



Environmental Sustainability Policy

Our Business

KCOM is one of the longest-established providers of communications services in the UK, connecting both businesses and residential customers and investing in better digital solutions for everyone.

Our principal activities are:

- **KCOM Enterprise** provides voice, data and network services to businesses, as well as other communications providers in the areas covered by our regional full fibre network
- **KCOM Consumer** provides internet and voice services to approximately 150,000 consumers in Hull, East Yorkshire and North Lincolnshire.

KCOM recognises it has a responsibility to minimise its impact on the environment and make decisions with environmental sustainability in mind.

Our Strategy

KCOM is committed to achieving Net Zero by 2040 to reduce our greenhouse gas emissions and impact of climate change.

Our Objectives

- ✓ Reduce our Greenhouse Gas emissions (Scope 1, 2 and 3 emissions)
- ✓ Reduce our energy consumption
- ✓ Reduce our level of waste.

Environmental Management System

To support our objectives, KCOM maintains an Environmental Management System (EMS) which is certified to ISO 14001:2015.

To achieve our objectives, we will:

- communicate our environmental objectives and plans
- ensure policies, processes and procedures are in place to protect the environment and to prevent any undesired environmental impacts
- integrate and implement environmental considerations into business processes and decisions
- determine the environmental aspects of our activities, products and services and its associated environmental impacts
- assess any environmental impact risks and opportunities in accordance with KCOM's risk management framework
- comply with all UK government environmental legislation and guidance relevant to our activities, products and services
- provide our people with the appropriate environmental education, training and awareness to support our environmental strategy, objectives and the EMS
- establish processes to prepare for and respond to emergency environmental situations
- monitor and measure its environmental performance and effectiveness of the EMS.
- continually improve our environmental performance.

KCOM's Health, Safety and Environmental Sustainability Board Sub-Committee has responsibility for overseeing the performance of KCOM's environmental objectives, risks and opportunities, and to review and monitor its EMS performance.

All KCOM employees are responsible for implementing and maintaining the EMS, and the Executive Leadership Team will ensure that sufficient resources are provided to support the EMS. This policy will be reviewed annually to ensure that the management system and objectives are effective, consistently implemented and that we continually improve our performance.

As a responsible business and in line with our environmental sustainability strategy, we are committed to protecting the environment and fulfilling our legislative obligations.

Tim Shaw

Chief Executive Officer

Scope 1 – Direct emissions from sources that are owned or controlled by the company

Scope 2 – Indirect emissions that are a consequence of a company's activities

Scope 3 – Indirect emissions created by a company's value chain