

**inenco**  
Better Business Greener World



# ESG Report 2023

A report highlighting Inenco's approach to  
Environmental, Social and Corporate Governance

Better Business **Greener World**

# Introduction

**Inenco is committed to delivering better business in a greener world; and helping to ensure a more sustainable future through expertise, insight and innovation.**

We believe that we all have a role to play in reducing negative environmental impacts, and positively supporting the communities in which we live and work.

At Inenco we understand that we are in a privileged position to help multiple organisations across the country with their net zero plans. The volatility of the energy market over the last 18 months has also provided a unique opportunity to protect many of our customers from the worst of the impact of an extremely challenging market.

With more than 50 years of energy management and sustainability consultancy experience we have the expertise and insight to help successfully control costs, reduce carbon, improve margins, achieve regulatory compliance, and protect operational resilience.

This latest ESG report also highlights how we are continuing on our own journey to Carbon Net Zero by 2035 and delivering social value activity that supports some of the most socially and economically challenged communities in the country.

**Ste Cargill**  
CEO





# Mission, Vision, Values and Behaviours



Better Business **Greener World**



## Our Mission

To deliver a sustainable future through expertise, insight and innovation



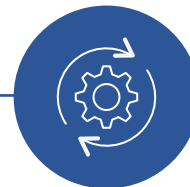
## Our Vision

- Deliver an excellent customer experience
- Innovate, differentiate and grow
- Live our values and behaviours



## Our Values

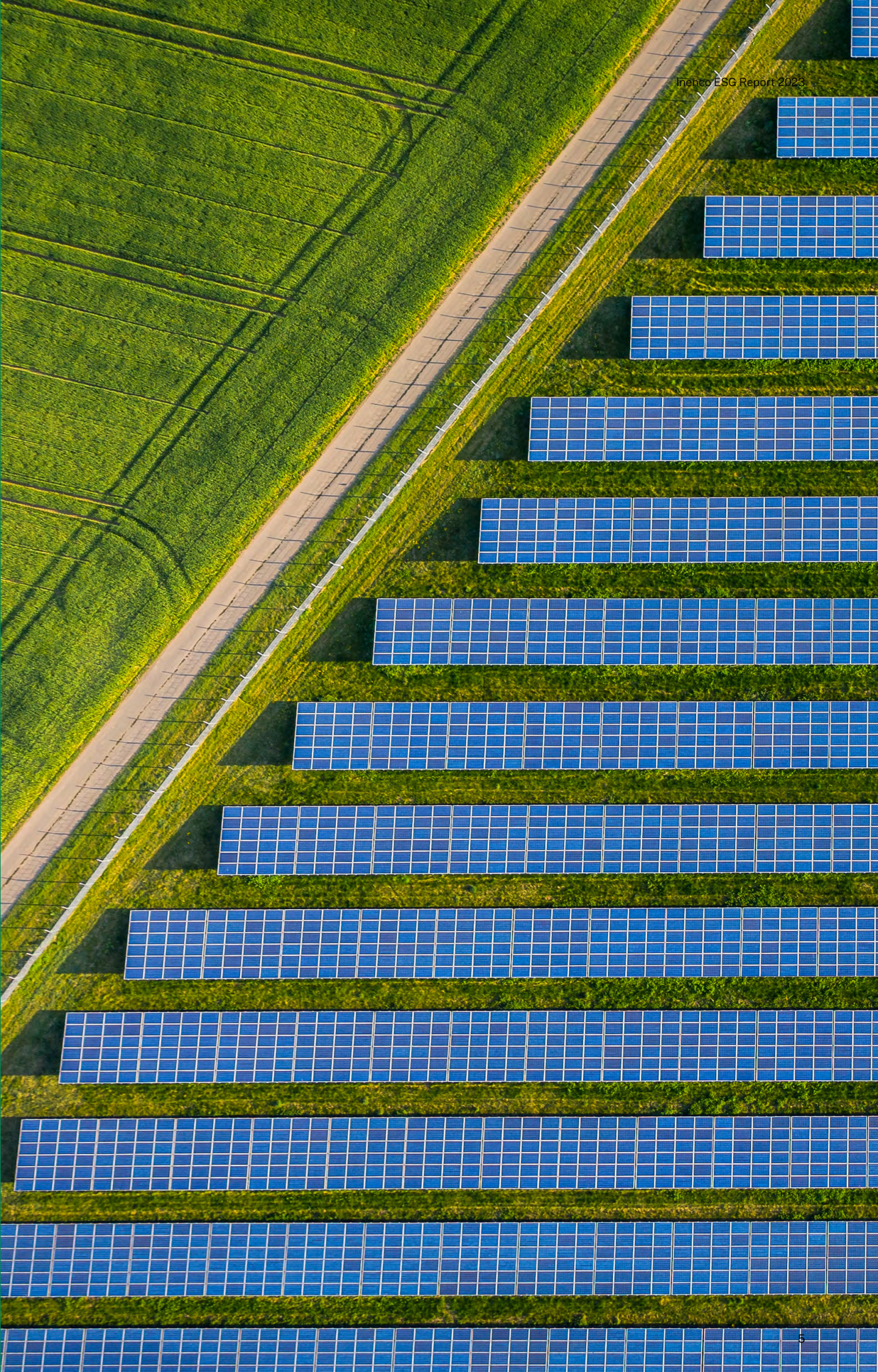
- Integrity
- Positivity
- Respect
- Innovation



