

# Carbon Reduction Plan

The Instant Group

Calendar Year 2024  
In support of PPN 06/21



## RETHINKING REAL ESTATE

# Our Net Zero Commitment

The Instant Group, and subsidiaries including Incendium Consulting, is committed to achieving net zero emissions by 2050. This document outlines our commitments and progress as a group. This Carbon Reduction Plan document is reviewed annually.

This commitment covers Instant's operations in addition to supporting clients and supply partners in achieving their own net zero ambitions through the services and delivery that the company undertakes on their behalf.

The Instant Group is at the forefront of driving flexibility into corporate and public sector portfolios. With this commitment, we hope to draw on the wealth of experience within the business and unique service offerings to reduce the carbon impact of the sector as a whole.

Instant's commitment is based on three key aspects:

- A reduction of 42%\* in our Scope 1 and 2 emissions across our operations against our baseline year, aligning our emissions reduction targets with science-based approaches
- Proactively increasing the accuracy and completeness of Instant's Scope 3 carbon inventory through engagement with its whole value chain including both suppliers and customers
- Taking a proactive and increasingly leading role in driving the net zero agenda throughout the flexible office sector

Globally we must halve greenhouse gas emissions by 2030 and hit net zero by 2050 to limit global temperature rise to 1.5°C. The reduction of 42% is linked to this 1.5°C science-based target.



# The Instant Group's UK Carbon Emissions [1/3]

The Instant Group's GHG Emissions baseline year is 2021. Our Scope 1 & 2 emissions for our baseline year, through to the present, come from the running of our offices and the consumption of energy when refitting office space in preparation for our clients' occupation in the UK.

Our Scope 3 emissions for our reporting year include all the categories required to comply with PPN 06/21. As we do not manufacture or produce any goods, we do not produce emissions associated the Category 9, Downstream Transportation and Distribution. Our Scope 3 emissions displayed in the table are emissions that occur in UK territories, except for upstream transportation and distribution, which are emissions that occur globally as we are unable to disaggregate the data associated with it.

Scope	Emissions (tCO2e)	2024	2023	2022	2021
Scope 1		6.6	6.2	6.0	12.2
Scope 2 (location-based)		170.6	22.6	80.7	278.2
Scope 3	Upstream transportation & distribution	148.7	31.7	53.2	444.2
	Waste generated in operations	40.1	75.2	3.8	3.9
	Business Travel	279.4	283.3	131.5	34.2
	Employee Commuting	31.1	31.5	40.0	15.1
	Downstream transportation and distribution	0	0	0	0
	Total Emissions (tCO2e)	676.5	450.5	315.3	787.8
	kgCO2e (Scope 1 & 2) / sqft	0.08	0.12	0.14	0.27

## The Instant Group's UK Carbon Emissions [2/3]

In 2024, we had to make changes to our emissions calculation's methodology, due to data availability.

- **Waste generated in operations:** In FY21, we received waste data for the fit-outs of our managed sites. This data has been used to estimate fit-out emissions from FY21 to FY24. This is due to the lack of data available for these sites. This is something that The Instant Group are looking to resolve in the coming years and provide accurate waste data from our managed sites.
- **Business Travel:** FY24 emissions data was estimated using an FTE intensity metric from FY23 emissions data. In FY23, we received data across the company and no estimations were made. A tCO<sub>2</sub>e / FTE intensity metric on business travel was calculated and multiplied by the FY24 FTE to calculate FY24 business travel emissions.
- **Employee Commuting :** FY24 emissions data was estimated using an FTE intensity metric from FY23 emissions data. In FY23, we received data through a company wide survey. Estimations were made for employees that did not respond to the survey. A tCO<sub>2</sub>e / FTE intensity metric on commuting data was calculated and multiplied by the FY24 FTE to calculate FY24 commuting emissions.

