



**Delivering
Sustainable Homes
for a Better
Tomorrow**

Table of Contents

	Introduction	
	Key ESG Achievements of 2023	3
	Delivering Sustainable Homes for a Better Tomorrow	4
	ESG Charter	4
	An Eight Strategic Objective – A Sustainable Future	4
	ESG Framework: Pillars and Themes	4
Chapter 1	Protecting the Environment	
	Climate Action	7
	Energy Efficiency	10
	Resource Efficiency & Conservation	11
	Responsible Sourcing	14
Chapter 2	Treating People with Fairness, Equity & Respect	
	Health and Safety	19
	Learning and Development	19
	Labour Practices	19
	Equality, Diversity and Inclusion	19
Chapter 3	Supporting Sustainable Communities	
	Community Engagement	23
	Tenant Development & Learning	24
	Community Enhancement	24
Chapter 4	Upholding Values	
	Governance Structure	27
	Conclusion	28
Chapter 5	2023 Targets and Results	

Introduction

Tuath recognises the importance of climate action and sustainability and is committed to embedding environmental, social and governance considerations into every aspect of our business. We endeavour to strike a balance between organisational growth and the provision of homes, whilst prioritising environmental stewardship and ensuring social well-being. The integration of our social and environmental goals allows us to create sustainable communities throughout our operations.

With over 12,600 homes in management at end 2023 and more than 33,000 residents we recognise our unique opportunity, and responsibility to influence positive action. By collaborating with our employees, residents and stakeholders, we are committed to sustainable business practices.

The establishment of our Sustainability Team in 2022 signals Tuath's commitment to build upon the strong foundations already established within the organisation. Our aim is to integrate sustainability across all aspects of our operations and to play a role in shaping the sustainable development of the AHB sector.

The residential built environment contributed to 10% of Ireland's greenhouse gas emissions in 2022. The Sustainable Energy Authority of Ireland's 'Energy in Ireland 2022' report further reveals that fossil fuels account for nearly 73% of the energy used in homes. This underscores the significant opportunity and challenge in decarbonising our housing stock.

Our company name 'Tuath' meaning 'Tribe', 'Community' or 'Clan', reflects how social sustainability has always been a core value of our organisation. Building sustainable communities is an integral part of our success and we take great pride in the work that our Tenant Engagement and Housing Services teams do to foster a strong sense of community amongst our residents. We are committed to providing good quality, affordable homes in places people are proud to live.

In addition, exemplary governance and regulatory compliance has been a strategic pillar of our business since our foundation.

It is important to acknowledge the significant challenges facing Tuath and the AHB sector as nonprofits, in accessing funding for retrofits and meeting the costs associated with zero emission building standards for new builds from 2030. We will continue to work with our Housing Alliance partners, engaging with public sector stakeholders to ensure a comprehensive understanding of the challenges in raising private or public finance and to identify and assess a full range of potential solutions.

A Year of Progress

Key ESG Achievements of 2023



76%

of owned Tuath homes have an A+ BER rating



85%

of owned Tuath homes have a minimum B2 BER rating



506

tenant engagement events held in 2023



83%

overall satisfaction with services provided by Tuath



Achieved our Bronze EDI accreditation from the Irish Centre of Diversity



Age Friendly Business Recognition Accreditation



€20k

invested in the 'New Horizons' Education bursary



€750k

invested in tenant engagement and communities



Over

50%

of management and board members are women



400

homes cumulatively have been retrofitted for energy efficiency



Scope 1 & 2 carbon emissions reduced by

5.4%

on intensity basis



Tuath support

12.6k

homes



Over

30k

Residents



91%

of staff said that sustainability in the workplace was important to them



41%

of new homes delivered by way of Modern Methods of Construction (MMC)



371

Cost Rental homes delivered



22k

Bulbs planted in 48 Tuath schemes

Introduction

Delivering Sustainable Homes for a Better Tomorrow

In 2023, Tuath published its first ESG Charter and integrated 'A Sustainable Future' as the Eight Pillar in our 2023-2027 Strategic Plan. By tracking Tuath's ESG achievements we can lead the way in making the affordable housing sector in Ireland more sustainable. By promoting positive social and environmental impacts, Tuath aims to deliver enhanced outcomes for our residents, employees and the wider community. We are also developing a road map towards a lower carbon future for the

organisation. This involves formalising our reporting, prioritising our ambitions and developing meaningful metrics for accountability in the years ahead.

ESG Charter

We use our ESG Charter to communicate our sustainability commitment, our priorities and our responsibilities. The ESG Charter, which will be revised annually, reflects Tuath's commitment to maintaining sustainability as a core value.

An Eighth Strategic Objective – A Sustainable Future

Tuath's Strategic Plan outlines our core strategic objectives. Recognising the growing urgency and importance of environmental, social and governance sustainability goals, the Strategic Plan was updated in 2023 to include an eighth strategic objective: **A Sustainable Future**. The establishment of this new strategic objective underscores Tuath's commitment to environmental responsibility and sustainability.

Sustainability, for Tuath, means achieving a harmonious balance between organisational growth, the delivery of homes, environmental care, good governance, ethical responsibility and social well-being for residents, employees, and communities.

ESG Framework: Pillars and Themes Alignment with UN Sustainable Development Goals

The United Nations Sustainable Development Goals define global priorities and aspirations to address the significant economic, social and environmental challenges we currently face. Tuath has reviewed the 17 goals and aligned our ESG framework with those where the organisation has the greatest potential for positive impact.