## Our Behaviours

- Team Player
- Service Excellence
- Continually Improve





# Environmental

## Our commitment to protecting and enhancing the environment

Supporting environmental sustainability and reducing climate change is increasingly important to more and more organisations. At Inenco we are proud to be playing a key role in supporting many of these organisations on their journey to net zero. For our own part we are committed to achieving net zero by 2035 and our 12-step sustainability action plan forms the basis of helping us to achieve this goal.

**Inenco’s mission is to deliver a sustainable future through expertise, insight, and innovation. We are committed to achieving a greener world and are proud to be helping more and more of our clients to chart a path to Carbon Net Zero and true environmental sustainability.**

But it is also important that we live out our mission and apply our skills and insight to our own organisation. Our plan will inevitably develop over time, but we are proud to make 12 commitments that will shape our approach in the years ahead. We will:



Achieve true Carbon Net Zero status as an organisation by 2035.



Embrace flexible working in the long term to consistently reduce employee commuter related emissions.



Implement a procurement strategy that includes low carbon footprint as a key preferred supplier criterion.



Work with our landlord and FM provider to drive down the carbon impact of our use of our corporate premises through interventions such as the installation of sub-metering and the adoption of recycled paper.



Measure the carbon footprint per employee associated with business travel and create an action plan to achieve annual reductions.



Actively support any government initiatives to help our people to reduce their personal carbon footprint.



Continue to support our staging posts to true net zero through carbon offsetting in the intervening years.



Create a continuous improvement Sustainability Working Group drawn from across the business to ensure forward momentum.



Ensure that our plan is reviewed regularly by our Board to ensure targets are met and corrective action taken where necessary.



Be transparent by publishing progress against our targets and ongoing sustainability strategy.



Ensure the continuation of our ISO 14001 Environmental Management accreditation as the foundation upon which to maintain, improve and measure our progress.



Be conscious of our broader ESG responsibilities by focusing our social value interventions in communities within the lower quartile of socio-economic performance.

## **Delivering against our 12-point Sustainability Action Plan**

We are continuing to review and work towards the 12 points in our Sustainability Action Plan with the support of our Sustainability Working Group.

## **Embedding our Sustainability Working Group**

The Sustainability Working Group is made up from a cross section of colleagues to ensure representation from across the business. Meetings are held every 2 months with progress tracked.

## **Focus on our carbon footprint**

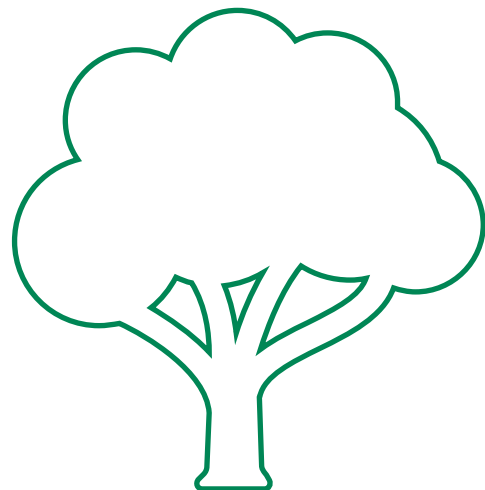
Our carbon emissions reduced by 71% in 2020/21, largely as a result of deploying a different operational model with home working during the pandemic. With a return to the office combined with hybrid working for some of our people; we have seen a modest increase of 4% in the last reporting year. However, the purchase of zero carbon electricity tariffs and carbon offsets means the net or 'market' greenhouse gas emissions for Inenco is 0 tonnes CO<sub>2</sub>e. Continuing to bear down on our carbon footprint remains a priority.

## **Renewed ISO 14001 certification**

We are delighted to have once again maintained our ISO14001 certification. Demonstrating our commitment to our environmental performance we have a continuous improvement Sustainability Working Group in place which is chaired by our CEO. We also have a Legal Environmental Register as well as an Environmental Risk Register making up our Environmental Management System (EMS).

## **Home-working impact**

We voluntarily offset our Scope 3 emissions associated with the impact of our homeworkers consuming electricity and natural gas. In the last year we also began surveying our people for a more accurate calculation of commuter travel to and from the office, in addition to business travel.





