

QBS Technology Group Carbon Footprint & B Corp Impact Report 2023



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About QBS Technology Group

Since 1987, QBS Software has delivered enterprise software to more than 250,000 organisations around the world through their partner of choice. It offers a range of over 10,000 software publishers available through more than 6,000 channel partners, with a fast, reliable and responsive service. For 36 years QBS Software has achieved exponential growth through a unique combination of technology, specialist skills and trusted relationships. Today QBS is externally recognised as one of the best software delivery platforms in Europe with several independent awards.

QBS Technology Group's reporting boundary is across 6 sites: Wembley, Retford, Telford, Alderley Edge, Paris and Munich. We have 145 employees and our group revenue for 2022-2023 was £168m.



“QBS. Where great people work together.”



Our stated purpose at QBS is to ‘create long-term value for all stakeholders, sustainably’, and we know that is only possible through our collaboration to ensuring a healthy planet, our contribution to an equitable society and our commitment to strong corporate governance.



Therese Stevinson
Sustainability and Diversity Officer,
QBS Technology Group

OUR VALUES



Passionate

We're enthusiastic and care about what we do and who we serve. We strive to provide the best experience and results for our customers and vendors alike, innovating and **'going the extra mile'** all of the time.



Successful

We believe business success has to be **'win-win'**, so we focus on positive outcomes for customers, vendors, employees and community in equal measure - adding value personally and professionally.



Accountable

We take pride in our work and our actions towards others and our world. We are empowered to make a difference and are accountable for **'delivering stakeholder value'** and business results.



Trusting

We **'trust and are trusted'** - to be our authentic, diligent selves in a supportive and rewarding environment, and to deliver the best results and experience for all our stakeholders.

Leadership Letter

Reflecting upon our past year, the world continues to face significant challenges. Yet amidst all, we find the silver linings in the resilience of people and businesses, and the growing commitment towards building a more sustainable and equitable future.

As the CEO of QBS Technology Group, I am deeply proud of our journey in the past year. Our transition into a B Corporation has not only been an integral part of our business strategy but a reaffirmation of our commitment towards creating a better world through technology.

Throughout our journey, we have embraced the challenges of balancing profitability and responsibility. We have strived to create a working environment that values diversity and inclusion, provides opportunities for our employees to grow, and drives a positive impact on the communities we serve. We have committed to measuring our carbon footprint in more detail than before and have included more scope. Although this shows our footprint has increased we understand why and we know we have further to go.

Our mission as a B Corp goes beyond ticking boxes. We are here to create a lasting impact, one that empowers our stakeholders, our customers and our employees to join us in making a difference.

Dave Stevinson, CEO

QBS Technology Group



Our journey to B Corp certification

In June 2021 we started our B Corp journey. We had already started our sustainability journey and were externally verified as Carbon Net Zero using the Climate Impact Partners Carbon Neutral Protocol and Gold Standard VER climate mitigating offsets. Yet we wanted to go further. We had heard of B Corporation certification, had seen other reputable and like minded businesses had the certification and on more investigation knew it was our next step. We wanted to reflect our commitment to making a positive impact on the environment, society and stakeholders while integrating sustainable practices into our core business model.

Completing the B Corp Impact Assessment was a huge team effort. No stone was left unturned in the comprehensive assessment of our social and environmental impact. The evaluation involved engaging with all QBS stakeholders across our whole group (UK, France and Germany).

In August 2022 we were immensely proud to receive our certification with a score of 93.6. All our hard work had paid off, we were a stronger business and we felt empowered to be officially certified as a force for good.

Becoming a certified B Corp has not only helped us to improve our visibility to partners, publishers and customers but has also provided us with a practical framework to learn and improve. We have also tried to inspire other businesses to follow suit and start their B Corp journey.



“Great things in business are never done by one person. They are done by a team of people. QBS - where great people work together.”

Dave Stevinson, CEO
QBS Technology Group

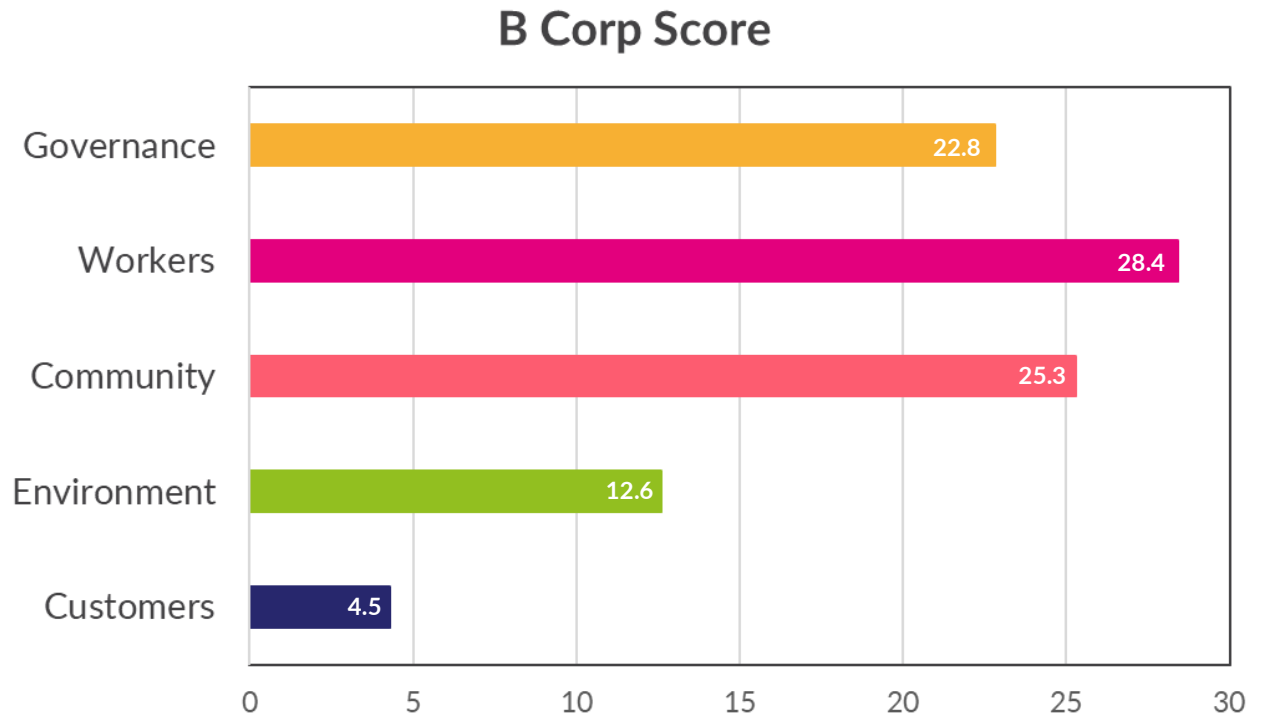
Becoming a B Corporation was the logical next step for us....

