



Totalmobile

# ESG at Totalmobile

2023 Report



# Message from the CEO



PHIL RACE

After setting our first benchmarks earlier in 2023, we are proud to publish our first annual report, setting out the progress we have made in our first year measuring our ESG practices and their impact. We have taken significant strides towards our goals thanks to the work of our dedicated ESG Steering Committee who helped create a strategy to tackle the full spectrum of ESG issues from environmental management to policy creation, and a focus on impactful people practices.

We are fortunate that our business goals in many respects align with our ESG ambitions, as our product portfolio clearly creates efficiencies and savings that have a significant impact both on carbon reduction and working behaviours.

To help us on this journey, we have partnered with a specialist agency that has helped us to analyse our Scope 1, 2, and 3 emissions and devise a strategy to ensure we reach net zero. We'd like to thank this team for their guidance in this aspect of our ESG strategy.

This report details the actions we have taken since the beginning of 2023, and I look forward to supporting the ESG Steering Committee in our goal of making further progress on this critical topic in the coming months and years.

We have deliberately set challenging yet realistic targets and have begun an internal education programme to ensure we are aligned with our critical goals. As part of this, we have launched our ESG web page, which details our targets and demonstrates our commitment to progression annually.

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SECTION 1: INTRODUCTION

## About Totalmobile

Totalmobile is Europe's leading, independent field service management solution provider that empowers organisations to deliver exceptional services on time, underbudget and efficiently.

With cutting-edge technology at its core, Totalmobile enables businesses to optimise field operations, improve customer experiences, and drive growth.

Founded in 1985, Totalmobile has a sound track record of transforming industries and is committed to shaping the future of service delivery across the UK and beyond as we enhance efficiency for our 1000+ customers and 500,000 daily service users.



OUR VISION

# Promoting responsibility across all parts of our business.

Our Environmental, Social and Governance (ESG) framework ensures we're always accountable, and our guiding principle of making change measurable is central to everything we do.

As providers of comprehensive field service solutions, we have a duty to operate and deliver our technology and services to benefit our customers, staff, partners, and the world beyond Totalmobile—both now and in the future.

WHAT OUR CLIENTS GAIN:


**1.8**  
cubic tonnes  
saved per annum



Av. **65,000km**  
of wasted journeys  
prevented

**100%**  
reduction in paper  
waste by deploying  
digitised processes

WHAT THE PLANET RETAINS:



**83 million**  
sheets of paper  
saved with paperless  
processes



**415 million**  
litres of water saved  
from waste



**8,000**  
trees still  
growing strong

SECTION 2A: ESG AT TOTALMOBILE

# Field Service Software That Won't Cost the Earth

Our strategy ensures we are here for the long term, consistently and sustainably delivering positive outcomes for our customers, shareholders, and society. **Our mission is clear:** integrating ESG values at the core, we envision a brighter, more sustainable future for our customers, teams, and the wider community.

With eyes set on a clear milestone—Net-Zero Operations by 2030—we are on a mission to make positive change tangible.



## ENVIRONMENTAL PILLAR

Measuring and reducing our impact on the environment.

We're on a mission to not only make the lives of our customers easier but to do so sustainably and lessen our impact on the environment. Totalmobile is committed to efficient energy usage, sourcing power from renewable sources wherever possible. We're committed to managing our waste responsibly and recycling equipment and end-of-life devices consistently. To help us stay accountable, we follow specific environmental criteria:



### Journeying the Sustainable Route

- Promoting the use of public transport, endorsing EVs, and rejuvenating our cycle-to-work schemes.
- Prioritising carbon-conscious airlines and streamlining our air travel.
- Harnessing the power of virtual tools for meetings and favouring rail for regional and European journeys.

### Minimising Our Carbon Impact

- We're steadfast in our goal to substantially reduce carbon emissions and eradicate wasteful practices.
- Leveraging cutting-edge technologies to assess our carbon output continuously.
- Our promise: Achieving Net-Zero Emissions through a detailed, actionable plan.
- Monitoring our product portfolio to ensure sustainability throughout its life cycle.

### Our Green Infrastructure Strategy

An emphasis on energy conservation and a pledge for 100% renewable electricity tariffs by 2030.

## SOCIAL PILLAR

We are responsible for supporting both our Totalmobile colleagues and our wider communities. With a reputation for end-user-centric solutions, putting the needs of others at the forefront of our service offering, we also practice what we preach internally. We invest time and resources into our teams' physical and mental well-being, broader social development, and charity involvement.



### Celebrating Diversity & Inclusivity

At Totalmobile, every individual finds a space to be their authentic self.

Reinforcing well-being, inclusivity, and engagement with progressive policies, including remote working options and continual feedback.

### Empowering Our Team & Broader Community

Offering comprehensive healthcare support to every team member.

