











The Planet MarkTM **Certification Report** **Harrow Green**

1st June 2016 – 31st May 2017



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About The Planet Mark™

The Planet Mark™ is a certification programme recognising commitment to continuous improvement in sustainability.

HOW IT WORKS

Our 3-step process is as simple as 1, 2, 3

1. MEASURE



We measure your carbon footprint and environmental performance

2. ENGAGE



We help you engage your employees and suppliers to drive improvements

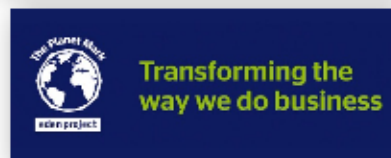
3. COMMUNICATE



We provide marketing channels and materials to promote your achievements



The Planet Mark™ Certificate



eden project

The Planet Mark™ Sustainability Certificate

Harrow Green

This is to certify that Harrow Green has achieved a reduction in its carbon footprint and is committed to continuous improvement in sustainability

Valid: 1st June 2017 – 31st May 2018

Steve Malkin
Founder, The Planet Mark

Sir Tim Smit KBE
Co-founder, the Eden Project

19.3% Carbon reduction per employee*

1,509 tCO₂e total carbon footprint



Period: 1st Jun 2016 to 31st May 2017
Certified: Silvertown, Birmingham, Glasgow, Manchester, Croydon, and Sheffield offices. UK fleet and business travel.

Total carbon footprint: 1,508.8 tCO₂e
Carbon per employee: 4.4 tCO₂e

- Scope 1: Natural Gas, Fleet
- Scope 2: Electricity
- Scope 3: Water, Travel

* Comparison to previous period on a normalised basis:
Total change: -6.8 %
Per employee: -19.3 %

Next carbon reduction target: 5 %



Achieving The Planet Mark™ demonstrates:

- Commitment to engage with your employees and suppliers to help drive improvements
- Investment in the Eden Project to support education on climate change
- Pledge to protect endangered rainforest through the award-winning charity Cool Earth.



Achieving The Planet Mark™ demonstrates:

- Commitment to raise awareness of business sustainability by communicating The Planet Mark™ certification to employees, customers and stakeholders.

www.theplanetmark.com
info@planetfirst.co.uk
@ThePlanetMark

Executive summary

Harrow Green has been helping organisations change and grow for over 30 years. Harrow Green's services include business relocation, storage and IT relocation, international moving, recycling and reuse.

This is Harrow Green's fourth year of business carbon footprint reporting. It first calculated the carbon footprint of its offices and fleet for the year ending May 2014 and set a target to reduce emissions by 5% annually. This year's footprint includes emissions from energy use in its offices and warehouses (natural gas and purchased electricity), water consumption, fuel used by the fleet, and business travel.

The relative carbon footprint in year ending 31 May 2017 was 4.2 tCO₂e per employee, a decrease of 19.3% compared to year ending 31 May 2016. Harrow Green's total carbon footprint was 1,509 tCO₂e. The carbon footprint decreased by 6.8% on a normalised basis.

The decrease in total carbon footprint is mainly attributed to a 10% decrease in fleet and 17% decrease in non-fleet vehicle emissions. Set against this is an increase in emissions from electricity, up 102% on a normalised basis. The reasons for this require further investigation, and may in part be due to more comprehensive reporting of warehouse electricity consumption.

Continued...

Executive summary

The scope of reporting has been widened to include six office and warehouse locations, compared to three sites in the previous year. Carbon emissions from air and rail travel are also included for the first time, and help provide a more rounded picture of business travel emissions.

To meet its sustainability commitments going forward, Harrow Green should:

- Collate and cross-check energy usage reports (Landlord or other) with invoices and actual meter readings for office and warehouse space
- Carry out audits of electricity and natural gas consumption at all major offices and warehouses; compare energy consumption to industry benchmarks
- Provide cost and expense reports showing vehicle fuel volume consumption and business travel mileage data on expense claims
- Arrange safe and fuel efficient driving training for all fleet drivers.

What we did this year

Harrow Green has achieved certification to The Planet Mark™ by showing good practice in sustainability including:

Investment to the **Eden Project** to support education on climate change

1,509
tCO₂e
measured carbon included electricity, natural gas, water, fleet, and travel.

