



2024 SOCIAL IMPACT REPORT

ESG & SUSTAINABILITY

Lambert
Smith
Hampton

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FOREWORD



Over the past year, the conversation around ESG has shifted markedly. The hype has cooled, scrutiny has sharpened, and stakeholders are asking a more fundamental question: are we redesigning markets so that doing right by people, places and the planet is also the winning strategy? Business must move from ESG to competitive sustainability, helping to reshape market rules so superior social and environmental performance is the path to long-term advantage.

That frame is why this year's Social Impact Report matters. It shows how social value is becoming integral to how Lambert Smith Hampton creates resilience and value, within our business, for our clients and in the communities where we operate. In 2024, we generated **£41 million** in measured social value across our People, Environment, Community and Business pillars.

Behind that headline are changes that speak to maturity. We strengthened data quality and granularity, aligning reporting more tightly to where impact is truly delivered. As TOMs evolved, particularly in the supply chain, multipliers shifted, recalibrating some figures year on year. That transparency makes progress credible and useful for decision-making, even when it reduces certain totals.

We also took practical, human steps. A new employee volunteering policy, two working days supported by a central hub, helped us more than double volunteering hours. Through our partnership with the Early Careers Foundation, 54 dedicated mentors are currently providing guidance and support to individuals from lower socioeconomic backgrounds. We also welcomed Alzheimer's Society as our People's Choice charity partner for 2024/25 and set a £25,000 target; colleagues raised £38,000 for causes, alongside £16,500 in direct LSH donations. Fifty-seven colleagues are now Dementia Friends.

Environmentally, we reduced 13.8 tCO2e through our net-zero plan, introduced an Uber Business EV option and began rolling out power monitoring, actions that tighten data, cut emissions and accelerate future reductions. Social value is also what we deliver through our work, with site assessments, local needs analyses and placemaking strategies that strengthen assets and communities.

Thank you to our colleagues, clients and community partners whose commitment fills these pages with real-world progress. There is much to be proud of, and much more to do. This report is both a record of delivery and a route map for how LSH will continue to create social value that lasts.

Federico Montella
Head of ESG & Sustainability

OUR APPROACH

MEASURING OUR SOCIAL VALUE

LSH has evaluated its social impact using the nationally recognised TOMs framework, developed by the Social Value Portal, which outlines key themes, outcomes, and measures for assessing non-financial contributions. This approach recognises social value as the broader benefit an organisation brings to society, extending beyond traditional profit-making activities.

THE TOM'S FRAMEWORK

Developed through collaboration between the Social Value Portal and the National Social Value Taskforce, a cross-sector group of organisations from the public, private, and third sectors, the National TOM System is a widely accepted tool for assessing social value. It provides a structured, outcome-focused method for quantifying social impact, with an emphasis on clarity, adaptability, and robust methodology.

MEASURING OUR SOCIAL VALUE

This reporting process enables us to track progress and continuously enhance the social value we generate each year, while also setting meaningful internal targets. It also ensures that the TOMs measures we apply are closely aligned with our core sustainability priorities: community, people, business, and the environment.



OUR THEMES



PEOPLE



BUSINESS



ENVIRONMENT



COMMUNITY

£41M

WORTH OF
SOCIAL VALUE
GENERATED IN
2024



2024 HIGHLIGHTS

£32.7M

of social value
through all local
employment

£778K

of social value through
local people with
disabilities employed

£457K

of social value through
new & existing
apprenticeships

£45K

of social value through
personalised
career support

£16K

of social value
through through
paid work
placement

KEY CHANGES

MEASURING EACH YEAR ALLOWS US TO COMPARE AND IMPROVE OUR APPROACH. THIS YEAR, HOWEVER, THERE HAVE BEEN SOME IMPORTANT KEY CHANGES

NEW MEASURES

In line with our 2023 objectives, we successfully collected more robust and comprehensive data throughout 2024. This enabled us to expand the scope of our reporting by introducing seven new TOMs metrics. As a result, some of the measures used in 2023 show reduced figures, as data previously grouped under broader categories has now been allocated to more specific, refined metrics.

CHANGES TO TOM'S METRIC

Updates to the TOMs framework have influenced our reported Social and Local Economic Value. This is particularly evident in our supply chain figures, where on average £1 of spend generated £3.47 of social value in 2023, £1 spend generated an average of £1.27 for 2024. This has caused an almost 30% drop in social value delivered in this area, which would not be the case if the proxy had remained the same. In addition to this, the 'local spend' and 'SME spend' has been split into two measures to better identify where our impact is being delivered.

