Orbit to Net Zero Carbon

Our Net Zero Carbon Roadmap: 2025 Revised Edition

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Contents

Foreword

Since we launched our Orbit to Net Zero Carbon Roadmap in 2021 much has changed.

The impact of climate change is now more real than ever. Continuing extreme weather from flooding and drought to unseasonal heat and cold, along with life-threatening fires across the world are stark reminders that we must all actively play our part in securing a sustainable future for all, and quickly.

I am proud that as a socially driven, not-for-profit organisation, we are steadfast in our commitment to maximising our positive social and environmental impacts, from becoming net zero carbon and delivering on our 30by30 biodiversity target, to improving energy affordability for customers today, whilst also providing energy efficient homes that meet the needs of the future.

We are making good progress towards these and remain resolute in becoming carbon neutral in our own operations by 2030, and becoming net zero carbon in our operations, customers' homes and supply chain by 2050. We are focused on achieving these commitments whilst effectively supporting our customers in this transition.

However, with a changing external environment and political landscape, we must ensure we are agile in both learning from our own experiences and those of others, as well as in adapting to new challenges to ensure we continue to make progress on this essential journey.

It's now more important than ever that we continue work with our customers to tackle this transition together, whether that be engaging with them through every step of retrofitting their homes, ensuring our new homes are fit for the future and energy efficient, or supporting them to stay warm during the cost of living crisis.

Our commitment and approach to decarbonisation is also integral to our 2030 Strategy, under which we are looking at everything we do through the lens of our customers. With this in mind, we are focused on putting customer warmth first and foremost in our approach to sustainability. This means we will always consider the potential impact of any decarbonisation measures on our customers first, particularly when it comes to their energy costs, before our own carbon commitments. Whilst this may seem counterintuitive, we must stay true to our social purpose.

We are keen to hear more from the Government about their plans for supporting the decarbonisation journey for UK households, particularly in the transition away from natural gas, and look forward to being able to work together to achieve the UK's collective ambitions.

With all of this in mind, we've updated our Orbit to Net Zero Carbon Roadmap. Our 2025 revised edition sets out the progress we've made, the environment in which we're operating and what we still need to do to achieve our goals, and most importantly, how we will continue to provide our customers with safe, warm and affordable homes.

We look forward to continuing on our journey to secure a more sustainable future for all.

Phil Andrew
Group Chief Executive

Our 2030 Strategy

In April 2024 we launched our 2030 Strategy, which outlines our ambitions for the next six years including renewing our strategic approach, sharpening our operational focus, and continuing to play our part in tackling the UK's housing crisis.

Our 2030 Strategy sets out how we plan to continue to provide safe, sustainable, and affordable homes that our customers are proud to live in, by delivering and regenerating new homes sustainably, investing in the safety, quality, and energy efficiency of our homes, and focusing on our customers' priorities.

This includes working to:

- **Become carbon neutral in our operations by 2030**
- **Become net zero carbon in our operations, homes and supply chain before 2050**
- **Attain an Energy Performance Rating of C or higher in all existing homes**
- **Achieve an 'A' Environmental Impact Rating for all direct build homes from April 2026**

Our Vision

Socially driven and commercially minded, we strive to provide amongst the best customer experience of any housing association in the country by building and maintaining safe, quality homes that our customers love, both sustainably and at scale, supported by excellent customer service. All delivered by happy colleagues who jump out of bed each day to make a social difference.

Our 2030 Strategy overview

Click here to read our 2030 Strategy

Our Journey to Net Zero Carbon

In 2018, we worked with the Carbon Trust to calculate our baseline carbon footprint and identified the greenhouse gas (GHG) emissions from our offices, construction sites, fleet and communal spaces (Scopes 1 and 2), and our customer housing and supply chain (Scope 3).

Since then, we published our first Orbit to Net Zero Carbon Roadmap and have been actively working to further reduce our carbon footprint.

Click here to view our Sustainability Report

Scopes 1 and 2

(2-3% of our overall emissions)

Reduction in our carbon footprint puts us well ahead of our target to become carbon neutral by 2030, meaning we've nearly eliminated all emissions, except those from our landlord's heating and hot water supplies, which rely on burning natural gas. Tackling these remaining emissions is challenging and costly, but we're committed to addressing them to both reduce our carbon impact and help save our customers money on their energy bills. This is why we're developing an energy efficiency programme for those properties that are within Scopes 1 and 2 that are not carbon neutral. This is why we're developing an energy efficiency programme for these properties, in alliance with our heating contractors and supported by colleague and customer training and guidance.

