



Sustainability Strategy

August 2026 - August 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 the equivalent of EPC C or better by 2030, aligning with the Government's transition to the Home Energy Model (HEM). This 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 2025/26



Climate Action



Achieved third party assurance of our carbon emissions to the requirements of ISO 14064 via Achilles Carbon Reduce.



15% of employees received climate awareness or carbon literacy 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 **89** (up from 86 the previous year).



Started **1,556** homes all of which were gas 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.



During 2025 we upgraded **658** homes, installing **978** insulation measures, **329** air source heat pumps and **495** solar PV arrays.





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



Commenced alignment of our procurement processes to the requirements of ISO 20400.



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



Biodiversity



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.



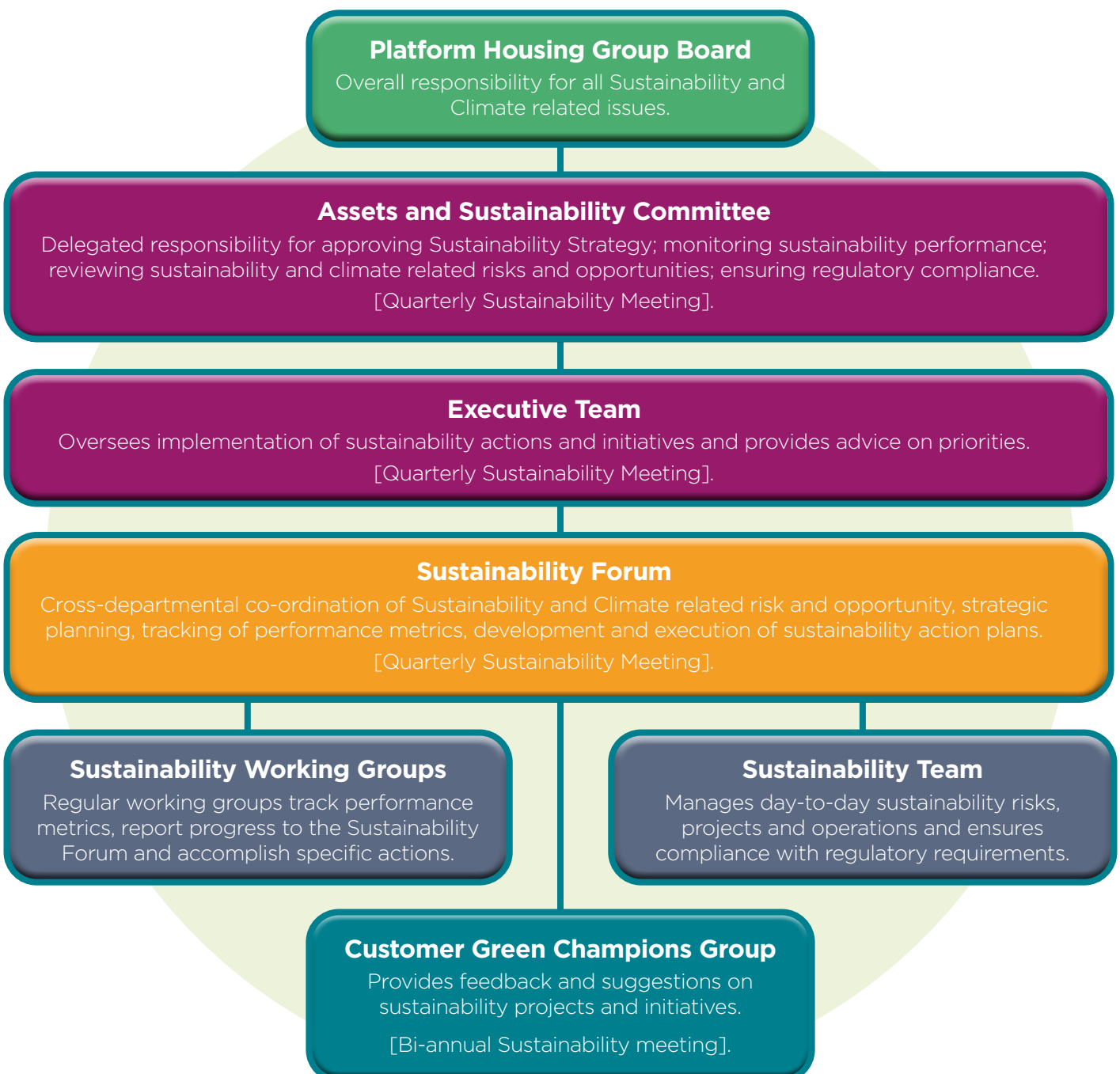
We delivered a biodiversity foundations project to review our existing biodiversity strategies and processes, engage cross-functional stakeholders, and convert insights into a clear set of practical, prioritised actions.



