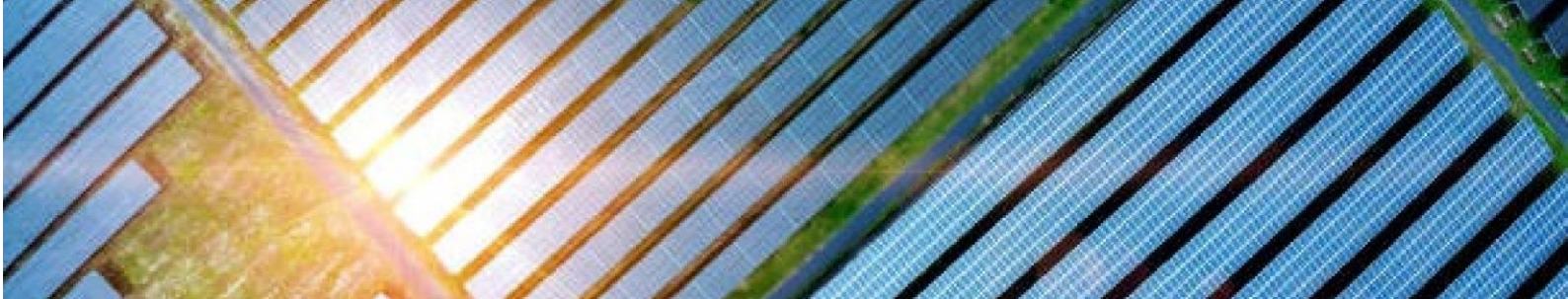


Carbon reduction plan

British Gas Social Housing Limited T/A PH Jones





British Gas Social Housing Limited t/a PH Jones is committed to achieving Net Zero emissions by 2045

We understand that by achieving Net Zero we can minimise the effects of climate change for the world. We have been at the forefront of supporting social housing providers with their energy needs since 1963. During this time, we have diversified our business to help customers live more simply, affordably and sustainably, by investing in the latest technology and working with our supply chain to develop efficient products. This Carbon Reduction Plan conforms to the requirements of Procurement Policy Note PPN06/21. This allows us to formulate a measurable and achievable strategy for reducing greenhouse gas emissions.

The plan details our:

- [Baseline emissions footprint](#)
- [Current emission report](#)
- [Emissions reduction targets](#)
- [Carbon reduction projects](#)
- [Declaration and sign off](#)

Baseline emissions footprint

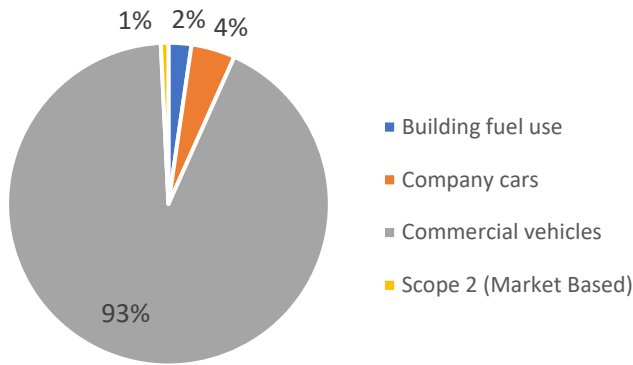
Baseline emissions are a record of the greenhouse gases that have been produced in the past prior to reduction methods being introduced. They are the reference point against which emissions reduction will be measured. Our baseline year has been chosen as 2019. This is as the business was operating pre Covid-19 Pandemic and Brexit changes. It is consistent with the approach taken by our ultimate parent company, Centrica. The figures cover scope 1, 2 and 3 emissions, defined as:

- **Scope one:** Direct greenhouse gas emissions that occur from sources that are controlled or owned by us e.g. emissions associated heating in offices or fuel in company owned vehicles.
- **Scope two:** Indirect greenhouse gas emissions associated with the purchase of electricity, steam, heat or cooling e.g. electricity use in offices.
- **Scope three:** Includes all sources not within the scope one and two boundary e.g. employee commuting, waste and upstream transportation. (Please note 'Downstream Transportation and Distribution' is not relevant to our business due to the nature of our business activities, therefore we do not create emissions in this area)

