

Certified



Corporation



National Self Build & Renovation Centre



Sustainability Report

Apr 2025 – Mar 2026



Proudly
employee
owned.

Certified



Corporation



Prepared by **Nick Whant**, Sustainability Manager
June 2026

Better Sustainable Business

It's a cornerstone of our Employee Owned ethos that we are committed to seeking out ethical and sustainable practices, which contribute to the wellbeing of our planet, our community and our industry.

In 2025, we proudly achieved [Good Business Charter Accreditation](#) and [B Corporation Certification](#), as well as being named [Sustainable Business of the Year](#) at The Business Exchange Awards. These independent certifications and recognition are significant milestones for our business, demonstrating our unwavering commitment to ethical business practices.

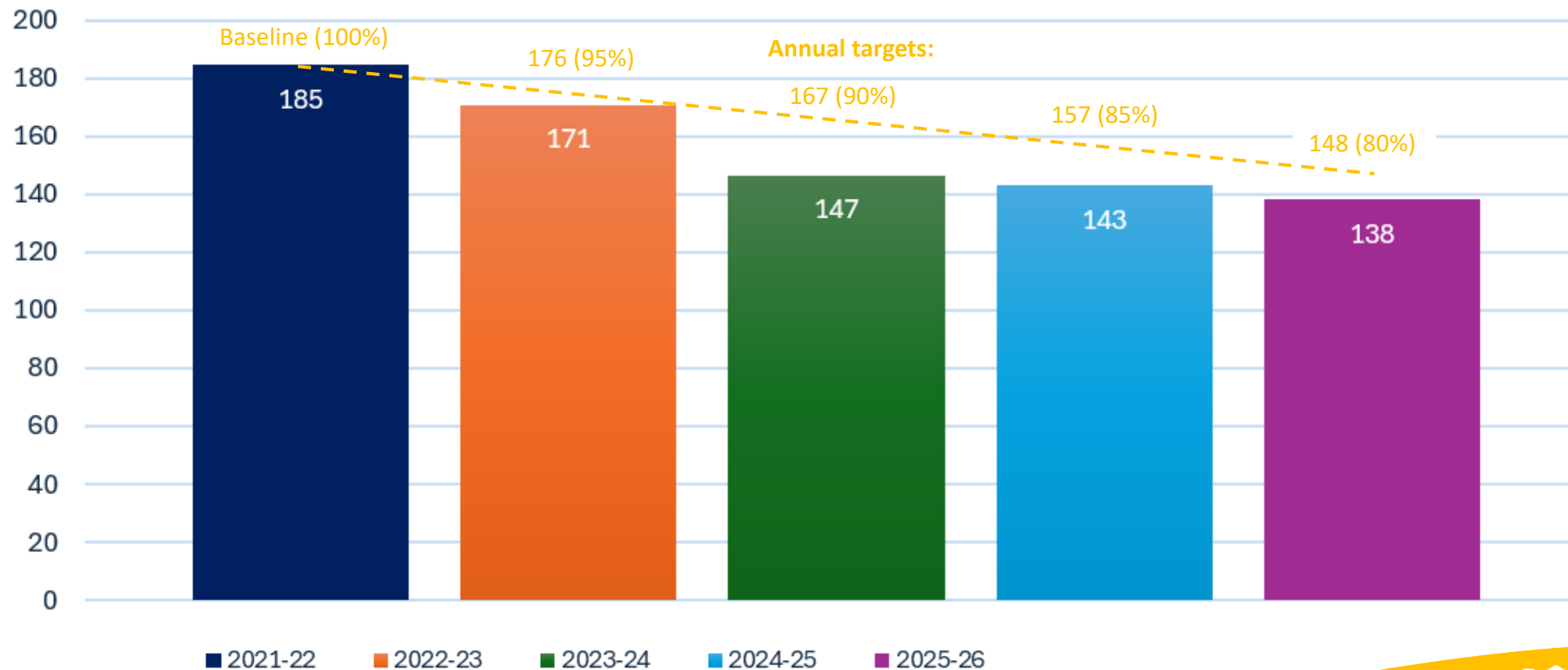
Find out more about this journey, on our [Better Sustainable Business](#) page.



Our reducing carbon footprint (CO₂ tonnes)

We are proud to have achieved a **25% reduction in Carbon Emissions** over a 4-year period, a year ahead of our ongoing '5% per financial year' reduction target.

This equates to a saving of **141 tonnes of CO₂** To date.



Tracking our emissions

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

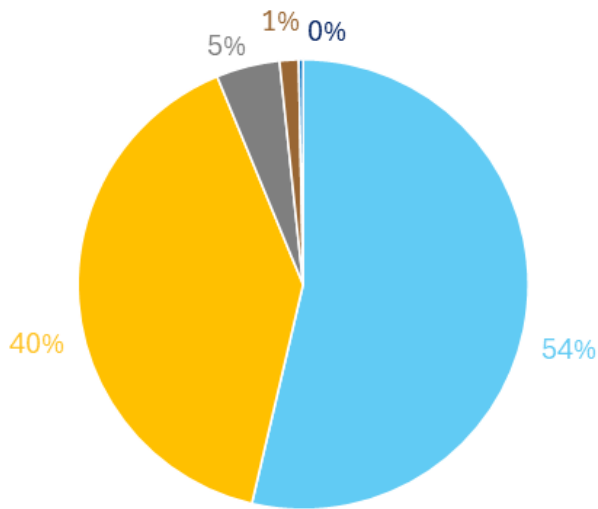
Scope 1 (Direct Emissions): These are emissions from sources that are owned or controlled by the organisation.	Fuel combustion in company-owned vehicles or boilers	Tracked (no vehicles owned)
	On-site manufacturing emissions	N/A
	Fugitive emissions from leaks in refrigeration or industrial processes	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

Where do our CO₂ emissions come from?

