

FORUM

ST OSWALDS
GLOUCESTER

KING'S WALK
GLOUCESTER

THE
eastgate

Social Value Impact Report 2025

Colliers Thrive in Gloucester

January 2026



<https://www.colliers.com/>



Introduction

As a Colliers Thrive managed asset, we aim to put our properties at the heart of the community we serve. This means that Eastgate Shopping Centre, King's Walk Shopping Centre, King's Square, King's House, St Oswald's Retail Park and the new Forum development, all pull together to help Gloucester achieve its community and sustainability goals.

Purpose:

To drive inclusivity, sustainability and a community first approach across the portfolio, making it a core value.



Colliers Thrive in Five Strategy

As a Colliers Thrive property, we have 5 core strategic aims we look to include as standard each year and from which we push to go further. The core 5 can be seen here:

▶ Offering Work Experience

▶ BSL (or alternative) supported Event

▶ Opportunities Fair

▶ Entrepreneurial Fair

▶ Local Charity Partnership/ Collaboration



Each Initiative Must Address The Following:

▶ Objective and Commitment

Define the intended social value outcomes of the initiative and outline the specific actions that will be taken to achieve the objective.

▶ Measurement

Identify how impact will be tracked and evaluated, to monitor progress. This should include both Qualitative KPIs e.g. number of events, participants, funds raised and volunteer hours, and Quantitative KPIs e.g. stakeholder feedback, testimonials and case studies.

▶ Implementation

Describe how the initiative will be delivered, including roles, resources and communication plans.

▶ Reporting

Specify how often progress will be reviewed and how outcomes will be shared with internal and external stakeholders.





Case Study: Work Experience

Our objective is to support young people in gaining meaningful exposure to the workplace, enhancing employability and confidence, and contributing to local workforce development. We committed to this by hosting 3 student placements from local Gloucester School, Ribston Hall High School, for their work experience week in July. Across their time, they got to explore and gain understanding in the wider functions of retail with management in all departments.

Measurement

3 placements offered, 5* feedback from all 3, and positive commentary by both students and Ribston.

Implementation

Timetabled mentoring plan for students agreed with school and site staff.
Opportunity advertised by Ribston.

Reporting

Outcomes shared with stakeholders through newsletters and ESG Reporting.

Case Study: BSL or Alternative Event

Our objective is to promote diversity, accessibility, and inclusivity by ensuring events are accessible to individuals with hearing impairments and other communication needs. We committed to this objective by hosting an outdoor cinema screening with Gloucestershire Deaf Association and then continuing our commitment by hosting a GDA BSL approved Santa, making Santa truly accessible. Our Santa set-up was in open space and wheelchair accessible also.



Measurement

Each year, around 20 individuals engage with Gloucestershire Deaf Associations wider services, based on the exposure our Santa offers them alone.

Implementation

Engaged certified BSL interpreters and promoted accessibility features in all event communications. Trained staff on inclusivity protocols.

Reporting

Documented accessibility measures and attendee feedback in ESG reports and community newsletters. Shared success stories on social media to highlight inclusivity efforts.

REFRESH

Case Study: Opportunities Fair

Our objective is to connect visitors and local education provider teams with occupiers, local charities, and volunteering opportunities to foster community engagement and social impact. We committed to this by partnering with Gloucester BID and Bridge Training to launch ReFresh Opportunities Fair, featuring local charities, volunteer programs, and social enterprises. [ReFresh - Opportunities Fair - Gloucester BID - Business Improvement District](#)

Measurement

15 organisations attended from our target of 10, with many providing positive feedback.

Implementation

Partnered with Gloucester BID and Bridge Training to create the appropriate network of opportunities to offer this.

Reporting

Event success has been promoted with local stakeholders to engage greater interest for growing the event into an annual activity.

Case Study: Entrepreneurial Fair

Our objective is to support local businesses and entrepreneurs by providing visibility, networking opportunities, and access to commercial space. This year, we committed to this objective by partnering with Young Enterprise to run a Young Enterprise Fair on Small Business Saturday. We hosted 3 local schools and received passing praise by our local MP, Sheriff of Gloucestershire, and Young Enterprise.

Measurement

3 schools attended with all reporting strong footfall interaction on the day. Praise by local dignitaries.

Implementation

Engaged with Young Enterprise who were able to facilitate the opportunity with their school network.

Reporting

Shared outcomes in ESG reports and highlighted success stories in newsletters and press releases.





Case Study: Charity Partnership

Our objective is to build a strategic partnership with a local charity to deliver sustained social value and community impact. We have committed to this over the past 2 years by partnering with the Gloucestershire Deaf Association in addition to other charities. This has included working with them to deliver deaf awareness training to all site staff and seek advice on best practice on how to communicate in situations such as evacuations. From this we have grown to partnering on the events mentioned.

Measurement

Collaborated on 2 events this year with local praise received and declared SCEPTRE award finalists based on the collaboration. They also had over 20 people enquire further into their services.

Implementation

Engaged charity leadership to co-create an annual plan. Promoted partnership through destination channels and events. Encouraged occupier and visitor participation in initiatives.

Reporting

Included partnership outcomes in ESG reports and shared impact stories via newsletters and social media.

Other Notable Projects

Along with our Colliers 'Thrive in 5' core initiatives, we also look to push on and get involved in other ways working with our occupiers and local community to achieve their social value impact goals too.

