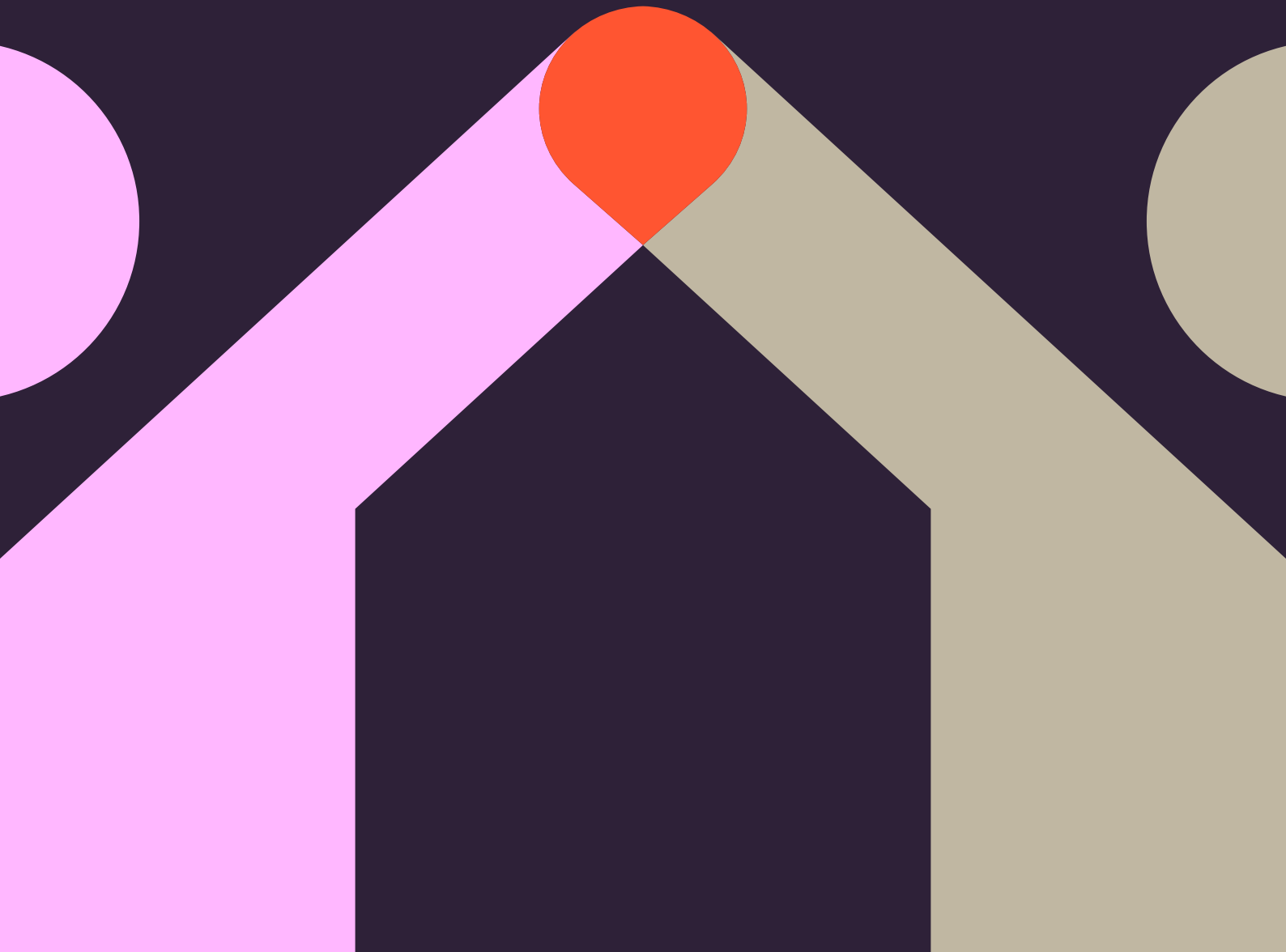


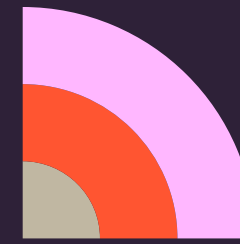
# Building for good

Our social impact journey

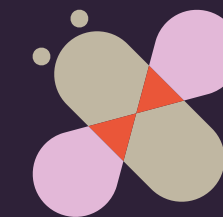


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## Building better communities



## Reducing our environmental impact



## Improving our wellbeing



# Foreword

For some members of the public, it can sometimes look like the built environment sector doesn't care – and it's often rightly scrutinised for greenwashing and virtue signalling. But we know first-hand the positive impact the built environment can create. It has huge potential to deliver good for people, planet and place. It can build economic opportunities, aid social mobility, create jobs and provide security.

At Meeting Place, we believe in the power of the built environment to bring about that positive change. Day-in, day-out, we help our clients to maximise the impact potential they can generate, whether on specific sites or from a wider corporate standpoint.

Over the past year, we have held a mirror up to who we are as a company – taking time to really think about our purpose and the impact we deliver. From this introspection, we agreed on three company values; inclusivity, courage and insight. We want to show how we care, ensuring that we're moving in the right direction as we realise these future ambitions.