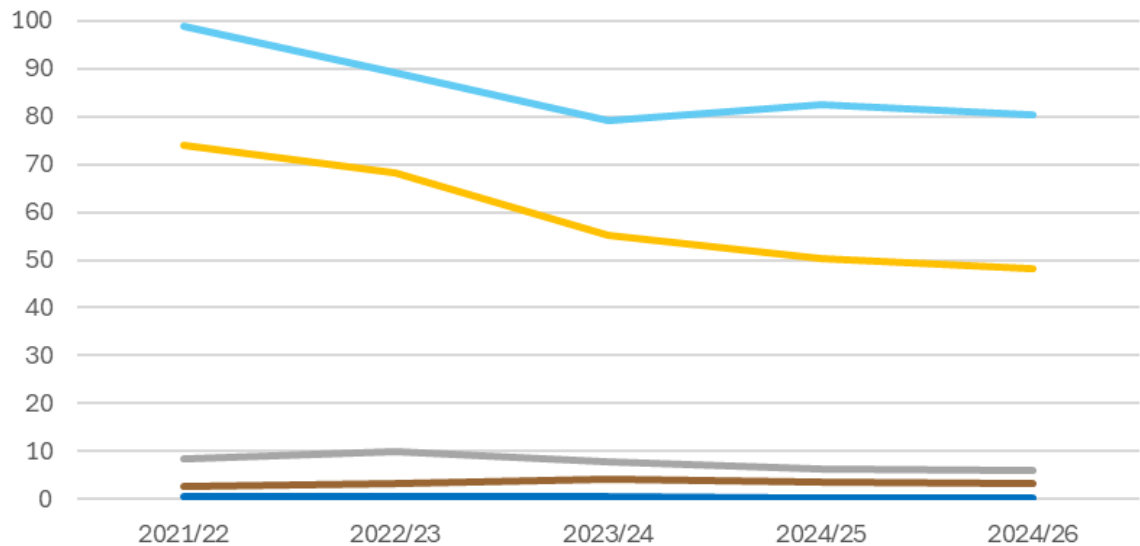
The majority of our carbon footprint is from **Gas** and **Electricity** (93% this year and last year).

Despite reductions across our five types of emissions, the percentage split between these remains relatively consistent.

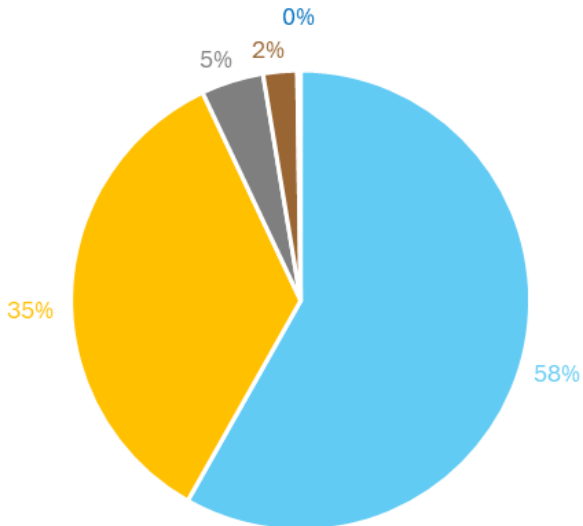
2021/22 CO₂ emissions split



Annual emissions by type (CO₂ tonnes)



2025/26 CO₂ emissions split



■ Gas ■ Electricity ■ Travel ■ Waste ■ Water

Environmental Management KPIs & Targets

We've set ourselves a target of **5%** reductions per year across each of our Key Performance Indicators (KPIs), using 2021/22 as a baseline.

Our overall '**Carbon Emissions**' KPI is a combination of all other KPIs, so is of utmost importance. We have now reduced this for four consecutive years, amounting to a **25%** reduction, putting us a year ahead of schedule.

However, further reductions are tougher to achieve each year. We must remain vigilant in 2026/27, and investment will likely be required to meet these KPIs if continued at the same rate from 2027/28 onwards.

