BrytEnergy

OUR SUSTAINABLE BUSINESS REPORT 2023

Bryt By nature

WELCOME TO 2023'S BRYT BY NATURE REPORT -OUR FRAMEWORK FOR BEING A BETTER BUSINESS.

Since launching our Bryt by Nature programme in 2020, we've been fully documenting our journey to becoming a truly sustainable business, being totally transparent about the successes and challenges we've experienced along the way.

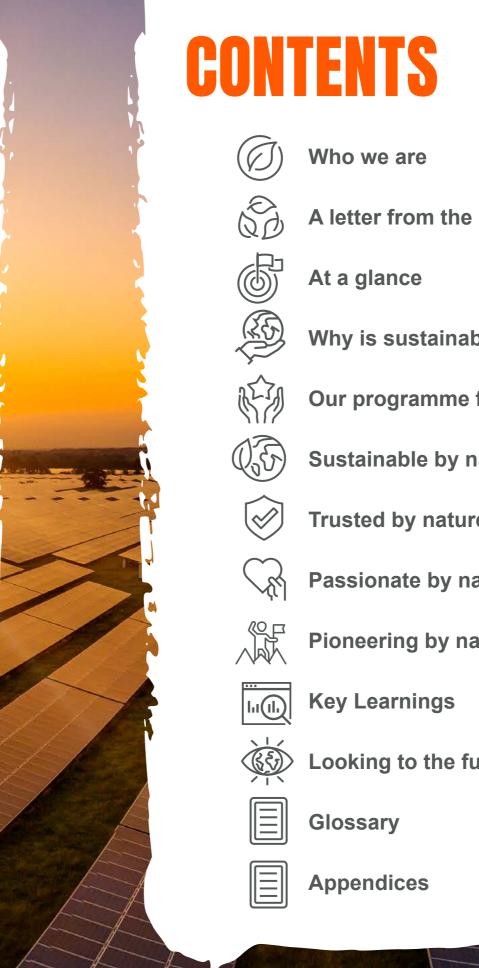
This is our 2023 Bryt by Nature report. It addresses **four key areas** that are aligned to the values our business holds of being **trusted**, **passionate**, **sustainable and pioneering by nature**.

Under each area, we'll outline our goals and cover the actions we have taken since our last report to progress towards them. We'll report on our carbon footprint for 2022, as well as incorporating information from our annual financial report, and highlight what we plan to do next to move forward.

But we know being a sustainable business is about more than just our environmental impact, so we've also included updates and milestones from other areas of our business to ensure we're recognising our social impact as well.

THE TECHNICAL PART

Our carbon emissions reporting is retrospective, with data collected from **January 1st 2022 to December 31st 2022**. This information is then analysed during the first quarter of 2023 and verified by independent climate consultancy **EcoAct** using the internationally recognised ISO 14064-3 standard.





	4
board	6
	7
bility so important?	8
for being a better business	10
nature	12
e	26
ature	30
ature	36
	38
uture	40
	43
	44

44

WHO WE ARE

Bryt Energy is part of the **Statkraft group**, and provides British businesses with **zero carbon**, **100% renewable electricity**, sourced solely from **Solar**, **Wind and Hydro**. Through pioneering products and services, we empower businesses to create value from their electricity usage by optimising their consumption and challenging the way they interact with the electricity system.



We recognise that to achieve a sustainable energy future, the electricity industry needs to evolve and behaviours need to change. That's why our vision for the energy sector is:

A NET ZERO FUTURE, IN WHICH CONSUMERS ARE Empowered to actively engage with, support and benefit from a sustainable energy System, playing our part in delivering Statkraft's global vision to renew the way The world is powered.



STATKRAFT'S VISION: RENEW THE WAY THE WORLD IS POWERED

Statkraft is Europe's **largest renewable energy producer** and a leading international hydropower company. Spanning **21** countries, Statkraft develops and operates renewable energy assets, buys and sells energy, and invests 100% of growth into renewables. Statkraft's global vision is to renew the way the world is powered. As part of the Statkraft group, we're working to deliver this vision, together.

Learn more here.

Statkraft's global presence:





LETTER FROM THE BOARD

"Since Bryt Energy's inception in 2016, we have always believed that acting sustainably is quite simply the right thing to do.

As a supplier of zero carbon, 100% renewable electricity, we feel that businesses have a responsibility to ensure that they have a positive impact on the world they're operating in. From launching our Bryt by Nature programme in 2020 to fully mapping our carbon footprint in 2022, we've taken steps each year towards becoming a better business - better for our communities and better for the planet.

This year, we've continued to report on our full carbon footprint and we're proud to announce that in September, after a robust validation process, the Science Based Targets initiative (SBTi) approved our near-term science-based emissions reduction targets. We've joined over 4,000 companies that have set targets with clearly defined pathways to reduce emissions in line with the latest climate science.

Having set our sustainable foundations, this year has been about embedding our sustainability values, policies and initiatives across our team. We've done this by raising awareness of these through employee engagement and empowering our colleagues to take action. We celebrate and promote different observance days with staff involvement to highlight not only our core values, but the benefits of individual and business efforts to tackle sustainability challenges.

We've also continued to invest in our sustainable growth this year and are thrilled to be celebrating another milestone in our journey, by hiring our 100th employee. This is a huge testament to the growth in businesses looking for renewable electricity from conscious partners, and marks an exciting development in our ability to deliver our purpose.

This year, we've been pleased to see more of our customers taking a keen interest in the sources of their electricity and actively engaging in meaningful conversations with their supply chain and partners, including ourselves. Our focus has been on supporting our customers through their reporting requirements and questions, providing education and account support to help them stay on course with their sustainable energy objectives.

We know that the UK can't achieve a net zero energy system if businesses work in silos - by sharing best practice and working collaboratively we can create real change, faster. We will continue to be transparent and share our own journey, in the hope that by doing so we can help others to have a smoother path. After all, we're in this together."

from the Bryt Energy Board December 2023



OUR YEAR AT A GLANCE

Whilst the energy market has faced high prices and uncertainty this year, we're proud of what we've achieved. Despite clear challenges that have impacted both ourselves and our customers, our team's commitment has allowed us to continue **delivering value to our** customers and partners.



TRUSTED

SUSTAINABLE

- Contracted to supply 3.6TWh of zero carbon, 100% renewable electricity as of October 2023 (3.2TWh in 2022)
- EBITDA positive¹ • 10th largest British
- I&C (Industrial and Commercial) electricity supplier by volume in 2023²
- Our sciencebased emissions reduction targets were validated by the Science Based Targets initiative (SBTi)

OUR COMMUNITIES

Part of our purpose is 'having a positive impact on businesses, communities and the planet' but what do we mean by communities? For us, it's about having a broader perspective, making a difference throughout our wider sphere of influence. This encompasses all our stakeholders, including our customers, partners, employees and their families, but extends to those we work alongside - such as our supply chain, service providers, consultants, Statkraft, and the wider energy system.