ESG Framework

ENVIRONMENTAL



Protecting the Environment

We are committed to nature through:

- Climate Action
- Energy Efficiency
- Resource Efficiency & Conservation
- Responsible Sourcing

SDGs



SOCIAL



Treating People with Fairness, Equity and Respect

We are committed to our people through:

- Health & Safety
- Employee Learning & Development
- Labour Practices
- Equality, Diversity and Inclusion

SDGs



SOCIAL



Supporting Sustainable Communities

We are committed to our communities through:

- Community Engagement
- Tenant Development & Learning
- Community Enhancement

SDGs



GOVERNANCE



Upholding Values

We are committed to being an ethical business through:

- Human Rights
- Information & Data Security
- Sustainable Business Practices
- Risk Management
- Affordability & Provision of Housing

SDGs



Chapter 1

Protecting the Environment

We are committed to addressing climate change and biodiversity loss. We aim to mitigate the environmental impact of our business activities. We are committed to introducing measures to reduce our greenhouse gas emissions, energy consumption, water usage and waste. We will improve our understanding of our dependencies & impacts on biodiversity and climate change in the environments in which we operate, and within our value chain.

We are committed to the environment through:



Climate
Action



Energy
Efficiency



Resource
Efficiency &
Conservation



Responsible
Sourcing

The impact of human development on the natural world is becoming increasingly clear; the global living planet report published in 2022 found that 69% of species are in decline - a stark figure which serves as a warning that our rich global biodiversity is in crisis. In addition, scientific evidence of increasing global greenhouse gas emissions shows that widespread and rapid changes in the atmosphere, ocean and biosphere have already occurred and scientists have warned that transformational change is urgently required to secure a future for all. Climate change and biodiversity loss are two interlinked crises, and we recognise the need to urgently address both challenges. In Ireland, climate change impacts are already unfolding and increases in extremes of both floods and droughts are expected with impacts on the health and wellbeing of residents as well as the properties we own and manage.



"5.4% reduction in carbon emission intensity"

Climate Action

Understanding our Carbon Footprint, taking Climate Action

We are developing a road map towards a lower carbon and more sustainable future for our business and residents. We are formalising our reporting, prioritising our ambitions and developing meaningful metrics in the years ahead. We seek opportunities for collaboration and innovation, are strengthening our links with our many valued stakeholders and are proud to have joined the Irish Green Building Council.

To fully understand our carbon impact and opportunity, a key target of 2023 was to undertake a comprehensive measurement of our carbon footprint, starting with our direct Scope 1 and Scope 2 emissions.

In addition, we are setting out a plan to monitor and understand the impact of climate change on our operations.

Tuath will need to be resilient to ongoing climate change impacts on our business and residents.

Carbon Footprint

Working with external consultants, Tuath completed its first Scope 1 & 2 carbon footprint analysis in 2023, looking back over the previous three years. This was updated in early 2024, to include the full-year 2023, and to incorporate a Scope 3 footprint across our operations. Our Scope 1 & 2 data includes our owned housing stock, buildings and offices, while our Scope 3 data includes our leased and managed housing stock, as well as our purchased goods and services, business travel, commuting and waste.

In 2024, a more granular methodology was introduced to estimate consumption of electricity and fuel based on property type and energy rating, which contributed to a more detailed analysis of 2022 and 2023 emissions.

Scope 1 & 2 Footprint

As we respond to the housing crises, we acknowledge the challenge in reducing our absolute emissions, which saw an increase year-on-year (9713 tCO₂e to 11223 tCO₂e) as a result of the additional properties acquired during 2023. We are working closely with our developer partners and AHB colleagues to understand the scale of decarbonising the housing sector and are committed to finding solutions to enable our transition to net zero.

Since 2021, all properties purchased by Tuath have had to meet a minimum A2 BER rating standard. In addition, our energy upgrade programme, has resulted in BER ratings across 400 properties improved to a minimum BER B2 or higher. These combined approaches, together with the revised methodology, have resulted in an improvement in average emissions intensity from 1.67 tCO₂e/unit in 2022 to 1.58 tCO₂e/unit in 2023 i.e. a 5.4% reduction year on year.

Chapter 1 Protecting the Environment

Despite our housing stock increasing by an average of 2,000 homes per year over the past three years, the Scope 1 & 2 absolute emission growth has also started to slow. Based on current projections Tuath expects the rate of emission growth to continue to decline.

Scope 3 Footprint

Our leased properties (managed but not owned by Tuath) account for 71% of Tuath's Scope 3 emissions. While we are constrained by ownership in upgrading the building fabric, we have a role to play in influencing our supply chain and our residents to enable low carbon emissions within these homes. Tuath also requires a min. A2 BER rating for all newly leased homes.

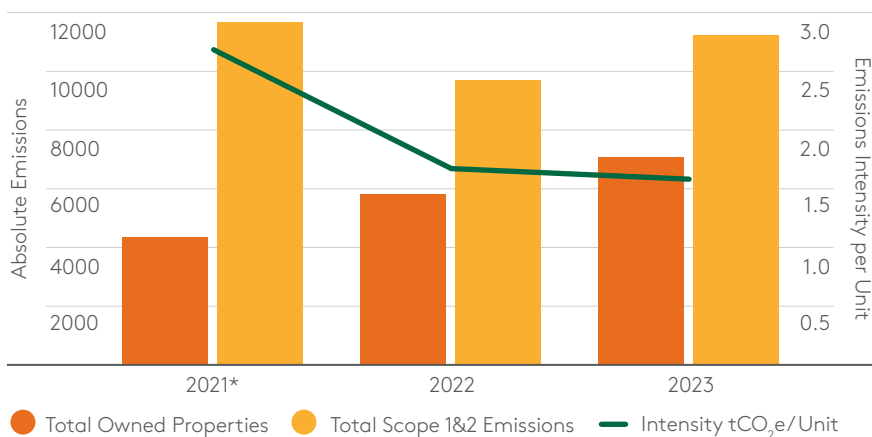
Our purchased goods and services account for nearly a quarter of our Scope 3 emissions. As a large user of services in the housing sector, we have an opportunity to drive our service providers to consider and improve upon sustainability. In 2023, we updated our procurement policy for large tenders to include sustainability marking for the first time and will continue to push this forward.

From a 2019 baseline, our Scope 3 emissions have reduced by 21% on an intensity basis, (i.e. number of homes owned per annum).

