



Responsible Business in Practice

UN Global Compact Communication on Engagement

Reporting period: November 2013 to February 2016



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About RICS

From the land that sustains us to the homes we live in, minerals in the ground to intangible brand assets, virtually everything that makes up the fabric of our lives is, at some point, measured or valued through one of the many surveying disciplines. The art of surveying is the art of turning everything into numbers – the numbers that keep businesses running, cities functioning, economies working, our whole world turning. As the global independent body that safeguards the integrity of this work, RICS is tasked with a great responsibility. Over two-thirds of the world's wealth is bound up in land and real estate. Our sector is a dominant economic force for our planet and plays a pivotal role in supporting sustainable investment and growth around the globe. It is also right at the heart of life. We depend on the land for our food and shelter. We live, work and socialise in buildings. We rely on infrastructure for our everyday needs and activities.

Our mission at RICS is broadly two-fold:

- to underpin the calibre of our profession by pioneering the highest standards, and
- to shape the future of our sector by turning the best vision into best practice.

We have been a participant of the UN Global Compact since 2010. We are also members of the UK and Singapore Local Networks. This Communication on Engagement highlights our organisation's activities undertaken between November 2013 and February 2016.

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Letter of continued commitment by CEO, Sean Tompkins

It is hard to believe that it has been two years since our last Responsible Business in Practice progress report. And what a busy time it has been!

Together with our project partner, the UN Global Compact, RICS delivered on its promise to translate the Ten Principles for our sector and its users into practical guidance. This guidance can be used by companies to put their corporate sustainability commitments into practice, for the benefit of the environment, communities and employees.

We have also been working closely with UNEP on mainstreaming sustainable real estate investment through collaboration on two major reports, working with industry stakeholders on making the Sustainable Development Goals a reality from our sector's perspective.

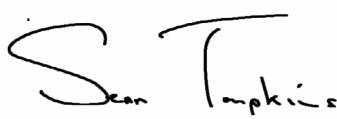
During COP21 we participated in the first-ever 'Buildings Day' to address the environmental impact of buildings. Because we understand that success can only be achieved through collective action, we have joined the Global Alliance for Buildings and Construction, which brings together governments, potential funders, and other stakeholders in the building and construction sectors.

Our world is becoming increasingly complex and collective action across markets, stakeholder groups and professional bodies is essential to address the manifold challenges we face and to reap the opportunities for sustainable growth.

The launch of our International Standards work stream, which we are undertaking with numerous other bodies across the globe has been one major milestone. These technical standards, together with standards of ethics, will introduce greater transparency and accountability to real estate markets. Delivered by professionals and underpinned by independently-led regulation, such standards have the power to embed responsible actions in day-to-day business.

And finally, I am very proud that we are now a Best Companies Three Star organisation, a clear message from our employees that they are highly engaged with our organisational journey and the work we are doing.

I would like to take this opportunity to re-iterate RICS' continuing commitment to actively support the Global Compact and its principles, and to share its contents with our employees, qualified professionals and wider stakeholders.



Sean Tompkins

Chief Executive Officer, RICS



Sean Tompkins

Chief Executive
Officer, RICS



WE SUPPORT



Our world is becoming increasingly complex and collective action across markets, stakeholder groups and professional bodies is essential to address the manifold challenges we face and to reap the opportunities for sustainable growth.

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Advancing responsible business practices within the sector

Translating the Global Compact's Ten Principles for sector stakeholders: Advancing responsible business practices in land, construction and real estate use and investment

To foster corporate responsibility and responsible business practices in the land, construction, and real estate industry, the United Nations Global Compact and RICS have jointly developed 'Advancing Responsible Business Practices in Land, Construction and Real Estate Use and Investment', a good practice resource for the sector.



The Resource which is the result of a 2 year project was launched in New York and in London on June 24, 2015 and June 29, 2015 respectively. The process to develop the Resource was supported by a global Steering Group comprising of UN Global Compact participants from the areas of real estate, development, finance, investment, construction, research and training, as well as the Centre for Real Estate

at the Karlsruhe Institute of Technology, RICS' industry-academia partnership university. To raise awareness of the critical sustainability issues in the sector and to collect input on the Resource, a global stakeholder consultation was also launched in October 2014 over a 6-month period concluding in April 2015. This process comprised a series of strategic country targeted consultations in cities well known for burgeoning real estate development, including Dubai, Washington D.C., London, São Paulo, and Hong Kong in addition to an online questionnaire.

In terms of its scope and its target audiences, the Resource takes a holistic life cycle approach (see figure 1). It demonstrates how all of the Ten Principles of the Global Compact in the areas of human rights, labour, environment and anti-corruption are of universal relevance for decision makers within every company, whether as direct stakeholder or as real estate user or investor.

Apart from the life cycle heat map, the Resource's key elements include a stakeholder relevance map, a list

of the most critical sectoral issues accompanied by corresponding actions companies should take to address them, a tool box of relevant UN references and resources, real life case studies as well as a summary of benefits and opportunities. It also includes a self-assessment check list for companies to position themselves against the actions identified.

