

hibernia

# COMMUNITY ENGAGEMENT CHARTER



## A Note from our CEO



**Thomas Edwards-Moss**  
Chief Executive  
July 2022

“

**Real estate is a unique asset class, it creates the neighbourhoods and locations that hold our sense of identity, character and belonging. Social value has always been important in our society and the real estate industry has a pivotal role to play in ensuring the long-term health and wellbeing of local communities.**

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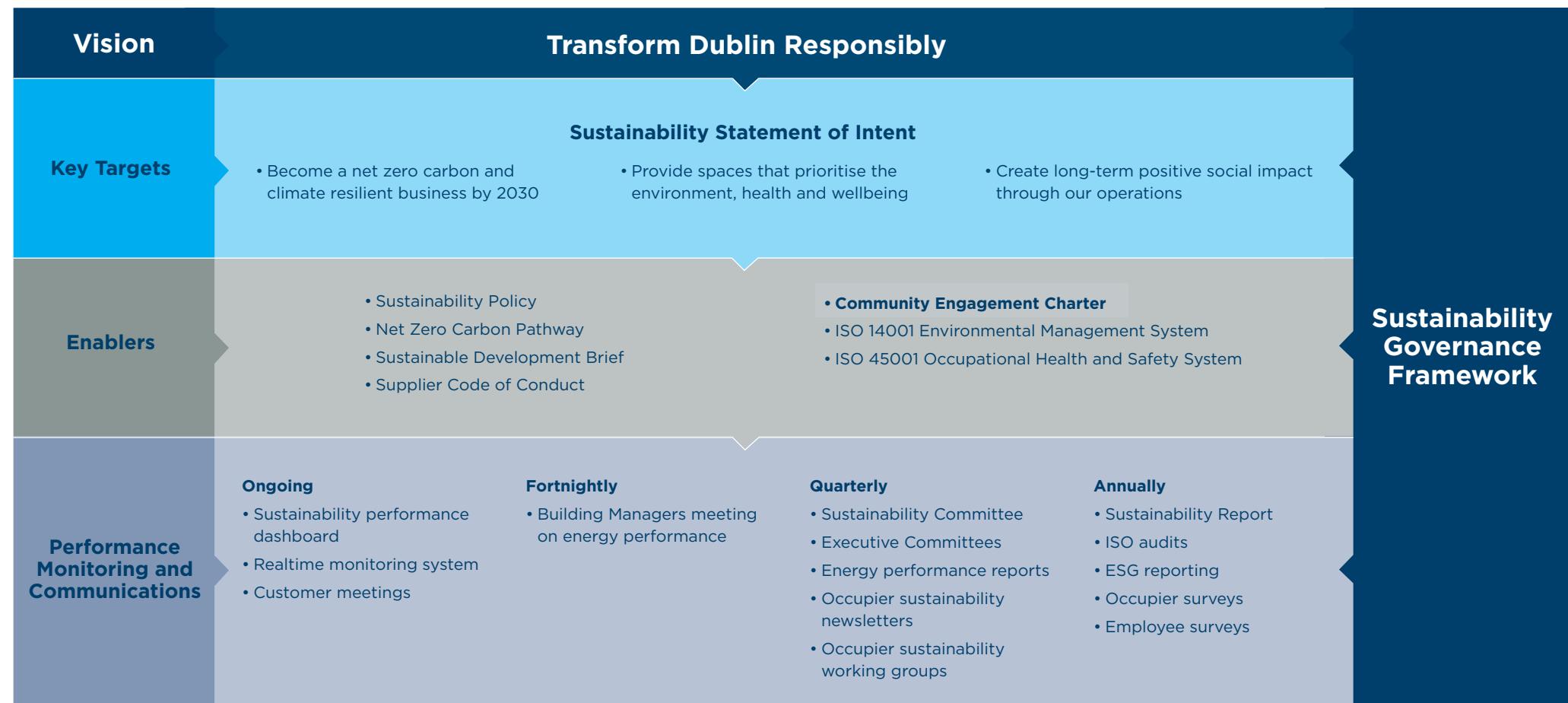
"As we emerge from the challenges posed by the COVID-19 pandemic, Hibernia is proud to launch a key enabler of our sustainability governance framework, our Community Engagement Charter. This charter sets out our approach to creating positive social impact through our operations as we transform Dublin. In the context of the built environment, social value is created when buildings, places and infrastructure support environmental, economic and social wellbeing and ultimately quality of life.

