

C0. Introduction

C0.1

(C0.1) Give a general description and introduction to your organization.

Maintel is a cloud and managed services company focused on communications.

Our people become trusted partners for our clients, creating value by helping them improve their business by:

- making their people more effective and efficient with digital workplace technology
- helping them to acquire, develop and retain their customers with customer experience technology
- securely connecting their employees to their applications and their data with secure connectivity

Although Maintel's historic roots are as a provider of on-premise technology and services, Maintel's flagship offer is its ICON suite of cloud and managed services and now more than 25% of all revenues come from customers taking Maintel's cloud & software services. Maintel's cloud communications services have seen significant (31%) growth in seat count and 44% growth in subscription revenue in the year and are a key strategic focus for FY21 and beyond.

Maintel has 5 key landlord operated office locations in the UK;

Blackfriars, London HQ

Glasgow

Blackburn

Cannock

Fareham

Environmental aspects are contained within the scope of Maintel ISO14001 certification which has a boundary of our office locations.

We ensure our approach to maintaining environmental management in all operations through sustainable procurement and creating an environmentally aware ethos within Maintel. We have identified possible impacts we have on our environment and have in place controls to ensure the environment is protected through regular review and assessment.

Maintel Chief Executive Officer is responsible and accountable for the Integrated Management System (IMS) which contains the ISO14001 Environmental management system and provides overall strategic direction and delegates appropriately. The Customer Experience Director (CXD) is designated by the CEO as the approved person for ensuring that all aspects of the IMS are effectively implemented, controlled, and managed. The CEO depends on the CXD and Management Representatives to co-ordinate activities throughout Maintel, ensuring that suitable policies, procedures, and processes are in place to support Maintel IMS.

C0.2

(C0.2) State the start and end date of the year for which you are reporting data.

	Start date	End date	Indicate if you are providing emissions data for past reporting years	Select the number of past reporting years you will be providing emissions data for
Reporting year	April 1 2019	March 31 2020	No	<Not Applicable>

C0.3

(C0.3) Select the countries/areas for which you will be supplying data.

United Kingdom of Great Britain and Northern Ireland

C0.4

(C0.4) Select the currency used for all financial information disclosed throughout your response.

GBP

C0.5

(C0.5) Select the option that describes the reporting boundary for which climate-related impacts on your business are being reported. Note that this option should align with your chosen approach for consolidating your GHG inventory.

Operational control

C1. Governance

C1.1

(C1.1) Is there board-level oversight of climate-related issues within your organization?

Yes

C1.1a

(C1.1a) Identify the position(s) (do not include any names) of the individual(s) on the board with responsibility for climate-related issues.

Position of individual(s)	Please explain
Chief Executive Officer (CEO)	The Chief Executive Officer is responsible and accountable for the Integrated Management System (IMS) within Maintel and provides overall strategic direction and delegating appropriately. The Customer Experience Director (CXD) is designated by the CEO as the approved person for ensuring that all aspects of the IMS are effectively implemented, controlled, and managed. The CEO depends on the CXD and Management Representatives to co-ordinate activities throughout Maintel, ensuring that suitable policies, procedures, and processes are in place to support Maintel IMS.
Board-level committee	The Risk Committee, chaired by non-executive director is responsible for reviewing all Environmental impact aspects and reports provided by Customer Experience Director and Management Representatives

C1.1b

(C1.1b) Provide further details on the board's oversight of climate-related issues.

Frequency with which climate-related issues are a scheduled agenda item	Governance mechanisms into which climate-related issues are integrated	Scope of board-level oversight	Please explain
Scheduled – all meetings	Reviewing and guiding risk management policies	<Not Applicable>	Impact aspects are reported from the Executive Management Team to Board on a monthly basis and included as an agenda item at all Board meetings. Maintel risk management policy and associated process enables operational impacts identified by any employee to be raised to the Corporate risk assessment and monthly Board report.
Scheduled – some meetings	Reviewing and guiding strategy Reviewing and guiding annual budgets Reviewing and guiding business plans Setting performance objectives Monitoring implementation and performance of objectives	<Not Applicable>	Maintel adheres to an annual budget and target cycle. All targets are set at Board and disseminated to the appropriate operating levels and roles throughout the company to ensure that each target, based on company overall strategy is relevant to the recipient.
Sporadic - as important matters arise	Reviewing and guiding major plans of action Monitoring implementation and performance of objectives Overseeing major capital expenditures, acquisitions and divestitures Monitoring and overseeing progress against goals and targets for addressing climate-related issues	<Not Applicable>	In addition to monthly Board reporting containing Environmental aspects, the Board make appropriate time for employee/manager presentation and progress reports for key action areas and progress towards targets.

C1.2

(C1.2) Provide the highest management-level position(s) or committee(s) with responsibility for climate-related issues.

Name of the position(s) and/or committee(s)	Reporting line	Responsibility	Coverage of responsibility	Frequency of reporting to the board on climate-related issues
Chief Executive Officer (CEO)	<Not Applicable>	Both assessing and managing climate-related risks and opportunities	<Not Applicable>	More frequently than quarterly
Risk committee	<Not Applicable>	Assessing climate-related risks and opportunities	<Not Applicable>	More frequently than quarterly
Environmental, Health, and Safety manager	<Not Applicable>	Both assessing and managing climate-related risks and opportunities	<Not Applicable>	More frequently than quarterly
Process operation manager	<Not Applicable>	Both assessing and managing climate-related risks and opportunities	<Not Applicable>	Half-yearly
Risk manager	<Not Applicable>	Both assessing and managing climate-related risks and opportunities	<Not Applicable>	More frequently than quarterly

C1.2a

(C1.2a) Describe where in the organizational structure this/these position(s) and/or committees lie, what their associated responsibilities are, and how climate-related issues are monitored (do not include the names of individuals).

