

Net Zero report.

Carbon Reduction Plan FY 2024



CONNECT[®]

Executive Summary.

Publication date: 12th September 2025

Reporting period: 01/05/2023 – 30/04/2024

This document showcases the carbon footprint calculations Connect Managed Services (UK) Limited, (hereafter referred to as 'Connect') has undertaken and the corresponding Net Zero targets. Reporting has been undertaken at a company level and includes the sites in the UK, India and South Africa. Data was provided by each site and reviewed and processed to calculate our corporate carbon emissions for FY24. This granularity allows us to understand the sources of emissions and locate emission hotspots, and to develop Net Zero strategy and reduction pathways at an entity level.

Overall, in FY24 the majority of our carbon dioxide equivalent (CO₂e) emissions are Scope 3 (97.7%, 5,775 tCO₂e), followed by Scope 1 (1.85%, 109 tCO₂e), and finally Scope 2 (0.5%, 27 tCO₂e). The greatest source of CO₂e in FY24 was Scope 3 Purchased goods and services (87.4%, 5,165 tCO₂e), Scope 3 Employee commuting (8.6%, 509 tCO₂e), followed by Scope 1 Stationary combustion (1.3%, 77 tCO₂e), All other CO₂e categories equated to less than 1% of the total FY24 emissions.

In addition to disclosing our FY24 corporate CO₂e emissions, we have outlined our Net Zero target and reduction pathways. We are targeting 26% reduction in total CO₂e emissions by 2030 and 93% reduction in total CO₂e emissions by 2045 against the FY24 base year.

We will focus decarbonisation action on our emission hotspots, as identified by this analysis, whilst prioritising emission sources within our direct control or influence to reduce activity. As such, we are considering the following recommended CO₂e reduction actions: ensuring all sites are purchasing verified 'Green' electricity, reviewing our F-gas register/HVAC maintenance records, engaging with suppliers to both improve data quality and support value chain decarbonisation, increasing re-use and recycling of waste and encouraging employees to avoid the use of high-carbon travel modes. As a next step we will develop a Net Zero strategy and action plan including an implementation timeline to map the initiatives and actions required to meet our Net Zero target.



Executive Endorsement.



Adam Young
CEO

As a group, we recognise that climate change is one of the biggest challenges of our time, requiring urgent, international efforts to secure the long-term stability of the planet.

When establishing our company's ESG strategy, we came together to identify the most important material issues to the business. Climate change and carbon emissions were quickly identified as one of the key areas where we wanted to channel our focus, and to make a meaningful decarbonisation commitment to our clients, employees, and wider stakeholders.

To action this, in 2024, Connect took formal steps to establish our carbon emission baseline and reduction

plan. We engaged an external consultancy to quantify our full scope of greenhouse gas emissions to model a reduction pathway to Net Zero. This assessed the CO₂e reduction potential of each scope and category, considering the degree of control we have over the activity, operational considerations (e.g. availability of green energy tariffs by geography), and wider politico-economic factors, such as the UK Government's commitment to decarbonise the UK National Grid.

Connect has set 2045 as our target year for Net Zero emissions, five years ahead of the UK Government. These emission reduction targets are set in alignment with internationally recognised standards: SBTi (Science-based Targets Initiative) and the Paris Agreement, the international accord to limit global warming to 1.5°C above pre-industrial levels. In late 2025, we plan to take this even further, submitting our emissions to the Science Based Targets Initiative (SBTi) for independent verification.

This Net Zero report provides a transparent depiction of our operational emissions and targets, alongside our reduction measures, which encompasses the technological and behavioural changes required to meet our goals. While we recognise that these changes won't happen easily, or overnight, we are more than ready for the challenge. We look forward to taking the next steps in our Net Zero journey and we look forward to reporting on our advancements over the coming years.

About us.

We are a global systems integrator and digital transformation partner, combining expertise in AI, data analytics and automation to orchestrate personalised customer and employee experiences across all channels. We are able to support clients around the world thanks to our global reach and local expertise, supported by

our end-to-end solutions, customer interactions and integrated back-end environments. Our vision is to be the world leader in technology-enabled customer experience, leveraged by our customer-centric and service-led approach.

