



**Impact**  
Solutions

# Environmental Report

January 2024 – December 2024

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# *Foreword*

*Welcome to our annual Environmental Report prepared for Impact IT Solutions. This report highlights key performance indicators and a narrative of the company's impact on its environmental outputs. As readers will know from previous reports, we have set ambitious targets for reducing our carbon footprint where we can, and this report will demonstrate how we are faring in achieving our goals and aspirations.*

*Impact is a thriving and expanding IT Services company, and because of its growth and expansion, its impact on the environment is expected to increase. However, we aim to minimise this as much as practicable through effective management controls. This report will demonstrate where we are now, where we want to be, and how we intend to get there with our environmental performance.*

*I hope you enjoy this third annual report, and I look forward to future reports demonstrating our continued commitment to this vital subject.*

*Jed Ward Managing Director 12<sup>th</sup> February 2025*

## Introduction

Impact IT Solutions is very aware of its role in minimising the environmental impact where it can. We have been collating data and information on its environmental aspects to create some benchmarks for future comparison. We have considered the most significant aspects of our environmental contribution and will attempt to measure, manage, and control these aspects as far as we can. Our measurement and reporting of these aspects will also improve as our environmental performance improves.

We published our first Environmental Policy Statement in November 2022, laying out our commitment to environmental improvements and the determination to contribute positively to reducing the negative effects of carbon production. We have updated the Policy statement this year as part of our environmental performance review, and this is included in the appendix to this report for information.

## Where are we now?

It is necessary to measure these aspects to improve and reduce our environmental impact. We have focussed on what it considers to be its most significant environmental impact, that of energy and transport. More measurements will be taken on other environmental aspects in the coming years.

Like many other forward-thinking companies, Impact IT Solutions has evolved its working patterns following the impact of the COVID-19 Pandemic. We have embraced flexible working patterns and a hybrid homeworking pattern that meets the needs of our staff while satisfying the growing demands of our expanding client base.

We started measuring our impacts over the last few years; data is available from 2020. Therefore, mileage and energy consumption will not indicate typical performance (Due to the COVID-19 restrictions at the time). However, we were keen to start measuring our performance. We are reporting our performance for the calendar year 2024 and comparing this with data collected for the calendar years 2021- 2023. As these reports continue, we can build a more accurate picture of our performance and improvement against the targets we will be setting ourselves.

## Emissions

The most widely used international accounting tool, the Greenhouse Gas (GHG) Protocol, categorises greenhouse gas emissions into 3 groups or “Scopes.”

Scope 1 covers direct emissions from owned or controlled sources. Scope 2 covers indirect emissions from the generation of purchased electricity, heating and cooling consumed by Impact IT Solutions. Scope 3 includes all other indirect emissions that occur in the company’s value chain. See the table below.

Scope 1	Scope 2	Scope 3
Fuel Combustion Company vehicles Fugitive Emissions	Purchased electricity, heat and steam	Purchased goods and services. Business travel Employee Commuting Waste disposal Use of sold products. Transportation and distribution (up and downstream) Investments Leased assets and franchises.

## Actions in 2024

As a direct result of the policy being considered, the company put steps in place to measure its environmental aspects. It created spreadsheets and datasets to measure outputs and looked at areas where we can improve our environmental credentials, including -

### Scope one

- Gas Consumption  
We have retendered our gas contract and have switched to a green energy supplier.
- Company vehicle miles
- Email traffic.

We have partnered with the Woodland Trust and sponsored tree planting within the UK to help offset our carbon emissions. The report will provide more details on this later.

Changes to our email footer and algorithm have significantly reduced the size of emails where staff are dealing with known personnel. This reduction in email context and size has positively affected the CO2 generated via emails.

## **Scope two**

- Electricity consumption

We use only 100% renewable electricity at our offices and have considered steps to reduce consumption where practicable, such as installing auto sensors in less frequently occupied rooms and switching our emergency and main-stream lighting to LED replacements, which consume significantly less energy to run.

Our Energy Performance Certificate (EPC) for our head office in Bristol is rated as B, which is as high as we could expect for a building of this age and character. This scale is nationally recognised. It is on a scale of A—G, with A being the highest and G being the poorest.

## **Scope three**

- Staff vehicles (Grey Fleet) for work purposes
- Supply chain data, including environmental performance.

