



# MTVH

**Our Sustainable Future**  
Sustainability Progress  
Update 2022





# Table of Contents

Introduction	2
A word from our Board Sponsor	3
A word from our CFO	4
Our Sustainable Future	5
Why are we doing this?	6
<i>Sustainability Progress</i>	
Value and Care for Our Colleagues	7
Empowering our Residents and Communities	11
Creating Efficient and Thriving Environments	15
Creating our Net-Zero legacy	19
Everyone Should Have a Home and the Chance to Live Well	22
Effective Financial Management and Governance	26
Diversity & Inclusion at MTVH	30
Our Carbon Footprint	31





# Introduction

In 2020 we launched Our Sustainable Future and our 2030 Action Plan, setting out how we will work to make MTVH a more sustainable organisation for everyone.

We have committed to report on the progress made against our 2030 Action Plan annually. The information in this report is complementary to our Annual Report and our Environmental, Social and Governance (ESG) report, which is produced in line with the Social Housing Reporting Standards and was first published in February 2022.

In 2022 sustainability has never been so important at MTVH, with global energy uncertainty and unprecedented price rises that will have a significant impact on our business, our residents and our colleagues. It is clear we will have to make some challenging decisions to ensure that we continue to build the new homes that are needed alongside the best level of service to our residents, whilst also demonstrating we are a sustainable organisation.

Over the past twelve months, we have been working hard to make MTVH a more sustainable organisation. While we have made considerable progress, there have also been challenges, some of which have prevented us from meeting the targets we set ourselves. We will continue to report on these actions until we have met our targets.

Where we set ourselves the task of benchmarking our performance, we will continue to report against this benchmark to reflect improved sustainable performance in these areas.

We welcome your feedback on Our Sustainable Future, our 2030 Action plan and this Annual Sustainability Update Report so please feel free to contact us.

# A word from our Board Sponsor

Davinder Dhillon – Non-Executive Board Member and Sponsor

At MTVH we are committed to improving the sustainable performance of our organisation. The commitments made in our Sustainability Strategy and Action Plan are priority for the board and I am proud of the work we have done delivering against these commitments. We will continue to focus on living our purpose to make MTVH a more sustainable and responsible organisation that delivers positive impact for our residents, our colleagues and the environment.



Davinder Dhillon

Non-Executive Board Member and Sponsor





# A word from our CFO

Ian Johnson - CFO and Sustainability Executive Sponsor



I am pleased to be able to provide this annual update on progress on our Sustainability Strategy and our Sustainability Action Plan. Our Sustainability and ESG agenda remains critical to our success as an organisation in terms of its impact on our customers and stakeholders, our colleagues and our financial performance.

Of the 55 targets that we set ourselves for our first annual report, 33 have been completed on time, 11 are on track or ongoing and 11 are behind. Particular areas of success have been in our objectives that *Everyone should have a home and the chance to live well*, as well as in *Effective financial management and governance*. In all of those areas where we have some ground to make up we are confident in our ability to do that and deliver the end objective.

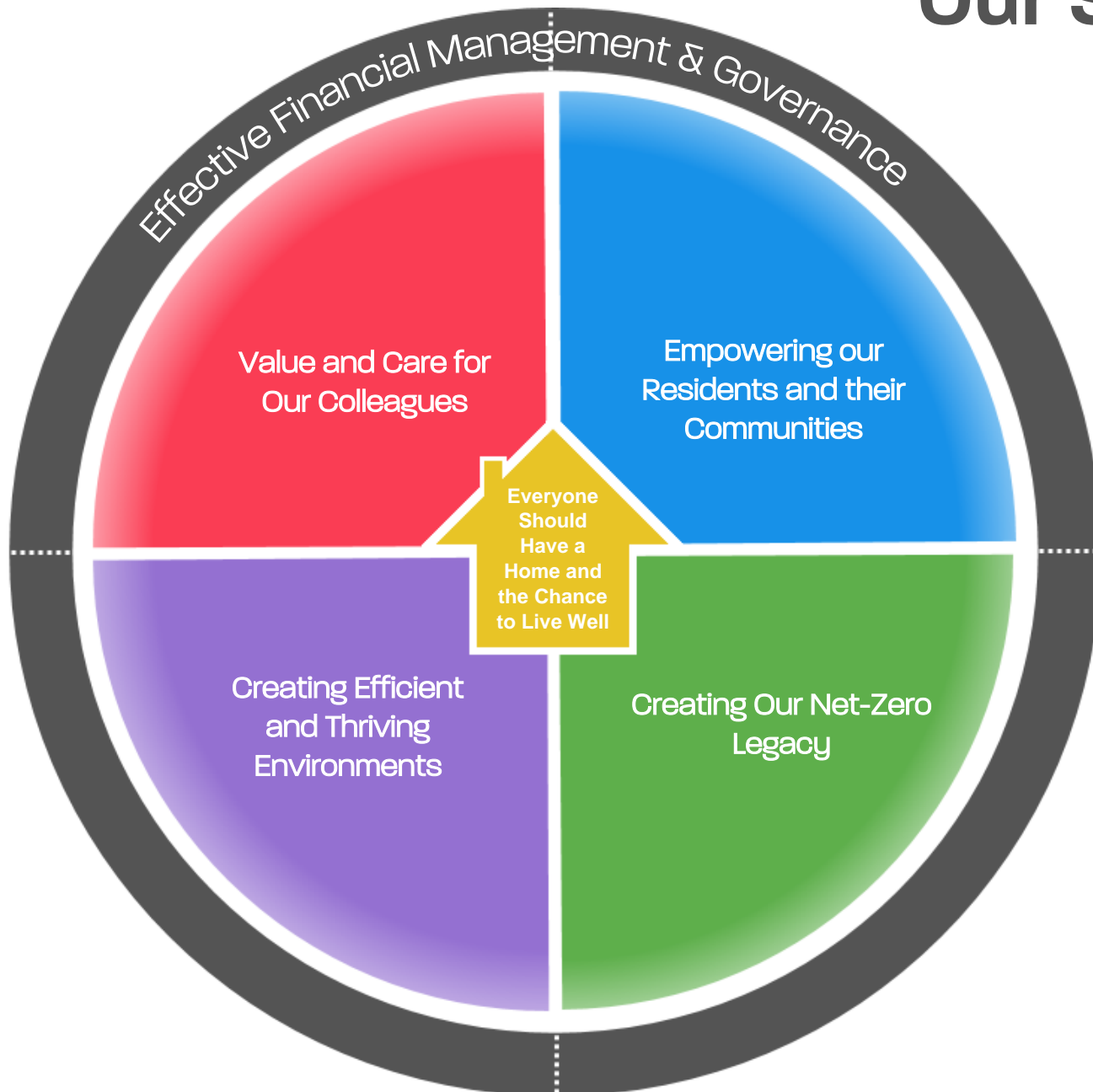
I'm immensely proud of the MTVH team, whose drive towards making us a sustainable organisation into the future and delivering on our commitments is unrivalled.

A handwritten signature in black ink, appearing to read 'I. Johnson', written in a cursive style.