Since its launch, we have been actively disseminating and promoting the Resource vis-a-vis members and stakeholders via our world regional offices, including local events in the UK, Australia and Singapore and also presented it at COP21 in Paris in December 2015.

For more information: rics.org/responsiblebusiness

Putting ethics at the heart of global real estate professionalism

Professionals have a duty to uphold the highest standards. As the property profession changes and becomes increasingly international, so must our approach to developing and reinforcing professional ethics. Good business ethics are fundamental to acting ethically in business, foster greater confidence among investors and improve reputation and customer retention.

While numerous professional organisations have based their standards on common principles such as integrity, transparency and trustworthiness, there is no single over-arching standard to which all real estate and related professional organisations subscribe.

That is why at the end of 2014, a global coalition of real estate and related professional bodies, including RICS, met the United Nations in New York to formally launch the International Ethics Standards Coalition (IESC). The coalition came together with one aim in mind: to create a universal set of principles that will underpin the many well established codes of conduct being used by real estate professionals today.

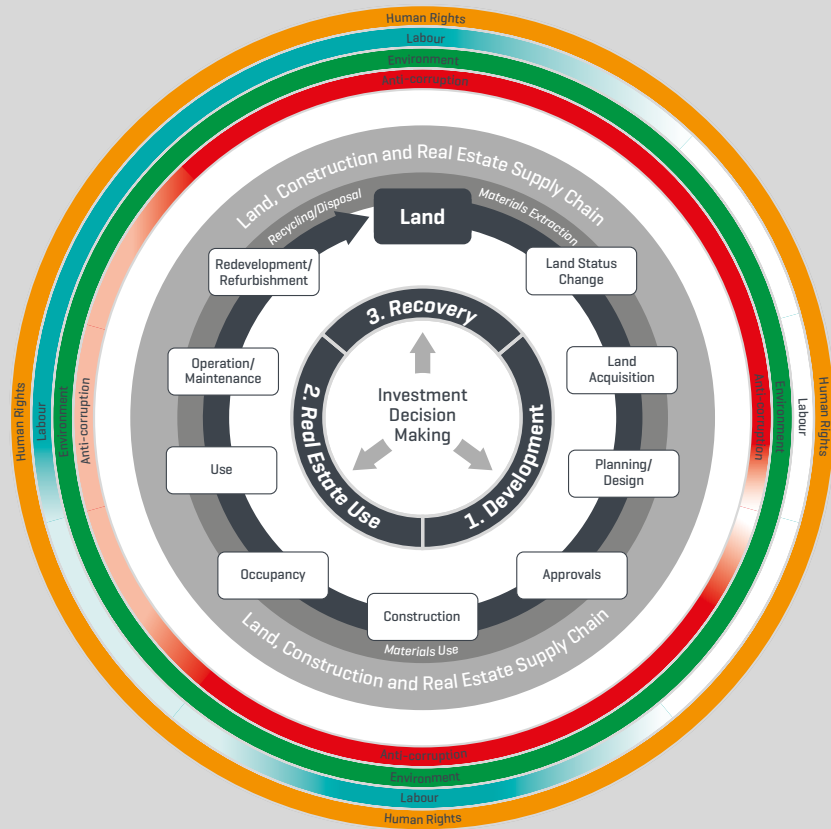
The International Ethics Coalition currently comprises over 60 not for profit organisations in the land, property, construction, infrastructure and related professions from around the world. A draft Ethics Standard went to global public consultation at the end of January 2016, for a three month period, with the aim to publish the final standard later in the year. Firms, academic and government bodies are showing interest by becoming 'Supporting Partners'.

For more information: ies-coalition.org

Figure 1**The impact of the individual stages of the life cycle on the UN Global Compact issue areas**

Dark colour: high issue area impact
Light colour: low issue area impact

Human Rights
 Labour
 Environment
 Anti-corruption



Bringing the Sustainable Development Goals to life within Global Compact industry associations

In 2014, we were invited to join forces with global industry and business associations such as the International Road Transport Union and the International Federation of Pharmaceutical Manufacturers & Associations (IFPMA) to provide sector-specific guidance and facilitate industry-wide partnerships.

RICS contributed to:

- the Annual Business Associations and Sustainable Development Forum in New York in June 2015 to share best practices and discuss challenges and opportunities to promote sustainable development issues but also to
- the Good Practice Note: Industry Associations in Support of Sustainable Development, launched in September 2015 with RICS CEO Sean Tompkins as a key note speaker. The publication showcases RICS' key efforts in driving responsible business practice.