Staff mileage is now calculated based on each vehicle's engine size and fuel type rather than the generic formulae used in the early years of reporting these emissions. This individually used formula provides us with more robust and accurate emissions measurements for our grey fleet.

Impact has introduced a cycle-to-work scheme for our staff. Encouraging staff to take up this environmentally friendly means of commuting and as well as improving wellbeing and fitness it reduces our need for car parking spaces and vehicle emissions associated with travel to and from work.

Associated with our scope 3 emissions, we want to ensure that the main manufacturers/suppliers we procure have robust environmental policies and procedures. We conducted a desktop audit of our 4 largest manufacturers who are;

- Apple [2024 Environmental Progress Report](#)
- Dell [FY24 ESG Report | Dell UK](#)
- HP [Sustainable Impact Report 2023](#)
- Microsoft [2024 Environmental Sustainability Report | Microsoft CSR](#)

Having reviewed their policies and most recent environmental reports, we can confidently say that our leading manufacturers take their role and impact on the planet seriously, devote resources to minimising these

impacts where practicable, and set challenging targets for themselves in enhancing and improving their performance associated with environmental impacts year on year.

## Future planned performance indicators

- Paper volumes
- Waste volumes: Recyclable, non-recyclable, WEEE Waste, and general waste.
- Trees planted or sponsored and CO2 offset by the planting.
- Additional controls introduced for heating and lighting.
- Supply chain information

## Carbon Data

Figures in green show the positive difference in emissions from previous years, whereas figures coloured red show an increase in emissions.

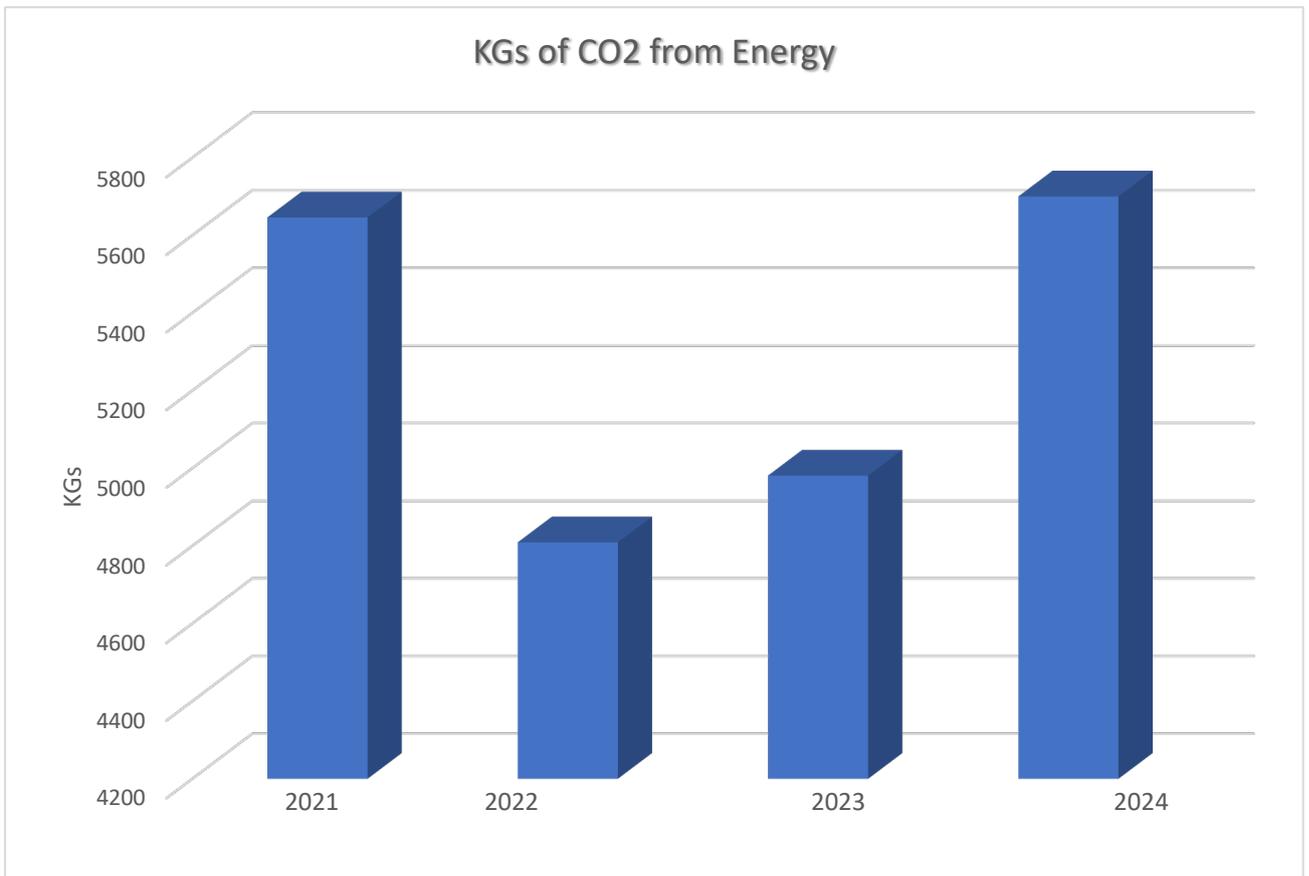
Traction and more understanding of the figures will emerge as more years of data are added over time.