Ian Johnson

Chief Financial Officer and Sustainability Executive Sponsor

# Our Sustainable Future

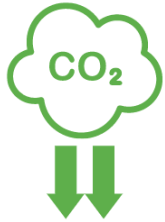


Our strategy focuses on six key strategic themes:

- **Value and care for our colleagues**, is about how we look after our colleagues and help them to fulfil their potential
- **Empowering our residents and communities**, considers how we can provide our residents and communities with the tools that will allow them to grow
- **Creating efficient and thriving environments**, focuses on the environmental impact of our corporate operations and how we use our resources most efficiently
- **Creating our Net-Zero legacy**, outlines our efforts for de-carbonisation across our existing housing stock and how we ensure that we design and build low-carbon homes.
- **Everyone Should have a Home and the Chance to Live Well**, is at the heart of everything we do – making sure we build homes and that they are good homes
- **Effective financial management and governance**, is achieved by remaining a financially strong and stable organisation, allowing us to continue to build affordable and sustainable homes in the future

# Why we are doing this?

We need to make sure that the actions we are taking to become a more sustainable organisation, are actions that will have an impact on our environment, our customers and our business. Each of our actions in our Action Plan have an impact on at least one of the three impact areas below:



## Decarbonisation and Environmental Awareness

We understand that achieving Net-Zero Carbon is a considerable challenge for MTVH. To make sure we have the greatest chance of success of reaching Net-Zero Carbon by 2050 we have committed to *decarbonising our existing properties, decarbonising our supply chain, early adoption of the future homes standard, decarbonising of our Networks fleet* and overall *Net-Zero by 2050*.



## Increased Financial Security

As an organisation we need to take actions to ensure that we continue to be a financially strong and stable especially during periods when we face uncertain and challenging economic climates. We must also ensure that the actions we take help our residents to become more financially resilient and financially independent.



## Better Lives

We have made headline commitments to *continue to strive to improve the quality of life for our residents and that we will continue to support, protect and develop our colleagues as we all strive to achieve our vision that everyone should have a home and the chance to live well*. We have highlighted the actions that will help us to meet these commitments and help our colleagues deliver the best service to our residents.

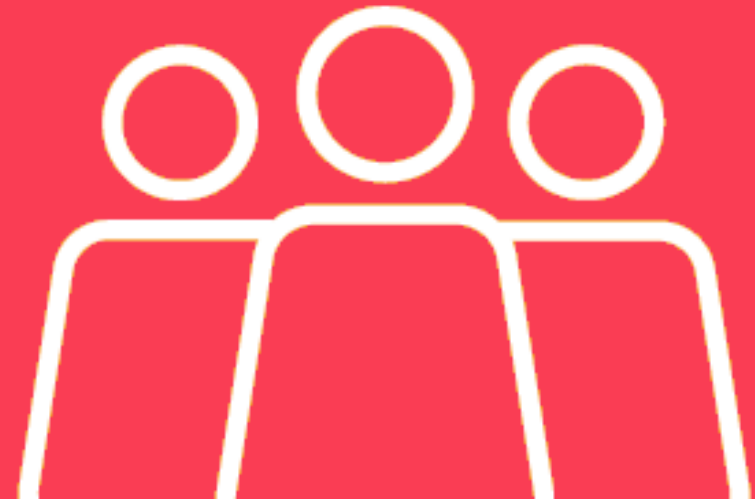
## United Nations Sustainable Development Goals (SDG)

In 2015 the United Nations devised their seventeen Sustainable Development Goals, intended as blueprint to enable organisations to achieve a better and more sustainable future for all.

We are committed to measuring and improving our sustainable impacts in line with the United Nations Sustainable Development Goals (SDG). Each of our themes addresses different SDG and each of our actions is linked to at least one or more SDG.



# Value and Care for Our Colleagues



## 1. Building strong people with strong careers

We aim to ensure that employees at MTVH don't just have jobs, they have a careers. We will support all our colleagues in aiming to be the best they can be. By building strong people with strong careers, we believe that our colleagues will feel a real sense of purpose in working for us and will continue to develop to their fullest potential.

## 2. Looking after our colleagues

At MTVH we value our colleagues and understand that is our responsibility to look after them. As an organisation with such a wide range of roles and responsibilities, it is vital to our ongoing success and the delivery of our services to residents that we protect and support our colleagues' health, safety and wellbeing. We want to create a healthy and supportive workplace that will enable our colleagues to perform at their very best, thus supporting our residents in the most effective way possible.

## 3. Creating a sustainable future

To some organisations, sustainability is just included as a tick-box exercise, but at MTVH our goal is to be progressive and develop into an organisation that has sustainability at the core of its culture

**3** GOOD HEALTH AND WELL-BEING



**5** GENDER EQUALITY



**8** DECENT WORK AND ECONOMIC GROWTH



**10** REDUCED INEQUALITIES





**16** PEACE, JUSTICE AND STRONG INSTITUTIONS









# Current Targets and Progress

## Value and Care for our Colleagues

#	Goal/Strategy	KPI/Target	2022 Update	Comments	Why are we doing this?
1.1	Implement a leadership development strategy	Strategy in place by October 2021	Complete	We have created our new leadership and management programme specifically designed to develop managers and leaders at MTVH that have the skills, behaviours and technical capability to bring out the best in their people in the delivery and performance of their area of service for the benefit of our customers. This programme will be delivered as individual modules each focusing on key areas of manager and/or leadership with content aimed at providing skills, behaviours, practical application and reflection to enable participants to identify and strengthen their management/leadership style.	
1.2	Implement a management development strategy	Strategy in place by October 2021	Complete		
2.1	Implement an employee well-being strategy	Strategy in place by October 2021	Complete	From the results of our wellbeing survey (October 2021) our strategy covers four key areas – mental health, physical health, environmental and financial wellbeing. We have created and implemented a Mental Health & Wellbeing Policy to establish, promote and maintain the mental health and wellbeing of all colleagues through workplace practices, to encourage colleagues to take responsibility for their own mental health and wellbeing and to be mindful of their colleagues' wellbeing. Alongside this we have introduced Wellbeing Wednesdays - a bi-weekly communication to all colleagues with helpful tips and resources on wellbeing subjects and events, a calendar of activities supporting awareness days as well as training managers and colleagues on Mental Health & Wellbeing support.	
2.2	Increase the use of Employee Assistance Programme (EAP)	Increase the number of colleagues accessing EAP support by 5% by April 2022	Behind	In 2021 MTVH procured a new Employee Assistance Provider who provides our colleagues with a confidential counselling, Well-being and financial Well-Being service. While this is an excellent tool we are encouraging our colleagues to use as necessary, we will not be reporting on this action to protect the confidentiality of EAP users. We are working hard to increase staff awareness of our EAP as part of our Well-Being approach.	N/A
2.3	Increase the use of our Occupational Health across the business	Increase the number of colleagues accessing occupational health support by 5% by April 2022	Behind	In 2021 MTVH procured a new Occupational Health provider and on review we believe that this action/target is no longer appropriate. While occupational health is a vital resource to ensure our colleagues are healthy and fit for work, an increase in colleagues accessing our occupational health service is not illustrative of a healthier workforce. We will look to introduce a new, more relevant action and target next year if appropriate.	N/A

