

**Store  
Property.**

# Better space for business.

**2023/2024 Impact Report**

# Our company.

Store Property have been developing and leasing property for over 70 years and we have always placed great emphasis on fairness and respect in all areas of our business.

In more recent years the need to proactively respond to climate change has also become a priority, and we are committed as a company to facing this responsibly across all of our activities.

This year 100% of employees participated in an Engagement and Satisfaction survey:



**87%** combined rating  
Employees feel their work is valued



**97%** combined rating  
Employees agree that leadership has clear goals



**83%** combined rating  
Employees believe their job allows a good work life balance



**88%** combined rating  
Employees are happy in their job

# Our people.

We take pride in our happy and healthy workplace and promote a collaborative and inclusive workplace environment.

All team members are encouraged to research and discuss potential environmental improvements affecting both our workplace and the company assets, which are discussed at regular full team meetings.

We have already instigated many new initiatives and this year have been working together towards our B Corp application.



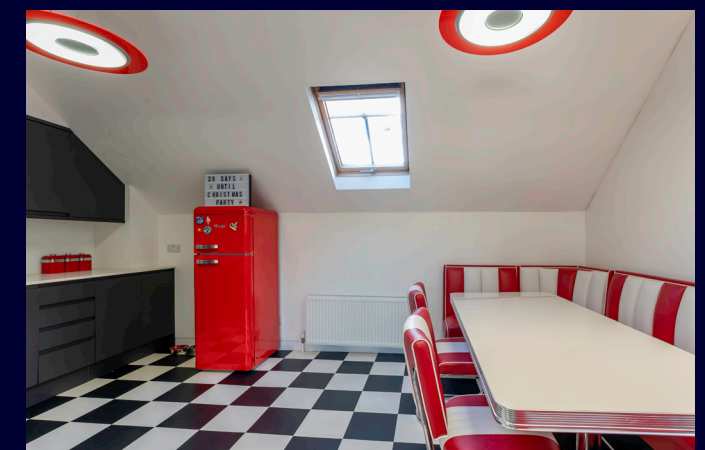
Female lead



11.3 year average length of service



Pets welcome



# Our customers & suppliers.

Our properties are managed directly with no third-party agents, ensuring that all tenants have the opportunity to communicate their concerns and ambitions directly with our team.

We are proud of our **friendly and willing hands-on approach** and excellent Landlord Tenant relationships which manifests itself in a very high lease renewal rate. This in turn extends the lifespan of each tenant fit out and reduces waste.



**1%**  
Void rate 1% vs 11.1% industry average



**100%**  
Tenants managed directly



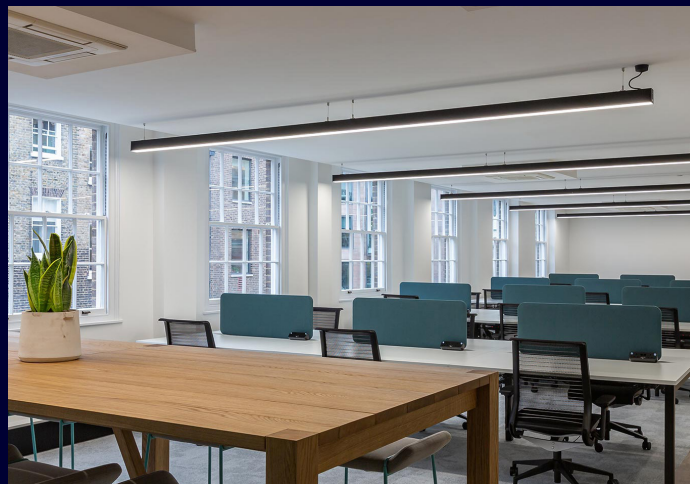
**65%**  
Of our suppliers are local



**100%**  
Local maintenance contractors



**88.6%**  
Of tenants with lease expiries in 2023 chose to renew



“

Professional and friendly to deal with, I would thoroughly recommend to others ”

*Store Property tenant*

“

Store Property work in partnership with their tenants and are easy to discuss any issues with. Their approach encourages long term commitment from the tenant to a mutually beneficial relationship ”

*Store Property tenant*

“

Your availability and openness are very much appreciated and recognised ”