PASSIONATE

- Reached a milestone of **100** employees
- 90% of our employees said they're proud to work for our company (the other 10% were neutral)



PIONEERING

- Helped customers reduce the costs of their electricity bills – with one business saving **70%**³
- 10.6MW flexibility provided to grid

WHY IS SUSTAINABILITY SO IMPORTANT?

The climate crisis is only becoming more urgent with each day that passes, and businesses have a responsibility to act. As wide-scale, immediate action is required to combat the catastrophic effects of climate change, our commitment to sustainability has never been more critical.



We recognise that 2023 has not been an easy year for businesses, or for the population at large with the UK facing an unprecedented cost of living crisis, it's understandable that sustainability might not be at the forefront of everyone's mind right now. But unless we act, the widespread effects of climate change will only escalate.

In its latest report, the Intergovernmental Panel on Climate Change (IPCC) states that global warming could exceed 2°C above pre-industrial levels unless significant action is taken by the middle of this century⁴. Every increment of temperature increase that the Earth experiences has dangerous implications for people and the planet, today and in the future. It increasingly jeopardises ecosystems, biodiversity, and puts wildlife at risk – as well as threatening the liveable environment of countless communities, including coastal, agricultural and indigenous populations.

We stand at a critical point, where our actions today will determine the kind of world we leave for future generations.



4 https://www.ipcc.ch/report/ar6/svr/

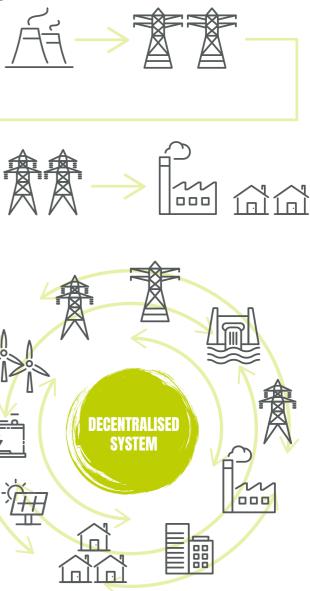
IPCC BELIEVES THAT THROUGH ENT AND AMBITIOUS ACTION **CAN SECURE A LIVEABLE** SUSTAINABLE FUTURE FOR

With the UK's net zero target set for 2050, emissions reduction is increasingly crucial for businesses and organisations.



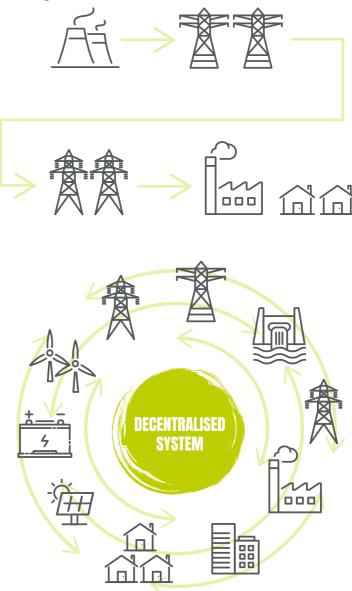
THE ENERGY SECTOR'S ROLE

In the UK, the energy supply sector is one of the biggest sources of carbon emissions, contributing over 24.8% of the UK's overall carbon emissions in 2022⁵. As the UK transitions to a net zero system, there will be an increased uptake of low carbon technology with the electrification of heat and transport, which will increase electricity demand and make balancing the grid more challenging. The electricity industry needs to evolve, and behaviours need to change.





One way electricity generation to consumption.



DECENTRALISED ECOSYSTEM

In a decentralised energy system, we are part of an ecosystem, where we use behaviour and technology to optimise usage.

As we move away from fossil fuels, we'll move from a linear, generator-to-consumer model built around planned and controllable fossil fuel-powered generation to a more decentralised, more intermittent and less controllable one.

9

BRYT BY NATURE

OUR PROGRAMME FOR BEING A BETTER BUSINESS

Bryt by Nature helps us deliver our company purpose and ensures we have a positive impact on the environment and society as a whole. It consists of **four key elements** aligned with our chosen **Sustainable Development Goals** (SDGs) and it's integral to everything we do. Our company objectives are built around this programme, and it's linked to all of our values as a business - how we want our employees to act, how we construct all of our products and how we influence our communities.

We continue to review this framework to ensure that our chosen SDGs keep pace with what global "best practice" sustainability reporting looks like. We hope to keep improving how we communicate our progress, and we actively invite feedback to help us maintain transparency and accountability.





OUR VALUES



<mark>Sustainabl</mark>i 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 setting our science-based targets, we're determined to be totally transparent at every step of our journey.

SDG 13: Climate Action





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







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 reliable, secure and trusted electricity company.

SDG 7: Affordable and Clean Energy





PIONEERING By Nature

By using our influence as an electricity supplier, we're helping our customers use electricity more intelligently and sustainably, whilst supporting the energy system in achieving net zero. 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



BY NATURE

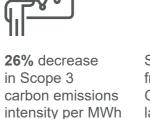
AT A GLANCE



Our sciencebased emissions reduction targets were validated by the Science Based Targets initiative (SBTi) in September 2023



Contracted to supply 3.6TWh of zero carbon, 100% renewable electricity as of October 2023 (3.2TWh in 2022) baseline



SF₆ emissions from the National Grid are our largest source of of renewable carbon emissions electricity supplied at 82% of our since 2020 footprint⁶



Our EV salary sacrifice scheme has continued to grow and support more staff to switch to electric cars, with an increase of over 10% in the last vear



OUR CONTRIBUTION

With energy supply continuing to be one of the biggest sources of UK carbon emissions, we've made sure from the start to supply 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 power for our fuel mix. We believe these sources provide the most benefit to our customers and cause the least impact on the environment, as they are naturally replenishing and create zero carbon emissions at the point of generation.

We also practice what we preach by measuring our own carbon footprint and looking at the impact of our business operations, holding ourselves accountable on our journey to being a sustainable business.





SPOTLIGHT ON SUSTAINABLE BY NATURE



The UK no longer recognises European Guarantees of Origin (GoO) certificates as proof of renewable energy generation. Whilst we at Bryt Energy believe that climate change has no borders, we supported our customers through the changes brought about by this policy. Read more here.

