Places for discovery

getliving

ESG REPORT 2023

Get Living PLC

contents

This report

The Get Living ESG Report 2023 covers the reporting period from 1 January 2023 to 31 December 2023. The data shared in section five relates to the Get Living PLC Group, as does the narrative throughout sections one, two and three. For the sake of simplicity, and to reflect our current data reporting boundaries, this report does not focus on development delivered by our limited liability partnership structures.

SECTION ONE

Overview

CEO statement

“ESG strategy is now imperative to asset value, lower operating costs and ultimately accessing the equity and debt capital required to finance opportunities.”

Whilst we have recognised the value of ESG since the curation of our first neighbourhood at East Village in 2013, recent years have seen us focus on the need for a strong, embedded governance model as literacy around environmental and social impact has exponentially grown. No longer a side story for an organisation, an ESG strategy is now imperative to asset value, lower operating costs and ultimately accessing the equity and debt capital required to finance opportunities.

An imperative to asset value

In competing for the scale of capital we seek, sourced from long term, global institutions which themselves operate to the highest standards of responsibility, we must commensurately set ourselves high expectations. By doing so we offer an investor proposition that provides resilience, stability and growth, recognising that we in turn stand as custodians of the pensions for millions of key workers across the UK, Europe, North America and Australia.

We similarly need a best-in-class resident proposition to optimise customer loyalty, advocacy and revenue, in which ESG will play an increasingly important role, not least because progress relies on both residents and Get Living as owners and operators to work in alignment. It is our obligation to inspire and encourage residents to participate and play their part in a joint purpose.

Responding to a higher regulatory need

With growing regulation affecting the finance sector, our strategic ESG response needs to reflect European and Global drivers, including the Sustainable Finance Directive and the Corporate Sustainability Reporting Directive (CSRD). Both are guided by the EU Taxonomy and they are changing the way both equity and debt investors consider the ESG performance of any proposal. Whilst we face minimal legal obligation around ESG disclosure, it is important our reporting and approach operates at the same level as our investors. Our ESG team hosts a quarterly roundtable with specialists from each of our investors, which enables us to not only stay ahead of growing disclosures requirements, but also to identify and lean into areas in which we could excel or position ourselves as a leader.

As a business, we are at a significant point of inflexion. After a decade of elevated development activity, we will hold a portfolio of predominantly income generating and stabilised operational assets, growing from 3,918 homes across three neighbourhoods to 6,246 homes across seven neighbourhoods by the end of 2026. Two aspects are key now to our ESG journey in the next few decades. First is our ability to design and deliver high functioning efficient buildings whenever we are adding to the stock. For example, two of our new launch neighbourhoods are already 100% electrified, utilising low carbon air source heat pumps. Second, of our ability to continuously improve the performance of our already operating assets.

Our decarbonisation pathway

We are committed to becoming Net Zero for scope 1, 2 and 3 emissions by 2050, and in 2023, we have taken great strides towards understanding the route to decarbonisation. We have re-baselined our footprint with 2022 data to an updated and much cleaner basis of reporting, and we have undertaken a CRREM pathway analysis with Arup, plotting the do-nothing scenario against various intervention pathways. Our focus now is on taking those scenarios and creating asset specific strategies that will look to align decarbonisation with planned maintenance and further revenue driving opportunities. We are also committed to assessing our asset performance and management approach against BREEAM In-Use and ISO 14001, in order to provide us with clear sight of where we could improve and clarity around how we execute.

7,200

We will have 7,200 residents in our homes this year

ESG as a customer proposition

As well as the imperative to deliver safe and strong financial returns for our investors, we are proud to be in a position where we can offer people the opportunity to create the life they want. At a time when people are demanding a new, fairer way to rent and live, we are in the leading position to deliver it. Our proposition is founded on three pillars of choice, discovery and togetherness, underpinned by best-in-class service. We offer a choice of homes, multi-use spaces and amenity in a variety of locations. Our neighbourhoods empower people to explore and discover places and cities and build the lifestyle that's right for them. Finally, these are places in which everyone can build connections as part of a vibrant community, fostering connections and friendships. And this all adds up to one word, belonging.

We will have 7,200 residents living in our homes this year. They represent an increasingly broad demographic of age, background, employment, nationality and earning level. That trend of a wider audience of residents will continue. We have a remarkable platform from which to support positive social value. In 2023 we set out our new ESG Strategic Framework, which we share on p. 10-11. The framework reflects our drive to deliver social value, with a focus on our material socio-economic impacts.

Biodiversity has long been considered part of the 'E' in ESG but we recognise the social value of taking action to respond to the ecological crisis. We also believe nature-based offerings will bring our residents health and wellbeing benefits and offer an additional reason why people might chose to live in a Get Living neighbourhood over another. As such, promoting nature and sustainable behaviour has been set as one of our four material impact areas for social value, and enhancing biodiversity has been positioned as a dual priority for our environmental work alongside reducing carbon emissions.

Our other social value areas include supporting skills, enterprise and employment, health and wellbeing, and celebrating arts and culture. The latter is particularly important in our drive to create great places for people to live, work and play, and our ESG objectives are closely aligned with our placemaking agenda. We are excited to be working with one of our community partners, D-Lab, and a number of well known voices in Biophilia and Regenerative Design to bring a new and inspiring conference to East Village this summer. We'll host over 50 designers, development managers and those working in bringing spaces to life, for a unique day focused on designing with nature. Through presentations, debates, virtual design and sharing of experience, we hope to build both skills and passion in those who will be decision makers over the next few decades, influencing the built environment for generations to come.

Looking ahead

As we look to the coming years it is important we maintain the pace around ESG that we have set out in our five year plan. Ambitious and challenging, the agenda we have outlined includes targets that are not possible to deliver alone; stakeholder engagement with our investors, our community partners, our retailers and our residents will be vital. Setting out asset specific decarbonisation plans that align with our science-based reduction targets and lead us to Net Zero will require our operational and estate strategy teams to work together closely to set out a viable plan that considers not just emissions but revenue, resident experience and more. Our scope 3 carbon emissions, our waste footprint and our water use are primarily driven by our resident behaviour, so we are beginning to map out how we build the customer proposition around ESG activity, in order that our residents become passionate about what we are trying to do and become an active participant in our social value and environmental goals.

Climate change is the challenge of our generation; the stakes could not be higher and everyone, whether persuaded or unconvinced, is impacted. But every challenge is also an opportunity. For those individuals, teams and organisations willing to be bold, seize the initiative and take the lead on action, there will be due recognition and reward. Get Living intends to play its part.

Rick de Blaby
CEO

Portfolio Overview

OPERATIONAL NEIGHBOURHOODS

Operational homes across three neighbourhoods

3,918

2,445 Stratford, London

821 Salford, Manchester

652 Elephant and Castle, London

WITH TWO MORE COMING:

485 Elephant and Castle Town Centre
649 Lewisham

COMMERCIAL SPACE

90 retail spaces, covering 211,000 square feet of space

TOTAL PORTFOLIO VALUE

£2.55bn

COO statement

2023 has been an important year for ESG at Get Living. We set out our ambitious new strategic ESG framework and a five-year plan that recognises ESG is fundamental to our proposition both as an investment and a place to live.

From an operational perspective we have made great strides in our management of ESG data, re-baselining for energy, water and waste, and undertaking CRREM analysis to inform a science-based pathway to Net Zero. Our asset specific ESG plans are well underway and will drive the agenda forwards over the coming years.

We have brought in significant experience with a new ESG Director and ESG Asset Lead, who bring vast experience, passion and pace, which is having a demonstrable impact on the rest of the business. ESG knowledge sessions have been delivered with the Executive Team, ESG Committee and Operations, and all staff sessions held to share our ESG narrative, all of which have helped to build the capacity and pace needed to deliver our ambitious but exciting ESG agenda.

Ailish Christian-West
COO

Meet the Team

Donna McKitterick-Everest
ESG Director

Donna is driving an ambitious and relevant ESG framework that takes a more holistic view of how we develop and manage our places, whilst understanding how we can use the platform we have to drive sustainable change across our resident base.

John Inglis
Head of Net Zero

John is leading our response to climate change, and heads up our journey to Net Zero. He is progressing our data management, improving our disclosures and tracking our decarbonisation journey.

Richa Jindal
ESG Asset Lead

Richa brings with her experience in the setting out and delivery of asset strategies and has helped to set out asset specific ESG plans in 2024, which include the delivery of large-scale decarbonisation works and social value targets.

Angelica Bottelli
ESG Data Analyst

Angelica has helped to drive up coverage and data quality in 2023, as well as moving us forwards in our collation of social value data.

At a glance

Here we share some highlights from 2023...

Carbon, water and waste footprint re-baselined using 2022 data

Deep Retrofit study completed on an Olympic Plot Building, exploring options for decarbonisation

Heat network optimisation studies completed at Elephant and Castle, and New Maker Yards

Carbon Risk Real Estate Monitor (CRREM)

CRREM analysis completed for all operational sites*

*as of 2023

CRREM

74%

Lighting upgrade works deliver 74% reduction in landlord energy use*

*For plot No 1 at East Village

Place based needs tool created in partnership with The Good Economy

The tool helps us to better understand social demographics and areas of need for the neighbourhoods in which we are located, so we can shape our social value work in response.

Supporting skills and employment

In June 2023 we hosted a careers fair at our Elephant and Castle neighbourhood where we offered youth and locals the chance to explore diverse career and further education opportunities with a wide array of employers and educational institutions, including Just IT, Prefort Consult, LCC University, Southwark Works, Multiplex, and Drama Studio London.

> **"We were proud to run our localised Inspiring Communities Fund at our New Maker Yards and East Village neighbourhoods, with eight organisations receiving the fund and an estimated 2,000 local people benefiting from the projects supported."**
>
> **Anna Whitton**
> Director of Corporate Affairs

Focusing on material social value impacts

We have set out key impact areas for our social value work. These will help us to focus our programming and partnerships across the portfolio to deliver greater impact.

Arts and culture

Nature and sustainable behaviours

Health and wellbeing

Skills, enterprise and employment

100%

Asset Specific ESG plans created for 100% of operational assets

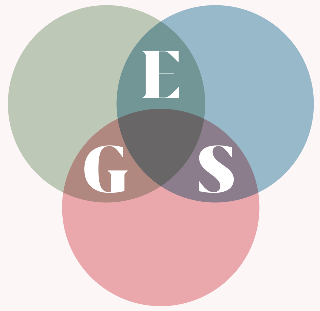
BREEAM In-Use underway at New Maker Yards

BREEAM®

ISO14001 alignment assessment undertaken at East Village

The assessment gave us a better understanding of the steps we need to take to align our neighbourhood management approach with ISO 14001, and is feeding into our Asset Specific ESG Plans.

ESG strategic framework launched, with associated objectives, five year goals and targets for 2024-2025



SEE MORE PGS. 10-13

ESG strategic framework

To preserve and grow value of real estate assets and meet expectations of customers, capital providers, colleagues and the communities in which we invest, a proactive ESG response is essential. Managing climate risks and transitioning to more sustainable operational and development ways of working is now an asset management imperative.

Our Response

We have set six strategic objectives to guide our direction of travel over the next five years. These form the foundation of a five-year plan with extensive targets across each area. Overleaf we share a set of headline targets.

As long-term owners of residential neighbourhoods, we have the potential to influence not just the built environment but the social dynamics and behaviours of our communities. Shaping the homes in which people live, the way they travel, work, shop and play, gives Get Living a platform from which to drive the changes needed in the face of climate and ecological disaster.

We are presenting an approach that places ecological response alongside carbon emission management as a dual priority, and intrinsically linking our environmental activities with the social value we deliver.

Protecting and Enhancing our Environment

Employ whole-life impact considerations to improve the performance of our existing neighbourhoods, and to futureproof new developments

- Demonstrable downward trends in energy use, emissions intensity, water intensity and waste to landfill
- Improved benchmarking and ratings for both development and operational assets
- Neighbourhoods built to last, founded on strong sustainability credentials and continuously improving through retrofits and refreshes
- Residents and tenants who are connected with our ESG agenda, and taking action to live more sustainably

Protect and enhance biodiversity both in our neighbourhoods and remotely, promoting a connection to nature

- Biodiversity net gain and urban greening we can communicate to stakeholders
- Water management that helps us to manage growing water scarcity and protect water courses
- Public realm designed for both people and nature
- Residents and tenants who have an increased connection to nature and partnerships that enable them to take action to enhance biodiversity

Delivering Positive Socio-economic Benefits

Celebrating the individual personality of our places, and embracing the locality, to evoke a strong sense of place for our residents, locals and visitors

- Activated amenity spaces that inspire activity and support the health and wellbeing of our residents
- Increased access to urban nature for residents and local people
- Recognised for having safe, welcoming and accessible spaces
- Places that celebrate and support access to arts and culture

Optimise the local socio-economic benefits of our developments and operations

- Focus on material impact areas, delivering greater impact
- An understanding of local need and a social value programme that responds to these
- Stronger, longer lasting charity and local partnerships that leave a lasting impact on their ability to deliver against local need
- Programme of activities and enlivenment at each neighbourhood that deliver local socio-economic benefits

Progressive Governance

Cultivate an internal culture and skill base that supports a progressive and determined approach to delivering positive social and environmental changes

- Clear targets and data management systems that monitor performance effectively, enable constructive feedback, and acknowledge achievements
- Enhanced skills and motivation of our colleagues, empowering them to effectively deliver our ESG ambitions
- Active engagement in ESG initiatives across different roles through working groups and role specific objectives

Shape and deliver responsible and accountable ESG governance practices as an operator and developer

- Understanding of our stakeholders and value chain, with strong relationships essential for advancing our ESG goals
- Reporting and disclosures that respond to the regulatory environment of our investors
- Improved data quality through automation, monitoring systems and assurance
- Risk and opportunity management that positions us strongly when responding to risk related frameworks including TCFD and TNFD

Our ESG goals and targets

Under our six key ESG objectives we have set goals for 2029 and aligned targets to be achieved by the end of 2025. Here we share headline targets for the years 2024 and 2025.