Between 2023 and 2024, several changes have occurred due to improved data availability and shifts in business operations:

- **Scope 2:** From FY23 to FY24, there was a significant increase in the number of dilapidations. During these dilapidations, Instant Group regain full operational control of these sites, which we have estimated for consumption for, hence the 655% increase in Scope 2 emissions.
- **Waste generated in operations:** From FY23 to FY24, emissions from waste decreased by 47%. This is related to a reduction in spend with one specific vendor. Spend with this vendor reduced by 84% due to a change in business operations.
- **Upstream transportation & distribution:** To calculate upstream transportation and distribution emissions, we estimate the associated emissions based on supplier spending, specifically those categorised as "Construction Vendors." In FY24, The Instant Group underwent an internal vendor recategorisation process, resulting in more suppliers being classified under "Construction Vendors." This reclassification is the primary driver behind the significant increase in FY24 GHG emissions compared to FY23. We are further investigating the difference in classification of vendors.



## The Instant Group's UK Carbon Emissions [3/3]

In recent years, The Instant Group's carbon emissions have shown variability across different scopes and categories. Between 2022 and 2023, several changes have occurred due to revised methodologies, improved data availability, and shifts in business operations:

- **Scope 2 Emissions:** A reduction in Scope 2 emissions is linked to the volume of projects delivered. In 2023, fewer client projects were undertaken compared to 2022, leading to a decrease in emissions.
- **Waste Generated in Operations:** Improved data availability in 2023 significantly impacted waste-related emissions. For example, access to data from an Instant office building introduced a refined methodology. For this reason, we have restated the 2022 waste emissions using 2023 raw data to improve its accuracy. Additionally, supplier spending was more accurately categorised, enabling the identification of suppliers linked to waste, which added further carbon emissions to the 2023 GHG inventory.
- **Business Travel:** The carbon emissions for 2022 have been restated. Due to the unavailability of a business travel data source for that year, we used 2023 data to estimate additional emissions, incorporating this into the 2022 figures. Furthermore, the scope has been expanded to include all carbon emissions from air travel originating in UK territories, rather than limiting it to domestic travel. This adjustment has resulted in an increase in the reported emissions for 2022.
- **Employee Commuting:** Previous calculations included global commuting data, rather than emissions from UK territories. We have restated 2022 employee commuting emissions to only account for emissions on UK territories and have followed this methodology in for 2023 carbon calculations.

# Emissions Reduction Target

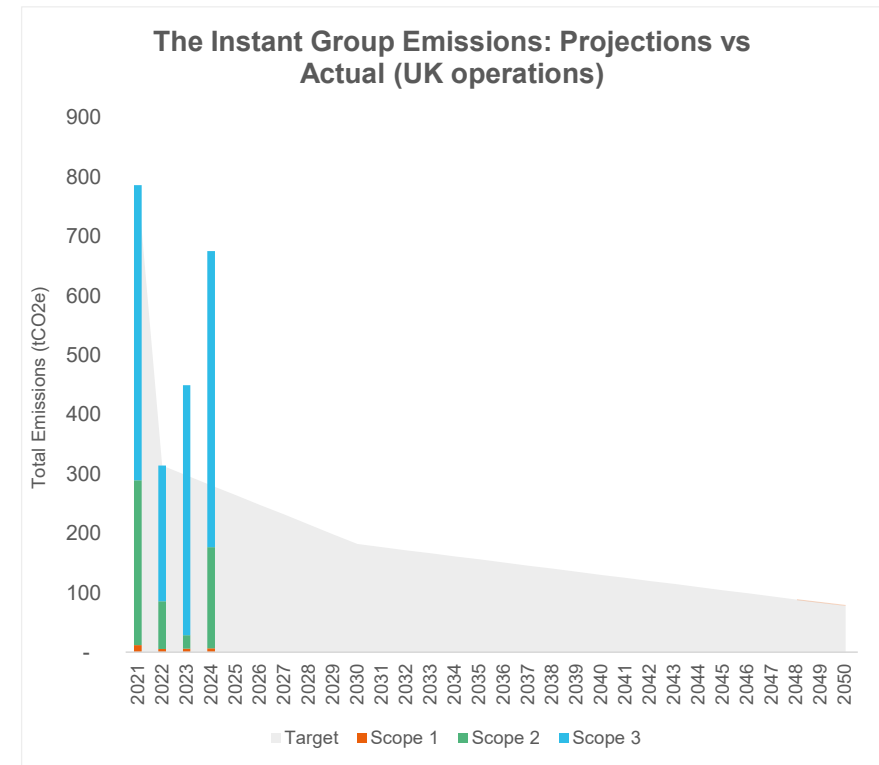
In order to achieve net zero emissions, we aim to follow a planned reduction trajectory.

