

Environmental Sustainability Policy

Scope of Policy

This policy sets out how Platform Housing Group (the Group) will fulfil its commitment to protect the environment, through our business operations, and through our supply chain and customers.

It also outlines our proactive approach to sustainability in order to create a lasting positive impact for our customers, our communities and for the planet.

Applicability

This policy applies to all members of the Group and to those who provide the Group with goods and services.

1. Policy Statement

- 1.1 Extreme weather events, fuel poverty and biodiversity loss directly impact the lives of our customers 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, is pressing and non-negotiable.

The Group recognises the urgency of the climate and ecological emergencies and is committed to embedding environmental sustainability across all aspects of its operations.

This policy outlines our approach to reducing environmental impact, enhancing resilience, and delivering long-term value for our customers, communities, and the planet.

- 1.2 The guiding principles of the policy are:

- **People Matter** – we support colleagues and customers with clear guidance, with established mechanisms for meaningful two-way communication.
- **One Team** - we work together collaboratively with clear roles and responsibilities.
- **Be Brave** - we innovate to embed sustainability across the Group and identify opportunities to unlock benefits for customers and the business.
- **Own It** - we lead with a clear sustainability vision, aiming to deliver trusted services, transition to net zero, protect nature, and generate measurable social and environmental value.

- 1.3 The Group will allocate appropriate resources and expertise to ensure the successful implementation of this policy.

2. Context

2.1 Over 120,000 people live in the Group's 50,000 properties. Our mission is to create safe, high-quality, and sustainable places to live, as we continue to grow.

2.2 Legislation

The Group complies with all UK environmental legislation relevant to social housing, including but not limited to:

The **Environment Act 2021** which sets binding targets for air, water, biodiversity, and waste, the **Climate Change Act 2008** underpinning the UK's net zero goal by 2050. The **Control of Pollution Act 1974** which regulates air, water, land, and noise pollution, and enforce responsible waste management.

The Building Regulations 2010 and **The Energy Performance of Buildings (England and Wales) Regulations 2012** establish minimum energy efficiency standards. The **Social Housing (Regulation) Act 2023** strengthens tenant protections and mandates timely action on hazards like damp and mould.

2.3 The Regulatory Framework for Social Housing in England

The Group adheres to the **Regulatory Framework for Social Housing in England**, which promotes social, environmental, and economic wellbeing through collaboration and tenant engagement.

We maintain robust assessments of asset performance in line with the **Value for Money Standard**, ensure homes meet the **Decent Homes Standard**, including effective insulation and heating. We also align with the **Sustainability Reporting Standard (SRS)** for Social Housing, disclosing performance across key themes such as climate change and resource use.

3. Aims and Objectives

3.1 This policy aims for the continual improvement of the Group's environmental sustainability performance, to benefit our customers, the communities where we work and the planet.

3.2 The policy objective is to ensure an effective and efficient management approach to deliver on our environmental commitments, across five key areas of focus.

- **Climate Action** – we will lead the transition to net zero carbon emissions and embed climate resilience across our operations, assets, and services.
- **Sustainable Homes** – we will design, build, manage, and retrofit homes that are safe, comfortable, energy-efficient, and future-proofed for our customers.

- **Resource Efficiency** - we will adopt circular economy principles to ensure that resources are sourced, used, and disposed of in a sustainable and responsible manner.
- **Sustainable Procurement** - we will work collaboratively with our supply chain partners to reduce carbon emissions, prevent environmental harm, and maximise positive sustainability outcomes.
- **Nature Positive** - we will protect and enhance biodiversity by increasing high-value green space and integrating nature-based solutions into our developments and communities.

4. Policy Outline

4.1 Outlined below is our approach to **Environmental Sustainability Management** to drive continuous improvement across our five key areas of focus and in alignment the Group's strategic priorities.

4.2 People

Empowering individuals—customers, employees, and stakeholders—to participate in and benefit from sustainability.

4.2.1 Customer Engagement and Satisfaction

- Collaborate and co-create with customers to shape our services.
- Implementing low-carbon strategies that reduce emissions associated with homes and reduce customers' energy costs.
- Improving indoor environmental quality, health and comfort through better insulation, ventilation, and low-emission materials.
- Maximise external grant funding opportunities for retrofitting works.
- Engaging customers in sustainability initiatives (e.g., recycling programs, co-design of green spaces and volunteering opportunities), fostering a sense of ownership and wellbeing and empowering them to make environmentally informed decisions.
- Listening to customer feedback through effective consultation, satisfaction surveys and direct engagement.
- Using feedback to improve sustainability practices and responsiveness.

