



SUSTAINABLE SPACES

for aspiring generations



RECOGNISING OUR IMPACT ON THE PLANET & SOCIETY

We look after the needs of an aspiring generation transitioning into adulthood.

Our primary aim is to support young adults across the whole university experience. We want them to feel good along their journey to achieving their goals and ambitions, which is why **SUSTAINABILITY** is now such an important part of what we do.



We are at the beginning of what we know will be a long journey to ensure we have the most positive impact we can on the planet and society in the future.

Like our students, we have much to learn, but as a team we have always prided ourselves on our **warrior spirit** - to which we have now added an Eco focus.

In line with the core behaviours already embedded in the culture of our business, we now view our social and environmental responsibilities through the following sustainability lenses.

CARE for the planet
TRUST in the science
ENTHUSIASM for better business
CURIOSITY to learn more

THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (SDGs)

At the heart of our thinking around creating a sustainable future sit the United Nations Sustainable Development Goals.



The 2030 Agenda for Sustainable Development, adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet. At its heart are the 17 Sustainable Development Goals (SDGs), which are an urgent call for action by all countries in a global partnership.

They recognise that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests.

We cannot claim to be contributing to all of these goals - at least not yet. But we have chosen to align our initial strategy with those we feel are appropriate for what we do and where we can make a genuine impact.

As we work through our longer term plan, alignment with other goals will follow – demonstrating our continued commitment to the global sustainability agenda





waste
reduction

pay equity

CARE

for our planet

operational
efficiency

employee
wellbeing

ENTHUSIASM

for better business

recycling

diversity + inclusion

our eco-warrior
spirit

net zero

community
outreach

TRUST

in the science

accreditation

training

CURIOSITY

to learn more



11
SUSTAINABLE CITIES
AND COMMUNITIES



SDG 11: SUSTAINABLE CITIES AND COMMUNITIES

Make cities and human settlements inclusive, safe, resilient and sustainable

We power our properties with green energy



We use energy-efficient lighting, heating and air-conditioning throughout our operations



We use water-efficient systems throughout our operations



We have clear recycling policies in place



We are introducing fast EV charging points to encourage greener travel



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TRUST

in the science



SDG 13: CLIMATE ACTION
Take urgent action to combat climate change and its impacts

In line with the UK Government Net Zero Strategy, True is committed to decarbonising all aspects of business operations and achieving Net Zero by 2050 (including Scopes 1, 2 + 3*).



This follows the Science Based Targets initiative (SBTi) approach and is aligned with the 1.5°C pathway**.



'We are currently working on a plan by 2050 to be close to zero emissions, with only unavoidable residual emissions being offset.'



* GHG (greenhouse gas) Protocol Corporate Standard classifies a company's GHG emissions into three 'scopes'. Scope 1 = direct emissions from owned or controlled sources; Scope 2 = indirect emissions from the generation of purchased energy; Scope 3 = all other indirect emissions that occur in the value/supply chain, including both upstream and downstream emissions.

** The limit of global warming that scientists agree is needed to avoid high risk of catastrophic consequences to people and our living environment.

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ENTHUSIASM

for better business

8 DECENT WORK AND
ECONOMIC GROWTH



SDG 8: DECENT WORK AND ECONOMIC GROWTH
Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

We show respect to our employees by paying above 'real' living wage.



We look after our team through our health (mental and physical) and wellbeing programme.



We prioritise local suppliers from our communities



We support employee community service and volunteering.



We have a clear policy supporting diversity, equity and inclusion and this is reflected in the diversity of our team.



CREATING SUSTAINABLE SPACES FOR ASPIRING GENERATIONS

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CURIOSITY

to learn more



SDG 4: QUALITY EDUCATION
Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all

SDG 12: RESPONSIBLE CONSUMPTION AND PRODUCTION
Ensure sustainable consumption and production patterns

We are embarking on a stakeholder education programme to encourage everyone associated with the business to adopt a more conscious approach to work and home life - including our team, our suppliers + partners, and our students.



that was today, this is tomorrow

THE FULL PLAN

1. PEOPLE
2. PLACES
3. PLANET



1. PEOPLE





THE FULL PLAN

Sustainability Goals



True Student is committed to becoming net carbon zero by 2050. To that end we are creating a clear sustainability strategy including corporate social responsibility with defined objectives and timelines, and will publish a dedicated webpage detailing our targets and commitments and progress to ensure full transparency.

