



IDE Group Manage Limited

Carbon Reduction Strategy

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1 Carbon reduction Strategy

1.1 IDE Group's commitment to sustainability

We at IDE Group are committed to reducing our impact on the environment in order to help safeguard our planet for future generations. We have committed to a well-below 2 degrees Celsius trajectory and to maintaining our scope 1 and scope 2 greenhouse gas emissions at a level 30% lower than in our base year of 2018. We are also investing in an environmental management system certified to ISO 14001 to ensure that we can monitor and manage our activities to meet our targets.

1.2 Base year and boundaries

This statement relates to the operations of IDE Group Manage Ltd. We have chosen 2018 as the baseline year for reducing our scope 1 and 2 emissions as this is the earliest year for which reliable data is available. It is important to note that these figures exclude companies which were formerly part of IDE Group (IDE Group Connect Ltd and 365ITMS Ltd) during this period. While some changes have occurred in IDE Group Manage since then (notably the closure of our former Croydon office), we have baselined our figures according to the Greenhouse Gas Protocol to ensure like-for-like comparability across the years.

1.3 Targets

In addition to committing to maintaining our scope 1 and 2 emissions at 30% less than they were in 2018, we will also work to reduce our overall greenhouse gas emissions (scopes 1, 2 and 3) by 2.5% every year from a 2021 baseline.

We have engaged with Science Based Targets (SBTi) to validate our 30% reduction target. SBTi has confirmed that our target of a 30% reduction from 2018 has been accepted and will be published on their website. They have undertaken due diligence on the 2018 information we provided and verified its accuracy. As the work we have done in the last few years has helped us achieve the 30% target already, we will now ensure that we maintain this lower level, as described in more detail below.

1.4 Significant environmental impacts of the business

As IDE Group's operations focus on supporting customers with their IT equipment, including through the asset lifecycle, our significant environmental aspects relate to a) the carbon footprint associated with equipment and engineers travelling to and from customer sites and b) the eventual disposal of IT equipment.

1.5 Greenhouse gas emissions

The overall carbon emissions for IDE Group in 2021 in scopes 1, 2 and 3 was 4684.7 tCO₂e.

Scope	tCO ₂ e
Scope 1	61.76
Scope 2 (Location-based)	30.23
Scope 3	4592.73
TOTAL	4684.72

Table 1. Overall scope 1, 2 and 3 emissions for IDE Group.

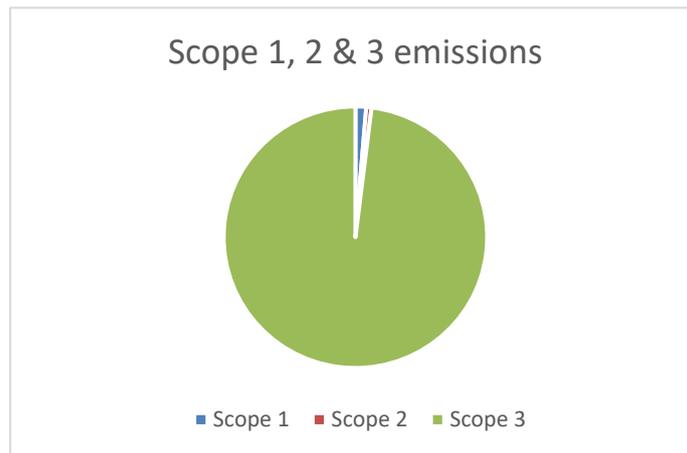


Figure 1. 2021 carbon emissions for IDE Group. Our carbon footprint is dominated by the scope 3 emissions from our supply chain

The following sections provide a breakdown of the emissions categories and where relevant a comparison with our 2018 figures.

1.5.1 Total scope 1 and 2 emissions

The total scope 1 and 2 emissions for IDE Group in our baseline year and 2021, using location-based reporting for scope 2, are as shown in the table below.

Year	Total Scope 1&2 (tCO2e)
2018	466.4
2021	91.99

Table 2. 2021 Comparison of 2018 and 2021 scope 1&2 emissions

The 2021 figure represents only 19.7% of the 2018 figure, due in large part to changes in the scope 1 emissions. It is clear that we have already met and exceeded our target of a 30% reduction in scope 1 and 2 emissions by 2030 and that, with good management, our emissions going forward should remain below the required level.

1.5.2 Scope 1

Our scope 1 emissions are generated by fuel from in-scope vehicles and a small amount of gas used to heat our operations centre in Dartford.

Year	Scope 1 emissions (tCO2e)
2018	358.59
2021	61.76

Table 3. Comparison of 2018 and 2021 scope 1 emissions

The significant decrease in scope 1 emissions from our baseline year of 2018 has been driven primarily by a reduction in our vehicle fleet in this time. This has been partly due to our increased use of the 'rip and replace' asset support model and partly due to changes in the customer base. In the rip and replace model an entire laptop is shipped to replace a faulty one, thereby largely negating the travel associated with multiple engineer and parts journeys to resolve a customer issue. There has also been a reduction in the number of vehicles which fall into scope 1, with some moving into our grey fleet, which is reported under scope 3.

1.5.3 Scope 2

Scope 2 emissions are generated by purchased electricity for our Dartford site.

