

Catalyst's Sustainability **Annual Report** 2016/17

At Catalyst we strive to improve our Sustainability performance. This Annual Report details the progress that we made in the last financial year.

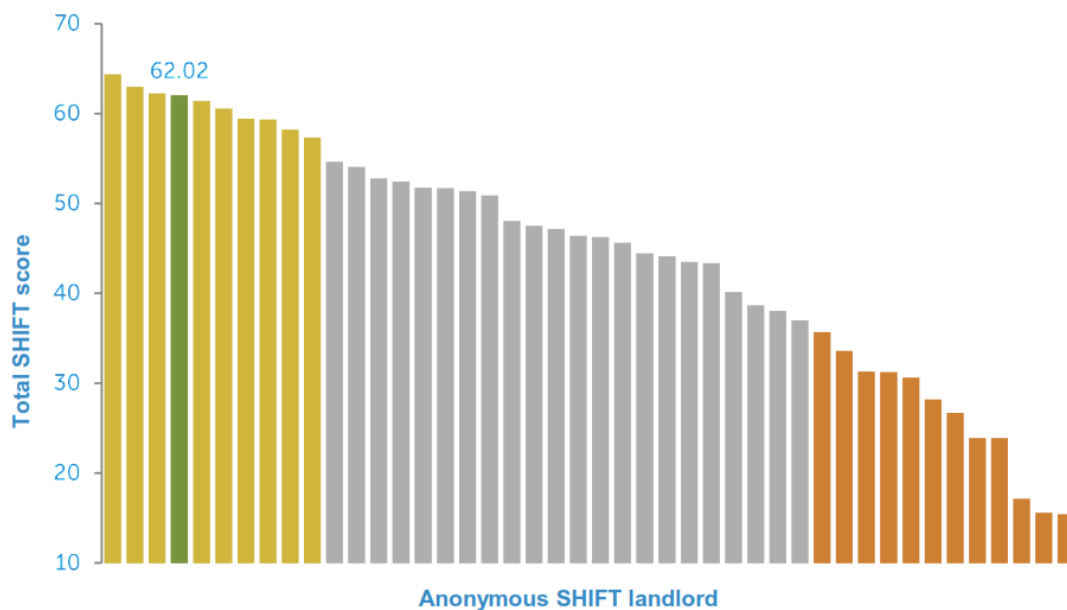
Annual report 2016/17

Catalyst places sustainability at the heart of our business, with the creation of sustainable communities a core objective within our corporate strategy. Catalyst has set itself key targets in reducing carbon emissions, implementing effective waste management strategies, increasing awareness and promoting sustainable behaviour change for both residents and staff.

Our approach to sustainability has been divided into three key areas: sustainable homes, sustainable communities and sustainable business. Our focus has been upon sustainable transport, our supply chains and the reduction of energy use and waste.

We have received recognition for our efforts, receiving two awards in the 2016 Sustainable Homes Awards for 'SHIFT Sustainable Housing Provider of the Year' and 'Best in Class for Office and Operations'. We also retained our Gold status in our SHIFT (Sustainable Homes Index for Tomorrow) assessment. We scored the fourth highest number of overall points out of all SHIFT landlords.

The overall score represents how CHL performed out of a scale of 100, where 100 represents best practice in all areas. CHL scored 62.02 (Gold)[†]. Comparison with peers can spur competition and motivate organisations to do better. The following graph shows performance against other SHIFT accredited landlords.



Energy

Carbon Emissions and Energy Consumption

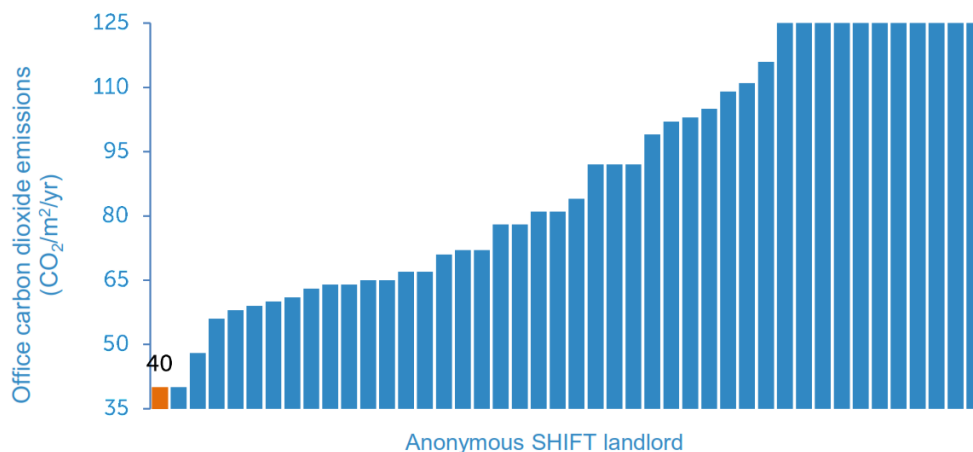
- Our offices and operations:

This financial year our carbon emissions from our direct and indirect fuel and energy use (known as Scopes 1 and 2) at Catalyst fell by 22%, saving 100 tonnes of CO₂e (CO₂e refers to carbon emissions and other greenhouse gas emissions combined).

- Our scope one emissions fell by 5% this year. This was due to a drop in the amount of diesel used by our maintenance vehicles.
- Our scope two emissions fell by 37% this year. We achieved this by sourcing the electricity in our main office from 100% renewables. Our LED lighting at Ealing Gateway has also continued to save us both carbon and money. This year our LED lights saved approximately £4122.

Our offices were also recognised as one of the most carbon efficient out of all SHIFT landlords.

Q 3.3 What are the carbon dioxide emissions from ALL your offices (kgCO₂/m²/yr)?



- Our customers:

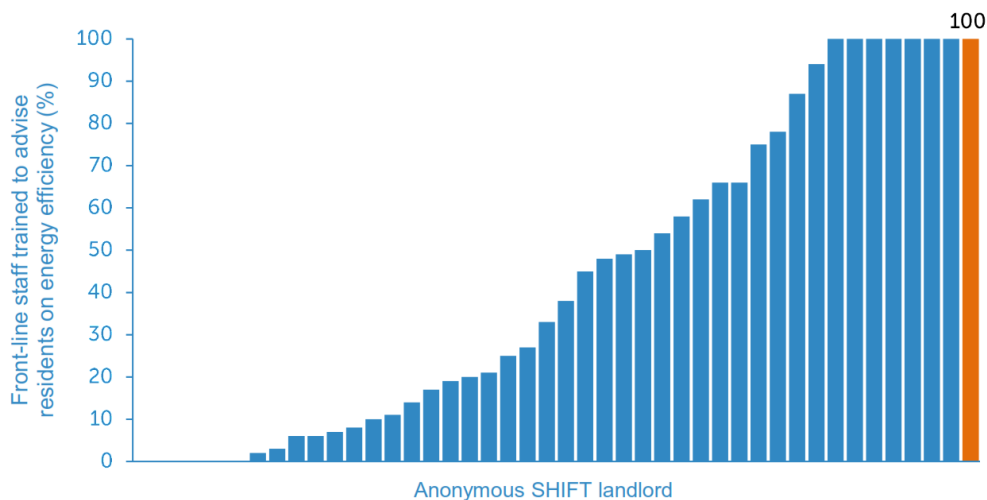
We ran a successful fuel poverty campaign and launched a residents' Energy Club, helping our residents to reduce their home energy use. In 2016 we identified over £15,000 of potential annual energy savings for residents through energy saving and switching advice. We tried to make our service available to as many customers as possible by making our services available by email, WhatsApp, telephone, face to face and home visits. We also used a number of channels to communicate to residents about energy saving, including both digital and print.



