



Responsible Business Review

Period covering Jan 2019-Dec 2021





WITH **CALOR**,
YOU'RE NOT OFF GRID,
YOU'RE ON OUR GRID

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WHAT'S IN THIS REPORT?

Welcome to our Responsible Business update, which covers our activities and successes through the period of 1 January 2019 to 31 December 2021.

The report follows on from the Responsible Business Plan we developed in 2018. The plan has three pillars – **Our People, Our Business and Our Planet** – to reflect our social, business and environmental responsibilities.

In this update, we share stories of progress across all pillars, and from every corner of our business, including Cylinder Distribution Centres, Customer Operation Centres and LPG import terminal.

ABOUT OUR BUSINESS

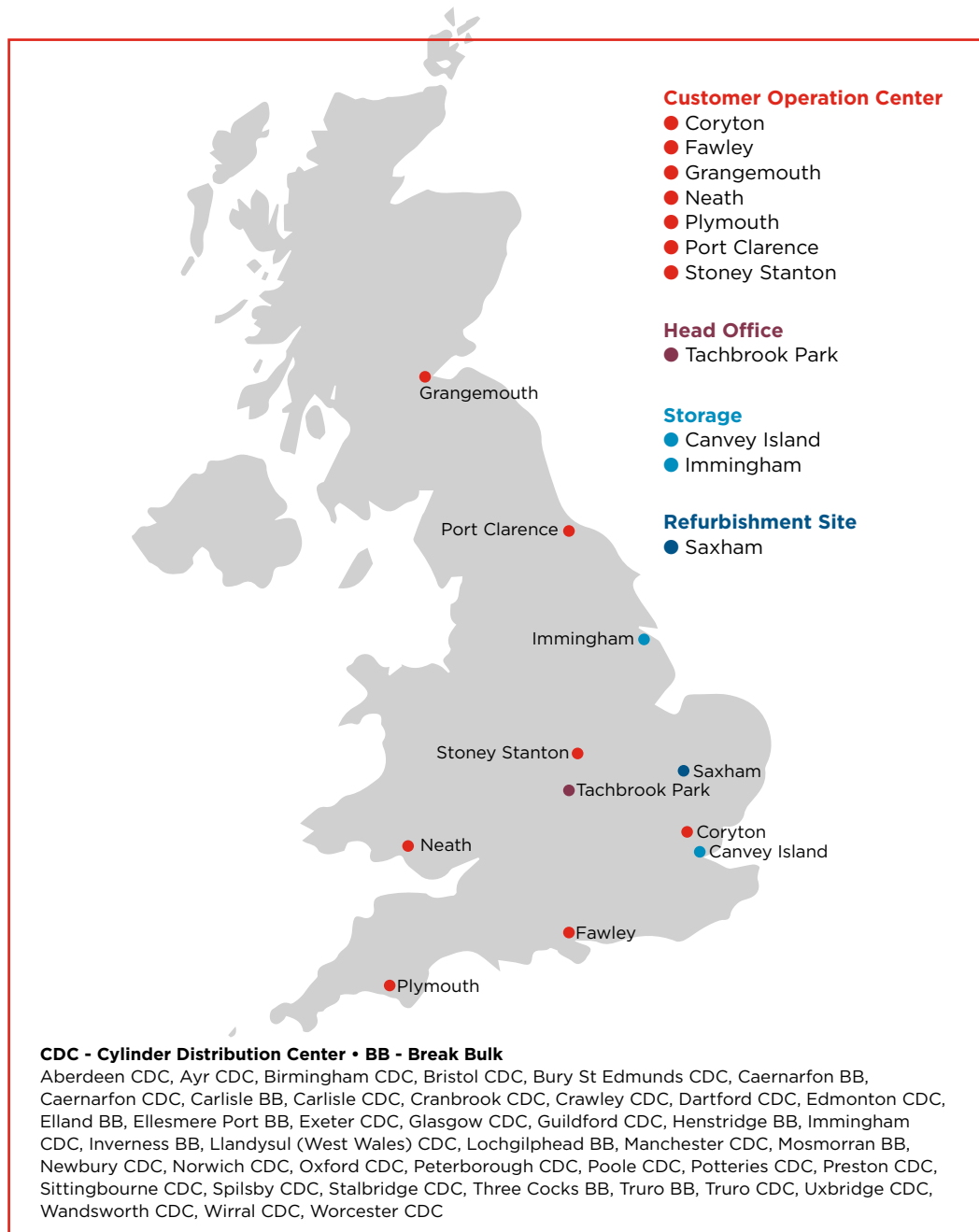
Calor Gas Ltd is an energy provider for those living and working off the mains gas grid. We have been serving our home and business customers since 1935.

As the UK's largest provider of LPG (by volume), we introduced Futuria Liquid Gas (formerly BioLPG) into the UK rural energy market in 2018. Futuria Liquid Gas is made from a blend of waste residues. This was our first sustainable product, and we're excited to be following this with the launch of Futuria Dimethyl Ether in the near future. These are the first steps towards offering our customers 100% sustainable fuels by 2040.



We are part of the SHV Energy group of global businesses, providing low carbon and renewable energy solutions for off-grid customers. SHV Energy is a wholly owned subsidiary of SHV, a family-owned multinational organisation, and consists of a group of specialised energy companies.

[Click the cross to find out more](#)



Our products explained

Liquefied Petroleum Gas (LPG)

LPG is a hydrocarbon gas that exists in a liquefied form. It is colourless, low carbon and a highly efficient fuel. Supplied in two main forms, propane (C₃H₁₀) and butane (C₄H₁₀), LPG has a range of uses, including providing fuel for leisure parks, crop-drying, BBQs and heating homes.

Futura Liquid Gas (formerly BioLPG)

Futura Liquid Gas is made from a blend of waste residues and is a co-product of biodiesel production. It's chemically identical to conventional LPG, so there's no compromise on performance. We are the first in the world to pioneer Futuria Liquid Gas, helping cut emissions by up to 86% vs. oil¹, and continue to invest into new energy solutions and technology alongside our parent company, SHV Energy. As we move closer to our ambition to offer 100% sustainable fuels by 2040, our sustainable product portfolio will expand even further.

Liquefied Natural Gas (LNG)

LNG is a colourless and odourless liquid fuel. Its main constituent is methane gas, created over millions of years from the transformation of organic material such as plankton and algae.

¹ Provided by kind permission of GemServ based on emission factor calculations prepared by BEIS 2021. Based on 100% Futuria Liquid Gas (formerly BioLPG) allocation. <https://cip-glob-cdn.azureedge.net/-/media/sites/greatbritain/pdfs/calor-emission-factor-beis-and-gemserv-2020.pdf>



STATEMENT FROM OUR CEO

The world in which we operate has changed profoundly since we published our last Responsible Business Report in 2019. Since then, the UK became the first major economy to pass Net Zero emissions law. This was a crucial first step in keeping temperatures below the 1.5°C required to avoid the most serious consequences of global warming.