Chief Executive Officer (CEO) is responsible and accountable for the Integrated Management System (IMS) within Maintel that contains our ISO14001 Environmental Management System and provides overall strategic direction and delegating appropriately. The Customer Experience Director (CXD) is designated by the CEO as the approved person for ensuring that all aspects of the IMS are effectively implemented, controlled, and managed. The CEO depends on the CXD and Management Representatives to co-ordinate activities throughout Maintel, ensuring that suitable policies, procedures, and processes are in place to support Maintel IMS.

Customer Experience Director (CXD) approves aspects of the IMS including processes, policies and procedures and associated documentation and delegates operational responsibilities for the IMS to the Management Representatives and manages the risk management review and reporting regime and committee which meets monthly to review Corporate Level risks and 6 monthly to specifically review Environmental risks unless an occurrence has arisen that requires additional, more frequent review.

Management Representatives are responsible for overseeing and administering the Maintel compliance program. The Management Representatives serve as the Subject Matter Expert (SME) and are responsible for ensuring that suitable policies, procedures, and processes are compliant with actual practices and the relevant Standards and regulations.

The Management Representatives are responsible for ensuring the following are carried out within the stated time for the process: -

Planning the IMS (Plan)

Implementing and operating the IMS (Do)

Monitoring and Reviewing the IMS (Check)

Maintaining and Improving the IMS (Act)

This includes, but is not limited to;

Regular review of the compliance program to ensure policies and documentation adequately address legal and certification requirements

Analysing the effectiveness of compliance education and training activities

Co-ordination of Certification Body ongoing assessments (External audits)

Defining the scope of the IMS

Documentation Management

Improvement forms

Internal Audits

Objectives and Targets

Organisational Chart

Recording of Management Review information

Risk and Impact Assessments – Security, Health and Safety, Environmental

Supplier evaluations

Testing and review of the Business Continuity Plan

Updates to training information

The Management Representatives and Office Leaders are the driving force behind our Environment to encourage participation and receipt of ideas, concerns and comments.

Regular communication through email and refresher training encourages staff to become involved and ensure improvements and changes are discussed and appropriately implemented.

Business Continuity Teams: The following teams have been created for effective management in the event of an incident which invokes the Business Continuity Plan;

Gold command: has overall control of Maintel resources and formulates the strategy for recovery of the BCP event and is likely to be a member of Maintel Executive or Senior Management Team

Silver command: Manages the tactical implementation following the strategic direction provided by Gold command and turns the strategic direction into a set of actions for appropriate resources to complete. This may include being directly involved in carrying out technical actions.

The Business Continuity Plan provides details of team member names and contact details.

All Employees - It is the responsibility of all staff to ensure they have full awareness of the IMS. They should ensure they complete IMS awareness training and policy acknowledgements. Other duties include ensuring they conduct their own DSE assessment using the form on MyMaintel. All Maintel employees must comply with the policies, procedures and processes laid out in Maintel IMS.

C1.3

(C1.3) Do you provide incentives for the management of climate-related issues, including the attainment of targets?

	Provide incentives for the management of climate-related issues	Comment
Row 1	No, not currently but we plan to introduce them in the next two years	Maintel is reviewing the implementation of Environmentally based incentives for management where climate-related issues are concerned. Maintel are working through the broadening of their Environmental aspects and impacts and have partnered with World Wide Generation to record, in addition to CDP, their compliance with GRI, SASB and SGDs

C2. Risks and opportunities

C2.1

(C2.1) Does your organization have a process for identifying, assessing, and responding to climate-related risks and opportunities?

Yes

C2.1a

(C2.1a) How does your organization define short-, medium- and long-term time horizons?

	From (years)	To (years)	Comment
Short-term	1	2	Maintel regularly review Environmental risk as part of the risk management policy and report regularly to the Board. The review is rolling with account taken for overall company strategy within the period to set appropriate objectives.
Medium-term	2	5	The medium term view is noted within the Environmental risk assessment and discussed at regular management meetings, comparing risk and impact with company strategy
Long-term	5		Horizon view is used to identify risks and impacts aligned to long term company strategy.

C2.1b

(C2.1b) How does your organization define substantive financial or strategic impact on your business?

The Maintel Risk Management Policy sets out our overall approach to risk management within the business and provides a framework for ensuring consistency of identification, assessment, reporting and ongoing review of risks. Regular meetings take place where risk, including environmental impact is an agenda item and a nominated Director has responsibility for ensuring new risks identified are appropriately recorded within Operational and Corporate risk where they are measured for probability of occurrence and impact. The implementation of the Risk Policy is the process by which we identify risks in relation to;

- o the achievement of our objectives
- o specific categories of activity/asset
- o emerging threats and vulnerabilities
- assess their relative likelihood and impact
- respond to the risks identified, considering our assessment and risk appetite
- review and report on risks to ensure that Maintel risk profile is up to date, to provide assurance that responses are effective, and identify when further action is necessary.

Maintel risk appetite is defined as the amount of risk that the organisation is willing to seek or accept in the pursuit of long-term objectives. Maintel appetite for risk is;

Maintel approach is to minimise its exposure to reputational risks, regulatory and compliance risks, and risks relating to the security of systems and data, whilst being more open to risks relating to the pursuit of innovating our services, building our customer base and increasing our competitive strength in the market.

A simple calculation relating to the impact and probability of occurrence is completed to rate the risk as Low, Medium, High or Very High and depending upon the strength of the plans to mitigate and/or remove the risk an automatic treatment flag is raised to prioritise the risk mitigation actions.

C2.2

(C2.2) Describe your process(es) for identifying, assessing and responding to climate-related risks and opportunities.

