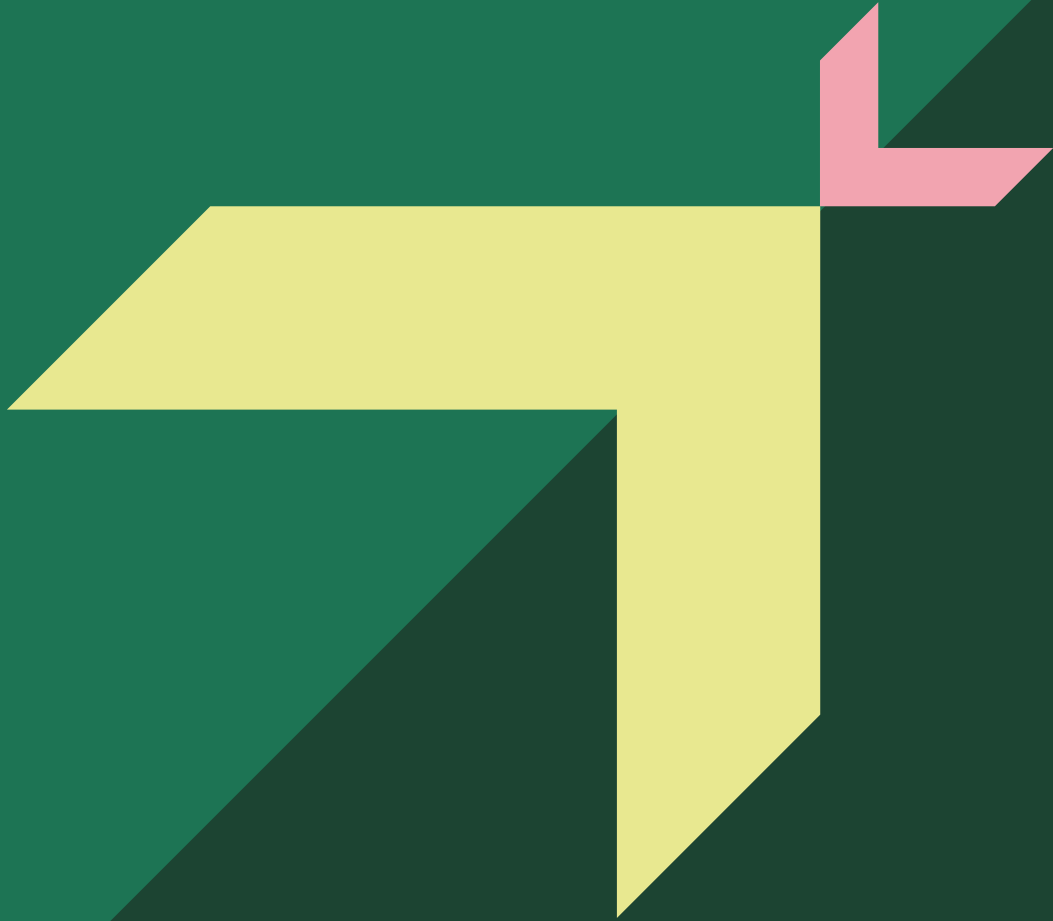


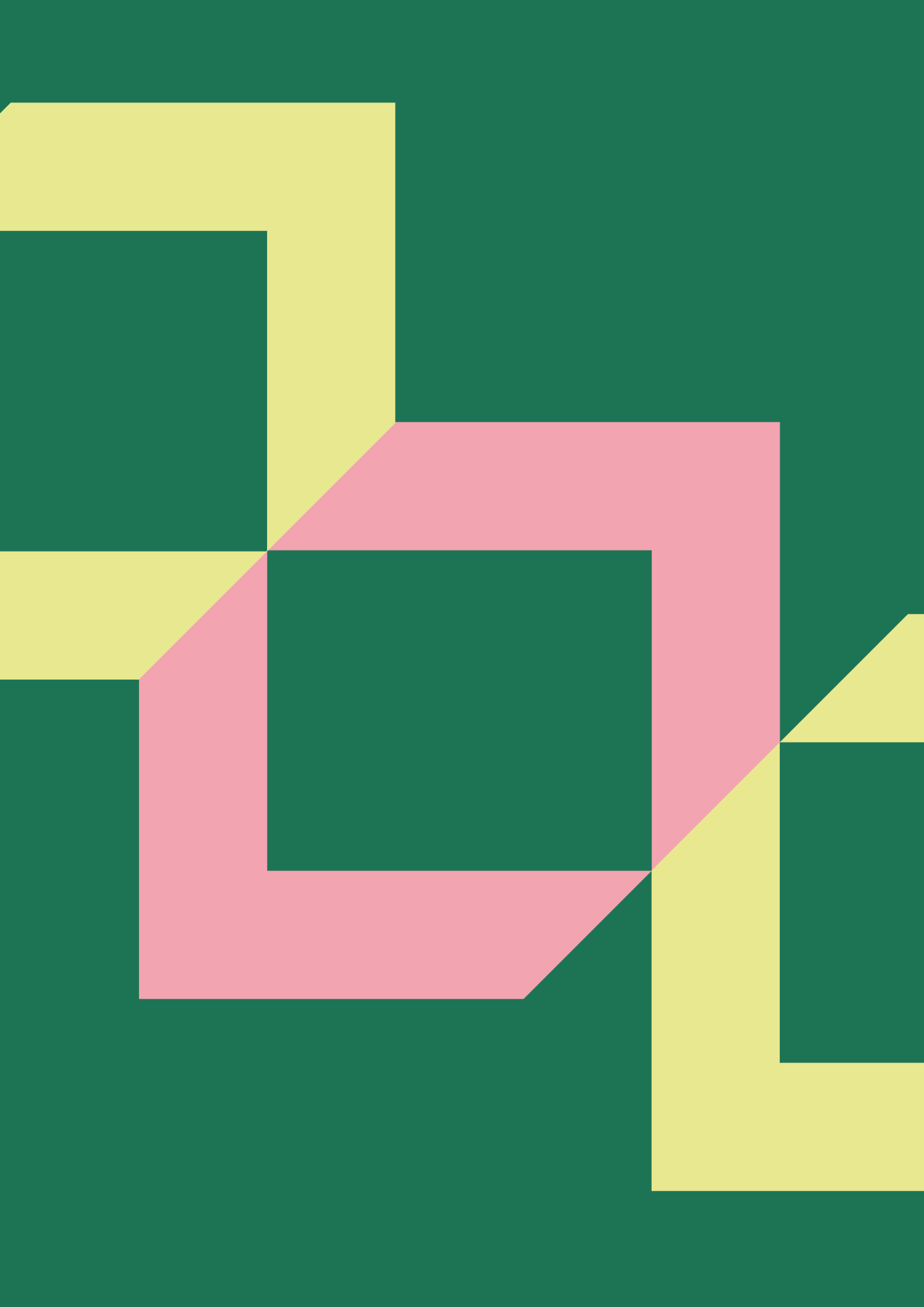


Amplius

Homes that make a difference



Sustainability Strategy 2025-2030





Our manifesto

Amplius... Homes that make a difference.

We're driven to have a positive impact on people's lives and provide affordable homes that make a difference.

A safe, affordable, quality home. That's the foundation of a good life. No matter who you are, or where you live.

We're driven to be better and do more. To build more homes and provide improved services. To do the right thing and help those who need us the most. To be accountable and deliver on our promises.

We're all in it together. Developing partnerships and communities. Treating people with respect. Listening and understanding. To have more of a positive impact on their lives.

Putting people first. Being ambitious. Providing good homes. With a heartfelt sense of purpose that's stronger than ever.

That's us. We're Amplius.

Our vision

Go Further and Do More

Our vision is to be a sector-leading housing provider that goes further and does more for our customers.

Realising the potential of being a larger organisation that works more efficiently, we'll make a bigger impact while retaining our local focus.

By utilising data, insight and technology to better understand our customers and deliver the homes and services they need, we'll redefine what it means to be a housing provider.

With highly motivated and high-performing people who are passionate about making a positive difference, we'll be recognised as the 'go-to' organisation in our sector.

Introduction

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01



We're committed to going further and doing more for our customers and our communities. Our Corporate Plan sets out our aim to continue to provide safe, sustainable and affordable homes that our customers are proud to live in.

We'll do this by delivering and regenerating new homes sustainably, investing in the safety, quality, and energy efficiency of our existing homes and focusing on our customers' priorities.

As a social housing provider, our purpose extends beyond providing safe, affordable and quality homes. We also recognise our responsibility to operate in a way that is environmentally responsible, socially inclusive and governed by the highest standards of accountability and transparency.