### **Utilities**

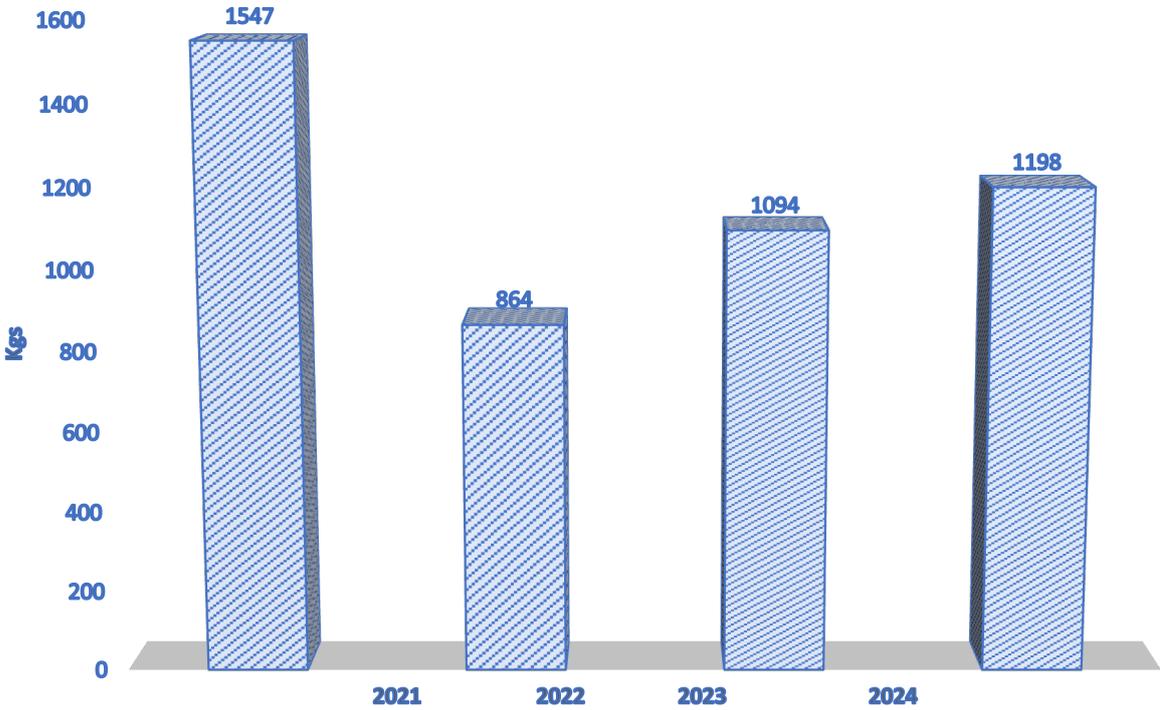
As can be seen, there has been an increase in emissions from our energy consumption. We have used the updated formulae from the UK Government GHG emissions released in 2023 for this year's figures. This is slightly higher for electric at 0.2074 Kgs per kwh compared to 0.193 Kgs per KWH, so this will have an effect on the overall picture. As more staff are in the office each day, this will increase our direct energy usage; this should be offset by the reduction of staff energy at home, so overall, the picture probably remains consistent. As noted, all our electricity is sourced from 100% renewable resources, which will positively contribute to UK output overall.