Value chain stage(s) covered

Direct operations

Risk management process

Integrated into multi-disciplinary company-wide risk management process

Frequency of assessment

More than once a year

Time horizon(s) covered

Short-term

Medium-term

Long-term

Description of process

The implementation of the Risk Management Policy is the process by which we identify risks in relation to; o the achievement of our objectives o specific categories of activity/asset o emerging threats and vulnerabilities By successfully implementation we expect to: • successfully achieve our objectives and minimise the risk of failure • take a proactive approach, anticipating and influencing events before they occur • facilitate better informed decision making • improve our contingency planning. Policy is reviewed annually as part of compliance routine and scrutinised by the Board bi-annually. In addition, an immediate review is completed following major changes policy. Risk Appetite: Maintel approach is to minimise its exposure to reputational risks, regulatory and compliance risks, and risks relating to the security of systems and data, whilst being more open to risks relating to the pursuit of innovating our services, building our customer base and increasing our competitive strength in the market. • Corporate Risk Register: Owned by the Board with input from agreed meetings and IMS Risk register. • IMS Risk: Compiled of the Information Security, Health and Safety, Environmental and Business Continuity risk registers and owned by the Customer Experience team to manage operational risk with input from across the business. Risks identified as High or Very High within IMS risk are escalated to the corporate risk register. Board: Set the tone for risk management including risk appetite and has overall responsibility for the risk management arrangements and the effectiveness of the arrangements, Periodic review the corporate risk register, Receive reporting of any new major risks and significant breaches of risk appetite, Horizon scanning and consideration of emerging risks Audit and Risk Committee: Responsible to the Board for oversight of the risk management activities, Ensure the approach to risk management is sound and operating as intended, Challenge the Corporate risk register, the scoring and the risks on the register, Monitor actions and processes to ensure compliance and assess the level of assurance on the controls in place, Horizon scanning and consideration of emerging risks Chief Executive Officer: Accountable for the effectiveness of Maintel risk management and ensuring the approach to risk management is sound and operating as intended. The CEO is supported by the Executive team and Customer Experience Team Leader. Executive Directors: Periodically review, update and amend the entire corporate risk register, Challenge the risks, scores and mitigations of other risk owners, Recommend where further mitigating actions may be required Customer Experience Director Act as an advocate for risk management across all levels of the business, Responsible for development of the business's risk management procedures subject to approval by the Board, Drafting the Risk Management Policy for Board approval, presenting it for periodic review and approval and monitoring the application of the policy, Co-ordinate risk management activities of the management and compliance teams and escalating new risks to the appropriate risk register, Compile risk information and reports for the Executive team and Board Compliance Team: Responsible for the Operational Risk Assessment "IMS Risk" which includes Security, Health and Safety, Business Continuity and Environmental aspects, Identify specific categories of activity/asset and the threats that can impact them, Set "rules of engagement" for the use of the asset or whilst conducting the activity, Record the appropriate legislation, location and owner for each risk, Identify precautions and recommend actions to be taken to protect activity/asset Risk Owners Embed the risk management culture within the business, Identify and score risks at gross and net levels, Monitor the operation of controls to ensure that they are operating with enough effectiveness to justify the residual/net risk score, Identify and report changes in the

external or internal environment that can influence the risk profile All Staff: Responsibility for risk management and internal control in their own areas of operation; Understand, accept and implement risk management process, Be alert to risks associated with the activities that they perform, Report to Risk Owners inefficient, unnecessary or unworkable controls Report to Risk Owners losses and near misses. Some employees may be a nominated risk owner responsible for ensuring the mitigating actions are in place. Risks identified from 4 main sources: New risks identified from business planning processes: Risk Owners are required to assess the risks that threaten the achievement of their objectives and identify specific exposures whilst planning for appropriate mitigation, e.g. management controls and actions to reduce probability and/or impact of the risk exposure. This must include both risks that could prevent objectives being achieved and additional exposures that arise because of pursuing these objectives. Identifying risks from the business planning process should include a review of the key performance issues experienced over the last financial year and include all material environmental trends that potentially impact upon Maintel and its main objectives. Risks identified from new project appraisal: New project appraisal is an on-going activity where business proposals are formulated. Project specific risks are identified during this process. Risks identified from existing operations: Risks relating to compliance with regulations and nominated standards and certifications that Maintel adhere to are identified, managed and monitored as part of Maintel core operations including Assets, Activities, Services, COSHH (If required), Vulnerabilities and Interested parties. Risks identified from the external environment: Sector analysis and horizon scanning techniques are used to identify potential (external) risks arising from Maintel operating environment Identified risk is measured with respect to its severity (consequence) on the business and the probability of its likely occurrence. These scores are used to calculate the Significance value of the risk. A residual significance value based on the same formula is calculated and recorded within the risk assessment to identify the significance of the risk after mitigation/treatment has been completed. Risks with a Significance value of 10 and above are deemed to be the main exposures facing the business. These need to be managed and the aggregate impact of their potential occurrence needs to be effectively mitigated. Where an Operational risk with IMS Risk register has a Significance value of 10 or above it is transferred to the Corporate Risk Register and reported in the monthly Corporate risk report.

Value chain stage(s) covered

Upstream

Risk management process

Integrated into multi-disciplinary company-wide risk management process

Frequency of assessment

Every two years

Time horizon(s) covered

Short-term

Description of process

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C2.2a

(C2.2a) Which risk types are considered in your organization's climate-related risk assessments?

