

Net Zero Report

Carbon Reduction Plan **FY 2023**

Executive Endorsement

Publication date: Reporting period: November 2023 01.04.2022 - 31.03.2023

Name: Position: Mark Moody CEO



A message from our CEO

Change Grow Live (CGL) believes that it has an important duty to ensure good environmental performance in all its operations and to provide the necessary organisation, commitment and training to fulfil this obligation.

CGL are committed to wider 'compliance obligations' and the CGL Environmental Management System ISO 14001:2015 contains a mixture of mandatory and hortatory (encouraging) provisions relating to the requirements of the EMS.

The CGL Executive Leadership Team (ELT) firmly believes in, and is committed to monitoring and improving environmental performance, pollution prevention and environmental protection.

There is a greater understanding than ever that no organisation on its own can be as powerful a force for change as we can be together. It is up to all of us in our sector and beyond to ensure that people are able to access the support they deserve, and that we are here to provide it for them. I see it as our responsibility to play a leading role in this change, and I believe we are perfectly placed to do so. This responsibility also extends to the environment. Change Grow Live recognises the imminent threat of climate change to both people and planet, which is why we are taking urgent action to manage our impact. We annually calculate our operational emissions for Scope 1 (direct), Scope 2 (indirect) and partial Scope 3 (indirect) emissions as part of our compliance with the Streamlined Energy and Carbon Reporting (SECR) regulation. Through this, we have implemented a number of energy saving

initiatives. 100% of our sites have certified green electricity and we install LED lighting throughout all new premises. Smart meters have been installed where possible and we encourage all staff to turn off lighting and equipment when not in use. We actively follow the waste hierarchy to reduce, reuse and recycle our waste and have installed sensor taps to ensure water is not unnecessarily consumed. In 2022, we decided to embark on our journey to hit Net Zero emissions by 2040 and help limit global temperature increases to 1.5°C above pre-industrial levels, in line with the Paris Agreement of 2015 and recommendations of the United Nation's Intergovernmental Panel on Climate Change. Achieving this goal begins with measuring a comprehensive carbon footprint and identifying areas to drive carbon reduction across the business. We have engaged with external carbon experts to calculate our full Scope 1, 2 and 3 emissions in order to understand our emissions not only across our operations but our supply chain and value chain too. This Net Zero report will allow us to begin charting a course for Net Zero by 2040, including a detailed action plan to reduce our emissions. No matter what the world has thrown our way, or what we will face in the future, the people that make up Change Grow Live help me to keep faith. Everything we have learned over the last few years will help us to help each other as we continue to make a difference in people's lives and in the community we live. We look forward to reporting on our progress towards Net Zero over the coming year. Let's do this together.

Mark Moody, CEO



About us

Change Grow Live (CGL) is a national health and social care charity that helps tens of thousands of people each day, providing a range of services to support individuals, families and communities whose lives are adversely affected by crime, substance misuse, homelessness, anti-social behaviour, domestic violence, social deprivation, and lack of opportunity. We have grown from a small local volunteer-led organisation in Sussex in 1977 to a nationwide charity with more than 150 services across the UK. Our mission is to help people change the direction of their lives, grow as individuals, and live life to its full potential. We have over 3,500 members of staff and over 600 amazing volunteers to help us support positive change within people's lives and for the communities in which we live.

Since we first started, one goal has driven everything we do: to make a difference in people's lives. That's still what drives us now. We know that what we do works, so we want as many people as possible to benefit. That's how we'll make our vision – to change society for the better – a reality. This commitment extends to the planet on which we live, and therefore we have decided to go on this journey to reach Net Zero by 2040 through a stringent carbon reduction plan.

Believe in people Make a difference

Commitment to Net Zero

CGL is committed to ensuring that we play our role in working alongside other UK organisations to achieve the UK Government's Net Zero target of at least a 100% reduction in the net UK greenhouse gas (GHG) emissions by 2050 (based on 1990 levels) for our UK Operations.

