SCC
Technology Solutions Provider

Effecting Social Change Through Our Business

CSR Report 2012

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James Rigby
Chief Executive – SCC

Chief Executive's Message

As a privately-owned business, our culture is focussed on 'putting back'. We are an extremely flexible and adaptable organisation built on family values with a view to effecting social change through business.

We have always operated our business around personal principles and professional ethics, and at the very heart of this philosophy is our people. We look to help them thrive by creating an inspiring and collaborative workspace from which we, as a company, can give back.

We have a long history of supporting the communities directly touched by our services and believe that building and maintaining relationships of trust is vital to the sustainable future of our business.

Since 2010 we have actively offset carbon emissions created by both our data centres and recycling operations via our on-going partnership with carbon offsetting specialists co2balance.

Via the support of global initiatives, predominantly the African Energy Efficient Stoves Project, we have offset emissions whilst bringing enormous socioeconomic benefits to individuals and whole communities alike in the most deprived areas of Kenya.

In total for 2012, we recycled 999 tonnes of Waste Electrical and Electronic Equipment (WEEE) in line with the Government's WEEE Directive, refurbishing £1.5m worth of technology and redeploying 74% of kit processed through our National Recycling Centre back into businesses.

We continue to perform well in other key areas of corporate responsibility including the provision of various initiatives for our employees from health, diet and nutritional advice to benefit schemes around childcare, healthy living and employee discounts.

We also work with a broad spectrum of organisations and charities from the larger and better known like Marie Curie Cancer Care, Cancer Research and Children in Need, to lesser-known, more specialised causes like the Police Community Club.

In 2012 we adopted Marie Curie as our first official charity partner with a view to giving our employees extended opportunities around fundraising and volunteering.

This was complemented by our Executive Board's endorsement of a 'Charitable Donations, Volunteering and Fundraising Policy' which has seen our employees raising money for causes close to them and visiting schools throughout the UK to educate children about internet safety with the Police Community Club.

2.

Community Engagement
Charity Contribution

We have a long history of supporting the communities directly touched by our business and we believe that building and maintaining relationships of trust in the community is vital to the sustainable future of our business.

Our investment is structured through two channels: the Rigby Foundation and SCC.

2.1 The Rigby Foundation

The Rigby Foundation, a registered charity which operates independently of the business, makes donations to various charitable organisations with the following charitable purposes: the advancement of health or the saving of lives; the advancement of education; the advancement of the arts, culture and heritage; the advancement of amateur sport; and the relief of those in need, by reason of ill health and/or disability, financial hardship or other disadvantage.

In 2011/12 the Foundation made donations of **£45,350** to charitable causes in order to support their projects. These included donations to the following organisations:

Acorns Children's Hospice

Established in 1988, Acorns Children's Hospice Trust is a registered charity offering a network of care for life limited and life threatened children and young people, and their families, across the heart of England. The foundation made donations to Acorns to support their charitable purpose.

Royal Air Force Museum

The Royal Air Force Museum is Britain's only national museum dedicated wholly to aviation. The foundation made a donation to the Museum to support its charitable purpose.

Rosie Kay Dance Company

The Foundation sponsored the performance of 5 SOLDIERS – The Body Is The Frontline at the Birmingham Town Hall in May 2011. 5 SOLDIERS is a powerful dance-theatre production that explores the physicality of modern warfare, and the idea that despite modern military technological advances we still use human physical violence as a threat, a deterrent and a weapon.

International Children's Games

The foundation made a donation towards the funding of the International Children's Games held in Daegu, South Korea.

Royal Marines Charitable Trust Fund

The trust is the overarching Royal Marine charity and money raised can be used for very wide purposes, probably the widest of any service charity. The foundation made a donation to the trust to support their charitable cause.

Place2Be

Place2Be works in schools providing early intervention mental health support, without stigmatising children, young people or families and at a point where they need it most.

2.2 SCC Charity Contribution

At a corporate level we have a significant giving programme supporting employee, as well as community, interests. Our people are the backbone to our organisation. Our approach is simple and supported by our family values. We are determined to fulfil our responsibilities to our employees and are committed to addressing their needs and expectations. This year we have had an overwhelming response to our 'Charitable Donations, Volunteering and Fundraising Policy'.

Our primary activity will involve corporate fundraising days for charities recommended by our employees. The number and size of charities will vary throughout the year.

However, it is our aim that these fundraising events will:

- Partner local charities which focus on social and environmental needs relevant to that community
- Support local sports and arts organisations that provide opportunities for our employees to maintain a healthy work/life balance
- Build long-term relationships with schools close to our main office sites

Within the past 3 years we have contributed a significant amount to charitable organisations with Employee Dress Down Days. On the last Friday of every month, we host a Dress Down Day to raise money for the chosen charity of the month, with staff contributing £2 to wear casual clothes for the day.

Fig 1: Total Donations for years 2010-2012

Dress Down Day Donations

2010 Charities:

Action for Medical Research, Coast 2 Coast, Children in Need, Friends of the Animals, Haiti Support, Jeans for Genes, Pakistan Flood Relief, Sports Relief, Solo

2011 Charities:

Birmingham Childrens Hospital, Barnados, Children In Need, Cancer Research, Friends of the Animals, Help for Heroes, Japanese Earthquake Disaster, Jeans for Genes, Macmillan Coffee Morning, Marie Curie Daffodil Appeal, Nottingham CC - Fundraising, Red Nose Day, SSAFA - Mick Southall, WBA FC Football memorabilia donation, Wear Red - British Heart Foundation

2012 Charities:

Armed Forces – SSAFA, Barnados, British Heart Foundation, Children in Need, Jeans for Genes, Paralympics, Sports Relief, Wear Yellow for £1 – Daffodil Appeal, When You Wish Upon A Star, Macmillian

"Thank you so much for your kind donation to The BBC Children in Need Appeal 2013. Every year we are humbled by the generosity and creativity of our supporters in raising money for thousands of disadvantaged children and young people right here in the UK."

Children in Need

Our 2012 Charities:

SSAFA

SSAFA is a charity that does whatever it takes to get things done. They provide practical support and assistance to servicemen and women, veterans, and the families of both, every single day of the year.

Barnados

As one of the UK's leading children's charities, Barnardo's works directly with over 200,000 children, young people and their families every year. They run over 900 vital services across the UK, including counselling for children who have been abused, fostering and adoption services, vocational training and disability inclusion groups.

British Heart Foundation

The British Heart Foundation is the UK's number one heart charity.

Coronary heart disease is the UK's single biggest killer but BHF are leading the fight against it. Their pioneering research has helped to transform the lives of people living with heart and circulatory conditions.

Their work has also been central to the discoveries of vital treatments that are helping to change the face of the UK's fight against heart disease.

Children in Need

BBC Children in Need is the BBC's UK charity. Since 1980, Children in Need has raised over £600 million to change the lives of disabled children and young people in the UK.

Jeans for Genes

Jeans for Genes Day is an annual event that sweeps the nation. The charity put their hearts and energy into raising money that provides care and support for children and families who are affected by genetic disorders.

In all that they do, they aim to raise awareness and promote understanding of genetics and what it means to be affected by a genetic disorder.

The British Paralympic Association

The British Paralympic Association are the National Paralympic Committee for Great Britain and it is their responsibility to select, prepare, enter, fund and manage the Great Britain and Northern Ireland team at the Paralympic Games.

Following the great success of London 2012 – we took real privilege in supporting the BPA through numerous fundraising activities.

Sports Relief

Sport Relief brings the entire nation together to get active, have fun and raise life-changing cash.

The cash raised by Sport Relief is spent by Comic Relief, to change lives at home and abroad. In the UK, you help give shelter to young people living on the streets and protection to those living with domestic abuse. Across the world, your money helps children into education, and provides communities with fresh water and life-saving vaccines. And that's just the start.

When You Wish Upon A Star

When You Wish Upon A Star is a small charity whose primary aim is to grant the Wishes of children suffering from life threatening illnesses and since they started in 1990, they have granted over 14,500 Wishes for some very brave and courageous children and their families. All children have Wishes, but for these children and their families that Wish is much more precious.

Macmillan

Macmillan Cancer Support provides practical, medical and financial support and push for better cancer care.

With the number of people with cancer growing every day, Macmillan wants to reach and improve the lives of every one of those people – and we have enjoyed lending our support.

> "Thank you so much for holding various fundraising events to raise funds for Macmillan Cancer Support. Your time and effort is greatly appreciated and will make a real difference to people living with cancer and their families."
>
> **Macmillan Cancer Support**

2.2.1 Official Charity Partner 2012 – Marie Curie Cancer Care

In 2012, we adopted Marie Curie as our first official charity partner with a view to giving all our employees extended opportunities around fundraising and volunteering.

Marie Curie Cancer Care is a UK charity dedicated to the care of people with terminal cancer and other illnesses. There are 9 Marie Curie hospices across the UK providing expert care and the best quality of life possible. They are the biggest provider of hospice beds outside of the NHS and have over 9,000 patients in their care.

These are just some of the Marie Curie dedicated fundraising activities we have taken part in this year:

- SCC Commandos
- Dress Down Days
- Great Daffodil Appeal

In total we raised **£7,658.66** for Marie Curie Cancer Care in 2012.

"SCC have been valued supporters of Marie Curie Cancer Care over the past year. In this time they have tirelessly supported the charity's cause by organising various fundraising activities such as dress down days and their sponsored 'Commando' event.

"All of this has greatly contributed to the work of Marie Curie Cancer Care. Without such support our Marie Curie nurses could not provide the high quality care they do to terminally ill people throughout the West Midlands. The sad fact is that every five minutes in the UK, someone dies without receiving the end of life care they need. Our Marie Curie nurses and Hospices provide this care, but we could not do it without our valued supporters. On behalf of everyone at Marie Curie we would like to thank SCC for supporting our cause."