*Store Property tenant*



# Our environment.

## Our properties.

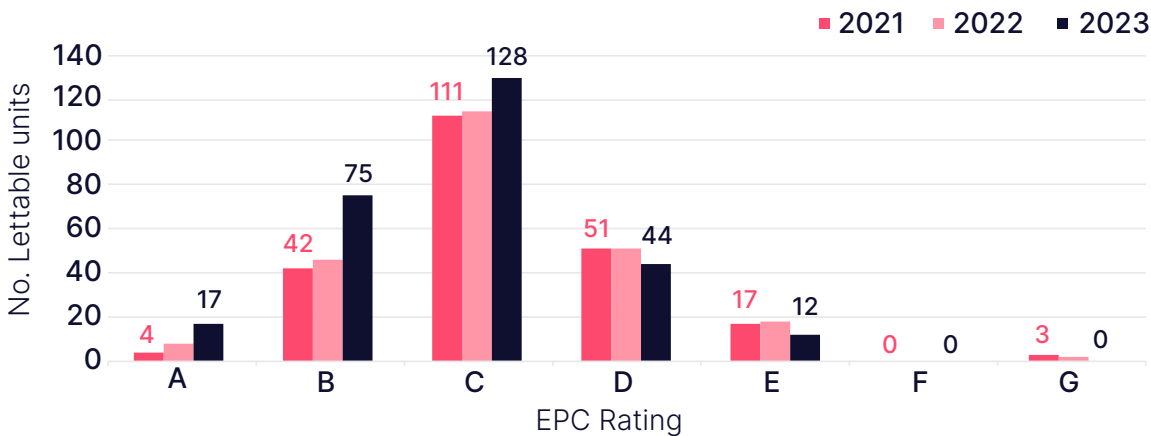
We take pride in the quality of our assets and know that regular investment and maintenance plays a positive contribution to the environment and to the wellbeing of our tenants. All properties are visited regularly in person by our team ensuring any issues can be identified and remedied promptly.

**We track** the energy performance certificates (EPCs) of our portfolio so we can identify properties requiring additional expenditure to improve their

energy efficiency and we are committed to carrying out these improvements even where the capital outlay is higher than the statutory requirement level.

At any lease expiry we assess the existing fit out and have an active commitment **to re-use and re-purpose** plant, fixtures and fittings wherever possible. **Solar panels and EV chargers** are installed at several of our sites and we are continually investigating further opportunities.

EPC rating comparison (Dec 2021 - Dec 2023)



**£544,000 / 21%**

uplift of our total annual construction costs spent on enhanced environmental performance products (beyond the statutory requirement level) year ending 2023.



**16 EV chargers**

installed throughout the year ending 2023.



**1st commercial building**

in the UK to use Bauder fully recycled PIR insulation achieving zero ODP and BRE Green guide rating A - our commitment this year.

## Our sites.

The nature of our business involves construction activities, and we are aware that these have an impact on the environment. Contractors are chosen based on performance and cost, but also on their commitment to sustainability and ethical business principles. Waste reports are received and reviewed for 100% of our site projects.

This year we have made a commitment to **target SKA Gold** accreditation for our largest fit out project. The knowledge learnt from this rigorous process is now used in all our smaller projects in terms of choices made for plant, materials and furniture, even where they represent a higher capital outlay.



**100%**

New kitchens installed FSC certified



**100%**

of new commercial carpets fitted are carbon neutral & recyclable

**SKArating®**  
gold



## Our workplace.

We measure the carbon footprint of our office and are committed to reducing this every year through a variety of initiatives.

**29.8**

tonnes of carbon dioxide equivalent

**37%**

reduction from previous year

**100%**

monitoring of energy and water usage

**100%**

green electricity

**100%**

carbon offsetting

**100%**

electric company cars

**05**

car chargers

**33**

solar panels

**01**

storage battery

# Our community.

Rustington shopping centre is a mixed use asset constructed by Store Property over 70 years ago. To enable it to thrive and benefit the local community and our tenants, we have a long term commitment to invest in the Centre and its community facilities. We actively encourage and support independent businesses.

# Our charity.

In 2020 the shareholders of Store Property set up a separate charitable foundation with a formal commitment to donate towards it every year.

£944,456

donated to the Foundation since its inauguration in 2020

15

local charities benefitting from regular annual donations

164

hours volunteered by employees in 2023

100%

employees paid to volunteer with local charities each year

£10,000

donated to a local charity each year nominated by employees



A modern community building is provided to the Parish with an annual financial contribution towards the running costs.



Two award winning car parks are provided and maintained by Store Property, with 3 hours free car parking worth estimated minimum £1.18m pa.



Provision and maintenance of covered canopies throughout the Centre to protect shoppers from the rain and improve footfall for our tenants.



Long standing sponsorship of local sports clubs.



Flower bed sponsorship.



Provision of Platinum award winning public toilets.



Ongoing commitment for Christmas lighting.



In addition, this year we have funded the provision of a new clubhouse for a local junior football club.

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