For more information: unglobalcompact.org/participation/join/who-should-join/non-business/industry-activities

Integrating Sustainability into the RICS Valuation Standards [Red Book]

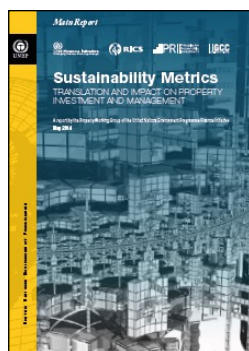
Drawing on the RICS Guidance Note 'Sustainability and Commercial Property Valuation', since January 2014, sustainability has now been an integral part of the mandatory RICS Red Book and is referred to as a potential value and risk driver. It is therefore now mandatory for RICS valuation professionals to take sustainability issues into account when carrying out their valuations for clients and to collect relevant data and information even if there is currently no evidence of a value premium in their particular market. This also has implications for their clients as a lack of sustainability data may now be noted as an additional risk factor by valuation professionals.

For more information: rics.org/uk/knowledge/professional-guidance/red-book

Supporting investors to meet their environmental, social and governance responsibilities: 'Sustainability Metrics – Translation and impact on property investment and management'

Building on the new Red Book and as part of our Memorandum of Understanding with the United Nations Environment Programme (UNEP), RICS supported the 'Sustainability Metrics – Translation and impact on property investment and management' report which represents a joint venture between leading stakeholders in the field of property investment, advisory and management such as the Principles for Responsible Investment Initiative (PRI) and the Institutional Investors Group on Climate Change (IIGCC).

Led by the Property Working Group within UNEP's Finance Initiative (UNEP FI), the report was developed by RICS' industry-academia partner, the Centre for Real Estate at the Karlsruhe Institute of Technology (KIT) as part of the shared professorship on sustainability and property valuation.



The report provides a corporate sustainability management implementation framework for property investment and management organisations. Additionally, the report is also useful for decision-makers in related sectors such as banking and insurance. The framework can be used as a facilitating means for these businesses to meet their environmental, social and governance responsibilities

whilst addressing the financial/ risk implications of sustainability and as an overall quality assurance tool and mechanism.

Launched at RICS headquarters in London in May 2014, it helps investors both protect the value of real estate funds and comply with their fiduciary duties. Finally, the report offers an opportunity for policy makers to better understand the complexity of sustainability management in the real estate sector.

For more information: rics.org/uk/about-rics/responsible-business/commitment-sustainable-development/united-nations-global-compact/unep-fi-launches-corporate-real-estate-sustainability-management-framework-for-the-financial-industry/

Supporting the Sustainable Development Goals: Membership of the Multistakeholder Advisory Committee for the UNEP 10 Year Framework Programme on Sustainable Buildings and Construction

RICS is proud to be among 18 global expert organisations invited to participate in UNEP's 10 Year Framework on Sustainable Buildings and Construction Programme's Multistakeholder Advisory Committee (MAC) which was formally launched in Nairobi, Kenya in April 2015 and will be an implementing mechanism for the Sustainable Development Goals adopted in September 2015.

The aim of the programme is to promote resource efficiency, mitigation and adaptation efforts, and the shift to more sustainable consumption practices in our sector.

We decided to join the MAC because the programme's key objectives very much matched our own strategic goals such as the promotion of affordable and social housing, sustainability in the sector's supply chain, reducing climate change impact and knowledge sharing and capacity building.

The SBC programme is led by the Ministry of the Environment of Finland and co-led by the World Green Building Council (WGBC), the Royal Melbourne Institute of Technology (RMIT) and UNEP.

One major output that RICS has been involved in is the development of the programme's first trust fund call, launched at Buildings Day as part of COP21 in Paris.

For more information: unep.org/10yfp/Programmes/ProgrammeConsultationandCurrentStatus/Sustainablebuildingsandconstruction/tabid/106268/Default.aspx

More equitable land tenure through International Land Measurement Standards [ILMS]

Land tenure and ownership rights are a global challenge. Statistics show that some 70% of land and property in the developing world is un-registered and outside of formal markets, which in turn has a direct impact on human rights, communities, wealth and our ability to effectively manage resources and the environment. There is also a growing global and development sector acknowledgement of the link between gender ownership rights (women's rights to property and land), tenure security and transparent land and property information standards.

Today, land reporting standards which are used to interpret and document tenure are at best inconsistent and at worst non-existent. This unacceptable risk in basic land information undermines socio-political cohesion, economic development and investor confidence.

RICS is proud to be one of the founding organisations setting up an International Land Measurement Standards Coalition to address these issues. We are also working closely with United Nations Agencies such as FAO, UN-Habitat (Global Land Tool Network), the World Bank and many development and aid sector partners such as DfID (Department for International Development, UK), Land Alliance, Devex and USAID. The first ILMS coalition meeting is planned for June 2016, and round table events are planned for the World Bank Land & Poverty Conference March 2016 and FIG New Zealand in May 2016.