Marie Curie Cancer Care

2.2.2 SCC COMMANDOS

Driving rain, strong winds and high tides greeted our band of 12 Commandos as they arrived in Exmouth, ahead of their Royal Marines Commando visit. The group embarked on weapons demonstrations and examinations, the rifle range, group discussions with real life Marines and, of course, the dreaded 10km endurance course consisting of narrow, mud filled, tunnels, high walls and lots of bumps and bruises. The grand total raised by our commandos, for Marie Curie, was in excess of £2,682.50.

As part of the ongoing support for our charity of the year 2012, Marie Curie Cancer Care, we spent 4 months searching company-wide for 12 individuals to form the 'SCC Commandos' and take part in a two-day training course at the Royal Marine Commando Training Centre in Lympstone, Devon. The challenge was on 18-19 October 2012

Our chosen few were asked to raise as much as possible, with a minimum of £100 being accepted. In exchange they would put through their paces under the strict guidance of a team of Royal Marines based at the training camp. They took part in weapons familiarisation, an endurance assault course and finished the weekend with an evening black-tie dinner as well as attending the King's Squad Pass Out Parade as VIPs.

Our commandos summed up their experience: "We all thoroughly enjoyed ourselves at CTCRM and left with some wonderful memories as well as a sense of inspiration and pride in the role of the Royal Marines. Equally, we learned that we ourselves are capable of achieving things we may not have done before. It's not every day that you have to wade through waist-deep pools and along river beds to achieve a team task. Teamwork and communication really do matter when you are crawling through a wet, pitch-black 2ft by 2ft tunnel!"

2.3 Foodbank Initiative

Part of a UK-wide initiative of over 100 foodbanks, the initiative was run by local churches across inner city Birmingham, working together alongsides local community organisations, agencies, frontline care professionals, schools and business to provide emergency food to those in need. We surprised all our initial estimates and collected an incredible amount of food for those families that are in real need. In total we donated 460kg of food, that is equivalent to 500 individual meals for the Birmingham Sparkhill and Central Foodbanks.

"Over the last 18 months SCC have donated over 300kg of food to Sparkhill foodbank. This food has fed families in crisis and we are very grateful to everyone who has donated."

Gareth Duffield, Sparkhill Foodbank Supervisor

2.4 The Police Community Club Internet Safety in Schools Project

The Community Education Awards celebrate the efforts of those actively helping children and young people to become positive members of their communities. In partnership with The Police Community Clubs of Great Britain, we visited local schools to deliver advice and ensure that children are able to use the internet safely. Ruthvenfield Primary School demonstrated the most effective deployment of safe teaching methods via the internet and as a result was invited along to the awards to receive the SCC Internet Safety Project Award.

This winning project was introduced to Ruthvenfield Primary School as part of a wider theme about 'Keeping Safe' with primary 6 and primary 7 pupils. The internet safety subtopic became a main focus as the project developed and interest levels (of teachers and pupils) drew the direction towards the use of social networking sites among primary aged pupils.

Andrew Clark, Head Teacher of Ruthvenfield Primary School said: "The main focus of the project was to share an online safety message with as many children as possible. The best way to achieve this was to create an animation about the issues and enter the Perth and Kinross Schools Competition. The film won the competition and has subsequently been shown to over 400 delegates at a 'GIRFEC' conference at Perth cinema, to all newly elected members following the May local government elections and to all P7 pupils at Perth and Kinross at 'Safetaysiders'."

A need for the specific internet message came from the feedback from pupils during research on social networking sites and the gap in understanding about privacy settings on profile pages and also the potential risks that pupils may unknowingly be exposing themselves to.

Pupils conducted research by surveying the access to the internet and the popular sites used by children at the school. This would then help educate as wide an audience as possible on how to stay safe online.

"The Community Education Awards aim to recognise the projects and people that go the extra mile in helping their community. Having SCC as an Award Sponsor provided an excellent platform for our Awards programme due to their reputation as an industry leader."

"Our SCC Internet Safety Project Award was hugely popular with high quality entries submitted from all over the country. The projects entered were innovative in promoting internet safety and were excellent examples of the steps being taken in schools to make children aware of the dangers online."

Success of the project was measured on three levels. The first was the post topic assessment measuring the level of learning that took place during the wider theme. The second was the pupil reflection on their security settings on their own profile pages. Finally, the presentation that pupils made to parents and carers during the schools 'Safer Internet Day' which outlined the successful learning which had taken place. Winning the Perth and Kinross competition was a further measure of success.

Running from January to February this year, the animation project involved 21 pupils in terms of the animation aspect while another 50 children participated in the data collection and survey side of the project.

"The project fulfilled the need to learn about how to stay safe online. Twenty per cent of pupils changed their security settings as a result of working on this project. Several commented that they had helped their parents change their security settings at home after informing them of the dangers," commented Andrew.

As well as learning about internet safety, the pupils involved also developed skills in film production and animation. One pupil also developed his software skills and was able to take a lead role in technical aspects of the project. This gave the pupil a noticeable confidence boost and was commented upon during the self-reflection process.

Ruthvenfield Primary has been affected as it is now known throughout the region for the internet safety work that it has produced. This has developed a sense that pupils within the upper stages are ambassadors for internet safety and are capable of sharing a clear message through the school.

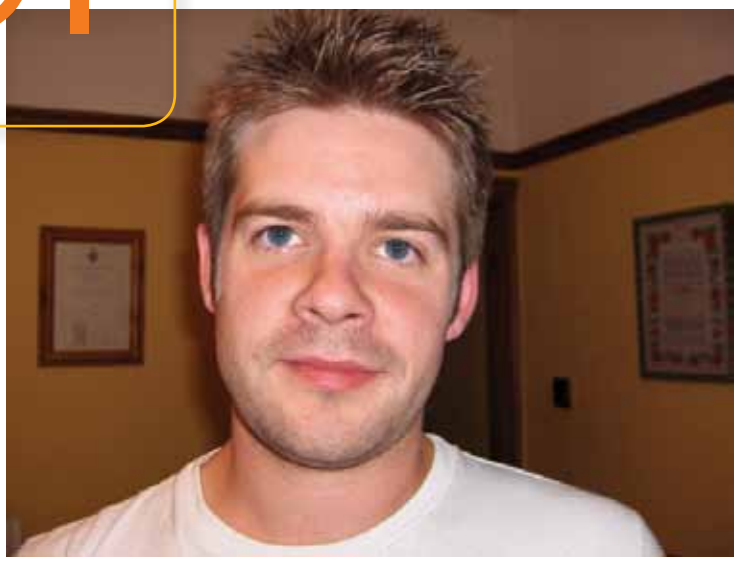
The film has been seen by several hundred children and adults. It has been used by the local authority to spread the intended message. This has therefore impacted on the local community and the wider community of Perth and Kinross. This success means there is a strong possibility the project will be repeated in the future. In terms of computer animation, this aspect will be continually developed with pupils in class.

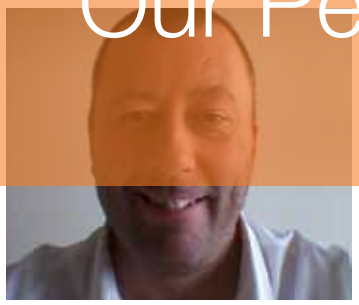
Andrew added: "The legacy of the project lies in the existing pupils sharing their knowledge within our community, the use of the recorded knowledge and understanding from the film being used across the authority and the pride shown by pupils and teachers in coming first in the competition."

"Through SCC's involvement the Community Education Awards were able to highlight the projects which are teaching children all over the country how to use the internet safely."

Community Education Awards

3.





Our People

All employees should have the benefit of a working environment that makes a positive contribution to their own sense of well-being, personal development and security.

We recognise that the working environment includes the way in which the workload is managed as well as the physical conditions in which the work takes place.

As a leading Technology Solutions Provider, we believe that having a management ethos committed, within operational constraints, to addressing the needs and expectations of employees, is likely to contribute toward optimum business effectiveness.

Our approach is simple and supported by our family values. Moreover, we are determined to fulfil our responsibilities to our employees.

We will endeavour to manage these in an effective manner, believing that a sound and demonstrable investment in our employees is, as a responsible business, a fundamental part of our success.

In addition, the company will constantly strive to encourage feedback from our employees, through online and offline feedback methods, in order to enable their opinions to shape and improve the company in which they work and contribute to the success of.

Within the last 3 years we have trained over 2,037 members of staff and 283 managers in the principles of Health and Safety.

3.1 Training on Health and Safety

Over the past 5 years the company has developed a robust training strategy around the subject of Health and Safety. Training for Directors, Managers and staff is now mandatory. The training was designed by the company's Learning and Development Department in conjunction with the Health and Safety Department.

All new employees are mandated to attend the company's Corporate Induction where training on Health and Safety, Manual Handling and, if appropriate, Working at Height is delivered.

As a result our Health and Safety culture has improved enormously. Traditionally, our recorded accidents and near misses are well below the expected average. This year we have seen a huge reduction in the level.

2,300 employees trained in Manual Handling.

Accidents – RIDDORS

3.2 Accident Reporting and Performance

As a result of our initiative to train all company employees we have reduced our serious accident number (RIDDORS) from **8 in 2010 to 3 within 2012.**

Our overall number of accidents/near misses has decreased dramatically from a peak of 214 in 2007 to 10 in 2012. We fervently believe that this is a result of the training being delivered, as this has increased the amount of best practice within our operational processes and overall has lifted the awareness of Health and Safety throughout the whole of the business.

Our overall progress with regard to accidents and incidents has been excellent over the past 6 years. One area of note is the number of accidents/incidents per 100,000 hours worked. This was 2.27 for 2012 the lowest amount recorded within the past 6 years. Please see below further for details referencing the accidents recorded.