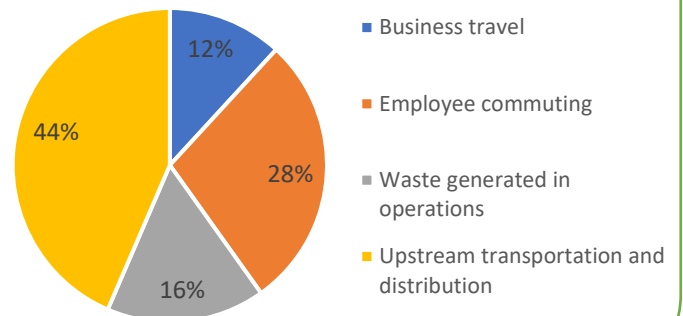
Our baseline emissions are:

Emissions	Total (tCO ₂ e) (2019)
Scope 1	1,683
Scope 2	13
Scope 3 (Included Sources)	305
Total Emissions	2,001

2019 Scope 1&2 Emissions



2019 Scope 3 Emissions by Category



Breakdown of base year data

Current Emissions Reporting

Current year emissions (2022)

Emissions	Total (tCO ₂ e)
Scope 1	1,615 tonnes CO ₂ e
Scope 2	0 tonnes CO ₂ e
Scope 3	176 tonnes CO ₂ e
Total Emissions	1,791 tonnes CO₂e

Emission Details

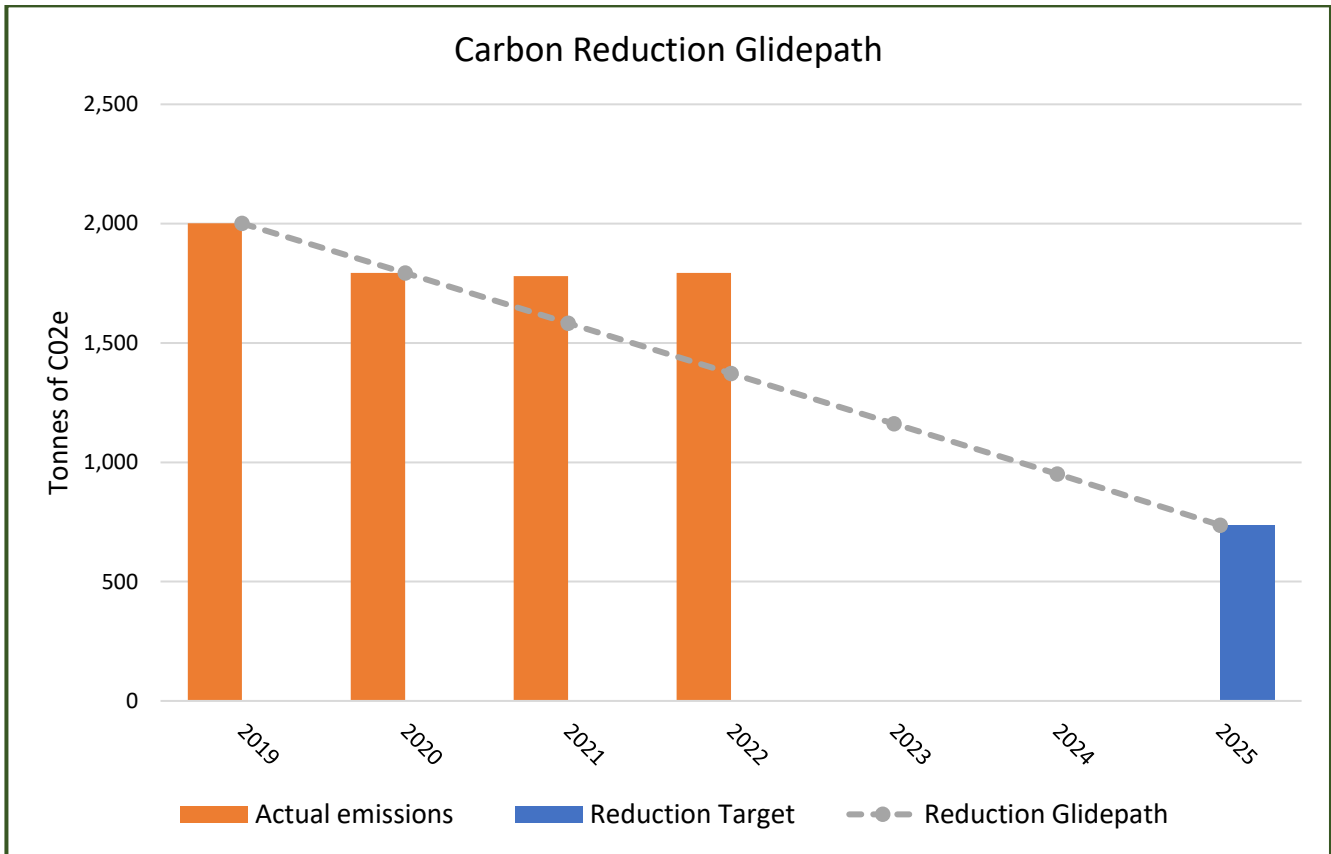
Emissions	Total (tCO ₂ e)					%
	2019	2020	2021	2022	Reduction	
Scope 1	1,683	1,576	1516	1615	-68	-4
Scope 2	13	6	7	0	-13	-100
Scope 3	305	212	257	176	-129	-42
Total	2,001	1,794	1780	1791	-210	-11

