



Wain HOMES

ESG STRATEGY 2022

**CREATING PLACES OUR CUSTOMERS
AND COLLEAGUES CAN BE PROUD OF**

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Wain
HOMES Saxon Gate

THE
CAVENDISH

WELCOME TO
SAXON
GATE
SALES
OFFICE
CUSTOMER
PARKING

THE
CAVENDISH

COMMENTS FROM THE CEO

Our mission is to create places our customers and colleagues can be proud of.

This mission runs through everything we do at Wain Homes, from developing in the most desirable and sustainable locations that customers love to live, to providing a wide array of finish selections for the ultimate personalisation in every home, right through to crafting a first class home buying process to deliver a seamless and exciting move-in experience.

As a housebuilder providing high quality homes, we recognise that the daily decisions and actions we take have a significant influence on the people and places in which we operate. These influences extend well beyond our immediate customers and colleagues to wider communities, the economy, the environment and the planet.

As a business, we are dedicated to ensuring this influence, in everything we do is positive.

Our ESG Strategy has been crafted specifically for this purpose.

It communicates everything positive that we already do and defines our commitments for what we will do next to ensure our mission is consistently achieved.



Peter Barlow
Chief Executive Officer
Wain Homes

ABOUT WAIN HOMES

Beginning as William Ainscough Developments in 1972, we have developed a commitment to building in a way that defines us.

Everyone at Wain Homes works together to create places that are just right for the people living and working in them. As a result of our customer first approach, we are a successful family-owned business that's 50 years in the making.

Working across the North West, Severn Valley, South West and West Midlands in the UK, we have become experts in creating quality homes and thriving communities.

We consistently achieve this by delivering a personal approach in everything we do and it's what makes us, us. Nothing is ever because that's the way everyone else does it. We simply take pride in doing things the right way for our customers and for our colleagues.

The communities we live and work in are as much a part of Wain as we are. That's why our team is always looking for new ways to help make a difference and give something back. Beyond our homes and placemaking activities, we also have a charity initiative called Helping Hands, where we actively seek to give back to the communities we belong.

As a business, we are always evolving, always looking forward and always looking for new people who share our ambition.

As we continue to grow together, we look forward to creating even more places our customers, our colleagues and the planet can be proud of.

**“WE ARE DEFINED
BY THE HOMES WE CREATE
AND THE MANNER IN WHICH
THEY ARE DELIVERED.”**



INTRODUCTION TO OUR ESG STRATEGY

The Wain Homes ESG Strategy communicates our unique approach to Environment, Social and Governance impact through our house building activities. The Strategy is split into three key sections:



ENVIRONMENT

How we influence the planet



SOCIAL

How we influence the health, wellbeing and quality of life of people



GOVERNANCE

How we influence quality, trust and transparency

Under each ESG section, we use **seven simple steps to define our Corporate ESG Framework**, so we know exactly what we are doing, where we are going, how we are going to get there and why it is important both internally and externally for the people and planet we serve:

- 1 WHO / WHAT WE INFLUENCE**
- 2 WHAT WE DO NOW**
- 3 WHAT WE WILL DO NEXT**
- 4 OUR COMMITMENT**
- 5 HOW WE MEASURE OUR PERFORMANCE**
- 6 HOW WE BENCHMARK OUR PERFORMANCE**
- 7 HOW WE REPORT OUR PERFORMANCE**

At the conclusion, we summarise What We Will Do Next within a single page to define the ESG activities we will complete over the next 12 months, progressing to achieve our corporate commitments.

WHERE OUR ESG STRATEGY SITS

Wain
GROUP

Wain
HOMES

Our ESG Strategy is governed by Wain Homes, with all four Wain Homes regions adopting for delivery and reporting consistency.



ESG DEFINITIONS WE USE



We adopt the UK Green Building Council (UKGBC) Net Zero Carbon Building definitions when we talk about environmental performance in our projects, ensuring we are consistent in our communication:

EMBODIED CARBON

Embodied carbon is the total greenhouse gas (GHG) emissions generated to produce a built asset. This includes emissions caused by extraction, manufacture/processing, transportation and assembly of every product and element in the asset.

