



# Livingetlivingetli

Sustainability Report

June 2021

# Living getting better

It is our ambition to integrate ESG values into our DNA. We are involved at every stage of a neighbourhood's life cycle from design and development through to operation and our ESG values should be part of each area and every role.





## **SUSTAINABILITY REPORT**

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At a glance

# Brilliant big city neighbourhoods...



## east village london E20

Our first and flagship neighbourhood, East Village, is a vibrant 67-acre community on the doorstep of Queen Elizabeth Olympic Park.



## ELEPHANT CENTRAL

In London's zone 1, Elephant Central sits at the heart of the wider Elephant and Castle regeneration area and is perfectly placed for city living.



## NEW MAKER YARDS

One of the largest build-to-rent neighbourhoods outside London, New Maker Yards offers canal-side living just minutes from Manchester and Salford's vibrant centres.

# ...with more to come



## LEWISHAM GATEWAY

Get Living's third London neighbourhood will be a transformational scheme for this well-connected South London hub.



## ELEPHANT AND CASTLE TOWN CENTRE

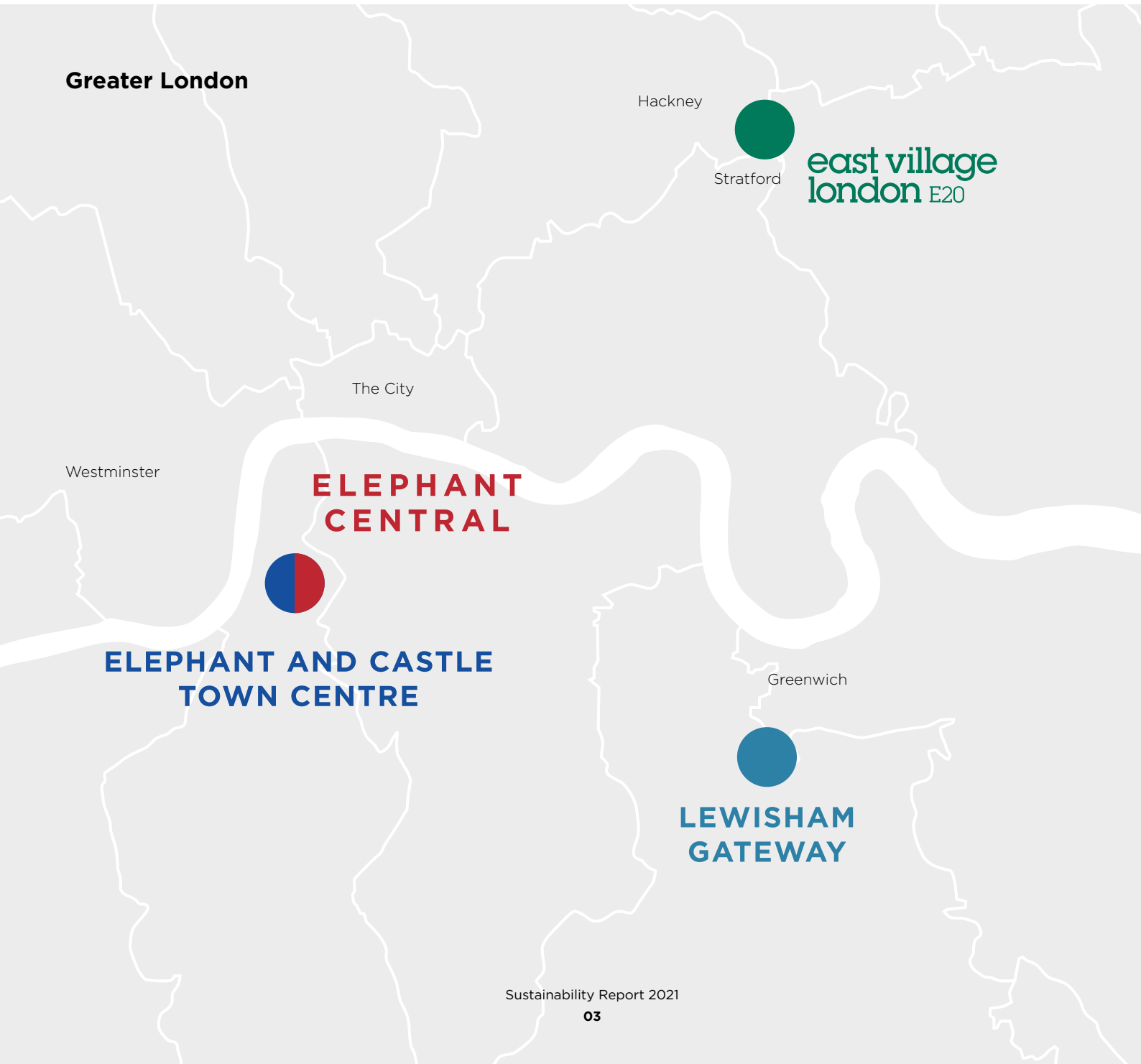
The new town centre will deliver close to 1,000 new homes and the rejuvenation of what is already one of London's most dynamic and vibrant areas.



Salford

Manchester

**NEW MAKER  
YARDS**



**Greater London**

Hackney

Stratford

**east village  
london E20**

The City

Westminster

**ELEPHANT  
CENTRAL**

**ELEPHANT AND CASTLE  
TOWN CENTRE**

Greenwich

**LEWISHAM  
GATEWAY**

## ESG policy statement

# Our Environmental, Social and Governance Strategy



**Rick de Blaby**  
Chief Executive Officer

**G**et Living is the UK's leading build to rent owner and operator. We're not just changing renting for the better; our neighbourhoods create wider social, environmental and economic benefits – also known as social value – for local and surrounding communities.

Everyone has a stake in social value creation – us, our residents, local communities and councils – and we know we must continually invest in our neighbourhoods to nurture this. Our aim is to support local employment and local suppliers, become civic family members of the communities in which we operate, while pursuing a green and sustainable agenda.

We recognise that neighbourhoods anchored in their locality and sensitive to the local environment are more vibrant places to live and where people choose to live for longer.

As we continue to grow, we have developed an environmental, social and governance (ESG) strategy, as part of our ambition to integrate ESG values into our DNA. We are involved at every stage of a neighbourhood's life cycle from design and development through to operation and our ESG values should be part of each area and every role. It is our intention to build ESG to be a core part of Get Living's brand.

This policy sets the guiding principles of the ESG strategy, applicable to our operational activities and to the construction of our real estate assets.

## Environmental

We aim to continually improve the environmental performance of the neighbourhoods we are responsible for creating and managing. We commit to:

- Minimise the consumption of resources and production of waste, as well as avoiding pollution.
- Monitor and measure data with the overall aim of minimising energy and water consumption and the production of waste and greenhouse gas (GHG) emissions.
- Nurture resilient neighbourhoods that enhance biodiversity, manage climate change adaptation, and provide high performance buildings fit for the future by achieving Green Building Certifications.

Our ESG Strategy established in February 2020 provides a framework of roles and responsibilities, objectives and targets. ESG performance shall be monitored and reported regularly, through a 'Plan-Do-Check-Act' implementation approach, aligned to ISO 14001: 2015.



Everyone has a stake in social value creation – us, our residents, local communities and councils – and we know we must continually invest in our neighbourhoods to nurture this. Our aim is to support local employment and local suppliers, become civic family members of the communities in which we operate, while pursuing a green and sustainable agenda.

**Rick de Blaby, CEO**

### **Social**

People are at the centre of everything we do. Our goal is to provide great rental homes, create healthier places and boost the social and economic worth of our neighbourhoods. We commit to the following:

- Help the local economy grow through provision of flexible, high-quality, value focused neighbourhood development.
- Supporting training, skills and career development for our employees and through our supply chain.
- Create wider social value by engaging the community through our Inspiring Communities Fund and by monitoring and targeting improvement of tenant satisfaction.
- Improve the health and wellbeing for our residents and employees through assessment and introduction of initiatives such as biodiversity enhancement and provision of cultural and physical activities.

### **Governance**

We believe that strong governance procedures should underpin everything we do. To ensure our ESG actions have the maximum impact and meet the expectations of all stakeholders we commit to the following:

- Satisfy all relevant legislation requirements and stay ahead of regulation compliance on ESG issues, including through our supply chain.
- Implement and maintain our Environmental Management System (EMS), aligned with the international standard ISO 14001, to allow us to manage our ESG aspirations and seek continual improvement.
- Act upon sustainability risks and opportunities identified through materiality assessment and in accordance with our ESG strategy.
- Benchmark our ESG performance against recognised targets and standards and via an external assessment to evaluate our continual improvement. This also supports our ethos of honesty and accountability in our marketing and communications.

