



Impact
Technology Solutions

Environment Report

1st January – 31st December 2025

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12th February 2026



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Foreword

Welcome to our annual Environmental Report. This report highlights key performance indicators and a narrative of the company's environmental impact. As readers will know from previous reports, we have set ambitious targets to reduce our carbon footprint where possible, and this report will demonstrate our progress toward achieving these goals.

Impact is a thriving, expanding IT Services company, and as it grows, its environmental impact is expected to increase. However, we aim to minimise this as much as practicable through effective management controls. We continue to have a positive impact within our communities, and we are proud of our support for our charity partners and other causes that support wellbeing and community engagement. This report will demonstrate where we are now, where we want to be, and how we intend to get there in terms of our environmental performance.

I hope you enjoy reading this annual report which demonstrates our continued commitment to this vital subject.

Jed Ward
Managing Director

12th 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 establish benchmarks for future comparisons. We have identified the most significant aspects of our environmental impact and will measure, manage, and control them where feasible. 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, outlining our commitment to environmental improvements and our determination to help reduce the negative impacts of carbon production. We updated the Policy statement this year as part of our environmental performance review; it is included in the appendix to this report for reference.

Where are we now?

It is necessary to measure these aspects to improve our environmental performance and reduce our environmental impact. We have focused on what it considers its most significant environmental impact: energy and transport. Additional measurements of other environmental factors will be taken in the coming years.

Like other forward-thinking companies, Impact IT Solutions has evolved its working patterns in response to the COVID-19 Pandemic. We have embraced flexible working, including a hybrid homeworking model, to meet our staff's needs while meeting the growing demands of our expanding client base.

We started measuring our impact over the last few years and data is available from 2020. Therefore, mileage and energy consumption did not reflect typical performance (due to the COVID-19 restrictions at the time). However, we were keen to start measuring our performance. This report covers our performance for calendar year 2025 and compares it with data collected for calendar years 2021-2024. As these reports continue, we can build a more accurate picture of our performance and progress against our targets.

Community Engagement

We are immensely proud of the support and encouragement we provide to the community we work in. Staff are encouraged to participate in activities that support worthy causes. As a result of this support and commitment to the community, as well as the hard work and quality services our staff provide, we were shortlisted for several major awards this year.

This year, we have received the following accolades: -

- ✓ Awarded Bristol IT Support of the Year – Award of Excellence
- ✓ Winner of the IT Support Provider of the Year – Southwest Prestige Awards
- ✓ Shortlisted for Employer of the Year - The Great British Business Awards

Our commitment to our workforce is demonstrated by us implementing and achieving the following staff accreditations: -

- Living Wage Employer
- Living Hours Employer

We support several charities in various ways, including donating and recycling our surplus IT equipment, where we believe they will be most useful which extends the life of these resources. We are a proud supporter of the Woodland Trust, which plants trees on our behalf to help offset our carbon generation by providing carbon-absorbing trees.

To encourage sustainable travel, we support Wheel Together, which helps people with mobility challenges get out in the fresh air and use sustainable transport options, including trikes, adapted Trikes, specialist bikes, and wheelchair-compatible bikes.

We donate returned and refurbished monitors and computers to local schools and communities and assist with website development for some local organisations.

These interactions demonstrate the real benefits of considering sustainability in all aspects of our business for the benefit of the wider community we are proud to serve.

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 arising from the company’s value chain.

| 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 2025

Scope one

- **Gas Consumption**

We have been monitoring office temperatures across locations in both units to reduce gas consumption by scheduling heating controls more effectively.

- **Company vehicle miles**

We have partnered with an electric vehicle supplier to offer salary-sacrifice purchasing or leasing options for key staff to encourage a switch from petrol or diesel to electric models. For future company vehicle purchases, we will consider electric options where practicable.

- **Email traffic**

Our automated email footers have been reviewed and updated to reduce the amount of data they contain, based on recipient feedback.

Scope two

- **Electricity consumption**

We use only 100% renewable electricity at our offices, and all lighting replacements are LED, which are energy efficient. We have adjusted the heating times on individual electric heaters in the office to better match demand and have implemented measures to reduce consumption where practicable.

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 the lowest.

Scope three

- **Staff vehicles (Grey Fleet) for work purposes**

Staff mileage is now calculated based on each vehicle's engine size and fuel. This individually used formula provides more robust, accurate emissions measurements for our grey fleet.

