



ESG DATA HANDBOOK

April 2022



CREST
NICHOLSON

INTRODUCTION

This document provides ESG performance data for the period 1 November 2020 to 31 October 2021, together with previous years as stipulated.

ESG performance is also discussed on the corporate website and in the Annual Integrated Report.

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GOVERNANCE

Our commitment to sustainability starts at the top. Our Chief Executive has ultimate responsibility for sustainability, including climate change, and chairs the Sustainability Committee. The Committee is delegated authority from the Executive Leadership Team to ensure that environmental, social and governance (ESG) matters are integrated within the business. It also has oversight of major issues and policies relating to sustainability and is responsible for overseeing the development and delivery of the strategic aims and initiatives to improve our ESG performance.

We measure our sustainability performance against key standards, disclosures and the criteria most material to our business and stakeholders. We received a B score for our recent CDP disclosure and we are committed to supporting the UN Sustainable Development Goals (SDGs). Further information is available in our [Annual Integrated Report](#).

Our governance structure is available to view on our [corporate website](#).

MEMBERSHIP OF INDUSTRY-RELATED SUSTAINABILITY GROUPS AND INITIATIVES

We are partners of the Supply Chain Sustainability School (SCSS) and active participants in the Future Homes Hub (FHH). The SCSS is an industry collaboration to enable a sustainable built environment. As a partner we help to fund and contribute to the development of a wealth of learning material that covers some of the most pressing sustainability challenges, from climate change to modern slavery. The learning material is freely available to our suppliers with whom we regularly communicate with and encourage them to make use of the school platform.

The Future Homes Hub is a collaboration across the new homes sector, designed to bring the industry together to meet the environmental and social challenges ahead while continuing to build high quality homes the country needs. The Hub's work is guided by the sector's long-term roadmap, the [Future Homes Delivery Plan](#).

POLICIES AND REPORTING

Policies and statements:

[Anti-Slavery and Human Trafficking Statement](#)

[Anti-Bribery and Corruption Policy](#)

[Equality and Diversity Policy](#)

[Human Rights Policy](#)

[Corporate Health and Safety Policy](#)

[Sustainability Policy](#)

[Climate Change Policy](#)

[Sustainable Procurement Policy](#)

[Sustainable Timber Policy](#)

[Supply Chain Code of Conduct](#)

[Speaking Up: Our Whistleblowing Policy](#)

[Recruitment Privacy Policy](#)

[Shareholder Privacy Notice](#)

[Supply Chain Privacy Notice](#)

[Privacy Policy](#)

Reports:

[Annual Integrated Report 2021](#)

[CDP Climate Change 2021](#)

[Gender Pay Gap Report 2021](#)

COMMUNICATION WITH EMPLOYEES

Crest Nicholson's values, policies and procedures form part of its formal contract with employees, both permanent and temporary.

Policies and procedures are reviewed and approved by the Executive Leadership Team and are communicated using appropriate media, including the Company intranet.

Staff engagement is important to Crest Nicholson. Information and changes that the Company wishes to communicate (including trading updates) are disseminated via various media as appropriate to the message, such as departmental briefings, road shows and one on one meetings, plus the Company intranet.

INVESTOR DISCLOSURES & INDEXES



In March 2021, Crest Nicholson received an ESG Risk Rating of 15.3 and was assessed by Sustainalytics¹ to be at Low Risk of experiencing material financial impacts from ESG factors.



We respond annually to the CDP² Climate Change questionnaire. In 2021, we received a score of B.



FTSE4Good

Crest Nicholson is a constituent of the FTSE4Good Index³.

¹Sustainalytics' ESG Risk Ratings measure a company's exposure to industry specific material ESG risks and how well a company is managing those risks. This multi-dimensional way of measuring ESG risk combines the concepts of management and exposure to arrive at an assessment of ESG risk, i.e. a total unmanaged ESG risk score or the ESG Risk Rating, that is comparable across all industries. Sustainalytics' ESG Risk Ratings provide a quantitative measure of unmanaged ESG risk and distinguish between five levels of risk: negligible, low, medium, high and severe. Learn more about the [ESG Risk Ratings here](#).

²CDP is a non-profit which runs the global environmental disclosure system. They support companies in making environmental impact transparent to stakeholders, better understanding how they can reduce their impact, and acting to become environmental leaders. CDP has the world's largest, most comprehensive set of companies' environmental data, and is utilized by investors and purchasing organizations to make informed decisions, reward high-performing companies, and drive action. [Learn more about the CDP here](#).

³The FTSE4Good Index Series is designed to measure the performance of companies demonstrating strong Environmental, Social and Governance (ESG) practices. Transparent management and clearly defined ESG criteria make FTSE4Good indexes suitable tools to be used by a wide variety of market participants when creating or assessing sustainable investment products. [Learn more about FTSE4Good here](#).

