

**CARBON REDUCTION PLAN**  
**FOR**  
**CONVERSANT TECHNOLOGY**

# Carbon Emissions Report – Conversant Technology

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## 1. Net Zero Commitment

**Conversant Technology** recognises the importance of making a full and lasting commitment to reducing the greenhouse gas emissions from our activities, in support of the wider commitment of the world to limit global temperature increases and the impact on the planet.

We commit to the following:

1. For our company to achieve Net Zero in line with the Science Based targets set out by the UNFCCC i.e. to achieve Net Zero no later than 2050 and target a 50% reduction in emissions by 2030.
2. To set realistic short- and long-term targets that are designed to achieve our Net Zero commitments.
3. To report the total Greenhouse Gas emissions of our business, at a minimum, on an annual basis.

|                                  | <b>Year</b> |
|----------------------------------|-------------|
| <b>Commitment to be Net Zero</b> | <b>2050</b> |
| <b>50% Emissions Reduction</b>   | <b>2030</b> |

## 2. Company Overview

**Conversant Technologies** is a Limited Company registered in England & Wales, company number 09568675, with a head office address of Henstaff Court, Llantrisant Road, Groesfaen, Wales, CF72 8NG, United Kingdom.

|                                         |                                                |
|-----------------------------------------|------------------------------------------------|
| <b>Year</b>                             | January 2022 – December 2022                   |
| <b>Industry</b>                         | <b>Telecommunications and other activities</b> |
| <b>No. of Staff</b>                     | 8                                              |
| <b>No. of Offices – Owned</b>           | 0                                              |
| <b>No. of Offices - Leased</b>          | 1                                              |
| <b>No. of Company Vehicles - Owned</b>  | 0                                              |
| <b>No. of Company Vehicles - Leased</b> | 2                                              |

Conversant provides business phone solutions with call routing, contact centre, call analytics, compliance interaction recording, social media messaging management and CRM integration - all from the familiar interface of Microsoft Teams.

## 3. Reporting Period

January 2022 – December 2022

## 4. Organisational Boundary

This report has been constructed using the

- Operational Control Approach

## 5. Operational Scopes

Emissions from Scope 1 & 2 have been measured along with certain Scope 3 emissions. The Scope 3 emissions that have been included are those that have been practical to measure with available data, which are as follows:

- Employee Commuting and Business Travel
- Transmission & Distribution

## 6. Benchmark Year

This is the first time the company has measured and reported on its carbon emissions and therefore this is the benchmark year, i.e. from January 2022 to December 2022. The benchmark data is available for the period January 2022 to December 2022, using a range of data sources as detailed in Section 12.

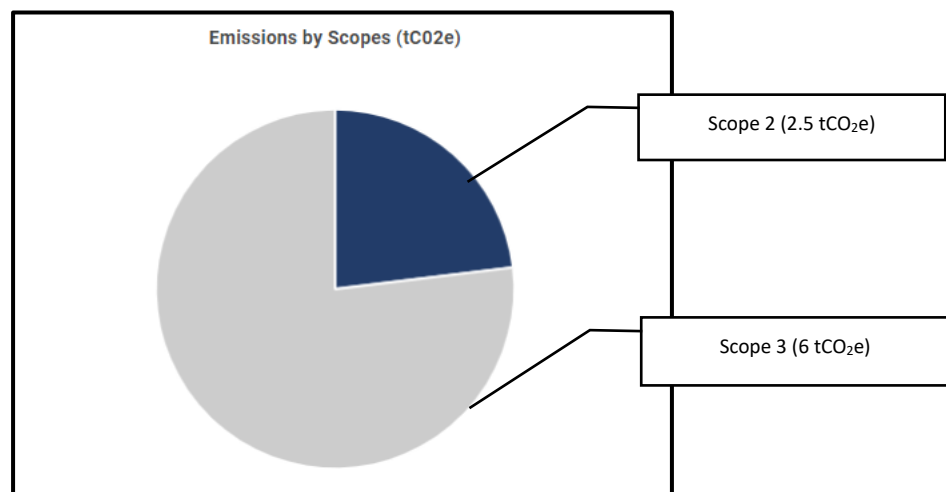
## 7. Carbon Emissions Overview – 12 months to December 2022



The total calculated emissions for the business in 2022 are 8.5 tCO<sub>2</sub>e. This is the first year the company has measured its carbon emissions. As such this is the benchmark year of the company with the breakdown of emissions analysed throughout this report.

