



HAMMERSON

Social Value Strategy



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1. Approach

Delivering social value for our communities is integral to Hammerson. We recognise that we have a responsibility to the communities we serve – to provide jobs for local people, to provide support where it is needed most, and to operate our buildings sustainably and responsibly as we continue our pathway to being Net Zero by 2030.

Our approach to ESG is informed by extensive input from our Board, management team and external stakeholders, focusing on and responding to issues material to the Group.

Key themes include:

Health and safety

Energy efficiency

Business ethics

Accessibility

Decarbonisation

Employability



Our purpose is to create outstanding experiences in unique city locations, shaping destinations which connect communities and deliver a positive impact for future generations. Our social value strategy serves to ensure these experiences are as accessible as possible to all, and to create employability and enterprise opportunities complementing our dynamic city centre presence.

Our approach incorporates and embodies our corporate values:

Connected

We work collaboratively with stakeholders, destination teams, and colleagues across the Group to bring people together and strive towards our common goals.



Ambitious

We consistently set ambitious targets for our work, striving for year-on-year progress across environmental and social impact, on our pathway to our 2030 Net Zero target.



Respectful

We aim to support and uplift local communities, respecting all voices and opinions and working collaboratively to create destinations which reflect and champion the local environment and community needs.



1. Approach

Our approach to ESG is aligned with the United Nations Sustainable Development Goals (SDGs). The UN SDGs are 17 goals designed to support the delivery of a sustainable world by ending poverty and other deprivations through strategies to improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests. The SDGs provide us with a relevant, unifying vision for a sustainable and resilient future, supported by businesses around the world working towards their own sustainability goals.



Volunteering at Friends of the Elderly Ireland



Our social value strategy focuses on two principal areas for supporting our communities: **accessibility** and **employability**.

These are both key issues which were highlighted by a diverse range of stakeholders in our 2025 Double Materiality Assessment. They align with our corporate values and the UN SDGs and enable us to create destinations that recognise and respond to our customers' needs, and support local communities to thrive.

These two themes guide the work we undertake to ensure that our destinations are as welcoming and accommodating as possible to all our customers, and help develop employment skills and experience through our partnerships with local schools and charities.



