

KCOM

Sustainability report 2022/23



The fibre,
the whole
nothing bu

KCOM

wholesale & networks



Zero emission vehicle

KCOM Sustainability Report 22/23

About KCOM:

KCOM is a leading provider of communications and IT services to consumers and businesses across the UK.

It is one of the UK's longest-established communications companies, connecting customers since 1904 and staying at the forefront of technology and communications in the decades since then.

Its principal activities are:

1. KCOM Retail

- Our retail business unit provides internet and voice services to over 145,000 consumers and businesses in Hull, East Yorkshire and North Lincolnshire.

2. KCOM Wholesale and Networks

- Our wholesale business unit provides voice, data and network services to our retail operation, as well as to other communications providers in the areas covered by our regional full fibre network.
- Our services to retail and wholesale customers in Hull and surrounding areas of East Yorkshire are delivered over a 4,200km Fibre To The Premises (FTTP) network, and made Hull the first full fibre city in the UK. In January 2020 we began the expansion of our FTTP network to other towns and villages across East Yorkshire and North Lincolnshire, including Driffield, Market Weighton, Pocklington, Goole, Bridlington and Barton.

Message from the CEO:

KCOM is committed to looking after people and the planet by making sure our business operates in a sustainable way. Over the last 12 months we have launched our plan to become net zero by 2040, 10 years ahead of the government target, the migration from copper to fibre telephone services will play a major part in reducing our energy consumption and providing a network that is more resilient to the impacts of climate change. KCOM looks after our people through a range of initiatives supporting wellbeing, health and safety and our new inclusion groups all of which seeks to improve the working lives of people in the business.



Sustainability

We are committed to operating in a sustainable way that considers Environmental, Social and Governance (ESG) concerns. When making key business decisions we consider their potential impact on:

- Our people;
- Our customers and supply chain;
- Our communities and
- Our environment.

Our sustainability strategy is underpinned by three objectives:

- 1** To use our communications technology expertise and services to create a positive impact on stakeholders and minimise our impact on the environment;
- 2** To promote our values, both as an employer and in our dealings with external stakeholders; and
- 3** To engage and empower our people to make a positive contribution to our sustainability strategy.

Responsibility for our sustainability strategy and activities lies with a subcommittee of the Board dealing with environmental matters. Our Environmental Sustainability Working Group coordinate initiatives around the environmental sustainability strategy and during 2023 have developed our business net zero plan.

We have a range of policies in place to support our sustainability strategy across a range of relevant risks including wellbeing health and safety, environmental sustainability, data security, business continuity, diversity and inclusion and procurement. We recognise that improving the sustainability performance of the business presents a number of risks and opportunities which we consider as part of our business planning.

The Health, Safety and Environmental Sustainability Board Subcommittee meet quarterly to review and monitor performance against our annual plan.

During the year we participated in the GRESB (formally the Global Real Estate Sustainability Benchmark) assessment which assesses and benchmarks the ESG performance of real estate and infrastructure assets receiving a score of 87. As well as providing standardised and validated data to investors, the assessment allows us to identify opportunities to improve the sustainability of our business.



Our People

Much of the value we deliver to customers is through the expertise and experience of our people. Our sustainability relies on our ability to attract people with the right skills and behaviours and to motivate, develop, support and reward them appropriately.

Health and Safety

Looking after the health and safety of our people and our contractors is critical to our operations, we target zero harm and investigate all health and safety incidents and near misses to ensure we continually improve our management processes. Our Health and Safety teams provide operational support for our work, and we work with the Board subcommittee to monitor performance and progress.

Our health and safety management system is aligned to ISO 45,001 and we conduct regular audits across a range of health and safety topics to monitor compliance. The management system supports the 10 health and safety principles in our H&S policy which sets out our ambition for zero harm within our organisation.

Our Executive Leadership Team and Board have participated in quarterly safety tours where they have been able to see what arrangements are in place for our employees and to talk to them about what works well and where there might be opportunities to make improvements.