# Current Targets and Progress (cont.)

## Value and Care for our Colleagues

#	Goal/Strategy	KPI/Target	2022 Update	Comments	Why are we doing this?
3.1	<b>Implement an MTVH Think Tank</b>	Implement a Think Tank with published calendar of topics by April 2022	Complete	Over the past twelve months we have held a number of MTVH colleague sessions to discuss relevant and sensitive topics in a deliberate and understanding forum. Such topics have included menopause, racism, mental health, masculinity, disabilities and hidden illnesses.	
3.2	<b>Colleague recognition programme</b>	Implement a colleague recognition programme by October 2021	Complete	We have introduced our MTVH VIP Awards – looking to thank our colleagues who go above and beyond to bring our values to life. There are six award categories for which colleagues of all levels can be nominated. The finalists will be invited to attend a celebration event in Q4 of 2022/23. Our next phase is to look at implementing a recognition programme in 2023 to enable customers to thank and show recognition to our community based colleagues, and surface positive stories of service excellence. In addition, MTVH plays a key part in the G15 Ethnicity in Housing Awards recognising Black, Asian and minority ethnic people in the housing sector. Activities included planning the event, creating and organising the nomination process, being part of the judging panel and support at the award ceremony.	
3.3	<b>Cultural development programme</b>	Roll out Culture Workshops by April 2022	Complete	To embed the culture principles into all aspects of the #MTVHWay, we refreshed the culture principles to provide a framework for colleagues and to link to our values of Dare, Care and Collaborate. All Learning & Development initiatives and engagement activities now feature these principles, and to reinforce this they are now included in colleague induction, we had a dedicated Exec. Live in June 2022, and the creation of the MTVH Culture Pathway will be finished in Q3 2022/23.	
3.4	<b>Create MTVH Sustainability Committee</b>	Create MTVH Sustainability committee by July 2021	Complete	Our Sustainability Committee is formed of Senior Leaders from across all areas of the business. The committee meets quarterly to discuss the progress being made towards our targets and to introduce new actions. The committee is chaired by our CFO and will present a report to board after each meeting.	



# New Targets for 2022/23

## Value and Care for our Colleagues

Focus Area	#	Action/Target	Metric	Target Date
Looking after our Colleagues	2.4	<b>Review employee benefits package</b> such that our existing colleagues continue to feel valued and equally talented new members of staff can be attracted to work at MTVH.		Reviewed by April 2023



## Highlight: Employee Well-Being Strategy



Wellbeing has continued to be a focus, with activities such as our bi-weekly Wellbeing Wednesday's which focuses on mental, physical, and financial wellbeing, and we continue to promote our Employee Assistance Programme and Medicash, including the free mental health apps available via both providers. We also highlight relevant Awareness Days, with a whole programme of activity for Mental Health Awareness Week which included:

- Sharing daily insights and practical tips to raise our awareness on mental health
- Fruit drops at offices
- Guided meditation sessions in person and via webinar with Jane Long (50 attendees)

- A mental health webinar with Rohan Kallicharan (65 attendees – Rohan is an award-winning mental health advocate and champion)
- Financial Wellbeing seminars were also available via Aviva for colleagues to attend

We have also delivered Mental Health & Wellbeing training, developed specifically for MTVH to help colleagues recognise the signs and symptoms of mental ill-health and understand how to support a colleague if they are struggling. We had 2 courses available - one for managers (45 attendees) and one for colleagues (58 attendees).

# Empowering our Residents and their Communities



## 4. Building sustainable communities

We want to make sure that our presence within a community creates a positive impact, not only for our residents but also for the wider community. We know that many factors can influence our community and want to make sure that we work collaboratively with our residents and communities so they can grow and develop, in the most sustainable way possible into inclusive, strong and sustainable communities.

## 5. Always customer focused

It is important to remember that we are here for our residents: without our residents, MTVH would not exist as we know it today. We are responsible for our residents and we will ensure that we make decisions that focus on our residents' needs

## 6. Listening to our residents

As our organisation works towards its sustainable goals, we will ensure that our residents are given a voice. Our residents deserve an opportunity to provide their sustainability opinions and contribute their ideas to the ongoing work of *MTVH - Our Sustainable Future*. We will engage with customer groups moving forward and will listen to and consider their thoughts and desires on how we best drive forward our sustainable goals and intentions

4 QUALITY EDUCATION



8 DECENT WORK AND ECONOMIC GROWTH



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



11 SUSTAINABLE CITIES AND COMMUNITIES










17 PARTNERSHIPS FOR THE GOALS







# Current Targets and Progress

## Empowering our Residents and their Communities

#	Goal/Strategy	KPI/Target	2022 Update	Comments	Why are we doing this?
4.1	Using local firms to boost local communities.	£500,000 worth of contracts awarded to SME/Local business	Complete	In 2021/22 MTVH awarded contracts worth over £3.3m to Small and Medium Enterprises (SME). We will continue to track the amount we spend with SMEs and over the next 12 months we will refine our data and reporting to identify how much we spend with local businesses and will define what "local" means.	
4.2	Engage with the Community Impact Partnership	Start a partnership with The Community Impact Partnership by January 2022	Behind	MTVH are not ready to begin a full partnership with the Community Impact Partnership, but continue to work with them to incorporate the local resident led business into our supply chain wherever possible.	
5.1	Engage with Energy Switching firms	500 Customers approached/referred each year.	Behind	MTVH referred 348 households to switching firm Pocket Power with 236 households making a switch. While switching energy suppliers is the focus area, with very high energy prices, switching other services, such as mobile services and broadband, provided significant savings for residents. In total MTVH residents have saved over £53,000 by switching services. MTVH will continue to encourage residents to use switching services.	
5.2	Increasing opportunities for our residents	Implementation of learning pathway by Q1 2022	Behind	We are still working to implement a solution that will increase opportunities for our residents and will extend the target date of this to Q1 2023.	
5.3	Social Value from our suppliers for our customers	Minimum of 100 Social Value points commitment for FY 21/22 by our suppliers Minimum of 200 Social Value points commitment for FY 22/23 by our suppliers Minimum of 400 Social Value point commitment for FY 23/24 by our suppliers	Complete	Our Social Value Policy aims to ensure MTVH get the very best out of its supply chain by requesting social value contributions through our supply chain. Our points system and social value matrix allow for suppliers to provide social value contributions against 8 social value categories (such as financial donations or skills share programmes).  In FY21/22 suppliers to MTVH promised contributions worth 4,665 social value points. So far 3,865 of these social value points these have been delivered, with our supply chain providing donations worth over £139,000 to be used by our community Investment team at a registered project.  Considering the number of social value commitments we have secured this year, we are amending next years target to 8,000 social value points commitment by our suppliers.	  

# Current Targets and Progress (cont.)

## Empowering our Residents and their Communities

#	Goal/Strategy	KPI/Target	2022 Update	Comments	Why are we doing this?
5.4	Keeping our residents informed	Information/communication plan by Q3 FY 21/22	Behind	We will be launching our new online customer engagement portal by Q1 2023. This portal will allow MTVH to keep residents informed of developments across a number personalised topics that may be important and of interest to them.	
6.1	Engage with our customers through our customer groups	Initial engagement meetings with customer groups by July 2021  Regular sustainability discussions with residents' groups by October 2021	Complete	We presented our Sustainability Strategy to our Customer Council in 2021. The Customer Council were encouraged to provide feedback on the Sustainability Strategy and we will be requesting suggestions for new sustainability actions and targets throughout 2022 and 2023 through our new customer engagement portal.	