**Rick de Blaby**

**CEO**

**June 2021**

## 2020 review and 2021 objectives

# Committed to good growth

### Progress in 2020

Amid the disruption and uncertainty of the pandemic, the real estate industry has witnessed a notable convergence towards transparency, collaboration and stakeholder expectations on ESG issues. 2020 saw the development of new regulatory frameworks, investors demanding more granular and validated performance data and renewed public consciousness of ESG issues. The crisis has underlined the critical importance of building resilience against local and global challenges including the climate crisis, social inequality and biodiversity loss. Consequently, ESG continues to become ever-more integral to risk management and value creation.

Against this backdrop of industry and societal focus on ESG issues, 2020 was also an inflection point for Get Living in accelerating our progress on sustainability. Reflecting on the objectives set in our previous annual report, we can report the following progress:

Objectives	Actions
Submission of data to GRESB. Our intention is to achieve a score of four out of five stars or better by 31 March 2021	GRESB 5 Star rating awarded in November 2020 for YE Mar 2020 (see further details below)
Undertake sustainability audits of the majority of our properties	Sustainability audits completed for all properties in March 2020
Undertake a social value audit of our neighbourhoods	Audits in progress. Various initiatives undertaken throughout year to support our communities
Incorporate ESG into our brand	Increased focus on ESG initiatives including public realm enhancements and engaging with residents on environmental activities. Scope for further integration of ESG in brand
Review our procurement policies and those of our management companies	Procurement policies enhanced to ensure all suppliers act responsibly and seek continuous improvement in environmental, social and ethical performance
Review technology available to pursue ESG objectives, e.g. next-generation automatic advanced meter readers and sensors within homes to measure such metrics as relative humidity, temperature, air quality, etc.	Property sustainability audits included review of technologies to enhance energy efficiency and wellbeing, including advanced meter readers and occupancy sensors. Sensors being included in Development Brief as "aspirational" requirement

## East Village Beekeeping Project



East Village now boasts its own honey! The East Village community team came up with this initiative with the hope of increasing the sense of community cohesion and to enhance the "village feel". The beehives were managed in 2020 by local beekeepers and from spring 2021, a group of residents will learn the art of beekeeping and will then ultimately be responsible for looking after the bees.

East Village honey has a unique taste due to the honeybees bringing in Himalayan balsam from the water glades. We are hoping to enter it into the London Honey and "Great Taste Awards".



“

We couldn't be prouder of this recognition from GRESB. To achieve a 5 Star rating at our first participation is a credit to how the pursuit of sustainability, social value and good governance runs through our whole team and each of our Get Living neighbourhoods. Alongside providing great homes for our residents, our role is to support local employment and local suppliers and become civic family members of the communities in which we operate, while pursuing a green and sustainable agenda. I am delighted that this 5 Star rating recognises that commitment and our achievement to date.

**Rick de Blaby, CEO**

### **GRESB 5 Star rating**

In 2020, Get Living participated for the first time in the GRESB Real Estate Assessment. GRESB (Global Real Estate Sustainability Benchmark) is an investor-driven global ESG benchmark and reporting framework assessing the performance of real estate. GRESB assessments are guided by what investors and the industry consider to be material issues in the sustainability performance of real estate asset investments and are aligned with international reporting frameworks, goals and emerging regulations.



Get Living has achieved significant recognition for sustainability performance in being awarded a top 5 star GRESB rating in our first year of participation. Get Living was also named first among our UK build-to-rent sector peers (UK Residential Multi-Family) and achieved a GRESB Green Star due to our high performance across all measures, demonstrating a clear commitment to ESG transparency and sustainability performance throughout our neighbourhoods.

### **2021 Objectives**

Our progress on ESG issues in 2020 represents an important step forward, but with stakeholder expectations growing apace, there's no room for complacency. To maintain continual improvement, we have identified the following key objectives for 2021:

- Maintain a 4 or 5 Star GRESB rating and leadership among sector peers.
- Establish a Net Zero Carbon strategy and pathway for portfolio decarbonisation (including consideration of scope 1, 2 and 3 emissions), using science based targets.
- Review and enhance ESG performance standards for new Get Living developments, including energy & carbon targets, resilience measures, resource efficiency, wellness and social value.
- Produce this report, as our first standalone Get Living sustainability report aligned to EPRA Sustainability Best Practices Recommendations.
- Review our approach to climate resilience, with a view to future alignment with best practice disclosure frameworks.
- Complete a social value audit of our sites.

## Environmental

# Supporting our environment

## Pursuing a sustainable agenda in support of our communities and natural environment

Get Living views environmental impact as an integral consideration in the development of new homes and the ongoing management of our neighbourhoods. We aim to continually improve our environmental performance for the benefit of our communities and to support collective action towards global sustainability goals. We are backed by long-term investors who share our values and who want to see our neighbourhoods continue to grow and thrive.

### Energy Efficiency

In accordance with our commitment to continual improvement, Get Living took further steps to improve energy efficiency through 2020, including:

- **Asset Level Energy Efficiency Measures:** Get Living and its estate managers have implemented a series of energy efficiency measures, such as installation of new building managements systems, timer controls and LED lighting. Gas boiler efficiency improvements were also made at Elephant Central. Furthermore, Get Living is starting to investigate smart meter implementation for automated data collection.
- **Environmental data management system and quarterly reporting:** Get Living uses SIERA to collect and validate energy and GHG emission data (as well as water and waste) for all assets where the portfolio has operational control. Energy and GHG emission data is reported on a quarterly basis for all the assets. Additionally, Get Living is currently in the process of investigating an energy reduction target across all the assets.
- **Estate and Property Manager ESG training:** Get Living has carried out training for all Estate and Property Managers on ESG topics, including monitoring of energy usage, reporting of energy data and improvement opportunities.

**“It is our ambition to integrate ESG values into our DNA. We are involved at every stage of a neighbourhood’s life cycle from design and development through to operation and our ESG values should be part of each area and every role.”**

## East Village ecology



East Village includes 25 acres of parklands and green spaces, whilst across the Olympic Park (totalling 560 acres) there are 6.5km of canal ways, over 13,000 trees and at least 60 species of bird and 250 species of insect. Recognising the importance of these spaces, we are engaging with the local community in a series of initiatives to protect and enhance local ecology.

In partnership with Nurture Landscapes and Dr Mike Wells, a five-minute video was produced, which explains the key features of East Village, why and how they were designed and how they are being managed. This has been valuable in generating more interest and awareness of ecology across East Village.

We also have a small group of residents that have shown an interest in joining the East Village Wildlife Group that will have an active role in carrying out wildlife surveys in the wetlands, with the intention that it will learn and help the ecology system grow in East Village.

<sup>1</sup> SIERA is an ESG data management platform for real estate investors, enabling tracking analysis and reporting of key sustainability and energy metrics.



# Growing and strengthening our communities



We know that neighbourhoods anchored in their locality and sensitive to the local environment are more vibrant places to live and where people choose to live for longer.

This has never more clearly demonstrated than during lockdown, when we were all restricted to spending time in our homes and immediate local neighbourhoods and when local green spaces became even more precious.

We are not just changing renting for the better; our neighbourhoods create wider social, environmental and economic benefits – also known as social value – for local and surrounding communities.

Social value creation then grows through the lifetime of a neighbourhood, as relationships are built and partnerships are forged. We are backed by long-term investors who share our values and who want to see our neighbourhoods continue to grow and thrive.

This commitment means we create strong partnerships with impactful local organisations. Since our launch in 2013, it is estimated that we have given more than £500,000 of support to charitable and community causes.

## E20 Football Foundation



E20 Football Foundation is a programme supported by Get Living and Triathlon Homes, offering East Village and Chobham Manor residents free football training and tournaments.

When outdoor sport was disrupted by Covid-19, founder Jonathan Silman and his team launched an impressive programme of online activities to keep local families active during lockdown – reaching more than 1,800 people.

Over the summer holidays they delivered a six-week summer sports programme in accordance with the sport governing body's Covid-19 safe guidance. The team saw how through structured sports sessions, coaching and mentoring, East Village young people developed respect for themselves and others.

## East Village mentoring programme

Since spring 2020, the Team East Village community team has been working with Chobham Academy Secondary School and XLP, a charity focused on empowering young Londoners, to support a group of young people that live in East Village that were considered vulnerable.

As a team, they have been speaking regularly to their families and the young people over the phone to check how they are coping. Get Living donated several arts and crafts packs, which have been used as prizes for challenges.

The team has seen how a positive relationship can restore a young person's trust in people. The team is now planning to develop the mentoring programme with further support from XLP and the E20 Football Foundation.



## Rosetta Arts Centre



In June 2020, five local Newham resident artists were selected to join the first Rosetta Artist Accelerator scheme. The scheme, supported by Get Living and the Foundation for Future London, provides a bursary, studio space, mentoring to accelerate the careers of local artists.

An opportunity provided by the programme involved these artists delivering a series of community consultations to shape the Mayor of London's Covid-19 memorial honouring key workers and Londoners who have lost their lives. In 2021 33 trees – one for each London borough – will be planted close to East Village in Queen Elizabeth Olympic Park.

