

# KCOM

*THE POWER IS ALL YOURS*

## Sustainability Report

2025

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## About KCOM

KCOM is the leading provider of digital connectivity across Hull, East Yorkshire and North Lincolnshire, committed to delivering reliable, secure and high-speed broadband and communication services to the region.

Throughout our 120-year history, KCOM has redefined the power of connectivity - enabling people, businesses, and communities to thrive in what has become an increasingly digital world. With a legacy of innovation and community engagement behind us, we continue to evolve and pioneer to meet the needs of our customers, communities, partners, and the environment. We celebrated our 120th anniversary in 2024 with a series of celebrations and community-based activities.

## A Year in Sustainability

As a major employer and economic contributor within our region, KCOM continues to lead with purpose and innovate as we have done throughout our 120-year history. We want our people, customers, partners and communities to be proud of the environmental and social action we take.

We've made solid progress during 2024/25, and this report gives a snapshot of our most recent activity as we continue on our journey to becoming a sustainable, net zero business. We've continued to work closely with our local communities to support digital inclusion and taken further steps to reduce our environmental impact. We were pleased these efforts were recognised as the winner of the 2024 Internet Service Providers (ISPA) Award for Sustainability.

## Building a Sustainable Future

Through the year, our strategy was guided by three pillars to create long-term value for our stakeholders and the environment:

- Growing our fibre reach by increasing the number of Consumer and Enterprise customers
- Providing an outstanding customer experience for our Consumer, Wholesale and Business customers
- Achieving a sustainable future by being a great place to work that's committed to our community and the environment

## GRESB Framework & Our Sustainability Performance

KCOM's commitment to sustainability is independently assessed each year through the GRESB framework, a globally recognised system for evaluating the environmental, social, and governance (ESG) performance of real estate and infrastructure assets. Rooted in the United Nations Sustainable Development Goals (UN SDGs), GRESB reflects the material issues that matter most to investors and industry stakeholders and aligns with international reporting standards and emerging regulations.

This year, we are proud to have achieved our highest ever GRESB score of 88 on the environmental impact measure - an increase of three points from the previous year. This result provides external validation of our sustainability approach and confirms that our plans are delivering measurable progress. It reinforces our belief that sustainability is not a standalone initiative, but a core part of how we operate and grow.



# Environment

## The KCOM commitment is to be Net Zero by 2040.

As the digital economy continues to expand, so too does the demand for greater network capacity, bringing with it increased energy requirements. We recognise that the ICT sector is a significant contributor to global greenhouse gas emissions, and that achieving the 1.5°C target set out in the Paris Agreement will require bold action across the industry.

At KCOM, we're committed to playing our part. We've pledged to reach net zero emissions across our operations and value chain by 2040.

To support this ambition, we've set a near-term target to reduce Scope 1 and 2 emissions by 80% from our FY23 baseline (revised from FY21 due to structural changes following the sale of our national business). We're also actively developing our understanding of Scope 3 emissions across our value chain, working closely with suppliers to identify and address key areas for reduction.

We recognise that achieving net zero will require a broad range of carbon abatement measures, to protect the planet and ensure the long-term resilience of our business.

Our strategy to 2030 is guided by the delivery of key milestones and investments outlined in our Net Zero Plan, alongside ongoing efforts to promote carbon-conscious behaviours among our colleagues, partners, and supply chain.

### Energy Efficiency Actions

During the reporting period, KCOM continued to implement its energy efficiency strategy, resulting in a **6% reduction in purchased electricity consumption** compared to FY24. This progress reflects our commitment to operational sustainability and includes several key initiatives:

- **Migration from legacy platforms** to more energy-efficient systems
- **Upgrades to HVAC systems and controls** to enhance energy performance
- **Optimised use of company premises**, improving space efficiency and reducing energy demand



We also remain focused on transitioning our **commercial fleet to electric vehicles (EVs)**. While the pace of adoption is influenced by practical factors such as vehicle range and regional charging infrastructure, we have already introduced a number of EVs into our fleet.

To support this transition, we continue to develop our **vehicle telematics system**, introduced last year. This system enables more efficient fleet operations and will play a critical role in expanding our EV usage over time.

We are proud to have been named the **winner of the 2024 ISPA Sustainability Award** - a prestigious award that celebrates organisations demonstrating exceptional commitment to sustainable business practices. This award recognises our efforts in advancing **carbon neutrality**, embedding **environmental responsibility** into our operations, and driving meaningful change across our business and community.

