

ESG & SUSTAINABILITY

# 2023 SOCIAL IMPACT REPORT

Lambert  
Smith  
Hampton



[lsh.co.uk](https://www.lsh.co.uk)

# Contents

- 3 Foreword
- 4 Methodology
- 5 Our Sustainability pillars
- 7 Our 2023 Highlights
- 10 People
- 12 Business
- 13 Environment
- 15 Community
- 17 Our Sector Expertise



**Ezra Nahome**  
CEO

“Social Value is at the forefront of our business. With an impressive £56.5m of Social and Economic value delivered in 2023 it is clear to see that our continuous efforts have paid off. LSH’s commitment to Social Value will only continue into 2024 and the future.”



# Foreword

At Lambert Smith Hampton (LSH), we understand that our actions as an organisation have extensive and enduring effects. We view real estate as more than just buildings and transactions—it's about creating spaces that enhance communities, foster growth, and contribute positively to society. Our purpose is central to everything we do: sustainable places, connecting communities, and realising potential. Our 2023 Social Impact report delves into how our activities and properties are making a difference across the UK. We explore our economic contributions, the social value generated through our initiatives, and the impact of our work with clients.

To quantify our contributions, we assessed the social value we delivered across the UK, including job creation, local spending, and volunteering, as well as the impact of our client work. Understanding our impact helps us see where we are already making a difference and, more importantly, where we can strive for an even greater positive influence.

In 2023, our efforts delivered an impressive £56.5 million in social and local economic value, up from last year's £45.6 million. Of these, over £30 million were achieved through local employment and £26 million through local spending, demonstrating our commitment to supporting local job markets and businesses. Additionally, we created £450,000 in value through work placements, providing valuable opportunities. Our teams across the UK have engaging stories, such as participating in the "Race to the Peak" charity fundraiser in the Peak District and dedicating over 100 hours to mentoring with the Early Careers Foundation. We delivered workshops to Year 7 students at UCL Academy and raised funds for the Elifar Foundation through the Elifar Challenge. Our environmental initiatives included planting hawthorn seedlings in Essex to create hedging habitats.

For the fourth consecutive year, we achieved Planet Mark Net Zero accreditation and were shortlisted for the EDIE Net Zero Strategy Award, underscoring our commitment to climate action.

Through our client contracts, we delivered significant social value, including nearly 90 volunteering hours for community projects, social value site assessments, apprenticeships, CPD sessions on sustainability, and hiring local talent. These initiatives profoundly impacted apprentices and new hires, who expressed gratitude for the opportunities and positive changes.

Reflecting on this year's achievements, it's clear that our commitment to social value is a mission that shapes our decisions and actions daily. This report is a testament to the dedication of our teams across the UK, celebrating the meaningful impact we've made together and reminding us of the ongoing journey in building healthier, more sustainable communities. Thank you for being part of this journey.



**Federico Montella**  
Head of ESG & Sustainability

# Methodology

## How we have measured Social Value

In line with our first year of reporting LSH has assessed its social value efforts through the national TOMs framework (Themes, Outcomes, Measures), established by the Social Value Portal. Currently, the TOMs framework is the most widely adopted and advanced method for evaluating social value. It enables us to benchmark our efforts against our performance in previous years.

## How the framework assesses value

Each outcome is achieved through the delivery of specific measures (tangible actions). Some measures have an associated financial proxy value that describes the benefits delivered in financial terms, while other activities are measured through non-financial proxy values, which, contribute to broader positive social and environmental impact.

## What we're measuring against

There are the four key pillars of our corporate sustainability approach aligned to the key themes and individual activities we've measured against this year within the TOM's framework. In addition to these measurements, throughout the report we've highlighted other activity that sits outside the scope of the TOM's framework to ensure we are capturing all of the impact we made within the year.



# Our Sustainability pillars

## People

- More local people in employment
- More opportunities for disadvantaged people
- Improved skills & employability of young people
- Improving staff wellbeing and mental health

## Business

- Creating positive impact through initiatives on our client contracts
- Embedding social value within our service lines through the creation of our core social value services
- Social value embedded in the supply chain

## Environment

- Carbon emissions are reduced
- Safeguarding the environment & responding to the climate emergency
- Sustainable procurement is promoted

## Community

- Supporting responsible business
- Enabling healthier, safer & more resilient communities
- More opportunities for local small businesses and social enterprises
- Working with local communities
- Helping people live independently
- Fundraising for charity through employee led initiatives



# Where we are driving the most impact

This year's report highlights some exciting increases in the value we are generating across a number of areas. One of our most significant achievements is the rise in the amount donated to charitable causes.

