



Environmental, Social & Governance Policy

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Environmental, Social & Governance Policy

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Brief Description

This Policy provides a framework for how Inenco sets out its Environment, Social & Governance for its people and the way it operates.

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Introduction – Our commitment

Inenco is committed to integrating environmental, social and governance best practice into all its business activities. We accept that our business has an impact on the environment as well as our employees, our customers, and the communities in which we work and live.

We will work together with our stakeholders to make progress and tackle the following key issues:



Contributing in a positive way to our communities



Reducing our impact on the environment and helping to influence others to do the same



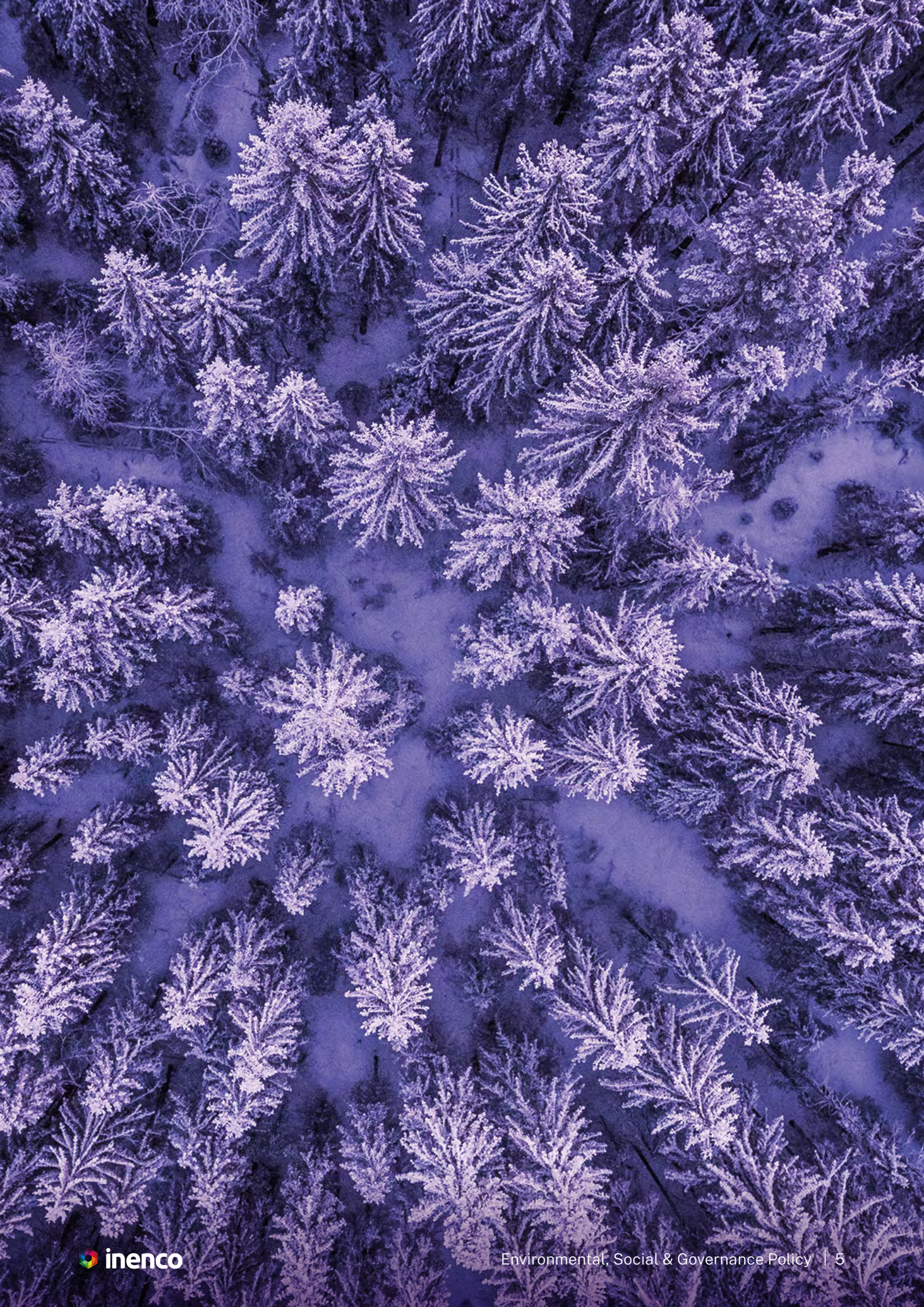
Working in partnership with clients and suppliers and broader stakeholders to earn trust and respect



Putting employees at the heart of the business

Inenco will demonstrate its progress against each of these key objectives in an annual report published on our website. This will set out the activities achieved to date and future activities planned.