We have three key types of target, signified by the icons below:

Outcome based

These targets identify key outcomes we want to have achieved by a given date, such as an approved strategy ●

Data based

These targets are data based, such as reductions in energy use, or increase in % green energy ■

Activity based

These targets outline activity that will be completed during the period ▲

CRREM aligned pathways for 100% of assets by 2025

Headline targets for 2024 and 2025

Culture & capacity

- ● 100% of all direct Get Living (GL) employees to have undertaken ESG at GL training and 100% of all new employees (after induction period) to undertake Ecology and Climate training
- ▲ ESG Committee and Board to undergo climate, ecology and disclosures training

Reporting & benchmarks

- ● Publish ESG report covering 01/01/24 – 31/12/24 that aligns with core GRI standards and identified material topics
- ■ Demonstrate continuous improvement against GRESB scoring

Governance & risk

- ● 100% of assets to have an asset specific ESG plan with 2024/25 targets
- ▲ Integrate ESG risk management into enterprise risk with quarterly risk monitoring and annual risk mapping

Development, fit-out and refurbishment

- ● BREEAM excellent on all landlord area fit-out, refurbishments and extensions
- ● Get Living Development standards (2023) met for any on-site development led by GL
- ● BREEAM In-Use rating understood for 100% of operational assets (subject to meeting minimum occupancy levels)

Carbon

- ● CRREM aligned pathways for 100% of assets
- ● Scope 3 decarbonisation approach (including B2C communications) agreed at Executive team level
- ■ Like-for-like carbon intensity reduction and energy use reduction targets for 2025 and 2030 (to be set)

Biodiversity

- ● Taskforce for Nature-related Disclosures analysis completed to understand position, including biodiversity baseline across all sites
- ▲ Develop and agree biodiversity gain plans for all operational assets

Waste & water

- ● Draft 5-year waste strategy prepared and agreed for portfolio
- ● Reuse channels established or increased in % for at least one development or remediation material, and two operational waste streams

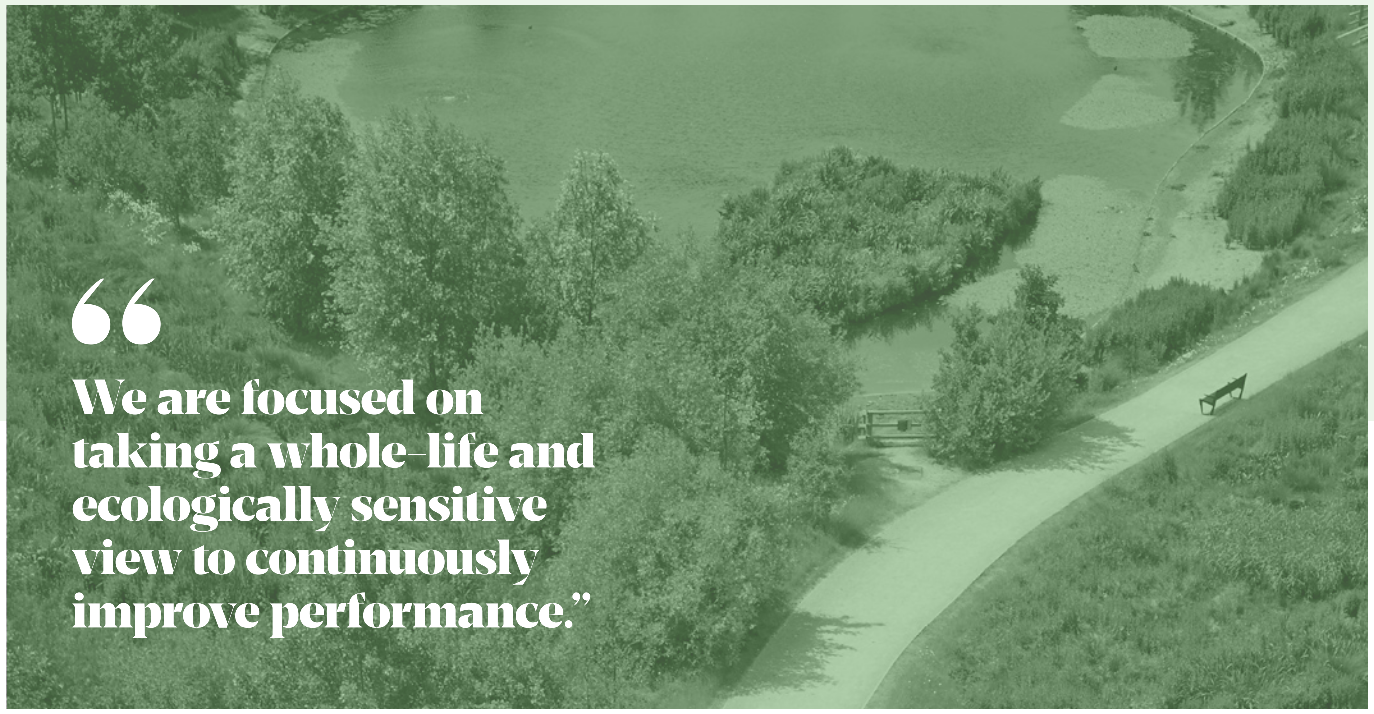
Social & place

- ● Run our local bursary across 100% of operational assets and link colleague volunteering to our recipient organisations
- ● Social Value targets set for 100% of operational assets
- ● Role specific Modern Slavery training for 100% of colleagues
- ▲ Integrate ESG focused placemaking principles into place plans for each operational asset

SECTION TWO

Environment

Protecting and enhancing our environment



> “We are focused on taking a whole-life and ecologically sensitive view to continuously improve performance.”

Our approach is guided by our ESG framework, with deliverables targeted through annual, medium and long-term targets, both at a Group level and an asset-specific level. We are focused on taking a whole-life and ecologically sensitive view to continuously improve the environmental performance of our operational neighbourhoods; to future-proof new developments, and to protect and enhance biodiversity on and off-site.

Our approach

Ensuring our operations run efficiently requires us to continuously evolve our approach to environmental management, improving our carbon intensity, energy use, water consumption, waste and recycling levels.

Our five-year plan also positions biodiversity as a priority area and brings in biodiversity based metrics. We recognise we have a responsibility to respond to the ecological crisis, and we believe our residents will value being part of a network of neighbourhoods that facilitate a connection to nature and invest in enhancing the biodiversity value of our spaces.

We are working hard to set out asset specific decarbonisation plans, using science-based targets to guide our pathway to Net Zero. We will bring energy use and emissions down through a combination of efficiency, electrification and a move to renewable sources.

Our residents and future potential residents identify our ESG approach as an important part of the overall proposition we present to them for their home. Our work on reducing energy levels, especially in relation to our heat networks, offers potential benefits to our tenants in their own utility bills. Plus, we’ll be seeking to drive down these primarily resident driven scope 3 emissions through engagement campaigns.

Resident engagement will also be key to driving down waste across our sites, with the majority of waste generated by those living with us. We have set targets to identify at least two operational waste streams and to either identify a recycling or reuse route or to increase the current percentage to these disposal routes.

We are exploring ways we can manage water use down across our sites, starting initially with those that tackle hot water, as this enables us to present the most impactful change.

We also recognise our role in protecting and potentially enhancing water courses on or near our neighbourhoods, especially the wetlands in East Village, Stratford. These water bodies will be considered as part of our wider biodiversity drive as we invest in setting our baseline across our operational sites, with subsequent action plans. Again, we will look for ways to engage our residents in our biodiversity work, as we believe this offers a great platform from which to share our ESG agenda and drive sustainable behaviours.

Material Areas

CO_2

Tracking a science based pathway to Net Zero through efficiency, electrification, energy sourcing and resident demand management campaigns

Prioritising biodiversity through a proactive response to the Taskforce for Nature-related Financial Disclosures (TNFD), with baselining and asset action plans

Focusing on the waste hierarchy with a view to reducing overall waste production levels and increasing the % that is recycled or reused

PATHWAY TO NET ZERO

In 2022 we shared a statement of intent to be a Net Zero business by 2050. In 2023 we began further work to detail out how we will achieve that goal, and to determine key steps and interim science-based targets along the way. Here we share our current pathway to Net Zero.

Our work over the next couple of years will set a more detailed course to Net Zero, with both portfolio and asset specific intervention plans laid out. Science-based targets will guide our journey, with delivery against them ensuring we can track below our CRREM pathway. We intend to focus on driving down energy use, resulting in reduced carbon emissions. Only when we are clearly below our CRREM pathway, and we feel we are dealing with residual emissions, will we consider the role of offsets in achieving a Net Zero position.

Carbon emission intensity -50%

GHG emissions intensity -90%

Energy Use Intensity -24%

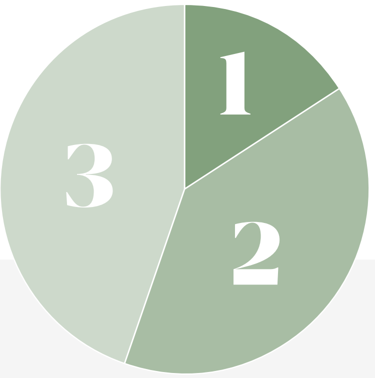
Energy Use Intensity -39%

2022

Baseline established

2023 Absolute emissions (tCO_2e) for Get Living operational portfolio[1]

	tCO_2e
Scope 1	**1,278**
Scope 2	**3,134**
Scope 3	**3,539**



2023

CRREM pathway analysis completed for 100% of operational sites[2]

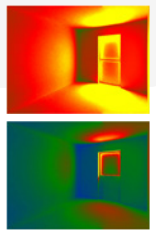
Baseline CRREM analysis completed:
- Do nothing scenario and stranding risk understood
- Three potential pathways plotted
- Interventions identified

Interim science based targets established for 2030 and 2040

New ESG data platform and automation strategy launched in 2023

Lighting replacement pilot completed on NO1 at East Village, reducing landlord energy by 79%

Heat network decarbonisation studies undertaken for Elephant and Castle and New Maker Yards



Deep Retrofit Study completed at East Village, exploring retrofit options for our Olympic plots

2024

Asset specific decarbonisation plans for each operational asset

Create asset specific decarbonisation plans

New tenant fit out guide and enhanced ESG lease clauses rolled out to all operational sites

On-site renewables feasibility study completed including a view of how PV capacity will be affected by electrification plant

Lighting replacement works roll out across East Village, New Maker Yards and Elephant Central assets

2025

ESG data strategy delivered

Quick win efficiency works undertaken with secondary and tertiary heat network interventions at Elephant Central and New Maker Yards

Implementation of efficiency measures deliverable through maintenance programmes

2030

Achieve science based targets for 2030 to keep us on CRREM aligned track

New five-year plan with absolute and like-for-like energy and carbon intensity targets to prepare us for electrification

Focus on reducing scope 3 emission through resident engagement and demand management tools

Set out electrification plan for the portfolio

2040

Electrification to help us meet 2040 intensity targets

After a period of efficiency focused works, we anticipate a period of electrification across our older assets

2050

Operating as Net Zero for scope 1, 2 and 3

> **"Science based targets will guide our journey, with delivery against them ensuring we can track below our CRREM pathway."**
>
> John Inglis, Head of Net Zero

[1] REIT portfolio
[2] As of 2023

MANAGING DOWN ENERGY USE AND CARBON EMISSIONS

Attitudes towards energy consumption and the resulting carbon emissions continue to dominate the environmental management space. Investors are committing to align with the Glasgow Financial Alliance for Net Zero and facing growing expectation to both understand and manage down the impacts of their investments under the Sustainable Finance Directive, with enhanced need to disclose these due to Corporate Sustainability Reporting Directive and the associated EU taxonomy. Governments are cascading their commitments under the Paris Climate Agreements across all levels of statute, and consumers are questioning volatile energy bills and our continued dependence on fossil fuels.

Accounting for climate

We are using the Carbon Risk Real Estate Monitor (CRREM) as a tool to account for and manage our decarbonisation plans. Ensuring we have plans aligned to a 1.5°C pathway, delivered through iterative improvements in energy efficiency of our buildings, electrification, and a transition to renewable fuels, will maintain our position as a strong investment.

MORE ON CRREM

CRREM looks at the total energy consumed within a building to plot its Energy Use Intensity (EUI) or efficiency per square metre. Energy consumption is then multiplied by a carbon factor for each type of energy, to calculate the associated carbon emissions.

A CRREM aligned pathway shows how buildings' energy use intensity and carbon intensity should decline over time to align with the Paris Climate Agreement of 1.5°C change. If a building's intensities sit above the line, the asset is considered a 'stranded asset' that requires investment to bring it back into line.