6.8%
total carbon footprint reduction on a normalised basis

260 tCO₂
stored in one acre of protected rainforest

Commitment to engage employees and suppliers to drive improvement

9.6%
reduction in vehicle fleet emissions



What we are going to do next year

TARGETS

Carbon
reduction
target:

5%

Total target
reduction:

75.4
tCO₂e

Target
reduction per
employee:

0.22
tCO₂e

Recommendations

- Data collection: Collate and cross-check energy usage reports (Landlord or other) with invoices and actual meter readings for office and warehouse space
- Energy efficiency: Carry out audits of electricity and natural gas consumption at all major offices and warehouses; compare energy consumption to industry benchmarks
- Fleet efficiency: Arrange safe and fuel efficient driving training for all drivers.





Total carbon footprint overview

Harrow Green

Reporting year ending 2017 / Highlights

Carbon footprint (tCO ₂ e)	1508.8
Per employee (tCO ₂ e)	4.4
Carbon footprint comparison	-6.8%
Comparison per employee	-19.3%
Next reduction target	5%
Data quality score	13 out of 20

Used	383,692	kWh of electricity
Used	315,067	kWh of natural gas
Consumed	473,058	litres of fleet fuel
Travelled	199,816	km by air and rail
Travelled	365,968	km in staff vehicles

Boundary: UK offices, fleet and business travel

Emissions measured:

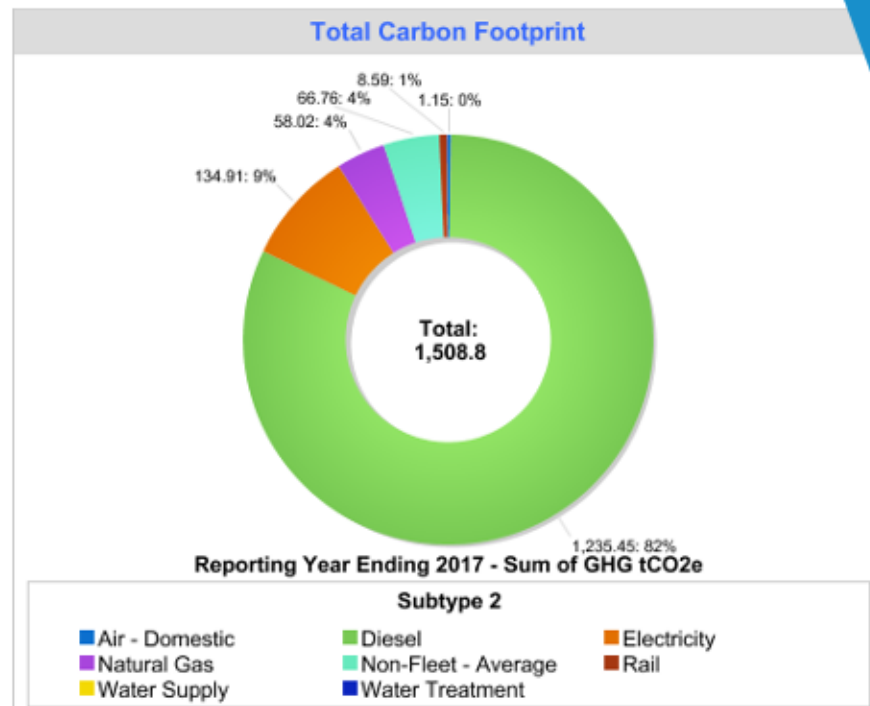


FIG 1- Total carbon footprint by emission source for reporting year ending 2017



Total carbon footprint by scope

tCO ₂ e	YE 2016 Normalised	1st June 2016 - 31st May 2017	YE 2017 Normalised	% change
Scope 1: Natural gas, fleet	1,411.88	1,293.47	1,276.99	-9.6%
Scope 2: Electricity	42.18	134.91	85.39	102.4%
Scope 3: Water, travel	81.15	80.45	68.17	-16.0%
Total	1,535.21	1,508.83	1,430.55	-6.8%

Highlights

- Total carbon emissions are **1,508.8 tCO₂e**
- **Scope 1** (direct emissions- natural gas, fleet) accounts for **85.7%** of total emission, **down 9.6%** from 2016
- **Scope 2** (imported emissions- electricity) accounts for **8.9%** of total emissions, **up 102.4%** from 2016
- **Scope 3** (indirect emissions- water, travel) accounts for **5.3%** of total emissions, **down 16.0%** from 2016.

