Landsec

SUPPLY CHAIN COMMITMENT



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INTRODUCTION

We identify and shape places that create opportunity, enhance quality of life, and bring joy to the people connected to them.

We value our suppliers as long-term partners. They are central to how we deliver our purpose and achieve our strategy. From construction to cleaning, we work with partners who share our values and help us maintain high standards—while creating positive social, economic and environmental impact.

Our supply chain commitment sets out how we do business. It defines both the standards we expect and the commitments we hold ourselves to, ensuring we deliver value for our business, our communities and our planet.

We recognise that this will apply differently depending on the scale and nature of each partnership. That allows us to set meaningful, appropriate expectations together.

As a minimum, we will meet all applicable laws and regulations—providing safe working environments, treating people with respect, acting ethically and protecting the environment, and expect our suppliers to do the same.

This commitment should guide our ongoing conversations—from new contracts to existing partnerships and future projects.

It will continue to evolve as expectations change, and we will work closely with our suppliers to keep improving.

By working and innovating together, we can create a more sustainable future for everyone.



MARK ALLAN
Chief Executive Officer

ABOUT US

Landsec is built on places that stand the test of time. We identify and shape places that create opportunity, enhance quality of life and bring joy to the people connected to them. That's how we've created the UK's leading portfolio of urban places and one of the largest real estate companies in Europe.

Our £10 billion portfolio is built around premium workplaces, the country's pre-eminent retail platform, and a residential pipeline that will redefine urban life.

We've honed this ability over 80 years. We spot opportunities, build partnerships and keep adapting so our places meet the needs of a changing world. Places where life happens. Where businesses grow. And where cities are defined.

Find out more at landsec.com.



OUR CULTURE

Landsec's culture is something you see in our teams every day—including the teams we build with our suppliers to deliver great outcomes. It's shaped by who we bring together, how we lead, and how we organise ourselves to deliver our purpose, stay competitive and keep growing.

Our culture shows up in our partnerships too. It guides how we work with our suppliers day to day. We want relationships that are practical, fair and built to last. This is how our cultural DNA shapes the way we work with our supply chain partners.

'We did' is better than 'I did'. We work as one team across Landsec and with our suppliers, because the best outcomes are built together.

We're never the finished article. We stay curious, keep learning, and improve how we deliver with our suppliers over time.

Perfection isn't always necessary, high standards are. We focus on impact and outcomes, while holding ourselves and our suppliers to strong standards.

There will always be a way. We stay constructive when things are difficult. We work problems through with suppliers rather than stopping at the first obstacle.

We play to win but that doesn't mean others have to lose. We aim for outcomes that work for everyone, building long-term partnerships based on trust and fairness.



OUR APPROACH TO SUSTAINABILITY

Sustainability is integral to shaping places that meet the needs of a changing world.

Our sustainability approach and policies help everyone who works for, or on behalf of, Landsec contribute to our purpose. By considering the environmental, social and economic issues that matter most to our business and stakeholders, we make sustainability part of everything we do.

We focus our efforts where we can make the greatest impact, from tackling climate change and addressing social inequality to improving diversity and inclusion across our industry.

Our Build Well, Live Well, Act Well approach helps us focus on the issues that matter most to our stakeholders and our business. This means creating places where everyone can thrive, reducing our environmental impact and doing business in the right way.

We work closely with our suppliers to support these priorities and promote high standards of social, environmental and ethical conduct.



HOW WE WORK WITH OUR SUPPLIERS

The commitments in this document apply in different ways, depending on the nature and scale of our work together.

We use a heat map to focus on what matters most across categories of spend, helping us prioritise risk and opportunity.

Our Supply Chain Commitment is designed to be clear, practical and relevant—supporting consistent standards while allowing for a proportionate approach.

STRATEGIC SUPPLIERS

Suppliers that are critical to the success and growth of our business are required to sign up to our Supply Chain Commitment.

We work closely with them to support compliance, share data against agreed KPIs, and drive continuous improvement.