Year	Electric Kgs CO2	Gas Kgs CO2	Water Kgs CO2	Total Kgs CO2
2021	3967	1547	132	5646
2022	3728 -238	864 -683	216 + 84	4809 -837
2023	3720 - 8	1094 +229	166 - 49	4981 +172
2024	4438 +718	1198 +104	63 -103	5700 +719

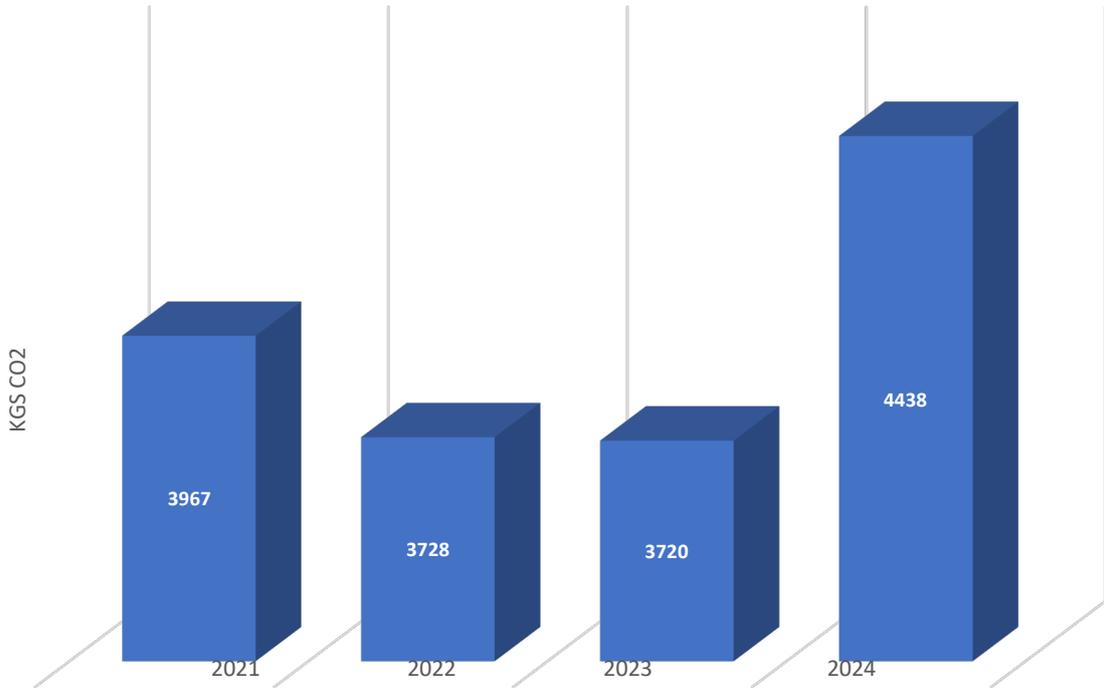
*(Using government-recommended formulae's 0.193g per kWh / electric and 0.183g per kWh / gas 2021 to 2023). For 2024, we have used the updated GHG figures of 0.207074 for electricity and 0.18 for gas*



