

# totally247 Ltd.- Carbon Reduction Plan and Net Zero Emissions

## Introduction:

As part of our commitment to environmental sustainability and corporate social responsibility, totally247 Ltd is dedicated to reducing our carbon footprint. Given the nature of our business, which involves operating a 24-7 multi-channel contact centre with a significant IT infrastructure, we recognize the importance of implementing measures to minimize our energy consumption and carbon emissions. This Carbon Reduction Plan outlines our strategies for achieving this goal.

## 1. Energy Efficiency Measures:

a. **Upgrading Equipment:** We have and will continue to invest in energy-efficient computers, monitors, and other electronic devices to replace outdated equipment. Energy Star certified devices will be prioritized for their energy-saving features.

b. **Power Management Settings:** Implementing power management settings on all computers and monitors to ensure they enter sleep mode when not in use, reducing energy consumption during idle periods.

c. **Lighting Upgrades:** Switching to energy-efficient LED lighting throughout the building to reduce electricity usage and prolong the lifespan of lighting fixtures.

## 2. Renewable Energy Integration:

a. **On-Site Solar Panels:** Continue to evaluate the feasibility of installing solar panels on the roof of the building to generate clean, renewable energy to power our operations.

b. **Green Energy Tariffs:** Explore options for sourcing electricity from renewable sources by switching to green energy tariffs offered by utility providers.

## 3. Employee Engagement and Training:

a. **Awareness Campaigns:** Launching awareness campaigns to educate employees about the importance of energy conservation and their role in reducing carbon emissions in the workplace.

b. **Training Programs:** Providing training sessions to employees on energy-saving practices, such as turning off equipment when not in use, adjusting power settings, and minimizing paper usage.

## 4. Waste Reduction and Recycling:

a. **E-Waste Management:** We operate proper disposal and recycling procedures for electronic waste generated from the disposal of outdated computers and electronic equipment according to Weee regulations and guidelines

b. **Paperless Operations:** Promoting paperless practices by encouraging the use of digital documents and electronic communication methods to minimize paper consumption and waste.

## 5. Monitoring and Reporting:

a. **Energy Usage Tracking:** Implementing systems to monitor and track energy usage in real-time, allowing us to identify areas for further energy efficiency improvements.

b. **Carbon Emissions:** Regularly measuring our carbon emissions to track progress towards our reduction targets and identify opportunities for improvement.

## 6. Net Zero Commitment:

**totally247 is committed to achieving Net Zero emissions by 2038 for emissions scopes 1, 2 and 3. The commitment was made on 12<sup>th</sup> August 2023 by the Company Directors.**

## Conclusion:

By implementing the strategies outlined in this Carbon Reduction Plan, totally247 Ltd. is committed to reducing our environmental impact and contributing to a more sustainable future. We recognise that achieving carbon neutrality requires collective effort and ongoing dedication from all stakeholders, and we remain committed to continuously improving our practices to meet our sustainability goals.

*David Lazarus*

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Director

14<sup>th</sup> August 2023

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