Carbon Footprint by Reporting Scope

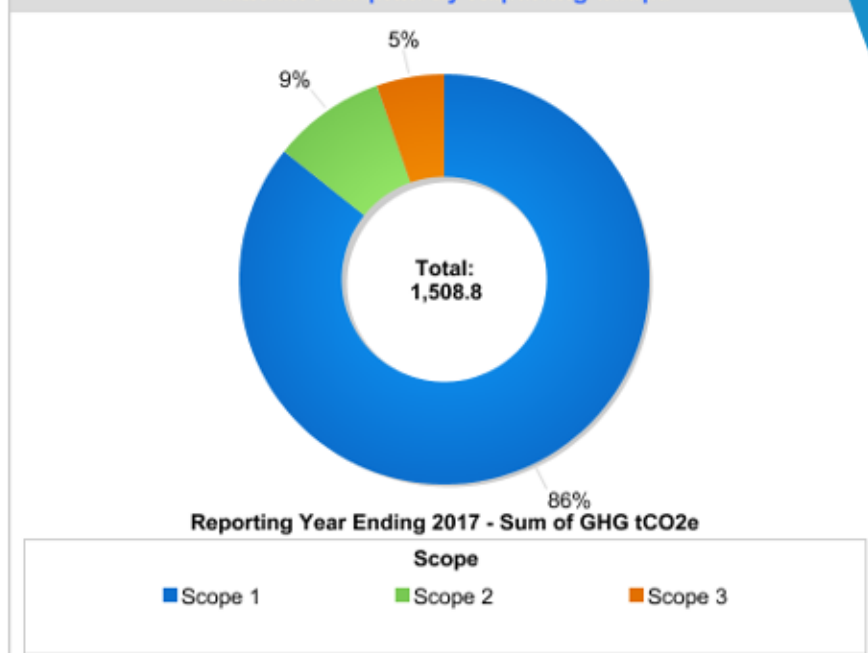


FIG 2- Total carbon footprint by scope for reporting year ending 2017



Total carbon footprint – year-on-year comparison

Source	Scope	Unit	1st June 2015 - 31st May 2016			current 1st June 2016 - 31st May 2017			% Change in tCO ₂ e from previous year	% total carbon footprint
			Amount	tCO ₂ e	tCO ₂ e Normalised	Amount	tCO ₂ e	tCO ₂ e Normalised		
Building										
Electricity	2	kWh	102,362.07	42.2	42.2	383,691.66	134.9	85.39	102%	8.9%
Natural Gas	1	kWh	245,420.90	45.2	45.2	315,067.38	58.0	41.54	-8%	3.8%
Water										
Water Supply	3	m ³	768.01	0.3	0.2	1,630.44	0.56	0.46	119%	0.0%
Water Treatment	3	m ³	768.01	0.5	0.4	1,630.44	1.15	0.95	119%	0.1%
Travel										
Vehicle - Fleet	1	litres	524,016.20	1366.7	1,366.7	473,058.10	1235.5	1,235.45	-10%	81.9%
Vehicle - Non-Fleet	3	km	430,666.47	80.5	80.5	365,968.08	66.8	66.76	-17%	4.4%
Air	3	pkm	0.00	0.00	0.00	23,957.81	3.4	0.00	-	0.2%
Rail	3	pkm	0.00	0.00	0.00	175,858.49	8.6	0.00	-	0.6%
Total		tCO ₂ e		1,535.38	1,535.21		1,508.83	1,430.55	-6.8%	
No. employees		Number		298	298		344	344.00		
Total per employee		tCO ₂ e		5.15	5.15		4.39	4.16	-19.3%	
Turnover £m		£m		31.44	31.44		33.85	33.85		
Total per £m		tCO ₂ e		48.84	48.83		44.58	42.27	-13.4%	

Highlights

Most notable increase: emissions from reported **electricity** consumption at Silvertown, Birmingham, and Glasgow offices **up 102%** from previous year

Most notable reduction: **vehicle fleet** emissions **down 10%** and **vehicle non-fleet** emissions down **17%** from previous year.



Total carbon footprint – year-on-year comparison

tCO ₂ e	YE 2016 Normalised	YE 2017 Normalised	% change
Building	1,411.88	126.93	45.3%
Travel	42.18	1,302.21	-10.0%
Water	81.15	1.41	0%
Total	1,535.21	1,430.55	-6.8%

Highlights

- Total carbon footprint **decreased by 6.8% on a normalised basis**
- Total carbon footprint per employee **decreased by 19.3% on a normalised basis**
- For year-on-year comparison purposes, the normalised calculation only includes building and water emissions for those offices from which data was received across both years. Travel data is assumed to cover all UK offices.

Congratulations!