Our mission and who we are as a company are upheld by our values:

- **Thinking big** – Why wait to see what the future brings when you can create it?
- **Make it simple** – Making the complex simple is an art.
- **Seamless connections** – Isn't it just great when things work?
- **Sustainable future** – Being focused on the future means we're all about the long term.
- **Quality and independence** – Our independence is one of our greatest strengths.

Our service offerings span three main areas:

1

Customer engagement and automation

- Contact centre
- Data-driven insights
- AI automation

2

Network services

- Wide Area Networks
- Local Area Networks
- Network security
- Voice service

3

Unified Communications

Commitment to Net Zero.

Connect are committed to ensuring that we play our role in working alongside other UK organisations to achieve the UK Government's Net Zero target of at least a 100% reduction in the net UK greenhouse gas (GHG) emissions by 2050 (based on 1990 levels). As such, we are committed to taking action to reduce our annual emissions and achieving Net Zero emissions by 2045, five years earlier than the UK Government's target. We will aim to reduce our emissions year-on-year and will achieve:



29%

**Reduction in our Scope 1 and 2 emissions
by 2030**

Offsetting

**Our residual Scope 1 and 2 emissions by
2045 to become carbon neutral via high-
quality verified offsets**

93%

**Overall reduction in all GHG emissions
across Scopes 1, 2 and 3 by 2045
offsetting any residual emissions via
high-quality nature-based or direct air
capture projects and becoming Net Zero**

To achieve these goals, we have taken the following actions:

1. We have appointed an external specialist carbon consultancy to collate and verify data, calculate GHG emissions and help advise on carbon reduction options
2. Set the base year (May 2023 – April 2024) and calculated our carbon footprint in line with the GHG protocol for that base year:

Scope 1

- i. Stationary combustion
- ii. Transportation in owned/leased vehicles
- iii. Refrigerant gasses

Scope 2

- i. Electricity – both from premises and electric vehicles

Scope 3

- i. Scope 3 Category 1: Purchased Goods and Services
 - ii. Scope 3 Category 3: Fuel and energy related activities (not included in Scope 1 and 2)
 - iv. Scope 3 Category 5: Waste
 - v. Scope 3 Category 6: Business Travel
 - vi. Scope 3 Category 7: Employee Commuting (including home working)
3. Created a carbon reduction pathway for each Scope and category
 4. Set the Net Zero date and committed to updating our carbon footprint at least annually with FY25 (May 2024 - April 2025) expected to be the first year post the base year

Figure 1. Sources of Greenhouse gas emissions by Scope and category. Source: GHG Protocol

