

STRONGER COMMUNITIES, BETTER FUTURES

Kingdom Group ESG Report

2024-25

| Environmental

| Social

| Governance



MORE THAN A HOME



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Foreword

I am delighted to introduce the Kingdom Group's annual ESG report. We have taken the important step of adopting a recognised framework for reporting on our environmental, social and governance (ESG) activities across all our business areas. We will do this through the Sustainability Reporting Standard for Social Housing (SRS). The SRS provides a consistent and transparent framework for housing providers to report on and demonstrate their ESG performance. Established in 2021, over 100 housing providers and funders have now adopted the reporting tool.

To supplement our annual reporting on the 46 SRS criteria and following approval from our Group Board, this report provides a deeper dive into our performance on ESG activities for the year ending 31 March 2025.

As a leading housing and care provider serving communities across Fife and East Central Scotland, we aim to deliver **more than a home**.

We believe everyone should have a safe, secure home and the chance to build a better life. Our work tackles inequality, creating communities where people can thrive meeting needs that go beyond bricks and mortar within our communities.

United Nations Sustainable Development Goals

Our ESG activity is guided by the UN Sustainable Development Goals (SDGs) - a set of 17 goals aimed at driving change at government, business and societal level to end poverty, fight inequality and protect the planet. Our work has a direct impact and contribution to achieving many of these goals and linked our ESG progress in this report to the relevant SDGs.

Tricia Hill

Development & Sustainability Director

UN Sustainable Development Goals

1.
No Poverty



2.
Zero Hunger



3.
Good Health
& Wellbeing



4.
Quality
Education



5.
Gender
Equality



6.
Clean Water &
Sanitation



7.
Affordable &
Clean Energy



8.
Decent Work
& Economic
Growth



9.
Industry,
Innovation &
Infrastructure



10.
Reduced
Inequalities



11.
Sustainable
Cities &
Communities



12.
Responsible
Consumption
& Production



13.
Climate Action



14.
Life Below
Water



15.
Life On Land



16.
Peace, Justice
& Strong
Institutions



17.
Partnerships
For The Goals




KINGDOM
Group

MORE THAN A HOME

Environmental

Climate Change

Scotland's climate is changing, we are already seeing warmer and wetter weather with more frequent extreme weather events as a direct result of the impact that human activity is having on our planet. To address this we must reduce our reliance on fossil fuels across energy, transport and our supply chain.

The Kingdom Group is committed to addressing these challenges by developing robust plans for retrofitting our existing homes in line with national standards, building new energy-efficient homes, and supporting our customers to adapt to the changing climate and renewable technology. Through our Sustainability Policy we promote sustainable practices in our governance, strategy, operations, and policymaking as we work towards reducing our carbon emissions and creating a more sustainable future for all our customers.

In early 2025 we commissioned a consultancy to support us in our first comprehensive carbon footprint baseline covering scope 1, 2 and 3 emissions in line with the Greenhouse Gas (GHG) Protocol Corporate Standard. This covers the financial year 2024 /25. These are set out below:

Scope 1: Direct GHG emissions

Direct GHG emissions occur from sources that are owned or controlled by the company, for example, emissions from combustion in owned or controlled boilers, furnaces, vehicles, etc.

Scope 2: Electricity indirect GHG emissions

Scope 2 accounts for GHG emissions from the generation of purchased electricity consumed by the company.

Scope 3: Other indirect GHG emissions

Scope 3 emissions are a consequence of the activities of the company, but occur from sources not owned or controlled by the company.

2024/25 ESG: A YEAR IN NUMBERS

184

Energy
efficient
homes built

£49.9M

Invested
in new
homes

£3.5M

Invested
in our existing
homes

283

Heating
systems
upgraded

384

People
supported
into
employment

£2,622

Amount raised
by staff for
our chosen
charity

£23,096

Donated within our communities from our
Community Initiatives and Common Funds

£892,536

Financial gains achieved for customers

For the Kingdom Group, Scope 1 consists of the mains gas supplying boilers for heat and hot water plus the fuel used in our fleet. Scope 2 is the electricity used across our direct operations. Scope 3 emissions consists of everything else and tends to account on average for 80-90% of any business' carbon footprint.