We are delighted to certify you with

The Planet Mark™

based on your relative carbon footprint reduction

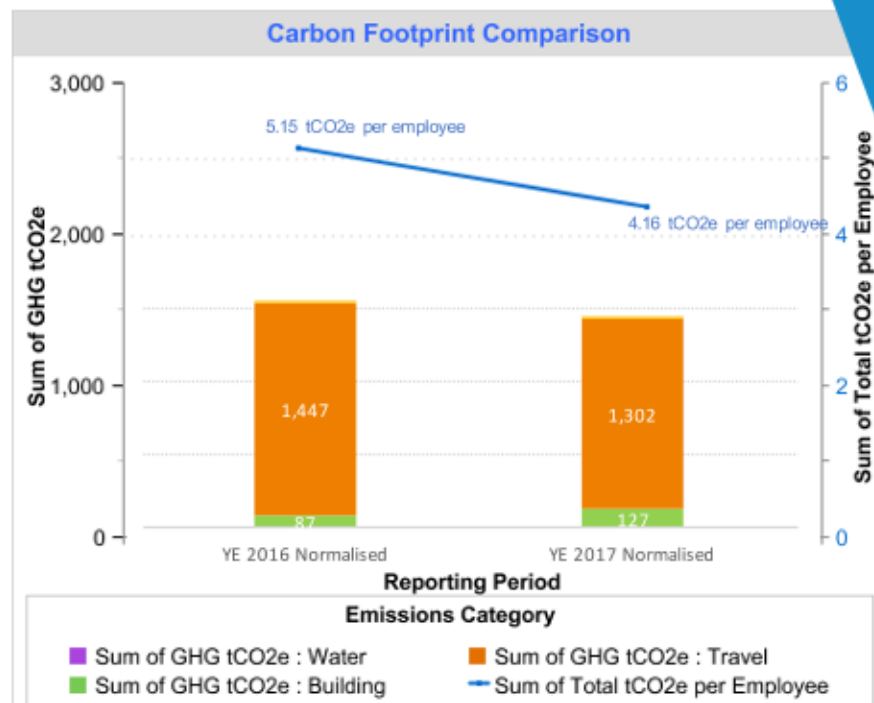


FIG 3- Total carbon footprint by emission category for the two reporting years, 2016, 2017





Breakdown – business travel

Business travel emissions

Highlights

- **5.2%** of total emissions
- **78.7 tCO₂e**
- **17% normalised decrease** from the previous year
- Business travel tCO₂e per employee **decreased by 28%**
- **Air travel** accounts for **4%** and **rail travel** accounts for **11%** of the business travel emissions

ACTION! Refer to the travel toolkit for ways to manage travel emissions

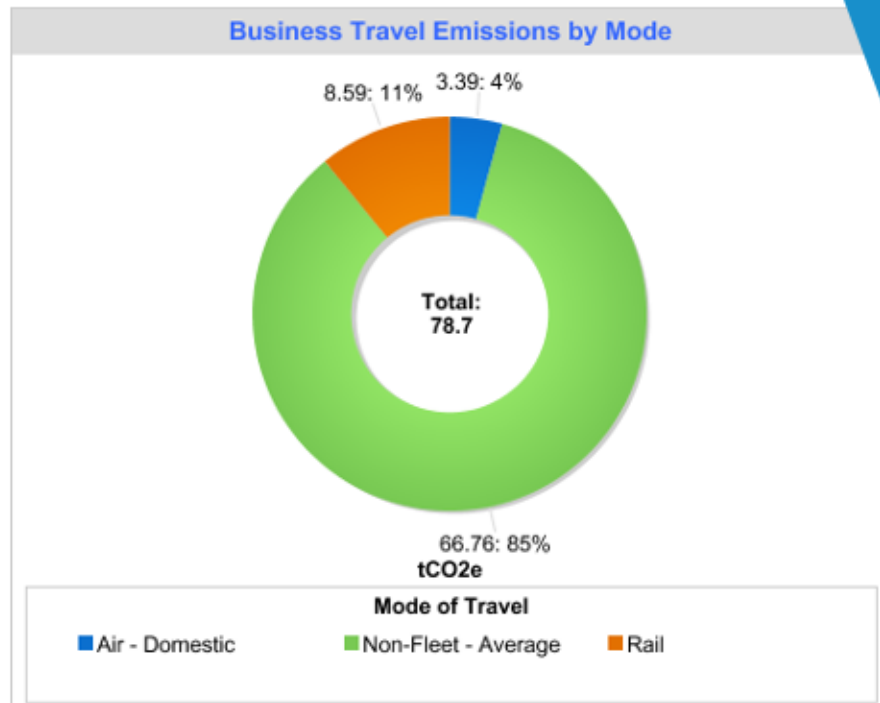


FIG 4- Breakdown of travel emissions by mode of travel for reporting year ending 2017



