

Carbon Reduction Plan for Servita

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Our Commitment.

Servita is committed to achieving Net Zero emissions by 2030.

What does Net Zero mean in practice?

To achieve Net Zero, we will be aiming to reduce emissions in line with the latest science-based targets (SBTs). SBTs are greenhouse gas reduction goals set by organisations. They are defined as “science-based” when they align with the scale of reductions required to limit global temperature increases to 1.5°C compared to pre-industrial temperatures. SBTs provide organisations with pathways to sustainable transformational change to accelerate the transition to a low carbon economy.

For us, this means that we will need to reduce our absolute carbon emissions by at least 90% from our baseline year, or achieve (and maintain) a carbon intensity metric of <1 tonne CO₂e per employee, whichever comes soonest. To keep ourselves on track with these long-term targets, we have set the following near-term goals:

- Reduce our Scope 1 & 2 emissions to zero by 2028.
- Reduce our Scope 3 emissions by 30% from our baseline year by 2026.
- Reduce our Scope 3 emissions by 50% from our baseline year by 2028.

Scope 1 emissions: direct greenhouse gas emissions that occur from sources owned or controlled by a company, such as emissions from combustion of fuels in on-site boilers, furnaces, or vehicles.

Scope 2 emissions: indirect greenhouse gas emissions that result from the generation of purchased electricity, steam or other forms of energy consumed by a company.

Scope 3 emissions: all other indirect greenhouse gas emissions that occur in an organisation's value chain, including emissions from upstream and downstream activities.

Our Carbon Footprint.

Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured. We have chosen to set our baseline year as 2022.

Baseline Year: 2022	
<p>What has been included in the carbon footprint?</p> <p>All Scope 1 & 2 emissions have been measured, plus the following Scope 3 Emissions:</p> <ul style="list-style-type: none"> • Purchased Goods & Services • Capital Goods • Fuel & Energy Related Services • Business Travel • Employee Commuting & Home Working • Operational Waste & Water 	
EMISSIONS	TOTAL (tonnes CO ₂ e)
Scope 1	0
Scope 2*	5.12
Scope 3	178.92
Total Emissions*	184.05

In 2022, Servita baselined 0tCO₂e Scope 1. This is not forecast to change as Servita do not plan to acquire property or vehicles.

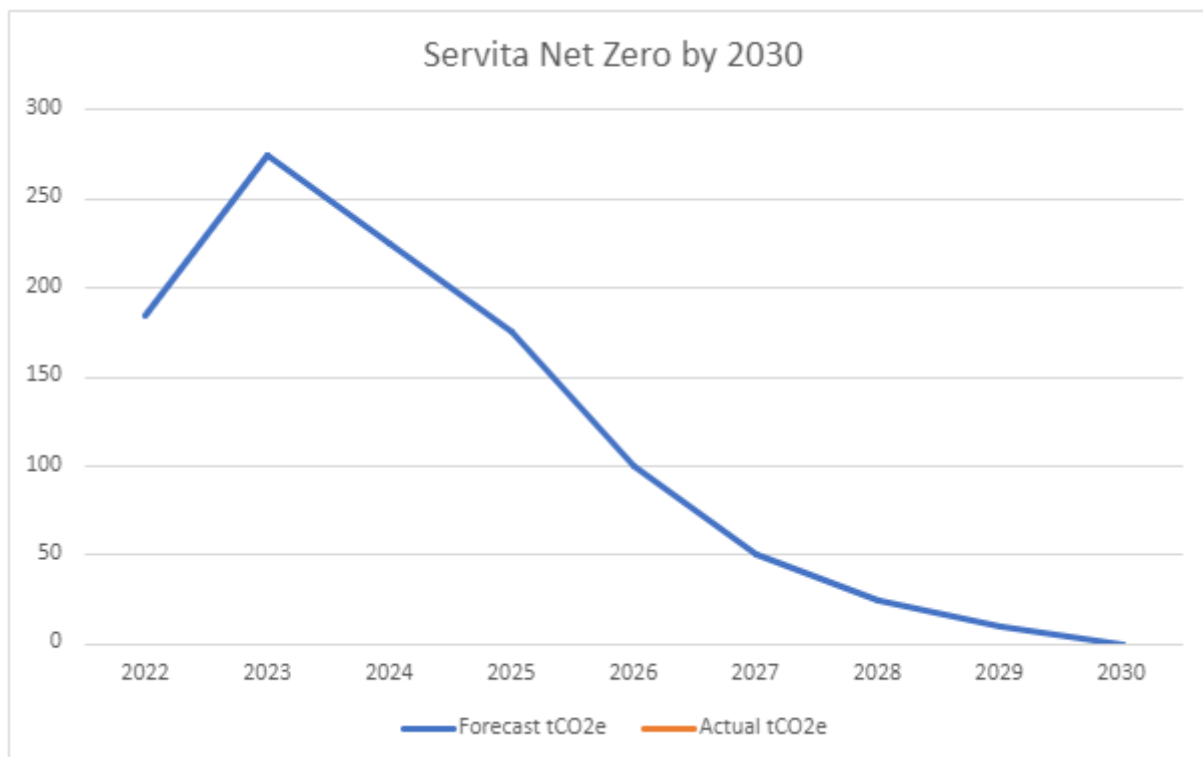
**Purchased electricity can be measured in two ways. A location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data). A market-based method reflects emissions from electricity that companies have purposefully chosen (or their lack of choice). A market-based method therefore takes into account the purchase of electricity via a verified renewable energy tariff. We have chosen to base our Net Zero target on a market-based methodology.*

