



# Sustainability Strategy

March 2026 - March 2028

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# Board Chair Foreword

“At a time when the reality of climate change and the biodiversity crisis have become alarmingly urgent, Platform recognise the role we must play in shaping a better future.”

Extreme weather events, fuel poverty and biodiversity loss directly affect the lives of our residents and the resilience of our homes. The necessity to achieve net zero carbon emissions and nature recovery for our customers and for the future of the planet is clear, pressing and a non-negotiable for us. For this reason, sustainability and net zero are key priorities, embedded in all business-related decisions.

As a social landlord there are many interconnecting challenges in decarbonising our operations and delivering positive sustainability impacts. These challenges require us to innovate to decarbonise an aging housing stock, improve energy efficiency across our operations and embed more circular approaches to how we build, how we repair and how we manage our homes.

We've already made good progress, but **we recognise we need act fast and decisively to tackle these challenges.**

This strategy has been designed to help us move our intentions to actions and to hold ourselves accountable for the milestones we've set in order to limit average global temperature increases to 1.5°C.

We will continue to invest in and innovate towards transitioning to a net zero organisation by 2050. This includes achieving EPC C or better within all our homes by 2030 which will allow us to deliver warmer homes and lower fuel bills for our customers.

We will also focus our efforts on reducing the greenhouse gas emissions associated with our organisation by cutting our transport emissions, using renewable energy and working with suppliers to reduce the emissions associated with the products and services they supply to us.

Our focus will also remain firmly rooted in integrating the impact of climate related risks and opportunities into our operations. We understand that by doing these things, we will be better equipped for the future to ensure a green, sustainable and resilient Platform.

**Helen Gillett**

Platform Housing Group Board Chair



# Strategic Introduction

This strategy sets out the steps that we will take in order to achieve our long-term ambitions.

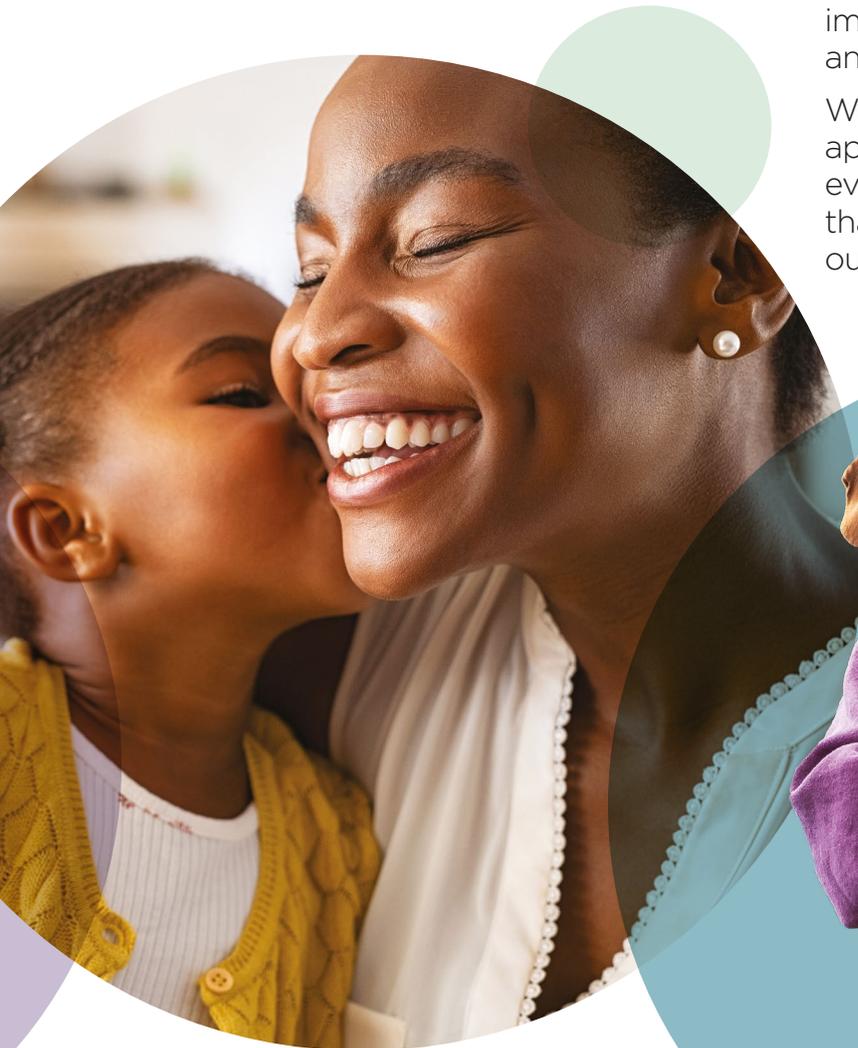
It reflects that sustainability underpins our purpose and aligns with the sustainability goals set out within our corporate strategy. It outlines our key sustainability focus areas, goals and our structured governance framework, ensuring transparency and consistent action.