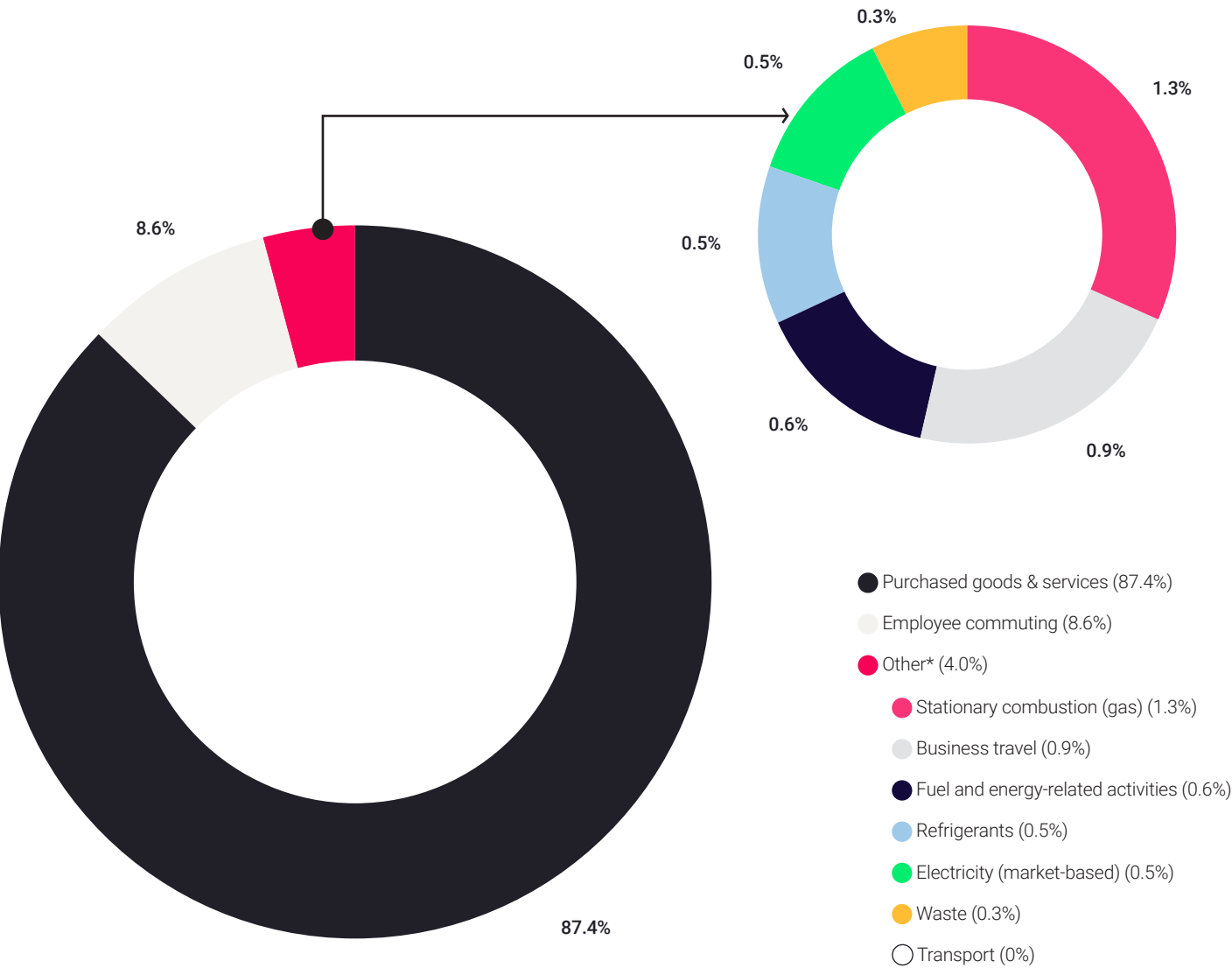


Baseline emissions footprint.

Baseline emissions are a record of the greenhouse gases that were produced in a previous financial year prior to the introduction of any strategies to reduce emissions, for which complete and accurate activity data is available. Baseline emissions are the reference point against which emissions reduction can be measured. We have chosen May 2023 – April 2024 as our baseline year. Our April 2024 baseline carbon emissions footprint is as follows:

Breakdown of GHG emission sources

Figure 2. Pie charts displaying Connect's FY24 tCO₂e emissions, split by category. In the main pie chart, all categories with emissions totalling less than 2% of Connect's total FY24 emissions have been aggregated into an 'Other' category, which has been broken into categories in the other pie chart to provide a more granular breakdown of emissions by category



Overall, in FY24 the majority of our carbon dioxide equivalent (CO₂e) emissions are Scope 3 (97.7%, 5,775 tCO₂e), followed by Scope 1 (1.85%, 109 tCO₂e), and finally Scope 2 (0.5%, 27 tCO₂e). The greatest source of CO₂e in FY24 was Scope 3 Purchased goods and services (87.4%, 5,165 tCO₂e), Scope 3 Employee commuting (8.6%, 509 tCO₂e), followed by Scope 1 Stationary combustion (1.3%, 77 tCO₂e). All other CO₂e categories equated to less than 1% of the total FY24 emissions.

Below is an itemised breakdown showing the amount of carbon emissions (tCO₂e) produced by each scope and category from FY24 baseline calculation.

Table 1. Connect's FY24 CO₂e Inventory

Scope/Category	Item	Total tCO ₂ e	%
SCOPE 1			
Stationary combustion	Gas consumed	76.81	1.3%
Transportation	Owned and leased ICE vehicles	0.92	0.0%
Refrigerants	HVAC's	31.33	0.5%
SCOPE 2			
Electricity (Location-based) ¹	Purchased electricity, for own use (grid average)	56.38	N/A
Electricity (Market-based) ²	Purchased electricity, for own use (specific contract)	26.93	0.5%
SCOPE 3			
Cat 1: Purchased goods and services	Goods and services	5,164.59	87.4%
Cat 3: Fuel & energy related activities	WTT ³ & T&D losses ⁴ from electricity, stationary combustion of fuels and transport	32.74	0.6%
Cat 5: Waste generated in operations	Waste disposal from operations	16.97	0.3%
Cat 6: Business travel	Land and air travel and hotel stays for business purposes WTW	51.28	0.9%
Category 7: Employee commuting & homeworking	Employees commuting to and back from work WTW. Employees working from home	509.49	8.6%
Total Gross Emissions (Location-based)		5,940.51	
Less emissions avoided by procurement of renewable electricity		-29.61	
Additional emissions generated from the procurement of non-renewable electricity (residual grid mix)		+0.17	
Total Gross Emissions (Market-based)		5,911.06	100%
Less carbon offsets		-	
Total Net Emissions		5,911.06	