IMPROVING OUR DATA

In 2023, we significantly improved the quality of our data which has allowed for a more accurate carbon reduction figure for 2024. Part of the Net-Zero journey is understanding the source of your emission more accurately can take time and collaboration. The reason for a less significant decrease in carbon from 2023 - 2024 is that we are comparing two higher quality data sets.

MEASURE	2023	2024	
NT1. Local people employed or retained (no. people FTE)	£30,054,231	£31,893,225	
NT13a. Meaningful paid work placements paying the Real Living Wage+ (no. weeks)	£9,725	£16,368	
NT20. Multidimensional wellbeing programme access for staff (no. employees provided access)	£111,959	£141,762	
NT20. Multidimensional wellbeing programme access for staff (no. employees provided access) £	£15,680	£16,478	
NT28. Support for local community projects through donations (£ invested)	£2,413	£11,596	
NT29. Support for local community projects through volunteering (no. staff volunteering hours)	£ 1,811.51	£2,359	
NT86. Support for environmental conservation & ecosystem management (no. staff volunteering hours)	£45,159	£2,089	
NT31. Reductions in scope 1 & 2 CO2e emissions through decarbonisation (tCO2e)	£2,971	£2,115	
NT8. Support for students at local educational institutions (no. staff volunteering hours)			
NT18. Spend with local companies in the supply chain (£)	£26,007,059	£5,969,001	Split for 2024
NT19. Spend with local SMEs in the supply chain (£)	Not measured	£1,627,681	
NT10. Employment of new apprentices (no. weeks)	£458,224	£446,940	Split for 2024
NT81. Upskilling of existing employees through apprenticeships (no. weeks)	Not measured	£10,776	
NT106. Contributions to programmes which promote gender equity (£ invested)	Not measured	£2,875	
NT39. Support for mental health awareness campaigns for staff (£ invested inc. time, materials, equipment etc)	Not measured	£2,386	
NT96. Personalised support to improve career and life skills (no. hrs (total session duration)*no. attendees)	Not measured	£45,172	
NT128. Local people with disabilities employed or retained (no. people FTE)	Not measured	£778,294	
TOTAL	£56,709,233	£40,969,124	

GROWTH AREAS

798

hours of volunteering delivered
+219%

35

weeks of paid work placements
+68%

1031

employees with access to wellbeing programmes
+26%



5 members of our Building Consultancy cycled the coast from Whitehaven to Sunderland in aid of the Anthony Nolan Trust and in memory of their close friend from University. The ride took place over 2 days in October and they passed the finish line having raised over £6,500 for the Anthony Nolan Trust.

This year, our employees raised an impressive £38,000 for a range of charitable causes through a series of creative and engaging fundraising initiatives. From hikes and boat races to sound baths and fancy dress days, the efforts showcased both commitment and team spirit.

A significant focus was placed on our corporate charity partner, Alzheimer's Society UK, with £7,000 raised specifically in its support. Fundraising activities were thoughtfully aligned with the charity's mission, including a Memory Walk and a Jigsaw Challenge - both designed to highlight and raise awareness of the challenges faced by those living with dementia.



Lucy Brassington took part in the Pontesbury Potter 13 mile walk for Severn Hospice.

EMPLOYEE FUNDRAISING

£38K RAISED



Stephen Hemming, National Head of Planning Consultancy and his wife who took part in the Alzheimer's Trek26 Peak District challenge in August raising £2,450.



Shrewsbury Office Team took part in the Dragon Boat Race, both raising much needed funds for Severn Hospice.

2024's Fundraising Heroes

SUSIE JARMAN took part in the Yorkshire3-Peaks for Street Storage = £1,060

OLIVER WILLIAMS ran the London Marathon for The Connection at St Martin-in-the-Fields = £2,555

JONNY BOAL took part in the Great North Run raising £460 for Breast Cancer

RUPERT CALVOCORESSI took part in the London to Brighton Cycle for British Heart Foundation = £1,392

KATE BABBAGE took part in the Cheltenham ½ Marathon raising £1,535 for Sue Ryder

DANIELLE KIRK and **PETER MUSGROVE** took part in the Bristol 10km raising £812 for CRUK

LONDON VALUATIONS TEAM took part in the Parks of London Walk raising £5,275 for St Raphael's Hospice

ANDY HODGKINSON Swam 50k, Ran 500k & Biked 5,000k for Alzheimers Society

NEW CHARITY PARTNER

Alzheimer's Society

Building on the success of our recent charity partnership with Cancer Research UK, in 2024 we were proud to announce Alzheimer's Society as our People's Choice charity for 2024/25. Our Charity Working Group has worked closely with the organisation to deliver a programme of fundraising activities across our offices and nationwide. We have set an ambitious fundraising target of £25,000 to support the vital work of this important cause.



