

Environmental Sustainability Policy

Version: 016

Classification: Commercial in Confidence

KCOM is the trading name of KCOM Group Limited and its subsidiary companies.
Registered office 37 Carr Lane, Hull, HU1 3RE
Registered number 2150618

Our Business

KCOM is one of the UK's longest-established communication companies, connecting customers since 1904.

Our principal activities are:

- **KCOM Consumer** is the leading communications provider in Hull and East Yorkshire, connecting homes in the region to our award-winning full fibre internet and phone services. The team are redefining the in-home experience with new capabilities for personalisation, prioritisation and protection of customer's connectivity.
- **KCOM Enterprise** supplies wholesale connectivity and voice services to KCOM's Consumer team and other communications providers in the region. It also partners with thousands of small businesses, major public sector organisations and local charities to supply their connectivity and other services.
- **KCOM Networks** maintains and supports KCOM's internet networks and infrastructure, underpinning the connectivity offered through Consumer and Enterprise and ensuring a fast, reliable and safe network for our customers and partners.

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

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- 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 Board 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.

Richard Schäfer

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