### GAS KGS CO2



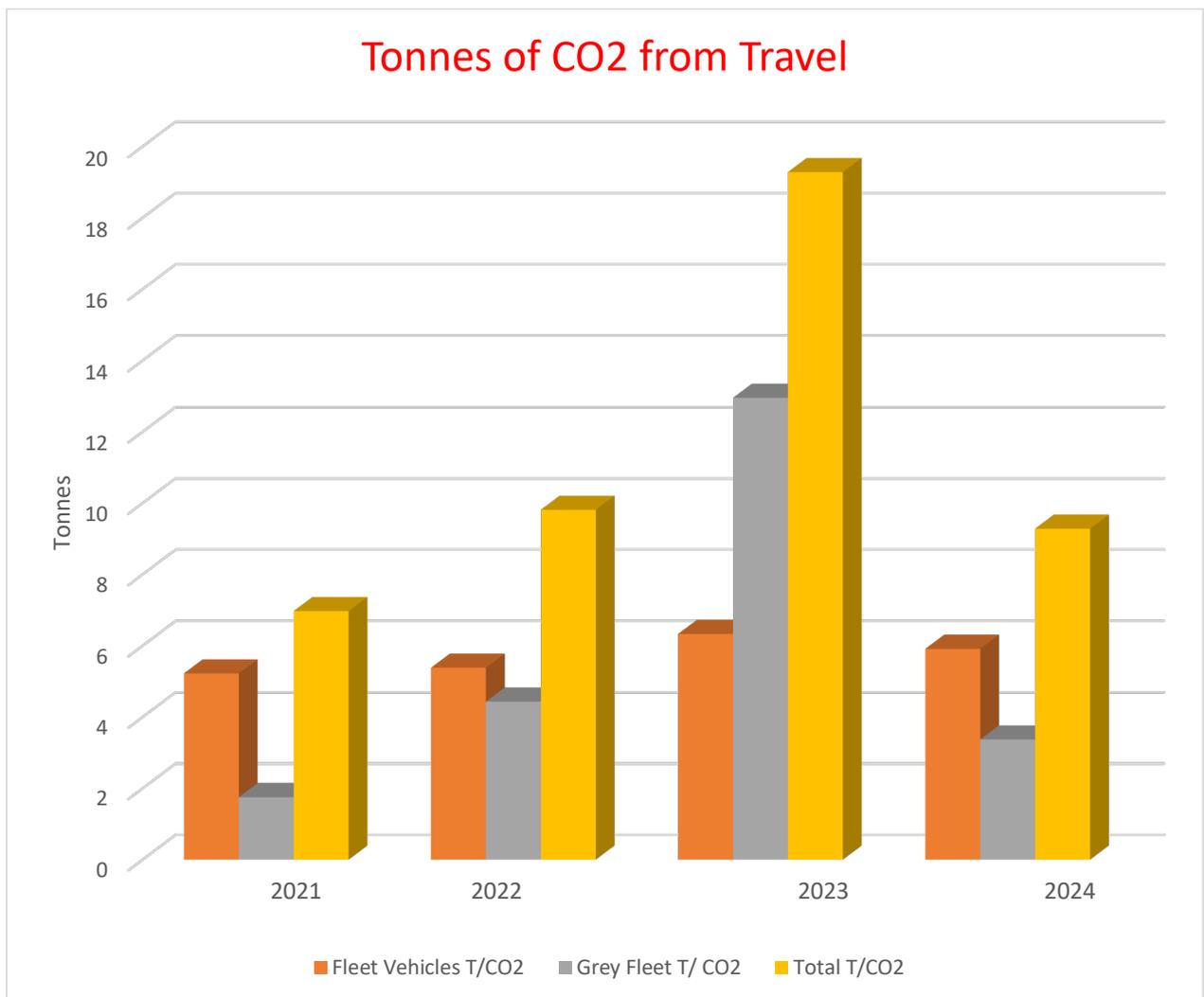
### ELECTRIC KGS CO2



## Transport

	Fleet Vehicles T/CO2	Grey Fleet T/ CO2	Total T/CO2
2021	5.22	1.75	6.97
2022	5.38	4.43	9.81
2023	6.33	12.95	19.28
2024	5.91 -0.42 (4.52%)	3.37 -9.6 (65.60%)	9.28 -10 (52.85%)

A significant reduction in our grey fleet emissions has been achieved by making more effective use of virtual meetings, shared resources, and an effective collaborative diary and shared calendar system. A 45% reduction in CO2 from our grey fleet is commendable. We hope our recently introduced cycle-to-work scheme will enhance these figures in the coming years.