	2007	2008	2009	2010	2011	2012
3 Days +	7	9	20	7	3	3
Major Injury	0	0	0	1	0	0
Incidents Rate						0.056
(Total No of acc/ Ave No of Emp x 100,000)	9349.06	7047.70	6355.39	6794.06	4905.19	4251
Annual injury Incident Rate						4.53
(No of reportable injuries/ Ave No of Emp x 100,000) incidents	305.81	386.76	863.81	339.70	206.10	121.45
No of accidents incidents per 100,000 hours worked	4.85	3.65	3.11	3.35	2.54	2.27
No of reportable accidents per 100,000 hours worked	0.16	0.20	0.45	0.18	0.10	0.06

Fig 2: Accidents recorded between 2007/2012

3.3 Cycle to work scheme

As part of our initiative to promote better health amongst our staff, we signed up to take part in the Government's Cycle to work scheme, giving all employees the opportunity to acquire a brand new bike and accessories up to the value of £1,000 completely tax, NI and VAT free. This has been a very successful scheme with a significant amount of employees' now proud owners of brand new bikes that they use to cycle to work and keep fit.

The average cyclist **saves over £600** a year in car running costs and burns over 8,391calories cycling to work each month.

"With the daily commute (Mon-Fri) from the train station costing £2.90 a day (£58 a month) I hung up my bus pass and cancelled my gym membership (£30 a month) and started cycling to work. Now I feel fitter, faster and more alive. Plus I'm £88 better off each month!"

Christopher Banks Account Manager SCC

3.4 The Healthy Employee

As part of our Building a Better Workplace policy we decided to focus on the health and wellbeing of staff, particularly diet and nutritional awareness.

Consequently, we decided to employ the services of The Healthy Employee to help individuals understand the subject of healthy diet and exercise as a means of increasing energy and productivity within the workplace.

Following the success of the 12 week individually based programme in 2011, SCC funded six different programmes in 2012 to provide more choice for every need and want of our employees. The programmes range from a 6 week eating for energy programme, an 8 week fit and healthy man/woman, 10 week family healthy and 12 week weight gain or weight loss. These programmes are all conducted remotely by telephone and with email and text message to back up the programmes. In 2012 60 members of staff took up the challenge.

Each member had the common goal of improving their health, energy and productivity in the workplace. Good health is important in the workplace as it enhances overall wellbeing, self-confidence and positivity.

Our overall aim was to address health by addressing food and diet, weight, energy and productivity. The programme gave a full understanding on how our body deals with food enables us to avoid the post-lunch, 'graveyard shift' slump and keep alert and energised throughout the day. Individuals were shown how to manage their health, emotional wellbeing and weight by creating their own personal eating and exercise blueprint.

The results were impressive with almost 85% stating that they had:

- Attained their weight loss/weight gain goals
- Made the necessary changes to their diets to improve health, wellbeing and productivity
- Reported a marked increase in their energy making them productive throughout the working day and avoiding the afternoon downtime and energy slump.

"Having been overweight for some time and fallen into bad habits, as well as being teased by my wife and kids due to my weight, I wanted to do something to boost my self-esteem.

"The working lifestyle of meetings, driving and stress means you don't always eat properly; and I'd driven 20,000 miles in 8 months.

"Anna and the Healthy Employee schedule make you focus and plan ahead. Anna encourages you to earn her praise for doing well, and I think that sometimes somebody just needs to state the obvious to.

"In just 6 weeks I have lost 1st 2lbs and feel so much better. I now plan to keep going, eating fresh wholefoods and losing weight.

"The key is in planning ahead and not being lazy. And the Healthy Employee scheme makes this possible."

Martin Woodhead, Sales Executive, SCC

"Sometimes a little encouragement is all you need, but knowledge turns that encouragement into results.

"The SCC Healthy Employee programme has gone beyond just encouragement and created a clear plan which helps me think about what I eat, what I do and the effect this has.

"I thought I knew what was good for me, but it's no wonder my weight had increased month after month when actually recording my sugar intake.

"On the programme, I speak with Anna weekly and we discuss the foods I have eaten and what helps me to achieve my goals. It's not just about losing weight but maintaining energy levels throughout the day. In some cases I eat more food more frequently but in varied proportions.

"In just 8 weeks I have lost 7kg and feel confident of losing the same over the next 8 weeks, too. I'm then prepared with an outlined plan around maintaining that weight while still enjoying the things that I eat as a treat.

"The Healthy Employee programme surrounds you with peers being similarly coached and provides a platform to discuss openly your successes in a social group with common ground. I feel this approach creates a sustainable future for employees, as well as joy at the next suit being bought at least one size down!"

Phil Barnett, Public Sector – Business Development Manager, SCC

"Little changes make all the difference. Choosing a few new healthy options means I have lost weight. It is simple and all in the planning."

Dave Hutchinson, Internal Account Manager, SCC

'If you think that diets don't work & this programme is not for you, then reconsider. You don't follow points, or have to manage red and green days, or measure BMIs. What you do get is advice, support and guidance on what you need to reach your goals, both in the short term, over the 12 week programme and more importantly beyond. You can even have the odd piece of cake!"

Rob Kershaw, Software Licensing Specialist, SCC

"I started the Distant Dieters programme just over two years ago, and it has proved to be the most successful weight loss plan I have ever followed. Anna was extremely informative and supportive during the initial 12 week course of one-to-one calls and then subsequently with the process of maintaining. I reached my personal goal relatively quickly and it was without ever feeling hungry or tired – infact, my energy levels have greatly increased and I am now also participating in a regular exercise programme. The only downside has been all the shopping trips to purchase smaller clothes."

Cora James, Customer Services Manager in Operations Support, SCC

4.

Our Commitment to Sustainability and the Environment

Everything we do has an environmental affect, be it positive or negative. Our Sustainability Policy commits us to continually improve the sustainability of all our services and working practices.

- Winner of Data Centres in Europe Green Award for Sustainability
- Carbon neutral Data Centre and Recycling operations through carbon saving projects
- Recycling & Disposal facility recycled 255.01 tonnes of display units and 183.29 tonnes of cardboard during 2012

We help reduce customer's carbon footprint by taking advantage of a reverse logistics process i.e. collecting redundant equipment upon delivery of new items.

With 80% of the nation's IT systems running obsolete or unsupported software, our core business helps organisations affordably access best of breed and green technologies, remove inefficiencies and enhance business performance.

We accept our environmental responsibilities and recognise our obligations to contribute to the resolution of global and local environmental issues by reducing our environmental impact and taking a leading role in promoting good practice.

In particular, this will be achieved through our commitment to:

- Operating the business in an environmentally sensitive manner.
- Striving for continual improvement in environmental performance through setting objectives, targets and developing key performance indicators.
- Complying with all applicable environmental legislation, regulations and other requirements pertaining to our business.
- Identifying opportunities to reduce any environmental impact of our activities at an early stage and adopt these changes where appropriate.
- Identifying and managing key risks, having arrangements in place to respond to all foreseeable incidents and where practicable to prevent pollution.
- Employing sound waste management practices to minimise waste produced and maximise re-use or recycle opportunities with full consideration to our duty of care.
- Employing best practice to maximise the efficient use of resources (energy, fuel, water, packaging and materials etc.).
- Educating staff on environmental issues and the promotion of individual good practice.
- Engaging in dialogue with customers, suppliers, distributors and sub-contractors to encourage their participation in environmental best practice.

4.1 Environmental Management System

In 2005, we were the first organisation of our type to have our Environmental Management System (EMS) certified by Lloyd's Register Quality Assurance (LRQA) to the ISO 14001:2004 standard at our UK based, technology refurbishment, configuration, disposal and remarketing facilities. We were recertified for another three years in 2008.

Implementation of an EMS and its subsequent certification to ISO 14001:2004, is one of the most effective ways to minimise environmental risks, meet legislative requirements and demonstrate corporate governance.

Certification was awarded following onsite auditing during which we demonstrated adherence to strict environmental policies. This includes managing the environmental impact of our third party suppliers, for example, ensuring waste disposal contractors use the correct procedures.

In 2011 we increased our ISO 14001 scope within the Workshop Repair Department to ensure that this area was able to provide an environmentally efficient service throughout the whole equipment repair chain. This includes a high proportion of cleaning products and packaging that if not managed effectively will have a detrimental effect on the environment.

LRQA Business Assurance

4.2 Supply chain compliance with UK and International CSR legislation.

SCC's Head of Corporate Social Responsibility (CSR) and Standards, supported by an internal audit team, is responsible for setting CSR policy and managing compliance with UK and International CSR legislation.

Since 2009 we have used the Corporate Assessment of Environmental, Social and Economic Responsibility (CAESER) assessment tool as part of our supplier assurance programme.

The CAESER methodology addresses:

- Policy setting (emissions, waste, labour etc.), target setting for sustainable resource consumption and skills promotion (apprenticeships etc);
- Waste management, social inclusion, community regeneration (innovation, environment), supplier diversity (eg. support to SME's and prompt payment codes) and reporting.

Using CAESER, we identify and monitor new developments in appropriate UK and international CSR legislation and positively engage with suppliers responsible for the products available under this framework agreement. Analysis of our supply chain identifies a number of potential risk factors, particularly suppliers who have operations in areas of concern according to FTSE4Good Global Index.

The CAESER assessment requires our suppliers to confirm if their organisation has adopted a CSR agenda within its policies and demonstrate the level of governance and commitment that has been attributed to the agenda. It also measures the overall performance of suppliers against the Government sustainable development agenda including key environmental considerations. The CAESER assessment captures specific information in relation to key government initiatives on CO2, energy, waste and recycling and water. The assessment is designed to examine an organisation's leadership, action and measurement on corporate social responsibility specifically in relation to environmental concerns.

