



Annual Sustainability Report

2024/25



Prepared by **Nick Whant**, Sustainability Manager
June 2025

Our Better Sustainable Business Statement

“At the National Self Build & Renovation Centre (NSBRC), we recognise our responsibility to the **environment**, in addition the responsibility we have to our **visitors**, our **partners**, our **team** and our **community**.

Beyond using our platform to promote **Better Sustainable Homes** through home building and renovating solutions, we are committed to environmental stewardship of our business, which guides our actions and decisions to minimise our environmental footprint.

We are committed to seeking out sustainable practices which contribute to the wellbeing of our planet. We consider the environmental impact of all decisions we make, and are committed to choosing sustainable solutions wherever it is viable for our business, our Employee Owners, and all impacted stakeholders.

We work collaboratively with our stakeholders, including customers, suppliers, and the community, to promote environmental sustainability and share best practices.

All NSBRC employees are responsible for upholding the commitments outlined in our Environmental Policy Statement, and for contributing to support the environmental goals and actions shaped by our B Corp Project Team.”

Your B Corp Project Team:



Amanda Russell
Accounts & HR
Manager

Certified



Harvey Fremlin
Managing Director



Nick Whant
Sustainability
Manager

Tracking our emissions

Scope 1, 2, and 3 emissions are categories used to classify an organisation's greenhouse gas (GHG) emissions:

Scope 1 (Direct Emissions): These are emissions from sources that are owned or controlled by the organisation.	Fuel combustion in company-owned vehicles or boilers	Tracked (no vehicles owned)
	On-site manufacturing emissions	N/A
	Fugitive emissions from leaks in refrigeration or industrial processes	N/A
Scope 2 (Indirect Emissions from Energy Use): These are emissions from the generation of purchased electricity, steam, heating, and cooling consumed by the organization. They occur at the power plant or facility providing the energy, but they are accounted for by the company using that energy.	Gas	Tracked
	Electricity	Tracked
	Water	Tracked
Scope 3 (Indirect Emissions from the Value Chain): These are all other indirect emissions that occur in the company's value chain, including:	Purchased goods and services	Currently out of scope
	Business travel and employee commuting	Tracked
	Waste disposal	Tracked
	Use of sold products	N/A
	Transportation and distribution of goods	N/A

Environmental Management KPIs & Targets

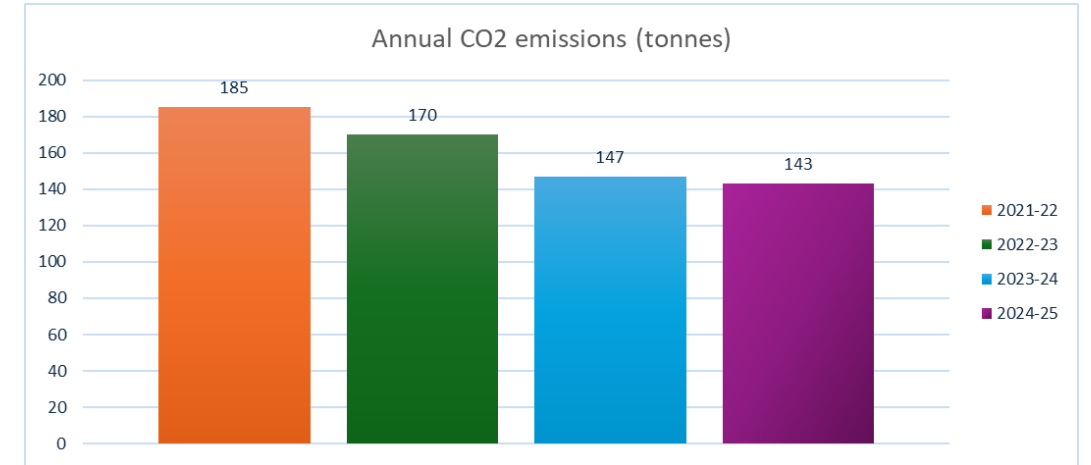
We've set ourselves a target of **5%** year-on-year reductions, for each of our Key Performance Indicators (KPIs).

We've reduced our CO₂ emissions for three consecutive years, amounting to a 23% reduction from 2022 to 2025.

All KPIs have exceeded our 15% reduction targets for the three-year period; including travel, which was organically less common in 2021/22 as we gradually emerged from the pandemic.

In 2024/25, we reduced our CO₂ emissions by 2.48%.

Despite in-year improvements across all KPIs except for gas usage, enhancements are incrementally harder to come by each year, especially after such significant gains (14%) in 2023/24.