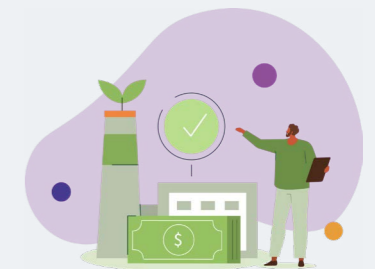
Pushing the boundaries with gender diversity across all levels and driving heightened employee engagement.

Boosting our charitable contributions, underlining our commitment to societal upliftment.

## GOVERNANCE PILLAR

Following critical controls and compliance metrics.

A robust regulation and procedures system is required to govern ourselves successfully. We can then continue to effectively meet the needs of our service users, partners, stakeholders, and colleagues. We have a responsibility to ensure we hold ourselves to the highest levels of accountability and have identified key areas of focus here.



### Digital Eco-Footprint

Collaborating with transparent suppliers and streamlining cloud operations.

Embracing carbon-neutral digital hosting and keeping abreast with evolving digital carbon standards.

### Transparent, Ethical, Forward-Thinking

The ESG Steering Committee, instituted in 2022, sets the gold standard for our ESG pursuits, ensuring we're always on the right path.

Shedding light on pay disparities with our pay gap reporting to fortify our stance on transparency and fairness.

SECTION 2B: ESG AT TOTALMOBILE

# ESG Reporting Activity

Central to our ESG ethos is our pioneering approach to ESG reporting. We meticulously track and report Scope 1, 2, and 3 emissions. The goal is to empower our clients to make strategic decisions aligned with their sustainability goals, ensuring their operations contribute effectively to environmental preservation.

ESG reporting is categorised into three scopes, each representing different sources of emissions:



**Scope 1 Emissions:** These are direct emissions from owned or controlled sources. For instance, emissions from combustion in owned or controlled boilers, furnaces, and vehicles fall under this category. Scope 1 accounts for the direct impact of an organisation's operations.

**Scope 2 Emissions:** These emissions are indirect and come from the generation of purchased electricity, steam, heating, and cooling consumed by the reporting company. Scope 2 addresses the energy usage aspect of a company's operations.

**Scope 3 Emissions:** This category is the most comprehensive, encompassing all other indirect emissions that occur in a company's value chain. These include emissions related to business travel, procurement, waste, water usage, and the end-use of sold products and services. Scope 3 helps companies understand the broader implications of their activities and supply chain.

Reporting on all three scopes is core to our comprehensive environmental accountability approach. This level of detail in reporting enables more informed decision-making for sustainability strategies and reflects Totalmobile's commitment to broader environmental stewardship.



## WHAT WE HAVE ACHIEVED IN 2023

### Our Commitment to Our Service Users

- Our commitment to Environmental, Social, and Governance (ESG) excellence is more than a policy - it's a core part of our identity.
- Our field service solutions are under continuous improvement to not only boost operational efficiency but also to foster sustainability in every aspect of our customer's operations.
- In everything we do, from delivering cutting-edge technology to nurturing our global partnerships, we're driven by a commitment to benefit our immediate stakeholders and the broader world.