4.2.2 Employee Engagement and Involvement

- Actively seek input from our employees on environmental issues to help build shared understanding and embed organisational change.
- Deliver targeted training and education programmes to enhance environmental literacy across all roles.

- Facilitate volunteering opportunities that empower employees to contribute to environmental sustainability, including participation in community green initiatives, biodiversity enhancement projects, and internal sustainability campaigns.

4.3 Places

Sustainable, resilient, and high-quality homes and communities. Ensuring all homes are designed, built, and maintained to high environmental standards, delivering long-term value, comfort, and resilience for customers and communities.

4.3.1 Quality Homes

- Designing and retrofitting homes to meet or exceed energy performance standards.
- Use responsibly sourced sustainable materials that support circular economy principles.
- Prioritise construction methods that reduce embodied carbon.
- Ensuring climate resilience, such as flood-proofing and passive cooling, to future-proof homes against extreme weather.

4.3.2 Green Spaces and Biodiversity

- Map and categorise existing green spaces identifying opportunities for improved outcomes for biodiversity.
- Enhance placemaking through green spaces by designing and maintaining biodiverse, accessible, and community-led outdoor environments that foster wellbeing, social connection, and a strong sense of place for customers.

4.4 Platform

Systems, governance, and infrastructure that support a future ready – sustainable business with a commitment to accurate and transparent reporting.

4.4.1 Environmental Management and Responsible Stewardship

- Operate an Environmental Management System (EMS) to guarantee compliance with legislation, approved codes of practice and reporting commitments.
- Commit to continual improvement, protection of the environment and the prevention of pollution.
- Reduce environmental risks through proactive planning and regular review of our impacts and aspects, non-compliances and environmental performance data.
- Set environmental objectives and targets which are reviewed annually with new targets set as appropriate.

- Establish interim net zero targets to cut carbon emissions across all business activities with measurable actions and continuous performance monitoring.
- Embed circular economy principles, minimising waste and maximising reuse across operations.
- Reduce operational costs through energy efficiency and resource optimisation.

4.4.2 **Trusted Partner**

- Transparent reporting on carbon emissions, energy use, and sustainability performance.
- Sustainable procurement programme working with our supply chain partners to uphold environmental standards and unlock more value through collaboration.
- Develop minimum environmental requirements for the supply chain which will be built into procurement processes.
- Liaise closely with local authorities to ensure that we have due regard to local housing needs identified in their housing strategies.
- Leverage green finance and incentives.

5. **Equality and Diversity**

- 5.1 We are committed to fairness and equality for all, regardless of age, gender reassignment, marriage or civil partnership, pregnancy, disability, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation, as set out in our relevant Group policies.

Our aim is to ensure that our policies and procedures do not create an unlawful disadvantage for anyone, either directly or indirectly.

- 5.2 An Equality Impact Assessment has been undertaken in respect of this policy and which identified no negative impact on any person/group with a protected characteristic.

6. **Complaints**

- 6.1 We aim to meet the needs of our customers by providing an excellent service. However, it is acknowledged that occasionally things go wrong and customers may wish to complain. Should the need arise to make a complaint, please refer to our Complaints, Comments and Compliments Policy.

7. **Monitoring and Review**

- 7.1 The Group will monitor the effectiveness of the policy, arrange internal audits, evaluate KPIs and recommend policy changes to improve service delivery.
- 7.2 This policy will be reviewed every three years or on the introduction of new legislation or best practice guidelines, whichever is the sooner.

We may update this policy from time to time to reflect changes in the law, regulations, or how we operate.

- 7.3 Approved documents are valid for use after their approval date and remain in force beyond any expiry of their review date until an updated version is available.

8. Associated Documents

- 8.1 List of documents - associated policies, procedures and publications:

- Sustainability Strategy
- Asset Management Strategy
- Corporate Strategy
- Asset Management Policies
- Procurement tender documents

Author:	Lianne Taylor
Document type:	Policy
Version 2:	Final
Version 2 Approved by: Approved date: Release date:	Assets & Sustainability Committee 25/06/2026 25/06/2026
Version 1 Approved by: Approved date: Release date:	Performance & Risk Forum 26/08/2020 01/10/2020
Customer Action & Impact Panel:	Yes (V2) 10/02/2026
Next review date:	06/2029
DPIA completed:	N/A
EIA completed:	Yes (V2) 23/01/2026