Breakdown – fleet

Fleet travel emissions

Highlights

- **81.9%** of total emissions
- **1235.5** tCO₂e
- **10% decrease** from the previous year
- Fleet tCO₂e per employee **decreased by 21.7%**

Note: Fleet travel refers to company-owned vehicles

ACTION! Refer to the travel toolkit for ways to manage fleet travel emissions

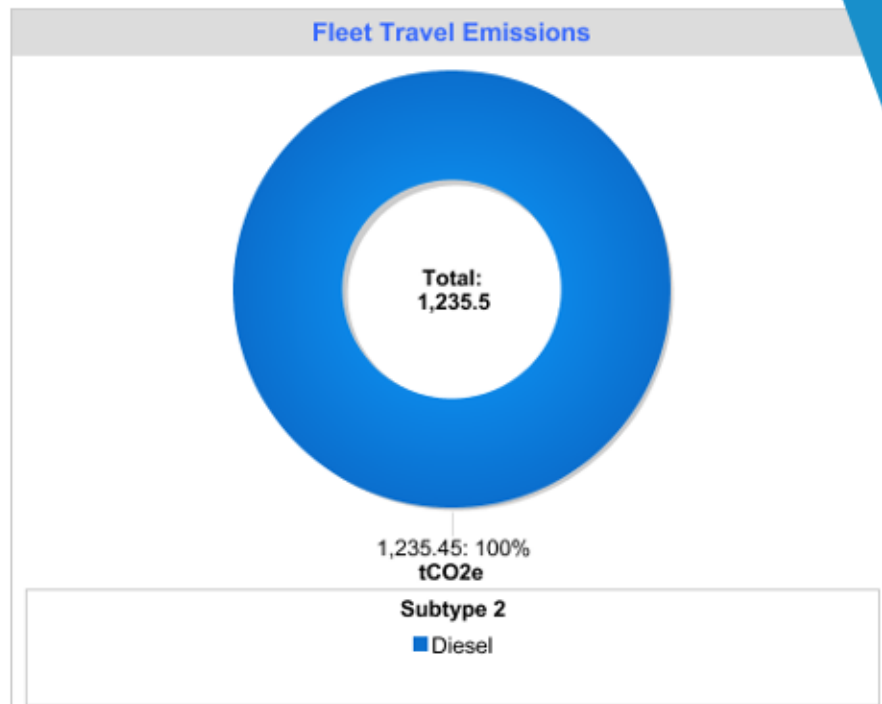
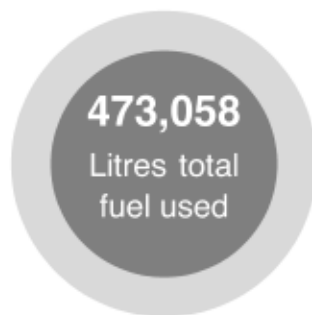


FIG 5- Breakdown of fleet emissions by fuel type for reporting year ending 2017



Breakdown – building

Building emissions

Highlights

- **12.8%** of total emissions
- **192.9** tCO₂e
- **0.02** tCO₂e per m²
- **45.3% increase** from the previous year on a normalised basis
- **Electricity** accounts for **70%** of the building emissions, followed by **natural gas** which accounts for **30%**

ACTION! Cross-check invoiced consumption with separate office and warehouse meter readings and Landlord reports

Did you know? By installing energy efficient lighting you can save 20% of electricity

