

LSL

Living Responsibly **Report 2024**

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Executive Summary

We are one of the largest providers of Business-to-Business services to the UK's property and mortgage market. We provide services to mortgage intermediaries and estate agency franchisees, and valuations to many of the UK's largest lenders

Through this Living Responsibly Report, you'll gain insights into our sustainability initiatives, and see how our actions reflect the culture of our Group.

You can find more information about LSL and read about our Living Responsibly programme by visiting:

www.lslps.co.uk/living-responsibly

Foreword



In 2021 we established its 'Living Responsibly' programme focused on creating a positive impact across the communities we serve. In 2024 we introduced paid volunteering days, which resulted in our colleagues collectively contributing 534 days to support various causes.

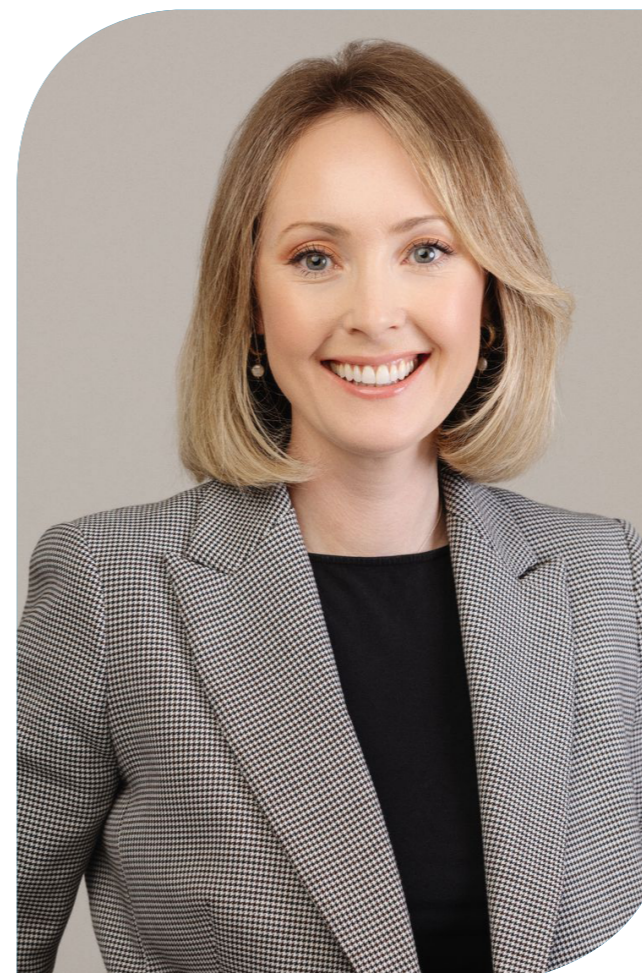
By listening and taking action we further strengthened this commitment through apprenticeships, improved colleague benefits and learning and development opportunities. This was reflected in our most recent colleague engagement survey with a record high participation rate of 84%.

Addressing the impact we have on the environment remains central to Living Responsibly, and during 2024 we have taken steps to better understand this and our pathway to Net Zero 2040.

Reflecting on our progress affords us the time to look forward and plan the next steps for Living Responsibly; at the start of 2025 we welcomed in new colleagues from across the Group, who will ensure our Living Responsibly programme continues to have a positive impact and aligns with the needs of all our stakeholders.

David Stewart

Group Chief Executive Officer & Living Responsibly Sponsor



Four years have passed since the introduction of our Living Responsibly programme, and I am pleased to see how far we have come.

Our 2024 report offers a moment to reflect on and acknowledge the dedication and hard work of our colleagues to deliver on the priorities of the programme.

Through the work of our colleague forums we've been able to facilitate the exchange of ideas and perspectives that represent all colleagues. Our forums have run initiatives this year following colleague feedback, which has been positively received.