### Methodology & Assurance

Our greenhouse gas (GHG) emissions reporting is conducted in accordance with the **GHG Protocol Corporate Standard**, using the **2024 UK Government emission conversion factors** for company reporting.

To ensure transparency and credibility, our **Scope 1 and Scope 2 emissions** have undergone **independent limited assurance** in line with **ISO 14064-3** standards.

Please see our Energy Consumption and Greenhouse Gas Emissions tables in the Appendix.

# Social & Community Impact

## Supporting Our Communities

In our milestone 120th anniversary year, KCOM raised more than £20,000 for our three official charity partners: Hull and East Yorkshire Children's University, Hull and East Yorkshire Mind, and Age UK Hull and East Yorkshire. This total was boosted by KCOM's matched funding and raised through a variety of employee-led initiatives, including:

- The **120km Tour De KCOM** cycle challenge
- Sponsored runners in the **Hull 10K**
- A three-day, **120km sponsored walk** across the KCOM region from Filey to our Hull HQ

These events not only raised vital funds but also strengthened our connection with the communities we serve.

## Charity Partnerships

Our long-standing partnerships, some spanning over a decade, enable us to deliver meaningful social impact. We share a common mission with our partners: to improve lives across our region.

Highlights from 2024/25 include:

- Continued collaboration with **Hull City Football Club**, expanding community initiatives
- Donation of thousands of free match tickets to young people
- Our **KCOM Kits** programme, in partnership with Hull City FC, has now provided over 180 full team kits to youth football teams
- Hosting **Safer Internet Day** and **STEM Day** events to promote digital safety and education



## Funding Local Impact

As a leading connectivity provider, supporting digital inclusion is a key priority for us. Since launching our Digital Inclusion Grants in 2023, we've awarded £100,000 across nine projects aimed at tackling digital poverty, improving skills, and enhancing online accessibility.

In addition, our **Community Grants Programme** provided **25 grants totalling £12,000** to charities, schools, sports clubs, and community groups. All recipients were selected by a panel of KCOM employees, ensuring grassroots relevance and impact.

As part of our journey toward becoming a **Carbon Net Zero** business, we continue to donate surplus technology and office equipment to local organisations.

Notably, we donated a **K6 Kiosk shell** to the Tigers Trust Arena, supporting their *Forever Tigers* heritage project, backed by the Premier League Charitable Fund Fans Fund.

## KCOM Learning Zone

Our **Learning Zone** remains a vibrant hub for education and inclusion, welcoming over **2,000 children annually** through our partnership with Hull and East Yorkshire Children's University. Children engage with digital tools while learning about Hull's heritage.

We also host monthly **Digital Drop-ins** for older adults in partnership with Age UK Hull & East Yorkshire and Hull City Senior Tigers. Our popular *IT and Biscuits* sessions earned national recognition during the **Get Online Week** campaign.

The Learning Zone also supports employability initiatives through partnerships with **Cat Zero** and **The Refugee Council**.

## STEM Education

Our commitment to STEM continues to grow. Through our **10-year founding partnership with Ron Dearing UTC**, we provide:

- Industry insight tours
- Curriculum support
- Work experience opportunities

These initiatives help bridge the gap between education and employment in tech and engineering.

## KCOM Ambassadors

Our KCOM Ambassadors play a key role in inspiring future talent and deepening community engagement. In 2024/25, they:

- Hosted **Safer Internet Day** for 40 primary school digital champions
- Led engineering activities for over **700 children** at Humber STEM Days
- Facilitated **20 work experience placements**
- Supported the **Women into Manufacturing and Engineering (WiME) Raising Aspirations** programme, engaging 45 young girls in tech
- Represented KCOM at **20 career fairs**, including Hull Jobs Fair and Hull's Career Expo, which welcomed around **1,000 attendees**

## KCOM Volunteering



Every KCOM employee is entitled to two volunteering days annually, which they use to support local causes - often as teams, fostering both community engagement and personal wellbeing.

In 2024/25, our people volunteered over **1,000 hours**, including:

- 400 hours during the Christmas period to local charities
- Partnering with Hull and East Yorkshire Children's University to donate gifts to 100 children in care
- Supporting Age UK Hull & East Yorkshire's Christmas socials and **Shoobox Appeal**

## Our People

At KCOM, we are firmly committed to upholding and promoting fundamental human rights, guided by the principles set out in the **United Nations Universal Declaration of Human Rights**. These principles are embedded in our internal policies and reflected in our day-to-day operations.

To support a culture of transparency and accountability, we empower our people through our **Speaking Up process**, which ensures that anyone raising a concern is protected from retaliation or unfair treatment.

