



# Carbon reduction plan

2024

# PH Jones

trading name of British Gas Social Housing Limited





## **We are making good progress on our commitment to achieve Net Zero emissions by 2045**

**We understand that by achieving Net Zero we can protect the world from the worst effects of climate change. 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.

Our plan provides detail on our:

- 1.** Baseline emissions footprint
- 2.** Current emission report
- 3.** Emissions reduction targets
- 4.** Carbon reduction projects
- 5.** 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 is 2019 and aligns to how the business was operating pre-Covid 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:

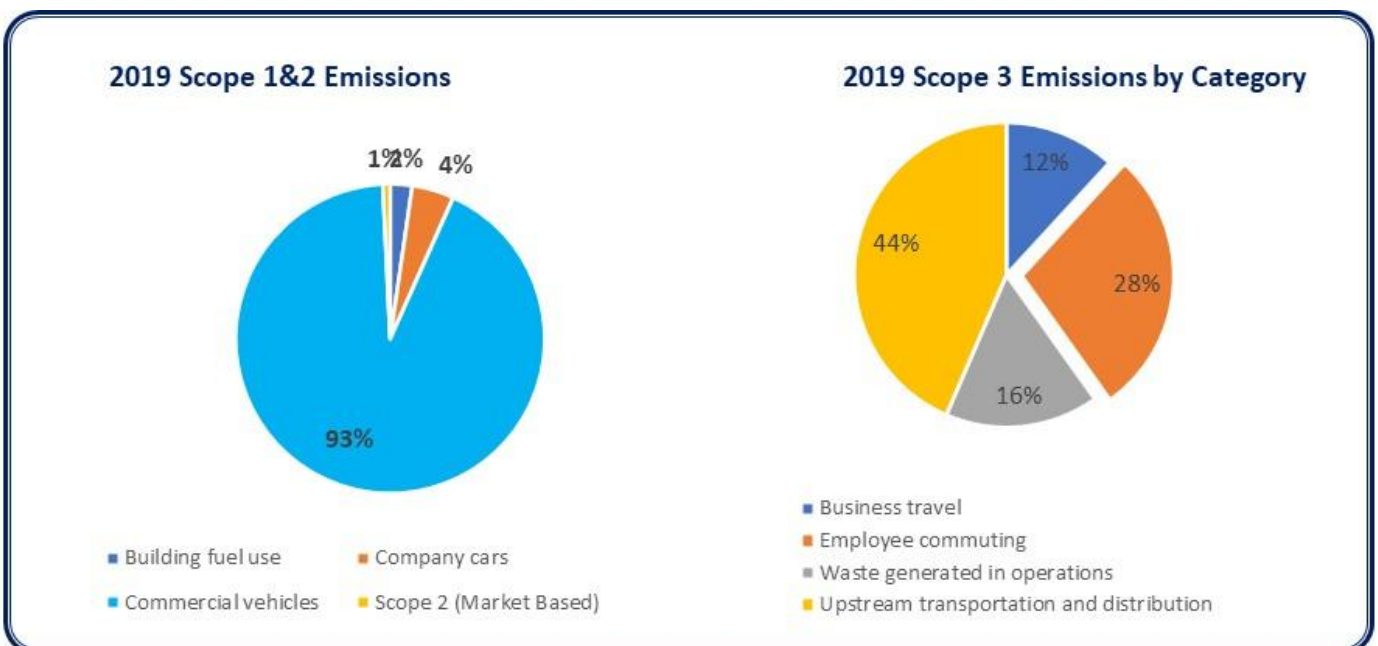
- **Scope one:** Direct greenhouse gas emissions that occur from sources that are controlled or owned by us e.g. emissions associated heating in offices or fuel in company owned vehicles.
- **Scope two:** Indirect greenhouse gas emissions associated with the purchase of electricity, steam, heat or cooling 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 2019/baseline emissions are:

Emissions	Total (tCO <sub>2</sub> e)
Scope 1	1,683
Scope 2	13
Scope 3 (Included Sources)	305
<b>Total Emissions</b>	<b>2,001</b>

### The breakdown of base year data is:



## Current Emissions Reporting

### Current year emissions (2024):

Emissions	Total (tCO <sub>2</sub> e)
Scope 1	1,065.6
Scope 2	0
Scope 3 (Included Sources)	150.7
<b>Total Emissions</b>	<b>1,216.3</b>

### Emission Details

Emissions	Total (tCO <sub>2</sub> e)							% reduction
	2019	2020	2021	2022	2023	2024	Total reduction	
Scope 1	1,683	1,576	1516	1615	1364	<b>1,065.6</b>	-617.4	37%
Scope 2	12	10	7	0	0	<b>0</b>	-12	100%
Scope 3	305	211	257	175	65	<b>150.7</b>	-154.3	51%
<b>Total</b>	2,000	211	257	175	1429	<b>1,216.3</b>	-783.7	39%