CGL is committed to taking action to reduce our annual emissions and achieving Net Zero emissions by 31st March 2040, ten years earlier than the UK Government's target. We will aim to reduce our emissions year-on-year and will achieve:

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2023

43% reduction in our Scope 1 and 2 emissions by 2030

Offsetting our residual Scope 1 and 2 emissions by 2030 to become carbon neutral via high quality verified offsets

89%

89% overall reduction in all GHG emissions across Scopes 1, 2 and 3 by 2040 offsetting any residual emissions via high-quality naturebased or direct air capture projects and becoming Net Zero



To achieve these goals, CGL are taking the following actions:

 We have set our base year (April 2021 – March 2022), set our Net Zero date of 2040 and calculated our GHG emissions footprint in line with the GHG protocol for that base year:

Scope 1

i. Gas, Transport and Refrigerants

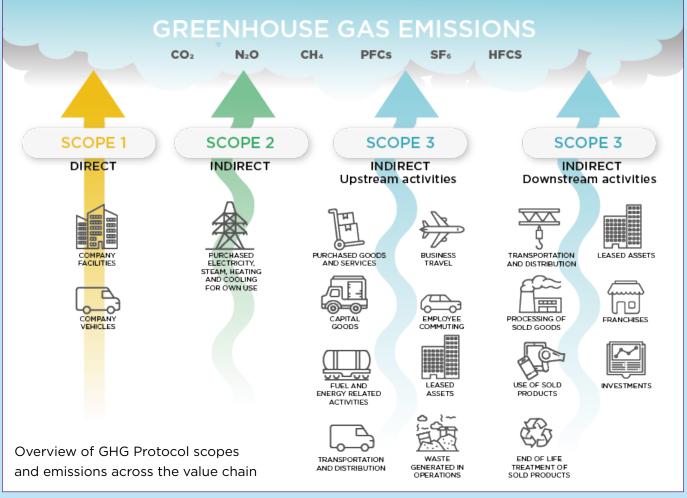
Scope 2

i. Electricity

Scope 3

- Of the 15 Scope 3 categories (8 upstream and 7 downstream), we have selected the following:
 - a. Purchased goods and services
 - b. Fuel and energy related activities
 - c. Upstream transport and distribution
 - d. Waste
 - e. Business travel
 - f. Employee commuting

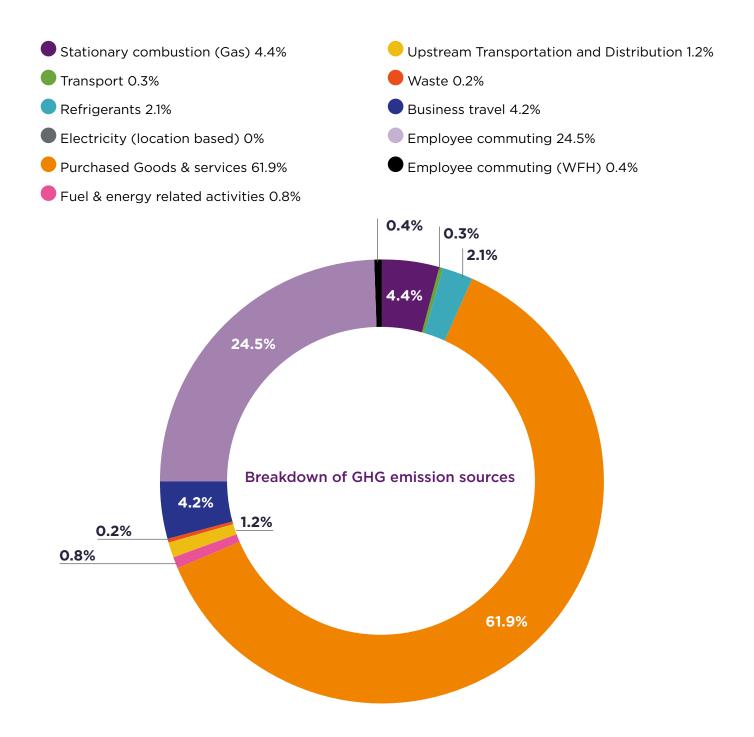
- **3.** Created a carbon reduction plan for each scope and category
- 4. We have calculated our GHG emissions for the most recent year (April 2022 – March 2023) and compared our Year 2 emissions with our Year 1 emissions to help us to keep on track through our 'Measurement and Verification process'
- We will reflect on the targets and the environmental management techniques we've undertaken
- **6.** We will consider areas that we can focus on to help drive down emissions further
- **7.** We have committed to updating our carbon footprint calculation annually