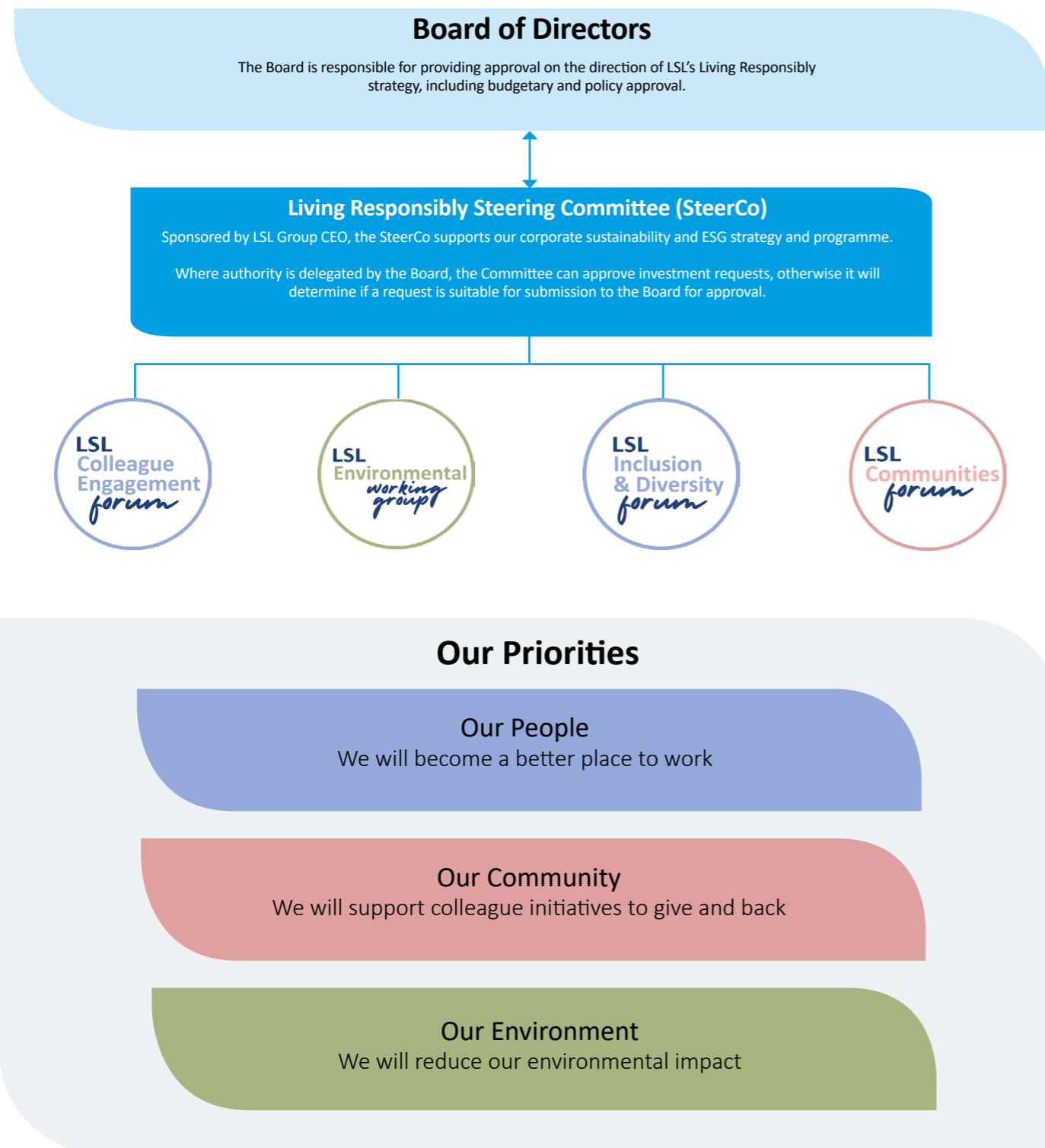
As we look towards 2025 we'll make sure that our initiatives continue to be both impactful and contribute to the success of the Group.

Debra Gardner

Group Chief People Officer

Overview

Transparency and accountability are central to our Living Responsibly programme. Our Governance structure helps make sure we have **the right people, doing the right things, in the right way.**



Our Living Responsibly programme, centred on objectives for People, Community and Environment, provides a clear framework for establishing goals and taking action across the organisation.