We were looking for a framework for what a better business looks like, one which mirrors our values and which will challenge us to do better.

Our score of **93.6** is an industry leading score and a fair reflection of where we are, but we know we can do even better.

As we look towards our recertification in 2025, we are committed to making improvements across each of the five impact areas. This will enable us to build on our score and aim for a score of over 100.

Join us on the journey...



N.B. the points available are not equally weighted. E.g. for us the customer section is very small.



“We are not point collecting, but taking relevant actions which reflect our value proposition.”

Kumar Bhamidipati, COO QBS Technology Group

Going Further

We are not yet where we want to be on our sustainability journey. We know that we need to go further, faster, and to work out how we can do this whilst at the same time expanding our business via natural growth and acquisition.

Ultimately, the UK, EU and French governments have committed to Net Zero by 2050 (and the German government by 2045). This is an ambitious agenda, but we think that 2050 is too slow and too late.

149 countries have committed to Net Zero^{*1} and over a third of the world's largest companies^{*2}. However, making the commitment and achieving it is another matter.^{*4} Most companies now acknowledge climate risk but less than 1 in 5 quantify impact.^{*5}

| | Net Zero | Interim targets vs 1990 | |
|---------|----------|-------------------------|--------------|
| Germany | 2045 | -65% by 2030 | -88% by 2040 |
| UK | 2050 | -78% by 2035 | |
| France | 2050 | -55% by 2030 | |
| EU | 2050 | -55% by 2030 | |
| Turkey | 2053 | | |



We certified as a B Corp in August 2022

At the same time, we are aware of the growth of greenwashing. Therefore, for the second year running we have worked to improve the scope of our carbon footprint as far as possible. Since the UK's pension industry carbon footprint is higher than that of the entire UK^{*3} we have decided to include our pensions carbon footprint for the first time. In fact, not to do so is to give the impression that your company is cutting carbon emissions and being responsible, whilst investing in fossil fuels behind the scenes. To our surprise, but not in retrospect, our unattributed pension footprint is higher than the company's total annual carbon footprint for the previous year, and it now makes up over a third of our footprint. By taking this action we hope that we encourage others to do so, since so often in the "actions you can take" we find that advocacy is left off.

Since our footprint now looks bigger than previous years, we know that we have further to go.

*1 <https://zerotracker.net/>

*2 <https://www.newscientist.com/article/2323884-a-third-of-the-worlds-largest-companies-now-have-net-zero-targets/>

*3 <https://makemymoneymatter.co.uk/wp-content/uploads/2021/10/UK-Pension-Industry-Carbon-Emissions-Analysis.pdf>

*4 While more than one-third (34%) of the world's largest companies are now committed to Net Zero, nearly all (93%) will fail to achieve their goals if they don't at least double the pace of emissions reduction by 2030. Source: Accenture Nov.2022 <https://newsroom.accenture.com/news/nearly-all-companies-will-miss-net-zero-goals-without-at-least-doubling-rate-of-carbon-emissions-reductions-by-2030-accenture-report-finds.htm>

*5 Source: KPMG <https://www.esgtoday.com/kpmg-survey-most-companies-now-acknowledge-climate-risk-but-less-than-1-in-5-quantify-impact/>