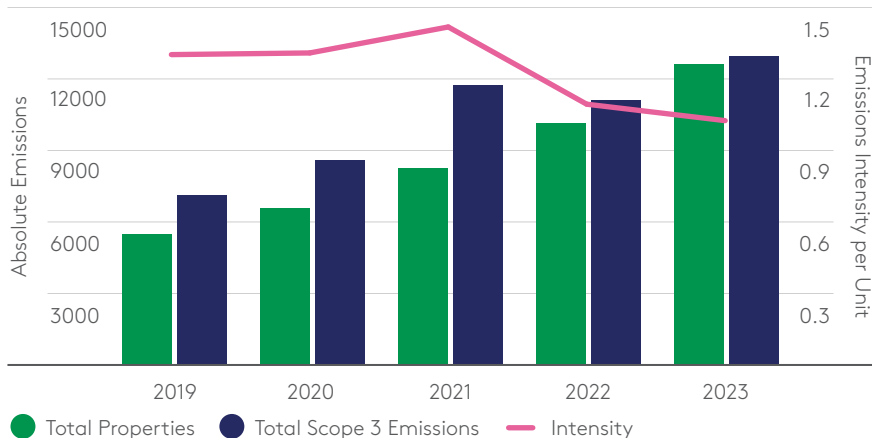
Setting a Decarbonisation Target: Housing Alliance Climate Action Working Group

In 2023, Tuath was a founding member of the Housing Alliance Climate Action Working Group a collaboration of six of Ireland's largest Approved Housing Bodies working together on common climate and sustainability issues.

Scope 1 & 2 Emissions



Scope 3 Emissions



Scope 3 Category



* Old methodology



The working group commissioned and published research funded by the Housing Agency which set out to identify issues, challenges and opportunities in decarbonising the social housing sector. The interlinked challenges of Energy Management, Fuel Poverty and Retrofit finance were found to be the top three climate-related issues across stakeholder groups. The Housing Alliance Climate Action Report sets out nine recommendations that the working group will continue to work on into 2024 including agreeing an ambitious common decarbonisation target, aligned with national targets.



Climate Action – Staff Engagement

Staff Survey

Tuath undertook a survey of its staff to understand the attitudes and perceptions towards sustainability. 91% of staff said that sustainability in the workplace was important to them.

Smarter Travel Charter

Tuath signed the Smarter Travel Charter in October 2023 and became a Smarter Travel Partner with the National Transport Authority (NTA). As a partner of the programme, we have committed as an organisation to surveying employees on their commuting habits, develop an action plan of sustainable and active travel initiatives and encourage employees to use more sustainable and active transport. We are working towards achieving the Smarter Travel Mark. As part of this work, we worked with the NTA to complete a Staff Travel Survey in November 2023. The survey indicated a desire among respondents to increase sustainable travel, a very promising outcome and goal to work towards. 75% of respondents want to use sustainable transport to reduce their impact on the environment.

The Green Team

The Green Team is made up of representatives from all departments and offices in Tuath. We hope that the actions of the Green Team will have wide reaching impacts as employees bring their sustainability knowledge home to family and friends, as well as the potential to have a significant impact through engagement with residents. To date the Green Team has run a number of initiatives within the organisation to promote climate action and biodiversity.

The Green Team Newsletter

Each month, Tuath publishes a Green Team newsletter, promoting environmental initiatives across the organisation, raising awareness and showcasing best practice. This newsletter also serves as an opportunity to update employees on national and European climate action news.



Chapter 1
Protecting the Environment

Energy Efficiency

Reducing emissions,
providing warmer
homes

Tuath is embarking on a plan to reduce carbon emissions and energy consumption among our building stock which will enable us to contribute to EU and National climate targets under the European Green Deal.

By retrofitting homes, we provide residents with a greater level of comfort and cost savings and reduces their reliance on fossil fuels as a heat source.

Tuath’s aim is for all our owned stock to be a minimum of B2 by 2030, with a higher energy rating sought where feasible.

CASE STUDY
Energy Upgrade to Tuath owned property in County Cork
The retrofitting of this Tuath owned property in County Cork involved flat and pitched roof insulation, external wall insulation, replacement windows and doors and the installation of an air to water heat pump system. Financed through a combination of SEAI grant and Tuath direct funding, the energy efficiency of the property has improved from BER F to BER B1.



CASE STUDY
NexGen Far Infra-Red Heating System

Heat pumps are widely recognised as a key technology in decarbonising our homes and businesses, but it is also widely acknowledged that we will need a variety of technologies to heat our homes.

In 2023, Tuath embarked on a pioneering initiative aimed at exploring advanced heating solutions. The project involved the installation of infra-red

radiant heating, powered by NexGen technology, in 10 Tuath owned properties.

This cutting-edge approach, employing panels affixed to walls or ceilings, blends radiant and conductive heating to offer a compelling alternative to conventional systems. By harnessing radiant heat, akin to the sun’s warmth, the technology efficiently warms not only the air,

but also directly heats the building structure and occupants. This holds the promise of reducing heating demand while ensuring consistent thermal comfort, in line with Ireland’s net zero objectives.



Resource Efficiency & Conservation



Conserving resources, repurposing buildings

By implementing the principles of a circular economy, we will reduce pressure on natural resources and create sustainable growth and jobs. We believe that by leading in innovation, there are opportunities to improve efficiency, quality, create sustainable communities, improve human health and reduce risks in our supply chain.

Tuath has been at the forefront in showcasing innovative and sustainable housing solutions by our leadership in the conversion of vacant office buildings into sustainable residential homes. Parkwest Plaza, Dublin 12 and Springville House, Cork City office-to-residential projects are award winning examples of sustainable housing solutions, which help to regenerate areas suffering from vacancy and dereliction.

CASE STUDY

Parkwest Plaza Dublin 12 (Office to Residential Conversion)

In partnership with Harcourt Developments, Tuath delivered 86 apartments at Parkwest Plaza in one of the first large scale office to residential conversion projects in the country.