Source: GHG Protocol

Baseline emissions footprint

Baseline emissions are a record of the greenhouse gases that were produced in a previous financial year prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured. CGL have chosen April 2021 – March 2022 as our baseline year. CGL has calculated our GHG emissions for the most recent year and compared them against our base year emissions. In addition to this, we have rebased some of our emissions based on errors found in the initial calculation, missing data and changes to methodology. Emissions for scope 3 categories 3, 6 and 7 were updated and are reflected in the base year numbers reported here in this report.



Below is an itemised breakdown showing the amount of carbon emissions (tCO₂e) produced by each scope and category from the FY2022 baseline calculation.

Scope / Category	Item	tCO₂e 2022 base year	tCO₂e 2023	2022 % make up	% reduction from base year
Scope 1					
Stationary combustion (Gas)	Gas consumed	775.80	938.90	4.4%	+21.0%
Transportation	Owned and leased vehicles	49.96	58.99	0.3%	+18.1%
Refrigerants	HVAC's	475.57	441.61	2.1%	-7.1%
Scope 2					
Electricity (location based) ¹	Purchased electricity, for own use (grid average)	645.57	628.43	N/A	-2.7%
Electricity (market based) ²	Purchased electricity, for own use (specific contract)	-	-	-	-
Scope 3					
Cat 1: Purchased Goods & services	Goods and services	10,973.33	13,232.02	61.9%	+20.6%
Cat 3: Fuel & energy related activities	WTT ³ & T&D ⁴ losses from electricity, stationary combustion of fuels and transport	144.32	170.09	0.8%	+17.9%
Cat 4: Upstream Transportation	Transport between tier 1 suppliers or paid transport for goods (upstream & downstream)	219.47	264.64	1.2%	+20.6%
Cat 5: Waste	Waste generated in operations	35.89	34.95	0.2%	-2.6%
Cat 6: Business travel	Land and air travel and hotel stays for business purposes	553.38	903.38	4.2%	+63.2%
Cat 7: Employee commuting	Employees commuting to and back from work	4,868.28	5,249.26	24.5%	+7.8%
Cat 7: Employee homeworking	Employees working from home	81.53	89.64	0.4%	+9.9%
Total Gross Emissions (Location based)		18,823.08	22,011.91	100%	+16.9%
Less emissions avoided by procurement of renewable electricity		(645.57)	(628.43)		-2.7%
Total Gross Emissions (Market based)		18,177.51	21,383.48		+17.6%
Less carbon offsets		(0.00)	(0.00)		0%
Total Net Emissions		18,177.51	21,383.48		+17.6%

¹Location based represents emissions from electricity consumption based on grid average emissions

² Market based represents emissions from electricity consumption based on specific energy contracts

³WTT – Well-To-Tank emissions. Emissions associated with the extraction refinement and transport of fuels before consumption ⁴T&D losses – Transmission and distribution losses. Emissions associated with the energy lost during the transmission of electricity through the network To further understand our emissions, we have also recorded them using intensity ratios as this will allow us to track our emissions as our business grows and develops.