The Company will aim to measure an increasing amount of Scope 3 emissions and is committed to improving their emissions across all scopes.

## 8. Analysis by Scope

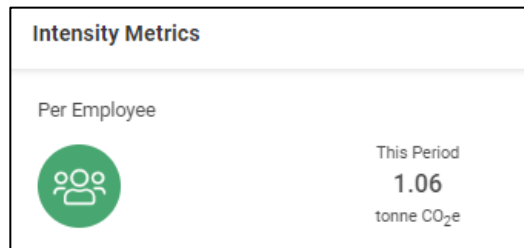


There are no Scope 1 emissions. The rented office has no natural gas, and the company leases vehicles which for the purposes of the reporting period, were only used for employee commuting which has been accounted for in Scope 3.

Scope 2 emissions accounts for 28.9% of calculated emissions. This is the electricity used at the company's leased office. Scope 2 emissions were estimated to be 2.5 tCO<sub>2</sub>e in this period. The office is not on a renewable tariff and the electricity usage has been estimated (using the size of the office) at 11.5kWh per annum and is broken down as follows; 7kWh Electricity, 2 kWh Heating, 2 kWh Ventilation and 0.5 kWh. The landlord is currently unable to provide detailed usage for the office leased by Conversant Technology. Conversant Technology will look to try and get this information for the next reporting year.

Scope 3 emissions accounts for 71.1% of calculated emissions and includes employee commuting, business travel and transmission and distribution. Scope 3 emissions were 6 tCO<sub>2</sub>e in this period.

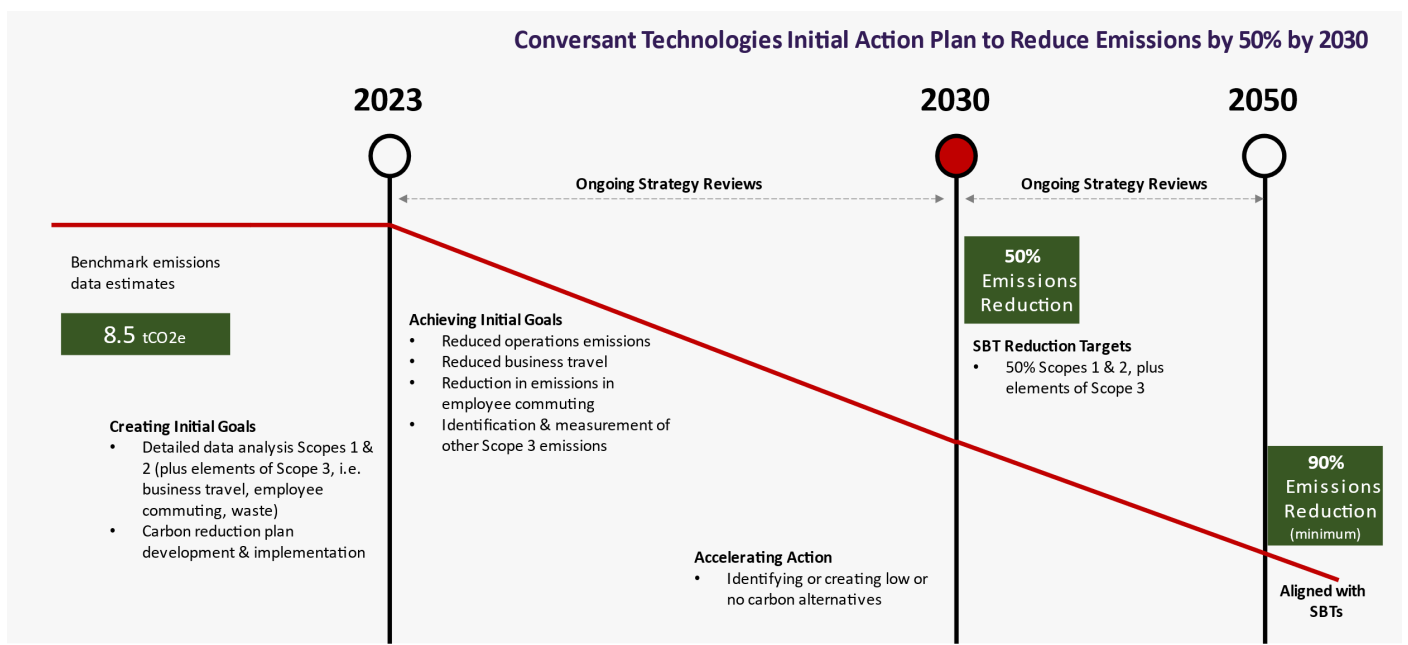
9. Intensity Metric Analysis January 2022 – December 2022