- This is based on the location-based methodology for calculating Scope 2 emissions and so relies on the greening of the UK electricity grid by 2030.
- Using a market-based methodology, we have procured 100% renewable electricity in 2024, eliminating our Scope 2 emissions across Instant's UK offices.
- Our scope 1 emissions come from the combustion of natural gas for heat in our offices. We will prioritise office space that has full electrification as our organisation develops.
- For scope 3, we will implement strategies to further engage with our supply chain partners and employees to decrease our emissions.

As the number of projects we undertake on behalf of clients can heavily fluctuate from year to year, our absolute emissions may not reflect our ongoing efforts to decarbonise our operations. To account for this, we also track our emissions using an intensity metric i.e. our total scope 1 and 2 emissions per square foot of our operating area.

For 2024, this is **0.08 kgCO<sub>2</sub>e (scope 1 & 2) / sqft**

Our intensity metric (scope 1 & 2 tCO<sub>2</sub>e / sqft) has decreased by 33% from 2023.



## Carbon Reduction Projects

In 2024, the following measures have been implemented across the Instant Group and its subsidiaries including Incendium Consulting:

- In our Newcastle office, we installed "Smart Impulse", the same system that we have installed in our London head office. Smart Impulse is a non-intrusive load measuring system that collects data on circuit harmonics, and this allows the delineation of power consumption across the site. It allowed us to minimise energy use for specific systems, conduct an analysis of out-of-range values, and investigate overconsumption. This installation and subsequent operational use identified a poor correlation between lighting and general energy use to occupancy.
- In the Newcastle office, lighting is shut off early on Fridays as these are quieter days and reduces energy consumption
- Ensured our Instant UK offices procured 100% renewable electricity

Additionally, in 2024, we have implemented reduction initiatives in a multi-storey site based in Westminster. The initiatives include:

- Presence detection: Facilitates responsive lighting and HVAC adjustments, ensuring optimal conditions for occupants only when spaces are in use.
- CO2/Air Quality Monitoring: Maintains healthier indoor air quality by detecting high CO2 levels and triggering ventilation systems to bring fresh air into the building.
- AC Optimisation: After review of the temperature data, the AC schedules switch off times were amended times 18:45 to 18:00 reducing plant run time by 4.5 hours per floor, 18 hours in total per week.
- Utility Reduction: Reduces energy wastage by switching off lights, HVAC systems, optimised lighting, and other equipment when areas are unoccupied

The Instant Group's Sustainability Steering Committee have made further progress towards our evolving Sustainability strategy.

Progress has also been made to increase our data coverage and improve data quality to ensure full global data coverage across relevant emissions categories. We continue to evolve our data including tracking of carbon savings associated with initiatives implemented.

# The Instant Group’s Carbon Reduction Plan [1/2]

When The Instant Group first developed the Carbon Reduction Plan in 2023, we set out the following measures to help achieve our ambitions to achieve Net Zero by 2050. In addition to these measures, we are in the process of building a robust climate transition plan aligned with a 1.5°C world.

