

CUNDALL

SUSTAINABILITY REPORT

2019-2020



Foreword

Cundall entered the 2020s full of hope with renewed ambition to tackle the climate emergency we all face.

We named 2020 the 'Year of Net Zero', and set in motion plans to be leaders in the journey toward a sustainable built environment, acknowledging the huge responsibility that our industry has for global emissions and putting in place a plan to help reduce it to zero. And while the global pandemic changed the way we live and work, this unprecedented challenge has shown us how quickly we can adopt new behaviours. Within days of the first lockdowns, video calls, home offices and masks became the new normal, and we adapted to continue delivering projects for our clients, whilst still protecting what we value most; our people and the environment.

The events of the past year have shown that we can be resilient and bold, and that the path we have chosen, tackling social injustice and climate change, is the right one. Despite the challenges we have faced, I am immensely proud of what we have achieved. It truly was the 'Year of Net Zero', with our sustainability leaders working tirelessly with industry and government bodies to define net zero and help set rigorous targets that will influence the way we design the buildings of the future.

We also became the first engineering consultancy in the world to be certified carbon neutral by the Carbon Trust, across scope 1, 2 and business travel scope 3 emissions. Having done this, we can now use our experience to support clients as they set strategies to achieve carbon neutrality and ultimately zero carbon across their portfolios and buildings.

In the last 12 months, we completed several exciting projects promoting health, wellbeing and net zero carbon. From the BREEAM Excellent Tessa Jowell Health Centre in London, to Burwood Brickworks, 'the world's most sustainable shopping centre' in Melbourne, our staff showed collaboration and creativity in every aspect of project delivery. **We also developed the Whole Life-Cycle Carbon Assessment Guidance for the Greater London Authority, a carbon assessment tool for the Construction Industry Council in Hong Kong, and published the 'The Resilient Workplace, Climate Change Risks and Opportunities' for the British Council of Offices. The World Green Building Council Asia Pacific Leadership also recognised Cundall as the winner of the Business Leadership in Sustainability Award, another achievement of which we are very proud.**



Looking inward, the launch of our health and wellbeing strategy and neurodiversity policy signify great steps forward in our ambition to achieve the health and wellbeing goals set out in our roadmap. Now more than ever, we are providing an environment where our people are listened to, valued, and feel part of a wider community. Offline and online, we have continued to engage our staff through training, webinars, online discussions, and new policies. Our mental health policy has contributed to the creation of mental health first aiders in each of our offices, and the team are trained to provide confidential support to all employees.

Whilst the pandemic is ongoing, we are embracing the positive changes it has brought. This new agile way of working has only enhanced our commitment to providing the best opportunities for our people to flourish and be creative in everything they do. We look forward to a future where we continue to grow, collaborating closely with our industry partners as we work towards our sustainable future.

A handwritten signature in black ink that reads "Tomás Neeson".

Tomás Neeson, Managing Partner

Opening statement

In this report you can find the sustainability initiatives we have implemented and our performance data against our targets. This is split into our four cornerstones of impact: Industry Leadership, Our Projects, Our Workplaces and Homes and Communities.

We use the One Planet Living® principles to ensure we undertake a holistic assessment of our business impacts and the projects we deliver for our clients.

Throughout you will see which principles each case study relates to using the logos below.



Health and happiness



Equity and local economy



Culture and community



Land and nature



Sustainable water



Local and sustainable food



Travel and transport



Materials and products



Zero waste



Zero carbon energy

2019/20 Key achievements



World-first
engineering consultancy
carbon neutral certification



Creation
of the 'Whole Life-Cycle
Carbon Assessment'
guidance for the Greater
London Authority



Awarded
CIBSE 2020 employer
of the year



Development
of the 'Carbon
Assessment Tool' (CAT)
by the Construction
Industry Council (CIC)
in Hong Kong



Shortlisted
'Team of the year' for the
Sustainability Leaders
Awards 2021 by Edie



Publication
of the guide 'The
Resilient Workplace,
Climate Change Risks
and Opportunities'
for the BCO



Winner
of Business Leadership
in Sustainability by
WorldGBC Asia Pacific
Leadership in Green
Building Awards 2020



OPL Progress



**Sue Riddlestone OBE,
CEO and Co-founder, Bioregional**

Due to the global pandemic of COVID-19, this year has been challenging for businesses, their employees and their clients. As we reflect on what has happened and people's wellbeing, it will be even more important to put sustainability at the center to make sure that we become resilient to shocks, whether social, ecological or financial. Throughout these difficult times, Cundall made the choice to support its staff's wellbeing and mental health, but also to continue its journey towards net zero carbon and One Planet Living® leadership.

Since becoming a One Planet Company in 2012, Cundall has made great strides and has once again shown its leadership in the industry by obtaining a carbon neutral certification from the Carbon Trust, the first engineering firm to do so.

This year is also a milestone year, as Cundall reflects on whether it has met its 2020 targets in its 2018 Sustainability Roadmap. There has been a lot of progress against the Health and Wellbeing impact area, as each Cundall office now has its own physical and mental first aider in place. With the start of a new financial year, Cundall is planning to focus more on the Materials and Supply Chain impact area, which is a key impact area in the industry. As we come out of the pandemic and as many other companies come back to business-as-usual, I look forward to seeing how Cundall will innovate and progress to achieve its 2025 plans.



Sustainability roadmap

Cundall's mission is to provide great opportunities for our people, to create fantastic built environments and to positively impact our communities. This puts sustainability into the centre of what our purpose is as a business.



In 2012, we developed our first Sustainability Roadmap and One Planet Action Plan, which set ourselves challenging targets to achieve by 2025. Most of our KPIs were focused on the impact that our workplace has, which has driven us to operate as one of the most sustainable businesses on the planet, even with our continued growth and expansion of offices.

In the context of rapidly changing environmental, social and economic conditions, we took the decision to update our strategy in 2018 to ensure we are still focusing on the aspects on which we can have maximum impact.

So, we set off to understand the following:

1. Are our current 2025 targets still challenging enough?
2. Are we missing any key sustainability aspects that we should be focusing on?

3. Where should we prioritise our efforts to have the greatest impact?
4. What is the most effective governance structure to achieve this?

Cundall's Materiality Review Process

It was agreed that we needed a leadership team to review and approve the new business targets, due to their importance and impact they will have. Our Sustainability Committee (SusComm) comprises of senior leaders from across the business.

SusComm has analysed and debated all the recommendations in the context of everything else we are doing as a business and have determined the most significant impacts that we will prioritise until 2025 as being the following:

1. Climate Positive Action
2. Zero Carbon Energy
3. Health and Wellbeing
4. Materials and Supply Chain
5. Climate Change Adaptation
6. Ethics and Equity

We have set stretching business targets for each of the key areas, which are supported by KPI's as well as a detailed action plan for how we will achieve them. We will still be reporting against all the One Planet principles but understand that our greatest impacts will come from focusing on these priorities.