This has seen us get involved in supporting initiatives from supporting the Primark Gifting Tree, to supporting Gloucester City Mission with their 'Undies Under The Tree' campaign. The latter saw us collect over 1200 pairs for those most in need this Xmas, with them not investing in a single pair for over 3 years now thanks to this annual collection.

Team members got involved in supporting local University Business Lectures, we supported youth initiatives such as hosting Kid's Business and University Photo Exhibitions, offered FOC promotion to charities, and hosted a Forces Hub designed to support former military personnel.



Undies Under the Tree



Contributing to local University Lectures



Forces Hub



Kids Business

Other Notable Projects

Across the year we have contributed to wider scale social value impact projects in collaboration with stakeholders. This has included hosting and promoting the Gloucester Poppy Appeal, where the portfolio contributed over £20k of the £60k plus collected. We also sponsored the Gloucester and Cheltenham Lions at Large campaign with a £7.5k financial investment in addition to time and support of the wider program. This raised over £370K for new cancer care facilities in the County.

We also continued to tailor how we include the community in daily life. This included creating a platform for inclusive activations such as Squid Soup which offered free sensory experiences for all. We also continued to wear the status of being the **first certified deaf and dementia aware retail scheme** in the South-West with pride, reviewing practices, offering free outreach hosting for associated organisations, and continuing to make sure that our staff are confidently trained in approach.



Supporting the Poppy Appeal



Lions at Large Sponsorship



Squid Soup



Awareness Training

Rugby Community Event

This year saw us take on our most ambitious community event to date, as we coordinated and hosted a King's Square Rugby Takeover. This event featured Gloucester Rugby activities for children to try rugby, stands for local organisations to advertise sporting opportunities to children, and access to the day's games on a big screen for free!



City Centre Stakeholder ties strengthened as the City came together to facilitate this.



Walking Rugby allowed opportunities for children of all physical abilities.



Completely free access to the public so that everyone could get involved.



Free promotion of local sport organisations for children to get involved in and get active.



Pied Piper Appeal Fundraiser

Another standout community event for the year was our VE Day 80th Anniversary Tea Dance. A quirky event combining a Tea Dance, Community Spirit and a Fundraiser for local charity, The Pied Piper Appeal, through tea and cake sales.

▶ Free Access to all

▶ Community coming together to celebrate a date of National significance.

▶ Fundraiser for a local children's charity.

▶ Voted as a finalist for the Believe in Gloucester Event of the year 2025



Our Environmental Impact is just as important!

In our day-to-day approach, we consider our impact on the environment around us. We have turned occupier communications from paper memos to thriving digital WhatsApp communities, invested in bug hotels and birdboxes, and tailored our approach to fall in line with globally recognized GRESB reporting. Other considerations for our reduced carbon footprint

- ✓ 92.31% of Security staff are Gloucester based
- ✓ 92.85% of Cleaning staff are Gloucester based
- ✓ 100% of chemicals used are CLIM8 approved eco-friendly
- ✓ We use a Gloucester First approach to contractor sourcing



Introducing the Forum

The Forum is the new £107m flagship development of Gloucester, acting as a new gateway into the city from its transport links. At the heart of its design, it includes considerations of the future city, and in particular, sustainability. Sustainable elements include:

BREEAM excellent rating for efficient building performance

Net-Zero-Carbon Renewable energy supply throughout the development, including solar panels

600m2 vertical garden, the largest constructed green wall in the South West

42 Electric Vehicle charging points

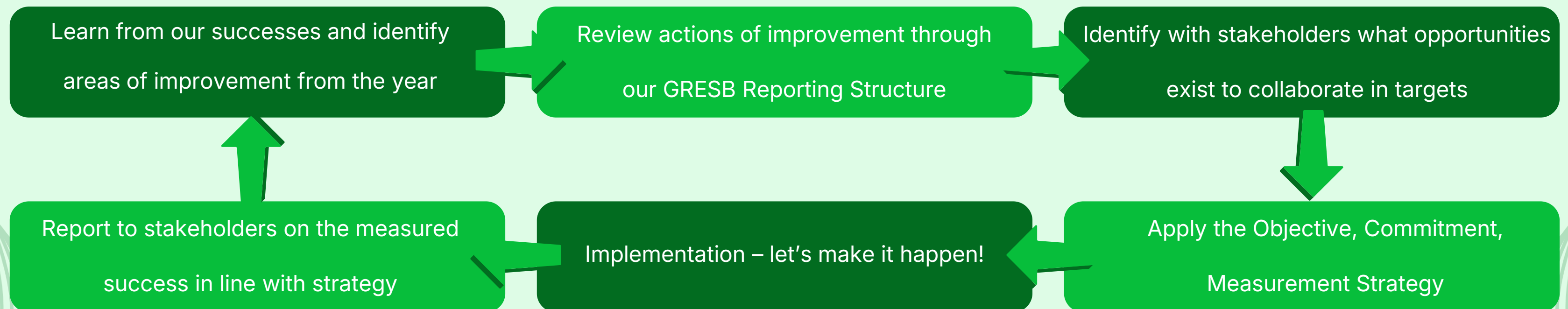
Carbon capture equals the equivalent of 32 trees, due to it's 48,000 individual plants

136 spaces of dedicated cycle parking



Our Next Steps

The world of social impact and sustainability doesn't stop and we are no different. For our site to truly 'Thrive', our approach remains dynamic, embracing trends and seeing what opportunities exist for us to further engrain and absorb ourselves in the community we serve. Furthermore, we continue to monitor our practices and see what innovations exist to make ourselves as green and sustainable as practically possible. So how do we achieve this:



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Let's keep Thriving!

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