



Bryt
By nature

**OUR SUSTAINABILITY JOURNEY,
OUR RESPONSIBILITY.**
2021

OUR PROMISE

WE ARE **CO₂**
CARBON NEUTRAL

"Since Bryt Energy's inception in 2016, sustainability has been critical to our business strategy. As a solely **zero carbon, 100% renewable electricity** supplier, we have always believed that acting sustainably is quite simply the right thing to do. We believe that businesses have a responsibility to ensure that they have a positive impact on the world they're operating in, and for us, it's not only about the environment. Our ethos is about ensuring we have a **positive impact on society as a whole**, from the customers and partners we work with and the staff that deliver our vision, to communities and ecosystems across the planet.

That's why we launched our **Bryt By Nature** programme in 2020, because naturally, we're working on a **'Bryter' future for everyone**. Since launching this programme we've made some great first steps, though we know we still have a long way to go. We're on a journey to becoming a truly sustainable business, and we want to be totally transparent about the opportunities and challenges we experience along the way. Sustainability isn't always easy - but it's absolutely necessary.

Our efforts so far mean that we've already achieved **carbon neutral status*** by reducing and offsetting our carbon emissions. At the same time, we also became the **fastest growing business electricity supplier in 2020****, without compromising our customer satisfaction rating***. And we're still working towards achieving net zero emissions by 2025.

Going forward, we're looking beyond Bryt Energy when it comes to improving sustainability. Every business will need to play its part to ensure that the UK can meet its net zero emissions target by 2050, and we're determined to help them do so. We've created pioneering products that empower businesses to support the grid in transitioning to net zero, whilst also seizing business benefits. This, along with our zero carbon, 100% renewable electricity supply, enables us to **support businesses to achieve their sustainability goals**.

With the latest UN Intergovernmental Panel Climate Change (IPCC) report calling for urgent action, and COP26 having been hosted in the UK this year, now more than ever, it's time to act. Our Bryt By Nature report contains insight into the changes we've made over the past year, the impact on our carbon footprint and what we're planning to do next. We hope that you can **pick up some tips and join the journey!**"

Ian Brothwell
Managing Director
22nd November 2021



IT'S TIME TO ACT



This year, the IPCC's Sixth Assessment report warned that global warming will exceed 1.5°C, and possibly even 2°C, above pre-industrialised levels unless significant action is taken now¹. The effects of this warming are already visible in climate change trends across the globe, such as more frequent extreme weather events, loss of biodiversity and rising seas. However, the IPCC believes that through strong and sustained reductions in greenhouse gas emissions, we can still stabilise global temperatures and limit further impact.

So as businesses across all

industries continue to feel the ongoing impacts of COVID-19, it's important to ensure that we make a 'green' recovery from the pandemic. For the past two years, attention has been focused on the global public health crisis - and rightly so - but the climate crisis is only becoming more urgent with each day that passes.

This year, the UK hosted COP26, the United Nation's 26th annual global climate change conference, and the eyes of the world are on the UK (and therefore UK businesses) and their sustainability commitments. With climate change at the forefront of everyone's minds,

we believe **it's time to act** - and we know many of our customers choose Bryt Energy because they believe this too.

By practicing what we preach, we aim to become a better business; better for our customers and better for the planet. But the UK can't achieve what is needed if businesses work in silos, we all are **'better together'**. So, by sharing best practice and working collaboratively to create real change, we will get there - together.

Join our journey.

WE ARE BETTER TOGETHER, JOIN OUR JOURNEY.

*Carbon neutral is defined by Bryt Energy as Scope 1, 2 & 3 for the categories of gas, electricity, water, waste, business travel including hotel stays, employee commuting and working from home. The Scope 1, 2 & 3 carbon emissions for 2020 were 43.8 tonnes and therefore 50 tonnes of carbon credits from Bokhol Solar project were retired on behalf of Bryt Energy by EcoAct in August 2021.
**Organic growth only, based on Bryt Energy's 2020 share of national settled electricity volumes in Great Britain compared to 2019 share, versus other business-only suppliers.
*** Based upon all customer responses to all routine satisfaction surveys undertaken by Bryt Energy between April 2020 - May 2021.