## **Offsetting aligned to UN Sustainable Development Goals**

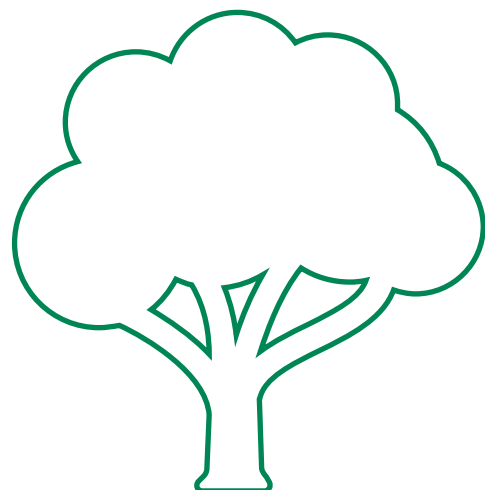
Reducing energy consumption and the related carbon emissions is where we focus our efforts. However, where we are left with carbon emissions (including from homeworking calculations and travel) we choose to offset this amount. In total for this reporting period, we've offset 236 tonnes of CO<sub>2</sub>e. This was done through a portfolio of projects aligned to 15 of the 17 UN Sustainable Development Goals.

This includes supporting cleaner, more energy-efficient cookstove methods and solar water pumps in Kenya, forest conservation in the Congo and sustainable land management for farmers in the UK.

## **Sustainability and biodiversity partnership**

We are proud to continue our biodiversity partnership with Lytham Hall, a Grade I listed building surrounded by 80 acres of historic parkland, located opposite our head office in Lytham. Through this partnership we support Lytham Hall with their conservation management plan, helping to encourage increased biodiversity ensuring a great space for both visitors and wildlife, whilst helping to improve the carbon footprint of the estate.

This partnership includes both financial and volunteering support. In April 2023, supporting Earth Day, a team of volunteers helped to plant a yew tree hedge on the grounds. Yew tree hedges are a great source of both food and shelter for a variety of birds and other wildlife.

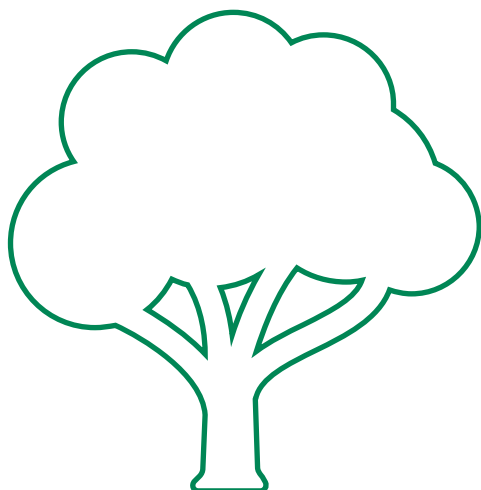


## **Tree planting and preventing deforestation**

To date we have offset 1,662 tonnes of CO<sub>2</sub>e by supporting reduced deforestation in Brazil, afforestation in the UK by planting over 600 trees and efficient cookstoves projects in Sudan, Malawi, Uganda and Kenya. This is in relation to offsetting our remaining emissions in previous years, as well as our endeavors to offer our customers a small token of thanks for their ongoing support. This is in addition to the 236 tCO<sub>2</sub>e which relates to our most recent SECR report.

Most recently, in conjunction with our tree planting and offsetting activity, we have supported the Freedom Flight sponsorship aiming to accelerate the development of zero carbon aviation.

As part of Marketing events in the last year we have also both planted trees via the Woodland Trust and donated trees to individuals for planting elsewhere. This includes a mix of Birch Cherry, Crab Apple, Elderflower and Holly trees.



## **Monitoring the use of photocopiers**

We actively encourage avoiding printing or photocopying where possible as we are a predominantly digital business. To support this, we regularly monitor the use of photocopiers and printers in the office to address any peaks in printing or the use of paper. We are pleased to see our photocopier usage levels remain well below pre-pandemic levels.

## **Recognition of our commitment to energy efficiency and sustainability**

We are pleased to have two shortlisted entries in The Energy Live Consultancy Awards (TELCA) in 2022. This includes “Net Zero Leaders” for Inenco’s commitment to sustainability and playing a genuine role in mitigating climate change, as well as the trusted advisor partnership we develop with our customers in supporting them to achieve net zero. One of our sustainability and solutions managers was shortlisted for the “Net Zero Hero Award”, recognising his skills and approach to supporting long-term behavioural change and significant benefits to our customers.

We are also delighted to have been shortlisted for both the Business Green Leaders Awards under the “Net Zero Strategy of the Year” category (receiving a highly commended award), and the Energy Awards under the “Net Zero Initiative Award” category for 2022.

## Sustainable marketing

We are committed to procuring sustainable and eco-friendly merchandise and marketing material. We limit the number of physical prints where brochures or documents are required, and these are printed on recycled FSC approved paper. Our supplier also uses The Tree Project, who support the responsible planting and management of trees in the UK, to plant trees as part of a product order.

