

Carbon Reduction Plan

Policy

Zoe Corell

ID	EMS005
Version	2.0
Classification	Business Confidential
Edited	18/04/2023

Status	Approved
Approval Date	18/04/2023
Approved by	Dave Rodaway

Contents

Change Log	2
Approvals	2
Definitions	3
Responsibilities	3
Scope	4
Purpose	4
Policy Statement	5
Our Commitment to Achieving Net Zero	5
Baseline Emissions Footprint	5
Current Emissions Reporting	5
Emission Reduction Targets	6
Carbon Reduction Projects	7
Completed Carbon Reduction Initiatives	7
Current Carbon Reduction Projects	7
Solar Panels	7
Planetly/Calculating Tools.....	7
Science Based Targets initiative.....	7
Energy Performance Certificate.....	8
B&M Waste Management	8
Location.....	8
Homeworking.....	9
SEDEX	9
Proposed Carbon Reduction Projects	9
Energy Savings Opportunity Scheme	9
ISO 14001 Accreditation	9
Renewable Energy and EVs.....	10
Offsetting and Removals.....	10
On-Site Working: plastic, paper, and travel.....	10
Declaration and Sign Off	11

Change Log

Version	Change Date	Author	Description of Changes
0.1	08/08/2022	Zoe Corell	Initial Draft
1.0	08/08/2022	Amir Mirza	Approved
1.1	21/10/2022	Zoe Corell	Added new projects
1.2	16/11/2022	Zoe Corell	Added new upcoming projects
1.3	21/02/2023	Zoe Corell	Changes made to baseline emissions and current carbon reduction projects
1.4	30/03/23	Zoe Corell	Added 2022 emissions
2.0	18/04/2023	Zoe Corell	Approved

Approvals

Version	Approval Date	Approved By	Job Title
1.0	08/08/2022	Amir Mirza	Head of Audit, Risk and Compliance
2.0	18/04/2023	Dave Rodaway	Head of Solutions

Definitions

Term	Definition
ARC	Audit, Risk, and Compliance
BYOD	Bring Your Own Device
CO2	Carbon Dioxide
COP21	The 21 st Conference of the Parties
DEFRA	Department for Environment, Food, and Rural Affairs
ESOS	Energy Savings Opportunity Scheme
EVs	Electric Vehicles
GHG	Greenhouse Gases
kW	Kilowatt
PPN 06/21	Policy Procurement Note 06/21
SBTi	Science Based Targets initiative
SECR	Streamlined Energy and Carbon Reporting
SEDEX	Supplier Ethical Data Exchange
TCC	The Contact Company
UK	United Kingdom

Responsibilities

Group / Individual	Responsibilities
Directors	To engage and support the implementation of environmentally sustainable objectives and practices
ARC	To design and obtain environmentally sustainable objectives To set and implement appropriate actions
Marketing & Communications	To promote this TCC Carbon Reduction Plan internally and externally To promote our environmentally sustainable activity

Scope

This policy applies to the TCC Leadership Team with the aim to influence suppliers, partners, and clients. The Marketing and Communications team will be responsible for promoting our current and ongoing environmental projects to raise awareness internally and externally. This policy will also impact the way employees will be encouraged to operate their daily work activities.

Purpose

The Paris Agreement, a legally binding international treaty on climate change, was adopted by 196 Parties at COP21 including the UK. The goal of the treaty is to limit global warming to below 2, preferably 1.5 degrees Celsius. To achieve this goal, countries aim to reach global peaking to GHG emissions as soon as possible to achieve a climate neutral world by mid-century (2050). Additionally, to stabilise global temperatures, emissions of long-lived gases like CO₂ must be reduced to Net Zero. Therefore, the purpose of this CRP is to provide an overview of how TCC aims to become Net-Zero in line with the Paris Agreement.

Policy Statement

TCC understands the importance of increasing environmental awareness and the critical need to address the climate emergency. TCC have been working on the projects stated within this policy to contribute to global Net Zero emission targets. Our long-term aspiration is to have zero carbon emissions for scope 1 and 2 and minimal carbon for scope 3, which will be offset to obtain carbon neutrality.

In order to achieve our goals, there must be a shift in culture across the business to a greater awareness and acceptance of responsibility for carbon emissions. This shift will be obtained if there are strong and visible institutional aspirations, actions, and incentives.