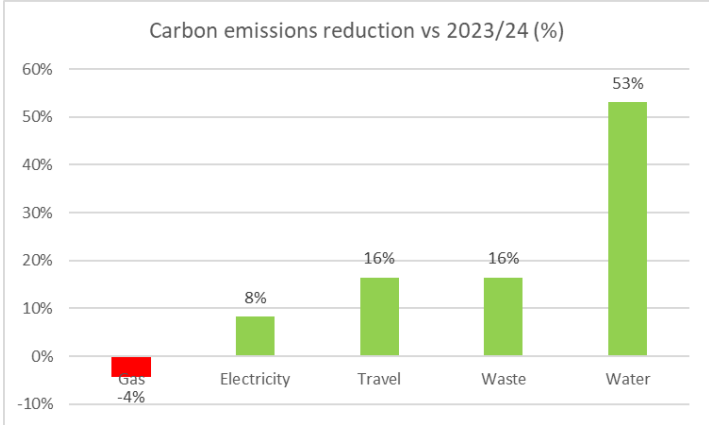
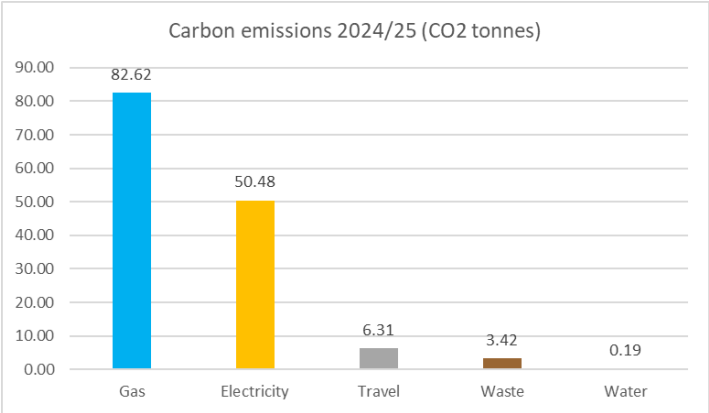
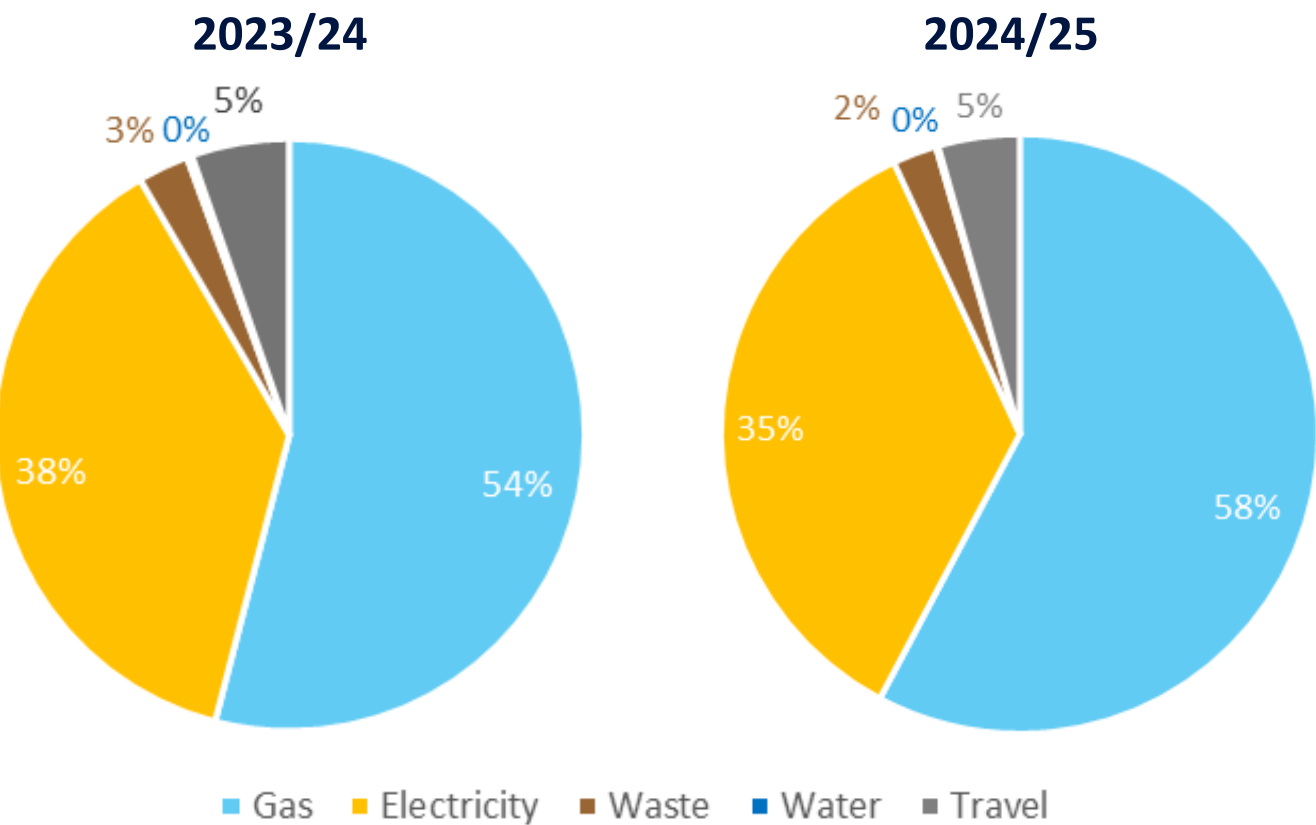