RAG (Red/Amber/Green) rating criteria

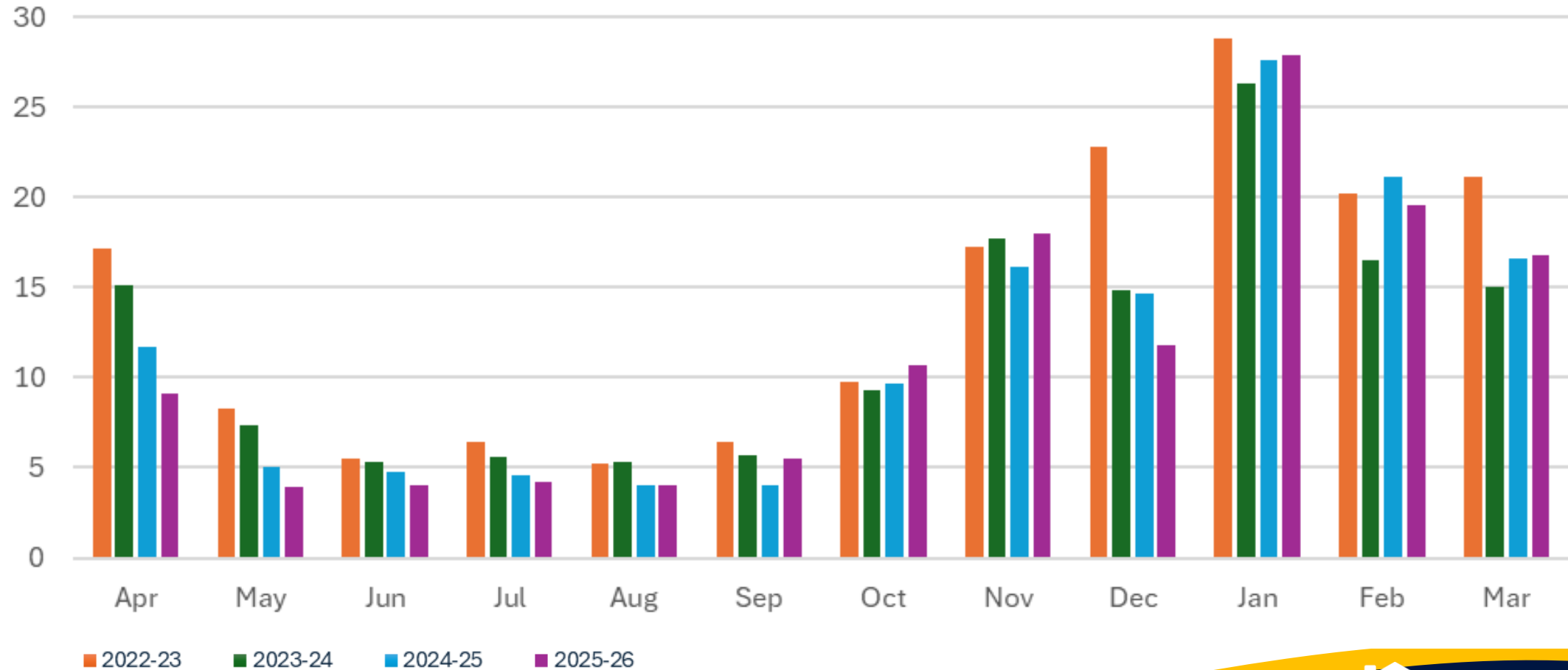
Reduced since previous year	AND	Met reduction target vs. baseline year
Reduced since previous year	OR	Met reduction target vs. baseline year
Increased since previous year	AND	Failed to meet reduction target vs. baseline year