Dublin has transformed over the past several decades, its streets and its people look forward to new opportunities but they face new and complex challenges. As a provider and steward of the built environment, Hibernia plays a significant role in creating places and maintaining the social cohesion that makes them unique. Our Community Engagement Charter sets out our collaborative approach to using our assets as places for creating social value and sharing benefits."

## Sustainability Governance

Our Community Engagement Charter is one part of our sustainability governance enablers that help us deliver the sustainability vision set out in Transforming Dublin Responsibly.

This integrated set of company policies allow us to follow through on our sustainability intent in all areas of our business.



## Objectives and Measurement

### KEY TARGET



#### EDUCATION AND SKILLS

### HOW

1. Advancing skills and education: Giving people the confidence and knowledge to progress their careers and learning.



#### PRIDE AND OWNERSHIP

2. Promoting communities' pride and sense of ownership of our buildings.



#### CHARITY PARTNERSHIPS

3. Creating positive social impact in partnerships for strategic value creation.



#### WELLBEING

4. Making built environments that promote wellbeing.

### Measuring Social Value Creation

We have set a goal to understand the social value that our business creates by 2025 so that we can set long-term targets for 2030. At present, there are no widely accepted tools and measures to track social value creation in an Irish context and so Hibernia is devoting time and effort to creating a robust social value measurement framework that can be used as a benchmark in the Irish market.



## Objectives and Measurement



**1. ADVANCING SKILLS AND EDUCATION: GIVING PEOPLE THE CONFIDENCE AND KNOWLEDGE TO PROGRESS THEIR CAREERS AND LEARNING.**

**We caught up with David, a colleague who came to Hibernia after two years of working with us throughout his undergraduate degree, to talk about his experience so far.**



My experience working and studying was of course stressful but hugely enjoyable, I got to couple the theory and the practical application. I'm really fortunate to have ended up with a first class honours degree, and to have come first in my year. I found my coursework lagged behind the industry and being able to talk directly with colleagues was so helpful.

I stayed working with Hibernia after I graduated because of how friendly everyone was and because of how much I enjoyed the work. I was thrown in at the deep end and given a lot of responsibility, working with senior members of the company, and I loved it. I love the variety, no two days are the same and I find it to be really fulfilling work.



One of our colleagues speaking at a Women in Property and Construction Ireland event held in our WMQ Townhall.

## Objectives and Measurement

### Life-cycle Delivery Framework

Stages	Investment	Planning/Design	Construction	Operation
	<ul style="list-style-type: none"> <li>Sponsor Trinity Investment Society, providing students with the knowledge and skills to increase their value when applying for internships and financial sector positions. Employees provide talks and mentor students to increase awareness of real estate investing.</li> </ul>	<ul style="list-style-type: none"> <li>We partner with University College Dublin Innovation Academy, acting as host for a 10-week project each year in the Design Thinking for Sustainability course throughout which staff provide their expertise and support for a group to create an innovative sustainability-focused solution for one of our projects.</li> <li>As participants in the Urban Land Institute Urban Plan programme, we volunteer our knowledge with the students on the planning and design of developments and how it relates to the projects that the students work on. These are precious insights for teenagers into the working world of real estate that allow them make more informed decisions in their future career pathways.</li> </ul>	<ul style="list-style-type: none"> <li>Committed to providing internships and work placements that allow those with limited experience to gain the skills and knowledge to progress their careers in this exciting industry.</li> <li>We only work with contractors who are willing to engage in local community employment initiatives such as these and who actively support the skills and learning of their employees.</li> </ul>	<ul style="list-style-type: none"> <li>We operate a learning and development programme that lets employees enhance their skills as working professionals.</li> <li>We promise to promote social sustainability within our company by having all teams attend a learning session relevant to their activities twice yearly to ensure that our team is up to date and consistently engaged with the importance of social sustainability.</li> </ul>
<b>METRICS</b>	<ul style="list-style-type: none"> <li>number of internships/placements offered annually</li> <li>number of staff taking part in Urban Plan annually</li> <li>number of university partnerships maintained</li> <li>average hours employee training annually</li> <li>number of internal CPD events held annually</li> </ul>			