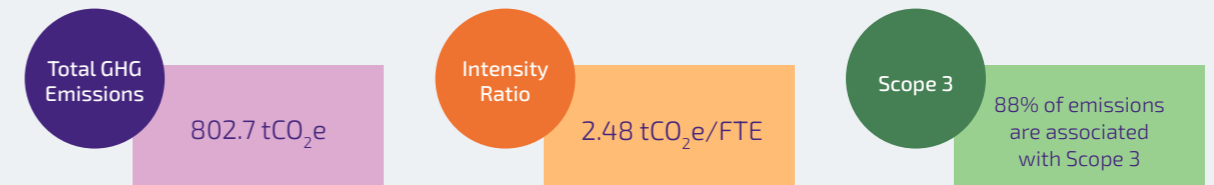
# Section 3: 2022/2023 Results

## SECTION 3A | ENVIRONMENT

### Totalmobile Emissions

Figure 1: Total GHG Emissions – Location Based & Market-Based

#### Totalmobile's Emissions\*



#### Market-Based Emissions\*\*

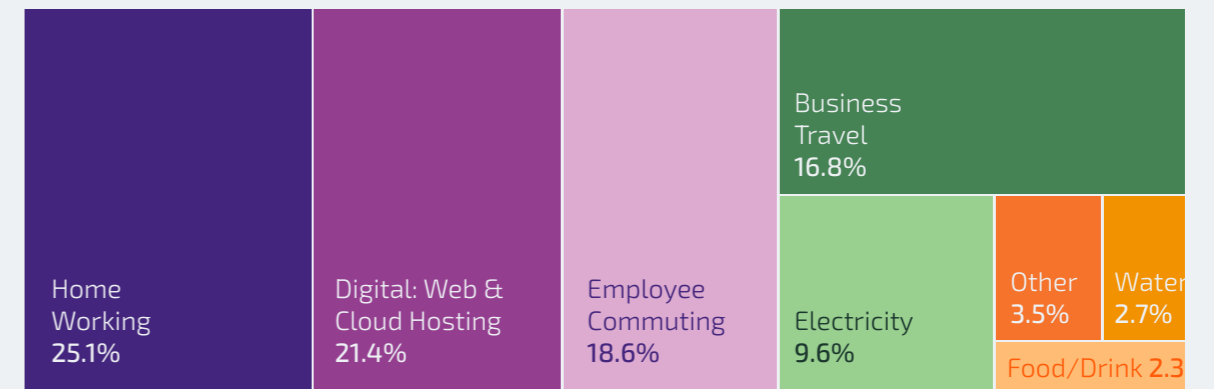


\*Location-based methodology calculates electricity emissions using the average fuel mix of the National Grid.

\*\*Market-based methodology calculates electricity emissions using supplier-specific fuel mix.

### Emissions by Source

Figure 2: Totalmobile's total 2022 GHG Emissions (market-based), split by activity.



### Totalmobile's Carbon Emission Hotspots

The following carbon hotspots have been identified from Totalmobile's 2022 carbon footprint.



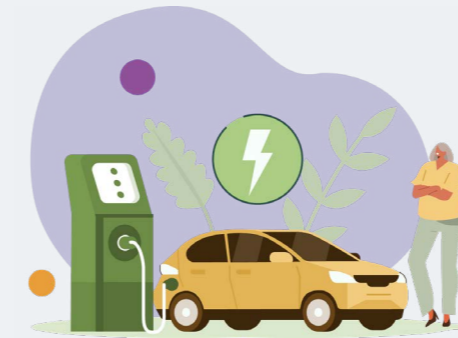
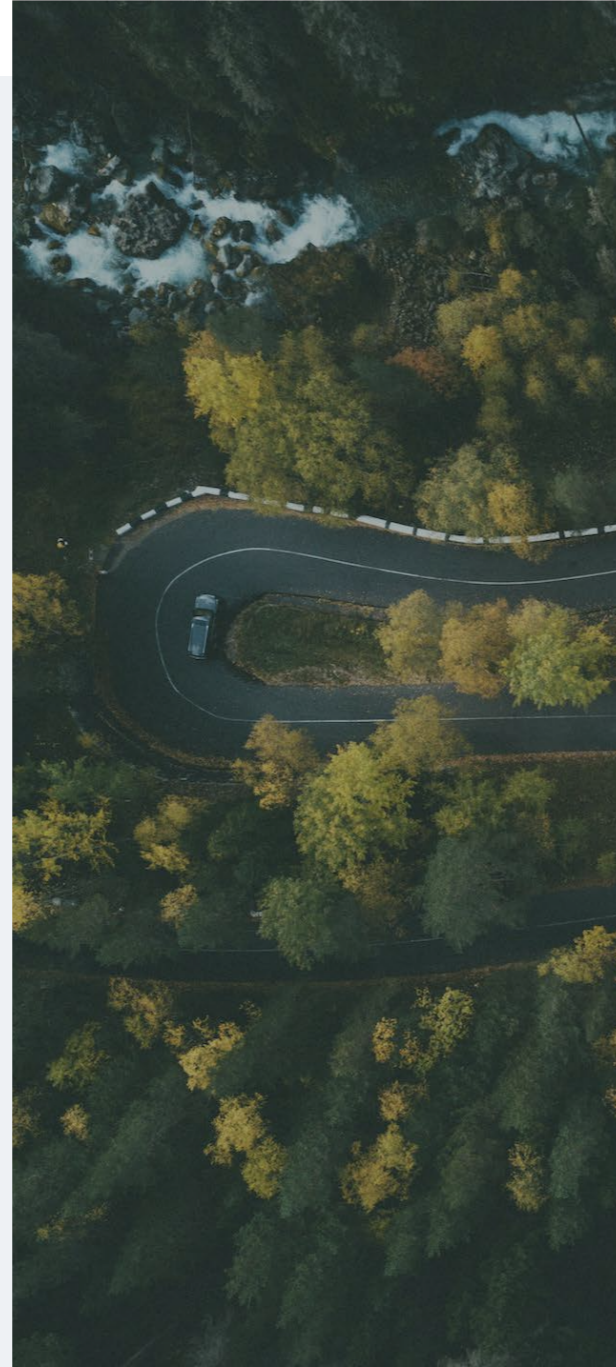