Compliance and Reporting Obligations



This Impact Report serves as a clear, public declaration of our sustainability approach, outlining our commitments, targets, and progress. We also actively monitor, manage, and report our carbon footprint and wider sustainability performance to drive continuous improvement - from progressing toward net zero and engaging our people, to aligning our actions with frameworks such as the UN Sustainable Development Goals.

Focus Areas for Sustainability & CSR



Overseen by our Managing Director, our leadership and management teams are fully committed to our sustainability agenda and to implementing a credible, long-term roadmap and sustainable strategy to achieve net carbon zero. This also reflects our wider CSR (Corporate Social Responsibility) commitment to operate ethically and sustainably, considering our impact on society, the environment, and the communities we serve. The Greengage's ECOsmart certification is built around the UN Sustainable Development Goals (SDGs)

THE FULL PLAN

Employee Health, Wellness and Mental Well-being



We support our people through a range of wellbeing, health, and sustainability measures. This includes a sustainable business travel policy and private healthcare for management. We have a dedicated mental health and wellbeing policy, supported by Mental Health First Aiders, our General Managers and Assistant Managers, and a 24/7 helpline through Health Assured. Staff wellbeing is further promoted through free onsite gym access, "Star of the Month" recognition, and regular social events. We also maintain a comprehensive employee health and safety policy to ensure a safe and supportive workplace for all.



Sustainability & ethical awareness training



The CSR policy will be fully integrated into our Sustainability Policy, supported by Energy KPIs that guide target setting and performance evaluation. Employee learning is also a key focus, with mandatory Mapal Flow compliance training and access to Mental Health First Aiders to promote wellbeing and awareness across the organisation.

Anti Discrimination & Inclusion Policies



We ensure the company operates with integrity and respect for human rights through our comprehensive EDI policy, available on our website and in our employee handbook. This policy also covers anti-bribery, modern slavery, and whistleblowing, reinforcing our commitment to ethical conduct. It also sets out our commitment to equal opportunities and the elimination of workplace discrimination, ensuring a fair, inclusive, and respectful environment for all employees.

THE FULL PLAN

Employee Volunteering & Corporate Social Responsibility (CSR) Activities



We provide regular sustainability information and support to staff through team meetings, True Voice sessions, and ESG-focused discussions.

Employees also receive energy and environmental performance training, recycling and waste training, and opportunities to engage with charitable initiatives such as the British Heart Foundation and site-specific local charities.

We are also reviewing the provision of paid leave for staff to participate in community work.

Inclusivity, Social Impact & Ethical Engagement



We will continue to review opportunities for further staff training on climate change and sustainability, tailored to the needs of our sector.

While working from home is not feasible for our onsite operational teams, it is encouraged for eligible management to help reduce commuting-related emissions.

Our onsite General Managers and our Head Office Operations Support Manager also act as our "Sustainability Champions," helping to embed responsible practices across the organisation.

Support for Local Environmental Efforts and Carbon Reduction Contributions



We are targeting BREEAM certification at all operational sites and for all new-build developments, with the ambition of achieving an Excellent rating.

Our carbon emissions are Planet Mark Certified, demonstrating independently verified progress in reducing our footprint.

We are also targeting Greengage certification across all operational sites to further strengthen our environmental and sustainability performance.

Green Certifications and Accreditations



We encourage sustainable travel by advising visitors on public transport, cycling, and walking options through the True Student Handbook. We actively support local biodiversity and community initiatives, including on-site and local litter picking and beach cleans, tree planting, bee hives, bug hotels, and community garden projects.

We promote sustainable travel for staff and students by promoting public transport, and we provide bike racks. We are also considering encouraging bike-sharing and car sharing schemes. Our commitment to environmental responsibility also includes continued support for local community activities and external sustainability initiatives such as tree planting.

2. PLACES





THE FULL PLAN

Supplier Sustainability and Modern Slavery Policy



We have reviewed our standard supplier contractual terms and obligations to ensure they align with and support an environmentally sustainable approach. Our EDI policy covers Modern Slavery.

Ethical Sourcing and Fair Labour Standards



Our Procurement Policy and Standard Operating Procedures govern the responsible sourcing of furniture, appliances, and materials, and we prioritise the use of local suppliers wherever possible to further reduce environmental impact and support local communities. All A4 and A3 paper we purchase meets sustainability criteria, including being made from at least 80% recycled content or sourced from FSC-certified sustainable materials.