PRME Principles for Responsible Management Education

Adding to our existing university champions in support of PRME

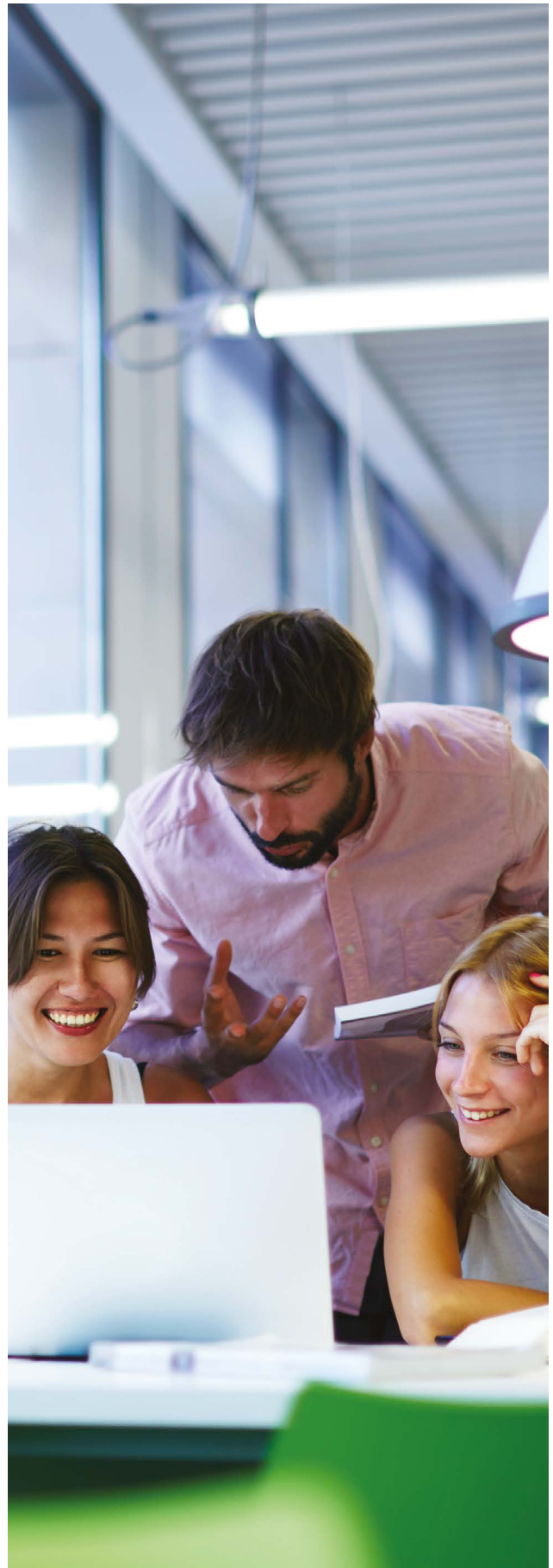
As part of our continued commitment as a supporting organisation of the UN backed Principles for Responsible Management Education (PRME), in 2015, we organised the second round of our initiative to promote sustainable development in higher education courses. We invited RICS accredited universities to enter a competition aimed at showcasing their achievements and best practices.

A panel of judges selected Oxford Brookes University (UK), the Royal Melbourne Institute of Technology (RMIT Australia), and the University of West England (UK) as the winners of the 2014/15 competition. These winning entries had impressive records, with initiatives ranging from international collaborations to the development of CSR evaluation methods.

The 2015 winners joined Bond University (Australia), Instituto de Empresa (Spain), the University of Reading (UK), Plymouth University (UK), IRE|BS Institut für Immobilienwirtschaft (Germany) and Universitat Politècnica de València (Spain) to form a select group of universities who RICS will be working with as part of its efforts to mainstream sustainable development in practice and education.

We are also particularly pleased that the RICS School of the Built Environment (SBE) in India has been accepted as a signatory to PRME.

For more information: rics.org/uk/about-rics/responsible-business/commitment-sustainable-development/united-nations-global-compact/rics-actively-supports-un-backed-principles-for-responsible-management-education-prme/



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Supporting the international climate change agenda

Launching the Global Alliance for Buildings and Construction at COP21 Buildings Day

With accelerated urban growth and development, the existing environmental impact of buildings is only going to grow, further increasing greenhouse gas (GHG) emissions. The only solution is a draconic reduction of energy consumption used for heating and cooling through systematic improvement of the energy performance of new and existing buildings.

Political and business leaders from around the world convened in Paris for COP21, the United Nation's annual climate change meeting. Huge expectation surrounded the meeting, which saw chief negotiators come together to agree new binding carbon reduction targets.

We have been working with several UN agencies, business and industry leaders to shape and deliver the programme of the first ever COP 'Buildings Day', a day dedicated to the role that the built environment can play in achieving global climate targets.



On COP 21 Buildings Day on 3 December 2015, RICS President Martin Brühl joined a high level panel from the world of finance in the so-called Blue Zone, the official government negotiation space, bringing to the table his investment expertise and talking about latest market developments in relation to value premiums and risk management with regard to sustainable assets and portfolios.

During an RICS seminar, CEO, Sean Tompkins announced RICS' COP commitments:

Commitment 1:

We will strengthen the business case for energy efficiency measures by building capability among valuation professionals worldwide.

Commitment 2:

We will increase market confidence in climate change commitments by supporting internationally standardised and vertically integrated measurement and reporting.