This strategy has been shaped through collaboration and engagement with our customers, colleagues, suppliers and other stakeholders. Their insight has been critical to ensuring the approach that we have adopted is fair and representative of what matters most.

The scope of this strategy incorporates our environmental sustainability approach and focuses on the highest impact environmental sustainability issues that we must address. In order to accelerate our progress within these areas, we have set out golden sustainability targets - our most important milestones that will guide our actions and initiatives.

We acknowledge that achieving these targets will require transformation in how we operate, maintain, procure, design and build our homes. However, this also brings opportunity to deliver lasting positive impacts for our customers, communities and the planet.

We will continually review and refine our approach to reflect and respond to the evolving landscape in order to ensure that our actions deliver sustained, positive outcomes.



# Key Highlights from 2024/25



## Climate Action

-  Achieved third party assurance of our carbon emissions to the requirements of ISO 14064 via Achilles Carbon Reduce.
-  Rolled out new climate change awareness training.
-  Grew our Fleet of fully Electric vans to **44** and installed **32** Electric vehicle chargers at our offices.
-  Arranged a **£250M** sustainable bond, the proceeds of which will help to fund highly energy efficient and affordable homes, as well as improve the energy efficiency of existing homes.
-  Updated our Sustainable Finance Framework, demonstrating our commitment to link financing activity to our sustainability and climate objectives.

## Sustainable Homes

-  **81%** of homes are now EPC C or better.
-  New homes developed had an average SAP score of **86** (up from 84 previous year).
-  Started **1,645** new homes, **85%** of which were fossil fuel free.
-  Committed to match fund **£8M** grant attained through the Warm homes: Social housing Fund (Wave 3) in order to bring a further **c900** homes to EPC C or better.
-  Installed **1,060** low carbon measures and **1,419** fabric measures in our existing homes.





## Resource Efficiency



Achieved a **95%** diversion of waste from landfill.



Waste task group established to set and monitor waste goals, develop waste strategies and educate and engage stakeholders.



## Sustainable Procurement



Recruited a new sustainable procurement resource to help Platform work towards embedding sustainable procurement processes aligned with **ISO 20400**.



Included environmental impact as a key consideration in our procurement of goods and services.



## Nature Positive



Signed the **'Homes for nature commitment'** [Committed to installing a bird-nesting brick or box for every new home, plus hedgehog highways on every new development].



**10%** minimum biodiversity net gain submitted for planning on **100%** of new development sites.



Cared for **5,971** trees and established numerous new plantings.



# How Platform Governs Sustainability

Platform has established a robust framework which allows us to govern sustainability through a structured hierarchy.

The governance framework provides clear lines of accountability and helps Platform to ensure that we deliver our sustainability strategy, ambitions and goals.



# Our Ambition & Key Areas of Focus



## Our ambition

To put **sustainability at the heart of what we do** in order to create lasting, positive impact for our customers, our communities and for the planet.

## Our key areas of focus



### Climate Action

We will take decisive, measurable steps to achieve net zero, adapt to climate impacts, and build climate resilience into our operations.



### Sustainable Homes

We will design, construct, manage and retrofit homes in a way that reduces carbon, is future proof against climate change and enhances customer comfort and wellbeing.



### Resource Efficiency

We will use resources including materials and water in a way that reduces waste and promotes more responsible and circular outcomes.



### Sustainable Procurement and Supply Chain

We will work with our supply chain partners to reduce carbon, prevent environmental harm and enable positive environmental and social outcomes.



### Nature Positive

We will protect and enhance biodiversity by integrating green spaces, supporting nature-based solutions and ensuring all new developments deliver biodiversity net gain.