Our Commitment to Achieving Net Zero

TCC is committed to achieving Net Zero emissions by 2050 at the latest.

We are passionate about understanding the impact our decisions and activities have on the environment and communities across the UK.

Baseline Emissions Footprint

Baseline Year: 2021

Our baseline emissions are stated in the table below:

EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	348
Scope 2	345
Scope 3	1077
Total Emissions	1770

TCC started their carbon journey in 2021. TCC began to understand and calculate their emissions by establishing a partnership with Planety who created a carbon management software. As a starting point, TCC collected data regarding their customers, employees, procurement, and their building emissions. No business travel was calculated for 2021 due to Coronavirus. Once entered onto the system, Planety analysed TCC's results which have been split down into scopes 1, 2, and 3. The next step is for TCC to look at reducing and offsetting their carbon emissions in order to achieve Net Zero targets in line with the SBTi.

Current Emissions Reporting

Reporting Year: 2022

TCC have just started the journey to becoming carbon neutral, and at the time of writing have calculated their baseline for the year 2021 and have now completed their 2022 calculations. TCC's 2022 emissions have increased due to business travel being an opportunity again. It is believed this is a truer reflection of the company's annual emissions. The emissions from TCC's reporting year are below.

EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	107.6
Scope 2	235.64
Scope 3	1565
Total Emissions	2283.37

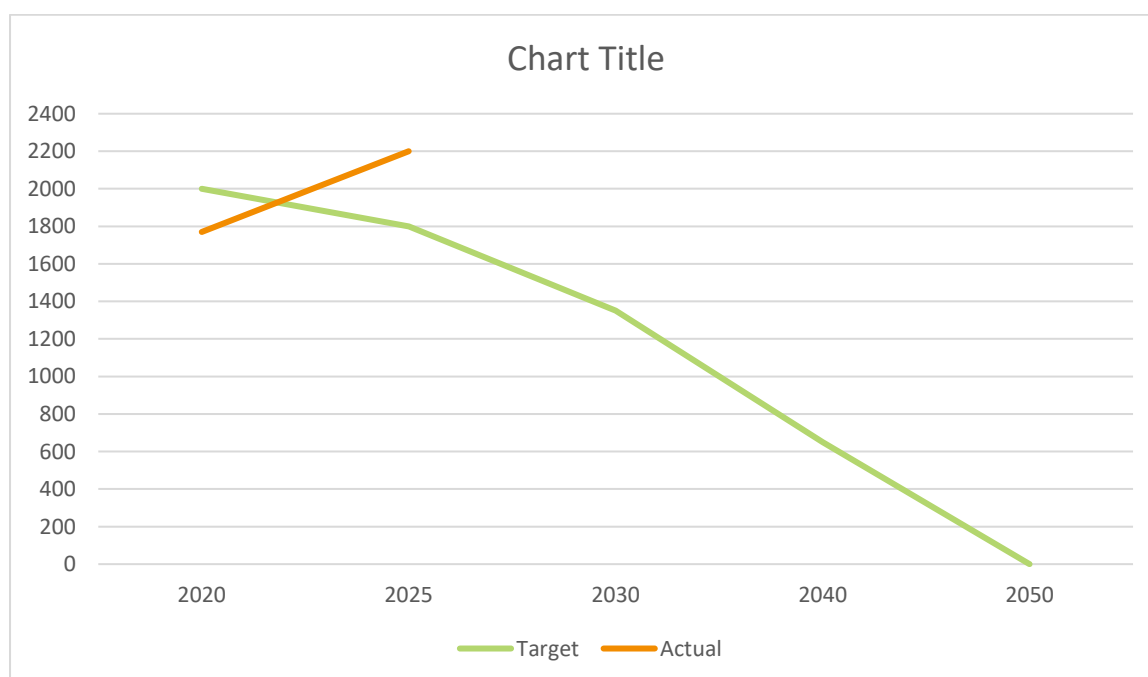
Emission Reduction Targets

In order to progress towards becoming Net Zero, TCC have adopted the following carbon reduction targets.