## Objectives and Measurement

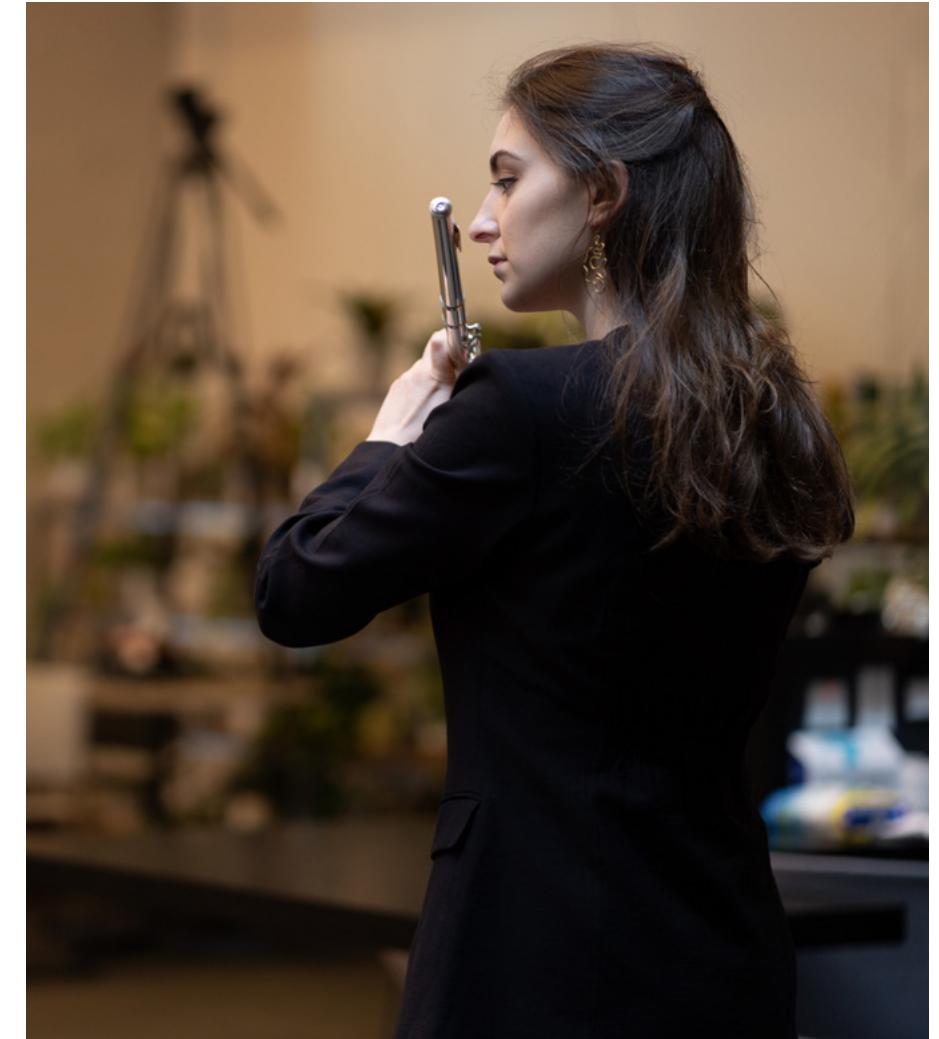


### 2. PROMOTING COMMUNITIES' PRIDE AND SENSE OF OWNERSHIP OF OUR BUILDINGS.

#### Our Development Team explain how they work to preserve the pre-existing sense of place while creating new buildings.



Our job is getting the architect to really engage with the context of the development and the attributes of a site. With our developments we open competitions to find architectural firms with the most innovative solutions. Sustainability has only come to be viewed as being this important in the past 10-15 years. Building for sustainability has come incredibly far. We are trying to create buildings with less carbon, less maintenance and less operational emissions that can also be social hubs open to everyone. Buildings that can adapt to any future. One of the great things about Hibernia is that we manage our own buildings so we get to ensure the continual focus on the sustainability objectives set. We need to emphasise to everyone that we're doing this for the long-term, we're doing this for the next generation, for our kids.



Dublin Youth Orchestra regularly utilises our spaces for practices and performances. Our buildings are places for art to be created and experienced.