Carbon footprint 1st April 2022-31st March 2023

427.7 tonnes CO2e market based
439.7 tonnes CO2e location based

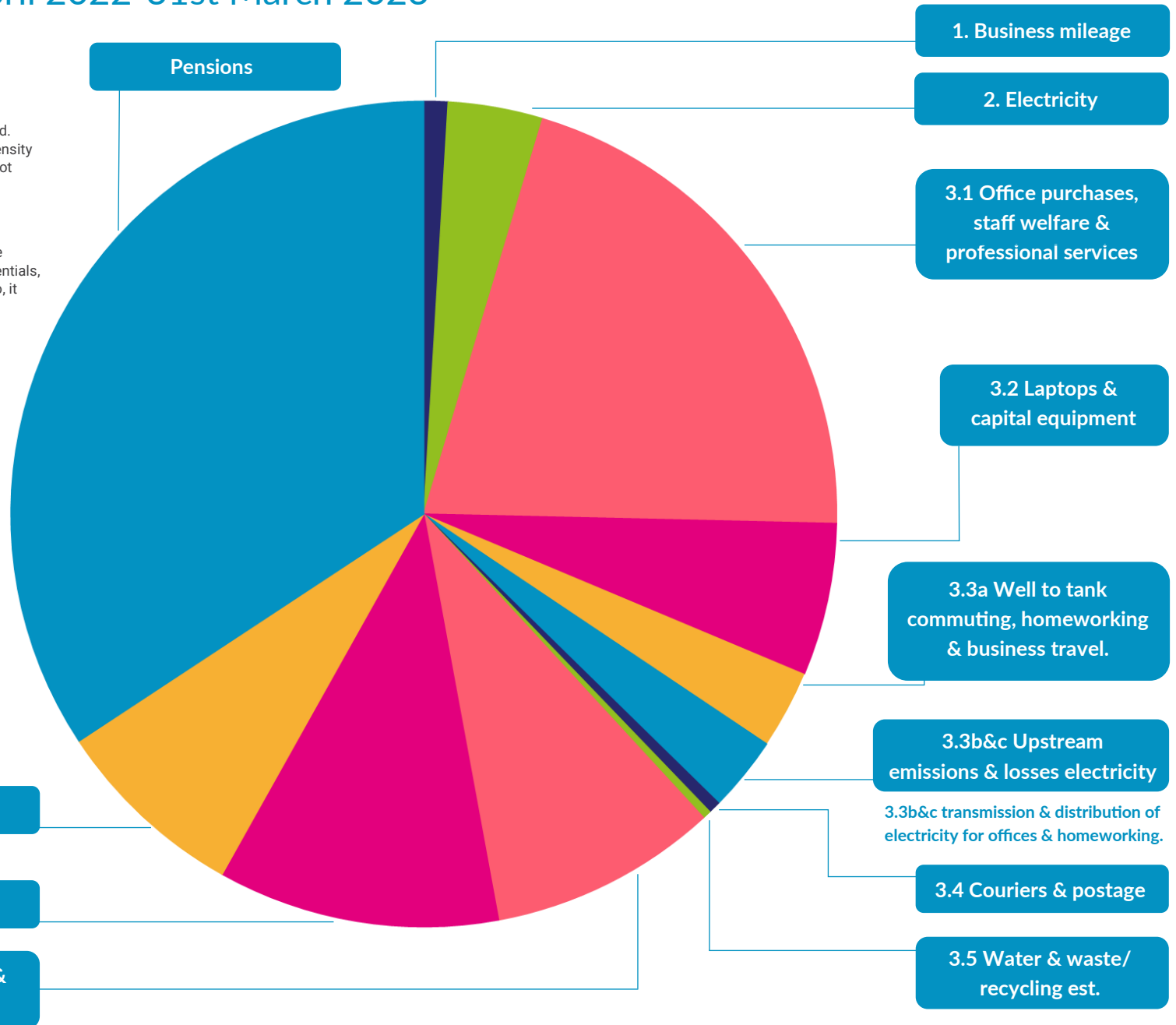
A market-based method reflects renewable energy purchased. A location-based method reflects the average emissions intensity of the grid on which energy consumption occurs, and does not account for off-site renewable energy contracts.

Cloud Data Use

All of the data centres we use run on emissions-free 100% renewable energy, with some of the lowest PUE scores in the industry, and from buildings with strong environmental credentials, such as BREEAM Excellent. (Since the carbon impact is zero, it does not appear in the pie chart.)

* PUE = Power Usage Effectiveness

| | Market Based | |
|--------------|--------------|-------|
| | tCO2e | % |
| Scope 1 | 4.0 | 0.9% |
| Scope 2 | 15.9 | 3.7% |
| Scope 3 | 261.2 | 61.1% |
| Pensions | 146.6 | 34.3% |
| Total | 427.7 | |



References refer to the GHG Protocol category on the next page.

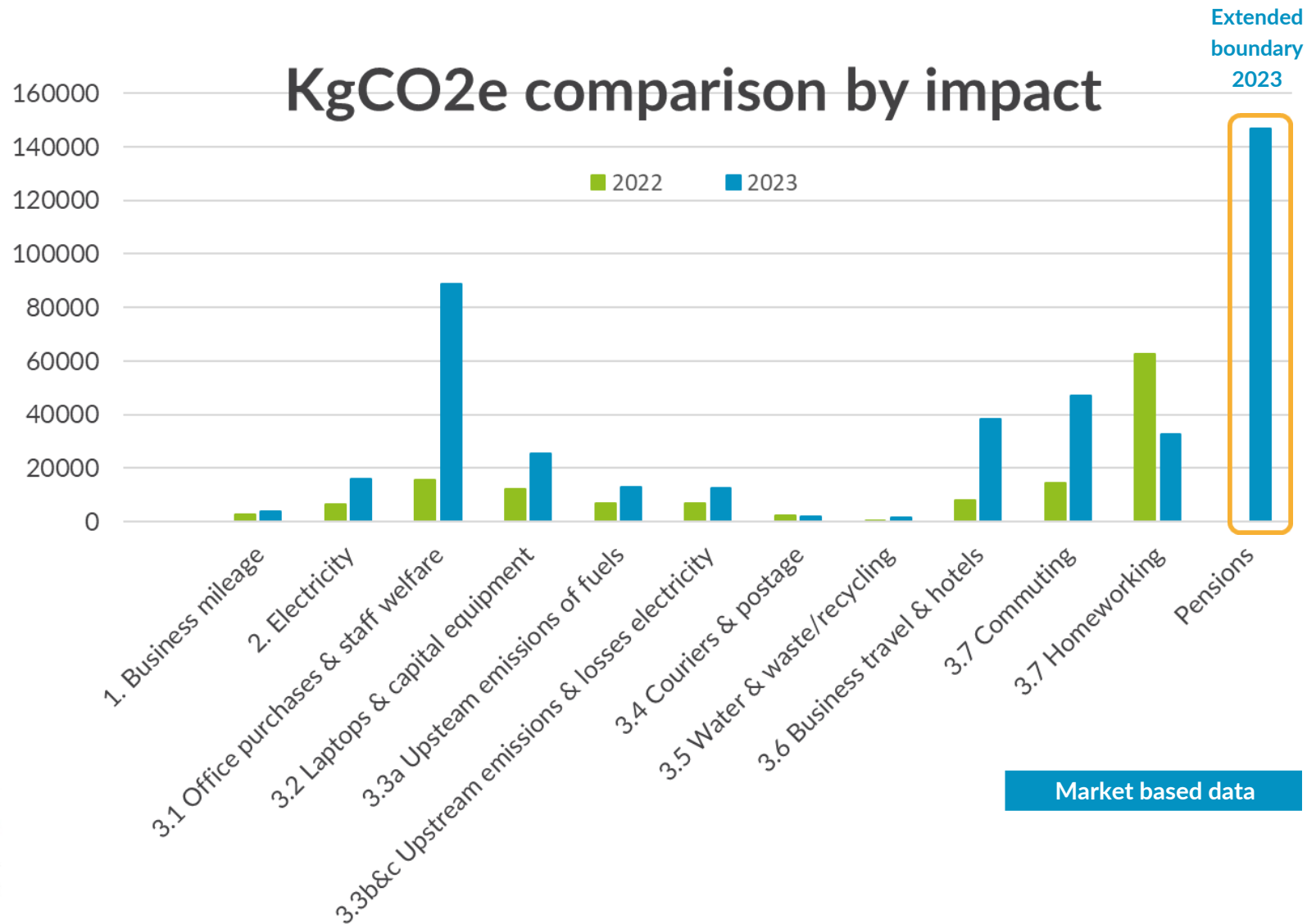
QBS Technology Group carbon footprint summary - 1st April 2022-31st March 2023

