

Carbon Reduction Plan

United Living Group

Publication date: **June 2024**

Commitment to achieving Net Zero

United living is committed to achieving Net Zero emissions by 2030.

Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

Baseline Year: 2020-2021

Additional Details relating to the Baseline Emissions calculations.

At United Living we have baseline data for scope 1&2 dating back to 2020-2021, for SECR reporting purposes. In the last 3 years we have begun gathering scope 3 data for some parts of the business, with the aim to report against a baseline for year 24/25.

For 23/24 data we moved our carbon reporting to PowerBi to enable us to drill down into pillar and location data. To further enhance our capture and reporting capabilities, over the next 6-12 months we are moving to a carbon reporting tool, Normative, to allow for scope 3 data recording.

United Living has been going through a period of growth for several years now, diversifying into new geographies and sectors, meaning our carbon reporting has been maturing along with business growth. Our company environmental targets to date have been focussed on achieving net zero by 2030 for scope 1 & 2; now with business maturity and improved data recording we can look to recording, reporting and reducing our scope 3 emissions.

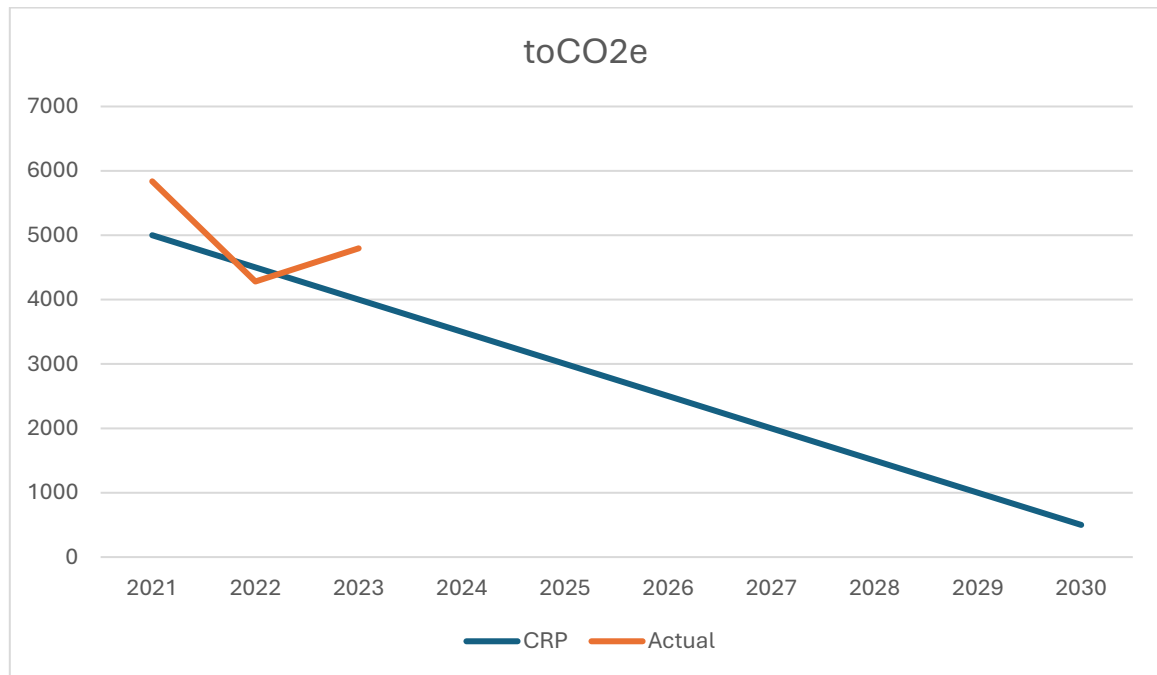
Emissions data 2023-24 has not yet been finalised or approved for SECR publication, it will be ready before the end of July 2024. It is important to note the figures included for the purposes of this submission represent the United Living Group and note that United living Property Services is a pillar within the group. It is also important to note the significant growth of both United Living Group and Property Services over the reporting period.