The first year of the programme will end in summer 2021, with an exhibition of works planned in East Village.

## Social value continued

## National Portrait Gallery's hospital programme



Get Living supports the National Portrait Gallery's hospital programme at Newham University Hospital, close to East Village, and Evelina Children's Hospital, Southwark, close to Elephant Central.

In summer 2020, our support helped transform its Family Activities: Playful Portraits homepage, featuring a variety of artistic ideas for children of all ages. Inspired by sitters from the National Portrait Gallery's Collection, each activity was influenced by the work and achievements of the amazing individuals featured in the paintings.

To date, over 20,000 young people and their families have been involved through the Gallery's partnerships with London children's hospitals.

## Mind in Salford's Mindfulness Project

We teamed up with our charity partner Mind in Salford to create a "Mindful Christmas Tree" at New Maker Yards to help make a positive difference to the mental health of the people of Salford during the festive season.

More than 300 messages within baubles, including self-care reminders and information on Mind's support services, helped uplift spirits for those who may have been struggling with feelings of anxiety and loneliness at Christmas.

Mind in Salford became a Get Living charity partner after New Maker Yards residents were asked which local charity they would like to see the team support. Since then, £5,000 has been donated to Mind in Salford.



## Supporting foodbanks in London and Manchester



In addition to the £6,500 donated to foodbanks in the first weeks of lockdown, Get Living extended that support in the run-up to Christmas, this time actively engaging residents to encourage further donations.

Across all three neighbourhoods 1,150 Christmas gift bags were delivered printed with the message: "Baby it's cold outside. Stay home".

Inside we included a £5 donation on behalf of the resident from Get Living to the local foodbank, donating a total of £5,425 to those most in need.

East Village sunset shot by  
Luana Rocha, East Village team



# Running the business in the right way

## Introduction

Corporate governance at Get Living is about running the business in the right way in order to realise value in our neighbourhoods for the benefit of all our stakeholders and is treated as a core discipline that complements our need to improve the performance of the business on behalf of our stakeholders. Throughout 2020 we have continued to develop our governance structures at Board and Committee levels to deliver on our strategy in an ever-changing regulatory environment.

## The Board

The Board currently comprises three Non-executive Directors, all of whom are independent from the management team of the Group. The Board is responsible for setting the overall Group strategy and investment policy, monitoring Group performance and authorising all property acquisitions.

To assist it in discharging these responsibilities, it receives regular financial and operational reports from the Executive Team.

It also monitors updates on regulatory issues and corporate governance rules and guidelines on a regular basis.

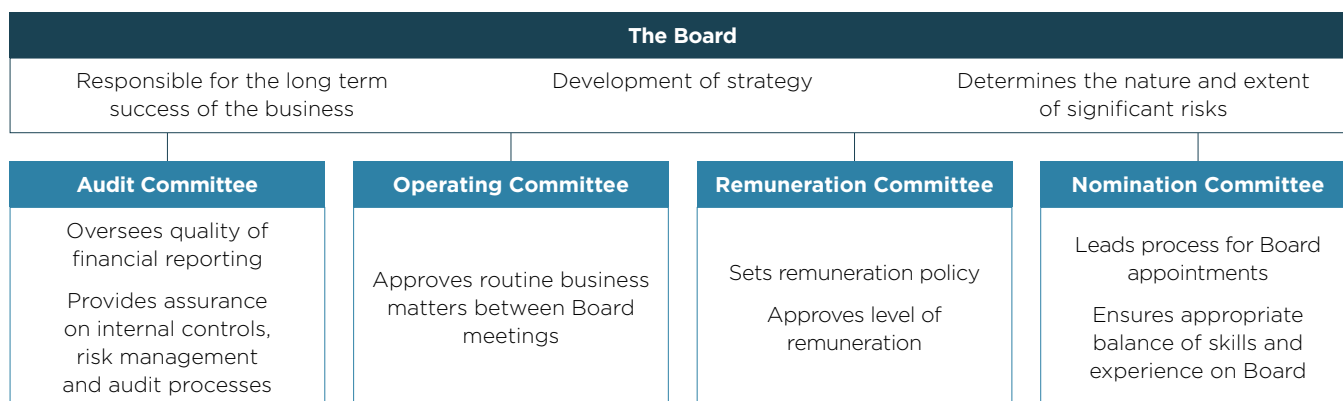
The Board meets at least four times per year and has adopted a schedule of reserved matters for decision making.

The Board has established an Audit Committee, Nomination Committee and a Remuneration Committee and continues to support the ongoing development of these Committees in preparation for the adoption of the Wates Corporate Governance Principles in 2021.

## Internal control

The Board recognises its ultimate responsibility for the Group's system of internal control. It is actively developing procedures for identifying, evaluating and managing risks that the Group is exposed to and has identified risk management controls in the key areas of business objectives, accounting, compliance and operations as areas for the continual review. These procedures have operated throughout the period.

## Our governance structure



Each of the above Committees report on their activities to the Board.



# Managing risk and internal controls

The Executive Team regularly reviews risks and how these are mitigated and managed across all areas of Get Living's business activities.

## Our Process



Like all businesses, the Group faces a variety of risks that have the potential to impact its performance and ability to realise value in neighbourhoods. This includes external factors that may arise from the markets in which the Group operates, environmental events, government policy and general economic conditions, as well as internal risks that arise from the way in which the Group is managed and chooses to structure its operations.

Risk is considered at every level of the Group's operations and the risk management process itself is actively being enhanced to ensure prompt assessment and response to risk issues that may be identified at any level of the Group's business.

The Executive Team supported by the Head of Finance, engaged PwC to review the Risk Management process through a number of interviews and workshops that have resulted in the adoption of a more strategic Risk Management Model enhancing the overall Risk Management process for Get Living.

The Group has a range of internal controls and operational procedures that are designed to manage risk as effectively as

possible, but it is recognised that risk cannot be totally eliminated. Staff employed by the Group are intrinsically involved in the identification and management of risk and the Risk Profile is updated regularly to encourage open participation and communication. Significant risks are recorded in the Risk Profile and are assessed and rated. The Risk Profile is discussed at each quarterly Board meeting.

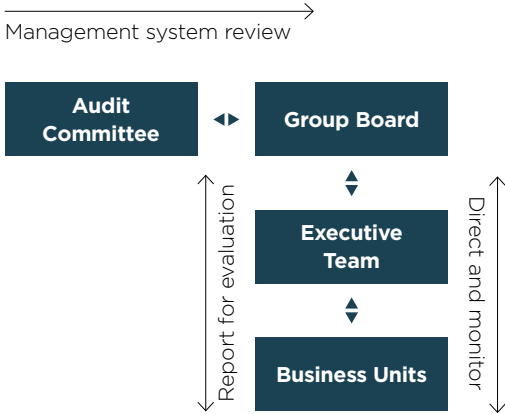
The Audit Committee remains responsible for reviewing the Group's systems of risk management and their effectiveness on behalf of the Board.

The Executive Team recognises that it has limited ability to control certain external risks that the Group faces, such as government policy, but keeps the possible impact of such risks under review, taking mitigating action where possible, and considering them as part of the overall decision-making process.

The principal risks are assessed on a current and future basis, looking at the short to medium term.

# Governance continued

## Risk Management Process Flow



## Sustainability

**Inherent risk rating**  
High

**Residual risk rating**  
Medium High

**Risk description**

Impacts of environmental events on operations and changes in our residents preferences for more energy efficient properties.

**Commentary on risk in the period**

We have developed an environmental, social and governance (ESG) strategy, as part of our ambition to integrate ESG values into our DNA and have published an ESG policy in the period.

In addition, Get Living participated in the GRESB Real Estate Assessment for the first time. GRESB (Global Real Estate Sustainability Benchmark) is an investor-driven global ESG benchmark and reporting framework assessing the performance of real estate.

Get Living has achieved significant recognition for sustainability performance in being awarded a top 5 star GRESB rating in our first year of participation. Get Living was also named first among our UK build-to-rent sector peers (UK Residential Multi-Family) and achieved a GRESB Green Star due to our high performance across all measures, demonstrating a clear commitment to ESG transparency and sustainability performance throughout our neighbourhoods.

**Mitigation**

The Get Living management team is committed to sustainability, actively working towards improving ESG.

Our neighbourhoods create wider social, environmental, and economic benefits because we recognise that neighbourhoods anchored in their locality and sensitive to the local environment are more vibrant places to live and where people choose to live for longer.

The Get Living management team receives regular updates on changes to sustainability requirements through active engagement with industry bodies and our professional adviser group.



## Stakeholder engagement

# Engaging to deliver long-term value in neighbourhoods

At Get Living, listening to and engaging effectively with our stakeholders is key to ensuring the right decisions are made. As a result, the relationships with our stakeholders are key to the long-term success of the Group.