Over the coming years, we will focus on delivering change through our projects as well as industry leadership (sharing knowledge with our industry, research and technical development, partnerships with key academic

institutions), without compromising our commitment to practicing what we preach through our own workplaces.

Our processes for addressing sustainability on our projects, in our workplaces and in our own homes and communities are defined in our Sustainability Policy. This policy was signed by all Partners in 2009, and is updated on a regular basis to ensure that it reflects the constantly changing market and needs of the planet which we inhabit.

We believe with this strategy we will remain leaders in our industry. We believe it will help us deliver more meaningful and exciting projects. It will also ensure our teams work in diverse, inclusive and ethical environments enhancing their health and wellbeing.

Our Covid-19 response

As we are publishing this report, the COVID-19 pandemic is affecting people and communities all over the world.

More than ever before, we need to support each other, our people and our communities whilst securing business. These challenging times have brought to light the importance of protecting our health, wellbeing and the planet.

Cundall is a people business. Our continuous success over 40 years is attributed to our people – the best talent who deliver successful and award-winning projects and results to our clients. We have set out in our Vision and Values that Cundall is and should continuously strive to be “the best place for talent to grow and flourish”. In response to the COVID-19 pandemic, we have worked hard to ensure the physical and mental well-being of our staff. We provide a great remote working environment, providing staff with IT equipment and software and a reliable global network. In each location, our Mental Health First Aiders have been present to listen and support our staff. Podcasts, self-help tools and chat groups have been released on our intranet. Many of our staff took part in volunteer initiatives to support communities, respecting the government guidance and local management procedures.

The current health crisis has also made it clearer that we need to focus on the health of the planet

and work together to create a greener future. Cundall has signed letters to the Prime Minister demanding a green recovery plan post Covid-19. We believe that a Green New Deal is the best way to help the economy recover and become more resilient to the growing climate crisis. Achieving Net Zero Carbon must be at the heart of our response to it. As the built environment is responsible for up to 40% of global carbon emissions, it is imperative that we develop scalable solutions to meet this challenge. With the launch of our #StepstoNetZero programme, we are working on projects to meet the new UKGBC, LETI and RIBA challenges, net zero and whole life carbon targets. We have also seen a shift in our work balance between new and existing buildings, which we expect to see accelerate over the next few years as we look to decarbonise millions of existing assets. Achieving our carbon neutrality certification by the Carbon Trust for the reporting period 2019 / 2020, we feel confident in leading by example and helping the built environment meet its environmental responsibilities. Now it is time to drive actions towards a net zero carbon economy. We understand that to achieve this target, collaboration is needed, and we are glad to support our clients and industry peers on this journey.



Industry leadership



Industry leadership

To create a better, healthier more sustainable built environment we have collaborated with the wider industry on a range of sustainability programmes and initiatives, including local and national governments as well as industry and governing bodies.

Key to this is our commitment to the World Green Building Council and their local councils around the world, a number of which we have helped establish.

Knowledge sharing

Our senior staff are regular speakers at industry events, including RICS CPDs, ICE, NAWIC, BEC, CIBSE, UKGBC Masterclasses, EcoBuild, Green Sky Thinking Week, BCO and CoreNet, as well as key client events. Our sustainability partner Simon Wyatt chairs the CIBSE Knowledge generation panel. Internally our Head of Knowledge Management, Rory Huston supports knowledge sharing with our global programmes on Technical Excellence, Sustainability, Digital Engineering and Business Improvement. We have regular technical webinars, use Yammer, CPD and office events.

We continue to collaborate with Green Building Council of Australia (GBCA), the Greater London Authority (GLA) and Hong Kong's Construction Industry Council (CIC) to define targets, strategies and transition plans for initiatives such as achieving net zero carbon in new and existing buildings.

We are active in a number of CIBSE Groups and committees, including the Air Quality Chair (Edwin Wealand), President of SoPHE (Jonathan Gaunt), Global YEN Vice Chair (Rebecca Neill) and members of Inclusivity and Diversity Panel (Kieran Thompson).

We have also made key advisory contributions to the revision of CIBSE TM40, TM65, and the CIBSE Build to Perform conference.



Simon Wyatt speaking at our productivity mapping launch - 2019

Gold leaf members of GBC, we contribute to World Green Building Week, Net Zero Carbon initiatives and many more.

Mitigation and adaptation

Sustainability partner, Alan Fogarty, chairs the Non-Domestic Review of Building Regulations (Part L) committee, addressing limitations in the current regulations to meet the UK Government's Net Zero Commitment. Part L regulates heating, lighting and hot water energy use in buildings.

David Brownstein and Simon Wyatt consolidated the BCO's guide The Resilient Workplace.

We collaborate with universities to help mentor students and also learn from their research.

Every year, Alan Fogarty teaches a seminar on Health, Wellbeing and Productivity in Buildings hosted by University College London.

Industry leadership

Health and wellbeing

Cundall has been part of the Health and Wellbeing movement, starting with its London Office being the first WELL Standard project in Europe in 2017. We used this project as a live laboratory to gather feedback to inform design for other WELL Standard projects and its own offices, as well as developing cutting-edge tools such as Indoor Environmental Quality (IEQ) monitoring.

Sustainability associate Kavita Kumari, acoustics partner Andrew Parkin and sustainability principal Loreta Brazukas have all been selected by the International WELL Building Institute™ to receive a 2019 IWBI leadership award recognising outstanding members of the WELL Accredited Professional and WELL Faculty community.