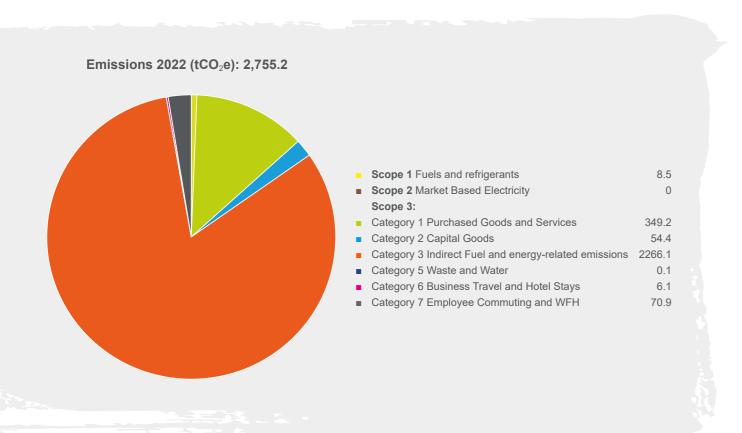
This year we've seen our customers want to better understand their renewable electricity supply. We've received increasingly complex and nuanced questions as **businesses are** becoming more engaged and want greater transparency as they voluntarily report under schemes such as CDP (formerly known as the Carbon Disclosure Project) and the RE100. We welcome these more detailed questions to challenge our transparency and education efforts, and have been working to ensure our customers have the information they need.

ntial (GWP) 23,500 times greater than CO₂ and therefore one of the most potent greenhouse gases. At 82%, de is a gas with a global warming pote



OUR CARBON FOOTPRINT 2022

Our emissions breakdown for 2022:



In 6 of the 15 Scope 3 categories, carbon emissions were identified and calculated. The remaining 9 categories were found to be either zero or not applicable to our operations. For full information on our carbon footprint, including all 15 categories in Scope 3, visit our Appendix.

SCIENCE-BASED TARGETS EXPLAINED

Understanding our carbon footprint has been a long journey, marked by dedicated efforts and hard work from our Sustainability team. After working with our consultants **EcoAct** in 2021 to retrospectively **fully map our carbon footprint** for the first time, we had the starting point we needed to begin investigating the **Science Based Targets** initiative (SBTi)⁷.

SBTi provides a framework and guidelines for companies to set targets that are in line with the latest climate science and the objectives of the **Paris Agreement**, which aims to limit global warming to 1.5°C above pre-industrial levels. This ensures businesses are playing their part in global action to tackle climate change, with verifiable pathways to reduce their emissions.



BUSINESS 1.5°C

ACCOUNTABLE TARGETS

Following our research, we decided to set our carbon reduction targets in line with the Science Based Targets initiative.

We began the process with calculating and setting our baseline year - which means in our case, we compare current and all future emissions with 2020.

The process of setting our targets then involved estimating our projected business growth to 2030 and forecasting how our emissions would grow if no action was taken. With this information, we then plotted the emissions reductions year on year, and were able to set ambitious yet realistic targets, which we submitted in late 2022 for the SBTi to validate.

VALIDATION

We are delighted to announce that in **September** 2023, after a robust validation process, the Science Based Targets initiative (SBTi) approved Bryt Energy's near-term science-based emissions reduction targets and have classified our Scope 1 and Scope 2 ambition as in line with a 1.5°C trajectory. This was an incredibly thorough process where our carbon accounting decisions were examined and we are proud to now join the ranks of over 4,000 leading companies globally to have had their targets validated.

We see this as a major milestone in our own sustainability journey and have committed to reporting our progress each year in this impact report.

THE TECHNICAL PART

During the validation process, emissions in two categories within Scope 3 were **moved** to reflect SBTi's interpretations and definitions of the emission categories. Our Category 4 emissions, which were related to our metering agents, now sit within Category 1 as a purchased goods and service. Our Category 9 emissions, which related to the leakage of SF₆ within the National Grid, now sit within Category 3, as further analysis from the expert team at SBTi determined SF₆ as a fuel and energy-related emission, so Category 3 became our biggest contributor to our overall footprint. Our 2022 footprint trends are therefore slightly different compared to previous years, but rest assured all of our known emissions are accounted for and the total numbers remain the same.

WHAT DOES THIS MEAN FOR OUR CUSTOMERS?

When our customers report their carbon emissions from our supply product, they report their electricity consumption (Scope 2) as zero carbon under the Greenhouse Gas (GHG) Protocol market-based method. However, for those customers looking to report deeper, and looking at the operational emissions behind their renewable electricity supply, they may opt to report a proportion of our upstream Scope 3 emissions. Moving SF₆ to Category 3 meant they now sat in upstream emissions, which therefore could be reported by our customers.

"As SF₆ emissions from the National Grid relate to the supply of all *electricity*, irrespective of the source or supplier, we believe that there is a strong case for these emissions to be covered by the 'Government conversion factors for company reporting of Greenhouse Gas emissions', with a set emissions factor allocated similar to that for Transmission and Distribution (T&D) losses. This would mean that our customers – and all users of electricity – would report these emissions - in their Scope 3 - for transparency and completeness.

In the interim, National Grid have been working to reduce SF₆ leakage and usage throughout their operations, and have set their own science-based targets, which have been taken into account when setting our own. As a result, we have seen a physical intensity reduction of 13% for our Scope 3 Category 3 emissions since 2021."

Jos Mister, Sustainability Manager





SCIENCE BASED TARGETS

DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

However, under current analysis and interpretation of the GHG protocol reporting guidance, these emissions from SF₆, or any other emissions from our Scope 3, Category 3, are not reported by customers. We believe therefore that there is currently a gap when reporting emissions from the wider electricity network.

OUR TARGETS:

Bryt Energy commits to reduce absolute Scope 1 and Scope 2 greenhouse gas emissions 90% by 2030 from a 2020 base year.

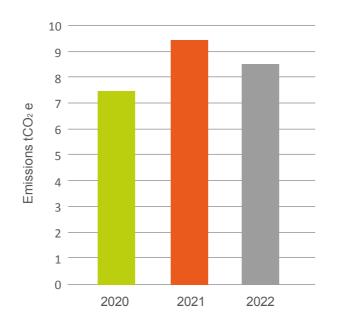
WHAT:

Our first target is an absolute reduction target for both our Scope 1 and Scope 2 carbon emissions, which cover our gas and electricity usage respectively in our Birmingham office and commits us to reduce these emissions by 90% by 2030, from a 2020 base year.

HOW:

As our head office is supplied with 100% renewable electricity, we can proudly report zero carbon emissions for Scope 2 in accordance with the Greenhouse Gas Protocol marketbased method. To continue on this path, our leased building will need to remain dedicated to a renewable electricity contract, ensuring that our Scope 2 emissions will remain at zero. We're actively engaging with our building management to understand their plans for electricity procurement and energy management to see how they will affect our targets. This is important, since our Scope 1 emissions target will require a move to low carbon heating technologies and energy efficiency measures.