Members of the Swords Pavilions team volunteering at St Francis Hospice

1. Approach

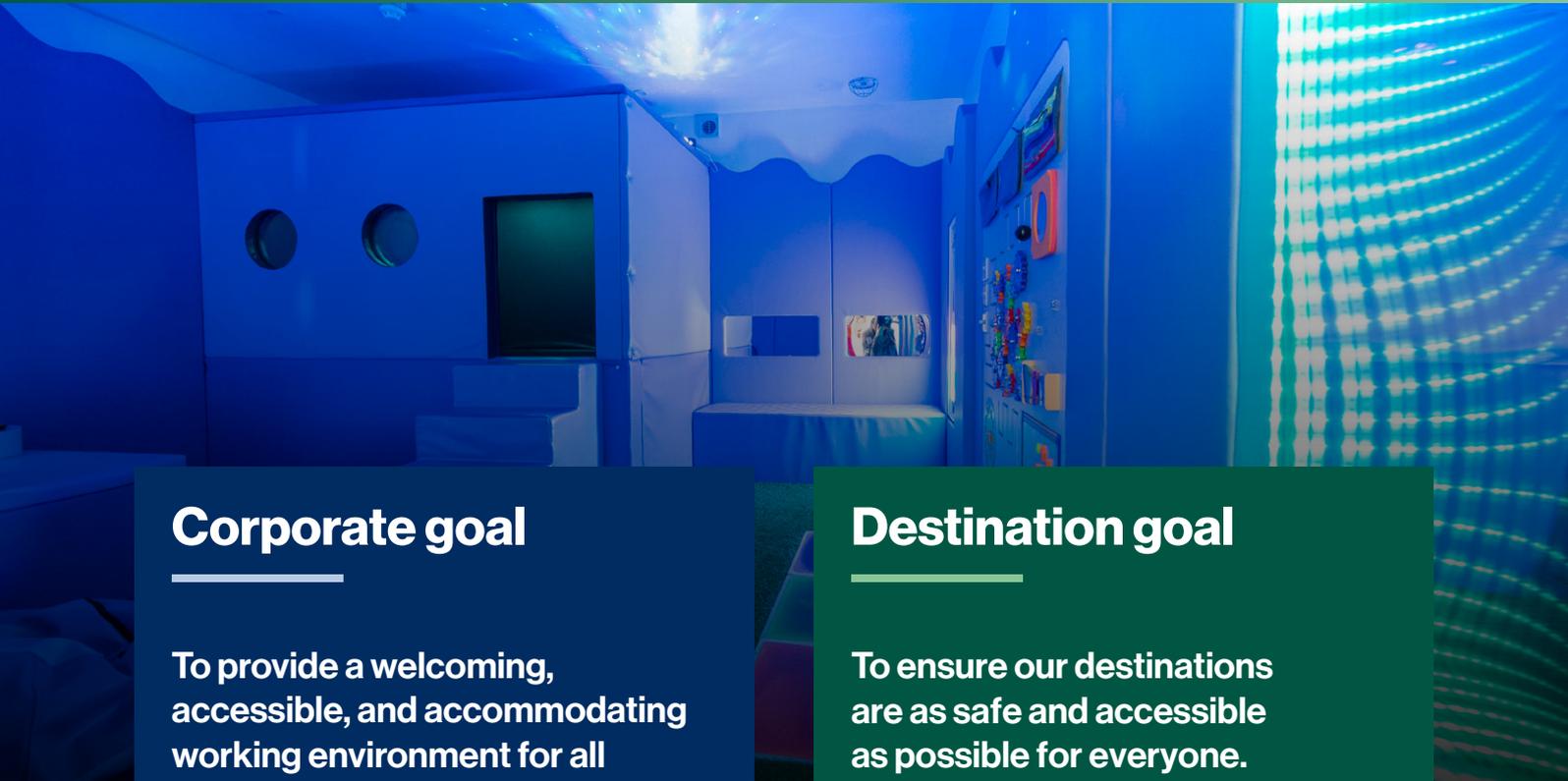
Our approach is firmly rooted in local communities. Whilst each of our destinations deliver programmes aligned to our focus on accessibility and employability, our on-site teams have in depth knowledge of the issues affecting their local communities and are ideally positioned to develop bespoke programmes of support to address genuine local needs. This enables us to take a truly asset-centric approach, tailoring our work to respond to locally relevant issues, whilst being guided by our overarching focus on employability and accessibility.

Building on our existing work championing entrepreneurship, providing work experience and internship opportunities, and continually improving access to our destinations, this strategy serves to reinforce our dedication to delivering meaningful, tangible impact in the communities where we work.



Diwali at Brent Cross

2. Accessibility



Corporate goal

To provide a welcoming, accessible, and accommodating working environment for all employment candidates and colleagues.

Destination goal

To ensure our destinations are as safe and accessible as possible for everyone.

In the UK*

Disabled people **16.8 million**

Carers **5.4 million**

Potential UK audience **22 million**

*gov.uk Family Resources Survey 2023-2024

We take a comprehensive and evolving approach to accessibility across our business, with a strong focus on inclusivity, community engagement, and long-term impact. This begins at corporate level and is carried through to our portfolio. This is part of our responsibility as an employer, and as investor and manager of flagship destinations across the UK, Ireland and France.



Cubbe smart multi-sensory management pod at Westquay

2. Accessibility

We are proud of our accessibility initiatives across our portfolio, and our approach is one of continual improvement as we seek to ensure all our customers feel welcome, valued and supported at our destinations. In 2024, we established an Accessibility Working Group (AWG). **The AWG's objective is to improve accessibility for all our customers.** This includes, but is not limited to ensuring our destinations have level and step-free access routes; supporting our neurodivergent customers; and providing appropriate spaces for prayer and reflection. The group takes guidance from disability organisations to advise on our continual improvement and ensure we are providing appropriate facilities to enable our customers to feel confident at our destinations.

“ A huge, heartfelt thank you to all of you for making us feel so welcome and for being incredibly flexible with last-minute changes during our visit. You truly made magic happen! Our young adventurers were beyond excited exploring behind the scenes of The Oracle.”