## Engaging our People

At KCOM, we believe that listening to our people is key to building a thriving, inclusive workplace. Our **annual Engagement Surveys** are a cornerstone of this approach - providing valuable insights into what matters most to our colleagues and helping us take meaningful action to enhance the employee experience.

Throughout the year, we host a wide range of events that contribute to a vibrant and rewarding workplace culture. These activities not only strengthen team spirit but also reinforce our connection to the wider community.

Highlights from the year include:

- A memorable **120km walking challenge** marking our 120th anniversary
- Sponsorship of major local events such as **Pride in Hull** and the **Freedom Festival**, celebrating diversity and community pride
- Seasonal celebrations including **summer and Christmas parties**
- Meaningful **volunteering opportunities** that allow our people to give back and make a difference
- Participation in the **Hull 10K** and **CatZero day sails**, promoting wellbeing and teamwork

These initiatives reflect our ongoing commitment to creating a workplace where people feel engaged, supported, and proud to be part of KCOM.

## Health and Safety

KCOM has entered a new phase in its health and safety journey - one focused on **continuous improvement, visibility and accountability**. Our renewed approach includes:

- A **"back to basics" safety campaign** with recurring themes to reinforce core behaviours
- The introduction of the **five-a-day safety process** to embed daily safety habits

- **90-Day health and safety plans** allowing us to focus and action what's currently important and a priority
- **Safety champions** to increase involvement in safety initiatives and foster a culture of safety
- Enhanced **audit KPIs**, including compliance and condition checks of our exchanges, to monitor and build confidence across teams

Our managers and team leaders continue to take an active, on-site role in promoting and upholding safety standards. This hands-on approach strengthens our safety culture and ensures consistent application of best practices. Our auditing processes have seen a substantial increase in frequency and content quality, ensuring thorough safety checks.

This year we saw a reduction in both our Total Recordable Injuries and Lost Time Injuries. We passed more than 1.5 million hours without a recordable injury and 1 million hours without a lost time injury.

Our most recent **Health & Safety Day** was a standout event, featuring interactive workshops and role-play scenarios led by Talk Shop actors. These sessions brought safety principles to life and encouraged team collaboration through engaging, practical learning. This year saw a focus on managing electrical risk too, with new annual training, compliance, documentation and tooling to mitigate risk.

We are proud members of **RoSPA** and hold **Elite CHAS accreditation**, demonstrating our commitment to high standards in health and safety. These affiliations provide us with expert guidance, tools, and a network of professionals to help us stay ahead of legislation and continuously improve our risk management practices.

Our accredited training platform maintains knowledge and compliance of specific risks topics and activities. Our management of contractors is also important, with KPIs and monitoring via regular meetings, audits, reviews, quality standards and processes.

## Wellbeing

At KCOM, we believe that a thriving business starts with a healthy, supported workforce. Our approach to wellbeing is holistic, inclusive, and proactive - designed to help every colleague reach their full potential.

We offer a wide range of wellbeing resources, including:

- **Mental Health First Aiders**
- **Aviva Digicare+ Workplace App**
- **Occupational Health services**
- **Employee Assistance Programme (EAP)**
- **Thrive resilience app**
- **Aviva Neurodiversity Pathway Support**

In 2024/25, we deepened our commitment to mental health by continuing our partnership with **Hull and East Yorkshire Mind**, raising **£5,000** through employee-led fundraising and hosting regular mental health drop-in sessions.

We also launched a dedicated **Men's Health Campaign**, featuring clinics and impactful sessions with **Andy's Man Club**, encouraging open conversations and early intervention.

Our annual **Wellbeing Week** brought energy and inspiration to the workplace, with activities including:

- A cycle challenge
- Expert-led nutrition talks
- Financial wellbeing sessions
- Liver health awareness workshops

We proudly sponsored the **Menopause Hull** event during **World Menopause Month**, creating a vibrant space for education, support, and empowerment.

To further support inclusion and mental health, we introduced **Quiet and Wellness Rooms**—dedicated spaces for rest, nursing mothers, and private conversations. These additions reflect our commitment to creating a workplace where everyone feels safe, supported, and valued.

## Diversity & Inclusion

**Our goal is to foster an inclusive culture at KCOM.**

We are proud to cultivate a workplace where every individual feels **valued, respected, and empowered**. Our commitment to **Diversity, Equity, and Inclusion (DE&I)** is embedded in our culture - not just as a policy, but as a guiding principle that shapes how we work, collaborate, and grow.