# Our Goals

In order to fulfil our ambitions, we have **five** strategic sustainability goals:



## Linking to the UN Sustainable Development Goals

Our key areas of focus align to the following UN SDG's:



# Climate Action

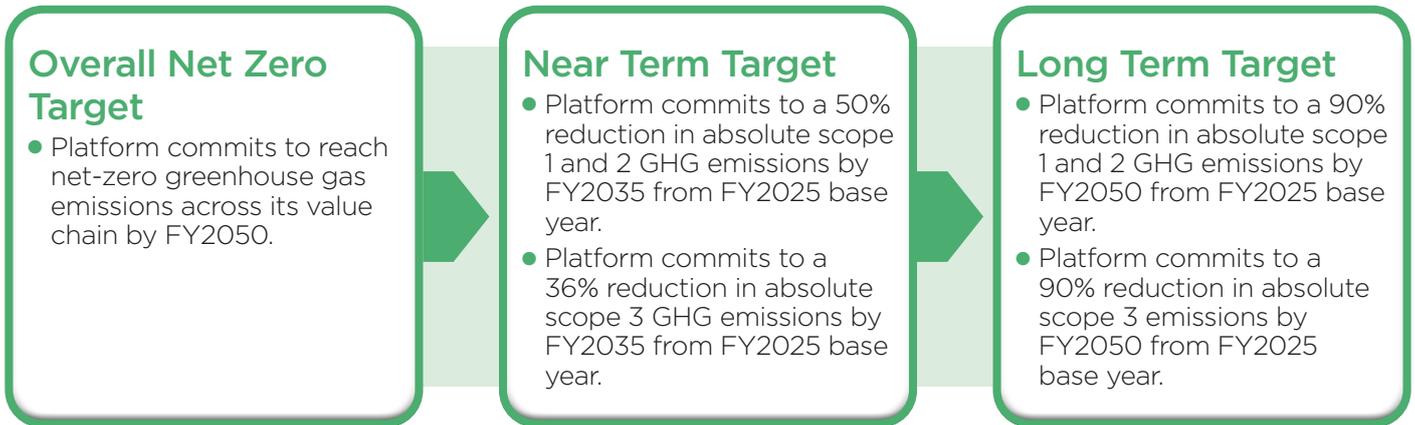
**Our Goal:** We will achieve Net Zero by 2050.



## Why is this important:

With 2024 being the warmest year on record, the case for climate action is more pressing than ever. Addressing our direct contribution to climate change will require us to change the way we operate, no longer relying on fossil fuels as a source of energy. At the same time, Platform is adapting its assets to be more resilient to climate change.

## Our Golden Climate Action Target:



## Initiatives:

Impact Area	Measure	Completion
Accurate emissions baseline	We will re-baseline our greenhouse gas emissions to ensure there is confidence in our carbon calculations and claims.	March 2026
GHG emissions assurance	We will achieve and maintain 3rd party validation of our Greenhouse gas emissions data to ISO 14064 to ensure accuracy and credibility of our data.	March 2026 [+ Ongoing]
Renewable Energy	100% of energy purchased for use in our offices/communal areas will be renewable.	April 2026 [+ Ongoing]
Climate Awareness	At least 75% of our staff will complete climate awareness or carbon literacy training (15% per annum).	April 2030
PAS2080	We will align our construction activities to the PAS 2080 Carbon Management System.	April 2027
Transport Emissions	The percentage of new electric vehicles that we purchase for our fleet will be at least 33% in 2026, 38% in 2027 and 52% in 2028.	December 2028
The Climate Transition	We will draft a net zero transition plan and assess climate physical and transitional climate risk.	March 2027

## Climate Action: Case Study

Around 78% of Platform's Scope 1 and 2 emissions is derived from transport within company vans. Whilst access to mobility is fundamental to how we live and work, we understand that it is critical that we reduce the carbon associated with our business travel and transition toward more sustainable transport options.

Some of our progress to date in **Cutting Transport Emissions** includes:

- Adopting a Remote First operating model where remote work is prioritised and the default, rather than the exception.
- Transitioning **10%** of Platform's company vans to fully electric.
- Installing **76** Electric Vehicle charging points across our offices, communities and operatives' homes.
- Running a competition to reward the most fuel-efficient van drivers.
- Using telematics to monitor fuel efficiency and reduce emissions.
- Providing a green car scheme for staff allowing employees access to savings on income tax and national insurance contributions by paying for the car through salary sacrifice.