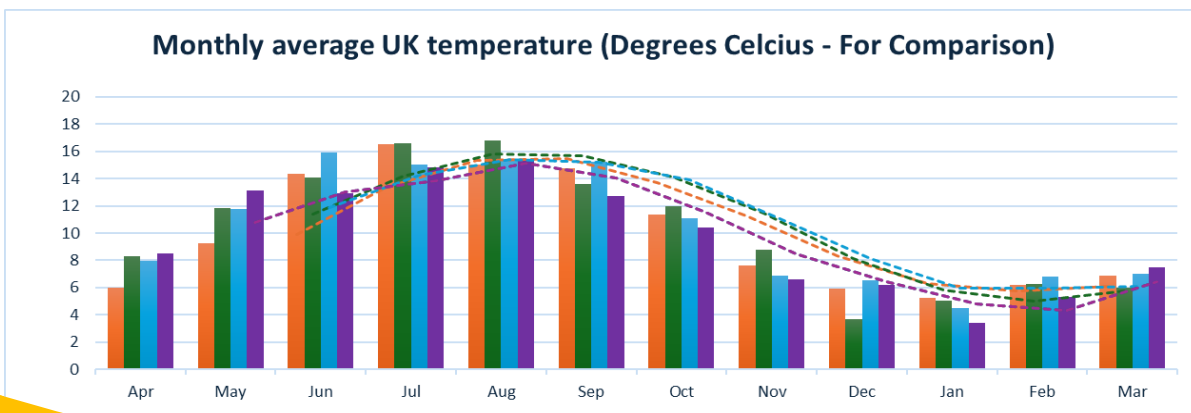
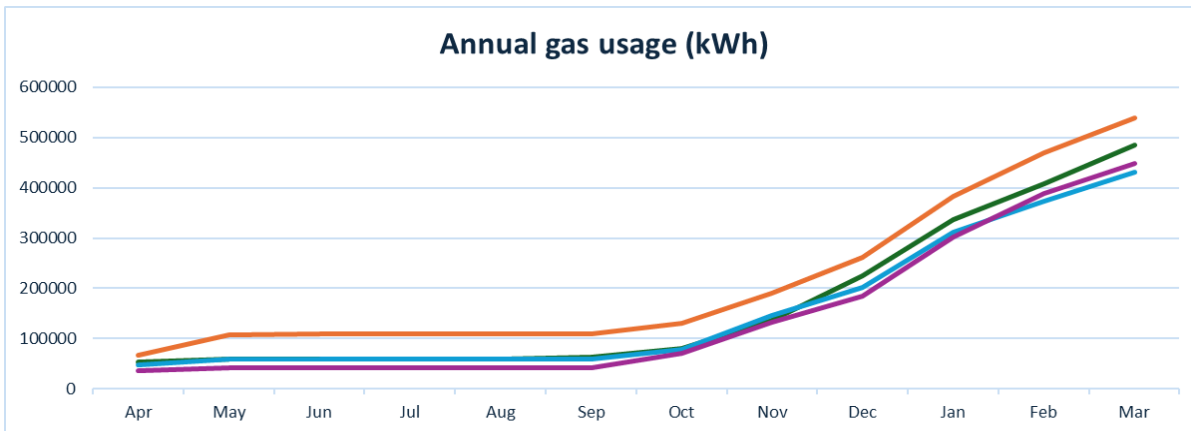
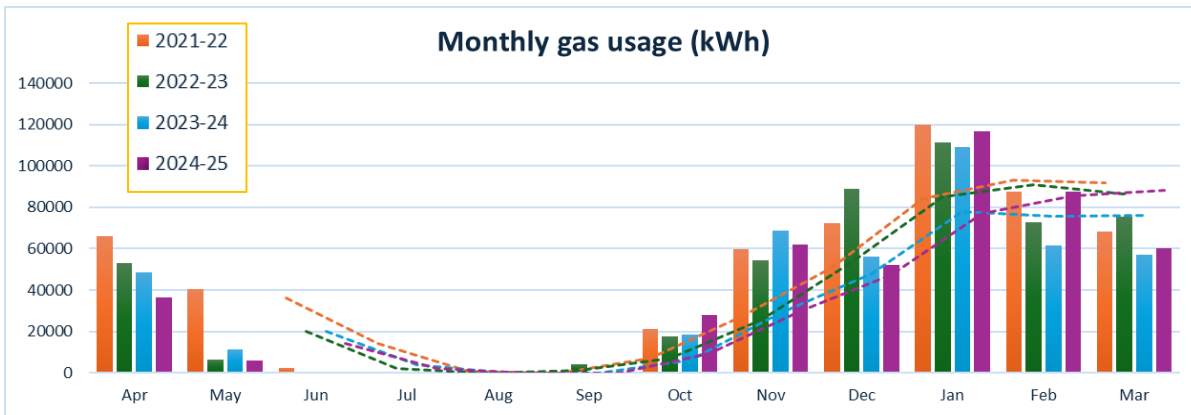
	2021/22	2022/23		2023/24		2024/25		
	Actual	Target	Actual	Target	Actual	Target	Actual	3 yr comparison
Carbon Emissions (CO ₂ tonnes)	185	176 (95%)	170 (92%)	162 (95%)	147 (86%)	139 (95%)	143 (98%)	77%
Gas (CO ₂ tonnes)	99	94 (95%)	89 (90%)	85 (95%)	79 (89%)	75 (95%)	83 (104%)	83%
Electricity (CO ₂ tonnes)	74	71 (95%)	68 (91%)	65 (95%)	55 (81%)	52 (95%)	50 (92%)	68%
Travel (CO ₂ tonnes)	8.41	7.99 (95%)	9.29 (110%)	8.83 (95%)	7.85 (84%)	7.45 (95%)	6.31 (80%)	75%
Waste (Non-recycled %)	26.31	24.99 (95%)	20.21 (77%)	19.19 (95%)	27.06 (131%)	25.7 (95%)	21.34 (83%)	81%
Water (m ³)	2804	2664 (95%)	2546 (91%)	2419 (95%)	1992 (78%)	1893 (95%)	932 (47%)	33%

Note: Percentages in the table above are comparisons against the 'actual' figure from the previous year.

Where our CO₂ emissions come from

The majority of our carbon footprint is from **Gas** and **Electricity** (93% this year, and 92% last year).





Gas +4%

‘CO₂ emissions from our Gas usage’ was the only KPI which didn’t meet our 5% reduction target in 2024/25 – in fact, our Gas usage increased by 4%.

- **We used no Gas between June & September** 2023/24 or 2024/25, leaving the opportunity to decrease usage in the remaining eight months.
- **We successfully reduced our Gas usage during Apr, May, Nov & Dec**, meaning that by the end of Q3 2024/25, our Gas usage was down by **9.07%** vs. the same time the previous year.
- **Spikes in Oct, Jan, Feb & Mar saw this dramatically change the result by the end of 2024/25.** We have attributed these increases to a combination of:
 - **Lower average temperatures** – consistently each month from Sep 2024 to Feb 2025, compared to the previous year.
 - **Significant renovation work** to create our new Piazza stands during Q3 – resulting in shutter doors being regularly open for access

Actions identified:

- ‘Best practice’ process created to identify days when shutter doors will need to be open for long periods of time, and scheduling central heating to be switched off during these days. Local heaters are available to ensure comfortable working conditions in reception, offices and conferencing rooms areas, rather than attempting to heat the whole Centre when so much heat is escaping.
- The installation of 3x Halcyan Water Conditioners in November 2024, is expected to improve efficiency in our hot water system over time by removing limescale – whilst also maintaining the integrity of our plumbing, reducing the potential need for future repair work.