NET ZERO CARBON - CONSTRUCTION

When the amount of carbon emissions associated with a building's product and construction stages up to practical completion is zero or negative, through the use of offsets or the net export of on-site renewable energy.

NET ZERO CARBON - OPERATIONAL ENERGY

When the amount of carbon emissions associated with the building's operational energy on an annual basis is zero or negative. A net zero carbon building is highly energy efficient and powered from on-site and/or off-site renewable energy sources, with any remaining carbon balance offset.

NET ZERO CARBON - WHOLE LIFE

When the amount of carbon emissions associated with a building's embodied and operational impacts over the life of the building, including its disposal, are zero or negative.



We adopt the World Health Organisation (WHO) definitions when we talk about social performance in our projects, ensuring we are consistent in our communication:

HEALTH

Is a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity.

HEALTHY LIFE EXPECTANCY

Average number of years that a person can expect to live in "full health" by taking into account years lived in less than full health due to disease and/or injury.

MENTAL HEALTH

Is a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community.

QUALITY OF LIFE

Is an individual's perception of their position in life in the context of the culture and value systems in which they live and in relation to their goals, expectations, standards and concerns.

“ I really feel a genuine passion and drive from our leadership team, who are working hard to make this the place where everybody wants to work. It feels like being part of a family and there is a great spirit amongst everyone that works here. ”

WAIN HOMES COLLEAGUE - 2022





ENVIRONMENT

How we influence the planet

1 ENVIRONMENT ACTIVITIES WE INFLUENCE		2 ENVIRONMENT ACTIVITIES WE DO NOW	3 ENVIRONMENT ACTIVITIES WE WILL DO NEXT
BUSINESS	Policy	<ul style="list-style-type: none"> • The Wain Homes Board meets monthly to assess strategy and progress against commitments, where environmental matters are an agenda item. • We publish a Streamlined Energy and Carbon Reporting (SECR) Statement, defining our annual energy consumption, associated relevant greenhouse gas emissions and additional related information as required under the Companies (Directors Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018. 	<ul style="list-style-type: none"> • We will make a formal request to our landlord to use 100% green energy supply for our leased offices.
	Office	<ul style="list-style-type: none"> • Use IT equipment with low energy use technologies. • Recycling and waste strategy. • Use biodegradable cleaning materials. • Use paper from sustainable sources. • Electric vehicle charging points. • Ban on all single use plastics. 	
	Colleagues	<ul style="list-style-type: none"> • Cycle to work scheme available for all colleagues to reduce transport emissions. • Adopted a Hybrid or Electric Car only company policy. • Created remote working infrastructure to reduce colleagues travel. • Provide role specific environmental training to colleagues to enhance sustainability outcomes. • Regular environmental initiatives and information regularly issued to all colleagues. • The company also recycles PPE and uniforms where possible. 	

