

CARBON

REDUCTION PLAN

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1. Carbon Reduction Plan 2024

Supplier name: TalkTalk Business Direct Limited

Publication date: 20 February 2024

Please note that TalkTalk Business Direct Limited demerged from TalkTalk Holdings Limited (TalkTalk) on the 29 September 2023.

The information contained in this Carbon Reduction Plan is accurate and covers a period when TalkTalk Business Direct Limited was a division of TalkTalk Holdings Limited. Therefore, all information below relates to TalkTalk Holdings Limited and the information provides an update from the TalkTalk Carbon Reduction Plan of 2023.

In January 2025, TalkTalk Business Direct Limited shall have 12 months of data and will be able to publish a Carbon Reduction Plan with a new baseline and new set of projected targets for achieving net zero.

2. Commitment to achieving Net Zero

TalkTalk Holdings Limited is committed to achieving Net Zero emissions by 2050. TalkTalk Holdings Limited is a signatory to Business Ambition for 1.5 Degrees and the UN Race to Zero campaign and has validated near-term Science Based Targets.

2.1 Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

| Baseline Year: FY20 – 1st April 2019 – 31st March 2020 | |
|--|--|
| Additional details relating to the Baseline Emissions calculations. | |
| Location-based and market-based calculations for Scope 1 and 2. As per the Technical Standards, TalkTalk have reported Scope 3 categories 4, 5, 6, 7 and 9 where applicable. <i>Please note:</i> TalkTalk does not have category 9 emissions; all transportation related emissions are covered in category 4. Category 7 includes working from home emissions. | |
| Baseline year emissions: | |
| Emissions | TOTAL (tCO ₂ e) |
| Scope 1 | Location-based: 469 Market-based: 469 |
| Scope 2 | Location-based: 6,467 Market-based: 6,467 |

| | |
|--|---|
| Scope 3 (including sources) | Category 4: 2,748 Category 5: 10 Category 6: 987 Category 7: 2,729 Total: 6,475 |
| Total Emissions | Location-based: 13,411 Market-based: 13,411 |

2.2 Current Emissions Reporting

| Reporting Year: FY23 – 1 March 2022 – 28 February 2023 | |
|--|--|
| Emissions | TOTAL (tCO ₂ e) |
| Scope 1 | Location-based: 716 Market-based: 632 |
| Scope 2 | Location-based: 4262 Market-based: 3 |
| Scope 3 (including sources) | Category 4: 3,469 Category 5: 1 Category 6: 642 Category 7: 1,745 Total: 5,857 |
| Total Emissions | Location-based: 10,835 Market-based: 6,492 |

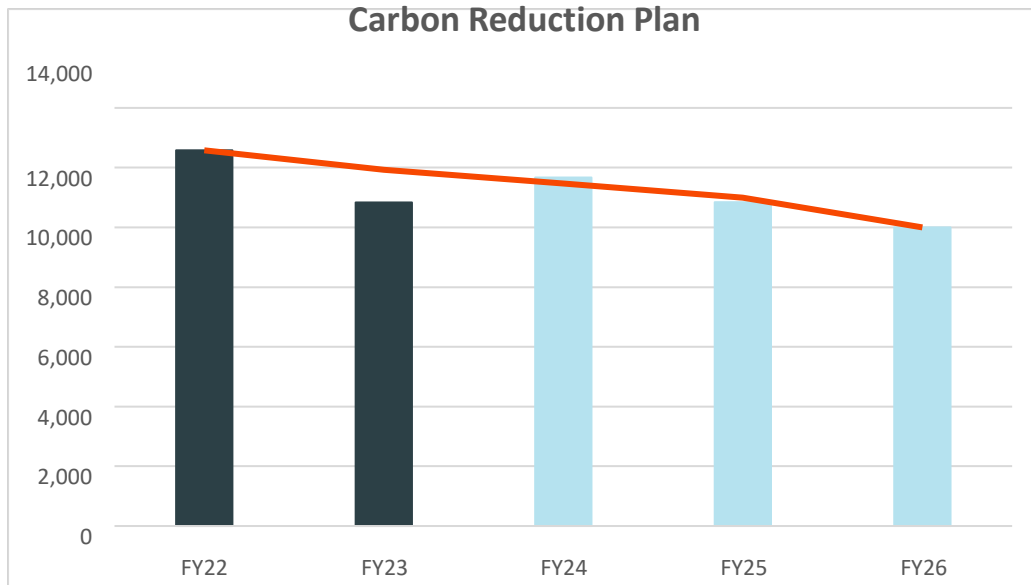
3. Emission Reduction Targets

To continue our progress to achieving Net Zero, we have adopted the following carbon reduction targets.