**Generating social impact is a journey,  
not a destination.**

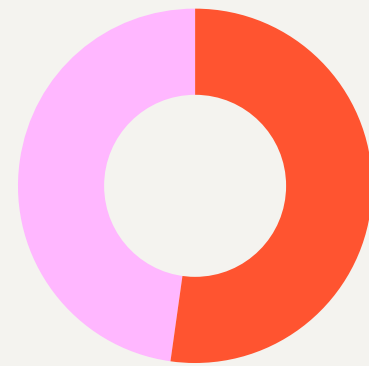
Our 'Building for good' report presents an opportunity to take stock, reflect and look closely at the impact we make as a business. It marks the first concrete step in our own social impact journey, showing how we embody our values to promote the built environment as a force for good. There's a lot more we can and should do, but the framework set out in this report will provide a North Star for where we need to go and how to get there. It will be reviewed and updated each year, assessing the progress we've made on our social impact journey.

We're excited to work with our staff, clients, suppliers and wider network to ensure the built environment can really be a force for good.

**Nikki Davies**  
Managing Director



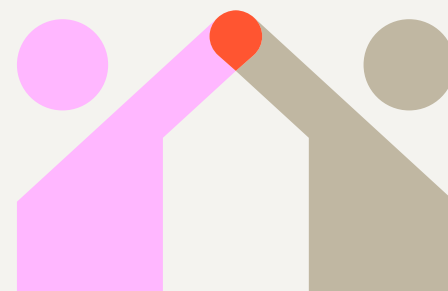
# Impact in numbers



**47** Employees  
**43%** Female

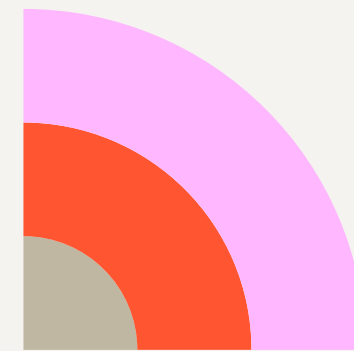


**210 hrs**  
staff training and development



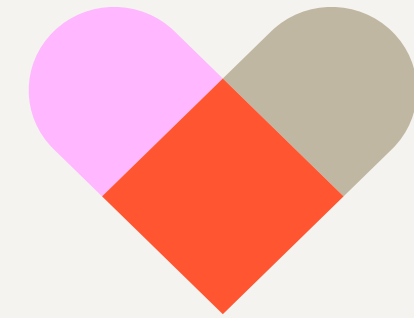
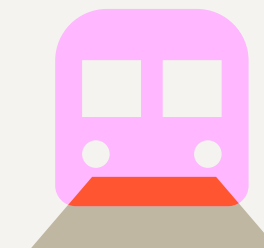
**£12,140**  
social impact generated through staff volunteering

**8 hrs**  
spent at local careers fairs



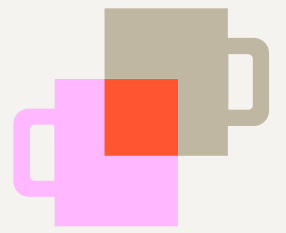
**30.7 tonnes**  
of CO2 saved from business travel through switching to train or bus

**36%**  
of business travel by train



**£3,052**  
in annual charity donations (2023)

**94%**  
proud to work at Meeting Place



**£109,166**  
overall social impact of yearly operations

# Social impact at Meeting Place

**Social impact is a critical pillar to the Meeting Place business.** Over the past few years, we have been advising clients across the built environment sector on the best ways to generate social impact through meaningful engagement with communities.

To deliver meaningful social impact, we need to develop a full understanding of both the qualitative and quantitative sides of economic, social and environmental impacts.

For this assessment, alongside qualitative narrative, we have referred to the **LOOP toolkit** – a social value measurement tool that leans on the National Social Value Standard to provide quantitative figures.

**Social impact through meaningful engagement with communities.**



Social impact at Meeting Place

Placing our own business in the spotlight, this 'Building for good' report provides a framework for Meeting Place to deliver positive outcomes for the environment, communities and our staff.

For each key theme (see key below), we have demonstrated how we are progressing within our five-stage strategy. This will help us track our progress over the coming years.

Each stage represents a percentage to target. Stage five shows us meeting our goals across the whole business and with a long-term strategy for ongoing delivery in place. Within stages one to four we will be implementing changes, and in specific areas we might be hitting all key target, however there is still work to do.



Annual review process

We want to continually improve. Gathering information about our environmental and social drivers throughout the year will ensure this.

Following our annual reviews, we will set a series of goals, undertaking gap analysis and identifying where we have not met our targets, or where new ones should be set. This will allow us to always be striving as well as being adaptable to change.

Key



Each stage demonstrates our journeys targets, with number one representing our starting point and number five showing we have completed our target.



# Environment

Our environmental strategy recognises our impact on the planet.

## We are committed to:

- Reducing the percentage of carbon emissions compared to the previous year.
- Ensuring public transport is used by employees instead of private transport to travel for work trips, whenever feasible.
- Offering the cycle to work scheme for all employees.
- Minimising waste by keeping printing to a minimum.
- Identifying and introducing areas where we can reuse/recycle and use sustainable materials across the business, both internally and for clients.
- Reducing the carbon footprint through our IT solutions.
- Identifying and ensuring we have retained, repaired, or reused products within the business before disposing them.
- Identifying and minimising our carbon footprint by using local printers, suppliers and couriers.

We support this approach through training sessions for all staff to ensure that they are at the forefront of the delivery and enactment of the strategy.

## Environmental missions

We have distilled our environmental goals into three key missions. These will be applied to major business decisions we make, guiding us towards achieving greater outcomes for the planet and playing our part in tackling the climate crisis.