Electricity -8%

Our Electricity usage (kWh) for 2024/25 is up by **2.5%** vs. the previous year
...BUT, CO₂ emissions from electricity usage are actually down by **8%** overall.

This is thanks to offsetting through the Electric Vehicle charging points we installed in October 2023...

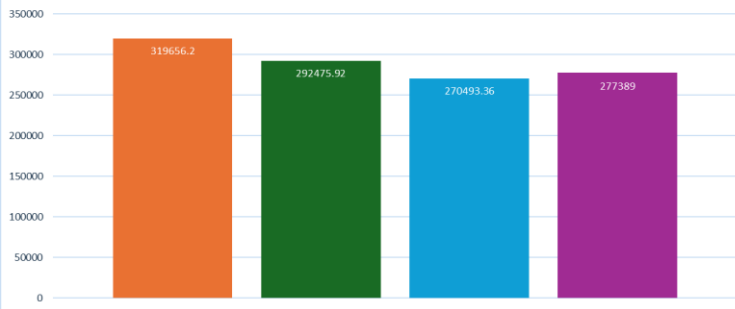
- Use of these EV chargers is responsible for 16,384kWh of our energy usage, which is greater than our overall usage increase of 6,896kWh.
 - Without them, our usage would have actually decreased by **3.5%** (9,488kWh)
 - However, their environmental benefit outweighs this usage increase...
 - Based on an average Electric Vehicle delivering 4 miles per kWh, this is theoretically saving on 65,536 miles of fossil fuel emissions - that's over 2.5 times the circumference of the Earth!
 - Based on the average petrol car producing 216g of CO₂ per mile, this equates to a reduction of 14 tonnes of CO₂
 - Removing this 14 tonnes from our Electricity CO₂ total as an offset, means our carbon footprint from electricity usage is down by **8%** vs. the previous year

Because we're no longer within the first annual cycle of the EV chargers having been installed, this decrease in our year-on-year emissions will only continue if usage of the charging points increases.

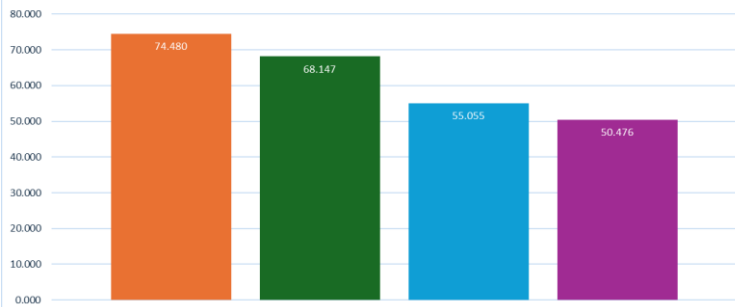
However, EVs are becoming increasingly common. 32% of our team members have now taken us up on our EV salary sacrifice scheme, equating to 54% of our current commute mileage.



Annual electricity usage (kWh)



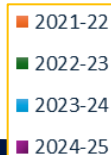
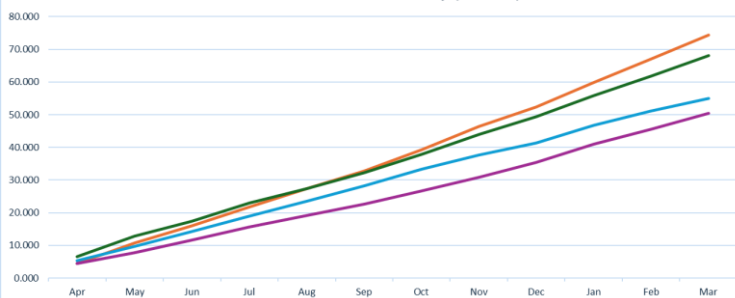
Annual CO₂ from Electricity (Tonnes)



Annual EV Charging (kWh)



Annual CO₂ from Electricity (Tonnes)

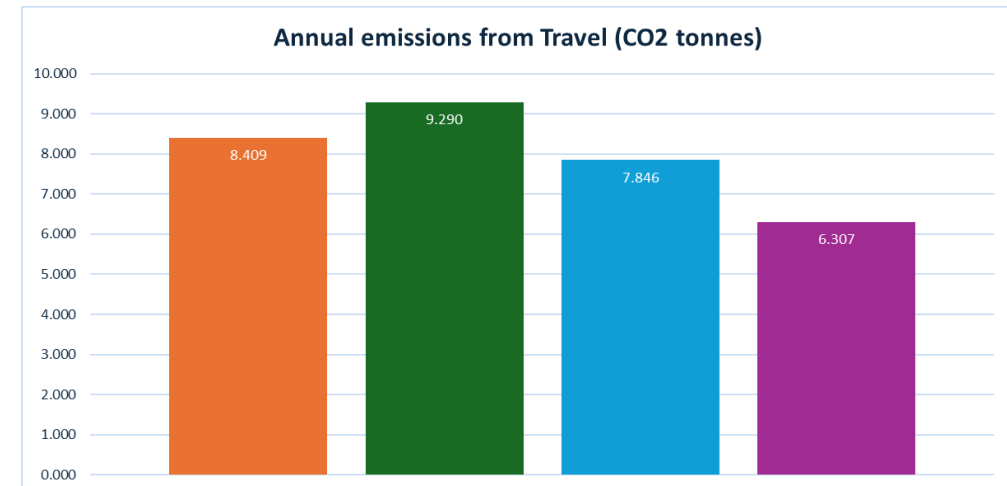
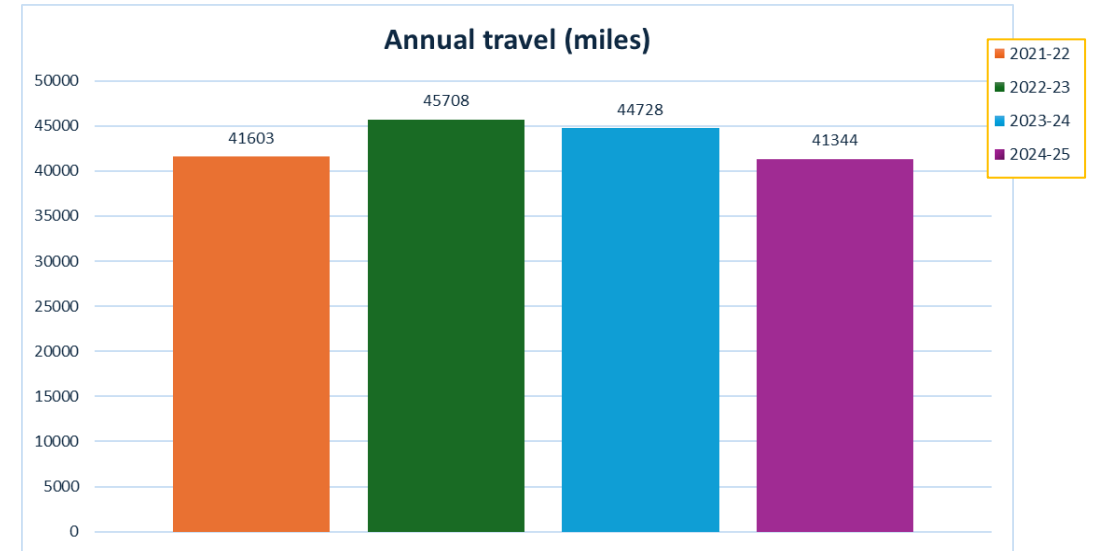