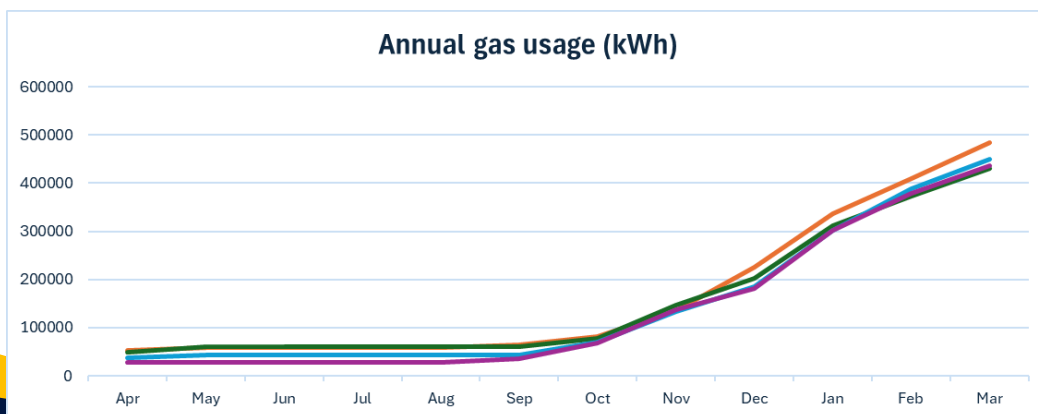
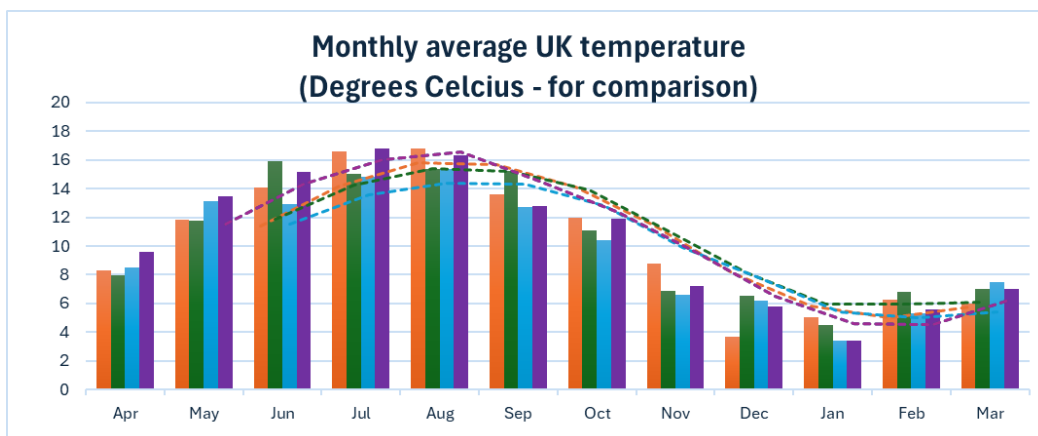
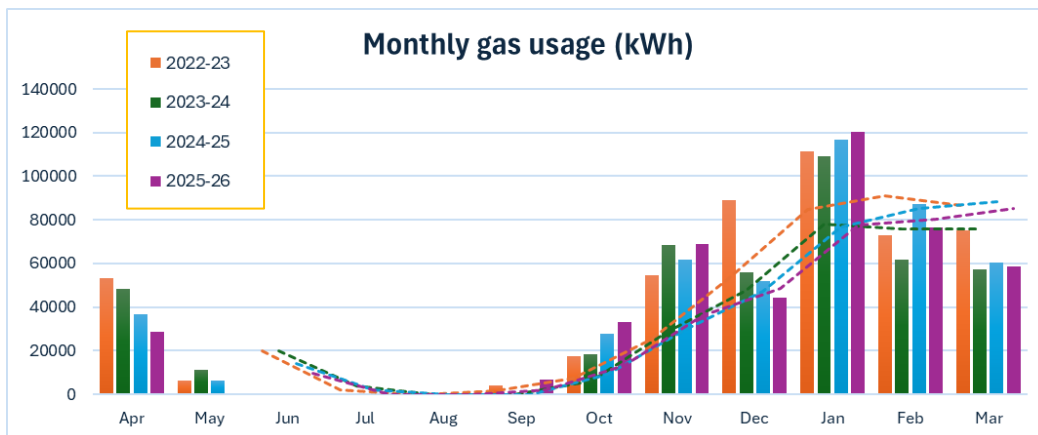
	2021/22	2022/23		2023/24		2024/25		2025/26	
	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
Carbon Emissions (CO₂ tonnes)	185	176 (95%)	171 (92%)	167 (90%)	147 (80%)	157 (85%)	143 (77%)	148 (80%)	138 (75%)
Gas (CO₂ tonnes)	99	94 (95%)	89 (90%)	89 (90%)	79 (80%)	84 (85%)	83 (84%)	79 (80%)	80 (81%)
Electricity (CO₂ tonnes)	74	70 (95%)	68 (92%)	67 (90%)	55 (74%)	63 (85%)	50 (68%)	59 (80%)	48 (65%)
Travel (CO₂ tonnes)	8.41	7.99 (95%)	9.97 (118%)	7.60 (90%)	7.74 (92%)	7.15 (85%)	6.25 (74%)	6.73 (80%)	6.08 (72%)
Waste (CO₂ tonnes)	2.52	N/A*	3.22 (128%)	N/A*	4.10 (163%)	3.90 (95%*)	3.49 (85%*)	3.69 (90%)	3.31 (81%)
Water (CO₂ tonnes)	0.57	0.54 (95%)	0.51 (89%)	0.51 (90%)	0.40 (70%)	0.49 (85%)	0.19 (33%)	0.46 (80%)	0.32 (56%)

Note: Percentages in the table above are comparisons against the baseline year of 2021/22, *except for 'Waste' where we introduced targets in 2024/25, so 2023/24 is used as the baseline year. Backdated waste data is however included in our overall Carbon Emissions KPI from 2021/22.

When do our emissions occur? (CO₂ tonnes)

82% of our emissions occur over seven months (58% of the year), between October and April, when heating is used.





Gas -19%

CO₂ emissions from our Gas usage have reduced by **19%** since 2021/22, falling just short of our 20% target. This is nevertheless a significant reduction.

This includes a reduction of **3%** between 2024/25 – 2025/26. Whilst this is an improvement, it is less than the 5% year-on-year reduction we aim for, and is indicative of diminishing returns on improvements we're able to make through usage habits alone.

2025/26 in review

Spring

The [sunniest April on record](#), meant we switched our central heating system off earlier in the spring than usual, and got the year off to a strong start.

Summer

As usual, we didn't use our heating system at all from May to August

Autumn

Cold weather arrived and we turned our heating on earlier, and despite higher average temperatures in September and October, we used more kWh than the previous two years in both months. This indicates there may be room for improvement in our approach.

The majority (92%) of our gas usage traditionally comes in Q3-4, so this is when we need to be extra vigilant.

Winter

The **November – January** period saw increased usage in comparison to last year, despite the installation of 3x Water Conditioners in November 2024, being expected to improve efficiency in our hot water system over time by removing limescale. **December** was the anomaly during this period, with reduced usage possibly linked to decreased footfall and the earlier timing of Christmas shutdown.