# Real Actions To Effect Real Change

## ACTION: Staff Home-Working and Commuting

Emissions from working from home and commuting accounted for 44% of Totalmobile's total 2022 carbon footprint. However, any significant emissions reductions that can be made in these areas are dependent on the personal choices of employees, rather than the direct actions of Totalmobile. Therefore, to ensure emissions reductions are made, Totalmobile has run clear and effective ESG communication campaigns this year which have:

1. Educated employees about the climate crisis and improve carbon literacy – helping employees to understand why it is important
2. Explained what Totalmobile are doing to curb emissions and reach net zero
3. Advised what they, personally, can do to reduce their personal carbon hotspot:



## OUR SUSTAINABLE TRAVEL MOVEMENT



### Adopt Electric in 2024

Lease coming to a close or looking to switch cars? Take advantage of our EV salary sacrifice scheme in 2024. Drive green and save more than just £££.

### Join the Carpool Club

Connect with nearby colleagues, reduce emissions, and enjoy shared rides!



### Cycle to Work

Utilise our enhanced bike storage and shower facilities. It's good for the planet and your health – a win-win.

### Prioritise Public Transport

Take the train, not the plane! Minimise CO2e emissions by taking buses and trains.

### Fly Smartly

If flying is necessary, opt for carbon-efficient airlines and choose economy class!



## BE THE CHANGE AT HOME

### Electrify Your Drive

Get ready for our 2024 EV salary sacrifice scheme. A cleaner ride is on the horizon!

Are you thinking of switching to a green home tariff? Check out The Big Clean Switch.

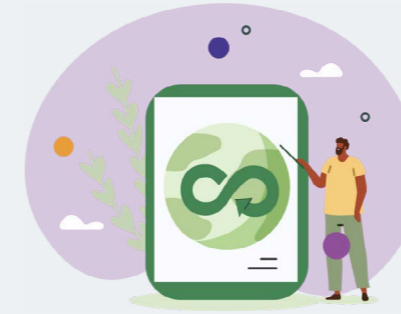
Making your home more efficient will reduce your bills, boost your house price, and improve comfort, but where do you start? A Big Clean Switch report will tell you everything you need to know about what's suitable for your home.

## ACTION: Our Digital Networks

GHG emissions from web and cloud hosting accounted for 21% of Totalmobile's total 2022 carbon footprint. The majority of this was estimated, using the data available from Microsoft Azure (40% of total spend) to extrapolate for the remaining suppliers.

During the course of the year we have:

1. Continued to review suppliers used aiming to work with suppliers who are transparent with their GHG emissions.
2. Kept abreast of developments in GHG accounting methodologies for digital emissions.



We're passionate about both personal growth and well-being.

So, we're excited to roll out our **Lunch & Learn sessions!**

"Join us to discover the latest in ESG initiatives, sharpen your knowledge of sustainable practices, and grasp the perks of ESG best practices. And it's not just about professional development; we're also introducing measures to bolster everyone's physical and mental health.

Grab your lunch, and let's learn and grow together!"

## Community Engagement

### Support Local

Engage with and support local communities through partnerships and initiatives across the areas our hubs touch.

### Charitable Contributions

Regularly engaging in meaningful charity action, dedicating employee time to philanthropic causes, especially those related to environmental and social issues.



### 100% Sustainable Facilities Plan

**Renewable Energy by 2030**  
Transition to 100% renewable electricity tariffs across all offices.

**Collaborate & Advocate**  
Engage with landlords for the renewable energy transition.

**Energy Efficiency**  
Focus on conserving energy and increasing efficiency in office spaces.

**Waste Management**  
Implement recycling and composting programs, aiming for reduced waste in landfills.

### Sustainable Procurement & Supply Chain

**Eco-friendly Procurement**  
Prioritise purchasing products and services that meet environmental standards.

**Supply Chain Oversight**  
Collaborate with suppliers to ensure they align with our ESG goals.

**Green Fleet**  
All fleet vehicles leased going forward will be battery-electric vehicles to maintain net-zero travel commitment.

### 100% Digital Sustainability Plan

**Transparent Partnerships**  
Collaborate with suppliers transparent about their GHG emissions.

**Clean Digital Hosting**  
Choose providers with genuine carbon neutrality.

**Embrace Clean Code**  
Optimise data tasks with eco-friendly practices.

**Digital Carbon Accounting**  
Stay updated and aligned with evolving digital carbon footprint standards.



### ACTION: Staff Commuting

Figure 3: GHG emissions and carbon intensity from different travel modes used by Totalmobile staff in their commutes.