PREFERRED AND APPROVED SUPPLIERS

Expectations are shaped by our heat map within this document, reflecting the relevance of our commitments to the goods and services provided.

Requirements will be set accordingly, with a focus on the areas of greatest impact.

NEW SUPPLIERS

Requirements are set through our onboarding process and guided by the same heat map approach. This ensures expectations are proportionate and aligned to the level of risk and opportunity.

RESOURCES AVAILABLE TO OUR SUPPLIERS

We are partners of the Supply Chain Sustainability School, a collaboration between clients, contractors and suppliers focused on upskilling the supply chain.

It provides free, best-in-class training and resources on sustainability issues, helping suppliers lead and embed change:

www.supplychainschool.co.uk

We encourage all suppliers to become active members.

At times, we may ask suppliers – and their supply chains – to complete relevant modules. In some cases, this will be a requirement.

GUIDING PRINCIPLES

To help embed our supply chain commitment across our business and supply chain, we have set out a number of guiding principles.

These shape how we work and the standards we expect from ourselves and our suppliers.

1. Operate in line with our commitments, complying with all applicable laws, regulations and industry requirements.
2. Provide training and development opportunities to support our people in delivering these commitments.
3. Set ambitious improvement targets, and measure, manage and report performance each year to drive continuous improvement.
4. Embed these commitments across our business and supply chains.
5. Work together to identify and deliver innovative solutions that create environmental, social and commercial value.
6. Be open and transparent, sharing progress, best practice and knowledge, and raising any challenges that may impact delivery.
7. Ensure work only begins once there is alignment with these commitments and an approved purchase order (PO) is in place. We follow a ‘no PO, no pay’ approach.

DISPUTE RESOLUTION

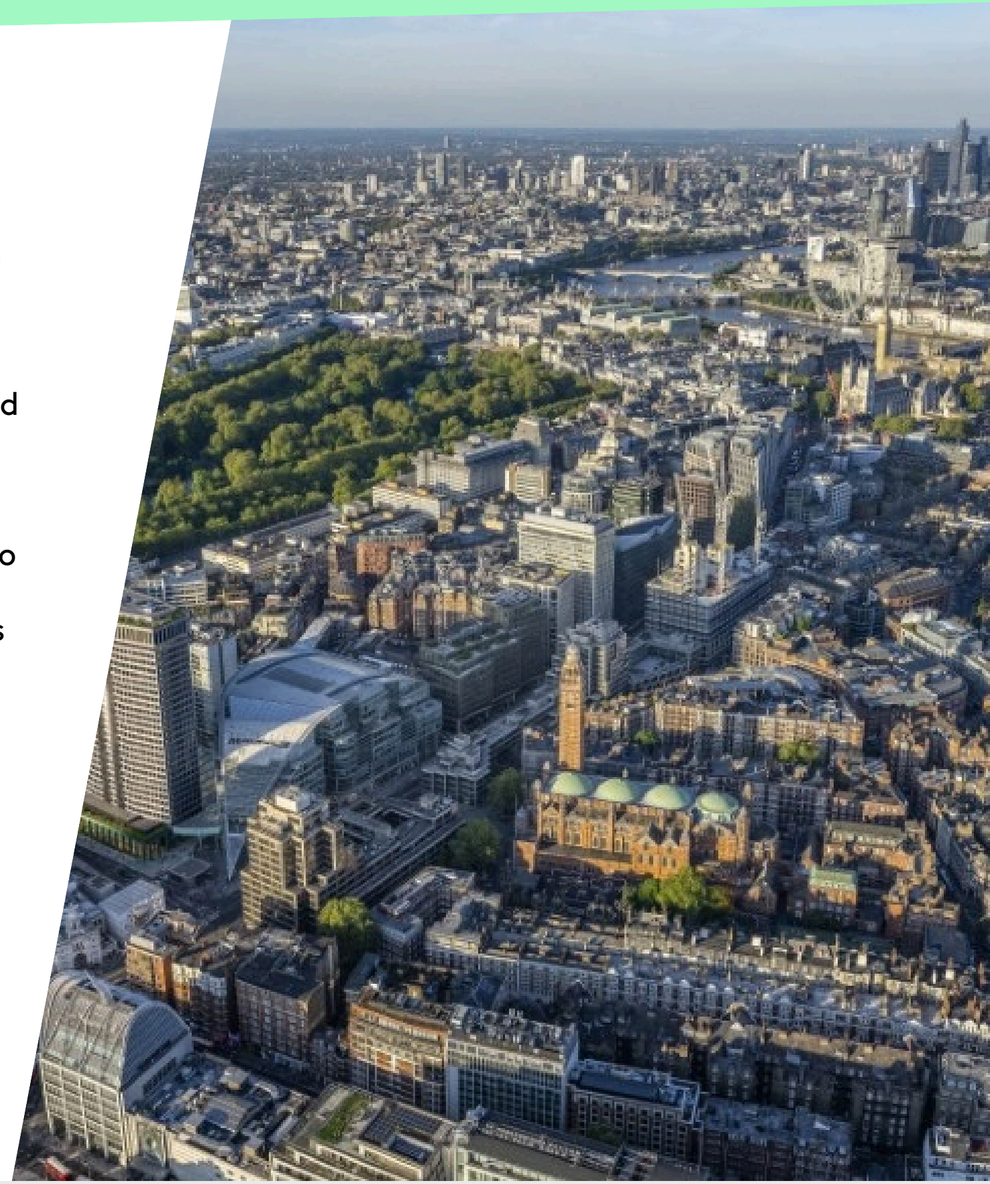
We aim to resolve any concerns constructively. If an issue arises, please raise it with your usual Landsec contact. If needed, it can be escalated through their line manager.

