

Carbon Reduction Plan

Supplier name: **Charterhouse Voice & Data Limited**

Publication date: 1 November 2023

Symity and Penteseq are each trading names of Charterhouse Voice & Data Limited

Commitment to achieving Net Zero

The Charterhouse Group is committed to achieving Net Zero emissions by 2030. Our Net Zero target is 20 years ahead of the 2050 target set out in the standard Carbon Reduction Plan requirements. Charterhouse supports the UN Sustainable Development Goals and the Paris Agreement to reduce greenhouse gas (GHG) emissions.

In September 2023 we were announced as a finalist in the Comms Dealer Awards for **Sustainability**, as a result of our focus on carbon reduction initiatives and wider sustainability.



**NET ZERO
CARBON REDUCTION PLAN**

Publication date: August 2023

Signed: David Brooks

Position: Chief Executive Officer

Executive Endorsement

This is our second externally supported Net Zero report and it's great to see some of our ESG initiatives beginning to deliver a real impact on the carbon emissions from our organisation. We have more work to do, and our new ESG Policy, together with our ambitious net-zero target of 2030, helps us to stay focused on achieving a sustained reduction in these carbon emissions. We are also delighted to be helping customers with their own carbon reduction initiatives, through a mixture of knowledge sharing and delivering new innovative technologies. We are also really encouraged by the level of employee, partner and customer engagement that is helping us to gain even greater momentum in achieving these goals.

Carbon Reduction Plan

Baseline Emissions Footprint and Current Year Report

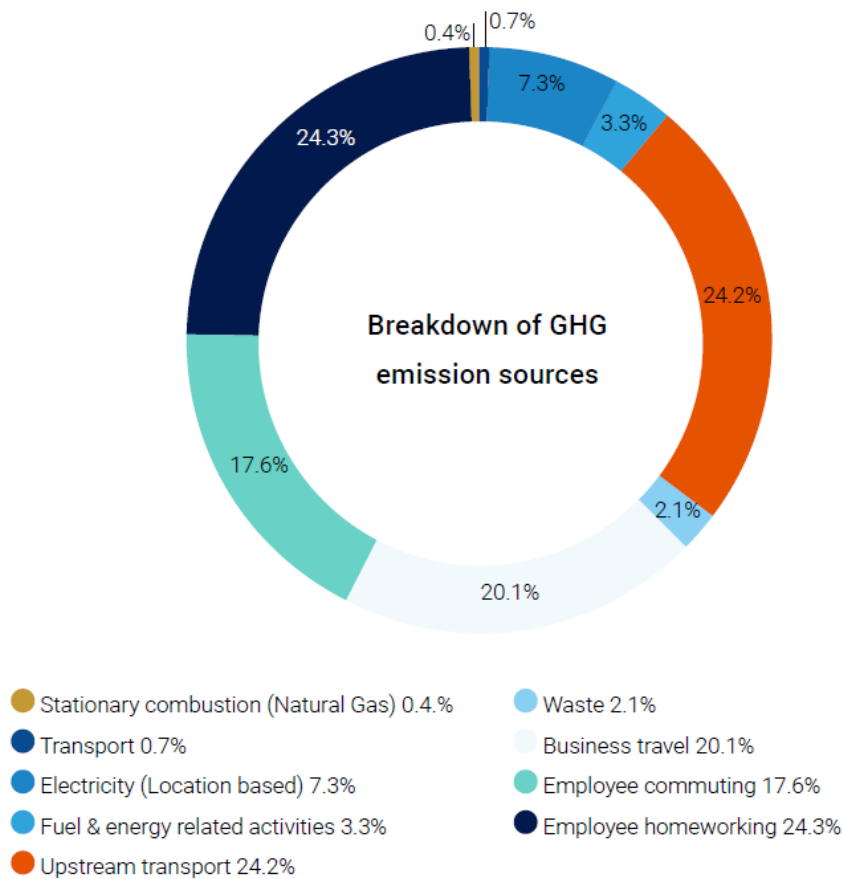
Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