Baseline year emissions: 2020-2021	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	735.28 tCO ₂ e
Scope 2	5,101.92 tCO ₂ e
Scope 3 (Included Sources)	Not available
Total Emissions	5,837.20 tCO ₂ e

Current Emissions Reporting

Reporting Year: 2022-2023	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	74.38tCO ₂ e
Scope 2	4720.15tCO ₂ e
Scope 3 (Included Sources)	Not available
Total Emissions	4795.2tCO ₂ e

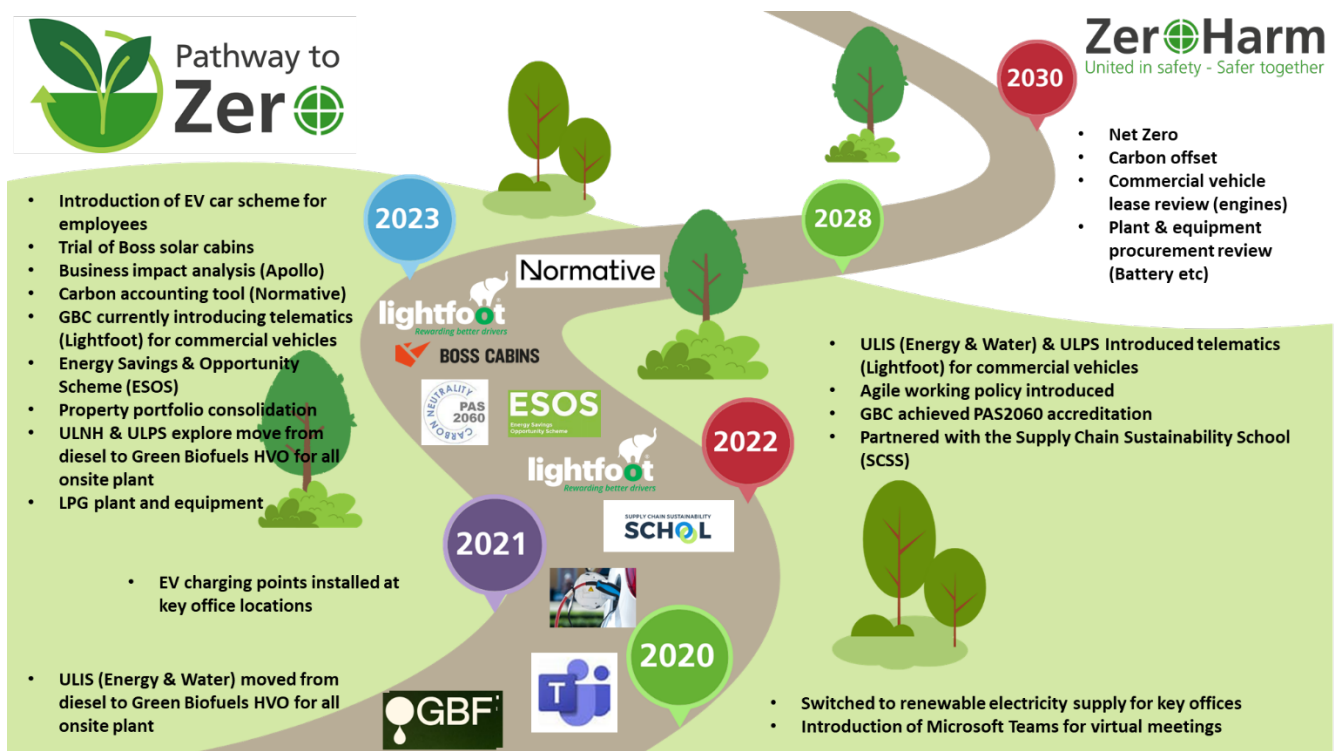
Progress against these targets can be seen in the graph below:



Carbon Reduction Projects

Completed Carbon Reduction Initiatives

Our 'Pathway to Zero' provides an overview of our journey so far to achieve Net Zero emissions by 2030.