The table below shows our health and safety performance:

	FY 2022/2023	FY 2021/2022
Lost Time Injuries	5	7
Total recordable Injuries	6	10
Near Misses	12	34

Employee wellbeing

Supporting our employee wellbeing continues to be important to us. Our wellbeing programme provides support and information covering a wide range of topics including physical, mental social, financial and workplace wellbeing.

We promoted our wellbeing support through our Wellbeing Month in May, launching our Hello Well Me campaign. This included Wellness Wednesday workouts, blood pressure checks, a nutrition and lifestyle seminar and further publicising our Employee Assistance Programme and digital health care app.

We continue to focus on raising awareness of mental health issues and offering support for employees experiencing poor mental health. We have one mental health first aider for every 40 employees.

We delivered 'Beating Burnout' sessions to our managers and introduced the 'Let's Talk Wellbeing Guide' and 'Individual Support Plans', to assist conversations about reasonable adjustments in the workplace.

To support our employee returning to the office after the covid pandemic we have introduced hybrid working and carried out a refurbishment of the ground floor of our Carr Lane offices.

Employee engagement

Our people are the most important part of KCOM. This year, we've identified and onboarded a new provider for our employee engagement survey, which launched in November 2022. We've held manager briefings and reviewed results with teams, to develop action plans. Key business-wide focuses have been recognised and we will continue to report back on progress against these as we move into the next financial year. The survey identified three key areas of focus and in response we have launched:

A new learning experience platform designed to let employees learn what they want, when they want, where they want.

A new newsletter and increased video content. To improve communication we now hold quarterly Town Hall events and planning the roll out of our new all intranet this autumn.

KCOM social clubs which offer a variety of activities from sport to gaming. We've run a number of social events including our Christmas and Summer parties.

The KCOM Team ran the Hull 10k. In additions we've encouraged teams to get together for volunteering events in the local community.

Recruitment, selection and onboarding

During the year we continued to improve our recruitment, selection and onboarding processes to enhance our ability to recruit the best people and introduce them to our business in a way that enables them to make the most of their capabilities as early as possible.

We have:

- Continued to widen the pool of potential candidates for our roles by highlighting our commitment to inclusiveness and diversity: for example, by promoting that we are a 'forces friendly' employer throughout the advertising and application process to support former members of the armed forces to return to work. We have also signed up to the Care Leavers Covenant to provide care leavers with work experience opportunities to help prepare them for employment and / or independent living;
- Carried out direct recruitment wherever possible to improve engagement with candidates and better convey the benefits we offer;
- Enhanced the onboarding process to improve the experience of new starters at every touchpoint of their early relationship with us, from their acceptance of our employment offer through to their extended induction period;
- Continued to build a pipeline of future talent for roles where we are likely to face future demand – such as engineering – by creating talent pools for entry level roles and holding assessment centres for key roles; and
- Held workshops to upskill hiring managers on attracting, recruiting and onboarding the best talent fairly and consistently.



Reward and recognition

Our overall approach to reward is to pay our people appropriately for the role they perform, using market rates that are based on robust, externally validated benchmarking data and reviewed annually. We aim to pay people relative to the median of the market rate, recognising their level of development in the role.

As part of our commitment to recognising and valuing the contribution our people make to our business, we continue to pay the real living wage as the minimum salary for employees and apply any increases to it as early as is feasible.

We've introduced the KCOM Way Awards as a means of recognising colleagues who have gone above and beyond to deliver exceptional service. The KCOM Way Awards are our new and exciting way to highlight the best examples of excellent work in our fellow colleagues, and can mean prizes for Individuals and teams, every quarter.

Winners have included an employee for creating a family and friends sport event called the KCOM Good Stuff games and the East Riding Public wi-fi project cross-functional team who worked together to deliver an ambitious project enabling over 25,000 people to get online in just 30 days.

