

# Environmental Report



## Carbon footprint

We have reported on all of the carbon emission sources required under the Companies Act 2006 (Strategic Report and Directors' Reports) Regulations 2013. Our emissions data has been calculated in line with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, and we have used emissions factors from the UK Government's Greenhouse Gas Conversion Factor Repository. The emissions data covers our operations in the UK, Poland, Czech Republic, Hungary, Slovakia, Mexico and Romania. These sources fall within our consolidated Financial Statements. We have not included data from our newest markets

in Bulgaria or Lithuania as data is not yet collected at these locations. We extrapolated data for the countries where available data is incomplete. This year, for the first time, we have made a conscious decision to include our Hungarian agents in our carbon emissions reporting, as they are our employees.

A summary of our reported emissions is shown in the tables below. We have provided sets of figures which both include and exclude Hungarian agents, to allow a like for like comparison of 2012 and 2013 data.

### GHG emissions data for period 1st January 2013 to 31st December 2013 (excluding agents)

| Global tonnes of CO <sub>2</sub> e |        |        |        |        |        |        |
|------------------------------------|--------|--------|--------|--------|--------|--------|
|                                    | 2013   | 2012   | 2011   | 2010   | 2009   | 2008   |
| Scope 1                            | 21,326 | 21,113 | 19,980 | 19,503 | 18,565 | 10,199 |
| Scope 2                            | 5,280  | 5,006  | 4,737  | 4,415  | 4,116  | 4,535  |
| Scope 3                            | 733    | 859    | 1,442  | 1,247  | 686    | 982    |

### Total Gross Emissions

|   | 2013   | 2012   | 2011   | 2010   | 2009   | 2008   |
|---|--------|--------|--------|--------|--------|--------|
| Carbon offsets  | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    |
| Green tariff  | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    |
| Total annual net emissions tonnes CO <sub>2</sub> e                 | 27,379 | 26,999 | 26,158 | 25,164 | 23,368 | 15,715 |
| Intensity measurement tonnes of CO <sub>2</sub> e per turnover (£m) | 36.7   | 41.43  | 40.3   | 41.3   | 42.5   | 28.2   |
| Intensity measurement kg of CO <sub>2</sub> e per customer          | 11.08  | 11.02  | 11.39  | 11.86  | 11.81  | 7.75   |

### GHG emissions data for period 1st January 2013 to 31st December 2013 (including agents)

| Global tonnes of CO <sub>2</sub> e |  |                          |        |          |
|------------------------------------|--|--------------------------|--------|----------|
| Carbon emission sources            | Travel and utilities                     | Tonnes CO <sub>2</sub> e |        |          |
|                                    |  | 2012                     | 2013   | % change |
| Scope 1                            | Gas                                      | 1,044                    | 624    | (40.3)*  |
|                                    | Business travel by car                   | 20,089                   | 24,267 | 20.8     |
| Scope 2                            | Purchased electricricty                  | 5,006                    | 5,280  | 5.5      |
| Scope 3                            | Business travel by plane                 | 841                      | 759    | (9.7)*   |
|                                    | Business travel by rail                  | 18                       | 13     | (26.8)*  |
| Total scope 1&2                    |  | 26,139                   | 30,171 | 15.4     |
| Total scope 1,2 & material scope 3 | CO <sub>2</sub> e Emissions per customer | 0.011                    | 0.013  | 13.6     |

\* % decrease

## Energy use

### Electricity use

|                            | 2013    | 2012    | 2011    | 2010    | 2009    | 2008    |
|----------------------------|---------|---------|---------|---------|---------|---------|
| Electricity use            | 9.7 GWh | 9.8 GWh | 9.1 GWh | 8.6 GWh | 8.4 GWh | 7.9 GWh |
| Tonnes CO <sub>2</sub> e   | 5,280   | 5,006   | 4,737   | 4,415   | 4,116   | 4,007   |
| Average KWh/m <sup>2</sup> | 86      | 99      | 103     | 101     | 101     | 90      |

### Gas use

|                              | 2013    | 2012    | 2011    | 2010    | 2009    | 2008    |
|------------------------------|---------|---------|---------|---------|---------|---------|
| UK, Czech Republic & Romania | 3.1 GWh | 5.2 GWh | 3.0 GWh | 2.9 GWh | 2.4 GWh | -       |
| UK & Romania                 | -       | -       | -       | -       | -       | 1.2 GWh |

### Tonnes CO<sub>2</sub>e

|                              | 2013 | 2012  | 2011 | 2010 | 2009 | 2008 |
|------------------------------|------|-------|------|------|------|------|
| UK, Czech Republic & Romania | 624  | 1,044 | 614  | 582  | 487  | -    |
| UK & Romania                 | -    | -     | -    | -    | -    | 239  |

## Business Travel

### Transport use - Car

|   | 2013   | 2012   | 2011   | 2010   | 2009   | 2008  |
|---|--------|--------|--------|--------|--------|-------|
| Emissions by car<br>tonnes CO <sub>2</sub> e                      | 20,702 | 20,089 | 19,366 | 18,920 | 18,008 | 9,960 |
| Relative to customer numbers<br>kg CO <sub>2</sub> e per customer | 8.4    | 8.2    | 8.4    | 8.9    | 9.1    | 4.9   |

### Transport use - Air

|   | 2013 | 2012 | 2011  | 2010  | 2009 | 2008 |
|---|------|------|-------|-------|------|------|
| Emissions by air<br>tonnes CO <sub>2</sub> e                      | 759  | 841  | 1,431 | 1,238 | 677  | 951  |
| Relative to customer numbers<br>kg CO <sub>2</sub> e per customer | 0.31 | 0.34 | 0.62  | 0.58  | 0.34 | 0.47 |

## Resource Efficiency

### Paper use

|   | 2013  | 2012 | 2011 | 2010 | 2009 | 2008  |
|---|-------|------|------|------|------|-------|
| Paper purchased<br>tonnes                       | 1,271 | 990  | 1046 | 984  | 922  | 1,182 |
| Relative to customer numbers<br>kg per customer | 0.51  | 0.40 | 0.46 | 0.46 | 0.47 | 0.58  |

### Waste Produced

|   | 2013 | 2012 | 2011 | 2010 | 2009 | 2008 |
|---|------|------|------|------|------|------|
| Waste produced<br>tonnes                        | 8.6  | 11.0 | 11.4 | 12.1 | 9.4  | 10.6 |
| Relative to employee numbers<br>kg per employee | 19.3 | 25.5 | 25.8 | 31.6 | 29.0 | 41.9 |
| Paper recycling<br>tonnes                       | 104  | 142  | 141  | 139  | 146  | 82   |

<sup>1</sup> DEFRA Guidance on how to measure and report your greenhouse gas emissions (September 2009) and 2011

Guidelines to DEFRA / DECC's GHG Conversion Factors for Company Reporting (Version 1.2., 17/08/2011).

<sup>2</sup> World Resources Institute (2008)  
– GHG Protocol for stationary combustion (Version 4).