The chosen intensity metric is based on per employee and shows a carbon emissions value of 1.06 tCO<sub>2</sub>e per employee. The business headcount averaged 8 people during the benchmark period.

10. Emissions Reductions Targets

The following graph summarises the carbon emissions reduction targets.



**AMBITIONS**

To become a Net Zero organisation in line with Science Based Targets

- Cut most of our emissions
- Balance any remaining emissions that cannot be eliminated with technology or other solutions

## 11. Carbon Reduction Projects

Conversant Technology will develop the following initiatives that will support the company's strategies to meet Science Based Targets:

- **Sustainable travel policy**

Conversant Technologies will look to embed a sustainable travel policy in the next year. The aim of the policy is to encourage and educate staff to take lower carbon travel options such as public transport, cycling, walking or car sharing. This initiative will be done in line with the Employee Engagement process listed above as by educating our employees this will help them be more conscious about commuting and travel.

- **Employee engagement**

The aim of this initiative is to educate staff in quarterly sessions, educating staff explaining what Net Zero issues and how they can (staff) impact on our carbon emissions. By educating staff they will be more conscious about decisions that they make that can impact or reduce our carbon emissions.

- **Sustainable supplier policy**

Conversant Technologies will furthermore embed and develop a sustainable procurement policy within the business to make sustainability a key consideration when purchasing key products and services. As well as evaluating price and quality from suppliers we would look to understand their commitment to sustainability including asking for their carbon reduction plan and their targets during the contractual duration and ask for reporting information on an annual basis.

- **Energy review and energy usage from Landlord**

Conversant Technologies will look to work with the other tenants located in the building to suggest to the landlord to move to more renewable energy sources. Whilst this is not directly in our control we would look to influence where possible.

- **Sustainable company car policy (electric car feasibility)**

Finally Conversant Technologies will potentially look to formalise a sustainable car policy and look where practical to suggest electric car as first choice. We already have a number of company vehicles that are electric that are being used.

We would estimate that by conducting these projects that our carbon emissions would reduce by a minimum of 5% year on year.

**12. Emissions Data**

The data contained in the table below represents total emissions calculated and is consistent with SECR requirements. All sources of emissions that have been measured are included in the totals below. Emissions from key activities are summarised in the previous sections.