We take a proactive approach to continuously reviewing and adapting our Net Zero Carbon roadmap, which commits us to reducing greenhouse gas emissions from our own operations (Scopes 1 and 2) by 50% by 2030, and then further reducing emissions while offsetting the remainder each year. This offsetting will only amount to 2-3% of our overall emissions initially, allowing us to learn from early offsetting projects and set an internal carbon price. We are also committed to being transparent in our approach and report our progress in our annual Sustainability Report.

Our Commitments:

To become carbon neutral in our operations (Scope 1 and 2) by 2030

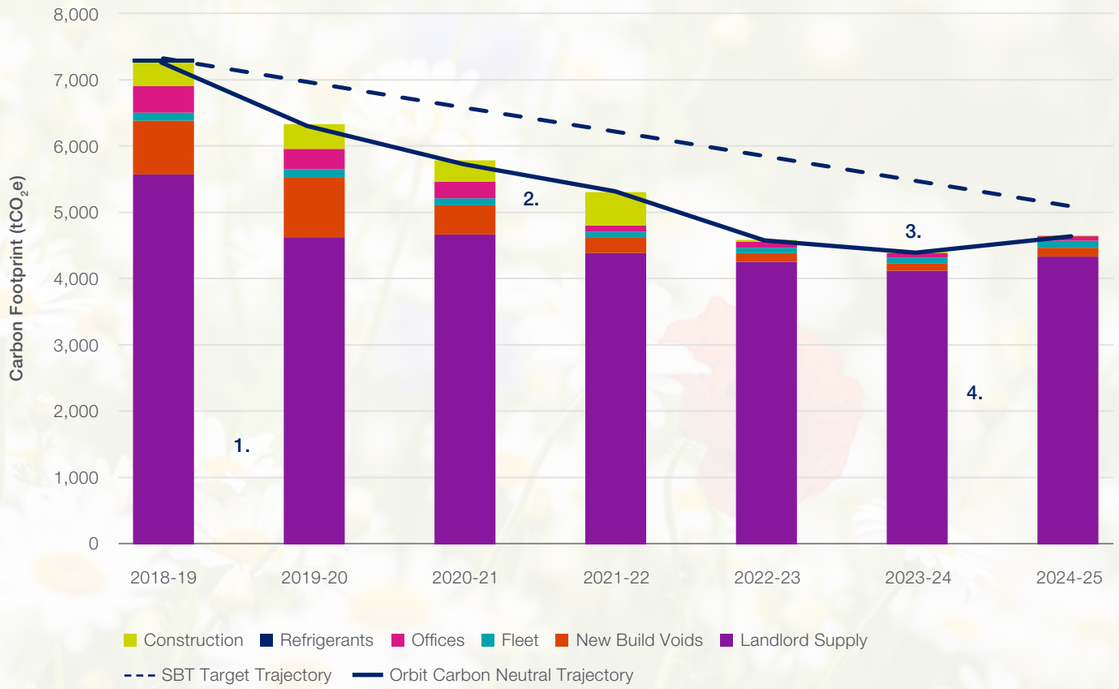
We will achieve this by pursuing an ambitious 1.5°C aligned science-based target, reducing our GHG emissions by half by 2030, and then continuing to reduce whilst offsetting the residual each year. A minimal 2-3% of total emissions.

To become net zero carbon before 2050 (Scopes 1, 2 and 3)

We will reach Net Zero Carbon before 2050 by reducing emissions across Scopes 1, 2 and 3 by at least 90% in line with science based targets.

Net Zero Carbon journey 2018-2025

Figure 1:



Successes to date which have had a significant impact on our decarbonisation journey are shown in figure 1, and shows that we are currently outperforming the trajectory:

1. **Switch to REGO backed 'green' electricity in 2023/24 has avoided 2,564tCO_2e from being released and prevented an additional 56% from contributing to our overall carbon footprint.**

2. **Consolidation of our Facilities by streamlining processes and reviewing business requirements alongside office spaces and services.**

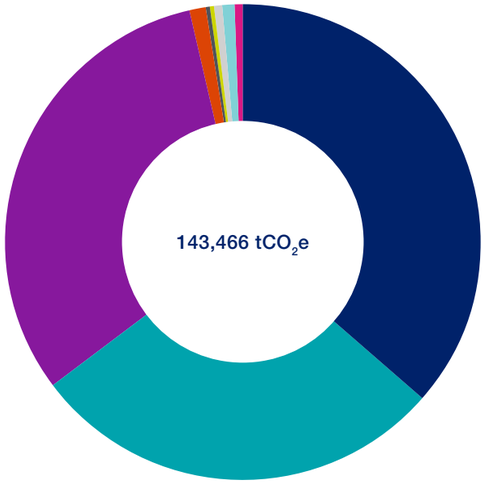
3. **Reduction of our carbon footprint across scopes 1 and 2 by 39.7% during 2023/24 against a baseline figure 4,398tCO_2e.**