Intensity Datios	Gross Emissions (Location based)		Gross Emissions (Market based)		Net Emissions	
	2022	2023	2022	2023	2022	2023
tCO₂e per employee	4.33	4.52	4.18	4.39	4.18	4.39
tCO₂e per million £ turnover	437.87	774.84	422.85	752.71	422.85	752.71

When calculating carbon emissions, the GHG Protocol Corporate Accounting and Reporting Standard states that a company must set its organisational boundaries⁵. This can be done either by an "Equity Share" or "Control" approach. The Equity Share approach reflects a company's economic interests and percentage ownership of companies or subsidiaries to assign GHG emissions. The Control approach can follow two routes and defines the boundary by looking at either how much Financial or Operational Control a company has. To fully cover all of its operations and subsidiaries, CGL has selected the Operational Control method when setting our organisational boundary which will cover 100 percent of the GHG emissions over which it has operational control. The Operational boundary will include all three Scopes as outlined by the GHG Protocol. CGL's emissions are reported in tCO₂e and have been calculated utilising the following formula:

Source emissions data x conversion factor^{*} = total source emissions Source unit x (tCO₂e/unit) = tCO₂e

*Conversion factors are primarily derived from the latest:

- UK Government GHG conversion factors for Company Reporting
- DEFRA (Department for Environmental, Food and Rural Affairs)
- Environmentally extended input-output (EEIO) tables
 - EPA

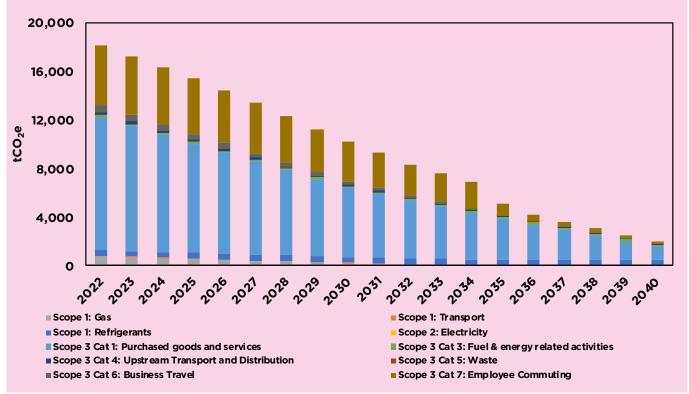
⁵https://ghgprotocol.org/corporate-standard



Emission reduction targets

In order to continue our progress to achieving Net Zero, we have mapped out and planned a number of positive actions to achieve the following carbon reduction targets:

- 15% absolute reduction in emissions by 2025 from FY2022 baseline levels
- \bigcirc 43% absolute reduction in emissions by 2030 from FY2022 baseline levels
- $\bigvee\,$ 72% absolute reduction in emissions by 2035 from FY2022 baseline levels
- \bigvee 89% absolute reduction in emissions by 2040 from FY2022 baseline levels



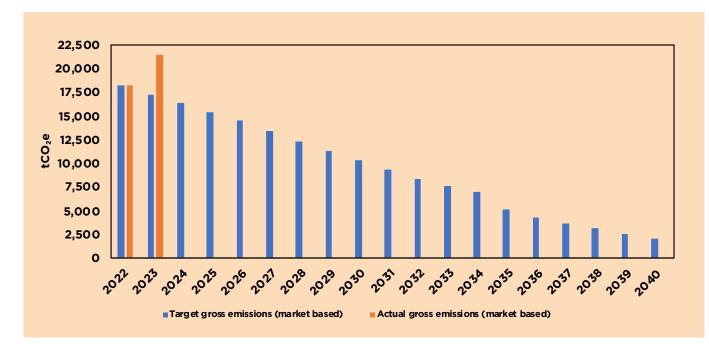
Carbon Emission Glidepath tCO₂e

CGL's approach is to always focus our efforts on reducing our own emissions, with significant planning and finances set aside to do this. However, a large proportion of our carbon emissions lie within scope 3, it is difficult to reduce these emissions within the short term as these are within our supply chain where we have influence but not control. To try and reduce these emissions, CGL will use our purchase power and choice of suppliers to encourage the correct carbon reducing behaviour within our supply chain.

