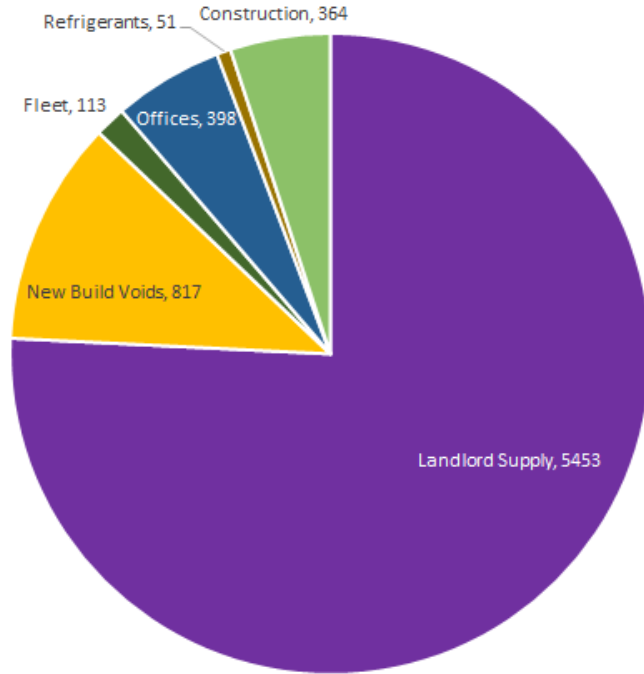


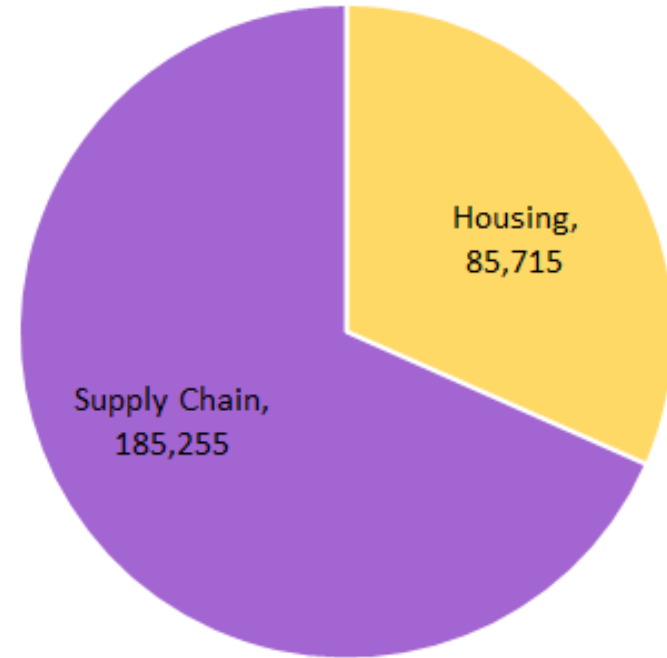


Shaping Orbit's Net Zero Journey

Establish your starting point



Our own operations
(offices, fleet, construction, communal spaces)
Scope 1 + 2



Our customer homes and supply chain
Scope 3

Themes



**Climate action
to become net
zero carbon**



**Enhancement of outdoor
spaces to improve the
quality of natural resources
including biodiversity,
land, water and air**



**Sustainable consumption
to manage resources,
materials and
products responsibly**

Orbit's Customer Research



What's important to customers?



Fuel Poverty



Who are these customers ?

- More likely to be renting a home (89% renter vs 11% owner)
- Comprise a household containing children (41%)
- Be out of work / looking for work / in part-time work
- Occupying a home within a lower EPC band
- Living in a home in the Eastern or London region
- Main heating source is electric

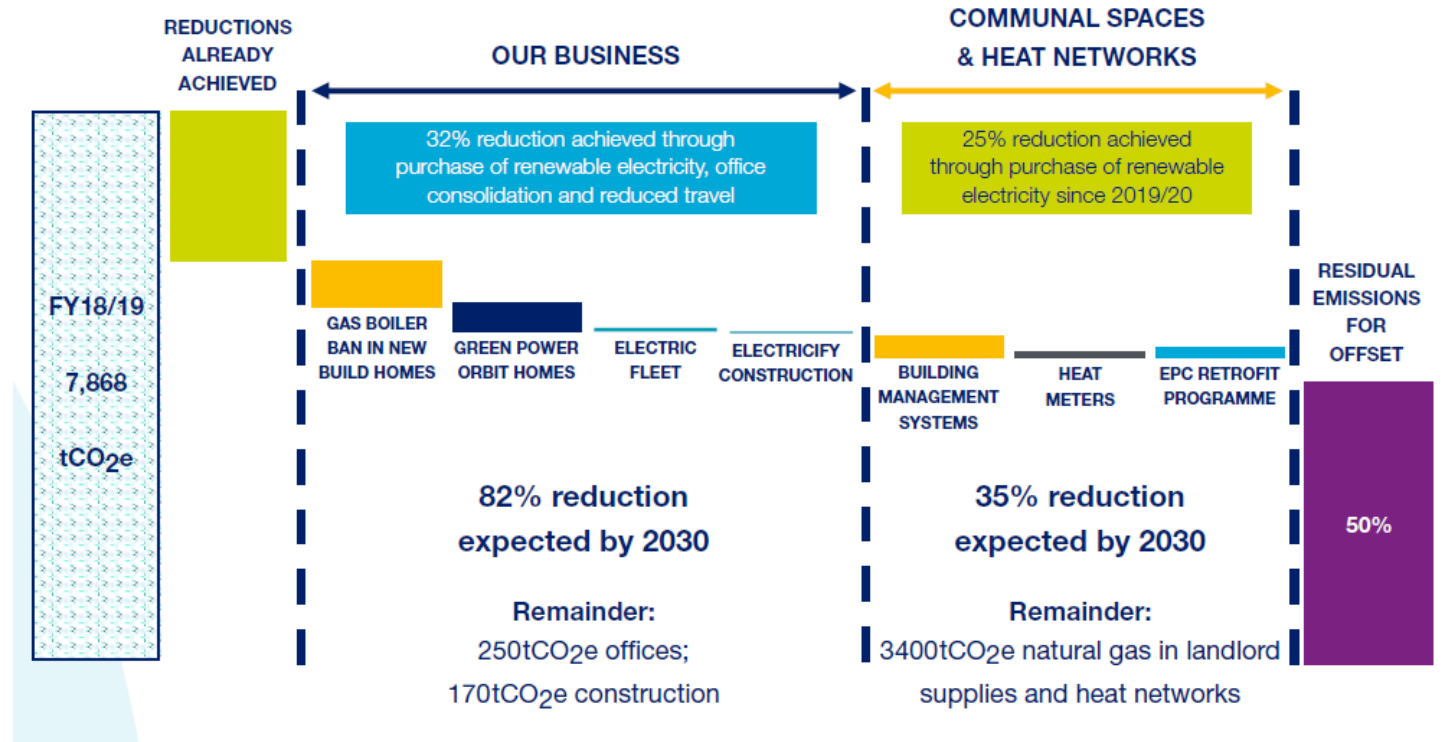
25% of customers have gone without heating in the past 12 months to save money