We have carried out CRREM pathway analysis on a plot by plot basis for the whole operational portfolio and identified potential interventions that are needed to keep us tracking the 1.5°C pathway. We are also investigating 'deep retrofit' measures for a typical Olympic Plot in East Village. The study provides us with further detail on some of the physical interventions that are possible, and enable us to see how these could be tackled by the business.

Both studies have identified the heating of homes and delivery of hot water from district heat networks as the major area for improvement. We will prioritise reducing heat losses between the energy centres and the end users, whilst seeking to reduce impacts from the energy centres themselves where we have the ability to do so. Feasibility studies to decarbonise our energy centres at New Maker Yards and Elephant and Castle have been completed in 2023, and we are setting out plans for interventions over the coming few years.

The CRREM analysis has helped us to set out our pathway to Net Zero.

Towards specific energy insights

We are building an ESG Data Platform that will automate the ingestion and processing of energy consumption data. We want to build a platform that goes beyond tick-box reporting to give building users the tools to manage their energy consumption and bills.

We have developed a metering strategy that seeks to provide timely, granular and accurate energy consumption data that will drive meaningful engagement with our decarbonisation plans.

Historically, property companies have relied on manual and/or aggregated meter readings that can only tell us what happened last quarter (or last year) but can't tell us where, or be investigated to find out why. However, granular, near-real time data is already automated for use by utility companies and heat network operators. We intend to leverage existing billing hardware and processes to better understand consumption of electricity, gas, water and district heating.

Unlocking access to building and apartment specific utility data will allow us to go beyond passively reporting on past performance and allow us to build a common awareness of energy efficiency as a Key Performance Indicator. Building managers will be able to identify excessive readings which could indicate a fault. We will explore how we can use this to engage with residents around efficiencies.

Managing climate risk

Climate risks are managed through the governance structure shown on p. 30. We have made good strides in 2023 to further increase Board oversight of ESG, and to strengthen both our ESG Committee and engagement with investor ESG specialists. These stronger governance aspects will support our drive to manage climate risks, integrating them further with enterprise risk.

Whilst we are not required to report against the Taskforce for Climate-related Financial Disclosures (TCFD), we see value in aligning ourselves with the recommendations and have reported a light-touch overview of our response to each recommendation since 2022. We share the latest in section 4.

ENERGY AND CARBON CASE STUDIES

Reducing energy use through landlord lighting upgrades

In 2022 we identified landlord lighting in common parts of our buildings as a key area for immediate improvement, and developed detailed plans to replace lighting and improve lighting controls in common parts. The works are expected to reduce the electricity consumption of landlord lighting by 79% for 148 homes in East Village.

In 2023, we commenced on a pilot project on one plot at East Village to replace existing lighting with energy efficient LED light fittings and improve lighting controls in landlord controlled common parts and car park areas. The pilot project will complete in the early parts of 2024 and is estimated to deliver approximate energy savings of 96,352 kWh per annum, equating to a reduction in 74% of landlord lighting energy consumption.

Following on from the success of the pilot project, in 2024 we are planning to commence on lighting upgrades across all landlord controlled common areas at Get Living owned blocks and majority controlled undercrofts at East Village as well as the car parks at New Maker Yards and the first phase of Elephant Central.

By providing energy efficient LED lighting and an effective lighting control strategy, this will reduce energy being consumed at our operational sites and support with progressing Get Living's route to decarbonisation. Improvements to landlord lighting will further offer operational cost savings through reduced landlord energy costs, maintenance and replacement costs.

74%
reduction in landlord energy use
(a saving of 96,352 kWh per annum)

CRREM pathway analysis

We have worked with Arup to develop plot-level decarbonisation pathways for each of Get Living's operational assets, plus three development sites, using the Carbon Risk Real Estate Monitor (CRREM).

The project team examined historic energy consumption data for entire plots in East Village, Elephant Central and New Maker Yards. Plus, predictive models for energy consumption in Lewisham, and a recent planning permission for East Village Plot N16, to establish each location's energy use intensity (EUI) and carbon intensity.

Arup then outlined potential physical changes that could be made to the buildings themselves and to both systems and goods inside the building, that would enable us to track EUI and carbon intensity against reference CRREM pathways for each of our building archetypes.

The efficiency of heat networks and their continued reliance on natural gas was identified as a clear opportunity to make big improvements to our environmental performance. Arup proposed a broad set of efficiency measures, ranging from re-lagging pipework, to updates to Building Management Systems, and introducing wastewater heat recovery to shower trays. These efficiency measures would reduce the demand for energy (and EUI), preparing us for a future transition from natural gas to renewable energy powered heat pumps.

The pathways will be essential in developing asset-specific decarbonisation action plans, that align with the Paris Climate commitment to keep global warming well below 2°C. Implementing the CRREM pathways will also ensure that the portfolio minimises stranding, which is a principal transition risk for real estate.

> **"The efficiency of heat networks was identified as a clear opportunity to make big improvements to our environmental performance."**

WATER AND WASTE

Operational water and waste, and the use of resources by our residents, both need to be considered in our approach. As well as looking at our own landlord use of water and how we manage both the sourcing, reuse and disposal of our resources, it is clear we have a role to play in identifying and supporting ways for our residents to adopt efficient behaviours. A fundamental element will be engagement across our operational teams, with our commercial tenants, with our residents and with local authorities. We will need to tackle different parts of the resource use journey, from more efficient showers, through to better bins that support easier recycling, and the adoption of more considered, sustainable behaviours.

Managing water scarcity risks

Both increasing water demand in densely populated urban areas, and extended drought periods due to climate change have the potential to compromise water supply and interrupt both business continuity and the way we use water in our homes. In 2023 our climate scenario analysis identified water scarcity as a key risk geographically for our south east assets.

Our landlord water use, which is used primarily in the irrigation and cleaning of the public realm, and in maintaining our communal spaces needs to be managed down. We also have a platform from which to engage with residents, both commercial and residential, on how they can use water more responsibly.

Water demand management aspects were designed into East Village, with rainwater collection systems in place that facilitate irrigation with non-potable water. But even here, where systems are in place, we are seeing the consequences of drought in a very visible way, with the wetland water levels dropping significantly in our dryest months.

Building a clear water management strategy across our sites is key and we will be working with our managing agents Savills to develop asset specific water plans in 2024. We will also be bringing water courses into our biodiversity review.

Driving down demand

We have begun to identify opportunities for change, and some projects are underway to address water usage, these include rainwater collection systems for irrigation supply at New Maker Yards in Manchester, and proposed changes to apartment 'refreshes' being made. The latter will set out standards for new fixtures and white goods around water use. We will prioritise reduction in hot water as this will deliver greater financial savings for our residents and reduce water use and emissions.

The need to collaborate to bring down waste levels

The management of waste at our assets is an interesting space. As we primarily provide residential apartments, the majority of our waste is managed by the local council and therefore we are subject to the council's approach to some degree. We do however track our waste levels and report on these annually as part of our voluntary non-financial disclosures.

For our retailer waste, we have had conversations with incoming retailers to our assets around waste management, in particular looking at how they remove single use plastics from their delivery models where possible, and beginning to map out what, if any, food waste schemes they participate in. It is important we understand what our retailers are exploring in this space to see how best to support.

For 2024, we will be reaching out to the relevant councils to see if we can work together to tackle waste. We know from resident feedback and input from our operational teams that bins are a barrier to positive waste behaviours across our assets, and these are primarily determined by the councils. We require a collaborative approach to make changes to each step of the waste journey for our residents. We are also aware that councils will likely move to collect and process food waste in the near future, as part of their own commitments to be Net Zero for operations. Food waste collection would require a solution on site and we want to be involved in any plans to bring this in so we can help to shape the best experience for our residents.

> **"Building a clear water management strategy across our sites is key and we will be working with our managing agents Savills to develop asset specific water plans in 2024."**

BIODIVERSITY

The ecological crisis demands a response and as a provider of neighbourhoods we have a duty to consider our role in both protecting and enhancing spaces to provide for both people and nature. We also have an opportunity to use our platform to promote nature friendly behaviours amongst those that live with us or operate in our neighbourhoods. Our ESG Strategic Framework places biodiversity as a dual priority alongside carbon emission reduction.

Growing expectation

The launch of the final Taskforce for Nature-related Financial Disclosures (TNFD) recommendations in 2023 marks a significant step in the drive to shift away from nature-negative outcomes towards nature-positive outcomes. Structured around four pillars and aligned with the Kunming-Montreal Global Biodiversity Framework, the recommendations provide a firm structure from which to explore our nature impacts and opportunities.

Whilst neither TNFD or it's climate sister – the Taskforce for Climate-related Financial Disclosures (TCFD) are mandatory for Get Living now, and unlikely to be for some time, we want to benefit from the recommendations as early as possible. To that end, we initially responded to the TCFD recommendations in 2022 and continue to use these to guide our approach to climate risk management. We have now set out similar plans for responding to the nature related disclosure recommendations early, with targets and plans for 2024/25 that will see us baseline our biodiversity value, and set nature action plans for our assets.

Water courses

We have a number of water bodies or courses on our sites, including the wetlands in East Village, Stratford and the canal at New Maker Yards, Manchester. We are including these in our biodiversity action planning process and will be looking for ways to work with local stakeholders to enhance these spaces further.

Planting

Our planting schemes across each neighbourhood have been informed by biodiversity guidance, with plant choices selected to try to offer value to pollinators. However, there is more we can do and our action plans will look to identify these opportunities and enable us to plan out a response to them. We are also seeking a way to engage with our residents through biodiversity groups.

Exceeding net gain requirements

We recognise the need to deliver mandatory net gain on any new development of our spaces. For any projects happening over the coming years we are looking to exceed any mandatory levels of net gain, using the opportunity to improve on our baseline and to engage our residents in a greener, more nature based offering in our amenity spaces.

CASE STUDIES

E20 Bees Project

As part of our biodiversity approach at East Village, we established the E20 Bee project. With hives on site, and four residents trained as beekeepers to check the health of the bees regularly. The honey produced on site is available through a couple of independent retailers on site.

Community planting at Castle Square, Elephant and Castle

In September 2023 during the annual Urban Elephant Festival, which we part sponsor with local stakeholders, eight local residents joined us to increase the biodiversity value of the planters in Castle Square. The objective was to introduce native and other beneficial plant species to support local wildlife, as well as provide learning opportunities about biodiversity, pollination, and the benefits of green spaces. A curated list of plants known for their pollination benefits and contribution to biodiversity was chosen including Rosemary Speedy, Sedum (Oreganun, Acre, Reflexum) and bulbs such as Bluebells, various types of Allium, Crocus Golden Yellow, Snowdrops Galanthus Woronowii, Miniature Iris Harmony and Anemone de Caen. The activity was a great opportunity for integrating cultural celebration with environmental stewardship.

Delivering social value

"As the provider of places where people live, work and play, we have a significant opportunity to deliver social value."

As long-term owners of residential neighbourhoods, we have the potential to influence not just the built environment but the social dynamics, behaviours and socio-economic status of the communities and locations in which we are located. Our Social objectives set out how we will deliver social value. They also underpin our placemaking work and how we interact with residents, communities and local stakeholders.

Our approach

As the provider of places where people live, work and play, we have a significant opportunity to deliver social value.

Our approach is underpinned by our ESG objectives and shaped to respond to local need whilst remaining focused on material impacts.

It is important that our approach to social value is clear and both our neighbourhood teams and local communities can understand those areas we prioritise. To facilitate this, in 2023 we set out four material impact areas for social value; these are shown to the right.

In order to reflect the community in which we are located, and respond to localised socio-economic need within these material areas, we worked with The Good Economy in 2023 to create a place-based needs assessment tool. The tool enables us to map key social-economic demographics around each of our assets and to use this to inform our programming. We also work with Action Funder to deliver a localised community fund. They actively seek out community partners local to our neighbourhoods who work in our material areas but with a very locally relevant angle. For example, in Manchester we supported a charity who focused on driving up skills amongst the homeless community.

We are keen to ensure we deliver impact through our work and have been actively working with partners to try to set out an improved way to understand this. With The Good Economy we identified a set of metrics that could enable us to present a clearer picture of impact both social and environmentally, as we believe the latter is also presenting social value. We are now looking at ways to integrate these metrics into operations. We are also committed to a piece of work with the Quality of Life Foundation and other Build to Rent (BtR) operators to explore how BtR does and can deliver great value socially.

Material impacts

We have identified the areas where we feel we can have a material impact focussing on our programming, partnerships and charitable activity both corporately and at a local level:

We will be promoting the preservation of nature and using this as a platform from which to influence sustainable behaviours

We want to connect people to skills, enterprise and employment opportunities created by or made more accessible by our neighbourhoods

We will focus on supporting the health and wellbeing of our residents and local communities

We want to create neighbourhoods with a sense of place, and celebrating arts and culture will be key to our approach

DELIVERING POSITIVE SOCIAL IMPACT

Ensuring we are locally relevant

For each of our material impact areas we take a local view through:

- **Place-based needs assessment tool** – developed with Good Economy, the tool presents a view of localised statistics around health, wellbeing, education and access to amenities.
- **Local stakeholder consultation** – we map and engage with local stakeholders to help us to access local voices and views.
- **Local drivers mapped i.e. cultural strategies, levelling up programmes** – our government stakeholder engagement enables us to understand key funding drivers locally, and to work in collaboration to deliver greater social value.