¹<https://www.ipcc.ch>

BRYT BY NATURE



Our programme for being a better business consists of 4 key elements which align with our chosen Sustainable Development Goals (SDGs).



SUSTAINABLE BY NATURE

Sustainability is in our DNA, and we've always been focused on striking a balance between people, profit, purpose and the planet. From documenting our carbon footprint to becoming carbon neutral*, we're determined to be totally transparent in our journey aiming to be net zero by 2025.

SDG 13: Climate action



TRUSTED BY NATURE

Our customers are at the heart of what we do. We know that our customers trust us to work to the highest of ethical standards, and we know that they need to be able to rely on us. So we're committed to being a safe, secure and sustainable electricity company.

SDG 7: Affordable and clean energy



PASSIONATE BY NATURE

We're passionate about providing an excellent service that benefits both our customers and the environment. Without our amazing team, we wouldn't be able to deliver our purpose - so we're also enthusiastic about making Bryt Energy a positive, diverse and inclusive place to work.

SDG 3: Good health and wellbeing



PIONEERING BY NATURE

We're agile and do things differently to create pioneering and sustainable solutions. Our innovative products are helping to build a better energy industry for the businesses that operate within it and the customers that rely upon it.

SDG 12: Responsible consumption and production



OUR PROGRESS SO FAR...

Let's take a look at the progress we have made on our Bryt by Nature elements and the associated SDGs...



SUSTAINABLE BY NATURE

In the UK, energy supply is one of the biggest sources of emissions - the energy supply sector contributed over 26%² of the UK's overall emissions in 2019. We recognise that Bryt Energy has a key role to play in this sector, so we've been leading the way to a more sustainable future by only supplying our customers with **zero carbon, 100% renewable electricity**.

In line with our commitment to **SDG 13: Climate action**, we choose only **solar, wind and hydro** energy sources because we believe this 'natural' fuel mix provides the most benefit to our customers and the environment. Because generating solar, wind and hydro electricity doesn't create any carbon emissions, all three of these sources are classed as zero carbon and are completely renewable because they are in infinite supply.

They also complement each other well. In the winter months when there are fewer daylight hours for solar generation, for

example, wind generation picks up. And when wind speeds fall in the summer, we can rely on sunnier days and longer daylight hours to increase solar output. Wind is also available day and night, so unlike solar panels, turbines can continue to generate electricity when the sun sets. Meanwhile, hydroelectric power stations can be dispatched quickly at any time, to generate electricity on demand.

Since defining our sustainability goals last year, we've made some good progress, though we know we still have a long way to go. When we updated our carbon footprint for 2020, we found that our office-based emissions fell as most of our staff have been **working from home** (WFH) due to the pandemic. However, we're still responsible for these emissions so we're documenting our employees' working-from-home (WFH) footprint, such as the energy used to power their IT equipment and heat their homes. To try to reduce this as much as possible we're also offering our employees incentives and support to switch to a **renewable electricity supply** at home.

We also extended our Scope 3 reporting to include staff commuting. This accounted for a significant part of our carbon footprint pre-pandemic, so we've introduced policies to encourage our staff to opt for low carbon travel when they return to the office. Our team can take out an interest-free **season ticket loan**, buy a bike through our tax efficient **bike-to-work scheme**, or switch to an electric vehicle through our new **EV car salary sacrifice** scheme.

We appointed a dedicated **Sustainability Manager** to help us drive our sustainability agenda forwards, and we've taken on a **sustainability placement student** from a local university to support and inspire the next generation of sustainability experts. They worked together to enable us to voluntarily report under the Streamlined Energy and Carbon Reporting (SECR) scheme for the first time for 2019, and are currently working on our 2020 report, fulfilling our ongoing commitment to being transparent about our emissions.