Learning and development

Through our learning and development platform, the Academy, we make available content, e-learning and workshops on areas including health and safety, regulation and compliance, finance and leadership. In addition, we have:

- Upskilled our customer experience teams with technical support knowledge to improve our customer experience when they contact KCOM;
- Ran regular sessions to new employees to welcome them to KCOM; and
- Ran bite sized workshops around the Performance development and management, focusing on goal setting, development planning, performance reviews and talent identification and calibration meetings.



Diversity and inclusion

At KCOM we're proud to be an inclusive employer and we want to make sure we foster a culture where everyone feels welcome and part of the KCOM community.

This year, we've created a new KCOM Inclusion Team, which consists of Five Employee Representative Groups (ERGs): LGBTQ+, Women & Gender, Faith, Beliefs, Heritage & Ethnicity, Disability & Accessibility and Parents & Carers.

The ERGs are delivering key messages through our Inclusion calendar, celebrating recognised campaigns, and raising awareness about Inclusion to our business.

KCOM was a principal partner for Pride in Hull 2022, one of the biggest events in Hull and one of the biggest free Pride events in the country.

KCOM was a major partner for the 2022 Freedom Festival, as a sponsor and also by powering the digital, online and on-demand offering.

As of 31 March 2023, the gender diversity of the business was as set out below:

	Male	Female	Female %
Board Directors	5	1	16.7%
Executive Leadership Team (ELT) ¹ .	5	1	16.7%
Other employees	517	211	29%

¹ The ELT is defined as the senior leaders who have overall responsibility for key functional areas. It includes Board member Tim Shaw .

Our gender pay gap report for the year, based on the snapshot date of 5 April 2023, showed a mean pay gap of 17.6% and a median pay gap of 25.4 % both of which are a reduction on the previous year.

Our pay gap is driven principally by the ratio of male to female employees within certain specific functional areas of our business, such as the traditionally male-dominated technical and engineering workstreams.

Ongoing actions for progress with regards to the gender pay gap include:

- We've developed the Inclusion Team, with a women and gender ERG to continue to build equality for female employees at KCOM by sharing information, supporting our peers and raising awareness of women's issues
- We're in the process of creating a women in engineering focus group, with the aim of looking at ways to encourage more women in to the engineering space, and to make sure it's a great place for women to work
- We attend Women into Manufacturing and Engineering (WiME) events, with a network of 50 local companies, which has engaged with over 2,700 women and girls, encouraging them to consider STEM subjects and career opportunities

Human rights

We respect fundamental human rights consistent with the United Nations Universal Declaration of Human Rights and we ensure that all our internal policies are consistent with this.

We are committed to doing all we can to assist in the eradication of slavery and human trafficking. We have a zero-tolerance approach to any slavery or human trafficking activity within our business or in our supply chain. Our most recent Modern Slavery Act Transparency Statement is available on our website

<https://www.kcom.com/responsibility/corporate-governance/modern-slavery-statement/>.

We encourage employees to raise any concerns through our Speaking Up process, ensuring that whistle blowers are protected from any unfair treatment as a result of making a report.

Our customers and suppliers

The strength of our relationships with customers and suppliers are vital to our success.

Relationships with customers

We have a responsibility to treat customers fairly, with the highest ethical standards, and to do business in a way that has a positive effect on them and society more widely. We also believe we have a responsibility to our customers to tackle issues that are important to them in relation to the products and services they buy from us.

Our industry-leading promotion of our Flex social tariff, which is available to families on certain benefits struggling with the cost-of-living crisis,

Online safety remains a key concern for many of our customers and we have continued to raise awareness of online safety issues.

As well as regularly raising awareness of online and telephone scams among our consumer customers, we have established a facility on our website to enable customers to report nuisance or scam calls so that we can investigate and, where possible, block the numbers they originate from. The IT sessions our Customer Champions run at our Learning Zone will also cover scams and tips and guidance about how to stay safe online.

