CARBON REDUCTION PLAN
2025

arvato connect

Background to ArvatoConnect

A collaborative approach

ArvatoConnect is a trusted partner to both the private and public sectors, with expertise in delivering award-winning customer services, business process outsourcing (BPO) and public sector and citizen services. With more than 50 years of experience, ArvatoConnect design and deliver innovative, individual solutions for some of the world's most respected consumer brands and UK public sector organisations, through long-term partnerships. Staff are also able to support organisations across 11 countries due to their multi-lingual capabilities.

ArvatoConnect currently has 4 operational UK sites and 750 employees. Approximately one-third of staff are now entirely homeworking, with hybrid working offered to most remaining employees.

"We are committed to being a socially conscious company and a leader in the development of smart, innovative and digital led solutions that add value to our customers' businesses."

Debra Maxwell, CEO, ArvatoConnect

Introduction

A collaborative approach

This Carbon Reduction Plan has been prepared in line with Procurement Policy Note (PPN) 06/21 guidance to support the UK Government's commitment to a 100% reduction of GHG emissions (compared to 1990 levels) in the UK by 2050. Also referred to as the 'Net Zero' target.

In line with PPN 06/21 guidance ArvatoConnect has taken steps to understand its environmental impact and carbon footprint relevant to the delivery of relevant contracts as specified in the Public Contracts Regulations 2015.

ArvatoConnect is committed to the following initiatives:

- Making an organisational commitment to reducing emissions over time to achieve Net Zero before 2050, and to achieve carbon neutrality with PAS 2060 by 2030.
- A commitment to annually quantifying and declaring emissions of GHGs defined within the Kyoto protocol; carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O), hydrofluorocarbons (HFC), perfluorocarbons (PFC), sulphur hexafluoride (SF6) and nitrogen trifluoride (NF3).
- Developing a Carbon Reduction Plan in line with PPN 06/21 Technical Standard for Completion of Carbon Reduction Plans outlining environmental management measures that will be applied in the performance of relevant contracts and wider business operations.
- The Carbon Reduction Plan will be supported and signed off by The CFO within the organisation.

This Carbon Reduction Plan has been prepared by Carbonology® Ltd. In collaboration with ArvatoConnect and is based on the UK Government Template. This Carbon Reduction Plan was first published in 2021. ArvatoConnect will review this Carbon Reduction Plan, including consistently re-quantifying its emissions, every 12 months to meet Government requirements of the reporting period of a Carbon Reduction Plan being less than 12 months from the date of commencement of the procurement of a contract.

Full details of how this Carbon Reduction Plan meets the requirements specified in Guidance on adopting and applying the PPN 06/21 – Selection Criteria can be found in. in the Annex.
Emissions will be quantified each year using consistent methodologies. ArvatoConnect are working to continually collect activity data to enable a true and fair representation of its total emissions.

Boundaries

Organisational boundaries

Organisational boundaries defined using financial control approach as defined in ISO 14064-1. All sites that ArvatoConnect operate of have been included for each reporting period.

Emissions shall be categorised at the facility level and subdivided where data allows. Opposite are the specific sites covered by this Carbon Reduction Plan, and for what periods they were operational. No sites have been intentionally excluded and proxy calculations have been performed for sites where possible where data are missing/incomplete. Sites are offices primarily used for desk-based administration and team meetings.

The following are sites that are currently operational:

Datchet (Head Quarters)
Botanica, Ditton Park Rd, Riding Ct Rd, Datchet, SL3 9GL

Newcastle
Stockbridge House, Trinity Gardens, Newcastle, NE1 2HJ

Swansea
Sandringham Park, Swansea Vale, Swansea, SA7 0EA

Willerby
The Boathouse, Albion Mills, Albion Lane, Willerby, HU10 6DN

Our sites

Our sites journey to 2025

Where we've been and where we are now

Commitment to achieving net zero

ArvatoConnect is committed to reducing emissions over time to meet the Government Net Zero by 2050 target.

Net Zero will be achieved for Scope 1 and 2 emissions via phasing out gas at offices, switching all offices to renewable energy tariffs and implementing a Low Emissions Policy for company vehicles. We are continually looking for ways to reach Net Zero Scope 3 emissions.