Carbon Intensity Metrics

Baseline year: 2022	CARBON INTENSITY METRIC (tonnes CO ₂ e / unit)
FTE: 55	$184.05 / 55 = 3.3464 \text{ CO}_2\text{e} / \text{FTE}$
Turnover (£): 6.75m	$184.05 / 6.75\text{m} = 27.2667 / \text{M}$

Based upon an FTE count of 55 FTE and a £6.75million turnover during the measurement period. We are using market-based emissions to calculate our intensity metrics.

Carbon Emissions Breakdown Graph



Carbon Reduction.

Our Net Zero targets

Servita is committed to achieving Net Zero by 2030. To do this, we will need to reduce our absolute carbon emissions by at least 90% from our baseline year, or achieve (and maintain) a carbon intensity metric of <1 tonne CO₂e per employee, whichever comes soonest.

We have set the following near-term targets to 2030 to keep ourselves on track with our ultimate Net Zero goal. Targets for the remaining period will be set as we progress closer to 2030.

- Reduce our Scope 1 & 2 emissions to zero by 2028.
- Reduce our Scope 3 emissions by 30% from our baseline year by 2026.
- Reduce our Scope 3 emissions by 50% from our baseline year by 2028 achieving Net Zero by 2030.

Completed Carbon Reduction Initiatives

The following emissions management measures and projects have been completed or implemented since the start of our baseline reporting period.

Activity	Completion Date	Scope
Commit to measuring carbon footprint of business activities year on year to gain an understanding of pinch points and regularly be making efficient and direct improvements to reduce these emissions.	On-going next date: Q1 2024	1, 2, 3
Created a Sustainability Innovation Group to lead initiatives. This team has been made up of members from different departments and regions to support the roll out of initiatives and management of data, this includes sharing and collaborating throughout the organisation.	2022	1, 2, 3
ISO 9001 certification. As part of this management system, the organisation recognises that the following sustainable development goals are aligned.	2022	1, 2, 3

Future Carbon Reduction Plans

We are committing to action the following emissions management measures and projects in line with our Net Zero targets.

REDUCTION PLANS – Scope 1 & Scope 2			
Activity No.	Activity	Target Date	Category
1	UK Office. Servita have relocated to a new shared office that shares our Sustainability values and is committed to transparent reporting and minimising environmental impact	2023	Combustion
2	Ask the landlord in Dubai to consider low-cost options such as reducing the boiler temperature and adding heat & solar control reflective window sheets. Consider planning for larger cost management (where appropriate) such as an efficient boiler system. Consider moving to premises without gas heating for 100% reduction in stationary combustion emissions.	2024	Stationary Combustion
3	Encourage the landlords/management company at the office to procure a 100% renewable electricity tariff. This change will reduce market-based emissions (from chosen tariff) from the office (common areas) to 0 tCO ₂ e.	2024	Purchased Electricity
4	Implement energy efficiency measures to reduce the overall amount of electricity consumed at sites. Optimise operational	2025	Purchased Electricity