	Relevance & inclusion	Please explain
Current regulation	Relevant, always included	The Management Representatives and Top Management, in conjunction with Legal, are responsible for identifying and ensuring Maintel complies with all relevant Legal Requirements relating to environmental, health and safety, information security and business issues. The objective of this policy is to ensure that all relevant legal and regulatory requirements are effectively identified and communicated throughout Maintel. All members of staff are required to comply with legal and regulatory requirements. Relevant national legislation is identified through the risk management policy. Where the scope of operations is outside the national legislative remit, then other relevant legislation for the country of operations should be identified and communicated. All legislation that is reasonably applicable to Maintel shall be kept within the Legal Register together with a brief description of its requirements. Legislation is reviewed on an annual basis, or as required when significant changes occur. All members of the Compliance Team are encouraged to sign up to relevant updates for their sphere of knowledge and update the team at the Management Review Meetings. At these meetings, if actions are to be carried out following legislative updates, this information is to be escalated to Board level for decisions on communication. The Legal Register provides a list of key legislation applicable to Maintel and is utilised to undertake regular reviews and is reviewed as part of the Management Review of the Integrated Management system to ensure that all legislation is correctly identified and communicated. The legal requirements of Maintel are communicated as per our Communications Policy.
Emerging regulation	Relevant, always included	The Management Representatives and Top Management, in conjunction with Legal, are responsible for identifying and ensuring Maintel complies with all relevant Legal Requirements relating to environmental, health and safety, information security and business issues. The objective of this policy is to ensure that all relevant legal and regulatory requirements are effectively identified and communicated throughout Maintel. All members of staff are required to comply with legal and regulatory requirements. Relevant national legislation is identified through the risk management policy. Where the scope of operations is outside the national legislative remit, then other relevant legislation for the country of operations should be identified and communicated. All legislation that is reasonably applicable to Maintel shall be kept within the Legal Register together with a brief description of its requirements. Legislation is reviewed on an annual basis, or as required when significant changes occur. All members of the Compliance Team are encouraged to sign up to relevant updates for their sphere of knowledge and update the team at the Management Review Meetings. At these meetings, if actions are to be carried out following legislative updates, this information is to be escalated to Board level for decisions on communication. The Legal Register provides a list of key legislation applicable to Maintel and is utilised to undertake regular reviews and is reviewed as part of the Management Review of the Integrated Management system to ensure that all legislation is correctly identified and communicated. The legal requirements of Maintel are communicated as per our Communications Policy.
Technology	Relevant, sometimes included	Maintel includes identified impacts and risks within the Risk Management process and is aware that this area needs to be broadened. A project is underway to improve the review of technology improvements and innovations that support a move to lower-carbon emissions and are on track to report in February 2022
Legal	Relevant, always included	Maintel compliance routine includes review of regulations and requirements, identifies risks and impacts, mitigation and control in addition to reviewing and litigation claims or actions/non action that may lead to litigation claims.
Market	Relevant, always included	Maintel CTO, Sales, Finance, Product and Procurement departments complete horizon view to identify shifts in demand and supply. Maintel product base is wide to cater for occasional/sustained shortages and risk and impact assessment is completed regularly. Supply and demand are discussed weekly at the Exec Management meeting
Reputation	Relevant, always included	The Board are ultimately responsible for Maintel reputation and there is a consistent reputational risk logged within the Corporate Risk assessment. Employees are made aware of potential reputational impact through training, policies and regular email and video updates.
Acute physical	Relevant, always included	Maintel currently manages business continuity, which takes into account Environmental impacts and aspects through the Integrated Management System which is certified to ISO27001 and ISO14001. There is a project underway to add ISO22301 to compliment our overall business continuity plan and procedures with a target of February 2022 for certification. The BCP covers emergency preparedness and response for environmental, technological and health and safety events which may occur and affect the normal business operations within Maintel and works in conjunction with the Disaster recovery plan and associated processes. Maintel employees are engaged with implementing preventative measures whenever possible to minimise failure and recover as rapidly as possible when a failure occurs. The scope of the BCP includes all Maintel offices, Maintel employees, the Maintel Corporate IT infrastructure and 3rd party cloud service applications and, the Maintel Service Provider Infrastructure and associated hosted applications are included within the within the scope of BCP. The following events are beyond the scope of BCP and if any of the following events occur Maintel will follow national guidance for the safety of Maintel personnel and management of operations: - Civil War - Major Terrorism - National Disaster - National Grid power outage - Nuclear war The list of BCP Events is reviewed annually, and should an incident occur that is not covered and subsequently assessed as requiring inclusion, a process for resuming business will be included. - Building Inaccessibility - Civil Unrest - Cyber Attack - Fire Event - Flood or Water Event - IT Infrastructure and 3rd Party applications outage - Service Provider Infrastructure and associated hosted applications outage - Natural Disaster - Pandemic / Epidemic - Prolonged Power Outage - Service Desk outage - Severe Weather Disruption - Terrorist Attack The BCP links directly to the Risk Management policy and procedures and Maintel improvement process. Events are reviewed annually and where an event is identified that is not currently included within the BCP, it is added and the appropriate processes, risks and training completed.
Chronic physical	Relevant, always included	Maintel currently manages business continuity, which takes into account Environmental impacts and aspects through the Integrated Management System which is certified to ISO27001 and ISO14001. There is a project underway to add ISO22301 to compliment our overall business continuity plan and procedures with a target of February 2022 for certification. The BCP covers emergency preparedness and response for environmental, technological and health and safety events which may occur and affect the normal business operations within Maintel and works in conjunction with the Disaster recovery plan and associated processes. Maintel employees are engaged with implementing preventative measures whenever possible to minimise failure and recover as rapidly as possible when a failure occurs. The scope of the BCP includes all Maintel offices, Maintel employees, the Maintel Corporate IT infrastructure and 3rd party cloud service applications and, the Maintel Service Provider Infrastructure and associated hosted applications are included within the within the scope of BCP. The following events are beyond the scope of BCP and if any of the following events occur Maintel will follow national guidance for the safety of Maintel personnel and management of operations: - Civil War - Major Terrorism - National Disaster - National Grid power outage - Nuclear war The list of BCP Events is reviewed annually, and should an incident occur that is not covered and subsequently assessed as requiring inclusion, a process for resuming business will be included. - Building Inaccessibility - Civil Unrest - Cyber Attack - Fire Event - Flood or Water Event - IT Infrastructure and 3rd Party applications outage - Service Provider Infrastructure and associated hosted applications outage - Natural Disaster - Pandemic / Epidemic - Prolonged Power Outage - Service Desk outage - Severe Weather Disruption - Terrorist Attack The BCP links directly to the Risk Management policy and procedures and Maintel improvement process. Events are reviewed annually and where an event is identified that is not currently included within the BCP, it is added and the appropriate processes, risks and training completed.

C2.3

(C2.3) Have you identified any inherent climate-related risks with the potential to have a substantive financial or strategic impact on your business?

