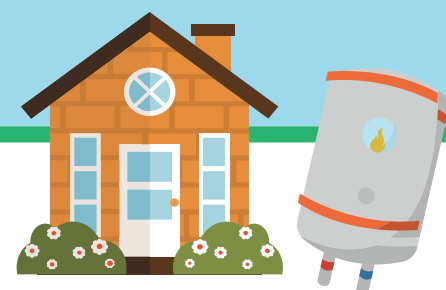


Environmental, social and governance at Newport City Homes



Environmental



- **57%** of our homes are rated EPC C and above
- We're **continuing to replace old inefficient gas boilers with more efficient new versions** and have **installed External Wall (EWI) and triple glazing to several hundred homes**
- We're a **member of the ORP1 Pathfinder consortium**, shaping Welsh Government's approach to retrofitting social housing properties
- Through our environmental sustainability strategic commitment, we have committed to **'enhance our green spaces, protect nature, and promote biodiversity through responsible management of our land'**

- The recent replacement of our fleet has **reduced NOx and other harmful emissions from the engines and improved our fuel efficiency**. We're piloting our first electric vehicle in Duffryn.
- In September 2020, we **joined the Gwent Healthy Travel Charter** who aim to reduce journeys by car and increase the use of public transport, and have completed a self-assessment to look at how we travel at NCH
- We have worked with Newport City Council to **encourage customers to dispose of waste responsibly by introducing an NCC enforcement officer**, also improving delivery of the Wastesavers recycling contract to support customers to improve their personal recycling arrangements. This has resulted in a **waste reduction of 15.3 total tonnage and a 50% increase in recycling**

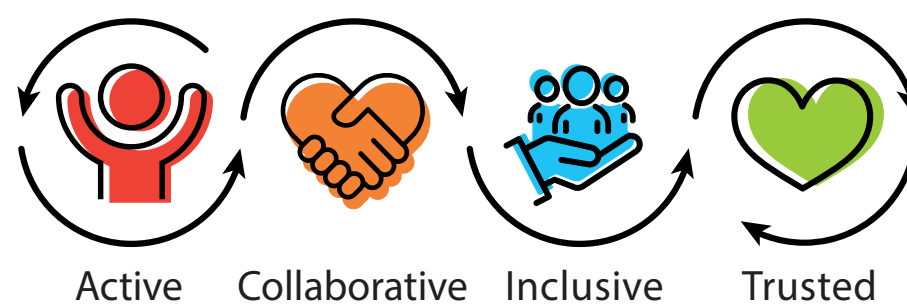


Social

- **73%** of our customers were satisfied with the overall service provided by NCH in 2021-22. Our customer satisfaction has remained consistent for the last three years
- We carried out over **1,500** support interventions, delivering more than **£1 million** in extra income for our customers in 2021-22
- **99.9%** of our homes have an in-date accredited gas safety check
- **99.8%** have an in-date and compliant fire risk assessment
- In 2022, we set out to build a more inclusive association through the introduction of our new **Equality, Diversity and Inclusion Strategic Commitment**
- Our 'National Apprenticeship Week' and targeted recruitment campaign saw **three applications from females for trade apprenticeships being converted into two appointments**
- **17** apprentices recruited in the last five years
- **19** trade apprentices have been employed by us since gaining their qualification



Our new values



Our values launched in 2022 and describe who we are and what we stand for. They drive our behaviours and support the decisions our colleagues make every day, empowering us to successfully deliver Strategy 2025 through our customer and community-focused services.



Governance

- We hold a Regulatory Judgement of **Standard/Standard** from June 2021.
- **30%** of our board and **50%** of our Executive team are women, including our CEO
- The average attendance of our Board members during 2021-22 was **86%**
- We pay the Real Living Wage
- Our CEO to median worker pay ratio is **4.4**
- Our gender pay gap is **1%**
- Average number of sick days = **7.8**

