

**TRAFFORD** CENTRE  
**OUR**  
**FUTURE**

# DRIVING POSITIVE CHANGE

**AND PREPARING  
FOR WHAT'S NEXT...**

**TRAFFORD CENTRE ESG IMPACT REPORT 2026**





# WE'RE ONLY JUST GETTING STARTED

Three years on from the launch of For Our Future, ESG is increasingly embedded in how Trafford Centre operates.

Over the past year, we've made progress across the estate – from refurbished washrooms with more efficient systems, to the start of our roof renewal programme, and further upgrades to lifts and escalators.

This report reflects on that progress and outlines our priorities for the year ahead.

2026 will also be an important year for Trafford Centre. The Trafford Centre Foundation is now an established charity, governed independently by a Board of Trustees, with a mission to deliver long-term social value across Greater Manchester.

We are also preparing to expand our on-site EV charging offer. Proposals for 47 additional ultra-rapid chargers would take the total at the centre to 65.

Progress of this scale takes time, and challenges remain – particularly in the current economic climate. That is why this report is designed to share our progress openly, highlight where more work is needed, and set out the steps we will take next.

**CENTRE DIRECTOR,  
TRAFFORD CENTRE,  
SIMON LAYTON**





# “THIS REPORT SETS OUT THE PROGRESS WE’VE MADE, THE CHALLENGES WE FACE, AND THE PRIORITIES AHEAD.”

CENTRE DIRECTOR,  
TRAFFORD CENTRE,  
SIMON LAYTON





# FOR OUR FUTURE

**AT TRAFFORD CENTRE,  
OUR AIM IS TO REDUCE OUR  
ENVIRONMENTAL IMPACT AND  
DELIVER LASTING SOCIAL VALUE  
FOR OUR TEAM, VISITORS AND  
LOCAL COMMUNITIES.**



**That is the focus of For Our Future — our sustainability and social impact strategy.**

The strategy brings together our team, tenants and local partners around a shared set of environmental, social and governance priorities.

At its core is our ambition to reduce our direct Scope 1 and 2 greenhouse gas emissions.

Alongside this, we are continuing to build an inclusive workplace, strengthen community partnerships and improve the way ESG is managed across the business.

This report highlights where progress has been made over the last year, where challenges remain, and what we plan to do next.

**For us, this is about long-term progress: taking practical steps, learning as we go, and continuing to improve how Trafford Centre operates.**



# THE HEADLINES

HERE ARE SOME OF THE KEY ESG DEVELOPMENTS FROM 2025:

## GREEN WORLD AWARDS

AMBASSADOR AWARD / BRONZE AWARD FOR CONSERVATION AND WILDLIFE PROJECTS

## BRITAIN IN BLOOM

CRYSTAL AWARD / GOLD AWARD / BEST LARGE COMMERCIAL OR INDUSTRIAL PARK

## SUSTAINABILITY AND PURPOSE AWARDS

IMPACT REPORT OF THE YEAR FINALIST

**24.9%**

REDUCTION IN SCOPE 1 GREENHOUSE GAS EMISSIONS VS 2024

NEW LED LIGHTING UPGRADES, WITH ESTIMATED ENERGY SAVINGS OF

**42%**

IN THE UPGRADED CAR PARK AREA

PROPOSALS FOR

**47**

ADDITIONAL

ULTRA-RAPID EV CHARGERS, TAKING THE SITE TOTAL TO 65

**16.5%**

REDUCTION IN ENERGY USE VS 2024 BASELINE

**62%**

RECYCLING RATE ACROSS THE LAST 12 MONTHS

**52%**

OF COLLEAGUES COMMUTING VIA PUBLIC TRANSPORT, ACTIVE TRAVEL, CAR SHARING OR EV

**£562,320.50**

DONATED IN KIND TO CHARITABLE CAUSES IN 2025

**27%**

INCREASE IN ON-SITE EV CHARGING SESSIONS VS 2024

**35.5%**

REDUCTION IN INDIRECT GREENHOUSE GAS EMISSIONS

\*ALL DATA RELATES TO THE STATED REPORTING PERIOD AND COMPARISONS SHOWN.



