

Carbon Reduction Plan

Supplier name: Banner Business Solutions Ltd trading as Complete (an evo group company).

Publication date: August 2024

Commitment to Achieving Net Zero

Complete is committed to achieving Net Zero emissions by 2045.

Emissions have been quantified following ISO14064-1:2019 and compiled in a GHG Inventory which sub-divides emissions sources into Scope 1, 2 and 3 as defined in the GHG Protocol. UK emission conversion factors from DEFRA have been used to calculate and convert emissions to tCO₂e and other relevant GHGs.

This Carbon Reduction Plan for Complete forms part of the full Evo Group ISO 14064-1 GHG Report and Carbon Reduction Plan.

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.

Baseline Year: 2023 (8 th January 2023 – 31 st December 2023)	
Additional Details relating to the Baseline Emissions calculations.	
Complete were acquired by evo Group in Q1 2023 incorporated as Banner Business Solutions Ltd and trade as Complete.	
This is the first period where detailed data collection and GHG quantification has occurred, in alignment with ISO 14064-1, including supply chain.	
Dual reporting is used for location (grid) and market (tariff) Scope 2 emissions. Sites were on a certified Green Energy certificate until August 2023.	
Categories below refer to GHG Protocol	
Baseline year emissions:	
Emissions	Total (tco2e)
Scope 1	28.06
Scope 2	Location: 92.12
	Market: 73.02
Scope 3	4413.09

(Included Sources)	Purchased goods and services	2703.96
	Fuel and energy related activities	58.8
	Waste generated in operations	2.99
	Homeworking	32.98
	Business Travel- Grey fleet	118.41
	Business Travel- Rail/ air/ other	0.99
	Staff Commuting	326.50
	Downstream Transportation	1169.11
Total Emissions	Location: 4533.28	
	Market: 4514.18	