1 ENVIRONMENT ACTIVITIES WE INFLUENCE		2 ENVIRONMENT ACTIVITIES WE DO NOW	3 ENVIRONMENT ACTIVITIES WE WILL DO NEXT
HOMES	Acquisition	<ul style="list-style-type: none"> We seek to acquire housing development sites in highly sustainable locations, close to key amenities and public transport infrastructure to minimise car usage. When sourcing, we prioritise previously developed site opportunities as far as practicably possible to minimise environmental impact and emissions. 	
	Design, Demolition & Construction	<ul style="list-style-type: none"> We utilise robust construction and environmental management plans to ensure environmental practices are maintained across all sites. We comply and promote the Future Homes Standard Part L and Part F changes to increase the energy efficiency of new homes with future-proofed with low carbon heating technologies. We seek to retain all cut and fill onsite. We utilise a waste management service. We utilise modern methods of construction for timber frame solutions and smart roofs where possible. Target EPC rating A - C on all homes to maximise energy efficiency. Seek to procure from local sources to minimise travel distances for materials and materials deliveries. We actively conduct research into and case studies for innovative environmental approaches we deliver or new technologies available to enhance our knowledge, understanding and skills. 	<ul style="list-style-type: none"> We will commence publishing our internal environmental research and case studies for innovative new approaches and technologies to benefit the wider industry with learnings annually.
	Materials, Renewables and Biodiversity	<ul style="list-style-type: none"> Encourage reuse of materials to minimise waste wherever possible. We use low volatile organic compound paint in all homes. Use recycled products and materials throughout the development cycle, including recycled aggregate concrete blocks and recycled insulation wherever possible. Install long lasting, durable, and low embodied carbon materials. Integrate Energy Label Rated A white goods to minimise energy usage. We install water saving fittings and fixtures to all homes, however we constantly seek to achieve better water saving results, achieving less than 100 litres per person per day in some regions and developments. Provide photovoltaic panels, electric vehicle charging points in line with local authority requirements. Provide extensive natural planting schemes internally and externally to maximise biodiversity and interaction with nature outcomes. We seek to maximise animal habitats through bird boxes and bat bricks. We have committed to planting 1 new tree for every new group house type we build in 2022. Policy for any tree felled as part of a planning consent is replaced (at least 1:1) with replacement tree planting. 	<ul style="list-style-type: none"> We will commence formally recording, monitoring and tracking our environmental statistics on each individual development, including the number of: <ul style="list-style-type: none"> - renewable technologies installed - square metres of green space delivered - trees planted - carbon sequestered from trees planted - waterways created - habitats installed
	Operation	<ul style="list-style-type: none"> Handover and Operations & Maintenance pack to help occupants with record of materials, products and systems used and instructions on how improving sustainability in use. Provide travel plan information to encourage sustainable transport use as necessary. Install Smart Meters to every home to help customers minimise energy and heating demand in use. 	

4 OUR ENVIRONMENTAL COMMITMENT

As a builder of homes, our vital design, demolition and construction activities will always create a level of greenhouse gas emissions. However, we are dedicated to understanding and minimising these emissions to being as small as possible.

Our commitment is to:

- A.** In 2022, we will set an Environmental Strategy to measure, record and understand our current emissions.
- B.** In 2022, we will meet the transitional Future Homes Standard changes to Part L and Part F building regulations transitional changes.
- C.** On or before 2025, we will meet the Future Homes Standard to deliver new build homes which produce 75-80% less carbon emissions than homes delivered.
- D.** On or before 2050, we will achieve net zero carbon across our own operations, new homes and supply chain in line with UK Government commitment to reduce net greenhouse gas emissions by at least 100%.

We will seek at every opportunity to accelerate these commitment timescales.

5 HOW WE MEASURE OUR ENVIRONMENTAL PERFORMANCE

We measure our annual emissions using the UK Governments Environmental Reporting Guidelines (2013) and emission factors from the 2017 Government GHG Factors for Company Reporting. This methodology adopts the Greenhouse Gas Protocol standards as an internationally recognised standard.

We will also assess additional measurement and goal setting standards as we develop our 2022 Environmental Strategy.



GREENHOUSE
GAS PROTOCOL

6 HOW WE BENCHMARK OUR ENVIRONMENTAL PERFORMANCE

BUSINESS

As a business we benchmark our activities against the UN Sustainable Development Goals. We currently meet 7 of the 17 goals for our existing environmental activities.



HOMES

As a business providing high quality new build homes, we utilise the LifeProven ESG Framework to measure and communicate our environmental performance on a project by project basis, which is benchmarked against the Global Real Estate Sustainability Benchmark (GRESB) framework without submission.



7 HOW WE REPORT OUR ENVIRONMENTAL PERFORMANCE

Each Wain Homes region is responsible for recording and reporting their ESG performance against our internal LifeProven ESG Framework, which is amalgamated into an annual Wain Homes ESG Report to communicate the progress of our activities against our commitments.