¹ Location based represents emissions from electricity consumption based on grid average emissions

² Market based represents emissions from electricity consumption based on specific energy contracts

³WTT - Well-to-tank emissions. Emissions associated with the extraction refinement and transport of fuels before consumption

⁴T&D losses – Transmission and distribution losses. Emissions associated with the energy lost during the transmission of electricity through the network

⁵WTW – Well-to-wheel emissions. Includes emissions associated with the extraction, refinement, transport, and consumption of fuels

To further understand our emissions, we have also recorded them using intensity ratios as this will allow us to track our emissions as our business grows and develops. We have calculated two different emissions intensity metrics; one based on turnover and one on FTE.

Table 2. Connect's FY24 Intensity Ratios

Intensity Ratios	Gross Emissions (Location-based)	Gross Emissions (Market-based)	Net Emissions
tCO ₂ e per employee	15.97	15.89	15.89
tCO ₂ e per square metre (m ²)	0.58	0.58	0.58
tCO ₂ e per million £ turnover	112.49	111.93	111.93

When calculating carbon emissions, the GHG Protocol Corporate Accounting and Reporting Standard states that a company must set its organisational boundaries.⁶ This can be done either by an "Equity Share" or "Control" approach. The Equity Share approach reflects a company's economic interests and percentage ownership of companies or subsidiaries to assign GHG emissions. The Control approach can follow two routes and defines the boundary by looking at either how much Financial or Operational Control a company has.

To fully cover all of our operations, we have selected the Operational Control method when setting our organisational boundary which will cover 100 percent of the GHG emissions over which it has operational control. The Operational boundary will include all three Scopes as outlined by the GHG Protocol. Our emissions are reported in tCO₂e and have been calculated utilising the following formula:

Source emissions data x conversion factor* = total source emissions

Source unit x (tCO₂e/unit) = tCO₂e

* Conversion factors are primarily derived from the latest:

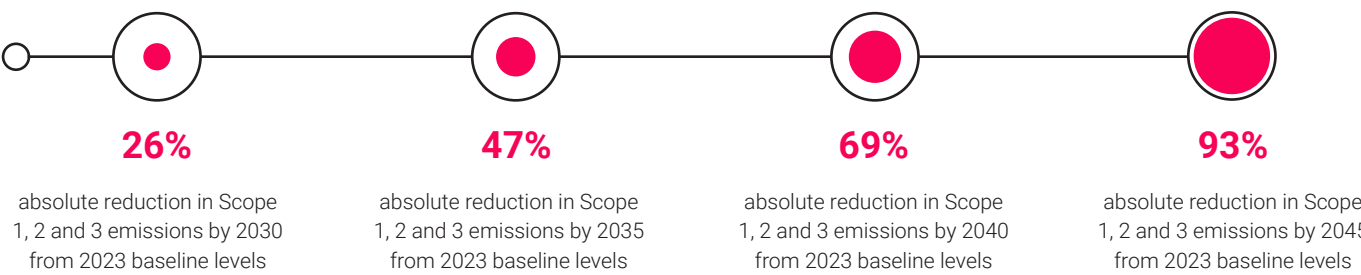
- UK Government GHG conversion factors for Company Reporting
- DEFRA (Department for Environmental, Food and Rural Affairs)
- Environmentally extended input-output (EEIO) tables

⁶<https://ghgprotocol.org/corporate-standard>

Emission reduction targets.

