

Annual social value report

2023/2024





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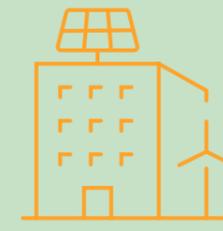
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During this reporting period
April 2023 - March 2024...

100%

of offices switched to

renewable energy



350

customers with

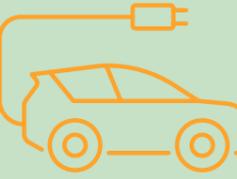
decarbonisation
plans



100%

of offices have

EV charging capability



245

players

of our climate crisis game



£41,273

donated to charity



328

hours

of community volunteering



reported

our 2021 emissions for
scopes 1,2 & 3 base year

calculated

our 2023 emissions for
scopes 1,2 & 3

committed

to science-based
net zero targets

Introduction

Welcome to our annual social value report. With the ever-increasing focus on global issues, such as climate change and inequality, customers, employees, investors, suppliers and society in general all expect more from the organisations they have relationships with.

Businesses therefore need to demonstrate responsibility with credible and realistic commitments if they are to retain relationships and, moreover, relevance with their stakeholders. Zenergi's social value strategy has been designed to align with our organisational purpose and core mission. Within this report, we have summarised our progress against the commitments we set

ourselves within the four pillars of our social value strategy, Planet, People, Community and Customers. We are committed to creating a more sustainable future and our social value strategy is at the heart of our organisation driving us forward. We are pleased to share our progress within the following pages.

Our pledges



1 We pledge to embed Social Value into our everyday decision making, delivering benefits to society, and regularly reporting on our progress.

2 We pledge to work with partners who align with our objectives and integrity standards.

3 We pledge to combat climate change through our own environmental footprint and by supporting our customers with their own journeys.

Powering a sustainable future



Executive overview

“

It's been another impactful year in the world of social value and I'm excited to share some of the key highlights in our second annual report.

Working with a team of dedicated and passionate experts, all united by a common purpose, continues to be an inspiring experience. In this report, we showcase some of the brilliant initiatives the team have been involved in throughout the year. I am aware there is more we can do - there always is - and I invite everyone to join me in making this even more of a priority in the future.

Paul McKay, Interim CEO
Executive Sponsor of Powering a Sustainable Future





Zen

Planet

Zenergi's GHG emissions

In 2023, Zenergi's emissions increased 15% across scopes 1, 2 and 3 against the previous year.

This is due to increases in spend on goods and services; however, emission reductions have been achieved in many areas.

Scopes 1 and 2 have reduced and all other scope 3 categories have either remained similar or reduced.

This increase in emissions is a result of scope 3 purchased goods and services, which alone contributed to an increase of 121% (181 tCO₂e). All other emission categories across scopes 1, 2 and 3 either remained level or reduced. The increase in purchased goods and services is correlated to an increase in spend across key areas.

While spend is anticipated to reduce over the next year, Zenergi will nevertheless be working to decouple the correlation between spend and emissions through improved supplier engagement and specific data.

Despite the increase in emissions associated with purchased goods and services, Zenergi have achieved emission reductions across scope 1 (-56% or -5 tCO₂e), scope 2 market-based (-16% or -6 tCO₂e), scope 3 capital goods (-29% or -16 tCO₂e), fuel- and energy-related activities (-13% or -3 tCO₂e) and employee commuting (-17% or -40 tCO₂e).

Our key focus areas for 2025:

- ✔ Supplier engagement
- ✔ Improve data quality
- ✔ Track emission reduction actions

GHG emissions (tCO ₂ e)	2022	2023	Change (tCO ₂ e)	Change (%)
Scope 1	10	4	-5	-56
Scope 2 (location-based)	53	52	-1	-2
Scope 2 (market-based)	39	32	-6	-16
Scope 3	725	849	+124	+17
Total (location-based)	788	905	+118	+15
Total (market-based)	773	886	+113	+15

