

Sustainable Fit-Out: *Guidance for Occupiers*

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01

Introduction

The guidance in this document provides you, our occupier, with an easy-to-understand overview of the considerations we think are essential to achieving sustainable, performance-focussed outcomes for your refurbishment or fit-out project.

In the UK, buildings account for nearly 20% of the UK’s carbon emissions. The Howard de Walden Estate (HdW), like many other businesses, is taking steps to reduce its emissions in line with national targets and what the science of climate change recommends. Our occupiers have a responsibility too, which increasingly is about making sure the buildings and spaces you occupy contribute towards these targets. In addition to reducing environmental impact, many sustainable measures can deliver significant cost savings through lower energy, water, and maintenance costs.

This guidance should be read in conjunction with any specific local planning policy advice, and other requirements stipulated by HdW through your lease

agreement. Approval from HdW may be required prior to the commencement of any refurbishment or fit-out related works. The Licence for Alterations Guide outlines our application and approval process for instances when approvals are required. We recommend seeking advice and guidance from a HdW representative before commencing any work.

Our recommended requirements are set in Section 4. These requirements are not intended to provide technical design advice; rather, they outline the themes and principles we recommend should be taken into consideration.

Please note that, where applicable, certain requirements reflect minimum statutory or regulatory compliance obligations. Depending on the scope and scale of your proposed works, we may also reserve the right to specify project-specific requirements. These requirements will be identified, discussed, and agreed as part of the approval process.

02

Our approach at Howard de Walden

“Sustainability is a multifaceted issue that necessitates a collaborative approach, considering diverse values, perspectives and interests.”

Our sustainability strategy, [deCarbon](#), sets out the priorities we believe are critical to addressing climate change while safeguarding the long-term resilience and value of our estate. Central to the strategy is a commitment to reducing carbon emissions and enhancing the ability of our buildings to withstand the impacts of a changing climate, including more frequent and intense periods of extreme heat and heavy rainfall.

As these climate-related risks continue to increase, they will have growing implications for our operations, our assets, and the wider value chain, including our occupiers. Our strategy provides a framework for responding to these challenges, ensuring the estate remains resilient and fit for the future.

Just as we expect sustainability considerations to be embedded within your own refurbishment and fit-out projects, all our own development activities are guided by our Sustainable Development Framework. This framework sets out our mandatory requirements and preferred approaches, providing clear direction to colleagues, consultants, and contractors on how to deliver sustainable, high-performing outcomes throughout the development process. Our framework is available on request.

We also seek to prioritise partnerships with suppliers who share our commitment and sense of urgency in addressing sustainability challenges. Equally, we recognise the vital role that suppliers play in helping to deliver innovative solutions through their expertise, insight, and capabilities. We have established mandatory requirements and preferred practices for procurement, which are set out in our [Sustainable Procurement Policy](#).

deCARBON Strategy



COMMITMENT ONE:
Managing our buildings efficiently



COMMITMENT TWO:
Delivering low carbon refurbishments and redevelopments



COMMITMENT THREE:
Training and educating our colleagues



COMMITMENT FOUR:
Working with our customers and suppliers

2.1 Development principles

By considering these principles from the outset, your project can deliver benefits that extend beyond compliance, helping to reduce environmental impact, improve asset performance, enhance occupier experience, and strengthen long-term resilience. We recognise that every project is different, but early engagement with these themes will help ensure these benefits are integrated into decision-making.

Energy & Carbon

Improving operational performance while reducing energy consumption, carbon emissions, and long-term running costs.



HdW's green landlord energy source
Southeast England

Circular Economy

Promoting the responsible use of low-impact materials, maximising resource efficiency, and minimising waste throughout development and fit-out activities.



Retained Façade
1-7 Harley Street

Nature & Biodiversity

Enhancing the natural environment and supporting greater biodiversity across the estate.



Terrace Biodiversity Project
23 Queen Anne Street

Health & Wellbeing

Creating healthy, comfortable, and productive spaces that support visitor and occupier wellbeing.



Wellness Studio
76 Portland Place

Climate Adaptation

Improving the resilience of our buildings and operations to the effects of extreme weather events.