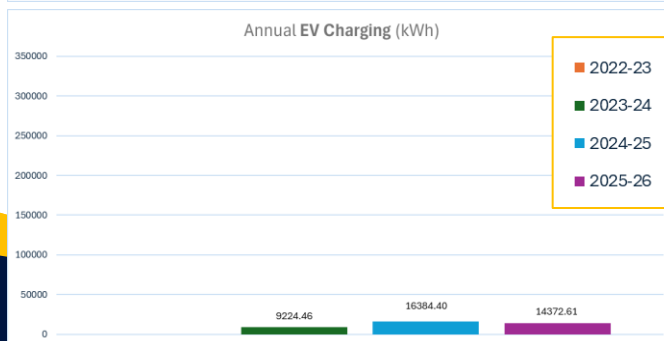
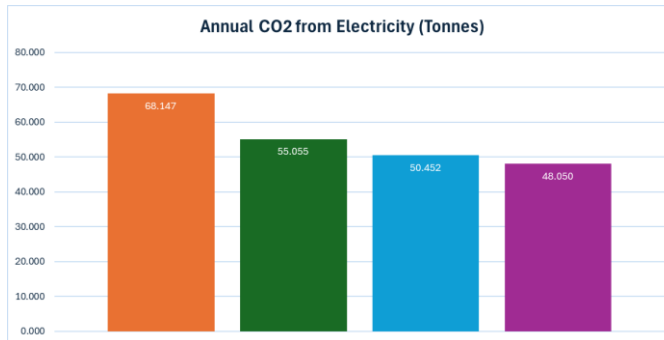
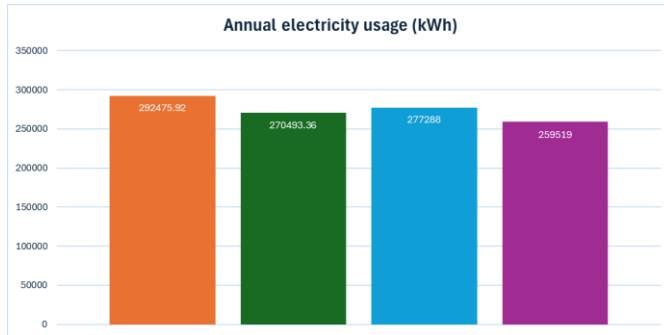
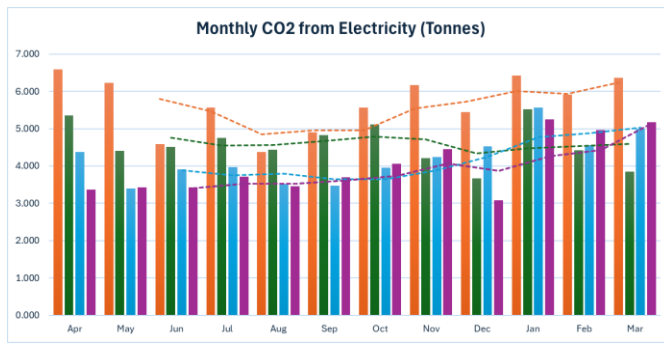
We experienced a one-time benefit during **February and early March**, whereby Centre works meant shutter doors were frequently open, so central heating was often switched off to avoid wasted gas usage. Thank you to visitors and our team for wrapping up warm!

Without this, we would have in fact seen an increase over the year, suggesting that we are likely to see increased gas usage in 2026/27 unless new steps are taken to reduce this

Recommendations for 2026/27

Additional insulation, heating upgrades or carbon offsetting aren't in our short-term plans, so we need to focus on our habits and controls.

We must continue to avoid using heating through the summer months, and planning ahead to switch heating off when shutter doors need to be open – as well as thinking about use of heating in zones (i.e. upstairs meeting rooms and landing area) when not in use.



Electricity -35%

Our electricity usage is more consistent throughout the year compared to the seasonal peaks and troughs in our gas usage.

In 2025/26 we reduced our electricity emissions by **5%** compared to the previous year, primarily by being more conscious of our usage habits.

Despite only reducing our electricity usage (kWh) by **11%** since 2021/22, we've actually reduced our CO₂ emissions by **35%**. The largest impacts on this have been the installation of more energy efficient **LED lighting**, **PIR sensors** and **Electric Vehicle chargers**.

EV Charging

These chargers actually increase our kWh usage but because this portion of our energy consumption being used to power low carbon transport, we're able to offset some CO₂ emissions...

- These EV chargers are responsible for 14,372kWh (6%) of our 2025/26 electricity usage
 - Based on an average Electric Vehicle delivering 4 miles per kWh, this is theoretically saving on 57,488 miles of fossil fuel emissions - that's over twice around the equator!
 - Based on the average petrol car producing 216g of CO₂ per mile, this equates to a reduction of 12 tonnes of CO₂

2025/26 is the second full year of seeing this benefit, so whilst this puts in a flat position compared to 2024/25, it does impact us positively compared to previous years.