Carbon Neutral Protocol framework (edition 2023)

GHG Protocol: Corporate Standard Scope 1 and 2, Value Chain Standard Scope 3

| Category | GHG assessment emission sources | | Required or recommended | Market Kg CO2e | Location Kg CO2e | |
|----------|---|--|--|----------------|------------------|--------|
| | Emission source category (aligned to the GHG Protocol Corporate Standard) | | | | | |
| Scope 1 | Direct emissions from owned, leased or directly controlled stationary sources that use fossil fuels and/or emit fugitive emissions (e.g. refrigerant gases) | | Required | 0 | 0 | |
| | Direct emissions from owned, leased or directly controlled mobile sources | | Required | 4,013 | 4,013 | |
| Scope 2 | Location-based emissions from the generation of purchased electricity, heat, steam or cooling | | Required | | 21,980 | |
| | Market-based emissions from the generation of purchased electricity, heat, steam or cooling | | Required | 15,872 | | |
| Scope 3 | 1 | Purchased goods and services | Recommended | 88,582 | 88,582 | |
| | 2 | Capital goods | Recommended | 25,521 | 25,521 | |
| | 3 | Fuel and energy related activities (not included in Scope 1 and 2) | 3a Upstream emissions of purchased fuels | Recommended | 13,125 | 13,125 |
| | | | 3b Upstream emissions of purchased electricity | Recommended | 9,905 | 9,905 |
| | | | 3c Transmission and distribution losses (T&D) | Required | 2,677 | 2,945 |
| | 4 | Upstream transportation and distribution | Outbound courier deliveries of packages | Recommended | 2,048 | 4,614 |
| | | | Third-party transportation and storage of inbound production related goods | Recommended | 0 | 0 |
| | 5 | Waste generated in operations | Water and waste water | Recommended | 213 | 213 |
| | | | Other waste | Required | 1,198 | 1,198 |
| | 6 | Business travel | All transport by air, public transport, rented/leased vehicle and taxi | Required | 35,031 | 35,031 |
| | | | Emissions arising from hotel accommodation associated with business travel | Recommended | 3,239 | 3,239 |
| 7 | Employee commuting and homeworking | Employee transport between home and places of work | Recommended | 47,129 | 47,129 | |
| | | Emissions arising from employee homeworking and remote work | Required | 32,542 | 35,477 | |
| 9 | Downstream transportation and distribution | Third party transportation and storage of sold products | Required (for product manufacturers) | 0 | 0 | |
| 11 | Use of sold products (not included) | | Recommended | | | |
| | Pensions | | Not required | 146,559 | 146,559 | |
| | | | | 427,654 | 439,531 | |

Although our total carbon emissions (TCE) have increased (post covid) we have extended our footprinting in several areas.



Carbon footprint commentary

- Since the lifting of travel restrictions after Covid we have seen a significant increase in business travel, office working impacts and commuting. (Consequently, homeworking emissions are down -48%).
- We have expanded our purchased goods and services data collection to include more professional services so that has increased.
- Our offices are leased, and in the UK at least, we struggle to get data and cooperation from our landlords, like many other businesses. We hope that this will change soon.
- We achieved B Corp status in August 2022 with a score of 93.6.
- We did not meet our carbon reduction targets due to the lifting of restrictions post Covid. We have also expanded our carbon footprinting to go further than even the UN GHG Protocol says is necessary. (We do, however, exclude “consumer use phase” for the software we retail since we consider that to be within the footprint of the developers).