|                                                                                                                                                             | <b>SECR Status</b> | <b>Current Reporting Year Jan 22–Dec 22</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------------------------------------|
| Energy consumption used to calculate emissions Electricity Scope 2 - UK & Offshore (kWh)                                                                    | Mandatory          | 9,192                                       |
| Energy consumption used to calculate emissions – Global, excluding UK & Offshore (kWh)                                                                      | Mandatory          | N/A                                         |
| Basis of Energy reporting (Location or Market)                                                                                                              |                    | Market                                      |
| % of total energy sourced from certified renewable sources                                                                                                  |                    | 0%                                          |
| Emissions associated with energy consumption - UK, Offshore & Global (tCO <sub>2</sub> e)                                                                   |                    | 2.5                                         |
| Emissions from activities for which the company is responsible including combustion of fuel & operation of facilities - <b>Scope 1</b> (tCO <sub>2</sub> e) | Mandatory          | 0.0                                         |
| Emissions from purchase of electricity, heat, steam and cooling purchased for own use - <b>Scope 2</b> (tCO <sub>2</sub> e)                                 | Mandatory          | 2.5                                         |
| <b>Total Scope 1 &amp; 2 Emissions (tCO<sub>2</sub>e)</b>                                                                                                   | <b>Mandatory</b>   | <b>2.5</b>                                  |
| Emissions from upstream activities out of operational control - <b>Scope 3</b> (tCO <sub>2</sub> e)                                                         | Optional           | 6                                           |
| Emissions from use of sold products and services out of operational control - <b>Scope 3</b> (tCO <sub>2</sub> e)                                           | Optional           | None included                               |
| <b>Total Gross Scope 3 Emissions (tCO<sub>2</sub>e)</b>                                                                                                     | <b>Optional</b>    | <b>6</b>                                    |
| <b>Total Scope 1, 2 &amp; 3 Emissions (tCO<sub>2</sub>e)</b>                                                                                                | <b>Optional</b>    | <b>8.5</b>                                  |
| Intensity ratio tCO <sub>2</sub> e (gross Scope 1, 2 & 3) per employee                                                                                      | Optional           | 1.06                                        |
| Carbon offsets (tCO <sub>2</sub> e)                                                                                                                         | Optional           | 0.0                                         |
| <b>Total Annual Net Emissions (tCO<sub>2</sub>e)</b>                                                                                                        | <b>Optional</b>    | <b>8.5</b>                                  |





**13. Data Overview**

| Data Details                      |       | 2022                      |                                                                 |                 |
|-----------------------------------|-------|---------------------------|-----------------------------------------------------------------|-----------------|
| Emission Type                     | Scope | Volume tCO <sub>2</sub> e | Data Source (2021-22)                                           | Data Confidence |
| <b>Energy</b>                     |       |                           |                                                                 |                 |
| Electricity                       | 2     | 2.45                      | Estimated electricity usage calculated by size of office space. | Low             |
| <b>Business Travel</b>            |       |                           |                                                                 |                 |
| Rail                              | 3     | 0.03                      | Company information                                             | Medium          |
| <b>Employee Commuting</b>         |       |                           |                                                                 |                 |
| Car Travel                        | 3     | 5.3                       | Staff Survey                                                    | Medium          |
| Cars - Green                      | 3     | 0.3                       | Staff Survey                                                    | Medium          |
| <b>Other Emissions Calculated</b> |       |                           |                                                                 |                 |
| Transmission & Distribution       | 3     | 0.4                       | Based on Estimated Electricity Usage                            | Low             |
|                                   |       |                           |                                                                 |                 |
|                                   |       | <b>8.5</b>                |                                                                 |                 |

**14. Data Quality / Confidence**

The data used to generate this report has been collected from various sources from both within the company and using assumptions. These emissions have been converted to CO<sub>2</sub>e using GHG Protocol and BEIS frameworks and conversion factors for the relevant period.

**15. Offsets**

As part of the commitment of ESP to target reductions in its GHG emissions and, ultimately, attain Net Zero the company will review and report all offsetting that it enters. All offsetting options will be considered and reported included, formally certificated schemes (e.g., Gold Standard) as well as more informal schemes. Where offsetting is done against informal schemes, details of the calculation logic will be reported.