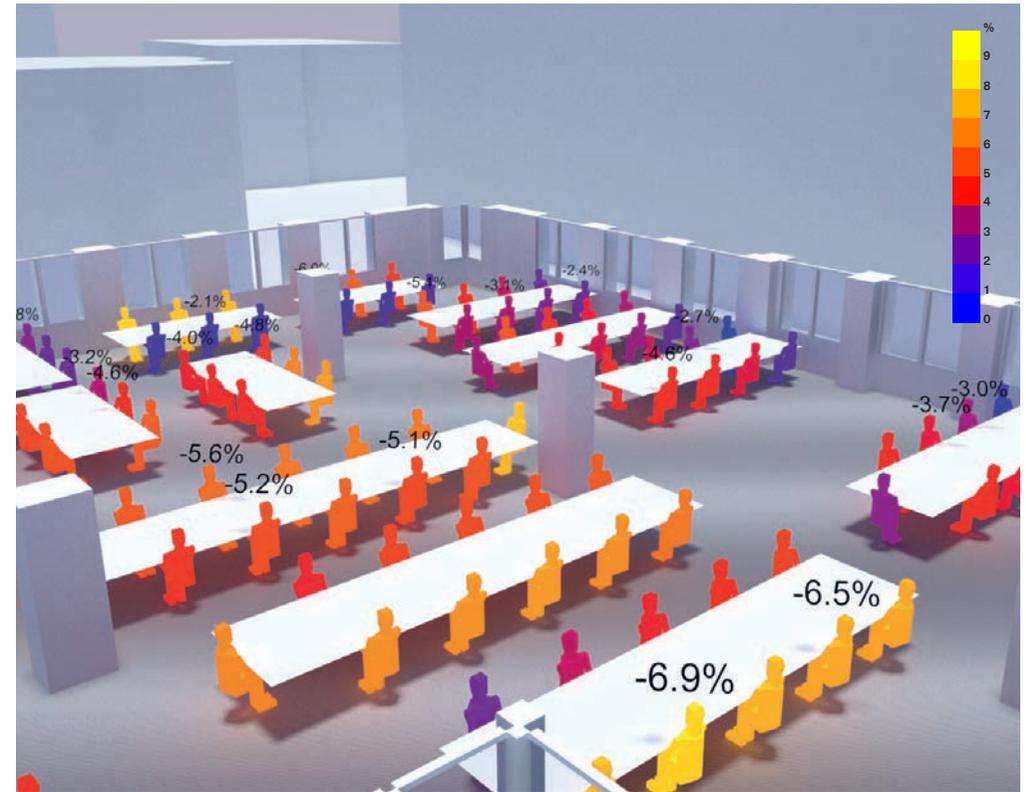
Cundall Australia was awarded as winner of Business Leadership in Sustainability by WorldGBC Asia Pacific Leadership in Green Building Awards 2020.

Innovation – Productivity mapping

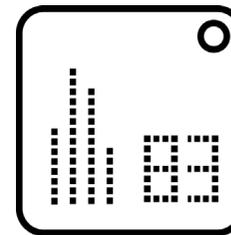
In October 2019, Cundall has launched a new toolkit that makes a business case for investing in workplace design, how it can increase well-being and productivity, and ultimately, save on overall business operating costs. The toolkit quantifies elements of the indoor environmental quality (IEQ) such as temperature, CO₂ levels and daylight. It can be used to measure and optimise employee productivity in existing workplaces as well as in the design stage of new buildings.

In 2017, the World Green Building Council published a report indicating that 90% of business operating costs are typically associated with employees. By improving the well-being of staff, the productivity and thus the revenue would increase.

Our Productivity Mapping allows companies to ensure that the building remains optimised via specially designed desktop devices that continuously monitor the IEQ of the office. Any changes to the workplace environment – such as an increase in CO₂ – that could potentially have a negative impact on productivity and overall employee wellbeing, is collected by the devices. The data is then used to diagnose the cause and adjust conditions to reoptimise the workplace.



Simulation of occupant access to daylight linked to productivity loss



"We estimated a 2.6% improvement in productivity due to the workplace design alone, equating to approximately £520k per annum."

Industry leadership highlights

Sharing our knowledge

Thought leadership webinars – 6 Impacts

As we shifted to a period of home working, our thought leadership events have been transformed into webinars. Anyone can join our webinars, listen and discuss with our experts from across the globe sharing research, initiatives and design considerations aimed at creating a more sustainable future. The sessions allow everyone to ask questions and share expertise to allow our industry to continue to learn together. From office lighting for health and wellbeing to embodied carbon in design and construction, the variety of the topics give the opportunity to understand our work and eager to push boundaries.

EP100 Member – Net Zero Carbon Energy

EP100 brings together a growing group of energy-smart companies improving their energy productivity to lower their emissions. EP100 is led by the Climate Group in partnership with the Alliance to Save Energy. As a member, we commit to improving our energy productivity and reducing greenhouse gas (GHG) emissions, whilst also providing advice and guidance to help other members on their journeys. By upgrading equipment, digitalizing systems, and changing operational behaviour, we are accelerating the uptake of more efficient technologies and practices. All EP100 members are expected to showcase strong energy productivity commitment and participate into knowledge-sharing with peers.

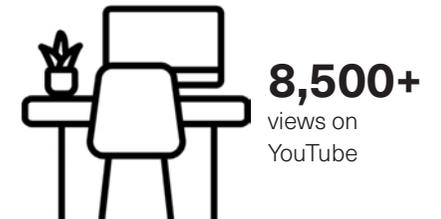


Bursaries with the Institution of Engineering and Technology – Ethics and Equity

Since 2015, Cundall has pledged to support five engineering students each year who benefit from the financial support to help with their engineering education across the UK. Awarded by the Institution of Engineering and Technology (IET), the bursaries are given to students who are passionate about engineering, and are overcoming hardship or personal disadvantage. We also support our students by providing mentors as they explore their eventual career aspirations. We are keen to promote engineering to others.



Series 1 and 2 webinar facts:



Industry leadership highlights

Net zero carbon

We are surrounded by enormous challenges. From the current impact of COVID-19 to the climate emergency, immediate action is required by individuals, organisations, local authorities, and governments. The net-zero pledges around the world and in the construction industry are expanding, and the potential for a green recovery from the COVID-19 pandemic presents an opportunity for the world to close the growing gap between existing commitments and what is needed to limit global warming to meet the Paris Agreement goals.

Our current trajectory sets us on course for at least a 3°C global temperature rise, well above the targets and aspirations of the Paris Agreement, which will have profound impacts on us all. Climate scientists have for a while been accurately predicting the changes in our climate and their impacts on our ecology, environment, humanity, and the economy, including recent wildfires and flooding events. It is therefore vital that we act now and act fast in the hope of alleviating the worst of the predicted outcomes. To achieve reduction on this scale, we need complete societal transformation to flatten the emission curves and allow our ecosystem to cope. Achieving net zero carbon must be at the heart of our response to this crisis. As the built environment is responsible for up to 40% of global carbon emissions, it is imperative that we develop scalable solutions to meet this challenge.



Industry leadership highlights

Our carbon neutral journey

In September 2020, we obtained the carbon neutral certification – the first engineering consultancy in the world to achieve the Carbon Trust certification. Direct emissions resulting from the business, indirect emissions from the purchase of electricity, and all business travels are included in the calculation of the practice’s carbon footprint across all offices in the United Kingdom, Europe, MENA, Asia and Australia.

What is Carbon Trust?

The Carbon Trust is the world’s leading independent certification body for carbon footprints. The certification process follows the only internationally recognised carbon neutral standard, PAS 2060, a standard developed by BSI with input from the Carbon Trust.

Carbon Trust ensures the robustness of carbon accounting, the strength of carbon management plans and that credible and high-quality offsets have been purchased.