Our Carr Lane helpdesk provides an invaluable space for our customers to drop in and talk about their set-up at home, discuss any IT queries and find out more about local events we're running, eg..The Chatty Bus and IT and Biscuits sessions.

Recognising the growth in online gaming among children and young people we continue to play our part in Safer Internet Day every year. In 2023 we delivered an engaging day for 5 local primary schools (50 children) at the MKM Stadium in partnership with Hull and East Yorkshire Children's University.



As we future proof our network we're supporting our customers and particularly our vulnerable customers in delivering local events to raise awareness of the changes and making sure they everyone gets all the support they need along the way to enable a smooth transition.

We are committed to treating all our customers with understanding and respect, including those who are in a vulnerable situation, whether caused by age, injury, physical or mental illness, physical or learning disability or by events such as bereavement. We aim to provide extra help and assistance to vulnerable consumers wherever we can.

Relationships with suppliers

As well as treating our suppliers fairly and doing business with them in a sustainable way, we have a responsibility to make sure that our suppliers operate with high ethical standards.

We expect suppliers to sign up to our Supplier and Partner Code of Conduct and we work closely with key suppliers to ensure we understand their approach to sustainability and the way in which their business operates. We also carry out regular credit checks on all suppliers. Going forward, the business intends to embed a preference for using local suppliers and partners within procurement processes in order to support local businesses and communities.

We have been working with our suppliers to understand our scope 3 greenhouse gas emissions associated with the goods and services they provide.

Our business continuity planning activities place significant attention on ensuring that if key suppliers are affected by a business disruption, we can continue supplying services to our customers.



Our Communities

We aim to operate in a way that benefits local communities as well as supporting our strategic business aims. Our significant presence in Hull, East Yorkshire and North Lincolnshire means we consider the impact on this community when making business decisions. Our community engagement work is focused on activities which support the growth and sustainability of the region's economy, and which increase life opportunities for residents.

As we have expanded our network to new towns and villages across East Yorkshire and North Lincolnshire during the year, we have also extended our community investment activities to cover these areas, with a focus on building relationships with local stakeholders and identifying opportunities to support existing community groups.

We have two days of paid volunteering time for all employees and have provided a number of group volunteering activities including tree planting and beach cleans for employees to participate in.

Playing our part in the local business community

During the year we continued to be an active member of local business organisations. We are a Principal Partner of Humber Bondholders, which promotes the region as a destination for inward investment, and a Partner of C4DI (Centre for Digital Innovation), a technology hub that is helping to drive the development of the region's digital sector.

We are actively engaged in improving the region's potential as a member of the Hull and East Yorkshire Digital Skills Partnership (DSP), part of the Hull and East Yorkshire Local Enterprise Partnership.

The partnership brings together public, private and education organisations to help promote the digital capability of individuals and businesses throughout the region, creating a more vibrant future for all.

We are also back to partner with Tech Week Humber 2023, a week-long festival of events connecting enterprise and education in all things Tech.

Supporting the region's young people

As a major employer and supplier of services in the region we are committed to inspiring the next generation and helping local young people reach their full potential by giving them the skills and confidence to excel in a digital world.

We have been able to support careers events with various schools and colleges, some with particular focus on Women in Manufacturing and Engineering. We have also been able to provide several schools with a good insight in to how we connect homes and businesses with our full fibre broadband service.

We continued our partnership with Ron Dearing University Technical College, through which we provide learning support for STEM subjects (science, technology, engineering and maths) as well as support with employability skills.

Charity and community support

We continue to put our community first by supporting local groups and charities in Hull, East Yorkshire, and North Lincolnshire by donating funds, employee volunteering time and business services.

Our popular community grants programme provided 18 grants of up to £1,000 to charities, community groups, sports clubs, and local schools in the region. A big focus this year has been addressing the cost-of-living crisis through the support of local foodbanks and pantries, community fridge projects and staff donations. We've also donated a van to Emmaus to be used as an outreach van to support rough sleepers.