4. **By switching to biofuels at our construction sites we have avoided 459tCO_2e in 2022/23 and 430tCO_2e in 2023/24 preventing an additional 10% on our overall carbon footprint.**

Scope 3

We recently published our updated Scope 3 emissions, which continue to show the significant impact of our supply chain and the energy customers use in their homes, which makes up over 97% of our total carbon footprint. In order to achieve Net Zero Carbon by 2050, we will need to deliver a 90% reduction in these emissions. We are now focused on achieving this significant reduction, as well as reporting in more detail on the impact of our domestic decarbonisation works and supply chain partner engagement, including ensuring our biggest suppliers have Net Zero Carbon plans by 2025, to enable us to make further progress in this area.

Breakdown of carbon created by customer housing and supply chain



- Customer Energy Use **52,248 tCO_2e**
- Purchased Goods and Services **40,837 tCO_2e**
- Capital Goods **45,270 tCO_2e**
- Energy-Related Activities **1,756 tCO_2e**
- Working from Home **416 tCO_2e**
- Transmission & Distribution **195 tCO_2e**
- Waste **692 tCO_2e**
- Business Travel **772 tCO_2e**
- Commuting **1,280 tCO_2e**

Our Customers

Working collaboratively and engaging with customers is fundamental to our Net Zero Carbon journey.

Our first Net Zero Carbon roadmap was shaped by our ground-breaking piece of research ‘Working with customers to make Net Zero Carbon a reality’ which helped us to gain an insight into customers’ awareness and interest in environmental matters and the climate emergency.

18 months on from the publication, we found ourselves in the middle of a cost-of-living crisis, where energy prices reached unprecedented levels for consumers and businesses alike. It was important for us to understand how this new context had affected customers’ opinions and behaviours and so we repeated our research, which resulted in our second Net Zero Carbon report – 2,500 days.

From talking to over 700 households, the research made it clear that awareness and understanding of Net Zero Carbon has not increased significantly among customers since our first report. It is therefore crucial that we use these findings to ensure that the journey to Net Zero Carbon is personal and relevant to our customers, and expressed in terms that resonate with the challenges that they are facing such as ‘warm’ and ‘affordable.’

Click here to view our second Net Zero Carbon report – 2,500 days.

Key findings from ‘2,500 days’:

Percentage of customers doing the following:

- Finding ways to reduce energy use at home **86%**
- Shopping around for cheaper options on all purchases **83%**
- Reducing the amount spent on food **75%**
- Turning down heating **75%**
- Switching off heating **72%**
- Cutting back on non-essential journeys **66%**
- Reducing water use (fewer showers/baths) **59%**
- Skipping meals **31%**
- Delaying paying essential bills **20%**
- Using a food bank **10%**

Customer Engagement

- Customer engagement is key to every aspect of our organisation, including helping to shape our services, policies and procedures, and ensuring the issue of climate change, energy affordability and retrofit work is clear, consistent and accessible to all customers.
- We encourage as many customers as possible to engage with us and share their views through participation in our Customer Engagement Strategic Committee, or more informally through regular meetings, bite-size evening sessions, events and estate inspections, Facebook discussion forums or attendance at one of our customer conferences.
- Our engaged customers act as an invaluable, critical friend, to ensure the customer voice is heard and represented in all areas, including our decarbonisation journey. It helps us to deliver meaningful change for our customers, making sure we focus on what customers need and value, rather than what we offer.

Engaging customers in our Decarbonisation Retrofit Programme

We continue to invest in the energy efficiency of our homes and have committed that 100% of our existing homes will be EPC band C or above by 2030. Good progress towards this target has continued with over 85% of our homes now rated EPC C or above.

Engaging customers is central to this programme, which is why we've developed a staged approach to engaging customers which is aligned with the industry standard PAS 2035 framework. Following customer feedback we have made changes to the terminology used in our correspondence and use phrases such as 'warm, affordable homes'.

The first stage involves advanced engagement explaining to a wide audience what retrofit is and the benefits. The next stage is more targeted and offers advice on bills and tariff management before moving on to a detailed discussion about the individual measures for the home. Finally, handovers include demonstrations of how to use technology using a variety of formats including videos, face-to-face visits and telephone support to suit differing customer needs.

We have developed brochures and customer case studies which are more relatable and relevant when explaining the work to customers on future projects. By understanding our customers, we can provide relevant and digestible information and create the engagement that will be critical to enable customers to adopt more environmentally friendly behaviours and support the social housing sector to meet its Net Zero Carbon targets.