The analysis of the assessments is concentrated on two key areas – key industry sectors where the opportunity of impact on sustainability issues is high and the CAESER scores could be improved, and the Government priority areas in relation to environmental sustainability. In addition to CAESER, we have preference for suppliers that are members of Electronic Industry Citizenship Coalition (EICC) where a code of practice that governs labour, health & safety, environmental, management system and ethics exists.

As a result of utilising CAESER, to assess the performance of the supply chain, we can engage with key suppliers through the utilisation of the individual performance reports. Every supplier who completes the assessment produces a unique report describing their CSR performance, and more importantly the Key Risks in using this supplier within the supply chain.

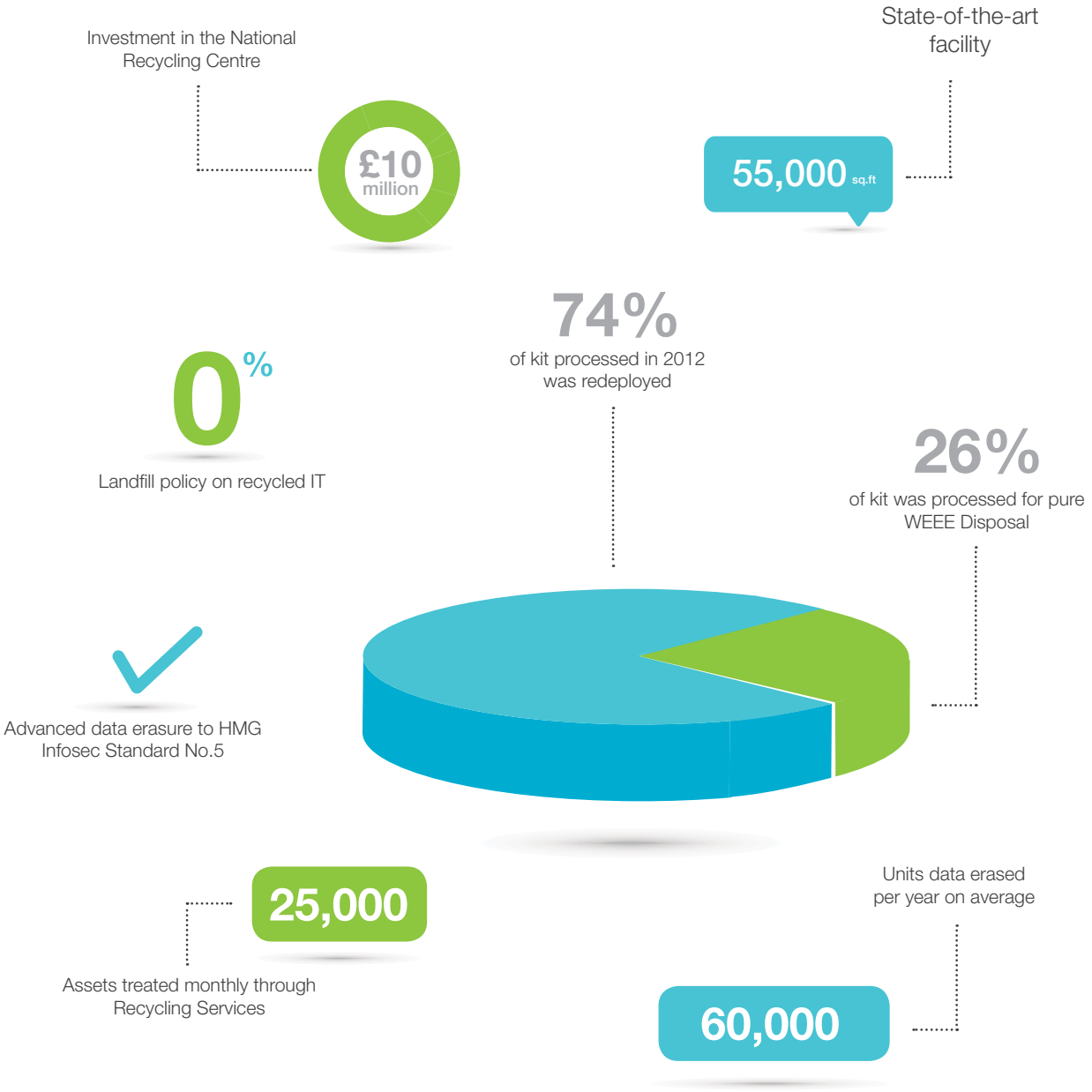
Environmental Considerations – Suppliers should provide details of how:

- They will minimise any negative environmental impacts the project could generate.
- Their waste minimisation strategy, buy back options etc.
- They will specify energy efficient equipment.
- They will provide alternative options for energy consumption reduction.

CAESER

4.3 Recycling and Green IT – The Numbers

Fig 3: Recycling Services key facts and figures



1,824 Tonnes
of IT remarketed in 2011–12

2,019 Tonnes
processed for pure WEEE Disposal

376 Tonnes
refurbished and redeployed

Our IT Recycling model is already in place for many of SCC's customers, reducing carbon emissions and accounting for 75% of all of the assets returned back to our facility.

Typically we recycle 26% of the IT we recover through our CarbonZero recycling centre, with 74% remarketed to create a revenue stream for the customer, offsetting costs and supporting their CSR.

We guarantee the secure and environmental disposal of IT waste with a 0% landfill policy to effectively manage WEEE compliance, reduce capital expenditure by up to 90% per asset and cut carbon emissions via the refurbishment and redeployment of IT.

Our processes and procedures eliminate packing waste and the indirect carbon emissions caused by disposing of the packaging whenever assets are collected or returned. We also use a per pallet model to minimise costs and carbon emissions of our transportation plan and packaging approach.

We recognise that it is not going to be possible for the business to completely eliminate the current carbon footprint. We have been working with co2balance UK for a number of years to offset the carbon emissions from our Recycling and Data Centre operations in the UK in order to provide CarbonZero operations.

Our national centre dedicated to asset recovery and recycling where over a quarter of a million items are processed every year.

Our recycling plant adheres to a 0% landfill policy, guaranteeing optimal recovery and minimal environmental impact. The plant produces recycled raw materials ready for manufacturing. It is centrally located in Birmingham, within 120 miles of 85% of the UK population, reducing the environmental cost of transporting equipment to and from the site.

We refurbish and remarket over £1.5 million worth of redundant IT goods every year, considerably extending their lifespan and reducing waste. Extending the usable lifespan of PCs significantly reduces the environmental impact of IT, as the bulk of fossil fuels that a PC will consume over its lifespan are used at the point of manufacture.

We are fully aware of our obligations under the ROHS, REACH Regulations and in particular the responsibility of businesses which place electrical and electronic equipment on the market in the EU (WEEE). We can also confirm we have put in place policies and procedures to ensure that new electrical and electronic equipment which we place on the market on or after 1st July 2006 does not contain hazardous substances as defined under the ROHS Regulations.

255.01 tonnes
of display units were recycled during 2012

183.29 tonnes
of cardboard was recycled during 2012

Fig 4: Recycled materials for years 2010/2012

Material	Tonnage 2010	Tonnage 2011	Increase	Tonnage 2012	Increase
Display Unit	320	284	–	255.01	–
Ferrous Metals	286	391	105	357.97	–
Cardboard	135	194	59	183.29	–
Cables	38	66	28	46.77	–
Batteries	19	17	–	15.61	–
Non-Ferrous Metals	16	23	7	38.18	15.18
PSUs	15	56	41	43.55	–
Shrink Wrap	14	17	3	22.51	5.51
Toners	9	11	2	6.47	–
Polystyrene	5	6	1	10.6	4.6
Paper	5	6	1	16.89	10.89
Copper	2	5	3	1.65	–

Use of Recycled Material or Products

We use recycled materials in our operations including:

- Full pre-audit of all business essential requests by Group Purchasing Manager in order to ensure no 'over-ordering' of supplies
- Introduction of paper recycling scheme throughout all Head Office departments
- Implementation of re-use process at our distribution sites of wood pallets, internal and external packaging
- All plastic, polystyrene and cardboard and non-hazardous WEEE are recycled at our Recycling facility where it is feasible to do so

We refurbish and remarket over £1.5 million worth of redundant IT goods every year

4.4 Sustainable Projects within the UK

We believe that industry must take a more proactive role in implementing green technologies across the UK public sector. Speaking at the Efficient ICT 2012 conference in London, our UK Public Sector Director challenged the private sector to take a more direct role in championing the introduction of green technologies to government IT. Drawing upon the example of our own multi-million pound investment in the UK's first Pan-Government accredited Cloud solution, we warned commercial enterprises that in order to create a public infrastructure capable of returning the efficiencies and environmental performance demanded, they will have to take more responsibility for its creation and delivery.

While it has long been a trait of industry to hang back, watch from the sidelines and wait for government to act before it introduces green technology offerings for the public sector, that approach is no longer tenable. In the current economic environment, with budgetary constraints rampant, the private sector must be prepared to work in partnership with civic authorities and invest in creating the tools they need to deliver a more effective, more environmentally friendly generation of services.

The call for increased industry participation and investment comes a month after it was announced that our OptimiseCloud™ – Secure Multi-Tenanted Cloud (SMTC) service had become the first to receive Pan-Government accreditation for IL2 and IL3. Pointing to a two year development path and seven figure investment in the platform, the private sector must be prepared to make similar commitments if it wants to see the UK infrastructure continue to evolve.

Public sector interest in the performance and environmental potential offered by Cloud has been evident for some time, but they needed services they could use in order to turn that into concrete action. We responded by delivering an accredited service and the reaction to that has been hugely encouraging. It has demonstrated that we can no longer simply wait for Government to ask, but instead need to innovate, challenge and debate as well as demonstrate how desirable and affordable these technologies are.