3.1 Location-based

In TalkTalk's previous Carbon Reduction Plan of January 2023, we projected that carbon emissions will decrease by 20% to 10,000 tCO₂e between FY22 and FY26. This is a reduction of 20%.

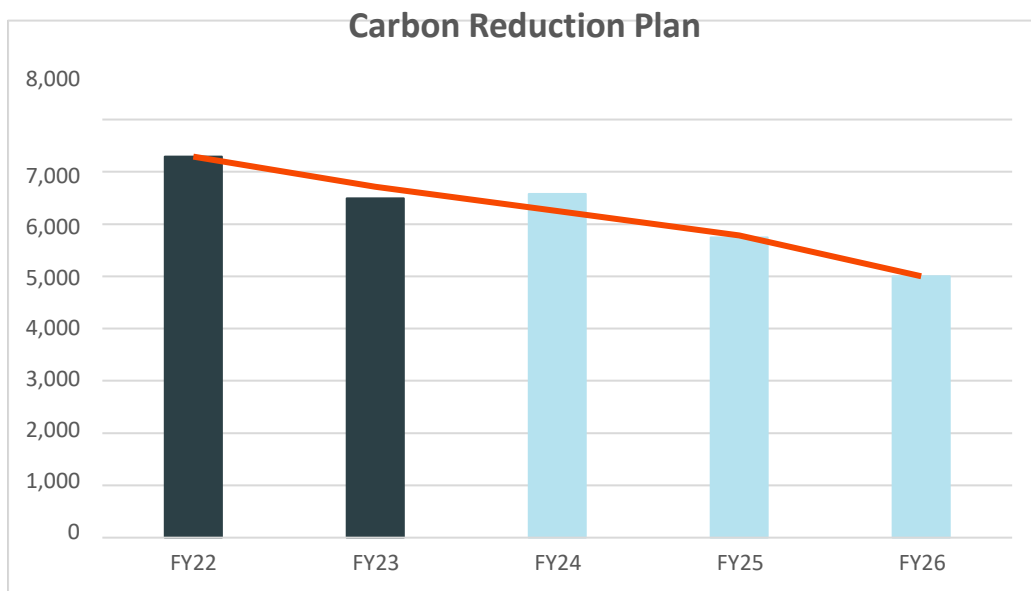
The following bar chart shows the original carbon reduction targets. The bars in greens are actual performance from FY22, and FY23 the Reporting Year:



3.2 Market-based

In TalkTalk's previous Carbon Reduction Plan of January 2023, we projected that carbon emissions will decrease by 31% to 5,000 tCO2e between FY22 and FY26.

The following bar chart shows the original carbon reduction targets. The bars in greens are actual performance from FY22, and FY23 the Reporting Year:



4. Carbon Reduction Projects

4.1 Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been completed or implemented since the 2020 baseline:

- Changing our electricity supply (scope 2) to a renewable tariff (REGO).
- Switching our gas supply (RGGO) and reducing scope 1 emissions.
- Commencing transition of fleet in scope 1 to electric vehicles.
- Significantly reduce refrigerant-based scope 1 emissions through monitoring and replacement of legacy units.
- Signing the Business Ambition for 1.5 Degrees and having validated near-term Science Based Targets.

The carbon emission reduction achieved by these schemes equates to 6,919 tCO₂e, a reduction against the 2020 baseline measures will be in effect when performing the contract.

This Carbon Reduction Plan does not include any future initiatives, as the 2025 Carbon Reduction Plan completed by TalkTalk Business Direct Limited will include a new baseline, a new set of carbon reduction targets and initiatives, which will be based solely on the new business entity.

5. Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard¹³ and uses the appropriate Government emission conversion factors for greenhouse gas company reporting¹⁴.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard¹⁵.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

Signed on behalf of the Supplier:



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.... Enterprise Director

Date: 23-02-24