Our absolute Scope 1 and Scope 2 emissions:



"We know that as we grow as a business, and demand for electricity increases as part of the net zero energy transition, unavoidably so will our operational Scope 3 emissions, which we want to restrict to a minimum. Our growth however is based on increasing our market share. so although our operational emissions are increasing (mostly from the transmission of electricity across the grid), the positive is that our renewable electricity product is helping more customers reduce their Scope 2 carbon emissions to zero under the GHG market-based method - and therefore supporting the move towards a sustainable energy future."

Kat Wilton, Head of Marketing and Sustainability





OUR TARGETS:

Bryt Energy also commits to reduce Scope 3 greenhouse gas emissions 52% per megawatt hour (MWh) supplied within the same timeframe.

WHAT:

Our second target is a **physical intensity target** (a target defined by a reduction in emissions relative to a specific business metric) to **reduce our Scope 3 emissions** per megawatt hour (MWh) of renewable electricity we supply to our customers. While our customers can report their electricity consumption (Scope 2) as zero carbon under the Greenhouse Gas Protocol marketbased method, we are being increasingly asked to report on our own operational emissions, and the emissions of the UK electricity network that we all rely on to transmit electricity to our customers.

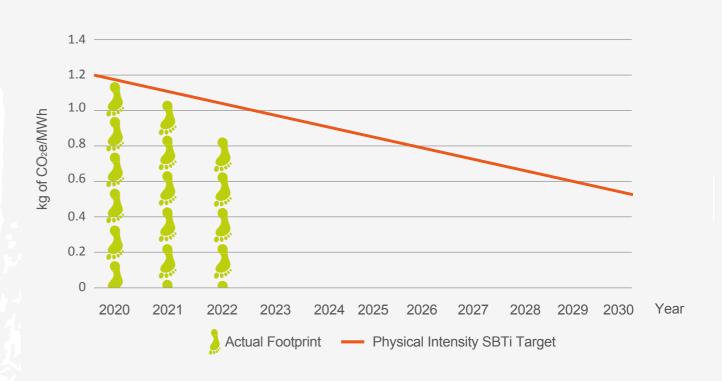
HOW:

Our Scope 3 target is to reduce our emissions per MWh of renewable electricity supplied by 7% every year until 2030. While our Scope 3 operational emissions are out of our direct control, we believe it is our responsibility as a business to maintain accountability and proactively influence and collaborate with our stakeholders to reduce these emissions.

al Grid 22/23 https://www.nationalgrid.com/investors/enviro

For example, National Grid are directly responsible for the largest portion of our carbon footprint – the leakage of SF₆ across their transmission network. As our value chains are inextricably interlinked, we have ensured that our emission reduction targets follow the National Grid's own sciencebased targets, with their commitment to halve SF₆ emissions by 2030⁸. In 2022, our physical intensity was 0.864 kilograms (kg) of CO₂e per MWh of renewable electricity we supplied to customers. This is approximately a 19% decrease compared to 2021 and a 26% reduction compared to our baseline year of 2020. With our targets of reducing our emissions 52% by 2030, we are well on the way to achieving this. Although much of this progress can be attributed to the good work from the National Grid reducing the leakage of SF₆ and finding replacement gases, we need to constantly monitor their progress and reach out to them to follow up on our engagement in 2022. By reporting and accounting for SF₆, we're showing the impact that this gas has in our own emissions reduction journey, leading the way for other electricity suppliers to align with our transparent approach.

SCOPE 3 EMISSIONS BY PHYSICAL INTENSITY:







TRENDS IN EMISSIONS FROM OUR SUPPLY CHAIN

Our emissions from purchased goods and services, also known as our suppliers (Scope 3, Category 1) have **decreased by around** 38% since 2021. This is because of two factors. Firstly, the **CEDA database**⁹ that we use has seen improvements in accuracy and secondly, we are working to gather more exact carbon information directly from our supply chain. Although we've not engaged with our supply chain in 2023 as we had hoped, we were able to reduce our reported emissions in 2022 by 90 tonnes – simply by using one of our supplier's online tools that gave us real (rather than estimated) carbon data. Looking forwards, we need to work more closely with teams across our business to access all the information that we need, so that we can engage with our supply chain and take steps to reduce our carbon footprint.

Here at Bryt Energy, we cannot take full responsibility for these emissions reductions by specific actions as such, but we can show that looking at your supply chain in more depth, asking the right questions, and collaborating can lead to greater insight, and can be a major step towards reducing your overall carbon footprint. We will continue this approach into 2024 and beyond, leveraging our influence and collaborating with both internal and external stakeholders to drive real carbon reductions.

CAPITAL GOODS

Our carbon emissions from spending on **capital goods** (Scope 3, Category 2), which is made up mainly of IT equipment, **increased in 2022 by around 69%**. An increase in the number of employees, along with a hybrid working approach, meant we needed to supply our growing team with laptops and monitors to ensure they could comfortably and safely work from home. Additionally, many of the laptops purchased when we were founded in 2016 came to the end of their life in 2022. To address this, we have started to work with our IT service provider to look at **sustainable procurement** for new equipment, as well as end of life disposal and recycling.

TRENDS IN EMISSIONS FROM TRAVEL

BUSINESS TRAVEL

Business travel (Scope 3, Category 6) saw a large increase in emissions in 2022, which was expected after COVID-19 restrictions were lifted and in-person meetings resumed. Emissions from business travel rose to just over six tonnes but remained 81% lower than in 2019 (pre-pandemic). As a team, we try to carefully consider whether business trips are essential, with most meetings now able to be held online. However, we know that face-to-face collaboration can be powerful and valuable, so when employees did travel for business, over 70% of journeys were taken by train, a less carbon intensive way to travel than by car.

> "Meeting in-person really helps us support our customers and energy consultants, but it's important that we make sure we're doing it in the right way. By carefully considering each time we travel and identifying opportunities to travel by public transport, car share or group nearby meetings, we can make the most of our meetings whilst limiting any emissions."

Kerry Locke, Head of Sales

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COMMUTING

Carbon emissions from **staff commuting** to and from the office (Scope 3, Category 7) also **increased in 2022**, which was another expected trend. The number of commuting journeys increased with people returning to the office more regularly. Despite the increase in emissions, we're pleased to say that **over three-quarters of staff used a sustainable travel option** when commuting to the office (through public transport, EVs, walking and car sharing). We will continue to support staff in making sustainable choices where possible and celebrate where people are incorporating sustainability into their daily lives.