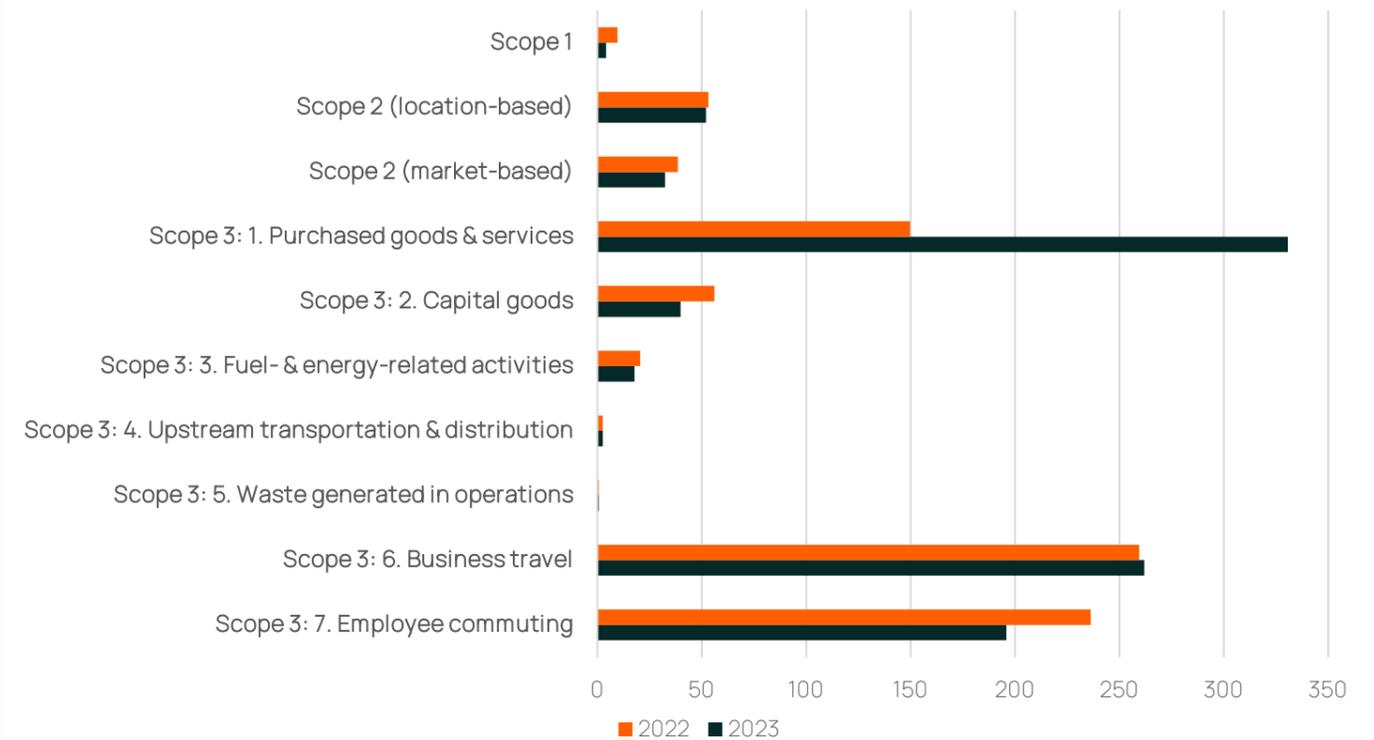
Zenergi's GHG emissions

Breakdown of emissions by scope (tCO₂e):

Scope & Category	Emission Type	2022	2023	Change (tCO ₂ e)	Change (%)
Scope 1	Natural gas	8	4		
	Company owned vehicles	1	0		
Scope 1 Total		10	4	-5	-56
Scope 2 (location-based)	Purchased heat (location-based)	0	0		
	Purchased electricity (location based)	52	51		
	Company vehicles	1	1		
Scope 2 (location-based) Total		53	52	-1	-2
Scope 2 (market-based)	Purchased heat (market-based)	0	0		
	Purchased electricity (market based)	37	31		
	Company vehicles	1	1		
Scope 2 (market-based) Total		39	32	-6	-16
Scope 3: 1. Purchased goods & services		150	331	181	121
Scope 3: 2. Capital goods		56	40	-16	-29
Scope 3: 3. Fuel- & energy-related activities		20	18	-3	-13
Scope 3: 4. Upstream transportation & distribution		3	3	0	3
Scope 3: 5. Waste generated in operations		1	1	0	1
Scope 3: 6. Business travel		260	262	2	1
Scope 3: 7. Employee commuting		236	196	-40	-17
Total		773	886	113	15

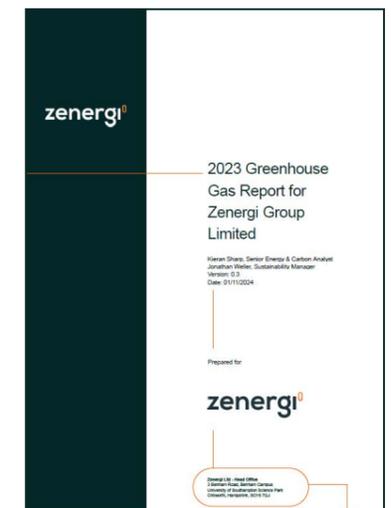
Note: figures may not sum exactly due to rounding

GHG emissions split by scope and category for 2022 and 2023:



For further detail on Zenergi's emissions data, please see our [2023 Greenhouse Gas Report](#), which includes a breakdown of the different scopes and categories, emissions and exclusions.