| | | 2023 vs 2022 | |
|--------|---|--------------|--|
| 1. | Business mileage | 49% | Percentage remains similar. Increase post Covid. |
| 2. | Electricity | 141% | Office energy is higher post Covid and largest office contract change. |
| 3.1 | Office purchases & staff welfare | 461% | More accurate expanded footprint. |
| 3.2 | Laptops & capital equipment | 108% | More accurate expanded footprint. |
| 3.3a | Upstream emissions of fuels | 88% | Reflects post Covid uplift. |
| 3.3b&c | Upstream emissions & losses electricity | 79% | Reflects post Covid uplift. |
| 3.4 | Couriers & postage | -8% | 8.3% lower than last year. |
| 3.5 | Water & waste/recycling | 184% | Higher based on return to the office post Covid. |
| 3.6 | Business travel & hotels | 374% | Higher post Covid. |
| 3.7 | Commuting | 227% | Higher based on return to the office post Covid. |
| 3.7 | Homeworking | -48% | -48.2% post Covid. |
| | Pensions | n/a | New for 2022. |

Carbon reduction targets for 2023-2024 (-8%)

QBS monitors a dashboard of ESG KPIs. We have set the following targets for 2023-2024 based on our largest impact areas, excluding new company acquisitions:

| | | |
|-----------------------------|------------|--|
| Electricity | -37% | Germany, Wembley and Alderley Edge 100% renewable energy |
| Office purchases | -5% | |
| Homeworking | -5% | Encourage more staff to switch to renewable energy at home |
| Pensions | -15% | Switch to high performing fossil fuel free funds |
| Total company impact | -8% | |

Before the next report we hope to set out our Net Zero carbon strategy.

ESG scorecard (selection)

GOVERNANCE

| Achieved | 2019-20 | 2020-21 | 2021-22 | 2022-23 | 2023-24 target |
|-------------------|---------|---------|---------|---------|----------------|
| Ethical incidents | 0 | 0 | 0 | 0 | 0 |

EMPLOYEES

| Achieved | 2021-22 | 2022-23 | 2023-24 target |
|---|---------|---------|----------------|
| Employee satisfaction (strongly/somewhat agree) | 91% | +90% | +90% |
| eNPS score ^[1] | n/a | 50 | 55 |

DIVERSITY^[2]

| Achieved | 2021-22 | 2022-23 | 2023-24 target |
|-------------------|---------|---------|----------------|
| % staff are women | 39% | 49% | 50% |
| Non white British | 60% | 60% | 60% |

^[1] The employee Net Promoter Score (eNPS) is a metric used by employers to assess employee loyalty. The average eNPs is 12-14 (source AIHR.com).

^[2] UK data. It is not legal to conduct diversity surveys in France and inadvisable in Germany.

ENVIRONMENT

| Achieved | 2019-20 | 2020-21 | 2021-22 | 2022-23 | % change (21/22 vs 22/23) | 2023-24 target |
|--------------------------------|---------|------------------------|---------|---------|------------------------------|----------------|
| Total energy kWh | 144,417 | 109,745 | 121,658 | 110,968 | -9% | 0% |
| <i>Reduction vs 2019</i> | | -24% | -16% | -23% | | |
| kWh/employee | 1,828 | 1,037 | 958 | 834 | -13% | -3% |
| <i>Reduction vs 2019</i> | | -43% | -48% | -52% | | |
| Carbon emissions (tonnes CO2e) | | 2020-21 ^[3] | 2021-22 | 2022-23 | % change (21/22 vs 22/23) | 2023-24 target |
| Scope 1 | | 0.5 | 2.69 | 4.0 | 49% | 0% |
| Scope 2 | | 27.4 | 6.60 | 15.9 | 143% | -37% |
| Scope 3 | | 6.3 | 130.1 | 261.2 | 101% | -5% |
| Pensions ^[4] | | - | - | 146.6 | n/a | -25% |
| Total | | 74.2 | 139.4 | 427.7 | 207% | -8% |
| Emissions per employee | | 0.7 | 1.2 | 3.2 | 167% | TBC |
| Emissions offset | | 110% | 110% | 110% | | 110% |

^[3] Since 2020/21 we have changed and expanded our carbon footprint reporting methodology.

^[4] For the first time in 2022/23 we have included pensions in our footprint which are outside the UN GHG protocol requirements.

We have achieved carbon neutral status using Gold Standard Verified Emission Reduction offsets

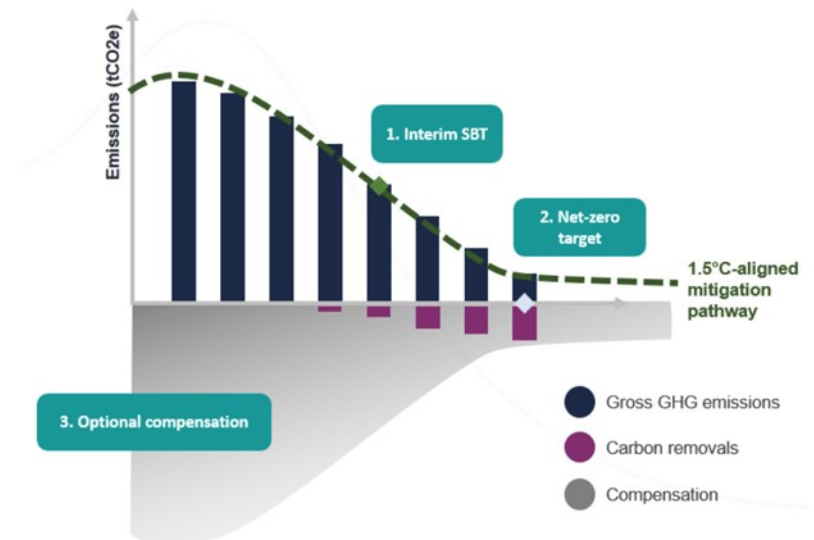
We know the arguments against offsets:

- They are a distraction from urgent climate action.
- They can be seen as permission to pollute/do nothing.
- Not all offsets are equal.
- Land grabs, indigenous rights and access to land not recognised.
- Longevity of the benefits.
- Not “additional”.
- Too cheap – they don’t account for the real cost of carbon.
- It maintains a social gap between the world’s “Rich” and “Poor”.
The rich continue to emit.

