

United Living Group Environmental Sustainability Strategy



At United Living we acknowledge and understand the adverse impact our operations have on the natural environment. Our environment strategy sets out our journey towards building a business with near zero impact, demonstrating our commitment and leadership in moving towards a more sustainable future for all.

One of the greatest environmental issues of our time is climate change and we are putting carbon emissions reduction at the forefront of our environmental strategy. United Living supports the UK government's decarbonisation strategy and the drive towards net zero by 2050. We are now working to significantly reduce our carbon footprint by 2030.

Our strategy sets out how United Living is leading the way on decarbonisation and we have set ourselves ambitious carbon reduction targets to ensure we reach our goals. In order to achieve these objectives, we've developed a low-carbon roadmap to help drive carbon out of our scope 1 and 2 operations.

Every year we will publish our direct emissions covering 100% of our direct operations, ensuring that we are providing a transparent reflection of our impact on climate change. We will continue to report our carbon footprint in accordance with government legislation (Energy Savings Opportunity Scheme (ESOS) and Streamlined Energy & Carbon Reporting (SECR)).

Ambitious and practical targets

We have robust environmental that are supported by Key Performance Indicators. These support our overarching objectives and allow us to assess our performance as the business continues to grow and change.

Our aim is to track our environmental performance as we move towards 2030, publishing our performance every year with both absolute and intensity measures, represented as annual metrics and as rolling rates. Our performance measurements are highlighted in the below table:

Environmental targets	Annual performance measures	
	Absolute	Intensity
Reduce carbon emissions to net-zero by 2030 (scope 1 & 2)	Total emissions produced (tCO ₂ e)*	tCO ₂ e/100k turnover
Reduce avoidable waste to zero by 2030	Tonnes of waste produced	Tonnes/100k turnover
Eliminate single-use plastics by 2030	Tonnes of plastic produced	Tonnes/100k turnover

* tCO₂e = tonnes carbon dioxide equivalent

Our plan to achieve Net Zero 2030

To ensure sustainable growth over the next decade and beyond, United Living has made a commitment to achieving net zero carbon emissions across our scope 1 and 2 operations by 2030. Our strategy for achieving net zero is based on the following key areas:

- **Establish** our impact – review and ensure effective reporting structures are in place to establish an accurate baseline for emissions
- **Analyse** our impact – identify our biggest impact areas and effective measures required to reduce emissions
- **Reduce** our impact – adopt renewable technologies, best practice and innovation to reduce our emissions
- **Rebalance** our impact - offset any residual emissions through recognised carbon offsetting schemes

United Living's carbon emissions

Emissions source	Scope	2019-20 emissions (tCO ₂ e) (baseline)	2020-21 emissions (tCO ₂ e)	% reduction from baseline
Liquid fuels (red diesel)	1	3,144	2,268	-28
Commercial fleet	1	4,183	2,833	-32
Electricity	2	534	688	+22
Gaseous fuels	2	133	47	-65
Grey fleet	3	590	240	-59
Total emissions / % reduction	-	8,584	6,076	-29

* Scope 1 – direct emissions from United Living owned or controlled sources e.g. use of red diesel on site

** Scope 2 – indirect emissions from the generation of purchased energy e.g. use of electricity to power sites and offices

*** Scope 3 – indirect emissions that occur in the value chain of United Living e.g. business mileage of employees

Roadmap to net-zero

United living will use a range of tools to reach net-zero. Our approach to decarbonisation is guided by our low carbon roadmap which is based on a number of key aims and deliverables designed to ensure we get the balance right, reducing our own impact and the emissions of assets we build and maintain.

Our key areas of delivery are:

- **Improved measuring and reporting** – we will adopt an online tool, EcoOnline, which will allow us to comprehensively measure, analyse and report our carbon emissions. This will enable us to improve reporting accuracy and target setting, and ultimately provide a greater insight into our impact.
- **Innovation and low carbon technologies** – we will continue to implement low carbon technologies, materials and innovative ways of working into our operations. We plan to

decarbonise our plant, transport and transition to renewable energy sources using existing technologies and new ones as they become available.

- **Effective climate governance** – we will steer our business towards preventing, mitigating and adapting to the risks posed by climate change. We have put in place a governance framework designed to ensure that everything we do is led by a commitment to reduce our environmental impacts.
- **Value chain collaboration** – we will work with our suppliers to develop and procure low carbon materials and establish new ways of working to ensure carbon emissions are driven out of our supply chain. This includes widening our carbon reporting to include supply chain emissions (scope 3).

Reducing our carbon

We will continually implement sustainable and innovative practices to help us reach our emission reduction targets, including low carbon fuels, alternative energy sources and alternative working practices.

➤ **Sustainable fuels**

A significant proportion of our direct emissions comes from the fuel we use plant and generators and to ensure we drive this down, we plan to trial alternative greener fuels. To help cut carbon and other harmful emissions the business is already using hydrotreated vegetable oil (HVO) to power all plant and equipment. HVO emits 90% less carbon than traditional diesel and the plan is to implement HVO as standard across the United Living Group.