Awarded Green Grid Award for Sustainability 2011 at the Data Centres in Europe Awards, our facility has provided the springboard to bring the Cloud to life and has culminated in the development of a platform aimed at tackling the traditionally inefficient deployment of ICT solutions within Government, a market that has traditionally been associated with large system integrators. Government wants to challenge the way IT has been delivered and sees the emergence of new service players, such as SCC, as being key to achieving this.

Our SMTC service is an innovative, flexible and cost effective platform which provides public sector organisations with sustainable infrastructure services.

4.5 Sustainable Projects Abroad

With over 8 years experience co2balance is a leading carbon management provider offering carbon calculation, management and reduction services together with an ethical way to offset greenhouse gas emissions. This is achieved through energy efficiency and renewable energy projects across standards including Gold Standard and the Verified Carbon Standard. The company is a founder member of ICROA, a trade alliance which provides leadership and a unified voice advocating rigorous industry standards in the carbon management sector.

Carbon offsetting is the practice of counteracting emissions through a carbon-saving project in order to balance out emissions from a given source. For example, it is possible to calculate the emissions associated with the travel in an organisation and 'offset' them by investing in a project that saves an equivalent amount of carbon such that the impact of that activity is 'net zero'.

Full impact report for our carbon offset programme – September 2010-Dec 2012

Starting in September 2010, we have been working with leading carbon management company co2balance, to calculate and offset the carbon dioxide emissions created from the operation of our Data Centres and Recycling facility to achieve CarbonZero status.

In 2012 we offset all 5,555.84 tonnes of CO2e from our Data Centres and Recycling facility.

The total carbon offset covering emissions for 2011 and 2012 has amounted to 7,583 tonnes of CO2e.

During this period a number of verified carbon reduction projects in developing countries have been supported.

To put that into context this value has some surprising comparisons; 7,583 tonnes is the carbon impact equivalent to;

- **1.6 flights** on the Space Shuttle
- **7.6 million** loaves of bread
- **4,630 average** vehicles worth of annual emissions
- **12,459 passenger** flights London to New York

This first section explains the additional community and environmental benefits over and above simple carbon saving of the investment in the co2balance African Energy Efficient Stove Project, which has received 2,611 TCO2e which is 34% of the total. The funds are used to sponsor the distribution of stoves to poor households and the maintenance of those stoves for the first seven years.

Carbon Offset Projects – African Energy Efficient Stove Project

The African Energy Efficient Stove Project builds energy saving cooking stoves for villages in Kenya. These brick stoves result in a 50% reduction in the need for firewood and thereby prevent carbon from being emitted.

In addition to carbon prevention it also provides families with a cost and time effective method to cook with. The reduced need for firewood helps to prevent deforestation, creating knock on benefits to the wildlife in terms of habitat and flood prevention.

It is also a healthier method of cooking as it reduces indoor smoke by up to 70%. Indoor smoke is a serious problem in Africa and the World Health Organisation dubbed it the “kitchen killer”, as it is responsible for nearly 2 million deaths in Africa every year.

External Project Verification

The African Energy Efficient Stove Project is externally accredited through the Gold Standard. An international respected standard that assesses the social and community benefits to the region in addition to carbon savings. The Gold Standard was initiated by the World Wildlife Fund and is endorsed by over 70 non-governmental organisations worldwide. It is the benchmark for carbon reduction projects with the maximum verified benefit to the communities where the projects take place.

Impacts

The offsetting commitment made by us since 2010 has resulted in numerous impacts to the local communities within the project areas of Kenya. The table below provides a summary of these impacts:

Environment

CO2e prevented	2,688 tonnes*
Food Saved	2,272 tonnes*
Area Protected	6.53 hectares*

Economic

Working time saved	2,688 tonnes*
Working dats equivalent	2,272 tonnes*
Money saved per household	6.53 hectares*

Social

No.of Stoves built:	870*
Time Saved:	10,444 days*
Young people impacted:	3,133*
Old people impacted:	957*
Total people impacted	5,222*

*** Quantative Data:** The data from the Impacts are based on the field work carried out by co2balance within the project locations in Kenya. The data that is gathered is in line with the requirements of the Gold Standard as part of the annual Monitoring Surveys. These Monitoring Reports are available on the Gold Standard Registry. Data is then cross compared against national averages in Kenya to ensure accuracy. Assumptions and extrapolations have been used where relevant.

Health Impacts

Condition	Likely reduced cases from project support
Respiratory illness (Lower Chest / Lung)	1087*
Asthma	1139*
Serious Ear Nose and Throat irritation	321*
Total reduced instances of serious illness attributable to indoor smoke	**2,547***

* **Quantative Data:** The data Health Data is derived from the following sources R. Perez-Padilla et al, 2010. 'Respiratory health effects of indoor air pollution' in International Journal of Tuberculosis and Lung Disease, vol. 14 no. 9, pp1079-1086. Kenya National Bureau of Statistics. (2008). Kenya Integrated Household Budget Survey. Ministry of Planning and National Development, p1-300.

Project Location

There are numerous project locations within the African Energy Efficient Stove Project run by co2balance; the project locations for our offsetting work are the **'Kisumu and Shimba Hills Projects'.**

The communities that live there are amongst the poorest rural people in Kenya. Surviving on less than a dollar a day they rely on the dwindling forest resources to sustain daily life. This project eases their workload and protects vital natural resources from over exploitation.

Kisumu is Kenya's third city on the Eastern shore of Lake Victoria. The project is based in the rural areas in the hills around the city. These are poor subsistence farming communities where time to work is a precious resource. The time saved by faster cooking and reduced need to collect fuel has multiple beneficial impacts on the community. Work by the co2balance education team in the area has enabled the householders to utilise former waste materials such as Maize cobs as high energy fuels in the new stoves, further reducing the pressure on local biomass resources.

The Shimba Hills is an area of coastal rainforest, woodland and grassland. It is an important area for plant biodiversity – over 50% of the 159 rare plants in Kenya are found in the Shimba Hills, including some endangered species. It is also a nationally important site for birds and butterflies.

Carbon Offset Projects – Micro Hydro Generation China

This project takes place under the verified carbon standard.

Hydro Power: The electricity generated by the hydropower units displaces the electricity on the country's national Power Grid, which is primarily supplied with fossil fuel generated power ensuring that genuine greenhouse gas emissions reductions are made. Small scale projects typically consist of several 8MW hydro units; run-of-river projects are based around the diversion of water through a hydropower tunnel and then rejoining the river, reducing the need for a dam.

Carbon Offset Projects – Wind Farm Generation India

This project takes place under the verified carbon standard.

The Project involves the supply, erection, commissioning and operation of 812 wind turbine generators of different capacities varying from 225kW to 1.65 MW, aggregating to a total installed capacity of 460.18 MW. It is located at Kanyakumari, Tirunelveli and Coimbatore districts of Tamil Nadu.

The Project generates electricity using renewable energy based on wind power which is supplied to the state grid. It hence displaces the electricity which would have otherwise been generated from fossil fuel fired power plants connected to the grid.

Impact Sector

Environment | **Carbon reduction:** 2,485 tonnes*

* Quantative Data

Environment | **Carbon reduction:** 2,485 tonnes*

* Quantative Data

4.6 CarbonZero Federation Employee Training

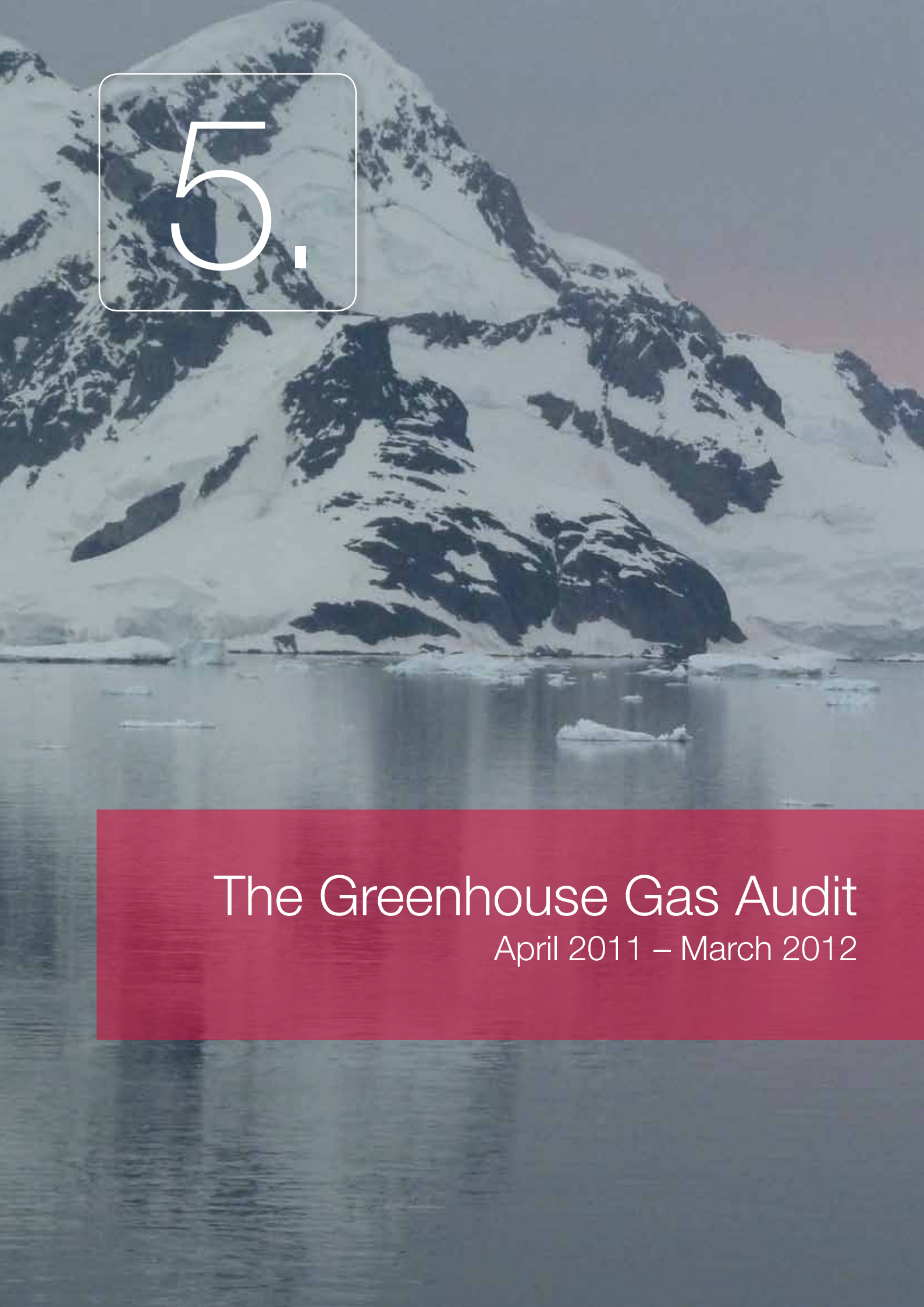
At SCC we have made a commitment to reduce the impact that the company makes on the environment.