In terms of our own carbon footprint, we have been monitoring and reporting this since 2012, when we became the first consultancy to be endorsed as a One Planet Company. Our vision “agents of change

for a sustainable world” and “construction industry thought-leaders” led us to achieve our carbon neutrality commitment and set the goal of becoming carbon positive by 2025. To become net zero carbon, we followed these following steps required by the GHG protocol:

- We began our journey by monitoring our footprint considering our scope 1, 2 and 3 emissions. The introduction of our Ninox database supported us in capturing data across our business.
- In a second step, we developed a strategy over time for reducing our footprint. To tackle our scope 2, emissions from electricity purchase, we conducted annual energy audits, implemented energy efficiency initiatives, and purchased renewable energy. Our scope 1, emissions resulting from our own emissions, has been reduced through energy efficiency initiatives and electricity heating systems. Lastly, our scope 3, including business travel, commuting, waste, water and purchased goods and services required cross-functional initiatives and policies such as a Sustainability Team in each office to drive local change, cycle to work scheme and implementation of an office fit-out guide. As an international organization with projects and teams across the globe, business travel represents our bigger impact. We are



committed to releasing a new sustainable travel policy, ensuring that when travel is necessary, the most sustainable option will be selected.

- Finally, having taken steps to reduce our footprint as far as possible, we identified appropriate offsets for our resultant emissions.

This is an important milestone for our business, but it is only a chapter of our journey. We are dedicated to being a world leader in sustainability and achieving carbon neutrality across our entire business is only a step on that journey. Achieving this goal is possible, and we are committed to helping clients and industry peers to set the standard for achieving net zero carbon in every aspect, from design and material selection, to construction, operation and end of building life.

“The purchase of offsets is a short-term solution, and we are dedicated to becoming a carbon positive business by 2025 by continuing to address our whole carbon footprint and reducing our emissions until the need to offset is eliminated. For now, we have ensured that we are investing in the most credible and ethical offsets available”

Tomas Neeson, Managing Partner

Industry leadership highlights

Our net zero carbon partnerships

We understand that we cannot achieve net zero carbon alone. We have therefore been collaborating with the wider industry on a range of programmes and delivered successful projects.

Academia

Loughborough University – The School of Architecture, Building and Civil Engineering at Loughborough is one of the largest centres for built environment education in the UK. With three Cundall’s employees and one computer science Masters student, we developed a research project being presented to CIBSE technical symposium. Using Artificial Intelligence and machine learning techniques, the project involved the scraping of a database to predict the outcome of energy simulation. It aims to optimise the building energy performance which might be used for ratings such as BERs and Asset ratings.

Industry bodies

British Council for Offices (BCO) - The BCO is the UK’s leading forum for the discussion and debate of issues affecting the office sector. Established in 1990, its membership base comprises of organisations involved in

creating, acquiring or occupying office space, including architects, lawyers, surveyors, financial institutions and public agencies. In May 2020, Cundall produced the guide “The resilient workplace” for the BCO. The report answers the questions “What are the risks that climate change poses to the UK commercial office sector? How can key stakeholders adapt their buildings and businesses to address these risks?”. It is intended to act as a practical guide to prompt further action, not only in the construction and property industry but also in the spheres of government, media and the general public.

Local and national government

Greater London Authority (GLA) – The GLA is a top-tier administrative body responsible for the strategic administration of Greater London. The Mayor of London has declared a climate emergency and has set an ambition for London to be net zero-carbon by 2030, which means that all new major developments must play a part by meeting the net zero carbon requirements in the London Plan. Cundall was appointed to create the Whole Life-Cycle Carbon Assessment guidance and benchmark standard for the New London Plan. Whole Life-Cycle Carbon emissions are the carbon



CIC Carbon Assessment Tool (CAT)



emissions resulting from the construction and the use of a building over its entire life, including its demolition and disposal. This guidance provides information to prepare an assessment of carbon emissions in order to fully capture a development’s carbon impact. The document is addressed to planning applicants, developers, designers, energy consultants and local authority officers. This is a first Government Whole Life Carbon Policy for the UK, and it consists of a crucial step to meet the Greater London Authority net zero carbon target.

Construction Industry Council (CIC)

Hong Kong - The (CIC) is the representative forum for the professional bodies, research organisations and specialist business associations in the construction industry. In 2020, we developed a Carbon Assessment

Tool (CAT) for the CIC of Hong Kong. The user-friendly web-based tool allows users to evaluate the carbon performance of construction projects in Hong Kong and compare its performance. It looks at both building and infrastructure projects, focusing on shell and core materials and site impacts. Embodied carbon has been a long-neglected issue, and the CAT provides a leap forward.

Our projects



Our projects

We delivered over 1500 projects globally during this year. This is where we can make the biggest long-term impact.

We want all our engineers and consultants thinking about and delivering sustainable solutions on every single project we work on.

Green stars

In celebration of Green Building Day taking place on the 16 June 2020, the Green Building Council of Australia (GBCA) announced that three Cundall team members – Hannah Morton, Oliver Grimaldi and David Clark, are among those recognised as inaugural Green Star Champions 2020. The award recognises the vision, passion and commitment of leaders across our industry who work tirelessly in the delivery of a more sustainable built environment through GBCA’s Green Star certification program.

“Green Star has undoubtedly changed the property market in Australia over the last 17 years and led to improved environmental and health and wellbeing outcomes in buildings. It has influenced the supply chain to deliver better products, helped educate designers, builders and developers to deliver better buildings, and been used the sustainability standard on hundreds of projects. We are looking forward to playing a part in the continual evolution of Green Star to raise the bar for all buildings as we strive to achieve a climate positive future.”

David Clark – Director



Green Star Champions 2020 - Hannah Morton, Oliver Grimaldi and David Clark

Continued learning

Continued learning and development by our staff underpins the size of this impact and hence our investment in our award-winning Cundall Diploma. Learning and development was identified as a key enabler to achieve our vision of being ‘agents of change for a sustainable world.’ We provide to all employees the opportunity to enrol in our Cundall diploma. With 10 modules, each lasting one month, the course is designed to cover the core sustainable design topics and give participants a broad understanding of issues, trends and solutions required to

educate partners and clients. The Cundall Diploma has won four awards so far; Constructing Excellence in the North East award for People Development, Midlands G4C award for Commitment to Training and Development, CIBSE award for Learning and Development initiative and highly commended for the CN Talent awards. All of the Diploma participants completed 13,780 hours of learning in total.

Our project highlights

TedxPerth Perth, Australia

TEDxYouth@Perth will be the first TEDx event in Australia to be certified Carbon Neutral by Climate Active. We ensured the certification by reducing the energy demand and invested in WA's Yarra Yarra Biodiversity Corridor, a vital project that removes emissions from the atmosphere. The emissions from TEDxYouth@Perth will be neutral. This includes the journeys the audience must undertake to attend.



Zero Carbon Energy

Midlands Centre for Cyber Security Wolverhampton, UK

The Cyber Centre will provide specific laboratory testing equipment, testing facilities, innovation workspace and collaborative R&D units. During the concept stage, Cundall assessed the embodied carbon impacts of different frame options. The structure will consist of cross laminated timber, not only leading to the lowest total embodied carbon value but also to a natural integration into its surrounding rural environment.