## Email Volumes 2024

Month-Year	Total Inbound Email	Rejections (includes viruses & spam)	Legitimate Inbound Email	% Rejections	Total Outbound Email	Total Internal Email
Jan	39,882	9,772	30,110	24.5 %	3,515	9,592
Feb	178,260	161,850	16,410	90.79 %	2,882	9,210
Mar	113,824	96,958	16,866	85.18 %	2,885	9,425
Apr	19,833	7,230	12,603	36.45 %	2,608	10,469
May	15,971	6,168	9,803	38.62 %	2,407	10,491
June	14,849	5,715	9,134	38.49 %	1,863	8,377
July	16,472	6,796	9,676	41.26 %	2,345	8,603
Aug	16,200	6,688	9,512	41.28 %	2,177	8,484
Sep	16,985	6,204	10,781	36.53 %	1,858	8,948
Oct	18,290	7,078	11,212	38.7 %	2,063	9,322
Nov	16,718	6,917	9,801	41.37 %	2,202	10,223
Dec	13,838	5,498	8,340	39.73 %	1,601	7,983
<b>Total</b>	<b>481,122</b>	<b>326,874</b>	<b>154,248</b>		<b>28,406</b>	<b>111,127</b>
<b>Mean</b>	<b>40,093.5</b>	<b>27,239.5</b>	<b>12,854</b>	<b>46.08 %</b>	<b>2,367.17</b>	<b>9,260.58</b>

## Annual Summary

*Legitimate Inbound	Outbound	Total emails	Co2 per email	Total KgCO2 from email generation
154,248	28,406	182,654	4g	73.06

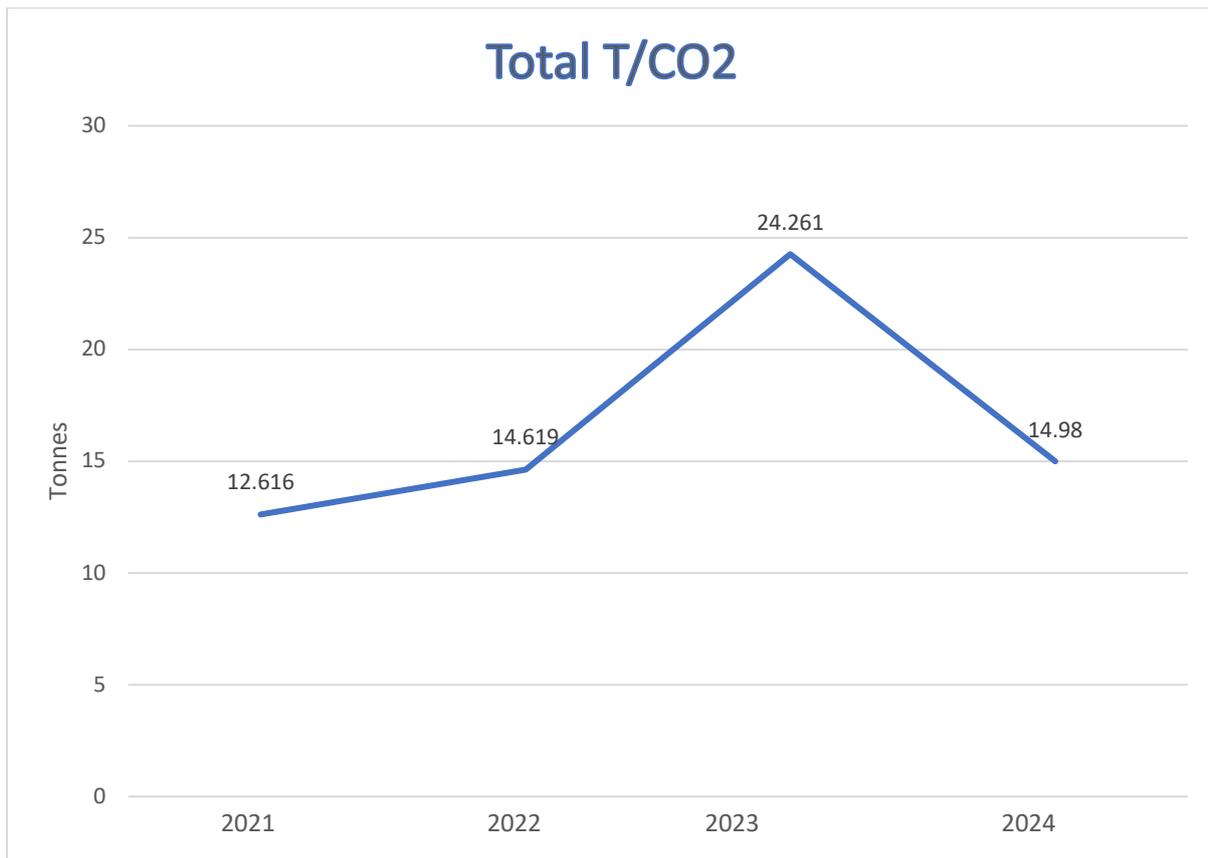
\*Excludes spam and viruses

This compares with 86.9, shown in last year's figures, a reduction of nearly 16%. In addition, the changed auto footer and response algorithm for all staff emails reduces the size of each email to as small as is practicable, thus reducing our carbon footprint further. We are still seeking to ascertain the volume of reduction this has made in terms of Carbon so this can be factored in in future reports.

