

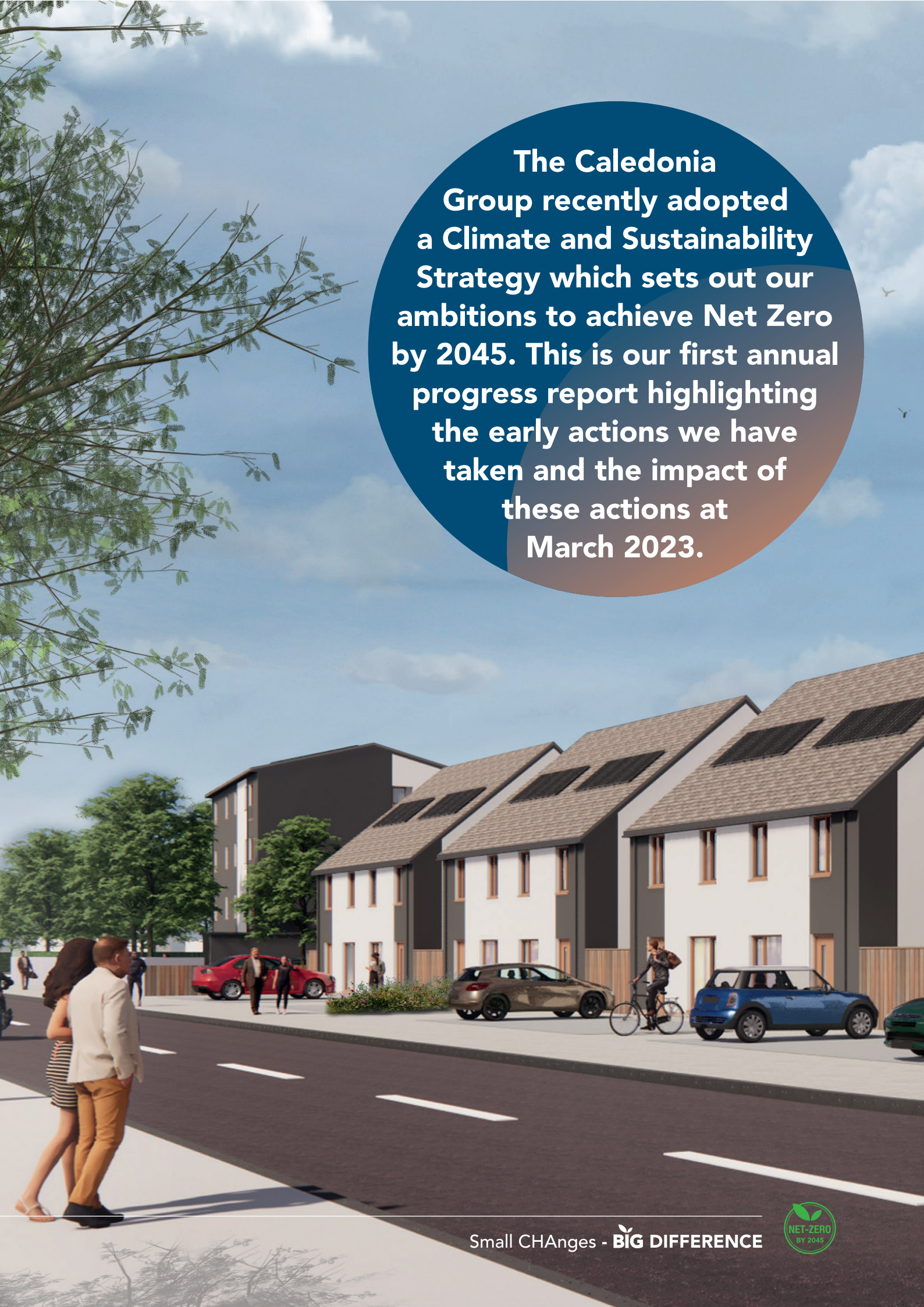
CALEDONIA HOUSING GROUP

CLIMATE AND SUSTAINABILITY ANNUAL REPORT

MARCH 2023



Small CHAnGes - **BIG DIFFERENCE**



The Caledonia Group recently adopted a Climate and Sustainability Strategy which sets out our ambitions to achieve Net Zero by 2045. This is our first annual progress report highlighting the early actions we have taken and the impact of these actions at March 2023.

