Investor CDP 2013 Information Request
Unite Group

Module: Introduction

Page: Introduction

0.1
Introduction
Please give a general description and introduction to your organization

The UNITE Group is the UK's leading developer and manager of student accommodation, with a business model that focuses on two core areas:

1. Development and Asset Management: UNITE undertakes the acquisition, planning and development of purpose-built student accommodation in the UK. Through the continuous assessment of quality and location of its investment portfolio, UNITE is well positioned to deliver value-adding strategies to those assets where further opportunities are identified. Working on behalf of its partners, UNITE acts as Fund Manager for the UNITE UK Student Accommodation Fund in which it owns a 16.3% share. UNITE also manages a number of Joint Venture partnerships.

2. Professional property management: UNITE is home to 42,000 students in over 120 properties across 23 of the UK's strongest university cities, and has consistently proven high occupancy levels across its portfolio.

The Group works closely with higher education institutions in order to deliver high quality, well-located student accommodation at affordable prices in strong higher education markets. In 2012, UNITE won the South West Business in the Community (BITC) Carbon Reduction Award for its environmental initiatives and was recognised as the residential regional sector leader for sustainability by the Global Real Estate Sustainability Benchmark (GRESB). UNITE was also awarded Student Accommodation Operator of the Year at Property Week's RESI awards in 2013.

Founded in 1991, UNITE is a FTSE 250 company listed on the London Stock Exchange (UTG). For more information, please visit www.unite-group.co.uk or www.unite-students.com.

0.2
Reporting Year
Please state the start and end date of the year for which you are reporting data.
The current reporting year is the latest/most recent 12-month period for which data is reported. Enter the dates of this year first.
We request data for more than one reporting period for some emission accounting questions. Please provide data for the three years prior to the current reporting year if you have not provided this information before, or if this is the first time you have answered a CDP information request. (This does not apply if you have been offered and selected the option of answering the shorter questionnaire). If you are going to provide additional years of data, please give the dates of those reporting periods here. Work backwards from the most recent reporting year.
Please enter dates in following format: day(DD)/month(MM)/year(YYYY) (i.e. 31/01/2001).

Enter Periods that will be disclosed
Sun 01 Jan 2012 - Mon 31 Dec 2012

0.3
Country list configuration

Please select the countries for which you will be supplying data. This selection will be carried forward to assist you in completing your response

Select country
United Kingdom

0.4
Currency selection

Please select the currency in which you would like to submit your response. All financial information contained in the response should be in this currency.

GBP(£)

0.6
Modules
As part of the request for information on behalf of investors, electric utilities, companies with electric utility activities or assets, companies in the automobile or auto component manufacture sectors, companies in the oil and gas industry and companies in the information technology and telecommunications sectors should complete supplementary questions in addition to the main questionnaire.
If you are in these sectors (according to the Global Industry Classification Standard (GICS)), the corresponding sector modules will not appear below but will automatically appear in the navigation bar when you save this page. If you want to query your classification, please email respond@cdproject.net.
If you have not been presented with a sector module that you consider would be appropriate for your company to answer, please select the module below. If you wish to view the questions first, please see https://www.cdproject.net/en-US/Programmes/Pages/More-questionnaires.aspx.

Module: Management

Page: 1. Governance

1.1
Where is the highest level of direct responsibility for climate change within your company?

Individual/Sub-set of the Board or other committee appointed by the Board

1.1a
Please identify the position of the individual or name of the committee with this responsibility

The Energy Steering Group

1.2

Do you provide incentives for the management of climate change issues, including the attainment of targets?

No

Further Information

The Energy Steering Group is responsible for climate change related issues within UNITE including measures to reduce our contribution and mitigate impact. This responsiblilty is due to be formalised and strengthened with developments to UNITE's Environmental Managerment Systems during 2013.