TRUSTED BY NATURE

Our sustainable roots run deep. Our parent company, **Statkraft**, has over 125 years of renewable energy experience and they were passionate about embedding these values throughout Bryt Energy from the start. We've only ever supplied our customers with zero carbon, 100% renewable electricity, which made **SDG 7 - Affordable and clean**

energy - a natural choice for us to commit to and constantly deliver on.

Founded in Norway, Statkraft is a leading international hydropower company and **Europe's largest generator of renewable energy**. Their expertise - and their **A-credit rating**³ - means that our customers can rely on us to provide them with renewable service and support now and in the future.

We also know that our customers need us to always be accurate, reliable, and ready to assist them.

During 2020 we were the **fastest growing business electricity supplier**^{**}, and despite the challenges in a pandemic world, continued to support both new and existing customers achieving an average **customer satisfaction rating of 4.9/5**^{***}. Right now, businesses need an electricity supplier that can support them through the transition to a net zero energy system, and we are delighted that they know that Bryt Energy is the ideal partner.

³Standard & Poors rating

² https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/875485/2019_UK_green-house_gas_emissions_provisional_figures_statistical_release.pdf

OUR PROGRESS SO FAR...



PIONEERING BY NATURE

As a supplier, we know we play a key role in the energy industry. We want to use our influence to help our customers use electricity more intelligently and sustainably, and to support the energy system in achieving net zero.

As the UK drives transitioning to a net zero system, and with increased uptake of EVs and heat pumps, balancing the grid is likely to become more challenging. To achieve net zero, responsible consumption isn't just about using less energy; it's equally about when you use it. The more that consumers can

synchronise their energy usage with renewable generators, the easier it will be to support a system powered on renewables alone.

So, we're combining our renewable expertise and market access with industry-leading technology providers, to launch innovative products that seamlessly **optimise our customers' electricity usage**, unlocking the value from their operations. This aims to secure an efficient, affordable and reliable renewable future for us all, and contributes to our commitment to **SDG 12 - Responsible consumption and production**.

This year, we also introduced **Bryt Envision**, a complementary platform

to our zero carbon, 100% renewable electricity supply. It offers customers the tools to monitor their usage and identify areas for greater efficiency to reduce energy waste and costs, empowering them to take the next step in their sustainability journey.

We're continuously working to develop new products to support our customers in getting control of their energy. Working in partnership with our sister company, **Mer**, we can support customers looking to electrify their fleet and provide on-site charging using our renewable electricity. We're also exploring new ways to help businesses to take control of their electricity spend and manage payments more flexibly - **watch this space!**



PASSIONATE BY NATURE

Without our incredible team, we wouldn't be able to deliver our purpose. That's why we're always looking for new and engaging ways to make Bryt Energy a **positive, diverse and inclusive place to work** - whether that is at home or in the office.

This year, the pandemic has really brought home the importance of **SDG 3 - Good Health and Wellbeing** - building our Bryt Energy community and empowering our employees to get involved and drive change where needed has become more important than ever.

We know providing support for our employees' mental health is just as important as protecting their physical health. That's why we now have dedicated **Mental Health First Aiders** within the team. These individuals have been trained in how

to identify, understand and help someone who may be experiencing a mental health issue, and they help us to provide vital support for our employees' wellbeing.

It's important to us that all of the team at Bryt Energy feel valued. Part of that involves ensuring that everyone receives fair pay, and we became an **accredited Living Wage employer** this year to try to ensure this. We also committed to ensuring that all of our third party contracted staff are paid the Living Wage by the end of 2021.

Our **Equality, Diversity and Inclusion (EDI) Champions** formed this year to actively promote, celebrate and raise awareness of key issues. Led by our employees, the group engages with colleagues on a range of events and promotes EDI training across the business.

We're proud that our employees share our commitment to having a positive impact on their

communities, so we've implemented several policies to empower them to do just that. Our recent addition of **'Climate Perks'** to our staff benefits means that all of our staff members can take up to two paid 'journey days' per year if they choose to travel on holiday by train, coach or boat rather than flying - so they can travel sustainably without using up their annual leave.