SPOTLIGHT ON WORKING FROM HOME

Working from home emissions come under **Category 7 within Scope 3** and is an optional disclosure under SBTi reporting. We're determined to be transparent in all that we do so we believe that it is right to continue voluntarily reporting on all our emissions.

In 2022, our working from home emissions decreased by around 15% compared to 2021. By moving from our best estimates to using our HR system, we were able to collate more accurate data from each area of our business, which showed that on average throughout the year, the team worked from home around 65% of the time. It is likely therefore that we were overestimating our emissions for 2021 as we had incomplete data – this could be why we have seen a slight decrease in emissions. Going forward, we need to continue to support colleagues to proactively update their work location, allowing us to more accurately report on our emissions.



NEXT STEPS



We will be exploring ways to engage with our supply chain, so that we can hopefully encourage our suppliers to calculate and report on their own carbon emissions, and ultimately develop plans to reduce them.



We also want to empower our teams to deliver our purpose by education and encouraging them to make more sustainable choices. To do this, we are investigating training on climate change to give our colleagues the knowledge and confidence to talk about the topic and take action, both professionally and personally.



In last year's report we said that we would reassess our position on carbon offsetting in 2023. However, we decided to wait until after our SBTi targets were validated so that we had a holistic plan in place. In 2024 we'll be revisiting our research on carbon offsetting and sequestration projects, to agree a plan that will have the greatest positive impact overall and complement our carbon reduction efforts.





0 General Data Protection (GDPR) and other regulatory breaches

We exceeded our EBITDA positive¹⁰ industry smart meter installation target by **double**



10th largest British I&C (Industrial and Commercial) electricity supplier by volume in 202311

3% market share of the I&C energy market by volume as of 31st October 2023 (2.6% in Q4 2022)12

As part of the Statkraft group, our sustainability roots run deep. With over 125 years of renewable energy expertise from Statkraft, these core values of being sustainable and trusted were integral from the inception of our business.

We've only ever supplied our customers with zero carbon, 100% renewable electricity, making SDG 7 - Affordable and Clean **Energy** - a natural choice for us to commit to. 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 - means Bryt Energy is a secure, trusted and reliable electricity company that our customers can rely on, now and in the future.

STATKRAFT AND BRYT ENERGY

Statkraft's Code of Conduct outlines the company's fundamental principles for responsible behaviour - this also applies to Bryt Energy.











More than 5,700 employees worldwide

Has a Score B on CDP Climate Change

Generated 58TWh of renewable power globally in 2022

Read more in their latest annual report here.

10 Earnings before Interest, Taxes, Depreciation, and Amortisation. EBITDA is a financial metric that represents a company's operating profitability. A positive EBITDA value signals that a business is profitable at an operating level. 11 Cornwall Insight's biannual 'Business Market Share (Electricity)' reports - Q2 & Q4 2023 - Q2 supply volumes adjusted by Cornwall Insight as part of Q4 2023 report. 12 Cornwall Insight's biannual 'Business Market Share (Electricity)' reports - Q4 2023.

SPOTLIGHT ON TRUSTED BY NATURE



We've been **working to help businesses** overcome the challenges presented by this year's high energy costs and market uncertainty. Through our monthly policy update, **Bryt Insight**, we've kept our customers well-informed on the latest developments in renewable energy and sustainability news, highlighting how these changes might impact their operations. Alongside this, we've remained committed to actively guiding our customers through these obstacles; we've **focused on** reforecasting, and delivering valuable insights via Volume Management Reports, to provide our customers with a clear view of their consumption versus their forecasts so they can make informed decisions in their energy strategy. By providing education and account support, we've been helping our customers to stay on track with their sustainable energy objectives.



We've also been widening feedback areas, sending surveys to customers and partners to understand what is important to customers, areas we can improve and any additional training required.







16.65GW total installed renewable capacity as of 2022



100% of new investments are in renewable energy



Statkraft aspires to have developed 30GW new renewable capacity by 2030

NEXT STEPS

OUR CUSTOMER SERVICE

At Bryt Energy, we're **committed to ensuring we live our trusted values** in our operations and service. We always want to offer the best service possible and we're continually looking at ways we can improve how we work with our customers and partners.

This year, we've been focused on building our Strategic Customer Service Team, to allow us to dedicate the time and resource to serving our customers, particularly those with complex requirements. "Providing a high standard of service is important to us, and we've taken significant steps in enhancing our customer experience. We're providing efficiency by expanding our talented team and introducing system improvements, and are demonstrating our ongoing commitment to smooth service by continuously looking for areas to enhance our process."

Heidi Wilbor, Customer Operations and HR Director, Bryt Energy.



Customer service remains important to us, and we're focusing on ways to offer our customers the excellence they should expect from us.

FOCUS ON



We're continuing to grow our market share and evolve our contract and product offerings to support British I&C (Industrial and Commercial) businesses in the energy transition - all whilst helping our customers to maximise the value from their electricity supply contract.

"We're also proud to have doubled our target for smart meter installations set for us by Ofgem in 2023, and exceeded the industry standard for the percentage of our customers' meters that can be read remotely. This is a great step forward towards a smarter grid, **empowering our customers to take control of their usage** as part of the wider transition to **a net zero energy future**."

Yasir Choudry, Metering and Settlements Manager at Bryt Energy

To learn more about the role of smart meters in a net zero future, read our blog **here**.







P1555101/111 **BY NATURE**

AT A GLANCE



Reached a milestone of **100** employees



90% of our employees said they're proud to work for our

company¹³



January and October 2023



An average of **5.6** training days per person between January and October 2023



Living Wage Employer - including third party employees such as cleaners

Board gender divide: 30% female as of October 2023 (an increase on 2022)

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We're thrilled to be celebrating a substantial milestone, hiring our 100th employee. While this significant achievement is a huge testament to the hard work and dedication of our team, it's also worth celebrating the growing demand of British businesses looking for renewable electricity.



We've focused on our employee engagement, allowing us to further embed our culture with our sustainable values. We also continued to conduct our annual employee satisfaction survey to identify areas for improvement.



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's at home or in the office. To help us get it right, and identify areas for improvement, we conduct an annual employee satisfaction survey. Recent survey results show that **90%** of our employees are proud to work for Bryt Energy.

PASSIONATE ABOUT OUR PEOPLE



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ental Heal First Aider

We're committed to our employees' growth and development, which we are supporting through comprehensive training initiatives. This approach includes a strong emphasis on training current and aspiring managers through a new course launched in 2023, as well as encouraging our staff to take initiative with self-led learning, such as through conferences, podcasts and online courses. Our commitment to growth has led to 22 promotions within the company, and our investment is reflected in an average of 5.6 training days per employee. Through this, we aim to cultivate a culture of continuous personal and professional development, and contribute to a positive working environment.