As mentioned above, TCC first calculated and reported their emissions in 2021. Following the calculations of TCC's emissions, they carried out the SEDEX assessment which generated a scorecard based on TCC's policies and processes. These highlighted areas of focus enabled TCC to develop a clear strategy to concentrate on the issues that matter to TCC's stakeholders.

In the forthcoming year, TCC's focus is on starting to implement their strategy and to set sound GHG reduction targets to be verified by SBTi in order to half their emissions by 2030 and to reach net-zero by 2050.

TCC project that carbon emissions will decrease over the next five years to 1400 tCO₂e by 2030. This is a reduction of 61%. The below table illustrates how TCC aim to reach Net-Zero by 2050.



Carbon Reduction Projects

Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been completed or implemented since the 2021 baseline. TCC have just started their carbon reduction journey, therefore, the below schemes have only recently been implemented. Looking at TCC's 2021 emissions, compared to their 2022 emissions, it illustrates that the below projects have assisted in reducing their scope 1 and 2 emissions.

Current Carbon Reduction Projects

Solar Panels

Solar energy is a renewable energy source and reduces carbon emissions. With this in mind, our Kingsgate building has been designed to reduce the amount of energy required from the grid with a solar PV installation linking high quality roof-mounted panels with two transformerless inverters with a combined 25kW capacity. The remaining amount of energy which has not been used to power the site, is automatically sent on to the electricity grid. Solar power is a great investment that significantly reduces our overall carbon footprint and the GHG TCC releases.

Planetly/Calculating Tools

Since 2021, TCC has made environment, decarbonisation and corporate social responsibility a key area of business focus. TCC's starting point was to understand carbon emissions, the different scopes, and how to know their impact. TCC partnered with Planetly, a carbon software management tool, to assist in calculating their baseline emissions. From limited awareness and knowledge, TCC have developed a better understanding of their GHG emissions and have calculated their baseline. Based on the results of Planetly's CO2 analysis and TCC's decision to offset and reduce, they have provided TCC with a Planetly seal illustrating that TCC are a Carbon Conscious Company.

TCC believes that being able to understand and measure your carbon emissions as a company is an important first step to managing and, in turn, reducing emissions. As TCC possesses more knowledge and understanding regarding emissions, they have calculated their 2022 emissions in line with DEFRA's conversion factors and will do with upcoming years.

TCC will continue to calculate their carbon footprint in order to track and monitor their emissions in order to reduce the figure by understanding their emission drivers. TCC are also developing a holistic reduction strategy, setting ambitious reduction targets in line with the latest climate science, and identifying short to long-term reduction measures.

Science Based Targets initiative

The SBTi is a global body enabling businesses to set ambitious emission reduction targets in line with the latest climate science. Science-based targets are GHG emission reduction targets that are in line with the level of decarbonisation required to meet the goals of the Paris Agreement. Setting a science-based target is a five-step process. The first step is to sign a commitment letter to indicate that your organisation will work to set a science-based emission reduction target aligned with the SBTi's target-setting criteria. TCC have submitted their commitment letter and are therefore now recognised as a 'committed' company on the Science Based Target report. TCC's next step is to develop a science-

based target aligned with the SBTi criteria and submit the target for validation. Once the target has been approved, TCC will continue to monitor progress on reaching the target and disclose their emissions annually.

Energy Performance Certificate

For both of their buildings, TCC have an Energy Performance Certificate. Their bigger site, Kingsgate, which is a green energy building, has an Energy Performance Asset Rating A and for their Queensgate site, the rating is B.

Certain features have been added to the Kingsgate site in order for the building to be more environmentally friendly and to produce less carbon emissions. The large glass façades maximise natural light to reduce reliance on electrical lighting. When artificial lighting is used, the lighting system is made up almost entirely of low wattage LED fittings. Brise soleil has been incorporated onto a single façade to reduce solar gain on the south facing side of the building which will lessen the cooling load requirements.

B&M Waste Management

B&M Waste are a carbon neutral organisation who monitor their own footprint by offsetting and monitoring their carbon emissions avoided by diverting waste from landfill. B&M Waste encourage their customers, such as TCC, to strengthen their own environmental approach. By helping their customers to segregate their waste where technically, environmentally, and economically practical, they are able to divert as much waste from landfill as possible.