For each neighbourhood we have an ESG Asset plan; this is co-created with the neighbourhood team and includes community engagement activity, partnerships and social value programmes. The ESG Asset Plan sets targets for activity level and impact where possible.

Portfolio wide initiatives

Each neighbourhood has its own personality and set of localised needs to which we aim to respond. However, where its relevant, there is benefit to us taking programming that is successful in one neighbourhood and applying this to others. It enables us to:

- take successful activities to more people
- build on our own learning and brings neighbourhoods together to support each other
- invest more resource in the community partners we work with to deliver these programmes

A range of inputs

We invest in delivering social value in a number of ways:

SPACE

We offer both long-term and meanwhile space to community partners who can help us build a sense of place and support our material themes.

COMMUNITY FUNDS

Our local bursary is promoted through Action Funder, with recipients selected by our neighbourhood teams and residents. It enables us to support organisations who are responding to localised need.

PROGRAMMING AND ACTIVITIES

We fund local and crossportfolio programming, such as fitness classes, careers fayres, mental health clinics and art exhibitions across our neighbourhoods.

VOLUNTEERING

We support both physical and skills-based volunteering with both Give Back days at the corporate level, and by supporting team involvement with localised volunteering opportunities.

Looking ahead to 2025

Key social aspects to be worked on in 2024 include developing and applying an accessibility assessment to our neighbourhoods and identifying ways to further create safe and welcoming spaces for all. We are also keen to celebrate burgeoning enterprise and creative communities around our neighbourhoods and are directing our attention to activities where we can build skills and connect locals to employment and enterprise. We are pleased to be working with D-Lab to deliver the Co-Creation conference, uniquely focused on biophilia and how we design with nature. We will be part of the London Festival of Architecture and hope to drive up skills and empower young designers, planners and architects to embrace regenerative design.

SOCIAL VALUE CASE STUDIES

Supporting regenerative design skills

SPACE at our East Village Asset

Since 2019, we have provided space at our East Village Neighbourhood for D-Lab, a registered Community Interest Company (CIC) that is passionate about tackling the climate crisis through the promotion of regenerative design for the built environment.

They provide mentoring, training, and upskilling, as well as facilitating access to the latest design technology available to us such as VR, and 3D printing through their 'Open Access Maker Facility'.

D-Lab run a number of programmes hosted in the space provided, which include an Architectural Apprenticeship Accelerator, a three-year programme aimed at helping young people get into architecture via the apprenticeship route instead of the long and expensive university route, and their Creativity Clinic which matches people to local opportunities to develop their skills. Across London, 345 people, over half of whom are Newham based, have benefited from the space in 2023.

Local inspiring communities fund

LOCAL COMMUNITY BURSARY at all assets

Our local inspiring communities fund provides funding at an asset level to community organisations responding to local need. We work with Action Funder to ensure local providers know about the funds and get the chance to apply, with community stakeholders and our residents having a chance to vote. At Elephant and Castle we partner with the council and other local companies to deliver the Inspiring Elephant Fund. Since 2022 we have funded the Mental Fight Club initiative; this unique initiative operates at The Dragon Café in Elephant and Castle, providing a safe and creative space for an array of creative gatherings each Monday, catering to approximately 40 to 50 participants and spanning singing, dancing, poetry, creative writing, theatre, painting, and film screenings. In addition, the club also offers warm, comforting meals, contributing to a welcoming and hospitable atmosphere.

"I don't know what I would have done without Mental Fight Club, it's been a literal lifeline for me."

MENTAL FIGHT CLUB PARTICIPANT

Careers fair

PROGRAMMING AND ACTIVITIES at Elephant & Castle

On the 22nd of June 2023, the Elephant and Castle Town Centre Team hosted our first Careers Fair. Held in Castle Square, the event provided a free and dynamic platform for youth and locals to explore diverse career and further education opportunities. By facilitating direct interactions between attendees and a wide array of employers and educational institutions, including notable names like Just IT, Prefort Consult, LCC University, Southwark Works, Multiplex, and Drama Studio London, the fair aimed to bridge the gap between the aspirations of young job seekers and the realities of the professional world. Over 100 attendees benefited from valuable insights into various industries, and discovered educational pathways, marking an important step toward their future career and job opportunities.

SOCIAL VALUE CASE STUDIES

The Lab E20 at East Village

SPACE at our East Village asset

Since it first opened its doors in July 2021, The Lab E20, a partnership between Christopher Raeburn and Get Living, has become London's flagship creative hub for the circular economy, climate action and regeneration. 'Regenerative by Design' is The Lab E20's new flagship cultural programme celebrating London's cultural innovation and career pathways across fashion, design, creative-tech, architecture and the built environment.

Regenerative by Design has been crafted in support of the inclusive regeneration of Newham, bringing together the expertise in circular economy and ESG driven careers across the built environment, fashion, design and craft.

In 2023, we welcomed and broadened our cultural offer beyond the realm of design into performing arts with new partnerships including: Newham Youth Zone, Stratford East Singers, Living Song CIC and MD Brunch, who now provide regular workshops for local residents, students and the wider community to participate in. We also successfully piloted a new internship programme in partnership with the Crafts Council, where two local Young Craft Citizens were recruited to help curate and facilitate supporting community workshops for our What's In My Home? Exhibition, supported by Hole & Corner Magazine, Brodie Neill and Fashion Revolution. A highlight from this exhibition was the centrepiece – The Recycled Room by the year 10 students of The Stratford School, who designed, constructed and assembled their own installation, made from material waste from the RÆBURN Lab (Hackney)'s studio. This installation was photographed and featured as part of London Fashion Week's activations by the British Fashion Council.

"We're extremely proud of our continued collaboration with Get Living here in The Lab E20. Over the last two years we have successfully scaled the RÆBURN ethos of 'Craft, Creativity and Collaboration', which enables us to work with educators, investors, local residents and policy makers successfully to manifest our mission to transform the world through responsible design."

CHRISTOPHER RÆBURN,
CO-FOUNDER, Lab E20

As a venue partner for SHIFT, the LLDC and Mayor of London's initiative, we are an incubator for transforming the Olympic Park into London's first circular innovation district, The Lab E20 has continue to support many of the start-ups who have come through our space since we launched in 2021. In particular we're proud to have seen Loanhood partner with Ebay and Selfridges, having incubated and supported them here in The Lab E20 from inception.

In 2023 The Lab E20 also launched two further initiatives to support local enterprise with the Artist in Residence Programme providing free exhibition space and paid opportunities to a selection of local artists.

"The artists and I were delighted to have an opportunity to exhibit and share their practices with the local community through a range of creative workshops exploring the theme of nature and sustainability in this innovative space."

TRISHA MCCAULEY, PROGRAMMES MANAGER & CURATOR
AT THE HUMBLE GALLERY, ROSETTA ARTS (APRIL, 2023)

Celebrating arts and culture

SPACE at our East Village asset

We are partnered with Hyper Studios to provide space for local artists to showcase their work in our Stratford neighbourhood.

In 2023 nearly 300 artists were showcased through 103 events.

Nearly 10,000 visitors passed through the space, and the artwork was also shared through online media, introducing these artists to over 400,000 people.

INVESTING IN OUR COLLEAGUES

Our approach

Our commitment to Environmental, Social, and Governance (ESG) is intertwined with our dedication to investing in our employees. Our focus is on cultivating a supportive, safe, and collaborative work environment where they can thrive. We value talent attraction and retention, actively building diverse teams with relevant skills and expertise, with current representation from 29 countries.

"Our focus is on cultivating a supportive, safe, and collaborative work environment where employees can thrive."

Supporting health and wellbeing

In 2023, our efforts to promote wellbeing expanded, with initiatives such as extending private medical health cover to all staff.

Our health and wellbeing program continued to offer stress management sessions, mental health first aiders, healthy eating program and massage sessions.

"We are proud to support and foster an inclusive culture for our employees with disabilities, earning our recognition as a certified disability confident employer."

Investing in personal development

Our dedication to creating a supportive and inspiring environment for teams to realise their potential is demonstrated through our investment in development. We invest in our employees through training courses and talent development programs, specifically fostering the growth of aspiring female leaders through executive coaching. In 2023, we achieved a significant milestone, totalling 2,437 hours of training. Furthermore, our structured appraisal processes allow us to monitor employee performance and retain talent by actively seeking opportunities for individual growth.

2,437
hours of training in 2023

Internal communication

We understand the value of internal communication. Executive-led events become critical for fostering collaboration, enhancing business engagement, and facilitating top-down communication within the organisation, particularly in the aftermath of the pandemic. We prioritise gathering employee feedback through surveys and take action to address their concerns. We regularly conduct reviews to gain insights into the reception of our internal communications.

Looking ahead

We will undertake a review of our HR policies to ensure they are compliant with latest legislation.

As part of our 2024 financial wellness initiative, we will collaborate with our pension brokers to host workshops aimed at educating our employees about the importance of enrolling in pension schemes. We also plan to assess and identify wellness programs aimed towards fostering a healthy lifestyle for our employees.

We will be implementing role specific ESG and Modern Slavery training, and we intend to organise ESG workshops aimed at educating our employees about the significance of ESG and establishing individual ESG objectives.

SECTION FOUR

Governance

Progressive governance

> "Driving delivery of ESG through the business is key and in 2023 we began work to set out asset specific ESG plans."

Ensuring we have processes and policies in place to operate and develop in a way that reflects our ESG objectives is a fundamental part of our ESG work. We have made great strides in 2023 to progress our governance model and deliver responsible and accountable ESG governance practices as an operator and developer.

Our approach

Our approach to Governance is set out in our ESG strategic objective framework. Our five-year plan reflects these objectives and biennial targets have been set to be achieved by the end of 2025.

Driving delivery of ESG through the business is key and in 2023 we began work to set out asset specific ESG plans, looking at how our objectives will be delivered at a neighbourhood level. As well as setting social value and environmental targets for each asset, we have set out governance focused targets that drive us towards a strong environmental management system on site, informed by BREEAM In-Use (BIU) and ISO 14001.

Understanding our current position and setting science based targets was prioritised, and we are pleased to have completed a re-baselining with our 2022 data, and mapped out three potential pathways to Net Zero using CRREM. It is important for us to understand the true cost of the interventions needed, and to map these against finance, maintenance and development plans, and this will be a key focus throughout 2024 and 2025.

Building ESG capacity internally will support us in delivery of our agenda and we have focused in 2023 on the delivery of information sessions and strategic workshops with those key to delivering a progressive approach to governance – our Board, the Executive Team and the ESG Committee, ensuring they have clear oversight and opportunity to input to our approach, especially as we set out capex requirements spanning the next two decades.

ESG is represented at key asset strategy and mobilisation meetings, as well as on the Operating Committee. Our ESG Committee includes senior leaders from legal, HR, projects and operations, and is chaired by our COO. Through these channels we are identifying areas where our governance processes could improve to ensure our ESG agenda helps inform decisions across every area of the business.

We are committed to continuous improvement around disclosures and internal performance reporting. We are investing in ESG data management with a dedicated project to transform this across the company. As well as a centralised collection platform that enables us to provide estate teams with performance dashboards to set and track targets, we will be driving down manual data entry through automation.

Our approach to governance and disclosures in particular aims to reflect the demands on our investor group; this means we will be working to align with regulation and standards that do not directly apply to our organisation; this includes Corporate Sustainability Reporting Disclosures (CSRD) and International Sustainability Standards Board (ISSB).

Overview

Reporting model and data management approach that supports disclosures aligned with our investor needs and the ability to set and track internal targets

Cultivating an internal culture and skill base that supports a progressive and determined approach to ESG

Proactive engagement with our Board, investor ESG specialists and internal committees to drive ESG through the business

ESG GOVERNANCE STRUCTURE

Our ESG Governance structure supports a strong line of communication between the ESG team, the COO who is the sponsor for ESG at Get Living, the rest of the Executive team and the Board. The structure governs all ESG activities including our response to both climate change risk and opportunities.

Non-Executive Board

- Quarterly Board Meetings with ESG Agenda point
- ESG Board papers
- Biannual Strategy Day including ESG
- Oversight of ESG targets and public reporting

Executive Team

Executive team briefings and workshops on ESG.
In 2023, these included:

- ESG strategic objectives workshops
- TCFD training session
- ESG disclosures session

Ailish Christian-West
CCO

- Executive ESG sponsor
- Chair of ESG Committee
- Member of Operations and Development Committees

ESG Committee

- Quarterly meetings
- Strategy direction for ESG
- Decision making
- Internal resource planning
- Response to risk

- Bi-weekly updates
- Quarterly pre – ESG Committee planning sessions

Donna M^c^Kitterick-Everest
Director of ESG

- Chair of ESG Specialist Roundtable
- Member of ESG, Operations and Development Committees

- Feeding into Risk Register monthly
- ESG briefings during quarterly Committtee meetings

ESG Specialist Roundtable

- Quarterly meeting of ESG leads from investment companies
- Have oversight of ESG Board papers
- Input to strategy and targets
- Share learning

John Inglis
Head of Net Zero

Richa Jindal
ESG Asset Lead

Angelica Bottelli
ESG Data Analyst

- Setting ESG Asset Plans and targets with Asset Director and Estate Management

BUILDING STRONG FOUNDATIONS

Asset Specific ESG Plans

A key element of our governance is the creation of asset specific ESG plans that lay out targets and activity for both the short and medium term. ESG Asset Level Plans are now in place for each operational site, covering East Village, New Maker Yard and Elephant Central. For ESG planning, we determine short term to be the next two years, and medium term to be the next five years.