No

C2.3b

(C2.3b) Why do you not consider your organization to be exposed to climate-related risks with the potential to have a substantive financial or strategic impact on your business?

	Primary reason	Please explain
Row 1	Evaluation in process	Risks are recorded, evaluated and monitored. No manufacturing is undertaken, remote workers are in excess of 50% of the company and our strategy is to work with customers to move to cloud based, lower emission installation. A project is underway to broaden the view through value chain to further identify risks that may have a substantial financial or strategic impact and horizon scanning continues as part of the Risk Management processes.

C2.4

(C2.4) Have you identified any climate-related opportunities with the potential to have a substantive financial or strategic impact on your business?

Yes

C2.4a

(C2.4a) Provide details of opportunities identified with the potential to have a substantive financial or strategic impact on your business.

Identifier

Opp1

Where in the value chain does the opportunity occur?

Downstream

Opportunity type

Products and services

Primary climate-related opportunity driver

Development and/or expansion of low emission goods and services

Primary potential financial impact

Increased revenues resulting from increased demand for products and services

Company-specific description

Our strategy is to assist customers with a move from on-premise equipment to cloud based technology and make best use of shared environment (appropriately secured and segmented) in order to reduce electrical consumption and benefit overall carbon emissions

Time horizon

Medium-term

Likelihood

Very likely

Magnitude of impact

Medium

Are you able to provide a potential financial impact figure?

No, we do not have this figure

Potential financial impact figure (currency)

<Not Applicable>

Potential financial impact figure – minimum (currency)

<Not Applicable>

Potential financial impact figure – maximum (currency)

<Not Applicable>

Explanation of financial impact figure

The project is initiated but within the starting phase and detailed figures are not yet available

Cost to realize opportunity

Strategy to realize opportunity and explanation of cost calculation

Comment

Identifier

Opp2

Where in the value chain does the opportunity occur?

Direct operations

Opportunity type

Energy source

Primary climate-related opportunity driver

Use of lower-emission sources of energy

Primary potential financial impact

Reduced direct costs

Company-specific description

Current Gas and Electricity supply tariffs have been identified as outside of supplier Green tariff provision and an appropriate risk raised for action to review tariffs, reduce cost and ensure that only renewable energy is purchased through update of policy

Time horizon

Short-term

Likelihood

Virtually certain

Magnitude of impact

Medium-high

Are you able to provide a potential financial impact figure?

No, we do not have this figure

Potential financial impact figure (currency)

<Not Applicable>

Potential financial impact figure – minimum (currency)

<Not Applicable>

Potential financial impact figure – maximum (currency)

<Not Applicable>

Explanation of financial impact figure

The project is initiated but within the starting phase and detailed figures are not yet available

Cost to realize opportunity

Strategy to realize opportunity and explanation of cost calculation

Maintel commitment to Environmental impact has recently been reviewed and a wide scope project initiated to implement improvements based on impact analysis through the Maintel risk management processes

Comment

Board level approval received for the strengthening of Environmental aspects

Identifier

Opp3

Where in the value chain does the opportunity occur?

Upstream

Opportunity type

Energy source

Primary climate-related opportunity driver

Use of lower-emission sources of energy

Primary potential financial impact

Reduced indirect (operating) costs

Company-specific description

Supplier management processes are being overhauled following identification that Data Centre and Landlord owned premises do not provide evidence of green tariff electricity.

Time horizon

Short-term

Likelihood

Virtually certain

Magnitude of impact

Medium-high

Are you able to provide a potential financial impact figure?

No, we do not have this figure

Potential financial impact figure (currency)

<Not Applicable>

Potential financial impact figure – minimum (currency)

<Not Applicable>

Potential financial impact figure – maximum (currency)

<Not Applicable>

Explanation of financial impact figure

The project is initiated but within the starting phase and detailed figures are not yet available

Cost to realize opportunity

Strategy to realize opportunity and explanation of cost calculation

Maintel commitment to Environmental impact has recently been reviewed and a wide scope project initiated to implement improvements based on impact analysis through the Maintel risk management processes. Supplier management has been identified as an area of improvement and inclusion of further Environmental (and H&S) detail

Comment

It is intended to use our partnership with WWG and the G17Eco software to enable Suppliers to input more fully to Maintel Environmental risk management process.

C3. Business Strategy

C3.1

(C3.1) Have climate-related risks and opportunities influenced your organization's strategy and/or financial planning?

Yes

C3.1b

(C3.1b) Does your organization intend to publish a low-carbon transition plan in the next two years?

	Intention to publish a low-carbon transition plan	Intention to include the transition plan as a scheduled resolution item at Annual General Meetings (AGMs)	Comment
Row 1	Yes, in the next two years	No, we do not intend to include it as a scheduled AGM resolution item	Maintel Board have committed to increasing awareness and commitment to net zero and broadening the ISO14011 scope. It is intended to publish a low-carbon transition plan in H1 2022

C3.2

(C3.2) Does your organization use climate-related scenario analysis to inform its strategy?

Yes, qualitative

C3.2a

(C3.2a) Provide details of your organization's use of climate-related scenario analysis.

Climate-related scenarios and models applied	Details
Other, please specify (Sustainable Finance Disclosures, TCFD, UNGC 10 Principles, GRI and top level alignment to the SDGs are managed through our World Wide Governance G17Eco software.)	The G17Eco use is a relatively new project for Maintel and is in the early stages prior to utilising all recorded information and further improvement to commit to a science based target.

C3.3

(C3.3) Describe where and how climate-related risks and opportunities have influenced your strategy.