Our carbon footprint for the year ending 31 March 2025 can be summarised as follows:

SCOPE AREA	TONNES CO ² e
Scope 1- direct emissions from owned or controlled sources	544
Scope 2- Indirect emissions from the generation of purchased energy	218
Scope 3 - all other indirect emissions from purchased goods, leased properties, waste disposal and commuter travel	30,347
Total - Absolute Emissions 2024-25	31,109

Based on 7,500 properties, the breakdown of emissions per home is:

SCOPE AREA	TONNES CO ² e
Scope 1- direct emissions from owned or controlled sources	0.07
Scope 2- Indirect emissions from the generation of purchased energy	0.03
Scope 3 - all other indirect emissions from purchased goods, leased properties, waste disposal and commuter travel	4.05
Total Emissions per home 2024-25	4.15

We will now use this baseline to manage, monitor and target reductions aligned with our Net Zero Strategy and Group Corporate Plan 2024-2029.

Our Homes

At the end of March 2025, the Kingdom Group owned 7,391 homes, with 184 homes built over the previous 12-month period.

The Energy Performance Certificates of our homes show the majority of our properties achieve an EPC rating of Band C or above, with all new homes delivered in 2024/25 meeting Band A or B. This reflects our commitment to strong design standards for building new energy efficient homes based on a fabric first approach.

EPCs of homes completed **before** the last financial year:

EPC BANDING	PERCENTAGE OF HOMES
A	0.9%
B	56%
C	36%
D	6.5%
E	0.1%

EPCs of homes completed **during** the last financial year:

EPC BANDING	PERCENTAGE OF HOMES
A	8%
B	92%

The homes achieving the A rating were at the Grange, St Andrews.

Case Study: Pleasance Road, Dunfermline



Pleasance Road, Dunfermline

In December 2023 Kingdom Housing Association was awarded a grant from the Scottish Government's Social Housing Net Zero Heat Fund for £88,695 to upgrade the energy efficiency of six homes on Pleasance Road, Dunfermline.

Kingdom funded the remaining £116,000 towards the energy project. The measures installed included:

- Solar Panels and Battery Systems
- Air Source Heat Pump (replacing old storage heating)
- Triple-glazed windows
- New external doors
- Loft insulation top ups

The project started in early March 2024 and completed in April 2024. The aim was to lower fuel consumption and reduce customer fuel bills.

From the evaluation report we found that the tenants had better control of their heat demands, some bills were halved and the tenants reported fewer draughts and mould issues.

Case Study: The Grange, St Andrews



The Grange, St Andrews

Kingdom Initiatives, part of the Kingdom Group, in partnership with the University of St Andrews, created a new 'university village' reducing accommodation pressures in St Andrews.

The development of 61 homes have been built to Building Control's Silver Active standard and are highly energy-efficient and underlines Kingdom's commitment to building innovative and sustainable communities.

All of the homes have solar panels and achieved an energy rating of A. Hydrogen-ready boilers have been installed in all of the properties. This means they are ready to operate using either natural gas or pure hydrogen.

Partnership Working

We recognise the valuable contribution we can make in supporting our local authority partners to tackle their climate challenges. Fife Council declared a climate emergency in 2019. We are therefore proud to sit on the Fife Council Addressing Climate Emergency Board engaging and collaborating with other partners and stakeholders and the third sector to tackle climate action.

Social

Supporting Successful Tenancies

We want every customer to feel secure and supported in their home. That's why we offer clear, reliable tenancy agreements and dedicated help throughout every stage of their tenancy journey.

Our Tenancy Support Services (TSS) team gives tailored support to customers before and during their tenancy. The aim is simple: help prevent tenancy breakdown by offering early, practical advice and hands-on support when it's needed most.

We've strengthened our commitment to tackling homelessness too. Last year, 42% of our homes were allocated to people who were registered as homeless, a rise from 38% the year before.

We've also invested in a specialist role within our TSS team. This person acts as a single point of contact for those who may need more support at the start of their tenancy. They help customers settle in, build skills, maximise their income and understand how to get help if challenges come up later on.