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.



Biodiversity

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 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:

Overall Net Zero Target

- Platform commits to reach net-zero greenhouse gas emissions across its value chain by FY2050.

Near Term Target

- Platform commits to a 50% reduction in absolute scope 1 and 2 GHG emissions by FY2035 from FY2025 base year.
- Platform commits to a 36% reduction in absolute scope 3 GHG emissions by FY2035 from FY2025 base year.

Long Term Target

- Platform commits to a 90% reduction in absolute scope 1 and 2 GHG emissions by FY2050 from FY2025 base year.
- Platform commits to a 90% reduction in absolute scope 3 emissions by FY2050 from FY2025 base year.

Initiatives:

Impact Area	Measure	Completion
UK Sustainability Reporting Standard (UK SRS)	We will disclose information about our climate related risks and opportunities in line with UK SRS	May 2027
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.	August 2026 [+ Ongoing]
Renewable Energy	100% of energy purchased for use in our offices/ communal areas will be renewable.	April 2027 [+ 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 2028
Transport Emissions	We will achieve a fleet composition of at least 50% fully electric vehicles by 2030.	December 2028
The Climate Transition	We will draft a net zero transition plan setting out our decarbonisation priorities and implementation actions.	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 **11%** 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:

All homes

- All homes will meet a minimum of EPC C by 2030.

New homes

- All new homes will meet a minimum of EPC A by 2030.



Initiatives:

Impact Area	Measure	Completion
Retrofitting our existing homes	A costed strategy and programme, aligned with MEES requirements and informed by Home Energy Model (HEM) will be developed to achieve EPC C or better by 2030.	March 2027
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
All homes	We will increase understanding and confidence in low carbon technologies among customers and colleagues by providing clear, accessible guidance and knowledge sharing opportunities.	Ongoing
Building sustainable new homes	We will build a minimum of 20% 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 2028
Building sustainable new homes	We will integrate renewable energy technology into 100% of new build homes.	August 2026 [+ Ongoing]
Building sustainable new homes	We will measure performance against the New Homes Sustainability Metrics set out by the Future Homes Hub.	March 2027 [+ 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
Zero Avoidable Waste Framework	We will develop a Zero Avoidable Waste Framework and Action Plan to support our waste reduction targets.	March 2027
Waste and Resources Training	We will upskill our colleagues and suppliers through waste management training programmes and engagement campaigns.	December 2027 [+ Ongoing]
Waste and Water Awareness	We will work with our customers to raise awareness of wasteful practices and support them to recycle more and reduce household water consumption.	December 2026 [+ Ongoing]
Partnerships and innovations to reduce waste	We will collaborate with those innovating on solutions which enable reuse of materials in their original form.	December 2027 [+ Ongoing]
Reducing construction, demolition and maintenance waste	We will work collaboratively with our contractors and supply chain on early interventions to reduce and minimise waste.	December 2027 [+ Ongoing]
Procurement	We will implement procurement processes to ensure that only waste management contractors that align with our sustainability ambitions are appointed.	December 2026 [+ Ongoing]
Non-Essential Single Use Plastics	We will eliminate all non-essential single use plastics from our direct purchases.	March 2029
Innovating for enhanced waste management	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.”**



Biodiversity

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 Biodiversity 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
Biodiversity Plan	We will develop and implement a Biodiversity Plan to outline our clear route map for advancing biodiversity within Platform.	April 2027
Biodiversity Framework	We will develop and implement a biodiversity reporting framework aligned to the Task Force for Nature Based Financial Disclosures (TNFD).	April 2028
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.	August 2026 [+ Ongoing]
Homes for Nature	We will construct Hedgehog Highways on all new developments.	August 2026 [+ Ongoing]
Tree Planting	We will plant one tree for every new home built.	April 2027 [+ 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

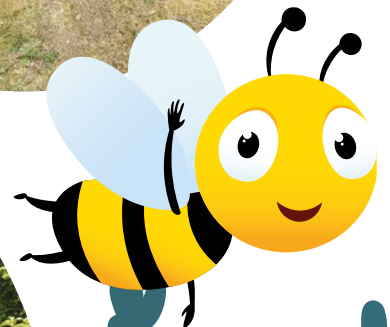
Biodiversity: Case Study

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.	April 2027
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.	April 2027

How Our Customers Shaped this Strategy

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



We involved customers at every stage of development to ensure the strategy reflects what matters most to them.

Sustainability Survey: We began with a customer-wide sustainability survey to understand what our customers care about most. They told us that they wanted to be more informed and involved in sustainability issues, with stronger action on **waste** and **nature**. This feedback directly shaped the early structure of the strategy.