As part of our campaign, LSH offices with 12+ staff received a custom Alzheimer's Society puzzle to complete ahead of World Dementia Day while raising funds.



Memory Walks took place across 26 locations nationwide, with colleagues encouraged to participate or volunteer at their local events. Participants raised funds through sponsorship.

We're proud to share that 57 of our colleagues are now trained as official Dementia Friends. Participants developed a deeper understanding of what it's like to live with dementia and the impact it can have on individuals and their families.



LSH DONATIONS £16.5K

In 2024, LSH proudly continued its commitment to charitable giving, donating £16,500 directly to a variety of impactful causes. A significant portion of these donations supported employee-led volunteering efforts, helping to amplify the positive impact our teams are making in their local communities. Whether backing national charities or smaller, local organisations, each donation was driven by causes that hold personal meaning for our colleagues - strengthening the connection between our business and the communities we serve.



The organisations we supported in 2024 through donations and employee fundraising



PEOPLE

£33M

WORTH OF SOCIAL AND LOCAL ECONOMIC VALUE GENERATED

At LSH, we are committed to creating a supportive, inclusive, and values-driven workplace. Our people strategy focuses on delivering a best-in-class employee experience across pay, benefits, wellbeing, and development. We embed diversity and inclusion into every stage of the employee journey, from recruitment to performance management, and ensure all staff are equipped with the tools, training, and ESG knowledge needed to thrive, contribute meaningfully, and uphold a respectful, positive culture.

IN 2024 WE ACHIEVED

35

Weeks of paid work placements delivered

5

dedicated ED&I networks developed

1433

Weeks of new apprenticeships delivered

1031

Employees with access to wellbeing programmes

725

Local people employed (FTE)

353

Weeks spent upskilling employees through apprenticeships

While many of the activities within our people pillar were captured in our overall monetary figure for 2024, a number of other initiatives took place across the year that are not currently counted within the TOM's framework.

THE GENDER BALANCE NETWORK FIRST FACE-TO-FACE EVENT



Katie Matthews-Male, Rob Harrison, Blathnaid Duffy, and Steve Norris discussed key gender balance challenges in the surveying industry. Topics included the barriers women face returning from maternity leave, the stigma around part-time senior roles, and the low uptake of Shared Parental Leave.

WE LAUNCHED OUR ED&I STRATEGY

In 2024, we developed the LSH Together Strategy to help us set meaningful targets and outcomes that strengthen our ongoing commitment to equity, diversity, and inclusion (ED&I) across the business.

The strategy builds on the success of our Count Me In campaign, which encouraged employees to voluntarily share their diversity data. This insight has enabled us to develop targeted programmes and initiatives and support our people and future talent across the business.



NATIONAL APPRENTICESHIP WEEK

To mark National Apprenticeship Week, we focused on raising awareness among our employees about how apprenticeships can support their career progression. We showcased stories from current employees who are using apprenticeships to upskill and develop professionally. Employees were encouraged to express their interest, and we offered to source relevant opportunities for anyone looking to explore this development route.



ALEESHA'S STORY

HR ADVISOR, HUMAN RESOURCES

APPRENTICESHIP COURSE: CIPD Level 5 Associate Diploma in People Management & People

WHAT HAS BEEN THE BIGGEST POSITIVE ABOUT YOUR APPRENTICESHIP?

So far, gaining a wider understanding of the different HR functions has been a huge positive. My experience in HR has primarily been employee relations casework and operations so expanding my knowledge of reward and benefits, diversity and inclusion

and how HR as a business function, supports the wider organisation, has been greatly beneficial and will continue to help me grow throughout my career.

WHAT HAS BEEN THE BIGGEST CHALLENGE YOU HAVE FACED BEING AN APPRENTICE?

So far, the biggest challenge I have faced has been juggling working, personal and apprenticeship life. It's all about finding a balance and ensuring that you make time for everything. Some days and weeks, that doesn't happen and you have to prioritise one area over another, but once you find a method that suits you, the positives far outweigh the negatives.