	Have climate-related risks and opportunities influenced your strategy in this area?	Description of influence
Products and services	Evaluation in progress	Maintel strategy to move customers to cloud based technology includes the reduction in carbon footprint from central cloud equipment. Full evaluation is underway and a report is targeted for early Feb 22
Supply chain and/or value chain	Evaluation in progress	Maintel strategy to move customers to cloud based technology includes the reduction in carbon footprint from central cloud equipment and management of supplier impacts to the environment. Full evaluation is underway and a report is targeted for early Feb 22
Investment in R&D	Evaluation in progress	Maintel strategy to move customers to cloud based technology includes the reduction in carbon footprint from central cloud equipment. Full evaluation is underway and a report is targeted for early Feb 22
Operations	Yes	Internal processes and procedures have been risk assessed in line with Maintel risk policy and policies surrounding Waste reduction and reuse.

C3.4

(C3.4) Describe where and how climate-related risks and opportunities have influenced your financial planning.

	Financial planning elements that have been influenced	Description of influence
Row 1	Direct costs Indirect costs Capital expenditures	Influence is driven through Maintel risk management and reporting. Each process, project and critical supplier is included within the risk process and horizon scanning to identify the least environmentally impacting options.

C3.4a

(C3.4a) Provide any additional information on how climate-related risks and opportunities have influenced your strategy and financial planning (optional).

C4. Targets and performance

C4.1

(C4.1) Did you have an emissions target that was active in the reporting year?

No target

C4.1c

(C4.1c) Explain why you did not have an emissions target, and forecast how your emissions will change over the next five years.

	Primary reason	Five-year forecast	Please explain
Row 1	We are planning to introduce a target in the next two years	TBA	We have embarked on our project and will be able to provide tangible information in early in 2022 through our initial sustainability report. We have included regulatory reporting within the FY20 Annual Accounts which will be utilised as our base line

C4.2

(C4.2) Did you have any other climate-related targets that were active in the reporting year?

Other climate-related target(s)

C4.2b

(C4.2b) Provide details of any other climate-related targets, including methane reduction targets.

Target reference number

Oth 1

Year target was set

2020

Target coverage

Company-wide

Target type: absolute or intensity

Please select

Target type: category & Metric (target numerator if reporting an intensity target)

Please select

Target denominator (intensity targets only)

<Not Applicable>

Base year

Figure or percentage in base year

Target year

Figure or percentage in target year

Figure or percentage in reporting year

% of target achieved [auto-calculated]

<Calculated field>

Target status in reporting year

Please select

Is this target part of an emissions target?

Is this target part of an overarching initiative?

Other, please specify (ISO14001)

Please explain (including target coverage)

Implement review of recycling activities to increase total recycling and reduce landfill

C4.3

(C4.3) Did you have emissions reduction initiatives that were active within the reporting year? Note that this can include those in the planning and/or implementation phases.

Yes

C4.3a

(C4.3a) Identify the total number of initiatives at each stage of development, and for those in the implementation stages, the estimated CO2e savings.

	Number of initiatives	Total estimated annual CO2e savings in metric tonnes CO2e (only for rows marked *)
Under investigation	4	
To be implemented*		
Implementation commenced*		
Implemented*		
Not to be implemented		

C4.3b

(C4.3b) Provide details on the initiatives implemented in the reporting year in the table below.

C4.3c

(C4.3c) What methods do you use to drive investment in emissions reduction activities?

Method	Comment
--------	---------

C4.5

(C4.5) Do you classify any of your existing goods and/or services as low-carbon products or do they enable a third party to avoid GHG emissions?

No

C5. Emissions methodology

C5.1

(C5.1) Provide your base year and base year emissions (Scopes 1 and 2).

Scope 1

Base year start

April 1 2019

Base year end

March 31 2020

Base year emissions (metric tons CO2e)

632.34

Comment

Emissions from Gas fuel combustion and Transportation

Scope 2 (location-based)

Base year start

April 1 2019

Base year end

March 31 2020

Base year emissions (metric tons CO2e)

137.48

Comment

Scope 2 (market-based)

Base year start

Base year end

Base year emissions (metric tons CO2e)

Comment

C5.2

(C5.2) Select the name of the standard, protocol, or methodology you have used to collect activity data and calculate emissions.

The Climate Registry: General Reporting Protocol

C6. Emissions data

C6.1

(C6.1) What were your organization's gross global Scope 1 emissions in metric tons CO2e?

Reporting year

Gross global Scope 1 emissions (metric tons CO2e)

632.34

Start date

<Not Applicable>

End date

<Not Applicable>

Comment

Total Direct emissions from Gas fuel combustion = 2.24 Total emissions Transportation 630.09

C6.2

(C6.2) Describe your organization's approach to reporting Scope 2 emissions.

Row 1

Scope 2, location-based

We are reporting a Scope 2, location-based figure

Scope 2, market-based

We have operations where we are able to access electricity supplier emission factors or residual emissions factors, but are unable to report a Scope 2, market-based figure

Comment

Our report is based on total at this point in time however, we have recorded electricity consumption across each location.

C6.3

(C6.3) What were your organization's gross global Scope 2 emissions in metric tons CO2e?

Reporting year

Scope 2, location-based

137.48

Scope 2, market-based (if applicable)

<Not Applicable>

Start date

<Not Applicable>

End date

<Not Applicable>

Comment

C6.4

(C6.4) Are there any sources (e.g. facilities, specific GHGs, activities, geographies, etc.) of Scope 1 and Scope 2 emissions that are within your selected reporting boundary which are not included in your disclosure?

No

C6.5

(C6.5) Account for your organization's gross global Scope 3 emissions, disclosing and explaining any exclusions.

Purchased goods and services

Evaluation status

Relevant, not yet calculated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

This is part of the project underway for FY21 but not yet recorded or reported.

Capital goods**Evaluation status**

Not evaluated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain**Fuel-and-energy-related activities (not included in Scope 1 or 2)****Evaluation status**

Relevant, not yet calculated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

This is part of the project underway for FY21 but not yet recorded or reported.

Upstream transportation and distribution**Evaluation status**

Relevant, not yet calculated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

This is part of the project underway for FY21 but not yet recorded or reported.

Waste generated in operations**Evaluation status**

Relevant, not yet calculated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

This is part of the project underway for FY21 but not yet recorded or reported.