We have been tested during the COVID-19 pandemic and I would like to thank our customers for their patience and support during this extremely challenging time. Our priority has been to maintain the safety and wellbeing of our colleagues over the last two years while ensuring continuous service to essential national infrastructure and vulnerable customers. We understand that due to extreme circumstances, many of which were out of our direct control, our service levels have not been at the level we would expect. In particular, waiting times for customers trying to contact us have been extended and in some cases we have not been able to ensure continuous supply to all of our customers – for this I sincerely apologise.

Our Responsible Business activity has undoubtedly been impacted by these global forces. Even so, **our commitment to doing right by our customers and people has continued to underpin everything we do.**

In particular, we are supporting the transition to sustainable fuels by providing low carbon, cost-effective energy solutions for our customers. As a leader in the off-grid market, we are proud to have introduced Futuria Liquid Gas into the UK ahead of the government's Net Zero legislation. This was our first sustainable product and is part of a wider ambition to provide *only* sustainable fuels to our customers by 2040. Futuria Liquid Gas is available today, is being scaled for the future, and delivers significant carbon savings, especially in 'hard-to-treat' buildings.

But Futuria Liquid Gas is only part of the answer.

The scale of the energy challenge is significant and we welcome the use of all low and zero-carbon solutions. Work in this area is overseen by our dedicated Sustainable Fuels Team members, who work alongside SHV Energy to explore other products that could be added to our portfolio. We also work closely with policy makers, researchers and technical developers to provide a pathway for our customers to transition to sustainable fuels through cost-effective energy solutions.

Reducing our reliance on fossil fuels is vital to our sustainability ambitions. However, we also have a responsibility to consider our wider operations and value chain. To maximise our impact, we must utilise the expertise and ingenuity of our people, who continue to work tirelessly to serve our customers and transform our business. The activity outlined in this report could not have been achieved without them.

You will hear much more about our activities through the rest of the report. We have used the real-life experiences and stories of passionate colleagues and partners to bring the report to life.

This is an exciting time to be part of our business, as we lead the way in adapting to the changing nature of the industry. As we look ahead, we are focused on making further progress against the 2040 ambition I outlined before. We are also excited to develop an updated Responsible Business Strategy, which will outline our key priorities for the coming years.

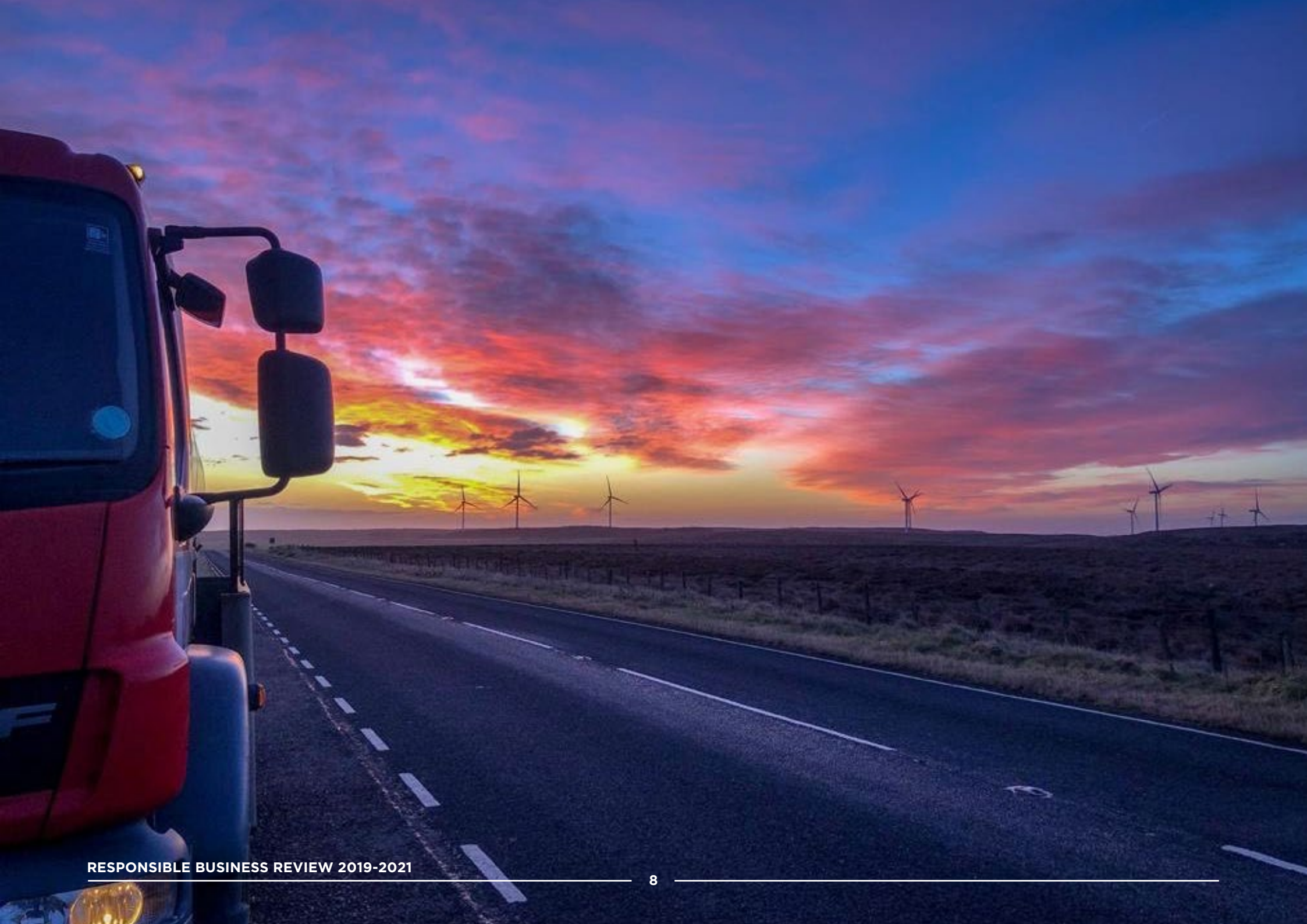
We look forward to telling you more about this towards the end of this year.