ENVIRONMENT

£5K

WORTH OF SOCIAL AND LOCAL ECONOMIC VALUE GENERATED

LSH is committed to reducing its environmental impact and supporting the transition to a sustainable future. Guided by science-based targets, we're advancing towards net zero through verified data, transparent reporting, and continuous improvement. Our efforts include boosting energy and resource efficiency, promoting sustainable employee choices, and supporting biodiversity through internal initiatives and client engagement.

IN 2024 WE ACHIEVED

13.8 tCO2e

Reduced
through our net
zero plan

3

Offices installed with
power monitoring
sensors

135

Hours spent supporting
conservation & ecosystem
management

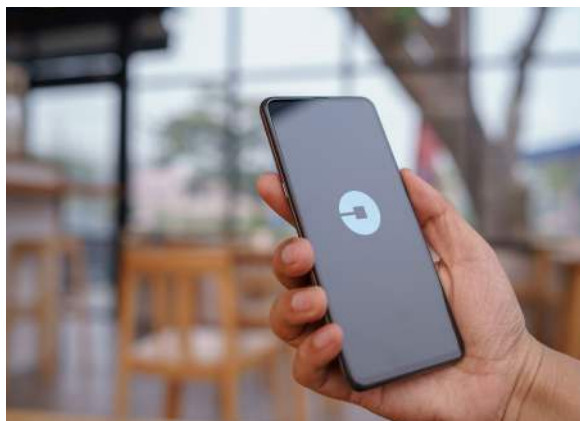
69%

Of vehicles
removed from our
fleet

As the TOMs framework places greater emphasis on social initiatives, key elements of our environmental approach are not currently quantified year on year. However, we continued to strengthen and expand our environmental efforts throughout 2024.

UBER BUSINESS ACCOUNT

We established an Uber Business account to provide employees with access to subsidised electric vehicle (EV) taxis for business travel. This initiative, combined with our travel policy prohibiting unnecessary private transport within London, has contributed to a reduction in business travel emissions while also improving the quality of our carbon accounting data.



POWER MONITORING ACROSS OUR OFFICES



In 2024 we began our improved energy monitoring project across our LSH offices with the first installations taking place in Fareham, Hull & Shrewsbury. We are looking to roll out a further 3 installations in 2025 and will continue to implement this across all of our offices

SUSTAINABLE OFFICE CRITERIA

We introduced a Sustainable Office Criteria questionnaire to assess prospective offices against our sustainability goals. It favours features like REGO-backed electricity, active travel facilities, and gas-free buildings aligned with our decarbonisation strategy.



ENVIRONMENTAL VOLUNTEERING



In 2024 we continued to support environmental initiatives by volunteering for causes that safeguard and protect our environment. Volunteering days included litter picking, habitat creation and landscaping.

PLANET MARK

LSH has achieved Planet Mark accreditation for the 5th year running, demonstrating its ongoing commitment to reducing carbon emissions and embedding sustainability across its operations. This continued recognition reflects the organisation's efforts to measure, manage, and actively reduce its environmental impact, while also engaging employees and clients in its journey toward a more sustainable future.





COMMUNITY & LOCAL ECONOMY



£7.6M

WORTH OF SOCIAL AND LOCAL ECONOMIC VALUE GENERATED

At LSH, we aim to create meaningful impact in the communities where we operate by aligning our efforts with local needs and targeting areas of higher deprivation. Through volunteering, pro bono work, and partnerships, we share our expertise to support community development. We also invest in skills and talent, while equipping our people to contribute through social value training and collaboration with clients and industry partners.

IN 2024 WE ACHIEVED

£4.6M

spent with local businesses

663

hours of community volunteering

£1.3M

spent with SME's

407

hours spent mentoring and supporting employment

121

hours spents engaging with local schools

28

individual organisations supported

EMPLOYEE VOLUNTEERING

Our standout achievement of 2024 was the utilisation of our new employee volunteering policy which allows employees to take two working days to volunteer in local communities. **We achieved over double the amount of volunteering hours delivered**, partly due to a new volunteering hub which provides a regular pool of opportunities.



Mark Butcher volunteered to take primary school children to a Music Festival at The Royal Albert Hall.



The Chelmsford Office Volunteered at a local Animal Sanctuary, cleaning out kennels, feeding, exercising the dogs.



The Leeds Office Spent a day with FareShare Yorkshire packaging up and redistributing surplus food to those in need.