We have continued our community partnership with Hull City FC as a platform to expand the range of community-focused activities we support through the club from donating thousands of free football tickets to young people and the continuation of our successful KCOM Kits initiative, which has now provided more than a 130 full team kits for local youth football teams.

At Christmas, our people demonstrated their continued desire to make a positive difference in the communities we serve by partnering with Hull and East Yorkshire Children's University to donate gifts to local children in care and partnered with Age UK Hull and East Yorkshire to finance and volunteer at their Christmas socials and shoe box appeal.

We've had a busy year of Learning Zone activity, supporting well over 1000, young people from disadvantaged backgrounds to hold experience days through our partnership with Hull and East Yorkshire Children's University. Continuing with our digital inclusion work, we've also had a successful relaunch of IT and Biscuits in partnership with Age UK Hull and East Yorkshire and now their popularity has seen us take it on the road to support elderly residents out in the community and help them feel more confident online.

As we move our customers landlines from copper to fibre, we are partnering with Age UK Hull and East Yorkshire, local council lifeline teams and other charities such as the Deaf Centre and Sight Support to ensure our vulnerable customers get the support they need along the way.



Our Environment

We recognise our business has a responsibility to minimise its impact on the environment and consequently we make decisions with environmental sustainability in mind.

Net Zero

We're committed to reducing our carbon footprint and have developed a plan to become net zero by 2040, 10 years ahead of the government target. We have an interim target to reduce our scope 1&2 emissions by 92% by 2030.

We partnered with the University of Hull to complete our Scope 3 emissions screening assessment and to develop our scope 1&2 emissions carbon reduction plan. This has expanded the reporting of our scope 3 emissions and is responsible for the overall increase in the total of our reported scope 1,2&3 emissions.

Our strategy to reduce emissions looked at what emissions could be avoided, what could be reduced, the potential to switch to lower emission alternatives and finally what emissions could be offset. The 2040 target and the 2030 interim target (for scope 1&2 only) have been based on the anticipated projects that will be completed by 2030 and 2040 and an assessment of the resulting carbon reductions. We have not included benefits of offsetting in the carbon reduction plan.

Our carbon reduction projects include:

Avoid:

We are phasing out the provision of our copper telephone network and migrating customers on to fibre only services. This will enable us to reduce our electricity

consumption by 35% and will drive a reduction in fugitive emissions from air conditioning as we decommission equipment associated with the copper network.

Reduce:

We are in the process of increasing the efficiency of our buildings and equipment to reduce overall electricity consumption, this has already delivered a 6% reduction in electricity consumption. Other options such as optimisation of heating and cooling systems and improving building insulation are planned in the coming years.

We are promoting eco driving within our fleet vehicles to reduce emissions.



Switch:

We purchase all our electricity with a Renewable Energy Guarantee of Origin (REGO) certificate, and we report our scope 2 emissions as both location and market-based to maintain the focus on overall reduction of electricity consumption. We have considered the predicted timeline for decarbonisation of the National Grid as part of our net zero plan.

We have a plan to expand the provision of solar panels at our exchange sites. The solar panels at our Salvesen Way site produce 26% of the site's electricity.

We have a small fleet of electric vehicles and we aim to switch 80% of our fleet vehicles to electric by 2030, we are also looking at the option of using HVO diesel for the fleet as an interim means of reducing emissions.

Offset:

We have offset 1500 CO₂e of emissions via a tree planting and rewilding scheme with Yorkshire based Make it Wild, this figure was based on offsetting our scope 1 emissions and scope 3 emissions related to waste and business travel (as these emissions are within our influence to reduce).

We held an event for local stakeholders to launch our net zero plan including videos to communicate our plans to employees and external parties. Our website includes details of our net zero intentions.