## Objectives and Measurement

### Life-cycle Delivery Framework

Stages	Investment	Planning/Design	Construction	Operation
	<ul style="list-style-type: none"> <li>The long-term focus of our investment approach includes prioritising asset clustering and ESG excellence, meaning that our developments are meeting demand where it is needed to deliver lasting positive benefits for our community.</li> </ul>	<ul style="list-style-type: none"> <li>Our Sustainable Development Brief seeks to provide indoor and outdoor areas available for public and community use.</li> <li>Our social impact assessment for each new development identifies opportunities for social value creation at each stage of the asset lifecycle.</li> </ul>	<ul style="list-style-type: none"> <li>Our Sustainable Development Brief sets out specific commitments to communities throughout the construction phase of a development as well as expectations for the contractors, engineers and builders we work with.</li> <li>Our procurement process sets clear standards for the stakeholders we choose to engage with that are set out in the modern slavery statement and the supplier code of conduct.</li> <li>We are committed to appointing a Community Liaison Officer (CLO) for each new major development. The CLO will be on-site and made available to discuss community concerns or queries and act as a direct channel between relevant stakeholders and Hibernia.</li> </ul>	<ul style="list-style-type: none"> <li>Social impact assessments carried out before and during construction identify opportunities for creating greater social impact within local communities once operations commence.</li> <li>An operational social impact strategy is developed at the end of each construction project.</li> <li>Building managers and the sustainability team constantly engage with the local community to find ways to bring community groups into our spaces.</li> <li>Our flagship development, the Windmill Quarter, delivers social value through the large Townhall space which is open to all.</li> <li>Partnership with local communities involve the Royal Irish Academy of Music, our artist in residence, as well as other local service providers, artists and organisations.</li> </ul>
<b>METRICS</b>	<ul style="list-style-type: none"> <li>% portfolio by floor area with social impact plans in place</li> <li>number of community partnerships in place</li> <li>number of meetings held between CLO and community during construction</li> <li>number of complaints from community during construction</li> </ul>			

## Objectives and Measurement



### 3. CREATING POSITIVE SOCIAL IMPACT IN PARTNERSHIP WITH LOCAL CHARITIES WITH A FOCUS ON STRATEGIC VALUE CREATION

**We spoke to Ronan, a teacher who used our primary school programme created with A Lust For Life (ALFL), a youth mental health charity.**



I've done several other wellbeing exercises with the class but compared to others, ALFL just got it right. For most of the children, technology is probably the main thing in their lives apart from family and school. The programme brought a bit of calmness to the class. It gave them the emotional literacy or language to discuss their feelings. When you look at the effects that the virus has had on children, especially the children that have needs in the classroom, they find it hard to talk about what has happened. I saw children disengage throughout the lockdown, they've lost out. They've missed out on a year of socialising so when you find something like ALFL that lets you address it in a stimulating and creative way, it's brilliant! 



Our flagship fundraiser event, Dragons at the Docks in aid of Dublin Simon, a charity focused on tackling issue of homelessness.

## Objectives and Measurement Life-cycle

### Life-cycle Delivery Framework

Stages	Construction	Operation
	<ul style="list-style-type: none"> <li>The contractors we work with are obliged to use the local supply chain and to grow local jobs and economic prosperity.</li> </ul>	<ul style="list-style-type: none"> <li>Focus on a strategic and planned delivery process whereby we are assured that the donations we make will bring the most impact possible for those in need.</li> <li>Partner with A Lust for Life to assist them in providing school children with the tools to navigate their own lives and relationship with their minds.</li> <li>Founders of the annual Dragons at the Docks fundraising event which provides funding to Dublin Simon, to tackle homelessness and assist them in acquiring homes for homeless persons and families.</li> <li>Employees and occupiers participate in Focus Ireland's Shine a Light Night, an annual event we host in our buildings that asks us to sleep outside for one night in solidarity with the homeless population and in doing so raise vital funds for Focus Ireland's outreach programmes with homeless persons on the streets of Dublin.</li> </ul>
METRICS	<ul style="list-style-type: none"> <li>number of local jobs created during construction</li> <li>number of employees volunteering annually</li> <li>number of youth interventions/interactions through charity partner annually</li> <li>€s raised through community/charity initiatives</li> </ul>	

