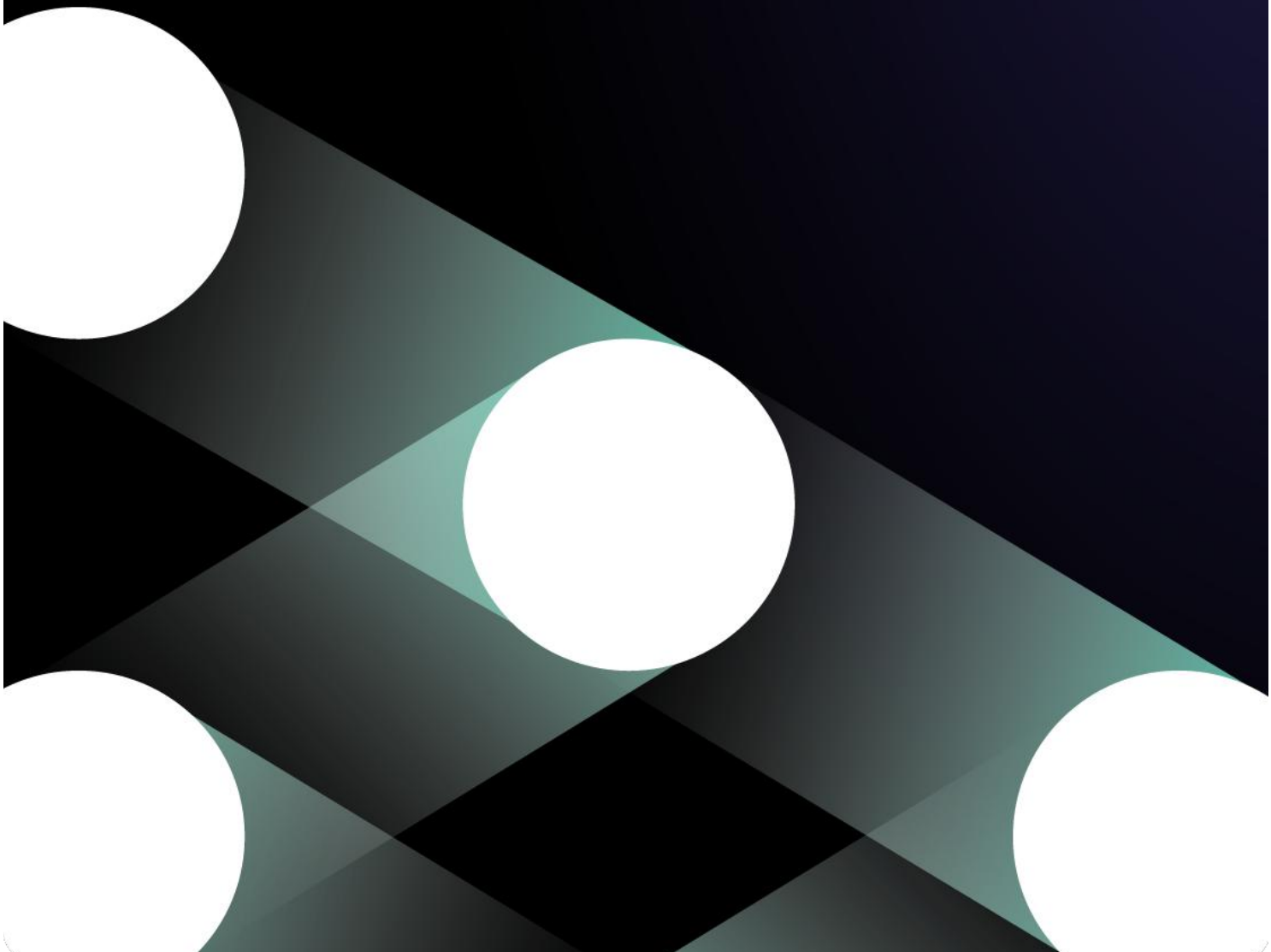




**Annual Sustainability Report**  
**2025**



## **Introduction**

LMS is the UK's leading provider of conveyancing services, offering a fully digitised and connected ecosystem to deliver a secure and streamlined home-buying and selling journey. As the sole occupant of leased offices, LMS has the flexibility to implement actions that reduce its environmental impact and create a sustainable future for the business. Embracing a hybrid working model, LMS promotes flexibility and well-being while reducing travel-related emissions.

The company joined Investors in the Environment in August 2024 and proudly achieved Bronze Accreditation in April 2025. LMS has also reported via EcoVadis and CDP, since 2022, reflecting its commitment to sustainability.