To develop the plans, workshops were held with Get Living's operations team and estate management companies, who are recognised as the key stakeholders to drive actions on site. As part of the workshops, a better understanding of current practices being used on each site was established and the five year ESG strategic objectives used as the basis of discussion for opportunities at each asset. By engaging with the site teams from the outset, this will ensure that viable recommendations are identified in each plan that can be delivered on site.

Each plan will incorporate site specific targets that will need to be completed in the next few years to ensure that the overarching five year ESG targets can be met. Each site specific target will comprise actions, metrics to be disclosed, as well as clearly identify timescales for delivery and action holders who will be responsible and accountable for the successful delivery of each action.

Actions in each plan will cover aspects such as targeting water efficiency, developing operational waste strategies, improving on site biodiversity, activating neighbourhood amenity spaces that support health and wellbeing of our residents, and improving social value by establishing business and charity partnerships which respond to local needs.

Utilising environmental management systems and standards

To ensure that the actions set out in each ESG plan are fulfilled, it is crucial that robust environmental management systems are in place across each sites operational and estate management team. We will be implementing and maintaining an Environmental Management System (EMS), aligned with the international standard ISO 14001. This will set up a standardised framework that each site and management team can utilise to manage environmental impacts and improve performance.

Regular monitoring meetings will be set up with each operations and management team to enable a consistent platform to report and check on progress, and foster a culture of continual improvement.

We will be implementing and maintaining an Environmental Management System (EMS), aligned with the international standard ISO 14001

Board oversight and investor relations

As part of our determination to align with the disclosures demands of our investors it is important for us to both embrace international standards for disclosure, and to maintain strong, productive relations with our investors.

We have established quarterly ESG specialist roundtable sessions with the ESG leads from each of our investors. The sessions enable us to remain closely connected with the growing set of ESG related disclosure and performance demands on both debt and equity partners.

They also provide a platform from which to share insights and learning across a wealth of ESG sub areas, and support additional connectivity with our Board members around ESG.

ESG was the focus for a Board strategy session delivered in Q4, and an ESG focused Board paper is prepared each quarter to gain both oversight and input.

Green Building Certifications

We see the value in a standardised framework that can be used as a starting point to understand existing processes on site, and guide ways to improve operational performance and processes overtime. For Get Living operational sites, we propose to apply BREEAM In-Use to the residential areas as this offers a significant route to implement asset level initiatives and to embed sustainability practices within both Get Living and our management companies' operations.

MORE ON BREEAM IN-USE

BREEAM In-Use is an externally recognised green building certification scheme that benchmarks the sustainability performance of existing operational assets. The BREEAM In-Use scheme is an independent third-party assessment and comprises of two Parts: Part 1: Asset Performance and Part 2: Operational Management Performance. Each Part is independently scored and assessed. It is a renewal-based scheme, where each asset pursuing BREEAM In-Use needs to be re-assessed every three years to retain certification.

All operational sites to be assessed against BREEAM In-use by end of 2025

BREEAM In-Use certification commenced in 2023 for New Maker Yards which is pursuing certification under both Part 1 and Part 2. Certification expected in Q2 2024.

We are also planning to undertake BREEAM In-Use certification in 2024, for all blocks that meet the BREEAM eligibility criteria, at East Village and Elephant Central.

The BREEAM In-Use certification process will involve a desktop analysis of the building and operational information available. Meetings will be conducted with our operations team and estate management companies to get a detailed understanding of the current environmental policies and processes in place on site. These practices will be benchmarked against BREEAM In-Use criteria as well as other applicable best practice guidance and will give us an opportunity to work with our operational partners to embed and improve on site environmental management policies and practices.

Data management and disclosures

In 2023 we kick-started our ESG data strategy, which looks to improve both data quality and reporting across Get Living.

A core part was the tendering process for an asset management tool that enables us to use our data more effectively to set targets, track performance and manage resident requests around usage. The process completed in Q4 and as we move into 2024 we will be working closely with Measurabl to implement their platform.

A data platform is only as good as the data that is fed into it and there are workstreams focused on securing automated sources of data where possible and improving the control processes in place around manually collected data.

We have evolved our ESG reporting for 2023, moving closer to an alignment with GRI on the narrative elements, and with a plan underway to establish all the data feeds we need to align fully in future years.

GRESB
★★★★★ 2023

We continue to disclose against GRESB annually and are pleased to have retained our 5-star rating for standing assets for another year

STAKEHOLDER ENGAGEMENT

Retailers

Our scope 3 carbon emissions and the overall impact of water use and waste generation at our neighbourhoods are influenced by our commercial tenants. With 90 brand spaces across our operational assets and many more to come as developments shift into operational sites, it is important for us to work with retailers to both identify and address any areas for improvement.

In 2023, we revised our retail lease to ensure it brings in sufficient legal requirements around sharing environmental data and actively engaging with us to tackle sustainability.

We also revised our tenant fit out guide to strengthen mandatory requirements around performance, and to bring in 'encouraged' standards that will challenge retailers.

Our retail tenants manage their own waste, both for fit out and operations. As such, it's important for us to consider how best we can support good behaviours in this space. We are currently mapping what our retailers have in place regarding waste management, with a view to exploring reuse and food waste partnerships we could facilitate.

Suppliers

The materials, goods and services we procure are a key part of our overall impact. In 2024 we continued to employ our ESG survey for incoming suppliers, as a way to assess their performance in this space as part of procurement decisions. However, we are aware of the need to ensure our assessment reflects the size and sector of a supplier, and does not hinder smaller independent brands, especially as we want to further embrace local brands where possible.

We already host a range of local independent brands across our assets, and in 2024 we will be looking at how we help to support these brands to grow their customer base through collaborative marketing opportunities and placemaking events.

We already have modern slavery checks in place at corporate procurement level, and in 2024 we will be investing in role specific training on identifying and managing modern slavery risks.

Communities

Both our residents and those communities who live around our assets are a key stakeholder group. We are in the privileged position to help create spaces where people live, and the delivery of a great experience is paramount. We also impact those around our assets. It is our job to optimise the positive and minimise any negative impact of any asset through co-creation of what we deliver with councils and local community groups.

We focus our social value programming and efforts on our material impacts (shared on p. 23), and are continuously looking at how we deliver greater impact.

In 2024 we will be exploring partnerships we hold or could develop, and how these can deliver against our material impact areas.

Employees and colleagues

Our employees and colleagues are key to driving ESG through the business. Creating a supportive and inspiring environment within which they can strive for greater positive social impact, and take an environmentally conscious way of working, is vital to achieving our goals.

In 2023 we evolved our climate training for all new employees, and we held briefing sessions on key topics with both our ESG committee members and our Executive Team.

For 2024, we are setting out role specific Modern Slavery and ESG training opportunities for all employees, and working with our managing agents Savills to explore how we collaborate on upskilling and inspiring our colleagues for greater impact.

Investors

Our relationship with investors is an important part of ESG. Setting out our pathway to Net Zero, and achieving our other ESG goals won't be possible without investment, and investor support for this.

We also have to ensure we are able to respond to the legislative and regulatory drivers our investors face, so in disclosures we aim for a level beyond the mandatory requirements of a UK business our size. Understanding and proactively setting a course for both CSRD reporting and the Sustainable Finance Directive means we can continue to offer our investors the information they need in the form they need it.

In 2023 we met with each investor's ESG specialist team once a quarter to understand expectations and disclosure need. The ESG leads were brought together to present our proposed strategic framework, five year plan and biennial targets, using their input to support an ambitious approach.

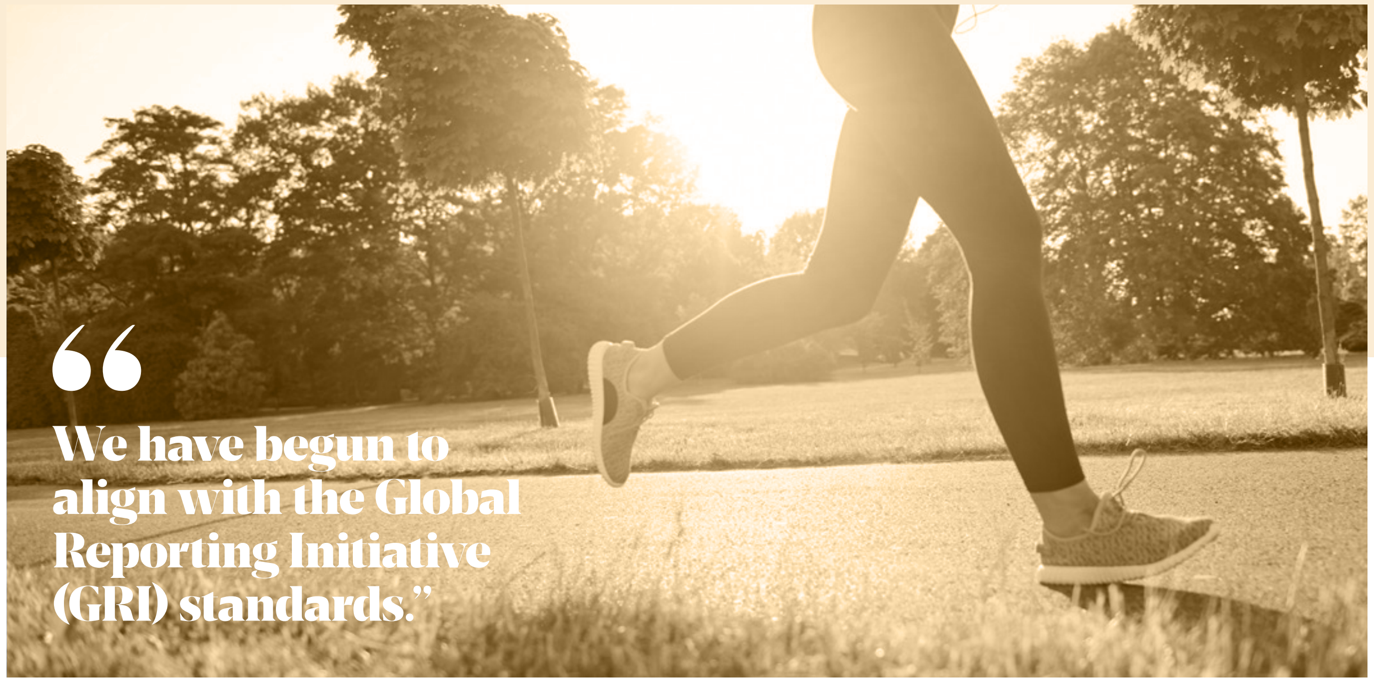
We also provided detailed ESG board papers each quarter for the PLC board, and fed into the Board strategy away day session where the proposed framework was discussed.

For 2024 quarterly ESG specialist roundtables will bring together all four investors in one space, ensuring we not just align with investor demand but collaborate and look for ways to excel around ESG.

SECTION FIVE

Performance

Performance Disclosures



For 2023, we have evolved our reporting to offer greater insights into our material impacts and our approach for managing these. We continue to share both Streamlined Energy and Carbon Disclosures (SECR) and non-financial voluntary data guided by EPRA standards.

Our approach

For this 2023 report we have begun to align with the Global Reporting Initiative (GRI) standards. Our narrative disclosures are well aligned and we will endeavour to align our data based disclosures further in our 2024 report. We have mapped out further data we need to collate and are underway with establishing collection processes, linking these into our new ESG data platform as early as is feasible.

Whilst not required to report against the Taskforce for Climate-related Financial Disclosures we have chosen to provide a light touch overview of our response since 2022, and we provide our latest update on pgs. 50-51.

Looking forward, we will continue to deepen our reporting, with further data sets being shared, and a response to the Taskforce for Nature-related Financial Disclosures (TNFD) in 2024.

The way we report to investors is also evolving, as we work with them to meet the growing demands on their own reporting through the Corporate Sustainability Reporting Directive (CSRD) and the Sustainable Finance Directive. Our new centralised ESG data platform aims to support us in a more streamlined data disclosure process going forwards.

Data collection and quality

Get Living’s environmental data collection comprises a mixture of metered and estimated data. For Get Living homes, the data gathering and consumption is broken down by Landlord and Tenant.

The 2023 calendar year has seen an increase in the scope of data sources feeding into our reporting; these include manual meter readings of residential meters in East Village, and automated plot bulk heat data consumption in all sites. With an increase in the amount and accuracy of our data, the 2023 analysis has shown an increase in energy consumption across electricity, gas and district heating. This was both due to year-on-year changes, as well as the increasing completeness of data for Get Living’s newer assets. A proportion of 2023 metered data was not available and had to be estimated using proxies or interpolation, including checks and adjustments to ensure consistency with 2021 and 2022 data. Get Living’s plots currently under development (EV N16, Newton Place and One Maidenhead) are excluded.

Overview

Reporting model and data management approach that supports disclosures aligned with our investor needs, and the ability to set and track internal targets

CO_2

CRREM aligned carbon and energy intensity targets to guide our journey

Proactive engagement with our investor ESG specialists and wider industry groups to understand and respond to growing disclosure requirements

5.1 MANDATORY SECTOR DISCLOSURES

Since 2019 we have reported against the Streamlined Environment and Carbon Reporting requirements (SECR). Designed to drive awareness of energy costs within organisations, these data sets provide us and our stakeholders with a better understanding of our energy use and emission sources.