## Section 172 statement



### Our employees

Our employees are those who are directly employed by Get Living. We actively encourage career progression within the business, so supporting the development of employees is a priority. We have a dynamic and diverse team, with everyone working together in a flexible working culture. Inclusion and good communications are central to our offer, and we provide a range of support for employees.

#### Why we engage

We recognise the importance of retaining and attracting a diverse and knowledgeable group of employees.

#### How we engage

The HR team provides training programmes, leadership development and staff appraisals to support succession planning and retention for key roles. As a business, we commit to being an inclusive, diverse and anti-racist organisation where everyone feels inspired, supported and included to realise their full potential.

We undertake employee engagement surveys and promote wellbeing activities.

#### ESG engagement

To support our team through various changes to working practices, including office-based employees transitioning to remote working, we undertook a wellbeing-focused satisfaction survey. We also held a health and wellbeing-themed competition and ran a sustainability training session for all employees in December 2020.



### Our contractors and suppliers

Our contractors and suppliers are those who provide goods and services to Get Living. We have relationships with suppliers providing a large range of products and services, from cleaning to construction and have a collaborative approach to our supply chain.

#### Why we engage

Suppliers play a critical role in our ability to operate sustainably, safely and efficiently and therefore we ensure that they comply with Get Living standards.

The Group pays special attention to the top suppliers in each category to ensure the most cost-effective, efficient, and sustainable solutions across all operations.

#### How we engage

The procurement manager maintains close relationships and regularly meets with suppliers. The Group encourages suppliers to raise any issues or concerns they have about their relationship with the Company, their contracts or the workforce.

We require our suppliers, contractors and service providers to support anti-slavery initiatives and have implemented effective controls to mitigate the risk of slavery and human trafficking from occurring within our supply chains.

#### ESG engagement

We have integrated ESG requirements into contract checks for all material development works. Requirements include waste management practices, community engagement, and tracking of safety indicators. We require our suppliers, contractors and service providers to support anti-slavery initiatives and have implemented effective controls to mitigate the risk of slavery and human trafficking from occurring within our supply chains. Our full statement can be read at: [www.getliving.com/modernslavery](http://www.getliving.com/modernslavery).



## Our residents

Our residents are those who live within our neighbourhoods and includes their guests. Residents want us to understand their changing requirements and provide affordable and sustainable homes and responsive services, that provide a great home experience.

### Why we engage

We engage with residents across all our neighbourhoods to provide services that deliver mutually beneficial outcomes.

### How we engage

We engage regularly through our welcome offices situated at each of our neighbourhood branch offices, allowing residents to walk in and engage directly with the customer service team over any concerns or issues. We also hold social events for our residents to encourage them to get to know us and each other. In addition, we use events, our welcome offices and surveys to ensure we stay close to our residents.

### ESG engagement

Remaining in close contact with our residents has been particularly important in the past year. Our usual events programme moved online – with a focus on resident wellbeing and championing local independent businesses, more than 100 virtual events entertained and educated over 9,000 people.



## Our investors

Our investors are those who own shares in Get Living. We communicate our plans clearly and act on them effectively, working to realise long-term sustainable value in neighbourhoods.

Our shareholders are entitled to receive dividends from the Company and elect the Directors of the Company, among other matters.

### Why we engage

Institutional investors, in particular are constantly evaluating their holdings in the Company as part of their portfolios. Providing insightful information about the Company's strategy, projects and performance is crucial for their assessment of the Company. The Group pays special attention to maintaining regular and transparent dialogue with shareholders, in order to ensure that every shareholder is treated and informed equally.

### How we engage

The Board currently comprises three Non-executive Directors, all of whom are independent from the management team of the Company and investor nominees.

Get Living regularly meets with the investors and provides regular financial reports.

### ESG engagement

We have enhanced our ESG reporting by extending the scope of our Annual Report, increasing our commitment to GRESB benchmarking by disclosing on Developments from 2020, and creating this, our first Sustainability Report to increase transparency.



## Our retailers

Our retailers are those who operate businesses within our neighbourhoods, such as retail and leisure brands and their shoppers and visitors. Retailers want us to understand their changing requirements and provide affordable and sustainable space, and responsive services, that help them compete, grow and develop. Consumers, visitors and residents want us to provide fabulous space and services that add to their shopping and leisure experience.

### Why we engage

We engage with retailers across all our neighbourhoods to ensure services are provided that deliver mutually beneficial outcomes.

### How we engage

We engage regularly through meetings and surveys to ensure we keep close to our retailers.

### ESG engagement

Sustainability audits undertaken for the first time in March 2020 included identification of opportunities to enhance ESG performance for retail units. Collaboration with retailers has improved quality and coverage of ESG data.



## Our communities

Our communities are those who live in areas where we work, such as local residents, businesses, schools and charities. Local people and groups want us to enhance the physical and social infrastructure in their area, helping their community to thrive. Working in collaboration with our partners, our community support is wide-ranging. We always listen to and consult with residents, businesses and community groups when we develop a new neighbourhood.

### Why we engage

The wellbeing of local communities is directly related to Get Living's business success and the Group believes that community events and activities create unique opportunities.

### How we engage

We encourage our team to be mentors and offer work experience to local schools. We have regular dialogue with local communities and communicate through local engagement frameworks.

### ESG engagement

We have continued to support local volunteer networks and community groups. Examples include £6,500 donated to foodbanks during the first Covid-19 lockdown, over 1,000 Christmas gift bags delivered across our neighbourhoods, and working with Chobham Academy Secondary School and XLP, a charity focused on empowering young Londoners, to support a group of young people that live in East Village.

# EPRA performance measures

Get Living Plc reports the Company's sustainability indicators based on EPRA's (European Public Real Estate Association) latest recommendations: Best Practice Recommendations on Sustainability Reporting, third version September 2017.

## Overarching recommendations

### Organisational boundary

Get Living Plc limits its report to properties controlled by Get Living Plc (operational control) in accordance with the principles of the Greenhouse Gas Protocol. This includes all real estate assets owned or managed by Get Living Plc. Data is reported for our residential portfolio and separately for our own occupied offices.

Operational control has been chosen since it provides Get Living Plc with the best conditions for demonstrating statistics and data that Get Living Plc can directly influence.

### Coverage

Get Living Plc works actively to access relevant data for the properties that Get Living Plc owns and manages. Having access to data is important to Get Living Plc, as the information creates conditions for efficient and sound technical management of the buildings. The proportion of properties included in each indicator is mentioned in connection with respective key indicators.

Measurement data is affected by changes in the portfolio – i.e. recently purchased, sold and constructed properties – which complicate access to relevant data. Get Living Plc constantly strives to access all relevant data as comprehensively as possible. We commit to reporting on progress annually.

### Estimations of data

Where data for Get Living Plc-obtained utility consumption is missing or unreliable, we have used the following estimation methodology to fill gaps following periods of known consumption:

1. direct comparison using data from the corresponding period of the previous year;
2. the daily average of available data (requiring a minimum of 180 days) from the current calendar year is used; or
3. the daily average of available data (requiring a minimum of 180 days) from the previous calendar year is used; or
4. where insufficient previous data was available, we have excluded the property from reporting.

Where newly acquired assets have entered the portfolio and accurate meter readings are not able to be obtained straight away, we have calculated back dated estimates of an initial meter reading based on pro rata estimates of actual meter reading data after this time. We have only back dated these estimates to the date that the asset became Get Living Plc's responsibility if less than a year prior to the first available meter reading, or the beginning of the current reporting year if the acquisition date is more than a year before the first available actual meter reading.

### Third party verification/assurance

All of the EPRA sBPR Performance Measures reported and contained within this report have been independently assured by a third-party – EVORA Global Ltd.

### Normalisation

Get Living Plc calculates energy and water intensity key ratios by dividing by the buildings' floor area. This is the most widely accepted method in Europe for residential assets to compare energy utilisation and resource consumption.

### Segmental analysis (by property type, geography)

The Get Living Plc portfolio consists of only one building type – Residential buildings with some mixed commercial units. We operate in one country. We have chosen not to perform segmental analysis at property type level in this report as the vacant commercial units under landlord control are very few and account for a negligible floor area and consumption compared to the residential areas.

### Disclosure on own offices

Disclosure on performance for our office occupation is reported separately. Get Living Plc has several offices where it is the landlord and occupier, located at each asset. The offices have a floor space of:

- East Village Office – 976 sqm
- Elephant Central Office – 90.6 sqm
- Middlewood Locks Office – 409 sqm

### Location of EPRA sustainability performance in companies' reports

This document is a supplement, available on Get Living Plc's official website.

### Narrative on performance

Where appropriate, we have provided a narrative on our performance alongside the relevant performance measure in this document.

### Reporting period

Reporting for each year accounted for in the EPRA table refers to the calendar year, i.e. January 1, 2020 to December 31, 2020.

## Environmental Sustainability Performance Measures

The EPRA sBPR compliance table below provides an overview of the EPRA sustainability performance measures that Get Living Plc is able to report on, and an explanation of where data cannot be reported.

