

Independent Limited Assurance Report

to the Directors of London and Quadrant Housing Trust

London & Quadrant Housing Trust (“L&Q”) commissioned DNV Business Assurance Services UK Limited (“DNV”, “us” or “we”) to conduct a limited assurance engagement over Selected Information presented in the L&Q Sustainability Report 2023-24 (the “Report”) for the reporting year ended 31 March 2024.



Our Conclusion: On the basis of the work undertaken, nothing came to our attention to suggest that the Selected Information is not fairly stated and has not been prepared, in all material respects, in accordance with the Criteria.

This conclusion relates only to the Selected Information, and is to be read in the context of this Independent Limited Assurance Report, in particular the inherent limitations explained overleaf.

Our observations and areas for improvement will be raised in a separate report to L&Q’s Management. Selected observations are provided below. These observations do not affect our conclusion set out above.

- L&Q have a robust system in place for the data collection and reporting of both the Average SAP Score for Completed Homes and the Community Investment key performance indicators. In addition, for the Average SAP Score for Completed Homes key performance indicator, L&Q have moved from quarterly to monthly internal reporting which further strengthens the governance around the reported data.
- We observed that the process of data collection and consolidation for the Scope 1 and 2 GHG Emissions key performance indicators was manual which increases the risk of errors. We recommend L&Q consider automating the energy data collection and consolidation procedures to reduce the risk of manual errors. Also, we recommend conducting more frequent reviews of the data (e.g. quarterly reviews) and a secondary check of the final data which could improve its robustness and help capture errors.
- We found that there was limited internal documentation and guidance for the collection and aggregation of Scope 1 and Scope 2 GHG emissions data and the accompanying assumptions and data sources for Voids (vacant properties). This has led to the data being reported inconsistently year on year. We recommend that L&Q align the documentation behind these figures and create a clearer audit trail to improve the internal data quality and assurance process and reduce the risk of manual errors in the data.

Selected Information

The scope and boundary of our work is restricted to the key performance indicators included within the Report for the 2023/2024 reporting year (the “Selected Information”), listed below.

Key performance indicators	Reported value	Unit
Scope 1 greenhouse gas emissions (total)	25,465.01	tCO ₂ e
Scope 2 greenhouse gas emissions (total)	8,345.94	tCO ₂ e
Scope 1 and 2 greenhouse gas emissions (total)	33,810.95	tCO ₂ e
Scope 1 and 2 greenhouse gas emissions (intensity)	0.2645	tCO ₂ e/unit
Average calculated SAP score	72.37	SAP Score
Community Investment	1.28	£m

To assess the Selected Information, which includes an assessment of the risk of material misstatement in the Report, we have used L&Q’s Sustainability KPI Definition Document 2024 (the “Criteria”), which can be found [here](#).

We have not performed any work, and do not express any conclusion, on any other information that may be published in the Report or on L&Q’s website for the current reporting period or for previous periods.



Standard and level of assurance

We performed a **limited** assurance engagement of specified data and information using the 'Greenhouse Protocol – A Corporate Accounting and Reporting Standard' (revised 2015) and international assurance best practice including the International Standard on Assurance Engagements (ISAE) 3000 – 'Assurance Engagements other than Audits and Reviews of Historical Financial Information' (revised) issued by the International Auditing and Assurance Standards Board. To ensure consistency in our assurance process, we conducted our work in accordance with DNV's assurance methodology, Verisustain™, applying only the pertinent sections of the protocol relevant to the specific purpose of the activity. This methodology ensures compliance with ethical requirements and mandates planning and execution of the assurance engagement to obtain the desired level of assurance.

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO IEC 17029:2019 - Conformity Assessment - General principles and requirements for validation and verification bodies, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

The procedures performed in a limited assurance engagement vary in nature and are shorter in extent than for a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained if a reasonable assurance engagement had been performed.

Disclaimers

The assurance provided by DNV is limited to the selected indicators and information specified in the scope of the engagement. DNV has not conducted an assessment of the reporting organisation's overall adherence to reporting principles or the preparation of the report. Therefore, no conclusions should be drawn regarding the reporting organization's compliance with reporting principles or the quality of the overall report. The assurance provided by DNV is based on the selected indicators and information made available to us at the time of the engagement. DNV assumes no responsibility for any changes or updates made to the indicators or information after the completion of the assurance engagement.

Use and distribution of our Independent Limited Assurance Report

This report is intended solely for the information and use of the Directors of L&Q and is not intended to be and should not be used by anyone other than these specified parties. DNV expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Independent Limited Assurance Report.

Our competence, independence and quality control

DNV established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV did not provide any services to L&Q in the reporting period that could compromise the independence or impartiality of our work. Our multi-disciplinary team consisted of professionals with a combination of environmental and sustainability assurance experience.

Inherent limitations

DNV's assurance engagements are based on the assumption that the data and information provided by L&Q to us as part of our review have been provided in good faith, is true, complete, sufficient, and authentic, and is free from material misstatements. Because of the selected nature (sampling) and other inherent limitations of both procedures and systems of internal control, there remains the unavoidable risk that errors or irregularities, possibly significant, may not have been detected. The engagement excludes the sustainability management, performance, and reporting practices of the Company's suppliers, contractors, and any third parties mentioned in the Report. We understand that the reported financial data, governance and related information are based on statutory disclosures and Audited Financial Statements, which are subject to a separate independent statutory audit process. We did not review financial disclosures and data as they are not within the scope of our assurance engagement.



Basis of our conclusion

We are required to plan and perform our work in order to consider the risk of material misstatement of the Selected Information; our work included, but was not restricted to:

- Conducting interviews with L&Q management to obtain an understanding of the key processes, systems and controls in place to generate, aggregate and report the Selected Information;
- Performing limited substantive testing on a selective basis of the Selected Information to check that data had been appropriately measured, recorded, collated and reported;
- Reviewing that the evidence, measurements and their scope provided to us by L&Q for the Selected Information is prepared in line with the Criteria;
- Assessing the appropriateness of the Criteria for the Selected Information; and
- Reading the Report and narrative accompanying the Selected Information within it with regard to the Criteria.

In performing these activities, we did not come across limitations to the scope of the agreed assurance engagement.

We found a limited number of non-material errors and these were corrected prior to inclusion in the Report.

For and on behalf of DNV Business Assurance Services UK Limited

London, UK
27 September 2024

Paul O'Hanlon
Lead Verifier
DNV Business Assurance Services UK
Limited

Holly Wallis-Copley
Technical Reviewer
DNV Business Assurance Services UK
Limited



Responsibilities of the Directors of L&Q and DNV

The Directors of L&Q have sole responsibility for:

- Preparing and presenting the Selected information in accordance with the Criteria;
- Designing, implementing and maintaining effective internal controls over the information and data, resulting in the preparation of the Selected Information that is free from material misstatements;
- Measuring and reporting the Selected Information based on their established Criteria; and
- Contents and statements contained within the Report and the Criteria.

Our responsibility is to plan and perform our work to obtain limited assurance about whether the Selected Information has been prepared in accordance with the Criteria and to report to L&Q in the form of an independent limited assurance conclusion, based on the work performed and the evidence obtained. We have not been responsible for the preparation of the Report.

DNV Supply Chain and Product Assurance

DNV Business Assurance Services UK Limited is part of DNV – Supply Chain and Product Assurance, a global provider of certification, verification, assessment and training services, enabling customers and stakeholders to make critical decisions with confidence.