5.1.1 Absolute consumption (kWh in 000's)

Sector and energy source	2021	2022 (Restated)	2023	% 22 Restated vs 2023
RESIDENTIAL LANDLORD				
Electricity	8,100	8,890	9,128	3%
District Heating & Gas	11,293	13,083	13,557	4%
Total Energy	**19,393**	**21,973**	**22,685**	**3%**
RESIDENTIAL TENANTS				
Electricity	6,363	7,614	7,554	-1%
District Heating & Gas	11,058	11,139	11,342	2%
Total Energy	**17,420**	**18,753**	**18,896**	**1%**
STUDENT ACCOMMODATION				
Electricity	348	439	322	-27%
District Heating & Gas	1,292	1,197	742	-38%
Total Energy	**1,641**	**1,636**	**1,064**	**-35%**
TOTAL				
	14,811	16,943	17,004	0%
	23,643	25,419	25,641	1%
	38,454	**42,361**	**42,645**	**1%**

Absolute consumption
(kWh in 000's)
+1%
from 2022 to 2023

5.1.2 Absolute emissions (tCO_2e)

Sector and energy source	2021	2022 (Restated)	2023	% 22 Restated vs 2023
RESIDENTIAL				
Scope 1	813	1,147	1,142	0%
Scope 2	2,889	2,852	3,068	8%
Scope 3	3,239	3,372	3,539	5%
STUDENT ACCOMMODATION				
Scope 1	237	218	136	-38%
Scope 2	74	85	67	-21%
TOTAL				
Scope 1	1,050	1,365	1,278	-6%
Scope 2	2,963	2,937	3,134	7%
Scope 3	3,239	3,372	3,539	5%
Total	**7,252**	**7,674**	**7,951**	**4%**

Absolute emissions
(tCO_2e)
+4%
from 2022 to 2023

5.1.3 Like-for-like/degree day adjusted consumption (kWh in 000's)

Sector and energy source	2021	2022 (Restated)	2023	% 22 Restated vs 2023
RESIDENTIAL LANDLORD				
Electricity	7,981	7,681	7,953	4%
District Heating & Gas	10,858	12,830	12,899	1%
Total Energy	**18,839**	**20,510**	**20,852**	**2%**
RESIDENTIAL TENANTS				
Electricity	5,999	5,869	5,704	-3%
District Heating & Gas	10,990	11,795	11,134	-6%
Total Energy	**16,989**	**17,664**	**16,838**	**-5%**
STUDENT ACCOMMODATION				
Electricity	348	439	322	-27%
District Heating & Gas	1,292	1,398	848	-39%
Total Energy	**1,641**	**1,836**	**1,170**	**-36%**
TOTAL				
	14,329	13,988	13,980	0%
	23,140	26,022	24,880	-4%
	37,469	**40,010**	**38,860**	**-3%**

Like-for-like/ degree day adjusted consumption
(kWh in 000's)
-3%
from 2022 to 2023

5.1.4 Like-for-like/degree day adjusted consumption (tCO_2e)

Sector and energy source	2021	2022 (Restated)	2023	% 22 Restated vs 2023
RESIDENTIAL				
Scope 1	738	980	966	-1%
Scope 2	2,860	2,728	2,884	6%
Scope 3	3,150	3,124	3,161	1%
STUDENT ACCOMMODATION				
Scope 1	237	255	154	-40%
Scope 2	74	85	67	-21%
TOTAL				
Scope 1	975	1,234	1,120	-9%
Scope 2	2,934	2,813	2,951	5%
Scope 3	3,150	3,124	3,161	1%
Total	**7,059**	**7,172**	**7,232**	**1%**

Like-for-like/ degree day adjusted consumption (tCO_2e)
+ 1%
from 2022 to 2023

** Following a detailed review of our energy and carbon data, we are restating historic data for 2022. The restatement reflects reduced use of estimated data and a more granular consideration of carbon scopes.*

5.1.5 Like-for-like/degree day adjusted intensity (kWh/m² NLA)

Sector and energy source	2021	2022 (Restated)	2023	% 22 Restated vs 2023
RESIDENTIAL LANDLORD				
Electricity	28.2	27.1	28.1	4%
District Heating & Gas	38.3	45.3	45.6	1%
Total Energy	**66.5**	**72.4**	**73.6**	**2%**
RESIDENTIAL TENANTS				
Electricity	22.6	22.1	21.5	-3%
District Heating & Gas	41.4	44.4	41.9	-6%
Total Energy	**63.9**	**66.4**	**63.3**	**-5%**
STUDENT ACCOMMODATION				
Electricity	63.9	80.5	59.1	-27%
District Heating & Gas	237.2	256.6	155.7	-39%
Total Energy	**301.1**	**337.1**	**214.8**	**-36%**
TOTAL				
	49.6	48.5	48.5	0%
	80.1	90.1	86.2	-4%
	129.8	**138.5**	**134.6**	**-3%**

Like-for-like/ degree day adjusted intensity (kWh/m² NLA)

-3%

from 2022 to 2023

5.1.5 Like-for-like/degree day adjusted intensity (kWh/m² NLA)

Sector and energy source	2021	2022 (Restated)	2023	% 22 Restated vs 2023
RESIDENTIAL				
Scope 1	15.7	20.9	20.6	-1%
Scope 2	10.1	9.7	10.2	5%
Scope 3	11.1	11	11.1	1%
STUDENT ACCOMMODATION				
Scope 1	43.4	46.9	28.4	-39%
Scope 2	13.6	15.6	12.2	-22%
TOTAL				
Scope 1	18.6	23.6	21.4	-9%
Scope 2	10.2	9.7	10.2	5%
Scope 3	11.1	11	11.1	1%
Total	**24.4**	**24.8**	**25**	**1%**

Like-for-like/ degree day adjusted intensity (kWh/m² NLA)

+1%

from 2022 to 2023

5.2 VOLUNTARY NON-FINANCIAL DISCLOSURES

As in previous years, we have chosen to disclose detailed information in line with the European Public Real Estate Association's sustainability Best Practice Recommendations (EPRA sBPR). These EPRA metrics provide a breakdown of environmental, social and governance performance and represent the gold standard in sustainability disclosures. Environmental metrics look at consumption of electricity, district heating, fuels and water to calculate energy intensity per square metre of building, and the associated greenhouse gas emissions. Consumption and intensities are described as an absolute, total figure, alongside an adjusted 'like-for-like' figure that accounts for changes in the occupancy of new buildings and gaps in data collection. Our headline performance trends, which are summarised below, show a mixed picture that is indicative of the complex interactions between building owner, occupier, supplier and external events.

Headline Performance Trends

	Absolute trend	Like-for-like trend
Scope 1	-13.57%	-10%
Scope 2	12.65%	9%
Energy Intensity	-5%	3%
Electricity Consumption	8%	-2%
Heat Consumption	0.40%	0.40%
Fuels Consumption	-13%	-13%

OVER THE FOLLOWING PAGES WE SHARE OUR VOLUNTARY NON-FINANCIAL DISCLOSURES GROUPED BY:

Environmental | Social | Governance

WE ALSO VOLUNTARILY DISCLOSE OUR RESPONSE TO THE TASKFORCE FOR CLIMATE-RELATED FINANCIAL DISCLOSURES (TCFD) IN SECTION 5.3.

Environmental

For the 2023 reporting year, Get Living has chosen to impose its own detail on Own Office Occupation. Data collection and reporting standards are improving and the degree of estimation is lowering, so the Own Office Occupation data has been excluded from the European Public Real Estate Association's sustainability Best Practice Recommendations (EPRA sBPR). The following metrics have been incuded in the 2023 EPRA analysis on the Get Living Operational Portfolio.

5.2.1 EPRA Environmental EPRA metrics covered

PERFORMANCE MEASURES		Portfolio Residential assets	Corporate offices Own office occupation
Elec-Abs	Total electricity consumption	✓	✓
Elec-LfL	Like-for-like total electricity consumption	✓	✓
DH&C-Abs	Total district heating & cooling consumption	✓	✓
DH&C-LfL	Like-for-like total district heating & cooling consumption	✓	✓
Fuels-Abs	Total fuel consumption	✓	✓
Fuels-LfL	Like-for-like total fuel consumption	✓	✓
Energy-Int	Building energy intensity	✓	✓
GHG-Dir-Abs	Total direct greenhouse gas (GHG) emissions	✓	✓
GHG-Indir-Abs	Total indirect greenhouse gas (GHG) emissions	✓	✓
GHG-Int	Greenhouse gas (GHG) intensity from building energy consumption	✓	✓
Water-Abs	Total water consumption	✓	✓
Water-LfL	Like-for-like total water consumption	✓	✓
Water-Int	Building water intensity	✓	✓
Waste-Abs	Total weight of waste by disposal route	✓	✓
Waste-LfL	Like-for-like total weight of waste by disposal route	✓	✓
Cert-Tot	Type and number of sustainably certified assets	✓	✓

Environmental continued

5.2.2 Building energy intensity, GHG emissions and GHG intensity (tCO_2e)
Absolute and Like-for-like

The following metrics refer to energy consumption, building energy intensity, GHG emissions and intensity for all the Get Living owned assets over the full 2023 reporting year.

Owned residential assets include residential and student accommodation. The latter has seen gas consumption in 2022 that is unusually high, and 2023 is more representative of the rolling year-on-year consumption. All gas consumption outside of student accommodation in Portchester is reported under landlord consumption. The gas data lacks completeness, however, the available metered data is sufficient to guide an estimation of year-on-year change. The Electricity Consumption is 8% higher in 2023 than it was in 2022, this may be caused by Get Living's efforts towards data coverage rather than a change in consumption behaviour. The data tables display 100% coverage of applicable properties.

Owned Residential Assets			2022		2023			
			Absolute Consumption	Like-for-like consumption	Absolute Consumption	Like-for-like consumption	Absolute trend	Like-for-like trend
GRI Standard 302-1	Elec-Abs	Get Living obtained electricity	8,434,226	8,086,299	9,127,697	7,953,000	8%	-2%
	Elec-LfL	Electricity submetered to Student Accommodation	438,798	438,798	322,000	322,000	-36%	-36%
		Proportion of electricity from renewable sources	0%	0%	0%	0%	–	–
		% of electricity estimated	0%	0%	0%	0%	–	–
	DH&C-Abs	Get Living obtained district heating	6,246,772	6,246,772	6,269,720	6,269,720	0%	0%
	DH&C-LfL	Proportion of district heating from renewable sources	0%	0%	0%	0%	–	–
		% of district heating estimated	0%	0%	0%	0%	–	–
	Fuels-Abs	Get Living obtained fuels (natural gas)	7,104,146	5,825,273	6,270,095	6,270,095	-13%	-13%
	Fuels-LfL	Gas submetered to Student Accommodation	1,194,879	1,194,879	741,662	741,662	-61%	-61%
		Proportion of fuels from renewable sources	0%	0%	0%	0%	–	–
		% of fuels estimated	0%	0%	0%	0%	–	–

Owned Residential Assets			2022		2023			
			Absolute Consumption	Like-for-like consumption	Absolute Consumption	Like-for-like consumption	Absolute trend	Like-for-like trend
GRI Standard 302-3	Energy-Int (kWh/m^2/ year – GIA)	Building energy intensity for all Get Living-obtained energy supplying assets	66.3	61.4	63.30	63.3	-5%	3%
		% of energy and associated GHG estimated	0%	0%	0%	0%	–	–
GRI Standard 305-1	GHG-Dir-Abs and GHG-Dir-LfL	Total direct GHG Emissions (GHG Protocol Scope 1)	1,297	1,063	1,142	966	-13.57%	-10%
GRI Standard 302-5	GHG-Indir-Abs and GHG-Indir-LfL	Total indirect GHG emissions (GHG Protocol Scope 2)	2,680	2,612	3,068	2,884	12.65%	9%
GRI CRESD indicator CRE3	GHG-Int	Building GHG Intensity (GHG Protocol Scoped 1 and 2 (Kg CO_2e/m^2/year - GIA))	12.1	11.2	12.9	12.9	6.51%	13.46%

Get Living PLC has chosen to report intensity ratios, where appropriate. The denominator determined to be most relevant to the business is square metres of net lettable area. The intensity ratio is expressed as: Energy: kilowatt hours per metre square (net lettable area) per year, or, $kWh/m^2/yr$. GHG: kilograms carbon dioxide equivalent per metre square (net lettable area) per year, or, $tCO_2e/m^2/yr$.

Environmental continued

5.2.3 Water Consumption and building water intensity (m³)
Absolute and Like-for-like

Get Living obtained water has increased as there has been an improvement in data quality and coverage. Values have been calculated using whole-plot readings for East Village to create a benchmark intensity per square foot. This intensity ratio has been applied to the entire portfolio on a residential area basis.

