lockdowns
Energy reported in MWh	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption		
Landlord obtained electricity	1,044	1,131	1,047	1,016	1,354	1,449	-8%	-23%
% of electricity data estimated	0%	0%	0%	0%	0%	0%		
Landlord obtained fuels (natural gas)	287	408	394	371	588	633	-30%	-51%
% of fuels data estimated	0%	0%	0%	0%	0%	0%		
Total landlord energy consumption from all sources	1,331	1,539	1,440	1,387	1,942	2,082	-14%	-31%
Building energy intensity for Eastgate Shopping Centre (kWh/sqm/year - GIA)								
Building energy intensity for all landlord-obtained energy	30.8	35.7	33.4	32.1	45.0	48.2	-14%	-31%
Absolute GHG emissions for Eastgate Shopping Centre	2023	2022	2021	2020	2019	2018	YOY trend (2023 vs 2022)	YOY trend (2023 vs 2019) years without lockdowns
GHG reported in tCO ₂ e	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption		
Direct GHG Emissions (GHG Protocol Scope 1)	53	75	72	68	108	117	-30%	-51%
Direct GHG Emissions (GHG Protocol Scope 1) after green procurement	53	75	72	68	108	117	-30%	-51%
Indirect GHG emission (GHG Protocol Scope 2 Location-based) in tonnes	216.22	218.67	222	237	347	410	-1%	-38%
Indirect GHG emission (GHG Protocol Scope 2 Market-based) in tonnes after green procurement	0	0	0	0	0	0	0%	0%
GHG Scope 1 & 2 (Location based; before green procurement) in tonnes	269	293	294	305	455	527	-8%	-41%
GHG Scope 1 & 2 (Market based; after green procurement) in tonnes	53	75	72	68	108	117	-30%	-51%
Building GHG Intensity (Kg CO ₂ e/sqm/year - GIA)								
Building GHG Intensity (GHG Protocol Scopes 1 & 2)	1.2	1.7	1.7	1.6	2.5	2.7	-30%	-51%

Data Coverage Notes

The floor area covers all landlord demise at Eastgate Shopping Centre. No data has required estimating.

We have taken the floor area to be 43,169 sq m - it should be noted that this covers all 'back room' areas including substantial plant rooms and service corridors.

In compiling this - we have taken two assumptions - that electricity has been procured under a green tariff arrangement since 2017 and that gas is not procured 'green'.

Narrative on Performance

Overall energy consumption in 2023 has dropped substantially since monitoring began – 69.3% since 2009 with a 14% reduction against 2022. The outbreak of the COVID-19 pandemic impacted 2020 & 2021 consumption abnormally. 2022 consumption is the first full-year result with no lockdown impacts and the shopping centre returning to normal operations. A performance comparison has also been included against 2019 full-year figures.

Water consumption and water intensity

Absolute water for Eastgate Shopping Centre	2023	2022	2021	2020	2019	2018	YOY trend (2022 vs 2021)
Water reported in litres	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption	Absolute Consumption	
Eastgate obtained water	4172	4151	3,026	2,719	5,194	5,489	0.51%
% of water data estimated	0%	0%	0%	0%	0%	0%	
Building water intensity (litres/visitor/year)							
Water intensity for all landlord obtained water supplying shopping centre	0.72	0.77	0.81	0.72	0.68	0.77	-6%

Data Coverage Notes

No data has required estimating for this measure.

Narrative on Performance

Water consumption overall has decreased by -6% during 2023, when applied against visitor numbers from 2019 an increase of 5.8% has occurred, this can be attributed to increased customer handwashing practices since the pandemic.

REEB water benchmarks (2020) still place this figure between typical (0.93) and good practice (0.55).

Type of green building certifications

Type and number of green certifications		
Type of Certification	Name of certification	Percentage of portfolio certified (by floor area)
Mandatory Certifications	EU Energy Performance Certificate	100%
Voluntary Certifications	BREEAM (or equivalent)	0%

EU Energy Performance Certificate	Proportion of 2023 Portfolio
EPC rated A	22%
EPC rated B	24%
EPC rated C	19%
EPC rated D	34%

Data Coverage Notes
 Energy Performance certificates are a legal requirement in Scotland. The EPC coverage includes tenant demises.

Narrative on Performance
 Green building certification - such as CycleScore, BREEAM - is not currently an objective at Eastgate, but is reconsidered on an annual basis. The building is always covered by an EPC. Cognisant of future potential MEES legislation, we report on our EPC rating coverage transparently.



www.eastgateshopping.co.uk