Materials and Supply Chain

NHS WIG Radionuclide Dispensary Glasgow, UK

NHS Scotland has set the objective of net zero greenhouse gas emissions status no later than 2045. We are supporting the Radionuclide Dispensary of Glasgow to adapt zero carbon operation design. We are also providing guidance for onsite energy generation, procurement of certified renewable energy and offsetting strategies.



Zero Carbon Energy

Greater Curtin University Masterplan Bentley, Western Australia

Curtin University has a vision to become the sustainable and innovative capital for Perth teaching contemporary course. Cundall has been providing ESD consulting services leading to 6 Star Green Star rating for innovative master plan. This 'City of Innovation' creates not only urban spaces of high quality but also integrating contemporary design with future trends and technologies such as renewable energies, biophilic design and innovations in public transport.



Zero Carbon Energy

Our project highlights

Sustainable Design for the hybrid mixed-use retail and office complex Cura

Tokyo, Japan

The building was designed with sustainability and design at its forefront. Cundall delivered design enhancements to reduce landlord area energy use by 32% while generating 12% through onsite renewables. The building is expected to achieve an overall 44% reduction in landlord operational energy use. Simultaneously, 98.6% of waste was recycled during the demolition of the old building.



© Grosvenor Asia Pacific



Zero Carbon Energy

Park View Student Village

Newcastle, UK

Winner of Best High-Volume New Housing Development at the LABC Building Excellence Awards 2019. Cundall provided civil, structural engineering and planning which involved the demolition of an existing 934 bed student accommodation block to allow for 1300 modern student rooms. The work freed up space to accommodate an extension to the existing University Sports Centre and a new faculty building for Sports/Medical Sciences. Modern methods of manufacture significantly reduced material waste during the construction stage.



© Kristen McCluskie



Materials and Supply Chain

Highton Enhanced Children's and Family Centre

Highton, Australia

The new Highton Enhanced Children's and Family Centre is a childcare centre development providing 900m² of maternal and child health services. Cundall acted as the Green Star Accredited Professional (GSAP) achieving a 6-Star of "World Leadership" through a holistic design response with an emphasis on indoor environmental quality and ultra-low operational carbon performance.



Health and Wellbeing

Montreal Commons

Fremantle, Australia

Being the first carbon neutral multi-residential developments in Australia, this project is setting new sustainability standards. It is powered with a communal battery shared, and landscape irrigation will be fed by a shared communal bore. The design of the fabric and glazing will mean that the development will likely achieve average 8-star NatHERS.



Zero Carbon Energy

Our workplace



Our workplace

As leaders, we need to be able to keep our heads on straight when external forces are pushing at us and things are changing rapidly. It is important to use these difficult times as life lessons. As a global organisation, we understand that our greatest asset is our people.

Now more than ever, we are committed to providing working environments where our people are heard, valued and feel part of a wider community.

Health and Wellbeing

Launch of the Health and Wellbeing Strategy 2020 - 2025

We have committed to providing the best workplaces for our employees by focusing on IEQ (Indoor Environment Quality), mental and physical health, and wellness. Our 2020 Health and Wellbeing Report revealed issues that are most important to our staff, and where we can improve what we do in this area to offer support. This new strategy was created based on the results from our Health and Wellbeing survey shared to all employees. As a result of it, we will introduce from 2020 to 2050 a range of activities meeting the

physical, social and emotional needs of our people. These initiatives will be spread across three crucial modes of delivery - Communication and education, policy and benefits and activities. They will support our staff across these five areas: Mental wellbeing, diet and nutrition, physical health and safety, social wellbeing and financial wellbeing.

“In a world in which we are all exposed to an increasing number of external stressors, it is our responsibility to support our people to maintain a healthy work/life balance and develop strategies for maintaining their physical and mental health.”

Carole O’Neil



Winner of the CIBSE Employer of the Year award 2020

This strategy further demonstrates our commitment to supporting staff and building a business that values the unique contribution of every individual.

Awarded CIBSE Employer of the Year 2020

We won the CIBSE Employer of the Year award 2020 in the large company category. These annual awards are open to any organisations that pro-actively champions young people in the building sector, through commitment to young people in the workplace or by supporting those employees through education.

At Cundall, we are committed to helping build a pipeline of engineering talent and the best way to do this is to reach out to the younger generation and educate them on what it means to be an engineer. We take part in various outreach activities and local initiatives in

communities and schools across the UK in the hope to inspire the younger generation and get them excited about the prospect of becoming an engineer.

We have developed three structured early career path entry points: Trainee, Apprentice, and Graduate, which enables us to attract junior talent with diverse backgrounds and experiences. During their career at Cundall, our young engineers are given the opportunity to rotate around different teams and sectors, allowing them to work on a variety of projects and with different people. This year we have had graduates spending time in Singapore and Hong Kong.

We regularly review and measure the success of our learning and development activities, in terms of both participant feedback, and outcomes for the business, and use this data to drive continuous improvement in both planning and delivery.

Our workplace

We are supporting our people in maintaining a healthy work/life balance and developing strategies for maintaining their physical and mental health.

Making homeworking work

Our social networking tool Yammer helps us connect and engage across our organisation. Everyone can discuss ideas, share updates, and network with others around the globe. During the first lockdown our HR and Training Partner, Carole O'Neil, created the group "Making Homeworking Work". Primarily focused on health and safety issues, the conversation expanded with people sharing ideas about how to ensure a work/life balance, maintain physical exercise and entertain children. A lot of staff contributed by sharing their own ideas, experiences, as well as press articles and online videos.

Ethics & Equity

Family friendly policy

As an inclusive business, we undertook a step forward with an update to our UK maternity, paternity, adoption, and shared parental leave policies. Some of the key elements from these policies include four weeks full pay paternity leave and 16 weeks full pay maternity and adoption leave. We are exploring further policy changes as well as Diversity and Inclusion investments that will benefit staff in our offices across the globe over the coming months. We have also adapted our policies to support our people throughout the pandemic.



Making Homeworking Work - Global lockdown stories from our staff

Most governments around the world have temporarily closed educational institutions to contain the spread of the COVID-19 pandemic. This unusual situation led the parents to establish new rules balancing ever-present children with work. Our leaders and managers have been given guidance about how the business can best support parents balance their caring and work commitments. The solutions are adapted according to the needs of each individual, including flexible working hours, annual leave and parental leave.

“Cundall’s place at the forefront of a sector slowly but surely waking up to the many benefits of diversity and inclusion”

Kieran Thompson, Head of talent, diversity and inclusion

Our workplace

Cundall is committed to providing the best working environment for our staff whilst also focusing on reducing the operational carbon emissions from our work spaces.