If you wish to make a formal complaint, please submit it in writing to:

Alex Peeke
Head of Legal & Property Records
Land Securities Group PLC
100 Victoria Street
London SW1E 5JL

We aim to acknowledge complaints within five working days and respond within twenty working days of receiving them. If we need more ime to investigate, we'll let you know within the initial twenty days and aim to provide a full response within thirty working days.

If this process isn't suitable, or you prefer to remain anonymous, you can raise your concern through our Speak Up service. This is managed by an independent third party and can be accessed online or by calling 0800 0903 653.



OUR SUPPLY CHAIN COMMITMENTS

In this section, we outline our commitments and what they mean for you when working with us.

For each commitment, we group our ambitions into four categories:

1 **Our commitments:** The commitments and targets we set for ourselves, tracked and reported annually.

2 **Your commitments:** These are the minimum standards we expect from all our suppliers. If you're not already meeting them, you'll need to address this when working with us. If you're finding it challenging, let us know. You should be able to demonstrate that you're taking all reasonable steps to meet these commitments so we can continue working together.

3 **What we can achieve together:** These are the ambitions we work towards together through shared actions. We discuss how to deliver them through the procurement process and continue the conversation throughout service delivery.

4 **Key Performance Indicators (KPIs) we may ask you to report on:** Where relevant, we may ask selected suppliers to measure, report and improve their performance against agreed KPIs. We apply these in a proportionate way, based on the size and nature of the contract, and the risks and opportunities involved.

CLIMATE CHANGE

To play our part in tackling the climate crisis, we were the first real estate company to set a carbon reduction target approved by the Science Based Targets initiative (SBTi).

Since then, we've increased our ambition and committed to achieving net zero. To support this, we've established a £135m net zero transition investment plan and are focused on designing and developing low carbon buildings.

OUR COMMITMENTS

We are committed to:

- Transitioning to net zero, aligning our carbon reductions with climate science.
- Reducing emissions from building design and development through retention, smart design and sustainable materials.
- Decarbonising our activities and increasing the use of renewable energy.
- Assessing climate risks and opportunities across our portfolio, and reporting in line with the Task Force on Climate-related Financial Disclosures (TCFD).
- Procuring goods and services responsibly, balancing value for money with environmental impact.
- Embedding sustainability into supplier selection and contracts.