# THE HEADLINES

HERE ARE SOME OF THE KEY ESG DEVELOPMENTS FROM 2025:

**100%**

OF LEASES SIGNED IN THE REPORTING PERIOD INCLUDED GREEN LEASE CLAUSES

**THE UK REAL LIVING WAGE**

OR EQUIVALENT, PAID TO ALL ON-SITE ROLES

**228**

EMPLOYEES OFFERED ONE VOLUNTEERING DAY PER YEAR

MARKET-BASED SCOPE 2 EMISSIONS OF 0 TC02E UNDER OUR REGO-BACKED ELECTRICITY CONTRACT\*

INTRODUCTION OF SIMPLER **RECYCLING GUIDELINES**

**NO WASTE**

SENT TO LANDFILL IN THE REPORTING PERIOD

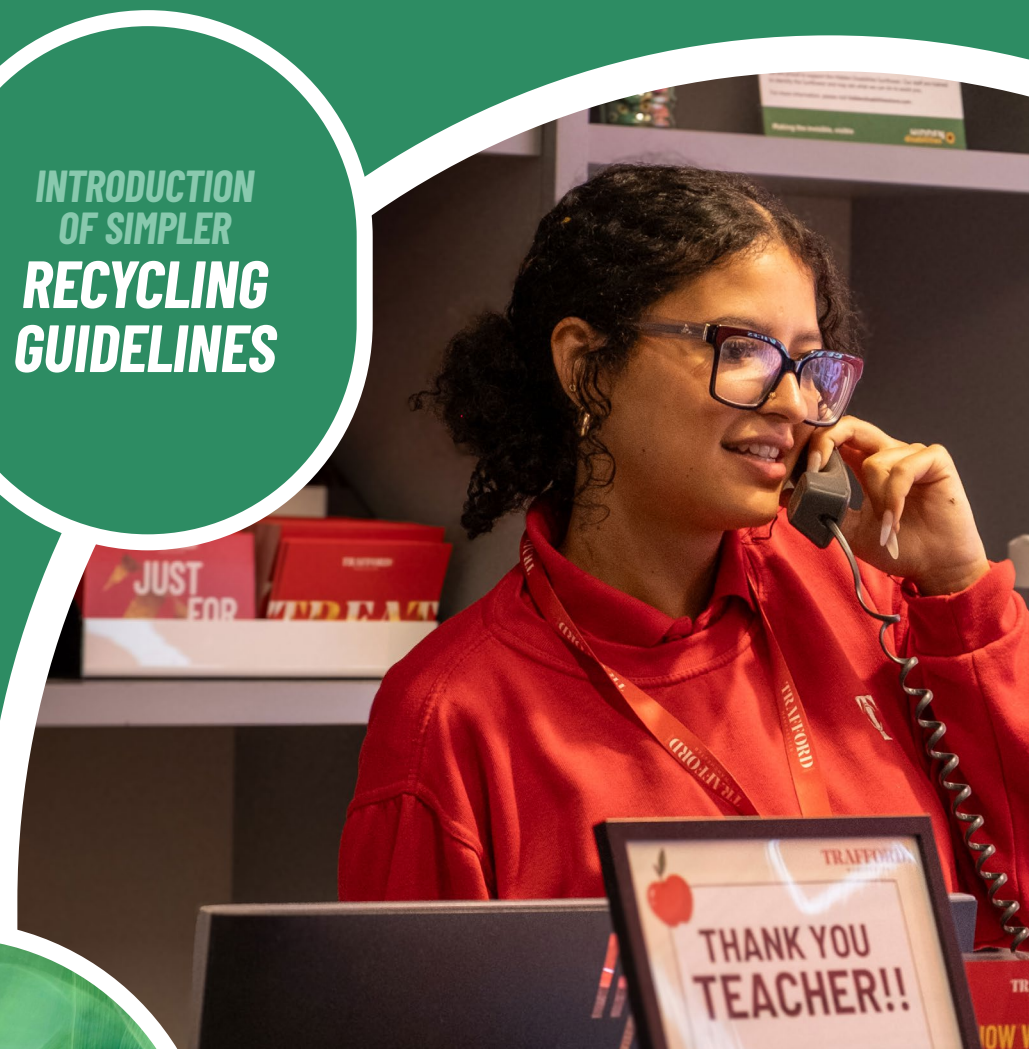
NEW TRAFFORD CENTRE-THEMED **BUG HOTEL**