Travel -20%

We travelled **8%** (3,384 miles) less in 2024/25 than the previous year. This is a combination of commuting and expensed travel.

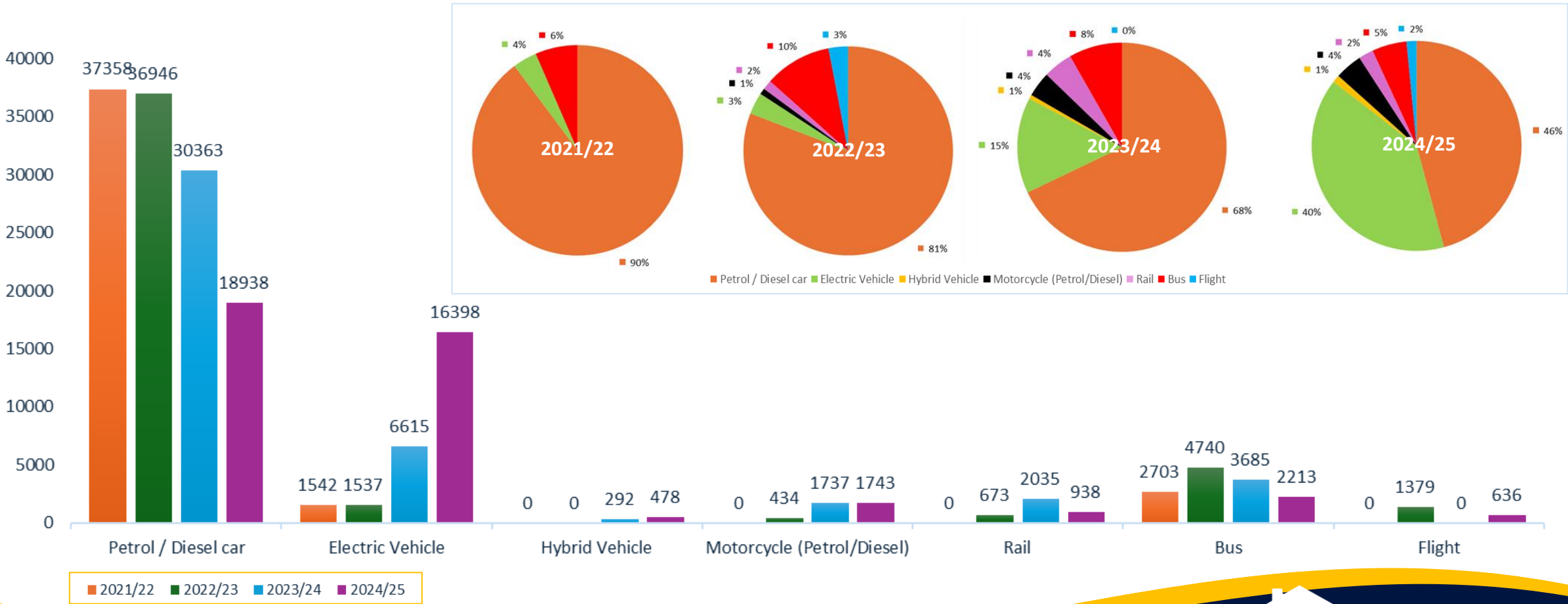
...what's more, we reduced CO₂ emissions from travel by **20%** compared to 2023/24

We have **reduced mileage** through a mixture of enabling home working where appropriate, being conscious of business travel and carpooling when possible, and through our recruitment preference for hiring locally (which also supports the local community) – of course, not at the expense of hiring the best candidate for a given role.