## Company CO2 volumes

Comparing like for like, Impacts CO2 emissions from energy and fleet are as follows:

Year	Tonnes CO2	Difference (Tonnes)
2021	12.61	
2022	14.62	+1.07
2023	24.26	+8.48
<b>2024</b>	<b>14.98</b>	<b>-9.28</b>



This year's most significant reduction is due to the reduction in grey fleet miles as we become more agile and flexible and adopt more technological means of communicating, liaising with customers and reaching out to our clients and partners.

In round figures we have generated 6 tonnes of Carbon from our energy compared to over 9 tonnes of carbon for our travel. It is clear that reducing our travel impact will have a greater effect on reducing our carbon, and we will explore how we can make further improvements by looking at technological changes to engines in use both for our fleet and how we can encourage staff to use greener vehicles. We have spoken to the management agents for the estate where our head office is based to look at whether they have plans for installing electric vehicle charging points

and discussions with our neighbours on the ground floor may provide opportunities for us to install some charging points in the future.

## Future Plans

- ✓ We will seek to reduce our CO2 emissions over the coming years noting that as we expand and grow with new clients and customers across the UK, we will do what we can to minimise our impact on the environments where we work and live.
- ✓ We will explore how we can measure and compare paper consumption and usage.
- ✓ We will seek improvements to how we measure and monitor all our waste streams and report on these volumes.
- ✓ We will reach out and offer support and assistance in more community-related projects and charities. (Wheel Together, Drew Barker Wright, India Hope and others).
- ✓ We will conduct a feasibility study of alternate fuel sources, such as solar power or ground-source heat pumps.
- ✓ We will seek to be carbon neutral by 2035

## Conclusion

Impact IT takes responsibility for its outputs and its place in the local and national community it serves very seriously. We are keen to enhance and improve the impact we have on the world around us. We have invested in planting trees and supporting community projects. We are conscious that the well-being of our staff and customers will positively impact the company and its performance. We will continue to monitor its performance and be receptive to technological advances that can reduce its impact on the environment and have a positive outcome for the business community it serves.



## ***Environmental Policy***

### *1.0 Introduction*

*Impact IT Solutions UK Ltd recognises that environmental issues are fundamental to the future health and well-being of all those involved in our company, the wider community, and our planet. Thus, we are committed to embedding sustainability across our business operations, community, and culture. This provides a stimulating, progressive, sustainable environment that fully considers social, economic, and environmental impacts and opportunities.*

### *2.0 Policy*

*The scope of this policy is to ensure we have a clear vision and provide guidance on how best to support the environment and to help address the following areas:*

- Reduce energy consumption and associated carbon equivalent emissions for the company.*
- We will maintain our commitment to pollution prevention, minimising controllable sources of fugitive emissions, and complying with all relevant environmental legislation related to the company's activities. Where no legislation exists, we aim to comply with sector best practice.*
- Build partnerships and participate in networks to share experience and knowledge of sustainability with the broader community and contribute to the debate on sustainability issues.*
- To actively encourage and support research into sustainable development across the company's activities.*
- Improve resource efficiency using the waste hierarchy, including only procuring what is necessary, maximising reuse and recycling, and avoiding waste going to landfills.*
- Implement the company's Sustainable Procurement Policy and reduce supply chain scope three carbon emissions.*
- Identify opportunities to reduce the impact of business travel, commuting and delivery mileage. Encourage and promote walking, cycling, public transport and car-sharing alongside other initiatives.*
- Identify further opportunities to reduce water consumption.*
- Continual improvement of the Company's environmental performance and public reporting on this in an annual Environmental Report.*

*Jed Ward Managing Director 12<sup>th</sup> February 2025.*