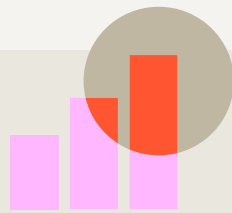
- **Reduce:** changing the trajectory for global temperatures.
- **Responsibility:** making choices that limit our consumption of earth's resources.
- **Restore:** enhance, preserve, and protect the natural environment and biodiverse ecosystems.



Environment

## Carbon reduction

Greenhouse gases (GHGs) are the primary contributor to rising global temperatures and the climate crisis. We are working in line with the UK government’s commitment to the 2016 Paris Agreement and reaching net zero by 2050.



### Measuring emissions

**Scope 1**  
emissions that a company makes directly.

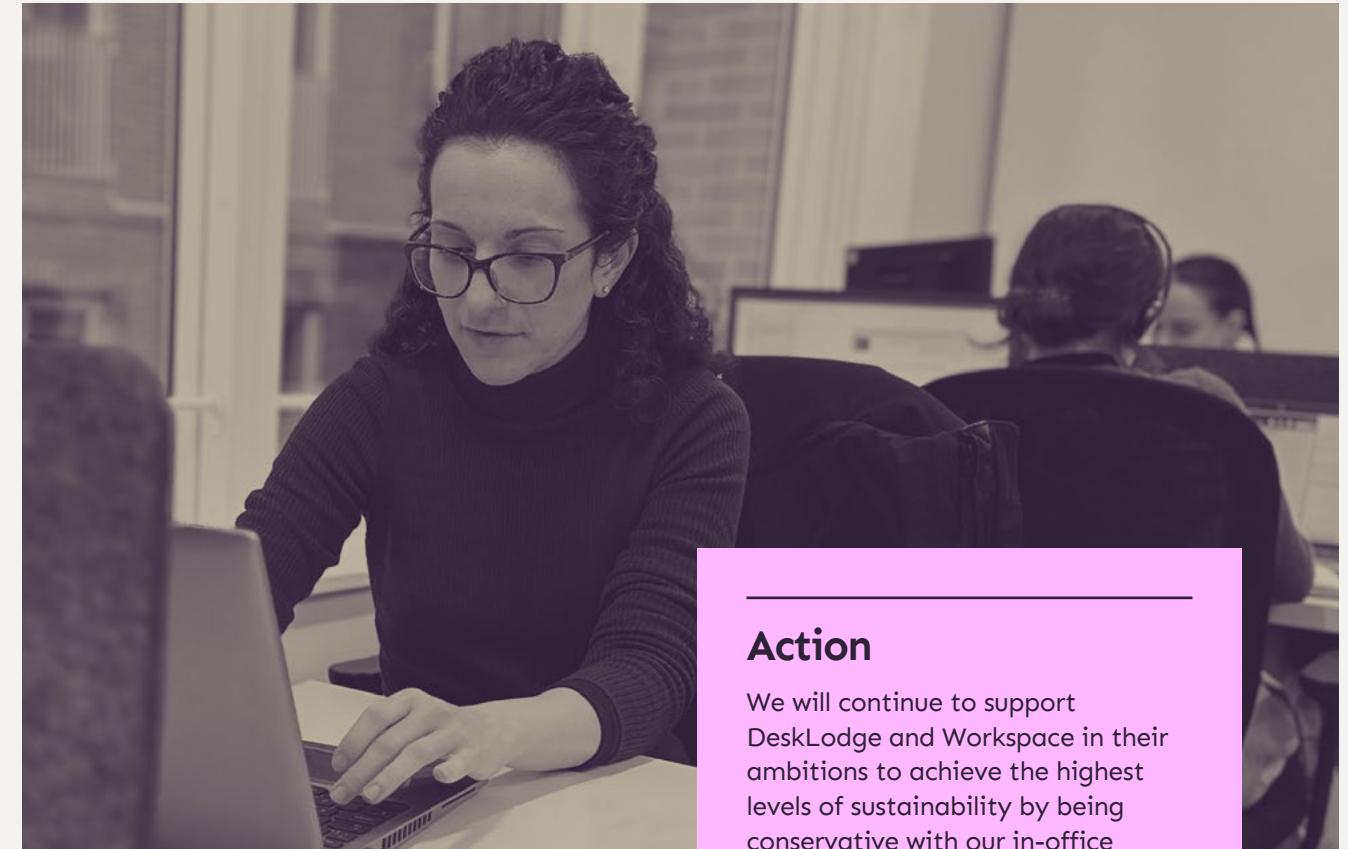
**Scope 2**  
indirect through bought services such as energy supply or water.

**Scope 3**  
all emissions across the indirect supply chain and end customers.

At this stage we have not engaged anyone to measure our emissions however, we have carried out research to understand the carbon emissions that are directly within our control.

We consider our **Scope 1 emissions** to be:

- Energy providers for shared workspaces.
- IT equipment and server usage.
- Business travel.
- Supply chain for office goods.
- Materials for events and client work.



### Action

We will continue to support DeskLodge and Workspace in their ambitions to achieve the highest levels of sustainability by being conservative with our in-office energy uses, minimising air conditioning and ensuring machines are switched off standby mode.

### Energy providers for shared workspaces

We have engaged with our serviced office space providers in Bristol and London to understand their environmental impact.

We rent space for up to 11 employees within DeskLodge, Bristol. As a business, DeskLodge has provided the following information about its environmental credentials:

- Scope 1 emissions 30.3 tCO<sub>2</sub>e (1 Jan 22 – 31 Dec 22).
- Scope 2 emissions 9.8 tCO<sub>2</sub>e (1 Jan 22 – 31 Dec 22).
- Water conservation methods including reduced flushes and sensor taps.
- A local and diverse purchasing policy that includes B Corp focus, organic and fair-trade produce.
- Alignment with the UN Sustainable Development Goals.