Transport Mode	Total GHG Emissions (tCO2e)	Carbon Intensity (kgCO2e/km)
Car: Petrol	72.66	0.219
Car: Diesel	58.45	0.212
Car: Hybrid & Electric	14.48	0.094
Rail & Bus	2.05	0.051

GHG emissions from staff commuting accounted for 18.76% of Totalmobile's total 2022 carbon footprint. To reduce emissions Totalmobile has encouraged all staff to:

- Where feasible, utilise public transport as average-size petrol cars emit 70% more CO2e per passenger km travelled than buses, and 391% more than national rail.
- Sign up for the cycle-to-work scheme.
- Use carpooling where possible.

To support the adoption of battery-electric vehicles (BEVs), Totalmobile investigated the introduction of electric vehicles via salary sacrifice for 2024.

#### Real-Examples

- For those living close enough, we will encourage walking to work. This could be through health and wellness programs, competitions etc.

### ACTION: Business Travel

Figure 4: GHG emissions from different travel modes used by Totalmobile staff.

Travel Mode	Total GHG Emissions (tCO2e)
Air Travel: Short Haul	53.62
Car: Diesel	31.50
Car: Petrol	24.70
Hotel Stay	9.96
Car: Hybrid & Electric Vehicles	8.98
National Rail	3.95
Taxi	0.61
<b>Total</b>	<b>133.33</b>

In 2022, 40% of GHG emissions from business travel came from flights, all of which were short-haul trips.

The most common routes were between Belfast and the UK (London, Dublin & Manchester), which should be targeted in reductive efforts.

A further 42% of GHG emissions came from travel in petrol and diesel cars, both owned by the company and staff.

### ACTION: Electricity

Figure 5: GHG emissions and kWh electricity consumption from Totalmobile's offices

Office	Total kWh Electricity	Total GHG Emissions (tCO2e)
Belfast	103,300	33.24
Newbury	310,367	31.47
Other Offices	30,972	11.10

85% of the electricity emissions came from the Belfast and Newbury offices. In response, we are liaising with landlords and building plans for transforming our properties to become more energy-efficient. We have significantly reduced our Newbury office footprint and are now educating employees on energy efficiency in the home.

#### Additional steps we're taking:

<b>LED bulb installation</b>	Installing LED bulbs can result in lighting energy consumption being reduced between 20-50% depending on current bulbs.
<b>Motion sensor lights</b>	Motion sensor lights, especially in low-traffic areas, could result in 12% savings in lighting consumption.
<b>Electric heating sources</b>	Moving to electric heating sources would eliminate Scope 1 emissions associated with gas consumption (95% of Scope 1 emissions). If coupled with a 100% renewable electricity tariff the only remaining scope 1 & 2 emissions would be related to refrigerant top-ups. If these can be avoided through regular maintenance of air conditioning units, scope 1 & 2 emissions could be reduced to zero. This is applicable only in the Manchester office.
<b>Building Energy Management System (BEMS)</b>	A BEMS will further help optimise all systems to reduce consumption and costs. A BEMS controls all aspects of heating, cooling, and lighting. For example, reductions can be achieved through the elimination of access heating or cooling during low occupancy hours. Other changes could include reducing heating and cooling temperatures by 1 degree.
<b>Building Insulation &amp; Boiler Optimisation</b>	Review building insulation to ensure heat loss is at a minimum. In addition, boiler servicing and optimisation can improve efficiency and reduce gas consumption.



# Section 4 | 4a. Social Pillar

## ACTION: Workforce Development

People are at the heart of Totalmobile, and we want everyone to thrive. From day one, our employees make meaningful contributions to the big picture.

### Embracing Growth

Growth is our mantra. So, at Totalmobile we don't just ask employees to embrace learning, we ask them to own it. We want to see every employee at Totalmobile reach their full potential, and we pride ourselves on supporting employees at all stages of their careers.

We have developed a new career framework which will be launched in 2024. This will not only allow us to show our people their future careers within Totalmobile, but we will also be able to understand and support individual career aspirations.

