

# TELFORD HOMES

## SUSTAINABILITY OBJECTIVES



### DESCRIPTION OF PROGRESS

















N/A new objective not applicable for that reporting year ■ Achieved ■ Partially achieved ■ Not achieved

### SUSTAINABLE DEVELOPMENT GOAL (SDG) ALIGNMENT

#### 2020 KPI

#### FY17/18 FY18/19 FY19/20 2020 2020 COMMENTARY

#### 2021 KPI
















LIVING LEGACY								
		Continue to use Telford Homes' <i>Building a Living Legacy</i> toolkit on the design of all new developments	N/A				Toolkit implemented on all schemes, strategic review (revisions) to be undertaken once new London Plan published (March 2021)	Continue to use Telford Homes' <i>Building a Living Legacy</i> toolkit on the design of all new developments
		Continue to ensure all new developments incorporate or are within 1km of public green space					All new schemes are within 1km of public green space	Continue to ensure all new developments incorporate or are within 1km of public green space
		Continue to ensure that 80% of units have secure cycle storage					We achieved 100% secure cycle storage across all our schemes	Continue to ensure that 80% of units have secure cycle storage
		Continue to provide initiatives to reduce car dependency on 25% of completed developments					Average Public Transport Accessibility Level (PTAL) of 4.7 achieved	Continue to provide initiatives to reduce car dependency on 25% of completed developments
		Continue to implement green travel plans for customers on all new developments	N/A				We have implemented green travel plans on all our new schemes	Continue to implement green travel plans for customers on all new developments
		Engage with a wildlife trust or NGO to develop a biodiversity policy	N/A	N/A			We have liaised with an NGO in the reporting period, however this needs further discussion and collaboration. We have also liaised with WSP and their sector-wide collaborative NATURE tool model proposals and continue to collaborate with UKGBC on their nature-based solutions framework	Engage with a wildlife trust or NGO to develop a biodiversity policy
		Develop a wellbeing strategy	N/A	N/A	N/A		Continued to develop our wellbeing plans and strategies through projects. Following the new London Plan (March 2021), a new briefing document will be produced	Review wellbeing strategy (Journey 2021 commitment)
		Benchmark BREEAM in use Excellent rating	N/A	N/A	N/A		To achieve this standard will require an informed and committed project partner. In the short term, this is not an immediate client requirement, although anecdotally we believe this will change leading up to 2025	Monitor BREEAM In-use Excellent rating subject to client requirements
		Biodiversity net positive benchmarking	N/A	N/A	N/A		Biodiversity net positive benchmarking of schemes is being progressed through the planning process. To date, the scheme is making a positive contribution to local habitat creation	Biodiversity net positive schemes (Journey 2021 commitment)
		Undertake SROI project statement	N/A	N/A	N/A		Completed an annual Social Return on Investment assessment across our business and for new schemes, albeit project statements were not submitted for planning applications for both Alperton and the Perfume Factory. Retrospective studies are being undertaken	Consolidate 2016-2021 SROI projects (Journey 2021 commitment) Create net positive SROI projects (Roadmap Journey 2021 commitment)
								Achieve BRE HQM level 4 or equivalent (Journey 2021 commitment)