Secondary Glazing and
Solar Control Blinds
22 Cross Keys Close

2.2 Your lease agreement and ‘green’ clauses

Your lease agreement with us may include the provision of environmentally focussed clauses (often referred to as ‘green leases’ or ‘green clauses’). The introduction of green clauses is now common practice across the real estate sector and HdW’s are based on the guidance made available through the [Better Buildings Partnership](#). The green clauses ensure our minimum compliance obligations are safeguarded, but other benefits of having green clauses include:

- Reducing costs, improving building performance and increasing occupier satisfaction
- Encouraging behaviours and practices that reduce carbon emissions and resource consumption
- Enabling the collection of sustainability data needed to support certification schemes and internal reporting obligations

We strongly encourage ongoing collaboration throughout both the fit-out process and the wider period of occupation.

2.3 Sustainability certifications

Many of our development projects are delivered in line with recognised sustainability standards and certification schemes, such as BREEAM, Fitwel, NABERS and WELL. These frameworks often require specific design, construction, and operational measures to achieve the desired level of performance.

In some instances, these requirements may extend to occupier-led refurbishment or fit-out works within the building. While this is not typically the case, there may be occasions where additional sustainability requirements need to be incorporated into your project to support the overall certification or performance objectives of the wider development. Where relevant, any such requirements will be clearly communicated and discussed with you as part of the approval process.



03

The refurbishment journey

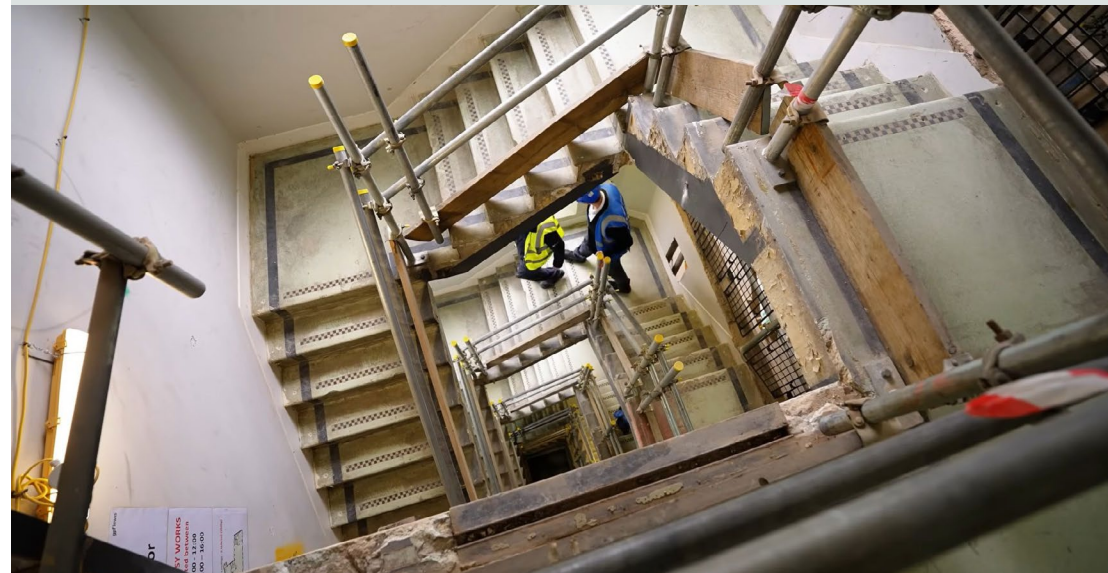
A | DESIGN

- Define scope, objectives and sustainability requirements
- Meet relevant regulations and standards
- Seek approval from HdW through the LTA guidelines
- Identify stakeholders, roles and responsibilities



B | CONSTRUCTION

- Track progress against design targets
- Review and get HdWE approval for design changes (if required) and track agreed targets
- Collect commissioning and testing records



C | IN-USE

- Complete project handover and provide evidence to HdW if required
- Check final performance against design targets
- Monitor energy, water and resource consumption
- Gather and evaluate feedback from occupiers
- Put maintenance plans and responsibilities in place

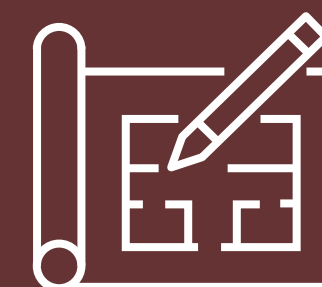


Fit-out criteria

The following tables outline the criteria we recommend you consider for your fit-out, covering three stages: design, construction and in-use.

Each criteria has a 'minimum' and 'desirable' target (design stage only) to guide your project team. These tables should be used to define project scope, identify opportunities, and maximise the sustainability impact of the refurbishment.