Joanne Whitaker Volunteered at her local Children's Society charity shop which raises money for young people facing abuse, exploitation and neglect and campaigns for social changes to improve lives of those who need hope the most.

Emily Darnley spent the day at her local care home participating in a variety of tasks including a trip to the lakes, serving ice cream from the daily ice cream truck, and most importantly spending quality time and chatting to the incredible residents.



The ESG team volunteered at an animal rescue and rehoming centre in Surrey, exercising and feeding the animals.



SOCIAL VALUE IN OUR SERVICES

While the positive impact we create through delivering our core consultancy services is not measured in the overall monetary value, it's important to highlight some of the key outcomes and achievements from this work in 2024. This includes the social value commitments we have delivered as part of our existing client contracts throughout the year. These achievements are in addition to those mentioned earlier in the report.

IN 2024 WE ACHIEVED

264.5

hours of volunteering with local community projects

10

weeks of work placements

21

hours of career talks

4

social value site assessments

SUPPORTING CLIENTS TO CREATE POSITIVE IMPACT

Our dedicated Social Value service line has continued to grow, enhancing its ability to support both existing LSH projects and deliver standalone, socially focused consultancy. In 2024, we delivered some innovative projects that encouraged our clients to prioritise social outcomes as much as financial gain.

CASE STUDY: 259 PLAISTOW ROAD SOCIAL IMPACT ASSESSMENT & LOCAL NEEDS ANALYSIS

Client: LocatED

This included a local needs analysis to inform decision-making and a measurement of the social value potential of the site based on current plans.

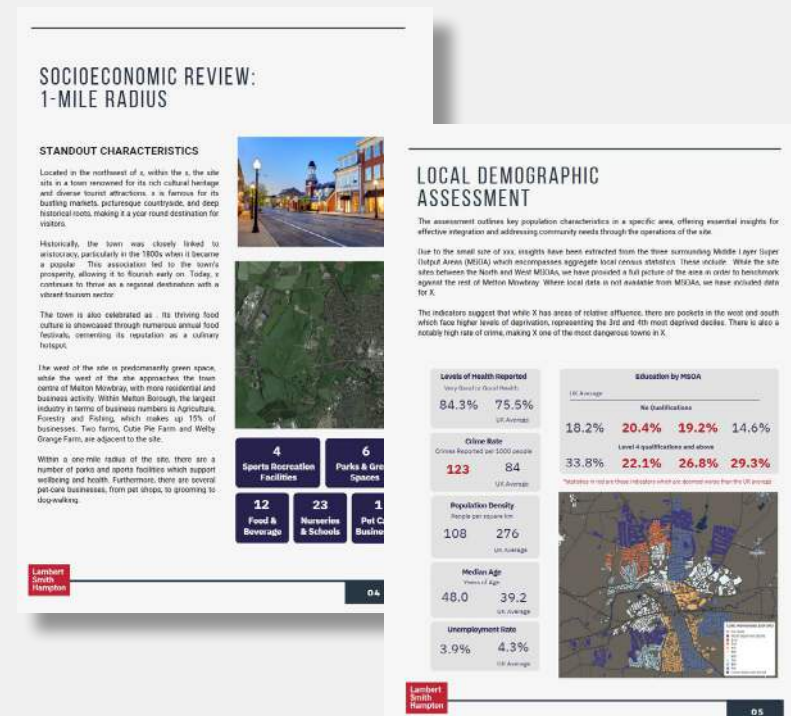
- Socioeconomic review of 1-mile radius from the site
- Local demographic assessment
- Overview of local government priorities and plans
- Social Value theme hierarchy and prioritisation
- Measurement of social value potential of site for both development and in-use phases



CASE STUDY: SITE ASSESSMENTS





In 2024 we delivered a number of social value site assessments for a key client to support them in better understanding the wider impact of their assets on the local community, economy and environment. These assessments helped the client to:

- Identify ways of engaging with and supporting their local communities
- Understand the impact and importance of the site for local residents
- Identify risk for future planning and change of use
- Identify opportunities for use of the site



ALIGNING TO OUR ESG POLICY

We've built strong foundations in ESG at LSH, leading by example through practical achievements. Our focus now is to integrate these successes more deeply across every part of our organisation by embedding innovation and proven ESG approaches into our culture, operations, and impact on people, business, environment, and community in a consistent, measurable way. Our ESG policy provides the framework for driving this ambition forward, and in 2024 we successfully delivered against the outcomes it sets out. You can view our full ESG policy [\[here\]](#).