B&M Waste produce an annual report which illustrates the percentage of our waste that has been recycled, the type of material and total percentage of waste that was diverted from a landfill. TCC’s 2022 B&M Waste report below shows that 100% of their waste has been diverted from a landfill.

Environmental Report

Customer Group:

THE CONTACT COMPANY LTD

Date: 01/01/2022 to 31/12/2022

TOTAL DIVERSION FROM LANDFILL : 100 %

What happened to your waste?



Of your recycled waste, below shows the materials



Welcome to your environmental report which shows you the breakdown of your waste by type, and what has happened to it once it has been collected. You'll notice the amount of waste which has been diverted from landfill. You'll see the proportion of waste which has been recycled, as well as waste sent for energy recovery at either an Anaerobic Digestion facility (AD, for food waste) or a waste-to-energy facility (Refuse Derived Fuel or RDF from non-recyclable general waste). We'll also show you the breakdown of recycled materials by the type of material. And you'll see how the equivalent energy generated through AD and RDF could be used. You'll see your data across the last 12 months on page 2 and following this, a breakdown of your waste by each individual site.



Total Collected Waste (KG)

Material	Weight	Recycled	RDF	AD	Landfill
Mixed Municipal Waste	41,624.00	12,487.20	29,136.80	0.00	0.00
Paper & Cardboard	23,852.50	23,852.50	0.00	0.00	0.00
Total	65,476.50	36,339.70	29,136.80	0.00%	0.00%
		55.50%	44.50%	0.00%	0.00%

How your RDF and AD equates to energy

RDF (kWh/Tonne - each tonne of RDF produces the below kWh (1))	RDF Weight (KG)	AD (kWh/Tonne - each tonne of AD produces the below kWh (2))	AD Weight (KG)	Total kWh Produced	No of TVs powered for a year (3)	Washing Machine Cycles Complete (4)	No of Fridges Freezers powered for a year (5)	No of Office Printers powered for 1 week typical printing cycle (6)	Miles driven in a family electric car (7)
575	29,137	300	16,754	262	15,231	94	3,490	70,365	

Location

Private transport is one of the world’s biggest sources of GHG with emissions rising every year.

The location of TCC’s buildings are highly accessible via public transport, with bus services and trains within 1km. Additionally, TCC’s puts on a minibus during the hours of darkness to enable staff to feel safe when travelling between the workplace and local transport hubs.

Buses and trains are crucial to reducing congestion on our roads, and zero emission buses help tackle air pollution and climate change. It has been reported that if everyone took the bus instead of the car just twice a month, by 2050 this would create a reduction on 15.8 million tons of CO2. In England, around 60% of 1–2-mile trips are made by car. We

could all reduce our personal carbon emissions by walking more of those short journeys, whether it be to the shops, the station, or to work.

Homeworking

For campaigns that allow homeworking, TCC have around 500 employees working from home and have also implemented Bring Your Own Device (BYOD) which enables employees to work around England using their own electronic device. While employees will use their own electricity which will contribute to TCC's overall emissions, it will cease their commute emissions and as mentioned above, this is one way to help reduce transport's carbon footprint. Moreover, it will potentially lower TCC's scope 3 emissions.

The benefits of homeworking do not stop at lower commute emissions. Homeworking also encourages employees to use their laptop as opposed to a desktop. Laptops are 80% more energy efficient than desktops which is beneficial for TCC's homeworking employees. However, for on-site employees who do use desktops, TCC will need to look at making them more energy efficient. One way to do this is to set the desktops to enter a power-saving mode after a short amount of idle time.

SEDEX

TCC have previously had a membership with SEDEX in order to complete their Self-Assessment Questionnaire. While SEDEX does not focus solely on carbon emissions, the questionnaire helped TCC as a business understand where they can improve their ethical focus and made the business acknowledge the importance of awareness. Therefore, TCC's plans for the next 12 months are focused on staff engagement and communication. Currently, TCC have created environmental training material to improve employees' knowledge. To further drive this awareness across the business, TCC are looking at implementing 'environmental champions'. Additionally, TCC have created a monthly digital newsletter which features a 'green column' and discusses new topics every month on what TCC is doing to reduce their footprint and includes tips and tricks for employees to reduce their own personal carbon footprint. By increasing awareness, together we can think of ways to reduce our emissions as a business and individually.