# New Targets for 2022/23

## Empowering Our Residents and Communities

Focus Area	#	Action/Target	Metric	Target Date
Building Sustainable Communities	4.3	<b>Increase sustainable activities within our communities</b> such as tree planting, fruit & vegetable growing and other activities and events that promote sustainable living targeted to our residents.	Number of events	April 2023

## Highlight: Our Social Value Success 21/22



MTVH's social value policy aims to secure social value contributions from our supply chain that provide a positive economic, social or environmental outcome that is to the benefit of MTVH residents in an area where MTVH has a presence. This contribution needs to be over and above the goods/services the supplier is contractually obliged to provide. Below shows our Social Value success for 2021/22 in numbers:

**£77,500 in cash donations**

in social value contributions from contractors

**1468 residents and customers**

engaged community activities

**16 Contractors**

delivered social value in 2021/2022

**£103,300 of in-kind funding**

invested in community projects

**26 community green spaces and gardens**

have been revitalised

# Creating Efficient and Thriving Environments



## 7. Creating clean, safe and environmentally friendly workspaces

Having clean and safe workspaces is important for any organisation. At MTVH we also acknowledge the growing requirement to reduce the environmental impacts of these workspaces. MTVH employs over 1,800 employees and *MTVH – Our Sustainable Future* ensures that we will provide our employees with a workspace that meets their needs, but without compromising the environment, allowing both to thrive.

## 8. Reducing consumption and waste

By reducing the amount of materials we use as we go about our business, we will reduce the level of carbon running through our supply chain, with less embodied water, energy and fossil fuel usage. We will benchmark our waste, investigate circular economy opportunities and set waste reduction targets to improve the organisation's sustainable performance.

## 9. Driving sustainability and removing carbon from our supply chain

MTVH spends over £600m per year on goods and services across 2,500 suppliers. By working with these suppliers, we can reduce carbon and improve sustainability across our supply chain while developing meaningful and strategic relationships with suppliers that add value for MTVH, suppliers and residents.

6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



12 RESPONSIBLE CONSUMPTION AND PRODUCTION




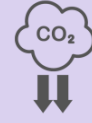




13 CLIMATE ACTION



# Current Targets and Progress





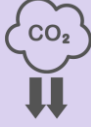
## Creating Efficient and Thriving Environments

#	Goal/Strategy	KPI/Target	2022 Update	Comments	Why are we doing this?
7.1	Establish workplace services sustainability working group	Establish workplace services sustainability working group by July 2021	Complete	Our Workspace Services sustainability working group has been set up. The group meets regularly to discuss and plan how we can make our offices more sustainable and better places to come to and work in. The working group is responsible for co-ordinating data collection across our offices as we track material use, waste, energy and wastewater.	
7.2	Reduce emissions from Metworks fleet	Reduce emissions by 5% by April 2021 Reduce emissions by 10% by April 2022 Reduce emissions by 15% by 2023	On target	In April 2020 MTVH benchmarked the emissions of our MetWorks fleet at 1,427tCO <sub>2</sub> e annually (as reported in our 19/20 annual report). In April 2021 the annual emissions linked to our MetWorks fleet had reduced to 773tCO <sub>2</sub> (47% reduction as reported in our 20/21 annual report). This significant reduction was caused by the impact of COVID-19 on our operations for a significant period of 2020/2021. In April 2022 the annual emissions linked to our MetWorks fleet was 784tCO <sub>2</sub> e. while this demonstrated a year on year increase of just over 1%, this still demonstrates a 45% reduction against the benchmark.	
7.3	Investigate future electric vehicle options for Metworks fleet	EV Fleet implementation appraisal undertaken by January 2022	Complete	MTVH has been working closely with our new fleet provider to understand how and when MTVH will electrify its fleet of approximately 150 Metworks vehicles. Our Metworks operatives take their vehicles home, which limits our opportunity for embracing electric vehicles (EVs) without disruption to our service. While we continue to replace our aging fleet with more fuel-efficient vehicles, we will also be looking at how we can replace our current pool vehicles with fully electric or hybrid commercial vehicles.	
8.1	Identify raw material consumption at MTVH offices	Benchmark office resource use in tonnes of raw materials per year, by October 2021	Behind	We are still working to benchmark our raw material consumption at our offices. We will set a new target of April 23 to benchmark the raw materials we consume at our offices.	
8.2	Identify waste and wastewater at MTVH offices	Benchmark tonnes of waste, recycling waste, food waste & M <sup>2</sup> of wastewater by October 2021	Behind	We have been taking steps to measure the solid waste from our offices. We are still in the process of benchmarking our waste water. We aim to have benchmarked this by October 2022.	
8.3	Baseline MTVH's carbon footprint	Benchmark in tonnes of CO <sub>2</sub> e from scope 1, 2 and 3 emissions by April 2022	Complete	Please see the Carbon Footprint Report at the end of this report for a full breakdown of our 21/22 carbon footprint.	



# Current Targets and Progress (cont.)

## Creating Efficient and Thriving Environments

#	Goal/Strategy	KPI/Target	2022 Update	Comments	Why are we doing this?
8.4	Reduce emissions from our office and landlords' energy supplies	Reduce emissions by 3% by April 2021 Reduce emissions by 6% by April 2022 Reduce emissions by 9% by April 2023	On target	In April 2020 MTVH benchmarked the combined emissions from our offices, community centres and communal energy supplies at 17,730tCO <sub>2</sub> e. (as reported in our 19/20 Annual Report). In 2021 the annual emissions linked to our offices, community centres and communal energy supplies had reduced to 14,560tCO <sub>2</sub> e (17% reduction as reported in our 20/21 annual report). In April 2022 the emissions linked with our offices, community centres and communal energy supplies had reduced to 13,221tCO <sub>2</sub> annually (a 25% reduction against our benchmark and a 9% reduction year on year)	
8.5	Develop an ICT/technology use and waste strategy	Strategy in place by July 2022	On target	While MTVH has no formal strategy or approach to ICT technology, we do consider the environmental impact of our ICT equipment and services. MTVH was able to reduce emissions from server space following the merger, but had to increase this again as the COVID-19 pandemic forced us to work from home and additional sever space was required. All old electronic waste is ether sold/donated to charities or it is recycled through the correct suppliers who provide MTVH with E-waste certificates.	
9.1	Launch sustainable procurement policy	75% of new suppliers submitting sustainability information by April 2023	On target	MTVH has created a sustainable procurement charter which all new suppliers will be required to read and adhere to from summer 2022. This will require all new suppliers providing any new service to MTVH to provide their sustainability information and evidence to MTVH within 6 week of on-boarding. Competitive tenders over the value of £100,000 will also have up to 10% weighting for sustainability responses.	
9.2	Develop and launch existing supplier sustainability questionnaire	100% of all £1m+ spend suppliers by April 2022 80% of all £100K+ suppliers by April 2023	Behind	We have launched our Sustainable Impact Questionnaire to some of our strategic suppliers. Sustainability is now a standing item on the agenda as we meet with our supply chain as part of our Supplier Relationship Management (SRM) programme. We will be using this SRM programme to encourage our existing supply chain to adopt our sustainable procurement policy.	
9.3	Produce and publish supply chain carbon footprint	Estimated supply chain carbon footprint by July 2021 Calibrated supply chain carbon footprint by April 2023	Complete	Using the Greenhouse Gas Protocol methodology for Scope 3 emissions we estimate our supply chain emissions are 227,483 t/CO <sub>2</sub> e. We have used the GHG Protocol spend-based method of calculation.	