Neurodiversity policy

Cundall is committed to providing supportive, inclusive, and accessible working environments, in which diversity is embraced, and all staff feel valued, respected, and able to reach their full potential, no matter their background, identity or circumstances. We seek to establish workplace and management practices that facilitate the success and wellbeing of each unique individual, and to embrace the benefits of neurodiversity. Neurodiversity is an accepted medical term denoting the diversity of the human brain and variations in neurocognitive functioning between humans. It is not a lifestyle choice, belief, political movement, or any matter of “choice”. Neither does neurodiversity describe a specific trait or condition, or something that an individual can possess. When an individual

is “divergent” from the dominant societal norms of neurocognitive functioning, they can be considered as neurodivergent.

The following are commonly regarded as neurodivergent conditions: dyslexia, dyspraxia, Attention Deficit Hyperactivity Disorder, Dyscalculia, Autism Spectrum Disorder, and Tic disorders including Tourette's Syndrome.

Throughout our neurodiversity policy, we will provide practical help to support neurodiversity and raise awareness of the actions being undertaken to improve the workplace and practices in this regard. Where people face specific challenges to performing their role as a result of a neurodivergent condition, we as an employer are committed to supporting such individuals by making reasonable adjustments to working conditions or tasks that enable the individual to carry out their role.



Cundall Hong Kong acquired Renewable Energy Certificate (REC)

Net Zero Carbon

Climate and Biodiversity emergency declaration

The crisis of climate change and biodiversity loss are two of the most pressing issues of our time. Meeting the needs of our society without breaching the earth's ecological boundaries will demand a paradigm shift in our behaviour. Together with our peers and clients, we need to commission and design buildings, cities, and infrastructures as indivisible components of a larger, constantly regenerating and self-sustaining system in balance with the natural world.

The research and technology exist for us to begin that transformation now, but what has been lacking is collective will. Recognising this, we were early signatories of the “UK Engineers Climate & Biodiversity Emergency Declaration”. This commitment is translated throughout

our actions by raising awareness amongst our clients, by integrating circularity principles into our projects and by adopting more regenerative design principles in practice.

Hong Kong office powered by renewable energy

Cundall Hong Kong acquired Renewable Energy Certificate (REC) from Hong Kong Electric for all our electricity consumption in 2019 and secured the renewable supply for the coming years. We always encourage our clients to audit their energy use to reduce energy demand before coming up with a carbon reduction strategy. As such, our Hong Kong office completed an energy audit to reduce the operational carbon emission, as well as the indirect carbon emission such as business travel and purchased goods and services. In the next few months, we will continue to develop our carbon emission reduction plan and are confident in achieving our goal.

Our workplace

We believe we all have the power within us to make an impact. We can all make a difference. Our SusTeams, present in all our offices, play a key role in creating local impacts.

Planting trees

Trees serve as ultimate carbon capture and storage machines. Woods and forests absorb atmospheric carbon through photosynthesis. Trees also fight climate change by preventing flooding, reducing city temperature and providing ecosystem services. Cundall committed to planting a tree for each global new hire who joined us from July 2019. In 2020, our local green teams coordinated the planting days with the first 123 trees taking place in Newcastle with the Natural History Society of Northumbria and in Manchester with City of Trees. We will be planting in Australia later in the year following the devastating bushfires.

Office SusTeam, Doha, Qatar

In September 2019, Climate Strikes took place in cities around the globe and Cundall staff participated in many locations. Since it is illegal

to protest in some Asian and Gulf locations, some offices were not allowed to take to the streets. This did not discourage our office in Doha to find a creative way showing their support by joining a beach clean-up.

The Doha SusTeam, led by Martin Baeuerle, constantly nourishes their curiosity and motivation through creative initiatives. As part of their biophilia in the office, the team started to grow their own vegetables and herbs in the pantry area. Not only did this initiative contribute to improve the wellbeing of our people, but it also encouraged staff to take responsibility for their plants and enjoy a healthy diet.

For Mental Health Day, the office went to an animal rescue shelter and supported their team in walking the 80+ dogs currently cared for by the shelter. Walking the dogs, provided great joy to the Cundall team, and the dogs.



The Doha SusTeam joined a beach clean

Our homes and community



Our communities highlights

Observatory Refurbishment at Calton Hill Edinburgh, Scotland

Calton Hill has collected an award in both the RIAS Awards 2019 and the RIBA Awards 2019. The Royal Incorporation of Architects in Scotland (RIAS) and The Royal Institute of British Architects (RIBA) awards aim to recognise the exemplary quality and breadth of architectural endeavour in Scotland. Cundall provided building services engineering for the refurbishment of one of Edinburgh's most prominent landmarks. For the first time in 240 years the site is fully accessible and open for visitors. After a four-year period of restoration, the Observatory, which had been left to degrade since the late 20th century, has been refreshed.



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Ethics and Equity

Schools Public Private Partnership, Adelaide, Australia

The SA Schools Public Private Partnership (PPP) project includes the development of two new public schools located in the Northern and Southern suburbs of Adelaide. This project achieved 5 Star Green Star Design Review status and includes a 150kW PV system serving each site, high thermal performance building fabric and strict natural daylighting and thermal comfort requirements.



Zero Carbon Energy

The Neighbourhood Kitchen, Hong Kong, China

The Neighbourhood Kitchen was shortlisted for the Outstanding Partnership Project Awards 2019/20 in Hong Kong. The Neighbourhood Kitchen is designed for low-income families who live in the sub-divided flats around Shek Tong Tsui. Its purpose is to improve these families' living standards as many of the sub-divided flats do not have kitchens of their own. By providing a kitchen space with professional food storage facilities and all the equipment needed for cooking, the families can bond over meals with family members and friends. The Kitchen is also supported by charity partners, local restaurants, and businesses, where fresh ingredients are provided to The Kitchen every day.



Ethics and Equity

Here East, London, UK

Here East has been awarded Commercial Project of the Year at RICS Social Impact Awards. The awards recognise the built environment's positive and transformational contribution to society. Our role as engineers is to support social value, reduce our environmental impact and enhance the wellbeing of occupiers. Here East is a dedicated campus for innovators, disruptors, visionaries and locals to push their professional and personal boundaries. By offering mentorships, educational and summer school opportunities, the centre builds community and fulfils an economic and social need in the area.



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Ethics and Equity



CUNDALL

Performance
against six
impact areas

Climate Positive Action

Reducing whole carbon footprints beyond zero.

Objective	Annual Indicator	Baseline	2019/2020	2020 Target	2025 Target
Total Annual Carbon Footprint (Scope 1, 2 & 3) prior to purchase of renewable energy and carbon offsets	tCO2e per person/per annum	3.7 ^[1]	3.2	2.5	1.5
Carbon Positive Business	% of carbon footprint reduced through renewable energy and carbon offsets	10% ^[2]	100%	100%	115%
Carbon Positive Projects delivered	No of Carbon Positive Projects	0	4	5	20

Our Carbon Offset strategy

Carbon offsetting forms the final part of our carbon positive strategy, after reducing our absolute emissions in line with our science based target and procuring all our energy from renewable sources.