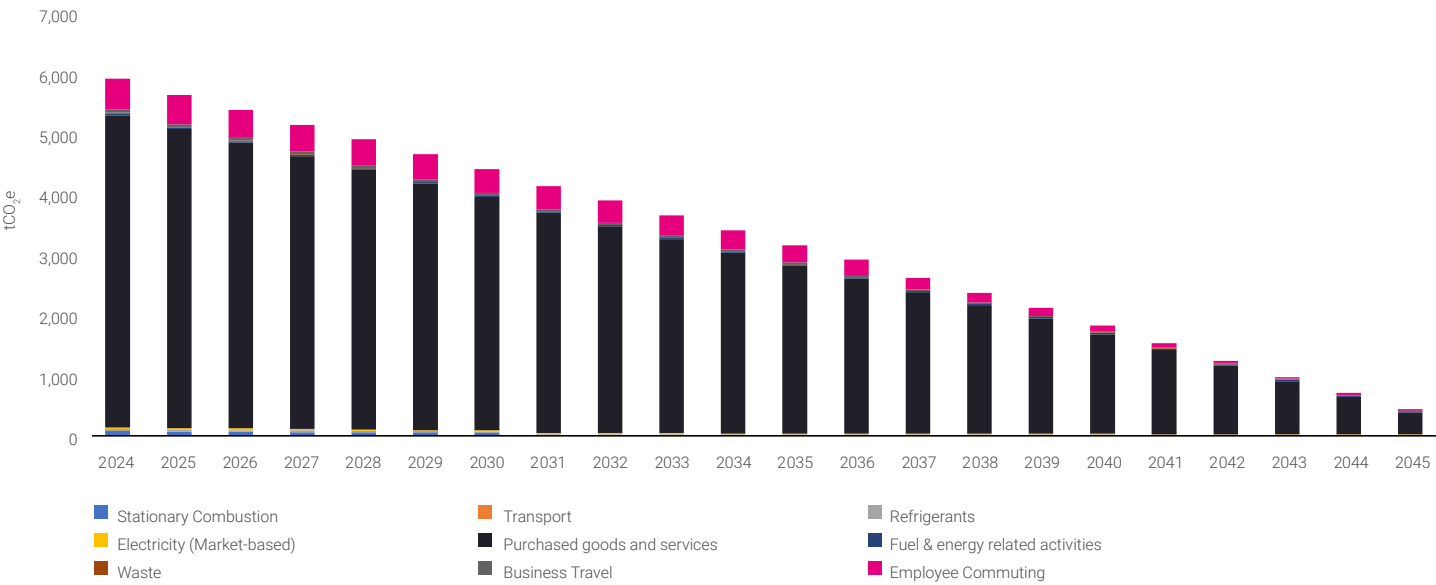
In setting Net Zero targets and developing a Net Zero roadmap we have assessed the CO₂e reduction potential of each scope and category. This assessment has considered the degree of control we have over the activity, operational considerations (e.g. fleet replacement cycles, availability of green energy tariffs by geography, available waste disposal methods), and wider politico-economic factors including the UK government’s commitment to decarbonise the UK National Grid and the ban on the sale of ICE vehicles post-2030. The Net Zero pathway is science-based and aligned to the Paris Agreement’s commitment of limiting global warming to 1.5°C above pre-industrial levels.

To continue our progress to achieving Net Zero, we have mapped out and planned a number of positive actions to achieve the following carbon reduction targets:



Carbon Emission Glidepath tCO₂e

Figure 3. Connect’s Net Zero glidepath - roadmap to achieve Net Zero (-93% CO₂e by 2045 against the FY24 base year)



Our approach is to always focus our efforts on reducing our own 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 where we have influence but not control. To try and reduce these emissions we will use our purchase power and choice of suppliers to encourage the correct carbon reducing behaviour within our supply chain.

Environmental management measures / emission reduction plan.

As a responsible business, we have for many years had a focus on the environment and reducing our carbon emissions. To drive this to the next level, we engaged the services of Sustainable Advantage to advise the Connect Board on global best practices on carbon reduction.

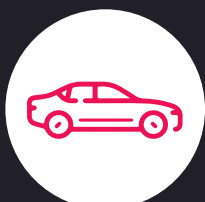
We have a detailed carbon emissions reduction plan, the key actions of which are summarised below:



Scope 1: Stationary combustion (Natural gas)

This is a relatively low impact area (1.3% of total emissions), but within our control to reduce impact by proactively engaging with our landlords. We consume natural gas for heating at our UK site and diesel at our site in South Africa. We are considering the below options but as we lease our sites, we will need to discuss options with our landlords.

