

Urban Creation Sustainability Policy

Introduction

At Urban Creation, we are committed to fostering a culture of environmental responsibility. As a provider of serviced apartments and student accommodation, we understand our responsibility to reduce our environmental footprint and actively contribute to the sustainable future of our communities. Through eco-friendly initiatives, and ongoing investments in green technologies, we aim to minimize the impact of our operations on the planet, while providing a high-quality experience for our guests.

Sustainable Property Development & Energy Efficiency

In the redevelopment of our properties, we continually strive to exceed local environmental standards and regulations. Our approach includes:

- **Renewable Energy Integration:** In every redevelopment project, we aim to install energy-efficient appliances such as **solar panels, air-source heat pumps** and **triple glazing**.
- **Green Energy Commitment:** Most of our properties are powered by **EDF's Green Energy** - the largest provider of zero-carbon electricity in the UK, ensuring that our energy consumption is sourced from sustainable, renewable resources.

Sustainable Materials & Construction

Our commitment to sustainability extends to the materials we use in the construction and maintenance of our properties:

- **Eco-Friendly Materials:** We prioritize the use of materials with minimal environmental impact, aiming for **A or A+ ratings** under the **BRE Green Guide**. We also select low **Global Warming Potential (GWP)** insulation materials to reduce the carbon footprint of our buildings.

Eco-Friendly Practices

We actively reduce the environmental impact of our day-to-day operations and offer eco-conscious solutions for our guests:

- **Plastic-Free Policy:** We have removed all single-use plastics from our apartments. In their place, we provide **eco-friendly refillable bottles** and other sustainable alternatives.
- **Sustainable Cleaning Products:** We have switched to using **eco cleaning pods** that can be diluted with water to reduce packaging waste and ensure we use only the amount necessary.
- **Housekeeping & Linen Care:** At our serviced apartments, housekeeping is carried out once a week, with linen and towels changed at that time. Additionally, we have partnered with a **sustainable linen supplier** to ensure that our linen is ethically sourced and processed.
- **Energy Conservation:** Our team conducts post-check-out inspections to ensure that no lights are left on and all appliances are turned off to minimize unnecessary energy consumption.

Digital Innovation & Waste Reduction

We recognize the importance of digital technology in reducing both waste and the need for physical resources. To enhance the sustainability of our operations:

- **Contactless Operations:** Our **contactless check-in/check-out system** eliminates the need for a front desk and paper-based processes. Guests and tenants can access their accommodation via a **mobile key system** to eliminate the need for traditional room keys, further reducing waste and improving convenience for our guests.
- **Digital Guest Information:** All in-room leaflets have been replaced with a **guest app**, offering guests easy access to important information in a digital format, reducing paper waste.

Waste Management & Recycling

We are committed to responsible waste management and adhere to local guidelines to ensure effective recycling and waste reduction practices across all our properties:

- **Waste Segregation & Disposal:** We provide dedicated waste storage facilities and ensure proper segregation of materials to align with **Bristol City Council's waste management guidelines**. This ensures that waste is disposed of in an environmentally responsible manner.

Staff Engagement & Training

A key part of our sustainability strategy is empowering our team to actively contribute to our environmental goals:

- **Growing Our Team for Sustainability:** Over the past two years, we have expanded our team to support our sustainability initiatives. With new managerial and supervisory roles, we have streamlined operations and fostered a culture of innovation.
- **Diverse & Skilled Workforce:** Our growing, diverse team brings fresh perspectives and innovative solutions to the table. By focusing on

sustainability in hiring and team development, we ensure that every member of our team plays an active role in our environmental efforts.

Conclusion

Our ongoing commitment to sustainability is reflected in our property developments, operations, staff engagement, and the experiences we provide to our guests. Through these efforts, we aim to contribute to a more sustainable future for our business, our community, and the planet.

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