By taking this proactive approach, we're helping people build a strong foundation from day one, and giving them the tools to stay in their home for the long term.

Resident Voice

Customer engagement is about all the different ways that customers can influence and shape the services Kingdom provides. We follow a flexible approach to engagement that allows us to reflect the voices of our customers.

In 2024/25 we delivered 34 customer engagement events across our communities, bringing our service offerings into our local areas. Our Scrutiny Panel, an independent group of customers, including social and mid-market tenants and factored owners, continues to hold us to account.

This year they concluded their investigation into solar panels and

delivered recommendations to our Board of Management, which we have started to implement.

They also contributed to our rent consultation process and had a presence at our Autumn and Summer Gatherings, giving other customers information about the work they do.



Resident Support

We want our customers and their families to thrive. We know many people are still feeling the pressure of rising costs, which is why providing **more than a home** means offering wraparound services when our customers need extra support.

This year, our Tenancy Sustainment team delivered almost £900,000 worth of direct financial support to customers. 415 customers accessed energy advice, support and efficiency measures, and we were able to provide smart pressure cookers, energy-efficient light bulbs and dehumidifiers where a need was identified.

In December 2024, we launched a groundbreaking partnership with Change Mental Health. This first-of-its-kind collaboration recognises that housing stability and mental wellbeing are deeply connected.



Richard Barnett, Tenancy Support Services Co-ordinator,
and Isla Aitchison of Change Mental Health

This year, through our employability service Kingdom Works we supported 743 people, with 62% achieving employment outcomes.

We're particularly proud of our work with people experiencing homelessness, where we supported over 160 individuals, with more than 50 managing to move into meaningful employment.

As part of our mission to provide **more than a home**, we make it our priority that everyone who wants help finding work can get it.

Placemaking

This year, we donated over £20,000 through our Community Initiatives Fund, positively impacting communities across all our areas of operation.

From supporting young people's development to helping families in need, our funding reflects the diverse needs of our communities.

In Perth and Kinross, we supported the Scottish Fire and Rescue Service to buy fire skills kits for young people taking part in Fire Skills Courses throughout local schools and colleges. We also helped Perth City Junior Netball Club hire a specialist trainer, removing cost barriers for families and encouraging new members to join.

Our support for The House Project Fife helped young care leavers create a welcoming garden space outside their office, with benches and planters that provide a better environment for one-to-one sessions and group activities. We also supported Forces Children Scotland with youth participation activities in Fife, bringing children and young people from armed forces communities together to reduce isolation and encourage peer support.

At Falkland Golf Club, our donation helped purchase sets of junior golf clubs that are hired out to young people who don't have or cannot afford their own equipment, opening up the sport to more families in the community.

Every pound we donate helps build the kind of communities where people want to live, work, and raise their families. Because thriving communities don't just happen, they're built by people working together to make life better for everyone.



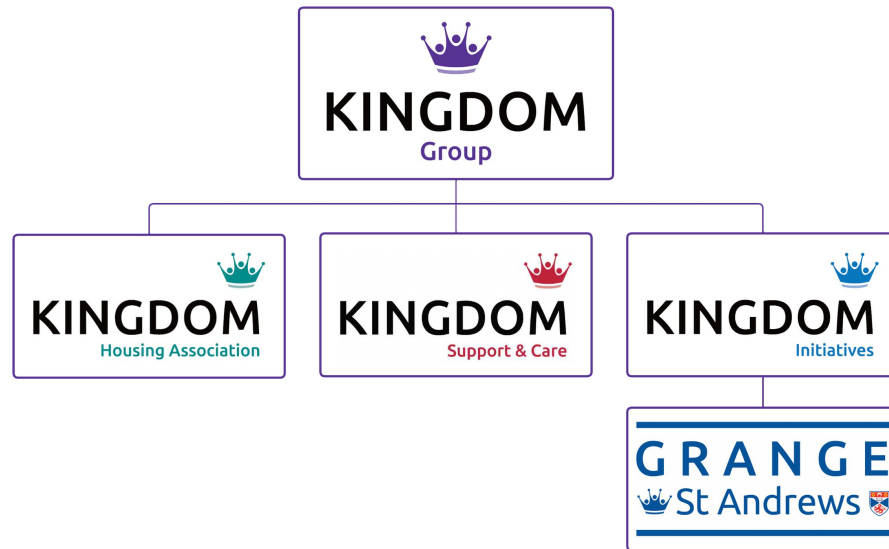
Falkland Golf Club juniors with their
new golf clubs