“ We build lovely family homes that I am proud to offer to potential buyers. I can demonstrate the unique selling points that set us apart from the competition such as baths in en-suites (not just a shower) in a lot of our larger homes. Generous, spacious bedroom sizes. Car charging points and solar panels. We are great at acquiring land at the right prices in beautiful settings, desirable locations. ”

WAIN HOMES COLLEAGUE - 2022





SOCIAL

How we influence the health,
wellbeing & quality of life of people

1 WHO OUR ACTIVITIES INFLUENCE		2 SOCIAL ACTIVITIES WE DO NOW	3 SOCIAL ACTIVITIES WE WILL DO NEXT
HEALTH & WELLBEING	Colleagues	<ul style="list-style-type: none"> • Dedicated Wellbeing Committee in each region to support the health and wellbeing of all Wain Homes colleagues. • We conduct an annual employee engagement survey with all colleagues, including questions on wellbeing within the business to monitor overall health. • Anonymous questions and complaints process to enable open and honest feedback from all colleagues. • We train colleagues to be mental health first aiders to give access for all our colleagues and our wider supply chain. • We have a clearly defined and strong company vision and culture. • We provide training and development programs for all colleagues. • We undertake annual pay reviews and benchmarking against the industry. We also pay the Living Wage as a minimum. • We support professional accreditations such as CIOB, RICS, CFA. • Cycle to work scheme to encourage active transport and physical activity. • Offer a flexible working policy, permitting working from home and alternative start and finish times to avoid peak hour travel periods for improved work lifestyle balance for all colleagues where possible. • Provide 24 hour mental health support through WeCare, with support and GP consultations available. • Give all colleagues their birthday as an additional days holiday for the 50 years of operation celebration year, as well as providing additional holiday days per year based on years of service to reward long serving staff. • We reward and celebrate excellence where teams or individuals have excelled with results or awards. • We undertake annual pay reviews and benchmark against the industry. • We pay the Living Wage as a minimum. • We employ apprentices across all regions. 	<ul style="list-style-type: none"> • We will investigate the creation of a formal graduate pathway to increase employment opportunities. • We will have our partner LifeProven ESG Consultancy assess the annual employee engagement survey process, results and response to enhance wellbeing outcomes across the business in line with our Social Commitments.
	Supply Chain	<ul style="list-style-type: none"> • Health and safety is our number one priority on all construction sites. We conduct a monthly Director site inspection with health and safety a core focus. • Group Health & Safety Policy in place and reviewed annually to protect all colleagues and construction operatives. • External Health & Safety Auditor is appointed to inspect all construction sites. • Wain Homes Director bonuses are linked to the Health & Safety audit score performance. • We have robust pre-qualification questionnaire process to ensure we only work with the highest quality sub-contractors who mirror our requirements for health, safety and protection for their colleagues. • We seek to work with supply chain partners who provide environmental, social and governance benefits within their activities, so our procurement decisions provide additional good beyond our homes. • We seek to procure local first on every project, ensuring we create economic and social good for business and communities local to each development. 	
	Customers	<ul style="list-style-type: none"> • Architecturally designed homes with the design development driven specifically by customer engagement to ensure highly desirable, functional, personal and customer first homes. • We apply a highly personal approach to each home and customer, offering material and finish selections to ensure personalisation. • We prioritise and maximise natural daylight and enhanced room sizes into all homes. • We design and create high quality social interaction opportunities through shared amenities. • Increased garage sizes to provide additional storage opportunities for all customers. • We only build where customers want to live, carefully considering the location to be close to key transport, amenities and local green spaces. • We install energy saving and water saving technologies to reduce household bills. • Our home locations promote active transport and high quality outdoor shared amenity spaces to encourage increased physical activity levels. • We maximise biodiversity and natural planting through our schemes to increase interaction with nature and green spaces for wellbeing and relaxation benefits. • We complete and handover our communal green spaces within the first phase home handovers, ensuring the very first residents who move-in have instant access to and benefit from communal green spaces. 	<ul style="list-style-type: none"> • We will commence communicating the health, wellbeing and sustainability benefits of our homes to customers within our marketing and handover information to enhance positive associations and understanding for the benefits of their new homes. • We will assess our handover, follow-up and overall customers satisfaction process to ensure we are providing the best possible customer service before, during and after occupation. • We will incorporate working from home capabilities within the new house type range to provide greater lifestyle flexibility to our customers.

