

Carbon Reduction Plan

Supplier name: TalkTalk Telecom Group Limited

Publication date: 9th January 2023

Commitment to achieving Net Zero

TalkTalk Telecom Limited is committed to achieving Net Zero emissions by 2050. TalkTalk Telecom Limited is a signatory to the UN Race to Zero campaign. TalkTalk Telecom Group's Carbon reduction plan encompasses all group subsidiaries, including but not limited to: TalkTalk Business Direct Ltd, TalkTalk Communications and any other group owned business.

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 – April 1st 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. Please note TalkTalk do 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 (tCO₂e)
Scope 1	Location-based: 469; Market-based: 469
Scope 2	Location-based: 6,467; Market-based: 6,467
Scope 3	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

Current Emissions Reporting

Reporting Year: FY22 – 1 st March 2021 – 28 th February 2022	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	Location-based: 3,102; Market-based: 3,000
Scope 2	Location-based: 5,191; Market-based: 5
Scope 3	Category 4: 2,350 Category 5: 7 Category 6: 237 Category 7: 1,690 Total: 4,284
Total Emissions	Location-based: 12,577; Market-based: 7,289

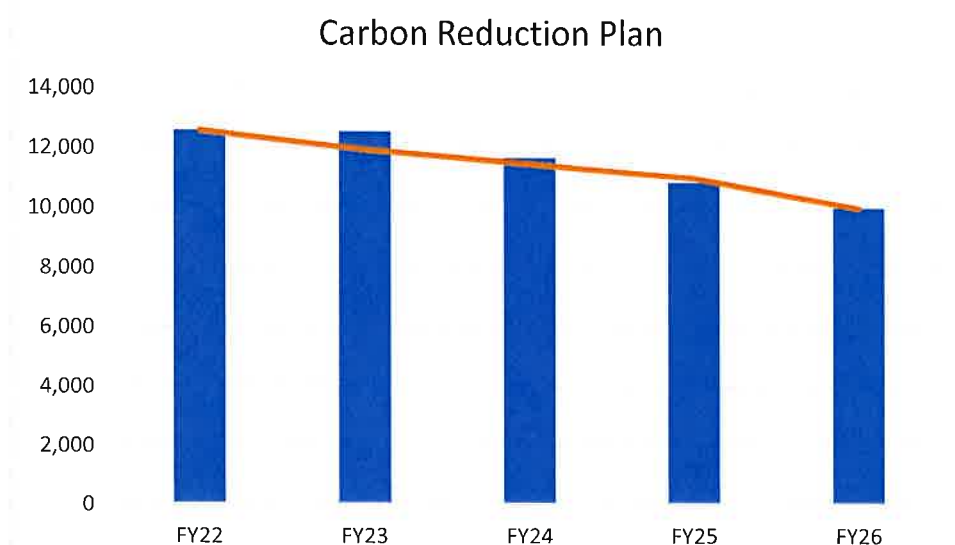
Emissions reduction targets

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

Location-based

We project that carbon emissions will decrease over the next five years to 10,000 tCO₂e by 2026. This is a reduction of 20%

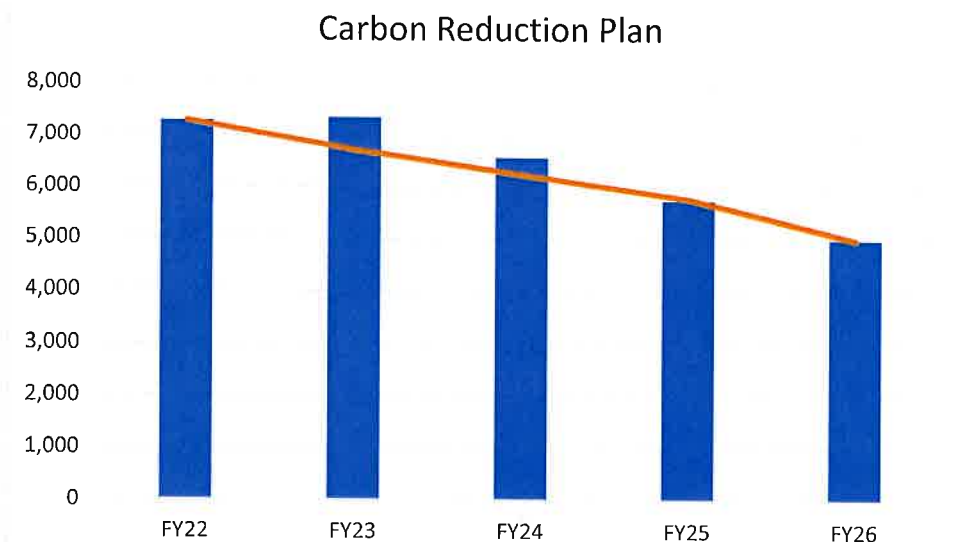
See below the bar chart of projected annual emissions and line of projected trajectory of emissions reductions:



Market-based

We project that carbon emissions will decrease over the next five years to 5000 tCO₂e by 2026. This is a reduction of 31%

See below the bar chart of projected annual emissions and line of projected trajectory of emissions reductions:



Carbon Reduction Projects

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
- Switching our gas supply and reducing scope 1 emissions
- Commencing transition of fleet in scope 1 to electric vehicles
- Signing the Business Ambition for 1.5 Degrees – committing to set a near term Science Based Target on a 1.5 degree trajectory to cover all 3 scopes – currently awaiting validation

The carbon emission reduction achieved by these schemes equate to 6,122 tCO₂e, a reduction against the 2020 baseline measures will be in effect when performing the contract.

In the future we hope to implement further measures such as:

- Switch from fuels used in backup generators in data Centre's – from diesel to HVO fuels. Expected in 2023 and worth approx. 100 tonnes of co2e per annum
- TalkTalk have launched electric vehicle salary sacrifice scheme in summer 2022 for all employees. Expect take-up of the scheme to reduce category 7 emissions by 100 tonnes of co2e.
- TalkTalk to increase monitoring of fire suppressants in data centers, as well as replacing GHG-emitting fans with newer technologies and air to cool data rooms. Up to 2,700 tonnes of co2e saving per annum

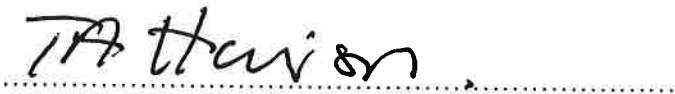
Declaration and Sign Off

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).



Tristia Harrison, Chief Executive Officer

Date: 9th January 2023