### EPRA sustainability best practice recommendations compliance table

EPRA Sustainability Performance Measure		Portfolio	Corporate offices	Where measure is reported
		Residential assets	Own office occupation	Pages
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	✓	✗	

Key: Fully reported ✓ Partially reported – Not reported ✗ Not applicable N/A

#### Methodology

We have reported on all EPRA Sustainability Performance Measures, using the EPRA Best Practices Recommendations on Sustainability Reporting 3rd Version, the main requirements of the GHG Protocol Corporate Standard (revised edition) and emissions factors from country-specific, best practice conversion factors for the appropriate year, such as the UK Government's Conversion Factors for Company Reporting 2019 and 2020. At the time of report production, the International Energy Agency conversion factors relating to 2019 have been applied to both 2019 and 2020 data for relevant countries.

We have used the GHG Protocol's location-based methodology for conversion factors for Scope 2 emissions.

Greenhouse gas emissions are reported as metric tonnes CO<sub>2</sub> equivalent (tCO<sub>2</sub>e) and greenhouse gas intensity is reported as kilograms of CO<sub>2</sub> equivalent (kgCO<sub>2</sub>e).

Like-for-like measures exclude all assets not held for the full two-year period from January 1, 2019 to December 31, 2020 and any assets for which a building extension has been added, as well as any assets with occupancy under 75%. Any exclusions from absolute and like-for-like measures have been reported in the data notes accompanying the EPRA tables.

Applicable properties refer to the percentage of floor area of properties within our organisational boundaries for this indicator.

# EPRA performance measures continued

## Social and Governance Sustainability Performance Measures

We are able to report on all Social and Governance Performance Measures. The EPRA sBPR compliance table below provides an overview of the EPRA sustainability performance measures that Get Living Plc is able to report on, and an explanation of where data cannot be reported.

### EPRA sustainability best practice recommendations compliance table

EPRA Sustainability Performance Measure		Portfolio			Where measure is reported
		Residential assets	Corporate	Own office occupation	
SOCIAL PERFORMANCE MEASURES					
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 assessments	✓	N/A	✓	
H&S-Comp	Asset Health and Safety compliance	✓	N/A	✓	
Comty-Eng	Community engagement, impact assessments and development programmes	✓	N/A	✓	
GOVERNANCE PERFORMANCE MEASURES					
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

Key: Fully reported ✓ Partially reported – Not reported ✗ Not applicable N/A

The absolute energy, building energy intensity, GHG emissions and GHG intensity are reported into two different tables, one for the own office occupation and one for owned assets. We define “own office occupation” as our Offices located at the assets. We define “owned assets” as the residential part of the assets and any part under landlord control.



## Absolute Energy, Building Energy Intensity, GHG Emissions and GHG Intensity for Own Office Occupation

Absolute and like-for-like energy for Own Office Occupation

Energy reported in kWh		2019				2020				Absolute trend	Like-for-like trend
		Absolute consumption	Coverage of applicable properties	Like-for-like consumption	Coverage of applicable properties	Absolute consumption	Coverage of applicable properties	Like-for-like consumption	Coverage of applicable properties		
Elec-Abs Elec-LfL	Get Living obtained electricity	29,347	100%	29,347	100%	<b>31,165</b>	<b>100%</b>	<b>31,165</b>	<b>100%</b>	6.2%	6.2%
	Proportion of electricity from renewable sources	0%		0%		<b>0%</b>		<b>0%</b>			
	% of electricity estimated	100%		100%		<b>100%</b>		<b>100%</b>			
DH&C-Abs DH&C-LfL	Own Office Occupation Get Living obtained district heating	171	100%	171	100%	<b>151</b>	<b>100%</b>	<b>151</b>	<b>100%</b>	-12.1%	-12.1%
	Proportion of district heating from renewable sources	0%		0%		<b>0%</b>		<b>0%</b>			
	% of district heating estimated	100%		100%		<b>100%</b>		<b>100%</b>			
Fuels-Abs Fuels-LfL	Get Living obtained fuels (natural gas)	23,347	100%	23,347	100%	<b>28,981</b>	<b>100%</b>	<b>28,981</b>	<b>100%</b>	24.1%	24.1%
	Proportion of fuels from renewable sources	0%		0%		<b>0%</b>		<b>0%</b>			
	% of fuels estimated	100%		100%		<b>100%</b>		<b>100%</b>			
Building energy intensity for Own Office Occupation (kWh/m <sup>2</sup> /year - GIA)											
Energy-Int	Own Office Occupation Building energy intensity for all energy obtained by Get Living	35.8	100%	35.8	100%	<b>40.9</b>	<b>100%</b>	<b>40.9</b>	<b>100%</b>	14.1%	14.1%
	% of energy and associated GHG estimated	100%		100%		<b>100%</b>		<b>100%</b>			

# EPRA performance measures continued

## Absolute Energy, Building Energy Intensity, GHG Emissions and GHG Intensity for Own Office Occupation continued

Absolute GHG emissions for Own Office Occupation

GHG reported in tCO <sub>2</sub> e	2019				2020				Absolute trend	Like-for-like trend				
	Absolute consumption	Coverage of applicable properties	Like-for-like consumption	Coverage of applicable properties	Absolute consumption	Coverage of applicable properties	Like-for-like consumption	Coverage of applicable properties						
GHG-Dir-Abs GHG-Dir-LfL	Own Office Occupation		Total direct GHG Emissions (GHG Protocol Scope 1)		4.3	100%	4.3	100%	<b>5.3</b>	<b>100%</b>	<b>5.3</b>	<b>100%</b>	24.1%	24.1%
GHG-Indir-Abs GHG-Indir-LfL	Own Office Occupation		Total indirect GHG emission (GHG Protocol Scope 2)		7.4	100%	7.4	100%	<b>7.3</b>	<b>100%</b>	<b>7.3</b>	<b>100%</b>	-1.5%	-1.5%
Building GHG Intensity for Own Office Occupation (kg CO <sub>2</sub> e/m <sup>2</sup> /year – GIA)														
GHG-Int	Own Office Occupation	Building GHG Intensity (GHG Protocol Scopes 1 and 2)		7.9	100%	7.9	100%	<b>8.6</b>	<b>8.6</b>	<b>100%</b>	7.9%	7.9%		

### Data coverage notes for office occupation:

**Absolute and like-for-like energy and GHG emissions and intensity:** Get Living Plc's offices at each asset have been included, with the office at 5 Celebration Avenue, East Village being the largest and the corporate HQ.

The offices consumption is not sub-metered at the assets and as such has been estimated as a proportion of the total landlord consumption for the assets based on floor area.

The offices of the three assets have been included in the like for like analysis as they were all in activity in the last 24 months.

### Narrative on performance:

**Absolute and like-for-like energy and GHG emissions:** Total consumption of electricity and fuels obtained by Get Living Plc for the main offices is estimated based on total electricity and fuel consumption for all landlord areas and therefore does not reflect granular electricity and fuel usage at office level.

**Energy and GHG emissions intensity:** energy and GHG emissions intensity for the main offices is estimated based on total electricity and fuel consumption for all landlord areas and therefore is not representative of the actual offices change in consumption.

## Absolute and like-for-like Energy, Building Energy Intensity, GHG Emissions and GHG Intensity for owned assets (Residential)

Absolute and like-for-like energy for owned assets (Residential)

Energy reported in kWh		2019				2020				Absolute trend	Like-for-like trend
		Absolute consumption	Coverage of applicable properties	Like-for-like consumption	Coverage of applicable properties	Absolute consumption	Coverage of applicable properties	Like-for-like consumption	Coverage of applicable properties		
Elec-Abs Elec-LfL	Get Living obtained electricity	7,953,972	100%	7,476,142	92%	<b>7,960,568</b>	<b>100%</b>	<b>7,041,071</b>	<b>92%</b>	0.1%	-5.8%
	Electricity submetered to Student Accommodation	388,470	100%	388,470	100%	<b>362,688</b>	<b>100%</b>	<b>362,688</b>	<b>100%</b>	-6.6%	-6.6%
	Proportion of electricity from renewable sources	0%		0%		<b>0%</b>		<b>0%</b>			
	% of electricity estimated	0%		0%		<b>9%</b>		<b>9%</b>			
DH&C-Abs DH&C-LfL	Get Living obtained district heating	45,240	100%	45,240	100%	<b>39,769</b>	<b>100%</b>	<b>39,769</b>	<b>100%</b>	-12.1%	-12.1%
	Proportion of district heating from renewable sources	0%		0%		<b>0%</b>		<b>0%</b>			
	% of district heating estimated	0%		0%		<b>0%</b>		<b>0%</b>			
Fuels-Abs Fuels-LfL	Get Living obtained fuels (natural gas)	5,179,190	100%	4,338,343	67%	<b>5,339,450</b>	<b>100%</b>	<b>4,159,561</b>	<b>67%</b>	3.1%	-4.1%
	Gas submetered to Student Accommodation	1,411,425	100%	1,411,425	100%	<b>1,247,507</b>	<b>100%</b>	<b>1,247,507</b>	<b>100%</b>	-11.6%	-11.6%
	Proportion of fuels from renewable sources	0%		0%		<b>0%</b>		<b>0%</b>			
	% of fuels estimated	0%		0%		<b>0%</b>		<b>0%</b>			
Building energy intensity for owned assets (Residential) (kWh/m <sup>2</sup> /year - GIA)											
Energy-Int Residential	Building energy intensity for all Get Living-obtained energy supplying assets	40.1	100%	38.9	92%	<b>40.6</b>	<b>100%</b>	<b>36.8</b>	<b>92%</b>	1.2%	-5.2%
	% of energy and associated GHG estimated	0%		0%		<b>5%</b>		<b>6%</b>			