**REFURBISHED WASHROOMS**

WITH MORE EFFICIENT SYSTEMS

**6%**

REDUCTION IN SCOPE 1 AND 2 WASTE TIP TRIPS



\*REPORTED ON A MARKET-BASED BASIS IN LINE WITH FORMAL CARBON REPORTING METHODOLOGY.



# CONSERVING OUR ENERGY

**ENERGY USE  
REMAINS A MAJOR  
FOCUS ACROSS  
TRAFFORD CENTRE'S  
OPERATIONS.**

**We continue to monitor energy performance closely, supported by regular internal reporting and ongoing review of building systems and infrastructure.**

Electricity across our malls and car parks is supplied under a Renewable Energy Guarantees of Origin-backed contract. We also continue to report our energy use and greenhouse gas emissions through our formal reporting processes.

Over the past year, our work has focused on improving controls, upgrading key assets and identifying practical opportunities to reduce demand across the estate.







# ENERGY CONSUMPTION

## ENERGY CONSUMPTION

Energy use in 2025 was 16.5% below our 2024 baseline, providing a clearer picture of performance during uninterrupted operations.

## WASHROOM REFURBISHMENT

Following the opening of our refurbished Peel Avenue washrooms in 2025, upgrades are now being extended to the Regent Crescent area. These works include more efficient lighting, hand dryers, refill sensors and reused timber elements designed to reduce energy and material use.

The new facilities are expected to reduce electricity demand and save an estimated 1,612 kg of CO<sub>2</sub>e a year. New air-source water heating pumps are also expected to deliver annual CO<sub>2</sub>e savings of around 14,100 kg.

## AIR HANDLING CONTROLS

In 2025, we installed a new energy-efficient air handling unit in the Main Dome, our largest common parts area. Regular meter audits and closer system monitoring have also helped identify further savings opportunities, including reduced daytime air conditioning through expanded night cooling processes.

This approach is estimated to reduce AHU runtime by around 700 hours per week.

## LIFTS AND ESCALATORS

In 2025, we began our vertical transport renewal programme. This will see 22 units either replaced or upgraded to include downtime energy-saving capabilities.

## ROOF RENEWAL

The first phase of our roof renewal project is now complete, with work continuing on Phase 2. This includes replacing defective insulation where required as part of a wider programme of asset renewal.

## WATER MONITORING

We have also installed automated monitoring devices on tenant water meters, including previously unmetered spaces. This gives us more consistent water data, supports billing accuracy and helps identify unusual patterns in consumption across the site.

## LIGHTING UPGRADES

Lighting upgrades have continued across the estate. In 2025, 132 high-powered feature lights in one mall and mast lighting in the Peel Avenue multi-storey car park were upgraded to LED equivalents.

The car park lighting replacement programme uses fittings with a TM66 circularity score and an estimated energy saving of 42% compared with the previous units. Great Hall feature lighting has also been upgraded to colour-changing LED fittings, each expected to use 83% to 90% less energy than the previous units.





# PROMOTING LOWER CARBON JOURNEYS

Our Travel Plan focuses on reducing reliance on single-occupancy car journeys among people who travel to Trafford Centre regularly.

A Travel Plan Steering Group meets quarterly to review progress and monitor key data. In winter 2025, the group carried out a site-wide Travel Survey, benchmarked against previous research from 2022.

While single-occupancy car use was higher than in the earlier survey, the previous benchmark reflected travel behaviour during the pandemic. Even so, the latest findings show encouraging signs.

Today, 52% of colleagues commute using public transport, active travel, car sharing or EVs. Staff car sharing has also increased, and more than 58% of colleagues say they would consider switching to lower-carbon travel modes in future.

Our focus now is on making those options easier and more practical by 2028.