“Offsets are not permission to pollute and can be a cheap way to look green. We are committed to only using high quality Gold standard Verified Emission Reduction offsets in order to make a positive social, economic and climate ‘donation’ whilst we work on reducing our own climate impacts.”

Dave Stevinson, CEO QBS Technology Group

The SBTi follows a strict mitigation hierarchy approach whereby companies are required to reduce their own emissions in line with a 1.5-degree emissions reduction pathway **before** engaging in neutralisation activities and further compensation activities.



Why are we still offsetting?

At COP 26 in Glasgow wealthy countries were asked to pledge \$100bn annually to developing countries for mitigation and adaptation (50/50).

And at COP27 there were calls for a new “Loss and Damage” Fund for Vulnerable Countries; (new pledges, totalling more than USD 230 million, were made to the Adaptation Fund at COP27).

Our view is that **companies need to do the same**. Especially as it is in doubt as to whether developed countries will honour these commitments.

Our preferred strategy is to invest in Health & Livelihood offsets, rather than planting trees and forest protection; and in emissions which have been verified to have taken place, not might happen.

Furthermore, companies who choose to take full responsibility for their residual emissions are the ‘climate leaders’ who typically are those funding the greatest levels of internal reductions.



Annual decarbonization rates <https://www.sylvera.com/>

| Average across 100 companies | Companies that buy carbon credits | Companies that don't buy carbon credits |
|------------------------------|-----------------------------------|---|
| 4.9% | 6.2% | 3.4% |

Companies that buy carbon credits had double the carbon reduction than those who do not. i.e. it's part of a wider strategy and not the only action.

Carbon offsetting with positive social and economic impact

We use only Gold Standard VER (Verified Emission Reduction) offsets from reputable projects that have a genuine impact on humanity. Through [Climate Impact Partners](#) (a certified B Corp) we offset 110% of our total carbon emissions. In this way, we aim to be not only a Net Carbon Zero business, but also a climate positive one.

Gyapa efficient cookstoves, Ghana

This project supports local entrepreneurs to manufacture and distribute safe, efficient cookstoves to households in Ghana. The Gyapa stove cuts charcoal use by up to 50%, saving families money and reducing harmful smoke emissions.

Since 2007 nearly half a million Gyapa stoves have been sold in Ghana, improving the lives of more than 2.4 million people and saving them over \$35 million in fuel costs.

Bondhu Chula clean cookstoves, Bangladesh

Carbon finance funds 50% of the installation cost of the stoves by local partners, the provision of after-sales services and enables the price of the stove to be subsidised for users, who would otherwise not be able to afford them.

The carbon finance also contributes to the building of a viable, sustainable market for clean cookstoves in Bangladesh, through capacity building measures to train local stove entrepreneurs and manufacturers.



[Gyapa Efficient Cookstoves, Ghana | Climate Impact Partners](#)



[Bondhu Chula Stoves, Bangladesh | Climate Impact Partners](#)

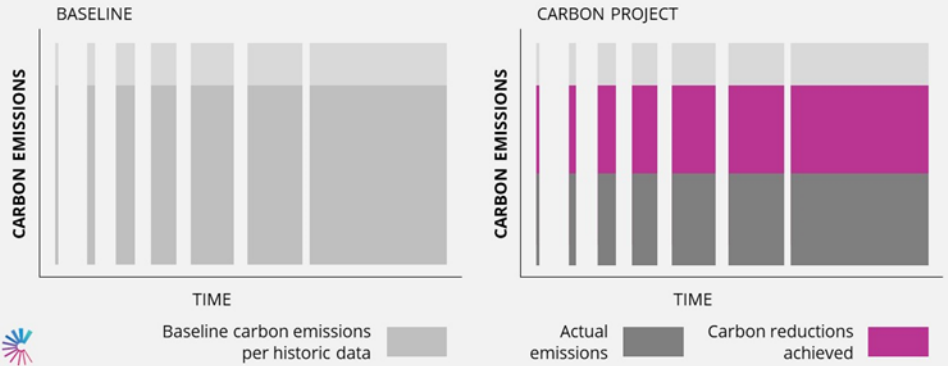
Clean cooking projects reduce the fuel needed to cook each meal, avoiding indoor air pollution and reducing global emissions from burning solid fossil fuels.



CLIMATE IMPACT PARTNERS | HEALTH AND LIVELIHOODS



Clean cooking projects empower women and children who are often responsible for fuel collection and meal preparation in areas that lack safe, efficient, and affordable cooking technology. Modern cookstoves, solar cookers, and biofuel stoves reduce emissions by using less fuel and help families avoid preventable illness from indoor smoke.



Orb Rooftop Solar, India

This project has brought over 160,000 reliable solar power and solar water heating systems to customers throughout the country, while cutting around 55,000 tonnes of CO2e a year by replacing the use of kerosene or electricity from a grid reliant on fossil fuels.

Orb Energy manufactures, sells, installs and services a unique range of high-quality solar energy systems for residential and commercial customers in India. Businesses can operate for longer and more consistently with a solar energy system. Household solar water heating reduces electricity bills by more than 50% and lighting at home means greater opportunity for children to study after the sun goes down.



[Orb Rooftop Solar, India | Climate Impact Partners](#)



Workers

We listen attentively to all our colleagues and believe that the company is shaped primarily by them to meet the needs of our partner and publisher network.