[Click the cross to find out more](#)



Matthew Hickin
Chief Executive 2021



THE **VALUES** THAT GUIDE US

Before we dive into the detail of this report, it is important to highlight the day-to-day values that all companies within the SHV family share and which drive everything we do – and why we do it. Acting as a Responsible Business is just an extension of what we’re already all about. **Click the cross to find out more.**



OUR RESPONSE TO COVID-19

Like all global businesses, we have felt a real impact from COVID-19 on our day-to-day operations. A huge number of individuals and businesses depend on the supply of LPG as it fuels so many of society's basic needs.

Throughout the pandemic we have been in regular contact with the relevant government departments to ensure they understand the resilience of our business – as well as the impact the pandemic is having on us during this difficult time.

Supporting our customers

During the pandemic, ensuring the safety of our customers has been a top priority. We instructed our drivers and engineers to reduce the amount of contact they had with customers while doing their jobs. This meant that, where possible, they completed deliveries and engineering work without announcing their arrival and without any customer contact.

We stopped asking customers to sign for deliveries, instead noting the name of the customer on the delivery system. For bulk customers, we logged the tank's serial number on the delivery note to show that the driver had made the delivery. Whenever our drivers or engineers were at a customer's home or business, they wore gloves and maintained social distancing at all times.



Supporting our people

At the start of the pandemic, our Crisis Management Team met every day to direct the necessary changes in our operations, ensure the safety of our people and protect the continuity of supply. The group still meets regularly to prepare and respond to changes in government guidance.

We invested in new technology to allow large numbers of colleagues to work remotely. For those who couldn't – because of the specific nature of their roles – we provided updated risk assessments, sourced high-quality Personal Protective Equipment (PPE), and altered shift patterns. We are committed to continuing this flexible approach as we return to normal. This has two key benefits: it promotes a greater work-life balance and results in less business travel.

Where we had to make use of the government's furlough scheme, we topped up colleagues' salaries to ensure nobody was out of pocket. To support colleagues' mental wellbeing, we funded a free premium subscription to mindfulness app Headspace and continued to invest in both our Employee Assistance Programme and dedicated one-to-one support whenever it was required.



“ Throughout the pandemic we were in regular contact with relevant government departments and frequently shared best practice across our group. ”

Andy Parker
Head of Strategy and Corporate Affairs

Supporting the NHS

Throughout the pandemic, we supported the NHS by providing free gas to the NHS Nightingale Hospital Bristol. This was one of seven Nightingale hospitals set up in the UK to cope with anticipated pressures on the health service.

The hospital, based at University of the West of England's Frenchay campus, had capacity to provide up to 300 intensive care beds for coronavirus patients, and cater for anywhere from 300 to 1,300 NHS staff.

When the Bristol Calor Centre was approached by project manager, Richmond Events, it jumped at the chance to help. The team provided 24 propane cylinders to power 110 showers at the site's Staff Village.

Our Truro Calor Centre, meanwhile, gifted 12 cylinders of LPG to Coast2Coast Motorhome Hire in Cornwall. The company's vehicles were used for local NHS staff who needed somewhere to safely self-isolate.



“

We are extremely humbled and honoured to have been involved in such a worthy project. The work that was carried out to get this hospital up and running in just 23 days was an incredible testament to the strength of our NHS and all of the teams involved. And we are proud to have been able to help out in some small way.”

Mike Kay

Calor's Bristol Site Leader



HOW WE'RE MAKING A DIFFERENCE

Across the three pillars of our strategy:

OUR PEOPLE
OUR BUSINESS
OUR PLANET

We have delivered positive changes that also support our future success.

OUR PEOPLE UPDATE

Key achievements

Our people are key to the success of our business. It is their passion and commitment that has allowed us to serve our customers for more than 85 years. Investing in activities that make colleagues more satisfied, engaged and healthy – and which make Calor a great place to work – is a key part of our Responsible Business approach.

[Click the cross to find out more](#)

Our life-changing charity commitment

In 2018, our people voted for Mind and the Scottish Association of Mental Health (SAMH) as our charity partners. Since then, we have raised more than £60,000 to support the life-changing work of these organisations. This achievement is testament to the hard work and dedication of colleagues around the business who have cycled, baked, and knitted their way to this phenomenal total.

Thanks to support from our Scottish sites, SAMH launched **Time for You**, a free service for frontline workers that offers immediate access to three different levels of mental health support. This includes self-help resources and talking therapies, such as cognitive behavioural therapy, provided by trainee psychologists at Glasgow Caledonian University.

Our suppliers have been inspired to help, too. In 2019, the charitable arm of our car hire company Enterprise Rent-A-Car gifted £3,000 to Mind on our behalf.

“

The *Time for You* service is for anyone who is struggling with their mental health – and with three levels of support available, we are able to find the right level of support for each person. It’s been overwhelming to see the difference we’re making so far, and I hope we can reach many more people over the coming months.”

Vickie Fyfe

Service Manager at Time for You

Record number of employee volunteers

In 2019, we had 72% participation in our long-standing employee volunteering programme, Start from the Heart. This was just shy of our 75% target, but still a record-breaking level – and some 57% higher than 2016.

Since the beginning of the pandemic, we scaled back our face-to-face volunteering programme to focus on keeping our people and customers safe. We are currently reviewing our approach to volunteering. We want to support colleagues to give back to their communities, in a way that puts safety at its core.

Support for Helping Hands Community Project

The Helping Hands Community Project helps local people support local people in need. We have worked closely with the charity for many years and in 2021, we presented the project with a cheque for £10,000 to enable it to create a multi-purpose space to help women who have been victims of domestic violence, as part of its Esther Project. We were able to supplement this donation by obtaining an additional £2,000 of funding from the Royal Warrant Association, of which the company is a member, to further add to the scope of the refurbishment.

Refreshing our Employee Code of Conduct

In 2020, we launched a new Employee Code of Conduct. This sets out expectations for how our employees should behave responsibly across four themes: [Click the cross to find out more.](#)

The new Code of Conduct was launched across all SHV Energy businesses. It’s in place to guide everyone in the business to make responsible and ethical decisions – and continue to achieve high standards.

Building a family-friendly Workplace

In 2021, we introduced positive, family-friendly improvements that boost support for new parents, including improved parental leave packages and phased returns to work.

Our bespoke Family Friendly Policy was developed as part of our wider People Strategy, and based on feedback collected from colleagues. As a result, permanent colleagues will now receive full salaries for 26 weeks (six-and-a-half months) while on maternity or adoption leave. Our improved paternity leave policy provides new fathers with two weeks' leave at full salary. This is in place of the previous payment of 90% of average weekly earnings. These changes were backdated for colleagues whose maternity or paternity leave started after 1 January 2021.

We have also made the return to work less overwhelming. Eligible colleagues can do a phased return over six weeks, where they work 60% of their contractual hours while still receiving their full salary. This new policy eases the transition between new parenthood and the workplace, providing breathing space to settle their children into new childcare routines, as well as giving parents more time to adjust to life back at work.