## EXPANDING EV CHARGING

On-site charging sessions have risen by more than a quarter compared with 2023, reflecting growing demand for EV charging at the centre.

## EXPANDING ULTRA-RAPID CHARGING

Our proposed £11.5m ultra-rapid EV charging hub is expected to launch this year. If completed as planned, it would increase the total number of chargers on site to 65.

## SUPPORTING CYCLING

To support access without a car, council proposals to reinstate a raised towpath across the Barton Aqueduct are awaiting approval, which will support our plans. Trafford Centre also provides 200 cycle parking spaces across the site.

## OPERATIONAL FLEET

All viable operational vehicles used by our management, waste and security teams are now electric, meaning they produce no tailpipe emissions in use.

## PUBLIC TRANSPORT LINKS

Trafford Centre continues to benefit from strong public transport connections. The Trafford Park Metrolink Line now carries just under 2.5 million passengers a year, while our partnership with the Bee Network includes a renewed contract with Transport for Greater Manchester to operate the bus interchange, where up to 40 buses run each hour.





# STANDOUT STATISTICS

INCREASE IN STAFF  
**CAR SHARING**

MORE THAN  
**58%**  
OF STAFF WOULD  
CONSIDER SWITCHING  
TO LOWER-CARBON  
TRAVEL MODES

**22.1%**  
WOULD CONSIDER  
PUBLIC TRANSPORT

**13.3%**  
WOULD CONSIDER  
ACTIVE TRAVEL

**4.6%**  
WOULD CONSIDER  
EV USE

ALL VIABLE OPERATIONAL  
VEHICLES IN OUR ON-SITE  
**FLEET ARE  
NOW ELECTRIC**

**200**  
CYCLE PARKING  
SPACES ACROSS SITE

FOOTFALL INTO THE  
CENTRE VIA METROLINK  
STOPS WAS UP  
**4% YEAR  
ON YEAR**

**11.4%**  
WOULD CONSIDER  
CAR SHARING





# WASTE MANAGEMENT PLAN

ACROSS THE LAST 12 MONTHS,  
**62% OF TOTAL WASTE WAS  
RECYCLED, UP FROM 55%  
IN THE PREVIOUS REPORT.**



**In April 2025, we introduced Simpler Recycling guidelines, a Government initiative, requiring our specialist Waste Management Team to separate waste into clearly defined streams. This includes cardboard, plastic bottles, aluminium cans, plastic film, food waste, glass, dry mixed recycling, general waste, wood, hard plastics, metal and green waste.**

This has improved our visibility of waste streams and helped us work more effectively with our waste partner on segregation and disposal. No waste in the reporting period was sent to landfill, based on contractor data.

We also trialled SMART bins during winter 2025. The trial provided data on fill levels across the estate, helping us assess how this technology could support future service planning.

Alongside this, we continue to work with brand partners on waste segregation and responsible shopfitting, supporting wider progress across the centre.



# BIODIVERSITY

**During 2025, we introduced a series of planting, habitat and maintenance initiatives intended to support biodiversity across the Trafford Centre estate.**

- A summer planting scheme featuring pollinator-friendly species
- A Trafford Centre-themed bug hotel designed to support insects such as bees, ladybirds and lacewings
- Removal of duckweed from onsite ponds to improve water conditions
- A refreshed internal planting scheme featuring species including palms, crotons and yuccas
- Discarded logs used to construct 'bug hotels' for beneficial insects

**Together, these initiatives are intended to improve habitat value across the site while contributing to a greener visitor environment.**

**In 2026, we plan to build on this work through a series of additional habitat features, including:**

- Brushwood nesting spaces for small birds
- Additional bug hotels and insect towers
- Bee houses suitable for solitary species such as mason bees and leafcutter bees
- Cameras in owl boxes to support low-disturbance observation





# AWARD-WINNING SUSTAINABLE INFRASTRUCTURE

EXTERNAL RECOGNITION  
IS NOT THE GOAL OF OUR  
ESG PROGRAMME,  
BUT IT CAN BE A USEFUL  
INDICATOR THAT  
PROGRESS IS BEING  
NOTICED.