# New Targets for 2022/23

## Creating Efficient and Thriving Environments

Focus Area	#	Action/Target	Metric	Target Date
Reducing Consumption and Waste	8.6	<b>Investigate approaches to reducing our reliance on grid-supplied electricity</b> to limit the impact of rising energy prices during volatile wholesale markets; this will reduce MTVH's overhead costs and the service charges to some of our residents.		April 2023
Reducing Consumption and Waste	8.7	<b>Electrification of our fleet in line with UK 2030 targets</b> to reduce emissions caused by fossil fuel vehicles and increase air quality around our estates.		2030
Driving sustainability and removing carbon from our supply chain	9.4	<b>Create a supplier grading and certification scheme</b> to rank our supplier based on how sustainably they are performing and provide those who perform most sustainably with recognition of this.		April 2023

## Highlight: Produce and Publish Supply Chain Carbon Footprint



Following the Greenhouse Gas Protocol guidance, we have been able to assess the carbon impact of our supply chain. MTVH has over 1800 suppliers, providing us with a wide range of goods and services.

We aim to speak to all of our suppliers to understand their sustainability agenda and credentials and to work with them to understand their impact and how we can reduce this together.

This will take time, so we have mapped our supply chain carbon footprint using the Greenhouse Gas

Protocols scope 3 guidance. Using the cost-based method we have broken down and analysed MTVH's spend for FY21/22 with different categories of spend being multiplied by the appropriate carbon factor.

Our supply chain carbon footprint for FY21/22 is 227,483 tonnes CO<sub>2</sub>.

For our full carbon footprint please go to page 24.



# Creating our Net-Zero Legacy



## 10. Decarbonisation of existing housing stock

As a social housing provider we are committed to providing affordable housing, but we will also strive to make this sustainable housing, adopting a Fabric First approach, upgrading the fabric of our properties to make them more thermally and energy efficient, while we understand and plan how we can then incorporate low-carbon forms of heating and electricity generation.

## 11. Low-carbon new homes

As we tackle the impact that our development programme has on climate change and emissions, we will need to think more radically about how we build more innovatively. We are confident that we can step up to this challenge and deliver low-carbon new homes. As we embrace the Future Homes Standards, we seek to develop new homes that are Net-Zero ready and not reliant on fossil fuel heating systems.

## 12. Strategic Partnerships to achieve Net-Zero

It is vital that we form partnerships with different organisations, to learn, discover and research our route to Net-Zero while still providing the high level of service our residents demand from us and providing safe properties for them to live in.

7 AFFORDABLE AND CLEAN ENERGY



11 SUSTAINABLE CITIES AND COMMUNITIES



13 CLIMATE ACTION



15 LIFE ON LAND









17 PARTNERSHIPS FOR THE GOALS













# Current Targets and Progress

## Creating our Zero-Carbon Legacy

#	Goal/Strategy	KPI/Target	2022 Update	Comments	Why are we doing this?									
10.1	Benchmark our low-carbon heat generation	Benchmark kWh/MWh per year generated by April 2022	Behind	We are still working to benchmark low-carbon heat generation. We will set a new target of October 2022 for this action.										
10.2	All MTVH directly managed properties to have an EPC rating of C or better by 2030	100% of directly managed stock at EPC C or better by 2030	On Target	Our property services team are working to bring all our properties to EPC C by 2030. MTVH has set an additional interim target of 75% of our directly managed stock to EPC C by 2026. We have been successful in obtaining additional funding for the works required through the Energy Company Obligation (ECO3) scheme and Social Housing Decarbonisation Fund (SHDF).										
10.3	Benchmark number of properties with Valid EPCs	Benchmark number of valid EPCs Vs stock with no EPC	Complete	MTVH currently has 25,491 properties with EPC surveys. This represents 69.8% of our directly managed stock.										
10.4	Benchmark our current valid EPC rating bands	Number of valid EPCs at each band	Complete	<table border="0"> <tr> <td>64 - A rated properties</td> <td>5,316 - D rated properties</td> <td>16 - G rated properties</td> </tr> <tr> <td>6412 - B rated properties</td> <td>1,338 - E rated properties</td> <td></td> </tr> <tr> <td>12,289 - C rated properties</td> <td>56 - F rated properties</td> <td></td> </tr> </table>	64 - A rated properties	5,316 - D rated properties	16 - G rated properties	6412 - B rated properties	1,338 - E rated properties		12,289 - C rated properties	56 - F rated properties		
64 - A rated properties	5,316 - D rated properties	16 - G rated properties												
6412 - B rated properties	1,338 - E rated properties													
12,289 - C rated properties	56 - F rated properties													
10.5	Improve the thermal efficiency of our existing stock	Eradication of "hard to heat" homes by 2030.	On target	MTVH has committed to bringing all its directly managed properties up to EPC C by 2030, with an interim target of 75% EPC C by 2027.										
11.1	Develop MTVH Construction Strategy for new developments	MTVH Construction Strategy created by April 2022	Complete	We have developed a new MTVH Construction Plan, which outlines how we are going to provide high quality homes for residents amidst the significant challenges the housing sector faces over the next 10 years. The plan sets out a comprehensive platform of ambitious but realistic targets divided into four themes: Delivery, People, Technology & Sustainability										
11.2	Update MTVH Employers' Requirements document	MTVH Employers' Requirements to be updated by April 2024	On target	Following the development of our new Construction Plan - we will now look to cascade these changes down into our MTVH Employers' Requirements.										

# Current Targets and Progress (cont.)

## Creating our Zero-Carbon Legacy

#	Goal/Strategy	KPI/Target	2022 Update	Comments	Why are we doing this?
11.3	Benchmark current demolition waste and construction waste	Benchmark tonnes of waste sent to landfill per year by January 2022 Benchmark tonnes of waste per year recycled by January 2022	Behind	We are still working with our main contractors to collect and analyse this information. Over the last 12-18 months we have worked with 21 main contractors across 36 developments. At those developments where MTVH are is contracting body, we expect waste information to be collected routinely. At Section 106 developments, we will encourage the main contractor to share with us any waste and recycling information they may have. As part of our new Construction Plan we will be developing a new Waste Management Strategy.	
11.4	Adoption of Future Homes standard at one or more regeneration sites prior to 2025	One or more development of Future Homes Standard compliant homes by 2025	On target	<p>The homes at the three sites forming Rushcliffe Garage Sites Phase 2 are to be constructed in line with the government's Notional Dwelling 1 proposal (Future Homes Standard – Part L 2025). A 20% CO2 emission reduction will be achieved through an enhanced building fabric specification compared to the current standard (Part L1A 2013).</p> <p>In order to "Be Lean, Be Clean and Be Green", the houses feature an enhanced building fabric with insulation that achieves improved U-values, when compared to similar houses built to current standards. This means that less heat is lost through the external walls and roofs, and therefore the demand for space heating is reduced.</p> <p>Each house has an Air Source Heat Pump (ASHP) which provides hot water and space heating. This system produces less CO2 than more common systems such as gas powered or direct electric boilers, and also has lower running costs for the occupants.</p> <p>Solar Photo-voltaic cells (PV) are to be utilised, providing 1 – 2 kWp of electricity per house. This will help reduce the electricity demand from the National Grid, reducing running costs, and improving the EPC rating. Diverters will also be used to direct surplus energy from the PV systems to the hot water storage immersion heater, which will supplement the ASHP and further reduce demand from the National Grid.</p>	  
12.1	Form strategic and mutual partnerships with industries, regulators and research groups		Ongoing	<p>MTVH are part of the Lambeth Climate Partnership, working with the London Borough of Lambeth where we have over 6000 homes. We have supported Sustainability for Housing and are an early adopter of the Social Housing Reporting Standards (SRS)</p> <p>We partnered with Lambeth Council and Nottingham City Council to bid for funding from the Social Housing Decarbonisation Fund (SHDF) We secured approx. £5.7m funding to improve the energy efficiency of over 1,200 homes, saving over 3000 tonnes of carbon.</p>	  
12.2	Development of renewable technology roadmap	Investigate approaches and provide a plan by January 2022 Deliver implementable renewable technology roadmap by FY April 2025	Behind	We have established a Fabric First approach to decarbonising our properties. Our focus has been on improving the thermal efficiency of our properties to minimise heat loss and fuel bills and understanding the scope and cost of this work. While reducing the use of fossil fuels is important, we must ensure that this is a just transition and that our residents have properties that can successfully integrate low-carbon heating without imposing higher energy bills as a result. Our timeline for this is reliant on funding opportunities and MTVH hopes to be in a better position to make a renewable technology plan once we have bid for and been awarded Wave 2 of the Social Housing Decarbonisation Fund (SHDF) and Energy Company Obligation (ECO4) funding.	

