



Full Methodological Note

Sustainability Report for the financial year ended 31 August 2023



Environment

GRI 305 1-7 Emissions, GRI 302 1- 5 Energy, GRI 303 1-5 Water

Carbon factors

For scopes one and two, the carbon conversion factors considered are government conversion factors for company reporting of greenhouse gas emissions. Scope three was calculated using government conversion factors for company reporting of greenhouse gas emissions and carbon conversion factors from the Official Statistics UK and England's carbon footprint to 2020 spend- based method.

Reporting boundaries

The reporting boundaries are based on the principle of operational control, which at each property (and with a few exceptions) have the same boundaries. Scope 1, 2 and 3 carbon emissions are reported for controlled assets and business activities.

Utility Consumption

All meters directly procured by UPP, all meters procured by university partners and recharged directly or proportionally to UPP (excludes buildings where UPP are only providing FM services).

Fugitive Emissions

Refrigerant leakage from all air conditioning systems at buildings controlled by UPP.

Waste

All the general and recycled waste generated by the controlled assets and business activities of UPP.

Vehicle emissions

Fuel used in company vehicles and purchased by UPP.

Travel

All business travel by UPP staff and recovered via expenses.

Goods, services, capital goods and construction

All the goods, services and capital goods purchased for the operation of the controlled assets and business activities of UPP and all the new developments.

Upstream Energy

Extraction, production, and transportation of fuels and energy purchased or acquired by the reporting company in the reporting year, not already accounted for in Scope 1 or Scope 2.

Hotel stay nights

2022/23 data unavailable, so assumed to be the same as 2021/22.

Commuting

Staff commuting to a regular place of work.

Home working

Staff energy use whilst working at home.



Environment continued

Data Type	Calculation Methodology
Utilities data	All utilities data has been collated by UPPs bureau service provider TEAM energy, using the following validation hierarchy: <ul style="list-style-type: none"> » Stage 1 - Invoice data » Stage 2 - Automatic meter reading » Stage 3 - Manual meter reads » Stage 4 - Historical data comparison
Waste Data	All data has been collated from annual submissions supplied by UPP's individual waste contractors. Where data has not been provided in tonnes, benchmark estimates for content of the relevant types of bins have been used.
Vehicle Emissions	Vehicle emissions have been calculated using fuel volumes purchased and applying a carbon conversion factor.
Fugitive Emissions	Emissions calculated from f-gas register applying an operating emissions factor of 10 per cent
Intensity metrics kWh per bed day	This is calculated from the electric and gas elements of Scope 1 and 2 only.
Water supply and treatment	Water consumption reported through TEAM Energy and supply and treatment factors quotes in UK Government GHG Conversion Factors for Company Reporting.
Business Travel Trains	Emissions from business travel by train were calculated by applying a conversion factor to the mileage provided by UPP appointed travel management company.
Business Travel Personal Cars	Emissions from business travel by personal cars were calculated by applying a conversion factor to the mileage provided by UPP appointed travel management company.
Goods, services, and capital goods	These emissions were calculated from invoices for all the goods and services bought during the period to be considered. The UK Government spend based conversion factors were subsequently applied. Where capital projects are initiated, a spend-based method was used, using carbon conversion factors extracted from the software OneClick LCA. Where no specific capital project was specified, upstream emissions from capital goods were calculated using the same methodology as upstream goods and services.
Hotel stay nights	Data unavailable for 2022/23, so 2021/22 data carried forward.
Commuting (Transport)	These calculations are an assumption considering the following: <ul style="list-style-type: none"> » there are 1,000 employees » the average round trip is 23 miles » the employees work from home 3 days a week » the working hours per employee per day is 8 hours » the working weeks per year are 48 weeks » the car considered is a hybrid car
Home working (Lighting, equipment, gas heating)	These calculations are an assumption considering all the points above, plus: <ul style="list-style-type: none"> » 0.15 kWh are consumed per hour for lighting & equipment » 5 kWh per day are consumed for gas heating

*Carbon figure for Gas in the report has been updated to gross calorific value instead of net calorific value

Social

Social Value TOMs

To understand the combined benefits to society delivered by UPP Ltd through 2022/23 we have employed the use of the National Social Value Measurement Framework (TOMs).

Our approach to social value originated with the TOMs, which has subsequently become the most commonly used social value framework in the UK. The National TOMs was launched in 2017 by the National Social Value Taskforce, a group that was formed by Social Value Portal in 2016 to develop a consistent and comparable measurement solution for social value. The Taskforce is chaired by the Local Government Association, with over 40 members from organisations representing central and local government, the private sector and the third sector. The acronym "TOMs" stands for Themes, Outcomes and Measures. The founding principle of the TOMs is to provide the connection between a broad vision for social improvement ("Themes") with strategic objectives ("Outcomes"), which in turn can then be expressed as measurable activities ("Measures"). Using the TOMs framework as part of our ESG approach creates a mutually reinforcing link between strategy and delivery.