Driven by our Employee Champions, we're also empowering our employees to contribute to the causes they care about through the **OnHand app**. This enables them to get involved in local volunteering opportunities such as dog walking, mentoring young people and delivering food to food banks. We also support our volunteers by offering them a day of annual leave back for the fantastic volunteering undertaken.



onHand

CALCULATING OUR CARBON FOOTPRINT

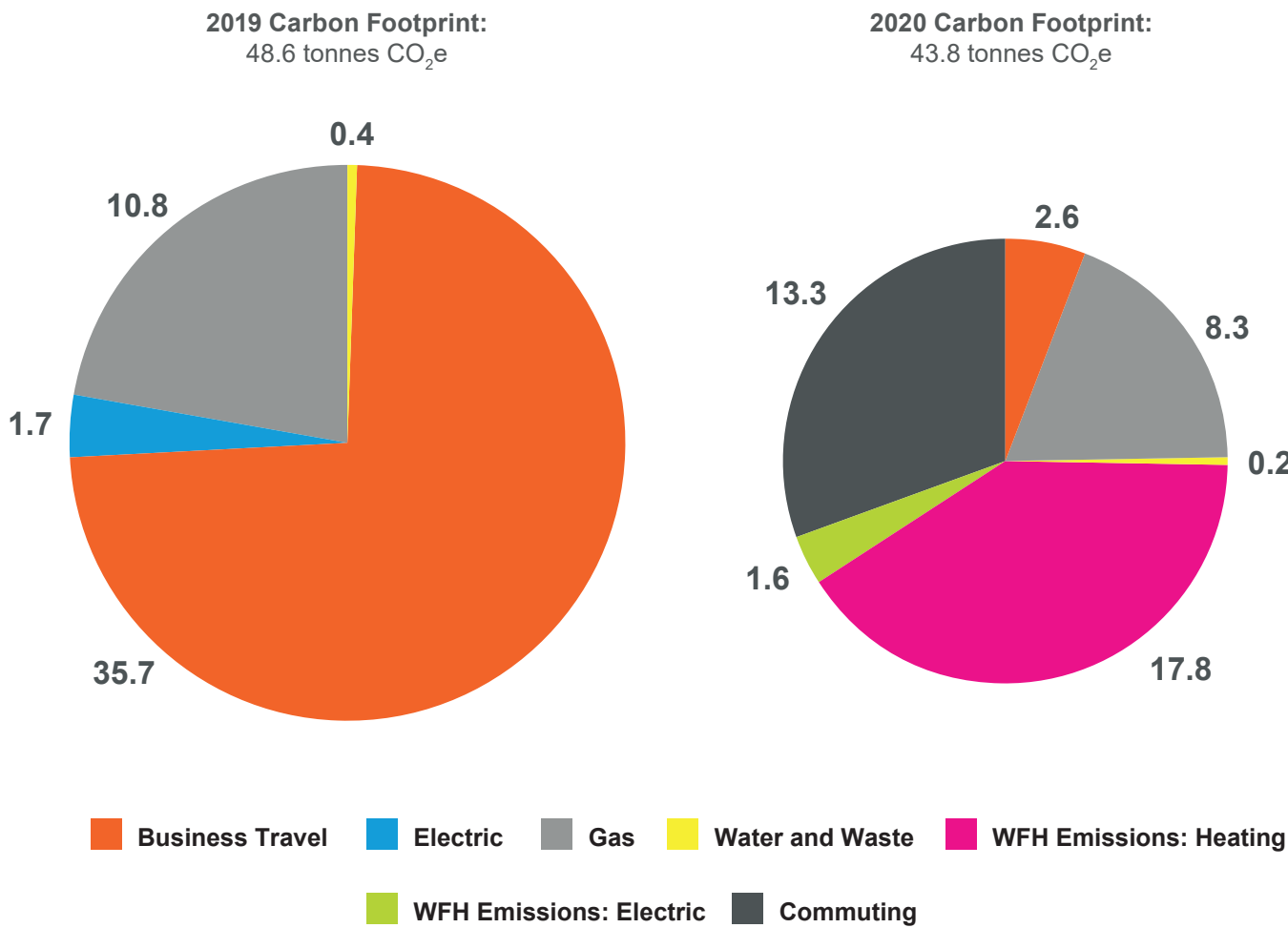


We calculated and reported our carbon footprint for the first time last year and put in place a plan to reduce our emissions year on year.