Scope / Category	Item	Total tCO ₂ e 2022 base year	tCO ₂ e 2023	2023 % make up	% reduction from the base year
SCOPE 1					
Stationary combustion of fuels	Natural Gas consumed	17.66	1.71	0.4%	90.3%
Transport	Owned and leased vehicles	13.07	3.37	0.7%	74.2%
SCOPE 2					
Electricity (Location based) ¹	Purchased electricity, for own use (grid average)	45.46	34.54	7.3%	24.0%
Electricity (Market based) ²	Purchased electricity, for own use (specific contract)	41.56	27.78	5.9%	33.2%
SCOPE 3					
Cat 3: Fuel & energy related activities	WTT (Well-To-Tank) & T&D (Transmission & Distribution losses)	23.59	15.80	3.3%	33.0%
Cat 4: Upstream transport	Paid transport for goods (upstream & downstream)	134.73	114.57	24.2%	15.0%
Cat 5: Waste	Waste	17.11	10.06	2.1%	41.2%
Cat 6: Business travel	Land and air travel for business purposes	139.73	95.07	20.1%	32.0%
Cat 7: Employee commuting	Employees commuting to and back from work	80.06	83.22	17.6%	-3.9%
Cat 7: Employee homeworking	Employees working from home	29.23	114.74	24.3%	-292.5%
Total Gross Emissions (Location based)		500.65	473.08		5.51%
Less emissions avoided by procurement of renewable electricity		(3.90)	(6.75)		
Less associated emissions avoided by procurement of green electricity		(1.11)	(2.38)		
Total Gross Emissions (Market based)		495.64	463.94		6.40%
Less carbon offsets		(80.00)	(40.00)		
Total Net Emissions		415.64	423.94		-2.00%

To further understand our emissions, we have also recorded them using intensity ratios from this calculation as this will allow us to track our emissions as our business grows and develops.

Intensity Ratios	Gross Emissions (Location based)		Gross Emissions (Market based)		Net Emissions	
	2022	2023	2022	2023	2022	2023
tCO ₂ e per employee (all)	1.85	1.88	1.81	1.84	1.66	1.68
tCO ₂ e per million £ turnover	7.44	6.76	7.30	6.63	6.67	6.06
tCO ₂ e per hybrid employee	3.61	2.50	2.45	2.45	2.24	2.24

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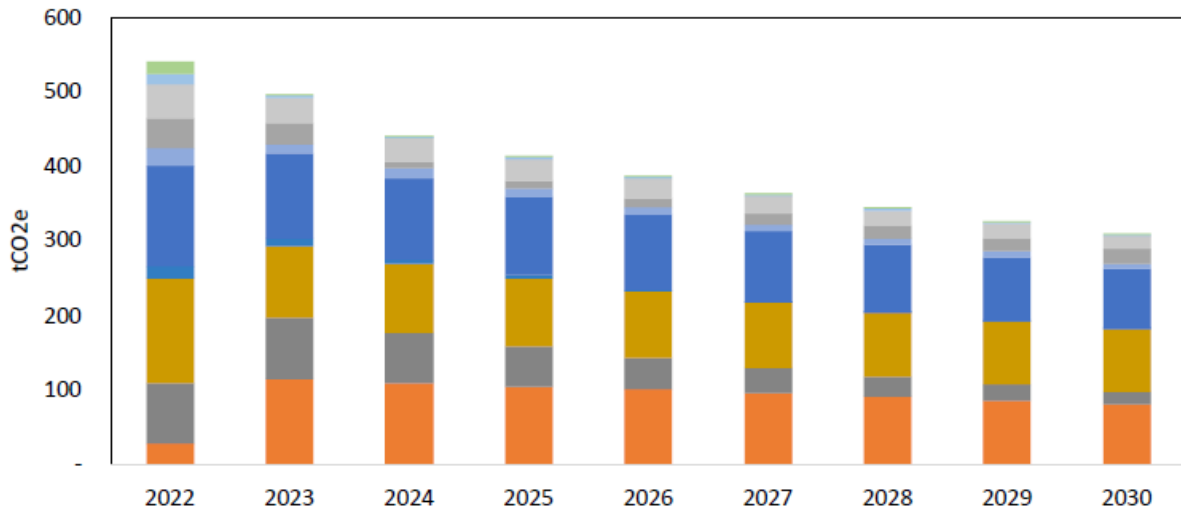
Charterhouse’s approach is to always focus our efforts on reducing our emissions, with significant planning and finances set aside to do this. However, a large proportion of our carbon emissions lie within Scope 3, it is difficult to reduce these emissions within the short term as these are within our supply chain, as well as Employee Homeworking (as both our subsidiary companies’ workforce is completely home-based) where we have influence but not control. To try and reduce these emissions, the Charterhouse Group will use our purchase power and choice of suppliers to encourage the correct carbon reducing behaviour within our supply chain and also provide our home-based employees with a best practice WFH guide and suggestions to reduce energy and water consumption, as well as waste production.