For information on the Global Alliance for Buildings and Construction: web.unep.org/climatechange/buildingsday

Joining forces for the UNEP FI Sustainable Real Estate Investment Framework



There is considerable evidence showing that climate change, energy security and resource scarcity pose clear investment risks.

An increasing number of institutional investors and their stakeholders have started to recognise it as their fiduciary duty to manage climate risk in their investment portfolios, and leaders in commercial real estate have been systematically

integrating climate risks and opportunities into existing investment, valuation and asset management processes. Yet, despite the compelling case for action, the level of current investment is well below the optimum economic and societal rates.

In support of the COP21 Paris Agreement, UNEP FI, CERES-INCR, IGCC, IIGC, PRI and RICS have joined forces to extensively review, synthesise and rank the relevance of major publications and tools that have been produced over the last years to create a concise, actionable investor framework that maps the various steps which the different audiences could easily implement to integrate ESG and climate risks into their mainstream investment activities regardless of where they might be on their journey.

Launched by RICS President Martin Brühl in early February 2016, the framework can be downloaded via: rics.org/investorframework

Building capacity amongst valuation professionals for mainstreaming energy efficiency investments: RenoValue

RICS has been initiating and leading on RenoValue, a 2-year project funded by the Intelligent Energy Europe Programme of the European Union. The RenoValue consortium includes: RICS, the Karlsruhe Institute of Technology, CBRE, the Polish National Energy Conservation Agency, Troostwijk Real Estate, Skanska and Business Solutions Europa.



RenoValue aims to develop a tailored training material for practising valuation professionals from across the EU. The training material will provide professionals with a more

profound knowledge base regarding the latest energy efficiency and renewable energy technological solutions, their respective impact on various economic building performance aspects, relevant information sources, as well as methodological and theoretical guidance so that valuation professionals can appropriately factor energy efficiency and renewable energy issues into the valuation process and advise their clients accordingly.

During the course of 2014, round tables were organised to gain insights into valuation professionals' specific training needs in relation to integrating energy efficiency and wider sustainability considerations as well as valuation users' preferences in relation to valuation reports. RenoValue project partners organised 7 valuation round tables in the project's target countries (Belgium, Germany, Italy, Netherlands, Poland, Sweden and the UK). The feedback received was summarised in the RenoValue Market Insight Report which was launched at a real estate stakeholder event in Amsterdam in June 2015.



Between October 2015 and January 2016, the pilot training material was tested at national half day face-to-face CPD sessions in the partner countries. Due to market interest, three additional countries were added to the project's original scope: France, Greece and Cyprus.

The feedback received as part of participants' evaluation surveys from the pilot sessions

will inform the final e-learning training material which will be launched on the RICS Online Academy during the first half of 2016.

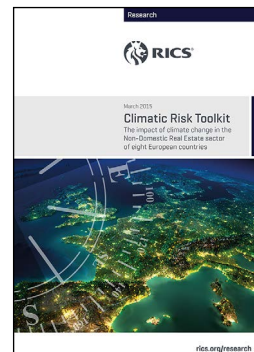
For more information: renovalue.eu

Recognising energy efficiency value in residential buildings: REVALUE

RICS is a partner in the European Union's Horizon 2020 research and innovation programme funded REVALUE project which aims to lead the development of appraisal norms and standards that recognise energy efficiency value in social and private residential real estate. In addition, the REVALUE objectives include:

- the creation of a framework that aligns property valuation techniques used by lenders (banks and other institutional investors), property owners (housing associations and private commercial landlords), and assessors (valuing bodies, organisations that measure energy performance), and
- the creation and validation of project examples on the application of norms and valuation techniques.

For more information: revalue-project.eu



Climate modelling research

RICS commissions independent research to provide information, stimulate debate and promote leading-edge thinking among our members, policymakers and key influencers in business.

One of the key research projects we have been working on is the Climatic Risk Toolkit which includes an online tool that helps the built environment sector in eight European countries to determine the risk and impact climate change will have on non-domestic, or commercial, buildings.

The report and toolkit provide industry participants with practical tools and insights to anticipate the risks that climate change may pose to their non-domestic assets.

The report focusses on eight countries: Germany, France, United Kingdom, Ireland, Spain, Greece, Sweden and Norway.

It analyses four main areas in order to understand who climate change will affect, what the energy demand may be, what the operational costs may be and the carbon emissions for six types of buildings, namely, offices, retail buildings, schools, hospitals, warehouses and buildings used for leisure.

Using the policy background, the level of success of regulations and other available data in each country of the project, the report presents likely scenarios of what could happen in the future.

To download the toolkit, go to: rics.org/uk/knowledge/research/research-reports/climatic-risk-toolkit/

Scaling up long-term financing for energy efficiency

RICS was one of the first to join the Energy Efficiency Financial Institution Group (EEFIG), established by the European Commission and the United Nations Environment Programme Finance Initiative (UNEP FI) in late 2013. The group's report which was published on 26 February 2015 contains recommendations on a range of actions that could help overcome the current challenges to obtaining long-term financing for energy efficiency.

The expert group identified a '*very strong economic, social and competitive rationale for the up-scaling of energy efficiency investments in buildings and industry in the EU*'.