The completion of the 2024 report saw the introduction of Cap-ex and purchased good emission being included in our calculation, showing our committment to being as transparent in our reporting and continuously improving in our methods.

ArvatoConnect is committed to reviewing its emissions annually and maintaining its commitment to Net Zero. This commitment will be supported by the consistent quantification of Scope 1, Scope 2, and relevant Scope 3 emissions. Following the quantification and reduction of emissions because of the implementation of the Carbon Reduction Plan, ArvatoConnect will purchase carbon credits from a credible source that has been verified by a third-party to offset remaining emissions. ArvatoConnect is aiming to achieve carbon neutrality in line with PAS 2060 by 2030.

ArvatoConnect is committed to reducing emissions over time to meet the Government Net Zero...

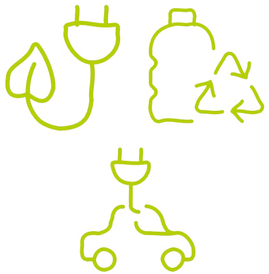
An overview of scope

Whats included in each scope band mentioned in the document

Scope 1 =

Direct emissions (our operations)

These emissions are those which are created in the day to day operation of our business. This includes the energy we use (electricity etc) as well as emissions from company owned vehicles.



Scope 2 =

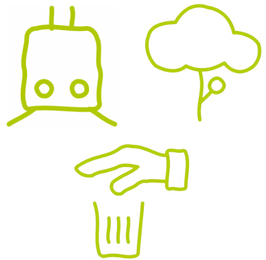
Indirect emissions (our energy)

These are emissions from purchased or acquired energy that is generated off site and consumed by us. This is the backstory to the energy we purchase before we use it.

Scope 3 =

Indirect emissions (our movements)

All emissions that occur in the value chain and linked to our activities. This includes products we buy and the waste associated with them and how we travel. This also uincludes purchased good and Cap-ex.



Location (grid) =

Average emissions from the UK electricity grid. This is representative of the UK's energy mix as a whole, including renewables.

Market (tariff) =

This is specific to ArvatoConnect's energy provider and tariff.

Baseline emissions footprint

ArvatoConnect is committed to reducing emissions over time to meet the Government Net Zero by 2050 target.

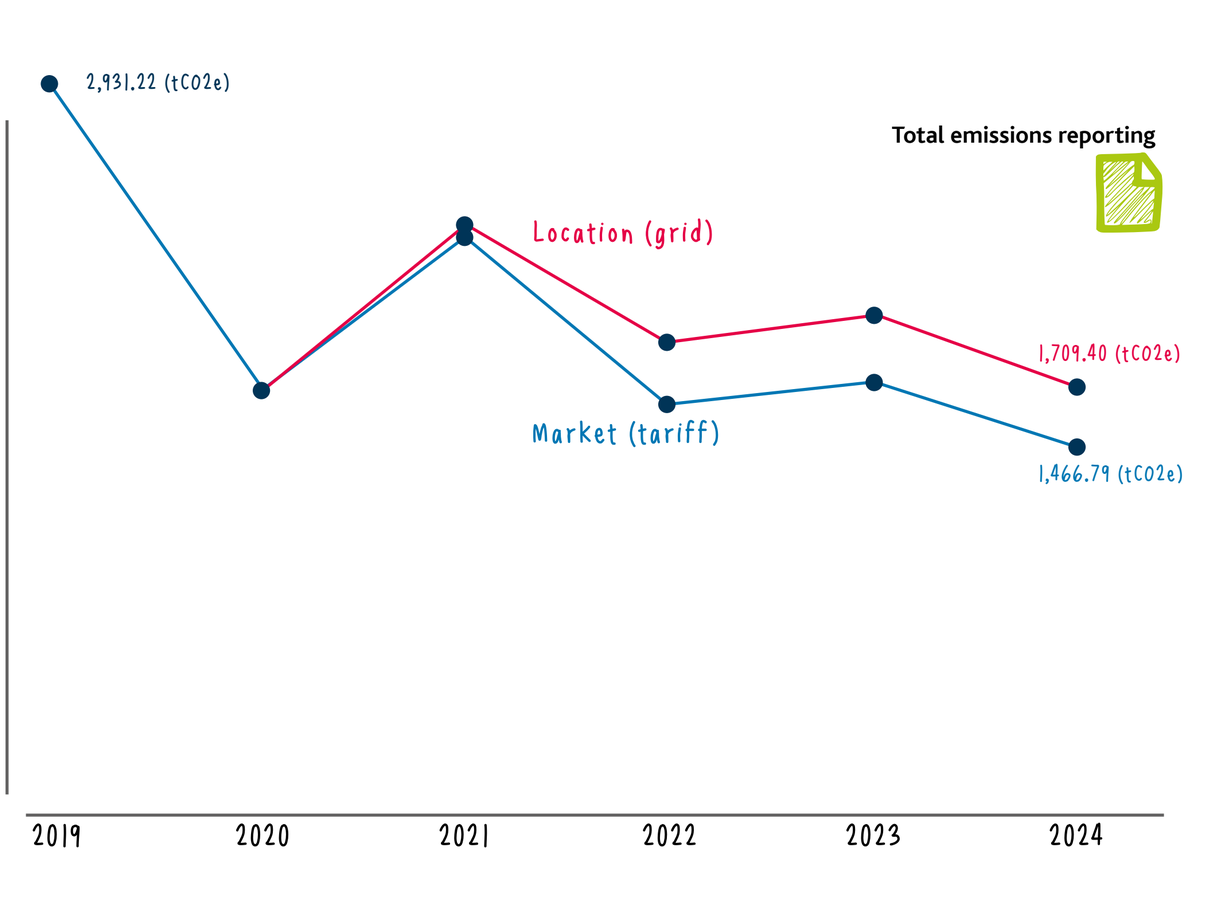
Baseline emissions are a record of the GHGs that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