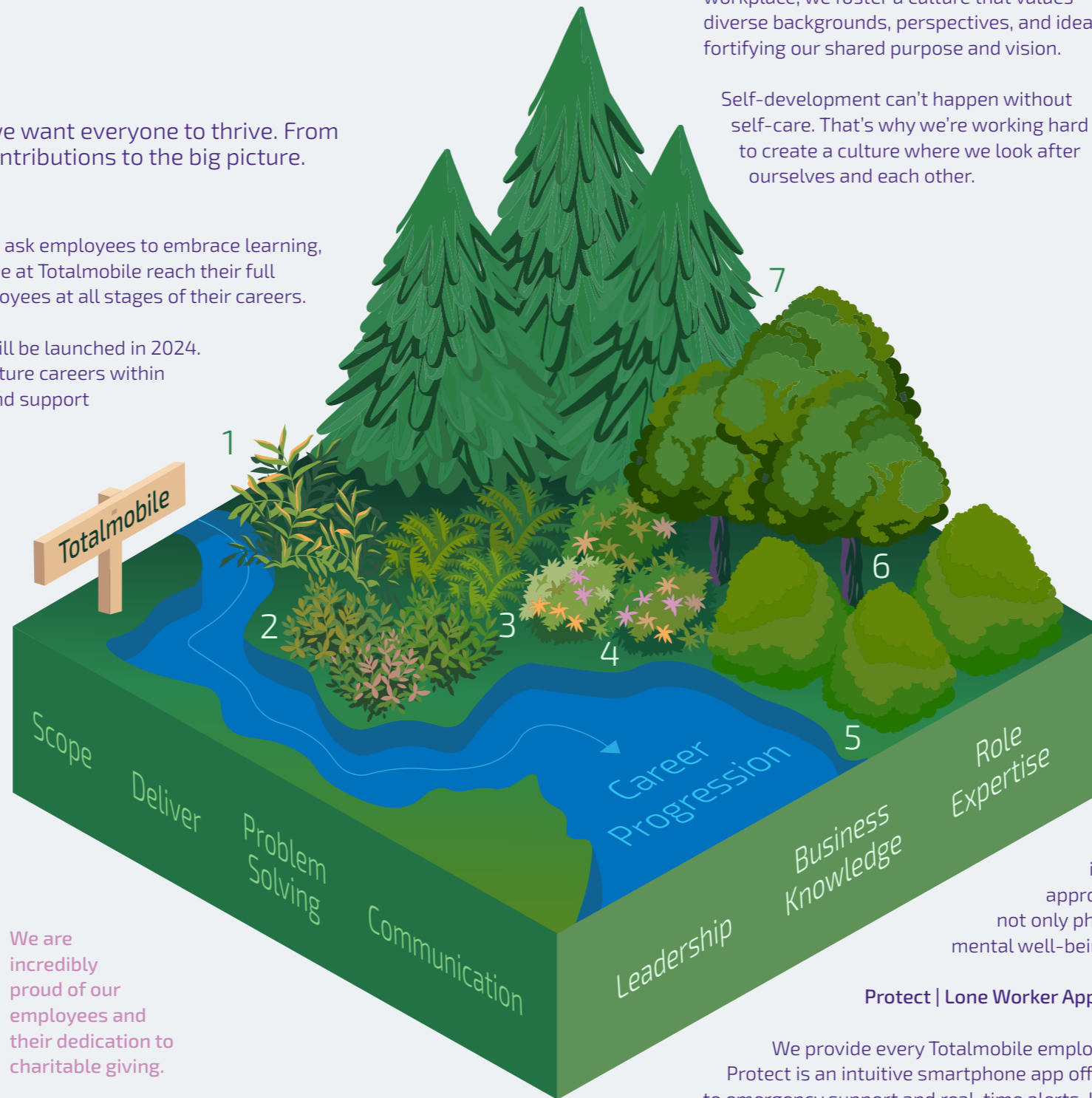
### Investing in Our People

Our new HRIS will revolutionise the way we welcome new joiners. A comprehensive induction programme, underpinned by regular one-to-one meetings with line managers and personalised learning plans, will be implemented. We're enhancing our leadership team, offering additional development opportunities for senior and first-line managers in the coming year. A new Learning Management system will continue to be developed to provide skills development across the organisation.

### Charitable Giving & Sponsorship Activity

We love working with the communities in which we live and work. Totalmobile is deeply invested in our communities. We're proud to offer a Volunteer Time Off (VTO) Day for every employee, encouraging them to make a positive impact. This year, our team has supported a range of initiatives, from offering interview skills in local schools to taking part in environmental clean-ups and helping at a homeless charity.

We have also sponsored a variety of events this year, including a charity cycle for the NSPCC in Northern Ireland, and a ladies' evening for Marie Curie. We have raised over £10,000 this year alone by participating in company-driven challenges to raise funds for the RNLI and Centrepoint.



We are incredibly proud of our employees and their dedication to charitable giving.



### Diversity Equality and Inclusion.

At Totalmobile, everyone can be their full self at work. Championing an inclusive workplace, we foster a culture that values diverse backgrounds, perspectives, and ideas, fortifying our shared purpose and vision.

Self-development can't happen without self-care. That's why we're working hard to create a culture where we look after ourselves and each other.

In 2023, we were delighted to host a series of in-house and virtual interactive sessions, including:

- International Women's Day (pg.14)
- Pride
- Minding your mental health
- Ramadan

We are proud to have internal committees that raise awareness across many areas, including the DEI Forum, the ESG Steering Committee and the Women's Networking Group.

We don't think of mental health as a lone event on the calendar; something to shine a spotlight on for a few days and forget about for the rest of the year. Whilst we do actively participate in global awareness drives, we do so much more under our own steam. We provide the resources that allow our people to nurture their mental health in their way and give them the support they need to reach a state of well-being that works for them.