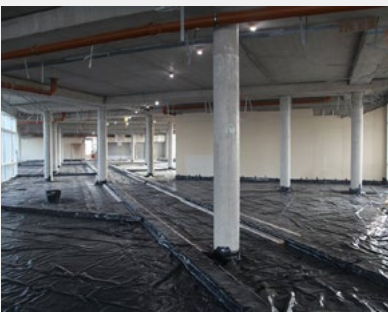
The renovation resulted in two four story office blocks being converted to 86 apartments. The project was supported using finance from Department of Housing, Local Government and Heritage and a loan from AIB's Social Investment Fund.

The former office blocks previously lay vacant for over 20 years but now provide homes to over 200 people, through a mix of one and two-bed apartments. The blocks are fitted with exhaust air heat pumps, heat recovery ventilation systems and photovoltaic solar panels. Park West Plaza has achieved energy ratings up to an A2.

In 2023, Tuath worked with an external consultant to undertake a carbon analysis report of the Park West Plaza office conversion project. The report measures the environmental impact associated with the whole-of-life renovation, comparing it against (a) full demolition and re-build and (b) a new build of comparable residential building. The results indicated a 73% reduction in embodied carbon versus a demolition and re-build and a 62% embodied carbon reduction compared with a new build of similar type.

Parkwest was the overall winner for 'Best Large Housing Development for Families' and 'Best Creative Delivery, Supply and Collaboration' at the ICSH 2023 Awards. It was recently featured in the Housing Agency's Policy Insight Series on Office to Residential Conversions.

BEFORE



AFTER



Chapter 1

Protecting the Environment

CASE STUDY

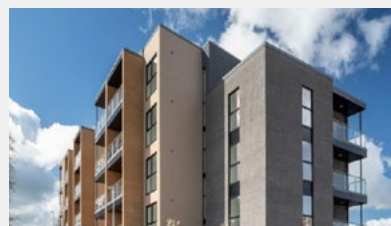
Springville House Blackrock Road, Cork City

In 2023, Tuath (in partnership with Cork City Council and MMD Construction) completed the first office-to-residential conversion project in Cork. Springville House built in the 1960s was put back into use by its conversion into 35 residential homes and made available to older persons looking to 'right size'. The property had previously been vacant for over ten years. This project shows how Tuath translates sustainability ambition into action and was the winner of the 'Excellence in Housing Innovation' award at the ICSH awards and 'Social Housing Development of the Year' at the National Property Awards. Springville was also featured in the Housing Agency's Policy Insight Series on Office to Residential Conversions.

BEFORE



AFTER



“Repurposing a vacant building can save up to 73% in embodied carbon compared with a demolition and rebuild”

Tuath is excited to have received EU funding for an innovation research project, entitled 'Circular Reno' which seeks to develop modular bio-based construction materials from Agri-crops for application in modular construction retrofit.

CASE STUDY

Interreg North-West Europe



Interreg North-West Europe is an EU transnational cooperation programme aiming to support balanced development across the area, making all regions more resilient, and contributing to a better quality of life and well-being of all NWE citizens. The programme supports NWE territories (Ireland, The Netherlands, France, Germany, Belgium, Luxembourg, Switzerland) in leading a sustainable and balanced development and in reducing disparities.

In December 2022, Tuath were invited to become one of the Irish partners in a submission for EU funding under Call 1 of the Interreg Northwest Europe programme. The project, entitled 'Circular Reno' seeks to develop modular bio-based construction materials from Agri-crops for application in modular construction retrofit. In April 2023, our application was successful, and Circular Reno project received full funding under the programme. The Irish project is being led by KORE Retrofit in partnership with Tuath Housing Association.

Tuath will retrofit 10 properties as part of the programme and participate in research as part of the transnational working group.



Recycling & Awareness

In addition to sustainable innovation in housing solutions, we understand that behaviour change will be imperative in order to achieve circularity success. With this in mind, in 2023 we embarked on a recycling and awareness campaign with both staff and residents with workshops held by Repak and Voice Ireland. The workshops covered topics such as the impact of consumption, food waste, plastic and packaging. We are proud to have been awarded the PrintReleaf certificate demonstrating the efforts made to minimise our environmental impact.

In 2023 we generated 12.6 tonnes of waste of which 7.5 tonnes were recycled. Going forward, we aim to continue to improve our recycling initiatives and data collection relating to waste. Our use of green infrastructure, water consumption and biodiversity are also identified as areas for improvement, and these are reflected in our KPIs.



Chapter 1 Protecting the Environment



Responsible Sourcing

Working in Partnership – Delivering Sustainable homes

Tuath is committed to collaborating with our development partners to deliver environmentally friendly homes that enhance residents' quality of life. Of over 2,450 new homes provided in 2023, 41% were via modern methods of construction. By investing in innovation, collaborating with partners and prioritising resident needs, we can work towards a more sustainable, efficient and resilient social housing sector in Ireland.

"41% of new homes acquired in 2023 were delivered by modern methods of construction."

CASE STUDY

HPI Certified Building - Two Three North, Clongriffin, Dublin (Wellfield Bridge Apartments)

Developer: Twinlite
Tuath Managed: 46 dwellings



In 2022, Tuath provided 46 new homes in Clongriffin in partnership with Twinlite and DCC. The Clongriffin site leads in sustainable design, delivering high-quality A-rated homes. As a HPI certified building this reflects the commitment to exceeding standard building regulations and local planning requirements, covering energy use, water consumption, sound insulation, ventilation and accessibility. It focuses on evaluating the environmental, social and economic sustainability of homes aiming to promote high quality, healthy and efficient residential buildings.

This project meets and exceeds ESG standards, contributing positively to the well-being of residents and the broader community.



CASE STUDY

Insulating Concrete Formwork (ICF) Milestream Development Shanakiel, Cork

Developer: Coleman Property
Tuath Owned: 42 dwellings



Tuath owns and manages 42 properties in this Shanakiel development. The scheme exhibits sustainability through energy efficiency, waste management, green building materials, accessibility, inclusivity and sustainable location. The construction incorporates Insulated Concrete Form (ICF) technology, providing excellent insulation and achieving a BER A2 rating for all homes.