This reporting is a service we offer our clients too, contact us if you would like more information on Greenhouse Gas reporting for your organisation.





Zen

People

Our highlights

At Zenergi, we are dedicated to investing in talented individuals who share our vision and can contribute to achieving our goals.

We are passionate about supporting our team members to reach their full potential throughout their journey with us, fostering a positive environment that encourages professional growth and personal development every step of the way.

Committing to our team's mental wellbeing

We know that employee wellbeing is fundamental to a successful business which is why we continued to engage in a variety of activities to help our team feel better equipped to manage their own wellbeing, while ensuring we had resources in place to support everybody.

For Mental Health Awareness Week, we encouraged our people to wear green and made a donation to the charity Mental Health UK on behalf of every participant. During the week, we encouraged the team to take time for themselves and engage in mindful activities, including walking, facilitated with an extended lunch break. In addition, we arranged for professional massages to be booked within each office to round off the week.

Our Wellness Buddies continue to play a vital role in supporting the team. Positioned across the business, our wellness buddies are trusted members of the team who are available to listen to concerns and offer support to those struggling with mental health or who just need to talk through a difficult situation. Our wellness buddies complete regular training with the British Red Cross and MIND around coping with stress and mental health and how to support others.

We took part in the Workplace Wellbeing Index delivered by the mental health charity MIND. Designed to celebrate the work employers are doing to promote and support positive mental health, it helps us understand what we are doing well and where we can improve our approach to mental health in the workplace.

Celebrating diversity

We invited the whole team to fast for a day and join a group-wide iftar to join Muslim colleagues in celebrating Ramadan. One of the team hosted the meal at the Brierley Hill office, where he welcomed colleagues to join him in person and remotely by Teams. The initiative was supported with resources he prepared to help the team understand how to support their fasting colleagues.

Developing the next generation of green leaders and climate change specialists

Zenergi is committed to supporting the development of young people into the world of work and has partnered with Linlithgow Academy to share our knowledge.

Nicola, from the People team and Cameron, from the Sustainability team, represented Zenergi in November 2023 at Linlithgow Academy, participating in the #NoWrongPath campaign.

This initiative encourages young people to understand that there are multiple routes to success, regardless of exam results. From university degrees to apprenticeships and various other career paths, the session aimed to demonstrate there is a wealth of opportunity to develop a career, regardless of exam results.

Nicola and Cameron shared insights into their own roles at Zenergi, illustrating how their personal career journeys had unfolded and led them to where they are today.

In March 2024, Nicola returned to Linlithgow Academy to further support students by participating in mock interviews with a group of 13-15-year-olds.

During these one-to-one sessions, conducted in real interview conditions, Nicola offered valuable coaching on key aspects of the interview process. She guided students on how to present themselves professionally and how to approach competency-based questions, helping them build confidence and develop essential skills for future career opportunities.



Zen Community

Our highlights

£41,273

raised for
charity



£2,654

raised for
Cancer Research

Several members of the team came together to take on sponsored running events to raise money for charities. A Muddy Race for Life team raised £2,654 for the charity Cancer Research and a Movember run team raised £2,640 for the charity.

£2,640

raised for
Movember



Rising to the challenge for National Literacy Trust

One of Zenergi's Sustainability team took to the sky to raise money for National Literacy Trust.

Leanne faced her fears by taking part in a sponsored tandem skydive at Hinton Skydiving Centre, leaping out of a plane at 13,000 feet to freefall at 120 mph before parachuting to the ground from 5,000 feet. With the sun shining, and cheered on by friends and family, Leanne completed the challenge in just a few minutes and raised £520 for the charity.

Speaking of the experience, Leanne said, "I feel so proud of myself for pushing my comfort zone. I've never craved doing a skydive, I'm not a thrill seeker, but I'm so happy I did it. I would never do it again though! The whole day was amazing and we were really well looked after. I'm delighted to have beaten my fundraising target for the National Literacy Trust who do such vital work to improve literacy skills amongst children and adults in the UK."

**National
Literacy
Trust**

Change your story



Huge thanks to Leanne for her awe-inspiring tandem skydive adventure, raising over £500 for the National Literacy Trust. Thanks to her dedication, we can provide vital literacy skills to disadvantaged children and adults, breaking the cycle of poverty. Thanks also to Zenergi for their support. Leanne is a true champion for young minds, shaping a brighter, more literate future.