Our Sustainability Strategy is structured around four key themes, aligned with those set out in the Corporate Plan, and designed to directly support the delivery of our three strategic outcomes, while reflecting the priorities of our communities, the organisation, and the expectations of Environmental, Social and Governance (ESG) standards.

The four key themes throughout our Sustainability Strategy are:



Customers

Supporting thriving, resilient, safe communities.



Properties

Ensuring homes are safe, high-quality, energy-efficient and future-ready.



Planet

Reducing our environmental impact and promoting sustainable resource use.



Colleagues

Creating a fair, inclusive and empowered workforce.

This document outlines our commitments and actions to deliver positive outcomes for our residents, colleagues, communities and the wider environment.





Strategic outcomes

As a social housing provider, achieving strong sustainability and ESG outcomes requires embedding them into asset management, services, people, governance and partnerships, not treating them as a standalone initiative.

This strategy reflects our commitment to delivering safe and sustainable homes and communities.

By working collaboratively with customers, colleagues, stakeholders and suppliers, we'll deliver real social value, reduce environmental impact and build an organisation that is resilient and future-ready.

Our strategic outcomes are:

Environmental

- Reduced carbon emissions and a clear pathway to net zero.
- Improved energy efficiency and lower operating costs across homes, assets and workplaces.
- More sustainable use of resources, with reduced waste and increased reuse and recycling.
- Climate-resilient assets and services that are better prepared for future environmental risks.
- Stronger environmental stewardship that supports biodiversity and local ecosystems.

Social

- Healthier, safer and more sustainable homes and services for customers and communities.
- Improved customer wellbeing through reduced fuel poverty, better living conditions and inclusive service design.
- A diverse, skilled and engaged workforce that feels valued, supported and able to thrive.
- Stronger community relationships and increased social value through local employment, skills and investment.
- Greater trust and confidence from customers, partners and stakeholders.

Governance:

- Clear accountability and leadership for sustainability from board level through to front-line teams.
- Ethical, transparent and responsible decision-making embedded across the organisation.
- Stronger risk management, including climate, social and regulatory risks.
- Improved compliance and reporting with current and emerging ESG regulations and standards.
- Robust data, reporting and assurance that demonstrate progress and impact.

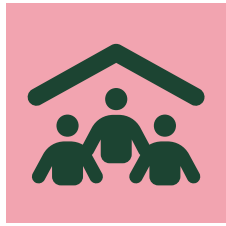


Customers

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02



Customers

Supporting thriving, resilient and safe communities.

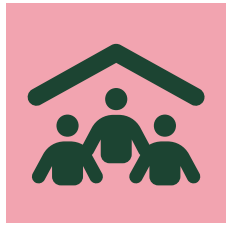
We will:

- Deliver among the best customer service in the sector by working with our customers to shape our services and involve them in the decisions that affect their homes and communities.
- Support our customers to maintain their tenancy and fulfil their potential.
- Invest in our communities to deliver social value.
- Support initiatives that promote social inclusion, skills and employment.
- Maximise social value by creating local employment, training opportunities and community investment.
- Partner with local organisations to improve health and wellbeing.
- Tackle fuel poverty through energy efficiency measures, advice and targeted support.
- Promote equality, diversity and inclusion across the services delivered.
- Improve ways customers can contact us through new multi-channel contact centre platform and digital portal.
- Provide digital access, training and support to reduce digital exclusion.
- Ensure all procured contracts include a clause ensuring targeted investment in local small and medium-size enterprises (SMEs).

- Design inclusive services utilising customer segmentation data to ensure we meet the needs of our diverse customer base and their communities.

Measures of success:

- Services co-designed or reviewed with customer involvement.
- Reduction in tenancy failures and evictions.
- Uptake of tenancy support, advice and early intervention services.
- Positive customer outcomes linked to employment, training or wellbeing support.
- Reduced rent arrears and improved financial resilience.
- Identify and realise £500k annually through supporting customers with energy, financial and wellbeing advice.
- 20 community projects supported or delivered by 2030.
- Customers supported into employment, training or education year-on-year to 2030.
- Participation rates increased among underrepresented or vulnerable groups.
- Apprenticeships and traineeships supported through suppliers.



Customers

Supporting thriving, resilient and safe communities.