1 WHO OUR ACTIVITIES INFLUENCE	2 SOCIAL ACTIVITIES WE DO NOW	3 SOCIAL ACTIVITIES WE WILL DO NEXT
	<ul style="list-style-type: none"> • We focus on internal and external air quality, installing Volatile Organic Compound free paint to all homes. • We use highly durable and long lasting materials to ensure quality and longevity for all customers. • We design and operate for health, safety and security at all times. • We provide a 10-year, NHBC Buildmark Warranty to all our homes providing additional customer protection. • We use the National New Homes Customer Satisfaction Survey by the NHBC to measure how our homes perform for our customers. 	
Surrounding Communities	<ul style="list-style-type: none"> • Through the planning process, we actively encourage wider community ideas, feedback and comments in the design process where possible. • We proactively engage residents in close proximity to our developments, providing helpful programme information and contact details for Wain Homes colleagues if they have questions or concerns at any time. • We actively seek to deliver permanent, free to use and high quality community spaces in our development amenities. • We seek to procure local first on every project, ensuring we create economic and social good for business and communities local to each development. 	<ul style="list-style-type: none"> • We will commence analysing local deprivation data to identify how design and operational strategy can influence wider community health outcomes.
ECONOMIC	<ul style="list-style-type: none"> • We currently employ 348 Colleagues across all regions with strong growth ambitions to expand our teams. • We work with 1,215 number of businesses within our supply chain, providing economic and social benefits and opportunities to other businesses and colleagues. • £153,880,000 spent with or awarded to local supplier's development activities. • We provide approximately two apprenticeship opportunities per year, however there are plans to increase this number. • We delivered 1,102 homes in 2021, providing vital homes to support under supplied local community housing needs. • On average, 50% of homes delivered were for social rented, affordable rented, rent to buy, shared ownership, and discounted sales. • On average, 30% of sold homes were acquired using the Government Help to Buy Scheme, helping first time buyers onto the property market. • £1,739,000 in Community Infrastructure Levy (CIL) was paid in 2021, helping to fund the infrastructure, facilities and services - such as schools or transport improvements - to local communities surrounding our developments. • £7,217,547 in s106 contributions was paid in 2021 providing economic benefits to local communities. 	<ul style="list-style-type: none"> • We will commence recording and reporting the economic benefits of our business activities. • We will assess potential social value frameworks which could be adopted within the business overtime.
PHILANTHROPIC	<ul style="list-style-type: none"> • Our charity initiative is called Helping Hands and helps local communities with time volunteered by our colleagues. • We have a philanthropic policy where all colleagues are required to donate 1 day per annum minimum to a Helping Hands charity cause. • We actively encourage philanthropic causes and fund raising activities across the business. 	<ul style="list-style-type: none"> • We will commence recording and reporting the philanthropic benefits in both time volunteered and financial donations of our business activities.

4 OUR SOCIAL COMMITMENT

We are dedicated to creating places our customers and colleagues can be proud of, therefore our commitment is to enhance the health, wellbeing and overall quality of life of our colleagues and customers to maximise the social impact of our activities.

Our commitment is to:

- A. Become a 5 Star rated builder as scored by the Home Builders Federation.
- B. Enhance the wellbeing of our colleagues.
- C. Deliver 1,800 high quality new build homes to local communities by 2026.
- D. To be the private developer everyone wants to work for.
- E. To continuously review and improve the homes we build and how we build them.