ICF significantly reduces the environmental impact by creating highly energy efficient buildings, lowering overall energy consumption and greenhouse gas emissions.



Chapter 1 Protecting the Environment



CASE STUDY

Light Steel Gauge Linden Demesne, Maynooth, Kildare



Developer: Cairn homes
Tuath Owned: 86 dwellings

In 2023, Tuath acquired 86 properties in Linden Demesne in partnership with Cairn Homes. Sustainability is at the forefront of this project. Light gauge steel construction offers a range of ESG benefits, including reduced environmental impact, improved energy efficiency and enhanced durability.

Light gauge steel promotes sustainability by significantly reducing material waste compared to traditional construction methods, while positively impacting residents by providing safe and durable homes.



CASE STUDY

Timber Frame Grey Abbey View, Kildare Town, Kildare



Developer & Builder: Glenveagh
Tuath Managed: 70 dwellings

Tuath manages 70 properties in Grey Abbey View constructed by Glenveagh using timber frame. Timber frame allows for efficient insulation, reducing energy consumption for heating and cooling. Timber's natural insulating properties contribute to better energy efficiency and lower overall energy usage in buildings. It has a lower embodied energy than traditional construction materials like concrete or steel, resulting in a lower carbon footprint during manufacturing and transportation. As a renewable resource timber can be replenished through sustainable forestry practices making it more environmentally friendly than traditional methods.



SPRINGVILLE HOUSE

Chapter 2

Treating People with Fairness, Equity & Respect

We are committed to providing a safe working environment with equal opportunities for all by fostering a diverse and inclusive culture. We listen to the voices of individuals and recognise the value of our people to our overall success.

We are committed to our people through:



Health and
Safety



Learning and
Development



Labour
Practices



Equality,
Diversity and
Inclusion



Health and Safety

Tuath is committed to the health and safety of our employees. From the outset, all new employees undergo health and safety training followed by manual handling training for all staff. We conduct annual risk assessments and on an ad hoc basis where necessary to maintain a secure working environment and provide access to the EAP Zevo app for mental health support. Additionally, we offer a wellness allowance to all employees.



Learning and Development

We support employees with ongoing learning through a variety of resources as well as the availability of financial assistance for training and education.



Labour Practices

Regular reviews of HR procedures and employee feedback surveys drive continuous improvement. Moreover, we invest in management training to empower effective leadership and foster a supportive workplace culture. These initiatives reflect our dedication to the well-being and growth of our people.



Equality, Diversity and Inclusion

At Tuath, diversity is embraced as part of our culture. In 2023, our workforce comprised of 41% male and 59% female staff, reflecting our commitment to gender diversity. Furthermore, with an average employee age of 40 years and representation from 21 different nationalities, Tuath's workforce embodies rich diversity in age, culture, and background. 50% of our senior management team and 54% of our overall management are women, highlighting our proactive efforts to promote gender diversity and inclusivity in leadership roles. Participating in events like Pride March, underscores our unwavering commitment to LGBTQ+ rights and inclusion, a commitment we eagerly anticipate continuing annually. We further prioritise equality and inclusion by supporting working parents and ensuring all staff undergo training on dignity, respect, GDPR and whistleblower policies. Tuath's new Equality, Diversity & Inclusion Policy affirms our commitment to fostering an inclusive workplace employees can thrive authentically. We are proud to have achieved the Investors in Diversity Bronze award in 2023.

Chapter 2 Treating People with Fairness, Equity & Respect



“The Investors in Diversity journey highlights our positive message to all stakeholders, internal and external, and acknowledges the collective effort of every individual in Tuath.”

CASE STUDY: Investors in Diversity Bronze Award

In 2023, Tuath was awarded bronze accreditation as ‘Investors in Diversity’ through the Irish Centre for Diversity. The Irish Centre for Diversity offers Ireland’s only Equality, Diversity and Inclusion (EDI) mark for businesses. Supported by Ibec the EDI mark enables businesses to be known as ‘Investors in Diversity’, providing them with a framework for success over three levels – bronze, silver and gold. The framework provides cutting edge tools and services to measure and inform organisations on workplace fairness, respect, equality, diversity inclusion and engagement.

The Bronze award is the first of the three stages in the Investors in Diversity EDI Mark. It provides Tuath with a framework to embed EDI into the wider organisation and to measure and demonstrate EDI maturity. This accreditation signifies our commitment to fostering diversity and inclusion within our organisation. The Investors in Diversity journey highlights our positive message to all stakeholders, internal and external, and acknowledges the collective effort of every individual in Tuath.

Tuath is committed to achieving the Silver Award in 2024.



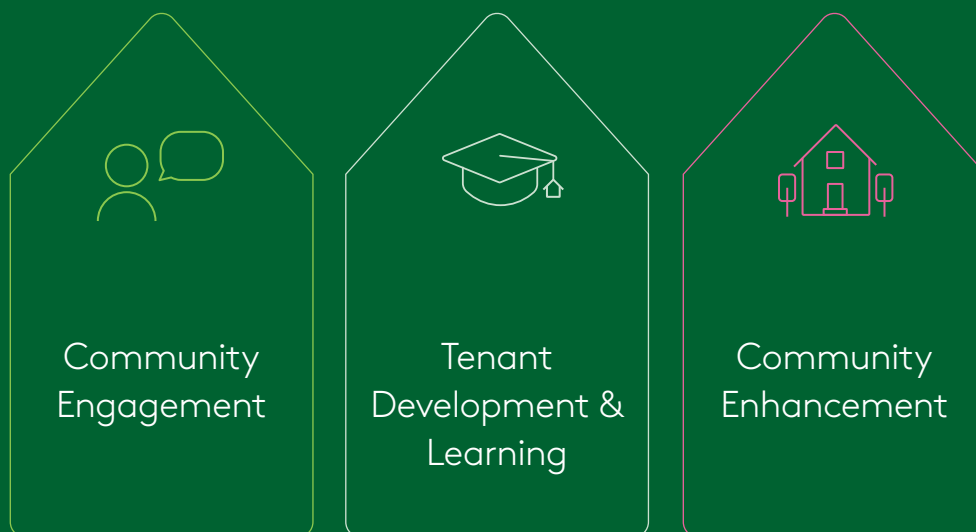


Chapter 3

Supporting Sustainable Communities

Tuath is committed to investing in people and places to provide safe and affordable housing. We engage with the communities in which we operate in a way that is beneficial to all.