Business travel**Evaluation status**

Relevant, not yet calculated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

This is part of the project underway for FY21 but not yet recorded or reported.

Employee commuting

Evaluation status

Relevant, calculated

Metric tonnes CO2e

630.09

Emissions calculation methodology

GHC Reporting Protocol - Corporate Standard including SECR

Percentage of emissions calculated using data obtained from suppliers or value chain partners

0

Please explain

This is part of the project underway for FY21

Upstream leased assets

Evaluation status

Not evaluated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

Downstream transportation and distribution

Evaluation status

Relevant, not yet calculated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

This is part of the project underway for FY21 but not yet recorded or reported.

Processing of sold products

Evaluation status

Relevant, not yet calculated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

Use of sold products

Evaluation status

Not evaluated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

End of life treatment of sold products**Evaluation status**

Relevant, not yet calculated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

This is part of the project underway for FY21 but not yet recorded or reported.

Downstream leased assets**Evaluation status**

Not evaluated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain**Franchises****Evaluation status**

Not relevant, explanation provided

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

No franchises in place

Investments**Evaluation status**

Not evaluated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain**Other (upstream)****Evaluation status**

Relevant, not yet calculated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

This is part of the project underway for FY21 but not yet recorded or reported.

Other (downstream)

Evaluation status

Not evaluated

Metric tonnes CO2e

<Not Applicable>

Emissions calculation methodology

<Not Applicable>

Percentage of emissions calculated using data obtained from suppliers or value chain partners

<Not Applicable>

Please explain

C6.7

(C6.7) Are carbon dioxide emissions from biogenic carbon relevant to your organization?

No

C6.10

(C6.10) Describe your gross global combined Scope 1 and 2 emissions for the reporting year in metric tons CO2e per unit currency total revenue and provide any additional intensity metrics that are appropriate to your business operations.

Intensity figure

1.31

Metric numerator (Gross global combined Scope 1 and 2 emissions, metric tons CO2e)

770.16

Metric denominator

full time equivalent (FTE) employee

Metric denominator: Unit total

589

Scope 2 figure used

Location-based

% change from previous year

0

Direction of change

No change

Reason for change

Previous year not recorded

C7. Emissions breakdowns

C7.1

(C7.1) Does your organization break down its Scope 1 emissions by greenhouse gas type?

Don't know

C7.2

(C7.2) Break down your total gross global Scope 1 emissions by country/region.

Country/Region	Scope 1 emissions (metric tons CO2e)
United Kingdom of Great Britain and Northern Ireland	632.34

C7.3

(C7.3) Indicate which gross global Scope 1 emissions breakdowns you are able to provide.

Please select

C7.5

(C7.5) Break down your total gross global Scope 2 emissions by country/region.

Country/Region	Scope 2, location-based (metric tons CO2e)	Scope 2, market-based (metric tons CO2e)	Purchased and consumed electricity, heat, steam or cooling (MWh)	Purchased and consumed low-carbon electricity, heat, steam or cooling accounted for in Scope 2 market-based approach (MWh)
United Kingdom of Great Britain and Northern Ireland	137.48	0	0	0

C7.6

(C7.6) Indicate which gross global Scope 2 emissions breakdowns you are able to provide.

C7.9

(C7.9) How do your gross global emissions (Scope 1 and 2 combined) for the reporting year compare to those of the previous reporting year?

This is our first year of reporting, so we cannot compare to last year

C8. Energy

C8.1

(C8.1) What percentage of your total operational spend in the reporting year was on energy?

More than 0% but less than or equal to 5%

C8.2

(C8.2) Select which energy-related activities your organization has undertaken.

	Indicate whether your organization undertook this energy-related activity in the reporting year
Consumption of fuel (excluding feedstocks)	Yes
Consumption of purchased or acquired electricity	Yes
Consumption of purchased or acquired heat	No
Consumption of purchased or acquired steam	No
Consumption of purchased or acquired cooling	No
Generation of electricity, heat, steam, or cooling	No

C8.2a

(C8.2a) Report your organization's energy consumption totals (excluding feedstocks) in MWh.

	Heating value	MWh from renewable sources	MWh from non-renewable sources	Total (renewable and non-renewable) MWh
Consumption of fuel (excluding feedstock)	Unable to confirm heating value	0	2.24	2.24
Consumption of purchased or acquired electricity	<Not Applicable>	0	137.48	137.48
Consumption of purchased or acquired heat	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Consumption of purchased or acquired steam	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Consumption of purchased or acquired cooling	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Consumption of self-generated non-fuel renewable energy	<Not Applicable>	<Not Applicable>	<Not Applicable>	<Not Applicable>
Total energy consumption	<Not Applicable>	0	139.72	139.72

C8.2b

(C8.2b) Select the applications of your organization's consumption of fuel.

	Indicate whether your organization undertakes this fuel application
Consumption of fuel for the generation of electricity	No
Consumption of fuel for the generation of heat	No
Consumption of fuel for the generation of steam	No
Consumption of fuel for the generation of cooling	No
Consumption of fuel for co-generation or tri-generation	No

C8.2c

(C8.2c) State how much fuel in MWh your organization has consumed (excluding feedstocks) by fuel type.

C9. Additional metrics

C9.1

(C9.1) Provide any additional climate-related metrics relevant to your business.

C10. Verification

C10.1

(C10.1) Indicate the verification/assurance status that applies to your reported emissions.

	Verification/assurance status
Scope 1	Third-party verification or assurance process in place
Scope 2 (location-based or market-based)	Third-party verification or assurance process in place
Scope 3	No emissions data provided

C10.1a

(C10.1a) Provide further details of the verification/assurance undertaken for your Scope 1 emissions, and attach the relevant statements.

Verification or assurance cycle in place

Annual process

Status in the current reporting year

Underway but not complete for reporting year – previous statement of process attached

Type of verification or assurance

High assurance

Attach the statement

Energy and Carbon Reporting (SECR) 2020.pdf

Page/ section reference

SECR Report

Relevant standard

Other, please specify (SECR)

Proportion of reported emissions verified (%)

100

C10.1b

(C10.1b) Provide further details of the verification/assurance undertaken for your Scope 2 emissions and attach the relevant statements.