- Ensure that all our facilities use minimal heating by making sure buildings are fully insulated and employees are aware of energy efficiency measures to reduce consumption.
- Hold discussions with building management providers to encourage reduction in reliance on gas use and replacement of gas boilers with electrical heating systems such as air source heat pumps, infra-red panels, electric storage heaters etc. where practical.



Scope 1: Transport (owned and leased vehicles)

This is a very minimal emissions impact (0.0% of total emissions) and one that we have already phased out of our operations in FY24. The ownership of the single vehicle Connect leased in FY24 has transferred to the employee and therefore this will cease to be a relevant emissions category post FY24.



Scope 1: Refrigerants

This is a low impact area for us (0.5%), and we have limited control over this emission activity. However, we are keen to capture actual data for this impact going forward as this impact is currently quantified based on expected leakage rates per m² of office space occupied. Whilst this is a reasonable estimation under the Greenhouse gas Protocol, it is likely overestimation refrigerant use. Additionally, where possible we will:

- Limit use of refrigeration / air conditioning systems where possible
- Where we have air conditioning systems that are not centrally controlled, we will educate users on efficient use of these systems
- Hold discussions with building management providers to encourage the following:
 - Avoid emissions through improved leak tightness; consider fitting leak-detection systems and following a regular maintenance schedule.
 - Ensure correct end-of-life treatment of refrigerant gases; recover and dispose of refrigerant gases correctly when maintaining, upgrading or decommissioning a system.
- When renewing HVAC system, choose the most efficient systems:
 - Investigate systems using least damaging refrigerant gasses with low potential leakage.
 - Installing new systems may offer energy savings as well as next generation refrigerants (HFOs (hydrofluoro-olefins) and natural refrigerants).



Scope 2: Electricity

Although emissions from electricity is a relatively low impact area (0.5% of total emissions), it is an impact that we can directly control and therefore is a priority area for reduction. Across our leased premises, we have a mix of renewable and non-renewable energy tariffs. We will prioritise moving all premises to certified 'Green' electricity over the next few years. We will endeavour to reduce our electricity consumption via the following:

- Purchase renewable energy tariffs across all premises and ensure supply is fully verified as meeting the Scope 2 Quality Criteria (supported by REGOs or equivalent).
- Energy efficiency guides will be issued to all site staff to facilitate positive behavioural change.
- Ensure we use energy efficient systems wherever possible e.g., replacing lights with LED and using passive infra-red sensors (PIRs) where possible.



Scope 3 Category 1: Purchased goods and services

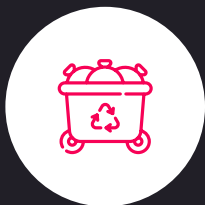
This is the largest single source of emissions in FY24 (87.4% of total emissions) and therefore a key priority action area. We will look into opportunities to perform life cycle assessment for key products to improve data quality and to support informed decision making on product and supplier selection. Our top 10 spend items account for >90% of the emissions within this category and are comprised of software services, network costs, hardware suppliers, internet, data hosting and other professional service providers.

We realise that much of the GHG reductions in this category will happen because of our suppliers reducing their carbon emissions and becoming more carbon aware as the European Union launched the Green Deal which outlines a commitment to climate neutrality by 2050. However, that does not mean that we will take a passive approach to the category especially as it accounts for 87.4% of our total emissions.

In FY24, this category also includes our capital expenditure, for future years we will also seek to disaggregate this spend to report the associated emissions separately under Scope 3 Category 2.

To try and enact positive change on our suppliers we will:

- Engage with tier 1 suppliers to first understand their carbon footprint (scopes 1, 2 and relevant 3) by sending out carbon surveys.
- Work with suppliers to collaboratively set carbon emissions reductions targets by including contractual requirements in our agreements with suppliers



Scope 3 Category 5: Waste

Although this is a relatively low impact area (0.3% of total emissions) compared to other emissions sources, we will focus on reducing emissions from waste as we have a greater degree of control over this impact area and due to wider environmental considerations of waste. This is a particular focus area for South Africa, which contributes 85% of the emissions derived from waste disposal.

We already follow the waste hierarchy where a preference is given to:

- Reduce the waste generated
- Re-using / recycling as much as possible

In addition to this we will also aim to reduce our waste by:

- Rolling out staff training programmes to provide clear, consistent training and information to minimise waste and maximise recycling.
- Where possible, tracking the disposal methods of our various waste streams and encourage waste management companies to change suppliers who send waste to landfill.