A carbon offset broadly refers to a reduction in greenhouse gas emissions, or an increase in carbon storage, that is used to compensate for emissions that occur elsewhere. Carbon offsets are produced by a variety of activities. They can be nature-based, such as improving soils and reforestation, or technology-based, such as renewable energy development.

In many cases, carbon offset projects produce social and environmental benefits beyond just greenhouse gas reductions. Depending on the project type, these “co-benefits” can include: community employment opportunities, enhanced air or water quality, biodiversity and habitat conservation, improved energy access

and reduced poverty, better access health and education services and acknowledgement of cultural values and practices.

To achieve our carbon neutrality verified by Carbon Trust, our emissions were compensated through carbon offset purchases. We invested in high quality projects aligned with the key principles of our Sustainability Roadmap. We selected projects occurring around the locations where we operate. The projects ensure additionality, which means that the GHG emissions reductions would not happen through other initiatives. They lead to permanent sources of sequestration or carbon reduction, not temporary. They support local and long-term projects giving security to the communities in which we invest. Lastly, our emissions reduction projects adhere to internationally recognised standards (Verified Carbon Standard and the Gold Standard) and

are audited by independent third-party organisations to ensure additionality and integrity.

Australian offset project – Mont Sandy Conservation

Located in South Australia, the Mount Sandy project protects one of the last pockets of bush and wetlands in the region. The project brings together indigenous Australians by promoting land conservation using methods that have been employed by Traditional Custodians, the Ngarrindjeri people, for millennia.

The Mount Sandy Project is a certified biodiversity offset project which was stapled to a Gold Standard carbon offset blending carbon reduction with biodiversity protection.

Zero carbon energy

Making buildings and infrastructure energy efficient and supplying all energy from renewables.

Objective	Annual Indicator	Baseline	2019/2020	2020 Target	2025 Target
Zero Carbon Energy projects	No of net zero carbon operational energy pathways on projects	-	19	50	350
Cundall office energy - Direct electricity (Scope 2 market based methodology) GHG emissions	tCO2e	430 ^[3,4]	151	250	0
Cundall energy - (Scope 1 and 2 emissions) based on science-based methodology	tCO2e	341 ^[7]	219	320	0
Cundall office energy - Total energy (Scope 1, 2 & 3) GHG emissions including natural gas and landlord	tCO2e	845 ^[3,4]	428	450	0
Cundall office energy - Tenant energy consumption	kWh per m ² of NLA kWh per person (FTE)	140 ^[3] 1,700 ^[3]	128 1,405	120 1500	100 1000

Renewable energy

We are proud of our efforts to increase the purchase of renewable energy for our offices. All our offices exist under operational leases. We have a limited or no control over the fuel source used for heating or cooling our workplace. This challenge does not stop our commitment to working with our landlords. We support them in reducing our energy consumption, optimizing electrification and obtaining renewable energy for our buildings. This year our Hong Kong office acquired Renewable Energy Certificate (REC) from Hong Kong Electric for all our electricity consumption in 2019 and secured the renewable supply for the coming years.

Total carbon footprint

By purchasing renewable energy in Hong Kong, we managed to decrease the GHG emissions from our direct electricity to 150 tCO2e. We are developing a decarbonisation roadmap to eliminate fossil fuel use across our business, which would allow us to reach our 2025 target. Compared to our baseline, our scope 1 and 2 decreased to 219 tCO2e.

Health and Wellbeing

Encouraging active, social, meaningful lives and providing the buildings, infrastructure and spaces to support good health and wellbeing.

Objective	Annual Indicator	Baseline	2019/2020	2020 Target	2025 Target
Projects conducting post occupancy Indoor Environment Quality Studies	No of projects (cumulative)	2.0 ¹²¹	9	10	50
Cundall Annual Wellness Score	Wellness score	-	66.4%	75%	80%
Cundall offices to have parity with physical and mental first aiders	% of offices	-	100%	50%	100%

Annual Wellness Score

At the end of 2019, we carried out our first “Health and Wellbeing” survey, enabling us to calculate a wellness score of 66.4%. This score was based on how our people felt about their health and wellbeing. The key findings of this survey showed us that 90% of our people would describe Cundall as a healthy place to work in terms of psychological and emotional health, and 70% believe Cundall allow sufficient flexibility to meet personal/family commitments. The results also shed a light on the main issues that our staff encountered, including stress management and physical activities. As a result, we developed our 2020 - 2025 Health and Wellbeing strategy seeking out new ways of improving the physical and mental wellbeing of our people through education, policies, benefits and activities.

We are looking forward to seeing the positive impacts of our new initiatives.

Cundall Health and Wellbeing Report 2020



Mental Health First Aiders

Our mental health policy has contributed to the creation of mental health first aiders in each of our offices. Mental Health First Aiders adhere to a written code of conduct and were carefully selected based on their desire to help their colleagues whilst maintaining utmost confidentiality.

Our team of Mental Health First Aiders are empowered by the business to provide first stage intervention to help direct staff to self-help resources or more complex clinical intervention routes. Simple things can help tremendously.

‘We are still in the infancy of our journey and in the process of implementing solutions, but are already seeing positive results and more openness on the subject of mental health.’

Stephen Maddocks

Ethics and Equity

Creating ethical and equitable places to live and work.

Objective	Annual Indicator	Baseline	2019/2020	2020 Target	2025 Target
Percentage of projects complying with the ethical "bid/no bid" process	% projects	-	Ethic bid policy drafted for adoption across all projects	Ethical bid policy approved and issued for adoption on all projects	100%
Number of projects delivered with a positive impact through working with NGO's and aid funded organisations	No projects/year (cumulative)		2	4	10
Substantially increase the proportion of female staff in senior roles	%	8 ^[2]	9	year on year improvement	
% of paid staff time spent on pro bono project work and Science, Technology, Engineering and Maths educational outreach	% of paid staff time	-	0.2%	0.3%	0.4%

Ethical Bid/No Bid Policy

We established an internal technical working group to map out our ethical "bid/no bid" process. This has been a challenging exercise that has involved input from across the business. The final draft is under review and will be released soon.

Gender diversity in leadership roles

Globally, the construction industry operates with a gender imbalance. Employers across construction must work together to effect change. The results of our Health & Wellbeing survey indicated a need for investment in recruitment, retention and development strategies that mitigate bias, remove barriers and positively encourage a more diverse workforce – from top to bottom. We will be developing new policies and initiatives to address these gaps. We are committed to developing programs supporting women to progress to senior positions.

This year, we introduced our Recognition platform "Kudos", allowing all the staff to thank any colleagues. Receiving a kudos shows that people are grateful for the efforts and it has a great impact on the happiness and motivation of our staff.