Year	Scope 2 emissions (tCO2e) Location based	Scope 2 emissions (tCO2e) Market based
2018	107.8	94.9
2021	30.2	25.3

Table 4. Comparison of 2018 and 2021 scope 2 emissions

The reduction in scope 2 from 2018 to 2021 in the location-based column is due largely to the closure of our large suite of offices in Croydon and the closure of a smaller rented property in Bromley. Many formerly office-based staff are now primarily home-based, following the national trend of the pandemic. As of October 2021, we switched to 100% renewable electricity for the Dartford site, which means there will be no carbon emissions in 2022 in the market-based column.

1.5.4 Scope 3

Following the recommendations of the Greenhouse Gas Protocol, we have identified our key scope 3 emissions sources, along with those which are less significant but which we are including here for transparency and completeness. This report relates to emissions generated from January to December 2021, inclusive.

By far the largest source of scope 3 emissions is third party transport of assets to and from our Dartford site, which dwarfs all other categories. The next most significant is our business travel, which includes our grey fleet.

Third party freighting	Business travel	Waste from customer assets	Internal IT waste	General waste	Electricity T&D
4550.7	41.22	0.08	0.02	0.43	0.2

Table 5. Scope 3 emissions. All figures in tCO2e

1.5.5 Intensity ratios

As a primarily people-based service operation, we have calculated intensity ratios using staff headcount to normalise the data.

Year	Headcount	Scope 1 tCO2e	Scope 1 intensity ratio
2018	375	358.59	0.956
2021	165	61.76	0.374

Table 6. Scope 1 intensity ratios

The drop in intensity ratios in scope 1 is to be expected given the reduction in engineers traveling in vehicles and the other factors noted above for scope 1.

Year	Headcount	Scope 2 tCO2e (market-based)	Scope 2 intensity ratio
2018	375	94.9	0.288
2021	165	25.29	0.183

Table 7. Scope 2 intensity ratios, using market-based figures

Electricity is a smaller part of our energy portfolio than fuel and the slightly lower figure for 2021 primarily reflects the closure of the large Croydon office. As we are now using 100% renewable electricity, carbon in scope 2 as it applies to us will drop to zero this year.

1.5.6 Other greenhouse gas emissions

The other greenhouse gas emissions for 2021 are shown in the table below, again calculated using the UK government's published conversion factors and guidance. The figures are shown here in Kg. Freighting dominates the picture as expected.

Area	kg CH ₄	kg N ₂ O
Freighting	235.47	34379.23
Company cars	10.32	696.52

Other business travel	6.44	448.12
Electricity	95.29	163.18
Electricity T&D	0.74	1.26
Gas	2.20	0.88

Table 8. Other greenhouse gases

1.6 Ongoing environmental management

We will manage all environmental aspects and impacts, including greenhouse gases, through our environmental management system, which will be certified to ISO 14001 soon.

1.7 Carbon reduction strategy

It is clear that the overwhelming majority of our carbon emissions come from transporting customer assets to and from our Dartford centre. While it is therefore key that we focus on this, these emissions are produced by third-party couriers and our leverage over them is limited. We will potentially have more options when it comes to the emissions over which we have more direct control. Our carbon reduction strategy, which aims to reduce overall emissions by 2.5% a year, is therefore as follows.

Freighting

We are aware that our regular courier companies are already making progress towards using greener vehicles, including fully electric vans. We will explore whether this progress is sufficient to help with our reduction commitment and if not consider using other providers. We will also continue rolling out the 'rip and replace' model of customer support, potentially reducing the number of journeys that are required.

Company cars

All company cars will be either fully electric or hybrid in the next few years as we have a Green Fleet policy in place. Where possible we will replace end-of-contract-term vehicles with greener alternatives and all company car drivers are being made aware of the importance of doing so. The majority of our vehicles are still diesel, so this will make a marked difference to our scope 1 emissions.

Other business travel

We operate a grey fleet which produces around two-thirds as much carbon as our company cars. We are looking at restrictions on the vehicles that are allowed in the grey fleet, which will help with reducing scope 3 emissions.

Electricity

While we are now on 100% renewable energy which will produce no carbon this year, we will continue to look for opportunities to reduce electricity usage as this is good business practice. We have recently changed all lightbulbs to LEDs, for example, and will look for similar opportunities for improvements.

Gas

We will explore the options for using renewable gas with our supplier and potentially switch to a greener supply.

Waste

A key variable in emissions from waste is the percentage of waste that can be reused, versus recycled or sent to landfill. We will explore whether the provider we are using is the most effective in this regard and whether more can be done, for example to increase the percentage of assets reused.

Supply chain

We are strengthening our sustainable procurement practices in general to ensure that all our key suppliers share our environmental ethos and can demonstrate similar approaches to ourselves. We will assess each supplier to ensure that they are minimizing their (and by extension our) impact on the environment.

1.8 Verification

It is our intention that these figures are verified annually by an independent third party. SBTi have already verified that our 2018 data is accurate and is a suitable baseline for our target of reducing our scope 1 and 2 emissions by 30% by 2030. We will shortly be including ISO 14001 internal and external audits into our management system, which will ensure our management is under the appropriate level of scrutiny.

1.9 Methodology

The methodology used to produce the information in this report follows the best practice laid out in the Greenhouse Gas Protocol and the UK government's greenhouse gas conversion factors, as published and updated each year. Scope 1 and 2 emissions have been calculated from invoices, as have all areas of scope 3 emissions where possible. Third party freighting has been calculated based on the distance travelled for all transactions in and out of our Dartford base.

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