This report captures the progress LMS has made in embedding sustainability into our operations over the past year. It also covers our position and work as a responsible business around preventing Modern Slavery, Diversity, Equity and Inclusion, plus sustainable procurement.

The processes, data and achievements described within this report relate to LMS, our head office and all staff when working from home.

LMS is committed to achieving Net Zero by 2045. All our plans focus on the work we need to do to achieve this, and shorter-term goals to help keep us on track and demonstrate our ongoing commitment.

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## The 2030 Agenda for Sustainable Development [\[link\]](#)

Adopted by all United Nations Member States in 2015, provides a shared blueprint for peace and prosperity for people and the planet, now and into the future. The goals are listed below, and LMS seeks to abide by these principles, where relevant and appropriate, when it comes to our own processes and work around sustainability:

SDG Goal	Description
<b>SDG 1</b> No poverty	End poverty in all its forms everywhere
<b>SDG 2</b> Zero hunger	End hunger, achieve food security and improved nutrition and promote sustainable agriculture
<b>SDG 3</b> Good health and well-being	Ensure healthy lives and promote well-being for all at all ages
<b>SDG 4</b> Quality education	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all
<b>SDG 5</b> Gender equality	Achieve gender equality and empower all women and girls
<b>SDG 6</b> Clean water and sanitation	Ensure availability and sustainable management of water and sanitation for all
<b>SDG 7</b> Affordable and clean energy	Ensure access to affordable, reliable, sustainable and modern energy for all
<b>SDG 8</b> Decent work and economic growth	Promote sustained, inclusive, and sustainable economic growth, full and productive employment, and decent work for all
<b>SDG 9</b> Industry, innovation and infrastructure	Build resilient infrastructure, promote inclusive and sustainable industrialisation and foster innovation
<b>SDG 10</b> Reduced inequalities	Reduce inequality within and among countries
<b>SDG 11</b> Sustainable cities and communities	Make cities and human settlements inclusive, safe, resilient and sustainable
<b>SDG 12</b> Responsible consumption and production	Ensure sustainable consumption and production patterns
<b>SDG 13</b> Climate Action	Take urgent action to combat climate change and its impacts
<b>SDG 14</b> Life below water	conserve and sustainably use the oceans, seas and marine resources for sustainable development
<b>SDG 15</b> Life on land	Protect, restore, and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification and halt and reverse land degradation and halt biodiversity loss.
<b>SDG 16</b> Peace, justice, and strong institutions	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all, and build effective, accountable, and inclusive institutions at all levels.
<b>SDG 17</b> Partnerships for the goals	Strengthen the means of implementation and revitalise the Global Partnership for Sustainable Development.

In addition, LMS aligns our processes and culture with the principles of other codes and standards which link to sustainable practices and being a responsible business.

- The Equality Act
- The European Accessibility Act
- The FCA's Consumer Duty
- The EU AI Act
- Web Content Accessibility Guidelines (WCAG) v2.2

## Leadership Messages



### **Suzanne Jones, Sustainability Lead & Head of Compliance and Risk at LMS**

Since we started our work on Sustainability and our journey to Net Zero, back in 2021, forming a Green Team and gaining support from the Senior Leadership Team, I'm proud of what we have achieved in such a short time.

LMS recognised the need to establish a strong Environmental Management System and engage staff in reducing waste, energy use, and greenhouse gas emissions. Initial priorities included raising awareness of the environmental impact of single-use plastics, reducing reliance on fossil fuels, and promoting sustainable travel. The challenge was to embed these practices across the organisation while maintaining operational efficiency and supporting employee engagement.

We have consistently improved our office space to make it a safe and comfortable environment for all employees, as well as energy efficient as possible, ensuring all lighting is LED and adding water conservation measures such as hippo bags. We also replaced all of our cleaning products with environmentally friendly ones. We are also actively tracking all relevant scope 3 emissions, as well as scope 1 and 2.

We are actively working to a Carbon Reduction Plan and gained our first environmental accreditation with Investors in the Environment (iE). We also carried out some initiatives in our local community, including a litter pick, growing a wildflower meadow and participating in charity events. 2026 is an exciting time for us as we continue to build on the impressive work we have already done.

Throughout 2025 we continued to make significant and purposeful progress as a business resulting in a structured, organisation-wide commitment to reducing our environmental impact.

I am particularly proud of the way this has been embedded across LMS - this work reflects a collective effort and a clear sense of responsibility.

The tangible improvements made to our working environment, alongside the transition to more sustainable products and the comprehensive tracking of our emissions demonstrate both ambition and accountability. Achieving our first environmental accreditation with Investors in the Environment marks an important milestone in our journey.

Equally important is the positive impact we are making beyond our organisation, through initiatives in our local community and the engagement of our people in meaningful action.