Page: 2. Strategy

2.1
Please select the option that best describes your risk management procedures with regard to climate change risks and opportunities

There are no documented processes for assessing and managing risks and opportunities from climate change

2.2
Is climate change integrated into your business strategy?

Yes

2.2a
Please describe the process and outcomes

Rising energy and carbon prices are a recognised business risk to UNITE, as are increased demand for heating and cooling assoicated with increased occurances of extreme weather incidents. Accordingly we are looking at oportunities to improve lighting effeiciency (with a multi million pound estate wide LED lighting project planned for 2013-14), improve heating controls, improve efficiency of hot water production, and reducing overheating.
Since 2010 Carbon Reduction has been one of our key performance indicators for the business. These are reviewed by our Group Board and we have annual targets for carbon reduction. These have currently been set until 2014.
As we have over 41,000 student rooms we measure our carbon use per bed. (CO2/bed tonnes) Our targets from 2010 to 2014 are as follows - 2010: 1.59; 2011: 1.54; 2012: 1.50; 2013: 1.45; 2014 1.40.
The carbon emission figures are calculated based on the kWh in our properties and converted using the relevant DEFRA Green House Gas conversion factors.
We have made business decisions to help us meet these targets including investing in technology and behavioural change campaigns with our customers.
Developments to UNITE's Environmental Management System planned for 2013 will include provision for climate change risk analysis feeding into regular buisness planning activities.

2.3
Do you engage in activities that could either directly or indirectly influence policy on climate change through any of the following? (tick all that apply)

Page: 3. Targets and Initiatives

3.1
Did you have an emissions reduction target that was active (ongoing or reached completion) in the reporting year?

Intensity target

3.1b
Please provide details of your intensity target

ID	Scope	% of emissions in scope	% reduction from base year	Metric	Base year	Normalized base year emissions	Target year	Comment
001	Scope 1+2	100%	5%	metric tonnes CO2e per unit of service provided	2011	1.469	2011	Metric is tonnes CO2e per bed

3.1c
Please also indicate what change in absolute emissions this intensity target reflects

ID	Direction of change anticipated in absolute Scope 1+2 emissions at target completion?	% change anticipated in absolute Scope 1+2 emissions	Direction of change anticipated in absolute Scope 3 emissions at target completion?	% change anticipated in absolute Scope 3 emissions	Comment
001	Decrease	5	No change		

3.1d
Please provide details on your progress against this target made in the reporting year

ID	% complete (time)	% complete (emissions)	Comment
001	100%	0%	Normalised emissions per bed rose slightly during 2012 and so target for that year was not achieved; this was largely due to an increase in natural gas usage for heating, driven by higher heating demand in response to lower average temperatures. Within the numbers, electricity usage rose minimally and vehicle usage reduced.

3.2
Does the use of your goods and/or services directly enable GHG emissions to be avoided by a third party?

No

3.3
Did you have emissions reduction initiatives that were active within the reporting year (this can include those in the planning and implementation phases)

Yes

3.3a
Please identify the total number of projects at each stage of development, and for those in the implementation stages, the estimated CO2e savings

Stage of development	Number of projects	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	5	
To be implemented*	1	6000
Implementation commenced*		
Implemented*		
Not to be implemented		

3.3b
For those initiatives implemented in the reporting year, please provide details in the table below

Activity type	Description of activity	Estimated annual CO2e savings (metric tonnes CO2e)	Annual monetary savings (unit currency - as specified in Q0.4)	Investment required (unit currency - as specified in Q0.4)	Payback period

3.3c
What methods do you use to drive investment in emissions reduction activities?

Method	Comment
Compliance with regulatory requirements/standards	Participation in the CRC ESS
Dedicated budget for energy efficiency	To fund pilot projects to identify those suitable for larger scale roll out
Employee engagement	National "Energy Network" of representatives from sites, to coordinate rollout of energy and carbon reduction measures and to engage with internal stakeholders.
Internal incentives/recognition programs	The company's internal Certificates of Recognition are used to reward and recognise good initiative and performance in all areas including energy and carbon saving. There is a specific award for positive impact on the community, in which achievement in this area would be recognised.
Internal finance mechanisms	Individual sites are responsible for their own energy budget, so energy and carbon savings equate to improved profit for that site, thus incentivising energy reduction measures on each site.

Further Information

Major project (circa £20-30million) planned for 2012/13 to replace all existing lighting with high quality LED lighting and controls. This will be completed in partnership with a major global lighting manufacturer (final stages of procurement process running at time of submission) and will deliver a stepchange in carbon emissions, conservatively estimated at 10% but potentially far higher, with additional reductions in maintenance and waste (currently large numbers of fluorescent lamps turned over).