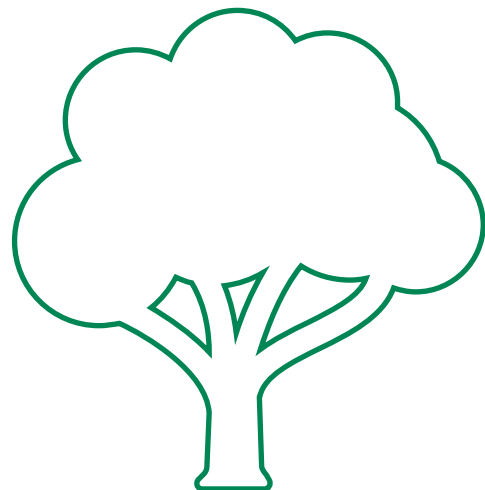
## Upskilling and sharing knowledge with the wider community

In April 2023 one of our New Business Consultants delivered energy and net zero awareness sessions to A level geography students at Cardinal Newman College in Preston.

To support with better energy awareness and upskilling we are proud to offer training, including 'train the trainer' sessions, as well as training resources and tips to support our customers to maintain long term behavioural change amongst their people.

## Deliver environmental awareness training

We continue to provide and promote environmental awareness training via our company wide eLearning. We ensure any new starters complete this module when joining the business and we regularly run refresher courses to help embed the awareness and practices.





## Streamlined Energy and Carbon Reporting (SECR)

**This is one of the key parts of mandatory compliance that we undertake for many of our customers but which we also internally audit for ourselves at Inenco.**

In the last reporting year our carbon emissions rose by a modest 4%, following on from a fall of 71% in the previous reporting period.

We voluntarily offset our Scope 3 emissions associated with the impact of our homeworkers consuming electricity and natural gas.

Carbon offsetting is the action or process of compensating for carbon dioxide emissions arising from industrial or other human activity, by participating in schemes designed to make equivalent reductions of carbon dioxide in the atmosphere.



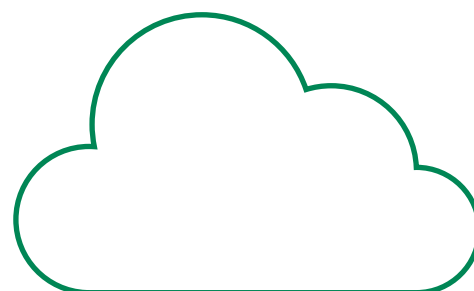
## Greenhouse Gas Emissions 2021/22

The gross or location-based greenhouse gas (GHG) emissions for the Inenco Group Limited is 236 tonnes CO<sub>2e</sub>. The net greenhouse gas emissions for the Inenco Group Limited is 0 tonnes CO<sub>2e</sub> for the period 1st May 2021 to 30th April 2022.

The greenhouse gas emissions have been reported in the table below by the operational source of the emissions:

Figure 1 Greenhouse gas emissions by year (tonnes CO<sub>2e</sub>)

| Emissions source  | 2021         | 2022         | Share (%)   | YoY Variance (%) |
|---|--------------|--------------|-------------|------------------|
| Fuel combustion:<br>Natural Gas (offices and homeworking) | 174          | 188          | 80%         | 8%               |
| Electricity (offices and homeworking)                     | 49           | 33           | 14%         | -33%             |
| Fuel combustion:<br>Transport                             | 3            | 15           | 7%          | 366%             |
| <b>Total emissions (tCO<sub>2e</sub>)</b>                 | <b>226</b>   | <b>236</b>   | <b>100%</b> | <b>4%</b>        |
| Revenue (£m)  | 15.983       | 17.525       |             | 10%              |
| <b>Intensity: (tCO<sub>2e</sub> per £m)</b>               | <b>14.16</b> | <b>13.49</b> |             | <b>-5%</b>       |



# Greenhouse Gas Emissions 2021/22 continued

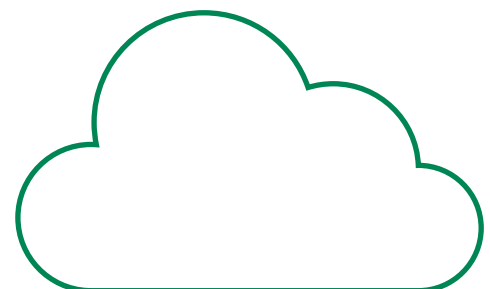
It is a standard protocol to define greenhouse gas emissions by scope. The scope items included in the calculation of the carbon footprint for Inenco Group Limited are listed by scope item:

- **Scope 1:** direct emissions arising from activities on site - combustion of fuels to heat office buildings and the use of fuel in company owned vehicles
- **Scope 2:** indirect energy emissions – emissions from generated electricity
- **Scope 3:** indirect emissions - private vehicles used for business travel and transmission and distribution of electricity plus the impact of homeworkers consuming natural gas and electricity.