An Excel version is available, and you can request this from your HdW representative.



A | DESIGN

The design section of this document follows the five key sustainability principles: Energy & Carbon, Circular Economy, Nature & Biodiversity, Health & Wellbeing and Climate Adaption. It is tailored to support your appointed designer/ architect to ensure the design of the space best aligns to your requirements as an occupier.





4.1 Energy & Carbon

CRITERIA		DESIGN CONSIDERATIONS	RATIONALE	RECOMMENDED STANDARDS	
				MINIMUM	DESIRABLE
EC-01	Achieve minimum EPC rating	The fit-out should be designed in such a way that it would support energy performance in line with minimum regulatory requirements.	In line with the UK's MEES regulations (Minimum Energy Efficiency Standards), we should be future-proofing buildings to meet the minimum EPC ratings to reflect the UK Governments near-term environmental goals.	EPC B - Commercial EPC C - Residential	-
EC-02	Remove fossil fuels	Remove fossil-fuel powered heating, cooling and hot water systems. All heating, cooling and hot water systems should be electrified.	Electrified systems generate significantly less carbon emissions and help reduce greenhouse gas emissions, aligning with the UK's target of net-zero by 2050.	Zero fossil fuel in heating & hot water	Zero fossil fuel in building
EC-03	Low energy electrical products	All appliances are 'A' rated or other top-rated appliance certifications (e.g. Energy Star).	Energy efficient appliances use less power and have less environmental impact, this over time also translates to an energy cost saving.	-	A rated (or equivalent)
EC-04	Refrigerants	Specify refrigerants with low global warming potential (GWP).	Low GWP refrigerants help reduce greenhouse gas emissions and limit global warming.	675	10
EC-05	Heating & cooling systems	Specify heating systems with high efficiency ratings. The seasonal Coefficient of Performance (SCOP) can be used to measure efficiency of heat pumps or hybrid boilers across the year. Seasonal Energy Efficiency Ratio (SEER) can be used to measure efficiency of air conditioners or heat pump cooling in the summer months.	Efficient heating and cooling systems lead to lower operating costs and help to reduce energy demand and carbon emissions.	3 - Heating System 4.5 - Cooling System	4 - Heating System 5 - Cooling System
EC-06	Building management system	New plant items controlled and monitored via smart BMS, enabling remote control and set point changes.	BMS systems provide centralised control, automation and real-time monitoring to enhance energy usage, comfort and help to ensure efficient operations.	-	Yes
EC-07	Energy metering	All fiscal (utility) meters to comply with minimum Market-Wide Half-Hourly Settlement (MHHS). Install sub-metering on high-energy consuming plant and equipment. Comply with HdW's specification for metering and monitoring (available on request).	Improved metering ensures smarter energy use. Data should be shared with HdW when requested, or in lined with your lease (green clauses).	All meters have smart/AMR capabilities	Sub-meters in line with HdWE specification (available on request)
EC-08	Glazing	Glazing (both replacement and secondary) should meet the minimum performance for thermal insulation.	Improving the thermal performance of glazing significantly reduces heat loss and helps reduce nuisance from external ambient noise.	Replacement glazing - 1.2 (W/M2K)	Replacement glazing - 1 (W/M2K)
				Secondary glazing - 3 (W/M2K)	Secondary glazing - 2.5 (W/M2K)
EC-09	Roof	Roof minimum performance (W/m²K).	Minimum performance U-value ensures the building is constructed with optimal insulation and minimal heat loss, which leads to a reduction in energy consumption. The U-value measures the rate at which heat passes through a building element, the lower the value the better thermal performance.	0.22	0.15
EC-10	Suspended timber floors	Suspended timber floors - Insulate between joists (W/m²K).		0.25	0.15
EC-11	Cavity walls	External, cavity or Internal insulation (W/m²K).		0.26	0.18
EC-12	Solid uninsulated	External or Internal insulation (W/m²K).		0.3	0.25