The benefits of Retrofit:

- **Creates a warmer, healthier home**
- **Use heating less often or at a lower temperature**
- **Can improve the visual appearance of a home**
- **Greater building durability**
- **Improvement to indoor air quality**

Click here to view our retrofit video

Supporting customers to save energy and stay warm

We recognise that in addition to our retrofit decarbonisation programme, we can, and should, provide support for customers. This includes energy efficiency advice, and assistance in accessing grants, benefits or physical items. This enables us to support our customers with the cost of living crisis.

We deliver many of these services through our award-winning Better Days programme, which includes:

- Our partnership with Citizens Advice Mid Mercia (CAMM) which offers customers free debt and budgeting advice, along with help to claim relevant grants and benefits that they are entitled to. The service also offers impartial energy advice including switching providers to save money and applications for the Warm Home Discount.
- Our annual Winter Warmth campaign, which includes the distribution of hundreds of support packs containing essential items to help customers stay warm and advice to customers most in need of help in the colder months.
- Our Tenancy Sustainment team offers support by providing vouchers to help cover the cost of minor energy efficiency improvements such as LEDs and water saving packs. Via the team's Job Coaches, customers can break down barriers to employment and therefore optimise their incomes to help meet the cost of paying day-to-day bills.

Key highlights (2023-24):

- **Generated over £1 million energy savings for our customers**
- **£4.6 million in debt relief and increased budgeting income for our customers**
- **1,598 customers supported into employment related training or volunteering**

We are looking to improve and extend the way we support our customers with energy advice.

Energy Bill Support Scheme Alternative Funding (EBSSAF)

In 2023, we successfully supported more than 50% of customers across our Independent Living schemes to apply for Energy Bill Support Scheme Alternative Funding (EBSSAF) despite over 75% of eligible people nationally missing out.

Future plans

To further our decarbonisation journey and meet our targets, we will be focusing on the following projects:

Improving the efficiency of customer homes through energy efficient retrofit

Reducing cost of electricity via solar panel installation

Discovering ways to ensure homes are cool in the summer

Optimising and decarbonising our heat networks

Piloting new heating technologies to ensure we identify the best systems for our customers

Retrofitting properties on void in order to reduce disruption for our customers

Participating in the Energy Saving Optimisation Scheme (ESOS) to help us identify opportunities to reduce our carbon and energy use

Our commitments to our customers

We will continue to:

- Put customer warmth first whilst supporting our customers
- Work to protect our customers from fuel poverty
- Raise awareness of climate change, Net Zero Carbon and what this means for our customers and their homes
- Provide energy saving advice to support our customers
- Empower our customers to help shape our services and how we communicate with them
- Reduce disruption as much as possible by aligning retrofit and standard maintenance programmes
- Provide ongoing support to our customers in using new intuitive technologies in their homes
- Promote tariff swapping and green energy tariffs with our Switch and Save programme
- Lead by example, improving Orbit's own environmental performance through our Orbit Earth programme

Our Homes

We believe everyone is entitled to a good quality home that they can afford, in a place that they are proud to live. For us, this means providing good quality, affordable and safe homes and creating inclusive and sustainable neighbourhoods.

We are dedicated to investing in the maintenance and continuous improvement of our existing homes to improve thermal comfort and energy efficiency, whilst balancing our commitments to deliver Net Zero Carbon.

As one of the largest builders of affordable homes in the UK, all of our direct-build new homes are built to EPC B or higher where achievable. We are actively installing new technologies such as air source heat pumps and solar PV to reduce our impact on the environment, ensuring that the new homes we create are fit for the future too.

We have our own sector-leading design standards, adhering to RoSPA Safer by Design in our direct builds, and are a HBF 5* Builder.

As part of our commitment to ensuring our homes are future-fit, we are fully refreshing our standard house type ranges. This will enable us to ensure the delivery of safe and secure homes that are inclusive and accessible, while delivering on fabric enhancements set out in our 2024 technical specification. For example, we are using closed-panel timber frame MMC on two developments in the South and East, to ensure they are built to be energy efficient and warm.

Our design standards also give due importance to the overall landscaping, helping us to ensure that 30% of our outdoor spaces support nature's recovery by 2030 in line with the Wildlife Trusts' '30by30' campaign.

We are committed to ensuring that our homes not only perform now, but in the future too by incorporating climate adaptation into our strategies.

We are also committed to investing in the energy efficiency of our existing homes, including replacing windows and installing insulation as part of of low carbon programme.