➤ **Low emission vehicles**

A large part of our carbon footprint comes from our commercial vehicles and we have started the journey of decarbonising our fleet. We have already introduced our first electric vehicle, a Nissan e-NV200 van and are currently exploring other fuel saving initiatives, including telematics systems to improve fuel efficiency. We have also commissioned the Energy savings Trust (EST) to complete a fleet survey to identify further opportunities for decarbonisation.

➤ **Sustainable energy supply**

A smaller but still significant part of our carbon footprint comes from our electricity supply and we plan to take the necessary taking steps, to reduce and eventually eliminate this. We have commissioned a green energy broker to audit our existing supplier agreements, to identify a sustainable solution to meet our energy demands. We have already made some progress by moving all our fixed office sites onto a new supplier agreement, ensuring a 100% renewable supply of electricity.

➤ **Business travel**

We will implement strategies to reduce carbon emissions associated with how we travel. This includes our agile working policy led by our HR team, allowing employees greater flexibility in how and where they work. As a result of the pandemic we have seen a significant reduction in carbon emissions from business travel, and through our policy we hope to see a continuing reduction in non-essential travel. Our roll-out of MS Teams has seen a significant increase in online communications, enabling our people to travel less and be more agile in the way they work.

Beyond 2030 – supply chain emissions

Our current carbon reporting does not show our full impact as it does not include emissions from our suppliers. The emissions we report are therefore likely to be a small proportion of the emissions of our supply chain and an even smaller amount of those produced by the assets we build, also known as embodied carbon.

When the level of carbon emissions produced by our supply chain is understood, we can set targets to reduce our whole footprint, beyond just our direct emissions. As we are unable to obtain reliable emissions data from our supply chain, we have not yet established our current impact with regards to our scope 3 emissions. We recognise this is a big challenge and we are currently working towards a plan for achieving this.

In line with the UK government's pledge to achieve net zero by 2050, United Living is matching this commitment and will aim to eliminate all emissions from its value chain by 2050.

Using data to reduce our impact

United Living will use a range of tools to reach our carbon targets. Our approach to decarbonisation going forward will be guided by EcoOnline, our online tool for benchmarking, measuring and analysis our environmental data. The tool will allow us to target high-impact areas in order to cut the most emissions. The data in the tool will be continually updated, ensuring that we can offer our customers an industry-leading insight into their environmental impact.

Zero avoidable waste

From the materials we consume and the waste we generate, we are firmly committed to reducing our impact as much as possible. Our strategy aims to significantly reduce our impact from waste, including the elimination of single-use plastic in our supply chain.

As a responsible business we plan to find new ways to reduce the impact of our operations and whilst our aim is to eliminate waste where possible, we will continually seek opportunities for good outcomes from the waste that we do produce.

We will explore other means by which to create a positive impact from waste such as, donating suitable waste material to charities, community groups and social enterprises, to achieve a positive social impact and benefit to wider society.

Beyond providing benefits to our customers, the environment and wider society, our ambition to reduce our waste also aims to drive improvements in resource and operational efficiency across the group.

Critical deliverables

- **Data accuracy and reporting** – we will adopt a tool to comprehensively measure and report our waste data and have put in place the necessary tools and mechanisms, to ensure our waste data is robust and accurate. Our online environmental tool, EcoOnline, will provide us with an industry-leading insight into our impact from waste.
- **Resource efficiency** – we will ensure the principles of the Waste Hierarchy are adopted on all our sites, to prevent waste production in all stages of the construction process. Significant opportunities exist to prevent waste from occurring and to improve resource efficiency. We

will work on implementing initiatives which aim to eliminate waste to landfill and promote the circular economy.

- **Engaging our supply chain** – we will adopt and integrate circular economy principles, for example, closed loop recycling and designing out waste. We will work with our suppliers and endeavour to become a partner of the Supply Chain Sustainability School, to support us on our journey to zero avoidable waste. We will also actively encourage and support continual improvement through engagement with our procurement team.
- **Responsible sourcing** - we understand that our supply chain is key to our success in sourcing more sustainable materials and products, and we expect all our supplies to adopt and develop practices that are environmentally sound and ethical. To support our approach, we will develop a Sustainable & Ethical Procurement Policy which details our commitments to responsible sourcing.

Single-use plastics

As part of our commitment to eliminate avoidable waste by 2030, we have also pledged to become single-use plastic free. Plastic production is an energy intensive process that uses non-renewable resources. It takes hundreds of years to biodegrade and is polluting our environment, we will therefore act to reduce our impact.

- We will develop a sustainable procurement plan and policy to support and provide a framework for reducing the consumption of single-use plastic in our supply chain.
- We will collaborate with our supply chain partners to establish the quantity of single-use plastic used for packaging materials. This will inform our decision making on how we eliminate single-use plastic from packaging through alternative materials.
- We will explore and trial alternative plastic free materials and consumables on our projects and where we find opportunities, we will aim to implement groupwide solutions to reduce our impact.

A handwritten signature in black ink, appearing to read "Neil Armstrong".

NEIL ARMSTRONG
CHIEF EXECUTIVE OFFICER
United Living Group