

TIME TOGETHER

Corporate Social Responsibility



TIME
INVESTMENTS

Why Corporate Social Responsibility matters to TIME Investments

The actions of companies can significantly impact the lives of not only those they employ, but also their clients through the products and services they offer and the communities in which they operate.

As a leading investment manager, we at TIME Investments seek to be a positive force through the assets held in our products and services; the areas in which our products and services invest; and through the way we treat our workforce, our clients, our suppliers, and our communities.

That is why we place Corporate Social Responsibility (CSR) at the heart of everything we do.





Many of the assets and investments we invest in contribute to a greener, healthier, and fairer planet. These include renewable energy assets, social housing, and digital infrastructure.

Our clients come first, and we seek to deliver a first-class client service professionally, expertly, and honestly.

Our people are critical to ensuring we meet our promises to our clients. We invest in our people and seek to foster a culture that is open, honest, and enjoyable to work in.

As part of the Alpha Real Capital Limited group, TIME Investments is a signatory of the UN Global Compact. We believe that everyone is entitled to human and employment rights, and we carefully consider the environment and anti-corruption across all our supply chains. This establishes what the United Nations calls 'a culture of integrity', and means we uphold our responsibilities to people and the planet, whilst setting the stage for long-term success.

We see Corporate Social Responsibility as a way to balance economic, environmental, and social imperatives whilst simultaneously addressing the expectations of our clients and employees.

At TIME Investments we believe corporate sustainability begins with our value system which is based on our key principles:



Unwavering integrity



Service excellence



Total transparency



Collaboration is key



Clear communication

As a responsible business, TIME seeks to enact the same values and principles in everything we do. This report sets out our commitment to CSR, explores in more depth the ways in which we implement our policies and demonstrates how we seek to make a meaningful difference to the world around us.



“Our clients come first, and we seek to deliver a first-class client service professionally, expertly, and honestly.”

Nigel Ashfield
Managing Director, TIME Investments

TIME for responsible investment

Sustainability is a core component of TIME's investment philosophy.

We believe that identifying, measuring, and managing Environmental, Social and Governance (ESG) factors play an important role in capturing attractive risk-adjusted returns over the long-term.

Our products and services adhere to our Group Sustainable Investing Policy which is overseen by our Investment Committee.

The committee provides detailed scrutiny and adopts a rigorous approach, including quantitative analysis of risks and benefits where possible. There are also assessments of additional ESG factors such as climate risks, flooding risks or community benefits.

We constantly seek to better understand the concerns and meet the aspirations of our stakeholders with respect to sustainability. For example, we collaborate with other industry players, we are signatories of the UN Principles for Responsible Investment (UN PRI) and members of the UK Sustainable Investment and Finance Association (UKSIF).



Network UK









TIME Investments' commitment to responsible investing

- ESG factors are fully integrated in our investment process, from initial appraisal through to Investment Committee, ongoing management, and disposal
- Where possible we identify, measure, and manage ESG-related risks and benefits
- Incorporate sustainability in our engagement with stakeholders
- Continuously seek improvement in our ability to gather and disclose relevant data
- Promote a culture focused on sustainability
- Regularly consider and report our progress on sustainability issues





Responsible investment aligns with the long-term nature of the financial assets we invest in and the relationships we look for from our investment partners.

Sustainability in numbers

Renewables

 <p>57 wind farms</p>	 <p>48 solar farms</p>
 <p>Energy generation that can power over 170,000 homes</p>	 <p>Around 105,000 tonnes of carbon offset each year</p>
 <p>Energy generated is equivalent to around 53 million trees being planted</p>	 <p>Equivalent of around 100 million 5W lightbulbs being powered</p>

Social infrastructure

 <p>200 care home beds</p>	 <p>680 nursery places</p>
 <p>140 supported living or complex care living units</p>	 <p>Primary healthcare facilities for 70,000 patients</p>

Forestry



Eight forestry plantations – five in Scotland and three in Wales – the equivalent area of more than **16,000** football pitches placed end to end stretching from London to Seville

Source: TIME Investments. Correct as at April 2023



TIME for our clients

Everything we do at TIME Investments is underpinned by a meaningful and robust set of core values.

Our primary objective - to create predictable returns in an unpredictable world - is fundamental to the success of our business and for the benefit of our clients. We believe caution is wise, which enables us to have clarity in the investment decisions we make and ensure our company culture upholds the highest standards.

Our core values...



Unwavering integrity

We operate with integrity and a strong work ethic, utilising company resources wisely and putting the interests of our clients first. Our clients can rely on us to deliver on our commitments. We are fair and forthright in working together with clients, colleagues, and intermediaries, showing respect in all we do.