4.2 Circular Economy

CRITERIA		DESIGN CONSIDERATIONS	RATIONALE	RECOMMENDED STANDARDS	
				MINIMUM	DESIRABLE
CE-01	Embodied carbon assessment	Consider using carbon measurement techniques early in the design process to predict the embodied carbon impacts of various design options or material choices. Embodied carbon is usually measured kgCO2e/m2. Set a target during the design process.	The amount of carbon generated during a refurbishment or fit-out can be significant depending on the materials specified. For example, concrete has a high carbon content (i.e. embodied carbon) compared to timber. Consider specifying products with low carbon content (i.e. embodied carbon). Specifying products with Environmental Product Declarations (EPDs) can improve the review and selection of low impact material.	-	Yes
CE-02	Pre-demolition/ strip-out assessment	Complete a pre-demolition assessment to determine the quantity and types of waste (or materials) being disposed of as a result of the fit-out. Take steps to reuse / repurpose discarded items before considering recycling options. Avoiding disposing waste to landfill.	Recovered materials can be reused which reduces the environmental impact of manufacturing and transporting new materials onto site. The 'Circular Economy' is a principle that involves reusing and recycling materials and products to extend the product life cycle for as long as possible.	-	Yes
CE-03	Waste management	Waste segregation facilities (e.g. bins) should be integrated into the design - consider location and proximity to areas where waste is generated.	Developing a plan to encourage waste segregation can help improve recycling rates and reduce waste that goes to landfill. Waste segregation is governed by the Simpler Recycling legislation requirements.	Yes	-
CE-04	Material selection	BES 6001 rating for plasterboard, window glass, aggregates, concrete, cement, asphalt, blockwork and rebar.	The BES 6001 framework is designed to ensure that construction products are sourced responsibly, which is crucial for sustainability and social responsibility	-	Yes
CE-05	Concrete	Concrete with high cement replacement content should be favoured to help reduced embodied carbon impacts	The use of recycled material in high cement replacement helps to reduce the carbon impact of materials (refer to Embodied Carbon Assessment above).	CEM II (up to 35% cement replacement)	CEM III (up to 55% cement replacement)
CE-06	Timber	To be certified as Programme for the Endorsement of Forest Certification (PEFC) or Forest Stewardship Council (FSC) with full chain of custody certification and ideally grown in Britain.	This certification process means you can select products made from timber from forests that are managed in a way that preserves biodiversity, protects the rights of local communities, and maintains the long-term viability of the forest ecosystem.	100%	100% and 'Grown in Britain'
CE-07	Plaster	Consider using lime plaster instead of gypsum plaster.	A more breathable material creating a healthier environment.	-	Yes
CE-08	Paint	Ensure low and zero VOC paints, finishes and sealants are specified (e.g. water based instead of solvent based for walls, finishes and fixtures). Eco Emulsion and Lime Wash paint is both eco-friendly and plastic/ toxin free. Consider use of Airlite paint internally.	These are suitable for heritage buildings (subject to consent when required) and allow moisture to pass through preventing condensation, mould and mildew while also contributing to healthier indoor environment.	Yes	-
CE-09	Water fittings	Where water fittings are installed, specify fittings that limit consumption.	Low-flow water fittings can significantly reduce water consumption. Ensure isolation at point of connection to avoid wasting water when servicing systems and appliances.	Kitchen taps - ≤8 litres/ min @ 0.3MP	-
				Basin taps - ≤6 litres/ min @ 0.3MP	-
				Showers - ≤8 litres/min @ 0.3MP	-
				WCs - ≤ 4.5 litres full flush	-



4.3 Nature & Biodiversity

CRITERIA		DESIGN CONSIDERATIONS	RATIONALE	RECOMMENDED STANDARDS	
				MINIMUM	DESIRABLE
NB-01	Green spaces	Where present, explore opportunity in external areas to implement greening and biodiversity measures. Relating to green roof, green wall, planters and boxes.	Green spaces contribute to air quality improvement, climate regulation and biodiversity support. Please refer to the Wild West End for more information on biodiversity.	-	Yes
NB-02	Biodiversity maintenance plan	Produce habitat management/maintenance plan for green areas.	Provides a structured approach to managing spaces, helps prevent biodiversity decline and ensures that conservation is maintained over time.	-	Yes