## Objectives and Measurement



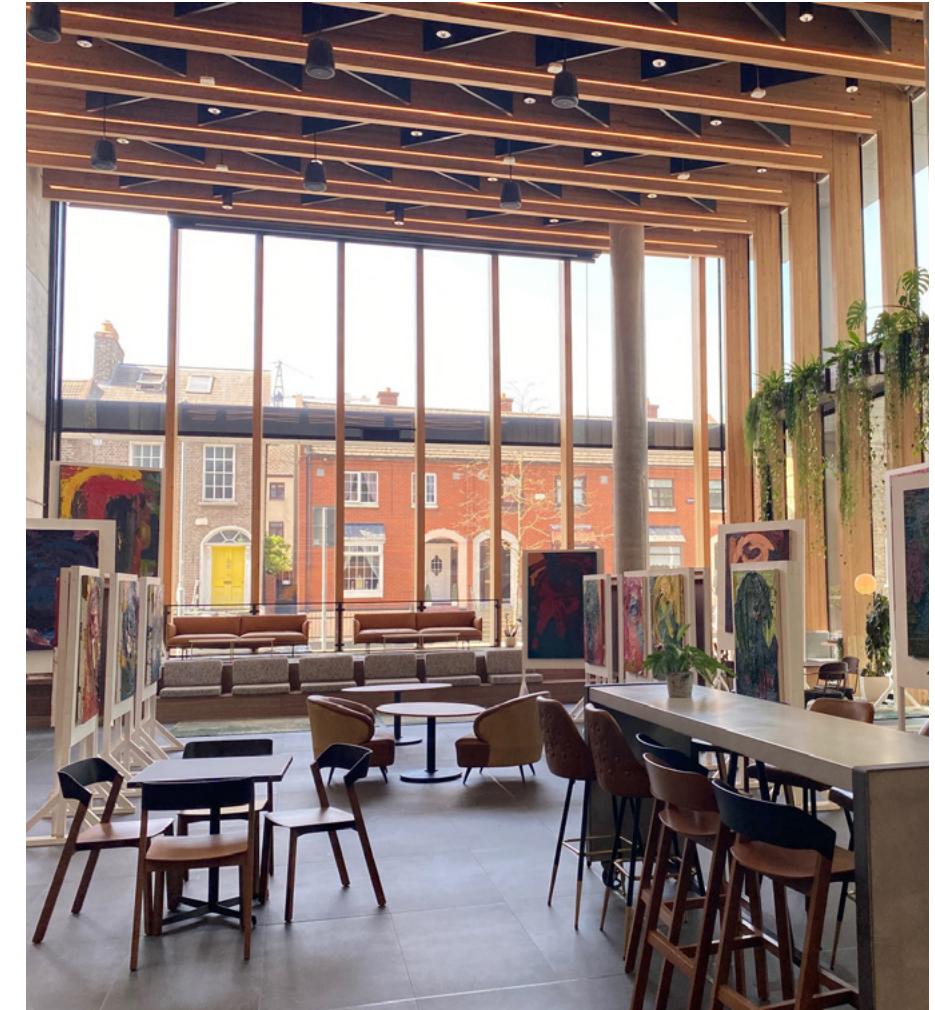
### 4. MAKING BUILT ENVIRONMENTS THAT PROMOTE WELLBEING.

**We asked our WELL consultant, Nellie, about how your work environment impacts you.**



Your lifestyle is the biggest determinant of your overall health and since we spend around 90% of our lives indoors, your workspace has a huge impact. This effects your mental state, physical wellbeing, emotional health and level of social connection. Your workspace controls your access to daylight and your level of brain stimulation.

The Townhall at Windmill Lane exudes wellness. When you walk in, you see the social space and its design fosters informal interactions and moving about. Hibernia's buildings are spaces that help avoid burnout, whilst supporting sustainable lifestyles and communities for occupiers. It's important that the spaces we inhabit can offer privacy, rest and recuperation. Buildings can become a part of the community engagement by stimulating interaction within companies and the local community.



Our WMQ Townhall is not only a unique space for local artists to exhibit their work but also for occupiers to use for informal meetings and rest and relax in during their working day.