We also rent space in London with Workspace for up to 12 employees. Workspace is committed to being a Net Zero business by 2030 through the following measures:

- Reduce absolute scope 1 GHG emissions 42% by FY2030 from a FY2020 base year.
- Continue annually sourcing 100% renewable electricity through FY2030.
- Reduce scope 3 GHG from capital goods 20% per square foot of net lettable area by FY2030 from a FY2020 base year.
- Install solar panels for all new developments and major refurbishments where possible and install solar panels on six shortlisted standing assets.
- Developing an offsetting strategy.



Environment

## Carbon reduction continued

### IT equipment and server usage

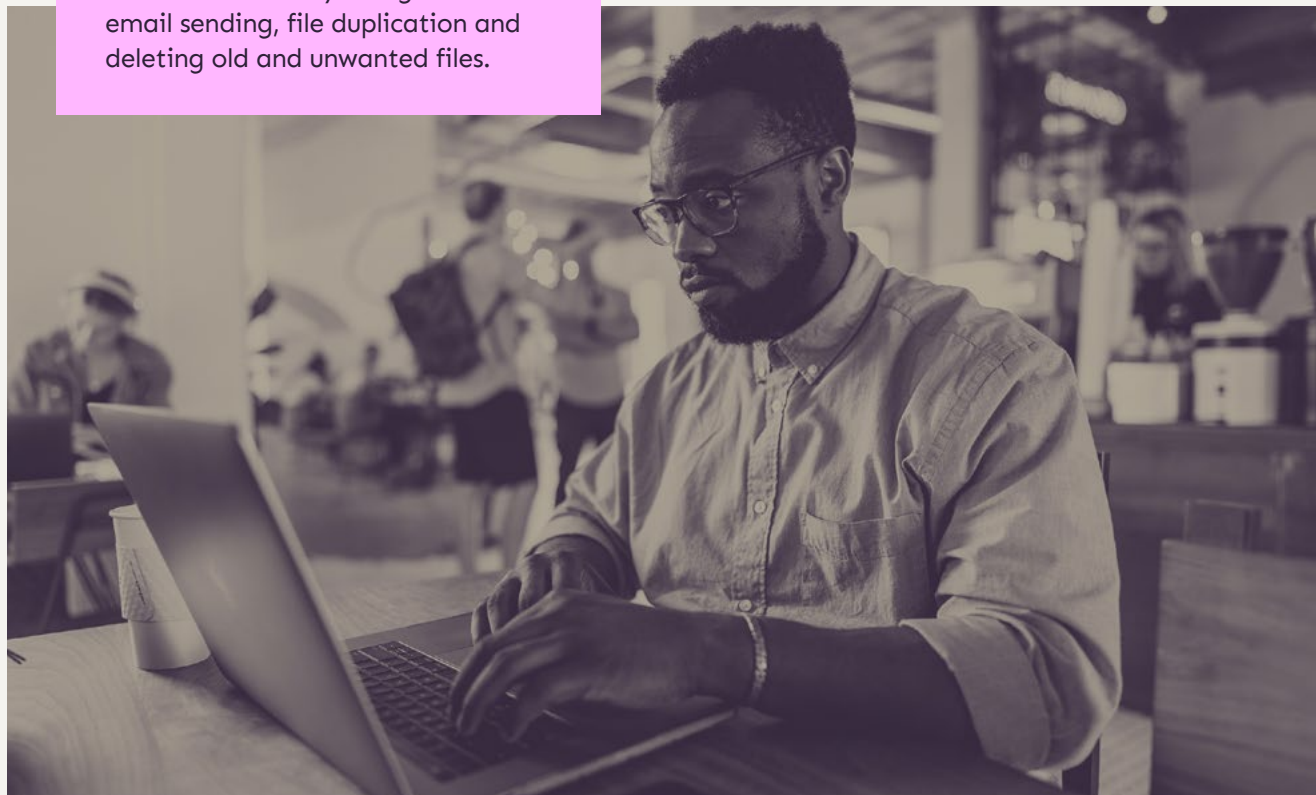
We operate a tribrid working model. This means all our staff have the option to work from home and a budget to facilitate working flexibly from a dedicated office or a third-party location, whether that's in a café or a client's office.

All staff are provided with suitable IT equipment for their role. We currently work with EBC Group and have reviewed their environmental policy. It commits to the following:

- Minimise the production of waste, material waste, and energy waste.
- Promote the use of recyclable and renewable materials.
- Prevent pollution in all its forms.
- Control noise emissions from operations.
- Take accountability for the effectiveness of the Environmental Management System.

#### Action

We will encourage our IT supplier to continue to reduce their overall carbon emissions and work with them to ensure all IT equipment is working at maximum efficiency. We will also ensure we are minimising our server strain by being mindful of email sending, file duplication and deleting old and unwanted files.



#### Action

We will ensure that employee travel is logged and all business travel is also recorded. This will allow us to measure our overall carbon savings compared to a private car baseline for all journeys. It will also allow us to show a year-on-year reduction in our travel emissions.

### Business travel

Team members were asked to complete a short survey relating to business travel. They were asked the following questions:

1. How many days a week do you travel into a shared workspace?
2. How do you travel into the office?
3. How long is your journey via this method of transport (in km)
4. Do you ever consider a different mode of transport based on environmental impacts?
5. How many nights per year do you stay in a hotel for work?