YOUR COMMITMENTS

- Set ambitious, science-aligned targets to reduce your carbon footprint.
- Use renewable energy where possible, or explain why this is not feasible.
- Deliver goods and services with the lowest whole-life carbon, considering embodied, operational and end-of-life impacts.
- Work with us to provide sustainable, low-carbon alternatives where practicable.
- Understand and manage climate risks, adapting goods and services to improve resilience where possible.

WHAT WE CAN ACHIEVE TOGETHER

- Support the transition to net zero and a low carbon economy.
- Help suppliers understand their carbon footprint and work towards net zero through science-based targets and reduction plans.
- Embed climate resilience through a clear risk management approach.

KEY PERFORMANCE INDICATORS

We may ask you to report:

- Total greenhouse gas emissions (CO_2e), including a breakdown of scope 1, 2 and 3.
- Environmental Product Declarations (EPDs) for relevant construction materials.
- The percentage of electricity from renewable sources.
- Details of your carbon reduction targets, including SBTi validation, baseline and target years, percentage reduction, and scope.

ENVIRONMENT

Our Environment and Energy Policy sets out how we design, develop and manage our buildings to tackle climate change and support a healthier environment. We comply with all relevant environmental and energy legislation and aim to meet – and go beyond – recognised best practice across our business.

Our decisions focus on preventing pollution, reducing carbon emissions, and minimising our wider impact on the environment.

OUR COMMITMENTS

We are committed to:

- Enhancing nature and green spaces, and using water efficiently.
- Promoting resource efficiency and a circular economy, working towards zero waste to landfill and achieving at least a 75% recycling rate across our portfolio and development sites.
- Sourcing core construction materials responsibly, using certified products and Environmental Product Declarations (EPDs) where available.
- Managing our activities to minimise pollution and contamination, supported by ISO 14001 and ISO 50001 accredited energy and environmental management systems.

YOUR COMMITMENTS

- Manage your activities to minimise pollution and contamination, and support biodiversity where possible.
- Share opportunities to improve our energy and environmental performance.
- Maintain processes to identify and manage significant environmental impacts, working towards recognised standards such as ISO 14001 and ISO 50001 for high-impact areas.
- Reduce waste and work towards zero waste to landfill, with a clear plan where needed.
- Apply responsible sourcing, resource efficiency and circular economy principles, following the waste hierarchy: reuse, recycling, recovery, then disposal as a last resort.
- Support our developments in line with the Sustainable Development Toolkit and Materials Brief, unless agreed otherwise.
- Design, build and manage assets using circular and whole-life principles, focusing on reuse, retention and future adaptability.

WHAT WE CAN ACHIEVE TOGETHER

- Improve biodiversity across our portfolio and development sites, leaving it in a measurably better condition and going beyond minimum standards for biodiversity net gain.
- Support better health and wellbeing by creating and maintaining high-quality green spaces that encourage people to connect with nature.
- Reduce waste at source and embed resource efficiency and circular economy principles into the way we work, while supporting suppliers to take ownership of this.
- Support suppliers to develop their environmental and energy management systems (EMS and EnMS), working towards recognised standards such as ISO 14001 and ISO 50001 where appropriate.

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ENVIRONMENT (CONTINUED)

KEY PERFORMANCE INDICATORS

We may ask you to report:

- Information that helps us measure biodiversity net gain.
- The total volume of materials and goods supplied with reused or recycled content.
- The total volume of materials and goods that are responsibly sourced, together with any relevant certification.
- The total waste you generate, including a breakdown of how it is treated.
- Any pollution incidents, including the root cause, the action taken, and the timeframe for resolution.

Our decisions focus on preventing pollution, reducing carbon emissions, and minimising our wider impact on the environment.



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HEALTH AND SAFETY

Our Health and Safety, and Health and Wellbeing policies set out how we manage occupational health, safety and security across all our operations.

They provide the foundation for our certification to internationally recognised standards, including ISO 45001 for health and safety, and BS9997 for fire safety management.