Lisa Rootes
Head of Partnerships
National Literacy Trust



Our Social Value Community pillar embodies the strength and impact of collective action. As part of our Community commitments, we offer every team member an annual volunteering day, allowing them to dedicate time to worthy causes.

In March this year, we invited our team to take part in several organised activities across the country, contributing to various community initiatives. From environmental projects to supporting local charities, our team came together to make a positive difference.

328

hours of community volunteering



School in a Bag

School in a Bag visited our Southampton and Brierley Hill offices where our teams packed 500 SchoolBags which will be sent to Ukraine to help displaced children continue their education during the conflict. School in a Bag send SchoolBags filled with educational resources to poor, orphan, vulnerable, disadvantaged and disaster-affected children around the world. Globally, there are millions of children who are deprived of an opportunity to learn. On an individual basis, a SchoolBag for these children can provide vastly improved learning capabilities, hope and a lifeline to a future out of poverty.



A big thank you for enabling us to pack SchoolBags at your offices. You were all so welcoming and helpful and made me very welcome which was lovely. It has been a really rewarding two days.

Luke Simon
Founder and CEO, School in a bag

Riding for the Disabled

Some of our team spent a hands-on day volunteering at the Cotswold branch of Riding for the Disabled.

During their visit, they contributed in a variety of ways, including painting the outdoor school and benches, weeding, and assembling keyrings – an important source of revenue for the charity.

Riding for the Disabled benefits the lives of over 17,000 disabled children and adults with the help of horses and ponies. It provides therapy, fitness, skills development and opportunities for achievement. We were delighted to support our volunteering with a monetary donation to the charity.



It was such a pleasure to meet you all and the outdoor school is looking amazing. On behalf of myself and Cotswold RDA thank you to the team for helping us get some much-needed jobs done.

Debbie Powell
General Operations Manager
Riding for the Disabled



Action for Warm Homes

National Energy Action

Two of our team visited National Energy Action's head office where they spent a day putting together Winter Warmth Support Packs. National Energy Action works to eradicate fuel poverty and campaigns for greater investment in energy efficiency to help those who are poor or vulnerable gain affordable heat. Its Winter Warmth Support Packs are a vital lifeline for fuel poor households. Each pack contains small, energy efficiency household items that can be used by recipients to help stay safe and warm at home. We were pleased to support the charity with a monetary donation to help fund the Winter Warmth Support packs.



Thank you for supporting the charity and working so closely with us, it has been greatly appreciated by myself and the team. The two volunteers from Zenergi put together over 50 Winter Warmth Support Packs which will be delivered to households across England, Wales and Scotland to provide help and support for those suffering in fuel poverty.

Alice Dalgleish
Fundraising Officer
National Energy Action



We would like to thank Zenergi for allowing the staff to come along to support West Lothian Foodbank. They were enthusiastic about helping us, bringing 134.8kg of much needed food which is equivalent to 321 meals. They were interested in learning about the Foodbank and worked very hard on the day. We are very grateful for teams coming in to help the people of West Lothian, who find themselves in time of crisis. We could not do what we do without the support of companies and individuals like yourselves.

Martin Neilly
Warehouse Manager
West Lothian Foodbank



West Lothian Foodbank

Our Linlithgow team spent an afternoon at the West Lothian Foodbank, dating and organising stock and putting together vital food parcels. The volunteers arrived armed with a donation of household goods to support the work of the charity. West Lothian Foodbank is part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK. The charity provides three days' nutritionally balanced emergency food and support to local people who are referred to them in crisis.





Zen

Customers



Our highlights

Driving sustainability: 31% of our customers now powered by green energy

We remain committed to supporting our customers in their transition to green energy, with 31% of our customers' energy supply points now sourced from renewable energy. This milestone reflects our ongoing efforts to promote sustainability and reduce carbon footprints across our customer community.

350 customers supported with decarbonisation plans

We are dedicated to supporting our customers on their journey to achieving net-zero emissions.

Through our Zen Zero framework, carbon reporting services and comprehensive range of energy efficiency solutions, we help customers transition to renewable energy sources, improve energy efficiency, and lower their carbon footprint.

Our expert team works closely with clients to assess their energy needs, develop tailored strategies, and facilitate the adoption of solutions such as solar PV, energy-efficient lighting, and decarbonised heating systems.

By partnering with us, more than 350 customers are empowered with net zero plans that not only reduce their carbon footprints but also enhance their resilience against fluctuating energy prices, ultimately contributing to a more sustainable future for their communities.