What we did up to July 2023:

- We re-branded our 'Human Resources' department as 'Human Capital' to publicly demonstrate how important our people are to QBS.
- We achieved the Investors in People Gold award.
- We have adopted a hybrid working system for all staff (2 days in office/3 days at home).
- We have offered a range of enhanced medical benefits to all staff.
- We have introduced a travel booking app to organise employees' business travel. The app shows the carbon footprint of their travel decisions.
- We have introduced an employee engagement portal.
- We have developed our staff interaction with a new and improved employee feedback platform.
- We have implemented Employee Net Promoter Scoring. Our current eNPS score is 50.
- We have fully re-established the QBS social committee (post covid) to organise social events.
- We defined an industry leading Employer Value Proposition (EVP) initiative.

What we are planning:

- The roll out of our enhanced EVP initiative.
- New leadership in Human Capital.
- Employee Resource Group - QBS Women's Group.
- Annual employee awards.
- Improved mental health support.
- Introduction of a Learning Management System (LMS) and a future learning framework including specialist, management and professional C.P.D.
- Sustainable merchandise for significant life events.



INVESTORS IN PEOPLE®
We invest in people Gold

Community

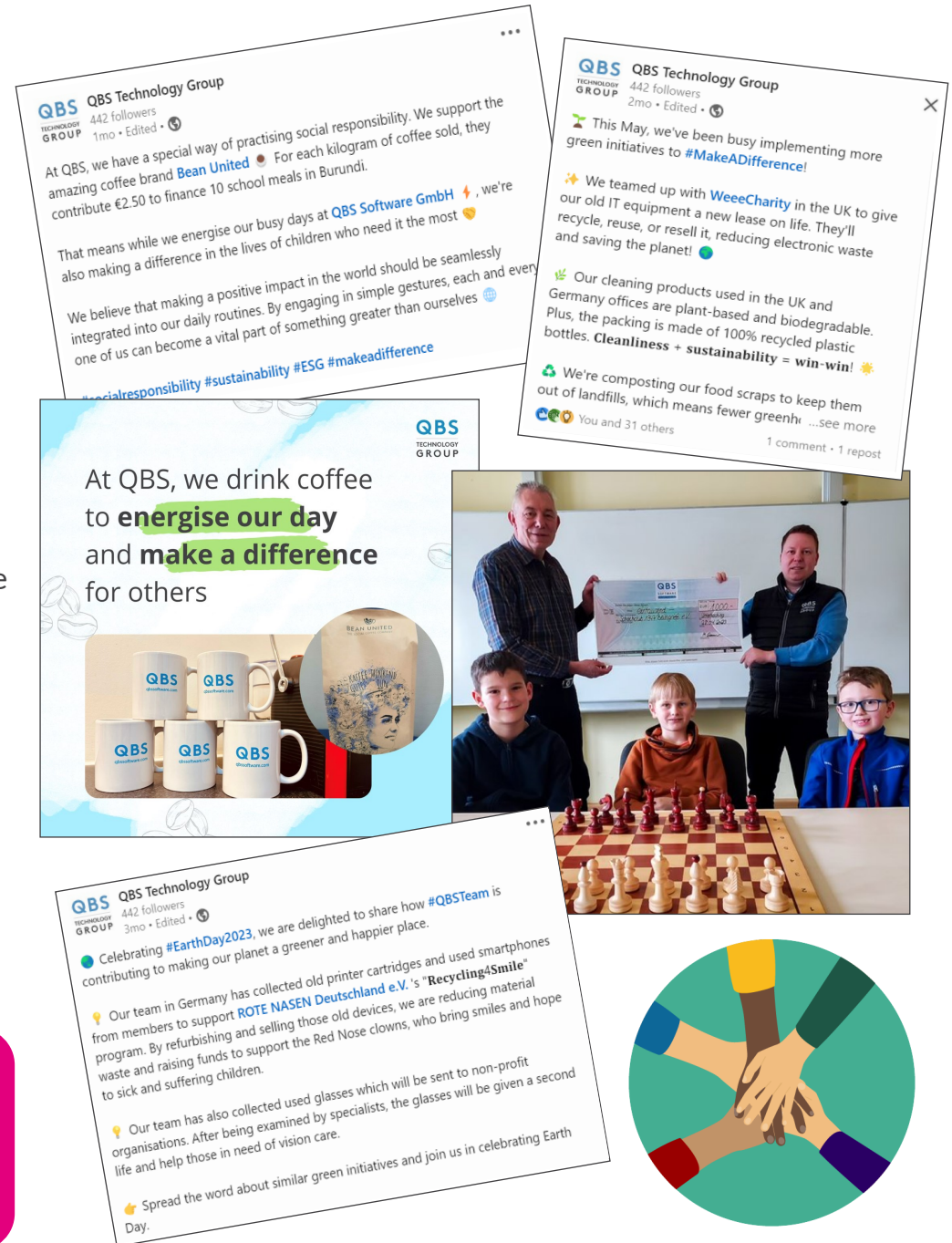
What we did up to July 2023:

- We have offset 110% of our total 2022/23 carbon emissions using Gold Standard VER offsets with Climate Impact Partners.
- Our CEO has continued his commitment to give 5% of his time to mentor young entrepreneurs and assist other businesses on their sustainability journey.
- We have sold software at discounted prices to ‘not for profit’ enterprises.
- In Germany we have sponsored a regional chess tournament.
- We have established WEEE charity partnerships in the UK, France and Germany.
- In the UK, Germany and France we have donated to various charities.