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SDG ALIGNMENT	2020 KPI	FY17/18	FY18/19	FY19/20	2020	MEANING	MEANING
<b>BALANCED RESOURCES</b>							
MAKING OUR MONEY WORK HARDER THROUGH EFFICIENT USE OF RESOURCES ACROSS OUR BUSINESS							
	Continue to reduce the energy intensity of our site operations by 3% (kWh/100m <sup>2</sup> )					Reduction in our site electricity use of 9%	Continue to reduce the energy intensity of our site operations by 3% (kWh/100m <sup>2</sup> )
	Continue to reduce the carbon intensity of our site operations by 3% (CO <sub>2</sub> e/100m <sup>2</sup> )					Achieved our annual site intensity reduction target of 6.27% and have achieved a reduction of 50.68% since FY2016/2017	Continue to reduce the carbon intensity of our site operations by 3% (CO <sub>2</sub> e/100m <sup>2</sup> )
	Continue to divert 90% of construction waste from landfill					Achieved 94.64% diversion of construction waste from landfill	Continue to divert 90% of construction waste from landfill and aim to work towards 2024 zero waste to landfill target
	Continue to divert 80% demolition and excavation waste from landfill	75% achieved as per target				Achieved 97% for exzavation waste and 92% for excavation waste	Continue to divert 80% demolition and excavation waste from landfill
	Continue to reduce construction waste intensity by 3% (tonnes/100m <sup>2</sup> )					Achieved an annual reduction of 3.13% and have achieved a reduction of 35.18% since FY2016/2017	Continue to reduce construction waste intensity by 3% (tonnes/100m <sup>2</sup> )
	Continue to reduce site water consumption intensity by 3% (m <sup>3</sup> /1000ft)					Achieved a 31.17% reduction in our annual site water intensity. Have seen a reduction of 42.22% since FY2016/2017	Continue to reduce site water consumption intensity by 3% (m <sup>3</sup> /1000ft)
 	Implement 16% (105 litres per person per day (LPPPD)) reduction in water usage compared to Part G of the National Building Regulations	N/A				105 LPPPD water consumption achieved	Implement 16% (105 LPPPD) reduction in water usage compared to Part G of the National Building Regulations
 	Continue to ensure that 90% of the timber procured through group agreements is from FSC or PEFC					All timber is legally sourced with 97.6% of the timber procured through group agreements from FSC or PEFC sources	Continue to ensure that 90% of the timber procured through group agreements is from FSC or PEFC
	Implement Circular Economy Statements	N/A	N/A	N/A		Implemented Circular Economy statements for all new schemes progressing through planning authorities	Continue to implement Circular Economy statements with an aim to work towards 2024 zero waste to landfill target
	Benchmark project air quality standards	N/A	N/A	N/A		Benchmarked project air quality standards for new planning applications	Continue to benchmark project air quality standards to create air quality neutral projects from 2022
	Create Science Based Targets (SBTs) and Task Force on Climate-related Financial Disclosures (TCFD) roadmaps	N/A	N/A	N/A		Created an SBT roadmap to 2025 and for the first time we have undertaken an TCFD assessment	Report TCFD strategy (Roadmap 2021 commitment) Disclose SBT targets and implement reduction strategy (Roadmap 2021 commitment)
	Ensure the acquisition and development of 100% brownfield developments	N/A	N/A			Undertaken that 100% of our schemes being delivered/planned are on brownfield sites	Continue to ensure the acquisition and development of 100% brownfield developments
	Implement 40% reduction in CO <sub>2</sub> in accordance with the London Plan Energy Policies	N/A	N/A	N/A		Achieved a 35% CO <sub>2</sub> reduction compared to a target reduction of 40%, albeit this standard is half way to achieving the NFHS from 2025	Continue to implement 40% reduction in CO <sub>2</sub> in accordance with the London Plan Energy Policies

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CREATIVE BUILDING SOLUTIONS							
COLLABORATING WITH OUR PARTNERS TO IDENTIFY INNOVATIVE BUILDING TECHNIQUES AND DELIVER THE HOMES OF THE FUTURE							
 	Continue to maintain an average EPC B rating	SAP 84 average achieved				Achieved an EPC B average	Continue to maintain an average EPC B rating
	Continue to research and develop MMC techniques as part of an innovation strategy	N/A				Strategy being implemented as detailed in the Sustainability Report	Continue to research and develop MMC techniques as part of an innovation strategy
 	Continue to ensure 50% of completed units have access to onsite renewables or low carbon infrastructure	40% renewable target achieved				100% of schemes comply with this objective	Continue to ensure 50% of completed units have access to onsite renewables or low carbon infrastructure
	Continue to benchmark MMC performance - compared to the Government's MMC Definitions Framework	N/A				17% investment in MMC compared to 13% (2020). This reduction in spend, is due to the cyclical nature of our projects which is explained in the Sustainability Report	Adopt Government's MMC definition framework (Journey 2021 commitment)
 	Continue to carry out POE on performance of CHP plants					POE undertaken on all schemes by an independent third party	Continue to carry out POE on performance of CHP plants
 	Develop Project Whole Life Cost (WLC) model	N/A	N/A	N/A		Implemented Whole Life-Cycle Carbon Assessments for all new schemes being progressed through the planning process – notwithstanding, these approaches are in their infancy throughout the industry	Implement WLC model (Journey 2021 commitment)
	Review smart building strategy	N/A	N/A	N/A		Reviewed smart building strategies through our Innovation Forum, with CBRE colleagues and our GAA work	Set out a smart building strategy (Journey 2021 commitment)