Supporting the United Nations Sustainable Development Goals (SDG's)

The United Nations have produced 17 SDG's which are key to improving lives and the environment. The SDG's below have informed our approach to climate change and sustainability.

SUSTAINABLE GOAL	CALEDONIA GROUP ACTIVITIES	SUSTAINABLE GOAL	CALEDONIA GROUP ACTIVITIES
 <p>1 NO POVERTY</p>	<p>Improve the energy efficiency of homes to address fuel poverty</p> <p>Support tenants to sustain their homes</p> <p>Homes and services are affordable</p> <p>Communication and information to tenants on energy use</p>	 <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>Sustainable procurement and supply chain management</p> <p>Minimise impact of management and maintenance services</p> <p>Promote activities to reduce, recycle and reuse products</p>
 <p>3 GOOD HEALTH AND WELL-BEING</p>	<p>Attractive environments offer greenspace to relax, socialize and be active</p> <p>Mitigate the effects of climate change affecting individuals, homes and communities</p> <p>Property standards provide internal and external space</p>	 <p>13 CLIMATE ACTION</p>	<p>Communication strategy to support understanding of climate change</p> <p>Asset management strategy reflects mitigation and adaptation measures</p> <p>Carbon reduction targets set and measured</p>
 <p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>Decarbonise homes</p> <p>Office estate and vehicles powered by renewable energy</p> <p>Communal energy supplies provided from renewable sources</p>	 <p>14 LIFE BELOW WATER</p>	<p>Sustainable procurement and supply chain management</p>
 <p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<p>Estates and environment support local living</p> <p>Reduce business travel</p>	 <p>15 LIFE ON LAND</p>	<p>Estate management supports green space and biodiversity</p> <p>Assess carbon capture capacity of estates</p> <p>Property design guides consider where and what is built to support local communities</p>

Climate and Sustainability Strategy

The main focus of our initial carbon reduction efforts has been on our office estate, landlord energy and water supply, business/fleet travel, and other areas where we have direct control. Our actions and plans going forward will be framed around 4 key themes across our business as we work to achieve net zero.



Individual:

use our scale and capacity to promote sustainability and encourage staff, customers and other stakeholders to consider changes to reduce carbon emissions.



Landlord:

improve the energy efficiency of existing and new homes and decarbonisation of our homes. Within our communities we will tackle the impacts of climate change and improve the environment.



Employer:

target carbon reduction in our business travel, office estate and consumption of materials.



Business:

develop sustainable procurement through our supply chains, eliminate waste in the provision of our services and in the management and maintenance of our properties.

Measure, Manage and Reporting on Carbon Emissions

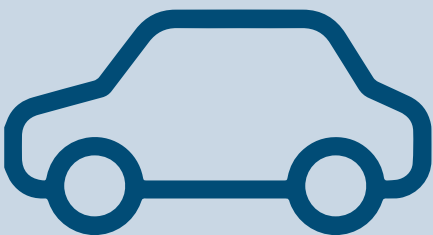
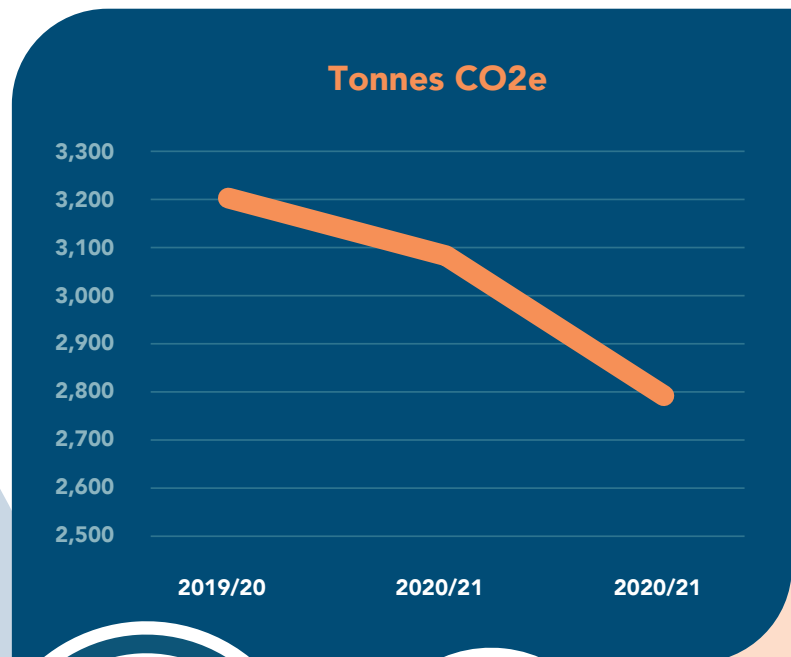
To enable the reduction in carbon emissions and prioritisation of investment to work towards net zero by 2045 we have to understand the impact of our activities. Over the short to medium term the primary emphasis of our strategy will be on the activities that we are able to directly control and measure. We have put in place an annual process of measuring and monitoring our carbon emissions and establishing an annual carbon management plan to reduce emissions.