DATA

ENVIRONMENTAL DATA

Greenhouse gas (GHG) emissions

Scope 1 emissions (tCO₂e)

	2021	2020	2019	2018
Total scope 1 GHG emissions	3,638.0	4,232.2	6,720.6	7,251.6
Consumption of office gas	89.2	77.9	72.9	109.4
Consumption of site gas	1,015.9	1,188.3	1,433.6	1,785.1
Consumption of site fuel	2,003.0	2,160.3	4,041.6	4,144.7
Business travel (company-owned vehicles)	490.5	805.7	1,102.1	1,132.3
Refrigerant gas loss	39.3	0.0	70.5	80.1

Scope 2 emissions (tCO₂e)

	2021	2020	2019	2018
Total scope 2 GHG emissions (location-based)	1,718.3	1,771.5	1,737.2	2,402.61
Consumption of office electricity	121.9	133.2	167.8	209.4
Consumption of site electricity	1,596.4	1,638.1	1,548.1	2,182.3
Total scope 2 GHG emissions (market-based)	262.7	500.2	1,170.9	2,408.0
Consumption of office electricity	33.0	36.5	45.4	74.7
Consumption of site electricity	229.7	463.8	1,125.5	2,333.2

Operational scope 3 emissions (tCO₂e)

	2021	2020	2019	2018
Total scope 3 GHG emissions	3,168.9	2,220.6	3,664.8	3,747.9
Landfilled office waste	0.1	0.1	0.6	0.7
Recycled and incinerated office waste	0.9	0.6	1.0	0.8
Landfilled site waste	0.9	0.8	1.3	1.2
Consumption of office water	0.3	0.5	1.1	1.5
Consumption of site water	19.2	27.9	42.7	39.0
Business travel (employee-owned vehicles)	679.2	597.3	712.2	650.0
Other business travel (flights, taxis, and public transport)	2.5	8.0	43.2	57.7
Employee commuting	657.2	385.8	764.7	729.3
Upstream scope 3 (well-to-tank and transmission and distribution losses)	1,809.0	1,199.3	2,097.9	2,364.5

Other scope 3 emissions (tCO₂e)¹

	2021	2020	2019	2018
Total 'other' scope 3 emissions	528,031	No data	668,344	No data
Supply chain (upstream emissions – purchased goods & services and capital goods)	163,747	No data	222,117	No data
Occupant energy 60 years – regulated ² (use of sold product)	200,626	No data	245,679	No data
Occupant energy 60 years – unregulated ³ (use of sold product)	160,501	No data	196,543	No data
Upstream transport	5,960	No data	6,168	No data
End of life treatment of materials	3,158	No data	4,004	No data

¹This is the first year we have calculated our total value chain emissions, including those related to our supply chain and use of sold homes. 2019 was calculated as our base year and 2021 is our most recent year's data. We have not recalculated emissions associated with 2018 or 2020, but we will continue to calculate value chain emissions in future years.

² Regulated energy consumption is associated with lighting, space heating, ventilation and hot water

³ Unregulated energy consumption is associated with equipment and appliances such as IT equipment, cooking appliances and white goods

Carbon footprint totals (tCO₂e)

	2021	2020	2019	2018
Total scope 1 and 2 emissions (location-based)	5,356.3	6,003.7	8,457.8	9,654.2
Total scope 1 and 2 emissions (market-based)	3,900.7	4,732.4	7,891.5	9,659.6
Total scope 1, 2 and operational scope 3 emissions (location-based)	8,525.3	8,224.2	12,122.6	13,402.1
Total scope 1, 2 and operational scope 3 emissions (market-based)	7,069.7	6,953.1	11,556.3	13,407.5

Carbon emissions intensity (scopes 1 & 2, location-based)

	2021	2020	2019	2018
Scope 1 and 2 emissions per 100 sq. m homes completed (tCO ₂ e/100sq. m)	2.52	3.08	3.20	3.46
Scope 1 and 2 emissions per £m revenue (tCO ₂ e/£m)	6.81	8.86	7.79	8.61

Our greenhouse gas calculations were verified by Verco Advisory Services Ltd using the World Resources Institute (WRI) and World Business Council for Sustainable Development (WBCSD) Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard. Verco has also provided limited assurance against ISO 14064. A verification statement is available on our corporate website [here](#).