Green Champions Workshop: We then worked with a group of engaged residents (our **Green Champions**) through a workshop to explore our focus and strategic goals in more depth. They supported the overall direction and confirmed the priorities were right, while encouraging stronger commitments on **energy efficiency** in the home, **nature** and **waste**. This led to clearer actions and additional content in these areas.

Customer Voice Panel Review: The near-final strategy was shared with our Customer Voice Panel. Feedback was positive, with 94% agreeing it was clear and easy to understand. Panel members reinforced the importance of **delivering warmer, more energy-efficient homes and lower energy bills**.

Customers also asked for clearer communication and plain-English explanations, which will be reflected in a customer-friendly summary of the strategy

and future updates. Support for greener spaces and biodiversity has been built into our plans, alongside 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 the strategy. We will:

- Run **regular sustainability surveys** to understand resident satisfaction and priorities.
- 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 Biodiversity 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.



Glossary of Terms

This glossary explains key technical, regulatory, and sustainability terms used throughout the Sustainability Strategy.

Biodiversity: The variety of life in a particular habitat or ecosystem, including plants, animals, insects, and microorganisms.

Biodiversity Baseline: An assessment of the current state, quantity, and quality of biodiversity across land holdings, used as a starting point to measure future improvements.

Biodiversity Net Gain (BNG): A planning requirement that developments leave biodiversity in a measurably better state than before development.

Carbon Emissions: The release of greenhouse gases, primarily carbon dioxide (CO₂), into the atmosphere as a result of activities such as energy use, transport, and construction.

Carbon Literacy/Climate Awareness Training: Training designed to improve understanding of climate change, carbon emissions, and the actions individuals and organisations can take to reduce their impact.

Circular Economy: An economic system aimed at eliminating waste by keeping products and materials in use for as long as possible through reuse, repair, refurbishment, and recycling.

EPC (Energy Performance Certificate): A rating that shows how energy efficient a home is, ranging from A (most efficient) to G (least efficient).

Embodied Carbon: The greenhouse gas emissions associated with the production, transport, construction, maintenance, and disposal of building materials over a building's life.

Fleet Electrification: The process of replacing petrol or diesel vehicles with electric vehicles (EVs) to reduce transport-related emissions.

GHG (Greenhouse Gases): Gases that trap heat in the atmosphere and contribute to climate change, including carbon dioxide (CO₂), methane (CH₄), and nitrous oxide (N₂O).

GHG Emissions Baseline: A reference point that quantifies greenhouse gas emissions for a specific year, against which future reductions are measured.

Heat Pump: A low-carbon heating system that uses electricity to transfer heat from the air or ground into a building, reducing reliance on fossil fuels.

ISO 14064: An international standard for the quantification, monitoring, reporting, and verification of greenhouse gas emissions.

ISO 20400: An international guidance standard for sustainable procurement, helping organisations integrate sustainability into purchasing decisions.

Modern Methods of Construction (MMC): Innovative building techniques such as off-site manufacturing and modular construction that can reduce waste, improve quality, and lower carbon impacts.

Nature Positive: An approach that aims not just to minimise harm to nature but to actively restore and enhance biodiversity and ecosystems.

Net Zero: A state where greenhouse gas emissions produced are balanced by emissions removed from the atmosphere, resulting in no overall contribution to climate change.

PAS 2080: A standard for carbon management in infrastructure and construction projects, focusing on reducing whole-life carbon emissions.

Renewable Energy: Energy generated from natural sources that are continually replenished, such as wind, solar, and hydro power.

Retrofit: The process of upgrading existing homes with measures such as insulation, low-carbon heating, and renewable technologies to improve energy efficiency and reduce emissions.

SAP (Standard Assessment Procedure): The UK government's methodology for assessing the energy performance and carbon emissions of residential buildings.

Scope 1, 2 and 3 Emissions:

- **Scope 1:** Direct emissions from sources owned or controlled by the organisation (e.g. company vehicles).
- **Scope 2:** Indirect emissions from purchased energy (e.g. electricity).
- **Scope 3:** All other indirect emissions including suppliers and contractors.

Science-Based Targets: Emissions reduction targets aligned with the level of decarbonisation required to limit global warming to 1.5°C.

Sustainable Procurement: How goods, services, and works are purchased from suppliers, making sure they are good quality, affordable, and responsibly sourced.

TNFD (Taskforce on Nature-related Financial Disclosures): A global framework that helps organisations identify, assess, manage, and disclose nature-related risks and opportunities.

Whole Life Carbon: The total greenhouse gas emissions associated with a building across its entire life cycle, including construction, operation, maintenance, and end-of-life.

Zero Avoidable Waste: A long-term ambition to eliminate waste that could reasonably be prevented, reused, or recycled.

Zero Bills Homes: Homes designed to generate and store enough renewable energy to offset energy costs, resulting in zero household energy bills for residents for a defined period.