The period 1st January 2019 to 31st December 2019 will be used as the baseline against future Carbon Reduction Plan reporting periods. 2019 has been chosen as a base year as this is more representative of 'normal' operations prior to the COVID-19 pandemic. Due to the nature of the business sites are continually opening and closing.

GHG emissions were calculated in-line with ISO14064-1:2019 methodology and presented in GHG a GHG Inventory, displaying specific sources of emissions. UK Government conversion factors from the Department for Business, Energy and Industrial Strategy were used to convert activity data into kilograms of carbon dioxide equivalent (kgCO2e) as well as directly into kg of CO2, CH4 and N2O where appropriate. Emissions are reported as tonnes CO2e.

Emissions are calculated by multiplying activity data (e.g., kWh or km travelled) by the appropriate conversion factor. Conversion factors are based on the IPCC 100-year global warming potential of these gases.

Emissions reporting
2,193.02 (tCO2e)
Scope 3
1,281.42 (tCO2e)
559.94 (tCO2e)
Scope 2
277.89 (tCO2e)
178.26 (tCO2e)
Scope 1
167.74 (tCO2e)
2019
2020
2021
2022
2023
2024


Total emissions reporting
2,931.22 (tCO2e)
Location (grid)
1,709.40 (tCO2e)
Market (tariff)
1,466.79 (tCO2e)
2019
2020
2021
2022
2023
2024

Emissions reduction targets

Quantitative targets have only been set for emission sources where there is sufficient data to enable quantification with an acceptable level of uncertainty.

Part of ArvatoConnect's overall sustainability goal is to collect more data on emission sources to improve the reliability of quantifications and reduction predictions.

Here is a summary of emission reduction targets. Quantitative targets have been set for over 90% of base year emissions. To continue our progress towards Net Zero, we have adopted the following annual reduction targets. Savings mentioned below are against the 2019 base year.

Achieve zero leaks from HVAC systems.
Achieved for 2019, 2020, 2021, 2023 and 2024. Leak detected in 2022 but this has since been rectified.

Reduce emissions from gas by 10% and phase out gas across the business by 2030.
25.93 tCO2e saving by 2028.

Reduce emissions from company vehicles by 8%, with all vehicles EV by 2033.
18.88 tCO2e saving by 2027.