Waste management

We use the waste hierarchy when considering how we dispose of items we no longer require as a business. This includes donating things like office furniture to local charities or selling redundant equipment so it can be reused elsewhere, often this will be in developing countries.

Where items cannot be reused we look at ways to ensure waste equipment is fed into the circular economy, this includes sending waste printed circuit boards to a facility that can reclaim trace metals through a bioleaching process.

We promote the recycling facilities we have in our offices, with the aim of making it as easy as possible for our people to recycle any waste we produce. Any waste from our offices that cannot be recycled is taken for incineration at a heat recovery plant, none of our office waste goes to landfill.

We have expanded the scope of waste that we report on to include waste from our operational activities as well as the waste from our buildings. This is responsible for the increase in our scope 3 emissions associated with waste.



Greenhouse Gas Emissions Report

As in previous years, most of our greenhouse gas emissions resulted from the electricity we consume in our offices, data centres and various network sites.

Methodologies used to produce scope 1 and 2 greenhouse gas emissions are aligned with the GHG Protocol Corporate Accounting and Reporting Standard. Scope 3 greenhouse emissions, which are those resulting from activities in the business' value chains, are produced using methodologies set out in the GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

UK government conversion factors for company reporting of greenhouse gas emissions have been used to calculate GHG emissions figures.

Where subsidiaries, sites or joint ventures are deemed not to be under operational control of the Group or are not material to the Group, their energy and fuel usage have not been included within the scope of the GHG emissions reported.

For reporting Scope 2 emissions associated with purchased electricity we have chosen to report both location based and market-based figures. A location based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data). A market-based method reflects emissions from electricity that companies have purposefully chosen and reflects our decision to purchase electricity via a 100% renewable tariff, (backed by Ofgem REGO (Renewable Energy Guarantees of Origin) certificates.

We have increased the size of our operational team within engineering and have continued the full fibre expansion across the region, both these factors have contributed to an increase in our fleet greenhouse gas emissions.

We have undertaken a review of our scope 3 emissions and have included these in our report, the methodology used is outlined in the table following the emissions report.

In accordance with the Streamlined Energy Carbon Reporting requirements, we are disclosing our environmental impact both in terms of CO₂e tonnage and energy consumed in kWh. However, the commentary below refers to CO₂e tonnage as this is considered the key internal metric for measuring performance. Items marked denote that the metric has been subject to independent limited assurance under ISAE 3000 and ISAE 3410. The limited assurance report and our reporting criteria used to prepare these metrics can be found on our website: <https://www.kcom.com/responsibility/corporate-governance/reporting/>.



Emissions in tonnes of CO2e and GWh

The table below sets out our annual emissions in tonnes of CO2e and GWh by Scope:

	FY23		FY22	
	Energy GWh	Tonnes CO2e	Energy GWh	Tonnes CO2e
Scope 1 (Direct GHG emissions)				
Gas consumption ^a	0.28	52	.25	47
Oil consumption ^b	.57	146	1.02	247
Fugitive emissions – refrigerants ^c		276		159
Company-controlled vehicle emissions ^d	2.56	602	2.12	488
Total Scope 1	3.41	1,076	3.39	941
Scope 2 (Indirect GHG emissions from purchased electricity)				
Total electricity consumption (LB) ^e	13.57	2,640	14.19	3,012
Of which renewable electricity consumption (MB) ^f	13.57	0	14.19	-
Total Scopes 1 & 2 (LB)	16.98	3,716	17.58	3,953
Total Scopes 1 & 2 (MB)	16.98	1,076	17.58	941
Intensity ratio Scopes 1 & 2 tonnes CO2e per '000 revenue	0.0367		0.0392	
% change from previous year (Scope 1 & 2 MB TCO2e)	+13%		+15%	
Scope 3 (Indirect value chain emissions)				
1	Purchased goods and services ^g	49,721		
2	Capital goods ^h	Included in category 1		
3	Fuel and energy-related activities ⁱ	186		
4	Upstream transportation and distribution ^j	Included in category 1		
5	Waste generated in operations ^k	26	3	
6	Business travel ^l	196	166	
7	Employee commuting ^m	419		
8	Upstream leased assets ⁿ	10		
9	Downstream transportation and distribution ^o	Included in category 1		