EMPLOYEE WELLBEING

EMPLOYEE DEVELOPMENT

But our commitment doesn't stop at professional growth. Alongside these career-related skills, we place a top focus on the wellbeing of our employees by ensuring up-to-date and robust health benefits - including free eye tests and a **health cash plan**, as well as the option for **private medical insurance**. We've also introduced a **new Menopause policy** to raise our team's understanding and to detail the support available to those experiencing symptoms.

MENTAL HEALTH

We also know that providing support for our employees' mental health is just as important as protecting their physical health, so we are proudly committed to mental health awareness training. Our **champion groups** provide avenues for staff to connect and offer feedback, and 10% of our team are gualified Mental Health First Aiders (MHFA). These individuals have been trained in how to identify and help someone who may be experiencing a mental health issue, and they help us to provide vital support for our employees' wellbeing.



PASSIONATE ABOUT SUSTAINABILITY



climate perks

national

express

P GREW

PERIODO PERIODO

This year we've **continued to focus on our people**, working to weave our **core sustainability values** across our whole Bryt Energy team. We're committed to our culture of sustainability and recognise it must be a constant focus for us, especially in a hybrid world.

EMPLOYEE SUPPORT

We've developed a range of policies to **empower our employees to embrace sustainable practices**, and have continued to actively support staff in using our sustainability-related policies. This includes the **Climate Perks scheme**, which encourages staff to choose low carbon holiday travel, alongside the **Cycle to Work** and **EV salary sacrifice schemes**.

We try to ensure that **sustainable choices are accessible for everyone**. For example, we've partnered with **National Express**, to provide our employees with discounts on local bus and train travel. Thanks to our **Equality, Diversity and Inclusion (EDI) Champions** – a key group of employees who promote, celebrate and raise awareness of key issues - we've also partnered with **Grace & Green** to become a **Period Dignity Employer**.

Through this, we provide free sustainable period products to all the bathrooms in our office, fostering inclusivity while providing our employees with access to choose sustainable options.



SUSTAINABLE VALUES

amongst our team.







The Sustainability Team also partnered with our Mental Health First Aiders to host a **workshop on climate change and eco-anxiety**. We recognised that climate change as a topic may be overwhelming for some and wanted to provide a safe space for employees to discuss how they feel. We received positive feedback from employees who felt the session was useful and we will look to hold repeat sessions to continue supporting our team.



32



Our commitment to our sustainability goals and values extends beyond policies and into our company culture. By providing **one day of paid leave per year for volunteering**, our staff are encouraged to give their time back to their communities. We also take the opportunity to **promote different awareness days** – this year, for example, during **Recycling Week**, we created new educational materials on office recycling, and celebrated **Second-Hand September** with an in-office clothes swap, promoting sustainable shopping practices "We know that many of our team are **fiercely passionate about sustainability** and giving back to their communities - we believe it's important to **empower and celebrate their efforts to make sustainable choices**. One of the messages from our internal workshops was "don't let perfect be the enemy of good" and we're trying to foster that approach in supporting individual action."

Georgina Kilburn, Sustainability Administrator

We're proud to be empowering our people - find out what they have to say about their experiences with us **here**.

WE OFFER OUR STAFF VOLUNTEERING DAYS SO THAT THEY CAN GIVE BACK TO THEIR COMMUNITIES.

Over the last year, many of the team have dedicated their time to supporting a local non-profit school, **working together to do good**.



NEXT STEPS



We remain committed to our team's wellbeing and supporting their professional development. We also want to continue fostering a culture of belonging, so we can harness the creative perspectives that diversity brings.



We believe that recognising and rewarding the outstanding efforts of our team members is vital for sustaining motivation and promoting a positive work environment. In line with this, we aim to **further enhance our celebration of achievements**, reinforcing the behaviours and values that contribute to achieving our sustainable goals.





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PIONEERING BY NATURE





Helped customers reduce the costs of their electricity bills – with one business saving **70%**¹⁴

10.6MW flexibility provided to grid

As a supplier, 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 **making the transition to net zero**.

GOOD GRID CITIZENSHIP

To enable this transition, every business will need to be more involved in the energy system, acting as **'good grid citizens'** to embrace a system that works for all of us. We'll all need to think and act differently - not just about how much electricity we use, but **how and when we consume it**. The more consumers can harmonise their energy usage with renewable generators, the easier it will be to support a system powered on renewables.

OUR PROGRESS

This year, we've continued to grow **our in-house energy transition team**, who have been working to understand the rapidly changing energy landscape. As part of this, we've been developing products and services that complement and optimise our customers' sustainable energy activities and enable them to seize new opportunities as they arise. Released **26+**¹⁵ pieces of thought leadership content, to educate businesses on the energy transition

For example, our **optimisation solutions** can adjust our customers' consumption in line with the system's needs, helping businesses to **maximise the value** of their electricity supply contracts and **play their part in a net zero energy system**.

In this way, we're enabling businesses to contribute towards a secure, affordable and efficient energy system - demonstrating our commitment to SDG 12 - **Responsible Consumption and Production**.

THE RESULTS

This year, through our optimisation solutions and our collaboration with key technology partners, we've helped our customers provide 10.6MW flexibility to the grid and reduce costs, with one business saving 70% on their energy bill. Our partnership with Wattstor resulted in the launch of our new collaborative offering, 'MarketShield', which combines our zero carbon, 100% renewable electricity supply and unique access to electricity market revenue streams, with Wattstor's pioneering optimisation technology. Through this, we've enabled mid-sized industrial and commercial customers to take advantage of the electricity market volatility whilst maintaining supply cost certainty. You can read more about our work with Wattstor and our pioneering joint product here.

"We are thrilled to have forged this strategic partnership with Bryt Energy. Business end-user needs are evolving. The energy crisis has delivered catastrophic blows to mid-market I&C businesses, a sector that is often left behind when it comes to participating in energy initiatives.

We are delighted to offer a solution that will help these businesses to reach both their environmental and financial goals."

Stephan Marty, CEO at Wattstor

LEADING THE WAY TO A SUSTAINABLE ENERGY FUTURE

By supporting other businesses in sharing information, we can all **learn from each other.** This can pave the way for innovation and better ways of working, which can then again be shared, helping everyone achieve a more sustainable future, faster.

That's why, alongside implementing practical solutions, we're dedicated in supporting the transition to a net zero, sustainable energy system through **broader partnerships and educational initiatives**.

14 https://www.brytenergy.co.uk/bryt-energy-wattstor-partner-for-launch-of-marketshield/ 15 Including speaking at events, webinars, blogs, articles, reports.