The split of emissions by scope item is shown in the table below:

Figure 2 Greenhouse gas emissions by scope (tonnes CO<sub>2e</sub>)

| Emissions source                          | 2021       | 2022       | Share (%)   | YoY Variance (%) |
|---|------------|------------|-------------|------------------|
| Scope 1                                   | 34         | 31         | 13%         | -10%             |
| Scope 2                                   | 31         | 14         | 6%          | -53%             |
| Scope 3                                   | 162        | 191        | 81%         | 18%              |
| <b>Total emissions (tCO<sub>2e</sub>)</b> | <b>226</b> | <b>236</b> | <b>100%</b> | <b>4%</b>        |



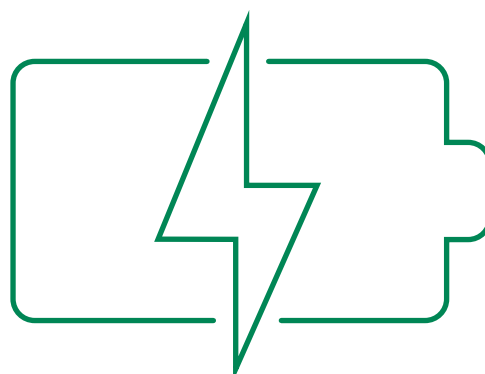
## Energy Consumption

The energy consumption in kWh as required to reported under the regulation is in the table below:

Figure 3 Energy consumption by year (kWh)

| Emissions source               | 2021             | 2022             | Share (%)   | YoY Variance (%) |
|--------------------------------|------------------|------------------|-------------|------------------|
| Natural gas – Office           | 165,888          | 165,888          | 14%         | 0%               |
| Electricity – Office           | 130,959          | 65,840           | 5%          | -50%             |
| Natural Gas – Homeworking*     | 777,600          | 857,600          | 70%         | 10%              |
| Electricity – Homeworking*     | 69,498           | 76,648           | 6%          | 10%              |
| Transport fuel                 | 13,305           | 61,817           | 5%          | 365%             |
| <b>Total consumption (kWh)</b> | <b>1,157,250</b> | <b>1,227,793</b> | <b>100%</b> | <b>6%</b>        |