## Emissions reduction targets

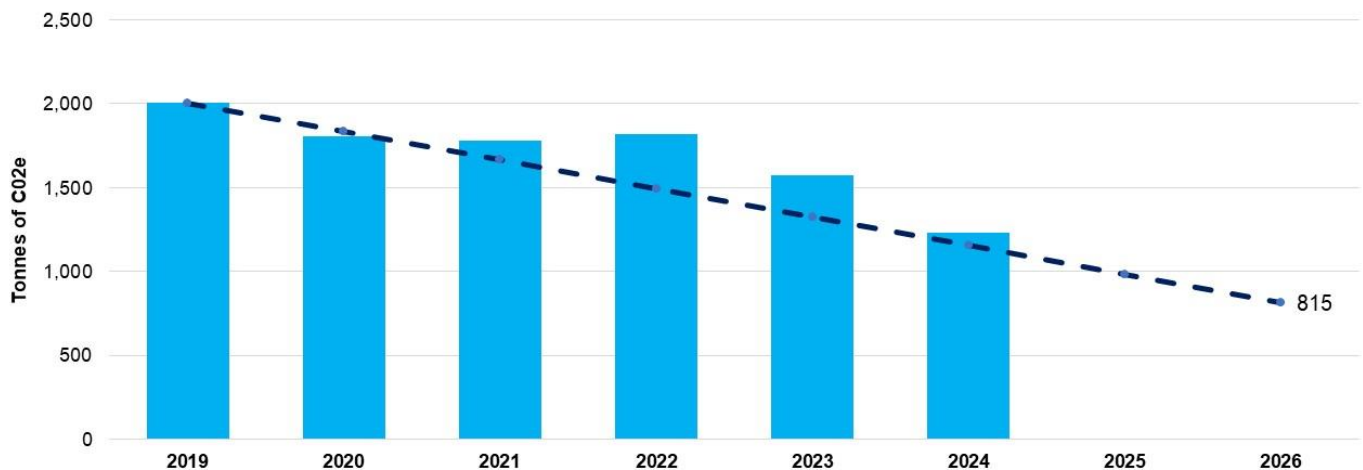
PH Jones has set the following targets as part of our progress to achieving Net Zero by 2045:

Target	Applicable scope(s)		
	1	2	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 and 3 carbon emissions will decrease **1,185 tCO<sub>2</sub>e**, between 2019 and 2026.

This is a reduction of 59%, compared to the 2019 baseline, as noted in the glidepath below:

2024 Carbon Reduction Glidepath



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 (2016). 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 goals, we are continuing to adapt our business to put carbon reduction at the heart of our priorities.**

We have completed or implemented the following environmental management measures and projects 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.
- **Replaced 50 of our diesel vans with new electric vans**, as part of our commitment to EV100 initiative. These generate zero tail-pipe emissions, reducing greenhouse gases, harmful air and noise pollution. Our 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.
- **Ongoing staff flexibility in work location**, promoting home working to reduce commuting/emissions. As a result of our “flexible first” approach, we have closed 6 offices since 2019.

We have plans to implement measures to move closer to our ambition of being Net Zero, which include:

### Waste

We aim to reduce production of total waste by 10%, bringing us in line with government strategy<sup>1</sup>. And maintain/exceed compliance of 70% waste recycling by 2025<sup>1</sup>. To do this, we have identified the need to better understand how our waste is managed/reported on by waste provider, Biffa. Therefore, our waste focus group is continuing to work with Biffa, to make the necessary improvements, which will allow us to identify and implement carbon saving measures.

### Fleet

Our EV van fleet roll-out has been slowed due to deployment issues which includes not all engineers being able to charge their vehicles easily and efficiently. The majority do not have a private driveway to park and charge their vehicle, with the wider community charging infrastructure is growing more slowly than anticipated. Our ambition to have a zero-emission van fleet from 2025 has now been adjusted to 2030. This remains five years ahead of the UK ban of new petrol and diesel vans. To support this, we carry out remote desk-based assessments of new staff's home circumstances, to check the practicalities of home charging stations (e.g. owned properties with driveway).

Throughout the first year of a new contract, we work with our parent company's EV installation teams to provide free charge points, where practicable. Engineers are incentivised to install EV chargers through discounted energy bills for home charging. We estimate that each electric vehicle used saves approximately 15Tco2e (based on 13,000 miles per annum).