We also saw notable increases in the hours dedicated to Equality, Diversity, and Inclusion (ED&I) training, the time spent collaborating with local schools, and the weeks of apprenticeships we provided.

In addition to these accomplishments, we ventured into two new areas this year and captured some remarkable achievements.

We launched several great initiatives focused on driving local skills development and boosting employment opportunities.

We've also made significant strides in reducing our CO<sub>2</sub> equivalent emissions through decarbonisation, achieving impressive results in our efforts to be more environmentally responsible.

Overall, this year has been a period of growth and development, and we are excited to continue building on these successes going forward.



## Donations

# £15.5k

Donations or in-kind contributions to local community projects

**+133%**

## Training

# 1,108

Hours of Equality, Diversity and Inclusion training

**+105%**

## Engaging schools

# 175

Hours spent working with schools & colleges

**+72%**

## Apprenticeships

# 1,820

Weeks of apprenticeships delivered

**+55%**

# Our 2023 Highlights

**£30m+**

social value generated through local employment

**£26m**

social value generated through local spend

**£450k**

social value generated through apprenticeships & work placements

**£56.5m**  
**Social Value created**



## Promoting local skills and employment

- 1,820 weeks of apprenticeships
- 31 weeks of work placements
- Supporting growth of responsible business
- £7.5m spent with local suppliers
- 1,108 hours of EDI training provided for staff

## Healthier, safer and more resilient communities

- 175 hours of staff time spent on working with schools and colleges
- £15k+ of donations to local community projects

## Decarbonising and safeguarding our planet

- 184 tons reduction in CO<sub>2</sub> equivalent emissions achieved through decarbonisation

# Employee Fundraising

Our employees showed incredible dedication and generosity, raising an astounding £37.5k for various charitable organisations through a wide range of fundraising activities. From running, swimming, and walking to baking and much more, our team went above and beyond to raise both money and awareness for important causes.

While this amount isn't captured in our monetary social value figure, we recognise this amazing effort from our employees. Each year we aim to continue to support our employees in their fundraising efforts in as many ways as we can and are proud to have our teams representing LSH at so many great charity events.



▲ Colleagues from our Office Advisory team ran, rowed, cycled and moved their way over a 24-hour period to raise over £2,000!



◀ Anne Evans from our Swansea office ran the incredible distance of 238 miles between our Swansea and Truro offices, raising £2,700 for Cancer Research.

Raising an  
astounding  
**£37.5k**



# Charity Donations

In 2023 LSH as an organisation donated £15.5k to charity. This figure is in addition to the impressive amount raised through employee fundraising across our LSH network. Donations were made in various ways, but all led by events and causes that are important to our people.

2023 saw the final phase of our partnership with Cancer Research UK who we thoroughly enjoyed supporting and working with. We are excited to have now launched our new partnership with Alzheimer's Society which started earlier this year.



In 2023 LSH organised and hosted an employee softball tournament raising money and matching donations for Cancer Research



Turkey Syria Earthquake fund

**£2,666**

6,238 Business Fives  
Southampton Tournament

**£350**

Property Week Cup  
Football Tournament

**£6,238**

Surveyor Sevens

**£5,500**

Land aid 10k

**£450**

# People



Cultivating a positive and respectful work culture is vital to our business, significantly aiding in retaining employees and attracting new talent.

In 2023, LSH endeavoured to increase work placements and apprenticeships within the workforce while continuing to build a more inclusive workplace. We succeeded in both areas, with a notable increase in employee training and workplace opportunities provided through non-traditional routes.



## Apprentice story: Daniel Gutner



Daniel joined LSH as an Accounts Payable Apprentice when after leaving sixth form. Based in our Nottingham office Daniel is completing his AAT Level 2 Certificate in Accounting.

“LSH has provided me with a brilliant opportunity to further my career path, providing me with the time required to progress in my academic studies, along with the guidance necessary to be able to perform tasks within the workplace. The best part of being an apprentice is getting to mix on the job learning with in classroom studies; being able to get the practical experience alongside the theory is a preferred method for me”.

◀ We delivered an APC support day in partnership with the ACES associations to their early careers focused F(uture)ACES group.