- Impact has introduced a cycle-to-work scheme for our staff. Encouraging staff to use this environmentally friendly mode of commuting, while improving wellbeing and fitness, reduces our need for car parking and the vehicle emissions associated with travel to and from work.

- **Supply chain data, including environmental performance.**

To align with our scope 3 emissions, we want to ensure that the main manufacturers/suppliers we procure from have robust environmental policies and procedures.

We conducted a desktop audit of our 4 largest manufacturers.

- Apple - [Apple 2025 Environmental Progress Report](#)
- Dell - [FY25 Impact By The Numbers](#)
- HP - [GetDocument.aspx](#)
- Microsoft - [2025 Microsoft Environmental Sustainability Report](#)

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 to enhance their environmental performance year on year.

Carbon Data

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

Utilities

As shown in the following tables and charts, emissions from our energy consumption have increased. We have used the updated UK Government GHG emission formulae, released in 2023, for 2024 and 2025 data. This is slightly higher for electric at 0.2074 Kgs per kwh compared to 0.193 Kgs per KWH, so this will influence the overall picture.

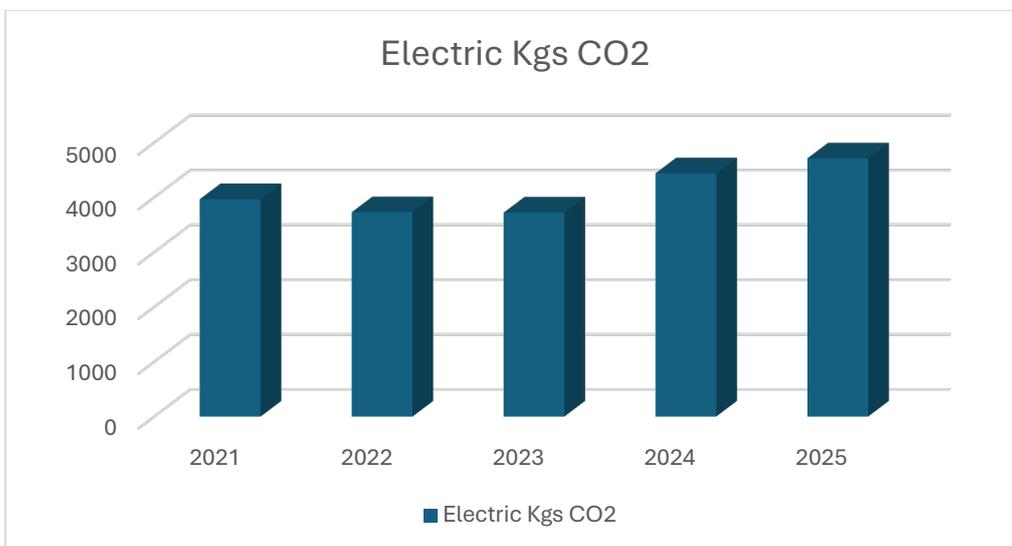
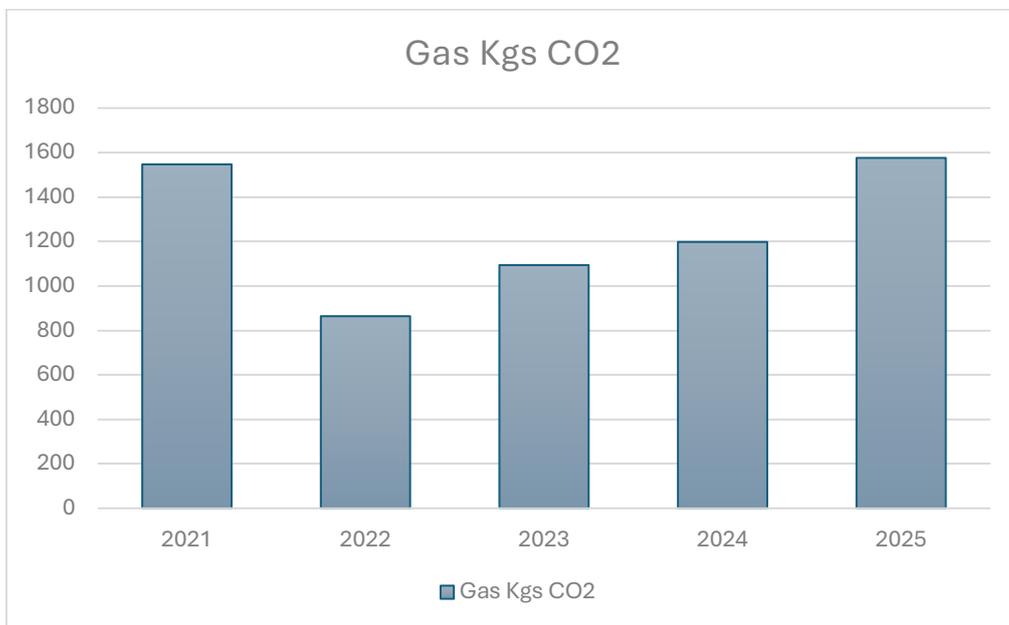
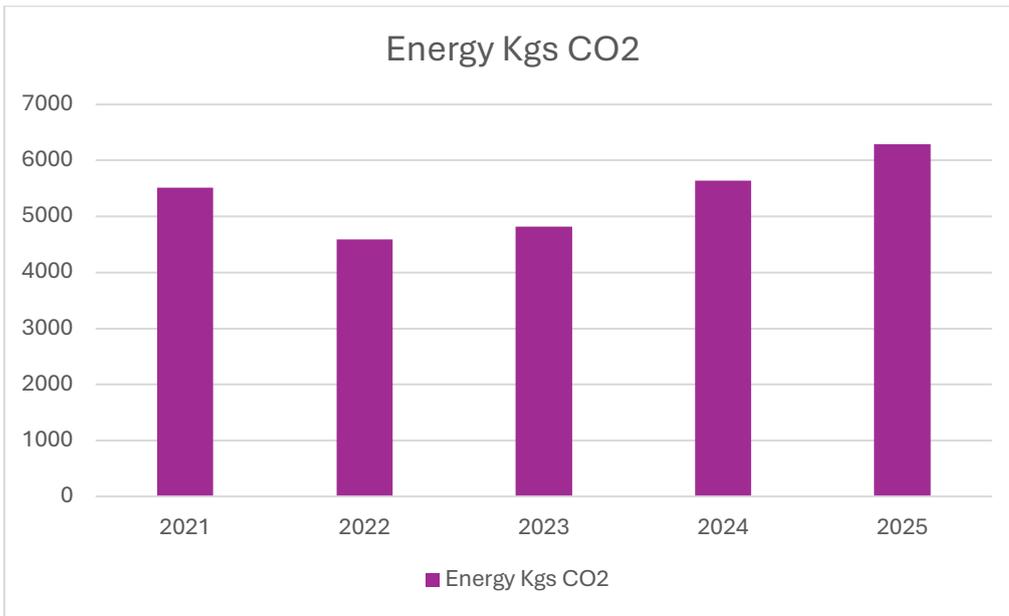
As more staff are in the office each day, our direct energy usage will increase. This should be offset by reduced staff energy use at home, so overall, the picture is likely to remain consistent.