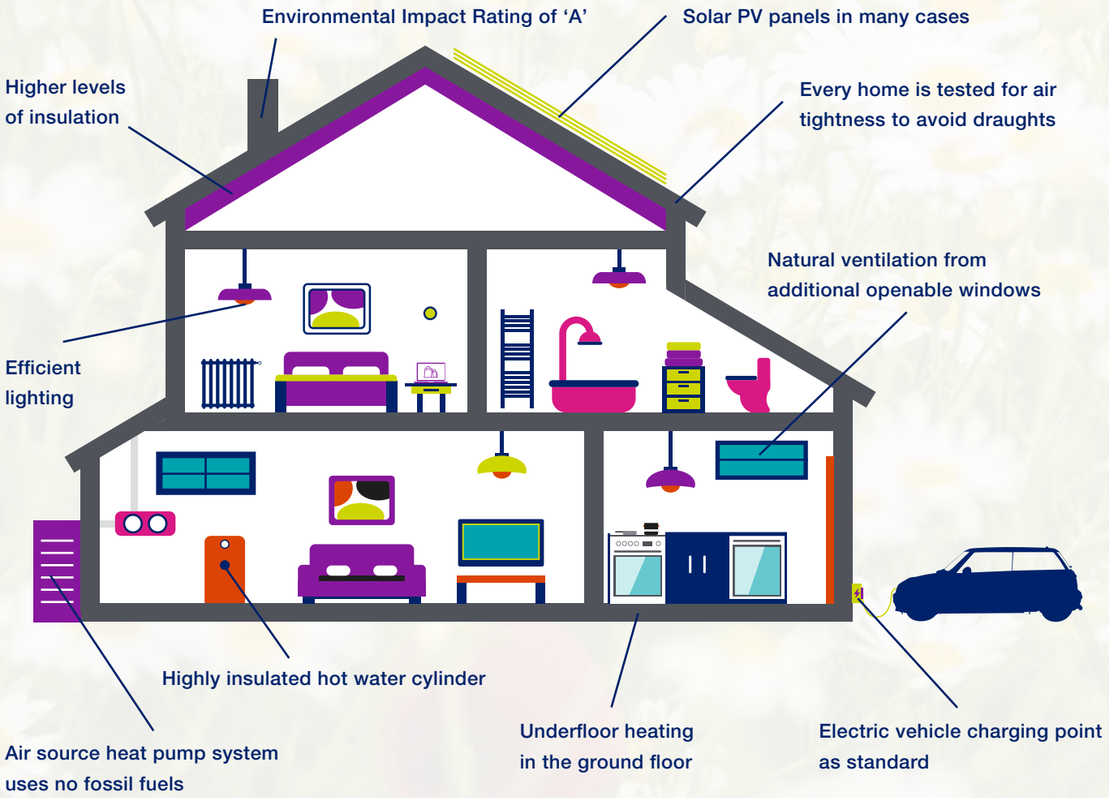
To date, with support from the Government's Social Housing Decarbonisation Fund (SHDF), we have successfully delivered energy efficiency improvements to c. 500 homes, improving our customers' comfort and affordability to heat their homes.

The lessons learnt through the delivery of these projects continue to inform and develop our future programmes ensuring a customer first and place-based approach.

Our technology commitments for new build homes

- To support our customers to live in a sustainable, warm and affordable home by providing insulation that is above building regulation requirements, with efficient space and water-heating technologies, along with solar PV systems where appropriate
- To utilise Air Source Heat Pumps for new developments located off grid
- To include electric vehicle charging points as standard
- To review our designs against the Future Homes Standard once the consultation results are published in 2025, amending technologies as appropriate to mitigate any potential running cost increase for our customers

Fabric and technology in our all-electric low carbon homes



Our commitments for the construction phase

- We will set temperature guidance for our show homes and void properties, to ensure we don't use unnecessary fuel
- We will power all construction sites by the National Grid wherever possible, reducing the use of diesel generators, and explore solar and other renewable energy sources on our construction sites
- We will incorporate enhanced energy efficiency measures into site welfare cabins
- We will pilot electrically-powered plant equipment, for example forklift trucks and excavators
- We will incorporate environmental requirements into our contractor specifications and provide environmental training to subcontractors

Our commitments for our existing homes

- To provide our customers with safe, warm and affordable homes
- Continue to deliver our 30-year investment strategy to ensure we maintain our promise of delivering good quality homes
- Ensure that we achieve our EPC C and Net Zero Carbon targets in a way that puts the customer first – through a place-based approach which puts our customers at the heart of our strategic investment
- Ensure we maximise value for money whilst balancing our sustainability commitments in our focus to deliver our promise of good quality, safe and affordable homes for our customers

We will do this by:

- Knowing our homes, underpinned by strong data capture through our stock condition surveys
- Integrating asset and customer data to inform our strategic investment strategy
- Continuing our successful decarbonisation projects
- By exploring innovative ways to fund more energy efficiency and renewable energy installations for more of our portfolio