Looking ahead

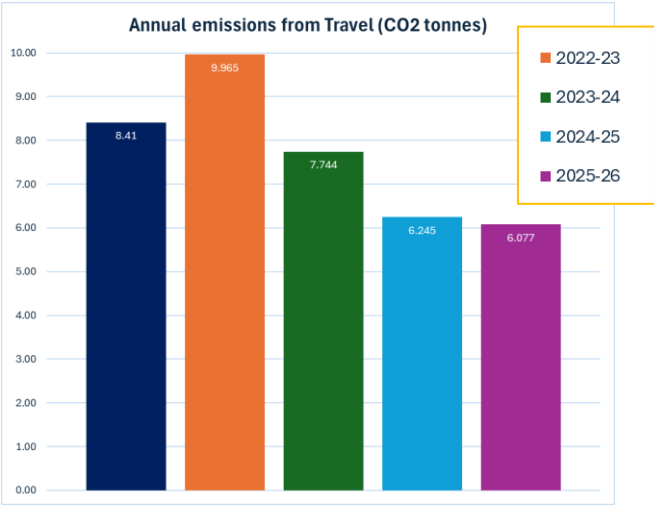
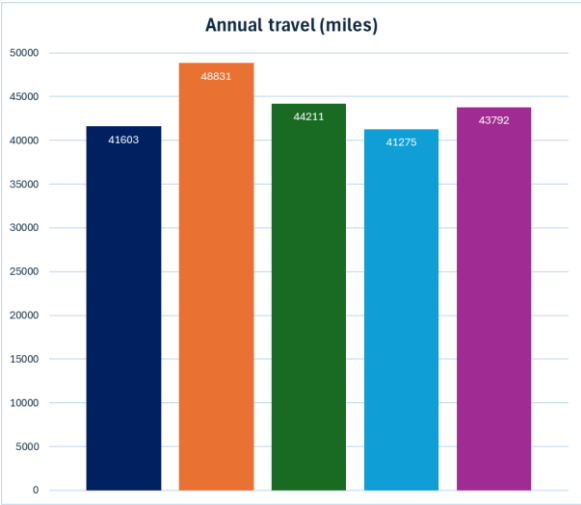
The biggest improvement we could make would be to move away from fossil fuels (or at least reduce our reliance on them) by installing solar panels (potentially with battery storage) and/or switching to a green energy tariff – which comes with a cost, so timing is key to make this viable. The ability of our roof to support this structurally is also a key consideration.

In the short term, we need to focus on further improving habits, seeking low-cost solutions, or increasing the amount of EV charging (and therefore our offset value) – which becomes harder year on year.

Travel -28%

Our annual travel milage is a combination of commuting and expensed travel. Despite travelling 2,333 miles (5%) further in 2025/26 than in 2021/22, we've reduced our CO₂ per mile by 35% during the same period, resulting in a 2.3 tonne (28%) reduction in annual CO₂ emissions.

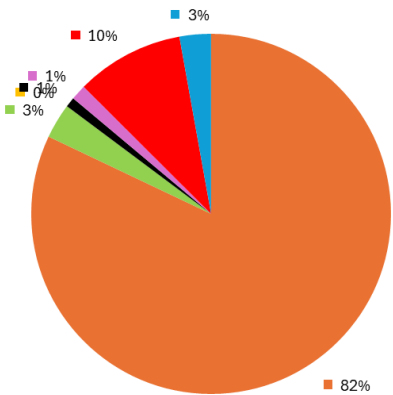
Year-on-year: In 2025/26, we travelled 2,517 miles more (+6%) than the previous year, but we created 8% less CO₂ per mile, resulting in 0.2 tonnes (3%) reduction in CO₂ emissions from travel.



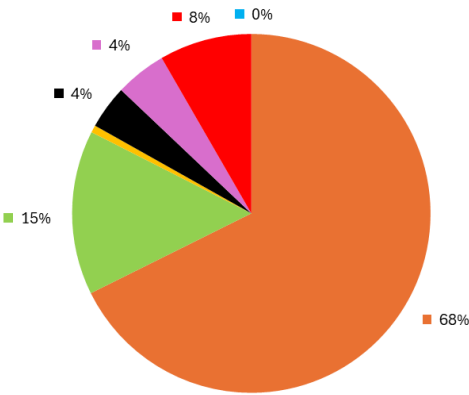
Our evolving travel ratio

We've reduced our travel emissions by being conscious of the mode of transport we use and carpooling for business trips. 32% of our team members have now taken us up on our EV salary sacrifice scheme, equating to 53% of our mileage.

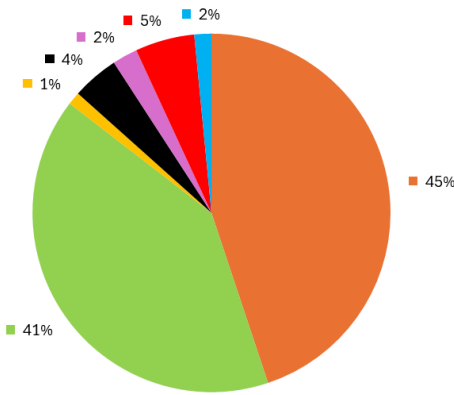
Travel type split 2022/23 (miles)



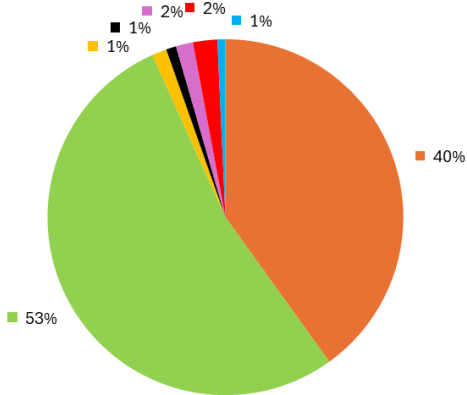
Travel type split 2023/24 (miles)