\* Homeworking is a scope 3 emission



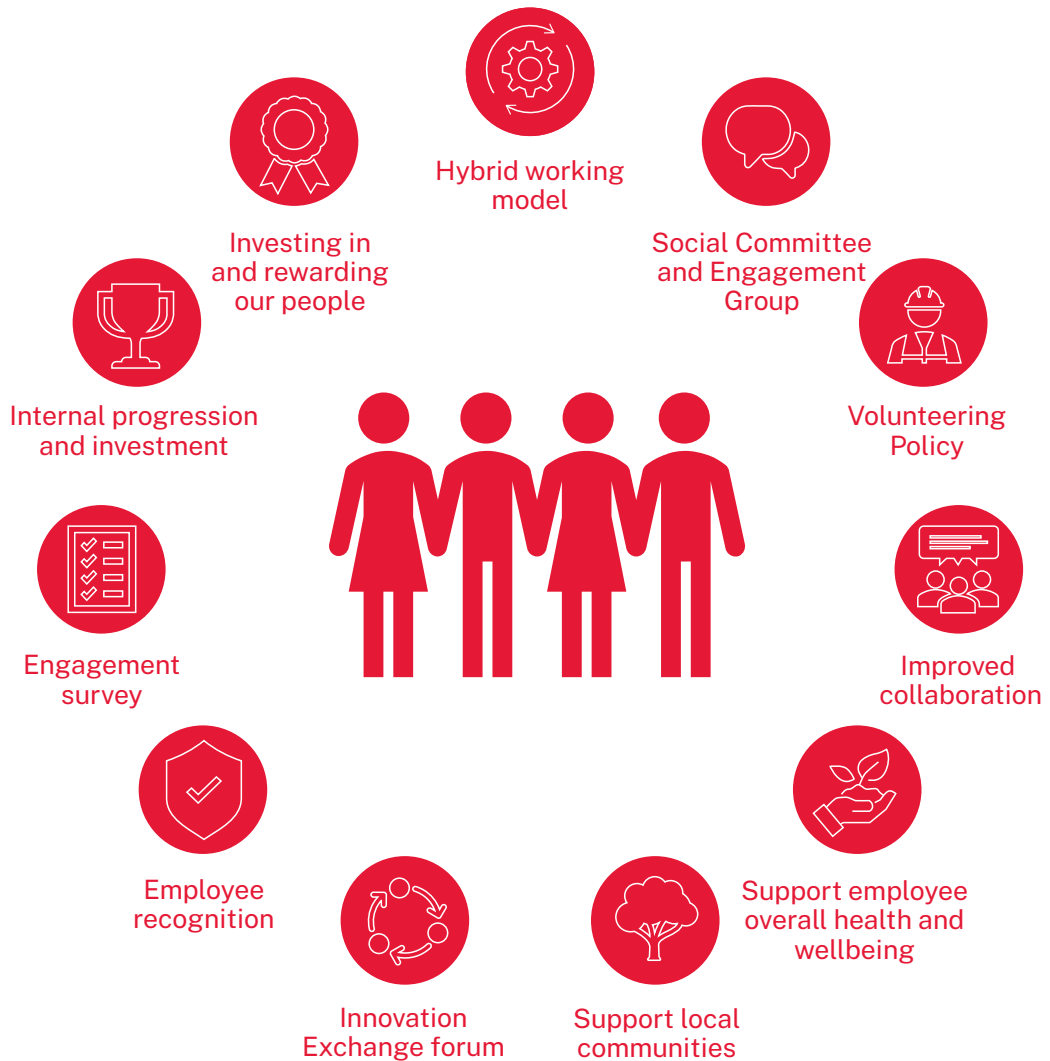




# Social

## Investing in, supporting and engaging with our people and the communities in which we work

Our people are core to our business and Inenco ensures that where and how we work is safe, diverse, ethical and fair. This is underpinned by all our values but particularly our focus on integrity and respect. What we do outside of work matters too, which is why we are committed to supporting the wider community in which many of us live and work.





## Hybrid working model

Following on from feedback from our colleagues, we introduced a Hybrid Working Policy to support work / life balance and over the past year this policy has been successfully embedded.



## Social Committee and Engagement Group

Both our Social Committee and Engagement Group is made up of representatives from across the business who meet regularly to discuss relevant topics. The Engagement Group help to review and feedback on process or business changes as well as reviewing nominations that have come through our peer-to-peer recognition scheme.

The Social Committee help to plan engagement, wellbeing and charity fundraising activities throughout the year, such as Alpaca walks to support National Walking Month.



## Volunteering Policy

We've listened to feedback from our people and we're pleased to have introduced a new Volunteering Policy at the beginning of 2023. We encourage every colleague to undertake a paid volunteering day each year, to help a charity or community close to their heart.



## Improved collaboration

On the back of our latest engagement survey feedback, we introduced short departmental briefings to support awareness and collaboration across teams. These sessions provide colleagues across the business with an introduction to other teams; covering who they are, key priorities and challenges as well as examples of what they do and how it fits into the bigger picture. These sessions are hosted live on Teams and then recorded to place on our intranet platform.



## Support employee overall health and wellbeing

As well as our free, confidential 24/7 Employee Assistance Programme (EAP) and network of trained mental health first responders, we also provide other opportunities for support with mental health and wellbeing. This includes running a series of webinars focused on dealing with anxiety, sharing debt advice during Debt Awareness Week, sharing a health, safety and wellbeing newsletter and focusing on encouraging openness around subjects such as the Menopause by holding webinars for managers and team members.

Everyone across Inenco also has free access to a remote GP and second medical opinion service for themselves and their family members, with advice provided 24/7, 365 days a year.



## Support local communities

Inenco is committed to delivering social value activity that supports some of the most socially and economically challenged communities in the country. Over the last year we have held a number of great fundraising activities to help raise money for our chosen charities The Boathouse Youth and Amazing Graze. These charities were voted for by our people.

The total amount raised and shared between both charities was **£8,100**. This money was raised through activities such as raffles planned by our Social Committee, Inenco then topped up the funds donated. This also includes a donation by Inenco to help fund activities being undertaken by the Boathouse Youth EmpoweHer programme as part of International Women's Day.

With so many people struggling over winter and as part of our commitment to supporting local communities Inenco also donated **£2,000** to each charity in December. This went towards a food budget at The Boathouse Youth following approved council funding for a full-time Catering Manager to ensure every child and young person attending the provision receives a hot meal. Similarly Amazing Graze used the funds to help buy fresh meal ingredients and free food shop items for those using their soup kitchen.

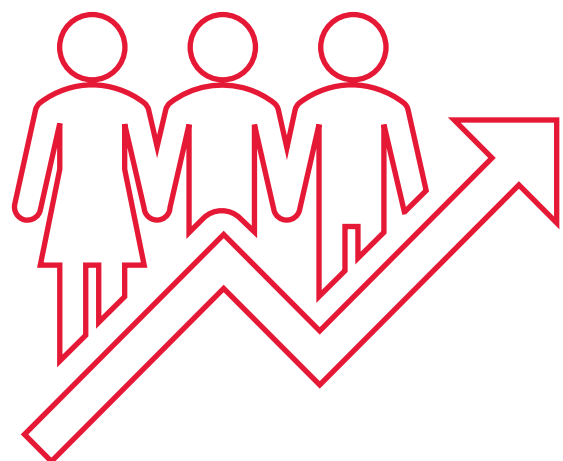
**Amazing Graze** is a community café situated in South Shore in Blackpool. Their focus is on providing a warm safe-place and food for the homeless but with a goal to not just to be a soup kitchen but somewhere that genuinely lifts people to a better place.