Current emissions vs target emissions

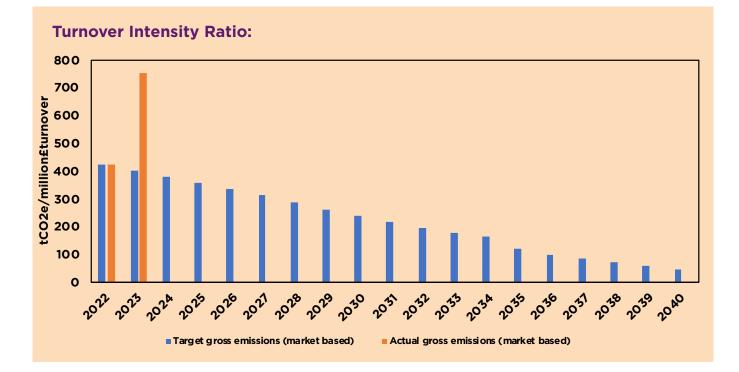
To ensure that we are staying on track to reach our Net Zero goal of 2040, we will report our total emissions against our target emissions every year. While we are aware that we will make better progress some years than others by regularly assessing and reporting our emissions, we can keep ourselves accountable to our targets and make sure that we are always doing our best to keep our emissions down.

Our gross emissions (market based) have increased by 18%. This is as a result of increased business travel due to staff resuming travel habits and us making more material purchases compared to the (rebased) base year. This is demonstrated in the calculated emissions compared to our target glidepath shown below.



While we recognise our emissions have increased, we have successfully implemented sound environmental management techniques and have reduced our electricity consumption alongside our refrigerants and waste emissions. To achieve our reduction objectives, CGL will continue to implement our decarbonisation initiatives. We are also assessing progress against our intensity ratios as a method to ascertain advancements versus growth. We acknowledge the need for heightened efforts to align our actions more closely with our reduction targets.







Environmental management measures / Emissions reduction plan

As a responsible business, CGL has for many years had a focus on the environment and reducing our carbon emissions. To drive this to the next level, we engaged the services of Sustainable Advantage to advise the CGL Board on global best practices on carbon reduction. We have a detailed carbon emissions reduction plan, the key actions of which are summarised below:



SCOPE 1: Stationary combustion (natural gas)

What we have done

- We have been installing energy efficient elements when conducting refurbishments over the past 12 months: where items have needed repairing and/or replacing, we have ensured newer, more energy efficient versions have been installed wherever possible:
 - We have conducted a number of lagging exercises within buildings including Sunderland and Huddersfield. This type of thermal insulation is designed for pipes, ducts and other curved surfaces with the aim to reduce heat loss, increase energy efficiency amongst other roles

What we plan to do in future

- Work to progressively replace brown gas with renewable gas at all sites
- Reduce our reliance on gas use and replace gas boilers with renewable heat sources/ electrical heating systems such as air source heat pumps, infra-red panels, electric storage heaters etc. where practical. We are looking to retro-fit existing buildings with more efficient heating boilers where suitable
- Investigate new technologies as they become available and install these where practical (e.g., hydrogen powered boilers)
- Ensure that all our facilities use minimal heating by making sure buildings are fully insulated
- Identify sites with high gas consumption and perform energy surveys to identify capital expenditure (CapEx) opportunities



SCOPE 1: Transport (owned and leased vehicles)

What we have done

• Three diesel cars have been removed from our fleet and we now have five hybrid electric and nine electric vehicles compared to two hybrid electric and two electric vehicles in our FY22 baseline year