**16. Offset schemes (if appropriate)**

| Scheme Name | Details (including weblinks) |
|-------------|------------------------------|
| None        |                              |

### **17. Declaration & Sign Off**

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

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

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

#### **Signed on behalf of Conversant Technologies**

Name: Patrick Copping

Position: **Director**

## 18. Glossary

|                                              |                                                                                                                                                                                                                                    |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Benchmark Data</b>                        | The chosen 12-month period that sets the calculated emissions that need to be mitigated and/or offset.                                                                                                                             |
| <b>Carbon Reduction</b>                      | Reduction in measured CO <sub>2</sub> e emissions                                                                                                                                                                                  |
| <b>Carbon Reduction Plan</b>                 | Plan to reduce CO <sub>2</sub> e emissions over a period of time, updated annually                                                                                                                                                 |
| <b>Carbon Emissions (Gross)</b>              | CO <sub>2</sub> e emissions from Company activities                                                                                                                                                                                |
| <b>Carbon Emissions (Net)</b>                | CO <sub>2</sub> e emissions from Company activities minus verified carbon offsets the Company purchases                                                                                                                            |
| <b>Carbon Neutral</b>                        | When emissions are fully offset including those emissions that could be mitigated.                                                                                                                                                 |
| <b>Carbon Offsets</b>                        | A removal or reduction of carbon emissions through a verified scheme.                                                                                                                                                              |
| <b>CO<sub>2</sub>e</b>                       | All greenhouse gases expressed in terms of Carbon Dioxide equivalent (CO <sub>2</sub> e) for consistency of reporting.                                                                                                             |
| <b>GHG Protocol</b>                          | Greenhouse Gas Protocol<br><a href="https://ghgprotocol.org/">https://ghgprotocol.org/</a>                                                                                                                                         |
| <b>Greenhouse Gases</b>                      | Carbon Dioxide (CO <sub>2</sub> ), Methane (CH <sub>4</sub> ), Nitrous Oxide (N <sub>2</sub> O), Chlorofluorocarbons (CFCs and HCFCs), Hydrofluorocarbons (HFCs), Perfluorocarbons (PFCs), Sulphur Hexafluoride (SF <sub>6</sub> ) |
| <b>Greenhouse Gas Conversion Factors</b>     | Annually published conversion factors normally published by relevant government departments. Converts activity into CO <sub>2</sub> e emissions.                                                                                   |
| <b>Greenhouse Gas Emissions (GHG)</b>        | Gases in the atmosphere that absorb and radiate heat                                                                                                                                                                               |
| <b>Intensity Metric/Ratio</b>                | A metric that measures carbon emissions per relevant unit of activity in a business.                                                                                                                                               |
| <b>Market Reporting v Location Reporting</b> | Market is based on specific tariffs. Location is based on the country from which you are reporting.                                                                                                                                |
| <b>Net Zero</b>                              | GHG emissions are mitigated and those that cannot are offset                                                                                                                                                                       |
| <b>Operational Control</b>                   | The organisation accounts for 100% of the GHG Emissions over which it has operational control. It does not account for GHG Emissions from operations in which it owns an interest but does not have operational control            |
| <b>SBT</b>                                   | Science Based Targets – reducing emissions by 50% by 2030 and by 90% by 2050 and offsetting the remaining amount.                                                                                                                  |
| <b>Scope 1</b>                               | The fuels that are burnt (gas, transport the company owns, refrigerant gasses)                                                                                                                                                     |
| <b>Scope 2</b>                               | The energy that is bought (electricity from the grid, purchased heat)                                                                                                                                                              |
| <b>Scope 3</b>                               | Emissions embedded in everything a company buys and emitted as a consequence of everything a company sells.                                                                                                                        |
| <b>SECR</b>                                  | Streamlined Energy & Carbon Reporting                                                                                                                                                                                              |
| <b>tCO<sub>2</sub>e</b>                      | Metric tonnes of CO <sub>2</sub> equivalent emitted.                                                                                                                                                                               |
| <b>WBCSD</b>                                 | World Business Council for Sustainable Development<br><a href="https://www.wbcsd.org/">https://www.wbcsd.org/</a>                                                                                                                  |
| <b>WRI</b>                                   | World Resource Institute<br><a href="https://www.wri.org/">https://www.wri.org/</a>                                                                                                                                                |