We seek to manage difficult conversations quickly and efficiently. Our most senior members of the business engage directly with clients when issues arise, to provide a swift resolution where possible and reassurance that we take such matters seriously.

Success at TIME is driven by success for our clients, and we strive to exceed their expectations, endeavouring to continually improve the work that we undertake: whilst we celebrate every win, we are equally committed to learning from our errors.

Success at TIME is driven by success for our clients



Total transparency

Transparency is a prerequisite for trust, and trust is essential when handling our clients' investments.

We aim to ensure our clients have clarity on their investments and fees. We believe that this is a minimum standard for all businesses such as ours. All information is made easily accessible, and we seek to communicate clearly.

Risk management and mitigation is important in a business like ours. That is why we insist on the highest level of due diligence and have developed rigorous processes. We predominantly invest in carefully considered asset-backed investments, in the pursuit of predictable returns.

We insist on the highest level of due diligence



Clear communication

Right from the beginning of TIME Investments, we have understood the importance of communicating clearly with our clients. We never take for granted the trust our clients put in us, and we seek to ensure we keep them up to date at every touchpoint of their investment with us.

Our documents and our literature are intended to be simple and straightforward, using clear wording and accessible vocabulary.

Our Business Development and Client Service teams undertake a lengthy training programme to support clarity and consistency in our communication with clients, both in person and over the phone.

We never take for granted the trust our clients put in us

... Our core values



Service excellence

We are especially proud to have fostered an award-winning service culture. Alongside our trusted investment strategies, we believe our high standards of excellent service set us apart and keeps our client retention high.

We have a highly trained and highly skilled Client Service team which targets responding to enquiries in under 24 hours (and usually within six hours).

We believe that all our teams are equipped with the knowledge, skills, and professionalism required for our clients to receive truly exceptional service.

We believe our high standards of excellent service set us apart



Collaboration is key

Despite our size and track record, we manage ourselves with the efficiency and rapid response of a small business. We are a firm of high-performing, motivated, loyal collaborators all working together to fulfil our common goal of delivering predictable returns in an unpredictable world. A collective of knowledgeable individuals who share a wealth of experience and acumen across close-knit teams.

This culture of collaboration also extends to our external working practices and positively impacts our business, as the foundation for the careful and thoughtful investing that is at the heart of our success.

Motivated, loyal collaborators all working together to fulfil our common goal

“Diversity is essential to a thriving business and as a passionate and interconnected company, we bring together a range of ideas and skills into one best solution for the client. Our hard work and collaboration enables us to deliver excellence for our clients.”

Nigel Ashfield
Managing Director, TIME Investments



Protecting vulnerable clients

TIME Investments seeks to treat all clients fairly. We also make a special effort to address any additional requirements of our older or more vulnerable clients.

We ensure all our staff have the right training, skills, and capability to recognise and respond to any specific needs of our clients, and all of TIME's funds and services are designed with the needs of our client base in mind.

We follow strict guidelines to ensure that all our clients, and not just those who need extra support, are given the highest level of service our industry can provide.

- All client enquiries, whether received in the post or via email, will receive a response within 24 hours
- Our Client Services team aims to answer calls within three rings
- TIME will provide investor correspondence in large font if required
- If requested by a financial adviser or family member (with appropriate appointment powers), we will not send any correspondence to elderly investors and we will liaise with the financial adviser only
- Correctly appointed investors, advisers, family members or attorneys may be granted access to our secure online portal. This portal securely stores all client reports and provides up to date valuations of investments held



TIME for our people

TIME Investments is built on the strength of its workforce.

We have worked hard to build and retain a team of experts in their field, who share common values and appreciate the importance of putting the client first, protecting the environment and contributing positively to society. We ensure we do what we say we will do and deliver on the promises that we make.

As a growing business, but with a strong history, we have people who have been with us for the majority of their careers. We prioritise the importance of staff retention and we believe our people genuinely enjoy working here.

Flexible working and staff development

TIME Investments has always been open to the concept of flexible working. We understand the pressures of life and our flexible working approach helps our employees to balance the needs of their career and family commitments.

TIME Investments is also dedicated to developing our staff. The business contributes a generous annual allowance for all staff to undergo professional training and exams of their choice, as well as having access to online personal development courses via our engagement partner, WeThrive. These courses are designed to help with all aspects of training, leadership, and both personal and professional development.

Our robust internal onboarding policies support new joiners, and all employees receive regular courses as part of a tailored career development path.

Sustainable workplace

TIME Investments not only applies sustainability to its investment process, but we also take a responsible approach to how we run our offices.

We are a paperless office and multiple recycling facilities are available. We are a paperless office with multiple recycling facilities available. We seek to use low energy equipment across the office as a whole and source our electricity from renewable energy suppliers.