The delivery of these objectives is facilitated through dedicated forums and specialised working groups, each of which is overseen by an Executive sponsor. These sponsors provide strategic oversight and leadership.

Our approach fosters collaboration, accountability, and measurable progress, enabling the organisation to create value for all of our stakeholders.

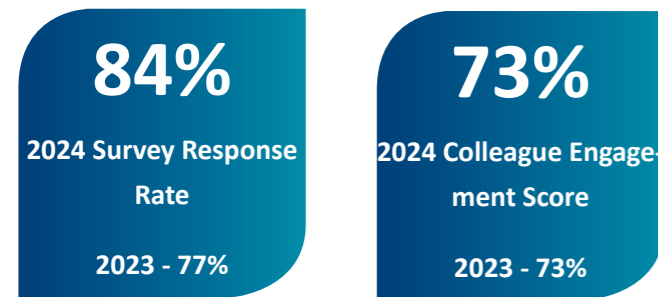
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 - Serve as the connection between all companies within the LSL Group to ensure initiatives, change programs and engagement activities are effectively supported and communicated.
 - Facilitate the exchange of ideas and perspectives that represent all colleagues.
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 - Set and lead Group environment strategy.
 - Maintain climate-related risks and opportunities register.
 - Ensure consistency across group and divisions on environmental matters.
- 
 - Share best practices on equality, fairness and diversity across the Group.
 - Ensure inclusivity and diversity align with the Group's composition and addresses stakeholder expectations.
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 - Encourage our colleagues to support local communities and charities.
 - Serve as the primary point of contact for all charity and volunteering day requests

Further information can be found on <https://www.lslps.co.uk/living-responsibly>

Our People

Colleague Engagement Survey

In November 2024, we undertook our annual colleague engagement survey, conducted in partnership with survey provider, People Insight. This year, we had the opportunity to compare our results with those from the previous year, providing valuable insights into our progress and areas for development.



Our Engagement Score is a representation of how committed, motivated, and satisfied colleagues are with their work and the organisation.

A total of 1,514 colleagues from across the Group are represented in the survey.

As a result of the feedback received through the survey, three focus areas have been identified for 2025:

- Reinforce senior management listening and involving
- Improve workload & work-life balance
- Improve performance & recognition

More information on our survey and focus areas can be found in our Annual Report and Accounts 2024.

Colleague Engagement Forum

We continue to operate an active Colleague Engagement Forum (CEF), which includes 9 elected members from across the business.

Aligned with the forum’s objective to facilitate the exchange of ideas and perspectives that represent all colleagues, over the course of 2024 the forum prioritised their focus on:

- **Bonus 2024** - CEF members were involved in the bonus communications and consultation
- **Holiday improvement** – our CEF supported our business to increase annual leave for all colleagues; this has been received extremely positively by the business
- **Long Service Awards** - These are being rolled out across the Group with the CEF’s support

Learning & Development

Learning and Development across the Group is an important aspect of keeping our business safe and ensuring our regulatory requirements are met. Personal development is also important to us and is provided through numerous mediums, including online, classroom and virtual sessions. Utilisation of the apprenticeship levy has been key in helping our colleagues develop their skills, and ensures we receive value from the contributions we make to the scheme.

We actively promote the gifting of our levy to our partners in the franchise community meaning they can also benefit.

Apprenticeship Case Study - Amy Jones, Operations Manager

We continue to offer fully funded training opportunities within LSL and have been promoting apprenticeships at all levels across our Divisions, making use of our apprenticeship levy funding. Apprenticeships offer chances for our colleagues to gain skills, knowledge and an industry recognised qualification.



Amy Jones, Operations Manager within The PX Hub in Nottingham, completed her apprenticeship in 2024 with a distinction. Amy explains: “I gained a Level 5, Operations/Departmental Manager qualification and with it greater skills and confidence that I

can apply to my current role and use as I progress my career. It took me just under two years to complete.

I had time allocated to complete it within business hours- which was agreed between my manager and the apprenticeship provider, Raise the Bar- and chose to study a bit more at home- which probably helped me get that distinction.