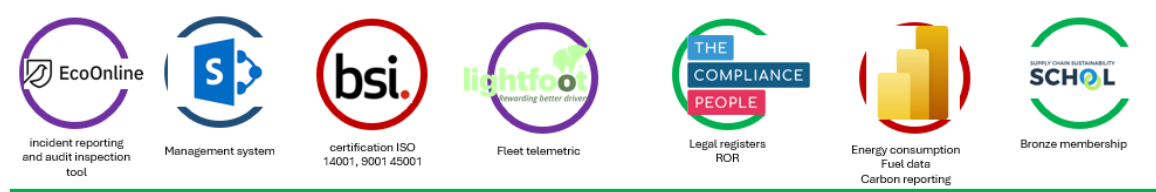


The following environmental management measures and projects have been completed or implemented since the 2020-21 baseline.

Achievement and movement to BSI certification ISO 14001, 9001 45001 across the group

Implementation of the following management systems

- Centralised management system (sharepoint)
- Lightfoot- (fleet optimisation tool)
- Compliance people- (legal registers / Risk & opportunity registers)
- Eco-Online- (incident reporting and audit inspection tool)
- PowerBi- (energy usage and carbon reporting)
- Supply chain sustainability school- (membership and participation Bronze)



A 40% reduction against the 2023/24 baseline and the measures will be in effect when performing the contract.

At United Living we have an in house dedicated SHEQ team which encompass Safety, Health, Environment and Quality combined as a team. This team provides the support to ensure we care for, protect and enhance the environment in which we work for future generations to enjoy, and that we delight our customers and positively impact the communities in which we work by creating high quality, sustainable infrastructure and places to live.

In order to achieve our vision we have put together our zero harm strategy which has 5 key aims;

1. Living our cultures and behaviours
2. Standards systems and reporting
3. Reducing our risk profile
4. Engagement collaboration and communication
5. Care for our environment.

Within these 5 key aims we have also committed to 3 challenging targets in response to the rising challenge of the climate and ecological emergency;

- ✓ Achieve net zero by 2030;
- ✓ Zero avoidable waste by 2030
- ✓ Eliminate single use plastics by 2030.



As a group the company have begun to achieve these targets by upgrading our certifications across the board to BSI accreditation, signing up to the compliance people and reviewing and updating our incident reporting system Eco Online to produce a proactive reporting system rather than reactive.

The SHEQ team have been upskilling in key environmental topics to our industry such as waste, spills, nesting birds and ecology. We have been reviewing our supply chain with signing up to useful tools such as the supply chain sustainability school to ensure all our suppliers are in alignment with our company targets and to ensure that our sustainable targets are at the heart of our acquisition.


The targets set by the SHEQ leadership team are also being achieved through our annual SHEQ pillar plans sharing the understanding and responsibility of the ecological emergency. Each pillar of the business being given the autonomy to carve their own objectives relevant to their work areas in order to achieve the company vision.

Vehicle Fleet and Plant

United Living Property Services currently has a commercial vehicle fleet of approx. 171 vehicles, fluctuating throughout the year to align with contract requirements. As vehicles come up for renewal, we actively look to procure, via our supply chain partner, low emission, hybrid or electric vehicles reducing our dependency on fossil fuels.

To aid achieving this we have moved to a single telematics provider, Lightfoot for our commercial fleet, to support continued energy reduction. The solution will support our objectives to increase fuel efficiency by improving driver behaviour and in turn, reducing fuel consumption.

We have increased the accessibility of electric vehicle charging by installing vehicle charging points at a number of our national office locations and have made them available to employees and visitors.

Carbon reduction via behavioural change	
In 2021	
Lightfoot saved 1000 tonnes of carbon through real-time drive behaviour training, reduced frequency of poor driving incidents by 98%, idling by 78% and improved fuel efficiency by 8%.	

We have continued to expand the use of Hydrotreated Vegetable Oil (HVO) as a replacement for conventional diesel, with all onsite plant now using green biofuels such as HVO. To supplement this, we use hybrid, battery and solar plant and equipment, with solar charging stations for hand held equipment on site.