OUR COMMITMENTS

We are committed to:

- Maintaining the highest standards of health and safety across our portfolio and development sites, in line with all relevant legal requirements.
- Making sure our people have the right skills and knowledge through appropriate training to deliver strong health, safety and security outcomes.
- Promoting a positive culture of health and wellbeing, where our people feel supported and have opportunities to learn and grow.
- Designing and managing our buildings to support wellbeing and productivity.

YOUR COMMITMENTS

- Manage your activities in line with all relevant health and safety standards.
- Maintain and continuously improve your safety management system. This includes making sure you have effective policies, processes, documentation and training in place.
- Promote a positive culture of health and wellbeing, where your people feel supported and have opportunities to learn, develop and perform at their best.

WHAT WE CAN ACHIEVE TOGETHER

- Support suppliers to achieve recognised health and safety standards, such as ISO 45001 or Safety Schemes in Procurement (SSIP), where appropriate.
- Consider the health and wellbeing of people who use and occupy our spaces.
- Proactively make sure that everyone working in or visiting our spaces is protected from significant harm.
- Use data and risk insights to prioritise and deliver continuous improvements.
- Help our people understand the importance of health and wellbeing by encouraging open conversations and providing access to relevant training.

KEY PERFORMANCE INDICATORS

We may ask you to report:

- The number and nature of any serious incidents.
- Your health, safety and security compliance status or performance measures.
- The outcomes of any health, safety and security audits or inspections.
- Your certification status, including standards such as ISO 45001.
- Any enforcement actions taken against your business, for example improvement notices issued by the Health and Safety Executive (HSE) or Environmental Health Officers (EHO).

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BUSINESS ETHICS

Our Code of Conduct sets the standard for how we act and make decisions every day. It guides our colleagues to do the right thing, follow all applicable laws and regulations, and meet relevant industry requirements. It also brings together our key policies, helping us act ethically and with integrity in everything we do.

Alongside this, we have clear procedures and policies in place to support responsible decision-making across our business.

OUR COMMITMENTS

We are committed to:

- Maintaining the highest ethical standards. We follow our core principles on anti-bribery and corruption, the prevention of tax evasion, anti-money laundering, and the responsible management of gifts, hospitality and sanctions.
- Paying our suppliers in line with agreed terms. We remain a signatory to the Construction Supply Chain Payment Charter.

YOUR COMMITMENTS

- Maintain the highest ethical standards across all your procurement and operational processes. You follow core principles on anti-bribery and corruption, the prevention of tax evasion, anti-money laundering, and the responsible management of gifts, hospitality and sanctions.
- Promote ethical behaviour across your business, giving your people the confidence to speak up. This includes making sure they are aware of Landsec's Speak Up policy and understand how to raise concerns relating to inappropriate behaviour, harassment, including sexual harassment, discrimination or misconduct connected with Landsec activities.
- Pay your suppliers in line with agreed terms and have clear processes in place to manage complaints and resolve disputes.

WHAT WE CAN ACHIEVE TOGETHER

- Support our ambition for everyone working on our behalf, across our portfolio and development sites, to be paid at least the Real Living Wage.

KEY PERFORMANCE INDICATORS

We may ask you to report:

- The percentage of people working on Landsec contracts who are paid at least the Real Living Wage.
- The percentage of payments made in line with agreed terms.

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HUMAN RIGHTS

Our Human Rights Policy sets out our commitment to respecting the rights of everyone who works for, or on behalf of, Landsec.

We operate in line with internationally recognised human rights and labour standards, including the UN Universal Declaration of Human Rights, the UN Guiding Principles on Business and Human Rights, and the UK Modern Slavery Act 2015. We have zero tolerance for modern slavery, including forced labour, servitude, human trafficking and exploitation.