There are many ways to do this and one of the most effective, and important, is to engage with our employees to raise the awareness of the impact that we all have in our everyday working lives.

We have provided an online environmental training programme available to our employees which is designed to raise our awareness of climate change and the small steps we can all make to reduce our impact on the environment – at home and at work.

"co2balance are proud to partner with SCC to support their industry leading environmental and CSR program."

co2balance



5.

The Greenhouse Gas Audit

April 2011 – March 2012

Background to Climate Change Climate change is a series of events that scientists predict will occur as a result of increases in global temperatures that correlate directly with the concentration of CO2 (and other greenhouse gases) in the atmosphere.

As temperatures increase and sea levels rise, the weather patterns that are controlled by the temperatures and flows of the oceans will be altered. Whilst the subsequent events are difficult to predict they can be generalised as extreme weather conditions such as flash floods, hurricanes and significant increases or decreases in regional temperatures.

The impact of climate change is already noticeable. Many glaciers around the world are receding significantly year on year and desserts are increasing in size. As with many global issues, it is those in the most deprived areas that are experiencing the worst effects so far. However, this is set to change as the effects proliferate around the world.

The scientific consensus is that accelerated climate change can be attributed to human behaviour, and as such must be addressed through behavioural changes. Though the predictions appear gloomy and the suggested reductions are huge, it is possible for everybody to participate in the fight against climate change by embracing the issue in their daily life.

Carbon Dioxide is an inevitable product of the way we all live today. It is produced primarily through the burning of fossil fuels in:

- Electricity generation
- The powering of vehicles, trains and aircraft
- Home heating and cooking (gas, wood, coal, oil)

It is widely accepted amongst a global coalition of meteorologists and associated scientists that the Earth's atmosphere is warming rapidly and that this change has been brought about by the activities of humans.

Put simply, gases released into the atmosphere by human activity are forming an insulating barrier around the Earth, preventing the natural release of heat from our atmosphere. There are a number of gases that are held responsible for this process, which is sometimes referred to as **'the greenhouse effect'.** While methane and other gases contribute to the problem, the chief culprit, by virtue of the volumes produced, is carbon dioxide.

Current climate models suggest that global temperatures could warm from between 1.4 to 5.8°C over the next 100 years. The potential social, environmental and economic costs associated with this are huge.

> "We can be very confident that the net effect of human activity since 1750 has been one of warming."

Green House Gases

The six main greenhouse gases:-

- Carbon Dioxide (CO2)
- Methane (CH4)
- Nitrous Oxide (N2O)
- Hydroflurocarbons (HCFCs)
- Perflurocarbons (PFCs)
- Sulfur hexafluoride (SF6)

Each have varying levels of 'global warming potential' (GWP), relating to the different amount each gas contributes to climate change. CO2 is the baseline gas against which the GWP of all the other gases are compared. Figure 1 illustrates that CO2 has a GWP of 1; in comparison CH4 has a GWP of 21. This means that 1 tonne of CH4 has a greater impact on climate change than 1 tonne of CO2. Or, put another way, 0.04 tonnes of CH4 makes the same contribution to climate change as 1 tonne of CO2.

GHG	GWP
CO_2	1
CH_2	21
N_2O	310
$HCFC_s$	40–11
PFC_s	0-9
SF_6	23,90

Fig 5: 3 Source – US Environmental Protection Agency, Green House Gases and Global Warming Potential Values 2002

Throughout this greenhouse gas audit, the emissions of each gas are converted into CO2–equivalents (CO2e), using their global warming potential, by using the relevant GWP for each gas. This creates a realistic picture of volumes and their impact on the environment.

The Kyoto Protocol, negotiated by more than 160 nations, aims to reduce greenhouse gas emissions by setting legally binding emissions reduction targets for developed countries. Under Kyoto, the UK's target is to cut its emissions by 12.5 percent below 1990 levels by 2008-2012. However, the UK government is convinced that the UK can and should go further. The Kyoto Protocol is only the first step. The Government has therefore set a domestic goal to go further than the Kyoto commitment and cut the UK's emissions of carbon dioxide by 20 percent below 1990 levels by 2010.

While many of us in the UK would probably welcome the most obvious feature of global warming, i.e., warmer weather, it is not that simple.

In fact, recent predictions suggest that the weather in the UK could cool to the point where we experience a climate similar to that of Iceland. The reasoning for this is that global climate change could cause the disruption of the Gulf Stream, a warm ocean current that moves past the UK keeping our climate comparatively mild for a country located at such northerly latitudes. Other scientists have predicted that temperatures in the UK could rise significantly. Whatever the eventuality, it seems very likely that human activities will have a major impact on the local and global climate in the 21st Century. There are many other possible serious local and global consequences that are not immediately apparent and far less appealing:

- More extreme weather, including prolonged dry spells, flooding, severe storms, extreme heat and cold and the consequences that these weather patterns have for agriculture, human habitation and property damage in the UK and abroad
- Increase in desertification
- Spread of tropical diseases to previously unaffected areas.

5.1 Executive Summary

5.1.1 The Audit

This audit covers the greenhouse gas (GHG) emission arising from the operations of SCC for the period April 2011 to March 2012.

The Audit was carried out based on information provided by our national offices. Data was collected from areas such as purchased electricity, air travel and company vehicles. The Audit procedure followed principles laid down by the **WRI/WBCSD Greenhouse Gas Protocol Corporate Standard and the ISO 14064_1 standard.**

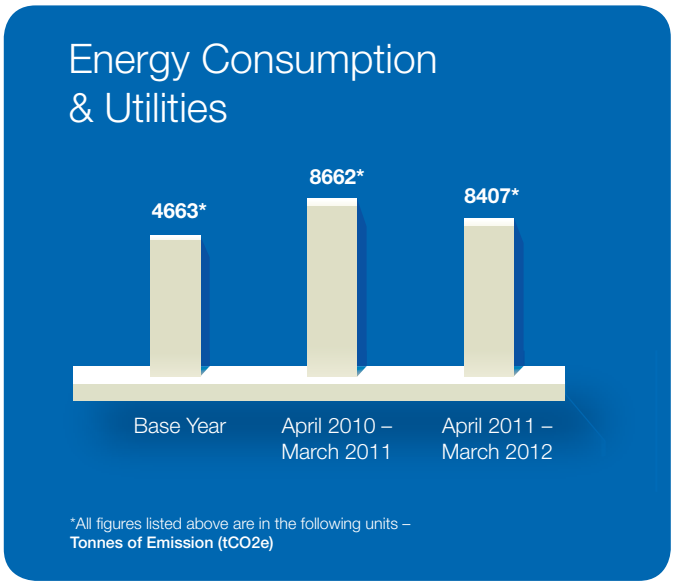
5.1.2 Carbon Assessment Results

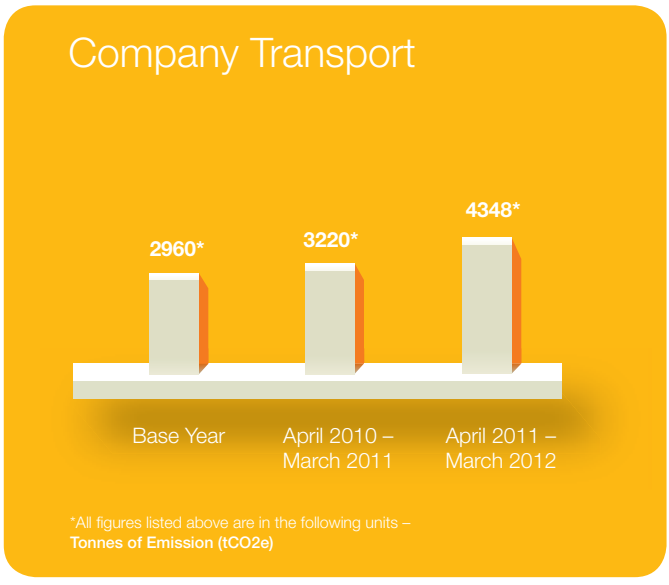
For the period 2011/2012 the GHG emissions produced from the operational activities of SCC was 13,675.24 tonnes of CO2e. This represents a 9.88% increase from 2010/2011 and a 67.20% increase from the base year (2009/2010).

The increase of CO2e emissions is representative of business growth and is the result of additional resource, both people and technology in our Data Centres to help provide sustainable IT infrastructure capable of returning the efficiencies and environmental performance to meet the requirements of our customers.

Although SCC used more electricity in the delivery of our expanding Data Centre services, there was a dramatic overall reduction in the carbon emitted by our customers having moved from their first generation data centres to our state of the art award winning green facility.