I would like to recognise Suzanne, and everyone involved for their leadership, commitment, and continued focus in this area. As we look ahead, sustainability will remain a key priority for LMS, and I am confident we will continue to build on this strong foundation in the years to come.

**Nick Chadbourne, CEO at LMS**





## Working Towards Net Zero

### Our Commitment

At LMS, environmental responsibility is a core business priority. We have set an ambitious target to achieve **Net Zero by 2045**, reflecting our dedication to reducing carbon emissions and aligning with global climate goals. Since work began, we have achieved significant milestones, including:

Year	Carbon Footprint
2023	37.82 tCO <sub>2</sub> e
2024	25.06 tCO <sub>2</sub> e
2025	109.24 tCO <sub>2</sub> e

The 2025 increase was due to expanding our scope 3 reporting, which will help guide future reduction strategies. Alongside this, LMS also improved energy efficiency and waste management to minimise environmental impact.

These achievements demonstrate our commitment to sustainability and our determination to integrate environmental stewardship into every aspect of our business operations.

### Key Achievements

1. Bronze-level accreditation achieved with Investors in the Environment (iE) in April 2025, marking a significant milestone in embedding sustainability as a core business value.
2. Completion of a comprehensive Carbon Reduction Plan, supported by accurate measurement of our carbon footprint at 37.82 tCO<sub>2</sub>e for 2023, providing a baseline for future reductions.
3. Energy efficiency improvements across office spaces, including smart thermostats resulting in measurable reductions in electricity consumption.
4. Expansion of waste management streams to include general waste, compostable waste, and mixed recycling, reducing landfill contributions and overall waste volumes.
5. Ongoing engagement with staff through the Green Team to promote sustainable practices and awareness.
6. Achieved a CDP score of “B” when the global, regional and activity group average for LMS is “C” [CDP: Turning Transparency to Action](#)
7. We received a bronze medal for EcoVadis - this result places LMS among the top 35% of companies assessed by EcoVadis in the past 12 months (65+ percentile) [The Global Standard for Resilient, Sustainable Supply Chains | EcoVadis](#)

## The Green Team

During 2025, the LMS Green Team, made up of employees from across the business, led the charge by organising campaigns aligned with national awareness weeks.



### Waste Awareness Week (March 2025)

Employees received reusable cups made from sugar cane to reduce plastic waste, alongside educational materials on responsible waste management.



### Love Parks Week (July 2025)

Staff volunteered for litter-picking activities at Stanney Woods, Rossmore Park, and the local business park, responsibly disposing of collected waste for recycling.



### Zero Waste Week (September 2025)

Sustainable water bottles made from 90% recycled stainless steel were distributed, and guidance on correct bin usage was shared to prevent contamination.

## Taking Action

In April, LMS launched a biodiversity project, planting a wildflower meadow and installing 10 planters with pollinator-friendly plants such as lavender and herbs, creating habitats for bees and butterflies. Energy efficiency measures included installing LED lighting with motion sensors, configuring IT equipment for low-energy modes, and implementing energy-efficient air conditioning. LMS also introduced a sustainable travel policy, relaunched its bike-to-work scheme, and promoted hybrid working to reduce commuting emissions. Additional initiatives included paperless working and water-saving measures such as hot water taps and hippo bags in cisterns.

### The Impact

LMS achieved measurable reductions in resource use during 2025:

1. Gas consumption fell by **1.5 kWh**, a reduction of a fifth.
2. Water usage decreased by **over 50%**.
3. LMS now uses **100% renewable electricity**, confirmed by certification from TotalEnergies Gas & Power.

We also started to offer electrical vehicle lease cars, to those employees who are required to travel for their role.



These achievements reflect LMS’s commitment to sustainability and its success in embedding greener practices across the organisation.

LMS achieved bronze certification in April 2025 with Investors in the Environment and is actively working towards silver certification by June 2026.

### Looking Forward

LMS remains committed to delivering measurable progress against our sustainability ambitions. In 2026, we will support sustainable travel initiatives through the planned installation of EV charging points; while continuing to set clear interim targets to ensure we remain on track to achieve Net Zero by 2045.

We have committed to calculating an annual carbon footprint covering all Scope 1 and 2 emissions, alongside an expanding proportion of Scope 3 emissions. We will also continue to widen the scope of our assessment to improve the accuracy of our carbon calculations. This analysis will play a central role in shaping our sustainability targets and actions, supporting our goal of achieving a 5% annual reduction in tCO<sub>2</sub>e.

This target has been carefully aligned to our broader Net Zero 2045 roadmap, ensuring that each step we take contributes to a clear, credible and achievable pathway towards a more sustainable future.