We're so grateful for the amazing experience you created for our young people, many of whom don't often get the chance to visit shopping destinations. You've made a real difference by opening doors and creating memories.”

OPERATIONS MANAGER, THE TRESHAM CENTRE FOR CHILDREN & YOUNG PEOPLE WITH DISABILITIES

Key accessibility initiatives undertaken throughout 2025 include:

- Detailed access guides to each of our UK destinations in partnership with AccessAble.
- A collaboration with Unseen Aware, providing training to destination staff and occupiers across our UK portfolio on supporting customers with unseen disabilities.
- Sensory rooms at Dundrum and Swords Pavilions, and Cubbie sensory pods at Westquay and Cabot Circus, providing customers with a space to regulate their sensory experiences.
- Continuing our annual celebration of Purple Tuesday, reaffirming our commitment to support customers with disabilities throughout the year.
- Clear, uniform and detailed access information available across our destination websites, so that our customers can plan their visits with confidence.



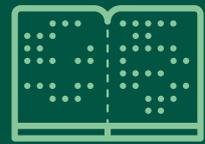
2. Accessibility



We are committed to continual learning and improvement when it comes to accessibility, and are working closely with our destinations and communities to:

- Support blind and visually impaired customers.
- Achieve Autism-Friendly accreditation across all our UK and Ireland destinations.
- Offer Changing Places facilities at all our UK destinations in 2026.

In 2026 we will provide tactile braille maps of our destination toilets to help our visually impaired customers navigate.



Corporate value

RESPECTFUL

Respecting and accommodating the needs of all our customers to provide a comfortable visitor experience.

UN SDG

10. Reduced Inequalities

Removing barriers to our destinations for customers with disabilities.



CASE STUDY

Autism Friendly Accreditation at Swords Pavilions

In 2025, Swords Pavilions became the first retail destination in Ireland to receive Autism Friendly Accreditation from AsIAM, Ireland's Autism Charity.

The accreditation serves to publicly champion the destination as a welcoming and supportive environment for people with autism and their families. The team spent six months developing an inclusive and sensory-friendly environment to ensure customers with autism feel welcome and valued.



Swords Pavilions took the following steps to achieve this significant milestone in our commitment to inclusivity and accessibility:

- All staff participated in training to support autistic customers.
- The team created an autism friendly wayfinding support map and a visual guide to help customers plan and navigate their visit.
- Swords Pavilions opened a sensory room in April 2025 and has a designated quiet seating area.
- The destination has a weekly quiet hour.
- Sensory regulation kits are available for customers on request.
- The destination has committed to a Charter of Inclusion.

Swords Pavilions' work on creating an autism friendly environment has become a benchmark for inclusivity across our portfolio.

“As a parent, it's comforting to know there's a safe space where my child can decompress.”

CUSTOMER, SWORDS PAVILIONS

3. Employability



Corporate goal

To work closely with local schools and charities to provide meaningful opportunities.

Destination goal

To participate in a minimum of one employment/entrepreneurship initiative or host one work experience placement each year.

Our city centre destinations are vital to the social and economic fabric of their communities, employing thousands of people and acting as cultural and economic hubs.

Our employability strategy is designed to enhance local employability and entrepreneurship. We understand that championing entrepreneurship and engaging with local suppliers supports local economies, and small businesses add regional character and appeal to destinations.



Cabot Circus, Bristol

Key employability initiatives at our destinations include:

- Participating in the LionHeart Challenge (known as the Cuchulainn Heart Challenge in Ireland), an entrepreneurial competition challenging school students to work together to design a social initiative which will benefit their local community.
- At Les Terrasses du Port in France, we are entering our eighth year of our successful Terrasses Labs initiative. In collaboration with Initiative Marseille Métropole, on the last weekend of each month local entrepreneurs are given in-kind space at Les Terrasses du Port to showcase their business and engage with potential customers.
- We regularly host job fairs throughout our portfolio, work with occupiers to support their recruitment initiatives, and sponsor entrepreneurship competitions offering prize funding for local people to develop their business ideas.
- At Dundrum we are engaging with Airfield Estate's GROW programme, which supports young people with intellectual disabilities into meaningful employment.