## ACTION: Workforce Safety

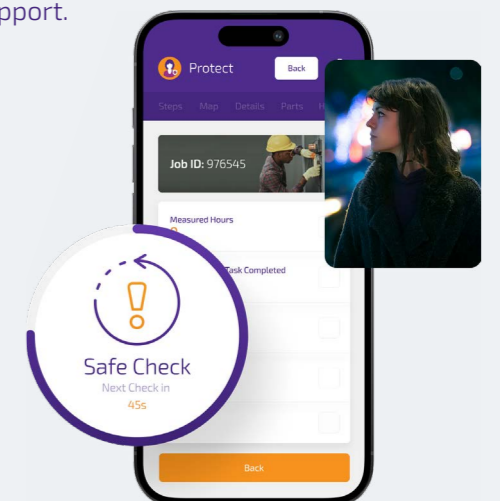
### Totalmobile Emissions

The safety and well-being of our employees is more than just a priority. We recognise that a safe workplace is fundamental to the success and happiness of our team. Our approach to safety is proactive and comprehensive, encompassing not only physical safety but also mental well-being and emotional support.

### Protect | Lone Worker App

We provide every Totalmobile employee with Protect. Protect is an intuitive smartphone app offering instant access to emergency support and real-time alerts. It's a lifeline at the touch of a button.

Our Lone Worker App is accredited to the latest BS8484:2022 standards, covering SOS alarm activation, Red and Yellow Alerts, Timed Safe Check-ins, and round-the-clock Alert Monitoring and communication—providing complete protection to our employees, no matter where or when they work.



# Section 4 | 4b. Governance Pillar

As an ethical and responsible business, we maintain strict governance practices. Our stringent systems, policies, and ISO Certification ensure we uphold the highest standards.

Together with our board, we are committed to regularly reviewing and updating these practices to maintain industry excellence.

We are committed to the review of these policies.

## Our Board

**Phil Race**, Chief Executive Officer, Totalmobile  
**Andrew Murrell**, Chief Financial Officer, Totalmobile  
**Chris Haggis**, Chief Operations Officer, Totalmobile  
**Jon Woodforth**, Chief Technology Officer, Totalmobile  
**Gill Mahon**, Chief People and Places Officer, Totalmobile  
**Rhys Thomas**, Chief Revenue Officer, Totalmobile

**Craig Rodgeron**, Chairman  
**Mark Rogerson**, Deputy Chairman  
**Jim Darragh**, Non-Executive Chair

## Our Investor Board



**Julian Masters**, Managing Partner  
**Stephen Delaney**, Managing Partner  
**Tom Keen**, Managing Partner

## ACTION: Gender Pay Gap Reporting

It's so important to us at Totalmobile that we are transparent in everything we do. We are committed to promoting gender equality and fostering a fair and inclusive environment for all of our people. We are dedicated to advancing gender equality and fostering an equitable and inclusive workplace. By rigorously analysing our Gender Pay Gap reports, we can identify areas for improvement and ensure we're making tangible progress.

Our inaugural Gender Pay Gap report, dated 4th April 2023, is available on our ESG web page. It reveals that in the IT industry, women comprise 27% of the workforce and men comprise 73% of the workforce, and our pay gap report reflects the industry norm. Higher salaries are predominantly found in male-dominated Executive and Senior Leadership roles. A similar disparity is observed in Sales and Professional Services, areas where commissions and bonuses are substantial, but female representation remains lower.

	lower hourly pay Q1	lower middle hourly pay Q2	upper middle hourly pay Q3	upper hourly pay Q4	
<b>Upper Values</b>	19.32	25.21	35.50	129.79	
<b>Total</b>	74	74	74	75	TRUE
<b>Male</b>	45	57	57	67	TRUE
<b>Female</b>	29	17	17	8	TRUE
<b>Total %</b>					
<b>M %</b>	61%	77%	77%	89%	
<b>F %</b>	39%	23%	23%	11%	

## ACTION: ESG Webpage

In 2023, we proudly launched our ESG web page, a transparent platform showcasing our targets and achievements. This site will also feature our end-of-year reports, carbon emissions reporting, and more, reflecting our commitment to environmental, social, and governance factors.