Performance targets:

Key performance indicator	Current performance (March 2026)	2030 target
Value created through supporting customers with energy, financial and wellbeing advice	N/A	£650k
Community investment delivered (£ or outcomes-based)	N/A	Over the next five years: <ul style="list-style-type: none"> • Minimum of five customers into direct apprentice roles. • Extend health partnership to four new local authority areas. • Deliver three place-based initiatives to employ residents to maintain local areas, to build pride and ownership. • Create three Community Partnership Hubs. • Three percent of candidates for roles at Amplus are living in affordable housing through proactive recruitment campaigns. • Launch Amplus Community Foundation. • Volunteer scheme for colleagues will be reviewed to increase capacity to deliver more community projects year on year.
Tenancy health check visit to 25% rented homes	N/A	Target 25% annual use - review and monitor.
Tenancy Satisfaction Measures satisfaction metric (Low-Cost Rented Accommodation & Low-Cost Homeownership) “Overall Customer Satisfaction”	61.85% (LCRA) 45.86% (LCHO)	Targeted approach to increase customer satisfaction across all tenures year-on-year. Suite of Tenant Satisfaction Measures also reported annually within the ESG Report.

Properties

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03



Properties

Ensuring homes are safe, high-quality, energy-efficient and future-ready.



We will:

- Deliver 1,000 new homes each year.
- Provide high-quality, safe and affordable homes.
- Invest in the decarbonisation of our homes.
- Become net zero carbon in our operations, homes and supply chain by 2050.
- Develop a clear net zero pathway aligned to stock archetypes and investment planning.
- Attain an Energy Performance Rating of Band C or higher in all existing homes by 2030.
- Embed sustainability into new development standards.
- Create sustainable living environments.
- Leverage grants, funding and partnerships to support retrofit and regeneration.
- Balance affordability for customers with long-term asset sustainability.
- Incorporate accessibility principles into standard bathroom, external and void specifications for new build and existing stock.

- Follow 12 key considerations across three key areas in all new developments. These are “Integrated Neighbourhoods, Distinctive Place and Streets For All”, as outlined in the Homes England “Building for a Healthy Life” toolkit.

Measures of success:

- Reduction in carbon emissions and energy costs.
- Improvement in customer comfort, health and wellbeing.
- Provides new affordable homes to help meet the housing need.
- Improves the performance of our portfolio.
- Year-on-year increase in the number of homes transitioned to low-carbon heating solutions. Year-on-year reduction in damp, mould and condensation repair requests.





Properties

Ensuring homes are safe, high-quality, energy-efficient and future-ready.



Performance targets:

Key performance indicator	Current performance (March 2026)	2030 target
Percentage of homes meeting EPC C or above	89.57%	100%
Average SAP score across housing stock	73	81
Install 1,500 Solar PV on homes	1,555	1,500
Percentage of new homes built to enhanced sustainability standards	100% homes built to EPC Band B.	Adoption of the Future Homes Standard with a year-on-year increase to achieve EPC Band A.
Proactive asset monitoring	653 gateways installed.	500 new Aico smart tech and investment in tech and data-driven homes.
Accessibility, outdoor space etc	N/A	Deliver five Amplus Places year-on-year that improve outside spaces.



Planet

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04



Planet

Reducing our environmental impact and promoting sustainable resource use.



We will:

- Implement environmental stewardship to drive positive change.
- Strengthen climate resilience by assessing environmental risks and adapting assets and services accordingly.
- Introduce climate resilience measures (i.e. overheating, flooding, damp and mould prevention).
- Enhance outdoor spaces to promote biodiversity.
- Improve waste management and promote circular economy approaches in operations across the business.
- Set science-based carbon reduction targets with a clear pathway to net zero.
- Transition to low-carbon energy sources and reduce reliance on fossil fuels.
- Integrate sustainability into procurement and supply chain management.

Measures of success:

- Year-on-year improvement in key environmental KPIs (carbon, waste, energy, water).
- Increase in biodiversity indicators (e.g. habitat creation, tree planting, pollinator-friendly areas).
- Sites identified and with biodiversity enhancement plans in place.
- Reduction in damp, mould and condensation cases year-on-year.
- Over the next five years, 100% of waste diverted from landfill.
- Increase in reuse and recycling rates across operations.
- Supplier adoption of waste reduction and take-back schemes.
- Year-on-year reduction in Scope 1, 2 and relevant Scope 3 emissions.
- Over the next five years, all contracts will include sustainability and ESG requirements.





Planet

Reducing our environmental impact and promoting sustainable resource use.



