



Q3 2019/20

Our Vision for Corporate Social Responsibility

- Long term vision, long term investment • Excellence in delivery • Sustainable growth and regeneration
- Leaving a lasting social legacy • Adding value for all our stakeholders



Gloucester Quays visited the House of Commons in November 2019 after being shortlisted for a Green Apple Award earlier this year.

The team won the SILVER National Award due to a massive improvement in recycling.

Laura would like to personally thank everyone for their support helping Gloucester Quays become a more environmentally friendly destination!



Energy & Waste Update

Gloucester Quays

With a successful first half of the year, the final quarter of 2019 held high expectations, though the team at Gloucester Quays succeeded!

Through team awareness and tenant engagement, the recycling at Gloucester Quays has increased across the past 24 months, from 29% (2017) to 57% (2019).

Lowry Outlet

During the final quarter of the calendar year, additional waste was produced alongside development works.

In total there was more than 100 tons of waste across October – December with 99.6% of the waste being recycled.

This is the equivalent weight of a Blue Whale!



Gloucester Quays produced more than 450 tons of recycling across 2019...

The equivalent weight 40,000 monkeys!

Lowry Outlet have saved 10,000 kwh compared to last year...

Enough energy to leave the shower on for 60,000 minutes!



Walking the Malverns for Acorns

In October the GQ team completed a 10-mile sponsored walk covering the Malvern Hills end to end. After route planning and the kind offer of a complimentary minibus shuttle service from 'Gloucester Minibus Hire', the team set off on the 5th October to conquer the Malverns.

A JustGiving page was set up prior to the walk and the total raised including the Just Giving funds and cash sponsorship came to £510.00.

The walk was a real team effort with members of the GQ Duty Manager team participating, along with members of the GQ Customer Service Team and Westgrove Cleaning and Security Team.



10 Miles Walked

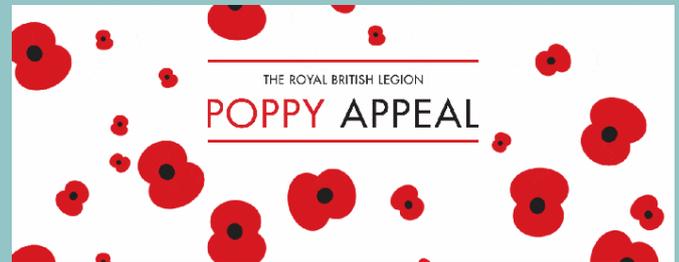
3 Counties Crossed

Peaks of 435 Metres

Volunteering Hours Donated from

Lindsey Crocombe
Vikki Brown
Maaria Lala
Owen Acland
Laura Hepple
Aysha Siddika
Jon Pennock
Martin Davidson

Poppy Appeal 2019



Poppy Appeal Raises £5,940.09

Throughout November the team at Gloucester Quays supported the Royal British Legion by hosting their volunteers in centre and assisting with their sales of poppy merchandise, both on their designated stall and also on the Customer Service Desk.

Volunteers were onsite every week throughout November with stands on both sides of the mall. They did a great job of engaging with customers and promoting the charity. The total raised in centre was £5940.09 which is a great contribution to this years Poppy Appeal.



When the opportunity came up to change the Waste contractor to a local company, Gloucester Quays jumped at the chance.

To ensure a strong and sustainable local economy foundation people need to buy locally. Research shows that £10 spent with a local independent shop means up to an additional £50 goes back into the local economy.

By changing the waste provider to Smiths Waste, and investing in local businesses, Gloucester Quays can continue to have a very strong and positive effect on the health of the local jobs in the area.



The Bake Off Winner was Revealed!

The GQ Team got into the 'Great British Bake Off' spirit In October - with an office sweepstake running with all proceeds going to Acorns.

Each participant paid a small donation to take part, and each time a contestant left the show the individual had one week to bake their cake and bring it into the office for everyone to enjoy!

This raised just over £45.00 and was a great way to bring the team together and see who had the best baking skills!

Festival of Trees

Francis House Festival of Trees opened the festive season of 2019 with their highest number of trees with 52 entries.

An extra special well done and thank you to the below tenants who gifted a tree to the unit this year; Antler, Claire's Accessories, Lowry Outlet, Fibre, AX Paris and Roman. In total these trees raised more than £1000!



Francis House Festival of Trees auctioned 52 Trees

Funds Raised for Francis House Festival of Trees 2019

£19,658.94



Fundraising Target for 2019/20

£38,000

Volunteering Hours Donated from

Kelly Hurst
Paul White
Joanne Janssen
Ellie Hannigan
Katie Leggott
Jennifer Gannon
Neil Johnson
Helen Anderton
Louise Bramble



Francis House

Quarter three was a really busy time with fundraising for Francis House. The festive fundraising kicked off early in November with bucket collections throughout promotions, toy sales for staff and a very popular Christmas Jumper Day and raffle which was organised by the Centre Management team.

Choirs sang over the Christmas markets In December and raised a £314.90 for Francis House with the total raised, through staff donations, a whopping £790.06!

93 HOURS DONATED SO FAR THIS YEAR!



On the 10th October Lowry Outlet hosted a Tea & Talk session to help spread awareness of why its important to look after yourself and your mental health and also to find out who their mental health first aider are.

There are now 3 qualified Mental Health First Aiders within Lifestyle Outlets with one based in each office.

Mental Health Awareness day covered how we can support ourselves and each other better, what we can do to facilitate a mentally healthy work place and Is there more that can be done.

This is a continued focus for the Outlet and 2020 will see further Mental Health awareness initiatives across sites.



The Poppy Appeal took place again in November and the volunteers raised £2,956.43 across the 3 days they were in the centre.

An additional thank you to the volunteers that made this possible and the tenants who also participated in this years Poppy Appeal. A fantastic total of £3234.57 raised altogether, including tenant contributions.

How Many Potatoes?!



With the installation of our Electric Vehicle points back in May it has been great to see the usage of this service increase month on month!

Year to date we have dispensed 4,845 Kwh and the carbon saving has been 3,783Kg which is equivalent to 757 bags of 5Kg potatoes!