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<b>SMART BUSINESS</b>							
<b>INVESTING IN PEOPLE AND RELATIONSHIPS TO ENSURE LASTING VALUE FOR ALL OUR STAKEHOLDERS</b>							
	Continue to attain an Accident Frequency Rate (AFR) better than the construction industry					AFR of 0.03 compared with the construction industry average of 0.24	Continue to attain an AFR better than the construction industry
	Continue to ensure 95% of site operatives have a Construction Skills Certification Scheme (CSCS) card					98% of site operatives have a CSCS card	Continue to ensure 95% of site operatives have a CSCS card
 	Continue to ensure at least 7% of workforce are trainees or apprentices					7% of workforce are trainees or apprentices	Continue to ensure at least 7% of workforce are trainees or apprentices
	Continue to strive for a staff turnover below 12%					We achieved an employee retention rate of 92%	Continue to strive for a staff turnover below 12%
	Continue to pay all direct employees the London Living Wage					We pay all direct employees the London Living Wage	Continue to pay all direct employees the London Living Wage
	Continue to ensure all new joiners receive a BLL training induction module					All new joiners receive BLL induction training	Continue to ensure all new joiners receive a BLL training induction module
	Maintain a NextGeneration Gold Level award	Achieved Bronze target	Achieved Silver target			For the third consecutive year a Gold award was achieved	Maintain a NextGeneration Gold Level award
	Continue to maintain a customer recommendation rate of at least 95%				N/A	We have adopted HomeViews customer satisfaction benchmark for 2021 target, which is more applicable to the build to rent market. We support the work of the HBF and engaged stakeholders in the creation of the New Homes Ombudsman and the strengthening of the existing Consumer Code	Monitor customer satisfaction levels against the independent HomeViews platform over a three year period from handover
	Aim for a Net Promoter Score of 60				N/A	We have adopted HomeViews customer satisfaction benchmark for 2021 target, which is more applicable to the build to rent market	Given the adoption of HomeViews we are omitting the Net Promoter Score metric
 	Continue to monitor SME spend as a percentage of turnover					91% of our suppliers are SMEs, accounting for 69% of our overall spend	Continue to monitor SME spend as a percentage of turnover
 	Continue to ensure all employees receive role-specific sustainability training	N/A				All employees receive role-specific sustainability training	Continue to ensure all employees receive role-specific sustainability training
 	Continue to report carbon performance in our Sustainability Report					Directors carbon report included within Sustainability Report	Continue to report carbon performance in our Sustainability Report
	Adopt CBRE Standards of Business Conduct and relevant corporate policies	N/A	N/A	N/A		Updated our Builders Profile pre-qualification of our value chain to include DEI and CBRE Standards of Business Conduct and relevant policies	Target completed
	Undertake a review of a range of indices including: GRESB, GRI and DJSI	N/A	N/A	N/A		Undertaken GRESB, GRI and DJSI, and in addition, SASB, Global Compact and CDP – the latter and the SCSS People Matter Charter have been adopted	Participate in CDP submission

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SMART BUSINESS							
	Review new Modern Slavery and Human Trafficking Act	N/A	N/A	N/A	<span style="color: green;">■</span>	Published Modern Slavery and Human Trafficking statements in accordance with the relevant requirements. The expected amendments to the Act did not transpire in 2020	Review new Modern Slavery and Human Trafficking Act
	Develop ISO 9001:2015 roadmap	N/A	N/A	N/A	<span style="color: green;">■</span>	On target to achieve ISO 9001 certification	Achieve ISO9001 certification (Roadmap 2021 commitment)
	Transition from BS OHSAS 1800:2007 to ISO45001:2017	N/A	N/A	N/A	<span style="color: green;">■</span>	Transitioned the OHSAS ISO18001 systems to the ISO45001 standard	Maintain ISO45001:2017 certification
							ISO20400 gap analysis (Roadmap 2021 commitment)
							Review Diversity, Equity and Inclusion strategy (Journey 2021 commitment)
							Staff survey to include SBT and TCFD questions (Journey 2021 commitment)
							Review mental health and wellbeing strategy (Journey 2021 commitment)