C10.2

(C10.2) Do you verify any climate-related information reported in your CDP disclosure other than the emissions figures reported in C6.1, C6.3, and C6.5?
No, we do not verify any other climate-related information reported in our CDP disclosure

C11. Carbon pricing

C11.1

(C11.1) Are any of your operations or activities regulated by a carbon pricing system (i.e. ETS, Cap & Trade or Carbon Tax)?
No, and we do not anticipate being regulated in the next three years

C11.2

(C11.2) Has your organization originated or purchased any project-based carbon credits within the reporting period?
No

C11.3

(C11.3) Does your organization use an internal price on carbon?
No, but we anticipate doing so in the next two years

C12. Engagement

C12.1

(C12.1) Do you engage with your value chain on climate-related issues?
No, we do not engage

C12.1e

(C12.1e) Why do you not engage with any elements of your value chain on climate-related issues, and what are your plans to do so in the future?

We run an on-boarding process for all Suppliers and a regular review with critical suppliers however the depth of the Environmental aspects is being improved in H2 2021 with a view to launching additional review, questions and evidence collection specifically for Environmental impacts from Jan 2022

C12.3

(C12.3) Do you engage in activities that could either directly or indirectly influence public policy on climate-related issues through any of the following?
No

C12.3g

(C12.3g) Why do you not engage with policy makers on climate-related issues?

Current stance is under review by Maintel executive for inclusion in development plans in 2022

C12.4

(C12.4) Have you published information about your organization's response to climate change and GHG emissions performance for this reporting year in places other than in your CDP response? If so, please attach the publication(s).

Publication

In mainstream reports

Status

Complete

Attach the document

Energy and Carbon Reporting (SECR) 2020.pdf

Page/Section reference

Full report

Content elements

Governance

Emissions figures

Comment

C15. Signoff

C-FI

(C-FI) Use this field to provide any additional information or context that you feel is relevant to your organization's response. Please note that this field is optional and is not scored.

This is part of the project underway for FY21 but not yet recorded or reported.

C15.1

(C15.1) Provide details for the person that has signed off (approved) your CDP climate change response.

	Job title	Corresponding job category
Row 1	Customer Experience Director	Chief Sustainability Officer (CSO)

SC. Supply chain module

SC0.0

(SC0.0) If you would like to do so, please provide a separate introduction to this module.

SC0.1

(SC0.1) What is your company's annual revenue for the stated reporting period?

	Annual Revenue
Row 1	106.4

SC0.2

(SC0.2) Do you have an ISIN for your company that you would be willing to share with CDP?

No

SC1.1

(SC1.1) Allocate your emissions to your customers listed below according to the goods or services you have sold them in this reporting period.

SC1.2

(SC1.2) Where published information has been used in completing SC1.1, please provide a reference(s).

SC1.3

(SC1.3) What are the challenges in allocating emissions to different customers, and what would help you to overcome these challenges?

Allocation challenges	Please explain what would help you overcome these challenges
Diversity of product lines makes accurately accounting for each product/product line cost ineffective	Additional internal review and allocation of customer contracted configuration items to carbon footprint

SC1.4

(SC1.4) Do you plan to develop your capabilities to allocate emissions to your customers in the future?

Yes

SC1.4a

(SC1.4a) Describe how you plan to develop your capabilities.

Review of main products, focusing initially on Cloud products to allocate amount of Carbon used to each customer.

SC2.1

(SC2.1) Please propose any mutually beneficial climate-related projects you could collaborate on with specific CDP Supply Chain members.

Requesting member

Telefónica

Group type of project

Change to provision of goods and services

Type of project

More online / virtual provision of services

Emissions targeted

Actions that would reduce both our own and our customers' emissions

Estimated timeframe for carbon reductions to be realized

1-3 years

Estimated lifetime CO2e savings

Estimated payback

Please select

Details of proposal

Move away from on premise equipment to central hosted data centre environment. Carbon reduction to be calculated and included in proposals from Jan 2022. Centrally locating equipment in hosted racks produces a reduction in Electricity consumption

SC2.2

(SC2.2) Have requests or initiatives by CDP Supply Chain members prompted your organization to take organizational-level emissions reduction initiatives?

Yes

SC2.2a

(SC2.2a) Specify the requesting member(s) that have driven organizational-level emissions reduction initiatives, and provide information on the initiatives.

Requesting member

Telefónica

Initiative ID

2020-ID1

Group type of project

Other, please specify (Science Based Target commitment)

Type of project

Other, please specify

Description of the reduction initiative

A review of Science Based Target initiative is underway with a target to submit commitment by end 2021

Emissions reduction for the reporting year in metric tons of CO2e

Did you identify this opportunity as part of the CDP supply chain Action Exchange?

No

Would you be happy for CDP supply chain members to highlight this work in their external communication?

No

Requesting member

Telefónica

Initiative ID

2020-ID2

Group type of project

Other, please specify (Alignment to Global Social Development Goals)

Type of project

Other, please specify (Internal initiative)

Description of the reduction initiative

Engagement of World Wide Generation and provision of G17Eco software to capture Environmental, Social and Governance initiatives and measure against to the global SDGs. Initial report of progress due Feb 2022

Emissions reduction for the reporting year in metric tons of CO2e

Did you identify this opportunity as part of the CDP supply chain Action Exchange?

No

Would you be happy for CDP supply chain members to highlight this work in their external communication?

No

SC4.1

(SC4.1) Are you providing product level data for your organization's goods or services?

No, I am not providing data

Submit your response

In which language are you submitting your response?

English

Please confirm how your response should be handled by CDP

	I am submitting to	Public or Non-Public Submission	Are you ready to submit the additional Supply Chain questions?
I am submitting my response	Customers	Non-public	<Not Applicable>

Please confirm below

I have read and accept the applicable Terms