In addition to the above, changes in weather conditions impacts heating demands, so whilst managing the controls is important, providing a comfortable environment for the staff to work in is also particularly important to us. If the temperatures drop, then our heating demand and, conversely, our emissions will rise. We will compare our demand to degree days in future reports to assess consumption based on this metric, as well as pure consumption, which may be more useful.

| Year | Electric Kgs CO2 | Gas Kgs CO2 | Water Kgs CO2 | Total Kgs CO2 |
|------|------------------|-------------|---------------|---------------|
| 2021 | 3967 | 1547 | 132 | 5646 |
| 2022 | 3728 | 864 | 216 | 4809 |
| 2023 | 3720 | 1094 | 166 | 4981 |
| 2024 | 4438 | 1198 | 63 | 5700 |
| 2025 | 4710 +272 | 1576 +378 | 73 +10 | 6359 + 659 |

(For 2021 – 2023 – We used the government-recommended formulae of 0.193g per kWh / electric and 0.183g per kWh / gas)

For 2024 onwards, we have used the updated GHG figures of 0.207074 for electricity and 0.18 for gas.

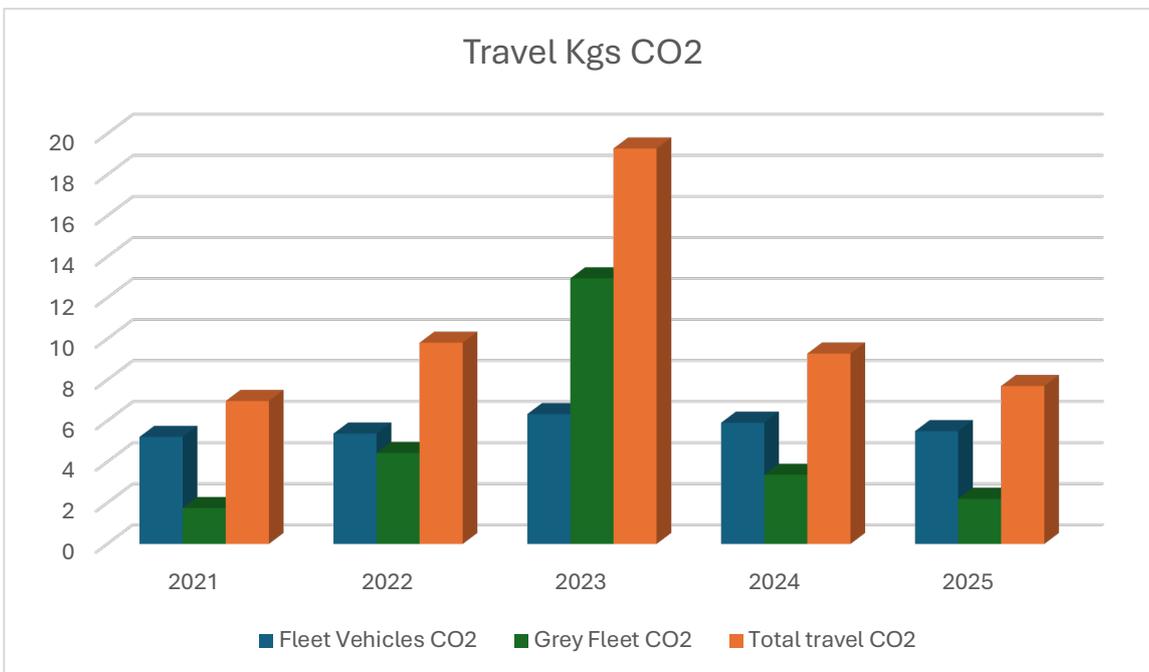


Transport

We have achieved a positive reduction in our grey fleet emissions by using virtual meetings, shared resources, and a more effective collaborative diary and calendar system. This is on the back of a substantial drop in CO2 in 2024 from our grey fleet.

| | 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 | 3.37 | 9.28 |
| 2025 | 5.5 -0.41 | 2.2 -1.17 | 7.7 -1.58 (17%) |

It is hoped that as the recently introduced cycle-to-work scheme gains traction, these figures will improve in the coming years. We have partnered with The Electric Car Scheme, which enables staff to purchase electric vehicles through salary sacrifice at subsidised rates, reducing their travel emissions.



Email

More information is becoming available on the impact of email traffic, and we have been exploring ways to minimise our emissions through this channel, particularly for internal departmental and staff communications.

Our use of Teams messaging has reduced internal email volume and is the go-to channel for internal communications with staff. When you consider that internal emails are the most impactful, given that both sender and receiver use company energy and overhead, this has helped us reduce our emissions. As an innovative IT support company, we receive a high volume of emails as follows.

| Email Volumes | 2024 | Kgs Co2 | 2025 | Kgs Co2 |
|---------------|----------------|--------------|----------------|--------------|
| Inbound | 154,248 | 617 | 162,332 | 649 |
| Outbound | 28,406 | 114 | 39,303 | 157 |
| Internal | 111,127 | 445 | 90,451 | 362 |
| Total | 293,781 | 1,175 | 292,086 | 1,168 |

This year, we have included internal volumes in the mix, as they have a greater impact because both the sender and the receiver use our resources. It is pleasing to note that, even with these volumes included, CO2 emissions from email have dropped from last year's total.