We have used the UK Government Conversion Factors for Greenhouse Gas Reporting (2022) to generate a top-line figure for our business travel emissions based on the information available.

The resulting figure is **51 tons of CO2** across the business year.

This includes 80 nights of hotel accommodation and a mixture of private car, bus and train travel.

Our next steps will be focused on changing behaviour as 35% of respondents said they travelled by private car. Reduction in our car miles is a huge part of the sustainable travel plan as a business. This also means we prioritise green travel to meetings and events including trains, tubes, buses, bikes and walking where possible.



Environment

## Carbon reduction continued

### Supply chains for office goods and materials for events

We have been in contact with our main printing suppliers and have made decisions regarding materials and inks to reduce our overall emissions. We work with suppliers who have carbon offsetting schemes and who use recycled materials when possible.

Measures by suppliers include:

- 100% post-consumer kraft board, which is fully recyclable and FSC-approved (Forest Stewardship Council).
- Offer carbon-balanced products through a carbon offset scheme, supporting UK woodland creation, meaning everything we purchase helps plant more trees and therefore comes from sustainable sources.
- Every job processed through one of our regional printing suppliers will result in the planting of two trees.
- Offsetting and donations to conservation programmes.

### Action

We will review our supply chains and approach to purchasing. For all new suppliers we will review their impact on people and the planet before choosing to use their services, and where possible we will support independent businesses and rely less on couriered deliveries for small items. We will also review the necessity of each purchase.

As we progress towards our carbon reduction strategy goals, we will engage a consultant to carry out GHG accounting in line with DEFRA guidance. This aligns with our environmental strategy aim to reduce energy, material consumption and socio-economic impacts. We also aim to set our own carbon reduction goals and endeavour to be net zero by 2030.

Carbon reduction target: we are at stage two of our five-stage journey



We work with suppliers who have carbon offsetting schemes.

Environment

## Biodiversity

We are a service-based consultancy that works remotely for our clients. Therefore, we have limited ability to control the biodiversity impacts of our work. However, we will endeavour to improve the protection of our local environment.

### Action

We are looking to offset our business carbon and support programmes that promote ecological conservation and development. We will also encourage our clients to take a nature-first approach and improve biodiversity net gain on-site.

## Green business initiatives

### Waste

As part of our environmental strategy, we are committed to the 6 'R's' (Reduce, Reuse, Recycle, Refuse, Rethink and Repair).

As a remote and agile business, we have plans to reduce our overall business waste. Our digitally-driven approach minimises paper copies of work and unnecessary printing.

### Action

We will prioritise waste reduction within our everyday practices. This includes office lunches on co-working days that have minimal to no plastic packaging.

### Tribrid working and staff impacts

Meeting Place operates a tribrid working model, giving staff the choice to work from a flexible office hub facility, co-working spaces, at home or at a client's office. This approach allows employees to manage their own space, time, and working pattern.

At the same time, we place equal value on wellbeing, creative collaboration and regular in-person connections with the team.

The move to tribrid working lowers carbon emissions by removing unnecessary commutes, while people working from home can more easily adapt their environment using passive measures such as opening a window or moving to a cosier space. They are also less likely to have lighting on in the day when it's not needed.



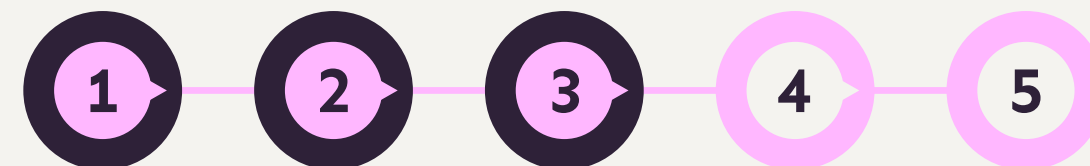
### Action

We will promote environmental awareness among our employees and encourage them to work in an environmentally responsible manner.

**Biodiversity target:** we are at stage one of our five-stage journey



**Green business initiatives target:** we are at stage three of our five-stage journey



# Social

We know that creating an inclusive culture goes well beyond simply having a policy in place. While our Diversity, Equity and Inclusion policy will act as a starting point, we aim to foster a working environment that allows all employees to bring their unique character and lived experience to work each day.



## Social missions

Our internal social impact goals have been linked to three key themes. These will be applied in our business operations to ensure we offer a safe and inclusive work environment.

- **Equalise:** creating a level playing field for employees, charity partners and wider society.
- **Empower:** giving a voice to underrepresented groups and creating spaces for everyone to thrive.
- **Engage:** looking beyond our unconscious bias to understand every individual's views.