Fig 06: Greenhouse Gas Audit Figures





5.2 Methodology

5.2.1 Greenhouse Gas Audit

The assessment methodology follows the reporting principles and guidelines provided by the Greenhouse Gas Protocol published by the World Business Council for Sustainable Development and the World Resources Institute (WBCSD/WRI Protocol). In line with the WBCSD/WRI Protocol, co2balance uses the following procedure to undertake a Greenhouse Gas Emissions Assessment:

- Establishment of the assessment boundaries (including the selection of: greenhouse gases, project boundaries and operational boundaries).
- Collection of client data.
- Evaluation of data quality and of client data sources.
- Calculation of emissions using appropriate conversion factors.
- Determination of suitable recommendations for future action.

5.3 Scoping the Greenhouse Gas Audit

5.3.1 Organisational Boundaries

When accounting for GHG emissions it is important to draw clear organisational boundaries. The WBCSD/WRI Greenhouse Gas Protocol sets boundaries that are consistent with the organisational boundaries used for financial reporting purposes. For the purpose of this report co2blance defined scopes of direct and indirect emissions based on SCC's operational boundary.

5.3.2 Scopes

The Greenhouse Gas Protocol and the ISO 14064_1 standard defines three protocols that must be used when determining emissions. These are divided into scopes.

- **Scope 1** – Direct Emissions (fuel combustion, company owned vehicles)
- **Scope 2** – Indirect Emissions (such as purchased electricity for own use)
- **Scope 3** – Indirect Emissions (outsourced operations, business travel in vehicles not owned by the company, embodied energy in products purchased, waste disposal)

5.3.3 Calculations and Emission Factors

Greenhouse Gas emissions are determined via the multiplication of a referenced emissions factor[1], by the activity data[2].

In order to establish the tonnes of CO2 equivalent emitted from the energy consuming activities, default conversion factors were applied. These were taken from WBCSD's Greenhouse Gas Protocol, Guidelines to Defra's Greenhouse Gas Conversion Factors for Company Reporting published by the UK Government (Defra 2012) and the Chartered Institution of Building Services Engineers 2004. See table below.

Emission Factors

Carbon Activity	WBCSD GHG Protocol	DEFRA 2010	CIBSE 2004
Electric Consumption	✓	✓	✓
Gas Consumption	✓	✓	✓
Fuel Cards Diesel	–	✓	–
Fuel Cards Petrol	–	✓	–
Fuel Cards LPG	–	✓	–
Water	–	✓	–
Air Travel	–	✓	–
Trains	–	✓	–
Hotels	–	✓	–
Tube	–	✓	–
Bus Transport	–	✓	–
Ferry Transport	–	✓	–
Diesel Cars	–	✓	–
Petrol Cars	–	✓	–
Hybrid Cards	–	✓	–

Fig 07: Emission Factors

1 The average emission rate of a given GHG for a given source, relative to units of activity (IPCC, 1996)
2 The magnitude of human activity resulting in emissions or removals taking place during a given period of time (IPCC, 1996)

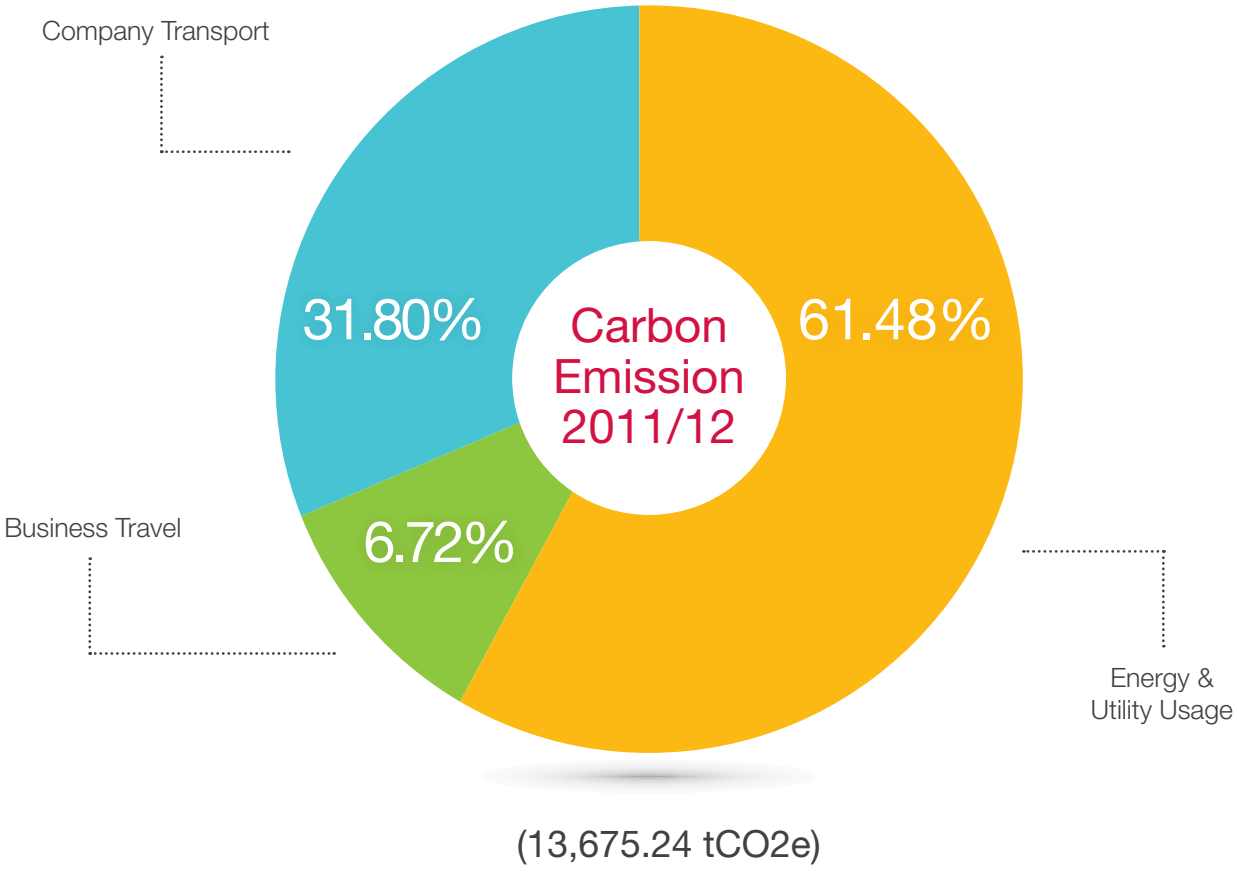
5.4 Greenhouse Gas Audit Results

5.4.1 Total Carbon Footprint

For the period 2011/2012 the GHG emissions produced from the operational activities of SCC was 13,675.24 tonnes of CO2e. The annual footprint equates to 7.21 tCO2e per employee based on an employee number of 1,898 (Worksmart, 2012)

Compared to 2010/2011 where emissions were estimated at 12,446.07 tonnes of CO2e, this represents a significant increase in emissions, around 9.88%.

Fig 09: Total percent emission SCC offices



5.5 Breakdown of Emissions by General Activity – Emissions by General Activity

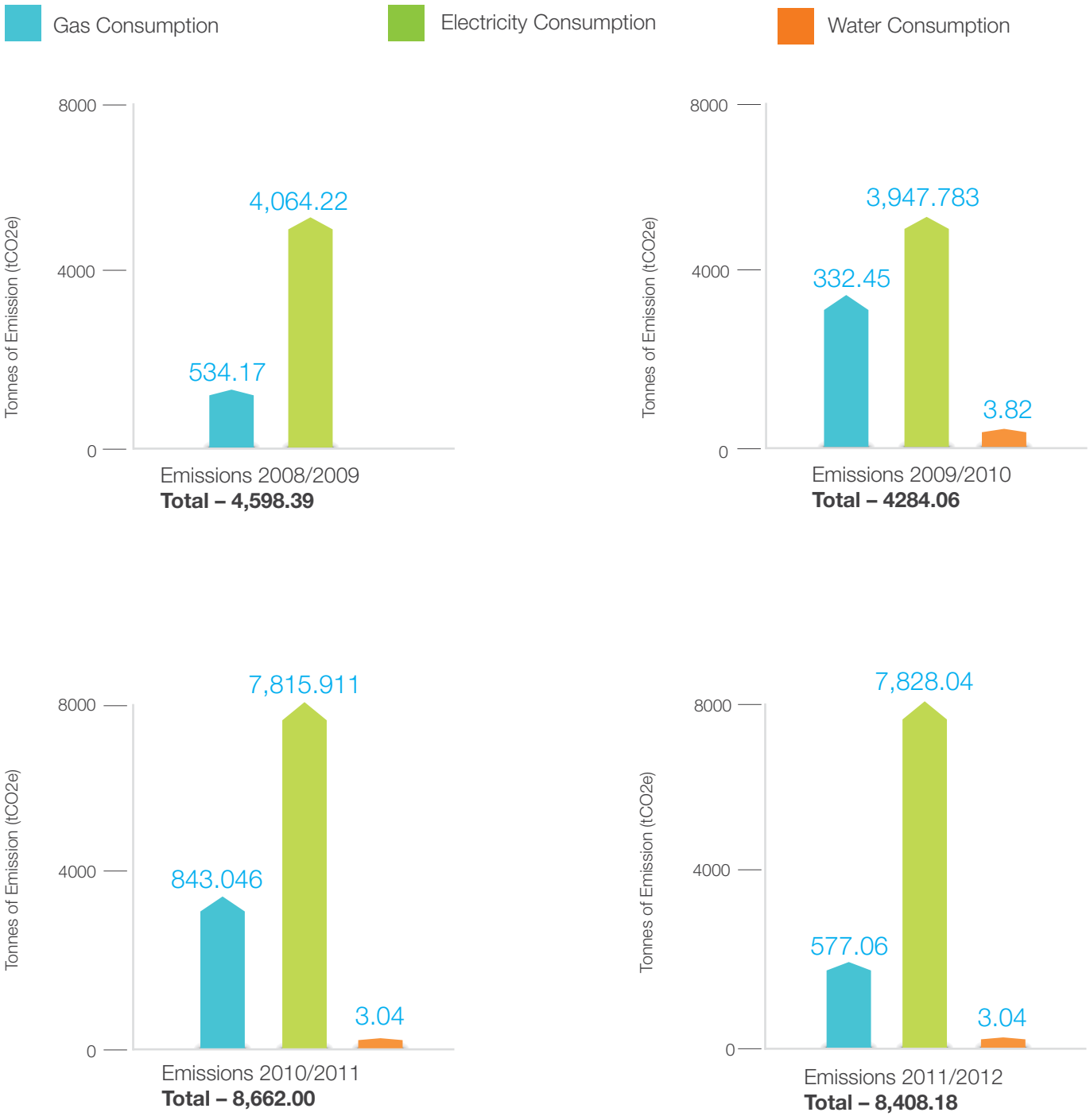
Carbon Activity	Emissions	Percent Emissions
Fuel Cards Diesel	1526.63	11.163
Fuel Cards Petrol	208.66	1.526
Fuel Cards LPG	0.76	0.006
Gas Consumption	577.06	4.220
Electricity Consumption	7828.04	57.242
Hotel Stays	285.26	2.086
Taxis	4.99	0.036
Train	272.50	1.993
Tube	2.05	0.015
Bus	0.03	0.0002
Ferry	0.01	0.0001
Air Travel	353.95	2.588
Small Diesel Cars	184.90	1.352
Medium Diesel Cars	1191.31	8.711
Large Diesel Cars	445.55	3.258
Hybrid Cars	10.31	0.075
LPG Cars	11.78	0.086
Small Petrol Cars	59.26	0.433
Medium Petrol Cars	374.78	2.741
Large Petrol Cars	333.75	2.441
Average Cars (Unknown Fuel)	0.61	0.004
Water Consumption	3.04	0.022
Total	13,675.24	100