Climate Change Adaptation

Designing buildings and infrastructure to be resilient and responsive to climate change.

A key component of ensuring that cities and buildings are resilient to the effects of climate change is in understanding how the designs of today will respond to the climate of tomorrow. Currently, designs are largely based on climate data taken from historical records and assumptions. The climate has already changed markedly, and the way that assets are designed and operated has failed to keep pace with these changes, with designers often continuing to use climate information that is based on historic data. As the climate warms and weather extremes become more severe and more frequent, many of these buildings will become increasingly stressed and require costly adaptation measures to continue functioning as intended.

Cundall produced a seminal paper for the British Council for Offices (BCO) sustainability committee on climate change resilience in the workplace.

This research identifies what the key impacts of climate change are likely to be, what risks these impacts pose to the built environment and how key stakeholders can adapt to these risks. The key focus is on the UK built environment, specifically commercial buildings, but is it relevant to a variety of sectors and locations. This practical guide addresses a variety of different stakeholders including designers, contractors, investors, owners and developers. It establishes the concept of resilience as a consideration of both mitigation – preventing the worst impacts of climate change – and adaptation – adapting to the changes that do occur.

The last three sections of the report break down the building life cycle into three phases tailored to each audience:

- development and investment
- construction
- design and operation

For each phase, the key risks are discussed alongside measures that can be used to adapt to these risks.



Objective	Annual Indicator	Baseline	2019/2020	2020 Target	2025 Target
Percentage of projects working to an agreed climate change scenario	No of projects	-	2	25	200

Materials and Supply Chain

Reducing material consumption and using products from sustainable sources with transparent and ethical supply chains.

Materials and Supply Chain is a primary focus at Cundall. We are looking deeply at how we manage supply chain ethically, monitor and drive down the embodied impact, design our buildings to be adaptable to extend their useful life, and assess the end of life impact of the materials we specify. We are committed to doing this on the projects in which we are involved, and in our own business practices ranging from providing our staff with reusable drinking bottles to embedding the principles of the WELL standard in our office fit-out through sustainably sourced low impact materials.

Objective	Annual Indicator	Baseline	2019/2020	2020 Target	2025 Target
Projects conducting embodied impact assessments Life Cycle Assessment (LCA) of the structure and results shared with client and design teams	% of applicable structure projects	-	9%	30%	95%
Embed strategy for future adaptability/ extended life of buildings within our design and results shared with client and design teams	% of applicable projects	-	15%	30%	95%
Assess viability of structural refurbishing/remodelling of existing buildings and share results with client and design teams	% of applicable structural projects	-	20%	30%	95%
Compliance with Cundall Sustainable Procurement Framework for office consumables and services	% of expenditure	-	Sustainable Procurement policy being drafted	Sustainability Procurement Policy approved and issued for adoption	

Life Cycle Assessments

Cundall was appointed by the Construction Industry Council to develop an embodied carbon assessment tool for Hong Kong. The project consists of a database specifically developed for Hong Kong and an on-line calculator. The tool has also been adopted by BEAM Society Ltd to become part of the green building assessment standard in Hong Kong. We also produced the Whole Life-Cycle Carbon Assessment guidance for the New London Plan. All planning applications referred to the London Mayor must include a Whole Life Carbon assessment prepared in accordance with this guidance document. It provides information to prepare an assessment of carbon emissions to fully capture a development's carbon impact. The document is addressed to planning applicants, developers, designers, energy consultants and local authority officers.

Enablers and Others

As a result of the Covid-19 pandemic, all our offices remained closed approximately 4 months.

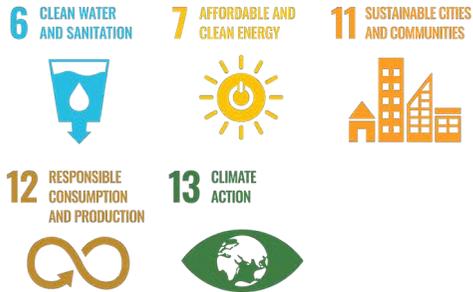
Objective	Annual Indicator	Baseline	2019/2020	2020 Target	2025 Target
Cundall offices with third party certification of Environmental Management System	% of employees covered by certified EMS	50% ^[2]	100%	90%	95%
Client Survey - Sustainability	% of answers	-	28%	40%	75%
Investment in Research & Technical Development	% of annual turnover	0.05 ^[2]	0.34%	0.5%	1%
Offices complying with the Cundall Office Fit-out Guide	% of new office fit outs	-	Not commenced		
Reduce CO ₂ e due to business travel	tCO ₂ e per person/per annum	1.8 ^[3]	0.83	1.6	1.4
Reduce CO ₂ e due to staff commuting	tCO ₂ e per person/per annum	1.2 ^[3]	0.389	1.1	1.0
Zero waste to landfill (including operational waste, IT hardware and office fit-out) for our offices	% waste diverted from landfill	53% ^[3]	49%	75%	95%

Working from home considerably reduced our greenhouse gas emissions from staff commuting. Global travel bans noticeably impacted our business travel footprint. Although this drop is mainly due to international and local lockdowns, we are dedicated to keeping these emissions low by releasing a new sustainable business travel policy.

With offices being closed, we have not been able to launch our fit-out guide and complete our waste audit. The fit-out guide will be launched once the governments across the globe will allow all employees to work safely to the office. The KPI “waste diverted from landfill” was estimated based on our 2018/2019 consumption. Our waste audit is normally conducted every year by our staff through the Cundall diploma.

Glossary

CO₂+ Climate Positive Action



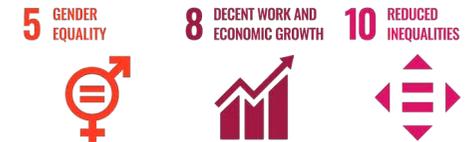
Zero Carbon Energy



Health and Wellbeing



Ethics and Equity



Climate Change Adaptation



Materials and Supply Chain



Enablers and Others



Notes for Baseline column in our performance against our six key impacts:

- ^[1] Baseline carbon footprint based on 2008/09 for office energy consumption (482 FTE staff) and 2014/15 data for travel (business and commuting), waste and paper (452 FTE staff). It excludes embodied carbon of office fit-outs, refrigerant leakage and off-site data centre energy consumption. These will be included in monitoring from 2020 on wards.
- ^[2] Baseline from 2016/17 Report.
- ^[3] Baseline energy was established in 2009 (FTE = 482. NLA = 5,775m²) and excludes off-site data centre energy consumption.
- ^[4] Baseline CO₂e excludes purchase of renewable energy.
- ^[5] Baseline waste data excludes waste associated with IT hardware, office fit-out etc and is limited to general operational waste only.
- ^[6] Applicable projects are based on the size and our role on each project.
- ^[7] Baseline for Science Based Targets using 2015/16 data.



 ONE
PLANET
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initiative
by Bioregional

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