What we plan to do in future

- Continue to move our diesel and petrol owned and leased vehicles to electric vehicles (EV) as soon as is practical. Where moving to EV's is not practical, we will switch to hybrid vehicles
- Ensure EV's are charged using green electricity sources where possible including installing charging points at our sites which are supplied with green electricity contracts. We will be installing 8 charging points at our services in FY24
- Provide driver training on how to drive more efficiently to reduce emissions
- Install telematics where feasible to gather granular data on driver performance to issue further guidance and training





SCOPE 1: Refrigerants

Whilst it is assumed fugitive emissions from refrigerant gases will remain the same due to lack of knowledge surrounding new technologies, we will endeavour to reduce our impact where possible:

- Avoid emissions through improved leak tightness; consider fitting leak-detection systems and following a regular maintenance schedule
- Ensure correct end-of-life treatment of refrigerant gases; recover and dispose of refrigerant gases correctly when maintaining, upgrading or decommissioning a system
- Substitute refrigerants with other less harmful substances e.g., refrigerant gas with zero ozone depletion potential (ODP) and low global warming potential (GWP)
- When renewing HVAC system, choose the most efficient systems:
 - Investigate systems using least damaging refrigerant gasses with low potential leakage
 - Installing new systems may offer energy savings as well as next generation refrigerants (HFOs (hydrofluoro-olefins) and natural refrigerants)
- Limit use of refrigeration / air conditioning systems



SCOPE 2: Electricity

What we have done

- We continue to procure 100% certified green electricity at all sites
- By having an energy broker procure and manage our energy contracts, savings achieved are being re-directed into energy saving projects
- We have been installing energy efficient elements when conducting refurbishments over the past 12 months: where items have needed repairing and/or replacing, we have ensured newer, more energy efficient versions have been installed wherever possible:
 - We continue to install LED lighting and LED light sensors throughout all new premises; we also switch out traditional fittings in set programmes, and as and when individual luminaires fail. Over the past twelve months, we replaced individual units in Northampton, Wellingborough, Kettering, Tower Hamlets, Havering, Gloucester and Coventry. New buildings in Birmingham, Huddersfield and Sefton received complete new LED installations as part of their implementation
- We have installed smart meters where possible
- We are raising the environmental awareness amongst our staff and have updated our Sustainability course alongside our EMS CGL Intranet landing page. We encourage staff to turn off all lighting and equipment at the end of the working day

What we plan to do in future

Whilst all our electricity contracts are 100% renewable, we will still endeavour to reduce our electricity consumption via the following:

- Energy efficiency guides will be issued to all site staff to facilitate positive behavioural change
- Appoint energy / green champions to lead on awareness campaigns and gather ideas from colleagues across our organisation. These ideas will be collated and shared, supplemented by what we consider to be best practices. These champions will also gather up to date monthly energy performance data at each site to provide feedback
- Continue to ensure we use energy efficient systems wherever possible e.g., replacing lights with LED and using passive infra-red sensors (PIRs) where possible
- Energy surveys will be undertaken at sites consuming large amounts of electricity to identify CapEx opportunities. We are in communication with a company called ICARUS who will be carrying out 10 surveys of selected buildings (cross range of age) in FY24 to look at what realistic and financially viable improvements can be made to support green efficiencies
- Investigate opportunities to install green energy production facilities onsite where practicable (e.g., solar panels, wind turbines). Three of our CGL freeholds in East Kent are being surveyed in FY24 with a view to install solar panels with battery storage



SCOPE 3 Category 1: Purchased goods and services

What we have done

• We have set an objective to increase Environmental Products spend. Our target is to increase Environmental Products spend from 21% to 25% based on figures for 2021. We will continually revise this target

What we plan to do in future

CGL realises that much of the GHG reductions in this category will happen because of our suppliers reducing their carbon emissions and becoming more carbon aware as the UK progresses towards a Net Zero 2050. However, that does not mean that we will take a passive approach to the category especially as it accounts for 62% of our total emissions. To try and enact positive change on our suppliers we will:

- Analyse our supplier list and consider where more sustainable choices can be made
- Engage with tier 1 suppliers to first understand their carbon footprint (scopes 1 and 2) by sending out carbon surveys
- Be selective about working with sophisticated carbon suppliers (where possible), and additionally, support suppliers to reduce their emissions
- Work with suppliers to collaboratively set carbon emissions reductions targets
- Prefer local suppliers where possible
- Request life cycle assessments for products purchased and choose lower emission products

💁 🚆 SCOPE 3 Category 4: Upstream transportation and distribution

In the same way as category 1, much of the GHG reductions in this category will happen because of our suppliers reducing their carbon emissions and becoming more carbon aware as the UK progresses towards a Net Zero 2050. We will endeavour to:

- Engage with transportation providers to establish the modes of transport used to transport and distribute goods
- Consider working with suppliers who use alternative low carbon fuels



SCOPE 3 Category 5: Waste

Waste counts for a small proportion of our carbon emissions.

What we have done

- CGL already follows the waste hierarchy where a preference is given in order to:
 - Reduce the waste generated
 - Re-using / recycling as much as possible
 - Residual general waste to be incinerated to limit the volume of waste that goes to landfill
- We joined PrintReleaf in 2019 to reduce paper copy and in January 2022, we switched to recycled paper

What we plan to do in future

- Staff training programmes will be rolled out to provide clear, consistent training and information to minimise waste and maximise recycling
- We will continue to track the disposal methods of our various waste streams and encourage waste management companies to change suppliers who send waste to landfill
- CGL aims to have zero waste to landfill by 2027, having reduced landfill waste by 2% each year for four years
- We are reducing our use of paper and will also be changing the printer paper available for CGL users to a less processed and 100% recycled material product. We are aiming to become paperless at our sites in the future



SCOPE 3 Category 6: Business travel

What we have done

- COVID-19 has taught us that video conferencing tools such as Teams and Zoom can very successfully host meetings. We are encouraging our staff to continue to embrace this technology to minimise travel where possible
- Where travel is required, we are prioritising carbon-reducing travel modes, choosing rail and bus over air and cars

• We have gathered more granular data on hotel stays to improve our calculations

What we plan to do in future

- Encourage the uptake of EV vehicles by paying favourable mileage reclaim rates and installing EV charging points at our sites
- We will also continue to collect more granular data on other forms of business travel

SCOPE 3 Category 7: Employee commuting

What we have done

• We continue to consider new building locations for ease of access by foot or public transport to reduce unnecessary travel

What we plan to do in future

We recognise that we cannot massively influence what modes of travel our employees use. That said, we need to do all we can to encourage them to join us on our sustainable journey. We will endeavour to achieve this by:

- Sending a travel survey to each one of our employees to understand how they currently get to and from work
- Putting in place initiatives to include:
 - Cycle to work schemes
 - Encouraging carpool arrangements
 - Providing information on public transport alternatives
 - Installing EV charge points at our sites
 - Paying favourable mileage reclaim rates to EV vehicles
 - EV salary sacrifice schemes
 - Travel card loan scheme

SCOPE 3 Category 7: Employee homeworking

What we plan to do in future

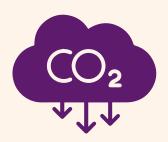
• We will also encourage and support employees working from home to switch to green energy contracts and to take advantage of government schemes where possible

CGL is committed to

becoming Net Zero by 2040, ten years earlier than the UK government's target

Conclusion

CGL is committed to becoming Net Zero by 2040, ten years earlier than the UK government's target, through a comprehensive carbon reduction plan. We are committed to recalculating our carbon footprint annually, tracking how we are performing vs our targets and will adjust our methods to ensure we stay on track to hit our net zero target. CGL will continue to do all we can to minimise our emissions and do our part to minimise the negative effects of climate change on the planet. CT-L



Emissions methodology: Inclusions within current numbers

Scope 1

Scope 1 sources included in the inventory are onsite (or "stationary") natural gas combustion and mobile fuel combustion from leased and owned vehicles, and fugitive emissions of refrigerant gases.