Knowing that I had the support of a dedicated mentor from Raise the Bar for the duration really helped and I’ve enjoyed the process throughout.

The tools, techniques, models and theories discussed and gained during the apprenticeship have already been beneficial to me within my role and allowed me to grow as an individual- not just professionally but, personally too. Studying for an apprenticeship is free, manageable and well worth the effort so I’d definitely encourage colleagues to consider one”

£384K
Apprenticeship contributions

6,924
Hours of Compliance Training*

53,772
Total Hours of Training*

* Surveying, Franchising and Group Functions

Disability Confident Employer

As a Disability Confident Employer, we are required to think differently about disability and take action to improve how we recruit, retain and develop disabled people.



An action plan has been established to become a Disability Confident Leader and includes training and coaching of colleagues from across the Group to become Disability Champions.

Bridget Charlton, Head of HR – Franchise Support & Group commented “I feel very passionate about achieving the disability confident leader status, as this will attract and enhance diversity across the business.”

Our Communities



Saad Hussanuddin
Chief Risk Officer

“ I am delighted to have joined the forum in 2024 as executive sponsor, and I am incredibly proud of the dedication and enthusiasm our colleagues have shown in supporting the meaningful initiatives. Their efforts have made a tangible difference in our communities, and I look forward to continuing this impactful work together ”

Under the support of our Executive Sponsor, Saad Hussanuddin, our Communities Forum is responsible for enabling the Group’s colleagues to have a sustained and positive influence on the communities we work in.

In 2024 the forum focused its programme around four seasonal charity campaigns, and established the introduction of a paid volunteering day for all colleagues.

In this year’s Living Responsibly Report we showcase some of the ways our colleagues used their volunteering day to support good causes.

534
Paid
Volunteering Days



London Marathon - Raising £7,300 for health charities

Congratulations to Richard Scott and Sara White, both Senior Area Operation Managers for e.surv, who successfully completed the London Marathon recently and raised fantastic amounts for charity.

Richard ran it in an amazing 3 hours, 47 minutes and 31 seconds- approximately 5 mins quicker than when he ran it 20 years ago – and in the process raised approximately £4,500 for Macmillan Cancer Support.

Sara admits she was a little slower – at 6 hours 11 minutes- yet was equally impressive in completing the course and in raising nearly £2,800 for the British Heart Foundation. What a great result for both of you after months of hard work and training. Well done.



Communities Day Initiative - Volunteering days for all

In 2024 we launched a Group-wide paid Communities Day initiative. This provides up to a day that all colleagues can request to take off from their normal duties enabling them to participate in a local charitable or community benefit initiative, either an individual basis or with a group of colleagues.

In 2024, the training team in our Financial Services Division offered their support to Oasis Mental Health Support. They helped to garden a 3½ acre field in Knowle which is available to those seeking help from the charity.



Our Environment

Under the guidance of Executive Sponsor, Saad Hassanuddin, and comprising divisional representatives, our Environment Working Group (EWG) plays a key role in ensuring the organisation actively understands and manages its climate impact.

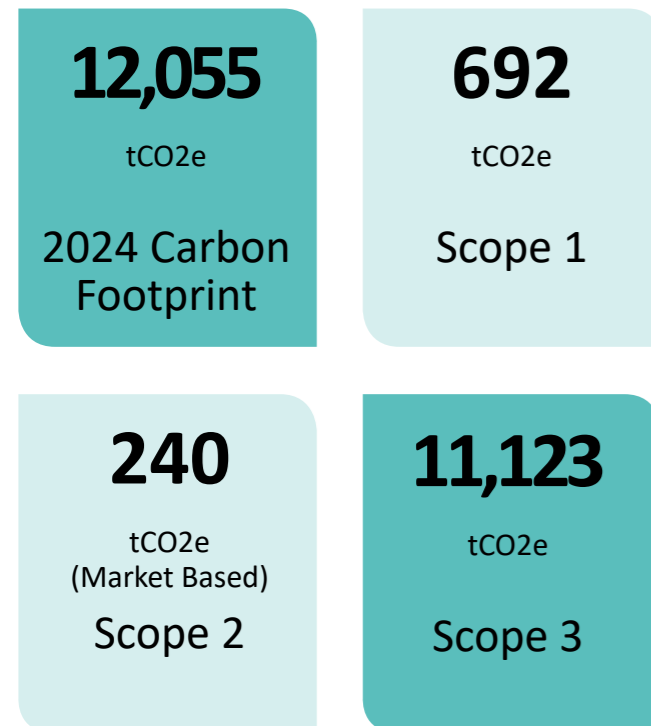
In 2024 the Group focused on enhancing knowledge of Net Zero principles, improving carbon reporting practices, and initiating steps to establish an Environmental Management System within its Surveying & Valuations Division.