	<p>procedures and implement energy management systems (such as ISO 14001).</p> <p>Examples of reduction measures include upgrading lighting, introducing more sensor lighting, installing timers on sockets/equipment. Also review and renew inefficient equipment (when at end of life), and actively consider the energy efficiency of equipment when new purchases are required (e.g. laptops, fridges, dishwashers).</p> <p>Invite colleagues from different sites to openly explore challenges and barriers to collaboratively find solutions for reduction.</p>		
5	<p>To completely reduce market and location-based energy emissions to zero, install on-site renewable energy generation technologies such as solar PV panels, solar heating, heat pumps (following an energy audit to assess feasibility and payback periods), to generate 100% of heating and energy demand. Consider removing on-site stationary combustion (gas) heating.</p> <p>Alternatively, encourage the landlord to do the above or consider moving site.</p> <p>If the UK Grid is 100% powered by renewable energy before this point, your Scope 2 location-based (and market-based) electricity emissions will already be zero. You would still need to consider gas emissions unless removed (or better technology is available).</p>	2030	Stationary Combustion Purchased Electricity

Based upon the above completed and planned initiatives, it is projected that Scope 1 & 2 carbon emissions will decrease to **0 tCO₂e by 2028**.

REDUCTION PLANS – Scope 3			
Activity No.	Activity	Target Date	Category
1	Consider training and engagement for the Green Team, leadership, and the wider employee base. Including and not limited to, creating spaces for environmental positive conversations (internal comms, newsletters, slack, Teams etc), certified Carbon Literacy Training for all applicable to roll out to further workforce and share with externals where appropriate. On average, certified learners reduce their carbon footprints by 5-15%, of which ~50% are work-related.	2024	Commuting & Home Working Business Travel
2	<p>Implement a Sustainable Procurement Policy. Encourage suppliers to adopt sustainable practices and improve their own carbon footprint through supplier engagement, procurement policies and contracts, and monitoring reporting mechanisms.</p> <p>Commit to a Sustainability Audit or Survey to request further information regarding credentials – Plan to send these to the Top 5/10 suppliers by spend. This data collection will support reduction journey by gathering important data for year two measurement & encourage supply chain integration towards Net Zero.</p> <p>Complete this audit within Two Phases –</p> <ol style="list-style-type: none"> 1. Identify suppliers for engagement. 2. Formulate and collect data (survey/scoring) 	2024 - 2027	Purchased Goods & Services

	<p>Once completed prioritise suppliers with lower carbon footprints as part of the above phased approach. This may also involve purchasing second hand/refurbished (furniture, IT equipment) and extending the lifespan of purchased items.</p> <p>Develop and monitor procurement policy for all new suppliers to align to Net Zero goals.</p>		
3	<p>Review logistics partners/couriers and utilise the above Sustainable Procurement Policy. Work with providers to gather their emissions data, and/or switch to lower-carbon providers.</p> <p>Prioritise purchasing from local suppliers to limit delivery mileage.</p>	2024 - 2027	<p>Upstream Distribution</p> <p>Downstream Distribution</p>
4	<p>Develop and implement a Sustainable Travel Policy to support environmental impact of choices when travelling, staying in hotels and commuting. The priorities within this policy will support active travel and low emission travel options where appropriate.</p> <p>Monitor and consider alternatives to air-based travel as a priority and commit to offering support to workforce with options for active travel schemes; such as bike to work or car sharing opportunities.</p> <p>Utilise the emissions travel hierarchy –</p> <ul style="list-style-type: none"> Digital communication Walking & wellbeing Cycling Public and shared transport Public and shared EV's and car sharing 	2024	<p>Business Travel</p> <p>Commuting</p>

	<p>ICE vehicles and car sharing Air Travel</p> <p>Consider creative ways to engage and support the workforce to influence change. Examples include setting an internal organisation carbon credit scheme (limit that to a number of tCO2e per year), extra holiday days for low emission travel choice, bonuses, subsidised travel, equal mileage payments for diesel/petrol/EVs/cycling.</p>		
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Method statement.