## Objectives and Measurement

### Life-cycle Delivery Framework

Stages	Planning/Design	Construction	Operation
	<ul style="list-style-type: none"> <li>The planning and design of our projects is informed by the best practice and principles of building certifications such as LEED and WELL for the delivery of the highest quality spaces for occupier wellbeing.</li> <li>Our buildings maximise the overlap between biodiversity and wellbeing for the twin benefits of wider eco-system support and occupiers' connection to nature.</li> </ul>	<ul style="list-style-type: none"> <li>The Sustainable Development Brief commits to appointing a Community Liaison Officer who will maintain standards for the management of dust and noise for a minimally disruptive construction period.</li> <li>Mandate that contractors adopt the Considerate Constructors Scheme to ensure a supportive, inclusive, and healthy workplace for staff working on the site whilst managing their impact on their neighbours and the public.</li> </ul>	<ul style="list-style-type: none"> <li>Committed to maintaining the WELL Health Safety Rating in our buildings alongside the ISO 14001 and 45001 management system standard to validate our approach to providing best in practice health and wellbeing for all occupiers.</li> <li>Committed to providing flexible spaces that are inclusive and accessible in building maintenance and management.</li> <li>Only using cleaning services that enhance the connection between green and healthy buildings for our occupiers and their staff.</li> <li>Our Step-Up campaign promotes making healthy lifestyle choices whilst in our buildings.</li> <li>Our end-of-trip facilities encourage occupiers to take an active journey to work for the associated mental and physical benefits of an active lifestyle.</li> <li>We prioritise greenery inside and outside our built assets and offer mindfulness training and yoga classes.</li> <li>Employees are offered training in mental health and wellbeing and our sports and social committee arranges events throughout the year.</li> <li>Senior Management undertake training in mental health and wellbeing for managers, allowing them to recognise mental health issues in teams they manage.</li> </ul>
<b>METRICS</b>	<ul style="list-style-type: none"> <li>net promoter score employees (survey carried out annually)</li> <li>net promoter score occupiers (survey carried out annually)</li> <li>% of portfolio by floor area LEED certified</li> <li>% of portfolio by floor area WELL certified</li> <li>% of portfolio by floor area with Step Up and Think Greener initiatives running</li> <li>number of mental health/wellness initiatives for employees annually</li> </ul>		

# Glossary

## **ALFL or "A Lust For Life"**

A young persons' mental health organisation.

## **Asset Lifecycle**

Defined as the time from when an asset is first conceptualised all the way to the asset's end of life.

## **Built Asset**

A catch-all term for buildings, places and infrastructure.

## **Built Environment**

Places and spaces created or modified by people to serve their needs.

## **Delivery Partners**

The organisations involved in the delivery of a project or place.

## **ISO Certification**

The International Standards Organisation's certification, which provides industry standard certifications for peer-to-peer comparisons. ISO 14001 is the international standard that specifies requirements for an effective environmental management system. It provides a framework that an organisation can follow, rather than establishing environmental performance requirements. ISO 45001 is the international standard that provides requirements for an effective occupational health and safety management system.

## **Environmental, Social and Governance (ESG)**

Refers to the environmental, social and governance aspects of an organisation's responsible business practices. Takes into account impact on the natural environment, impact on relationships, and corporate governance processes.

## **GRESB**

Provides standardised and validated ESG data to the capital markets and is an ESG benchmark for real estate and infrastructure investments across the world.

## **LEED or Leadership in Energy and Environmental Design**

A green building certification system developed by the U.S. Green Building Council ("USGBC"). Its aim is to be an objective measure of building sustainability.

## **Modern Slavery**

Refers to situations of exploitation that a person cannot refuse or leave because of threats, violence, coercion, deception, and/or abuse of power.

## **Net zero carbon**

Refers to achieving an overall balance between emissions produced and emissions taken out of the atmosphere.

## **Place-Based Identity or Place Identity**

Refers to the subjective social construct of a unique identity in relation to a location and its temporal attributes.

## **Social value in the context of the built environment**

Created when buildings, places and infrastructure support environmental, economic and social wellbeing, and in doing so improve people's quality of life.

## **Supplier Code of Conduct**

The purpose of the Supplier Code of Conduct is to set out clearly the standards and principles for our suppliers to ensure safe and fair working conditions throughout the supply chain.

## **Supply Chain Stakeholders**

The people working in the organisations connected to a project and the people impacted by the operations of those organisations.

## **WELL Building Standard**

A US-originated standard against which features of the built environment are monitored for their impact on health and wellbeing.

## **WELL Health Safety Rating**

A rating that helps buildings and organisations address the health, safety and well-being of the people who use the building.

## **Women In Property and Construction Ireland**

A business forum for women in the Property and Construction sectors to network, gain insights about industry specific challenges.

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**1WML**  
**Windmill Lane**  
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Hibernia REG net zero carbon  
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