			2022		2023			
Owned Residential Assets			**Absolute Consumption**	**Like-for-like consumption**	**Absolute Consumption**	**Like-for-like consumption**	**Absolute trend**	**Like-for-like trend**
GRI Standard 303-1	Water-abs and Water-LfL	Get Living obtained water	385,081	385,081	485,885	485,885	46.35%	46%
		Water Submetered to residents	335,992	335,992	278,605	278,605	-20.60%	-21%
		% of water estimated	0.07%	0.07%	0%	0%	–	–
	Water-Int	Water intensity for all Get Living – obtained water supplying own occupied offices	1.2	1.17	1.90	1.90	36.98%	39%

5.2.4 Total weight of waste by disposal route and like-for-like total weight of waste by disposal route for office occupation and owned assets

The waste metrics reported in the below table, refer to the total amount of waste disposed and diverted of via various disposal and diversion methods routes over a full reporting year.

			2022		2023		
Owned Residential Assets			**Absolute tonnes**	**Absolute Proportion**	**Absolute tonnes**	**Absolute Proportion**	**Absolute trend**
GRI Standard 306-4 and 306-5	Waste-Abs and Waste-LfL	Total	1,852	100%	3,441	100%	46.18%
		Recycled	727	39%	962	28%	24.54%
		Incineration (with and without energy recovery)	867	47%	0	0	–
		Landfill (non hazardous)	0	0%	2,478	72%	–
		Materials Recovery Facility	266	14%	0	0%	–
		% of waste estimated	0%	–	0%	–	–
		Coverage of applicable properties	67%	–	66.67%	–	–

5.2.5 Type and number of sustainability certified assets

Get Living's Operational Portfolio includes 100% coverage for both mandatory and voluntary certifications.

			2022	2023
Owned Residential Assets			**Like-for-like consumption**	**Like-for-like trend**
GRI CRESD CRE8	Cert-tot	Mandatory Certifications (Percentage of portfolio covered by floor area)	100%	100%
		Voluntary Certifications (Percentage of portfolio covered by floor area)	93%	93%

Social

5.2.6 EPRA sustainability best practice recommendations compliance

Performance Measures		Residential assets	Corporate	Own Office Occupation
Diversity-Emp	Employee gender diversity	N/A	✓	N/A
Diversity-Pay	Gender pay ratio	N/A	✓	N/A
Emp-Training	Employee training and development	N/A	✓	N/A
Emp-Dev	Employee performance appraisals	N/A	✓	N/A
Emp-Turnover	New hires and turnover	N/A	✓	N/A
H&S-Emp	Employee health and safety	N/A	✓	N/A
H&S-Asset	Asset health and safety assessment	✓	N/A	✓
H&S-Comp	Asset health and safety compliance	✓	N/A	✓
Comty-Eng	Community engagement, impact assessments and development programs	✓	N/A	✓

5.2.7 Employee gender diversity and pay ratio

Diversity-Emp refers to the percentage of male and female employees in the organisation's governance bodies and other significant employee categories. Get Living has shown continuous improvement in implementing gender diversity throughout the company, underlining it's belief that a diverse perspective is key to success. Diversity-Pay refers to the ratio of the basic salary and/or remuneration of men to women. Diversity-Pay refers to the ratio of the basic salary and/or remuneration of men to women.

GRI Standard	EPRA Code	Indicator		2022	2023
405-1	Diversity-Emp	Employees on the organisation's Board of Directors	Female	33%	25%
			Male	67%	75%
		All employees	Female	47%	52%
			Male	53%	48%
405-2	Diversity-Pay	Mean (average) percentage by which female pay is lower than male pay	n/a	4%	10%

5.2.8 Employee performance appraisals

GRI Standard	EPRA Code	Indicator	2022	2023
404-3	Emp-Dev	% of total employees who received regular performance and career development reviews during the reporting period	100%	100%

5.2.9 Employee turnover and retention

GRI Standard	EPRA Code	Indicator	2022	2023
401-1	Emp-Turnover	Number of new employee hires	77	61
		Rate of new employee hires	49%	37%
		Number of employee turnover	28	26
		Rate of employee turnover	18%	16%

5.2.10 Employee health and safety

Get Living has specific internal control and management systems to mitigate health and safety risks, including technological solutions and a programme of audit and assurance.

GRI Standard	EPRA Code	Units of Measure	Indicator	2022	2023
416-1	H&S-Emp	Per 100,000 hours	Injury rate	0%	0%
		Worked	Lost day rate	0%	0%
		Days per employee	Absentee rate	0%	0%
		Total number	Fatalities	0%	0%

5.2.11 Asset health and safety assessments and compliance

Get Living has specific internal control and management systems to mitigate health and safety risks, including technological solutions and a programme of audit and assurance.

GRI Standard	EPRA Code	Units of Measure	2022	2023
416-2	H&S-Assets	% of assets for which health and safety impacts are assessed or reviewed	100%	100%
	H&S-Comp	Number of incidents of non-compliance with regulations and/or voluntary standards	0%	0%

5.2.12 Community engagement, impact assessments and development programs

GRI Standard	EPRA Code	Indicator	2022	2023
413-1	Comty-Eng	% of assets under operational control that have implemented local community engagement, impact assessments, and/or development programs	100%	100%

Governance

5.2.13 EPRA sustainability best practice recommendations compliance

Performance Measures		Residential assets	Corporate	Own Office Occupation
Gov-Board	Composition of the highest governance body	N/A	✓	N/A
Gov-Selec	Process for nominating and selecting the highest governance body	N/A	✓	N/A
Gov-Col	Process for managing conflicts of interest	N/A	✓	N/A

5.2.14 Composition of the highest governance body

GRI Standard	EPRA Code	Units of Measure	2022	2023
102-22	Gov-Board	Number of executive Board members	0	0
		Number of independent Board members	3	3
		Number of non-executive Board members	3	3
		Average tenure on the governance body (years)	5yrs	5yrs
		Number of independent / non-executive Board members with competencies relating to environmental and social topics	0	0

5.2.15 Process for nominating and selecting the highest governance body

GRI Standard	EPRA Code	Units of Measure	2022	2023
102-24	Gov-Select	Narrative description	The Remuneration Committee's role is to seek and retain the appropriate calibre of people on the Board and Executive Team for the Group and recommend remuneration levels to the Board consistent with prevailing market conditions, peer group companies and roles and responsibilities. The Remuneration Committee also acts as a forum to assess the roles of the existing Directors in office to ensure that the Board is balanced in terms of skills, knowledge, experience and diversity.	

5.2.16 Process for managing Conflicts of interests

GRI Standard	EPRA Code	Units of Measure	2022	2023
102-25	Gov-Col	Narrative description	The Conflicts of interest register is maintained by the Head of Procurement. Get Living has clauses in the employment contract to cover conflicts of interest, which include working for competitors, poaching employees, and other post-termination clauses.	

5.3 OUR RESPONSE TO TASKFORCE FOR CLIMATE-RELATED FINANCIAL DISCLOSURES

Whilst we are not required to adopt the recommendations of the Taskforce for Climate-related Financial Disclosures (TCFD), we see the value in responding to these and have provided a light touch disclosure since 2022. Get Living have continued to promote board oversight of climate-related impacts and the management of climate-related risks, opportunities and performance. We are pleased to present a snapshot of our progress to implement the Taskforce's recommendations.

Snapshot of our progress with TCFD

TCFD Recommendation	Response	See also
Governance		
The Board's role	The Board oversee climate matters and are kept informed through ESG-related board papers ahead of quarterly meetings. Board papers in 2022 provided updates on key workstreams as well as training material concerning issues such as physical climate perils, the economic impacts of natural catastrophes, CRREM pathways and data challenges.	Managing Climate Risk, p. 18 ESG Governance Structure, p. 30 Plus Get Living Annual Report Principal Risks and Uncertainty, p. 30-36 Corporate Governance Report, p. 53 Executive Team, p. 55
Management's role	Climate strategy is represented within senior management by the COO, who is responsible for ESG (including climate-related opportunities and risk). The COO is supported by the Head of ESG and the ESG Steering Committee, which includes external advice from Hillbreak.	
Strategy		
Climate opportunities and risks	The general topic of '"sustainability" is identified as a principal risk that is actively managed and regularly reviewed by senior management. "Sustainability" includes climate transition risks such as build cost inflation and changing customer expectations. Other physical climate impacts and transition risks are captured as sensitivities to other principal risks, such as acute environmental events impacting health and safety, and investor sentiment impacting market risk.	Get Living Annual Report Principal Risks and Uncertainty, p. 30-36
Climate impacts on strategy and financial planning	The 2023 budget included £2,500,500 of capex and £524,550 of operational expenditure for ESG-related work to improve reporting, promote energy efficiency, and prepare for electrification of the portfolio. We are also preparing asset-specific decarbonisation pathways, which will be used to plan capital allocations and enable the portfolio's transition over the next twenty five years.	Section two Environment, pgs. 14-19
Scenario analysis	In 2023 Get Living commissioned Scenario Analysis for standing assets using climate data from Jupiter Intelligence and interpretation by Forvis. The study focussed on physical climate risk and found a moderate, but manageable level of physical climate risk from extreme heat, drought, flooding, with the emerging potential for wildfires amongst other perils.	/

TCFD Recommendation	Response	See also
Risk management		
Identifying and assessing climate risks	The Executive Team regularly reviews all principal risks and how these are mitigated and managed across Get Living's business activities. The ESG Steering Committee, which is chaired by the COO also provides support to senior management regarding the identification and interaction of climate risks.	Get Living Annual Report Managing Risks and Internal Controls, p. 30
Managing climate risks	Get Living seeks to future proof assets against emerging physical and transition climate risks through robust new build standards and improvements to the energy efficiency of existing neighbourhoods. We are working to quantify the capital commitments required to align with CRREM decarbonisation pathways and are also investing in training to improve awareness of climate sensitivities and impacts.	Section two Environment, pgs. 14-19 Managing Climate Risk, p. 18
Integrating climate within wider risk management	In 2023 we carried out a comparative review of the ISO 31000 and COSO Enterprise Risk Management frameworks, with a view to integrating climate risk management into wider risk management practice. We are also developing detail decarbonisation pathways, which will be co-ordinated with our Long Term Asset Replacement Strategies (LTARS) and financial planning.	Get Living Annual Report Principal risks, p. 30
Metrics and targets		
Climate metrics	Detailed climate metrics are disclosed annually in Get Living's annual Sustainability Report, which aligns with EPRA sBPR standards.	Section five Performance, pgs. 34-49
Greenhouse gas emissions	Scope 1, 2 and 3 greenhouse gas emissions are disclosed annually in accordance with the Streamlined Energy and Carbon Reporting requirements, which are included in this report.	Section five Performance, pgs. 34-49
Targets for improvement	Get Living are preparing detailed decarbonisation pathways using the Carbon Risk Real Estate Monitor (CRREM) methodology and aspire to set targets in line with the UK's National Determined Contributions to the Paris Climate Accords.	Section two Environment, pgs. 14-19

5.4 BASIS OF REPORTING AND METHODOLOGY

Scope

Get Living PLC has chosen to report GHG emissions using the operational control approach for its organisational boundary. This boundary includes owned assets where the REIT, acting as the landlord, is directly responsible for electricity and/or gas supplies and/or has control of air conditioning equipment. Additionally, Get Living has included any scope 3 material sources of emissions from owned assets, such as resident's electricity use in the reporting scope, where data is available. Emissions from residential units under control of Triathlon Homes on a long leasehold agreement are excluded, on the basis that these units are not under the operational control of Get Living PLC.

Get Living PLC has considered the seven main GHGs covered by the Kyoto protocol, including:

- Carbon dioxide (CO_2)
- Methane (CH_4)
- Nitrous oxide (N_2O)
- Hydrofluorocarbons (HFCs)
- Perfluorocarbons (PFCs)
- Sulphur Hexafluoride (SF_6)
- Nitrogen Trifluoride (NF_3)

Total GHG emissions are reported in terms of carbon dioxide equivalent (CO_2e). Conversion factors have been sourced from the UK Government's Greenhouse Gas Reporting Factors for Company Reporting (2021, 2022 and 2023).

The following sources of emissions have been considered as part of this review:

Scope 1

- Direct emissions from controlled gas boilers in energy centres at Elephant Central New Maker Yards (converted from kWh usage)
- Business travel through company owned vehicles (excluded as emissions from vehicle use is negligible for the reporting period).
- Get Living PLC has chosen not to report fugitive emissions, e.g. from refrigerant leaks. This data has not been practical to obtain, but the availability of data will be reviewed in future.

Scope 2

- Indirect emissions from electricity purchased by Get Living PLC and consumed within real estate assets owned by the company (converted from kWh usage).
- Indirect emissions from district heating purchased by Get Living PLC and consumed within landlord controlled areas of real estate assets owned by the company (converted from kWh usage). Emissions have been apportioned between landlord and tenant use on a floor area basis.
- Greenhouse Gas (GHG) emissions from electricity and district heating (Scope 2) are reported according to the 'location-based' approach.

Scope 3

- Indirect emissions from electricity purchased by Get Living PLC assets residents and consumed within real estate assets owned by the company (converted from kWh usage).
- Indirect emissions from district heating purchased by Get Living PLC and consumed within residential units of real estate assets owned by the company (converted from kWh usage). Emissions have been apportioned between the landlord and tenant use on a floor area basis.

Like-for-like Reporting

Assets are included within like-for-like and intensity analysis where each of the following conditions is met:

- assets owned for two consecutive years;
- no major renovation or refurbishment has taken place

i.e. affecting more than 50% of the building by area or number of occupants;

- at least 24 months data is available; and
- buildings have maintained at least 75% occupancy in the last 24 months.