Giving energy saving advice at the Energy Club Launch in Jan 2017

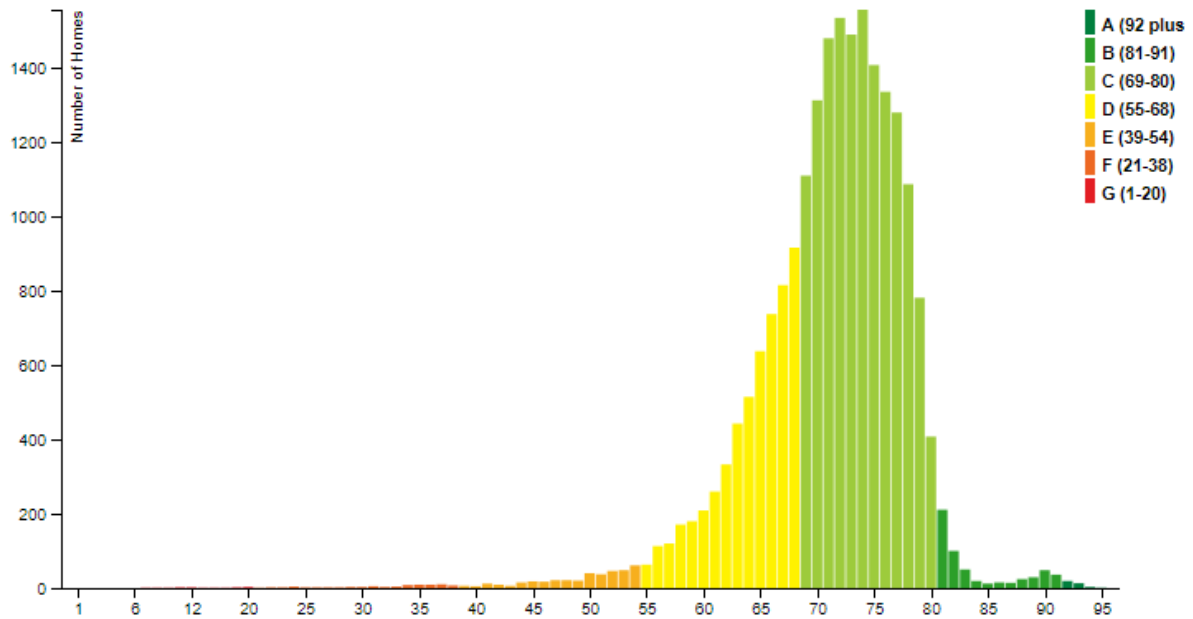
In our SHIFT assessment we also received top marks for the training of our frontline staff. Over the course of our fuel poverty work, we trained 100% of our frontline workers in giving energy advice. Due to the recent personnel changes we will be doing more training in the future.

Q 2.5 What percentage of your housing management and maintenance staff are trained to advise residents on energy efficiency?



- Our homes:

The largest opportunity for reducing the energy use in our stock is through making improvements to our existing, older buildings. For this reason we had a CROHM assessment conducted on our housing stock to analyse the SAP (Standard Assessment Procedure). This is the methodology used by the Government to assess and compare the energy and environmental performance of dwellings. The results showed that we have a relatively high average SAP score of 71.08. However, the report also highlighted that we have some stock with SAP ratings as low as 7.48. These buildings are highly inefficient. This report was crucial for the assessment of steps that we can take to improve the efficiency of our housing stock going forward and for helping our residents to avoid issues of fuel poverty.



Waste

100% of the waste at our head office is diverted from landfill. 8.6 tonnes of paper and card was recycled along with 466 Kgs of plastic and metal and an additional 1,386 bags of mixed recycling.

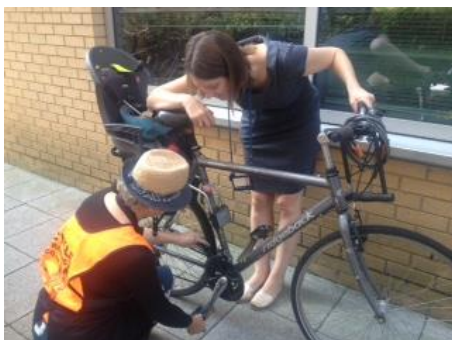
The rest of our waste is used to produce energy, with no waste going to landfill.

We aim to use less paper in the coming year through digitisation and a printing reduction campaign.

Transport

- Our offices and operations:

At Catalyst we recognise that transport is an important factor in reducing a company's impacts upon the environment, so we support our staff to travel sustainably. We do this by holding Cycle to Work Days with Dr Bike maintenance sessions and offering interest-free travel loans on bicycle purchases and public transport season tickets. In 2016/17 there was a 60% increase of staff cycling to work (from 5% to 8%) from the previous financial year.



Dr Bike at one of Catalyst's 'Cycle to Work' days

- Our customers:

We promoted cycling for our residents in conjunction with Dr Bike at one of our major events. We also provided customers in our new homes with cycling storage, car clubs and tailored sustainable transport advice.



Dr Bike at the Lancaster1 Event

Supply Chain

- Our offices and operations:

42% of Catalyst’s office consumables and 67% of our routine maintenance products were recognised as responsibly sourced.

- Our homes:

We received recognition from Sustainable Homes for our efforts to engage with our contractors on sustainability issues. We conducted a survey for our contractors asking question about what they are doing to reduce carbon, water and waste, the tractability of their materials and how they are tackling issues of supply chain slavery and human rights abuse. Letting contractors know that you are interested in how they are tackling these issues helps to encourage them to take action to improve their sustainability and the tractability and ethical sourcing of the materials that they use.