# New Targets for 2022/23

## Creating our Zero-Carbon Legacy

Focus Area	#	Action/Target	Metric	Target Date
Decarbonisation of our existing housing stock	11.5	<b>Develop a new construction waste management plan</b> so that our new developments have as little environmental impact as possible.		01/10/2021



## Highlight: MTVH Construction Strategy



The housing sector faces a range of unprecedented challenges over the next 10 years and we must adapt the way that we build new homes to meet the ever-changing way we live. MTVH is committed to providing high quality homes for its residents and our Construction Plan has been developed to show how we will address these challenges

We will use this Construction Plan to create much-needed quality homes to rent and buy while we look to reduce pollution, minimise climate change and commit to an effective circular economy.

Our new Construction Plan outlines the regulatory changes that will impact how we build new homes and provides a platform of ambitious yet realistic targets divided into four themes:

- Delivery
- People
- Technology
- People



# Everyone Should Have a Home and the Chance to Live Well



## 13. Homes for all

With over one million households on English local authority waiting lists, it vital that MTVH continues to build homes. A number of factors, including changing demographics and lifestyles, increased life expectancy, growing numbers of buy-to-let mortgages and the rapid inflation of house prices over wages, has led to increased competition for those looking to own their own home. As a Housing Association, we will continue to build our new developments with multiple tenure types to help combat the housing crisis.

## 14. Warm, safe and dry

We will ensure that our residents have more than just four walls and a roof to call their home. Our Property Services will continue to improve the quality and safety of our properties so that our residents can go about their lives knowing their homes are safe, warm and dry. With over two million households in England classed as being fuel poor, MTVH will be working to identify which of our residents are in fuel poverty and how we can collaborate with energy companies and other support organisations to end fuel poverty.

1 NO POVERTY



3 GOOD HEALTH AND WELL-BEING



6 CLEAN WATER AND SANITATION



7 AFFORDABLE AND CLEAN ENERGY







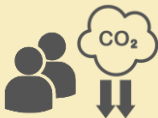


11 SUSTAINABLE CITIES AND COMMUNITIES



# Current Targets and Progress

## Everyone Should Have a Home and the Chance to Live Well

#	Goal/Strategy	KPI/Target	2022 Update	Comments	Why are we doing this?
13.1	Continue to build new affordable properties	1000 New homes delivered in 2021/22	Complete*	MTVH delivered 712 new homes in 2021/22. While we acknowledge this is less homes than we would like to have build, we have had to make some hard choices and juggle competing priorities such as building safer measures, the impact of COVID and supply chain challenges.	
13.2	Continue to refurbish our existing properties	1500 new bathrooms or kitchens replaced in 2021/22	Complete*	We have been able to install 1,640 new kitchens and 2045 new bathrooms.	
14.1	Managed properties with a valid gas safety certificate	100% of applicable properties with valid Gas Safety certificate	Complete*	99.8% of our properties have a valid LGSR gas safety certificate.	
14.2	Managed blocks with a fire risk assessment	100% of applicable blocks with fire risk assessment	Complete*	100% compliance for Fire Risk Assessments.	
14.3	Managed blocks with a valid Legionella safety certificate	100% of applicable blocks with valid Legionella Safety certificates	Complete*	96.6% of applicable blocks had Water Risk Assessments completed.	
14.4	Managed blocks with a valid electrical safety EICR certificate	100% of applicable blocks with valid EICR certificates	Complete*	98.7% of applicable blocks had EICR Electrical Safety Inspections.	
14.5	Fuel Poverty grants	£3m of Energy Company Obligation (ECO3) Funding utilised by MTVH by April 2022	Complete	MTVH secured over £5.3m of Energy Company Obligation (ECO3) which has been used to improve the cavity wall and/or loft insulation at over 3,700 homes, seeing a reduction in emissions at those properties by approx. 1,800 tCO <sub>2</sub> e/yr. MTVH will be bidding for ECO4 which is due to start in 2022 and run through to 2026.	

\* The target is to report on these figures and for comparisons against previous years please see our Annual Reports. <https://www.mtvh.co.uk/about-us/investor-relations/documents/>

# New Targets for 2022/23

## Everyone Should Have a Home and the Chance to Live Well

Focus Area	#	Action/Target	Metric	Target Date
Warm, Safe & Dry	14.5	<b>Fuel Poverty and Energy Efficiency grants.</b> To secure Energy Company Obligation (ECO4) and of funding from wave 2 of the Social Housing Decarbonisation Fund (SHDF) to improve the energy efficiency of our properties and help residents reduce their energy costs.	£m ECO4 scheme £m Wave 2 SHDF	ECO4: April 2026  SHDF Wave 2: June 2025

### Highlight: Fuel Poverty Grants



£5.3m

In ECO3 grants successfully accessed

3,700  
Homes

Benefited from improved insulation projects

1,800  
tCO2<sup>e</sup>

Reduction in emissions (per year) as a result of the insulation projects

# Effective Financial Management and Governance



### 15. Embrace ESG reporting

In addition to this strategy, our Environmental, Social and Governance (ESG) reporting allows us to monitor and identify improvement areas in relation to our environmental and social impacts and the governance of the organisation. We will adopt the Social Housing Sustainable Reporting Standard (SRS) and will use our benchmark report and future reports to leverage favourable terms of borrowing.

### 16. Sustainable Investment

Investment is important; it is the means to our success. Through our investment decisions, we shape the future of the organisation and the future for our residents. As we continue to invest in our existing stock and new developments, it is important that we commit to and encourage sustainable investment.

### 17. Public policy, tax and investment management

We look to influence and shape our future and the future of the housing sector, by participating in consultations with national and local governments, regulators and industry. MTVH is required to pay a variety of taxes and levies and has a responsibility to ensure that these taxes are accounted for, collected and paid to the correct agencies in a timely manner.