The methodology

The TOMs Framework is a flexible, measures-based calculation framework designed to articulate social value outcomes in terms that can be objectively measured; usability and transparency are core principles, as well as methodological rigour. It is a recognised reporting standard Local Government Association-endorsed tool for social value. Each measurable activity within the TOMs has been designed to demonstrate its cost-benefit to society - beneficiaries and the state - as a result of that intervention happening. We call this cost-benefit the 'proxy value (£)'. This is calculated using fiscal principles as laid out by HM Treasury's Green and Magenta books for monetising economic, environmental and social impact. This includes making use of data from a range of public, credible sources (e.g. Office of National Statistics or Unit Cost Database).

Employee and EDI

All personal details about the employees working for the company and our temporary workers are taken from our HR system, Workday.

Workday is a self-service platform for employees, who are required to provide the company with their own personal data. As such, the data should be 100% accurate. For temporary workers, the data the company holds is limited and this is mainly provided by the recruitment agency and the line managers.

GRI 2-7

The numbers reported are based on actual headcount, not FTE. We have based these numbers on employees who were employed during the reporting period 01/09/2021 - 31/08/2022. Due to the nature of the work required across the whole business throughout the academic year, there are a number of different employee types within this data. For example, part-time employees are required to clean the accommodation whilst students are in residence. We work with the University to agree the times when we are able to access the accommodation without too much disruption to the residents. Zero hours employees are recruited to deal with fluctuation in post, or where large numbers of one job type are employed and zero hours employees are employed to cover absence. The data has been taken from our HCM system, Workday and employees provide this data via the self-service portal.

Social continued

GRI 405-1 & 405-2

Initial personal data is captured as part of the onboarding process when an employee joins UPP. They are set up with a Workday account and are then requested to provide a number of mandatory details including name, age, marital status, religion, sexual orientation, nationality, disability etc. They are also required to update their personal information should anything change during their time with UPP.

Employees are classified by management level, age, gender, race/ethnicity, disability, work type (eg fixed term, casual, regular), employment type (full time / part time).

Management levels are determined by the business at recruitment stage and fall into the following categories:

Operational Support Roles	Supports the daily running of our sites, eg Cleaner, Technician
Professional Roles	A professional or any person who works in a specified professional activity, eg HR Business Partner, Pre-Construction and Design Manager
Professional Support Roles	Supporting specific professional activity, eg Payroll & Benefits Admin, Accounts Payable Assistants
Senior Managers	Senior leaders, eg General Managers, Heads of Department
Strategic & Executive Leadership	Senior leaders, eg General Managers, Heads of Department

Salary data was collated by obtaining the average gross earnings for employees in each management category. Gross earnings is a total of gross earnings between 01 September 2022 to 31 August 2023 and salary is actual monies earned in the specified period after necessary deductions. The ratio was calculated by using the following calculation: Male / Female : 1.



Social continued

Health & safety

GRI 403-9

The UPP internal Adverse Event Reporting System (AERS) is used to record all adverse events across the business. This system has been in place since September 2021 and is used to record all adverse events involving employees, contractors, students and visitors. Accidents are reported by the injured party and there is an option for the line-manager to report the incident as well. Incidents below RIDDOR level of severity are self-reported so data will not include minor incidents where an individual does not report the incident. The recordable injuries which have been included in the data in this report are accidents which have resulted in first aid treatment or above.

Student wellbeing & belonging

To evaluate the students' feeling of belonging at our residences we ask the question 'Do you feel part of a residence community?' within our wider student satisfaction surveys. The question has a binary response of yes/no and the total proportion that state yes of the total from all sites is the score referenced within the report. The student satisfaction surveys are conducted annually and are hosted on the JISC platform for those sites where UPP conducts the survey. At some of our sites, our university partner conducts the survey and subsequently issues UPP the results but all those that contained the community question were conducted by UPP.

For 2022/23, six of our partners included the question within the wider survey issued; these were Oxford Brookes University, Imperial College London, Loughborough University, University of Nottingham, Nottingham Trent University, and the University of York. From these six partner surveys, 2,214 students answered the question regarding community with 1,507 responding that 'yes' they did feel part of a residence community and 707 responding 'no'.



Governance

Responsible supply chain management

When recording the proportion of spend that went to local suppliers, 'local' depicts those suppliers that are either located in the same county as a UPP site, or are within a 75 mile radius of a site.





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