THEME	POLICY COMMITMENT	DELIVERED THROUGH
OUR PEOPLE 	Deliver a best-in-class experience for our staff across pay, benefits, development opportunities, employment practices and in consideration of their health and wellbeing.	<ul style="list-style-type: none"> • Employees access to wellbeing services & programmes continued • Established PDR & Promotion process • Supported apprenticeship & upskilling programmes for existing employees
	Develop and implement a holistic framework to encourage and include diverse voices at all levels of our business, including in internal strategic decision-making bodies.	<ul style="list-style-type: none"> • Continued activity through our LSH Together Network • Ran LSH Talent programmes to upskill and train junior talent • Employees completed ED&I employee training
	Ensure our recruitment and performance management processes explicitly include consideration of diversity and inclusion, and alignment to our values	<ul style="list-style-type: none"> • We updated our careers framework • Various activity & support through our LSH Together Network
	Deliver training and guidance to every member of staff regarding the contents of this policy, and our expectations in terms of our positive culture and respectful treatment of all people with whom we come into contact through our work.	<ul style="list-style-type: none"> • Introduced a Mandatory ESG policy training module
OUR BUSINESS 	Review our client service offerings to identify opportunities to enhance ESG integration and create a strategy to deliver enhanced service offerings across the property lifecycle.	<ul style="list-style-type: none"> • Delivered internal CPD and service development sessions
	Help our clients and their stakeholders anticipate and respond to evolving ESG requirements and opportunities by providing insights based on our delivery experience.	<ul style="list-style-type: none"> • Developed and strengthened our ESG submission within tenders & bids
	Create cross sector working groups to innovate existing service lines with the integration of ESG.	<ul style="list-style-type: none"> • Continue to run our ESG Service line working groups
	Ensure that contracted social value commitments are delivered to our clients and relevant to their needs.	<ul style="list-style-type: none"> • Launched a Social Value Risk Policy
OUR ENVIRONMENT 	Achieve net zero emissions: we have aligned our climate ambition to the SBTi's 1.5-degree warming pathway. We are committed to a 95% reduction in absolute scope 1 and 2 emissions by 2030, against a 2020 baseline. Our scope 3 reduction target is 50% by 2030, against a 2021 baseline and our goal is to achieve net zero emissions by 2040 across our value chain. To ensure that we meet our targets, we are progressing our journey to net zero through third party data validation. This is to ensure a rigorous assessment of our operations and enables us to demonstrate and report annually on the improvements made to the sustainability of our business.	<ul style="list-style-type: none"> • Continued to implement our Net Zero Strategy and carbon reduction plan • Attained Planet Mark reaccreditation • Introduced Uber Business to encourage use of electric vehicles
	Roll-out energy efficiency measures across our offices, including LED lighting, PIR sensors and smart metering systems.	<ul style="list-style-type: none"> • Installed energy monitoring measures across 3 offices
	Maintain our ISO 14001 Environmental Management System.	<ul style="list-style-type: none"> • Reviewed and maintained our ISO 14001 policies
OUR COMMUNITY 	Make a positive impact within the communities where we operate through active engagement with stakeholders and our dedication to delivering volunteering opportunities and pro bono work.	<ul style="list-style-type: none"> • Delivered a high number of volunteering hours • Supported a variety of VCSE's
	Ensure our social value activity aligns to the specific needs of each local community.	<ul style="list-style-type: none"> • Delivered volunteering to communities in which our client projects are delivered • Produced social value assessments & Local Needs Analysis
	Ensure our social value activity aligns to the specific needs of each local community.	<ul style="list-style-type: none"> • Introduced a new long term charity partner
	Nurture talent and support skill development in our local communities, evidenced by our mentoring, apprenticeship, and work placement programmes.	<ul style="list-style-type: none"> • Delivered high number of mentoring hours • Delivered careers sessions in schools & universities • Recruited apprentices across all offices and delivered work placements

OUR SECTOR EXPERTISE

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 ASSESSMENTS



SOCIAL VALUE PROJECT DELIVERY



SOCIAL IMPACT REPORTS



SOCIAL VALUE & PLACEMAKING STRATEGY



FITWEL ASSESSMENT & ACCREDITATION



RETAIL



OFFICE



LAND



RESIDENTIAL



INDUSTRIAL & LOGISTICS



MIXED USE DEVELOPMENTS

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