The report recommends measures such as the creation of an energy and cost database for buildings and the development of a project rating system to provide a transparent assessment of the technical and financial risks of energy renovation projects for buildings.

It also says that barriers to expanding the green mortgage market should be addressed and that there should be a review ensuring that current State Aid rules do not unnecessarily burden accelerated energy efficiency investments.

Further increasing the resource efficiency of our own operations

RICS carbon footprint 2014/15

We have been monitoring our carbon footprint since 2010/11 and the data that has been recorded includes the two main UK sites in Coventry, London and all UK and world regional offices.

Scope of our carbon footprint:

Scope 1 – all direct emissions from the use of gas for the whole property portfolio [measured and estimate]

Scope 2 – all indirect emissions from the use of electricity for the whole property portfolio [measured and estimated]

Scope 3 – most indirect emissions [travel, waste, water] for the UK.

Scope 1 and 2 emissions:

When compared to our 2010/11 baseline figure we have successfully managed to reduce our scope 1 and 2 carbon footprint by a total of 37% (see figures 2 and 3).

Figure 2

RICS worldwide carbon footprint 2014/2015*

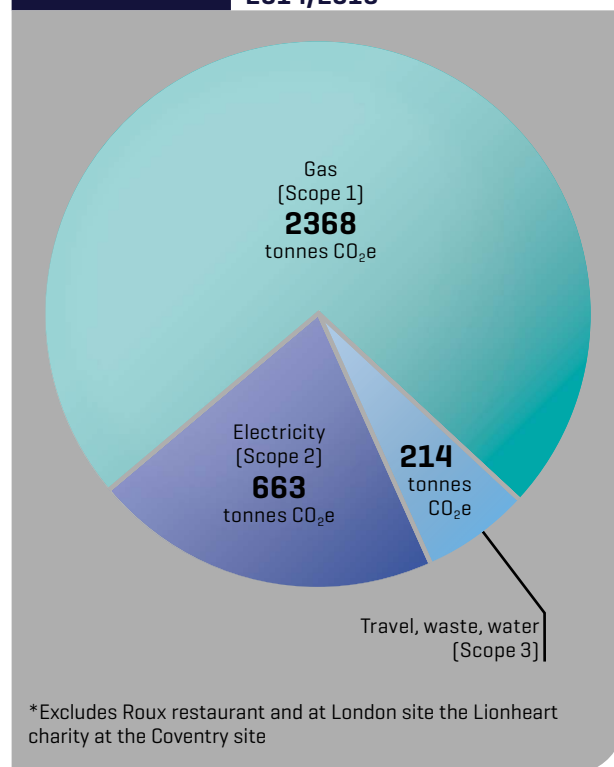
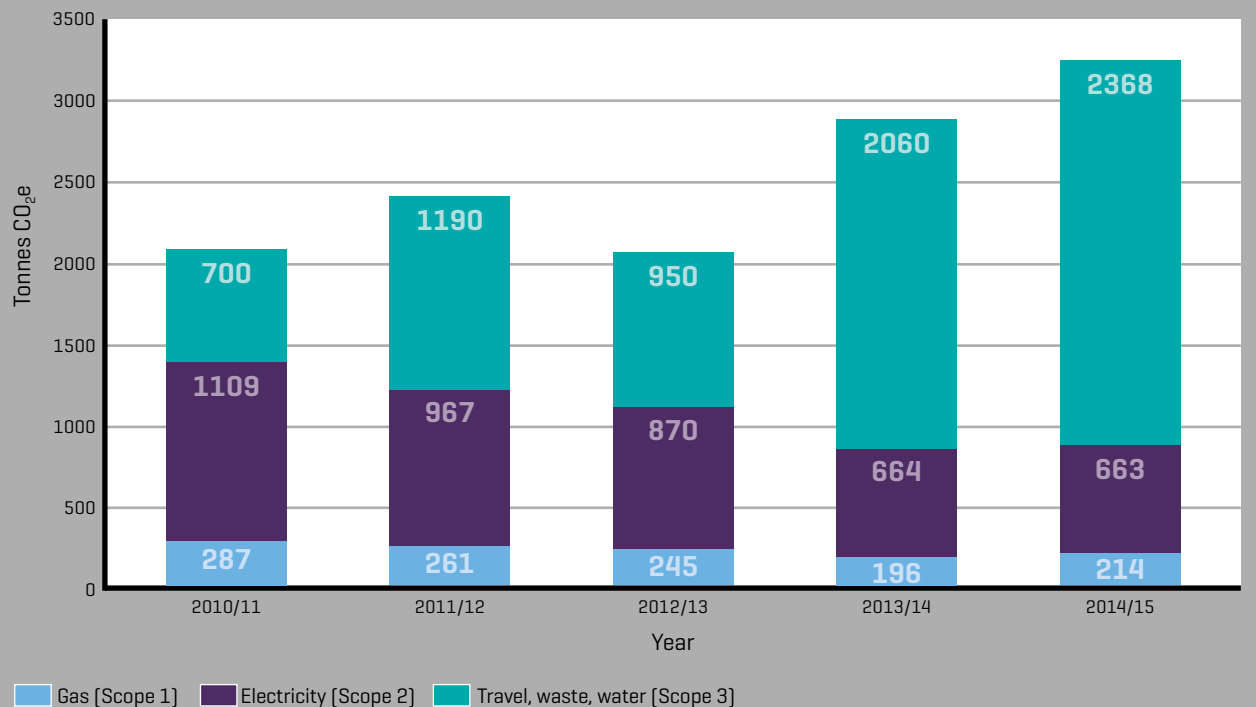