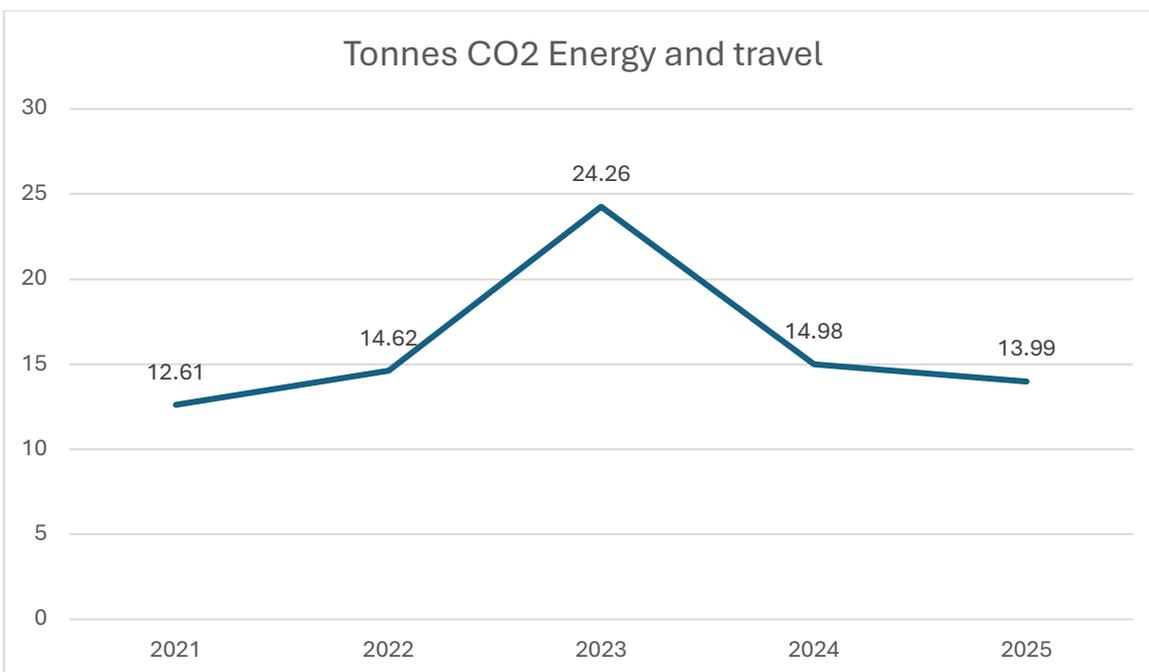
In addition, the updated auto footer and response algorithm for all staff emails reduce the size of each email to the minimum practicable, further reducing our carbon footprint.

We are exploring how to analyse email traffic data, including the number and size of attachments, as large attachments such as photos or PDFs can increase the g/co2 from 4g to 50g.

Company CO2 volumes

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

| Year | Tonnes CO2 | Difference (Tonnes) |
|-------------|--------------|---------------------|
| 2021 | 12.61 | |
| 2022 | 14.62 | +1.07 |
| 2023 | 24.26 | +8.48 |
| 2024 | 14.98 | -9.28 |
| 2025 | 13.99 | -0.99 (6%) |



We are proud of our performance in managing and controlling our impact on the world around us. We have added more detail and metrics to our carbon calculators, increased our client base, and output, and still reduced our carbon impact by 6% compared to last year.

We will continue to explore innovative ways to communicate and operate to do all we can to reduce our impact on the planet. Staff will be encouraged to send fewer emails, cc fewer people, and minimise attachment size. Teams Messenger will be the go-to channel for internal communications, both in groups and one-on-one.

In round figures, we have generated 6 tonnes of Carbon from our energy use, compared with over 8 tonnes from our travel.

By finding innovative ways to reduce our travel will have a greater impact on our carbon emissions. We will continue to explore how to make further improvements by examining technological changes both for our fleet and to encourage staff to use greener vehicles.

Going Forward

- ✓ During 2026, we aim to achieve accreditation and certification of our environmental management system to the ISO 14001 standard. This huge investment in staff and physical resources is a demonstrable measure of our commitment to our environmental performance.
- ✓ We will continue to 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 other environmental metrics.
- ✓ We will seek improvements to how we measure and monitor all our waste streams and report on these volumes.
- ✓ We will continue to reach out and offer support and assistance in more community-related projects and charities. (Woodland Trust, Wheel Together, Drew Barker Wright, India Hope and others).
- ✓ 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. 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.

Appendix 1

Impact IT Solutions (UK) Ltd Environmental Policy

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.

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

12th February 2025.



Impact

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