

ENVIRONMENTAL POLICY

2020



This environmental policy reflects our commitment to minimise and reduce our environmental impact as far as possible. We will ensure compliance with all relevant environmental legislation and will monitor our environmental performance to identify room for improvement. We work with third party suppliers that share this commitment to ensure that, together, we minimise impact and act responsibly.

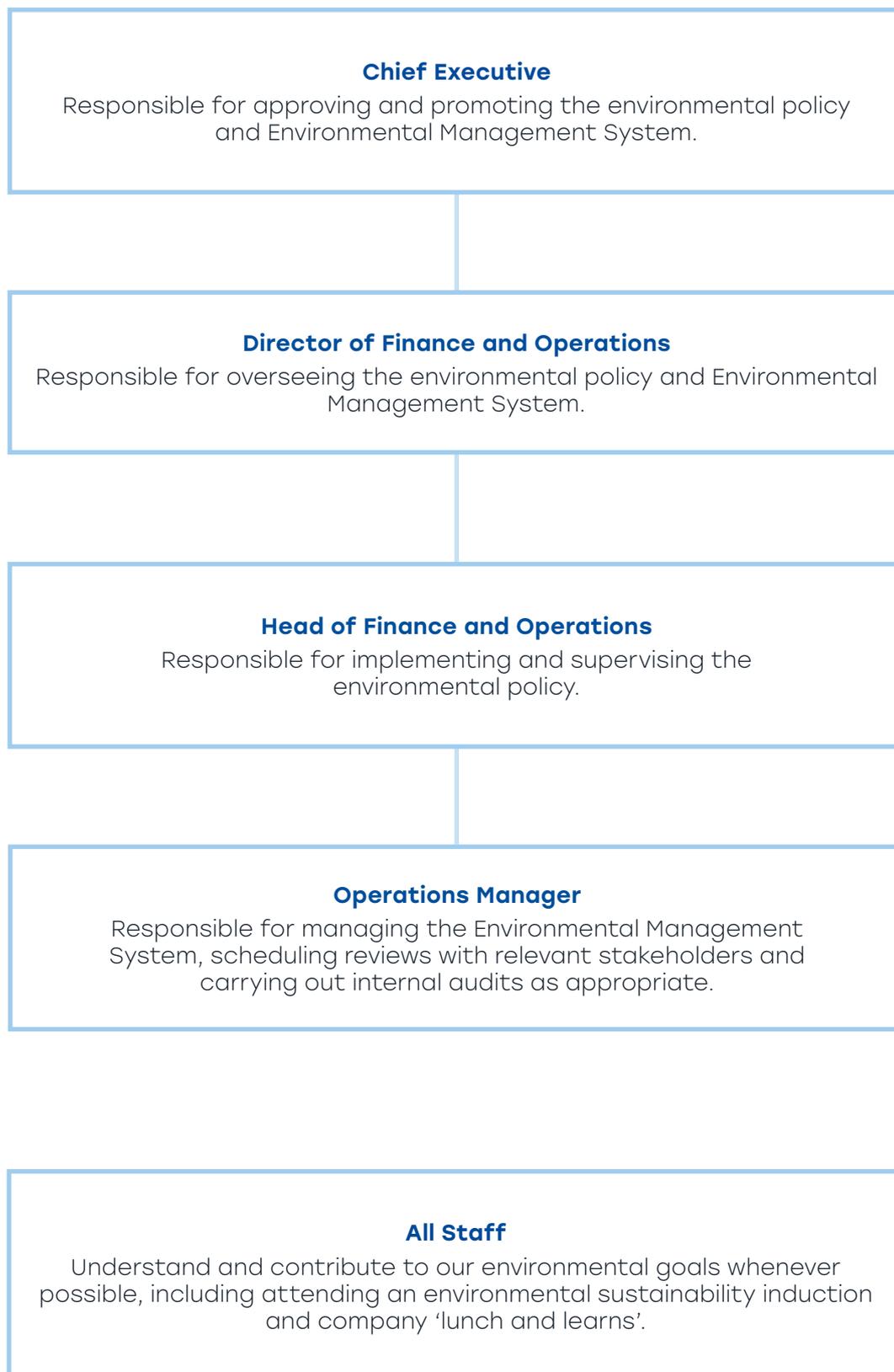
Our carbon footprint for 2018-19 was measured by the Carbon Trust at 241.6 tCO₂e.

This is a 19 per cent reduction on the previous year. This reduction is the equivalent of an average passenger car driving around the circumference of the Earth over five times!





Organisational chart of responsibilities





We have already made significant improvements to reduce our environmental impact, including:

- **keeping waste to a minimum** - in 2019, we recycled 92 per cent of our waste which is a 10 per cent improvement from when our records started in 2016. We are proud that none of our waste goes to landfill and instead is safely processed to provide heating and hot water to over 100,000 UK homes.
- **using ethical products** - In 2019, we made numerous changes for the better. Our hand soaps are now all natural, bee-friendly and are provided by a disability positive employer; our pens are made out of recycled plastic bottles; and our cleaning products have started to be changed over to more eco-friendly versions. We have also implemented a number of staff suggestions and as a result, use cruelty-free post-it notes, recycled hand towels as well as offering ethical sanitary products.

To continue making progress, our aims and objectives for 2020 are to:

- calculate our carbon footprint quarterly, including all three offices in our scope. Review our results and identify areas for improvement within our Operations team and communicate this to stakeholders.
- regularly review the procurement of products and supplies used in our offices to ensure environmental impact is minimised, focussing particularly on office catering.
- engage staff by sharing progress and showing the collective Impact of their actions. Our Environmental Management System will be a regular part of team meeting agendas.
- recycle at least 94 per cent of the waste generated in our London office, a 5 per cent increase from 2018-19.
- reduce our carbon footprint by 2.5 per cent year-on-year.
- reduce our external printing numbers by at least 5 per cent on the previous year.
- offset emissions related to general waste, gas and electricity, and air travel.

**Sacha Deshmukh,
Chief Executive**