Scope 2

Purchased electricity was the only identified scope 2 emissions source. However, per the GHG Protocol Scope 2 Guidance, scope 2 emissions have been calculated and reported using two separate methodologies:

- A Location-based method reflecting the average emissions intensity of grids on which energy consumption occurs
- A market-based method reflecting emissions from the electricity that CGL has purposefully chosen via our energy procurement activities. This accounts for energy purchased from green energy suppliers

Scope 3

Category 1: Purchased goods and services

Includes all upstream (i.e., cradle-to-gate) emissions from the production of products purchased or acquired by CGL in the reporting year.

Category 3: Fuel and energy related services

This relates to transmission and distribution losses, and the well-to-tank emissions for all fuels consumed as a result of CGL's operations

 Well-to-tank emissions account for all the emissions related to the extraction, production, and shipping of fuels excluding only the direct combustion of the fuel. (e.g., fuel consumed by CGL owned or leased vehicles) Transmission losses account for all the energy that is lost between the electricity production in the powerplant and when it is used (e.g., resistance in power lines)

Category 4: Upstream transportation and distribution

Includes transportation and distribution of products purchased in the reporting year, between CGL's tier 1 suppliers and our operations or between our operations in vehicles not owned or operated by CGL.

 It was assumed that 2% of our purchased goods and services' emissions calculation equates to the emissions from transportation activities related to transporting the goods to and between CGL locations

Category 5: Waste

Includes emissions from third-party disposal and treatment of waste generated in CGL's owned or controlled operations in the reporting year

 We have utilised the Waste-type-specific method, which involves using emission factors for specific waste types and waste treatment methods

Category 6: Business travel

Includes emissions from the transportation of employees for business-related activities in vehicles owned or operated by third parties, such as aircraft, trains, buses, and passenger cars. This also includes emissions from hotel stays resulting from business-related trips

- We have used the distance-based method, which involves determining the distance and mode of business trips, and then applying the appropriate emission factor for the mode used where possible
- We have used the number of nights stayed in hotels to calculate the emissions

Category 7: Employee commuting

Includes emissions from the transportation of employees between their homes and CGL's sites. Emissions from employee commuting may arise from car, bus, or train travel.

- Where appropriate, we have used the averagedata method, which involves estimating emissions from employee commuting based on average (e.g., national) data on commuting patterns
- We will in future years supplement the above with employee travel surveys which collect data from employees on commuting patterns (e.g., distance travelled, and mode used for commuting) and apply the appropriate emission factors for the modes used using the distance-based method

Category 7: Employee homeworking

In addition to employee commuting emissions, we have also included energy consumption and waste production which occur from employees working from home in this category

Emissions methodology: non-material exclusions for FY22 baseline emissions

Scope 3

Category 8: Upstream leased assets

Is excluded from FY22 baseline emissions, as we do not lease any assets

Category 9: Downstream transportation and distribution

Is excluded from FY22 baseline emissions, as we do not sell goods that need to be transported by our customers

Category 10: Processing of sold products

Is excluded from FY22 baseline emissions, as we do not manufacture products

Category 11: Use of sold products

Is excluded from the FY22 baseline emissions, as we do not sell physical products

Category 12: End-of-life treatment of sold products

Is excluded from FY22 baseline emissions, as we do not sell physical products

Category 13: Downstream leased assets

Is excluded from FY22 baseline emissions, as we do not own any leased assets that we lease to other businesses

Category 14: Franchises

Is excluded from FY22 baseline emissions, as we do not operate franchises

Category 15: Investments

Is excluded from FY22 baseline emissions, as we do not have any investments whereby we provide capital or offer financing as a service



An intelligent approach to energy, waste & sustainability

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