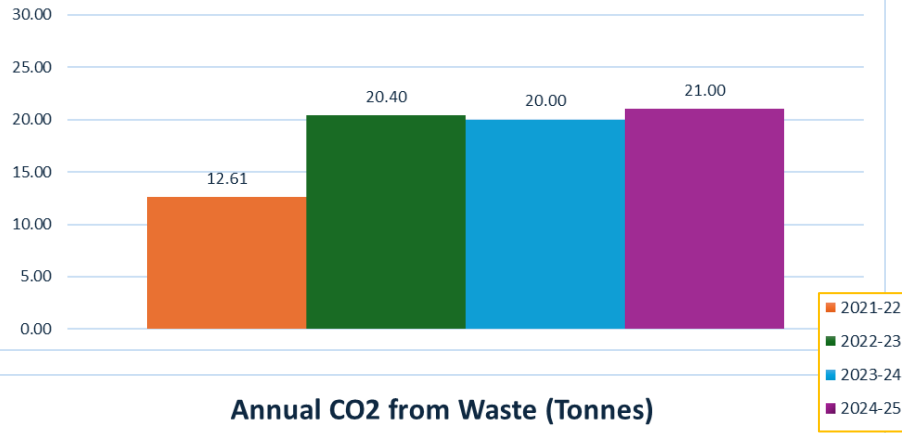


Our evolving travel ratio

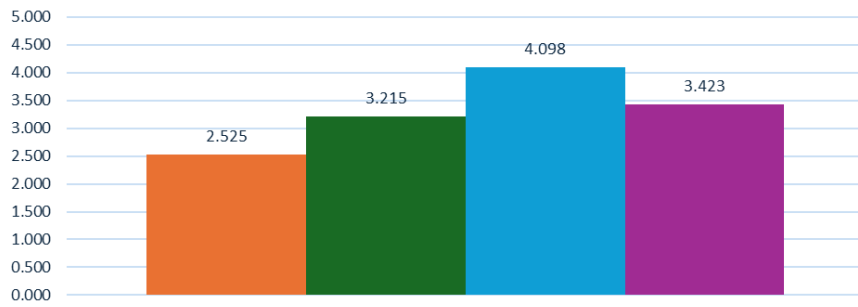
Beyond reducing our mileage, we've further reduced our carbon footprint by being conscious of the mode of transport we use.
32% of our team members have now taken us up on our EV salary sacrifice scheme, equating to 54% of our current commute mileage.



Annual waste totals (tonnes)



Annual CO2 from Waste (Tonnes)



Waste -17%

The amount of waste we produced over the past three years has been relatively consistent

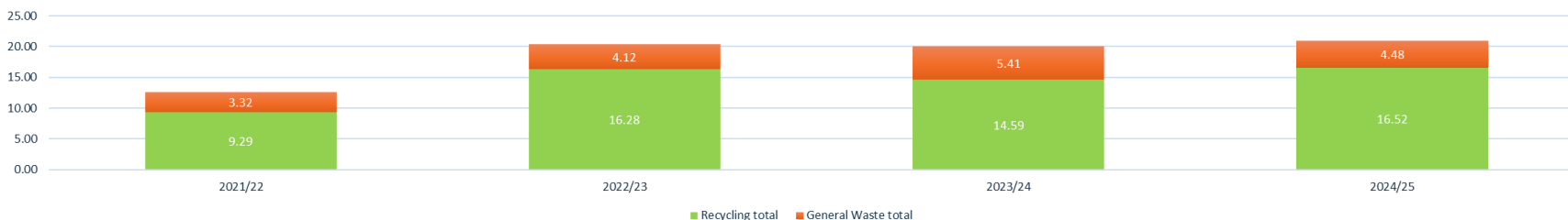
– with much less produced during 2021/22, when we were still gradually emerging from the pandemic.

We have however, reduced our waste to landfill by 17% in 2024/25 compared to the previous year

– after recognising that recycling habits had slipped in 2023/24.

This improvement is thanks to collaboration with our team, our cleaners, and our exhibiting partners to improve our approach to recycling.

Annual Totals:
Recycling vs. General Waste (tonnes)



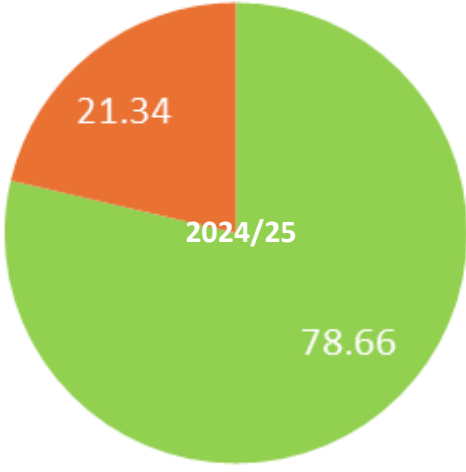
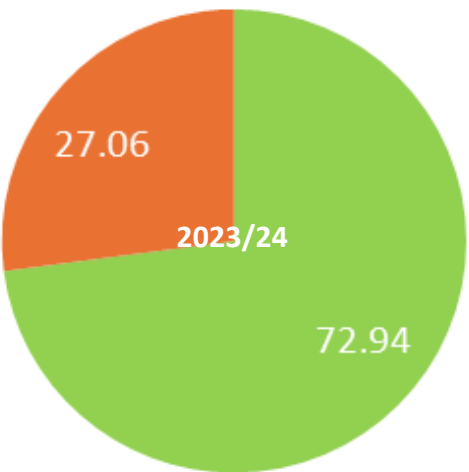
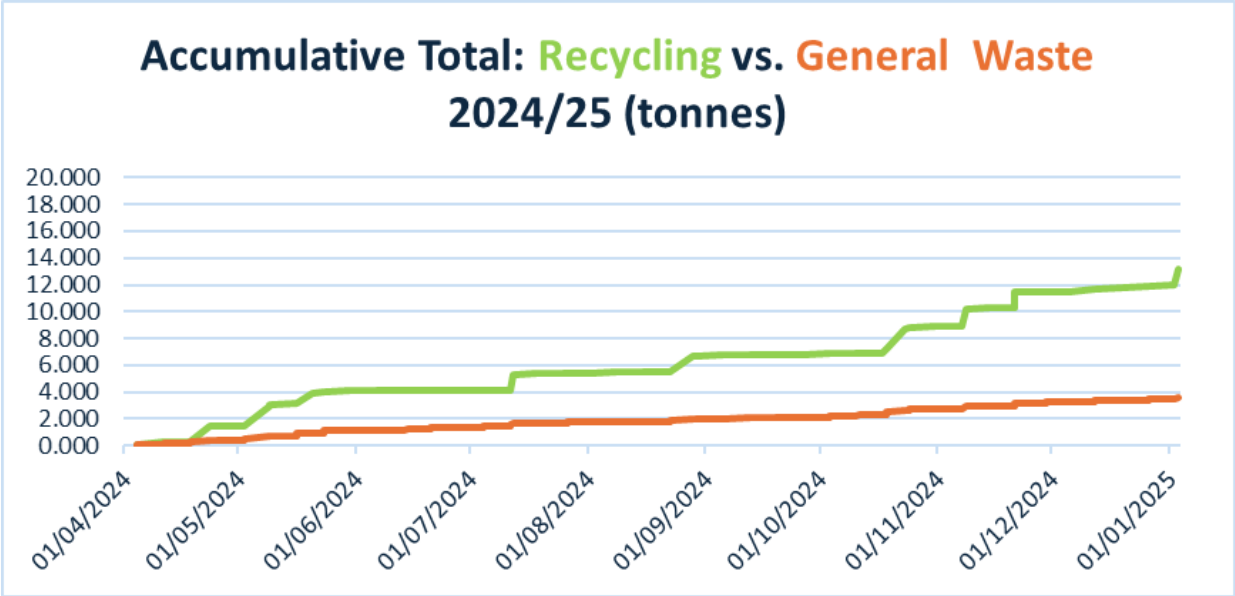
At the end of Q3, our ‘Waste to landfill’ was **27.47%** less than at the same time last year