Our Aims



Environmental

- To improve, protect and enrich our impact on the environment in a variety of ways in particularly focusing on this through: People, Electricity, Heat, Waste, Water, Transport.
- To demonstrate an ongoing reduction in the carbon footprint of the company and the development of a roadmap to decarbonisation and achieving carbon net zero by 2035 at the latest.
- To provide leadership to clients, employees, and the wider community to encourage low carbon best practice.
- To implement and maintain International Standards for Environmental Management Systems with independent audits of our progress.



Social

- To create a positive working environment for our employees
- To work with local communities to make a positive contribution to the quality of life
- To fundraise for employee nominated charities and engage with local initiatives, providing volunteering opportunities for our people
- To provide opportunities to support people into work Investing in our people and unlocking their potential



Governance

- To conduct our business in a socially responsible and ethical manner
- To operate a robust approach to risk management
- To demonstrate respect and partnership with stakeholders
- To be ethical and transparent in business at all times
- To promote and demonstrate diversity and equality in our behaviours



Environment

We recognise the importance of environmental protection and are committed to operating our business responsibly and in fulfilment of our compliance obligations. It is our declared policy to operate with and to maintain good relations with relevant regulatory bodies. Inenco has publicly committed to achieving net zero carbon emissions by 2035 at the latest, in line with the UK Government's stated objective. We will endeavour to reduce our carbon footprint each year and engage with an ethical carbon offset programme for our remaining emissions.

We aim to carry out all necessary activities to protect the environment and to continually improve the Environmental Management System through the implementation of the following:

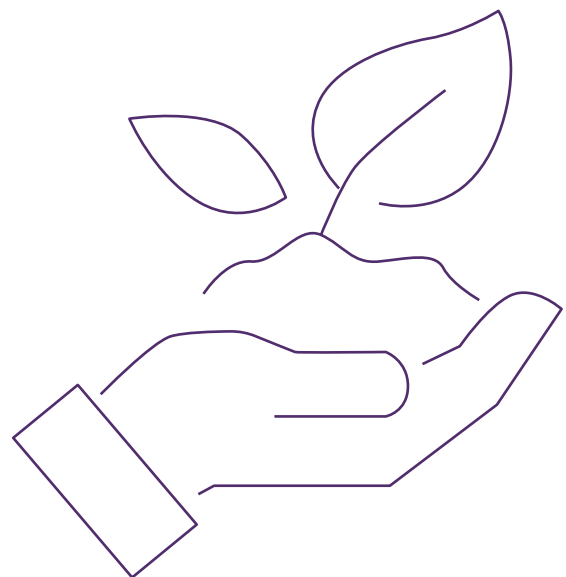
- To assess and regularly review the business risks and opportunities associated with climate change
- Undertake and publish our performance via Streamlined Energy & Carbon Reporting
- Train our employees in environmental issues
- Minimise the production of waste
- Minimise material wastage
- Minimise energy wastage
- Promote the use of recyclable and renewable materials
- Prevent pollution in all its forms
- Control noise emissions from operations
- Minimise the risk to the public and employees from operations and activities undertaken by the Organisation.



The Executive Team demonstrates leadership and commitment with respect to the Environmental Management System by:

- Taking accountability for the effectiveness of the Environmental Management System
- Setting performance improvement targets for environmental and social performance
- Ensuring that the Environmental Policy and Environmental Objectives are established and are compatible with the strategic direction and the context of the Company
- Ensuring the integration of the Environmental Management System requirements into the Company's business processes
- Ensuring that the resources needed for the Environmental Management System are available
- Communicating the importance of effective environmental management and of conforming to the environmental management system requirements
- Ensuring that the Environmental Management System achieves its intended outcomes.
- Directing and supporting our people to contribute to the effectiveness of the environmental management system
- Promoting continuous improvement

The Environmental Policy is communicated to all employees, external providers, and other interested parties



As an energy consultancy, Inenco is committed to reducing its impact on the environment through engagement with its stakeholders in the following ways:



Benchmarking, targeting, and monitoring

Inenco has implemented the ISO 14001 (2015) Environmental Management System and achieved the related accreditation to deliver a clear framework for bringing environmental management into the heart of the organisation.