“These changes to our family-friendly policies are a great example of how we listen to the experiences of our colleagues and learn from them to make a positive change. The individual needs of each colleague are unique. Placing flexibility at the heart of what we do not only helps us to attract the very best talent, it supports our colleagues in their lives outside of work.”

Nia Fortune
HR Director

Equity, Diversity and Inclusion Taskforce

To support our continued commitment to ensure fair treatment and opportunity for all, we established an Equity, Diversity and Inclusion (ED&I) Taskforce. Comprising colleagues from across the business who are passionate about making a difference, the group will explore key topics, identify what we could do better as a business, and play an active role in building excitement, engagement and advocacy.

Cycle2Work scheme

We relaunched our Cycle2Work scheme in the spring of 2021 to encourage more of our people to get fit, go green and save money. It allows colleagues to make great savings and spread the cost on a new bike, accessories – or an electric bike. This year's scheme gives our people access to more than 460 stores across the UK and provides a calculator tool to check the total cost before they place an order.

Investors in People silver accreditation

In 2021 – and largely because of all the great work highlighted so far – we retained our Investors in People (IIP) silver accreditation. This was a fantastic achievement given the challenges we have faced during the pandemic. As part of the IIP process, we gained deep insight into how well we're supporting and developing colleagues, and where we can make improvements.



INVESTORS IN PEOPLE

Our *Investors in People* journey

- **People framework**
The framework was used to guide an assessment into how well we are supporting our people in the workplace.
- **Assessment**
A practitioner then assessed our performance by speaking with various teams across the organisation.
- **Report**
The findings were then turned into a report which confirmed we had retained our silver accreditation status and outlined the improvements required.
- **Making improvements**
We are now using the findings in the report to inform our focus areas over the next 3 years.



OUR BUSINESS UPDATE

Key achievements

We are making significant levels of investment in our business to ensure we are fit to meet the demands of the future and remain well placed to serve our customers.

To make this happen, we are transforming the way we do business and engage with stakeholders. The improvements we are making encompass everything from our approach to safety to the way we work with our supply chain.

[Click the cross to find out more](#)

Championing our safety culture

Our number one priority is to ensure the health, safety and wellbeing of our people. The ultimate ambition is to have zero incidents, and we work towards this goal year on year. We expect and support colleagues to report all incidents and near misses, which encourages a culture of openness and transparency.

In 2019, we launched the Calor Safety Game, an interactive way to raise awareness of our life-saving rules and further embed our safety culture. The game was launched at four Calor Conferences, before being rolled out to more than 1,000 colleagues, with the support of 40 trained facilitators.

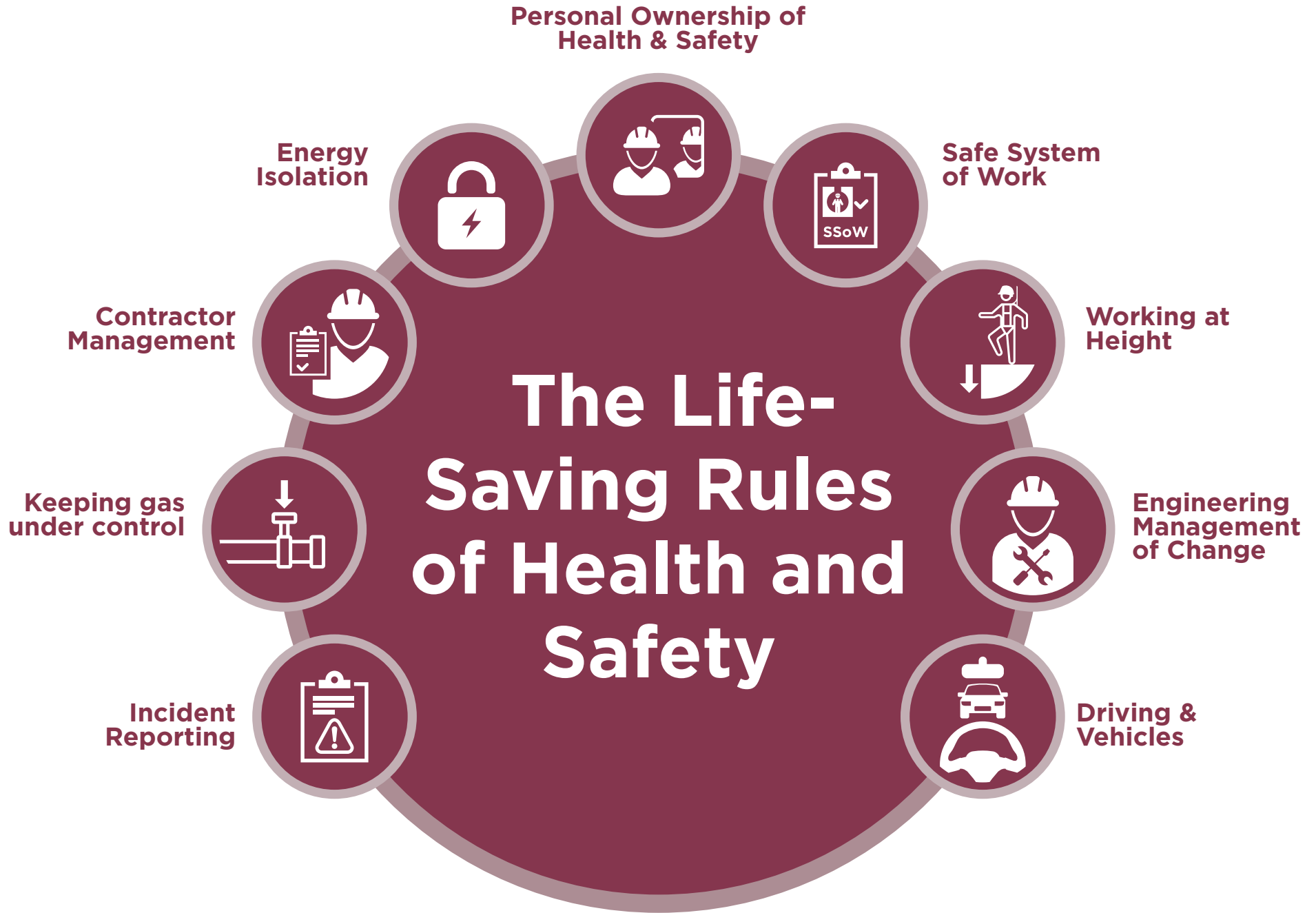


These are our life-saving rules:

- **Personal ownership of health and safety**
- **Engineering management of change**
- **Driving and vehicles**
- **Working at height**
- **Contractor management**
- **Energy isolation**
- **Keeping gas under control**
- **Safe system of work**
- **Incident reporting**

In 2021, we took part in a Health and Safety week alongside our parent company SHV Energy. The theme of the week was: Everyone is a Health and Safety Leader. Sessions covered topics such as slips, trips and falls, health and wellbeing, and safe driving. This further improved colleague awareness and motivation around safety issues – and reduced the chance of accidents in and out of work.