Our commitments for our communal spaces

- We will roll out a Building Management System programme across our property portfolio. The programme has been targeted to improve the environmental performance of key buildings whilst also saving our customers money on their communal energy bills
- We will train and support area managers to take action on energy performance in our communal spaces
- We will have our first low carbon heat network by 2026 and will conduct optimisation and decarbonisation studies to identify opportunities to decarbonise our communal spaces and heat networks

Our Operations

We are committed to leading by example to further reduce greenhouse gas emissions in our own operations and become carbon neutral in these by 2030:

- We have encouraged colleagues to adopt electric vehicles by installing additional EV charge points at our offices. In 2023/24, colleagues drove 5,113 business related miles outside of commuting in electric vehicles, which in a medium-sized combustion engine vehicle would have generated an additional 1.38tCO_2e of carbon.
- Orbit Homes consumed 173,614 litres of HVO fuel in 2023/24, preventing the release of 430tCO_2e had white diesel been used and reducing our carbon footprint by 9.8%. 17,198 trees would be needed to absorb the equivalent carbon in a year.
- Our operations used 12,935 MWh of REGO-certified green energy in 2023/24, which prevented us from generating an additional 2,567tCO_2e or increasing our carbon footprint by 58.4%. This saving is equivalent to driving 18,347,490km.

Our commitments for our operations

- We will continue to develop and review our Agile Working Policy
- We will encourage the use of sustainable transport alternatives and accelerate the rollout of our EV charge point infrastructure

Our Supply Chain Partners

60% of our greenhouse gas emissions originate in our supply chain, which makes it vital that we work collaboratively to support and challenge our suppliers to reduce their emissions.

We believe that partnership working is essential for driving innovation and enhancing business performance. By working together, we can improve our customer experience and achieve our vision of building and maintaining safe, quality homes that our customers love, both sustainably and at scale.

It's important for us to collaborate with partners who share our values and commitment to the environment, with this being cascaded down through to sub-contractors.

Our partner commitments

We strive to influence our sustainability impacts beyond our direct operations. We will do this by:

- Conducting CO_2 heat mapping to identify the most carbon-intensive categories of spend and suppliers, and collaborate to put carbon reduction plans in place.
- Ensuring that all tenders assess the supplier's carbon credentials and move the cost-carbon balance in favour of low carbon solutions as outlined in our Sustainable Supplier Charter which sets out clear expectations from ourselves and the supplier.
- Incorporating decarbonisation and broader environmental requirements in contract and specification documents, such as measurement and reporting of carbon emissions, carbon targets to be achieved and environmental innovation and process, along with embedding quality scoring for Sustainability and Social Value in contract tenders.
- Developing and providing training for our procurement and contract management teams to support them in engaging with our suppliers on the Net Zero Carbon journey. This includes the ongoing delivery of the first in-house training of its kind in the social housing sector on environmental sustainability principles, developed in conjunction with the Institute of Environmental Management and Assessment (IEMA) to provide colleagues with the skills to deliver real business benefits through environmental performance.
- Communicating our decarbonisation strategy with our partners through literature, workshops and dialogue, and requesting that our partners share their Net Zero Carbon commitments and progress with us. Contractors are also required to include their existing or planned Net Zero Carbon, environmental and waste commitments, along with delivery of social value projects in line with Orbit's sustainability strategy at the time of tender.
- Capturing the social return on investment of our services to ensure they continue to provide value for money for customers.

Adapting to Climate Change

We understand that in addition to working to reduce our greenhouse gas emissions, we have a duty to prepare our customers and their homes for the likely impacts of climate change. As a result, we are preparing to model the climate risks most likely to impact our homes and to plan how we can reduce the likelihood and severity of this taking place. The modelling will also inform future decision-making when acquiring homes through construction, purchasing and other means.

We believe two of the primary climate risks that will impact our customers' homes will be overheating and surface water flooding.

We are taking the following initial actions whilst we undertake more in-depth modelling:

- **Energy efficiency training for staff**
- **Heat Network working group to deliver metering and efficiency improvements**
- **New commercial heating contractor with 25% optimisation target**
- **Flood notification service**
- **Training of estates colleagues in identification and maintenance of drainage assets**
- **Surveying of our current estates for presence and condition of drainage assets**
- **Reviewing drainage management plans and maintenance arrangements**

As with all aspects of our Orbit to Net Zero Carbon Roadmap, the customer will need to be considered throughout. We will be working with engaged customers to:

- **Make them aware of flood risk and what to do in the event of a flood**
- **Advise what actions they can take to reduce the risk of overheating in their homes**
- **Signpost towards cool zones, natural shading and other means of gaining relief when customers are feeling too warm**

We will report on progress through our annual Sustainability Report and aim to align gradually with the Taskforce on Finance-related Climate Disclosures (TCFD) standard to support this.