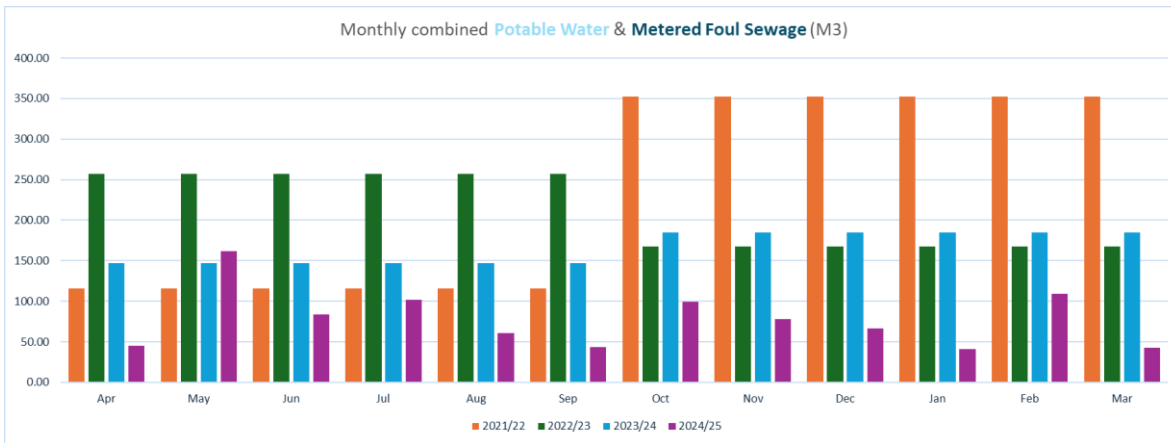
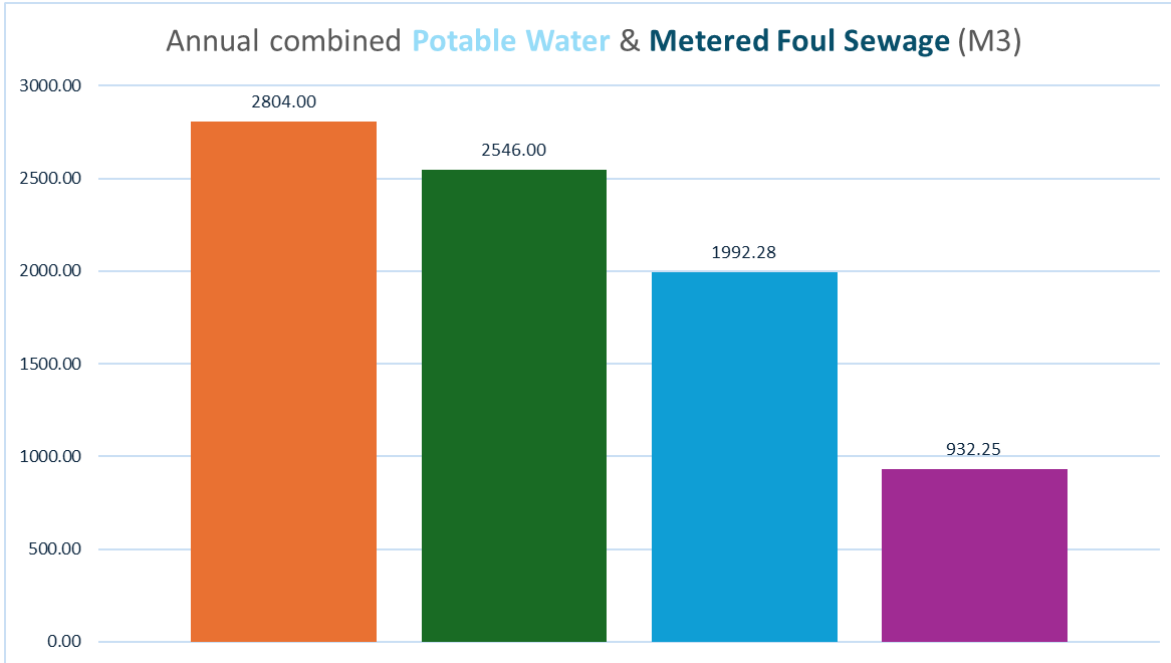
...but we knew that significant renovation work to create our new Piazza stands during Q4 (*as also mentioned in reference to ‘Gas’*) would produce a larger amount of waste than usual, potentially jeopardising the progress made throughout the year.

This is in addition to the spikes we see around our three largest events, in January, May and October each year.

Our team pulled together to make sure we stayed vigilant. Maintaining a **17%** reduction in the percentage of waste sent to landfill, despite this activity in Q4, is a massive achievement.