3. Employability

Corporate Charity Partnerships

One of our corporate charity partners is Smart Works, an organisation which provides unemployed women with a dressing and coaching service, to empower and prepare them for job interviews. We support Smart Works by donating space in-kind at our destinations for pop-up fashion sales, volunteering to help organise and steam donated clothes, and by providing a grant to support their work.

Internships and work experience

We recognise that the strongest businesses are supported by colleagues with diverse backgrounds, perspectives and experiences. At our London Head Office, we work closely with local schools and social mobility charities to support local young people to develop their employability skills and confidence. We particularly focus on providing opportunities to people from backgrounds underrepresented in the wider Real Estate industry, actively striving to remove barriers to a career in our industry.

We provide work experience placements to local young people, offering insight into the diverse career paths available in Real Estate.

We collaborate with 10,000 Interns Foundation to deliver 12-week internship programmes offering students tangible experience delivering on impactful projects across our HR & Communications and Leasing teams.

We support students through EY Foundation's Real Estate Futures Programme. The programme provides young people from lower-income backgrounds with a combination of employability skills, workshops and work experience. At Hammerson, colleagues volunteer to lead workshops, mock interviews and panel talks, share their experiences and set tasks during work experience, and mentor the students for a minimum of six months following the programme.

“ I rated my experience at Hammerson a 10. Extremely engaging and interactive, easily the best business placement I've had. The staff were so friendly, and I gained valuable insights into fields I hadn't explored before. The highlight was definitely working with the marketing and legal teams.”

STUDENT ON EY FOUNDATION SMART FUTURES PROGRAMME



Celebrating International Women's Day at Marylebone Boys' School

Work experience

1,461 hours of work experience and internships provided at our London Head Office in 2025.

Target for 2026: Over 1,500 hours.

Our goal is to provide 10,000 hours of work experience and internships over 2025-2030.