During the past year, Trafford Centre was accredited, shortlisted or recognised by a number of organisations.

BREEAM  
**VERY GOOD**

ISO 14001  
**VERY GOOD**

BRITAIN IN BLOOM  
**CRYSTAL AWARD /  
GOLD AWARD / BEST  
LARGE COMMERCIAL  
OR INDUSTRIAL PARK**

GREEN WORLD AWARDS  
**AMBASSADOR AWARD  
/ BRONZE AWARD FOR  
CONSERVATION AND  
WILDLIFE PROJECTS**

SUSTAINABILITY AND  
PURPOSE AWARDS  
**IMPACT REPORT OF  
THE YEAR FINALIST**

THIS IS MANCHESTER  
AWARDS  
**LEADING RETAIL  
BUSINESS / BRAND  
OF THE YEAR**

REVO AWARDS  
**ESG EXCELLENCE  
AWARD**

SCEPTRE AWARDS  
**COMMUNITY  
INITIATIVE FOR  
EMERGENCY  
SERVICES  
DAY HIGHLY  
COMMEDED**



# TRAFFORD CENTRE FOUNDATION

## TRAFFORD CENTRE FOUNDATION IS NOW AN OFFICIALLY REGISTERED CHARITY.

As it begins its first full active year, the Foundation will focus on creating social value across education, equality and the environment within local communities.

Current funding priorities include:

- Education support for young people and people facing disadvantage
- Citizenship and community development
- Environmental protection and enhancement.

Funding decisions will be made independently by an appointed Board of Trustees, chaired by Shaquille White.

Shaquille brings a professional background rooted in governance, ethics and safeguarding, alongside a strong personal commitment to improving opportunities for young people.

[VIEW WEBSITE](#)





# CHARITABLE DONATIONS

IN 2025, TRAFFORD CENTRE  
SUPPORTED LOCAL CHARITABLE  
CAUSES WITH

**£562,320.50**

THROUGH MALL ACTIVATIONS,  
IN-KIND SPACE DONATIONS,  
STAFF FUNDRAISING AND  
FOUNTAIN COIN COLLECTIONS.

**£15,924.81**  
FROM  
COIN COUNTS

**£461,396.52**  
FROM SPACE  
DONATIONS

**£10,522.20**  
FROM  
MISCELLANEOUS  
FUNDRAISING

**£43,400.00**  
FROM STORE  
DONATIONS

**£20,965.30**  
FROM MALL  
COLLECTIONS

**£400**  
FROM GIFT CARD  
DONATIONS

**£9,711.67**  
FROM CHRISTMAS  
CHOIRS



This year, coin count income, along with funds raised on the malls and support through donated space and equipment, went to our charity partner Stockdales.

That funding will help support places at Stockies Club, where people of all ages with learning disabilities can socialise and play. Based on Stockdales' annual placement costs, this level of support is enough to fund ten annual places.





# COMMUNITY EVENTS *AND* PARTNERSHIPS

## COMMUNITY REMAINS CENTRAL TO TRAFFORD CENTRE'S ROLE IN THE REGION.

We are proud to host events and work with organisations that reflect the needs and experiences of local people – whether that means supporting families, creating space for public services, or giving colleagues time to volunteer.

The Parenting Collective CIC visited Trafford Centre each month to provide free advice on babywearing, infant feeding and postnatal wellbeing.

To support colleague wellbeing during January, charities including Samaritans and Wonderful Life Academy joined us onsite for wellbeing sessions and conversations around connection and support.

With support from our staff, retailers and visitors, NHS Blood and Transplant hosted five registration events at Trafford Centre, generating 477 conversations, 188 registrations and 182 booked appointments.

In total, colleagues donated more than 70 hours of volunteering time in 2025.







IN PARTNERSHIP WITH ONE LOVE MANCHESTER, WE ALSO UNVEILED ART FOR MCR, A MURAL BRINGING TOGETHER HUNDREDS OF BEE ILLUSTRATIONS CREATED BY PEOPLE AROUND THE WORLD AS A TRIBUTE TO THOSE AFFECTED BY THE MANCHESTER ARENA ATTACK.