Overall Progress

We have produced a carbon emission baseline from 2019 to inform our carbon reduction activities and provide the basis for reporting on our carbon emissions.

Between 2019 and 2021/22 Caledonia's overall carbon footprint shows a 13% reduction from the 2019 baseline.

This equates to over 400 tonnes CO₂ saved and this is mainly due to the introduction of agile working and energy savings.



1 tonne of CO₂ is equal to...

the emissions produced by driving 6,000km in a diesel car

 **Individual:**

Communication and Information



Informing, communicating and raising awareness of sustainability and changes that can reduce our carbon emissions with staff, tenants and people we do business with, is a key business priority.

Our actions include:

- Climate Change Corner and Small CHANGES-Big Difference launched in staff and tenants' newsletters
- 26 social media posts for colleagues and tenants



- Monthly articles in staff newsletter, StaffCHAT
- Campaigns on Food Waste Action Week, Scotland's Climate Week and Earth Hour Week

 **Individual:**

Employee Initiatives



Involving, training and developing our employees on what we can do as individuals and as a business to tackle climate change is fundamental to who we are and what we do.

Our actions include:

- 46 staff members attended 'Keep Scotland Beautiful' climate change awareness sessions at our all Staff Conference 2021
- 56 staff completed Climate Change training
- 11 senior staff and governing body members were successfully certified as "Carbon Literate"
- Caledonia Staff Climate Change Forum was established
- 392 trees have been planted (since Dec 21) in our Trees for Life grove



Caledonia Corporate Tree Grove



Landlord:

Tackling Fuel Poverty



Supporting tenants during the cost of living crisis and helping to eradicate fuel poverty has been central in the past year to our wider climate and sustainability ambitions.

In November 2022 we entered an energy advice partnership with Scarf. Between Nov 22 – March 23, the partnership has:

- Responded to 210 direct tenant enquiries for energy advice and support
- Provided over 1660 pieces of advice offering over £3,500 worth of annual energy savings
- Supported applications to apply for energy debt assistance and cleared over £2,800 worth of debt
- Over 130 energy saving measures and in excess of £400 energy financial payments provided to households

The advice provided will save an estimated 8.8 tonnes CO₂e

We established a series of events offering support to those living in our communities:

- Over 150 tenants supported at 7 Caledonia Cost of Living roadshows, held in community spaces and retirement housing developments. A wide range of energy, welfare and benefit advice was provided
- As part of Big Energy Week we held our first tenants' webinar followed by tenant drop-in sessions in Dundee, Perth and Renton



Landlord:

Technology



We've continued to grow 'Connect' so tenants have self-service access to a range of services, 24 hours day, 7 days a week. We also invested in mobile and digital technology to reduce travel time, fuel consumption and paperwork, while importantly providing more responsive services to tenants.