# EPRA performance measures continued

## Absolute and like-for-like Energy, Building Energy Intensity, GHG Emissions and GHG Intensity for owned assets (Residential) continued

Absolute GHG emissions for owned assets (Residential)

GHG reported in tCO <sub>2</sub> e		2019				2020				Absolute trend	Like-for-like trend
		Absolute consumption	Coverage of applicable properties	Like-for-like consumption	Coverage of applicable properties	Absolute consumption	Coverage of applicable properties	Like-for-like consumption	Coverage of applicable properties		
GHG-Dir-Abs GHG-Dir-LfL	Total direct GHG Emissions (GHG Protocol Scope 1)	953	100%	798	67%	<b>982</b>	<b>100%</b>	<b>765</b>	<b>67%</b>	3.1%	-4.1%
GHG-Indir-Abs GHG-Indir-LfL	Total indirect GHG emissions (GHG Protocol Scope 2)	1,921	100%	1,798	92%	<b>1,940</b>	<b>100%</b>	<b>1,729</b>	<b>92%</b>	1.0%	-3.9%
Building GHG Intensity for owned assets (Residential) (kg CO <sub>2</sub> e/m <sup>2</sup> /year - GIA)											
GHG-Int	Building GHG Intensity (GHG Protocol Scopes 1 and 2)	8.8	100%	8.5	92%	<b>8.9</b>	<b>100%</b>	<b>8.2</b>	<b>92%</b>	1.7%	-3.9%

### Data coverage notes for owned assets:

#### Absolute energy and Scope 1 and 2 GHG emissions:

The district heating obtained by Get Living Plc only covers the landlord areas (shared services and common areas) as the residents procure their heating directly through a third party, unlike gas, which is procured by Get Living Plc at building level for the boilers and then supplied to the residents through heat meters. Similarly, the residents procure their own electricity, therefore residents' electricity and district heating have been excluded from the analysis, whereas whole asset gas consumption has been included (covering residents' consumption) since Get Living Plc has control of the energy plants as the landlord.

Student accommodation gas consumption is based on heat consumption from heat meters and an average efficiency of the heating plant of 55% for the Elephant Central asset.

**Like-for-like energy:** Middlewood locks, as well as N08 (the last extension constructed at East Village, opened in 2019) have been excluded from like-for-like analysis due to the occupancy being lower than 75% in 2019 and 2020 and to the significant increase in occupancy between 2019 and 2020.

#### Narrative on performance:

**Absolute energy:** Total Get Living Plc obtained electricity has stayed stable due to a slight decrease in occupancy at some of the assets (mainly Elephant Central and the student accommodation due to Covid-19 restrictions) but an increase in occupancy across the latest assets opened in 2019 (Middlewood Locks and N08 at East Village).

Get Living Plc obtained fuels consumption has reduced for district heating by more than 12% respectively, due to the warmer winter experience in 2020 and the small dimensions of the landlord areas requiring heating.

Total Get Living Plc obtained gas has slightly increased due to an increase in occupancy at Middlewood Locks.

**Absolute GHG emissions:** Get Living Plc obtained Scope 1 GHG emissions have reduced due to the warmer winter experienced in 2020 and the energy efficiency measures applied in 2020. Get Living Plc obtained Scope 2 emissions have reduced due to the reduction in absolute energy consumption and partly because of the decrease in the carbon content of the United Kingdom's grid electricity.

**Like-for-like energy:** Like-for-like Get Living Plc obtained electricity has slightly decreased by 5.7% due to a slight decrease in occupancy at the assets included in the like-for-like analysis.

## Absolute and like-for-like Energy, Building Energy Intensity, GHG Emissions and GHG Intensity for owned assets (Residential) continued

### Narrative on performance: continued

Get Living Plc's obtained fuels consumption has reduced for both gas and district heating by more than 4% and 12% respectively, due to the warmer winter experience in 2020 and energy efficiency measures on the boilers at Elephant Central.

### Energy and GHG emissions intensity:

We have used the floor area of assets under management as our main intensity Performance Measure. Get Living Plc's energy intensity reduced due to an overall reduction in electricity and fuel consumption. Get Living Plc's scope 1 and 2 emissions intensity has also reduced over the same period as the absolute energy consumption decreased and the carbon content of electricity continues to reduce.

## Absolute and like-for-like water consumption and Building Water Intensity for own office occupation and owned assets

Absolute and like-for-like water consumption for own occupied offices & owned assets (Residential)

		2019				2020						
		Absolute consumption	Coverage of applicable properties	Like-for-like consumption	Coverage of applicable properties	Absolute consumption	Coverage of applicable properties	Like-for-like consumption	Coverage of applicable properties	Absolute trend	Like-for-like trend	
Water reported in m <sup>3</sup>												
Water-Abs Water-LfL	Own Occupied Offices	Get Living obtained water	2,039	100%	2,039	100%	<b>1,842</b>	<b>100%</b>	<b>1,842</b>	<b>100%</b>	-9.7%	-9.7%
		% of water estimated	100%		100%		<b>100%</b>		<b>100%</b>			
Water-Abs Water-LfL	Residential	Total Get Living obtained water	826,263	89%	825,516	82%	<b>758,091</b>	<b>100%</b>	<b>756,183</b>	<b>82%</b>	-8.3%	-8.4%
		Water Submetered to residents	301,042	58%	300,483	51%	<b>291,702</b>	<b>58%</b>	<b>290,272</b>	<b>51%</b>	-3.1%	-3.4%
		% of water estimated	2%		2%		<b>6%</b>		<b>7%</b>			
Building water intensity for own occupied offices (m <sup>3</sup> /m <sup>2</sup> /year - GIA)												
Water-Int	Own Occupied Offices	Water intensity for all Get Living-obtained water supplying own occupied offices	1.38	100%	1.38	100%	<b>1.25</b>	<b>100%</b>	<b>1.25</b>	<b>100%</b>	-9.7%	-9.7%
Building water intensity for owned assets (Residential) (m <sup>3</sup> /m <sup>2</sup> /year - GIA)												
Water-Int	Residential	Water intensity for all Get Living-obtained water supplying residential assets	2.8	89%	3.05	82%	<b>2.3</b>	<b>100%</b>	<b>2.80</b>	<b>82%</b>	-17.9%	-8.4%

# EPRA performance measures continued

## Absolute and like-for-like water consumption and Building Water Intensity for own office occupation and owned assets continued

### Data coverage notes for owned assets:

#### Absolute water

We have been able to report water usage for all the properties for which we purchase water. Water is procured at building level and then provided to the residents and as such includes any metered supplies to residents, except for few plots at East Village where the water meters are in the residents' apartments and not accessible, leading to only 58% of residents water consumption being reported.

**Like-for-like water:** Middlewood Locks, as well as N08 (the last extension constructed at East Village, opened in 2019, have been excluded from like-for-like analysis due to the occupancy being lower than 75% in 2019 and 2020 and to the significant increase in occupancy between 2019 and 2020.

#### Narrative on performance:

**Absolute and like-for-like water:** Total Get Living Plc obtained water has decreased due to a slight decrease in occupancy at some of the assets (mainly Elephant Central and the student accommodation due to Covid-19 restrictions) but an increase in occupancy across the latest assets opened in 2019 (Middlewood Locks and N08 at East Village) and energy efficient water appliances being used across the assets.

Like-for-like Get Living Plc obtained water has decreased due to a slight decrease in occupancy at the assets included in the like-for-like analysis.

**Water intensity:** We have used the floor area of assets under management as our main intensity Performance Measure. Water intensity has decreased for the same reasons indicated above.