The like-for-like analysis excludes plots EV N06 and NMY2 since they were not operational in 2021, as well as NMY1 tenant electricity consumption due to poor quality data in 2021.

Data Collection and Validation

For the 2023 reporting year, Get Living has chosen to impose its own detail on Own Office Occupation. Data collection and reporting standards are improving and the degree of estimation is lowering, so the Own Office Occupation data has been excluded from the European Public Real Estate Association's sustainability Best Practice Recommendations (EPRA sBPR).

The data has been sourced from Get Living's Property Managers and their utility brokers. In summary, the applied process includes:

1. Confirmation of asset location and scope of landlord impacts (Scopes 1 and 2)
2. Input of Scope 1 and Scope 2 data (provided by Property Managers and appointed brokers)
3. Completion of data accuracy checks
4. Gap filling and interpolation of partial data

Arup has reviewed the accuracy of data as determined by actual or estimated kWh usage. As a percentage of the total kWh reported, actual/estimated data was reported on the following basis for 2023:

- **Scope 1 (gas):** 57% actual data / 43% estimated
- **Scope 2 (electricity):** 76% actual data / 24% estimated
- **Scope 3 (residents electricity):** 88% actual data / 12% estimated

Metered data was only available September to December 2023 for Elephant Central. The remaining months in 2023 were interpolated using this data and equivalent from previous years. The 2023 energy usage data for Portlands Place was estimated using energy consumption per unit area from similar blocks at East Village. At New Maker Yards, meter readings are only available on a tenant move-in or move-out basis. No further data was available and 2023 uses 2022 as a direct proxy. As in 2022, residential electricity has been excluded at New Maker Yards Phase 2.

Where data estimations have been calculated, the following approach has been undertaken:

- **Electricity:** Average daily consumption rate calculated from actual data received in same year and apportioned over the data gap period.
- **Gas:** Actual gas consumption for the same months at Middlewood Locks Phase 1 used to fill gaps in Middlewood Locks Phase 2, uplifted for floor area differences.
- **District Heating:** No district heating estimations have been required.

Scope 1 data (gas) is based on whole asset data as the landlord procures the main gas supply to the heat plants which is then provided and recharged to residents through heat meters.

Scope 2 and scope 3 district heating has been apportioned between landlord and tenant space on a floor area basis to better reflect the consumption of heat at the asset.

Emissions within Operational Control

As a property company, the majority of Get Living PLC emissions arise through assets that are owned and leased. At multi-let properties, Get Living PLC acting as the landlord, has control and influence over the whole building and/or shared services, external lighting and void spaces. In this reporting year, Get Living PLC was responsible for Scope 1 and/or Scope 2 emissions at the assets held by entities listed in the financial statements. All Get Living PLC's assets are located in the UK.

Carbon Offsets

No carbon offsets were purchased during the reporting period.

Emissions outside of Operational Control

Get Living PLC is not directly responsible for any GHG emissions/energy usage at single let/FRI assets nor at multi-let assets where the tenant is counterparty to the energy contract. These emissions form part of the wider value chain (i.e. 'Scope 3') emissions, which are currently monitored and reported only for tenants energy use. Emissions from residential units under control of Triathlon Homes on a long leasehold agreement are excluded, on the basis that these units are not under the operational control of Get Living PLC.

Normalisation Factors

Normalisation of intensity ratios and like-for-like data has been completed to account for year-on-year changes in annual temperatures. Annual gas usage data for 2023 has been compared to, and normalised against, the UK degree day ratio between 2022 and 2023. Degree days data is sourced from www.degreedays.net using the closest and most reliable weather station to each asset.

No further adjustments are considered for this ESG Report, however, further evaluation concerning occupancy and/or operation hours may be considered in the future.

Energy Efficiency Actions

In 2023 Get Living has carried out a comprehensive review of our ESG data needs, which included a tender process to appoint a new ESG data platform and culminated in the appointment of Measurabl. The Request for Proposals documentation seeks to join up energy and carbon data reporting processes with operational tools to improve performance on the ground. The contract with Measurabl includes creation of an Implementation Plan, which will focus on property-level granularity, daily reporting of utility billing data, and integration with processes to manage energy costs in common parts and void properties.

Get Living also carried out CRREM pathway analysis at building plot-level and identified a range of possible interventions to improve energy efficiency and carbon intensity.

Glossary

Asset
We often refer to our neighbourhoods as assets. An asset covers all elements of one of our geographical locations – the residential spaces, the communal spaces including public realm, and retail and community spaces. For example our East Village neighbourhood would be referred to as an asset.

BMS
A Building Management System (BMS) is a computer-based system installed to control and monitor a building's electrical equipment such as ventilation, lighting, energy, fire systems, and security systems. It consists of software and hardware.

BREEAM In-Use (BIU)
The BREEAM In-Use standard provides a framework to enable property investors, owners, managers and occupiers to make sustainable improvements to their assets. The BREEAM In-Use standard can be used to assess and benchmark the sustainability of all operational asset types. Each standard uses a common framework, allowing for international consistency and comparability.

CRREM
The Carbon Risk Real Estate Monitor (CRREM) provides the real estate industry with transparent, science-based decarbonisation pathways aligned with the Paris Climate Goals of limiting global temperature rise to 2°C, with ambition towards 1.5°C.

CSRD
The Corporate Sustainability Reporting Directive (CSRD) is European Union (EU) legislation, effective from 5 January 2023, that requires EU businesses to disclose their environmental and social impacts, and how their environmental, social and governance (ESG) actions affect their business.

Decarbonisation
The process by which we reduce our carbon emissions through energy demand reduction.

EPRA sBPR
The European Public Real estate Association sustainability Best Practice Reporting guidelines (EPRA sBPR) provide a consistent way of measuring sustainability performance in the same way that BPR for financial reporting have made the financial statements of listed real estate companies in Europe clearer and more comparable. They are intended to raise the standards and consistency of sustainability reporting for listed real estate companies across Europe.

ESG
Stands for Environmental, Social, and Governance. ESG is a framework used to evaluate a company's sustainability and ethical impact.

Global Reporting Initiative (GRI)
The Global Reporting Initiative (GRI) is an international not-for-profit organisation, with a network-based structure. To enable all companies and organisations to report their economic, environmental, social and governance performance, GRI produces free Sustainability Reporting Guidelines. It incorporates tools and standards that are translated into metrics adapted to each topic and sector. The standards are the most widely adopted reporting standards for ESG.

IPCC
The Intergovernmental Panel on Climate Change is an intergovernmental body of the United Nations. Its job is to advance scientific knowledge about climate change caused by human activities.

Like-for-like
A form of reporting that allows easy comparison of change in key environmental metrics over a two year period. A like-for-like portfolio is identified, whereby assets included remain consistently in operation during the two full preceding reporting periods. Changes to the portfolio such as the addition of an asset are kept outside of this reporting type.

Manco
An abbreviation for Management Company. We have a management company in place for each operational asset who manages our landlord areas.

PV
Photovoltaics (PV), is often substituted for solar panels. PV is the conversion of light into electricity.

Streamlined Energy and Carbon Reporting (SECR)
The Streamlined Energy and Carbon Reporting Regulation (SECR) makes it mandatory for large businesses in the UK to annually report on their energy and carbon emissions as well as any efficiency measures. The 2018 Regulations are designed to increase awareness of energy costs within organisations, provide them with data to inform adoption of energy efficiency measures and to help them to reduce their impact on climate change. They also seek to provide greater transparency for stakeholders.

TCFD
The Taskforce for Climate-related Financial Disclosures (TCFD) was created by the Financial Stability Board (FSB) in 2015. The framework of recommendations aim to help organisations more effectively disclose climate-related risks and opportunities through their existing reporting processes.

TNFD
The Taskforce on Nature-related Financial Disclosures (TNFD). The taskforce have developed a set of disclosure recommendations and guidance that encourage and enable business and finance to assess, report and act on their nature-related dependencies, impacts, risks and opportunities.

Assurance Statement

EVORA

AA1000 Licensed Assurance Provider 000-288

Get Living Assurance Statement: AA1000

EVORA Global Limited ("EVORA") was engaged by Get Living plc ("Get Living" or the "Company") to provide Type 2 Moderate Assurance over the energy and greenhouse gas ("GHG") emissions for the reporting period of 1 January 2023 to 31st December 2023 for the owned assets where the Company as the REIT - acting as the landlord – is directly responsible for electricity, gas and district heating supply as well as has control of air conditioning equipment.

This data is reported as part of Get Living's Annual Report 2023 under the Streamlined Energy and Carbon Reporting (SECR) (the "Report") and will also be reported under the Company's Annual Sustainability Report 2023. The verification was conducted via independent third-party Markit Group Limited ("IHS Markit", now part of S&P Global Ltd.), engaged by EVORA.

Responsibilities

The Company has responsibility for ensuring the preparation of the Report. The EVORA Consultancy Team has been appointed by the Company to support them in the data collection and analysis of the Report.

The EVORA Assurance Team ('We' / 'Our') engaged IHS Markit to conduct independent verification on their behalf and provide an opinion on the Report's alignment with the Criteria for the defined reporting period, in all material respects. The procedures selected depend on our judgment, including an assessment of the risks of material misstatement or material non-compliance of the matter being audited. We conducted our engagement in accordance with the AA1000AS.

Intended users

The intended users of this assurance statement are the Management of the Company and its stakeholders.

Assurance standard and criteria

The assurance was conducted in accordance with AccountAbility's AA1000 Assurance Standard 2020 v3 (AA1000AS), Type 2 at a moderate level of assurance.

The Report has been prepared in accordance with the Streamlined Energy and Carbon Reporting (SECR) referred to as the "Criteria".

Assurance scope

The scope of assurance included owned assets[1] where Get Living as the REIT – acting as the landlord – is directly responsible for electricity, gas and district heating supply as well as has control of air conditioning equipment pertaining to the data indicators in the table below for the reporting period of 1 January 2023 to 31st December 2023 (collectively the 'Subject Matter'):

Indicator	Unit
Energy	kWh
Greenhouse gas emissions	tCO2e

Disclosures covered

This assurance report covers the Subject Matter relating to the underlying assets, as defined above which forms part of the Company's Report.

[1] The assets included were:
• East Village (EV) plots: N01, N02, N03, N04, N05, N06, N07, N08, N09, N10, N13, N14, N15, and N26
• Elephant Central plots: Portchester (Student Accommodation), Raglan, Tantallon, and Mawes
• New Maker Yards (NMY) plots: Phases 1 and 2

EVORA

Methodology

The procedures conducted in performing our moderate assurance included:

- Performing a risk assessment, including considering internal controls relevant to the Company's preparation of the Report and associated data to inform further procedures
- Making enquiries, primarily of persons responsible for the preparation of the Report
- Understanding the Company's activities covered within the scope of the Report
- Applying analytical and other review procedures including assessing relationships between energy and emissions data and other information under our scope
- Examination of source evidence including invoices, meter records, third party reports for a select sample of data
- Analysing and inspecting on a sample basis, the key systems, processes and procedures and controls relating to the collation, validation, presentation and approval process of the information included in the Report.

Use of our assurance statement

This report has been prepared for the management of the Company for the sole purpose for reporting on the matters being assured in accordance with the Criteria. We agree that a copy of the report may be provided to the Company's stakeholders for this purpose.

We and IHS Markit disclaim any assumption of responsibility for any reliance on this report to any person or users other than the Company, or for any purpose other than that for which it has agreed in writing and for which it was prepared. Any reliance any third party may place on the report is entirely at its own risk.

Limitations

There are inherent limitations in performing assurance - for example, assurance engagements are based on selective testing of the information being examined - it is possible that fraud, error or non-compliance may occur and not be detected. An assurance engagement is not designed to detect all instances of non-compliance with the established Criteria, as an assurance engagement is not performed continuously throughout the year and the procedures performed are undertaken on a test basis. The conclusion expressed in this report has been formed on the above basis.

Additionally, non-financial data may be subject to more inherent limitations than financial data, given both its nature and the methods used for determining, calculating and sampling or estimating such data.

A moderate or limited level assurance engagement is restricted primarily to enquiries and analytical procedures and the work is substantially less detailed than undertaken for a high level or reasonable assurance engagement. As such the level of assurance is lower than would be the case for a reasonable assurance engagement.

Independence and Competence

The assurance was conducted via IHS Markit independently. IHS Markit (now part of S&P Global) is a global diversified provider of critical information, analytics, and solutions and has been working in the ESG space since many years.

IHS Markit's ESG team has relevant assurance competencies and is highly experienced on sustainability matters covering environmental, social and economic aspects and is led by Certified Sustainability Assurance Practitioner (CSAP) as certified by AccountAbility. IHS Markit has conducted this assurance independently and impartially and in compliance with IHS Markit's policies and procedures, including its Code of Business Ethics that provide a framework relating to ethical conduct, conflict of interest and compliance with law.

Nothing has come to our attention that causes us to believe that:
- the Report is not prepared in accordance with the defined Criteria by the Company in all material respects, for the reporting period 1 January 2023 to 31 December 2023.
- The Company does not adhere to the principles of inclusivity, materiality, responsiveness and impact as per the AA1000 Accountability Principles (2018).

EVORA Global Limited, London, UK
Date: 10 April 2024

AA1000 Licensed Report 000-288/V3-BHSF8

For more information on our sustainability approach contact our Press and Media corporate team:

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getliving

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