Scottish Fire & Rescue Service using
their Fire Skills Kits

Governance

Structure and Governance



The Kingdom Group consists of 4 legal entities.

Kingdom Housing Association (KHA) is the parent company within the Kingdom Group of companies. Kingdom Housing Association (KHA) was established in 1979 to provide housing and support to single vulnerable people in Fife. Since then we have gone on to become one of Scotland's leading housing associations working in East Central Scotland providing a range of affordable housing and support services to meet a wide range of needs.

Kingdom Initiatives (KI) Limited is a non-charitable wholly-owned subsidiary of KHA. The role of KI is to carry out activities that complement Kingdom's objectives, which KHA itself cannot undertake by virtue of its charitable status.

Kingdom Support & Care CIC (KSC) is also a wholly-owned subsidiary of KHA. KSC, which is registered as a Community Interest Company, provides services for adults, children and young people with a range of support needs.

Grange St Andrews LLP is a limited liability partnership with the University of St Andrews, in which Kingdom Initiatives has a stake.

The Boards of the Kingdom Group are supported by three Group committees:

- Customer Services
- Staffing
- Audit, Finance and Risk

Regulatory Environment

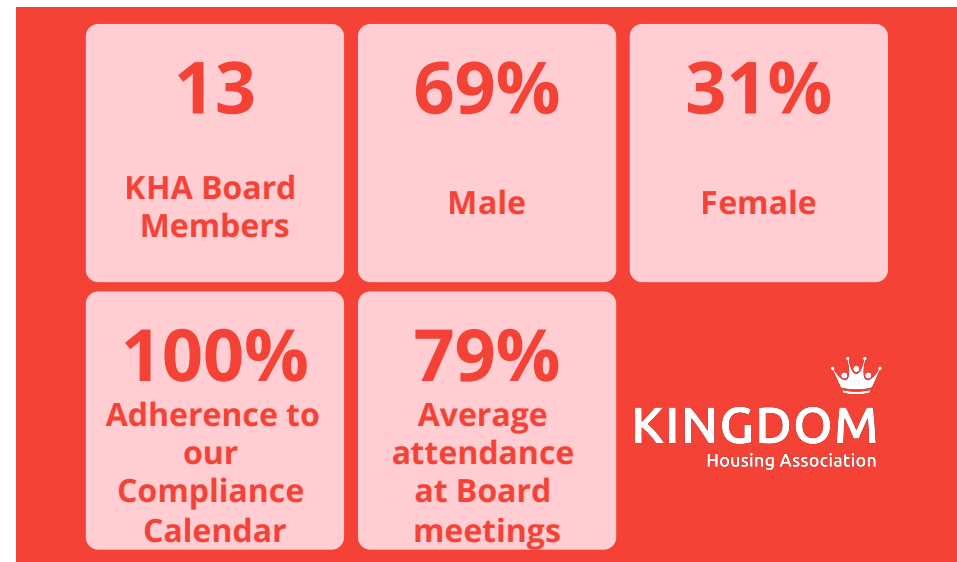
KHA as the parent company and Registered Social Landlord (RSL) is regulated by the Scottish Housing Regulator (SHR). We must ensure we comply with the SHR regulatory framework including the standards of Governance and Financial Management.

Each year we comply with requirements to produce performance statistics for the Annual Return on the Charter (ARC) and publish an Assurance Statement on our compliance.

Our Board members adhere to our code of conduct and declare any personal or financial interests.

KHA is governed by our Rules, available on our website.

We undertake an annual review of our Governing body membership as part of our Board appraisal process. Our review helps us to identify skills gaps and target recruitment to our Governing body.