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

Total weight of waste by disposal route and like-for-like total weight of waste by disposal route for owned assets and occupied offices

Waste reported in tonnes	2019				2020				Absolute trend	Like-for-like trend
	Absolute tonnes	Absolute proportion	Like-for-like tonnes	Like-for-like proportion	Absolute tonnes	Absolute proportion	Like-for-like tonnes	Like-for-like proportion		
Total	19.5	100.0%	16.7	100.0%	23.4	100.0%	10.2	100.0%	19%	-39%
Recycled	5.6	28.6%	3.7	28.6%	10.1	43%	2.5	43.2%	81%	-34%
Incineration (with and without energy recovery)	13.0	66.5%	13.0	66.5%	7.8	33%	7.8	33.4%	-40%	-40%
Landfill (non hazardous)	0.0	0.0%	0.0	0.0%	0.0	0%	0.0	0.0%	0%	0%
Materials Recovery Facility	1.0	4.9%	0.0	4.9%	5.5	23%	0.0	23.4%	466%	0%
% of waste estimated	100%		100%		100%		100%			
Coverage of applicable properties	100%		100%		100%		100%			

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

Total weight of waste by disposal route and like-for-like total weight of waste by disposal route for owned assets and occupied offices

Waste reported in tonnes		2019				2020				Absolute trend	Like-for-like trend
		Absolute tonnes	Absolute proportion	Like-for-like tonnes	Like-for-like proportion	Absolute tonnes	Absolute proportion	Like-for-like tonnes	Like-for-like proportion		
Waste-Abs Waste-LfL	Residential										
	Total	4,618	100%	4,458	92%	<b>3,476</b>	<b>100%</b>	<b>2,732</b>	<b>92%</b>	-25%	-39%
	Recycled	1,111	24.1%	1,005	22.5%	<b>1,097</b>	<b>32%</b>	<b>664</b>	<b>24%</b>	-1%	-34%
	Incineration (with and without energy recovery)	3,453	74.8%	3,453	77.5%	<b>2,068</b>	<b>60%</b>	<b>2,068</b>	<b>76%</b>	-40%	-40%
	Landfill (non hazardous)	—	0.0%	—	0.0%	<b>—</b>	<b>0%</b>	<b>—</b>	<b>0%</b>	0%	0%
	Materials Recovery Facility	55	1.2%	—	0.0%	<b>310</b>	<b>9%</b>	<b>—</b>	<b>0%</b>	464%	0%
	% of waste estimated	0%		0%		<b>9%</b>		<b>8%</b>			
Coverage of applicable properties	100%		92%		<b>100%</b>		<b>92%</b>				
Waste-Abs Waste-LfL	Commercial – Under Landlord Responsibility										
	Total	0	0%	0	0%	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	0%	0%
	Recycled	0	0%	0	0%	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	0%	0%
	Incineration (with and without energy recovery)	0	0%	0	0%	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	0%	0%
	Landfill (non hazardous)	0	0%	0	0%	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	0%	0%
	Materials Recovery Facility	0	0%	0	0%	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	0%	0%
	% of waste estimated	0%		0%		<b>0%</b>		<b>0%</b>			
Coverage of applicable properties	100%		100%		<b>100%</b>		<b>100%</b>				

### Data coverage notes for owned assets:

**Absolute and like-for-like waste:** Waste data is gathered for all properties in the portfolio where Get Living Plc has waste management contracts. Middlewood Locks, as well as N08 (the last extension constructed at East Village, opened in 2019, have been excluded from like-for-like analysis due to the occupancy being lower than 75% in 2019 and 2020 and to the significant increase in occupancy between 2019 and 2020.

Waste going to Material Recovery Facilities increased while waste going to recycling and incinerated waste decreased indicating a change in the way waste is treated for the assets, and an increase of waste at Middlewood Locks where the council uses Material Recovery Facilities as a destination. It should also be noted that no waste went to landfill in 2020. Where actual waste data was not available from the supplier, estimates of tonnages have been based on the volume, frequency and type of waste being collected dependent on country specific available conversion factors.

# EPRA performance measures continued

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

### Data coverage notes for occupied offices:

#### Absolute and like-for-like waste

Waste for the offices was estimated based on total landlord waste based on floor area and therefore does not reflect granular waste generation at office level.

## Type and number of sustainably certified assets

Cert-Tot (Type and number of sustainably certified assets)

Type of Certification	2019				2020		
	Number of certified properties	Number of certified properties	Percentage of portfolio certified (by floor area)	Coverage of applicable properties	Number of certified properties	Percentage of portfolio certified (by floor area)	Coverage of applicable properties
Mandatory Certifications	3	3	92%	3 of 3	3	99.97%	3 of 3
Voluntary Certifications	2	2	93%	2 of 3	2	93%	2 of 3

### Data coverage notes:

Voluntary certifications include BREEAM (Building Research Establishment Environmental Method). Get Living Plc recognises the benefits of green building certification and seeks to increase the percentage coverage year-on-year.

## Social Performance Measures

### Employee gender diversity

Impact Area	EPRA Code	Units of Measure	Indicator	2019		2020	
				Female	Male	Female	Male
Diversity-Emp	Diversity-Emp	% of male & female employees	Employees on the organisation's Board of Directors	33%	67%	33%	67%
			Employees in the organisation's Senior Management	17%	83%	33%	67%
			All employees	51%	49%	50%	50%

### Narrative on performance:

Get Living Plc believes that a diverse perspective is key to success. Our current proportion of male/female employees is 50%/50%.

### Gender pay ratio

Employee Gender Pay Ratio

Impact Area	EPRA Code	Units of Measure	Indicator	2019 Mean	2020 Mean
Employee gender pay gap	Diversity-Pay	Gender Pay Gap (%)	Mean (average) percentage by which female pay is lower than male pay.	-9%	-13%

### Narrative on performance:

For all employees, Get Living Plc discloses the mean percentage pay gap between female and male pay. In 2020, Get Living Plc reported a slight increase in the business's mean gender pay gap. We believe that this is due to bringing in new senior talent within our Real Estate team, with more men than women hired during this process. We ensured a focus on Diversity and as a result hired some diverse candidates into what is currently a white-male-led talent market.

## Employee training and development and Employee performance appraisals

Employee Training, Development and Performance

Impact Area	EPRA Code	Units of Measure	Indicator	2019	2020
Employee performance appraisals	Emp-Dev	% of total workforce	% of total employees who received regular performance and career development reviews during the reporting period	100%	100%



## Employee training and development and Employee performance appraisals continued

### Narrative on performance:

Performance reviews are carried out at the beginning of each year with every employee. We have also revamped the process for 2021. Training is key to our retention and success.

### New hires and turnover

New Hires and Turnover				2019		2020	
Impact Area	EPRA Code	Units of Measure	Indicator	Number	Rate	Number	Rate
Employee turnover and retention	Emp-Turnover	Total number and rate	New employee hires	57	52%	42	34%
			Employee turnover	35	31%	27	20%

### Narrative on performance:

We have made some fantastic, impactful hires through 2020. These have been due to planned increases in our portfolio size and transferring skills over from our investors. Our employee engagement drive and planned communication strategy has resulted in a drastic reduction in employee turnover.

### Employee health and safety

Employee Health and Safety				2019	2020
Impact Area	EPRA Code	Units of Measure	Indicator	2019	2020
Employee Health and Safety	H&S-Emp	Per 100,000 hours worked	Injury rate	0%	0%
			Lost day rate	0%	0%
			Absentee rate	0%	0%
			Fatalities	0%	0%

### Narrative on performance:

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.

In 2020, Get Living reported no reportable Health and Safety incidents for employees, as for 2019. Despite the Covid-19 pandemic, the absentee rate has been negligible compared to the total number of hours worked and as such has been reported as 0.

### Asset health and safety assessments and compliance

Asset Health and Safety assessments and compliance				2019	2020
Impact Area	EPRA Code	Units of Measure	Indicator	2019	2020
Asset Health and Safety assessments	H&S-Assets	% of assets	% of assets for which H&S impacts are assessed or reviewed	100%	100%
Asset Health and Safety compliance	H&S-Comp	Total number	Number of incidents of non-compliance with regulations and/or voluntary standards	0%	0%

### Narrative on performance:

Health and Safety risk assessments are conducted at all assets and Get Living Plc complies fully with all Health and Safety regulations.

Across the estates our management companies have a structured and schedule of works including ongoing risk assessments and use of external auditors to conduct audits and provide expert advice to ensure compliance. All recommendations identified are then subject to follow up to close out within given time scales. This continued process ensures compliance with legislation and compliance requirements to safeguard residents, contractors and visitors. In addition to the Risk Assessments and audits service records and certification is obtained and held. Checks cover a wide range of H&S aspects including but limited to fire safety, alarms, electrical testing, detection, emergency lighting, ventilation, vents, safety equipment, water management, lifts and mechanical maintenance. All information and progress and scheduling is held and managed within a IT compliance system. All offices also undergo a schedule of auditing on a yearly basis, with additional monthly, quarterly checks conducted internally to ensure that the spaces remain compliant to H&S legislation. Our vacant retail & commercial units currently do not fall within an auditing cycle, however vacant lots are not fitted out, so are empty shells of low risk, but do have detection within which are linked to central monitored alarm panels. Management of H&S is supported by H&S policies, arrangements and responsibilities.