5 HOW WE MEASURE OUR SOCIAL PERFORMANCE

As an employer and housebuilder creating high quality new build homes, we acknowledge the significant role we play in shaping the quality of life experienced by our colleagues and home owners in the homes we deliver. To ensure our social impact is positive, we commit to measuring the following:

BUSINESS

Health & Wellbeing

On an annual basis, we issue an employee engagement survey to all colleagues to measure how our office environment and company experience influences the health, wellbeing, quality of life, productivity and satisfaction of our colleagues. The survey is completely anonymous and permits feedback, complaints and ideas.

HOMES

Health, Wellbeing & Quality of Life

We measure our results against the National New Homes Customer Satisfaction Survey (NNHCSS) by the Home Builders Federation.

Economic & Philanthropic

We will measure the economic and philanthropic benefits of our activities using pounds, numbers and hours donated metrics, assessing our performance year on year.

6 HOW WE BENCHMARK OUR SOCIAL PERFORMANCE

BUSINESS

As a business we benchmark our activities against the UN Sustainable Development Goals. We currently meet 4 of the 17 goals for our existing social activities.



HOMES

As a business providing high quality new build homes, we utilise the LifeProven ESG Framework to measure and communicate our social performance on a project by project basis, which is benchmarked against the Global Real Estate Sustainability Benchmark (GRESB) framework without submission.



7 HOW WE REPORT OUR SOCIAL PERFORMANCE

Each Wain Homes region is responsible for recording and reporting their ESG performance against our internal LifeProven ESG Framework, which is amalgamated into an annual Wain Homes ESG Report to communicate the progress of our activities against our commitments.



“ When we have friends over they can't believe it. They've all had new homes and they can't believe the size and space we have. ”

WAIN HOMES HOME OWNER - 2022



Wain
HOMES

Wain
HOMES

GOVERNANCE

How we influence quality, trust and transparency

1 GOVERNANCE ACTIVITIES WE INFLUENCE		2 GOVERNANCE ACTIVITIES WE DO NOW	3 GOVERNANCE ACTIVITIES WE WILL DO NEXT
BUSINESS	Brand	<ul style="list-style-type: none"> • Robust internal branding and document control. 	
	Policies	<ul style="list-style-type: none"> • Robust company policy library. • Conduct an annual audit of HR policies to ensure protection and compliance. 	<ul style="list-style-type: none"> • We will adopt a bespoke LifeProven ESG Framework to consistently record the ongoing ESG performance of each development project.
	Management	<ul style="list-style-type: none"> • Wain Group has a Strategic Executive Committee which provides strategic oversight and governance support to Wain Homes. • Dedicated Wain Homes Board which is chaired by Will Ainscough, meets monthly and is responsible for the growth, success and compliance for Wain Homes and all regions. • We have 4 Regional Boards which provide strategic oversight between each individual region and Wain Homes. 	<ul style="list-style-type: none"> • We will implement a new learning management system.
	Reporting	<ul style="list-style-type: none"> • We complete monthly consolidated financial reporting to the bank for financial compliance. • We complete monthly insurance reporting for ongoing compliance. • We publish an annual Chairmans Statement to key stakeholders of the business. • We conduct robust monthly internal reporting from each individual Wain Homes region. • We have appointed third party ESG specialist LifeProven to provide external assurance for all ESG data. 	<ul style="list-style-type: none"> • We will adopt the Next Generation Sustainability Benchmark reporting platform to benchmark our ESG performance against UK Housebuilders. • We will prepare and publish an annual Wain Homes ESG Report to communicate the progress of our activities against our ESG commitments.
	Colleagues	<ul style="list-style-type: none"> • We provide leadership training programs for colleagues. • We provide comprehensive professional training and professional development opportunities for colleagues. • We support professional accreditations such as CIOB, RICS, CFA and AAT. 	<ul style="list-style-type: none"> • We will provide professional ESG training for all colleagues to continue professional development of our teams.
	Track Record	<ul style="list-style-type: none"> • Founded in 1972, successfully building high quality homes for over 50 years. • We have delivered over 20,000 new build homes. • Wain Homes is part of a larger group of companies, including Wain Estates and Wain Group. • We have won numerous NHBC 'Pride in The Job' awards, a 'Seal of Excellence' award, 'Health and Safety' and a Civic Design award. 	