Also in 2021, our large storage terminal in Canvey Island achieved the important milestone of one-year LTI free (zero incidents that resulted in an employee missing work). This was thanks to the hard work of the team, who demonstrated what's possible when we adopt a safety-first mindset. There is ongoing and significant investment into the upgrade of this site, with safety at its core.



Environmental Management System

Our Environmental Management System, which enables us to reduce our environmental impact and increase operational efficiency, is aligned to the ISO 14001 standard. In 2021, audits were carried out to ensure our sites were compliant to the system. We are now using insights gathered in those audits to create tailored development plans.

Using innovation to strengthen safety

Innovation is a fundamental part of how we do business and we depend on fresh ideas to help solve the challenges we face. A key focus of our innovation work has been identifying viable initiatives to improve safety and service, while driving market opportunities that deliver value for our customers.

This work is driven by input from our experienced colleagues. As part of our project teams, they use proven innovation methods to generate and test solutions. This approach gives our people a voice and the responsibility to not only make us a better, more valued organisation for our customers - but a better, safer place to work.

Safety, in particular, has been identified as a key opportunity area for innovation. In our business, we know that manual handling is the biggest driver of LTIs, and we've been using innovation to make improvements.

In one exciting trial, Soter Analytics has provided our people with Smart AI-enabled wearables, which alert colleagues when they perform a hazardous movement at work. The technology is complemented by digital tutorials that encourage behavioural change and allow us to identify colleagues who need extra support. Early evidence suggests the innovation is working. We have seen a 50% reduction in hazardous movements, just related to shoulders. Users, meanwhile, tell us the programme "helps users identify hazardous tasks they had not considered previously". We are looking forward to getting more valuable insights as the trial progresses.

Global Innovation Marathon

In November 2019, we hosted a Global Innovation Marathon with 18 SHV Energy colleagues from across the world, including China, Brazil and Europe. The week-long intensive programme introduced delegates to a range of proven innovation methods and ways of working.

The event was a huge success. Delegates said they left feeling motivated, with the understanding and tools required to apply more innovation in their roles within their respective business units.



Celebrating 85 years

In 2020, we celebrated our 85th anniversary by increasing the funding available in our Rural Community Fund to £85,000. This provided even more opportunities for worthy causes to benefit.

Because of the pandemic, we weren't able to celebrate our anniversary with colleagues in person. Instead, we surprised them by sending out hampers to enjoy afternoon tea with their families.



Calor Rural Community Fund

Every year since 2017, we have proudly hosted the Calor Rural Community Fund. This gives rural communities, which are not connected to the mains gas grid, an opportunity to win funding for community projects that improve local life.

In 2021, we gave applicants access to a crowdfunding platform for the first time. This offered them a new social network to raise awareness of their initiatives and ultimately raise more money. To recognise the significant challenges created by the pandemic, we introduced a new prize in 2020 called 'Our Rural Hero of the Year'. This recognised a special person who went the extra mile to help their community.

Since the launch of the fund, we have supported more than 200 rural community projects and generated more than £450,000 through public donations and Calor contributions. Projects have been supported across the UK, from providing rescue equipment in Tyne and Wear to restoring parks in Lincolnshire, through to therapeutic gardens in Kent and new Guide huts in Cornwall.



Bitterley Primary School outdoor classroom

One successful applicant from the 2020 Rural Community Fund was Bitterley Primary School in Shropshire, with its proposal to build an outdoor classroom.

The school's existing outdoor space needed an upgrade, so the parent-teacher association, Bitterley Friends, embarked on a fundraising mission, which was significantly boosted by a £5,000 prize from Calor. Thanks to the funding, the school has extra classroom space, which provides a stimulating learning environment and is the perfect setting for after-school forest and gardening clubs.



Engaging our suppliers

To realise our sustainability ambitions, it is crucial we work with suppliers who share our values and strive to uphold the highest ethical standards. Today, the risks and opportunities linked to social, environmental, and ethical practices are increasingly shared along the value chain. Not least because regulations hold partners mutually accountable for non-compliance. To be successful, therefore, we must work closer than ever with our suppliers across our entire value chain.

