

# Smart Energy GB

## Environmental policy



Smart Energy GB is the non-profit, government-backed communications body working on behalf of government and the energy industry. Working collaboratively with a range of stakeholders (including energy suppliers, trade bodies and charities), crucially, our collective task is to help homes, microbusinesses and customers in vulnerable circumstances to understand the impact that having a smart meter installed and changing our behaviour with energy can have on people and the planet.

As a team, we are creative, passionate and committed to improving our environmental performance. This environmental policy reflects our commitment to minimise and reduce our environmental impact as far as possible.

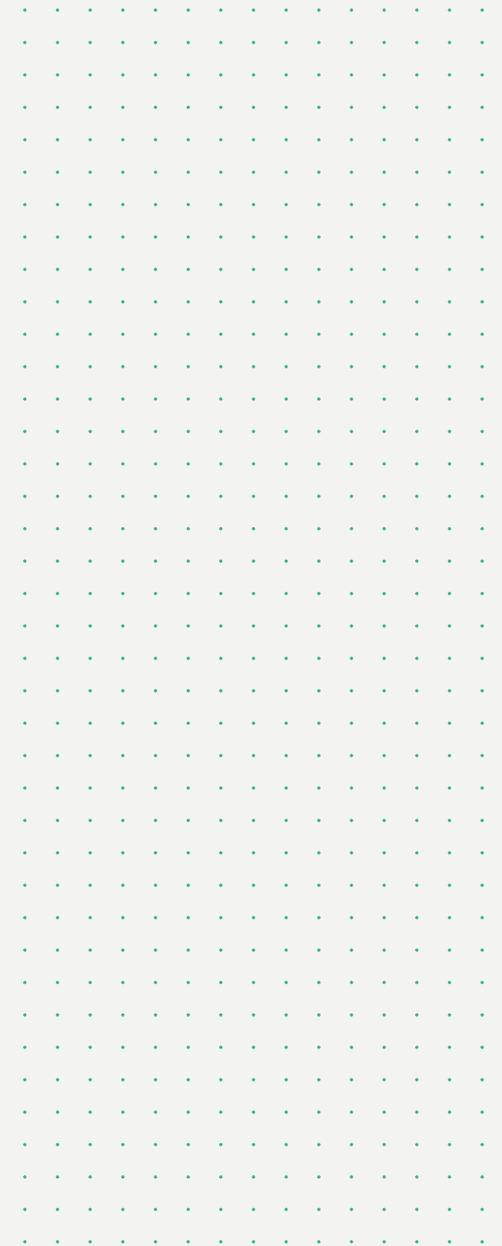
We ensure compliance with all relevant environmental legislation, we work with third party suppliers that share our commitment to act responsibly and ensure that, together, we minimise our environmental impact.

We have partnered with Carbon Trust in a voluntary but explicit commitment to a specific framework that monitors our environmental performance. In April 2020 we were awarded a Certificate of Achievement for our efforts in ensuring continuous carbon reduction, this certification remains valid until March 2022.

We have implemented an environmental management system to maximise our environmental sustainability and minimise our environmental impact. This system is now embedded in the business and sets out our environmental responsibility and behaviours; it ensures that operational procedures minimise our environmental impact, ensuring long-term improvements.

As we adjust to the challenges of working through a pandemic, we need to acknowledge that there have been some significant environmental benefits from our team working predominantly from home, such as a reduction of travel, a reduction in office energy use and less paper usage and waste.

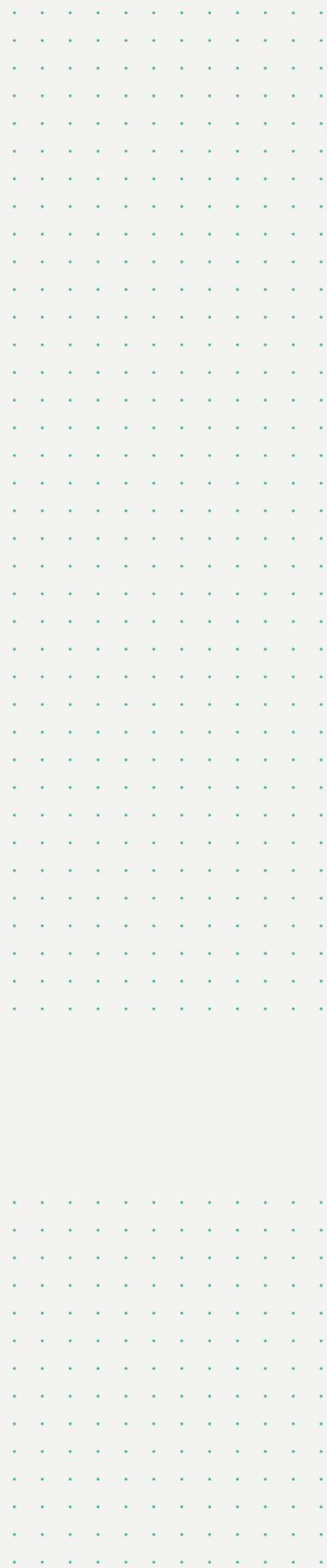
During this period we have also reviewed staff working arrangements and workspace requirements over the longer-term, and we have decided to reduce the London office space by approximately 40 per cent. This will reduce our energy consumption and waste over the longer-term.



# Our objectives

We want to encourage ways of working that will continue the reduction of our carbon footprint and we remain committed to reducing our impact on the environment. This can be achieved by:

- **ensuring none of our waste goes to landfill and is safely processed to provide heating and hot water to over 100,000 UK homes.** All of our waste is split into different streams at the point of disposal. We have recycling stations around the office which allow and encourage staff to split rubbish into general waste, mixed recycling or food waste
- **operating as a meat-free office.** The food provided for business meetings is ordered from local suppliers who can demonstrate more ethically and responsibly sourced products, packaging and delivery options
- **having an environmental induction** which illustrates how all of us can be more sustainable at work, at home and in our wider communities. This is used as part of the new starters onboarding process to inform them of our environmental priorities, and also engage them to play a role in fostering an ethos of sustainability to support the wider organisational goals
- **supporting flexible working** and encouraging continued working from home arrangements which will help reduce our overall emissions caused by travel
- **regularly reviewing the procurement of products and supplies** used in our offices to ensure environmental impact is minimised, focussing particularly on office catering, toiletries and stationery products
- **implementing a travel policy** that encourages our team to think about their business travel requirements and make environmentally positive choices, where possible
- **ensuring the participation and co-operation of all employees.** We provide resources, share helpful articles, top tips and inspirational stories that inform and encourage our team to reduce their carbon footprint both at work and at home



# Responsibilities and reviews

This policy will be reviewed by the team annually or more frequently where there have been significant changes to our operations or activities. This means that:

- the **Chief Executive** is responsible for approving and promoting the policy and Environmental Management System (EMS)
- the **Director of Operations** is responsible for overseeing the Environmental Policy and EMS
- the **Head of Finance and Operations** is responsible for implementing and supervising the policy and EMS
- the **Operations Manager** is responsible for managing the EMS, carrying out Environmental inductions and scheduling reviews and comms with relevant stakeholders as appropriate
- all staff will be made aware of the policy, understand and contribute to our environmental goals whenever possible

We will share latest results and feedback from the Carbon Trust after each review.



**Dan Brooke,**  
CEO