SHARING OUR Expertise

Our commitment extends to **sharing our expertise with diverse audiences**, empowering businesses in making informed choices about their own sustainable energy journeys.

This year we've released over **26** pieces of thought leadership content, giving insights on topics such as energy procurement and navigating the changing energy landscape. This has included **speaking at a range of events**, contributing to webinars with **IWFM** (Institute of Workplace and Facilities Management) and **Wattstor**, sharing articles and producing our '**Navigating the Net Zero Energy Transition' series of guides**.

Some of Our Content This year:

- Navigating the Net Zero Energy Transition series
- IWFM webinar & report on navigating a changing energy landscape
- Why businesses should embrace the energy transition
- Q&A with Stuart Taylor, Head of Energy Transition, on the challenges & opportunities for businesses within a changing energy landscape



KEY LEARNINGS



COLLABORATION

A key learning this year has been **the importance of collaboration**. We've understood that working in isolation is not a viable option with such intricate value chains. In our own carbon reduction journey, we need to engage with both the teams in our business and external stakeholders to **gain greater insight** into our supply chain and **create a holistic plan** to reduce our carbon footprint.

CUSTOMER AND SUPPLIER COLLABORATION

We're also seeing the need for business consumers to **work more closely with their energy suppliers**, with our own customers looking to better understand their renewable electricity supply. By having regular, open conversations with customers, suppliers can gain a good understanding of their business operations and support in creating more accurate forecasts, more tailored contract structures, and factor in plans for the future. Through this dialogue, suppliers can help businesses react to the current market and navigate uncertainty, whilst retaining a high level of control over their energy usage.

INNOVATION

And if the UK is to achieve net zero, organisations will also need to truly **innovate and collaborate with each other**, in order to respond to the evolving energy landscape. For us this year, the most standout example of this has been our partnership with **Wattstor**. Together, we pioneered '**Marketshield**', a product that can help British businesses take advantage of the changing electricity market and reach both their financial and sustainability goals. Without effective collaboration, this kind of innovation simply would not be possible.

Together, we can better navigate the complexities of our industry, innovate, and collectively move forward to a more sustainable energy future.



EMPLOYEE ENGAGEMENT

This year, we've continued work to **embed sustainability into our culture** by encouraging staff engagement, which is essential to achieving our goals. For instance, we've encouraged sustainable practices amongst our team by celebrating **Second-Hand September** with an in-office clothes swap, and participating in educational activities for **Recycling Week**. By holding regular awareness days like these, we continue to engage our team, inspiring and reminding them of the support on offer to **help them make sustainable choices**.

SUSTAINABLE TRAVEL

We've also made a point to remind our employees of our sustainable policies and initiatives available to them. This includes our Climate Perks benefit, which empowers staff to choose low carbon holiday transport, alongside other sustainable travel initiatives including the Cycle to Work and EV salary sacrifice schemes, as well as a discount on National Express travel.

We understand that people inherently aspire to make sustainable choices, so we're dedicated to making it clearer and easier for them to do so. Going forward, we will remember that **our commitment to sustainability needs to transcend our policies**, becoming further ingrained in our people and company culture.





LOOKING TO THE FUTURE

Looking to the future, we want to focus on improvement across all four areas of our Bryt by Nature programme by **creating better ways of monitoring progress** through clearer targets and Key Performance Indicators (KPIs). By implementing metrics to understand our impact, we will be able **to report consistently and identify areas for greater improvement.**



SUSTAINABLE BY NATURE

We're keen to leverage our influence and **engage more with our supply chain**, encouraging suppliers to report their emissions and working on plans to reduce them. With our SBTi targets now validated, in 2024 we'll also be revisiting our research on **carbon offsetting and sequestration** projects, to agree a plan that will have the greatest positive impact overall and complement our carbon reduction plans. Beyond this, **employee engagement** will remain a core pillar of our approach, and we'll continue to champion new ideas and action through awareness days, and by encouraging our employees to make more sustainable choices.



TRUSTED BY NATURE

Going forward, we remain committed to **upholding our trusted values** in every aspect of our operations as a business - we are dedicated to **delivering the best service possible** and are continually exploring ways to enhance our collaborations with customers and partners.

We will continue to **expand our market share**, whilst evolving our contract offerings to assist British I&C businesses in their journey toward a sustainable energy transition.





PASSIONATE BY NATURE

Looking ahead, we will continue to **prioritise our team's wellbeing**, support their professional development, and foster a culture of belonging that embraces diversity. We also aim to enhance our celebration of achievements, **recognising and rewarding** the efforts of our team, and encourage the behaviours and values contributing to achieving our purpose.



PIONEERING BY NATURE

Our team will continue to work on **understanding the ever-changing energy landscape**, ensuring our new products and services respond to the evolving needs of our customers and partners, as well as the wider energy system. This year has shown us that **collaboration is the cornerstone of progress** in the face of complex challenges within our industry, and that our partnerships, such as with Wattstor, and innovations will be crucial in helping us collectively move towards a net zero, sustainable energy future.



"The validation of our science-based targets has been a significant achievement this year, and I want to express my thanks to everyone who's been part of this success.

We still have a lot of work to do to make sure we hit these targets, so it's important that we stay engaged and focused whilst sustainability is led by the board, it's implemented by the whole team, so we need to keep empowering our employees to collectively drive the changes necessary.

If you have any feedback on this year's sustainable business report, please let us know by getting in touch at heretohelp@brytenergy.co.uk - we're always looking for ways to improve on our journey to becoming a truly sustainable business."

Ian Brothwell, Managing Director at Bryt Energy

GLOSSARY

CLEAR DEFINITIONS, CLEAR TARGETS

Here's a selection of useful terms we've used throughout our report, designed to provide clarity and insight.