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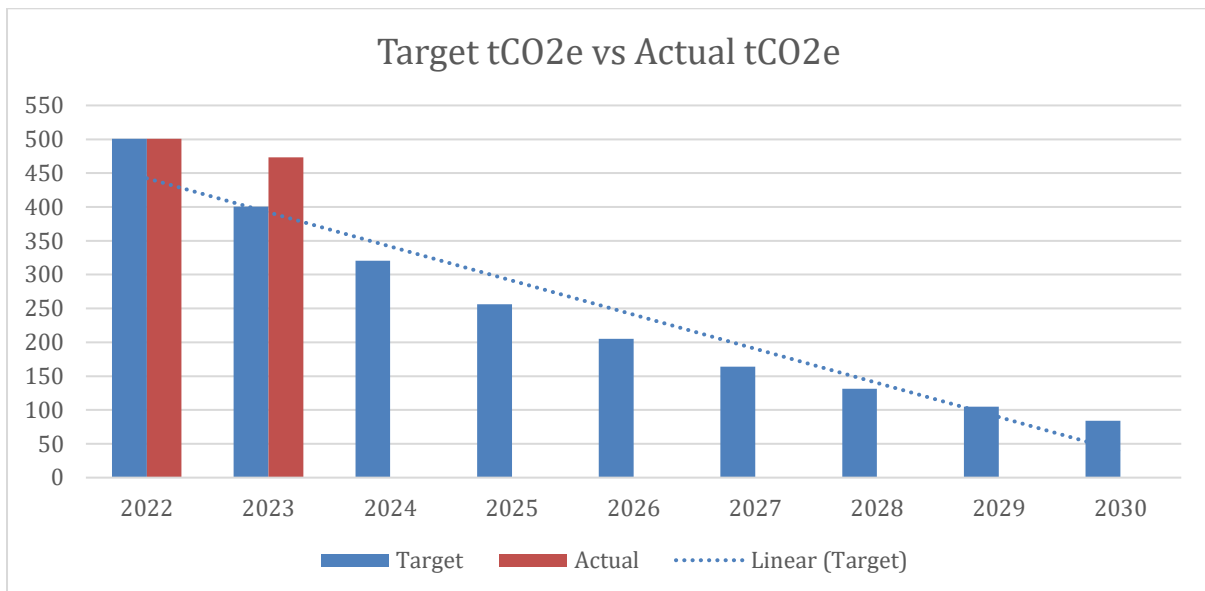
In order to continue our progress toward achieving Net Zero, we have mapped out and planned a number of positive actions to achieve the following carbon reduction targets from FYE 2022:

- ✓ **49% absolute reduction in emissions by 2025 from FYE 2022 baseline levels**
- ✓ **83% absolute reduction in emissions by 2030 from FYE 2022 baseline levels**

Absolute GHG Emissions Glidepath



Target tCO2e vs Actual tCO2e



Carbon Reduction Plan

Emissions reduction targets

In 2022 we adopted the following carbon reduction target:

- Charterhouse is committed to achieving Carbon Net Zero emissions by 2030
- Reduction in Scope 1 and Scope 2 emissions of 83% from 2022 to 2030
- 83% overall reduction in all Green House Gas (GHG) emissions across Scopes 1, 2 and 3 by 2030 and offsetting any residual emissions via high-quality nature-based or direct air capture projects and becoming Net Zero

We've developed a glidepath to illustrate how we anticipate reductions to be realised over the coming years and track our progress against this glidepath.

Carbon Reduction Projects

To achieve these goals, Charterhouse has taken the following actions:

1. We have created a carbon reduction plan for each Scope and category
2. We have compared our Year 2 emissions with our Year 1 emissions to help us to keep on track through our 'Measurement and Verification process
3. We will reflect on the targets and the environmental management techniques we've undertaken
4. We will consider areas that we can focus on to help drive down emissions further
5. We have committed to updating our carbon footprint calculation annually

Carbon Reduction Plan



SCOPE 1: Stationary combustion (Natural gas)

What we have done

- We have reduced the size of office space we occupy as we embrace a new flexible way of working.

What we are doing

- Collaborating with landlords to progressively replace brown gas consumption with renewable gas consumption where practical.
- We are ensuring our new office locations are in buildings which are designed to use less heating.
- Encouraging landlords to:
 - Reduce reliance on gas use and replace gas boilers with electrical heating systems such as air source heat pumps, infra-red panels, electric storage heaters etc. where practical.
 - Investigate new technologies as they become available and install these where practical (e.g., hydrogen-powered boilers).
 - Ensure that facilities use minimal heating by making sure buildings are fully insulated- as we are not able to receive exact gas usage, we will continue to encourage best practice to improve overall building gas efficiency.
 - Identify sites with high gas consumption and perform energy surveys to identify capital expenditure (CapEx) opportunities.

Carbon Reduction Plan



SCOPE 1: Transport (owned and leased vehicles)

We plan to have a 100% fully electric fleet by 2028. However, in the meantime we plan to carry out the below environmental management activities to progressively help to reduce our emissions within this category:

What we have done

- Two diesel and nine petrol vehicles have been removed from our fleet, with no plans to replace them.
- Held bi-monthly ESG meetings leading to the landlord investing in EV charging ports.
 - This will help us to move diesel and petrol-owned and leased vehicles to electric vehicles (EV) and plug in hybrids where EV's are less practical as soon as is practical.
- Use of onsite generation to produce green electricity for our EV's.