Used enough
electricity
to power
92.5
UK homes

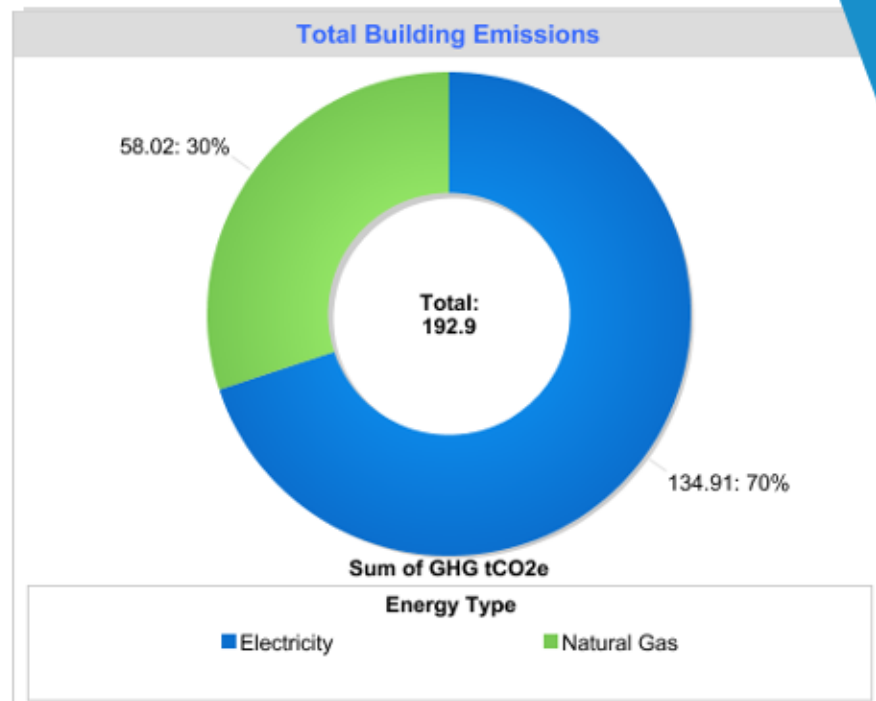


FIG 6- Breakdown of building emissions by energy type for reporting year ending 2017



Breakdown – water

Water emissions

Highlights

- 0.1% of total emissions
- 1.7 tCO₂e from water supply and treatment
- 119% increase from the previous year
- 1,630 m³ of water was used
- Water supply emissions are 0.56 tCO₂e
- Water treatment emissions are 1.15 tCO₂e

ACTION! Collate water consumption data from all office and warehouse locations

21.5

Litres per
employee
per day

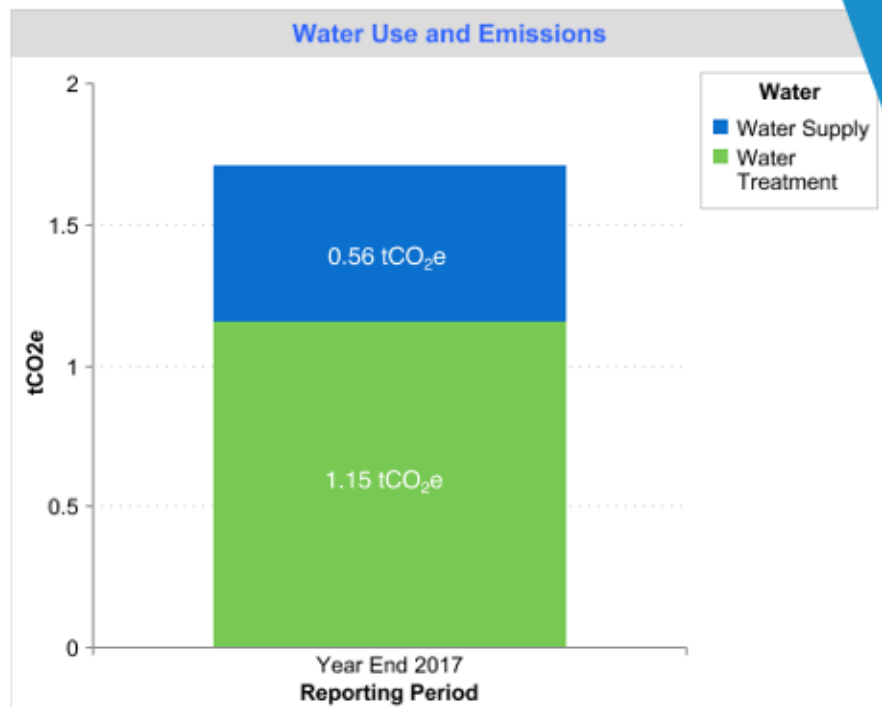


FIG 7- Breakdown of water emissions category by type for reporting year ending 2017