Over 2600 tenants have registered with Connect



Landlord:

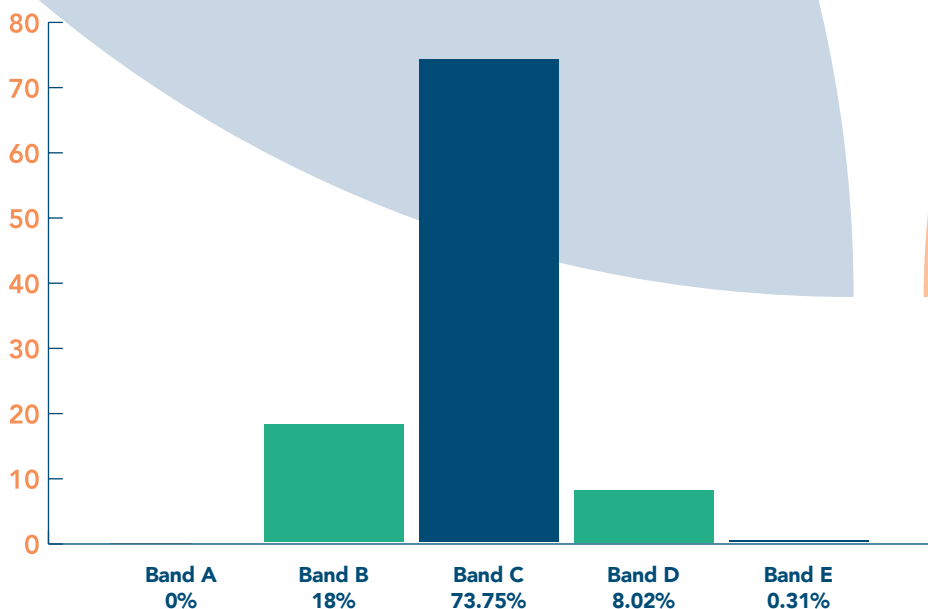
Improving existing homes



We intend to prioritise investment to improve the energy efficiency and decarbonisation of our homes.

The majority of Caledonia's properties are graded at Energy Performance Certificate (EPC) Band C or above.*

The percentages of properties at each EPC band rating:



In the past year, over 200 tenants have benefited from a range of improvements that have helped improve energy efficiency of their homes.

- In 2 Retirement housing schemes (with 73 tenants) low energy lighting was installed in communal areas
- Older heating has been replaced with more energy efficient systems in 70 homes
- Installed 250 environmental sensors to monitor and maximise efficient energy use
- 63 properties have had window replacements carried out and 15 properties have had improved loft and roof insulation installed

* We are currently awaiting information on revised guidance on Energy Efficiency Standard for Social Housing 2 (EESH2) from the Scottish Government. This will be used to inform our Asset Management Plan which will outline our plans to improve EPC levels over the coming years



Landlord:

Building new homes



Caledonia has produced a revised Design Guide for new build homes that commits to developing net zero homes.

We are already on site building:

- **30 net zero homes at Rosebank Road, Dundee**
- **67 net zero homes at Ballindean Road, Dundee**



Ballindean Road Development



Rosebank Development



Rosebank Development

The properties at Rosebank are predicted to reduce carbon emissions by 1,546 kg per annum when compared to our former new build specification



Employer:

New ways of working



We have introduced our *Agile for Everyone* model providing staff with the tools and flexibility to develop new ways of working, placing customers at the heart of our activities. One of the key principles of *Agile for Everyone* is to reduce the environmental impact of our work.

- In 2021/22 business travel has reduced - saving 35 tonnes CO2e
- We completed a strategic review of the Caledonia office estate to reduce our footprint and this included relocating our Perth Office to a smaller more sustainable office and location
- 60% of colleagues completed a Low Carbon Travel survey that will help us shape our plans during 2023/24

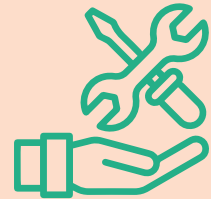


Saltire House, Caledonia Perth Office



Business:

Sustainable Procurement



As part of our net zero journey, we will continue to advance sustainable procurement practices. This will ensure our supply chain supports Caledonia eliminate waste in the management and provision of the services we deliver.

During 2023/24 we will:

- Analyse the emissions and sustainability in our top 3 spending categories in our supply chain
- Implement a waste minimisation plan
- Review the energy consumption of our office estate and all common areas