Energy consumption (MWh unless stated, covers scope 1 & 2 emissions)

	2021	2020	2019	2018
Fuel	17,321	18,773	29,048	30,355
Electricity	8,011	7,598	6,713	8,449
Of which renewable electricity tariffs	4,997	4,284	2,140	476
% direct electricity supplied on renewable tariffs	62%	56%	32%	6%
Total energy	25,332	26,371	35,761	38,805

Verco has verified and provided limited assurance for our energy consumption data

Water consumption (m³)

	2021	2020	2019	2018
Office water	1,889	1,514	3,328	4,313
Site water	129,085	81,143	124,026	113,349
Total water	130,974	82,657	127,354	117,662

Waste (tonnes unless stated)

	2021	2020	2019	2018
Office waste	44	31	54	47
% Office waste diverted from landfill	97%	97%	89%	85%
Cost of construction waste (£)	2,126,462	1,674,655	2,799,174	3,395,424
Construction waste	19,647	15,946	25,444	31,199
Construction waste per 100sq. m (t/100 sq. m)	9.25	8.19	9.64	11.18
Construction waste sent to landfill	717	664	1,044	941
Construction waste diverted from landfill	18,931	15,283	24,400	30,258
Reuse	4,494	2,282	4,880	5,446
Recycling	8,391	6,710	10,980	12,103
Composting	-	-	-	-
Recovery, including energy recovery	6,046	6,290	8,540	12,708
Incineration	-	-	-	-
% construction waste diverted from landfill	96%	96%	96%	97%
Hazardous waste sent to landfill	0%	0%	0%	0%

Environmental regulation

	2021	2020	2019	2018
Value of significant fines as a consequence of non-compliance with environmental laws and regulations (£)	0	0	0	0

Sustainable procurement

	2021	2020	2019	2018
% of procurement spend (orders placed) within 20 miles of site operation	27%	23%	29%	26%

Sustainable Timber

Timber products supplied through suppliers ¹	2020	2019	2018	2017
Certified timber (FSC or PEFC) procured (% total supplier volume)	99%	97%	97%	98%
Timber procured with a source assessed to be legal (% of total supplier volume)	1%	3%	3%	2%
Timber procured with limited knowledge of source (% of total subcontractor volume)	0%	0%	0%	0%

¹Reported a year in arrears

Timber products supplied through subcontractors ¹	2020	2019	2018	2017
Certified timber (FSC or PEFC) procured (% total supplier volume)	76%	24%	50%	47%
Timber procured with a source assessed to be legal (% of total subcontractor volume)	24%	76%	50%	53%
Timber procured with limited knowledge of source (% of total subcontractor volume)	0%	0%	0%	0%

¹Reported a year in arrears

Energy efficiency of our homes

	2021	2020	2019	2018
Average SAP ¹ rating ² 2009 version	88.60	85.16	84.18	83.97
Average SAP ¹ rating ² 2012 version	82.54	81.12	82.75	83.77
% of dwellings assessed against SAP 2009 version	11%	14%	28%	25%
% of dwellings assessed against SAP 2012 version	87%	85%	68%	63%
Average % improvement in Target Emission Rate for SAP rating 2009 version	51%	26%	18%	12%
Average % improvement in Target Emission Rate for SAP rating 2012 version	8%	7%	12%	12%
Average energy efficient lighting in a standard Crest Nicholson House	100%	100%	100%	100%
% of dwellings with A-C energy rating, Energy Performance Certificate	100%	99%	100%	99%
% of dwellings with A-C environmental impact rating, Energy Performance Certificate	99%	100%	100%	99%
% of dwellings with Smart Meter and display	98%	95%	95%	87%

¹SAP is the methodology used by the Government to assess and compare the energy and environmental performance of homes.

²A SAP calculation provides a rating of 0-100+. The higher the rating, the lower the energy consumption. Homes with a rating of over 100 are net exporters of energy. The median rating for existing houses in England in 2019 was 64 (source: Office for National Statistics, Energy Efficiency of Housing in England and Wales).

Water Efficiency

	2021	2020	2019	2018
Water consumption homes are designed to achieve (litres per person per day)	105	105	105	105

Renewable Energy & Community Heating

	2021	2020	2019	2018
% of dwellings benefiting from at least one renewable energy source	52%	35%	34%	27%
% of developments with a community heating system	8%	9%	14%	16%

SOCIAL DATA

Workforce

	2021	2020	2019	2018
Number of employees (average)	661	793	1005	1016
Number of employees at Year End (October 31)	700	657	966	1017
Number of employees in earn and learn positions ¹ (October 31)	57	65	99	130
% of employees in earn and learn positions	8%	10%	10%	13%
Number of contractors (average)	2,348	1,954	3,030	3,372
Contractors (% of total workforce)	75%	71%	75%	77%
% voluntary turnover	35%	26%	18%	18%