We are pleased to highlight these advancements in our Living Responsibly Report and will leverage them to guide our 2025 priorities, and meet stakeholder needs.



Rob Dixon
Head of ESG

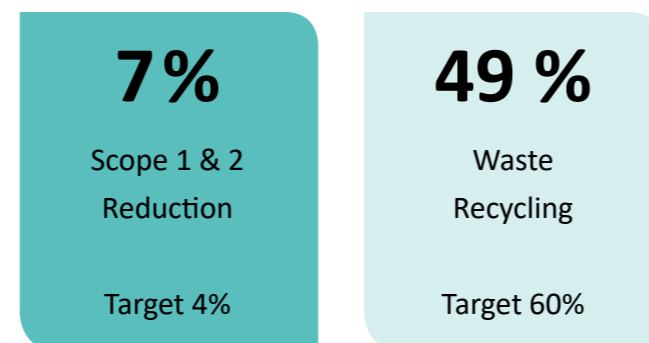
LSL Group Carbon Footprint



Environment Objectives

In 2024, we established two environmental objectives focused on carbon and waste reduction.

In 2025, these objectives will be revisited and refined to ensure alignment with our ambition to achieve Net Zero by 2040.



In 2024, our waste recycling target was not achieved. This outcome is attributed to instances of contaminated waste being recorded. Consequently, we have recorded this as general waste and reflected this in our calculations.

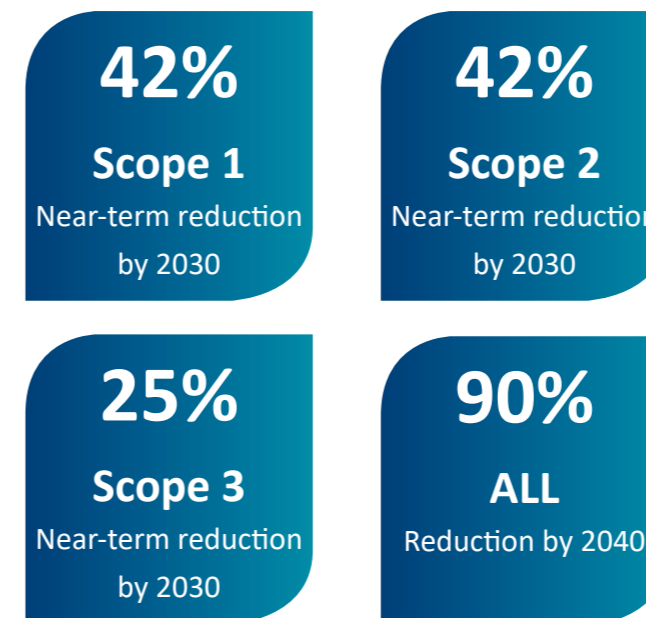
We are collaborating with our waste contractor to explore secure bins, aimed at preventing third-party contamination.

Net Zero 2040

In 2024 we took steps to appraise our pathway to Net Zero 2040 which included the commissioning of a Net Zero strategy paper setting out actions and targets across all scoped emissions.

The report, taken from a 22/23 baseline, showcased that due to the nature of their operations, our Surveying & Valuations Division (under the brand, e.surv) accounted for 58% of Group Scope 1 emissions and contributed to 45% of all business travel emissions.

Based on our findings and in alignment with the Environmental Working Group’s guidance, we prioritised developing a Net Zero plan for this Division and identified three science aligned targets:



Over the course of 2025 and under the continued guidance of the Environmental Working Group, a programme team will be established to develop Group-wide targets.