## Employee-Led Inclusion



Central to our DE&I efforts is our **Inclusion Team**, established three years ago and driven by passionate volunteers. This team leads our **Employee Resource Groups (ERGs)**, which include:

- **LGBTQ+**
- **Faith & Ethnicity**
- **Neuro-inclusivity & Accessibility**
- **Women in Tech**
- **Parents and Carers**

These ERGs play a vital role in promoting inclusive practices, encouraging allyship, and delivering educational initiatives that foster understanding and belonging across the business.

## Celebrating Identity and Community

We proudly support **LGBTQ+ inclusion**, including our role as a **Platinum Sponsor of Pride in Hull**, where employees and their families joined the celebrations, reinforcing our commitment to equality and community engagement.

We continue to raise awareness of **neurodiversity** through storytelling and open dialogue, including Fireside Chats featuring neurodivergent colleagues and employee experience interviews that promote empathy and understanding.

Our partnership with the **Hull Deaf Centre** has enabled us to deliver **deaf awareness sessions** and provide volunteer support. We also participate in the **Sunflower Hidden Disabilities Scheme**, demonstrating our commitment to accessibility for all.

## Championing Gender Equality

Gender equality remains a key focus. On **International Women's Day**, we hosted 60 young women for a day of mentoring, talks, and cultural activities led by female leaders. We also collaborate with the **Women into Manufacturing and Engineering (WiME) Raising Aspirations Programme** to inspire girls to pursue careers in tech and engineering - helping to close gender gaps in traditionally male-dominated fields.

## Celebrating Cultural Diversity

We hosted a powerful Fireside Chat titled "*The Stories We Carry: Celebrating Diversity*", where colleagues of colour shared their lived experiences. This was followed by our first **Cultural Day**, a vibrant celebration of our multicultural workforce featuring international music, fashion, food, and a panel discussion on emigration and cultural identity.

## Supporting Care Leavers

Recognising the unique challenges faced by young people leaving care, KCOM has signed the **Care Leavers Covenant**. In partnership with **Hull City Council**, we offer career talks, CV workshops, mock interviews, and work experience opportunities. Selected employees have also received **trauma-informed training** to better support care leavers transitioning into the workforce.

At KCOM, inclusion is not a one-off initiative - it's a movement. We are proud of the progress we've made and remain committed to building a workplace where everyone can thrive.

## Gender Pay Gap

KCOM's gender pay gap continues to narrow. In April 2024, the mean gap fell to 12.2%, down 5.4% from the previous year, with the median gap also reducing by 3.9%.

Bonus payments were received by 41.6% of female and 46.2% of male employees, lower than previous years due to changes in the bonus scheme.

Despite some progress, gender imbalance remains in terms of pay and bonus, particularly in male-dominated areas such as engineering. Women are overrepresented in lower-paid roles and underrepresented in higher-salaried positions, contributing to the gap.

KCOM remains committed to improving gender balance and we are continuing to work to narrow the pay gap. We're tackling this through initiatives such as focusing on increasing female representation in technical and engineering roles through targeted recruitment and talent development initiatives.

Click to [read our latest report](#).

# Governance

## Our Risk Management Framework

Effective risk management is essential to delivering our strategy and maintaining resilience. At KCOM, we take a balanced approach - embracing the right level of risk to support innovation and growth, while remaining aligned with our risk appetite.

We aim to fully understand our risks to enable informed decision-making and ensure appropriate mitigation strategies are in place. While our internal controls are designed to reduce risk to acceptable levels, we acknowledge that they offer reasonable, not absolute, assurance against material misstatement or loss.

Our risk management framework provides a consistent methodology for identifying, assessing, measuring, managing, and monitoring key risks, defined as any factor that could hinder the achievement of our objectives. This framework has been in place throughout the reporting period and remains active as of the approval date of this report.

## Risk Governance and Responsibilities

### Board of Directors

KCOM's Board comprises Executive and Non-Executive Directors who bring a range of skills and experience. The Board holds ultimate responsibility for setting the company's risk appetite and ensuring that our overall risk profile remains aligned with it.

It oversees the effectiveness of our internal control and risk management systems, including regular reviews of the **Corporate Risk Register**, which consolidates risks identified across local registers maintained by individual teams and business units. The Board is confident that these systems are embedded in our day-to-day operations and cover all material controls—financial, operational, and compliance-related.

### Executive Leadership Team (ELT)

The ELT plays a critical role in reviewing the Corporate Risk Register prior to its submission to the Board. This includes validating the completeness and accuracy of recorded risks, evaluating the effectiveness of existing mitigations, and assessing timelines for implementing additional controls.