# Sustainable Homes

**Our Goal:** We will drive down the Greenhouse gas emissions associated with our homes.



## Why is this important:

Many existing homes within the UK are poorly insulated and rely on inefficient systems for heating. This means that they often contribute significantly to energy use and carbon emissions. On the other hand, new homes represent an opportunity to incorporate low carbon design from the start to prevent future operational emissions and lower whole life carbon. In this way, reducing greenhouse gas emissions from both existing and new homes is a key element in achieving our Net Zero goals and lowering energy bills for our residents.

## Our Golden Sustainable Homes Target:



## Initiatives:

Impact Area	Measure	Completion
Retrofitting our existing homes	A strategy, costed plan and programme with annual targets for achievement of EPC C or better by 2030 will be developed.	March 2026
Retrofitting our existing homes	We will integrate available grant funding opportunities with planned maintenance to ensure that retrofit measures are delivered efficiently and cost-effectively.	Ongoing
Retrofitting our existing homes	We will communicate with customers on the benefits of retrofit and provide information on technologies via customer information, case studies, road shows and videos.	Ongoing
Building sustainable new homes	We will build a minimum of <b>20%</b> of new homes using modern methods of construction.	March 2027 [+ Ongoing]
Building sustainable new homes	We will complete whole life carbon assessments for new homes and set targets for reducing embodied carbon.	March 2027
Building sustainable new homes	We will integrate renewable energy technology into 100% of new build homes.	March 2026 [+ Ongoing]
Building sustainable new homes	We will measure performance against the New Homes Sustainability Metrics set out by the Future Homes Hub.	July 2026 [+ Ongoing]

# Sustainable Homes: Case Study

## Zero Bills Homes

We're collaborating with Octopus Energy to delivery **82** homes on their 'Zero Bills' tariff at our site in Beeston, Nottingham. The tariff guarantees zero energy bills for residents for a set period by harnessing renewable technologies such as solar panels, battery storage and a heat pump.

The system offsets imported energy costs with generated solar power, effectively eliminating or significantly reducing energy bills for customers.

Key features of our 'Zero Bills' development:

- Integrated Green Technology including solar panels, a battery storage system and a heat pump.
- Guaranteed zero bills for a set period.
- Excess solar energy is stored and used when solar generation is low, offsetting the cost of imported energy.
- Sustainability is promoted by reducing reliance on fossil fuels and lowering carbon emissions.



# Resource Efficiency

**Our Goal:** We will make efficient use of resources.



## Why is this important:

By using materials and water more efficiently we aim to support the transition to a circular economy. In this way products and materials are kept in circulation through maintenance, reuse and recycling and as a result our dependence on finite resources is reduced. By improving resource efficiency, we will also drive innovation, improve supply chain efficiency and help to tackle other global challenges like biodiversity loss and climate change.

## Our Golden Resource Efficiency Target:

- By 2050 we will achieve zero avoidable waste.

- We will maintain a waste diversion rate of 95%.



## Initiatives:

Impact Area	Measure	Completion
<b>Zero Avoidable Waste Framework</b>	We will develop a Zero Avoidable Waste Framework and Action Plan to support our waste reduction targets.	March 2027
<b>Waste and Resources Training</b>	We will upskill our colleagues and suppliers through waste management training programmes and engagement campaigns.	April 2027 [+ Ongoing]
<b>Waste and Water Awareness</b>	We will work with our customers to raise awareness of wasteful practices and support them to recycle more and reduce household water consumption.	July 2026 [+ Ongoing]
<b>Partnerships and innovations to reduce waste</b>	We will collaborate with those innovating on solutions which enable reuse of materials in their original form.	January 2027 [+ Ongoing]
<b>Reducing construction, demolition and maintenance waste</b>	We will work collaboratively with our contractors and supply chain on early interventions to reduce and minimise waste.	January 2027 [+ Ongoing]
<b>Procurement</b>	We will implement procurement processes to ensure that only waste management contractors that align with our sustainability ambitions are appointed.	July 2026 [+ Ongoing]
<b>Non-Essential Single Use Plastics</b>	We will eliminate all non-essential single use plastics from our direct purchases.	March 2029
<b>Innovating for enhanced waste management</b>	We will undertake a scoping exercise to determine the feasibility of setting up a dedicated reuse centre.	March 2028

## Resource Efficiency: Case Study

### Responsible Plastics Management

In line with our ambitions, goals and targets for resource efficiency, Platform celebrate and promote the international **Plastic Free July** campaign. The initiative is used as a mechanism to strengthen our commitment to responsible plastic management as well as boosting awareness of the issues with unnecessary single use plastics amongst colleagues and customers.