Carbon Offsetting

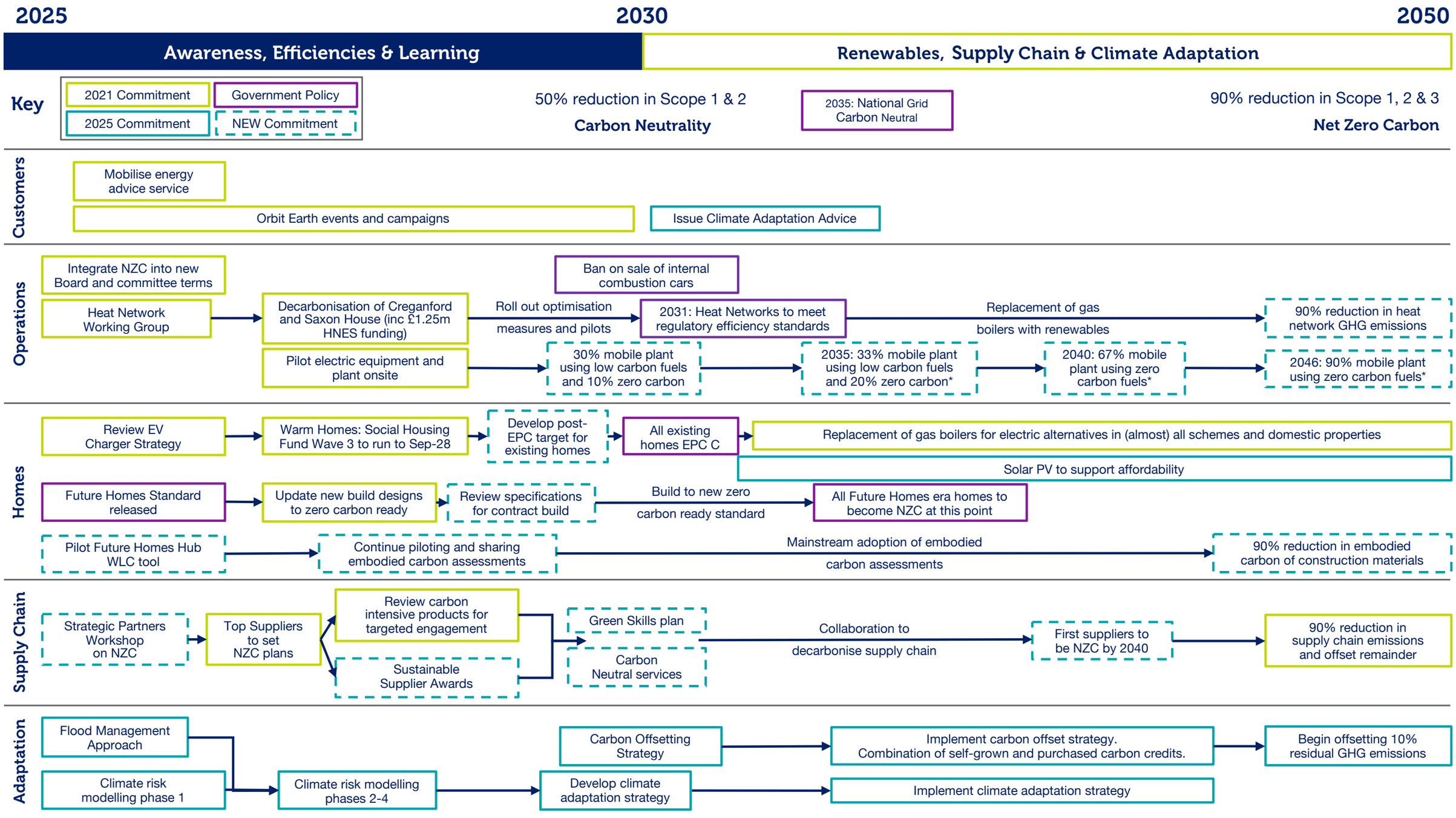
This roadmap sets out Orbit's ongoing plan to become carbon neutral in our own operations (Scopes 1 and 2) by 2030 and to offset the remaining emissions each year thereafter whilst progressing towards a 90% reduction and Net Zero Carbon status in 2050.

A carbon offset or "credit" is a means of paying for someone else to absorb or prevent the emissions of equivalent to one tonne of carbon dioxide equivalent. Typically, these credits are issued by renewables and forestry regeneration projects in developing countries.

At Orbit we are committed to using every penny of our customers' money for their benefit. As such, we are focused on creating or purchasing as many carbon offsets as possible local to our customers for their enjoyment.