We are committed to supporting sustainable communities through:



Community Engagement



Creating a Sense of Belonging

In 2023, Tuath surpassed its community engagement objectives having held over 500 community events throughout the year. Seasonal events to mark Easter, Summer, Halloween and Christmas were held, as well as coffee mornings/ pop-up clinics and integration events like European Neighbours Day, World Autism Awareness Day and Positive Ageing Week. These initiatives bring the community together and promote a sense of belonging to all our residents.

Our Tenant Engagement Strategy

Our Tenant Engagement Strategy developed in collaboration with residents through surveys and working groups, outlines seven objectives: to involve, enable, communicate, build, integrate, embed and empower our residents and their sense of community. In 2024, we published the Year 1 results of our Tenant Engagement Strategy, which set out the actions taken to achieve the objectives.

CASE STUDY Positive Ageing Week/ Age Friendly Recognition Accreditation



Positive Ageing Week, an initiative by Age Action Ireland, is an annual event dedicated to promoting and highlighting the positive aspects of ageing. Tuath actively participated in Positive Ageing Week across eight of its older person schemes hosting events such as planting days, afternoon tea gatherings, guest speaker sessions, arts and craft workshops, healthy eating awareness and chair yoga sessions.

In 2023, Tuath achieved the Age Friendly Business Recognition accreditation. The accreditation recognises service provision for older persons by retailers and service providers.

In late 2022, members of Tuath's Tenant Engagement team underwent training with Age Friendly Ireland to become champions for the Age Friendly Business Recognition programme. Their primary role was to develop a Charter of Commitments to enhance the living experiences of older residents. Tuath conducted an extensive survey delving into topics like social engagement, communication preferences, outdoor accessibility, mobility and transportation, housing conditions, technology and digital accessibility, and health and community support services. The insights gained from this survey have been published in a comprehensive report (Age Friendly Business Recognition Programme) that outlines findings and recommendations.



Chapter 3 Supporting Sustainable Communities



Tenant Development & Learning

Strengthening our communities

The 'Empower' pillar of the Tenant Engagement Strategy places a focus on how Tuath supports and invests in education, training and development of our residents. By promoting and funding programmes, we give residents who might otherwise be facing financial difficulties access to both professional and personal development opportunities. By breaking down barriers, fostering skill development, and unlocking new horizons, we strengthen individuals and our entire community.

In 2023, Tuath was also delighted to announce the launch of the '**New Horizons**' education bursary. The New Horizon bursary opens pathways to learn new skills and improve knowledge. Funding was granted to 22 residents to undertake a variety of academic and personal development courses including Special Needs Assistant Training, Accountancy, Secondary School Teaching, Psychology, make up artistry and much more.

Community Enhancement

Funding Community Facilities

Tuath actively support residents to set up or join residents' groups to represent the views of residents and build strong communities where residents live. We provide support and guidance to groups as well as training and access to funding. We attend meetings of residents' groups and work in partnership on community projects. This empowers residents to actively shape and enhance the places they call home.

A highlight of Tuath's commitment to building vibrant and sustainable communities is the **Tuath Housing Community Fund**. Each year €10,000 is invested through the Community Fund to support projects where Tuath residents live. Residents'

groups can apply annually for financial support from this fund, providing them with the means to undertake projects that contribute to the well-being of their communities. In 2023, nine community projects were supported through the Community fund.

Since July 2022 tenant engagement and housing teams have secured over €80,000 in external funding. This was achieved with the support of agencies such as the Housing Finance Agency (HFA), HSE National Lottery, Local Authority Community Grants, Safe Food Programme, and many other external funders. External funding has enabled the tenant engagement team to purchase eight lifesaving AED defibrillators, run health and wellbeing programmes, facilitate summer and sports camps and host many more community events.



Safe Food Programme 2023 - Hampton Wood, Co. Dublin

In 2023 funding was awarded from The Community Food Initiatives (CFI) & from Dublin North West Partnership (DNWP), for the Hampton Wood area to run a 6-week Healthy Eating Course with residents. Twenty-five homes completed the 6-week course. The group met virtually with the DNWP Nutritionist and ingredients were delivered to residents weekly the programme provided residents with the knowledge and skills to provide healthy food options for themselves and their families. The course also aimed to improve people's nutritional knowledge and cooking skills.

“The official opening has highlighted the success of the project and the hard work of the residents over summer 2023 in transforming the garden into a welcoming, vibrant and biodiverse space.”



CASE STUDY

Biodiversity: Kickham Street

In November 2022, Tuath residents moved into 13 A-rated apartments at Kickham Street, Carrick-on-Suir, Co. Tipperary. Tuath’s tenant engagement staff noted that the communal garden would make an ideal space to create a resident-led garden project. The first design consultation event was held on 9th March 2023, when staff, residents and a horticulturist from Clonmel Garden Centre met and designed the garden.

On 20th April 2023, the design came to life when Tuath hosted an on-site planting day, with the support of the Green Team. A variety of plants, trees, fruit and vegetables were planted, and the communal space was transformed into a welcoming and vibrant garden that will provide biodiversity and create a natural ecosystem for bees, butterflies, insects and other wildlife.

Kickham Street was officially opened in September 2023 by Cathaoirleach of Carrick on Suir Municipal District Cllr. Kieran Bourke.

The official opening has highlighted the success of the project and the hard work of the residents over summer 2023 in transforming the garden into a welcoming, vibrant and biodiverse space.



