

# OUR OBJECTIVES

LIVING LEGACY			BALANCED RESOURCES		
2018–19 Objectives	Status SDG Alignment	2019–20 Objectives	2018–19 Objectives	Status SDG Alignment	2019–20 Objectives
Use Telford Homes' Living Legacy toolkit on the design of all new developments	● 3 GOOD HEALTH AND WELL-BEING 11 SUSTAINABLE CITIES AND COMMUNITIES	Continue to use Telford Homes' Living Legacy toolkit on the design of all new developments	Reduce the energy intensity of our operations by 3% (kWh/100m <sup>2</sup> )	● 13 CLIMATE ACTION	Continue to reduce the energy intensity of our operations by 3% (kWh/100m <sup>2</sup> )
★ Establish a Community Engagement Strategy (CES) and ensure it is implemented on all new projects	● 11 SUSTAINABLE CITIES AND COMMUNITIES	Action completed. CES being implemented across all new projects	Continue to align our policies with BLL objectives	● 11 SUSTAINABLE CITIES AND COMMUNITIES	Action completed. In light of ongoing policy changes, monitoring of revisions to be undertaken during the year
All new developments incorporate or are within a 1km of public green space	● 3 GOOD HEALTH AND WELL-BEING 15 LIFE ON LAND	Continue to ensure all new developments incorporate or are within a 1km of public green space	Reduce the carbon intensity of our operations by 3% (CO <sub>2</sub> e/100m <sup>2</sup> )	● 13 CLIMATE ACTION	Continue to reduce the carbon intensity of our operations by 3% (CO <sub>2</sub> e/100m <sup>2</sup> )
80% of homes have secure cycle storage	● 3 GOOD HEALTH AND WELL-BEING 15 LIFE ON LAND	Continue to ensure that 80% of homes have secure cycle storage	Divert 90% of construction waste from landfill	● 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Continue to divert 90% of construction waste from landfill
Provide initiatives to reduce car dependency on 25% of completed developments.	● 3 GOOD HEALTH AND WELL-BEING 15 LIFE ON LAND	Continue to ensure that 80% of homes have secure cycle storage	Divert 80% demolition and excavation waste from landfill	● 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Continue to divert 80% demolition and excavation waste from landfill
★ Implement green travel plans for customers on all new developments	● 3 GOOD HEALTH AND WELL-BEING	Continue to provide initiatives to reduce car dependency on 25% of completed developments	Reduce construction waste intensity by 3% (tonnes/100m <sup>2</sup> )	● 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Continue to reduce construction waste intensity by 3% (tonnes/100m <sup>2</sup> )
N/A during reporting period	N/A 3 GOOD HEALTH AND WELL-BEING 15 LIFE ON LAND	Continue to implement green travel plans for customers on all new developments	Reduce site water consumption intensity by 3% (m <sup>3</sup> /100m <sup>2</sup> )	● 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	2.5% reduction achieved. Aim to reduce site water consumption intensity by 3% (m <sup>3</sup> /100m <sup>2</sup> )
		★ Engage with a wildlife trust or NGO to develop a biodiversity policy	★ Design our homes to use an average of 105 litres per person per day (LPPPD)	● 6 CLEAN WATER AND SANITATION 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	Continue to design our homes to use an average of 105 LPPPD
			Ensure that 90% of the timber procured through Group buying agreements is from FSC/PEFC sources	● 12 RESPONSIBLE CONSUMPTION AND PRODUCTION 15 LIFE ON LAND	Continue to ensure that 90% of the timber procured through Group buying agreements is from FSC/PEFC

★ New targets agreed during 2018

● Achieving ● Partially achieved ● Not achieved

CREATIVE BUILDING SOLUTIONS	Status SDG Alignment	2019–20 Objectives	SMART BUSINESS	Status SDG Alignment	2019–20 Objectives
2018–19 Objectives			2018–19 Objectives		
Maintain an average EPC B rating	●  	Continue to maintain an average EPC B rating	Attain an AFR better than the construction industry	● 	Continue to attain an AFR better than the construction industry
Continue to research and develop MMC techniques	● 	Continue to research and develop MMC techniques. Ongoing research is being implemented with supply chain partners to develop our innovation strategy	Ensure 95% of site operatives have a CSCS card	● 	Continue to ensure 95% of site operatives have a CSCS card
Continue to establish innovation working groups for all new developments	● 	Action completed	★ Strive for a staff turnover below 12%	● 	Continue to strive for a staff turnover below 12%
50% of completed homes have access to on-site renewables or low carbon infrastructure	●  	Continue to ensure 50% of completed homes have access to on-site renewables or low carbon infrastructure	★ Pay all direct employees the London Living Wage	● 	Continue to pay all direct employees the London Living Wage
An annual presentation of innovation to be undertaken by the Group Managing Director to our supply chain	● 	Annual innovation presentation superceded by project research and development reviews. Best practice performance has demonstrated 18% MMC by spend compared to 13% last year. Continue to benchmark performance	All new joiners receive BLL training induction module	● 	Continue to ensure all new joiners receive BLL training induction module
Carry out Post Occupancy Evaluation (POE) on performance of Combined Heat and Power (CHP) plants	●  	Continue to carry out POE on performance of CHP plants	Maintain a NextGeneration Silver Level award and improve overall score by 5%	● 	Maintain a NextGeneration Gold Level award
			Maintain customer recommendation rate of at least 95%	● 	Continue to maintain customer recommendation rate of at least 95%
			Achieve a net promoter score of 60	● 	Achieved 51 which compares favourably with NHBC / HBF average of 31. Aim for a net promoter score of 60
			★ Baseline SME spend as a percentage of turnover	●  	Continue to baseline SME spend as a percentage of turnover
			★ Ensure all employees receive role specific sustainability training	●  	Continue to ensure all employees receive role specific sustainability training
			★ N/A during reporting period	N/A  	★ Report carbon performance in our Annual Report