### OUR MISSION & VALUES

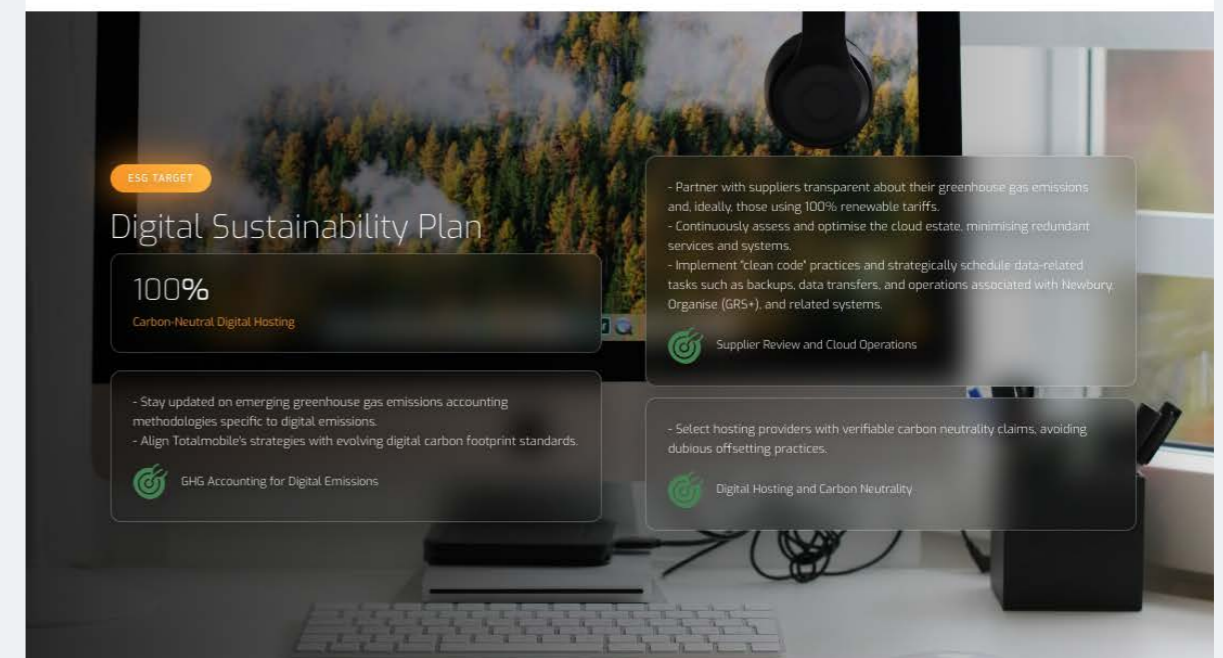
#### Making Change Measurable

Companies must prioritise sustainability, ethical practices, and positive social impact in today's world. Totalmobile shares this commitment. Following a period of rapid expansion, our business is evolving. Our Environmental, Social, and Governance (ESG) strategy now serves as the cornerstone of our continued growth. By integrating ESG principles into our operations, we strive to build a more sustainable, equitable, and ethical future for our customers, employees, and communities.

#### Our Goal: Net-Zero Operations by 2030

##### EMBRACING ESG

Driven by our ESG Steering Committee, our agenda is focused on becoming an even more ethical and sustainably conscious business. The Committee will take the lead on reviewing important areas such as carbon emissions, fine-tuning policies we can all stand by, and attracting, recruiting, and keeping a diverse team of skilled individuals who prioritise well-being and opportunity. With ambitious goals in mind, we're making steady progress towards a brighter future for the planet, our colleagues, clients, and the communities we touch.





## Section 5 | Our Commitments

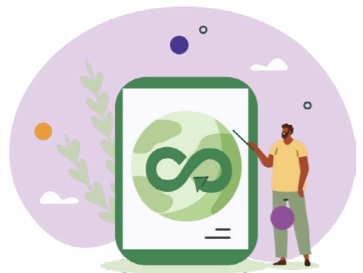
We will continue our work to make progress against targets on Scope 1, 2 and 3 emissions.

We will regularly report progress on targets via our ESG web page.

We will continue our work with the ESG Steering Committee, Women's Networking Group and the DEI Forum to build action plans for progress.

We will review all of our corporate policies and ensure they are published on our ESG web page.

We will publish Gender Pay Gap reporting for 2024, publishing it on our web page.

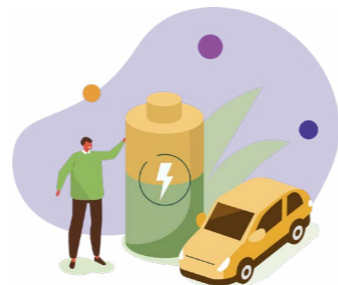


We will build an educational programme to continuously inform employees of how they can make measurable change and help us reach our Net Zero targets.



We will commit to reduce energy usage across our hubs and in home offices.

We will continue to look to make our premises more energy-efficient and reduce our footprint.



We will introduce an Electric Vehicle Scheme.



We will celebrate significant occasions with our employees including International Women's Day and Pride to continue to build awareness.



We will continue to offer VTO (volunteer time off days) and target wider involvement.

We will partner with charities for fundraising throughout the year.



Totalmobile