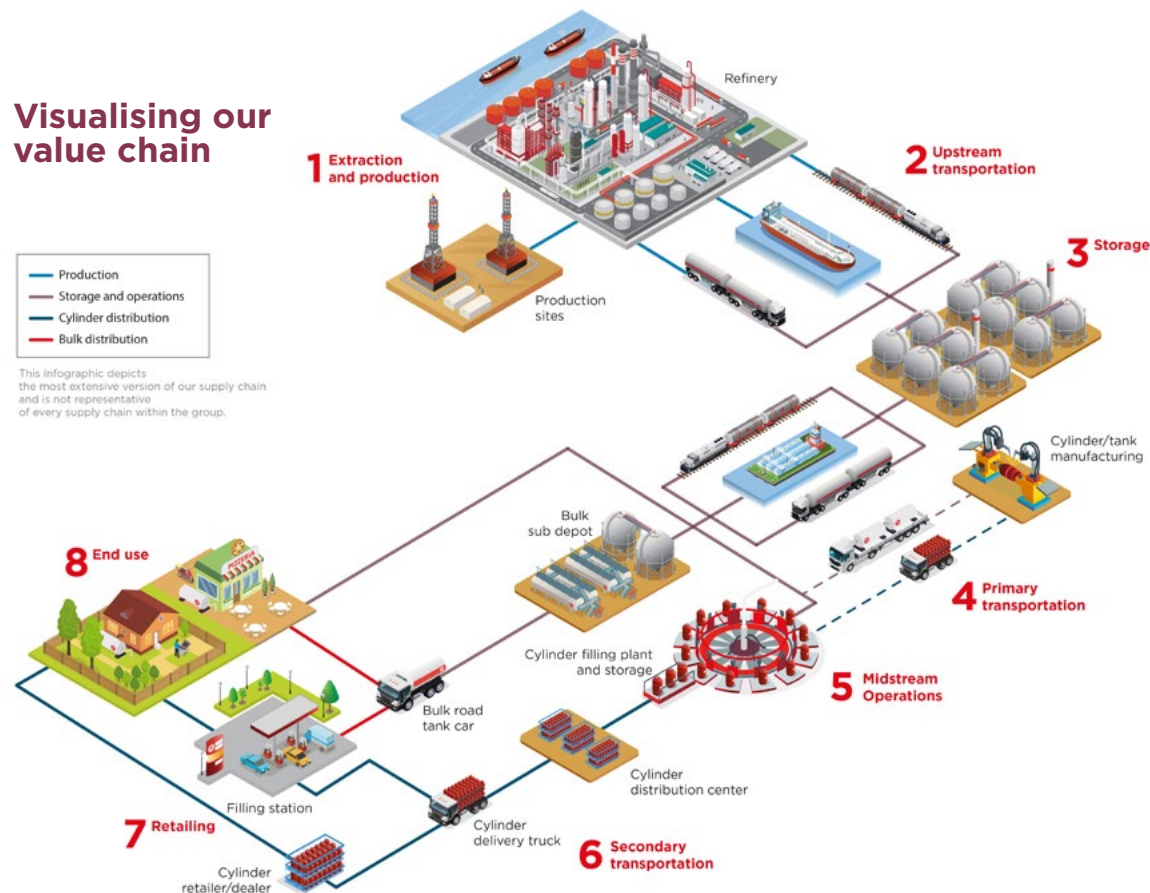
Launch of Supplier Code of Conduct

In 2019, we launched our Supplier Code of Conduct. This outlines the minimum standards that suppliers are expected to meet as part of our ongoing relationship. We want to work with suppliers who believe in the same principles and work collaboratively with us to improve upon them.

Our suppliers, and any party engaged by a supplier on our behalf, are made aware of the principles in this code as part of the onboarding process. They are responsible for acting in accordance with it throughout our relationship.

The code covers the following areas.
Click the cross to find out more:

Visualising our value chain



Ethics and compliance

To complement the new Code of Conduct, we put in place a revised Third-Party Due Diligence process and supporting tool. This allows us to fully understand the risks associated with our diverse business relationships.

To improve understanding of these processes across our organisation, we used the employee learning tool 'Nelly' to ask around 200 colleagues more than 15,000 compliance-related questions over several days. The process helped them increase their knowledge and competency around ethics and compliance.



OUR PLANET UPDATE

Key achievements

The UK Government's landmark commitment to reach Net Zero carbon emissions by 2050 has galvanised stakeholders' expectations of our sustainability activity and commitments. We are proud to have introduced Futuria Liquid Gas into the UK marketplace ahead of the government's Net Zero legislation and to be actively exploring the introduction of other fuels.

Those are just two examples of how we're making a positive difference for our planet. Here are some other important ways we are playing our role in mitigating the effects of climate change.

Click the cross to find out more

Helping Kingspan cut emissions with 100% Futuria Liquid Gas

We are working with our customer Kingspan Water and Energy Limited, to power its commercial heating with Futuria Liquid Gas – and test the market viability of 100% Futuria Liquid Gas in the UK.

While the project is currently at market-testing stages, the switch to Futuria Liquid Gas will make a substantial contribution to Kingspan's goal of cutting emissions from manufacturing. That's because Futuria Liquid Gas offers up to 80%² lower emissions than existing LPG products.

Kingspan uses 150 tonnes of commercial LPG each year, with four storage tanks located onsite. These are directly linked to the LPG heating system and the heat that's produced is distributed across both buildings at its Aston Clinton site. Working together with Calor Ireland, we showed Kingspan that no change was needed to any of its existing infrastructure or equipment. This made the switch quick and simple.

Thanks to our sophisticated auto-ordering system, we've been able to remotely monitor Kingspan's Futuria Liquid Gas levels and automatically schedule deliveries as soon as levels start to get low. This is supported by our large delivery network.

² Provided by kind permission of GemServ based on emission factor calculations prepared by BEIS 2021. Based on 100% Futuria Liquid Gas (formerly BioLPG) allocation.

<https://cjp-glob-cdn.azureedge.net/-/media/sites/greatbritain/pdfs/calor-emission-factor-beis-and-gemserv-2020.pdf>



“ Having worked alongside Kingspan Water and Energy Limited to help the business realise its goal of reducing its carbon emissions with Futuria Liquid Gas, we're confident that we'll be able to support more of the UK's manufacturing businesses also make the transition in the future. ”

Adrian Heath
Business Development Manager

Cutting our carbon footprint

Reducing our reliance on fossil fuels is central to our sustainability ambitions. In addition to our ambition to offer completely sustainable fuels to our customers by 2040, we are also working to reduce emissions associated with our wider operations, fleet and industrial processes.

We have taken the first step on this journey by tracking our Scope 1 and 2 carbon emissions, while striving to improve the availability and accuracy of our data. As most of our impact sits within Scope 3, we are also committed to undertaking a full Scope 3 screening to further develop our understanding of which categories, in addition to use of sold product, are material to our business. A key part of that activity will be working closely with our suppliers, as the products and services we buy from them contribute to our overall carbon footprint. To date our quantification of Scope 3 has been limited and the figures on the following pages only include the Scope 3 emissions that are required to be reported as part of our Streamlined Energy and Carbon Reporting (SECR) requirement. Our ambition is for this to mature as we refine our data collection processes.

SCOPE 1

Direct emissions from company owned and controlled resources. For example, fuel used across our fleet

SCOPE 2

Indirect emissions from the generation of purchased electricity, from a utility provider

SCOPE 3

All indirect emissions not included in scope 2, that occur in the value chain of the reporting company, including upstream and downstream emissions. For example, air travel

Year-on-year comparison

	2019	2020	2021
SCOPE 1	32,448*	31,003	32,592
SCOPE 2**	3,690	2,938	2,806
SCOPE 3	0	269	261
TOTAL	36,138	34,209	35,660

Table 1 - High level greenhouse gas emissions by year (tonnes CO2e)

*Includes some business travel **Using a location-based approach

Note: tCO2e = tonnes of carbon dioxide equivalent
(this is the standard unit for measuring carbon footprints)

Our 2019 Scope 1 and 2 emissions were independently verified but this process took place outside of the SECR requirement, which makes direct comparison between 2019 and subsequent years challenging in some areas.

This is further complicated by 2019 being unaffected by the pandemic. A more detailed analysis of emission data for 2020 and 2021 can be found on the next page.



2020 vs. 2021 Deep Dive

In line with the SECR compliance requirements, we publicly disclose emissions associated with our UK electricity, gas and transport energy consumption (predominantly Scope 1 and 2) as part of our Annual Directors' Report. Our first relevant compliance period was the financial year ended 31 December 2020.

To ensure compliance, data is verified by a third party before being included in the disclosures. As a result of these disclosures, we now have directly comparable data for 2020 and 2021.