Cost analysis

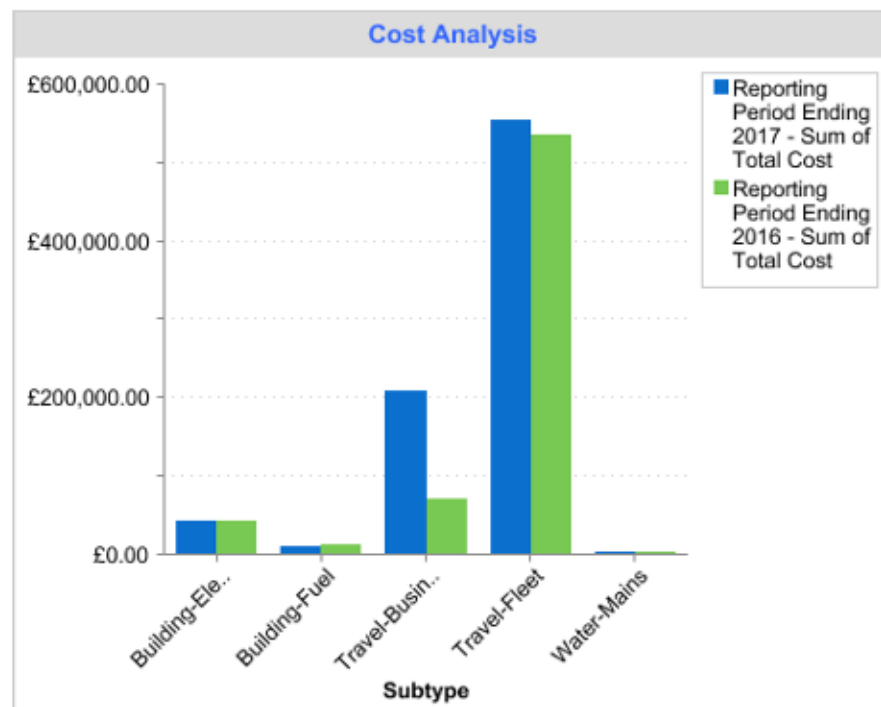


FIG 8- Breakdown of costs by emissions category type for reporting year ending 2017



Carbon reduction target

The Planet Mark™ toolkits provide advice and resources to support you towards achieving your carbon reduction target. You can access all our resources through The Planet Mark™ website using your unique login. Please contact your Planet Mark Account Manager if you require a login account.

Follow link to access toolkits: <http://www.theplanetmark.com/members/login/>

Carbon
reduction
target:

5%

Total target
reduction:

75.44
tCO₂e

Target
reduction per
employee:

0.22
tCO₂e

Topic	Toolkits
Sustainability Strategy	Sustainability policy template Carbon savings calculator Carbon reduction strategy template Carbon reduction plan template
Energy	Energy toolkit
Waste	Waste toolkit
Water	Water toolkit
Travel	Travel toolkit
Engagement	Setting up a sustainability champions programme Sustainability engagement toolkit The Planet Mark™ case study template
Communication	The Planet Mark™ first digital stickers The Planet Mark™ logo Certification press release



harrowgreen



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About this report – data quality

The data quality score is based on the 'Data Quality Matrix' in The Planet Mark™ Code of Practice and provides an indication of data assurance when using information in this report in your business.

	1st June 2015 - 31st May 2016	1st June 2016 - 31st May 2017	Definition
Relevance of boundary	3	3	Boundary accurately reflects the majority of the business carbon footprint for studied period.
Data completeness	3	2	Less than 12 months of data provided but all GHG emission sources within the boundary accounted for.
Transparency	3	3	Data collection procedure clearly disclosed and full disclosure of assumptions. Some evidence provided.
Data accuracy	2	2	Qualified estimate, few efforts to reduce uncertainties. Some estimated meter readings and sampled/estimated data.
Consistency	2	3	Largely consistent or improved boundary and data completeness with documentation of changes made and reasons why.
TOTAL SCORE (out of 20)	13 out of 20	13 out of 20	

Target data
quality
improvement
2 points

Priorities

- Collate and cross-check landlord energy usage reports with invoices and actual meter readings for office and warehouse space
- Provide cost and expense reports showing vehicle fuel volume consumption (in litres) and business travel mileage data on expense claims.





About this report – general info

Company Name	Harrow Green
Sector	Commercial removals
Reporting Period	1st June 2016 - 31st May 2017
Year Of Certification	4th
Reporting Boundary	Silvertown, Birmingham, Glasgow, Manchester, Croydon, and Shefford offices in the UK
Emission sources included	Electricity, natural gas, water, fleet, and business travel
Total FTE Employees	344
Total Internal Floorspace (m ²)	9,082 office and warehouse space, excluding Shefford
Data Collection Lead	Sharon Sales, Executive Assistant
Significant Reporting Changes	Inclusion of rail and air travel, and additional office and warehouse energy data
Baseline Conversion Factor	Defra 2016
Current Conversion Factor	Defra 2017
Methodology	We follow the GHG Protocol for Corporate Emission Reporting. Refer to The Planet Mark™ Code of Practice for detailed information on the methodology and standards used in the preparation of this report
Community Project	A contribution to the Eden Project has been made as part of the Planet Mark certification.
Prepared by:	Andrew Prosser, Head of Certification
Checked by:	Flavia Tavares, Sustainability Consultant
Date:	Friday, 27 October 2017