# EPRA performance measures continued

## Community engagement, impact assessments and development programmes

Community engagement, impact assessments and development programmes

Impact Area	EPRA Code	Units of Measure	Indicator	2019	2020
Asset community engagement programmes	Comty-Eng	% of assets	% of assets under operational control that have implemented local community engagement, impact assessments, and/or development programmes	100%	100%

### Narrative on performance:

Get Living Plc has a corporate community programme that applies across all activities and assets. Further detail of which are included within the 'Our Social Value' section earlier in this report.

All our community initiatives are based on an assessment of the local communities' needs. We provide grievance processes for all stakeholders, including a formal complaints procedure.

## Governance Performance Measures

### Composition of the highest governance body

Composition of the highest governance body

Impact Area	EPRA Code	Units of Measure	Indicator	2019	2020
Composition of the Board of Directors	Gov-Board	Total numbers	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)	3 yrs	4 yrs
			Number of independent / non-executive Board members with competencies relating to environmental and social topics	0	0

### Narrative on performance:

Throughout the period we have continued to develop our governance structures at Board and Committee levels in preparation for the formal adoption of Wates Corporate Governance Principles in 2021. We continue to support our business to deliver on our strategy in an ever-changing regulatory environment. Corporate governance at Get Living is about running the business in the right way in order to realise value in our neighbourhoods for the benefit of all our stakeholders and is treated as a core discipline that complements our need to improve the performance of the business on behalf of our stakeholders.

## Process for nominating and selecting the highest governance body

Nominating and selecting the highest governance body

Impact area	EPRA Code	Units of Measure	Indicator	EPRA Recommendations	2019	2020	
Nominating and selecting the Board of Directors	Gov-Select	Narrative description	Composition of the Board of Directors	Report the nomination and selection processes for the Board of Directors and its committees and the criteria used for nominating and selecting Board members, including whether and how: <ul style="list-style-type: none"> <li>Stakeholders (including shareholders) are involved)</li> <li>Diversity is considered</li> <li>Independence is considered</li> <li>Expertise and experience relating to economic, environmental and social topics are considered</li> </ul>	The Nomination Committee reviews the structure, size and composition of the Board and its committees and makes recommendations with regard to any changes considered necessary in the identification and nomination of new directors, the reappointment of existing directors and appointment of members to the Board's committees. It 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. The Nomination Committee seeks to ensure that all Board appointments are made on merit and measured against objective criteria and with due regard for the benefits of diversity on the Board.		

**Process for nominating and selecting the highest governance body** continued

**Narrative on performance:**

The Get Living Plc Board has established a Nomination Committee during the period to lead the process for board appointments and make recommendations for appointments to the Board. The Nomination Committee membership includes independent non-executive directors in line with best practice. The Nomination Committee’s key objective is to ensure that the Board comprises individuals with the necessary skills, knowledge and experience to ensure that it is effective in discharging its responsibilities.

The Nomination Committee will meet at least twice each year going forward on an as needed basis.

**Process for managing conflicts of interest**

Processes for managing conflicts of interest

Impact area	EPRA Code	Units of Measure	Indicator	2019	2020
Process for managing conflicts of interest	Gov-Col	Narrative description	Composition of the Board of Directors	Processes to ensure that conflicts of interest are avoided and managed in the highest governance body  Whether conflicts of interest are disclosed to stakeholders, including: <ul style="list-style-type: none"> <li>• Cross-board membership</li> <li>• Cross-shareholding with suppliers and other stakeholders</li> <li>• Existence of controlling shareholder</li> <li>• Related party disclosure</li> </ul>	The Conflicts of interest register is maintained by the procurement manager.

**Narrative on performance:**

No conflicts of interest were identified in either year.

# Assurance summary statement

EVORA Global Limited (“EVORA”) was engaged by Get Living Plc (“Get Living”) to provide Type 2 Moderate Assurance of their Annual EPRA Sustainability Report for the year ending 31st December 2020.

Get Living has responsibility for ensuring the preparation of the Annual EPRA Sustainability Report is complete. The EVORA Consultancy Team has been appointed to deliver the quantitative data in line with the requirements of the EPRA Best Practice Recommendations for Sustainability Reporting (sBPR) 2017 3rd Edition (referred to herein as “EPRA sBPR”).

The EVORA Assurance Team (“We’ / ‘Our’) have responsibility to express a conclusion on compliance with the EPRA sBPR with respect to the preparation, collation and reporting of the Annual EPRA Sustainability Report for the year ending 31st December 2020, in all material respects. The procedures selected depend on our judgement, including an assessment of the risks of material misstatement or material non-compliance of the matters being audited. We conducted our engagement in accordance with the EPRA sBPR and the AA1000AS. Processes to ensure independence between the EVORA Consultancy and Assurance teams have been implemented and documented.

The EVORA Assurance Team undertook assurance in accordance with AA1000AS Type 2 Moderate level assurance, covering:

- Evaluation of adherence to the AA1000 Assurance Principles (2018) of inclusivity, materiality, responsiveness, and impact (“the Principles”)
- The reliability (completeness and accuracy) of the Subject Matter

Assurance was conducted in accordance with the EPRA sBPR (the “Criteria”), covering:

- Environmental Sustainability Performance Measures
- Social Performance Measures
- Governance Performance Measures

The scope of assurance covered the indicators and assertions outlined in the tables below (collectively the “Subject Matter”).

## Indicators

### Absolute and like-for-like:

- Electricity Consumption (kWh)
- District Heating & Cooling Consumption (kWh)
- Gas Consumption (kWh)
- Greenhouse Gas (GHG) Emissions (tCO<sub>2</sub>e)
- Water (m<sup>3</sup>)
- Waste (tonnes)

*EPRA Codes: ‘Elec-Abs’, ‘Elec-LfL’, ‘DH&C-Abs’, ‘DH&C-LfL’, ‘Fuels-Abs’, ‘Fuels-LfL’, ‘GHG-Dir-Abs’, ‘GHG-Indir-Abs’, ‘Water-Abs’, ‘Water-LfL’, ‘Waste-Abs’ and ‘Waste-LfL’*

### Intensity Calculations:

- Energy (kWh / m<sup>2</sup>)
- Water (m<sup>3</sup> / m<sup>2</sup> / year)
- GHG (kgCO<sub>2</sub>e/m<sup>2</sup>)

*EPRA Codes: ‘Energy-Int’, ‘Water-Int’ and ‘GHG-Int’*

### Energy rating coverage (%)

*EPRA Code: ‘Cert-Tot’*

### Diversity:

- Employee Gender Diversity
- Gender Pay Ratio

*EPRA Code: ‘Diversity-Emp’ and ‘Diversity-Pay’*

### Employee:

- Performance Appraisals
- New Hires and Turnover

*EPRA Codes: ‘Emp-Dev’ and ‘Emp-Turnover’*

## Indicators

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### H&S:

- Employee H&S
- Asset H&S assessments
- Asset H&S compliance

*EPRA Codes: 'H&S Emp', 'H&S-Asset' and 'H&S-Comp'*

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### Community:

- Community engagement, impact assessments and development programmes

*EPRA Code: 'Comty Eng'*

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### Governance:

- Composition of highest governance body
- Nomination and Selection
- Process for managing conflicts of interest

*EPRA Code: 'Gov-Board', 'Gov-Selec' and 'Gov-Col'.*

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## Assertions

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### Governance:

- Process for nominating and selecting the highest governance body
- Process for managing conflicts of interest

*EPRA Codes: 'Gov-Select' and 'Gov-Col'*

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## Reliability of Subject Matter

### Finding

### Description & Recommendations

Finding 1: Overreported waste totals for asset East Village resulted in a material error in waste disclosure

Initial reported data for waste collections at East Village included a manual error when determining the absolute waste tonnage for 2020 due to the incorrect conversion factor used within the waste collection calculations. The reported waste total reported variance when reviewed against the raw waste estimations as part of the assurance sampling approach.

This was found to be an isolated error and has been corrected in the final dataset.

An additional quality check prior to the data being presented for assurance is recommended by a person separate to the initial data collection / analysis exercise.

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### Note:

Data for the below indicators (ESG-ENV 1.1) has been assured for 100% of the assets reported for this Fund based on data made available on the 28th April 2021. Any additional data or amendments added into the final dataset have not been included within the scope of this assurance engagement.

### Our Unqualified Opinion

Nothing has come to our attention that causes us to believe that the preparation of the Annual EPRA Sustainability Report 2020 is not in accordance with the AA1000 Accountability Principles 2018.

Furthermore, nothing has come to our attention that causes us to believe that the Annual EPRA Sustainability Report 2020 is not prepared in accordance with the EPRA sBPR and the AA1000 Assurance Standard 2020, in all material respects, for the year ending 31st December 2020.

A copy of EVORA's full assurance statement is available upon request.

Date: 14th May 2021

EVORA Global Limited - London, UK



vingetlivingetli

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