OUR COMMITMENTS

We are committed to:

- Preventing forced labour, human trafficking and exploitation.
- Providing fair pay, equal opportunities and safe working conditions.
- Preventing child labour, harassment, discrimination, bribery and corruption.
- Respecting freedom of association and collective bargaining.
- Avoiding zero-hours contracts unless requested by the individual.
- Applying the Employer Pays Principle, ensuring no one pays for a job.
- Preventing modern slavery across our business and supply chain.
- Taking a risk-based approach to human rights due diligence.
- Ensuring all individuals directly engaged by Landsec have a valid Right to Work in the UK and that appropriate compliance records are maintained.

YOUR COMMITMENTS

- We expect our suppliers to meet the same commitments we set for ourselves.
- Ensure that all individuals engaged in delivering services to Landsec, whether employees, workers, freelancers, consultants or subcontractors, have a valid Right to Work in the UK, and that you have appropriate policies and procedures in place to demonstrate compliance.

WHAT WE CAN ACHIEVE TOGETHER

- Conduct business in line with the highest standards of human and labour rights. This includes the United Nations Universal Declaration of Human Rights (UDHR), the International Labour Organization's fundamental labour conventions, the UN Guiding Principles on Business and Human Rights (UNGPs), and the UK Modern Slavery Act 2015.
- Ensure that everyone working on our behalf, in environments we control, works voluntarily, safely and fairly.

KEY PERFORMANCE INDICATORS

We may ask you to report:

- The percentage of your people trained in modern slavery due diligence.
- The percentage of your people on zero-hours contracts.
- Whether you have a modern slavery or human rights policy in place.
- Any instances of modern slavery identified within your business or supply chain.

DIVERSITY AND INCLUSION

Our Equal Opportunities Policy reflects our commitment to being a responsible and inclusive employer. We treat everyone who works for, or on behalf of, Landsec fairly and with respect, regardless of their background or personal characteristics. We recruit, develop and promote people based on merit and ability. We do not tolerate discrimination, harassment or sexual harassment in any form, and serious breaches may result in disciplinary action. We encourage colleagues to speak up if they see or experience behaviour that does not support an inclusive workplace.

OUR COMMITMENTS

We are committed to:

- Improving the diversity of our workforce and measuring our progress over time. Ensuring our developments and assets are accessible and inclusive for everyone.
- Preventing bullying, harassment, including sexual harassment and unlawful discrimination in any form.
- Working with diverse suppliers who bring innovation and new ways of thinking, and who make a positive impact on local communities and the environment.
- Building relationships with a wide range of businesses, including those owned or led by under-represented groups, such as women, people from Black and minority ethnic backgrounds, and people with disabilities.

YOUR COMMITMENTS

- Promote diversity, inclusion and respect for human rights across your organisation.
- Prevent harassment, including sexual harassment, discrimination and abuse in any form.
- Ensure employees, contractors and representatives act with dignity, respect and professionalism in all Landsec-related activities.
- Foster a culture where everyone feels valued, included and able to contribute.
- Treat all individuals connected to Landsec, including colleagues, customers, visitors, occupiers and suppliers, fairly and respectfully.

WHAT WE CAN ACHIEVE TOGETHER

- Create inclusive workplaces where diversity is valued and supported, and where bullying, harassment, including sexual harassment and discrimination are not tolerated.
- Embed diversity and inclusion into both recruitment and supplier selection processes, helping to build a more diverse supply chain.
- Support our people with relevant training and professional development opportunities, including accredited qualifications where appropriate.

KEY PERFORMANCE INDICATORS

We may ask you to report:

- Workforce diversity data.
- The percentage of your people trained in diversity and inclusion.
- The percentage of your workforce in apprenticeships.
- The percentage of your workforce in trainee roles.
- Workforce engagement and satisfaction.

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COMMUNITY

We create inclusive places that open up opportunities and help change lives. We support communities to thrive and improve social mobility across our industry. By 2030, we aim to support 30,000 people into the world of work and create £200m of social value in our local communities.

OUR COMMITMENTS

We are committed to:

- Encouraging, facilitating and reporting on community initiatives within the communities we serve.
- Enhancing social mobility across the real estate industry through employability programmes and educational programmes, delivering social value in the areas we work.