# 6

new ED&I focused employee network groups created

# 26

mental health first aiders trained and introduced across the business

# 1,108

hours of ED&I training completed by employees

# 1,820

weeks of apprenticeship training delivered

## Other key initiatives



We partnered with Real Estate Balance and hosted their Patrons Dinner at our London Office in November 2023.



We partnered with PREACH Inclusion (formerly BAME in Property). LSH attended meetings & events and arranged 1-2-1 consultations with their leading members to discuss how we can further support the organisation as well as adapt as a business.



We are part of Changing the Face of Property Steering Group Committee which involves quarterly meetings with peers in real estate industries for ED&I and Early Careers development.



We launched our industry partnership with Freehold networking hub for LGBTQ+ professionals and allies in the UK's real estate industry.



▲ We held a number of drop in employee sessions during Mental Health Awareness Week to aid discussions and awareness.

### Focusing on wellbeing & inclusion

LSH hosted a number of wellbeing events across Mental Health Awareness week such as yoga classes, team walks and bake sales. We've also launched our internal wellness hub providing employees with resources and access to our wellbeing benefits. Our ED&I network group continues to form a strategy for driving inclusion across the business and supporting underrepresented groups.

# Business



In addition to all of the great activity LSH delivered in 2023 to drive social impact, we also focused on how we consider social value within our services and client solutions. Two new hires were made dedicated to embedding social value within our contracts and developing a social value service line.

We are currently delivering social value commitments across a number of client contracts. These commitments are developed in line with the needs of local communities, are related to the scope of works, and are delivered by our in house social value team. This activity is in addition to all of our corporate efforts and is not included in our TOM's measurement.



Since July 2023 we have delivered:

## 48 hours

of employee volunteering specific to the communities relevant to individual contracts

## 4 school sessions

delivered to drive an understanding of careers within the industry.

## 3 CPD sessions

to external clients to drive an understanding of social value and wider sustainability themes.



**Lana Goddard**  
Associate Director,  
Social Value Lead



**Rachel Olson**  
Social Value  
Coordinator

# Environment



In 2023 LSH made significant strides in reducing our environmental impact through enhanced commitments and proactive measures. These efforts laid the groundwork for successful outcomes observed in our first year of measuring against new TOM's metrics designed for environmental initiatives.

## Significant reduction in our CO<sub>2</sub> equivalent emissions

Our emissions reductions were driven by strategically shifting our occupied office portfolio to energy efficient zero gas offices that have high ESG credentials. We have procured high quality renewable energy from Ecotricity where we are responsible for the main supply and we have engaged with our landlords to procure renewable electricity tariffs to reduce our market based emissions. We have also made huge strides in data quality to ensure we have an accurate representation of our emissions such as our supply chain and grey fleet data to refine and introduce corrective measures to our strategy.



## Our 2023 Net Zero strategy nominated for Edie award

LSH submitted our corporate net zero strategy to award bodies in 2023 facing stiff competition from our industry peers. LSH were successfully nominated for 'Net Zero Strategy of the year' award category at the prestigious Edie awards 2024 and became finalists.

Measuring, reporting, and actioning our Carbon reductions is core to our decarbonisation strategy. Our "Roadmap to NetZero", centres around tackling our emissions through collaborating with our landlords to upgrade our current offices, 4D smart building technology to tackle energy efficiency, new sustainable office criteria to select high performing ESG offices with zero gas, and our travel policy to address our business travel emissions. The implementation of these measures is planned over a six-year period, from 2022 to 2028, and based on continual improvement.

# 184 tons

Of CO<sub>2</sub> equivalent emissions reduced against our 2020 baseline figure

# £76k

Internal budget approved to install 4D monitoring across our offices

## Other key initiatives

- We secured the installation of 4D smart building monitoring in our buildings to target energy savings whilst monitoring air quality to promote the wellbeing of staff.
- Employees continued to volunteer their time towards environmental causes such as regenerating green spaces, planting new forests and installing biodiversity features.
- We delivered engagement questionnaires to monitor the ESG performance and emissions of our supply chain which will help us tackle our scope 3 emissions.
- We have improved our EcoVadis rating from Bronze to Silver which highlights our continual improvement and commitment to ESG & sustainability performance disclosure to our stakeholders.

ecovadis



▲  
Colleagues from our Sheffield office volunteered with grounds maintenance at the Swinton Lock Activity Centre

### Planet Mark accreditation – 4th year running

We secured our Planet Mark certification for a fourth year. This certification demonstrates our commitment to continuous improvement in sustainability across our business operations. We reduced our emissions in 2023 by a massive 22% and increased our data quality score compared to 2022.