Figure 3**RICS worldwide historic carbon footprint***

*Excludes Roux restaurant at London site and the Lionheart charity at the Coventry site.

Further energy efficiency measures are planned for all our global offices and we will continue to closely monitor and identify ways to reduce our energy usage and have all of our UK and main overseas offices accredited for ISO 50001.

Scope 3 emissions:

During 2014/15, there has been an overall increase in emissions of 11% when compared to the previous year which was mainly due to a 15% increase in air travel (scope 3) resulting from the global expansion of our business. There are active steps being taken to reduce the necessity for travel and to utilise technology such as skype and bluejeans which is now available in all buildings. General reminders are also planned for staff to consider the most sustainable mode of transport with short internal flights being avoided where possible.

Energy saving campaign in support of COP21

Ahead of COP21 in Paris, we ran an internal energy saving campaign which was widely communicated via Yammer, our internal social network, encouraging all staff to contribute to cutting down our operational energy consumption levels.



Recognition

We currently have the ISO 50001 international energy accreditation in all of our UK offices and in our Brussels, Frankfurt, Hong Kong, and Gurgaon international offices. We are looking to soon expand this to the remaining world regional offices as part of our overall 2015/16 Energy Management Plan.

In addition, we have won a gold standard award for our building in London as part of the Mayor of London's Energy Challenge to reduce carbon emissions for the UK capital and are fully compliant under the new ESOS regulations in the UK.

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Improving measurement and accountability

International Property Measurement Standards (IPMS)

Real estate markets are increasingly global. Whether constructing, buying, leasing or occupying property assets, global investment decisions crucially depend on transparency and comparability. Without it markets are inherently risky and unsustainable. Transparency and comparability rely on consistent data, and yet the way buildings are measured varies dramatically, by as much as 24% depending on the method used. This significant variability introduces high uncertainty in valuation, project cost estimation but also in areas such as energy performance measurement.

Building energy performance measurement can help monitor and assess progress towards our targets and drive behaviour change. However, meaningful progress requires a common standard for measuring buildings.

RICS is working with industry bodies and governments to devise common international standards for measuring the size of all property types (IPMS) and all aspects of construction costs (ICMS). International property and construction measurement standards provide the consistency required to develop useful building energy performance metrics within and between markets, and throughout the entire life cycle of assets. Thus for the first time, embodied carbon and in-use carbon emissions can be reliably measured and compared, based on common standards.

The standards are being developed through coalitions drawing together scores of organisations from all continents, and will be implemented by hundreds of partner bodies.

More than 70 professional and standards bodies, including RICS, make up the IPMS Coalition, which will establish a common standard for measuring property, enhancing transparency and comparability in real estate. IPMS for Offices was published in November 2014. IPMS for Residential Property is due in 2016, followed by versions for industrial and then retail property.

For more information: ipmsc.org

International Construction Measurement Standards (ICMS)

The standards used to calculate the cost of construction projects differ markedly throughout the world. In simple terms, the 'line items' which make up the project cost total differ depending on where the project is being carried out. This makes it difficult to understand and compare project costs between markets. It also compromises our ability to interpret the social, economic and environmental 'footprint' of a construction project on a consistent basis.

Formed in 2014, the ICMS Coalition totals more than 30 professional and standards bodies from around the world. It is developing and implementing the first international standard for measuring construction costs. It will enhance transparency and help to de-risk investment in construction projects.

Industry corporations, contractors, and key government stakeholders will also be encouraged to contribute to, and lead adoption of the new international framework in their capital markets.

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Promoting diversity and inclusion in the profession in the UK

Inclusivity for us means that our profession will fully reflect the make-up of our society and our clients: mirroring by gender, ethnicity, disability, age, sexual orientation, social demographic. And successful inclusivity means that every member of staff is comfortable in their own skin, freeing them to be high performing and productive, with fair access to training and promotion, and so we shall see diversity reflected at every level from boardroom to new intake.

The fact that our sector does not offer a balanced workforce is obvious to all. The senior leadership of our sector is overwhelmingly white and male which acts as a barrier for new entrants. Currently only 14% of the profession in the UK & Ireland are women. Reliable ethnicity figures are not available as firms are reluctant to collect the data and individuals are often uncomfortable about self-identifying (50% of members have not given RICS their ethnic origins).

Through a series of related programmes we are working both to drive diversity into the pipeline of candidates entering our profession, and then to improve the employer practices within our sector in order to retain and develop all staff equally.