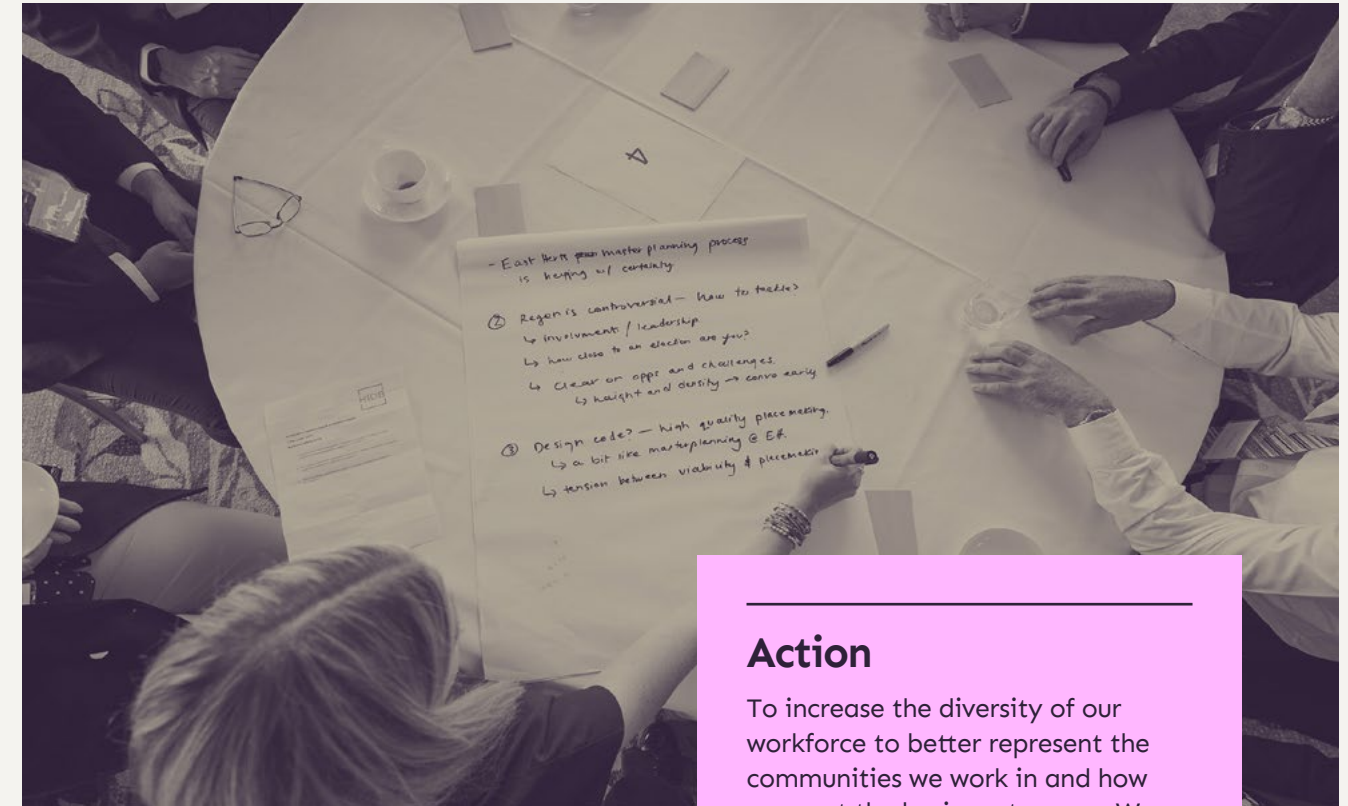
Social

# Inclusivity

## We are committed to:

- Valuing individual differences and contributions from all our staff.
- Promoting dignity and respect for all. No form of intimidation, bullying or harassment will be tolerated.
- Ensuring training, development and progression opportunities are available to all staff.
- Reviewing all employment practices and procedures (including our recruitment and selection process) to ensure fairness.
- Addressing any breaches of our Diversity, Equity and Inclusion policy. This will be regarded as misconduct and could lead to disciplinary proceedings.
- Ensuring that all people should have an equal voice and will not host or join all-male industry panel discussions.
- Exploring accessible ways to advertise job vacancies, looking at the feasibility of using paid ads for job boards and running in-person job fairs to target underrepresented demographics for Meeting Place.
- Advertising a salary range on our adverts so people can make sound judgements on whether a role can support their livelihood.
- Using gender diverse recruitment panels.
- Using our tribrid working approach to offer flexibility, allowing staff to work in a variety of locations and across compressed hours if this best suits their commitments, volunteering, childcare or secondary employment arrangements.
- Maintaining gender neutrality in our corporate hospitality efforts.

**Creating a working environment that promotes dignity and respect for all.**



### Action

To increase the diversity of our workforce to better represent the communities we work in and how we want the business to grow. We hope to also encourage our clients to reflect this level of inclusion in their work.

One of our key focus areas for this financial year has been improving the diversity, equity and inclusion of the business. We endeavour to create a more diverse workforce, focusing initially on gender and ethnicity.

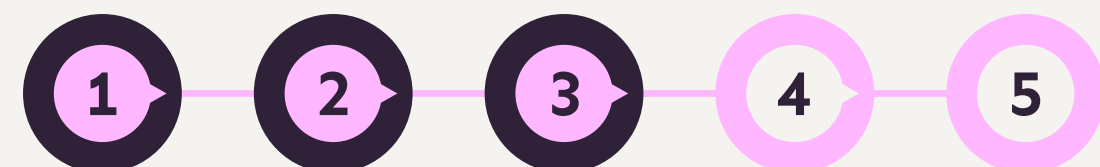
Including current and committed hires joining us in the next few months, our baseline is that of 47 staff, with 27 men (57%) and 20 women (43%). We have made modest improvements on our overall diversity but we recognise that there is much more work to do.

EDI training takes place on an annual basis for all our employees at Meeting Place. We work with Babbasa, a charity aimed at

supporting and inspiring underrepresented young people through skills training, mentoring and recruitment support. With their help, we have created a development plan following a company audit which will develop a new Diversity, Equity and Inclusion strategy and bespoke training programme for Meeting Place.

We regularly benchmark our salaries against industry averages and use guidance as one way to determine the pay of our staff.