### Property

We lease two offices, which includes our head office in Daresbury (Warrington), which is heated and cooled using ground source heat pumps. The property also benefits from investment in solar panels, providing a more energy efficient building.

---

<sup>1</sup>Climate Change Committee: [Sector-summary-Waste.pdf \(theccc.org.uk\)](#)

Welsh Government: [beyond-recycling-strategy-document.pdf \(gov.wales\)](#)

Scottish Government: [Low Carbon Scotland - meeting our emissions reduction targets 2013-2027: second report - gov.scot \(www.gov.scot\)](#)

English Government: [Resources and waste strategy for England: monitoring and evaluation - GOV.UK \(www.gov.uk\)](#)

We share space in a further seven properties owned by our clients/supply chain. We will continue to work with our property team and colleagues to drive energy and emission reductions in our properties. By changing the behaviour within our offices, we are working towards wider behavioural and habitual changes for our teams. Energy efficiency and emission reduction will be built into decision making for potential new properties.

### Other Scope 3

We will work with key staff and our supply chain to understand and measure other scope 3 emissions in a more efficient manner to create continuous improvement of data provided within the plan. For example:

- Work with suppliers to note delivery/collection of materials, helping create accurate upstream emissions.
- Note business travel distances and vehicle types within our system, in addition to fuel spend to calculate more accurate fuel emissions.
- Work with waste carriers to monitor waste generated per job with breakdown of materials, streamlining approach from different providers.

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

**We have been working hard to update new central heating systems with more modern, efficient products.**

In 2024, we installed over 8,700 new heating systems, which includes heat pumps. Through this activity, we estimate we have avoided around 10,692 tCO<sub>2</sub>e of client annual emissions (45,069 tCO<sub>2</sub>e lifetime emissions).

### Supporting Broadacres Housing Association

**Across 2023 and 2024, we delivered our clients' Decarbonisation contract, which was a development of their prior heat pump upgrade contract.**

We delivered full retrofit assessment, coordination, and installation of solutions under PAS2035 for 400 social housing properties. These are located across Darlington, Richmondshire, Scarborough, Selby and York. Measures delivered are 400 solar PV systems, 52 heat pumps, 156 loft insulation, 16 underfloor insulations and 24 Airex smart air bricks. Work was supported by funding through the Social Housing Decarbonisation Fund (Wave 2.1).

Our Retrofit Assessor conducted all retrofit assessments, following which our Retrofit Coordinator creates an improvement plan for each property based on the requirements of the property and client/contract. Our Contract Manager & Net Zero Coordinator bring together the appropriate teams and ensure measures are installed and all paperwork is provided to the relevant parties.

As the contract is mainly funded through SHDF, we conduct the Trustmark lodgement and submit completion documents to our client to claim funding. Retrofit Coordinator controls this process, ensuring complete compliance with PAS2035 and SHDF regulations.

Due to underfloor restriction halfway through the contract, we introduced a new draught proofing measure (Airex smart air bricks) and have installed these at 24 properties. We have conducted 301 post completion Energy Performance Certificates (EPCs). By contract completion, our team will have carried out around 450 retrofit assessments, which ensures a sufficient level of jobs to accommodate tenant no-access or property fabric issues preventing work. Our client is happy with performance to date, we have had excellent feedback from residents and less than 1% safety incidents.

**We significantly raised the energy efficiency of the properties we have worked in, with Energy Performance Certificates lodged following completion of all work. The average property has increased from a Band D to a Band B. Nearly 50 properties achieved a Band A.**



## 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 and creating fair opportunities for all.

This will be done by:

- Continuing to **employ a dedicated Social Value Manager** to drive our social value strategy, work collaboratively with our operational teams and clients to deliver a hyper local delivery plan
- Creating **employment for local people** and where needed, honouring client’s requirements for local offices to bolster the local economy.
- Creating **training and apprenticeship opportunities**, 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, maintaining Centrica’s Financial Times Top 100 inclusive company status
- **Signposting to grants** offered through our “Energy for Tomorrow” scheme, this allows startups and community projects to gain funding to support net zero / low carbon projects.

Through our social value activity, we delivered the following in 2024:



## Declaration and Sign Off

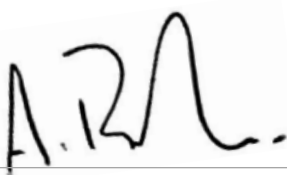
---

**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 standard<sup>2</sup> and uses the appropriate Government emission conversion factors for greenhouse gas company reporting<sup>3</sup>.

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) Standard<sup>4</sup>.

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

Signed: \_\_\_\_\_

Dated: 01/08/2025

**Andrew Ball**

Director (PH Jones)

---

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

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

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