This scheme is subject to annual independent third-party audit and verification and will allow realistic targets to be defined for reducing the impact of the business on the environment.

Our performance against these targets has been published in our annual sustainability report and shared on our website. We will adopt best practice and assist where possible in developing innovative solutions to environmental issues and problems facing the energy sector.



People

We recognise that people are key to helping us identify and reduce energy and water use and to reduce waste as we all have a part to play in improving our environment. Inenco is committed to delivering these improvements through effective communication of ideas with our colleagues in the workplace and, through them, to our wider communities.



Electricity

Inenco reviews and procures equipment that is energy efficient where reasonably possible. We communicate ways to reduce electricity in the office and at home to our people, particularly for home-based employees.



Heat

Inenco aims to reduce heating fuel consumption by:

- Engagement with our Landlord on ways to measure consumption and work with them on ways to reduce fuel consumption where reasonably possible
- Communication and encouraging effective and efficient ways to reduce fuel consumption with our people, both in the workplace and in their homes.





Water

We will explain ways for our people to reduce water consumption in their homes and work with our landlord to ensure that:

- Overall consumptions for buildings are consistent with expectations (i.e. ensure no major water leaks on the site)
- Building users have a clear method of reporting water leaks or faults on taps or toilets to the Landlord.



Transport

Inenco recognises that travel may often be required for our people, but we are committed to:

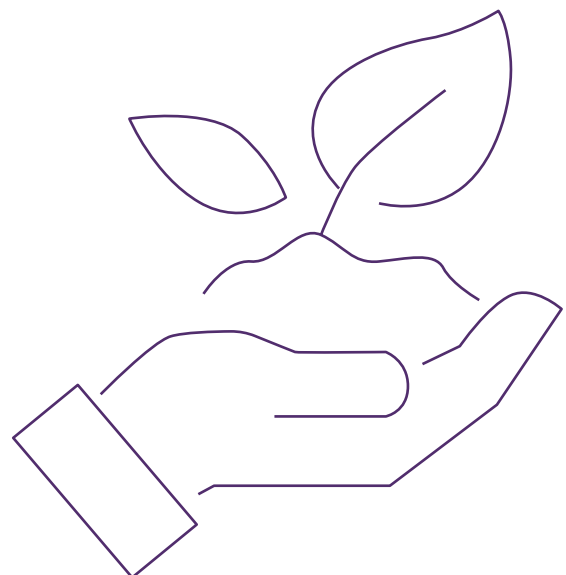
- Reducing unnecessary travel and promoting alternative methods of communication or public transport where reasonably possible
- Periodically monitoring vehicle use in Inenco to make improvements and reduce the impact of these on the environment, to reduce local air pollution and minimise carbon emissions where possible.



Waste

We will engage with our people and Landlord to monitor and look for ways to reduce or improve waste production and recycling activities.

This includes promoting to our people the use of recyclable or bio-degradable materials rather than single use materials for in the office and at home wherever possible.





Social

Inenco is committed to giving something back to the community through its people, charities and local initiatives or partnerships.



Building up communities

We are committed to bringing our people together to make a difference locally by carefully selecting and promoting local initiatives.

We will focus our efforts on interventions and projects that support socially and economically disadvantaged communities.

We support our people who interact and engage with established community initiatives and provide voluntary work opportunities outside of the workplace.



Fundraising

We know that we can help make a difference to others by fundraising for charities that are important to our employees. We will:

- Work with our employees to periodically select local charities to promote and engage with over the year.
- Arrange and communicate with our people regular social activities to promote and fundraise for the nominated charities throughout the year.
- Inenco will match funds raised by employees, up to a maximum amount per charity.



Opportunities to work

We recognise the benefits of work-experience and are committed to offering opportunities to those within the community hoping to gain experience and exposure in our industry.