Scope 3 Category 6: Business travel

Business travel is a relatively low impact area for us (0.9% of total emissions). However, we are keen to engage our employees to understand the environmental impact of their activity, and this is a key area of influence. We will endeavour to do this through the following methods:

- COVID-19 has taught us that video conferencing tools such as MS-Teams can very successfully host meetings. We are encouraging our staff to continue to embrace this technology to minimise travel
- Where travel is required, we will prioritise carbon-reducing travel modes where possible, choosing rail over air and / or cars
- Encourage the uptake of EV vehicles by paying favourable mileage reclaim rates
- We will also begin collecting more granular Business travel data to better calculate our GHG emissions in future years, avoiding the use of expense summaries and focusing on extracting actual data where possible



Scope 3 Category 7: Employee commuting & homeworking

This is another emission hotspot for us (8.6% of total emissions) and therefore should be prioritised for emissions reduction. We recognise that we cannot directly influence what modes of travel our employees use, we need to do all we can to encourage them to join us on our sustainable journey. We will endeavour to achieve this by:

- Sending a travel survey to each one of our employees to understand how they currently get to and from work.
- Exploring opportunities to encourage lower-emission commuting, which may include:
 - Cycle-to-work schemes
 - EV salary sacrifice schemes
 - Encouraging carpool arrangements
 - Providing information on public transport alternatives
 - Travel card loan scheme

Employee homeworking was not a large source of CO₂e emissions in FY24 and we recognise that we have limited control over the consumption of fuel and energy in employee working from home environments. As such, we will focus on continuing to promote awareness of employee energy consumption and efficiency measures.

- Implement an awareness campaign for reducing working from home carbon footprint, educating employees on the following:
 - Install SMART meters
 - Reduce energy consumption of home appliances
 - Reduce, reuse, recycle, limit waste sent to landfill
 - Encourage switching to renewable energy tariffs where possible.

Conclusion.



This Carbon Inventory and Carbon Reduction Pathway Report provides a comprehensive overview of Connect's greenhouse gas (GHG) emissions profile and lays the foundation for a credible, actionable decarbonization strategy. Our analysis confirms that the majority of our emissions reside in Scope 3, Category 1: Purchased Goods and Services, reflecting the upstream emissions associated with our extensive supply chain, network equipment, IT infrastructure, and service procurement.

Addressing these emissions requires a strategic, collaborative approach. Connect is committed to working closely with suppliers to embed sustainability criteria into procurement decisions and engaging with key suppliers to gain better visibility of their emissions going forward.

Our pathway outlines key near- and long-term reduction levers and robust and achievable reduction targets of:

- A 26% reduction in total Scope 1, 2, and 3 absolute emissions by 2030, compared to our FY24 base year emissions.
- A 93% reduction in total Scope 1, 2, and 3 absolute emissions by 2045, compared to our FY24 base year emissions.

As we progress, Connect will continue to refine our emissions data and transparently report on our progress annually for each year ending 30th April with 2025 being the first post-base year. We recognize that achieving meaningful carbon reductions, particularly in Scope 3, is a complex endeavour requiring systemic change. However, we are committed to leading by example in our industry, partnering with stakeholders to build a resilient, low-carbon digital future.

Emissions methodology – inclusions within current numbers.

Scope 1

Scope 1 sources included in the inventory are onsite (or “stationary”) natural gas and diesel combustion, mobile fuel combustion from a leased vehicle and fugitive emissions of refrigerant gasses based on maintenance top-ups of HVAC systems.

- Where possible, activity data has been used to quantify emissions (energy/fuel type and consumption quantities [litres/kWh], distance travelled [miles/km], type and weight of refrigerant).
- Where not available, we have used an estimation based on floor area and national average consumption to estimate fuel/energy/refrigerant gas consumption. Alternatively, we have used spend to derive consumption using a cost per unit estimate for the reporting period

Scope 2

Purchased electricity was the only identified Scope 2 emissions source. However, per the GHG Protocol Scope 2 Guidance, Scope 2 emissions have been calculated and reported using two separate methodologies:

- A location-based method reflecting the average emissions intensity of grids on which energy consumption occurs
- A market-based method reflecting emissions from the electricity that we have purposefully chosen via our energy procurement activities. This accounts for energy purchased from green energy suppliers and a residual mix used where non-renewable energy tariffs are currently in use.