Activities and events to celebrate Plastic Free July included:

- 15 litter picks across our 3 localities, with 19 colleagues volunteering a total of 42 hours alongside customers and members of the local communities.  
**Deborah Jones**, Community Engagement Officer: **“As part of Plastic Free July, we did a litter pick in Hockley, Birmingham. Eleven bags of rubbish were collected and whilst there we were also able to report a flytipping incident. I think we can safely say it was a productive morning!”**

- A Plastic Literacy Lunch & Learn training session was held for our colleagues as part of our newly launched Sustainability Training programme. This session was a great opportunity to share some interesting stats and facts and inspire colleagues to take action to reduce waste at work and at home.

**Jess Linder**, Service Improvement Manager: **“I had many takeaways from the session but I’d be lying if I didn’t say it hit me quite hard. My biggest learning point - don’t fall into “all or nothing” thinking. One or two small changes is enough for now.”**



# Nature Positive

**Our Goal:** We will conserve, restore and enhance biodiversity within our land holdings.



## Why is this important:

Biodiversity is the foundation of a healthy planet. However, it is declining at an unprecedented rate due to human activity including land-use change, pollution, resource use and climate change. Without rapid, sustained action the biodiversity crisis will continue to threaten the natural systems we rely on for clean air, fresh water, food security and climate regulation.

## Our Golden Nature Positive Target:

- By 2028 we will understand our biodiversity baseline [quality and quantity] and we will have conducted a minimum of nine initiatives to improve outcomes for biodiversity.



## Initiatives:

Impact Area	Measure	Completion
Nature Positive Plan	We will develop and implement a Nature Positive Plan to outline our clear route map for advancing biodiversity within Platform.	June 2026
Biodiversity Framework	We will develop and implement a biodiversity reporting framework aligned to the Task Force for Nature Based Financial Disclosures (TNFD).	March 2027
Biodiversity Net Gain	We will deliver the regulatory minimum of 10% Biodiversity Net Gain in new planning applications and go above this where possible.	Ongoing
Biodiversity Net Gain	A minimum of 5% of our garage sites will be regenerated for the purpose of measurable biodiversity net gain through activities such as planting and habitat creation.	April 2030
Homes for Nature	We will install one Bird Nesting Brick for every new home built.	March 2026 [+ Ongoing]
Homes for Nature	We will construct Hedgehog Highways on all new developments.	March 2026 [+ Ongoing]
Tree Planting	We will plant one tree for every new home built.	March 2026 [+ Ongoing]
Community Engagement	We will work with our customers and communities on projects to protect or monitor biodiversity.	Ongoing
Biodiversity Awareness	Awareness campaigns will be conducted to promote biodiversity conservation internally and externally.	Ongoing

## Biodiversity: Case Study

### Create a Buzz

To celebrate International Day for Biological Diversity on the 22nd of May, we launched our Create a Buzz – Planting with Platform campaign, inspiring individuals and neighbourhoods to help pollinators thrive by planting wildflower seeds.

We gave out **250** free packets of native perennial and annual wildflower seeds to customers and communities, and planted **12** 'mini-meadows' to help support biodiversity and bring nature back into local spaces, including at our two main offices in Birmingham and Worcester.

“Wildflowers aren’t just beautiful to look at, they play a vital role in supporting our bees, butterflies, and other pollinators, which are in decline,” said **Lianne Taylor**, Sustainability Director at Platform. “It’s been fantastic to see so many people get involved. Even a small patch of wildflowers can make a big difference to our local ecosystems.”