Carbon Reduction Strategies in the Supply Chain



Through our supplier questionnaires, we actively encourage our suppliers to support environmental protection and continuous improvement. Moving forward, where possible, we will consider introducing eco-benchmarking criteria and give preference to local suppliers or those with recognised environmental certifications.

THE FULL PLAN

Experiences and Events



Through our True Voice meetings, True Life events, and internal communications, we share our sustainability initiatives with a wide range of stakeholders, including staff and students.

Student Accommodation



We educate residents on sustainability through room-level energy training and green notice boards, and we engage them in initiatives such as community gardening and litter picking through True Life events. We also collaborate with local environmental groups to support community and biodiversity projects. Our environmental impact is communicated via UTOPI dashboards, Planet Mark reporting, the Green Screen ESG data platform, and digital displays across our buildings. Resident feedback from True Voice meetings and twice-yearly surveys helps shape ongoing sustainability improvements.



3. PLANET



THE FULL PLAN

Waste Reduction & Recycling



We recycle cardboard, plastic, glass, and food across our sites and provide accessible recycling bins for teams. We support student sharing and donation programmes with the British Heart Foundation, local charities and arrange swap shops, and we have a policy to reduce single-use plastics, supported by team training on best practice waste disposal. Several sites already donate equipment and furniture for upcycling or have reupholstered FF&E, and we will review opportunities to expand this and purchase upcycled items where possible.

We will also work with our waste contractor to explore options for achieving zero waste to landfill and securing relevant certification. We operate a no-plastic bottles policy and have carried out a waste management review and training in the past two years to identify best practice and cost efficiencies. Paper use is minimised through digital access to the student handbook and default double-sided printing. We will review options for a battery recycling scheme, and we will explore specifying FSC-certified sustainable wood for new furniture within our Project FF&E procurement.

Office Building infrastructure



We have valid Commercial EPCs at all locations, and we have achieved or are progressing toward BREEAM certification across all sites, targeting an Excellent rating. Our air conditioning systems are serviced annually, and we will review TM44 inspection requirements to ensure full compliance with the Energy Performance of Buildings (England and Wales) Regulations 2012. Several locations already incorporate green spaces / green roof, and we will review opportunities to introduce or enhance these features at other sites.



THE FULL PLAN

Water Management

We have introduced monthly tracking of water consumption through our Green Screen ESG data platform to identify trends and opportunities for reduction. We are reviewing the introduction of dual-flush toilets along with optimising shower and tap flow rates. Following a successful trial, we plan to implement Smartvatten software to monitor, analyse, and interpret water use and detect leaks across our sites.

For students, we communicate guidance through the True Student Handbook, provide eco-wash options on laundry machines, and display water-saving posters in laundry rooms to encourage responsible use. Water refill stations are also available in social areas and gyms.

Renewable Energy Initiatives

LED lighting is installed throughout all locations, and several sites have dedicated electric vehicle charging points, with others reviewed based on need. We have introduced renewable energy through solar panels at multiple locations and are assessing further opportunities across the portfolio.

All buildings hold valid Energy Performance Certificates, and we will review options with our energy supplier to source 100% renewable gas and electricity to help reduce our Scope 1 and 2 carbon emissions.

Energy Consumption & Management

We operate a Building Management System at all locations to support energy efficiency. Our Utopi monitoring platform provides real time data which supports high-quality performance reporting and smart energy controls, including thermostats and panel heaters that optimise efficiency and reduce over-consumption.

We will review the introduction of movement sensors to switch off lighting in all unoccupied areas, and building temperatures are centrally controlled and maintained at 18°C for efficient heating and cooling. Energy-saving features are also activated on office equipment, such as sleep modes on PCs and monitors and default double-sided printing, to minimise unnecessary energy use.

Cleaning and Hygiene

Soap in restrooms is provided in bulk refillable, recyclable containers, and we have eliminated cleaning and hygiene products containing palm oil. Office cleaning chemicals have been replaced with effective eco-friendly certified alternatives. Toilet tissue is FSC and EU Ecolabel certified. We will also review the introduction of biodegradable or recycled-plastic bin liners.



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For more Info on our Impact report

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