¹Includes trainees, graduates and apprentices

Diversity¹

	2021	2020	2019	2018
Number of male employees (October 31)	433	420	610	647
Number of female employees (October 31)	267	237	356	370
Male on Board (%)	62%	50%	56%	64%
Female on Board(%)	38%	50%	44%	36%
Male on Executive Leadership Team (%)	86%	100%	100%	100%
Female on Executive Leadership Team (%)	14%	0%	0%	0%

¹See Annual Integrated Report for data on direct reports

Employee Engagement

	2021	2020	2019 ¹	2018
Employee engagement score (%)	75%	70%	N/A	88%

¹There was no survey in 2019

Customer satisfaction

	2021	2020	2019	2018
HBF 5-star satisfaction rating	5	5	4	4

Health, safety and wellbeing

	2021	2020	2019	2018
Incidents where 1-7 days absence were taken	31	36	39	39
Incidents reported to H&S Executive under requirements of RIDDOR	13	10	14	15
Sickness (average number of days per person)	4.8	4.5	4.3	3.6
Annual Injury Incidence Rate (AIIR) ¹	385	369	372	342
AIIR construction industry average ^{2,3}	tbc	330	369	359
AIIR HBF average (peer group) ²	264	263	287	328
Employee fatal injuries (number)	0	0	0	0
Sub-contractor fatal injuries (number)	0	0	1	0
Health and Safety training delivered (days)	278	195	550	646
Health and Safety inspections per site (average number)	10.65	6.78	3.72	3.56

¹ AIIR calculated based on the number of incidents divided by the average number employed, multiplied by 100,000.

² AIIR HBF and construction industry average statistics are calculated for the 12-month period to the end of 31st March. Most recent data (2021) is calculated based on data between 1 April 2020 and 31 March 2021.

³ Figures for 2018 and 2019 amended in line with the Health and Safety Executive's (HSE) published statistics.

Transport and Connectivity

	2021	2020	2019	2018
% developments that benefit from sustainable transport initiatives	37%	40%	30%	28%
% developments with access to car clubs	2%	7%	12%	9%
% developments with cycle routes	31%	34%	35%	45%
% dwellings with individual or communal cycle storage	68%	57%	58%	45%
% dwellings with access to electric charging points	11%	14%	9%	6%
% developments within 500m of a train station	10%	10%	12%	17%
% developments within 1500 of a train station	22%	22%	24%	41%
% developments within 500m of a bus stop	63%	64%	65%	81%
% developments within 1500m of a bus stop	90%	90%	91%	98%

Green Spaces & Ecology

	2021	2020	2019	2018
% developments that benefit from ecological protection or enhancement measures	69%	66%	67%	72%
% developments with an area of green space	52%	50%	64%	76%

Infrastructure & Amenities

	2021	2020	2019	2018
% developments within 500m of local amenities	36%	40%	35%	53%
% developments within 1500m of local amenities	63%	66%	67%	84%
% developments with a play area	51%	45%	48%	52%
% developments provided with community buildings	8%	7%	6%	5%
% developments with allotments	8%	9%	11%	7%

Future-proofing against flood-risk

	2021	2020	2019	2018
% developments in Flood Zone 1	85%	88%	78%	79%
% developments in Flood Zone 2	12%	10%	17%	16%
% developments in Flood Zone 3a	3%	2%	5%	5%
% developments that incorporate Sustainable Drainage Systems	84%	78%	76%	81%

OUR BUSINESS DATA

Key Financials

	2021	2020	2019	2018
Revenue (£m)	786.6	677.9	1086.4	1121.0
Adjusted operating profit (£m)	114.6	57.1	133.0	182.0
Contribution social infrastructure improvements through s106 agreements and Community Infrastructure Levy (CIL) committed to in the year (£m) ¹	25.4	48.5		

¹First year of reporting this statistic in 2020

Anti-bribery and corruption

	2021	2020	2019	2018
Staff dismissals due to non-compliance with anti-corruption policy (number)	0	0	0	0
Fines, penalties, settlements in relation to corruption (£)	0	0	0	0

Contributions

	2021	2020	2019	2018
Political contributions (£)	0	0	0	0
Charitable giving (£)	75,865	136,335	308,408	356,158

Land

	2021	2020	2019	2018
Land pipeline gross development value – total (£m)	11,834	11,360	12,137	12,166
Short-term land (number of units)	14,677	14,991	16,960	19,507
Strategic land (number of units)	22,308	22,724	20,169	16,837
Total short-term and strategic land (number of units)	36,985	37,715	37,129	36,344

Housing Completions

	2021	2020	2019	2018
% of homes built on brownfield land	40%	47%	54%	53%
% Private Rented Sector and affordable unit completions	37.1%	49.1%	49.8%	39.3%
Total number of homes sold	2,407	2,247	2,912	3,048
Total number of homes built	2,185	2,275	2,420	3,151

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