

TelecomPlus

Environmental policy

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1 Scope

This policy provides the basis for embedding responsibility to minimise our impact on the environment and implement climate action throughout all of our business functions. It applies to Telecom Plus, its subsidiary companies, directors, employees, workers, partners and suppliers.

2 Commitments

We are committed to socially responsible and ethical business practices. Our environmental and climate change action and goals are a key part of how we deliver on this commitment. This policy sets out our commitment, targets and ambitions and the steps we take to meet our responsibility to protect the environment and implement climate action.

Our commitment to operating with respect to the environment and climate action is reflected in our company policies, procedures, due diligence and staff, Partner and customer updates and campaigns.

3 Green initiatives

We offer a REGO (Renewable Energy Guarantees of Origin) backed green fixed tariff which means our multiservice customers can power their homes with 100% renewable electricity. We are driving the uptake in smart meters in the UK, with the 2nd highest penetration of smart meter installation of any large and medium supplier, which brings significant opportunities to our customers to enable them to make more informed choices and drive down their consumption as well as enabling a more flexible energy system. We also offer our customers energy saving tips. We have updated our Utility Warehouse Partner vehicle incentive and now offer electric vehicles and electric bikes.

By encouraging our customers and Partners to use green/renewable energy and smart meters, we are seeking to accelerate the transition to carbon neutrality and promote better understanding of energy consumption.

We are committed to:

- Our smart meter roll out. We will supply energy saving technology, primarily in the form of Smart Meters, to 85% of customers by 2024 and 70% by the end of FY 2022.
- Continuing to work with our suppliers to deliver more green tariffs and better solutions. We will continue to explore how we can offer green products and initiatives to customers and Partners.
- Continuing to support charities and initiatives through the UW Foundation, such as Ocean Generation and Forest Carbon, to raise awareness of and tackle environmental issues.

4 Climate action

Climate change is one of the biggest threats to our planet. It is an area where our customers, governments and NGOs are demanding action. We are acutely aware that as energy and service suppliers, we carry huge responsibility in this area. We are committed to reducing our impact and playing our part to tackle climate change.

Climate action is in the best interests of our business because it mitigates risks through adaptation and technological improvements whilst reducing costs through efficiencies, and creating a growth platform from low carbon and carbon cutting services and incentives.

The structure of our business means that whilst we do not make or generate products or services directly, we do have choices relating to which services and suppliers we offer our customers. With this in mind, we want to work very closely with our supply partners to minimise impact wherever possible. We are on our journey to net zero and fully committed to playing our part.

Through the UW Foundation we are working with Forest Carbon to address the climate crisis. For every customer that signs up to all of our home services through Utility Warehouse we fund the planting of a new tree to absorb carbon dioxide. The first UW Foundation woodland is at Bryn Arw, near Crickhowell in the Brecon Beacons. To date we have planted 117,400 mixed species broadleaf trees, which will absorb up to 32,000 tonnes of carbon dioxide in future years.

We are committed to:

- Continuing to offer carbon cutting solutions and incentives.
- Reviewing carbon cutting measures we have in place to ensure they are effective and assess any improvements.
- Our journey to net zero.

5 Net zero

We believe a net zero target by 2040 is achievable and we will significantly reduce our emissions and the carbon intensity of electricity we supply to our customers by 2030, compared to 2019 levels.

We are initially focussing on reducing our corporate impact. We'll do this by switching our energy supply for our buildings to renewable electricity by the end of FY 2022, by continued planning for our transition to a low carbon vehicle fleet and by providing our Partners with low carbon holiday incentives. We will use appropriate, VCS accredited offsetting projects where it is not possible for us to reduce our emissions further. This year we are working with Rimba Raya.

In the longer term we will look to use reliable, sustainable alternatives to gas when available. In the meantime we are committed to working with our suppliers and investing in energy efficiency technology to reduce the carbon emissions of our customers.

We are committed to:

- Switching our energy supply for our buildings to renewable electricity by the end of FY 2022.
- Planning for our transition to low carbon fleet vehicles.
- Offering Partners low carbon holiday incentives.
- Using VCS accredited offsetting projects, where necessary.

- Working with our suppliers and investing in energy efficiency technology to reduce the carbon emissions of our customers.
- Using reliable, sustainable alternatives to gas when available

6 Frameworks and risk management

We understand that whilst reducing emissions is key to any net zero targets, we must also work to understand the other potential risks and opportunities that a changing climate may have on our business and that we need to have the right governance frameworks and risk management in place to do this effectively. We are developing those over the course of FY2022 and FY2023.

In line with our ESG strategy, our Board oversees our environmental goals and initiatives, with a particular focus on ensuring we have appropriate targets and initiatives in place to work towards the UK Government's net zero target and climate risk management.

We are committed to:

- Continuing to understand potential risks and opportunities.
- Continuing to implement the right governance frameworks.
- Overseeing our environmental goals and incentives at Board level.

7 Key stakeholders

7.1 Suppliers

As a reseller of services we understand that it is vital to our environmental strategy to engage with our suppliers.

We expect all of our suppliers to share our commitments and behave in a way that upholds our values. New suppliers are required to sign up to our Supplier Code of Conduct. We will continue to assess our existing suppliers.

We will continue to work with our suppliers to deliver low emission solutions in the future. We will also work with E.ON to establish a target and roadmap for our carbon intensity reduction.

We will continue to provide our Partners with electric vehicle alternatives to our petrol and diesel vehicles and offer low emission incentives.

7.2 Employees

We encourage all employees to think about their actions and the environment through our Get Green campaign. We promote recycling, reduction in waste and use of electronic communication and document management where possible, whilst being mindful to reduce the impact of our IT infrastructure. In the last 12 months we have reduced our production of waste and carbon and use of water and wood through the provision of electronic signing technology.

We are rolling out a flexible working policy which will result in a reduction on staff emissions through travel.

7.3 Customers

We will continue to engage with and listen to customers and respond to the drive to offer more environmentally friendly products and services to enable customers to live a low carbon life as a priority.

This policy is approved and overseen by the board of directors. This policy will be reviewed on an annual basis to ensure compliance.

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Registered in England.
Company number: 03263464

TPEP0621

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