“We have worked hard to build a team of individuals who are experts in their field, understand what great service is and who are also nice people”.

Nigel Ashfield, Managing Director, TIME Investments.



Wellbeing

We believe TIME is a great place to work because that is what our staff tell us.

We employ an independent third-party employee engagement service to conduct an annual survey into how our workforce feel. The survey asks questions regarding the individual's role, working life, and suggestions for initiatives to improve the business.

Employee engagement

The latest survey received a 98% response rate and revealed insightful feedback on personal performance, team co-operation, ways to improve the experience of our clients, resources available, job role self-confidence, how much 'headspace' time is available and many other areas. We believe it is important for our staff to have a voice within the business. Direct feedback on how staff feel and what TIME could do better is paramount to our success, and allows us to understand where best to implement positive change.

Mental health wellness initiatives

Here at TIME we believe that mental health wellness is crucial to the positive running of our business but that it also helps our employees thrive and succeed.

We run an annual programme to promote positive mental health for our employees giving them:

- Access to the Headspace app that provides guides to meditation, sleep aids and focus exercises
- The annual week long programme includes sessions from professionals covering: workout and fitness guide, massage for all office-based staff, sleep well training, how to avoid burn-out and energy boosting nutrition to keep everyone in peak condition.
- Dedicated mental health first-aiders
- Guidance and links for mental health webinars and Ted Talks

TIMers

TIMers are an internal committee made up of volunteer employees from each department of our business. They help us stay in touch with what our staff need and want.

TIMers meet monthly to feedback to management about areas where the business can improve and deliver an even stronger working environment for our staff.

In the past three years, TIMers have assisted the management in implementing:

- Introduction of salary exchange pension contributions
- Introduction of private healthcare scheme for all employees
- Flexible working policy
- Created a modern, friendly office with relaxed spaces for lunch and time out
- Mental health and wellbeing initiatives
- Employee reward scheme

Maternity

We have an enhanced maternity leave policy to ensure our new parents take more time off to be with their family. We also offer a return-to-work policy to support parents and provide the flexibility required to assist with this transition.

TIME to diversify

TIME Investments rejects the idea that diversity and inclusion is about ticking boxes. We believe that individuals with different backgrounds and experiences will enhance business processes, idea generation, problem solving, risk management and decision making.

We foster a culture where differences are not only recognised but highly valued and where all colleagues are treated with respect.

Commitment to Diversity & Inclusion ('D&I')

TIME Investments has a D&I policy which is regularly reviewed and updated. This policy seeks to ensure that our workplace is one that makes everyone feel equally involved and supported, regardless of who they are or what they do for the business.

We commit to:

- Not discriminate: Ensure everyone is treated equally regardless of race, sex, gender identification, sexual orientation, ethnic or national origin, nationality, religion, age, disability, marital or civil partner status, pregnancy, or any other characteristic protected by law
- Promote equality of opportunity for all staff
- Create a working environment free of bullying, harassment, or victimisation
- Follow the principle that promotion and compensation decisions should be based on merit, reflecting both business and individual results



TIME in the community

TIME employees have consistently shown enthusiasm for giving back to the communities in which they work.

Each year we select a charity to support through fundraising activities and volunteering days. This year, TIME employees' chose **Single Homeless Project** (SHP), a London-centric charity, with a vision to reduce homelessness. SHP believe every person should have a place to call home and the chance to live a fulfilling life. SHP helps to prevent homelessness by providing support and accommodation, promoting wellbeing, enhancing opportunity, and remaining a voice for change.

We have supported a large section of the community by partnering with a wide variety of charities over the years. Previous charity partners include:

- **Just Rifles** (2016-17) – a charity that provides immediate funds to meet the needs of injured servicemen going through rehabilitation
- **Alzheimer's Society** (2018-19) – a care and research charity for people with dementia
- **The Silver Line** (2020-21) – a free, confidential telephone service just for older people to provide friendship, conversation, and support 24 hours a day, 7 days a week

All employees have the opportunity to attend regular team-building days to focus on supporting SHP activities. We believe this will both complement and enhance the culture we have built at TIME, as well as being able to give back to the community around us.

Each year we select a charity to support through fundraising activities and volunteering days.



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Important information: TIME Investments is the trading name of Alpha Real Property Investment Advisers LLP, a limited liability partnership registered in England under number OC355196. TIME is authorised and regulated by the Financial Conduct Authority under FCA number 534723. This document does not constitute investment advice and potential investors are recommended to seek professional advice before investing. An Adviser is responsible for advising on the suitability of any TIME product or service in light of an investor's personal circumstances. All information correct at December 2023 (unless otherwise noted).