1 GOVERNANCE ACTIVITIES WE INFLUENCE		2 GOVERNANCE ACTIVITIES WE DO NOW	3 GOVERNANCE ACTIVITIES WE WILL DO NEXT
HOMES	Pipeline	<ul style="list-style-type: none"> We have a dedicated land buyer team within each region to source development opportunities. We have in excess of 12 years of land supply and development pipeline with focus to enhance this. 	
	Building Certification	<ul style="list-style-type: none"> We provide a 10-year, NHBC Buildmark Warranty to all our homes providing additional customer protection. 	
	Local Authority	<ul style="list-style-type: none"> We proactively seek Local Authority and local community input in the design phase of all developments. 	<ul style="list-style-type: none"> We will work with Local Authority Health & Wellbeing Strategies through planning stages to communicate how our development will help Local Authority achieve the public health objectives.
	Quality	<ul style="list-style-type: none"> All homes types are architecturally designed. During construction, we hold daily, weekly, monthly and key stage inspections to ensure quality compliance and health & safety. Inspections are completed and documented by Site Managers and overseen by Construction Directors. We conduct three rounds of internal snagging and quality control inspections before customer New Home Demonstrations are completed. We are in the process of signing up to the New Homes Quality Board and will be working with them to manage and improve quality and customer satisfaction. We use the National New Homes Customer Satisfaction Survey by the NHBC to ensure our homes are performing for our customers. We provide ongoing customer support. We apply a highly personal approach to each home and customer, offering material and finish selections to ensure personalisation. We use and actively monitor customer feedback on Trustpilot. We are in the process of signing up to the New Homes Quality Board, working to improve quality and customer satisfaction. 	<ul style="list-style-type: none"> We will investigate enhancing the customer experience from initial sales enquiry interaction through to New Home Demonstration and 12 months post move-in to ensure customer satisfaction and home quality is maintained.
	Supply Chain	<ul style="list-style-type: none"> We build long term working relationships with leading sub-contractors and design teams to ensure consistent quality. We work with UK Property Week's most innovative real estate company, LifeProven, to drive our ESG impact, reporting and transparency across all activities. 	<ul style="list-style-type: none"> We will ask our supply chain to provide their ESG Strategy and Report as a business and for each development within the PQQ process to assess the additional benefits they may provide within our procurement decision making. We will ask our supply chain to confirm if they pay Living Wage as a minimum to ensure social impact continues through supply chain. We will measure, record and report the ESG benefits delivered by our Supply Chain through our contracts on each development annually.

4 OUR GOVERNANCE COMMITMENT

Our commitment is to be the best privately owned developer that everyone wants to work for in the UK, accepted as the leading employer, provider and partner of choice.

5 HOW WE MEASURE OUR GOVERNANCE PERFORMANCE

We will measure our Governance performance directly against the commitments we set in the prior year, making our performance measurable year on year.

6 HOW WE BENCHMARK OUR GOVERNANCE PERFORMANCE

BUSINESS

As a Group we benchmark our activities against the UN Sustainable Development Goals. We currently meet 3 of the 17 goals for our existing governance activities.



HOMES

As a business providing high quality new build homes, we utilise the LifeProven ESG Framework to measure and communicate our governance performance on a project by project basis, which is benchmarked against the Global Real Estate Sustainability Benchmark (GRESB) framework without submission.



7 HOW WE REPORT OUR GOVERNANCE PERFORMANCE

Each Wain Homes region is responsible for recording and reporting their ESG performance against our internal LifeProven ESG Framework, which is amalgamated into an annual Wain Homes ESG Report to communicate the progress of our activities against our commitments.