Reduce emissions from electricity consumption by 12%.
172.05 tCO2e saving by 2027 (including T&D) for location-based emissions. All sites now on renewables contact for 0.00 tCO2e Scope 2 market-based reporting.

Reduce emissions from grey fleet business travel by 8%, with all grey fleet EV by 2036.
29.53 tCO2e saving by 2027.

Reduce emissions from air travel by 10%.
3.32 tCO2e saving by 2027.

Reduce emissions from commuting by 8%.
313.21 tCO2e saving by 2027.

Reduce emissions from water supply and treatment by 5%.
0.78 tCO2e saving by 2027.

We predict that location-based carbon emissions will decrease over the next five years (2028) to 1,014.62 tCO2e, this is a reduction of 51.46% against the 2019 base year.

We are currently exceeding targets. These were amended in 2023 to be more ambitious.

Baseline emissions footprint

ArvatoConnect is committed to reducing emissions over time to meet the Government Net Zero by 2050 target.

Our Environmental Policy can be found here and is reflective of the following quantifiable targets. Below are some further details on key targets.

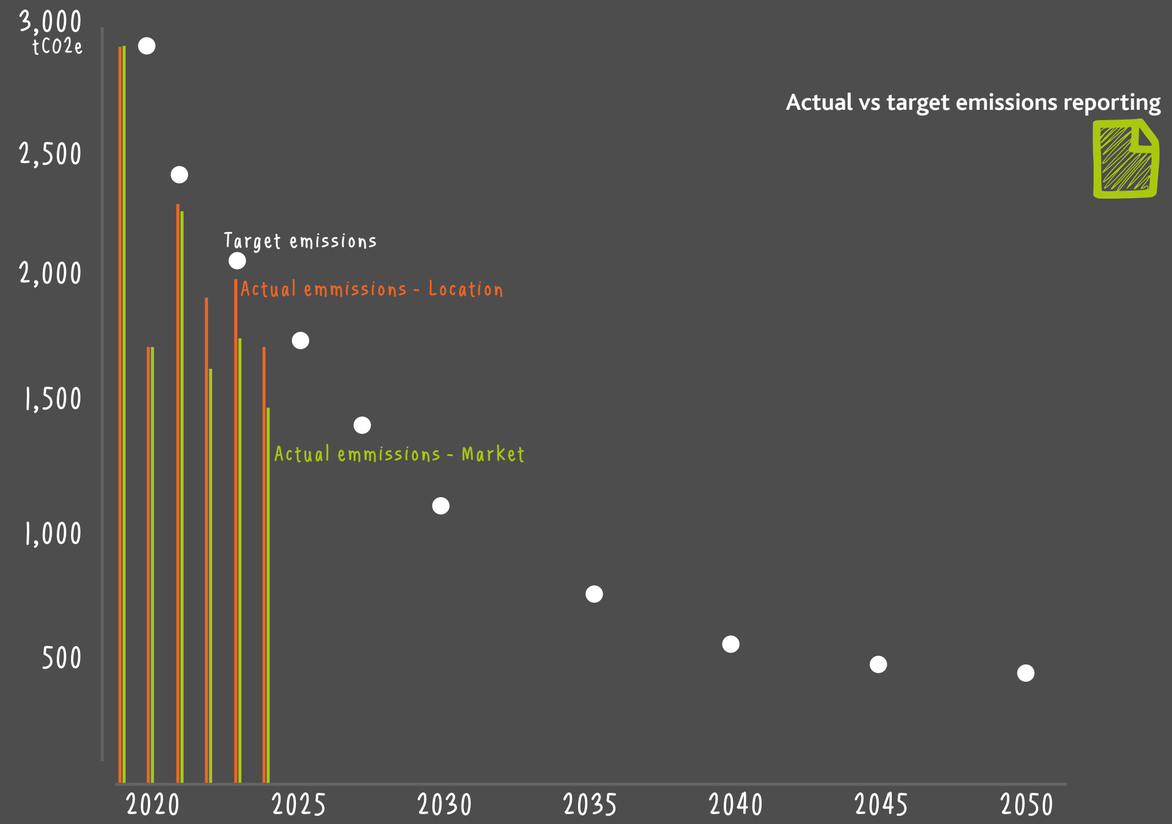
We divert 100% of waste from landfill and actively review opportunities to reduce waste levels and increase recycling. Currently, over 50% of waste by weight is recycled, with the remaining sent for energy recovery.