Empowering education with solar energy

We are committed to delivering renewable energy solutions across various sectors, enhancing sustainability and energy efficiency for our clients.

We were delighted to be selected for a Trust-wide Solar PV project at Red Kite Learning Trust. We designed, tendered and project managed the installation of Solar PV installations ranging from 20 kWp to 200 kWp across 12 schools within the Red Kite Learning Trust estate.

The energy that the solar PV will generate will help Red Kite Learning Trust protect its budget when energy prices are turbulent, future-proof the sites, offer security of supply, and contribute to lowering the Trust's carbon emissions to support its net zero ambitions.



Planet



By powering a sustainable future for our planet, we are:	2022	2025	2030	Progress in 2023
Committing to a science-based target for net zero by 2025, for Scopes 1 and 2				On track
Establishing a baseline for Scope 3 and setting a science-based net zero target				✓
Purchasing renewable energy contracts at Zenergi offices				✓
Empowering our teams to measure and minimise their own carbon footprint				✓
Electrifying all Zenergi owned vehicles by 2030				64%
Offering EVs to our team via a salary sacrifice scheme				✓
Establishing a baseline to enable waste reduction and recycling targets				✓
Aiming to achieve Zero Waste to Landfill accreditation, whilst removing all single-use plastics				On track
Implementing water and energy reduction plans across our estate, and ensuring regulatory compliance				✓

*5 out of 6 Zenergi offices switched to renewable energy. Remaining office is within a serviced building with energy procured centrally.

Community



By powering a sustainable future for our communities, we are:	2022	2025	2030	Progress in 2023
Establishing a Social Value Partner network, for customers and suppliers to achieve their goals together				On track
Introducing improved supply chain governance and vetting 100% of high risk suppliers annually				Milestone moved to 2025*
Introducing Zenergi's annual volunteering day for every person within the Group				✓
Committing to raise £1m for charity and positively impacting 1,000 lives through social value activity				10.15%

*This work has started, with the development of a supplier code of conduct and is in the process of being implemented.

People



By powering a sustainable future for our people, we are:	2022	2025	2030	Progress in 2023
Building a diverse and inclusive workforce, reporting transparently and securing 3rd party accreditation.				On track
Committed to delivering fair pay across Zenergi, reporting gender and race pay levels transparently.				*Milestone moved to 2025
A Real Living Wage Employer.				✓
Working towards Investors in People accreditation, Gold Award.				On track
Investing in the next generation of climate change specialists by hiring 100 graduates, or apprentices.				32%
Targeting 50/50 gender parity in graduate and apprentice roles.				On track
Introducing STEM ambassadors to work across the schools we support within the education sector.				On track

*We had some unprecedented challenges to manage in 2022 and provided more support to customers as a result of the energy crisis. Therefore, in order to commit the appropriate time, effort and resources to delivering on this target, we made the decision to move the commitment out to 2025.

Customers



By powering a sustainable future for our customers, we are:	2022	2025	2030	Progress in 2023
Targeting 75% of customer energy supply points to be from renewable sources				31%
Enabling our customers to transition to a low-carbon future via our Zen Zero service (measuring impact in tCO ₂ e)				✓
Launching a Sustainability Academy to educate customers, setting a target to reach 10,000 school children				On track
Educating the energy users of the future with our 'Climate Crisis' game and other education programmes				✓

What's next?

We are busy working towards our 2025 milestones. Here is a snapshot of what you will see in our next report.



Team
fundraising activities
and more match funding

start

Introducing more
stem
ambassadors



energy and carbon management
training for school sustainability leads



online training
Roll out of extensive library of accredited, high-quality library of soft skills courses



ISO 4001
wider integration of ISO14001
into our group operations and improving our group wide environmental commitments

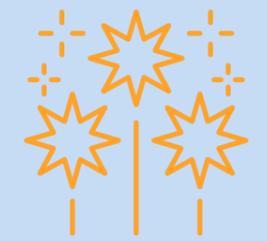
zero waste to landfill accreditation

Continuing to build a
diverse and inclusive business



Fair pay and transparent
gender and race reporting

teams volunteering
in the community



Net zero by 2025

Investors in People
gold accreditation



Powering a sustainable future



About Zenergi

Your journey to net zero is why we exist. As a dedicated, outsourced carbon management consultant, we bring together a powerful suite of products and solutions to lower your operating costs and drive your sustainability goals.

Through our buying power, engineering and technical expertise, and deep market insight we're committed to helping you get there faster, more economically and more sustainably – for a stronger UK economy and a healthier planet.

Find out more

For more information about Zenergi's Social Value Strategy, visit www.zenergi.co.uk/social-value

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