Travel type split 2024/25 (miles)



Travel type split 2025/26 (miles)



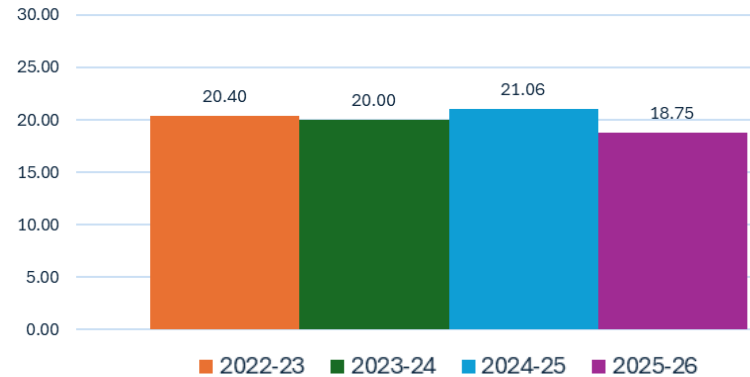
■ Petrol / Diesel car ■ Electric Vehicle ■ Hybrid Vehicle ■ Motorcycle (Petrol/Diesel) ■ Rail ■ Bus ■ Flight

Waste -19%

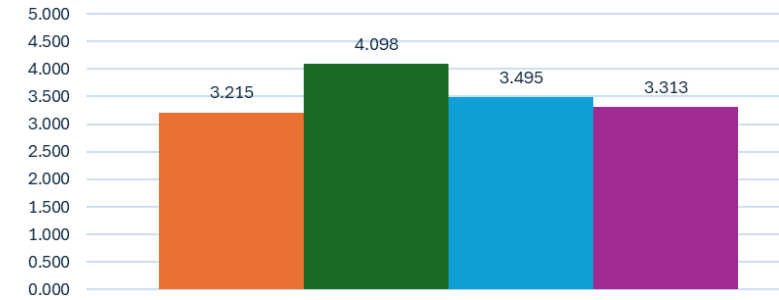
Following a 15% year-on-year reduction in CO₂ emissions from waste in 2024/25, we achieved a further 4% reduction in 2025/26.

- In 2024/25, we achieved such a significant improvement by working together to manage waste better.
- In 2025/26, we maintained this improved way of working but also managed to produce 2.31 tonnes (11%) less waste – which may not be within our gift to repeat in subsequent years, as this can be dictated by stand-works an upgrades to the Centre.

Annual waste totals (tonnes)