Our 2020 carbon footprint is smaller than it was in 2019, but due to the pandemic this isn't a like for like comparison. However it is a great first step, though we still have a long way to go.

For our 2020 carbon footprint we have significantly **increased the scope of our carbon emissions that we report on** to include hotel stays, staff commuting, and working from home (WFH) for the first time. These are all Scope 3 emissions; indirect carbon emissions that are outside Bryt Energy's direct control, but within our value chain. We can't control these emissions, but we definitely can influence them!

We've now had our 2020 carbon footprint independently audited by independent climate consultants EcoAct - here's what it looks like:



2019 figures are restated after improved data collection identified an additional 4.45 tonnes of carbon emissions, which were then offset. This restatement has been verified by EcoAct.

WHAT WE'VE LEARNT

Business travel emissions temporarily reduced

As we moved to greater WFH, we found that our carbon emissions from business travel reduced from 35.7 tonnes in 2019 to 2.6 tonnes in 2020, as lockdown took effect and business meetings moved online. However, as we return to face-to-face meetings and events this is likely to increase again. We're monitoring our hybrid working plan and have amended our business travel policies to encourage low carbon travel.

But WFH didn't significantly reduce our 'office' emissions

For our energy use in the office we were able to report zero emissions for all of our electricity in 2020 (vs. 1.7 tonnes in 2019) as we were able to verify that our Sheffield office, like our Birmingham one, was also supplied with zero carbon electricity – which we weren't able to do before. However, the carbon emissions from gas heating at our offices (Scope 1 emissions) remained relatively high despite greater homeworking, only reducing from 10.8 tonnes to 8.3 tonnes. We had anticipated a more significant drop as the majority of colleagues were working from home – but the serviced offices where we are based were heated whether there was 1 person in the office or 70! These emissions are outside of our control, but hopefully we can influence our building management team to take this into account going forwards.

WFH added emissions outside of Bryt Energy's control

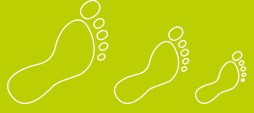
Whilst we were already intending to widen our scopes for carbon emission reporting, the COVID-19 pandemic added greater urgency to considering our impact outside of the office.

We didn't track our WFH emissions in 2019, but in 2020 the combined WFH emissions from electricity use and all heating our homes was 19.4 tonnes. We

Our 2020 carbon footprint was a **reduction of 10%** on our 2019 carbon footprint. Our carbon emissions per employee fell by 33%, showing that as the company is growing, our carbon emissions are not growing with it, which is positive and a trend we need to continue.

Employee Footprint

2019 - 916 kg CO₂e per employee
2020 - 615 kg CO₂e per employee



know that we're still responsible for these emissions and were surprised that this figure was so high, but that's the impact of having 70 central heating systems keeping us warm, rather than just one! However, through introducing incentives to encourage staff to switch to renewable energy at home, Bryt Energy can have a wider positive impact across our employees' carbon emissions, both in and outside of working hours. Although an anonymous employee survey revealed that over 50% of our employees are already on a renewable tariff, so we're heading in the right direction!

We identified the commutes that particularly affected our footprint

For the first time, we calculated the carbon emissions from staff commuting to and from the office. This came to 13.3 tonnes even though over two thirds of staff took public transport or walk to work. This figure would have been significantly higher if we had continued to commute to the office all year instead of WFH from March 2020, though as this is the first time we measured this, we can't compare this.

We were able to identify a few key journeys that were having a significant impact on our footprint, so we can hopefully look into reducing these, possibly through our company EV scheme or other employee commuting schemes.

CLEAR DEFINITIONS CLEAR TARGETS

Scope 1 covers direct emissions under our control, e.g. our gas usage.

Scope 2 covers indirect emissions from the generation of purchased electricity.