Staff Wellbeing

Our Health and Wellbeing policy aims to incorporate health and wellbeing into all aspects of our peoples lives at work and at home. At Kingdom we believe health and wellbeing can be described as the achievement and maintenance of physical fitness and mental stability. Our ideas about health and wellbeing can change over time and vary between different cultures and life stages.

We know Health & Wellbeing can be unique, so what works for some people won't necessarily work for everyone, so it's important for us to explore different avenues and do what's best for our people.

Current initiatives include:

- Flexible working arrangements (4 day weeks / 9 day fortnights)
- Investors in People Gold standard
- Our Employee Assistance Programme offers free and confidential advice for all work and personal issues
- Opportunities to participate in healthy eating and fitness challenges

We provide our people with information and ideas on how to help their own health and wellbeing covering:

- Healthy Eating
- Sport & Exercise
- Mental Health
- Financial Wellbeing
- Getting Involved in the Community

INVESTORS IN PEOPLE™
We invest in people Gold



Supply Chain Management

Through our Procurement Policy and Strategy we have robust processes and procedures in place to cover the purchasing of all goods and services. Our principles are based on the following key objectives.

Objective 1:

Consistently apply good procurement practice across the organisation.

Objective 2:

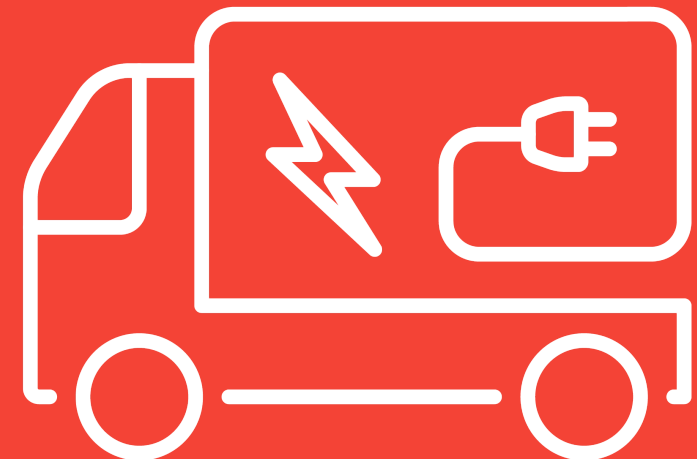
Help improve economic, social and environmental wellbeing in our geographical areas of operation.

Objective 3:

Plan, monitor & review effectively current/ future procurement activities.

Objective 4:

Tender and award contracts in accordance with Kingdom's Financial Regulations, legislative requirements and best practice.



Conclusion

This year's ESG Report shows real progress and a clear direction. We've strengthened our environmental work, deepened our social impact, and kept our governance strong and transparent. ESG isn't a separate strand of what we do. It's part of how we deliver great homes, support our customers and make responsible decisions every day.

On the environmental side, 2024/25 was a turning point. We now have a carbon footprint baseline across all scopes, giving us the information we need to target meaningful reductions. Our new homes continue to achieve high energy ratings, and our retrofit work is improving comfort and cutting bills for customers. These are practical steps towards our Net Zero goals and part of a wider effort to build homes that are affordable and energy-efficient.

Our social impact remains central to how we work. We've helped hundreds of people through our tenancy and employability services and last year we allocated 42% of our homes to people registered as homeless. Our partnership with Change Mental Health shows how housing and wellbeing are connected, and our community funding continues to make a difference where it's needed most. Fairness, inclusion and opportunity guide how we recruit, pay and develop our people.

Strong governance supports all of this. Our Boards and committees provide oversight and accountability, backed by policies that promote transparency, fairness and ethical decision-making. We continue to meet regulatory standards, manage risk carefully and invest in good leadership at every level.

Looking ahead, our focus is on turning data into action, embedding sustainability across the organisation, and keeping people at the centre of our plans.

ESG is how we make sure Kingdom delivers long-term value for our customers, colleagues and communities, and how we build a fairer, greener future for the next generation.



Environmental

Social

Governance



KINGDOM

Group

MORE THAN A HOME

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