4.4 Health & Wellbeing

CRITERIA		DESIGN CONSIDERATIONS	RATIONALE	RECOMMENDED STANDARDS	
				MINIMUM	DESIRABLE
HW-01	Thermal comfort	Ensure thermal comfort is considered during design and accommodate varying comfort needs. Advanced HVAC systems enable precise control over indoor conditions.	Thermal comfort directly impacts productivity and is crucial for ensuring a comfortable environment.	-	Air-conditioned: Winter 21–23°C Summer 23–25°C
				-	Naturally ventilated: Winter 21–23°C Summer 23–25°C
HW-03	Temperature control	Integrate sensors and controllers.	Ensures desired temperature is maintained and seamless operation.	-	Thermostats in zones ≤60m ² or for 10 occupants
HW-04	Lighting and daylight exposure	Ensure exposure to natural (or artificial) light that promotes visual, mental, and biological health.	Enhances the well-being of occupiers whilst also reducing energy consumption.	Yes	-
HW-05	Glare control measures installed	Install blinds or shading devices where glare risk is identified.	Ensures the lighting in a space provides comfortable and functional environment.	Manual blinds	Integrate glare control with BMS for dynamic adjustment
HW-06	Indoor air quality	Fresh air ventilation rate meets minimum requirement. Monitor: Consider installing IAQ monitoring for: CO ₂ , temperature, humidity, VOCs, PM10, PM2.5, formaldehyde.	Ensures a healthy indoor environment and to mitigate the risks associated with poor air quality.	Fresh air ventilation rate meets EN 16798- 3:2017 minimum requirement (e.g., ≥10 L/s per person)	-
HW-07	Indoor environment	Provide a balanced mix of soft and hard finishes to optimise acoustic performance and minimise sound transmission. Create adaptable spaces that support a range of activities and enable flexible use by different occupants.	Reducing indoor ambient noise can enhance user comfort, satisfaction, and productivity. A well-considered acoustic environment helps minimise distractions, supports concentration, and creates more inclusive spaces that accommodate diverse user needs and preferences.	-	Yes
HW-08	Accessible entrances	Features such as step-free entrances, accessible entrances with level thresholds, wide doorways, accessible toilets, and adequate lighting, visual contrast ensures that individuals can navigate spaces safely and comfortably.	Considered as part of an inclusive design, respecting the needs to vulnerable groups, whilst potentially complying with requirements in the Equality Act 2010.	-	Yes



4.5 Climate Adaptation

CRITERIA		DESIGN CONSIDERATIONS	RATIONALE	RECOMMENDED STANDARDS	
				MINIMUM	DESIRABLE
CA-01	Drainage installations	Placement considered in conjunction with potential flood risk for the building or area.	This ensures excessive rainwater is safely directed away from the building to prevent flooding and property damage.	Yes	
CA-02	Rainwater goods	Capacity increased to accommodate increased rainfall and provide overflows to hopper heads.	Enables the system to cope with increased rainfall and prevents overload. When overloaded, excess is controlled by flow.	-	Yes
CA-03	Rainwater harvesting	Installation of flower bed, containers and water butts.	Diverting rainwater via containers delays water reaching and overwhelming the drainage system.	-	Yes
CA-04	Smart air bricks	Installed to automatically respond to water ingress.	Persistent water can compromise building stability, and damp environmental conditions can lead to material damage. Smart air bricks allows for ventilation and regulate airflow.	-	Yes
CA-05	Internal flood doors	Installed to sensitive areas such as utility/plant rooms or storage areas.	This ensures protection from flood damage and that the property is safeguarded.	-	Yes
CA-06	Waterproof materials	Water resistant materials - replace perishable materials (e.g. wooden floorboards) with alternatives less susceptible to water damage.	Protects the building from water damage and prevents moisture intrusion.	-	Yes
CA-07	Elevate sockets & plant equipment	Ensure all essential plant and utilities (such as gas and electricity meters) are elevated above the possible flood levels. Sockets in basements and ground floors installed above possible flood levels (recommend 1m).	This minimises the risk of mechanical and electrical damage.	-	Yes
CA-08	Mechanical cooling	Application of mechanical cooling if passive measures are not sufficient. Examples of mechanical cooling include air conditioning, heat pumps, centralised air handling systems.	Essential for maintaining comfort and reduces the risk of the building overheating.	-	Yes
CA-09	Passive cooling	Double glazing, solar control glazing, external or internal shading & floor, wall and ceiling insulation.		-	Yes
CA-10	Passive ventilation	Consider placement and function of window openings to increase natural ventilation.	Passive ventilation strategies can help significantly reduce energy consumption.	-	Yes



B | CONSTRUCTION

The Construction section should support the assessment and tracking of construction-related sustainability requirements throughout the project lifecycle. For each criteria, collaborate with your on-site construction team to document how the requirements have been addressed through project planning, procurement, site management, and construction delivery. This will help ensure sustainability objectives are effectively implemented, monitored, and evidenced.

