



Sustainability Strategy

2025 - 2027

choice-servicesltd.org

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Choice Services (Ireland) Ltd is part of the Choice Housing Group providing response repairs and maintenance services to over 9,000 properties including housing, apartments and office buildings in Northern Ireland, and Facilities Management services to the first European Social Housing PPP project located in the Republic of Ireland (Comhar).

The building services we provide include response maintenance, change of tenancy repairs, property adaptations, project works and electrical testing. Works include building, electrical, plumbing, and general & specialist maintenance.



Net-Zero Impact:
Reduce Scope 1, 2 & 3
emissions and enhance
Carbon capture opportunities



Choice Services recognises that our activities both directly and indirectly impact upon our environment, including activities at our own buildings, how we travel and the work we carry out. We have a commitment to fulfil our compliance obligations and other relevant requirements, and we are also committed to reducing our impact upon the environment, preventing pollution and protecting the environment.

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and indirectly
impact upon
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We are proud to work with our customers, Choice Housing and Comhar Housing, to collaboratively drive forward actions to reduce carbon emissions and support wider Sustainability and Energy targets. Our targets will be aligned with Choice Housing's Sustainability & Energy Strategy and we will support the development of their new Strategy in 2025.

Properties managed through Comhar are classed as nearly zero energy buildings (nZEB), and Choice Services will seek to ensure that these homes perform in line with their high expectations through the response services we provide.

Following a review of our activities, we have identified a number of areas to focus on as part of our Sustainability Strategy, with our Sustainability Action Plan outlining the specific improvements we will deliver. Our targets reflect plans to continue to grow our organisation and the services we provide, and include activities which will reduce our scope 1, 2 and 3 emissions.

Regular checks and reviews will be carried out to ensure there is continual improvement and that our targets are achieved to enhance our environmental performance, with an annual report to the Choice Services Board.

SUSTAINABILITY **ACTION PLAN** 2025-2027



ENERGY AND CARBON REDUCTION

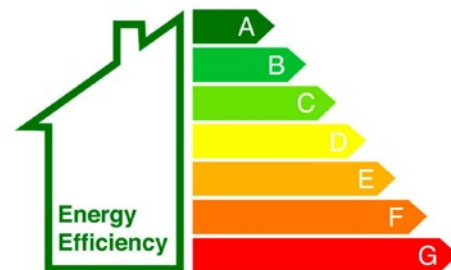
#1

We recognise that our Choice Services have scope 2 emissions relating to the electricity we use at our depot, for power, heat and hot water. We will take steps to reduce our electricity consumption, by considering how we use our Depot and the behavioural improvements we can make.

ACTION 1:

We will review electricity consumption for our base year of 2023/24 and seek to deliver a reduction of at least 3% by 2027.

This target reflects our current lease arrangements for our building and limited opportunities to invest in capital improvements at present. However, our target will be kept under constant review and opportunities will be sought to improve upon this target where possible.



In order to deliver our maintenance services we must travel across Ireland and so we understand the challenge of continuing to meet the needs and expectations of our customers, whilst reducing our scope 1 emissions relating to transport.

In 2023/24 Choice Services had a fleet of 79 vehicles, with annual associated CO2e emissions of 392,069 kg which equates to 4,962.9kg/CO2e per vehicle. Choice Services invested in the 'samsara' system which allows much more accurate information to be provided on vehicles. This initiative allows the monitoring and reporting on fuel costs, idling time, driver efficiency, emissions and future EV suitability.

We have considered how we may move our fleet to a lower carbon alternative, such as switching to use HVO as an alternative fuel, or by investing in electric vans, with a trial of an electric van taking place in recent years. Unfortunately the associated high costs of HVO and specific concerns around functionality and charging of our electric vans, have meant that further research in this area is required.

We have also been able to monitor vehicle idling time, this is when an engine is running and the vehicle has not moved for a 2 minute period. Idling in 2024 has consumed 234 gallons of fuel at 1,734 hours (4%) vehicle run time.

ACTION 2:

We will take action to reduce our emissions to 4,565kg/CO2e per vehicle. This will be delivered through continued management improvements and ongoing engagement with our staff, facilitated by our innovative use of samsara.

ACTION 3:

We will reduce idling time through driver education, automatic stop/start function engaged on vehicles.

ACTION 4:

We will carry out further research on options to decarbonise our fleet, which will feed into our new Sustainability Strategy from 2027.



MATERIALS, WASTE & RECYCLING

#3

In delivering our services to our customers there will inevitably be waste produced. This may come through the existing equipment and materials we remove from sites when completing works, through packaging on materials provided to us by our suppliers, or by waste produced at our depot.

We actively seek to purchase materials which have a reduced impact on the environment and will continue to engage with our supply chains to support our activities.

ACTION 5:

Working with our customers, we will carry out a review of materials and waste linked to our most common maintenance activities, with recommendations for improvement to be identified.

ACTION 6:

Encourage a focus to repair and reuse components rather than full replacement.

We believe this collaborative review has the potential to not only reduce our impact on the environment, but also to deliver improved value for money and customer service.

GROWTH & INNOVATION

#4

Choice Services has an ambition to grow as an organisation, including both increasing the number of homes which we provide services to, and expanding the range of works which we undertake. This growth is directly linked to the needs of our customers and we will collaborate with them to identify opportunities.

As an example, we may consider how we may support the continued decarbonisation of Choice Housing properties and their ambition to continually improve the energy efficiency of their homes e.g. through activities relating to building fabric, renewables and biodiversity.

ACTION 7:

We will carry out a review of our service provision and identify opportunities to responsibly grow as an organisation and identify areas to upskill our staff in the installation and maintenance of renewable technologies.



ENGAGEMENT

#5

In undertaking continuous environmental improvement we recognise that the need for staff commitment and involvement is crucial, along with the need to work in partnership with our customers. A significant proportion of our carbon emissions and environmental impact will relate to the materials and services from our suppliers and so collaborative working is essential.

ACTION 8:

We will collaborate with our customers and support Choice Housing in meeting their Sustainability & Energy Targets, and we will engage with our suppliers to further understand how our activities impact on the environment, identifying improvement opportunities.

Our Sustainability Strategy will be communicated to all of our employees with engagement activities scheduled

VOLUNTEERING

#6

Choice Services recognise that staff have the ability to significantly support and contribute to the environment, economy and community through volunteering of their time

ACTION 9:

We will support our staff in allowing up to two volunteering days per leave year to provide staff the ability of personal growth, creation of civic pride and contribution to the community.



we are
committed
to reducing our
impact upon the
environment



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