About this report – caveats

Operational Boundary	Scope	Unit	Data Collection	Evidence Submitted	Omissions, estimates or extrapolations
Electricity	2	kWh	Primary source - invoices	Sample Invoice	Glasgow electricity for 1/6/2016 to 31/5/2017 extrapolated from invoices covering the period 26/8/2016 to 6/6/2017. Manchester electricity for 1/6/2016 to 31/5/2017 extrapolated from invoices covering the period 5/7/2016 to 13/3/2017. Silvertown electricity for 1/6/2016 to 31/5/2017 extrapolated from invoices covering the period 9/8/2016 to 30/4/2017. Birmingham electricity for 1/6/2016 to 31/5/2017 extrapolated from invoices covering the period 9/8/2016 to 18/5/2017. Croydon electricity for 1/6/2016 to 31/5/2017 extrapolated from invoice covering the period 1/11/2016 to 7/12/2016. Shefford warehouse units' electricity for 1/6/2016 to 31/5/2017 extrapolated from invoices covering the periods 13/8/2016 to 8/11/2016; 18/8/2016 to 10/11/2016; 2/11/2016 to 1/12/2016; and 2/4/17 to 1/5/17.
Natural Gas	1	kWh	Primary source - invoices	Sample Invoice	Glasgow natural gas consumption for 31/8/2016 to 31/10/2016 extrapolated from invoice covering the period 30/9/2016 to 31/10/2016. Silvertown natural gas consumption for 31/8/2016 to 31/10/2016 extrapolated from invoice covering the period 30/9/2016 to 31/10/2016; and 31/1/2017 to 1/04/2017 from 31/1/2017 to 28/2/2017. Birmingham natural gas consumption for 31/8/2016 to 31/10/2016 extrapolated from invoice covering the period 30/9/2016 to 31/10/2016. Manchester natural gas consumption for 31/5/2016 to 10/8/2016 extrapolated from invoice covering the period 3/7/2016 to 10/8/2016; and 31/1/2017 to 31/3/2017 from 28/2/2017 to 31/3/2017. Croydon natural gas consumption for 31/5/2016 to 30/11/2016 extrapolated from invoice covering the period 30/9/2016 to 30/11/2016; and 30/11/2016 to 31/5/2017 from 30/11/2016 to 28/2/2017. Shefford Unit 4C and Unit 4F natural gas consumption for 31/5/2016 to 31/5/2016 extrapolated from invoice covering the period 18/8/2016 to 8/11/2016.



About this report – caveats

Water Supply	3	m³	Primary source - invoices	Sample Invoice	Croydon water consumption for 1/6/2016 to 31/5/2017 extrapolated from invoices covering the period 14/9/2016 to 22/12/2016; and 22/11/2016 to 28/3/2017. Birmingham water consumption for 31/5/2016 to 22/11/2016 interpolated from invoice covering the period 24/5/2016 to 22/12/2016; and 30/4/2017 to 31/5/2017 from 1/5/17 to 31/7/2017. Glasgow water consumption for 1/6/2016 to 31/5/2017 extrapolated from invoice covering the period 27/2/2016 to 11/5/2017.
Water Treatment	3	m³	Primary source - invoices	Sample Invoice	Water output volume for water treatment assumed to be equivalent to volume of water supplied.
Vehicle - Fleet	1	litres	Primary source - expense claims	Extract from expense claim report	Assumes all fleet vehicles use diesel, average biofuel blend, which accounted for 99% of fleet fuel in reporting year ended 2016. Costs converted to litres assuming average cost per litre, June 2015 to May 2016, of £1.17 http://www.theaa.com/driving-advice/driving-costs/fuel-prices
Vehicle - Non-Fleet	3	km	Primary source - expense claims	Extract from expense claim report	Assumes expense costs claimed at rate of 45 pence per mile.
Air	3	pkm	Primary source - expense claims	Extract from expense claim report	Total distance travelled is estimated based on a cost per km derived from the typical London to Glasgow return distance, at an average cost of £100.
Rail	3	pkm	Primary source - expense claims	Extract from expense claim report	Estimated based on assumed average cost of 20p/mile travelled. Source: http://www.whatprice.co.uk/travel/train-prices.html

The Planet Mark™

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