CRITERIA		DESIGN CONSIDERATIONS	RATIONALE
CO-01	Remove fossil fuels	Prioritise use of electricity (including equipment and vehicles) to avoid on-site emissions during construction.	Electric powered systems generate significantly less carbon emissions and contribute to help reduce greenhouse gas emissions, aligning with the UK's target of net-zero by 2050.
CO-02	Low energy electrical products	Switch off plant and equipment when not in use and use efficient tools.	Encourage contractors to monitor on-site energy waste used as part of calculating Scope 3 emissions to feed into carbon target setting.
CO-03	Material consumption	Ensure the contractor keeps a record of low carbon material options used throughout the project and provides evidence if requested.	Agree how sustainability progress will be tracked and reported throughout the project. This could include having it as a fixed agenda item for project progress meetings and integrated as part of any project reporting.
CO-04	Pre-demolition/strip-out assessment	A pre-demolition/strip-out assessment should be developed alongside reporting standards to ensure that waste is tracked and managed during the project.	
CO-05	Waste management	All waste, whether hazardous or non-hazardous should be accompanied by a Waste Transfer Note (WTN) and only transported by a registered waste carrier.	
CO-06	Energy	Track energy use and / or site management practices during construction and/or building services commissioning to help minimise energy wastage.	Construction traffic and on-site activities can significantly impact air quality posing possible health risks, so it is vital that measures are in place to minimise this as much as possible.
CO-07	Air quality	Identify measures that minimise impacts to external air quality including promoting sustainable procurement and travel of workers, materials and goods; and considerate construction practices including material delivery consolidation.	
CO-08	Commissioning	Undertake seasonal commissioning to check building heating and cooling systems are properly optimised and working effectively across different seasons (e.g. summer - winter).	Commissioning is essential for verifying that all systems meet the performance criteria - building optimisation can reduce energy wastage by 15% - 25%. Reports should be compiled and corrective action implemented by the contractor prior to handover if needed.
CO-09	Handover	Ensure a project handover plan is developed and provides specific guidance on building maintenance and day-to-day operating requirements.	This is the formal handover from contractor to building user marking the point where responsibility and risk shift, so it is important to ensure that the project meets the standards and specification originally set out. A plan will also ensure the building is properly managed during the occupation stage.



C | IN USE

Occupiers should review each criteria relating to building operations following completion of the fit-out. Use these considerations to record relevant evidence and track operational practices. This table is primarily intended for use by your in-house Property Manager or Facilities Management team to support ongoing compliance, effective building operation, and the appropriate use of building systems by occupants, following the refurbishment.

CRITERIA		DESIGN CONSIDERATIONS	RATIONALE
IU-01	Maintenance	Ensure processes are in place for regular maintenance of equipment, and plant is clearly labelled to aid tracking and efficiency of maintenance.	This enables the user to maximise the lifetime and efficiency of systems and equipment.
IU-02	Building user training	Encourage training of building users on how to use the lighting and heating systems. Document these requirements in a building user guide.	This ensures operational efficiency and also reduction in energy waste.
IU-03	Adaptive controls	Set building controls to suit occupational requirements - e.g. HVAC and lighting systems adapted to meet operational core operating hours.	
IU-04	Energy procurement	Consider renewable energy contracts (ideally supported by Renewable Energy Guarantees of Origin - REGOs) when procuring energy tariffs.	Switching to green energy tariff can positively impact your carbon emissions.
IU-05	Green data sharing	Through a voluntary or agreed automatic or manual data-sharing arrangement, provide monthly, quarterly, or annual electricity, gas, and water consumption data in the requested format.	Sharing utility consumption data improves our collective understanding of building performance and resource efficiency. It enables HdWE to identify opportunities for improvement, support occupiers in reducing energy and water use, and make more informed decisions that drive better environmental and operational outcomes across the estate.
IU-06	Post-occupancy evaluation	Routinely assess building performance outcomes (e.g. energy consumption) against original design objectives and report any good practice or further opportunities for improvement.	A post-occupancy evaluation can help capture feedback from staff and other building users, supporting continuous improvement in workplace design, functionality, and user experience.
IU-07	Waste	Consider conducting waste audits to assess the types of waste generated and identify recyclable materials. Clearly mark recycling bins to encourage participation.	Managing waste effectively, means that a healthy clean environment is maintained. It also reduces environmental impact and ensures compliance.

Howard de Walden Estates Limited
23 Queen Anne Street
London W1G 9DL

T +44 (0)20 7580 3163
enquiries@hdwe.co.uk

**THE
HOWARD
deWALDEN
ESTATE**