# Community



At LSH we are committed to positively impacting the communities we interact with. This past year, we have seen a rise in employees volunteering, engaging with schools and charities as well as introducing new schemes such as a mentoring programme.

## Mentoring through the Early Careers Foundation

Despite only launching in the winter of 2023, LSH onboarded 51 mentors through our partnership with the Early Careers Foundation and delivered over 102 hours of support in 2023. The Early Careers Foundation aim to create a society where talent, not background, determines a young person's career success. They believe that early careers can be a fantastic leveller for young people, however, outdated career guidance, lack of connections in a culture of 'who you know', low starting salaries and limiting entry requirements are all holding back talented young people.



# 175 hours

of staff time spent supporting local schools

# 142 hours

of staff time spent supporting local communities

## Mark & Hasars story

"Hasar, my mentee, is a year 12 student, and we meet online monthly. Initially, Hasar was quite reserved, but he opened up as we got to know each other. Hasar is a bright student aiming to pursue a Maths-related degree and a career in Finance. We've explored career pathways, job opportunities in finance, and the pros and cons of apprenticeships versus university. I am arranging a few days of work shadowing for him this summer, giving him a glimpse into a finance role within the Real Estate Industry"

**Mark Winsor**, Talent & Development Manager, LSH

"It's been extremely useful being able to talk to an experienced individual as it allows me to learn and gain awareness of many things which I would otherwise not be exposed to. Overall, the mentoring scheme has proven to be very beneficial for me not only to learn how to conduct a professional relationship, but also to deal with career aspirations".

**Hasar** age 17, Mentee



## Other key initiatives

- We volunteered in local communities to support vital projects such as rebuilding and maintaining public spaces and supporting the running of food banks.
- Throughout the year we visited 12 schools within our local communities. These visits targeted schools with certain socio-economic markers and focused on highlighting the range of career opportunities within the commercial real estate sector and pathways in to these roles. These visits also delivered skills sessions, one on one advice and group activities.



'We want to encourage and enable every LSH colleague to give their time and make a difference to community, charity or environmental projects of their choice'.

**Chris McCartney**  
HR Director



## We launched our employee volunteering policy

All LSH employees now receive two days of paid leave to volunteer in any way they choose. Since the launch of this policy, many teams have taken advantage of this allowance for team-building days and to learn more about the causes their colleagues passionately support outside of work. This initiative has not only fostered a stronger sense of community within our company but also allowed us to support a wider range of causes.



# Our Sector Expertise



Retail



Office



Land



Residential



Industrial  
& logistics



Mixed use  
developments

## Social Value Services

Through our social value services, we enable our clients to measure, create and implement positive social impact through their assets. This activity strengthens communities, improves functionality, profitability and market value of an asset, while supporting sustainability credentials. **Find our service line brochure here.**



Social Value report  
& assessment



Social Value  
project delivery



Corporate Social Value  
Strategy & Measurement



Social Value &  
Placemaking Strategy

## Contact the team



**Federico Montella**

Head of ESG & Sustainability  
fmontella@lsh.co.uk  
07395 877 359



**Lana Goddard**

ESG & Sustainability  
Associate Director,  
Social Value Lead  
lgoddard@lsh.co.uk  
07749 580 283



**Rachel Olson**

ESG & Sustainability  
Coordinator  
rolson@lsh.co.uk

Details of Lambert Smith Hampton (LSH) can be viewed on our website [lsh.co.uk](http://lsh.co.uk) This document is for general informative purposes only. The information in it is believed to be correct, but no express or implied representation or warranty is made by LSH as to its accuracy or completeness, and the opinions in it constitute our judgement as of this date but are subject to change. Reliance should not be placed upon the information, forecasts and opinions for any purpose and no responsibility or liability, whether in negligence or otherwise, is accepted by LSH or by any of its directors, officers, employees, agents or representatives for any loss arising from any use of this document or its contents or otherwise arising in connection with this document. All rights reserved. No part of this document may be transmitted or reproduced in any material form by any means, electronic, recording, mechanical, photocopying or otherwise, or stored in any information storage or retrieval system of any nature, without the prior written permission of the copyright holder, except in accordance with the provisions of the Copyright Designs and Patents Act 1988. Warning: the doing of an unauthorised act in relation to a copyright work may result in both a civil claim for damages and criminal prosecution. © Lambert Smith Hampton.

**Lambert  
Smith  
Hampton**