“ The guys working on the site really care about what they are building. I have spoken to some of the trades and they say they like working here because it is so well organised and the quality is top class. Even the landscapers, who are local and working on other new build developments, say the organisation and ethos of the Wain site is first class. ”

WAIN HOMES HOME OWNER - 2022



SUMMARY

A summary of the commitments we make

ENVIRONMENT ACTIVITIES WE WILL DO NEXT

- We will make a formal request to our Landlords to use 100% green energy supply for our leased offices.
- We will commence publishing our internal environmental research and case studies for innovative new approaches and technologies to benefit the wider industry with learnings annually.
- We will commence formally recording, monitoring and tracking our environmental statistics on each individual development, including the number of:
 - renewable technologies installed
 - square metres of green space delivered
 - trees planted
 - carbon sequestered from trees planted
 - waterways created
 - habitats installed

SOCIAL ACTIVITIES WE WILL DO NEXT

- We will investigate the creation of a formal graduate pathway to increase employment opportunities.
- We will have our partner LifeProven ESG Consultancy assess the annual employee engagement survey process, results and response to enhance wellbeing outcomes across the business in line with our Social Commitments.
- We will incorporate working from home capabilities within the new house type range to provide greater lifestyle flexibility to our customers.
- We will commence communicating the health, wellbeing and sustainability benefits of our homes to customers within our marketing and handover information to enhance positive associations and understanding for the benefits of their new homes.
- We will assess our handover, follow-up and overall customers satisfaction process to ensure we are providing the best possible customer service before, during and after occupation.
- We will commence analysing local deprivation data to identify how design and operational strategy can influence wider community health outcomes.
- We will commence recording and reporting the economic benefits of our business activities.
- We will assess potential social value frameworks which could be adopted within the business overtime.
- We will commence recording and reporting the philanthropic benefits in both time volunteered and financial donations of our business activities.

GOVERNANCE ACTIVITIES WE WILL DO NEXT

- We will adopt a bespoke LifeProven ESG Framework to consistently record the ongoing ESG performance of each development project.
- We will implement a new learning management system.
- We will adopt the Next Generation Sustainability Benchmark reporting platform to benchmark our ESG performance against UK Housebuilders.
- We will prepare and publish an annual Wain Homes ESG Report to communicate the progress of our activities against our ESG commitments.
- We will provide professional ESG training for all colleagues to continue professional development of our teams.
- We will work with Local Authority Health & Wellbeing Strategies through planning stages to communicate how our development will help Local Authority achieve the public health objectives.
- We will investigate enhancing the customer experience from initial sales enquiry interaction through to New Home Demonstration and 12 months post move-in to ensure customer satisfaction and home quality is maintained.
- We will ask our supply chain to provide their ESG Strategy and Report as a business and for each development within the PQQ process to assess the additional benefits they may provide within our procurement decision making.
- We will ask our supply chain to confirm if they pay Living Wage as a minimum to ensure social impact continues through supply chain.
- We will measure, record and report the ESG benefits delivered by our Supply Chain through our contracts on each development annually.

“ Well being activities and committee is great - really gives a chance for people to get to know one another outside a working environment. There is a real family and team feel, every teams enjoys and actively wants to see others do well and succeed. ”

WAIN HOMES COLLEAGUE - 2022

REGIONAL OFFICE CONTACT

North West

Kelburn Court, Daten Park

Birchwood, Warrington, WA3 6UT

01925 885400

SEVERN VALLEY

1st Floor, Building 2, Great Park Court

Almondsbury Business Park, Bristol, BS32 4PY

0117 374 4300

SOUTH WEST

Unit 2, Exeter International Office Park

Clyst Honiton, Exeter, Devon, EX5 2HL

01392 448900

WEST MIDLANDS

Blythe Valley Innovation Centre, Central Boulevard

Blythe Valley, Solihull, B90 8AJ

0121 818 0600

www.wainhomes.co.uk

The logo for LifeProven, featuring the word "LifeProven" in a bold, dark green sans-serif font. The text is enclosed within a thin black rectangular border.

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