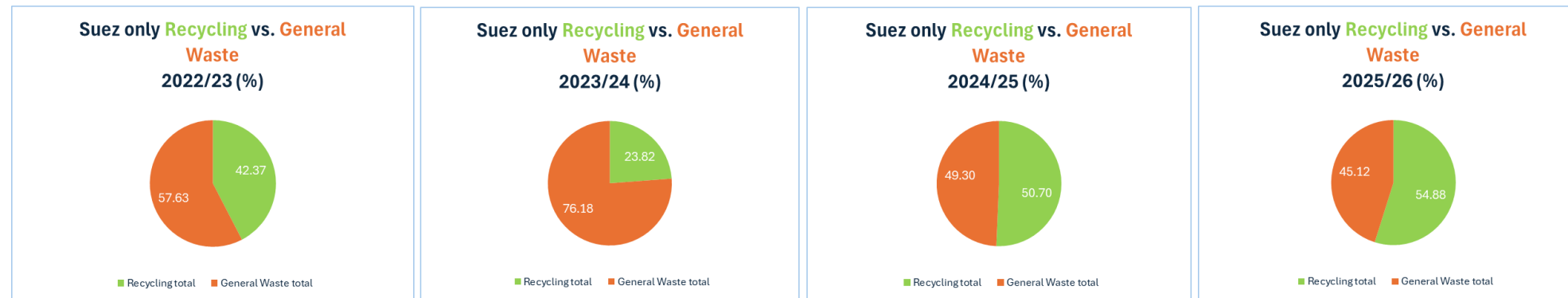


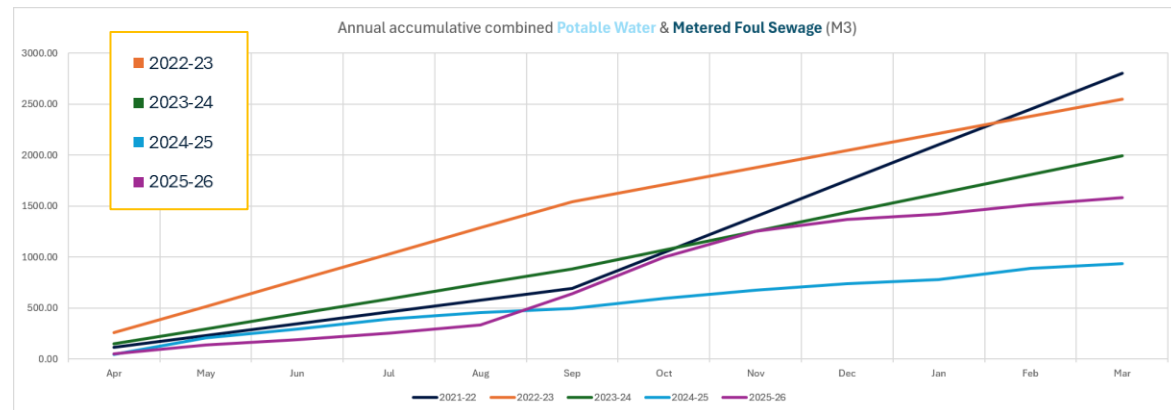
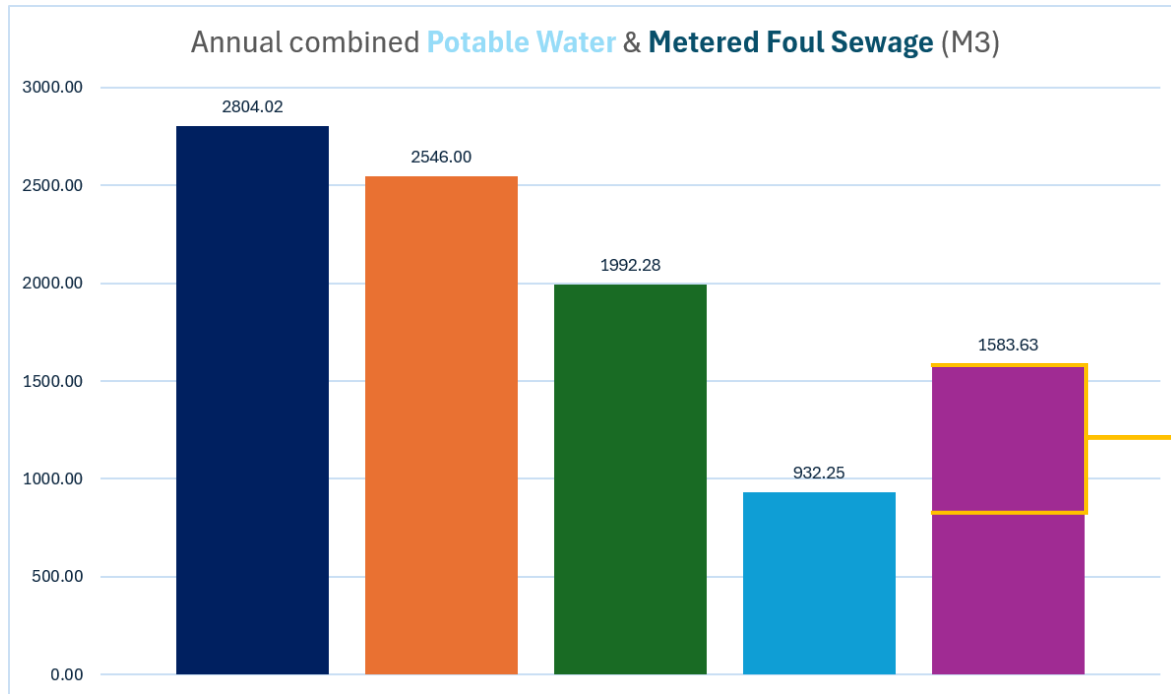
Annual CO₂ from Waste (tonnes)



Reducing the ratio of waste to landfill

The ratio of waste to landfill from **bins within the Centre** (collected by Suez, as opposed to skips collected and sorted by Saunders), has improved by 31% over the past two years - All of which is down to communication and improved habits throughout the team. It's notable however that this follows increases during the previous two years, when waste wasn't yet being tracked in real-time.





2025/26 Wastage through urinal flushing system identified during this period.

Water -44%

Our water usage has reduced by 1,220 m³ (44%) between 2021/22 & 2025/26.

However, after decreasing our usage for three consecutive years, in 2025/26, we actually used 651 m³ (70%) more water than in 2024/25.

- This equates to an increase of 0.13 CO₂ tonnes (less than 1% of our total emissions), so only plays a very small role in our over-arching carbon footprint KPI – but is still significant in its own right, and also incurred unnecessary cost.

Estimated incident wastage
(47% of annual total)

Why the sudden increase?

After a strong start in April to August, our usage increased dramatically between September and December, which was identified to be the result of wastage through our urinal flushing system. The percentage that follow, are a comparison to the previous year's usage.

- Apr-Aug: Usage was down 26% (118m³)
 - Sep-Dec: Usage was up 260% (747m³)
 - Jan-Mar: Usage was up 12% (22m³)
- Total: Usage is up 70% (651m³)

Due to a natural lag in data and the time it took to investigate the cause of this incident, it took until the end of December to resolve but from January, usage was returned to a similar level to the previous year.

Prior this incident, we were on track to reduce our water usage for the fourth consecutive year, so the aim for 2026/27 will be to reset this trajectory.



In summary

- We are proud to have achieved a **25% reduction in Carbon Emissions** over a 4-year period
 - We couldn't have done this without the ongoing support of vigilance of our team members, contractors, suppliers, exhibiting partners and visitors. Thank you for all your support – Keep up the good work!
- Year-on-year improvements are incrementally harder to come by
 - 2026/27 will be more about holding our focus and avoiding back-tracking, whilst seeking small behavioral gains
 - 2027/28 and beyond, is where we may allocate budget to progress this further, in tandem with Energy Performance Certificate (EPC) rating improvements required by 2029. Watch this space!