What we are doing

- By mid-2024 the remaining vehicles will be replaced with hybrid or fully electric vehicles.
- Provide driver training on how to drive more efficiently to reduce emissions.
- Install telematics where feasible to gather granular data on driver performance to issue further guidance.
- We will investigate the possibility of providing free green energy charging for our employee's EVs.

Carbon Reduction Plan



SCOPE 2: Electricity

Working alongside our site landlord, we will encourage the below through the following strategies:

What we have done

- Charterhouse attends bi-monthly tenant ESG committee meetings with the landlord at its landlord-managed site, to discuss ESG commitments and secure monthly energy consumption data.
- These meeting have influenced the landlord to take steps to secure a renewable energy contract with its energy supplier as of mid-2023.
- Since there is additional electricity demands due to investments in EV charging the bi-monthly ESG committee meetings has led to the landlord considering extra onsite renewable electricity generation to facilitate the additional demand.
- An energy consumption review of the office has taken place and Charterhouse has installed energy-saving smart plugs and other energy-saving measures like smart desk booking.
- For new office locations, we are ensuring that they have efficient lighting systems.

What we are doing

- Energy efficiency guides will be issued to all site staff to facilitate positive behavioural change.
- Wherever possible for our leased sites, we will continue to encourage the landlord to:
 - Ensure we use energy efficient systems wherever possible e.g., replacing lights with LED and using passive infra-red sensors (PIRs) where possible.
 - Energy surveys will be undertaken at sites consuming large amounts of electricity to identify CapEx opportunities.
 - Energy champions to be appointed gather ideas from colleagues across our organisation. These ideas will be collated and shared, supplemented by what we consider to be best practices.
 - Investigate opportunities to install green energy production facilities onsite where practicable (e.g., solar panels, wind turbines).

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SCOPE 3 Category 4: Upstream Transport

This category's GHG emissions, involving paid transport and distribution used by Charterhouse, also depends on our suppliers' efforts to lower carbon emissions and align with the UK's Net Zero by 2050 goal.

What we have done

Charterhouse has introduced sustainability requirements in supplier contracts and its Sustainable Code of Conduct to continuously strive for reductions, promoting a culture of eco-friendly practices throughout the supply chain.

What we plan to do in future

- Collaborate with suppliers to set emission reduction targets and raise awareness of sustainability goals Identify efficient routes, consolidate shipments, and choose low-carbon transport modes like rail and sea freight.
- Implement robust tracking systems, requesting actual distances travelled from logistic suppliers to measure emissions accurately and identify areas.

Carbon Reduction Plan



SCOPE 3 Category 5: Waste

What we have done

- Green Champions have focused on responsible waste disposal methods and a change in business culture within the office and home.
- Posters have been placed above the bins at the office.
- Desk bins have been removed to centralise disposal.

What we plan to do in future

- We will track the disposal methods of our various waste streams and encourage waste management companies to change suppliers who send waste to landfill.
- Charterhouse aims to have zero waste to landfill by 2028.



SCOPE 3 Category 6: Business travel

What we have done

- Charterhouse has partnered with Zoom to help reduce our GHG emissions within Business Travel by enabling better video calling.

What we plan to do in future

- Where travel is required, we will prioritise carbon-reducing travel modes, choosing rail over air or cars.
- We are considering providing free green electricity charging for employees” We will also begin collecting more granular data on hotel stays to better calculate our GHG emissions in future years.
- We will investigate the possibility of providing free green energy charging for our employee’s EVs.

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SCOPE 3 Category 7: Employee commuting & homeworking

We recognise that we cannot massively influence what modes of travel our employees use. That said we need to do all we can to encourage them to join us on our sustainable journey. We will endeavour to achieve this by:

What we have done

- We have adopted a 'cloud-first' strategy for procuring new IT applications.
- We have introduced flexible working to enable employees to work from home, reducing commuting to the office and to client sites.
- Conducting an annual travel survey to each of our employees to understand how they currently get to and from work.
- Putting in place initiatives to include:
 - Cycle-to-work schemes
 - Encouraging carpool arrangements
 - Providing information on public transport alternatives
 - Installing EV charge points at our office location
 - Paying favourable mileage reclaim rates to EV vehicles
- For our employees who are working remotely, we're educating them through behavioural change campaigns to reduce their environmental impacts and carbon.

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Carbon Reduction Plan

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 standard¹ and uses the appropriate Government emission conversion factors for greenhouse gas company reporting².

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) Standard³.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

Signed on behalf of Charterhouse Voice & Data Limited:

Eoin McGarrity

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Eoin McGarrity, Head of Legal & Compliance

Date: 1 November 2023

¹ <https://ghgprotocol.org/corporate-standard>

² <https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>

³ <https://ghgprotocol.org/standards/scope-3-standard>