Net Zero represents a key component of Servita's plan to deliver effective environmental stewardship alongside our wider Sustainability commitments and our contribution to help limit climate change.

Servita's Sustainability Director Chairs our Global Sustainability & Innovation Group and is responsible for defining and delivering our Sustainability aims and objectives.

Sustainability & Innovation Group Terms of Reference:

Evaluate and advise on Servita's pursuit of innovative practices and technologies that improve environmental and social sustainability and seek to:

- enrich our customers' (new and existing) experiences and relationships
- monitor customer, framework and regulatory obligations
- increase Servita's end to end value offering
- support business development
- benefit our people, the communities we operate in and the environment

SIG will:

- define and report on Sustainability KPIs
- assess, manage and report on Servita's impact and dependence on human, social and environmental capital
- identify, manage and report on Sustainability Risks and Opportunities
- act as ambassadors for sustainability internally and externally, raising awareness for Servita's commitment to responsible business

Sustainability Aims

- Aim 1) Reduce energy consumption
- Aim 2) Reduce environmental impact of our travel
- Aim 3) Reduce Waste and Data footprint
- Aim 4) Deliver Environmental Benefits for our Customers
- Aim 4) Implement a wellbeing plan
- Aim 5) Empower our team
- Aim 6) Form sustainability partnerships
- Aim 7) Form charitable partnerships
- Aim 8) Influence environmental protection and improvement

Sustainability Objectives for 2024: (map to Aims)

O1. Netzero cloud hosting - offering

Action: partner with a Netzero cloud provider

Owner: Des Kelleher

Date Due: Q2 2024

Status: Tech team reviewing potential of Krystal hosting

O2. Reducing homeworking energy

Action: a training/education module for homeworking

Action: updating the on-boarding documentation and environmental policy to include homeworking

Action: detailed homeworking survey

Action: smart socket/bulb

Owner(s): Alex Drew and Mike Eadie

Date Due: Q3 2024

Status: Started

O3. Aligning with landlords

Action: assess landlord offering against Servita objectives

Action: produce office plan

Owner(s): Tbc

Date Due: Q3 2024

Status: Started (in the UK)

O4. Cleaner website

Action: Review current web host service

Action: Review current web content

Owner(s): Mark Johnson

Date Due: Q3 2024

Status: Not yet started

O5. Reduce printing

Action: a training/education module for printing

Action: updating the on-boarding documentation to include

Action: updating environmental policy to include think before you print

Owner(s): Mike Eadie

Date Due: Q3 2024

Status: Not yet started

O8. Updated travel policy

Action: a training/education module for travel

Action: cross referencing the environmental and travel policies

Action: Partner with sustainable travel providers

Owner(s): Mike Eadie, Mark Johnson, Alex Drew

Date Due: Q3 2024

Status: Not yet started

O7. Reduce landfill

Action: a training/education module for recycling – avoiding single use plastic

Action: partnering with supplier of hardware into communities

Action: updating environmental policy to include a process for recycling technology

Action: updating the on-boarding documentation to include

Owner(s): Alex Drew, Mike Eadie, Mark Johnson

Date Due: Q3 2024

Status: Not yet started

O9. Archive unused data

Action: assess current data storage

Action: partner with Netzero Cloud host

Action: update environmental and acceptable use policies

Owner(s): Des Kellehr, Rich Story, Mark Johnson, Alex Drew

Date Due: Q3 2024

Status: Not yet started

O8. Reduce carbon emissions

Action: review spend based omissions

Action: produce detailed plan for spend based omission reduction

Suggestion:

- Buying all permanent FTE and 2-year anniversary contractors a branded water bottle from sustainable partner
- Sponsor community garden

Owner(s): Alex Drew

Date Due: Q4 2024

Status: In progress

Declaration and Sign Off.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard¹ and uses the appropriate Government emission conversion factors for greenhouse gas company reporting².

This Carbon Management Plan has been reviewed and approved by Servita Executive Team.

Signed on behalf of Servita:



Name: Alexandra Drew

Position: Sustainability Director

Date: 6th March 2024

¹ <https://ghgprotocol.org/corporate-standard>

² <https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>