**The Boathouse Youth** aims to provide high-quality youth work through a variety of educational and recreational activities that will build confidence, restore self-esteem and, above all, bring happiness to the lives of its young members in some of the less-advantaged communities in Blackpool.



## Innovation Exchange forum

Through our Innovation Exchange everyone at Inenco has the opportunity to share innovative ideas and suggestions for improvements or new ways of working at any time. The objective is to take full advantage of the wealth of insight and experience of our people.





## Employee recognition

Our peer-to-peer recognition platform provides a live feed of colleagues celebrating and recognising one another. On a quarterly basis these are reviewed by our Engagement Group and Executive Team selecting those who have truly demonstrated our values and behaviours. Winners and special mentions receive a trophy and a special gold lanyard as well as a voucher on top of internal recognition and communications regarding their example of going above and beyond.



## Engagement survey

We encourage informal feedback from our employees all year round, however, we also provide the opportunity for anonymous feedback through our engagement survey. Open across a three-week window the survey allows our people to share their views on a number of topics including the company, management and wellbeing amongst several others. Once the survey has closed the overview is openly shared with the business whilst individual areas will develop their own localised action plan to address any improvements required.



## Internal progression and investment

We invest in the learning and development of our people through offering a variety of training and development opportunities, whether that's regular training and coaching of our customer teams, access to our popular Successful Manager programme or supporting apprenticeships. We are keen to focus on key skills for our specialists, such as technical skills training and qualifications, psychometrics, and emotional intelligence, sales development and presentation skills. In 2023 we have retrained our Mental Health First Responders and held wellbeing training that included sessions on the Menopause and Dealing with Anxiety. We train inclusively and mindful of unnecessary and wasteful travel; so we develop our people in person, via eLearning, by webinar and through online classrooms.



## Investing in and rewarding our people

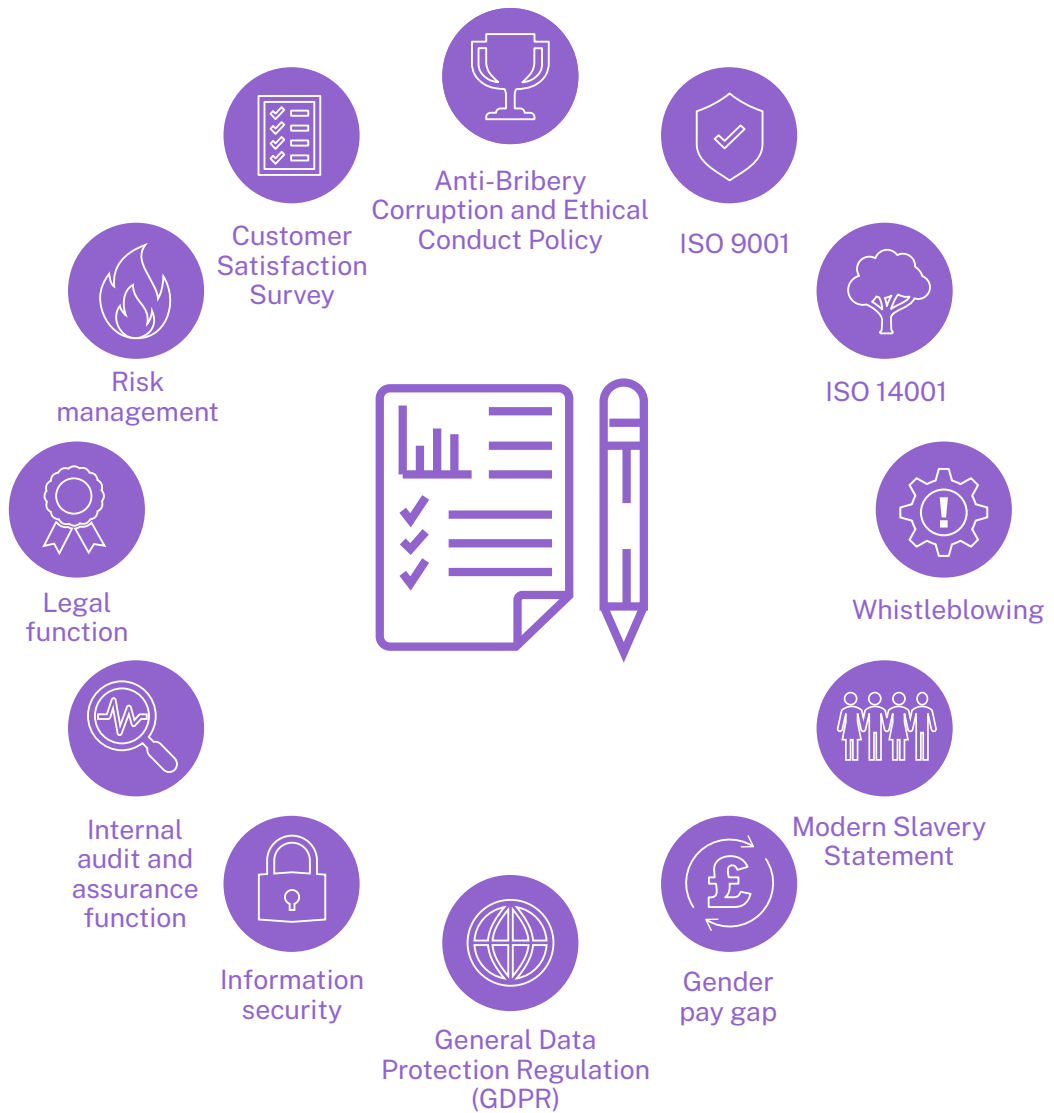
We continue to provide a reward and benefits platform that looks after our people. In 2022/3 this has included a review of our pay and benefits structure, to ensure that we remain competitive. We have continued to link performance and reward, and develop career progression through introducing new roles to enable progression through the grading structure.