Emissions reduction targets

PH Jones has set the following targets as part of our progress to achieving Net Zero by 2045:

Target	Applicable scope(s)		
	Scope 1	Scope 2	Scope 3
Achieve a 59% reduction in Scope 1,2&3 emissions by 2026	✓	✓	✓
Transition to an all-electric commercial vehicle fleet by 2025	✓		
Transition to an all-electric company car fleet by 2025	✓		
Reduce the emissions associated with our property portfolio by 50% by 2025	✓	✓	
Reduce the greenhouse gas emissions from our waste by 10% by 2025			✓

We project that our scope 1,2&3 carbon emissions will decrease over the next five years by 1,181 tCO₂e by 2026. This is a reduction of 59% compared to the 2019 baseline, as noted in the glidepath below:



Centrica has committed to set “Science Based Targets” aligned with the Science Based Targets Initiative (SBTi) which provide companies with a clearly defined path to reduce emissions in line with the Paris Agreement goals. They have also joined the United Nations “Race to Zero” campaign which is a global campaign to rally leadership and support from businesses for a healthy, resilient, zero carbon recovery that prevents future threats, creates decent jobs, and unlocks inclusive, sustainable growth. The objective is to build momentum around the shift to a decarbonized economy, where governments must strengthen their contributions to the Paris Agreement. This will send governments a resounding signal that business, cities, regions and investors are united in meeting the Paris goals and creating a more inclusive and resilient economy. We will work to help Centrica group achieve these commitments.

Carbon Reduction Projects

To help us achieve our net zero targets and support clients achieve their own net zero goals, we are continuing to adapt our business to put carbon reduction at the heart of our priorities. The following environmental management measures and projects have been completed or implemented since 2019.

- Sustained certification to ISO:14001, the international standard for environmental management systems, demonstrating our ability to adhere to mapped processes. This covers the office and field work for the installation, servicing, and maintenance of domestic heating systems.
- As part of our commitment to EV100 initiative, we have replaced 50 of our diesel vans with new electric vans which generate zero tail-pipe emissions, benefiting the environment by reducing greenhouse gases, as well as harmful air and noise pollution. Our new electric vans are more efficient than diesel-powered vans, a major step forward in making the journey towards a carbon-free future and reducing our energy consumption.
- Through a restructure we offer staff flexibility in work location and have moved towards “flexible first”, promoting home working to reduce commuting/emissions, we have closed 6 offices since 2019.

The Covid-19 global pandemic had a significant influence on business activity. Therefore, carbon emission reduction was enhanced more than expected due to a reduction in workload. This combined with our focus on energy savings equates to 210 tCO2e, an 11% reduction against the 2019 baseline for 2022. Future plans to implement measures to move closer to our ambition of being Net Zero, include:

Through our continuous improvement plans we will review and update our measuring techniques to measure other emissions, helping reduce them and set appropriate targets more accurately.

Helping social housing clients become net zero by 2050

Through our work, in 2021, we calculate we have avoided 4,290 tCO₂e of our client's annual emissions (46,421 tCO₂e lifetime emissions) and avoided a further 2,325 tCO₂e annually (29,931 CO₂e lifetime emissions) from our 2022 installations. We have achieved these savings by replacing old, inefficient gas boilers with new, more efficient heating systems as well as through the installation of heat pumps and solar panels. As per good practice, we do not deduct these emissions from our footprint, but it is worth noting that for our 2022 lifetime emissions we emitted only 0.06 tCO₂e for every tonne that we helped our customers avoid. As such, there is an overall benefit in growing our business, but in an ever more decarbonised manner.