Case Study - Achieving ISO14001 at e.surv

At the beginning of the year e.surv set itself an objective to certify their environmental management system (EMS) to the international standard for organisations for an Environmental Management System (ISO14001).

We are delighted to report that this was achieved and, as Corrina Jones, Sustainability Manager within e.surv explains, it’s not only important for e.surv but also LSL as a whole.

Corrina Jones, Sustainability Manager commented: “Part of LSL being a responsible business is understanding and reducing our impact on the environment which, as well as being the right thing to do, is important to our stakeholders. Within e.surv we’re frequently asked by our clients (including mortgage lenders) to proactively address environmental concerns and we’ve been working hard to meet their expectations.”

ISO 14001 sets out the requirements for an EMS. It’s an internationally agreed standard that helps organisations improve their environmental performance through more efficient use of resources and reduction of waste and pollution which, in turn, should gain a competitive advantage and the trust of stakeholders. It demonstrates our dedication to minimising our environmental impact and promoting responsible practices.

Shane Ross, Head of Compliance and Data Protection Officer commented: “One of the key milestones of our certification journey included an independent gap analysis, which identified areas we needed to strengthen. Closing these gaps provided confidence to successfully pass the external assessment.”

Carbon Data

Methodology

- We have adopted to use a financial control approach to consolidate emissions as described in the Greenhouse Gas Protocol.
- Where applicable, both Market and Location-based emissions are reported.
- Scope 3 categories material to the business are reported. Scope 3 categories 8-13 are considered not material and have been excluded from reporting.
- The reporting year for 2024 covers the period 1st October 2023 to 30th September 2024.
- Included in our 2024 reporting year are emissions from investments related to our joint venture, Pivotal Growth. The emissions in this category have been estimated based on a 2024 revenue figure and account for 23% of our total market based Greenhouse Gas (GHG) emissions.
- All figures reported in tCO2e

LSL Group Carbon Footprint 23/34

Scope	tCO2e (Market)	% of Total (Market)	tCO2e (Location)	% of Total (Location)
Scope 1	691.6	5.7%	691.6	5.7%
Scope 2	240.4	2.0%	291.5	2.4%
Scope 3	11,123.3	92.3%	11,123.3	91.9%
Total	12,055.3	100.0%	12,106.4	100.0%

Divisional Comparison Table (Market Based)

Scope	e.surv	Estate Agency	Financial Services	LSL Group	Surveying (minus e.surv)	Total
Scope 1	405.4	166.7	100.0	12.5	7.0	691.6
1 - Combustion	401.5	160.9	92.3	12.5	5.1	672.4
1 - Fugitive Emissions	3.8	5.8	7.7	0.0	1.9	16.0
Scope 2	51.2	64.5	110.3	0.0	14.4	240.4
2 - Purchased Electricity	51.2	64.5	110.3	0.0	14.4	240.4
Scope 3	2,931.8	2,962.1	1,789.5	3,304.7	135.3	11,123.3
Category 1: Purchased Goods & Services	1,500.0	602.0	1,185.7	405.9	82.3	3,775.9
Category 15: Investments	0.0	0.0	0.0	2,777.8	0.0	2,777.8
Category 14: Franchises	0.0	1,987.4	0.0	0.0	0.0	1,987.4
Category 6: Business Travel	696.1	164.3	217.8	80.9	8.4	1,167.5
Category 7: Employee Commuting (incl. Homeworking)	524.6	152.9	258.4	36.9	32.8	1,005.7
Category 3: Fuel and Energy-Related Activities	113.0	54.1	56.4	3.1	6.2	232.7
Category 2: Capital Goods	92.2	0.0	66.5	0.0	0.0	158.8
Category 4: Upstream Transportation & Distribution	5.8	0.5	3.8	0.0	5.5	15.6
Category 5: Waste Generated in Operations	0.1	0.7	0.8	0.1	0.1	1.8
Grand Total	3,388.3	3,193.2	1,999.8	3,317.2	156.7	12,055.3