As can be seen in Table 2, carbon emissions have increased by 4%, but carbon intensity against tonnes of gas sold has remained level. Transport fuel use accounted for 75% of emissions in 2021 (predominantly diesel in HGVs for deliveries), and this has increased by 6%, which is the main driver for the overall 4% increase in emissions.

We procure 100% renewable electricity across all sites, which means that 9% of our 2021 footprint for electricity consumption could be removed under the market-based reporting methodology. However, we still consider electricity management a key element of our sustainability ambition, so we are continuing to report our electricity emissions using the National Grid Emission Factor, as per the location-based methodology.

Green House Gas Emissions

Emission source	2020	2021	2021 Share	Year-on-year Variance
Fuel combustion: Natural Gas	1,012	1,084	3%	+7%
Purchased electricity	3,191	3,054	9%	-4%
Fuel combustion: Petrol and Diesel	25,163	26,660	75%	+6%
Fuel combustion: Propane	225	230	1%	+<1%
Fuel combustion: LPG	4,649	4,632	13%	-<1%
Total emissions (tCO2e)	34,240	35,660	-	+4%
Tonnes gas sold	457,723	475,577	-	+4%
Intensity: (kgCO2e per tonne sold)	74.80	74.98		+0.2%

Table 2 – Greenhouse gas emissions by year (tonnes CO2e)

[Click the cross to find out more](#)

Energy Consumption

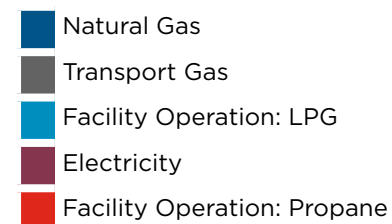
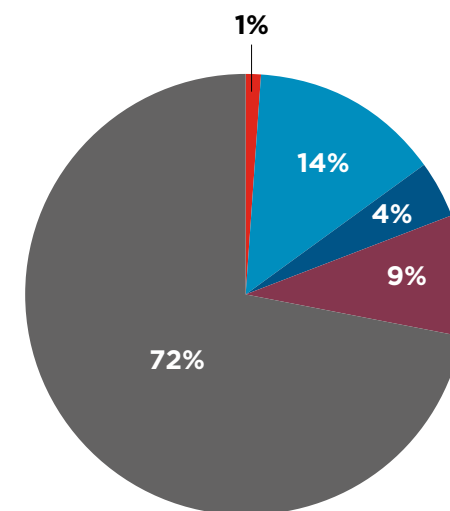
Emission source	2020	2021	2021 Share	Year-on-year Variance
Fuel combustion: Natural Gas	5,503,042	5,915,975	4%	8%
Purchased electricity	12,601,890	13,214,570	9%	5%
Fuel combustion: Petrol and Diesel	99,290,209	105,977,163	72%	7%
Fuel combustion: Propane	987,843	987,843	1%	0%
Fuel combustion: LPG	20,187,784	20,112,225	14%	0%
Total consumption (kWh)	138,570,767	146,207,776	100%	6%

Table 3 - Energy consumption by year (kWh)

Our total energy consumption (kWh) increased by 6% between 2020 and 2021.

This was driven by an increase in the amount of diesel used across our distribution.

Share of Emissions — kWh 2021



[Click the cross to find out more](#)



Renewable energy: solar panels

In 2021, our solar PV arrays produced 59,805kWh of energy.

Earth Hour

On 11 August 2019, from 11am-12pm, we held our own Earth Hour. We invited colleagues to switch off all non-essential equipment and take an hour to reflect on their own wellbeing. While Earth Hour traditionally takes place in March, we held our event in August. This meant we could reduce energy usage across some significant projects, while also using this traditionally quieter time to ensure all our sites and people could participate.

During Earth Hour, we used 71% less electricity than the same hour the previous year, while raising awareness of the importance of energy efficiency and colleagues' wellbeing.

Protecting wildlife and habitats at Canvey Island

With its scenic views of the Kent coast, Canvey Island is a much-loved area in Essex. The island is also home to one of Calor's UK-based gas storage terminals, which stretches over 85 acres of land including grassland, marshlands, dikes and ponds.

To help nurture and maintain the biodiversity in this unique area, we embarked on a large-scale ecology project. This included the creation of Eco-Zones around the site, which improve habitats for species that already make the site their home - and encourage lots of new wildlife into the area.

As a result of our commitment to improving biodiversity at the site, we were delighted to become a Platinum Member of the Essex Wildlife Trust, England's leading conservation charity, which is committed to protecting wildlife and preserving 'areas of wonder'.



“ We foresee that the plans we are implementing will not only protect and enhance the habitats for the current wildlife that calls this space home, but that the work we're doing will also encourage new species into the area, further enhancing the net biodiversity. ”

James Caird

Business Assurance and Support Manager
at Calor's Canvey Island Terminal

Introduction of electric vehicles

In 2019, we began reducing our reliance on fossil fuels across our fleet. We took delivery of our first fully electric cylinder delivery vehicle, the Mercedes eCanter. The vehicle has enhanced safety features, including a tail lift, extra barriers at the back of the truck and side steps for safer loading and unloading. This significantly reduces the risk of injury for the driver.

The vehicle is based at our Wandsworth Cylinder Distribution Centre and allows us to enter London's Low Emission Zone (LEZ) and Ultra Low Emission Zone (ULEZ) and serve the wider London area.

Building on progress with our commercial fleet, we're now addressing our company car fleet. In 2021, we made hybrid and electric vehicles (EVs) available to all grades on our company car scheme. This is supported by the roll-out of electric charging infrastructure across our sites.