Gas and electricity consumption, along with associated emissions, have significantly reduced since 2019. We are phasing out gas across sites and plan to remove it entirely by 2030.

The Newcastle office has already replaced gas with renewable electricity. Our Datchet office is now the only one that uses gas. Measures to reduce energy consumption include purchasing low-energy equipment, replacing old equipment with energy-efficient models, and ensuring electrical equipment is turned off when not in use. All offices now have a renewable electricity supply, resulting in zero market-based emissions.

Business travel is being minimised through remote working and virtual meetings. International travel is infrequent, leading to relatively low business travel emissions.

Results of quantification for 2019 – 2023 show we are exceeding reduction targets, with 2023 market-based emissions 72.88% lower than the 2019 base year. Progress against these targets can be seen in the graph that follows.



Carbon reduction projects

Completed carbon reduction initiatives

The following environmental management measures and projects were implemented before or during the 2019 baseline reporting period.
The following environmental management measures and projects have been completed or implemented since the 2019 baseline. The carbon emission reduction achieved by these schemes equate to 1,663.64 tCO2e (72.98%) reduction against the 2019 baseline for market-based emissions. A 1,403.13 tCO2e (61.56%) saving has been achieved for location-based emissions. Measures will be in effect when in the delivery of contracts.

Energy:
- Installation of LED low energy lights with PIR systems.
- Eco Hot energy efficient water boilers.
- Manual hand dryers.
- ESOS 3 energy audits.
- Up-to-date building energy performance certificates.
- 100% of office electricity supply from renewable energy.

Water:
- Water based chemicals used internally and externally (grounds maintenance).

Waste:
- Recycled Waste.
- Zero waste to landfill at the Newcastle office.
- Waterless urinals at the Swansea office.
- Recycle paper and cardboard.
- Toner cartridges recycled.
- Purchase and use of energy efficient IT equipment.
- WEEE Directive waste disposal.
- Green waste disposed-of at local recycling centre.
- Office furniture recycled and/or re-used.

Travel:
- Car sharing and cycle to work scheme.
- Hybrid working; supporting staff's choice to work remotely where possible and using technological solutions to enable this.
- Virtual meetings prioritised to eliminate unnecessary business travel.
- Engaging with clients remotely to reduce the need for visitors to company premises.
- Introducing updated travel policy to prioritise public transport and car sharing.
- Minimising domestic flights and using public transport where possible.

Future environmental initiatives

In the future, ArvatoConnect plans to implement further environmental management measures to reduce its emissions. Here are some example

Energy:

- Replace appliances such as vending machines, photocopiers and printers with low energy models.
- Voltage optimisation.
- LED/low energy lighting surveys at all buildings to ensure all lights in operation (internally and externally) are using the optimum energy efficient lighting.
- Ensure all vending machines, photo copiers, hot water boilers, and all other relevant appliances are on timers to ensure they are turned off during the quiet hours of the building.
- Behavioural changes to ensure all IT equipment is not left on stand-by – assorted options available to achieve this objective.
- Promote the use of green energy procurement at offices not under operational control.
- Liaise with landlords to install metering options including smart meters to enable better data collection.

Waste:

- All food waste sent to anaerobic digestive plants to create biogas.
- Server room/comms room temperature optimisation.
- Battery recycling scheme.
- Objective for all sites to achieve zero waste to landfill.

Travel:

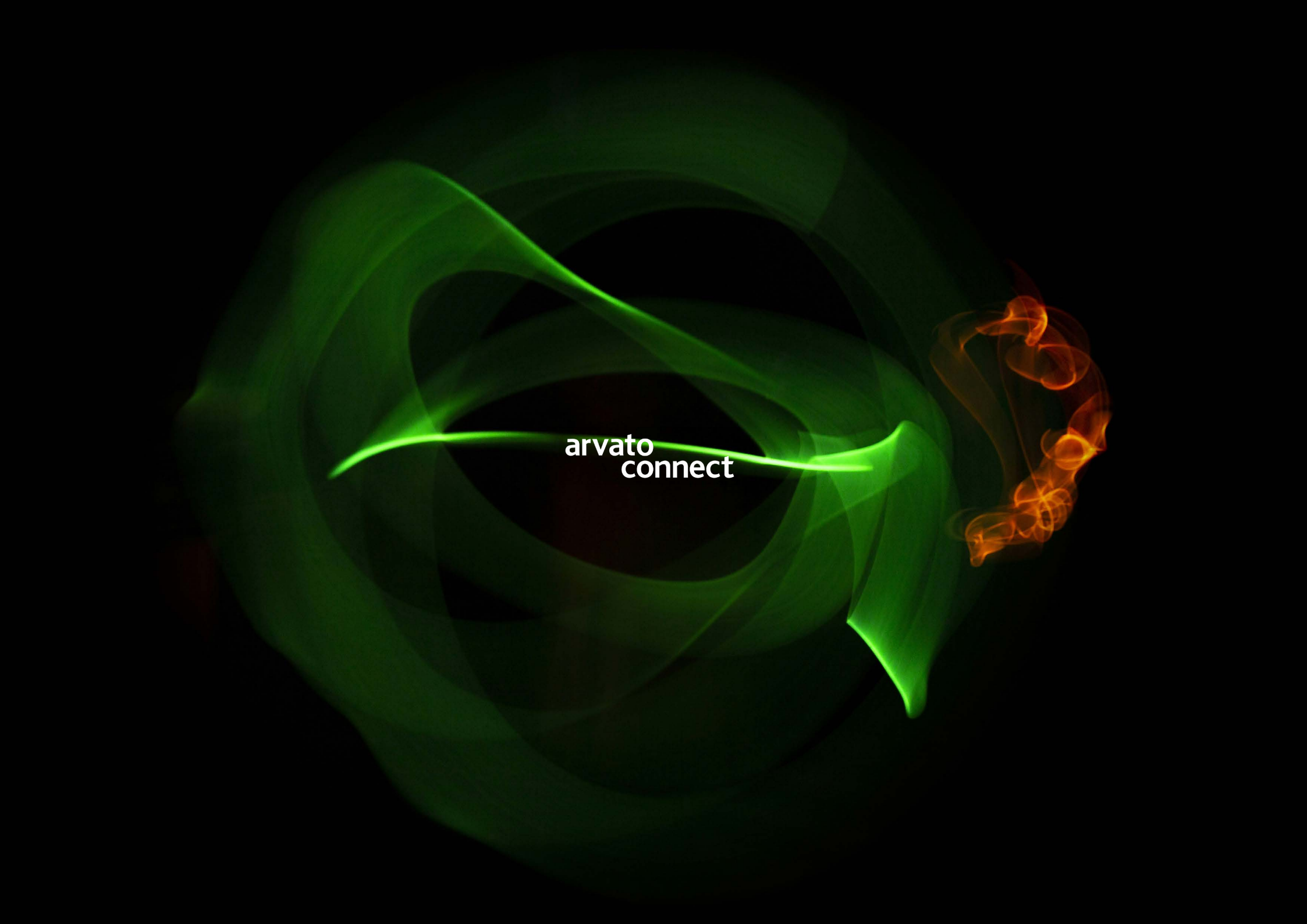
- Formal policy to be introduced to only allow the purchase of hybrids and EVs for company cars.
- Support staff's ability to switch to EVs by increasing charging capacity at company premises.
- Formally implement low emissions business travel policy to prioritise public transport.

Water:

- Reduce litres of water used to flush toilets.
- Reduced water flow taps/tap aerators.
- Rainwater harvesting systems.
- Various urinal water reduction systems available.

Other:

- Staff environmental awareness training and suggestion schemes.
- Further efficiency savings available via BMS optimisation.
- Thermostatic radiator valves.
- Liaise with landlord to review insulation quality of buildings, HVAC pipework and draught proofing where necessary.
- Increased tree planting and creation/ enhancement of green spaces on company premises where practical.
- Develop a procurement policy focusing on sustainable and transparent supply chains that have Net Zero goals aligned with ArvatoConnect's.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