Schools facing activities are being delivered through collaborations across industry: working with Property Needs You – a consortium of 30+ major real estate firms – we approach schools through careers fairs, Insight Weeks, etc. to encourage youth from a wider socio-economic background to take up a career in this sector. Working with Class of Your Own, a government backed initiative to improve the gender balance in science and technology related careers, we have held events (50:50, 2015) to bring industry and school leaders together. Most significantly for the future, in September 2015, as part of direct collaboration with industry, we introduced the first apprenticeship pathways leading into full chartered membership of the profession. We are monitoring the uptake and planning to introduce more apprenticeship routes in 2016 to open the profession to candidates drawn from a much more diverse background.

Since the launch of the RICS Inclusive Employer Quality Mark in June 2015, to date, over 80 major firms have signed up to the Mark – all pledging to deliver, and to share, best practice in leadership, recruitment, retention, staff engagement, staff development, and continuous improvement. To help members on the journey toward achieving a diverse workforce we are currently building a Knowledge Hub to enable the sharing of best practice between members, and signposting to services and training that will improve their outcomes. Working across the country with member firms, we have developed a self-assessment tool to help each firm identify where they need to prioritise their activities, and to allow RICS to track improvements in the diversity balance.

Through 2016 we are holding regular Delivering Diversity events in all UK regions, with speakers from other industries sharing their learnings. Visible Women lunches are continuing around the country, supporting local networking and local press activity in order to address the lack of role models. RICS now has over 65 female spokespeople to call upon for public facing events or media. In June 2016, we are holding the second RICS Diversity and Inclusivity Conference.

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Engaging our employees and reaching out to communities



In the 2015 Best Companies survey, RICS achieved a 3-star rating, the highest designation that any organisation can achieve under Best Companies and marks the highest level of engagement we have seen at RICS.

The significance of our 3-star achievement cannot be understated.

Our survey results tell us that our employees feel proud of the direction we are taking as an organisation, that they feel connected to their team, their managers and each other as colleagues, and that they see meaningful opportunities to contribute and grow. This achievement also tells us that we have made meaningful progress in making RICS a better place to work by listening intently to our employees' feedback over the years.

About Best Companies

Best Companies helps organisations gain competitive advantage by measuring, recognising and improving employee engagement levels.

Giving something back to communities

This is an important subject for RICS. As an organisation, giving something back demonstrates that we can act responsibly and thoughtfully beyond our day to day business. We are especially committed to building a better world for ourselves and for others, and we believe that our charitable activities are as impactful in ensuring this as the standards we create.

We provide every RICS employee with an opportunity to take a day out for volunteering. This equals a commitment of £140,000 in time and in addition to this, many of our teams and colleagues put on fund raising events for a range of local and national charities.

The many volunteering stories and successes our employees have engaged in were truly inspirational.

In March 2015, for the first time, we held a global fund raising event, when employees across the world took part in World Walk for Water in support of WaterAid, for which we have raised £15,000 during a three-year partnership. Our activities will fund life-saving projects such as:

- £4,000 to cover the costs of protecting a fresh water spring in Ethiopia that could benefit up to 1,000 people
- £3,000 for two new water kiosks to serve city dwellers in Mozambique
- £9,000 to provide a fresh water borehole for 600 people in Rwanda.





Going forward

Our responsible business journey continues. Over the next two years we will:

- **Adapt** the sustainability training for valuation professionals developed as part of the EU funded RenoValue project for global roll-out
- **Influence** our members, coalition partners and the wider sectoral stakeholder community in our role as signatory to the COP Global Alliance for Buildings and Construction to take action to reduce CO₂ emissions, thus supporting the global climate change agenda
- **Drive** diversity and gender equality in our sector
- **Create** supporting tools for the joint RICS UN Global Compact Resource
- **Continue** to drive resource efficiency in our own operations.



Confidence through professional standards

RICS promotes and enforces the highest professional qualifications and standards in the development and management of land, real estate, construction and infrastructure. Our name promises the consistent delivery of standards – bringing confidence to the markets we serve.

We accredit 118,000 professionals and any individual or firm registered with RICS is subject to our quality assurance. Their expertise covers property, asset valuation and real estate management; the costing and leadership of construction projects; the development of infrastructure; and the management of natural resources, such as mining, farms and woodland. From environmental assessments and building controls to negotiating land rights in an emerging economy; if our members are involved the same professional standards and ethics apply.

We believe that standards underpin effective markets. With up to seventy per cent of the world's wealth bound up in land and real estate, our sector is vital to economic development, helping to support stable, sustainable investment and growth around the globe.

With offices covering the major political and financial centres of the world, our market presence means we are ideally placed to influence policy and embed professional standards. We work at a cross-governmental level, delivering international standards that will support a safe and vibrant marketplace in land, real estate, construction and infrastructure, for the benefit of all.

We are proud of our reputation and we guard it fiercely, so clients who work with an RICS professional can have confidence in the quality and ethics of the services they receive.

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