“The space was transformed into a welcoming and vibrant garden that will provide biodiversity and create a natural ecosystem for wildlife”



Chapter 4

Upholding Values

Strong governance underpins our sustainability goals. As an ethical business, we are committed to operating with integrity and transparency.

We are committed to upholding our values through:



Human Rights



Information Security & Data Privacy



Sustainable Business Practices

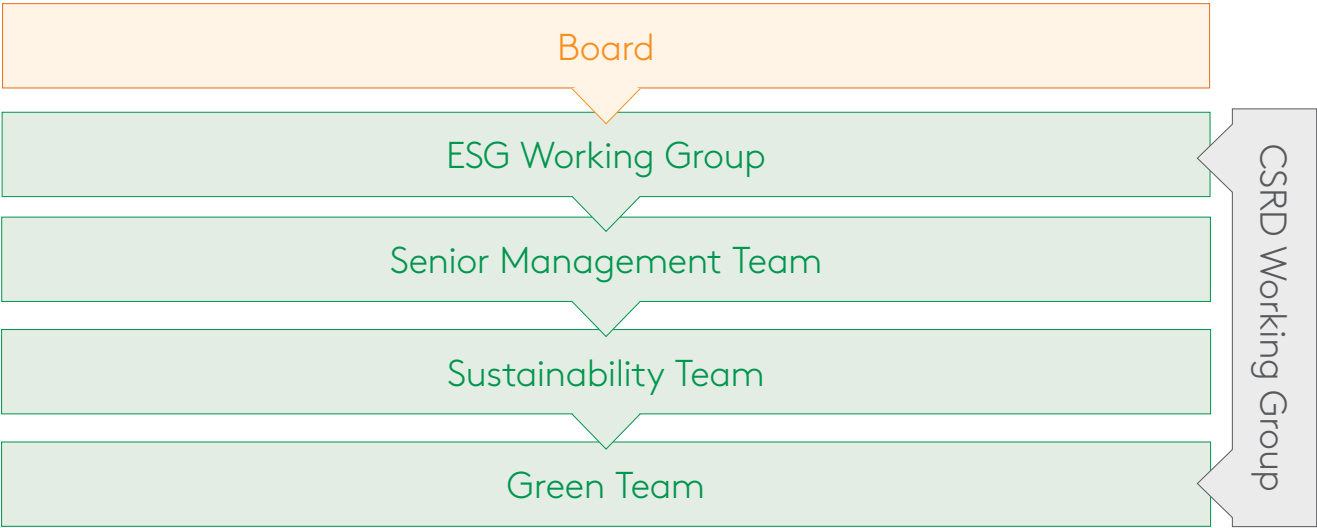


Risk Management



Affordable Housing Provision

Governance Structure



Our sustainability commitments are overseen by our Board through each relevant Sub-Committee with KPIs reviewed every six months. This is supplemented by an ESG working group comprising members from across the Senior Management Team tasked with understanding and developing our sustainability reporting requirements.

We are committed to maintaining compliance with all relevant environmental, health and safety and social regulations and legislation.

Tuath prioritises and monitors ESG risk on an ongoing basis. The Corporate Risk Register reflects consideration of environmental and climate related risks, examining the causes of these

risks, from biodiversity loss to climate action failure. We have identified controls to mitigate these risks including establishing ESG metrics and ongoing sustainability training for staff and residents. Risks are monitored and reviewed, and actions identified with approval from the Audit and Risk Committee and the Board.

Chapter 4 Upholding Values

As part of Tuath's Governance commitment, targets and areas of priority have been defined and updates have been made in the following key areas.

- Tuath's first AHBRA assessment was completed within the deadlines set
- A centralised repository has been established for all of Tuath's Policies & Procedures
- A Board Assurance Map has been created which highlights key processes for the organisation and monitors activity across four lines of defence including our Risk Management Framework.
- Key Policies and Procedures are reviewed on a 2-year cycle.
- The Corporate Risk Register is reviewed by the Board twice per year.
- The Business Continuity and Crisis Management processes were enhanced in 2023 and a programme introduced to simulate practical exercises in dealing with incidents.
- Policies and procedures are in place to deal with Anti-Corruption, Anti-Bribery, Protected Disclosures & Whistleblower Policy and GDPR.
- Delegation of authority is in place supporting transparent payment practices
- External and Internal Audits completed in 2023 all provided evidence of substantial compliance with legislation and/or obligations.
- Internal compliance testing has commenced
- Throughout 2023 the following meetings were held, in addition to working groups
 - » 10 x Board Meetings
 - » 2 x Board Strategic Planning Days
 - » 1 x AGM
 - » 4 x Audit & Risk Committee
 - » 4 x Governance & People Committee
 - » 6 x Finance Committee
 - » 5 x Development Committee
 - » 4 x Housing & Community Committee
- Governance review was undertaken in 2023 with recommendations being implemented, Phase II of this review commenced in 2024
- 90 tenant complaints were received and resolved in 2023
- 79% of new starters completed training in Risk
- Lobbying register is completed three times a year.

Corporate Sustainability Reporting Directive

A CSRD working group has been established with representation from all departments and senior management to prepare accordingly.

Data Security

Key Risk Indicators are reported to the Audit & Risk Committee and Board, such as attempted cybersecurity breaches per month and data protection breaches. Tuath have invested significant resources in the implementation of an extensive AI cyber security system to protect our digital assets.

Conclusion

Tuath's commitment to Environmental, Social and Governance principles are highlighted in this inaugural sustainability report. We seek to meet the diverse needs of our residents through transparent governance practices and community engagement initiatives. As an Approved Housing Body, we recognise our role in fostering inclusive communities, promoting social equity and upholding ethical standards in all aspects of our operations. Moving forward, we remain committed to our climate and biodiversity goals by improving our data and systems, seeking out innovative solutions and collaboration opportunities in order to realise our full climate action and biodiversity potential.