Page: 4. Communication

4.1
Have you published information about your company's response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s)

Publication	Page/Section reference	Attach the document
In mainstream financial reports (complete)	CR1	https://www.cdproject.net/sites/2013/34/19834/Investor CDP 2013/Shared Documents/Attachments/Investor-4.1-C3-IdentifytAttachment/UNITE Annual Report FINAL.pdf

Further Information

Module: Risks and Opportunities

Page: 5. Climate Change Risks

5.1
Have you identified any climate change risks (current or future) that have the potential to generate a substantive change in your business operations, revenue or expenditure? Tick all that apply

Risks driven by changes in regulation
Risks driven by changes in physical climate parameters
Risks driven by changes in other climate-related developments

5.1a
Please describe your risks driven by changes in regulation

ID	Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact
00001	General environmental regulations, including planning	Increased cost of compliance leading to reduced returns, or in extremis, cancellation of planned developments	Increased capital cost	1-5 years	Direct	About as likely as not	Medium
00002	Carbon taxes	Possible changes to government legislation surrounding the CRC ESS could result in increased operational costs	Increased operational cost	1-5 years	Direct	More likely than not	Medium-high

5.1b
Please describe (i) the potential financial implications of the risk before taking action; (ii) the methods you are using to manage this risk and (iii) the costs associated with these actions

5.1c

Please describe your risks that are driven by change in physical climate parameters

ID	Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact
00001	Change in temperature extremes	Increased summer temperatures could result in increased incidents of overheating in accommodation, necessitating installation of air conditioning, with increased capital and operational costs	Increased capital cost	Unknown	Direct	Likely	Medium-high
00002	Change in precipitation extremes and droughts	Water shortages from changes in precipitation patterns and drought could result in increased water costs.	Increased operational cost	Unknown	Direct	Likely	Medium-high
00003	Change in precipitation extremes and droughts	Increased frequency and occurrence of flooding resulting in disruption and possible building fabric damage	Increased operational cost	Unknown	Direct	More likely than not	Medium-high
00004	Change in temperature extremes	Lower mean winter temperatures resulting in increased demand for space heating and possible building fabric damage	Increased operational cost	Unknown	Direct	More likely than not	Medium-high
00005	Change in temperature extremes	Increased frequency and degree of winter and summer temperature extremes could result in fuel/energy shortages and increased costs	Increased operational cost	Unknown	Direct	More likely than not	Medium-high

5.1d
Please describe (i) the potential financial implications of the risk before taking action; (ii) the methods you are using to manage this risk; and (iii) the costs associated with these actions

5.1e
Please describe your risks that are driven by changes in other climate-related developments

ID	Risk driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact
00001	Reputation	Possible commercial disadvantage and reputational damage if we are not seen to be acting proactively and responsibly to reduce our contribution to climate change and to mitigate its impacts.	Reduced demand for goods/services	Current	Direct	Likely	Medium-high
00002	Fluctuating socio-economic conditions	Changes in domestic energy costs could affect the ability of universities to finance student places	Reduced demand for goods/services	1-5 years	Indirect (Client)	More likely than not	Medium-high
00003	Changing consumer behaviour	Higher cost of energy and fuel shortages might contribute to more students deciding to study closer to home and therefore not requiring accommodation	Reduced demand for goods/services	6-10 years	Indirect (Client)	Unknown	Medium-high

5.1f
Please describe (i) the potential financial implications of the risk before taking action; (ii) the methods you are using to manage this risk; (iii) the costs associated with these actions

Page: 6. Climate Change Opportunities

6.1
Have you identified any climate change opportunities (current or future) that have the potential to generate a substantive change in your business operations, revenue or expenditure? Tick all that apply

Opportunities driven by changes in regulation
Opportunities driven by changes in physical climate parameters
Opportunities driven by changes in other climate-related developments

6.1a
Please describe your opportunities that are driven by changes in regulation

ID	Opportunity driver	Description	Potential impact	Timeframe	Direct/Indirect	Likelihood	Magnitude of impact
00001	Voluntary agreements	Entering into voluntary carbon reduction network leading to local contacts and enhanced reputation	Wider social benefits	Current	Direct	Very likely	Low-medium
00002	Fuel/energy taxes and regulations	Commitment to reducing carbon, possibly due to regulatory driver, will lead to reduced operational costs through lower energy bills in our properties	Reduced operational costs	Current	Direct	Very likely	Medium-high
00003	General environmental regulations, including planning	Adhering to environmental planning regulations and striving for excellence in this area could mean that our planning applications are more likely to be passed	Other: Increased development opportunities	Current	Direct	More likely than not	Medium-high
0004	Fuel/energy taxes and regulations	Regulations or taxes on domestic energy usage might lead to increased demand for our product as rent includes all bills	Increased demand for existing products/services	1-5 years	Indirect (Client)	About as likely as not	Low-medium