**TRAFFORD** CENTRE  
MANCHESTER

**ONE LOVE  
MANCHESTER  
PROJECT**



# EMERGENCY SERVICES DAY

**TRAFFORD CENTRE  
WAS HONoured  
TO HOST THE NORTH  
WEST'S LARGEST  
CELEBRATION OF THE  
EMERGENCY SERVICES.**

The event brought together more than 50 organisations, hundreds of personnel and nearly 100 vehicles. Visitors were able to watch live rescue demonstrations, take part in CPR workshops and meet emergency services teams from across the region.

The day attracted almost 98,000 visitors and raised £6,000 for local charities.





# CREATING LOCAL OPPORTUNITIES

**WE CONTINUE TO WORK CLOSELY WITH LOCAL EDUCATION AND COMMUNITY ORGANISATIONS TO HELP CREATE ACCESS TO OPPORTUNITIES, EXPERIENCE AND SUPPORT.**

- Through our employability partnership with Loreto College, two students completed NOCN units through hands-on experience across our Environmental Services, Guest Services and Security teams. A further 12 students joined us for work experience placements.
- Thomas New, who joined our Guest Services team through the Down's Syndrome Association almost four years ago, continues to play an important role in maintaining equipment and marketing materials across the centre.
- Young Enterprise hosted its regional Trade Fair at Trafford Centre for more than 200 students.
- More than 700 items of clothing were donated through our school uniform collection point in partnership with Bridging the Gap.





# DEMONSTRATING IMPACT

In December 2025, Trafford Centre partnered with Royal Manchester Children's Hospital to support both a Christmas Toy Appeal and Manchester Foundation Trust Charity's MediCinema Appeal.

Visitors, colleagues and retailers donated toys and gifts for children spending time in hospital over Christmas, helping ensure that every child received something to open on Christmas morning.

**MORE THAN  
£15,000 WORTH  
OF GIFTS WERE  
COLLECTED.**





# A PLACE FOR EVERYONE



**TRAFFORD CENTRE  
AIMS TO BE A  
WELCOMING AND  
SUPPORTIVE PLACE  
FOR EVERYONE.**

**We know that accessibility matters, and we want our customer experience and facilities to support people with a wide range of needs.**

Recent examples include a campaign with Assistance Dogs UK and Hearing Dogs for Deaf People, inspired by Trafford Centre visitor Anne and her hearing dog David, to raise awareness of accessibility in everyday environments.

- Training and awareness activity with Hearing Dogs for Deaf People
- Quiet Hour every Wednesday at 10am
- Quiet spaces available through Guest Services
- Sunflower lanyards available free of charge

**We have also continued to widen our cultural celebrations, including Diwali, Eid and Lunar New Year.**

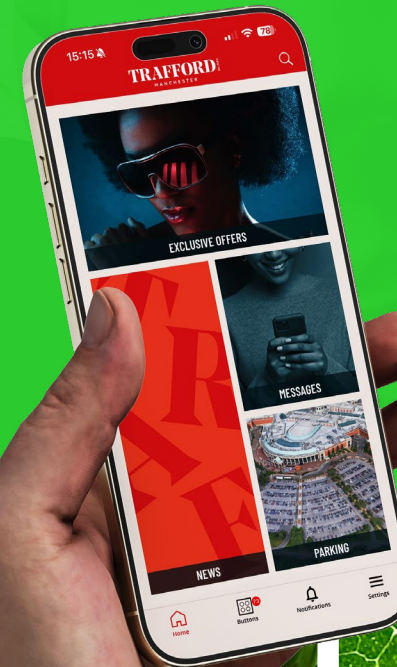






# TAKING RESPONSIBILITY

WE CONTINUE TO WORK CLOSELY WITH RETAILERS AND OPERATORS AS PART OF OUR WIDER SCOPE 3 ENGAGEMENT. BRAND PARTNERS INCREASINGLY ASK FOR INFORMATION ABOUT TRAFFORD CENTRE'S WASTE MANAGEMENT, RECYCLING COMPLIANCE AND ESG STRATEGY, AND WE SHARE THIS THROUGH A RANGE OF CHANNELS INCLUDING THE TENANT HANDBOOK, RETAILER FORUMS AND THE TRAFFORD INSIDER APP.