CASE STUDY

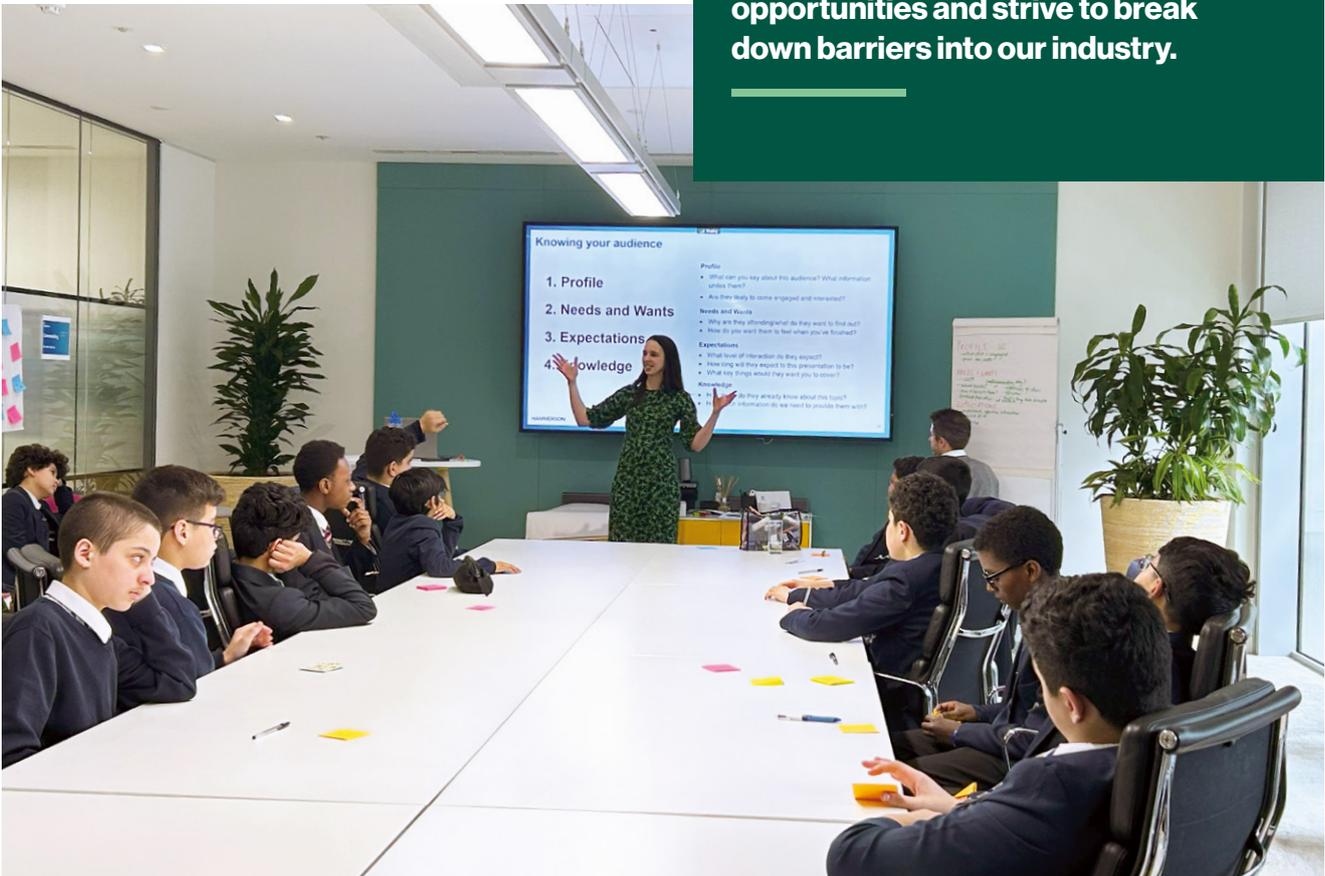
Marylebone Boys' School

Marylebone Boys' School (MBS) is local to our London Head Office and supports a high proportion of students from disadvantaged backgrounds. MBS places a real emphasis on careers education to support pupils to establish and strive towards their goals despite potential barriers.

Since 2023, Hammerson has been supporting the school and students by providing mock interviews, CV review sessions and panel talks. Since 2024, Hammerson has been the company sponsor for The MBS Leadership Programme, which selects a small number of students from each year group to become student representatives and work together on pledges to improve the school.

We welcome students to our office to participate in leadership workshops with our colleagues, support the school with donations of books and educational materials, and provide work experience placements for pupils. In 2025, Marylebone Boys' School established the Hammerson Leadership Award, an annual award given to the student who demonstrates confident and kind leadership throughout the academic year.

Our work on employability continues to evolve as we collaborate with more charities, schools and universities to provide career development opportunities and strive to break down barriers into our industry.



Marylebone Boys' School leadership workshop at Marble Arch House

Corporate value

AMBITIOUS

We support the ambitions of local students and provide career development opportunities to help them achieve their career goals.

CONNECTED

We are connected to our local community and collaborate with local schools to have a beneficial impact where we work.

UN SDG

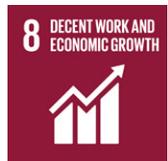
4. Quality Education

Supporting careers education and employment skills locally.