## Audit and Risk Committee

The Audit and Risk Committee supports the Board by overseeing the integrity of financial reporting, the audit process, and the effectiveness of internal controls - including cyber security and business continuity. It also monitors the identification and management of significant risks and ensures compliance with relevant laws and regulations.

The Committee has oversight of both financial and sustainability disclosures, ensuring transparency and accountability in our reporting.

## Modern Slavery

We maintain a zero-tolerance approach to modern slavery and human trafficking, both within our organisation and across our supply chain. We are dedicated to playing an active role in identifying and addressing these issues wherever they may arise.

We review and update our Modern Slavery Act Transparency Statement annually to ensure it remains effective and aligned with evolving best practices.

[Read our latest statement.](#)

# Appendix

## Energy Consumption

Data point	Unit	FY2025	FY2024	+/-
<b>Direct energy consumption (GHG, scope 1)</b>	<b>GWh</b>	<b>2.96</b>	<b>3.66</b>	<b>-19%</b>
Automotive fuels <sup>1</sup>	GWh	2.11	2.74	-23%
Gas <sup>2</sup>	GWh	0.22	0.26	-15%
Oil <sup>3</sup>	GWh	0.63	0.66	-5%
<b>Indirect energy consumption (GHG, scope 2)</b>	<b>GWh</b>	<b>12.19</b>	<b>12.90</b>	<b>-6%</b>
Purchased electricity	GWh	12.19	12.90	-6%
<b>Indirect energy consumption (GHG, scope 3)</b>	<b>GWh</b>	<b>0.71</b>	<b>0.77</b>	<b>-8%</b>
Business travel <sup>4</sup>	GWh	0.71	0.77	-8%
<b>Total direct and indirect energy consumption</b>	<b>GWh</b>	<b>15.86</b>	<b>17.33</b>	<b>-9%</b>

<sup>1</sup> Diesel and petrol used by company-controlled vehicles

<sup>2</sup> Natural gas consumption for heating of premises. Propane used in engineering operations

<sup>3</sup> Oil processed in ICE generators for electricity generation. Oils used in engineering operations

<sup>4</sup> Fuel used in personal/hire cars on business use (including fuel for which the organisation reimburses its employees following claims for business mileage).

# Greenhouse Gas (GHG) Emissions

Data point	Unit	FY2025	FY2024	+/-
<b>Direct GHG emissions (scope 1)</b>	<b>tonnes CO<sub>2</sub>e</b>	<b>779</b>	<b>1110</b>	<b>-30%</b>
Company vehicles	tonnes CO <sub>2</sub> e	535	655	-18%
Fugitive emissions - industrial process refrigeration	tonnes CO <sub>2</sub> e	28	234	-88%
Oil (heating)	tonnes CO <sub>2</sub> e	170	166	2%
Oil (generators)	tonnes CO <sub>2</sub> e	5	6	-17%
Methane gas	tonnes CO <sub>2</sub> e	38	43	-12%
Engineering plant & equipment (construction)	tonnes CO <sub>2</sub> e	<1	<1	-
Propane	tonnes CO <sub>2</sub> e	2	5	-60%
<b>Indirect GHG emissions (scope 2)</b>	<b>tonnes CO<sub>2</sub>e</b>	<b>2523</b>	<b>2670</b>	<b>-6%</b>
Purchased electricity (location-based <sup>5</sup> )	tonnes CO <sub>2</sub> e	2523	2670	-6%
Purchased electricity (market based <sup>6</sup> )	tonnes CO <sub>2</sub> e	2523	2670	-6%
<b>Total scope 1 &amp; 2 GHG emissions (location-based)</b>	<b>tonnes CO<sub>2</sub>e</b>	<b>3302</b>	<b>3780</b>	<b>-13%</b>
<b>Total scope 1 &amp; 2 GHG emissions (market-based)</b>	<b>tonnes CO<sub>2</sub>e</b>	<b>3302</b>	<b>3780</b>	<b>-13%</b>
Indirect GHG emissions (scope 3)	tonnes CO <sub>2</sub> e		212191	11%
Business travel	tonnes CO <sub>2</sub> e		212191	11%
GHG intensity (scope 1 & 2)	tonnes CO <sub>2</sub> e per '000 revenue	0.0343	0.0371	-8%

<sup>5</sup> LB - Location-based emissions calculated in line with the UK grid-average emissions factor provided by the UK government

<sup>6</sup> MB - Market-based emissions from electricity the company has chosen to purchase