10	Processing of sold products ^p	N/A	
11	Use of sold products ^q	N/A	
12	End-of-life treatment of sold products ^r	N/A	
13	Downstream leased assets ^s	4,393	3
14	Franchises ^t	N/A	
15	Investments ^u	N/A	
Total Scope 3			
Total scope 1, 2 & 3 (LB)		54,951	4,122
Total scope 1, 2 & 3 (MB)		58,667	1,110

- a - Natural gas consumption for heating of premises. Propane used in engineering operations.
- b - Oil processed in ICE generators for electricity generation. Oils used in engineering operations.
- c - Refrigerants used in cooling and air conditioning systems.
- d - Company owned vehicle emissions converted from litres fuel. Not inclusive of electric vehicles.
- e - LB - Location-based methodology - emissions calculated in line with the UK grid-average emissions factor provided by the UK government.
- f - MB - Market-based methodology – emissions calculated in line with the REGO-certified 100% renewable energy tariff supplied to KCOM.
- g - Category emissions associated with the extraction, production, and transportation of goods and services purchased or acquired by KCOM in the reporting year. Environmentally Extended Input Output Analysis (EEIOA) has been used to calculate emissions from this category based on KCOM spend during the financial year.
- h - For the reporting period, category emissions have been included in EEIOA analysis completed for category 1 – purchased goods and services.
- i - Category emissions relating to the extraction, production, and transportation of fuels and energy purchased or acquired by the reporting company in the reporting year, which have not already been accounted for in Scope 1 or scope 2. This includes transmission and distribution losses associated with generation of electricity.
- j - For the reporting period, category emissions have been included in EEIOA analysis completed for category 1 – purchased goods and services.
- k - Category emissions are those associated with the disposal and treatment of waste generated in the reporting company's operations in the reporting year.
- l - Transportation of employees for business-related activities during the reporting year (in vehicles not owned or operated by the reporting company).
- m - Category emissions reflect the results of an employee survey conducted to understand employee commuting habits during the reporting period.
- n - Category emissions associated with property assets where KCOM is the lessee are included within this category.
- o - For the reporting period, category emissions have been included in EEIOA analysis completed for category 1 – purchased goods and services.
- p - KCOM does not offer products for sale. Subsequently this category does not apply. Products provided to enable delivery of service to customers are included in contract rates and are considered leased assets.
- q - KCOM does not offer products for sale. Subsequently this category does not apply. Products provided to enable delivery of service to customers are included in contract rates and are considered leased assets.
- r - KCOM does not offer products for sale. Subsequently this category does not apply. Products provided to enable delivery of service to customers are included in contract rates and are considered leased assets. Category emissions relate to energy consumption of equipment provided to service users in order to enable delivery of KCOM services.
- s - Category emissions associated with property assets where KCOM is the lessor are also included within this category.
- t - KCOM does not operate franchises. Subsequently this category does not apply.
- u - KCOM does not hold investments which fall within the boundaries of this category as defined by the GHG protocol. Subsequently this category does not apply.

Performance against targets

Area	Actual	Target for the year under review	Target met?	Future target for 2022/2023
Total Scope 1&2 CO ₂ e (MB)	1076 Tonnes CO ₂ e	To reduce 2021/22 levels	No	To reduce 2022/23 levels
Waste sent to landfill	0 Tonnes	To reduce 2021/22 levels of waste to landfill	Yes	To reduce current levels of waste to landfill
Energy efficiency in transport	798 Tonnes CO ₂ e	To reduce 2021/22 levels	No	To reduce 2022/23 levels