**8** DECENT WORK AND ECONOMIC GROWTH



**9** INDUSTRY, INNOVATION AND INFRASTRUCTURE



**11** SUSTAINABLE CITIES AND COMMUNITIES



**16** PEACE, JUSTICE AND STRONG INSTITUTIONS









**17** PARTNERSHIPS FOR THE GOALS









# Current Targets and Progress

## Effective financial Management & Governance

#	Goal/Strategy	KPI/Target	2022 Update	Comments	Why are we doing this?
15.1	Link new borrowing to ESG criteria	100% of new facilities linked to ESG criteria from FY22	Complete	MTVH will only raise new finance supported by ESG criteria. No new facilities have been agreed in the period, but the EMTN has been refreshed based on the 2021 Sustainable Financing Framework.	
15.2	Issuance of green and sustainable bonds	100% of new debt issues linked to ESG criteria from FY22	Complete	MTVH has secured £250m of new funding through a 15-year sustainable bond issue that will support us to deliver more new homes and help tackle the climate emergency. Our Sustainable Finance Framework sets out the criteria that we can use these funds for. For more information please see the investor relations page of our website.	
15.3	Management of ESG investor relations	Production of annual ESG report	Complete	In April 2021 MTVH became an early adopter of the Social housing Reporting Standards (SRS) and in February 2022 we issued our first ESG report aligned to these standards and we will continue to issue ESG report annually.	
15.4	Annual SECR reporting	Annual SECR report included within our MTVH annual report	Complete	This is a statutory requirement for MTVH and our Streamlined Energy & Carbon Report is published within our annual report and provides our annual scope 1 and 2 emissions from energy use and transport along with our energy improvement measures.	
16.1	Investment in new homes	£m value of investment in new homes	Complete	MTVH has invested £161,809,068 developing 712 new homes (161 rental, 165 shared ownership, 30 private sale and 356 in joint venture with other parties)	
16.2	Investment in existing property portfolio	£m value of investment on existing property portfolio	Complete	MTVH invested £138m in our existing stock. For further information on this, please have a look at our 2021/22 Annual Report.	

# Current Targets and Progress (cont.)

## Effective financial Management & Governance

#	Goal/Strategy	KPI/Target	2022 Update	Comments	Why are we doing this?
16.3	Investment in Low-Carbon Homes	£m value of investment in low-carbon new homes	Complete	In 2020 MTVH Issued £250m of sustainability bonds under our Sustainable Finance Framework. Under the "Green Buildings" criteria, MTVH has allocated 73% of its allocated funds (£165.9m) to green projects over the last 48 months, which includes building 853 housing units that meet, or are expected to meet EPC B Further information can be found in our Use of Proceeds report.	
17.1	Contributing to the debate and consultation on the future of social housing		On Target	Using our role as G15 Chair we aim to maximise our influence and access to senior civil servants, stakeholders, and officials across all the major issues affecting our organisation, our residents, and the wider social housing sector. See the case study at the end of this section for more information	
17.2	Collection and payment of tax due	All accounts, computations and tax payments are completed by the relevant deadline and no penalties are incurred	Complete	<p>MTVH paid £38.9m of tax to HMRC in 21/22 which included £28.9 of Irrecoverable input VAT, £7.4m of Employers' NI contributions and £2.6m of other taxes (council tax, business rates, etc.)</p> <p>MTVH also collected £19m of tax on behalf of others in 21/22, which includes £10.8m of employees' PAYE, £5.5m of employees' National Insurance contribution and £2.3m of VAT collected from residents.</p> <p>For further information on how much tax MTVH has paid, please see our Annual Report.</p>	
17.3	DB Pension Scheme – responsible investment based on ESG criteria	Annual ESG reports by Trustees and Scheme managers	Complete	MTVH has taken control of the investment strategy of its Defined Benefits pension liability to better manage the risks and returns to the members of the Scheme. There is an approved Statement of Investment Principles developed by the Trustees with input from MTVH against which investment performance is measured. The key is ensuring alignment to MTVH and wider market ESG criteria, with regular updates on ESG performance, and a failure to demonstrate alignment could potentially result in the termination of the investment manager arrangement.	

# New Targets for 2022/23

## Effective Financial Management & Governance

Focus Area	#	Action/Target	Metric	Target Date
Embrace ESG Reporting	15.5	<b>Improve our Ritterwald Sustainable Housing Accreditation</b> so that we are “frontrunner” across the Environmental, Social and Governance criteria.	“Frontrunner” in in the Environmental, Social and Governance Criteria	October 2022

### Highlight: **Contributing to the debate and consultation on the future of social housing**



As we begin our second year as chair of the G15 - we will continue to be a voice for social housing.

MTVH CEO, Geeta Nanda gave evidence at the Levelling Up, Housing and Communities Select committee on building safety and remediation costs.

We co-signed a letter calling for legislation to bring in effective social housing regulation to drive up standards and ensure residents' voices were being heard.

We developed the G15's submission to the national spending review – calling for the government to prepare for the challenge of achieving net-zero carbon by turbocharging decarbonisation in social housing.

MTVH continues to lead on a range of issues, engage with a wide range of stakeholders and respond to consultations that will ultimately shape the reform of social housing and the lives of our residents.

# Inclusion

## #theMTVHway

Data monitoring  
and analytics



Community  
investment and  
resident support



Inclusive  
development



Colleague  
Networks and  
Allyship



Here at Metropolitan Thames Valley Housing we want to capture the value that difference brings and are committed to promoting equality, diversity and inclusion. We work collaboratively 'Serving people better every day' to educate, support and develop all of our diverse colleagues and the communities that we serve.

We want every colleague and every resident to feel comfortable enough to be their true self and are working tirelessly to create an environment that encourages our colleagues to challenge non-inclusive behaviours and to be mindful of their own and other's wellbeing.

The next step on our journey is for us to be recognised as a truly diverse and inclusive employer, by our colleagues, residents and prospective candidates. Our inclusion strategy is about creating an environment where employees share a sense of belonging, mutual respect, and support from others so they can do their best work. We want people to feel they can be themselves at work, and valued for who they are.

Inclusion at MTVH is about creating an environment where colleagues share a sense of belonging, mutual respect, and support from others so they can be their best selves and do their best work. Inclusion is supported by our strategic aims of Dare, Care and Collaborate we will use every opportunity to put these principles into practice:

- Give our people the tools to make D&I part of their day-to-day work
- Meet the varied needs of our residents and build on our reputation for D&I
- Create an environment where individuality is valued and everyone is encouraged to embrace it
- Recruit and develop the best people for each role from the widest possible pool of talent
- Use our influence to promote diversity throughout the supply chain and within local communities
- Gather clear and robust data to measure our D&I progress.