What we are planning:

- Munich charity treasure hunt.
- Winter donations to local food banks from each U.K office.
- Sponsorship of a German cricket team.

“In today’s corporate world, the ability to collaborate with people from diverse values and cultures is extremely important. Inclusion and community engagement is a vital part of our internal culture.”
Anita Bitard, Non Executive Director QBS Technology Group



Customers

What we did up to July 2023:

- We have listened attentively to all our customers' anticipated requirements.
- We have invested in version 8.0 of our tooling with 14 front facing customer features.
- We set up QBS Orchestra to assist our partners with the best in class sales enablement.

What we are planning:

- To increase the number of staff responsible for customer success.
- We will deliver version 9.0 of our QBS tooling with AI integration from our LLM (Large Language Module) and new corpus.
- We will integrate our new website with version 9.0 of our QBS tooling to make software delivery seamless.



“We highly value our partners. With access to over 10,000 software publishers and 100 dedicated licensing specialists, our customers can immediately source the specific software that they require delivered on time and on budget.”

Andrea Dumitrescu, Managing Director

QBS Technology Group



Governance

What we did up to July 2023:

- We have introduced the **QBS Technology Group Corporate Responsibility Charter**.
- Our QBUs (quarterly business updates) are held virtually and the performance of the company is shared with the entire workforce.
- We have amended our articles of association to reject the shareholder primary clause and place equal value on our employees and wider society.
- We have introduced a Corporate Operating Model (COM).
- ISO 14001, ISO 9001 and ISO 27001 recertification.
- We have voluntarily reported our carbon emissions in our annual report and to CDP.
- Cyber insurance and increased frequency of pen testing.
- Usecure security awareness training for all staff.

What we are planning:

- Implementation of v2.0 our GRC (Governance, Risk management and Compliance).
- We are employing a new solicitor apprentice.
- Extending our policies and procedures across the group.
- Increasing our disclosure in our company accounts.
- Adding Remcom, Auditcom and Riskcom to our COM.
- Integrating AI risk mitigation into our COM.
- Standardising our group I.T infrastructure around best in class technology.
- Third party/vendor risk management.



“Good governance connects our day to day business issues with our purpose. As the board implements this policy consistently, we will influence behaviour right through the group and this in turn will become apparent to all of our stakeholders.”

Steve Turner, Company Secretary

QBS Technology Group

QBS Technology Group Corporate Operating Model - Organisation

Main Responsibilities



“QBS is a pioneer in putting sustainability at the heart of the organisation and it is recognised throughout the group with dedicated global functions.”
Therese Stevinson, Sustainability & Diversity Officer QBS Technology Group

Thank you!

Thank you for reading our 2023 Carbon Footprint and B Corp Impact Report. We hope you have enjoyed finding out more about QBS Technology Group and our commitment to making our business a force for good.



Feedback

Every effort has been made to prepare this report to the best reasonable level of accuracy possible. We welcome feedback and suggestions for its improvement as well as other actions we might take to become more sustainable. Please email any suggestions to sustainability@qbssoftware.com

Carbon footprint assumptions and methodology

Our carbon footprint was prepared by Empathy Sustainability Ltd, June 2023 and was measured following the GHG Protocol guidelines and specifically following the methodology of Climate Impact Partners' Carbon Neutral Protocol.

Grid emission factors

UK Government GHG Conversion Factors for Company Reporting 2022

Germany & France: https://www.carbonfootprint.com/docs/2022_03_emissions_factors_sources_for_2021_electricity_v11.pdf
Residual mix factor was used

WTT for France and Germany uses data published by UK Gov for 2021.
T&D losses for France and Germany have been assumed to be proportionally the same as the UK.

Spend emissions factors were mostly from DEFRA Table 13 (2019).

Cloud Hosting

100% of our cloud hosting is with renewable energy and can be assumed to be carbon neutral. Company emails will therefore be carbon neutral.

Assumptions

Assumed that staff with renewable electricity contracts at home don't have renewable gas contract. i.e. we have taken a conservative estimation. Also, where staff don't say, we assume general grid energy.

Paris WTT figures use the same WTT percentage as the UK equivalent. i.e about 23-26%.

France and Germany electricity T&D losses are assumed to be the same percentage as the UK (9.15%).

UK train emissions factors were used for German trains.

Natural gas emissions for France and Germany have been assumed to be the same as the UK. Since the IEA 2022 emissions factor data latest is 2020, we have kept/used the 2021 data we already have.

Wembley electricity: 5 months of energy use data was estimated based on the other 7 months.

Retford energy use was based on the QBS share of floor space of total building energy consumption.

Alderley Edge April and May 2022 kWh are estimated on Feb and March 2023.

Carbon offsets/ESG compliance are assumed to be zero emissions.
Hired equipment assumed to be zero (inconsequential amount).

Staff entertainment is assumed to be food and drink.

[DPD offset their UK parcels](#)
[DPD parcels are carbon neutral: https://www.dpd.co.uk/content/about_dpd/csr.jsp](https://www.dpd.co.uk/content/about_dpd/csr.jsp)

German couriers are long distance so articulated lorry tonne/km factors were used. Couriers 2 data is based on spend and uses the UK DEFRA emissions factor which was also used for Germany and France as that gives a higher and more realistic figure than the tonne/km methodology

Exclusions

Business rates.
Carbon offsets.
Hired equipment.
Use of sold software.

Homeworking

We used the EcoAct methodology: Source <https://info.eco-act.com/hubfs/0%20-%20Downloads/Homeworking%20emissions%20whitepaper/Homeworking%20Emissions%20Whitepaper%202020.pdf?hsLang=en>

Scope 1 emissions

There is no gas, and no aircon recharging. (All offices are leased.)
There is one company car.



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