- Carbon intensity this is the measure of how much carbon is created in relation to an activity, e.g. electricity supply
- **CEDA** is a database providing average carbon data for industries, activities and categories. We calculated our Scope 3, Category 1 and 2 emissions based on our financial spend and using the CEDA database¹⁶.
- **Climate Perks** By giving paid travel time to employees who elect to travel on holiday via land or sea rather than via air, we encourage and support our staff to travel abroad sustainably by compensating the time difference.
- CO2e Carbon dioxide equivalent. This is the universal unit of measurement used to indicate the global warming potential (GWP) of each of the six greenhouse gases, expressed in terms of the GWP of one unit of carbon dioxide. For example, we take the global warming potential of SF₆ and convert it to the carbon dioxide equivalent so that we can compare each source of our emissions. When we talk about carbon emissions, we are referring to all greenhouse gases.
- Scope 3 covers emissions over which we do not have GWP - Global warming potential. Greenhouse gases direct control, but that we can indirectly influence, for warm the Earth by absorbing energy from the Sun and instance through our supply chain or the stakeholders decreasing the rate at which this energy (heat) escapes we work with. into the atmosphere. There are six greenhouse gases, with each one having a different global warming **SDG** - Sustainable Development Goals. Adopted potential (their ability to prevent heat from leaving the by all United Nations Members States in 2015, the atmosphere). GWP is used to convert all greenhouse Sustainable Development Goals are a set of 17 goals gases to carbon dioxide equivalent (see above). that calls for urgent action to improve health and education, reduce inequality, and spur economic growth Net zero - The SBTi defines net zero as a "state while tackling climate change and preserving nature.
- of balance between anthropogenic emissions and anthropogenic removals"¹⁷. For us and other corporate entities, reaching net zero would mean reducing our Scope 1, 2 and 3 emissions to zero or to a residual level that is consistent with 1.5°C-aligned pathways and neutralising any residual emissions at the net zero target date.
- SBTi The Science Based Targets initiative is a partnership of global organisations including CDP, the United Nations Global Compact, World Resources Institute and the World Wide Fund for Nature. The SBTi helps businesses by defining and promoting best practice in science-based target setting. For us, this has meant going through a robust process of being independently assessed by a team of experts to validate our near-term targets and ensuring they align with the latest climate science





- Sequestration This is the capture and storage of carbon dioxide (CO₂), thus removing it from Earth's atmosphere through either natural or artificial processes.
- Scope 1 is a category within carbon footprinting, and covers direct carbon emissions from sources under our control, e.g. our gas usage.
- Scope 2 covers indirect carbon emissions from the generation of purchased electricity. There are two methods for reporting these emissions:
- Scope 2 market-based method This reflects emissions from electricity that companies have purposefully chosen to procure and report on. Customers purchasing renewable electricity can report zero carbon emissions under the Greenhouse Gas Protocol Scope 2 market-based method.
- Scope 2 location-based method This reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data).

- SF₆ Sulphur hexafluoride is a gas with a global warming potential (GWP) 23,500 times greater than CO₂ and therefore one of the most potent greenhouse dases.
- Sustainability Sustainability was defined by the United Nations Brundtland Commission in 1987 as "meeting the needs of the present without compromising the ability of future generations to meet their own needs"18. At Bryt Energy, we see sustainability as more than just our environmental impact, we look at the long-term wellbeing of our employees, our contribution to society as well as the financial stability and longevity of the business.
- Value chain We use the term value chain in relation to Scope 3 emissions. It covers a company's upstream impact (e.g. supply chain) as well as its downstream impact (e.g. product use phase).

¹⁶ https://watershed.com/en-GB/platform/measure/ced

through%20carbon%20removals

APPENDIX WITH DATA



Type of emissions	Activity	Emissions 2020 (tCO ₂ e)	Emissions 2021 (tCO₂e)	Emissions 2022 (tCO₂e)	
Direct (Scope 1)	Fuels	7.35	9.37	8.09	
	Refrigerants	0.00	0.00	0.39	
	Scope 1	7.35	9.37	8.48	
Indirect	Electricity	8.85	7.99	8.92	
(Scope 2) Location-Based	Scope 2 Location-Based	8.85	7.99	8.92	
Indirect	Electricity	0.00	0.00	0.00	
(Scope 2) Market-Based	Scope 2 Market-Based	0	0	0	
	Category 1 - Purchased Goods and Services	502.91	565.11	349.18	
	Category 2 - Capital Goods	3.50	32.10	54.36	
	Category 3 - WTT Gas	0.96	1.60	1.38	
		2.09	2.97	3.14	
	Category 3 - WTT & T&D Electricity (Location based)	Location-based reporting (retrospective for 2020 & 21)			
		1748.98	2193.89	2261.55	
	Category 3 - SF ₆ emissions	SF ₆ emissions from the National Grid			
	Total Category 3 - Fuel and Energy-Related Emissions	1752.03	2198.46	2266.07	
		0.00	0.00	0.00	
	Category 4 - Upstream Transportation & Distribution	Not applicable - emissions associated with meters are now within Category 1			
	Category 5 - Waste and Water	0.24	0.11	0.14	
	Category 6 - Business Travel	3.08	1.50	5.37	
	Category 6 - Hotel Stays (optional)	0.20	0.35	0.69	
Other	Total Category 6 - Business Travel & Hotel Stays	3.28	1.85	6.06	
Indirect	Category 7 - Employee Commuting	19.35	18.14	36.68	
(Scope 3)	Category 7 - WFH (optional)	22.06	40.51	34.18	
	Total Category 7 - Employee Commuting & WFH	41.41	58.65	70.86	
	Category 8 - Upstream Leased Assets	Not applicable*	Not applicable*		
	Category 9 - Downstream Transportation & Distribution	Not applicable*			
	Category 10 - Processing of Sold Products	Not applicable			
	Category 11 - Use of Sold Products	0.00	0.00	0.00	
		Assessed as zero as Bryt Energy's sold product is 100% renewable electricity			
	Category 12 - End-of-Life Treatment of Sold Products	Not applicable*			
	Category 13 - Downstream Leased Assets	Not applicable [*]			
	Category 14 - Franchises	Not applicable*			
	Category 15 - Investments	Not applicable [*]			
	Scope 3 Subtotal	2303.38	2856.28	2746.67	
	BRYT ENERGY GROSS EMISSIONS (Location-Based)	2319.58	2873.64	2764.07	
	BRYT ENERGY GROSS EMISSIONS (Market-Based)	2310.73	2865.65	2755.15	

We calculated our Scope 3, Category 1 and 2 emissions based on our financial spend and using the CEDA database¹⁹. This database provides average carbon data for industries, activities and categories.

In 6 of the 15 Scope 3 categories, carbon emissions were identified and calculated. The remaining 9 were found to be either zero or not applicable to our operations - for example we do not have any leased assets, and nor do we have any franchises.

*assessed as not relevant for Bryt Energy.

19 https://watershed.com/en-GB/platform/measure/ceda



Energy & water consumption & waste 2022:

Electricity	Water	Gas
consumed	consumed	consumed
(MWh)	(M ³)	(MWh)
46.1	194.4 m ³	43.3

Zero carbon renewable electricity supplied:

Year	MWh
2020	1,980,060
2021	2,673,041
2022	3,176,044

Waste (tonnes) Calculated based upon percentage of building waste
Recycled 1.15

Incinerated 1.8

Landfill 0





JOIN OUR Journey

Our purpose is to lead Britain towards a net zero, sustainable energy future; having a positive impact on businesses, communities and the planet. 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 **0330 053 8620** or email heretohelp@brytenergy.co.uk.