5.6 Breakdown of Emissions by WBCSD Protocol – Emissions by WRI/WBCSD Protocol

Carbon Activity	Scope	tCO2e
Fuel Cards Diesel	1	1526.63
Fuel Cards Petrol		2.08.66
Fuel Cards LPG		0.76
Gas Consumption		577.06
Sub Total		**2313.12**
Electricity Consumption	2	7828.04
Sub Total		**7828.04**
Hotel Stays	3	285.26
Taxis		4.99
Train		272.50
Tube		2.05
Bus		0.03
Ferry		0.01
Air Travel		353.95
Small Diesel Cars		184.90
Medium Diesel Cars		1191.31
Large Diesel Cars		445.55
Hybrid Cars		10.31
LPG Cars		11.78
Small Petrol Cars		59.26
Medium Petrol Cars		374.78
Large Petrol Cars		333.75
Average Cars (Unknown Fuel)		0.61
Water Consumption		3.04
Sub Total		**3534.09**
Total	13,675.24	100

5.7 Energy Consumption and Utilities

Energy and Utility consumption comprised 61% of the total emissions. Electricity was the single largest source of emissions, accounting for 57% of the total emissions.



5.8 Business Travel

Business Travel comprised 918.79 tonnes of CO2e. From this percentage Air Travel had the largest carbon impact, comprising 2.58% emissions. Ferry and Bus transport were the least intensive forms of transport accounting for 0.0003% emissions.

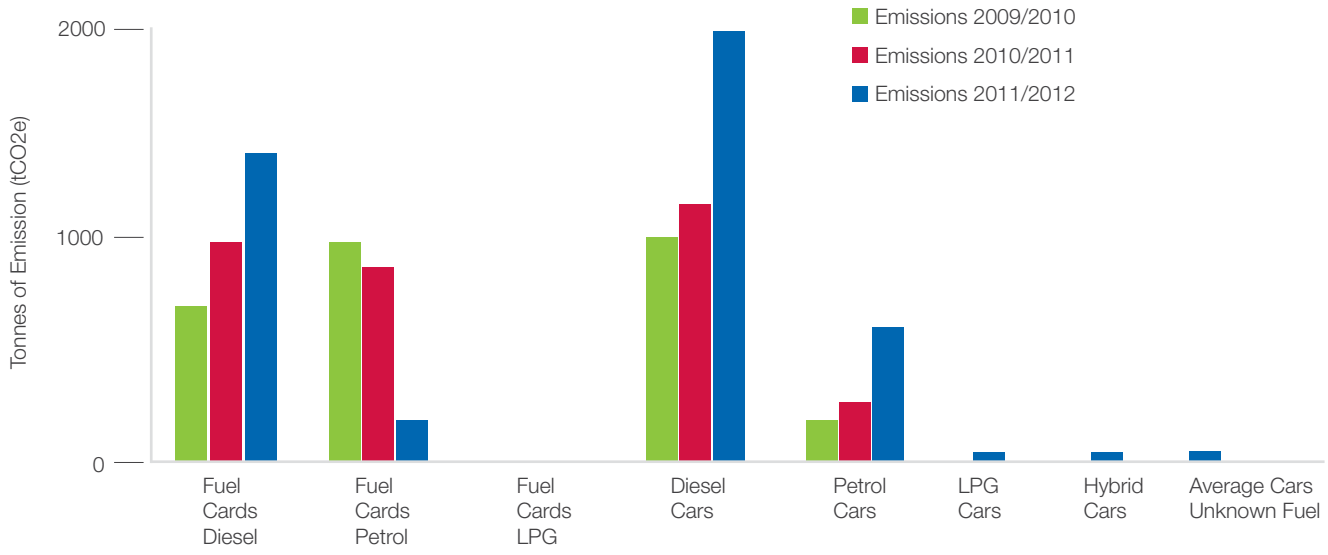
Total Emissions	
2008/2009	329.2
2009/2010	555.968
2010/2011	563.71
2011/2012	918.79

Units of Measurements – All measurements are in 'Tonnes of Emissions' (tCO2e)

5.9 Company Transport

The carbon emissions from Company Transport amounted to 4348.31 tonnes of CO2e.

As in 2010/2011 audit, diesel car usage was the most carbon intensive transport accounting for 13.32% emissions. Hybrid and LPG cars had the least carbon impact, 0.075% and 0.086% emissions respectively.



			Baseline Year	
Carbon Activity	Emissions 2008/2009	Emissions 2009/2010	Emissions 2010/2011	Emissions 2011/2012
Fuel Cards Diesel	1281.76	865.18	1091.28	1526.63
Fuel Cards Petrol	356.63	856.81	818.68	208.66
Fuel Cards LPG	1.11	0	0	0.76
Diesel Cars	2031.19	1148.47	1193.66	1821.76
Petrol Cars	932.11	89.67	116.75	767.79
LPG Cars	0	0	0	11.78
Hybrid Cars	0	0	0	10.31
Average Cars (Unknown Fuel)	0	0	0	0.61
Total Gross Emissions	4602.8	2960.13	3220.37	4348.31

5.10 Scope Emissions

As mentioned in section 4.2, Greenhouse Gas Emissions are split into three “Scopes”.

Scope 2 (Electric Consumption) reflected the greatest tonnage for the 2011/2012 period. This demonstrates a 0.155% increase from 2010/2011. Activities allocated to Scope 1 had the least carbon impact and there was a general decrease in emissions from 2010/2011 period (41.82%). Scope 3 had a general increase of 2879.43 tCO2e.

Total Carbon footprint of all offices:

Carbon Activity	Jan – Dec 2008	Base Year	April 2010 – March 2011	April 2011 – March 2012
Scope 1	**3,007.28**	**3,176.44**	**3,975.50**	**2,313.12**
Scope 2	**4,064.22**	**3,947.78**	**7,815.91**	**7,828.04**
Scope 3	2,461.50	1,054.89	654.66	3,534.09
Total Gross Emissions	9,533.00	8,179.11	12,446.07	13,675.24

5.11 Comparison of Emissions

The following table shows the general trend of emissions from the 2008 period.

Total Carbon footprint of all offices:

Carbon Activity	Emission 2008	Emissions 2009/2010	Emissions 2010/2011	Emissions 2011/2012
Electric	4,064.22	3,947.78	7,815.91	7828.04
Gas	534.17	332.45	843.05	577.06
Oil	2.61	0	0	0
Water	3.04	382.778	3.04	3.04
Diesel Cars	2,031.19	1,148.47	1,193.66	1821.76
Petrol Cars	932.11	89.67	116.75	767.79
Diesel Allowance	1,281.76	865.18	1,091.28	1526.63
Petrol Allowance	356.63	856.81	818.67	208.66
LPG Fuel card Purchases	1.11	0	0	0.76
Hybrid Cars	0	0	0	10.31
LPG Cars	0	0	0	11.78
Flights	311.6	291.675	239.28	353.95
Trains	5	152.212	168.21	272.50
Hotels	2	98.98	138.32	285.26
Tube	2.5	10.143	15.2	2.05
Taxis	8.1	2.958	2.7	4.99
Bus	0	0	0	0.03
Ferry	0	0	0	0.01
Total Gross Emissions	9,533	8,179.11	12,446.07	13675.24

5.12 The Greenhouse Gas Audit Assumptions

All data used to calculate emissions was provided by the client and was accurate.

Emissions for Taxis, Train, Tube, Bus and Ferry journeys were calculated based on the number of journeys and an average distance of:

- Taxis - 8.8 km
- Tube – 14.8 km
- Bus – 7.3 km
- Ferry 33.9km

(Transport Statistics Great Britain 2012)

Only 6 months of data was made available for Cars Mileage, Train, Tube, Bus, Ferry journeys and Hotels stays. The raw data was doubled to accommodate 12 months.

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