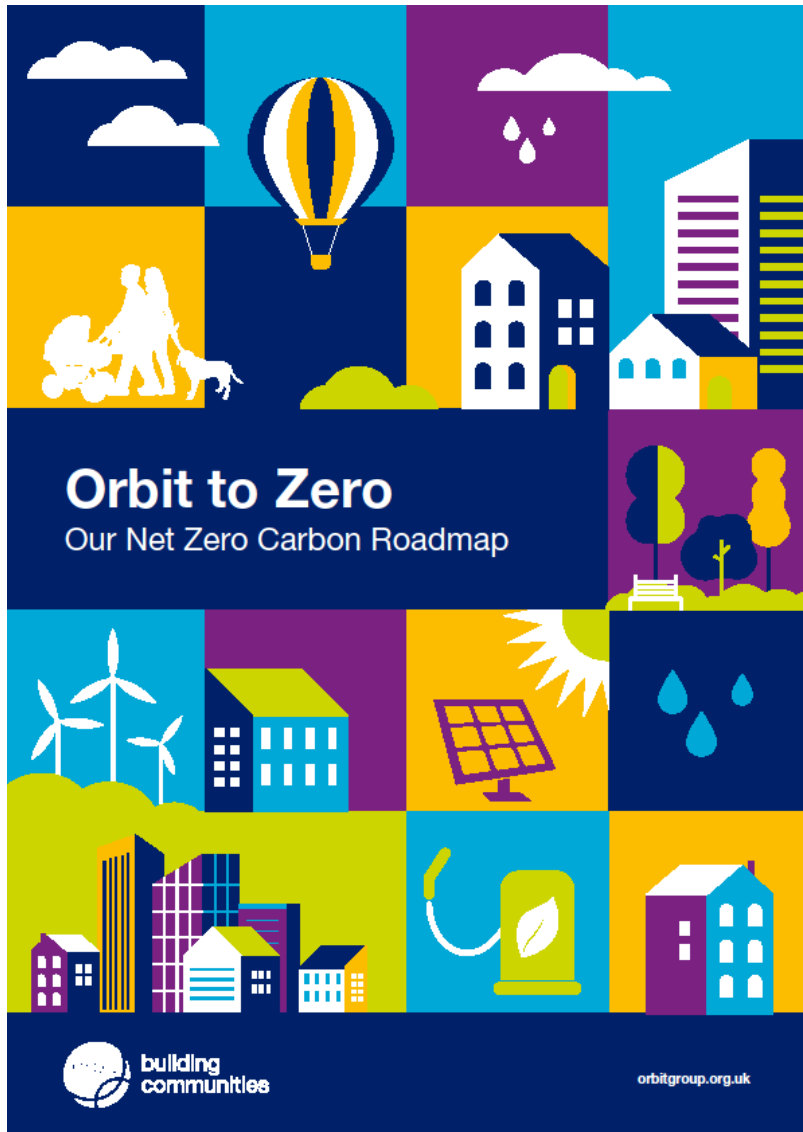
60% say they are paying more than 10% of take home pay on energy costs

Identify and Model Reduction Measures

- 1. Defining a NZC Home
- 2. The Heating Challenge
- 3. Renewables & Storage
- 4. Customer Engagement
- 5. Decarbonising the Supply Chain
- 6. Decarbonising Construction
- 7. Decarbonising Communal Spaces
- 8. Decarbonising our Offices
- 9. Designing a Travel Policy

Driving our 50% GHG emissions reduction to 2030 within our direct operations





Our Roadmap to Net Zero Carbon

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Our Net Zero Carbon Commitments



To become Net Zero Carbon
in our own operations by 2030
(Scope 1 + 2)



To become Net Zero Carbon
in our homes and supply chain
before 2050 (Scope 3)



Our decarbonisation journey so far