OUR ANNUAL STREAMLINED ENERGY AND CARBON REPORTING DOCUMENTATION IS PUBLICLY AVAILABLE, AND QUARTERLY ESG UPDATES ARE SHARED WITH RETAILERS THROUGH TC INSIDER.



# RESPONSIBLE BRAND PARTNERSHIPS

**ESG  
CONSIDERATIONS  
FORM PART OF  
OUR TENANT  
ASSESSMENT  
PROCESS.**



For leases signed in the reporting period, green lease clauses were included to support collaboration on environmental performance across both individual units and the wider estate.

- Work together to improve environmental performance
- Share ESG-related data and meter readings where required
- Support EPC compliance
- Follow waste and recycling guidance
- Engage with centre communications and best-practice forums

Alongside this, we continue to support brand partners in identifying opportunities to reduce operational emissions, including the transition from gas to electric where appropriate.





# UPHOLDING OUR CORE VALUES

**SINCE THE LAUNCH OF “FOR OUR FUTURE”  
OUR APPROACH HAS BEEN GUIDED  
BY A CLEAR SET OF ESG PRINCIPLES.**

- Treating and paying people fairly regardless of background
- Providing accurate and transparent information for financial and sustainability reporting
- Maintaining a zero-tolerance approach to bribery and corruption
- Supporting employee development and ESG learning
- Taking account of the wellbeing needs of employees, tenants and visitors
- Paying suppliers in line with agreed terms
- Encouraging staff-led ESG initiatives
- Supporting key human rights and responsible business principles
- Maintaining compliance with applicable laws and regulations



Examples in practice include the equivalent of the UK Real Living Wage paid as the minimum hourly rate for all on-site roles; annual reporting published as part of the reporting framework; wellbeing initiatives for staff; 100% of management suppliers paid within contract terms; and no reported bribery, corruption, human rights or modern slavery incidents during the period, based on internal reporting channels.



# OUR TEAM

ESG RESPONSIBILITIES ARE EMBEDDED ACROSS TRAFFORD CENTRE THROUGH CONTRACTS, APPRAISALS, OPERATIONAL MEETINGS AND FORMAL REVIEW PROCESSES.

DAILY MANAGEMENT MEETINGS HELP TEAMS TRACK ACTIVITY AND PRIORITIES, WHILE QUARTERLY ESG MEETINGS ARE USED TO REVIEW PROGRESS AGAINST ANNUAL TARGETS.

**SITE ESG LEAD**  
SIMON LAYTON, CENTRE DIRECTOR

## ENVIRONMENTAL

HEAD OF OPERATIONS

Lee Barlow

### WORKSTREAMS:

- Reduce energy consumption and waste
- Enhance biodiversity in our outside space
- Replace all existing external lights with LEDs
- Meet our on-site waste segregation target

## SOCIAL

COMMUNITY DEVELOPMENT MANAGER

Richa Patel

### WORKSTREAMS:

- Promote equality, diversity and inclusion
- Deliver community projects and social value
- Increase investment and engagement with our communities

## GOVERNANCE

COMPLIANCE AND ENERGY

Lee Jenkins

### WORKSTREAMS:

- Reduce our greenhouse gases
- Introduce solar power and more EV charging
- Uphold the 'Green Lease' environmental and social consideration scheme for tenants



# LOOKING AHEAD

Over the past 12 months, Trafford Centre has made measurable progress across energy, waste, travel and community impact.

We know there is more to do, and we expect challenges along the way. But we remain focused on practical improvements that reduce environmental impact, strengthen governance and create social value across the communities we serve.

In the year ahead, we will continue to invest in infrastructure, improve how we manage resources, and report our progress openly.

ESG is an ongoing process of learning, adapting and improving – and this report is one part of that journey.

Thank you for being part of it.

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**CENTRE DIRECTOR, TRAFFORD CENTRE, SIMON LAYTON**





## CENTRE

# Trafford Centre ESG impact report 2026



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