Our Work Experience Policy sets out our commitment to support students and people looking for opportunities to gain valuable experience in the following ways:

- Work-experience for children of compulsory school age
- Work-experience placement for study
- Internship – work-experience placement





Investing in our people

We recognise how important job satisfaction is to retain and attract the best talent. We are committed to investing and developing our people by:

- Equipping our people with the right tools to do their job by investing in technology
- Investing in development opportunities to upskill and continuously grow our people. The details of how we develop our capability are set out in our Learning & Development Policy
- Ensuring all our employees have the right Health and Safety training they need to stay safe at work
- We will ensure that we create a rewarding benefit platform that looks after our people
- Developing our managers and leaders, providing opportunities to develop their skills and knowledge
- Providing a range of learning opportunities from face-to-face group training, online elearning and training and webinars

We aim to provide an engaged and involved workplace where we enjoy coming together in and out of work.

Teamwork and communication are important to us and we have an Engagement group with representatives across the business. The aim of the group is to engage our people in change and provide a listening and consultation forum.



Unlocking potential

Inenco recognises that people are key to our success and we know the importance of eliminating any barriers and creating a positive environment for our people. We recognise:

- Our role and responsibility to ensure we provide the policies and tools needed to support our people's health and wellbeing
- The importance of creating a culture of recognition and rewarding our people by communicating a comprehensive benefits package which supports this.





Governance



Risk Management

The Inenco Executive team aim to demonstrate to our stakeholders that professional risk

management is embedded within the organisation. The Internal Audit function work closely with the executive to ensure that continuous improvement and quality output is achieved in respect of risk management and assurance reporting. The focus is on delivering a process by which risks are identified, assessed, mitigated, and reported in a structured and embedded framework, enabling consistent and accurate oversight and management.



Risk Response & Appetite

It is our aim to reduce residual risk to a level which is within the overall risk appetite of the Group,

A FIRM (Financial, Infrastructure, Reputational, Marketplace) Risk Scorecard approach is used to determine and present the level of risk within

the business. This approach enables a consistent methodology and the simple classification can be explored further and monitored to aid the achievement of business objectives.



A 5 Step Risk Action Plan

Inenco's approach to risk management is shaped around 5 key pillars of:

- **Sponsorship:** An accountable and responsible risk owner is allocated to own the risks, implement controls, monitor, and report in line with the Group Risk Framework & Guidance.
- **Strategy:** Business objectives are aligned with risks, controls and reporting e.g., Key Performance Indicators, Service Level Agreements, targets, and process improvement.
- **Risk Focus:** Risk awareness, promotion, monitoring and ownership.
- **Risk Register:** This is integrated into business decision making and objectives and focuses upon drilling down into the management of risks to cover identification, assessment, mitigating controls, impacts and scoring.
- **Risk Dashboard:** This provides high level reporting covering key risks indicators, status updates, risk rating & classification





Relationships with clients

We recognise that maintaining a respectful and professional relationship with our clients is a cornerstone of how we do business. These behaviours are expected from all our employees at all levels within Inenco and we continuously develop our employees so that they have the expertise and competencies to build trust with our clients.



Relationships with Suppliers and Business Partners

Inenco will apply the same principles we operate with our clients to all our suppliers, service providers and business partners. If services are not deemed to comply with contracts or other issues arise, we will ensure that there is a clear and fair process for escalation and resolution. Both existing and future service level agreements will be regularly reviewed to ensure that these meet the reasonable expectation of all stakeholders.



Ethical operating practices and quality service

Inenco operates in a regulated industry and works within the rules that are managed by Ofgem and other organisations. Inenco is committed to work within the rules and guidelines of these bodies and to exercise ethical and sustainable policies in carrying out business. We will achieve this through fair and transparent business practices and by placing Corporate Social Responsibility at the heart of our culture.

We have an employment framework to support ethical business practices, including the following:

- Anti-Bribery, Corruption & Ethical Conduct Policy
- Whistleblowing Policy
- Equality, Diversity & Inclusion Policy
- Dignity at Work Policy
- Modern Slavery Statement
- Grievance Resolution Policy
- Disciplinary Policy
- Recruitment Policy
- Performance Appraisal Policy

Inenco recognises that our people are the reason for our continued success, and we aim to continue to attract, retain and develop the best talent.



Promoting diversity and equality

We will strive to create a culture in which our people can be themselves and succeed. Inenco is committed to ensuring that we:

- Create and develop clear policies which are inclusive and encourage diversity.
- Communicate and engage with our people on how to promote equality in the workplace.
- Raise awareness and support our people on how to address inequality or discrimination in the workplace.
- Seek to enhance the diversity balance of our leadership team and the organisation as a whole, to reflect the communities in which we live and work.
- Report and publish our gender pay gap report and develop an annual action plan



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