# Governance

## Doing the right thing in the right way

Governance underpins all we do at Inenco to ensure we act ethically and fairly, following the appropriate policies, practices and guidelines at all times.



## **Anti-Bribery Corruption and Ethical Conduct Policy**

We are committed to conducting business in an honest and ethical manner and take a zero tolerance approach to bribery and corruption.

## **ISO 9001**

We are an ISO 9001 accredited company with no non-conformance issues.

ISO 9001 is the world's most recognised quality management standard designed to ensure businesses meet the needs of their customers and stakeholders. It enables businesses like Inenco to demonstrate that we consistently provide products and services that meet or exceed customer and ISO standard requirements.

## **ISO 14001**

As mentioned in the 'Environmental' section of this report we are proud to be ISO 14001 accredited, with a Legal Environmental Register and Environmental Risk Register in place as part of our Environmental Management System.

## **Whistleblowing**

Our Whistleblowing Policy is in place to support anyone who wishes to confidentially raise a concern or submit a whistleblowing report. The policy is available on the intranet for employees to access at any time and we regularly communicate about our dedicated whistleblowing mailbox where concerns can be raised.

## **Modern Slavery Statement**

We are committed to ensuring modern slavery does not exist within our business or supply chains. Our Modern Slavery Statement sets out our approach to assess and mitigate the risk of slavery and human trafficking in our business and our supply chain, in line with the UK Modern Slavery Act 2015. A copy of our statement can be accessed directly from our website and on our intranet.





## Gender pay gap

We are now in our sixth year of gender pay gap reporting. A copy of our latest report is available both on our website and on our company intranet. In accordance with requirements this is also hosted on the gov.uk website.

## General Data Protection Regulation (GDPR)

Inenco have policies in place covering data protection, privacy and IT security. Data protection also forms a key part of our all-employee eLearning. Our legal counsel regularly issues internal reminders on the importance of maintaining data protection, and guidance or tips on how to ensure we comply with legislation. In addition, we have a dedicated page on our intranet where guidance is available.

## Information security

Our technology policies are aligned to ISO 27001. Co-managed with our internet service provider we have firewalls and web browsing controls in place alongside a secure VPN. Our customer portal is also protected by a firewall.

Additionally, we have other security measures in place including but not limited to, a complex password policy, multi-factor authentication for all remote access, Privileged Access Management (PAM) software for secure administrator access, email and web-link threat protection software, phishing simulation and protection software, encrypted laptop drives and disabled USB data drives.

Regular testing and backup schedules are also in place.



## Internal audit and assurance function

Inenco's internal audit function works closely with the Executive Team to ensure continuous improvement and quality is achieved in respect of risk management and assurance reporting. This function follows an internal audit framework to ensure a broad range of value-added internal auditing.

## Legal function

Our dedicated inhouse legal counsel provides professional advice on matters including commercial, contract and employment. As well as providing up to date regulation and legislation advice and guidance.

## Risk management

Our Group Risk Register and Environmental Risk Register are regularly reviewed and reported to the Executive Team and Inenco Board.

## Customer Satisfaction Survey

Twice a year we issue a Customer Satisfaction Survey to Inenco's corporate customers. The questions asked cover topics such as service levels, engagement with our people, value add and ease of business. The information received is reviewed and shared with the relevant Account Managers and senior management in order to address any concerns and identify positive themes.



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## **Find out more**

If you would like to find out more or discuss the options for your organisation, please get in touch.

## **Contact Information**

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