Performance targets:

Key performance indicator	Current performance (March 2026)	2030 target
Open spaces	N/A	Implementation of opportunities identified
Environmental Management System	N/A	Achieve ISO14001 environmental accreditation.
Delivery against ESG/ sustainability action plan milestones	N/A	Implement actions to address key priorities.
For 30% of our outdoor spaces to enable nature’s recovery	N/A	30%
To reduce avoidable waste generated by 10% per direct build plot by 2030	N/A	Employer’s requirements to be reviewed to ensure agreed reporting mechanism, via contractual commitment, targeting 10% reduction by 2030.
To send zero non-hazardous waste to landfill or incineration by 2030	N/A	0%
Reduction in Scope 1, 2 and relevant Scope 3 emissions	184,783.60 Tonnes CO2e.	Reduce by 7%
Electric Vehicle charge point provision	Currently 13 charge points at Amplius office sites. Charge points currently installed at two Independent Living sites.	Increase provision of chargers across schemes and offices.



Colleagues

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05



Colleagues

Creating a fair, inclusive and empowered workforce.



We will:

- Attract and retain great people, who are set up and empowered to succeed.
- Deliver structured training on sustainability and ESG awareness.
- Develop, communicate and embed our Amplus approach to hybrid working, which facilitates effective ways of working that promotes collaboration, engagement and high performance across all teams.
- Provide inspirational leadership and effective management.
- Deliver an engaging, informative and role-specified induction programme to all new starters, which equips all colleagues with the underpinning skills, knowledge and cultural understanding to achieve success in their roles.
- Create high-quality apprenticeship and graduate entry opportunities, which attract talented young people into the organisation and create work opportunities for our residents and communities.
- Promote diversity, proactively challenging inequality to provide opportunities for employment and development to all.
- Develop the Belong Working Group to help us listen to colleagues and our Trade Union partners, to help shape our approach to building an inclusive

working environment, including the development of the sub-groups e.g. SOUL/HEAR.

- Develop and publish a “Do Good, Feel Good” programme of events, promoting wellbeing, mental health, teamwork, volunteering and engagement across the organisation.
- Recognise and celebrate colleagues who have demonstrated the Amplus values.

Measures of success:

- Consistent high-quality Amplus employer branding in place for all recruitment material and activity, which highlights the Amplus values, aspirations and culture.
- Leadership score of 70% on Best Companies survey and 50% of managers achieving a MC3 two-star rating.
- Amplus approach to hybrid working developed and effectively communicated and implemented.
- Increased wellbeing factor scores in the Best Companies survey to above benchmark average for a three-star organisation.
- Minimum of three Amplus colleagues on the HDN mentoring programme annually.
- 100% of colleagues receive equality, diversity and inclusion training.



Colleagues

Creating a fair, inclusive and empowered workforce.



Performance targets:

Key performance indicator	Current performance (March 2026)	2030 target
Percentage of colleagues trained in sustainability/ESG	N/A	100%
Employee engagement score	30%	85%
Coaching and mentoring	Seven coaches across Amplius and 51 mentors covering varying levels of mentoring.	Develop an additional network of 20 coaches and increase mentoring capability across Amplius by 1% each year.
Best Companies accreditation (organisation)	1-star	3-star (2029 onwards)
Engagement survey colleague completion rates	26%	85%
Health and wellbeing	Creation of new employee benefits package.	Monitor, review and report on the uptake of wellbeing offers.
Promoting internal growth	N/A	Monitor, review and report on internal success.
Promote opportunities for colleagues to access electric and hybrid vehicles through the employee package	Promote opportunities for colleagues to access electric and hybrid vehicles through the employee package.	Monitor, review and report on uptake of this benefit.

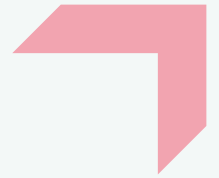


Reporting, monitoring and evaluations

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07



Reporting, monitoring and evaluations

Our key commitments, along with success measures and associated timescales, will be reported to the Development and Asset Investment Committee, as well as annually to the Board via the ESG report.

We've established a Sustainability Working Group with representatives from all directorates across the organisation, along with a Customer Focus Group to provide direct input into the Sustainability Working Group, ensuring our customers have – and continue to - help shape our priorities and approach.

In addition to this, we'll produce an annual ESG report detailing our progress against the following criteria as part of the UK's Sustainability Reporting Standard (SRS) Framework:

- Climate Change
- Ecology
- Resource Management
- Affordability and Security
- Building Safety and Quality
- Resident Voice
- Resident Support
- Placemaking
- Structure and Governance
- Board and Trustees
- Staff Wellbeing
- Supply Chain .





Amplius

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