Scope 3

Category 1: Purchased goods and services

Includes all upstream (i.e., cradle-to-gate) emissions from the production of goods and services purchased or acquired by us in the reporting year.

- We have used a spend-based approach to quantify emissions from the purchasing of goods and services in FY24.

Category 3: Fuel and energy-related services

Relates to transmission and distribution losses, and the well-to-tank emissions for all fuels consumed as a result of our operations:

- Well-to-tank emissions account for all the emissions related to the extraction, production, and shipping of fuels excluding only the direct combustion of the fuel. (e.g., fuel consumed by our owned or leased vehicles)
- Transmission losses account for all the energy that is lost between the electricity production in the powerplant and when it is used (e.g., resistance in power lines)

Category 5: Waste

Includes emissions from third-party disposal and treatment of waste generated in our owned or controlled operations in the reporting year:

- We have utilised the ‘waste-type-specific’ method, which involves using emission factors for specific waste types and waste treatment methods

Category 6: Business travel

Includes emissions from the transportation of employees for business-related activities in vehicles owned or operated by third parties, such as aircraft, trains, buses, and passenger cars. This also includes emissions resulting from hotel stays and subsistence resulting from business-related trips.

- We have used the distance-based method, which involves determining the distance and mode of business trips, and then applying the appropriate emission factor for the mode used where possible. Where not possible, we have used a spend-based approach to estimate distance travelled by mode.
- We have used the number of nights stayed in hotels to calculate the emissions where available and used a spend-based approach to estimate hotel stay when data was not available.
- We have used spend to estimate emissions from subsistence activity.

Category 7: Employee commuting & homeworking

Includes emissions from the transportation of employees between their homes and our offices. Emissions from employee commuting may arise from car, bus, train, or cab travel. We have also included energy consumption and waste production which occur from employees working from home in this category

- Where appropriate we have used the average-data method, which involves estimating emissions from employee commuting based on average (e.g., national) data on commuting patterns
- We will in future years supplement the above with employee travel surveys which collect data from employees on commuting patterns (e.g., distance travelled, and mode used for commuting) and apply the appropriate emission factors for the modes used using the distance-based method

Includes emissions from employees working from home. This includes the expected additional energy, heating, water use and waste disposal resulting from working at home.

- We have used average working patterns by entity to derive the total number of days/hours employees worked from home in FY24. National average estimates for energy, heating, water use, and waste disposal have then been applied on a day/hour rate to estimate total emissions from homeworking.



Emissions methodology – non-material exclusions from FY24 baseline emissions.

Scope 3

Category 2: Capital goods

Includes all upstream (i.e., cradle-to-gate) emissions from the production of capital goods purchased or acquired by us in the reporting year. We have not separated out Capital Goods from Category 1 Purchased Goods and Services this year but will look at ways to do so in future years.

Category 4: Upstream transportation and distribution

Includes all emissions from the freighting and storage of goods, paid for by us. We haven't separated out Upstream Transport emissions from the financial data we have used to calculate - Category 1 Purchased Goods and Services. In future years we will explore ways to do this so we can account for Upstream Transport separately.

Category 8: Upstream leased assets

Is excluded from our baseline emissions, as we do not lease any assets.

Category 9: Downstream transportation and distribution

Is excluded from FY24 baseline emissions as we do not sell goods that need to be transported by our customers.

Category 10: Processing of sold products

Is excluded from FY24 baseline emissions as we do not manufacture products.

Category 11: Use of sold products

Is excluded from FY24 because we do not sell physical goods.

Category 12: End-of-life treatment of sold products

Is excluded from FY24 because we do not sell physical goods.

Category 13: Downstream leased assets

Is excluded from FY24 because we do not sell physical goods.

Category 14: Franchises

Is excluded from FY24 baseline emissions, as we do not operate franchises.

Category 15: Investments

Is excluded from FY24 baseline emissions, as we do not have any investments whereby, we provide capital or offer financing as a service

CONNECT[®]



An intelligent approach to energy, waste & sustainability

Sustainable Advantage, Hersham Place Technology Park,
Molesey Road, Hersham, Surrey
KT12 4RS

info@sustainable-advantage.com
sustainable-advantage.com
0203 544 2020