Centrica have installed over 17,000 Electric Vehicle charging points to customers. We can support clients to improve their Electric Vehicle charge infrastructure by using this resource and expertise.

Our Business Development Manager is working with our clients on a free consultative basis to identify carbon saving measures and funding to support activities. Some examples of the ways that we are helping our clients follow:

Case study 1 – Midland Heart: We maintain heating systems in 20,000 properties for Midland Heart, historically completing approximately 1500 gas installations per year. Through this contract and ongoing meetings with the client we identified the client was keen to explore net zero technologies to help address fuel poverty and wanted support in understanding/defining its long-term strategy.

To do this have complete a trial of renewable heating installations and energy efficiency measures in three occupied bungalows. The trials include replacing electric boilers with 130l megaflow unvented cylinders and electric showers, connected to Economy 7 and 10 tariffs. Installing, ASHPs (5kw Daikin units), radiators, solar PV systems, mixer showers and Mixergy smart cylinders.

To create a wider, long-term benefit, Midland Heart will monitor quarterly energy usage, compiling case studies on renewable efficiency in social housing. We will conduct SAP/EPC ratings to help the client identify which technology works best for the residents, allowing them to tailor their renewable strategy to achieve net zero.

Case study 2 – East Devon District Council (EDDC): Whilst working with EDDC on another project, they expressed their interest in heat pump technology to help them achieve Net Zero, however due to previous experiences were not sure how to progress with a contract/trial successfully. We collaborated with the client and identified funding through the Green Homes Grant Scheme could alleviate financial pressures of such work. Our Business Development Manager assisted with the application ensuring the funding was successfully granted. The aim is to bring the properties from EPC rating E or below up to a minimum of a C, although most properties are expected to achieve EPC B or above.

As a result, we have successfully removed solid fuel heating and immersion systems with low carbon alternatives in 78 houses and bungalows. Each property is provided an air source heat pump and necessary ancillary components; solar panels, new radiators, upgraded insulation, and a new, intelligent heating control system – all designed to reduce emissions and fuel poverty.

Sophie Davies, Housing Business and Customer Improvement Manager at East Devon District Council, said *“This scheme has real potential to change tenants’ lives for the better, by making their home heating systems more effective and more affordable – while reducing global warming and improving air quality.”*

Creating a “just transition” to net zero

Our just transition will achieve additional benefits to the local communities where we work. To do this, we will follow our commitments under the Social Value Act, creating a green recovery after Covid-19 pandemic and creating fair opportunities for all. This will be done by:

- Create employment for local people working on the contracts and where needed, honouring client’s requirements for local offices to bolster the local economy.
- Creating training and apprenticeship opportunities through our social housing contracts, offering ongoing support and mentorship to trainees/students to maximise success.
- Providing support and development to staff (including apprentices) to ensure they remain in our business and develop their careers, improving local economies and personal health/wellbeing.
- Supporting events such as Black History Month, LGBT+ Pride events and International Women’s Day, using low carbon technologies e.g. online events - maintaining Centrica’s Financial Times Top 100 inclusive company status
- Through our start-up investment competitions, we invested in Mixergy who create smart cylinders. These can be retrospectively used for heat pumps/solar, future proofing traditional heating installations.
- We offer grants through our “Energy for Tomorrow” scheme, this allows start ups and community projects to gain funding to support net zero / low carbon projects.
- Meeting clients social value activities, utilising staff volunteering days to facilitate added value activities. In 2022 this included:



4

New
Apprentices
Employed

820

People helped
with careers
support



467

Volunteering
hours
delivered



2

Probono
boiler
installations



£15k

In monetary
and material
donations



Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard² and uses the appropriate Government emission conversion factors for greenhouse gas company reporting³.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard⁴.

This Carbon Reduction Plan has been reviewed and signed off by our business director:

Signed on behalf of British Gas Social Housing Ltd

Sign. 

Date . . . 11 July 2023

Paul Makin

Head of British Gas Social Housing Ltd T/A PH Jones.

² <https://ghgprotocol.org/corporate-standard>

³ <https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>

⁴ <https://ghgprotocol.org/standards/scope-3-standard>