Colleague  
Lifecycle



Awareness raising  
and engagement



Supply chain

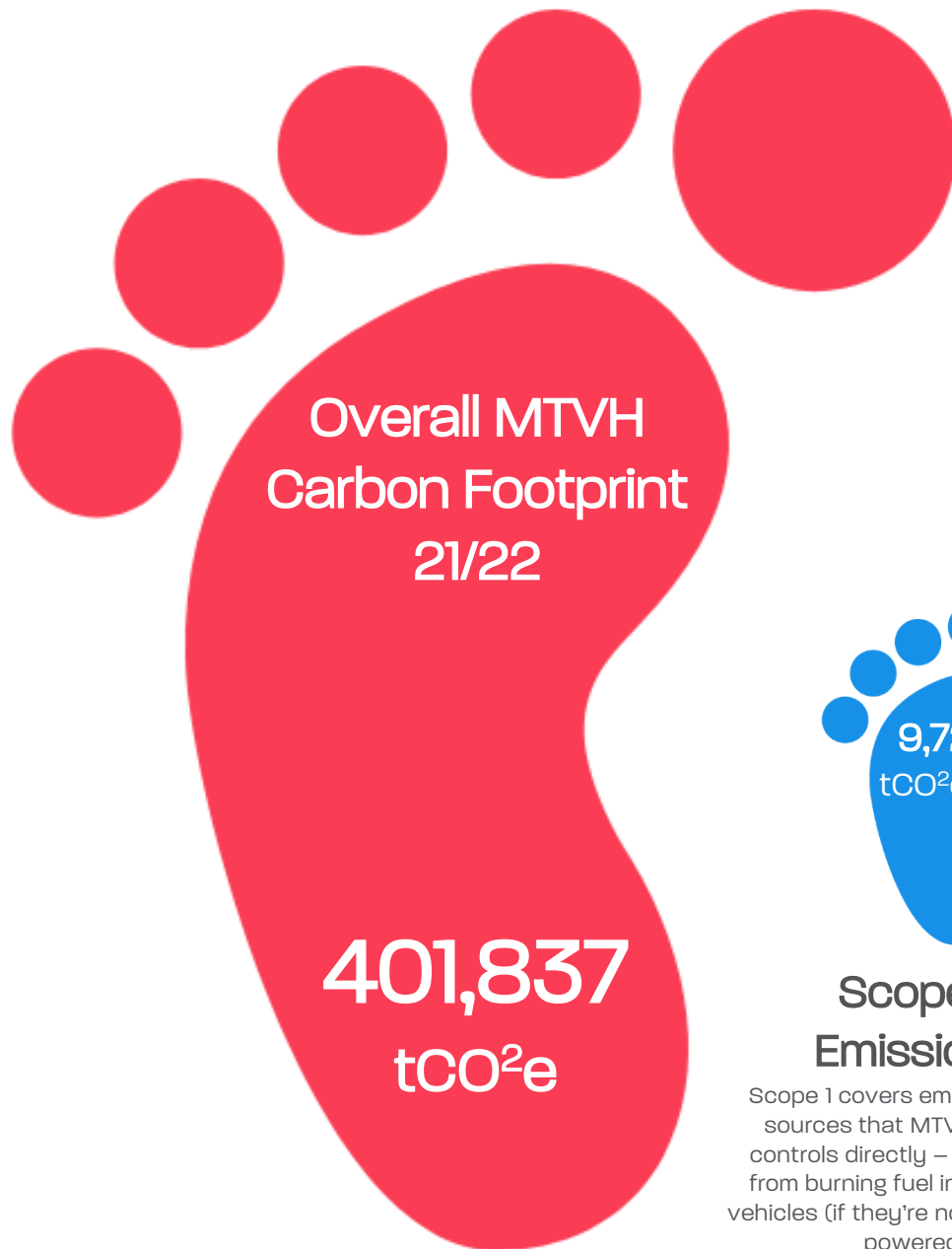


Inclusive policies  
and benefits





# Our Carbon Footprint 2021/22



## Scope 1 Emissions

Scope 1 covers emissions from sources that MTVH owns or controls directly – for example from burning fuel in our fleet of vehicles (if they're not electrically-powered)



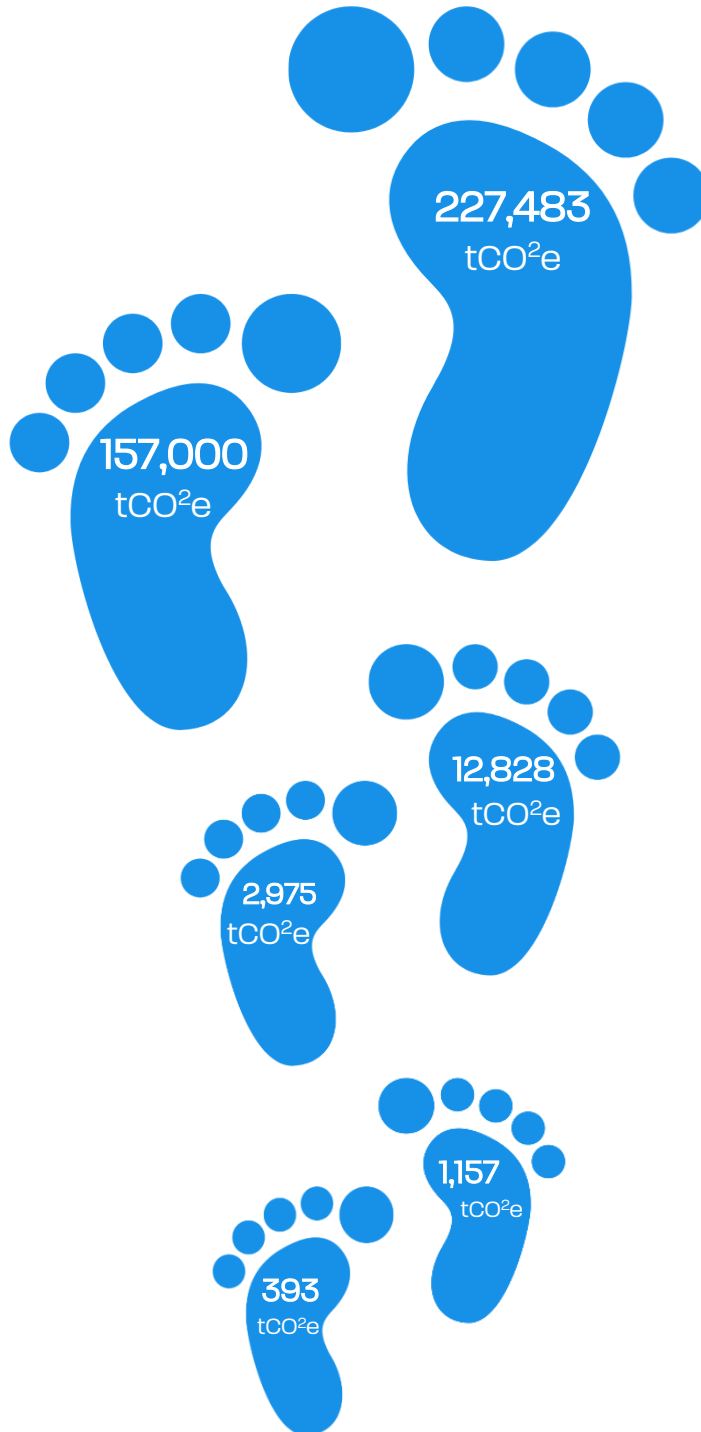
## Scope 2 Emissions

Scope 2 are emissions that MTVH causes indirectly when the energy it purchases and uses is produced. For example, for our offices - the emissions produced from the generation of the electricity would fall into this category.



## Scope 3 Emissions

Scope 3 encompasses emissions that are **not** produced by MTVH, but by those that it's indirectly responsible for, up and down its value chain. An example of this is the emissions from our tenanted properties, and the emissions caused through our supply chain.



## Properties

(39%)

The emissions generated at our directly managed stock. MTVH has approximately 38,000 directly managed homes.

## Staff Commuting

(0.7%)

The emissions generated by staff commuting from their home to their place of work. This is estimated using Greenhouse Gas Protocol averages.

## Offices

(0.1%)

These are the emissions generated from the direct gas and electricity supplies to our offices. *Not including service charged energy and waste.*

## Supply Chain

(56.6%)

The total emissions generated through our supply chain of goods and services including the construction of our new homes.

## Communal Energy

(3.2%)

Emissions from our landlords' energy supplies and communal/district heat networks.

## Business Travel

(0.3%)

Includes emissions from our Networks vehicles, grey fleet (personal vehicles for business use), public transport and hotel use.



**MTVH**