Without this activity, we would have reduced our waste totals, which presents an opportunity to improve even further next year, and to surpass our 2022/23 ratio.





Water

We decreased our Water usage by **53%** (1,060 m³) in 2024/25, compared to the previous year.

We have attributed this primarily to more accurate readings since we installed a new meter in March 2024 – but it's still positive that figures are moving in this direction, as we have also been encouraging responsible water practices on site. We expect to see this plateau in 2025/26.

The installation of 3x Halcyan Water Conditioners in November 2024, is expected to improve efficiency in our hot water system over time by removing limescale – whilst also maintaining the integrity of our plumbing, reducing the potential need for future repair work.

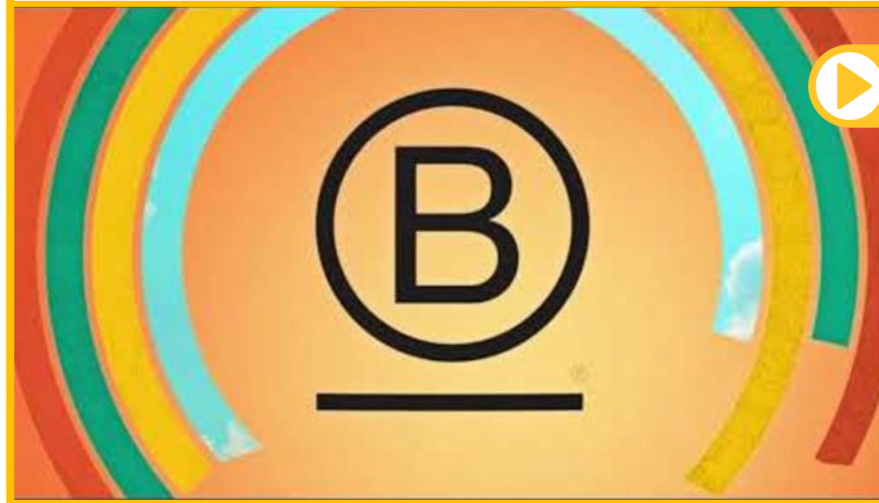
This equates to a reduction of **0.2 CO₂ tonnes**, so only plays a very small role in our over-arching carbon footprint KPI but is valuable in its own right.

We are a 'Certified B Corporation'

B Corps are companies verified by B Lab that meet industry leading standards, for:

- Social and environmental performance
- Transparency
- Accountability

Through their '**B Impact Assessment**', companies evidence their impact on...



B Lab™ is the network transforming the global economy to benefit all people, communities, and the planet.

Their international network of organisations leads economic systems change to support our collective vision of an inclusive, equitable, and regenerative economy.

As one of 3,000 B Corps in the UK, and nearly 10,000 worldwide, we're counted among businesses that are leading a global movement for an inclusive, equitable, and regenerative economy.



● **NSBRC: 124.7**

● B Corp Certification requirement: 80

● Median score for ordinary businesses: 50.9



We're one of the first 3,000
B Corps in the UK
...a quickly growing global
movement of c10,000 businesses.



44% of our team have taken
up our Electric Vehicle
scheme
...this makes up over half of our
commute mileage.



We've reduced our CO₂
emissions by 23% over the
past three years
...and reduced waste to landfill by
17% in 2024/25.



Our Non-Executive
Employees own 69% of our
business, so decisions are in
our hands!

Employee Ownership is our superpower!

A key element which enabled us to score so highly in our B Impact Assessment, is that we are Employee Owned – or to be more specific: ‘how’ we are Employee Owned.

Find out more about our Employee Ownership journey in the video below...



Proudly
employee
owned.



Our legal commitment

To certify as a B Corp, we were required to make a commitment to consider our company's impact on its stakeholders, now and in the future, by building it into our legal structure.

Our 'Articles of Association' - publicly visible on Companies House - include the specific B Corp legal requirement wording, which legally commits us to use business as a force for good, by:

- *"Creating a material positive impact on society and the environment through our business and operations"*
- *"Considering 'stakeholder interests' – including our shareholders, employees, suppliers, society and the environment"*



We are 'Good Business Charter' accredited

The Good Business Charter is an independent certification that recognises responsible business behaviour across ten key components.



These components are designed to ensure that businesses operate with integrity, fairness and respect for all stakeholders, including employees, customers, suppliers and the environment. Achieving this accreditation means we have met the rigorous standards set by the GBC, demonstrating our commitment to ethical practices.

A few examples of how we meet these components...

- We have been employee-owned since 2014 (there are now over 2,000 employee-owned businesses in the UK)
- We have been a Real Living Wage employer since 2019 and are joined by 15,000 UK businesses who have signed up to this voluntary scheme
- We provide enhanced sick pay and provide free private health cover for all employees which includes a counselling service
- We also provide regular mental health check-ins



In today's world, responsible business practices are more important than ever. According to recent surveys, 97% of people value businesses that operate ethically and sustainably.

Our GBC accreditation not only sets us apart as a leader in ethical capitalism but also reinforces our commitment to putting people and the planet first. This achievement is a testament to our dedication to building a better, fairer world through our business practices.



"The National Self Build & Renovation Centre (NSBRC) reflects the values we champion at the Good Business Charter through their commitment to responsible business practices."

Their decision to join the GBC following a recent Employee Ownership Association Annual Conference, and their proactive promotion of our principles at recent events, highlight their dedication to ethical and sustainable business.

We are thrilled to recognise their efforts through this accreditation."

Jenny Herrera, CEO of the Good Business Charter



"We are incredibly proud to have achieved the Good Business Charter accreditation."

This milestone reflects our dedication to upholding the highest ethical standards

In all our operations and reinforces our commitment to making a positive impact in the local community and the environment."

Harvey Fremlin, NSBRC Managing Director



National Self Build & Renovation Centre

Find out more on our Better Sustainable Business webpage



Proudly
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