# Sustainable Procurement

**Our Goal:** We will create long term value through responsible procurement and strong partnerships.



## Why is this important:

To be a future-ready organisation, sustainable procurement and supply chain engagement are essential in reducing environmental impact and improving social outcomes. Choosing suppliers who can deliver products and services with lower emissions and circular practices helps reduce climate impact, protect the natural environment and conserve resources. Sustainable procurement also plays a critical role in creating positive social value for our residents and communities.

## Our Golden Sustainable Procurement and Supply Chain Target:

- By 2027 we will ensure ongoing, meaningful engagement with 75% of our high impact strategic suppliers to create positive sustainability impacts.



## Initiatives:

Impact Area	Measure	Completion
Maintaining Standards	We will set clear expectations of suppliers regarding sustainability practices via a Sustainable Procurement Policy and Supplier Sustainable Procurement Code of Conduct.	June 2026
Maintaining Standards	We will embed a Sustainable Procurement System across our operations, aligned to ISO 20400.	December 2028
Supplier GHG Emissions	We will achieve a 25% transition away from spend based emissions estimates toward more accurate activity-based methodologies for scope 3 emissions [purchased goods and services].	April 2027
Social Value Integration	All new above threshold contracts will include measurable social value commitments.	Ongoing
Climate and Circularity	When purchasing goods and services we will prioritise solutions that are low carbon, energy efficient and products that are recyclable and reusable.	Ongoing
Learning and Development	We will deliver training to 90% of procurement staff in sustainable procurement practices.	December 2026

# How Our Customers Shaped this Strategy

Our customers played a central role in developing this sustainability strategy. Their insights, priorities, and lived experiences directly influenced both the focus areas and the actions we have committed to take.



## How we engaged customers & used customer feedback to shape the strategy and our delivery plans

We involved customers at every stage of developing this strategy to ensure it reflects their priorities and experiences.

**Sustainability Survey:** Our first step was a customer-wide sustainability survey. This helped us gather broad insight into what customers care about most. Customers told us they wanted to be engaged and informed in sustainability issues and they wanted stronger action on **waste** and **nature**, which directly shaped the early structure of the strategy.

**Green Champions Workshop:** We then worked with a small group of engaged residents (our **Green Champions**) who took part in a focused workshop to explore our focus areas and strategic goals in more depth. They told us they supported the direction of travel and felt the priorities were the right ones.

They also encouraged us to strengthen our commitments around **energy efficiency** within the home, **nature** and **waste** which led to additional content and clearer actions in this area.

**Customer Voice Panel Review:** Once developed we shared the near-final version of the strategy with our **Customer Voice Panel**. Customer Voice Panel feedback was positive, with 94% agreeing the strategy was clear and easy to understand. Their input helped strengthen the final version by reinforcing the importance of **delivering warmer, more energy-efficient homes and lower energy bills**.

Some customers asked for clearer communication and plain-English explanations, and these will feature in a customer-friendly summary of the strategy and future updates. Customer support for greener spaces and biodiversity has been built into our planning, and we will enhance transparency by providing simple, regular progress reporting so customers can easily see what's happening where they live.

## Ongoing Customer Involvement

Customer involvement will continue throughout the life of this strategy.

- We will run **regular sustainability surveys** to understand resident satisfaction with our approach and activities.
- We will publish an **annual environmental performance report**, sharing progress against our targets openly and transparently.

# Next Steps

## Measuring and managing our progress.

Progress against our commitments will be monitored and reported regularly to our Leadership Team and Group Board. This will include performance against the specific targets set out within this strategy as well as key achievements and emerging risks. This board level oversight ensures that sustainability remains a core priority for Platform and helps us to maintain the momentum needed to attain our goals.

We'll share our sustainability progress annually within a published Sustainability Report, which will be available on our website for customers, partners, and other stakeholders to see how we're doing. In this way we'll illustrate how far we've come and where we still need to go.

Our Sustainability Team will lead the delivery of this strategy. However, they won't be working alone - they'll be collaborating with teams across Platform, as well as with our contractors and customers to ensure sustainability is ingrained as a part of how we work.

To turn this strategy into practical action, we're also putting in place a set of transition plans that specify how we'll deliver our commitments. These include a Net Zero Transition Plan, a Retrofit Plan, a Zero Avoidable Waste Framework, a Nature Positive Plan, and a Biodiversity Reporting Framework. Together, these plans map out Platform's roadmap for creating better homes, communities, and a more sustainable future for our customers.