Proposed Carbon Reduction Projects

Energy Savings Opportunity Scheme

TCC must comply with ESOS which is a mandatory governmental scheme. The audit requires TCC to measure their energy consumption throughout the business and identify ways to improve energy efficiency. Through calculating emissions with Planety, it has identified emission hotspots which highlighted what the businesses biggest emission drivers are. TCC have also looked to define so-called 'easy wins' that are reduction potentials that can be implemented short to mid-term without changing the core business model. ESOS focuses on energy consumption rather than a company's overall carbon emissions, however, TCC will aim to implement some findings from ESOS to not only improve cost savings, but to lower energy consumption and subsequently, carbon emissions.

ISO 14001 Accreditation

There is an increased demand to adequately demonstrate TCC are committed to reduce their environmental impact as outlined in ISO 14001:2015. TCC aims to achieve ISO 14001:2015 which is also a mark of reassurance towards their commitment. The standard would enable TCC to demonstrate their compliance with environmental laws and regulations as well as building trust with customers and other stakeholders.

While TCC is working towards ISO 14001:2015, TCC has developed and implemented policies and procedures to deliver environmentally responsible and sustainable business practices in line with the standard. Therefore, the policies that have been developed aim to help TCC achieve their environmental goals through consistent review, evaluation, and improvement of their environmental performance.

Renewable Energy and EVs

Research has shown that EVs are better for the environment. They emit fewer GHG emissions and air pollutants than petrol or diesel car, this also considers the production and electricity generation to keep them running. EVs reduce air pollution as they don't have a tailpipe and therefore do not produce carbon dioxide emissions when driving.

When practical to do so, TCC will look to change the company fleet to electric vehicles only.

Offsetting and Removals

Carbon removal is like reversing the damage we have already done and carbon offsets like compensating for the damage we are currently doing, as well as preventing more damage from happening in the future. To reach net-zero, we will need to remove and prevent emissions. Consequently, TCC aims to offset unavoidable emissions and where possible, use carbon removals. When looking into offsetting emissions, TCC will ensure that the projects used will be certified to the Verified Carbon Standard or the Gold Standard to ensure that the initiative is genuine.

On-Site Working: plastic, paper, and travel

It has been suggested that homeworking can reduce a company's carbon emissions as it will reduce waste as employees are not able to print out and subsequently, waste paper or use single use plastic. However, not all our employees have the possibility to work from home, therefore, for on-site working to reduce TCC's carbon emissions, we will look to implement certain changes on-site.

All employees should think before printing as the production of paper requires enormous amounts of resources such as wood, water, and energy. Before printing, employees should ask themselves if it is essential. However, if it is, to make it more climate-friendly, print double-sided, and use recycled or certified paper. To implement this across the business, TCC will look to buy recycled or certified paper for the printers. A smaller, more cost-effective change is to promote this awareness so that employees understand the impact that printing has on the environment and for our carbon emissions.

Plastic is another material that is used once and thrown away. A plastic-free office enables businesses to reduce their carbon emissions and creating a sustainable employee culture. Using reusable dishes instead of disposable plastic ones will help. Plastic can take around 1000 years to break down, meaning that any plastic produced is still on earth.

Single use coffee cups are harmful to the environment as most cups are made using virgin paper with a thin layer of waterproof plastic film bonded to the paper. The UK has discussed a ban on plastic cutlery and plastic plates. England uses 1.1 billion single-use plates and 4.25 billion items of single-use cutlery, most of which are plastic, per year, but only 10% are recycled upon disposal.

Many food and drink retailers, including global chains, have already replaced their plastic straws with paper versions or ones made from other natural materials such as bamboo or wheat. While TCC has changed their straws from plastic to paper, they will also look at reducing other kinds of single-use plastic in other areas of the canteen.

Change in the way employees travel to work could have a significant influence. After carrying out a homeworking and commute survey through the Planetly software, it seems that a lot of employees do travel to work via a car. Choosing

to walk, cycle or take public transport as opposed to a car could lower scope 3 emissions as a smaller goal to raise awareness towards.

Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard and uses the appropriate Government emission conversion factors for greenhouse gas company reporting.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard.

This Carbon Reduction Plan has been reviewed and signed off by the Leadership team.