6.1b
Please describe (i) the potential financial implications of the opportunity; (ii) the methods you are using to manage this opportunity and (iii) the costs associated with these actions

6.1c
Please describe the opportunities that are driven by changes in physical climate parameters

ID	Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact

00001	Change in mean (average) temperature	Increased average temperature could lead to reduced use of heating in properties	Reduced operational costs	6-10 years	Direct	About as likely as not	Medium

6.1d
Please describe (i) the potential financial implications of the opportunity; (ii) the methods you are using to manage this opportunity and (iii) the costs associated with these actions

6.1e
Please describe the opportunities that are driven by changes in other climate-related developments

ID	Opportunity driver	Description	Potential impact	Timeframe	Direct/ Indirect	Likelihood	Magnitude of impact
00001	Reputation	Showing that we are responding to climate change could improve our reputation with all of our stakeholders	Increased demand for existing products/services	Current	Direct	More likely than not	Medium
00002	Changing consumer behaviour	More environmentally conscious students, due to education about climate change, may mean that they behave differently and more conscious about saving energy, therefore reducing our energy usage	Reduced operational costs	1-5 years	Indirect (Client)	More likely than not	Medium-high

6.1f
Please describe (i) the potential financial implications of the opportunity; (ii) the methods you are using to manage this opportunity; (iii) the costs associated with these actions

Module: GHG Emissions Accounting, Energy and Fuel Use, and Trading

Page: 7. Emissions Methodology

7.1
Please provide your base year and base year emissions (Scopes 1 and 2)

Base year	Scope 1 Base year emissions (metric tonnes CO2e)	Scope 2 Base year emissions (metric tonnes CO2e)
Sat 01 Jan 2011 - Sat 31 Dec 2011	6116.62	56447.49

7.2
Please give the name of the standard, protocol or methodology you have used to collect activity data and calculate Scope 1 and Scope 2 emissions

Please select the published methodologies that you use
Defra Voluntary Reporting Guidelines

7.2a
If you have selected "Other", please provide details below

7.3
Please give the source for the global warming potentials you have used

Gas	Reference
CH4	IPCC Fourth Assessment Report (AR4 - 100 year)
N2O	IPCC Fourth Assessment Report (AR4 - 100 year)
HFCs	IPCC Fourth Assessment Report (AR4 - 100 year)
PFCs	IPCC Fourth Assessment Report (AR4 - 100 year)
SF6	IPCC Fourth Assessment Report (AR4 - 100 year)
CO2	IPCC Fourth Assessment Report (AR4 - 100 year)

7.4
Please give the emissions factors you have applied and their origin; alternatively, please attach an Excel spreadsheet with this data

Fuel/Material/Energy	Emission Factor	Unit	Reference
Electricity	482.34	kg CO2e per MWh	DEFRA emissions factors May 2012, electricity generation scope 2 direct emissions (DEFRA table 3a "total direct GHG")
Natural gas	185.21	kg CO2e per MWh	DEFRA emissions factors May 2012, natural gas scope 1 emission (gross CV basis, scope 1 only)
Other: Company car travel (Scope 2)	0.19469	Other: kg CO2e per km	DEFRA emissions factors May 2012, "Average car, unknown fuel" emission factor
Other: Employee commuting (Scope 3)	0.19469	Other: kg CO2e per km	DEFRA emissions factors May 2012, "Average car, unknown fuel" emission factor
Natural gas	19.14	kg CO2e per MWh	DEFRA emissions factors May 2012, natural gas scope 3 emissions (gross CV basis, scope 3 only)
Electricity	64.68	kg CO2e per MWh	DEFRA emissions factors May 2012, electricity generation scope 3 indirect emissions (DEFRA table 3a "total indirect GHG from generation")
Electricity	30.02	kg CO2e per MWh	DEFRA emissions factors May 2012, electricity transmission scope 3 indirect emissions (DEFRA table 3b "total direct GHG from transmission")
Electricity	4.77	kg CO2e per MWh	DEFRA emissions factors May 2012, electricity transmission scope 3 indirect emissions (DEFRA table 3b "total indirect GHG from transmission")