Reducing waste now

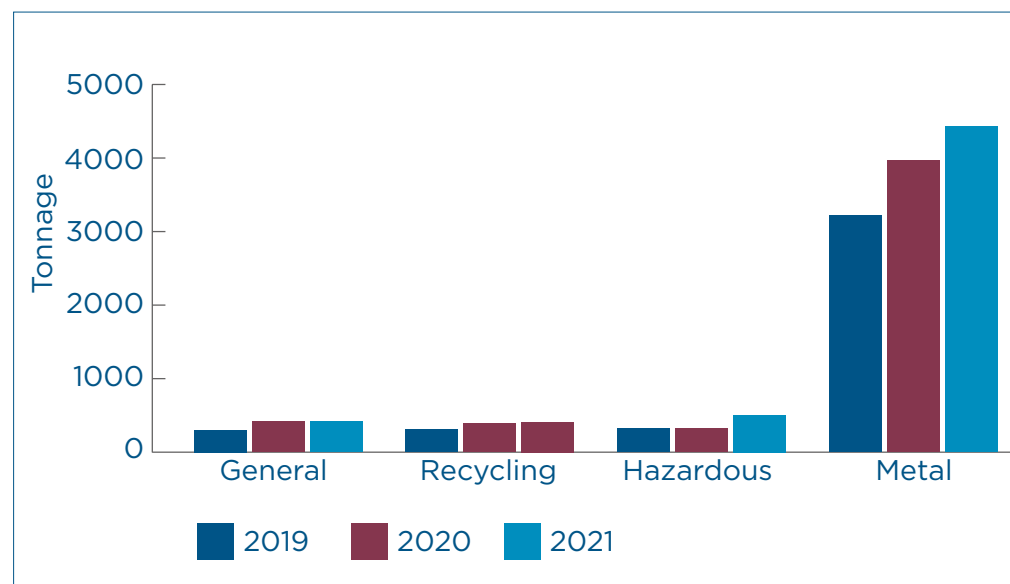
We are committed to monitoring and reducing the amount of waste produced in our operations. In 2021, we appointed a new waste service provider with a key focus on improving the availability and site visibility of data. In 2022, we're carrying out a Scope 3 screening exercise. This will help us more deeply understand the carbon impact of the waste we produce, and highlight further opportunities for improvement.



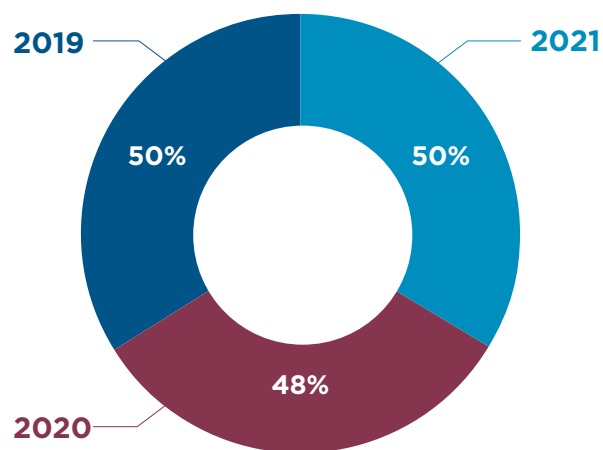


Waste stream breakdown

Waste stream	2019 tonnage	2020 tonnage	2021 tonnage
General	300	421	415
Recycling	305	393	410
Hazardous	325	321	508
Metal	3,222	3,968	4,432



Recycling rate



*Excluding hazardous and metal waste.

Recycling rate is calculated by taking total recycling waste as a proportion of total recycling + general waste

Our recycling rate has remained relatively stable since 2019 despite the total amount of recycling waste increasing. This is because there has also been a significant increase in the amount of general waste collected due to site clear-outs, maintenance activity and some sites being closed all together. Our recovery of metal waste has also increased significantly thanks to our push to clear redundant tanks and cylinders as part of safety and maintenance initiatives. The significant increase in hazardous waste produced in 2021 is attributable to the cleaning of the interceptor sludges at our refurbishment site.

When tracking our recycling rate, we exclude metal and hazardous waste streams from the calculation. This is because hazardous waste must go through a careful process of disposal and is collected and handled separately. Metal waste has a market value and is always recovered by our sites. Including these waste streams in the recycling rate distorts the activity that our people can directly influence.

During the period of this report, we diverted more than 1,000 tonnes of waste from landfill.

Reducing single-use plastic waste at our Head Office

In 2019, we removed the hot drink vending machines and plastic cups at water fountains from our Head Office in Tachbrook Park. These were replaced with modern kitchenette facilities, both to reduce the number of plastic cups used and improve facilities for our people. Before this intervention, we used approximately 240,000 plastic cups every year.

LOOKING AHEAD: WHAT'S NEXT FOR OUR RESPONSIBLE BUSINESS PRIORITIES?

As we recover from the challenges of COVID-19 and adapt to a new normal, we stay committed to supporting the development and wellbeing of our people. We will listen to their feedback and act on it - making changes that protect their safety and continue to make Calor a great place to work.

We will further improve the service we provide to our customers, as we begin to see the benefit of increased driver recruitment and significant investment in our operations and supply. In addition to this, our Sustainable Fuels team will continue to actively explore how we can introduce other sustainable solutions, such as Futuria Dimethyl Ether, as part of our commitment to providing a cost-effective pathway for customers to transition to sustainable energy solutions.

Another key focus is the development of a revised Responsible Business Strategy, which we aim to publish by the end of this year. Our priorities within the strategy will be informed by a materiality assessment exercise, which will help us further understand internal and external stakeholder expectations across a variety of topics. At the core of this Responsible Business Strategy will be a carbon reduction plan, providing a roadmap for our colleagues to help deliver our sustainability ambitions.

Like most businesses, we recognise that a significant proportion of our carbon emissions sit within our value chain. As we continue to expand our sustainable product offering, we'll also undertake a Scope 3 emission screening that shows us where else we can influence carbon reduction activity.

We look forward to communicating more about our Responsible Business activity later in the year, and share more about how we're advancing energy together.



ABOUT THIS REPORT

Scope

The scope of the report is the Great Britain based operations of Calor Gas Ltd, head-quartered in Warwick, England.

Reporting boundaries

An 'operational control' approach has been used to define the Greenhouse Gas emissions boundary. This approach captures emissions associated with the operation of all owned or leased buildings, plus company-owned and leased transport. These figures cover Great Britain based operations only, as required by SECR for Non-Quoted Large Companies. This information was collected and reported in line with the methodology set out in the UK Government's Environmental Reporting Guidelines 2019. Emissions have been calculated using the latest conversion factors provided by the UK Government. There are no material omissions from the mandatory reporting scope.

Accurate data was not available for 2020 for red diesel, propane and some LPG consumption. 2021 figures have been used as an estimate. This represents 15% of total 2020 emissions.

Less than 1% of natural gas and electricity data for 2021 was based on estimated data.

The reporting period is January to December, as per the financial accounts.

Data quality

The report uses qualitative and quantitative metrics to provide an overview of the key Responsible Business achievements between 2019-2021. Although every effort is made to ensure the accuracy of the data included, we note that there are inherent inaccuracies and assumptions in collection methods and analysis. This report has not been externally assured, although this is something we aim to explore in the coming years.

Changes in reporting

In our original Responsible Business Plan published in 2018, we outlined the targets we were working towards across three pillars: our people, our business and our planet. In 2019, we reported our progress against these targets and were preparing to do the same in 2020 just before the COVID-19 outbreak.

As a result of the pandemic, we adapted our approach, focussing on how we could best support our people and customers during this difficult time. The activity in this report reflects this renewed focus.



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