**Inclusivity target:** we are at stage three of our five-stage journey





## Social

## Community

Fostering connections with local communities is at the heart of what we do. Engaging is all about listening, learning and supporting local people.



We have highlighted a few examples of where we have gone beyond our daily activities to support local communities.

## Volunteering

All employees at Meeting Place can volunteer their time and skills during 'Volunteer Days', which are paid time away from normal day-to-day roles.

Everyone is entitled to one day's worth of volunteering per year, with time being split as best suits the work that charities and organisations need.

Our flexible working policy allows employees to take on volunteering roles around work commitments. Our staff support local food banks, sports clubs, schools, community groups and wildflower planting initiatives. This also allows our staff to be effective and active local representatives for their communities.

## LandAid Ambassadors and events

Three of our team are ambassadors for LandAid and play an active part in delivering a programme of fundraising and pro-bono support. As part of this, we co-organised a Tag Rugby Tournament which raised £6,000 in 2022.

In March 2024, six team members spent a night sleeping outside as part of LandAid's SleepOut initiative, raising more than £800 to tackle homelessness.

## Team days

Across our regional teams, we take part in twice annual team days to give employees a chance to step away from the desk and get to know one another, usually while spending time outdoors and in nature. Past events include punting in Cambridge, mindful photography and a citywide scavenger challenge.

We also meet up within the regional teams on a regular basis to support staff and ensure everyone feels connected to the business as a whole. Each region hosts social events to allow conversations away from the desk.





Social

## Community continued

### Charity partnerships

Each year we choose a charity to partner with, supporting them financially as well as through events and workshops.

In the previous financial year, we worked with The Plunkett Foundation. Plunkett supports rural communities set up community run businesses. This includes climate crisis support, employment opportunities, provision of amenity spaces and promotion of diversity.

Through our charity partners, we have played our part in levelling support for rural communities and businesses. We were able to raise £3,000 through events, including a marathon and charity walk.

#### Action

We will continue to support annual charity partners and explore our potential to deliver work experience and long-term placements in the business.

### Pro-bono work

We supported the redevelopment of 1625 Independent People's HQ through pro-bono strategic advice including strategy setting, review and ongoing counsel.

We also worked in partnership with the social enterprise Building People, to raise awareness of career opportunities, in a bid to make the construction and built environment sectors more accessible to people from diverse and underrepresented backgrounds.



Community target: we are at stage four of our five-stage journey



### Spotlight: Babbasa

For the financial year 2023-24, we are working with Babbasa, a Bristol-based charity aimed at supporting and inspiring underrepresented young people through skills training, mentoring and recruitment support.

Their programmes support people through placements, and help young people develop their own business ideas. We will be supporting their mentoring programme and careers fair.

As part of the partnership, we have undertaken the health check tracker which pinpoints areas for improvement in the business. This aims to see local businesses align with Bristol's One City Plan for 2030 and has provided us with measurable targets to improve diversity in the workplace.





## Social

## People

The wellbeing of our people is critical to our success as a business. Allowing each employee to bring their unique creativity to the team is welcomed and encouraged. To ensure we are doing everything we can to support our people through all of life's twists and turns, we have several initiatives in place that keep us on track.



## Employee engagement survey

We carry out annual employee surveys to gather feedback from the team about how we work, the support systems we have in place and wider business decisions. Each year we use this feedback to steer our next steps as a business and set our annual goals.

The findings from our most recent employee survey found:

- Every person who answered would recommend Meeting Place as a good place to work.
- 94% of respondents are proud to work at Meeting Place.
- 90% of the people believe there is a culture of openness and trust, while the remaining 10% answered neutrally.
- 83% are inspired by the purpose and mission of the company.



## Training and development

Meeting Place is committed to giving staff the support they need to grow and develop.

To achieve this, we have implemented:

- Monthly 1-2-1 meetings with line managers.
- Annual performance development reviews which support personal goals, with a half year check in to support on progress.
- Internal and external training programmes tailored to an individual's annual objectives.
- An individual training budget for each employee.
- Five hours of training per year towards personal development.
- Line management training which has been provided by Leading Purpose.
- PRCA training courses which all staff have access to via our membership.
- Executive Coaching for senior members of the team and Emergents training for all staff. We work alongside Liza Hughes of Whynot? Coaching so that colleagues are better able to understand and work collaboratively with each other.

**The wellbeing of all staff is critical to creating a healthy and thriving workplace.**



Social

## People continued

### Health and wellbeing

The wellbeing of all staff is critical to creating a healthy and thriving workplace. We prioritise the mental and physical health of all employees and have the following programmes in place to support this:

- Employee Assistance Programme and Doctor at Hand service which allows staff to access remote GP sessions and talk to trained counsellors.
- Flexible working to ensure that staff can take time to support their health and wellbeing.
- Encouraging walking and cycling to meetings where possible.
- A 'Move Club' allowing people to share sporting endeavours and successes.
- Risk assessments for all remote staff asking them to review their working environment and daily practices.

We understand that personal health is a sensitive topic and staff may not feel comfortable sharing with colleagues. However, we aim to create a safe and welcoming environment where people feel able to share with colleagues and the HR team.