Scope 3 emissions are those over which we do not have direct control, but that we can influence, for instance through our supply chain or the stakeholders with whom we work.

Carbon neutral has already been achieved by calculating our emissions and taking action to address or offset every tonne of carbon emissions produced by our activity.

Net zero will require us to go further, reducing our carbon impact, expanding into our supply chains and then exploring carbon sequestration projects that absorb carbon from the atmosphere, so that we are no longer a net contributor to climate change.

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OFFSETTING OUR EMISSIONS



As you can see from our carbon footprint, we're still creating 43.8 tonnes of carbon dioxide equivalent emissions.

And whilst we're working to reduce the emissions we create, to ensure we remain carbon neutral in our operations* we need to offset the emissions we're still producing by preventing an equivalent amount of emissions being released into the atmosphere elsewhere.

We do this by investing in the **Bokhol Solar Project**, the first ever solar photovoltaic (PV) project in Bokhol, Senegal. The Bokhol Solar Project provides around 160,000 people with access to renewable energy, and we're supporting it by purchasing carbon credits from the project through EcoAct

The Bokhol Solar Project also provides local Senegalese people with jobs. The funds gained from any carbon credits goes to investments into the local community, providing essential improvements such as new housing, new medical equipment for the local midwife and school renovations. Since we've been supporting the Bokhol Solar Project, they have constructed **two schools and 5 classrooms** using this funding, with the electricity powered by solar energy.

We chose this project because it aligns with our Sustainable Development Goals - by supporting solar PV in Bokhol, we are:



Helping people to access clean energy at affordable prices



Addressing climate change



Enhancing the wellbeing of the people of Bokhol



WHAT'S NEXT?

We know that the climate has a curfew, so we need to take our efforts to the next level. We're aiming to reach **net zero emissions by 2025**, which is an ambitious target! This means that we're continuously developing new ways to become a better business, and we're already thinking about the next steps on our sustainability journey.

Going forward, these are the key areas we're planning to focus on:

Reducing our transportation emissions



At Bryt Energy, business travel has always been our biggest area of emissions - but in the past year, we've seen business travel emissions fall significantly due to COVID-19 restrictions. Over the last year, we've made several changes and brought in new policies to address our emissions in this area. For example, we're working on a new hybrid working model that redefines our use of the office and reduces the need for employees to travel unnecessarily. We'll be looking to see the impact of these changes as we return to our new normality.

Removing carbon from the atmosphere



Sadly, we know that we may never be able to eliminate all of our carbon emissions entirely, no matter how many decarbonisation measures we implement. So we'll need to remove any such emissions from the atmosphere through projects that eliminate or capture carbon emissions in order to achieve net zero. Our next step is to research and understand how we can utilise these projects alongside our offsetting activities.

Understanding our Scope 3 emissions



We're aiming to be net zero by 2025, but to do this in a meaningful way we need to truly understand ALL of our emissions. In the last year we have increased the Scope 3 emissions that we report on to include hotel stays, working from home and commuting, but we know that we are indirectly responsible for many more emissions. That's why we are working with **EcoAct**, to fully map our Scope 3 emissions across all 15 GHG protocol categories in 2021. The next step will then be to set targets to reduce emissions in Scopes 1, 2 and 3 on our journey to net zero, and publicly report on our annual progress.

Supporting our customers' sustainability



As well as improving our own sustainability, we're also looking to help our customers achieve their own goals. We're working with leading technology partners to develop innovative solutions that will enable our customers to better manage their energy and enable a net zero grid. We want to help businesses to support a more sustainable future by creating products that are simple to understand and place no additional time and resource strain on their business. As the energy landscape continues to change, so should our products and services, helping businesses to adapt whilst also providing commercial, environmental and reputational benefits for them.



JOIN OUR JOURNEY



Our goal is to lead Britain to embrace a low carbon, sustainable energy future. We're doing this one business at a time, so why not make sure yours is the next to benefit?

To talk to our experts about how we could help your business to reach its sustainability goals, call us on **0121 726 7575** or email **solutions@brytenergy.co.uk**.