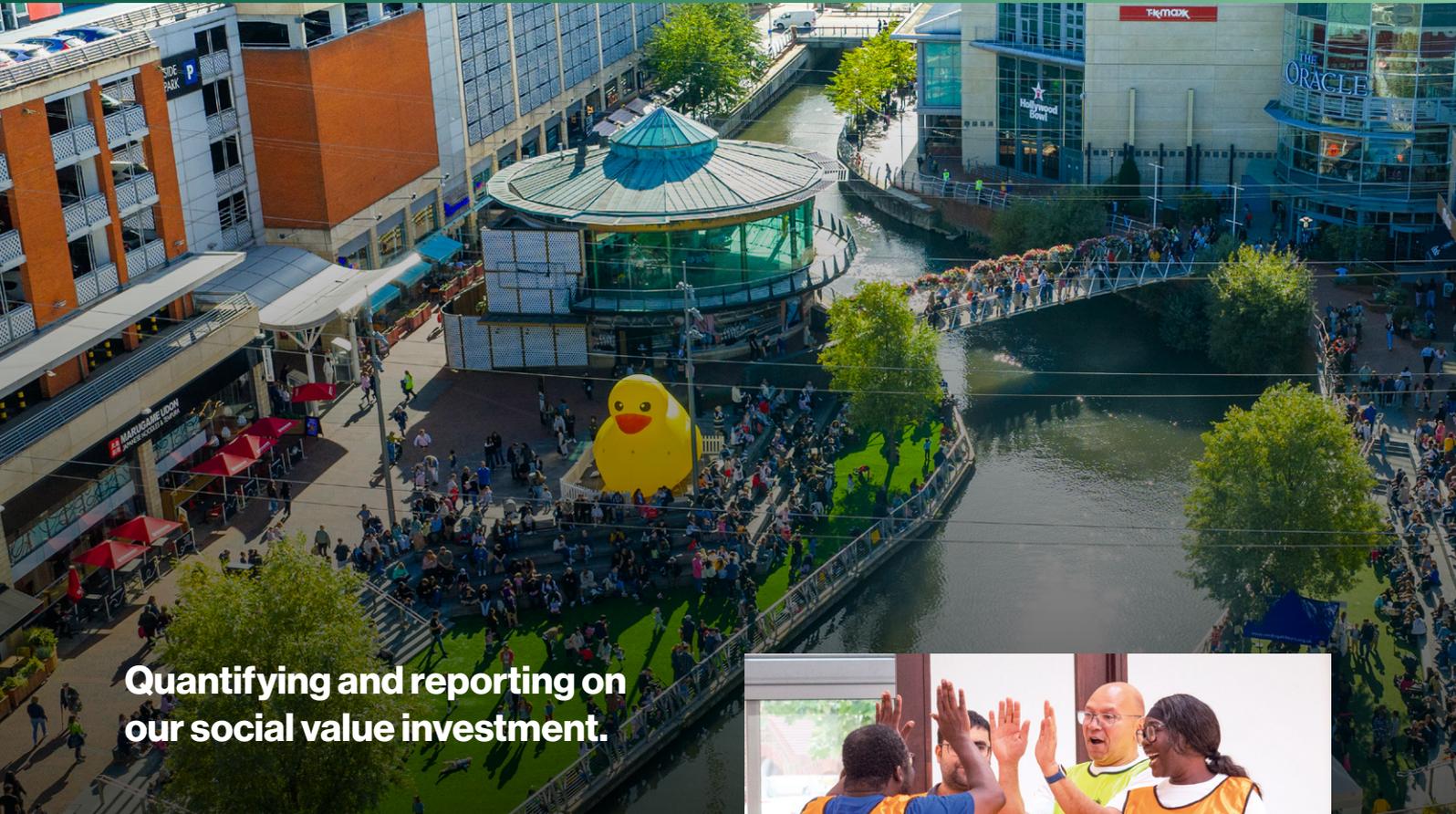
8. Decent Work and Economic Growth

Developing a pipeline of future Real Estate professionals and equipping local students with the skills required for the workplace.



Giving Back Day at The Baytree Centre

4. Measuring Impact



Quantifying and reporting on our social value investment.

In 2025 we rolled out Social Value Portal as our social data reporting platform. This allows us to calculate and report on our social value in a more transparent way, benchmarked against over 200 public and private sector members.

Social Value Portal attributes clear proxy values calculated using robust data sources. This will enable us to improve our reporting on:



Hosting an inclusive sports day with LDN London

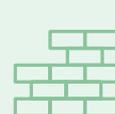
Social value investment



Employability initiatives



Accessibility facilities



Community volunteering



4. Measuring Impact

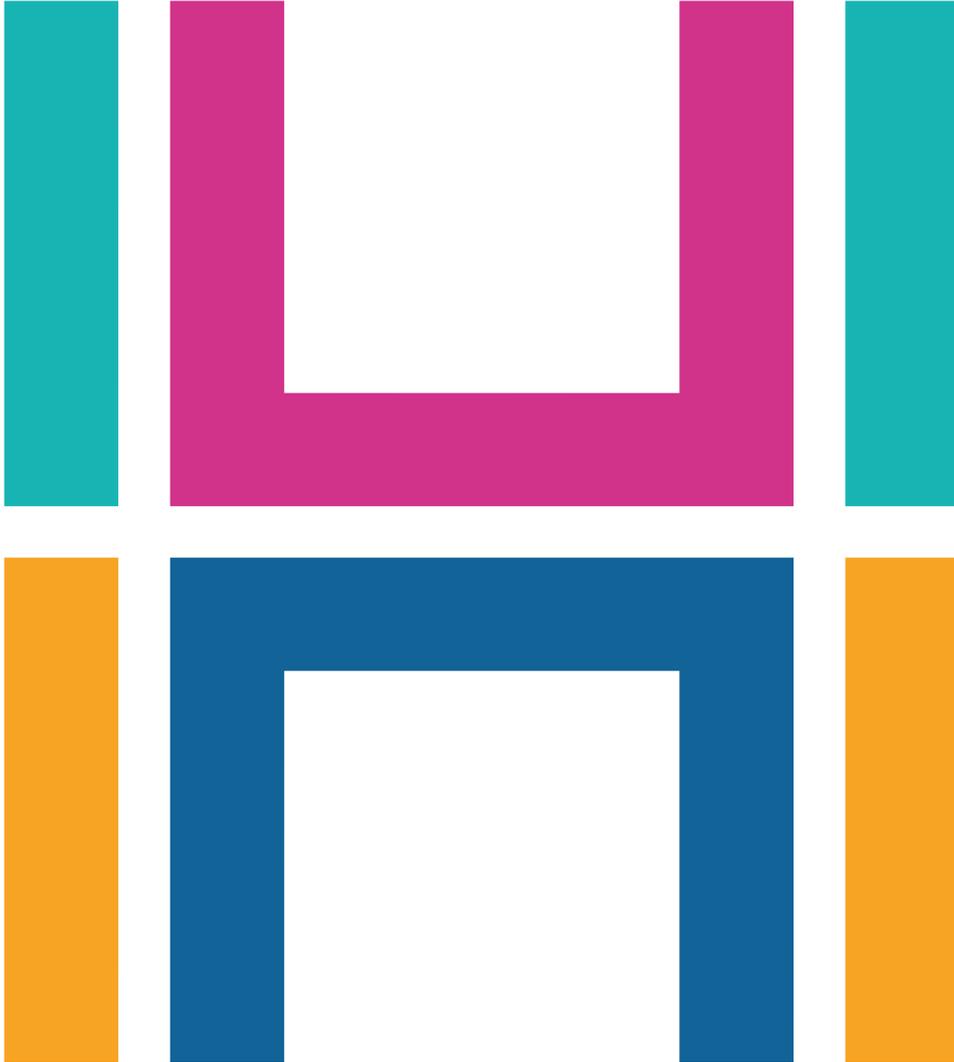
Our colleagues and destination teams are committed to using their local knowledge and skills to deliver impactful social value work. We support this by:

- ✓ Offering annual grants to charity partners local to our destinations. Our destination teams choose their charity partners based on their knowledge of local community issues, and the charity's capacity to create tangible local impact.
- ✓ Commissioning local needs analyses on the communities surrounding our destinations, providing us with data to guide how we can best support local people.
- ✓ Working with our destination teams to create annual social value business plans, setting out how colleagues will deliver programmes of support to local communities each year.
- ✓ Providing colleagues with up to four paid volunteering days each year.
- ✓ Holding an annual Giving Back Day, when colleagues across our offices and destinations spend the day supporting local community initiatives.
- ✓ Fostering an employee culture where volunteering, community work and fundraising is valued.
- ✓ Providing regular volunteering opportunities throughout the year which align with accessibility and employability.
- ✓ Match funding colleagues' fundraising efforts up to £250.
- ✓ Donating to our corporate charity partners, and providing material and financial donations to local community partners based on need.

With the dedication of our colleagues and a Group-wide commitment to accessibility and employability, we look forward to continuing to deliver tangible social value initiatives across our communities.



Full Moon Infinity Run at Les Terrasses du Port



If you have any questions about our Social Value Strategy or the information contained within this report please contact:

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