As a large land owner who already has legal (Biodiversity Net Gain) and voluntary obligations (30by30) to enhance our greenspaces for the benefit of nature, we see clear alignment here and are planning our first pilot over the next two years to demonstrate this potential. Our focus will be on natural regeneration of an area of low biodiversity land adjacent to, or within close proximity to, one of our regions with a high density of customers. We will focus on scientific integrity but also customer engagement and empowerment throughout. We will then use these learnings to inform the further development of a carbon offset portfolio to support our carbon neutral statement from the 2030s onwards.

Net Zero Carbon Roadmap



Glossary

Air source heat pump	A heat pump that can absorb heat from air outside a building and release it inside. It works much like air conditioning but in reverse. Heat pumps offer high efficiency and can be low or zero carbon depending on the electricity source. **Click here** for a handy introductory video by the Energy Saving Trust.
Carbon footprint	A measure of the carbon dioxide released into the atmosphere as a result of the activities of an individual, organisation or country. Usually measured either in kilogrammes or tonnes of CO_2. When shown as CO_2e the "e" stands for equivalent and refers to the conversion of other greenhouse gases into CO_2 for ease of accounting.
Carbon Neutral	A balance between greenhouse gas emissions and absorptions through carbon offsets. Orbit are targeting a 50% reduction by 2030 at which point we will begin this process for our own operations (Scope 1 and 2).
Carbon offsetting	The compensation for carbon emissions released into the atmosphere with activities that will absorb the equivalent amount of carbon. An example of this would be tree planting.
Climate change	Refers to long-term shifts (usually 30 years or more) in weather patterns. Whilst these shifts can be natural, the impacts of humans particularly since industrialisation has seen climate change accelerate through the burning of fossil fuels and land use change.
Decarbonisation	Eliminating carbon from an activity, operation, or product.
Energy performance certificate (EPC)	A rating system to score energy efficiency and energy affordability of a home or building. The highest EPC level is A and lowest G. The certificate will include recommendations on how to make the building more energy efficient and save money.
Greenhouse gases (GHGs)	Gases released into the atmosphere by natural or man-made causes that have an impact on our climate.
Heat Network	Is a system that supplies heat and hot water to multiple dwellings within the same building from a central source.
HVO	Hydrotreated Vegetable Oil is a renewable diesel fuel made from waste materials.
Net Zero Carbon (NZC)	The reduction of greenhouse gas emissions as much as possible and the offsetting of any remaining emissions. Under the later international standards this is taken to mean a 90% or greater reduction in emissions by 2050.
Photovoltaics (PV)	Photovoltaics, also known as solar panels, or solar PV. A technology installed on a roof or on a self-standing structure (large-scale versions are often called solar farms) which enables sunlight to be converted into electricity. Solar power is a renewable source of energy.
PAS 2035	A framework to guide energy efficiency projects, to encourage installations that are high quality, safe, and fit for the future.

Renewable resources	A natural resource or source of energy that can be repeatedly used and replaced naturally, such as water, wind, or solar power.
Science based targets	A target which aligns with a future global warming of no more than 1.5 degrees centigrade. Typically interpreted as a 90% reduction in emissions by 2050.
Scope 1, 2 and 3 emissions	GHG emissions are categorised into three groups, or "scopes", by international reporting standards such as the GHG Protocol. Scope 1 and 2 cover our own operations, whilst Scope 3 covers our housing and supply chain. **Scope 1 emissions**: direct emissions from resources that Orbit directly controls (such as fuel used in company vehicles and natural gas in our buildings). **Scope 2 emissions**: indirect emissions from energy bought for use in Orbit's operations (such as electricity in our offices). **Scope 3 emissions**: indirect emissions outside of the operational control of Orbit. This includes our customers' energy use in their homes, purchased goods and services, business travel and employee commuting.
Social Housing Decarbonisation Fund (SHDF)	A government fund that aims to upgrade a significant amount of the social housing stock – currently below Energy Performance Certificate (EPC) Band C – to increase energy efficiency, tackle fuel poverty and reduce carbon emissions. This fund is now known as the Warm Homes Social Housing Fund (WH:SF).
Sustainability	A balance between economic, social, and environmental needs to ensure the needs of today do not compromise those of future generations.
Tonnes of carbon dioxide equivalent (tCO_2e)	The total greenhouse gases emitted, measured in tonnes of carbon dioxide. Other greenhouse gases, such as methane, are converted to CO_2 according to their global warming impact to allow for a single figure to be presented.
Whole house retrofit	A complete approach to making homes more energy-efficient and limiting their impact on climate change, focusing on the fabric of the house first, including the walls, roof, floors, windows and doors, to strategies for ventilation, heating efficiency and cooling in the summer months.

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