Use of carbon friendly fuels

The standard use of HVO across the group means emitting c95% less carbon than diesel



Hybrid Working

We have introduced an agile working policy, allowing employees to work remotely and travel less, supplemented by IT programmes, equipment and software to efficiently facilitate this.

Agile working to reduce carbon

In 2021, agile working achieved 269 tonne Co2 reduction against baseline year (2019-20).

Site cabins

Outside of their pillar plan United Living Property Services trialled the use of Boss cabins on a regeneration project within South London. This 'Deep Green' hybrid cabin includes solar panels and lithium-ion batteries integrated with a fuel-efficient HVO generator as a backup.

The generator is a Boss Cabins-patented design which requires less frequent servicing than a standard generator. Space heating is provided using a separate thermostatically controlled diesel heater. Additional features which improve environmental performance include energy efficient electrical appliances as well as rainwater harvesting and greywater recycling. The cabins are now being rolled out across all projects within the Pillar.



Upskilling

All employees have undergone Environmental Awareness Training via mandatory e-learning modules and 'lunch and learn' sessions, to provide a better understanding on how to care for our environment.

Energy Audits

ESOS Phase 3 has been completed and we will assess and evaluate the recommendations used from this report to further reduce our carbon footprint.

Looking to the Future

United Living is a services business helping the government to achieve its environmental targets through the work we provide. United living Group decarbonise social housing stock through the practices such as External Wall Insulation, Triple glazing, Ventilation and Heating Replacements. Our business mission and impact is to create energy efficient homes improve social housing stock, provide decent homes and reduce water leakage.

Currently our carbon reporting is managed internally through PowerBi over the course of the next financial year we are looking to **move our carbon reporting to an external company, Normative**. This will allow for more accuracy of data, live data that can be integrated, the ability to objectively review and analyse our energy and carbon usage to allow for informed carbon reduction options.

Normative

We have established a **dedicated working group to review our wider supply chain** starting with our most heavily used suppliers to see how we can impact our scope 3 reductions. Initiatives we are investigating include reducing the number of suppliers we use, moving to suppliers who source alternative materials and selecting suppliers who are able to meet our companies Capacity Requirements Planning.

The group is also critically evaluating the groups accredited waste carriers to consolidate the amount of providers. Historically waste carriers were chosen by projects using bespoke requirements, however these now don't meet today's environmental needs. The new Waste Carrier Framework will provide a service based off a net zero fleet, 99% diversion of waste from landfill and incineration, embodied CSR and full data reporting (carbon inclusive).

We have invested in a **new expenses system** that will allow for data recording, this system is due for launch in the coming months. Business travel data will become centralised allowing for scope 3 data that can be scrutinised allowing for carbon reductions. We commit to establishing and reporting on employee commuting dating to establish scope 3 data over the next 6 – 12 months allowing for baseline data and scope 3 reductions.

Primarily a services business United Living Property Services have limited downstream transportation and distribution activity. Waste collection and surplus material are our only accountable downstream activity. The United Living Group pledge to be more accurate in our material selection and purchases to reduce surplus. Application of the waste hierarchy is top in united living groups agenda, in the past 3 years united living group have achieved over a 98% diversion of waste to landfill. We are now looking to reuse and prevent waste production.

Energy Audits

Energy Audits: ESOS Phase 3 has been completed and we will ok to assess and evaluate the recommendations used from this report to further reduce our carbon footprint including:

- LED and PIR retrofit
- Regular maintenance of heating systems
- Review of temperature controls in office & Server rooms
- Asset replacement (such as air-con/boiler and windows)
- Water flow outlets
- Electric vehicle charging points

Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard¹ and uses the appropriate Government emission conversion factors for greenhouse gas company reporting².

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard³.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

Signed on behalf of the Bidder:



John Farrell
Managing Director – Property Services

Date: **June 2024**

¹<https://ghgprotocol.org/corporate-standard>

²<https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>

³<https://ghgprotocol.org/standards/scope-3-standard>