Page: 8. Emissions Data - (1 Jan 2012 - 31 Dec 2012)

8.1
Please select the boundary you are using for your Scope 1 and 2 greenhouse gas inventory

Operational control

8.2
Please provide your gross global Scope 1 emissions figures in metric tonnes CO2e

6602.6

8.3
Please provide your gross global Scope 2 emissions figures in metric tonnes CO2e

56743.1

8.4
Are there are any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions which are not included in your disclosure?

No

8.5
Please estimate the level of uncertainty of the total gross global Scope 1 and 2 emissions figures that you have supplied and specify the sources of uncertainty in your data gathering, handling and calculations

Scope 1 emissions: Uncertainty range	Scope 1 emissions: Main sources of uncertainty	Scope 1 emissions: Please expand on the uncertainty in your data	Scope 2 emissions: Uncertainty range	Scope 2 emissions: Main sources of uncertainty	Scope 2 emissions: Please expand on the uncertainty in your data
Less than or equal to 2%	Extrapolation Metering/ Measurement Constraints	Small degree of interpolation/extrapolation for very limited number of supplies.		Extrapolation Metering/ Measurement Constraints	Small degree of interpolation/extrapolation for very limited number of supplies.

8.6
Please indicate the verification/assurance status that applies to your Scope 1 emissions

No third party verification or assurance

8.7
Please indicate the verification/assurance status that applies to your Scope 2 emissions

No third party verification or assurance

8.8
Are carbon dioxide emissions from biologically sequestered carbon relevant to your organization?

No

Page: 9. Scope 1 Emissions Breakdown - (1 Jan 2012 - 31 Dec 2012)

9.1
Do you have Scope 1 emissions sources in more than one country?

No

9.2
Please indicate which other Scope 1 emissions breakdowns you are able to provide (tick all that apply)

By activity

9.2d
Please break down your total gross global Scope 1 emissions by activity

Activity	Scope 1 emissions (metric tonnes CO2e)
Student Accommodation	6323
Offices	199
Manufacturing	80

Further Information

Manufacturing comprises factory used for off-site-consturction of modular accommodation units, which were used in new developments. This factory closed in early 2012 but remains unoccupied and in UNITE ownership and control at time of submission.

Page: 10. Scope 2 Emissions Breakdown - (1 Jan 2012 - 31 Dec 2012)

10.1
Do you have Scope 2 emissions sources in more than one country?

No

10.2
Please indicate which other Scope 2 emissions breakdowns you are able to provide (tick all that apply)

By activity

10.2c
Please break down your total gross global Scope 2 emissions by activity

Activity	Scope 2 emissions (metric tonnes CO2e)
Student accommodation	56245

Activity	Scope 2 emissions (metric tonnes CO2e)
Offices	196
Manufacturing	302

Page: 11. Energy

11.1
What percentage of your total operational spend in the reporting year was on energy?

More than 15% but less than or equal to 20%

11.2
Please state how much fuel, electricity, heat, steam, and cooling in MWh your organization has purchased and consumed during the reporting year

Energy type	MWh
Fuel	34983
Electricity	117641
Heat	
Steam	
Cooling	

11.3
Please complete the table by breaking down the total "Fuel" figure entered above by fuel type

Fuels	MWh
Natural gas	34983

11.4
Please provide details of the electricity, heat, steam or cooling amounts that were accounted at a low carbon emission factor

Basis for applying a low carbon emission factor	MWh associated with low carbon electricity, heat, steam or cooling	Comments

Further Information

Page: 12. Emissions Performance

12.1
How do your absolute emissions (Scope 1 and 2 combined) for the reporting year compare to the previous year?

Increased

12.1a
Please complete the table

Reason	Emissions value (percentage)	Direction of change	Comment
Emissions reduction activities			
Divestment			
Acquisitions			
Mergers			
Change in output			
Change in methodology			
Change in boundary			
Change in physical operating conditions	20	Increase	UK Government heating degree day data shows a mean increase of 20% in total heating degree days from 2011 to 2012, resulting in significant increased demand for space-heating by building users and corresponding increase in emissions.
Unidentified			
Other			

12.2
Please describe your gross combined Scope 1 and 2 emissions for the reporting year in metric tonnes CO2e per unit currency total revenue

Intensity figure	Metric numerator	Metric denominator	% change from previous year	Direction of change from previous year	Reason for change
263.638	metric tonnes CO2e	unit total revenue	7.58	Decrease	Increased revenue through business development and efficiencies.