Chapter 5

2023 Targets & Results

 Completed

 In Progress


Climate Action

2023 Target	Target Status	
Review and improve data quality to enable accurate energy measurement across Tuath's portfolio.	Completed	
Complete Scope 1&2 footprint of the organisation	Completed 2023: 11,223 tCO ₂ e (absolute)	
Complete Scope 3 footprint	Completed 2023: 12,940 tCO ₂ e (absolute)	
Set a Decarbonisation Target	In Progress	



Energy

2023 Target	Target Status	
75% of owned housing stock to be BER A rated	Completed. 76 % of owned stock BER A rated	
85% of owned housing stock to be BER B rated	Completed. 87.4% of stock is BER B+ rated	
200 homes to be retrofitted to a minimum B2 (415 cumulatively)	185 properties retrofitted (401 in total by end 2023)	
Fit sensors in minimum 10% of properties due for upgrade in 2024 to facilitate before and after research	Completed. 11.5% properties with sensors fitted.	
Exploration of innovative solutions to address harder to treat properties	Ongoing. Innovations including NexGen & Circular Reno put in place in 2023.	



Health & Safety

2023 Target	Target Status	
Risk Assessments to be carried out a minimum annually	Ongoing.	
Sample internal audit of occupational risk assessments to take place	Completed	

 Completed

 In Progress


Resource Efficiency

2023 Target	Target Status	
Improved recycling facilities at all offices. Waste monitoring per office	Completed	
All offices to be fitted with water meters, with aim to commence water monitoring at an operational level	Completed	
Commence monthly mileage monitoring with view to implementing a sustainable travel policy	Completed. Monthly mileage monitoring underway. Signed the Smarter Travel Charter with ambitions to achieve the Smarter Travel Mark.	
Asset component analysis to be completed to provide baseline environmental data and inform future metrics.	In progress.	
Implementation of waste management policy	Completed	
Review existing specification criteria to determine opportunities for water, waste and biodiversity measures	In progress	
Install EV charging facilities at all offices	In progress	



Employee Learning & Development

2023 Target	Target Status	
EAP Zevo app rolled out to all employees	Completed. Zevo app is available to 100% of staff	
All staff paid wellness allowance	Completed. 100% of employees receive the wellness allowance after probationary period.	
Educational Fund to be offered to all employees	Completed. 100% of employees have access to Educational Fund after probationary period	

Chapter 5

2023 Targets and Results



Completed



In Progress



Labour Practices

2023 Target

Target Status

All staff to complete dignity and respect training

75% of staff have received dignity and respect training.



All staff to complete GDPR and risk training

55% of staff completed GDPR training in 2023.
79% of new starters completed risk training in 2023.



All staff to complete whistleblower training

87% of staff completed whistleblower training in 2023. `



Review of HR policies and procedures

Completed. Review of policies and procedures completed annually.



Employee feedback survey to be completed

Completed. Overall employee satisfaction rate of 86%



Tenant Development & Learning

2023 Target

Target Status

All tenants to participate in pre-tenancy induction

Completed.



Launch Stand Out from the Crowd initiative - workshops aimed at tenants seeking a career change

Completed. 59 tenants attended introductory session



Provide employment opportunities for tenants.

Completed. 22 tenants received education bursary to support employment opportunities.



Roll out Tuath's "New Horizons" Education Bursary

Completed. €20,000 spent to date.



Equality, Diversity & Inclusion

2023 Target

Target Status

Achieve Bronze accreditation with the Irish Centre of Diversity

Completed



 Completed

 In Progress


Community Engagement

2023 Target	Target Status	
Host 158 events to connect with residents	Completed. 172 events held	
Host 102 events to celebrate & support community events, diversity inclusion and culture	Completed. 171 events held	
Host 172 events to develop sustainable communities	163 events held	
Provide community development funding support.	Completed. 43 funding applications submitted by resident groups	
Tenant satisfaction survey to be completed quarterly focusing on four key areas:	Completed.	
1. Overall satisfaction with services	1. 83%	
2. Satisfaction with home being safe and secure.	2. 88%	
3. Satisfied with repair services.	3. 78%	
4. Opportunities to get involved.	4. 82%	
Complete surveys on 3 specific service delivery areas	Completed surveys on customer service, rent assessment digital platform and age friendly business.	
Tuath to allocate €10K funding for Community Development	Completed. €8k was awarded to community groups with remaining €2k allocated to Aldborough community room	



Community Enhancement

2023 Target	Target Status	
€10k in funding to support national planting month	Completed. 21,400 bulbs planted in 48 schemes with 800 residents involved	
Roll out of national best kept estates 2023 competitions	Completed. Rolled out successfully. 6 x €500 garden vouchers awarded to 6 estates	
Establishment of a youth forum	Completed. Youth Forum established.	
Apply for Age Friendly Business recognition award 2023	Completed. Tuath awarded the Age Friendly Business Recognition Award.	
HSCO's to submit one funding application per annum to deliver community projects and local initiatives for residents	Completed. €74,000 in external funding awarded in 2023	

Head Office

33 Leeson Street Lower
Dublin 2
D02 KD68

T 01 676 1602
F 01 676 1603
E info@tuathhousing.ie

Dublin Office

37-42 James' Place East
Dublin 2
D02 XE08

T 01 676 1602
F 01 676 1603
E info@tuathhousing.ie

Cork Office

1 Empress Place,
Summerhill North, Co. Cork,
T23 N73P

T 021 427 3508
F 021 427 3509
E cork@tuathhousing.ie

Tuath Housing Association is a company limited by guarantee and registered in Dublin, Ireland.

Registration No.: 326944
Charity Number: CHY 14356 CRA
CRA Number: 20046613
AHBRA Registration Number:
AHB-03177

Galway Office

4th Floor, Heritage Hall
Kirwans Lane
Galway
H91 DYK6

T 091 393 280
E galway@tuathhousing.ie

Louth Office

17 Church Street
Dundalk
Co. Louth
A91 H5N8

T 042 942 3400
E louth@tuathhousing.ie

Registered Office

33 Leeson Street Lower, Dublin 2

Auditors

Deloitte Ireland LLP,
29 Earlsfort Terrace, Dublin 2