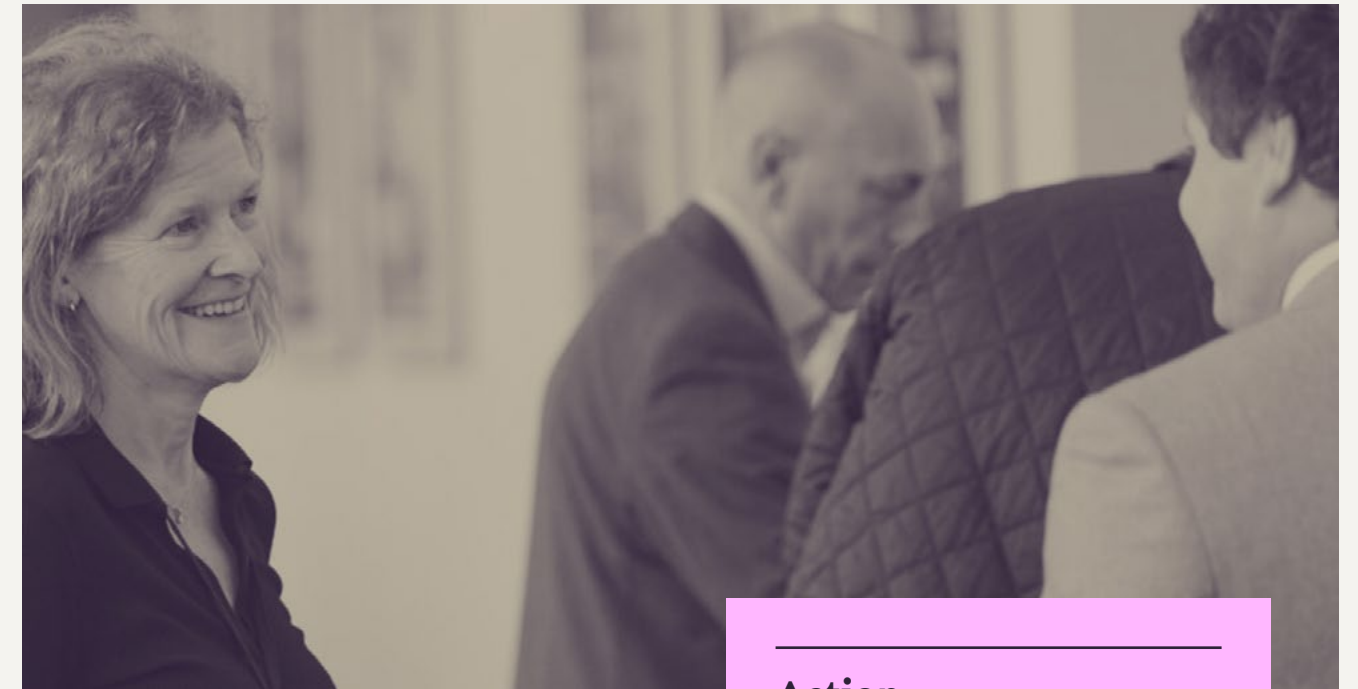
### Governance

As a business, we are committed to embedding our values from top to bottom. This means going above and beyond standard practice to create a culture and working environment that we believe aligns with our missions and goals.

To support this, we have adopted the following policies and procedures:

- Health and safety statement policy.
- Modern slavery policy.
- Diversity, Equity and Inclusion policy.
- Whistleblowing policy.
- Maternity policy.
- Paternity policy.
- Breastfeeding policy.
- Data protection policy with an in-depth GDPR audit and training.
- Well-defined organisation structure and responsibilities which include the Board and the Senior Management Team.
- Adhering to PRCA members-guidelines and the Public Affairs Code.

We enhanced this offering by hiring of a Head of People and Culture who will hold us to account against our commitments within this report.



### Action

Our Head of People together with the Board and the senior management team, will continue to shape our strategies and approaches, ensuring we create a workplace that supports people in all aspects of their working life.

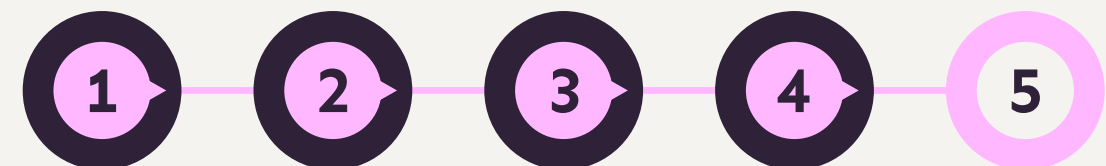
### Culture

Creating a safe and inclusive environment is key to the success of our team. We offer opportunities for staff to come together, to talk with one another and step outside of the office environment.

Activities to support this include bi-monthly socials, two staff away days per year and MS Teams' channels for interests including pizza club, move club, LGBTQIA+ group, foodies and culture club.

We offer a mentoring scheme to develop individual skills as well as provide a point of contact in the business outside of project teams. Staff are encouraged to use this to grow skills and connect with employees outside their regional teams.

**People target:** we are at stage four of our five-stage journey



# Summary

This report **demonstrates a snapshot in time** and represents a baseline for our social impact journey. We have highlighted our strengths as well as our weaknesses as we want to acknowledge the areas we are aiming to improve in the immediate term.

Across our **environmental commitments** we are **currently at stage 2.3 out of 5** as a mean across the themes we have covered in this report. This indicates there is some way to go but we are making a start and know where we need to focus our efforts.



Across our **social commitments** we are **averaging stage 3.6 out of 5**. This shows that we are already making steps towards reaching our targets but can see room for improvement and development.



We will update this report on an annual basis and ensure that across the year we are tracking our progress and putting in place initiatives that help us to continue to deliver good as a business.

**"People don't care how much you know until they know how much you care."**

Theodore Roosevelt