12.3
Please describe your gross combined Scope 1 and 2 emissions for the reporting year in metric tonnes CO2e per full time equivalent (FTE) employee

Intensity figure	Metric numerator	Metric denominator	% change from previous year	Direction of change from previous year	Reason for change

65.575	metric tonnes CO2e	FTE employee	2.32	Increase	Reductions in head count and slight increase in combined Scope 1 + 2 emissions

12.4
Please provide an additional intensity (normalized) metric that is appropriate to your business operations

Intensity figure	Metric numerator	Metric denominator	% change from previous year	Direction of change from previous year	Reason for change
1.529	metric tonnes CO2e	unit of service provided	4.05	Increase	Between 2011 and 2012 there was a mean increase of 20% in total UK Heating Degree Days (see https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/191895/et7_1.xls). Submetering studies undertaken have shown that within UNITE student accommodation, typically 10% to 30% of electrictiy consumption is for space heating, hence the increased heating demand over 2011 compared to 2012 resulting in an increase in Scope 2 emissions. A small proportion of UINTE student accomodation is heated via gas, mostly in more modern buildings with improved thermal performance which were less affected by the increase in heating degree days, hence there is no hence increase in Scope 1 emissions was observed.

Page: 13. Emissions Trading

13.1
Do you participate in any emissions trading schemes?

No, and we do not currently anticipate doing so in the next 2 years

13.2
Has your company originated any project-based carbon credits or purchased any within the reporting period?

No

Page: 14. Scope 3 Emissions

14.1
Please account for your organization's Scope 3 emissions, disclosing and explaining any exclusions

Sources of Scope 3 emissions	Evaluation status	metric tonnes CO2e	Methodology	Percentage of emissions calculated using primary data	Explanation
Purchased goods and services					
Capital goods					
Fuel-and-energy-related activities (not included in Scope 1 or 2)	Relevant, calculated	13312.5	DEFRA May 2012 emissions factors used to calculate scope 3 generation/distribution losses from MWh of electricty and natural gas used.	100%	Sum of indirect emissions from natural gas production/distribution, electrictiy distribution losses, and electricity generation losses
Upstream transportation and distribution					
Waste generated in operations					
Business travel					
Employee commuting	Relevant, calculated	106.9	DEFRA May 2012 emissions factor used to calculate scope 3 emissions from employee commuting milage.	100%	
Upstream leased assets					
Investments					
Downstream transportation and distribution					
Processing of sold products					
Use of sold products					
End of life treatment of sold products					
Downstream leased assets					
Franchises					
Other (upstream)					
Other (downstream)					

14.2
Please indicate the verification/assurance status that applies to your Scope 3 emissions

No third party verification or assurance

14.3
Are you able to compare your Scope 3 emissions for the reporting year with those for the previous year for any sources?

Yes

14.3a
Please complete the table

Sources of Scope 3 emissions	Reason for change	Emissions value (percentage)	Direction of change	Comment
Fuel- and energy-related activities (not included in Scopes 1 or 2)	Unidentified	28.8	Decrease	
Employee commuting	Unidentified	12.6	Decrease	

14.4
Do you engage with any of the elements of your value chain on GHG emissions and climate change strategies? (Tick all that apply)

Yes, our customers

14.4a
Please give details of methods of engagement, your strategy for prioritizing engagements and measures of success

UNITE's customers are our students who live in our buildings, and are responsible for and in control of significant energy consumption and associated carbon emissions that we report on as Scope 1 + 2. Submetering studies undertaken have shown customers are directly in control of 50% to 75% of UNITE's energy consumption. In addition to measures under consideration to improve efficiency of building services (lighting, heating, hot water etc) UNITE are developing a customer engagement strategy to reduce demand which is hoped to be rolled out during 2014-15 accademic year.

Module: Sign Off

Page: Sign Off

Please enter the name of the individual that has signed off (approved) the response and their job title

Sophie Joyce, Head of Communications

CDP: [D][-,-][D2]