YOUR COMMITMENTS

- Support us to deliver social value in the communities we operate.
- Where appropriate, encourage, facilitate, and report on community initiatives with the local communities in which you operate and any other communities that you choose to support, to generate the most value for those communities.

WHAT WE CAN ACHIEVE TOGETHER

- Support people in education by providing opportunities such as work experience and careers events.
- Promote local employment, procurement and work experience opportunities. Where relevant, we define “local” as within the borough/county of project delivery. We may also ask you to measure and improve your impact over time.
- Support initiatives that open up opportunities for people from disadvantaged backgrounds, including those who are long-term unemployed, disabled, veterans, and ex-offenders
- Help your people understand the importance of community engagement and social value, and encourage open conversations supported by relevant training.

KEY PERFORMANCE INDICATORS

We may ask you to report:

- The percentage of your spend with small and medium-sized enterprises (SMEs).
- The percentage of your spend with local suppliers.
- The percentage of your people who are employed locally.
- The social value you generate.
- The number of initiatives that involve or benefit local communities.
- The number of people you support into the world of work.

Click here for policy

INFORMATION AND SECURITY

We expect the highest standards of information, cyber and data security. This applies to all information we handle, whether it belongs to Landsec, our customers or other parties. Protecting information is a shared responsibility, and everyone has a role in ensuring data is secure and IT systems are protected.
We respect individuals' privacy and handle personal data in line with applicable laws and customer requirements.

This includes how we collect, store, use, retain, transfer and delete personal data.

OUR COMMITMENTS

We are committed to:

- Protecting and maintaining our assets, infrastructure, equipment and information. We ensure a strong baseline of cyber security, including certifications such as Cyber Essentials.
- Managing data responsibly, accurately and confidentially, always in line with legal requirements.
- Complying with the UK General Data Protection Regulation (GDPR).
- Building resilience across our portfolio, development sites and business operations. We regularly assess and manage operational, financial and reputational risks.
- Maintaining a strong corporate governance framework. This includes effective risk management, audit compliance and, where relevant, business continuity and resilience planning.

YOUR COMMITMENTS

- We expect our suppliers to meet the same commitments we set for ourselves.

WHAT WE CAN ACHIEVE TOGETHER

- Support strategic and preferred suppliers to achieve recognised cyber security standards, such as ISO 27001, where appropriate.
- Maintain strong data governance, with clear controls in place for how we collect, handle, use, store, transfer and delete personal data and information.
- Use digital technologies to drive operational efficiency and support innovation across our business.

KEY PERFORMANCE INDICATORS

We may ask you to report:

- The percentage of your people trained in cyber security, data privacy and resilience.
- Evidence of your cyber security, data privacy and resilience policies, plans or management approaches.

SUPPLY CHAIN COMMITMENT HEAT MAP

Our heat map prioritises our eight commitments across each category of spend. To assess how relevant each commitment is, we consider the level of risk, its potential impact, and where there is opportunity to improve.

Red highlights areas of higher risk. These are our priority for rolling out the Supply Chain Commitment and for ongoing collaboration.

Amber highlights areas where there is some risk, although less significant than red. These will follow, with a lower priority for rollout and continued collaboration.

Green highlights areas of minimal risk. These will have the lowest priority for rollout and collaboration

SPEND CATEGORY	CLIMATE CHANGE	ENVIRONMENT	HEALTH, SAFETY AND SECURITY	BUSINESS ETHICS	HUMAN RIGHTS	DIVERSITY AND INCLUSION	COMMUNITY	INFORMATION SECURITY AND DATA PRIVACY
CONSTRUCTION								
FINANCE AND TREASURY								
HUMAN RESOURCES								
INSURANCE								
IT AND TELECOMS								
MARKETING								
OFFICE SUPPLIES								
PROFESSIONAL SERVICES								
PROJECT AND TEMPORARY								
SITE SERVICES								
TRAVEL, MEETINGS AND EVENTS								
UTILITIES								

Landsec