Measures	Progress to date	Next steps
1 <b>Renewables</b> : Ensure all our direct office operations procure 100% renewable electricity by 2023 and when introducing new workplaces into our portfolio.	Our UK offices now operate using 100% renewable electricity.	Monitor new Instant locations to ensure alignment with 100% renewable energy purchase.
2 <b>Travel</b> : Update our travel policy to eliminate unnecessary travel. Where travel is essential, trains and public transport will be prioritised over individual car travel and commercial air travel. We are also planning to introduce an internal price on the carbon emissions associated with business travel to help our managers make more sustainable choices.	We are developing a Travel Policy that aligns with our emission reduction targets and are currently working on a comprehensive implementation plan.	Release travel policy and implement a data collection and transparency program for on demand reporting.
3 <b>Engagement</b> : Implement an engagement strategy with our employees to decrease the amount of waste produced in our offices and increase recycling rates. We will also work with the managing agents of our offices to obtain more accurate waste data from our offices.	We have introduced clearer bin signage in our London office to improve our recycling rates. Signage has also been received for Newcastle deployment. As part of the projects that we deliver on behalf of our clients, we are also working with our supply chain partners to improve the data coverage of waste being generated during fit-outs.	Work with our landlords to find a solution for obtaining more accurate waste data.
4 <b>Commuting</b> : Implement an engagement strategy with our employees to help them make more sustainable choices during their commute and equip them to work from home in the most sustainable way possible.	As part of our office relocation in Newcastle, commuting considerations were made as part of our site selection process where we have been able to reduce commuting emissions by 14%. Our travel policy also includes a hierarchical approach for travel programs that can be mapped to commuting.	Improve employee awareness by introducing sustainability training into our Learning & Development suite.



# The Instant Group's Carbon Reduction Plan [2/2]

## Measures

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**Data** : Improve how we monitor and measure the carbon emissions associated with our clients' fit-outs, including prioritising procuring 100% renewable electricity and making more sustainable decision choices including the reduction and reuse of materials.

6

**Operation** : Procured a guide to help our clients increase the energy efficiency and reduce the carbon emissions of their office spaces during their occupation.

7

**Supply Chain** : Engaging with our supply chain to increase the accuracy of our Scope 3 emissions and incorporate sustainability requirements into our procurement process.

8

**Transparency** : Develop a clear science-aligned roadmap towards net zero by 2050

## Progress to date

We continue to work towards improving our carbon footprint coverage associated with our clients' fit-outs, including collaborating with our supply chain to improve their data coverage and monitoring.

We are currently working on developing a sustainability report for our clients, which provides them with regular updates on metrics such as energy usage, waste generated and vehicle emissions from the services provided to them.

We have started to engage with our Tier 1 suppliers and included sustainability data requirements into the contracts. In addition, we have introduced a sustainability screening questionnaire as a requirement for all of our supply chain.

We are in the process of developing our global net zero and committing to SBTi.

## Next steps

We intend to go further and provide guidance and support to our clients in making sustainable choices as part of the fit-out.

We are engaging operational teams for seasonal efficiency programs and will go further in producing a calendar of events for Instant operations that support clients to address their deliverables in the sustainability reporting landscape

We intend to introduce stakeholder engagement initiatives to help facilitate emissions reductions across our supply chain including supplier round tables, incentives tied to environmental performance, as well as introduce KPIs.

We intend to commit to setting a Science Based Target. We will be to developing an emissions baseline across all entities and build our emissions reduction target in line with SBTi's criteria.

## Carbon Accounting Methodology

- Our disclosed emissions have been calculated in line with the Greenhouse Gas (GHG) Protocol Corporate Accounting and Reporting Standard (revised edition), and the UK Government GHG Conversion Factors for Company Reporting for each respective accounting year have been used.
- Our emissions have been calculated for our UK-based operations and have been calculated using the “Operational Control” boundary approach.
- We have used primary evidence in the form of meter reads, building reports from our landlords and energy invoices to establish the energy consumption used to calculate our emissions. Where this data is incomplete, we have applied an appropriate estimation methodology in line with the GHG Protocol reporting standard.

## Declaration and Sign Off

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

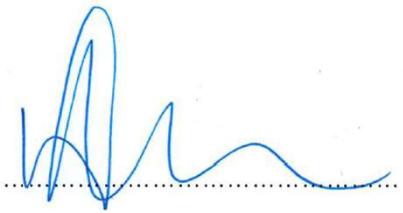
Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard and uses the appropriate Government emission conversion factors for greenhouse gas company reporting.

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

This Carbon Reduction Plan has been reviewed and signed off by:

**Will Duncan**, *General Counsel & Corporate Development Director*

Signed on behalf of The Instant Group:



**Date: 15<sup>th</sup> April 2025**