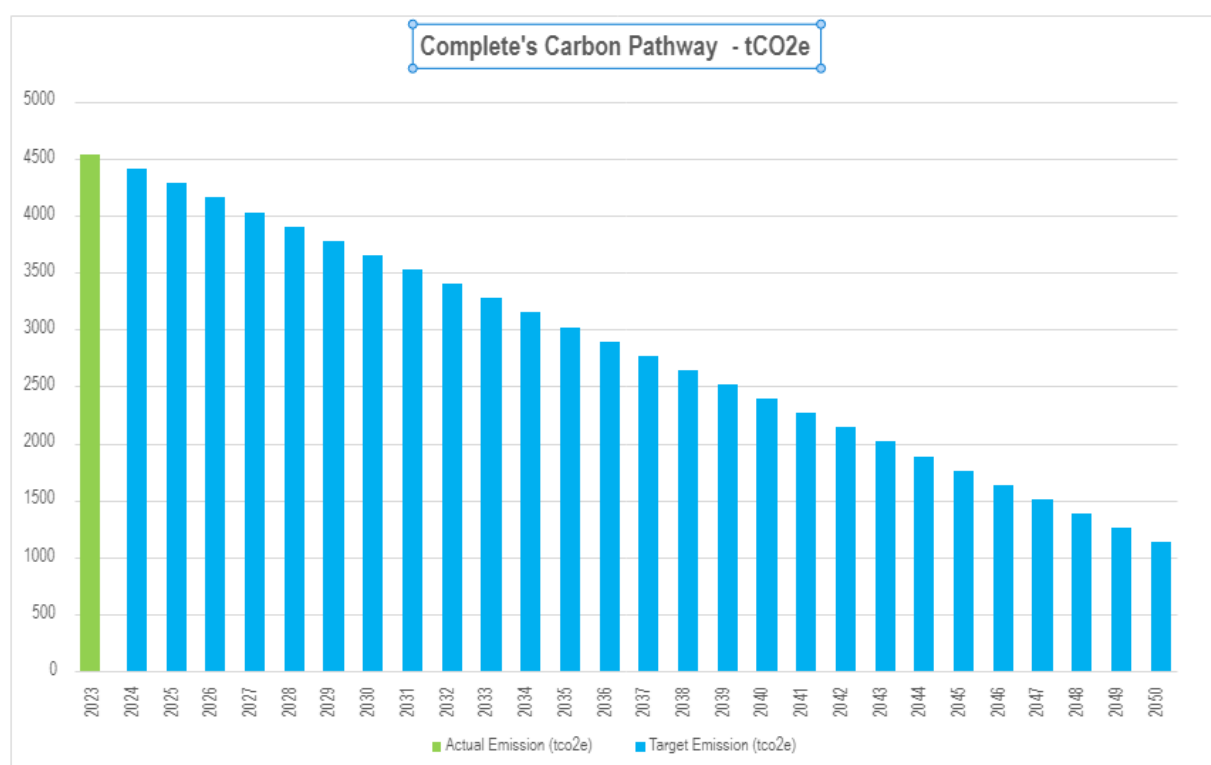
Emissions Reduction Targets

To continue our progress to achieving Net Zero, we have adopted the following carbon reduction targets (against location-based emissions):

- Reduce emissions from gas by 5% each year, with gas phased out across the business by 2037
 - **7.015 tCO₂e reduction over the next 5 years**
- Zero leaks from HVAC systems (*achieved 2023*)
 - **No leaks detected**
- Reduce emissions from grey fleet by 5% each year
 - **29.60 tCO₂e over the next 5 years**
- Reduce emissions from electricity by 12% each year
 - **55.27 tCO₂e over the next 5 years**
- Reduce emissions from downstream transportation by 5% each year
 - **292.27 tCO₂e reduction over the next 5 years**
- Zero waste to landfill (*achieved 2023*)
 - **No waste sent to landfill.** All re-used or recycled where possible
- Reduce emission from commuting by 8% each year
 - **130.60 tCO₂e reduction over the next 5 years**

We project that carbon emissions will decrease over the next five years to 3904 tCO₂e by 2028. This is a reduction of 13.88% from the 2023 base year.

Progress against these targets can be seen in the graph below:



Carbon Reduction Projects

The following environmental management measures and projects are in place since the 2023 baseline.

- Site rationalisation.
- ISO 14001:2015 Environmental Management System to monitor and continually improve environmental performance with targets to support the carbon reduction.
- All HVAC systems maintained to ensure no leaks
- Energy efficiency measures implemented in offices such as LED lighting
- Procurement training for employees in considering lower energy consumption models when buying goods and services for internal use
- Hybrid working and virtual meetings embraced to reduce the need for staff commuting and business travel at international and domestic level
- Zero waste to landfill and recycling facilities provided at all sites

Via Truline, the delivery arm of our business:

- Use of Geotab to monitor all vehicle movements to track emissions
- Growing proportion of downstream transportation is by EVs
- Continue to plan routes meticulously to ensure the fleet efficiency is maximised
- Some backhauling of goods

In the future we hope to implement further measures such as:

- Achieving carbon neutrality by 2030 in alignment with ISO 14068-1 via high-quality, independently verified offset credits. This commitment will be supported by the quantification of 100% of Scope 1 and 2 emissions and relevant significant Scope 3 emissions. Prior to achieving Net Zero.
- Supply chain collaboration to reduce Scope 3 emissions. Ultimately our supply chain emissions will be heavily dependent on decarbonisation within the global transportation sector, but Complete is committed to seeking sustainable alternatives where possible.
- Review renewable energy options as technology develops
- Gradual phasing out of gas across the business and avoiding lease of new sites that use gas for heating
- Review of lighting systems across all sites to ensure LEDs are used in all possible areas
- Increase of EV charging capacity at sites to support staff transition away from petrol and diesel vehicles
- Continuing to develop innovative solutions to reduce overall packaging waste and the quantity of single use plastics through supplier collaboration and procurement
- Establish Carbon Neutral Deliveries by 2027 through our Truline fleet (through offset)
- Evaluate developments within the transport and vehicles sector for alternative fuels and next generation EVs for their efficiency, performance and impact
- Integrate new Emission Monitoring System into the business to continually track emissions in alignment with ISO 14064-1

Declaration and 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 standard¹ 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) Standard².

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

Signed on behalf of the Supplier:

John Barker