CARBON FOOTPRINT REPORT
Grasshopper Communications Ltd

Client:
Grasshopper Communications Ltd
Prepared for:
Clare Jones
Managing Director
Deb Campbell
Team Co-ordinator

Date:
September 2024
Prepared by:
Brennig Pascoe
Carbon Accountant

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Auditel's Credentials – Verification Bodies

IEMA CORPORATE PARTNER

bsi. | Associate Consultant

nqa.app Associate Partner

Company Information

Company Details	
Entity Details	Grasshopper Communications Ltd, Suite 203, The Creative Quarter, Morgan Arcade, Cardiff CF10 1AF
Company Number	09533775
Subject	Grasshopper Communications Ltd
Baseline Reporting Period	01/05/2023 to 31/04/2024
Current Reporting Period	01/05/2023 to 31/04/2024
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Summary of the organisation

Grasshopper Communications Ltd

A PR and communications agency with a creative edge and commitment to engaging communities. They aim to deliver positive change to the world. Grasshopper Communications Ltd help organisations to connect with people and to partner with their communities to transform where they work and live. Their aim is to work with communities to deliver better projects and lasting social value. Grasshopper Communications Ltd are a member of Cynnal Cymru and have signed up to the Business Wales Green Growth Pledge. They encourage their team to use public transport and active travel – cycling or walking. They only source environmentally conscious services and work with local suppliers.

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Methodology

This report follows the GHG Protocol Corporate Accounting and Reporting Standard methodology.

As with financial accounting and reporting, generally accepted GHG accounting principles are intended to underpin and guide GHG accounting and reporting to ensure that the reported information represents a faithful, true, and fair account of a company's GHG emissions.

GHG accounting and reporting practices are evolving and are new to many businesses; however, the principles listed below are derived in part from generally accepted financial accounting and reporting principles. They also reflect the outcome of a collaborative process involving stakeholders from a wide range of technical, environmental, and accounting disciplines.

The carbon footprint and reporting shall be based on the following principles:

Relevance

Ensure the carbon footprint appropriately reflects the GHG emissions of the company and serves the decision-making needs of users – both internal and external to the company.

Completeness

Account for and report on all GHG emission sources and activities within the chosen boundary. Disclose and justify any specific exclusions.

Consistency

Use consistent methodologies to allow for meaningful comparisons of emissions over time. Transparently document any changes to the data, inventory boundary, methods, or any other relevant factors in the time series.

Transparency

Address all relevant issues in a factual and coherent manner, based on a clear audit trail. Disclose any relevant assumptions and make appropriate references to the accounting and calculation methodologies and data sources used.

Accuracy

Ensure that the quantification of GHG emissions is systematically neither over nor under actual emissions, as far as can be judged, and that uncertainties are reduced as far as practicable. Achieve sufficient accuracy to enable users to make decisions with reasonable assurance as to the integrity of the reported information.

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Executive Summary

Background

- The need for taking immediate and bold action on climate change is being increasingly recognised by businesses, government, and the general population.
- The amount of action that needs to be taken, and the speed at which this must be done has been recognised by the UK through its ratification of the Paris climate agreement – to limit global temperature rise to well below 2°c.
- Consequently, the UK has declared a climate emergency, and the independent committee on climate change has laid out what needs to be done for the UK to become net-zero carbon by 2050.
- Grasshopper Communications Ltd has acknowledged their role in the need to act and have themselves decided to develop a strategy to achieve net-zero carbon emissions.
- This carbon footprint represents the baseline year of reporting (2023/24).

Drivers

Climate Change Act

- This act commits the UK government to reducing emissions by at least 80% in 2050 compared to 1990 levels. The 80% target includes GHG emissions from the devolved administrations, which currently accounts for around 20% of the UK's total emissions.

Leadership

- Taking strategic action towards reducing carbon emissions will ensure that Grasshopper Communications Ltd can lead the way in developing effective mechanisms to tackle climate change. This will help stimulate low carbon transitions across the regions in which they operate.

Cost Savings

- With increasing pressure on all businesses to cut costs, reducing the amount spent on energy bills is a key driver for lowering Grasshopper Communications Ltd energy consumption.

Reputation

- With stretching national targets, there is increasing pressure on businesses to be seen as "doing their bit" and playing a leadership role on climate change action. Failure to act could lead to reputational risks and adversely affect the company's public image.

The Plan

- Grasshopper Communications Ltd are currently in their first reporting year working on improving the quality of their carbon inventory and building short, medium, and long-term carbon reduction initiatives.
- A fundamental part of developing a plan is gathering evidence to then direct strategy.
- A key driver for undertaking this project is the need for trusted, independent, and clear evidence to feed into the sustainability appraisal and strategic environmental assessment to develop the plan.
- The results from this work will form a key part in ensuring that Grasshopper Communications Ltd have sustainability, reducing emissions, and climate change as a core element of their strategic plans for years to come.

Proposal

- Auditel have been contracted by Grasshopper Communications Ltd to conduct a baseline report for the year 2023/24. This therefore involves measuring a comprehensive carbon footprint of their direct and indirect carbon emissions (scope 1, 2 and 3) for the calendar year 2023/24, acting as the first reporting period.
- Following the completion of the carbon inventory, the next step will be to put in place short, medium, and long-term strategy to start reducing Grasshopper Communications Ltd's greenhouse gas emissions, to align with eventual plans to become verified carbon neutral. This will form the basis of the carbon reduction plan.
- Creating a carbon footprint is an essential first step in developing a carbon reduction strategy and in understanding where emission reductions have been made following the baseline period.
- This carbon footprint has been calculated in line with the Greenhouse Gas (GHG) Protocol emission Scopes; these are set out as follows:
- **Scope 1:** Direct emissions from combustion of gas and other fuels.
- **Scope 2:** Emissions resulting from the generation of electricity and other energy purchased (but generated elsewhere).
- **Scope 3:** Emissions made by third parties in connection with operational activities.
- All activities within this report have been undertaken by the criteria set out by the British Standards Institute PAS2060:2014, in line with the Green House Gas Protocol Corporate Accounting and Reporting Standard.

GHG Protocol & Boundary

GHG Protocol

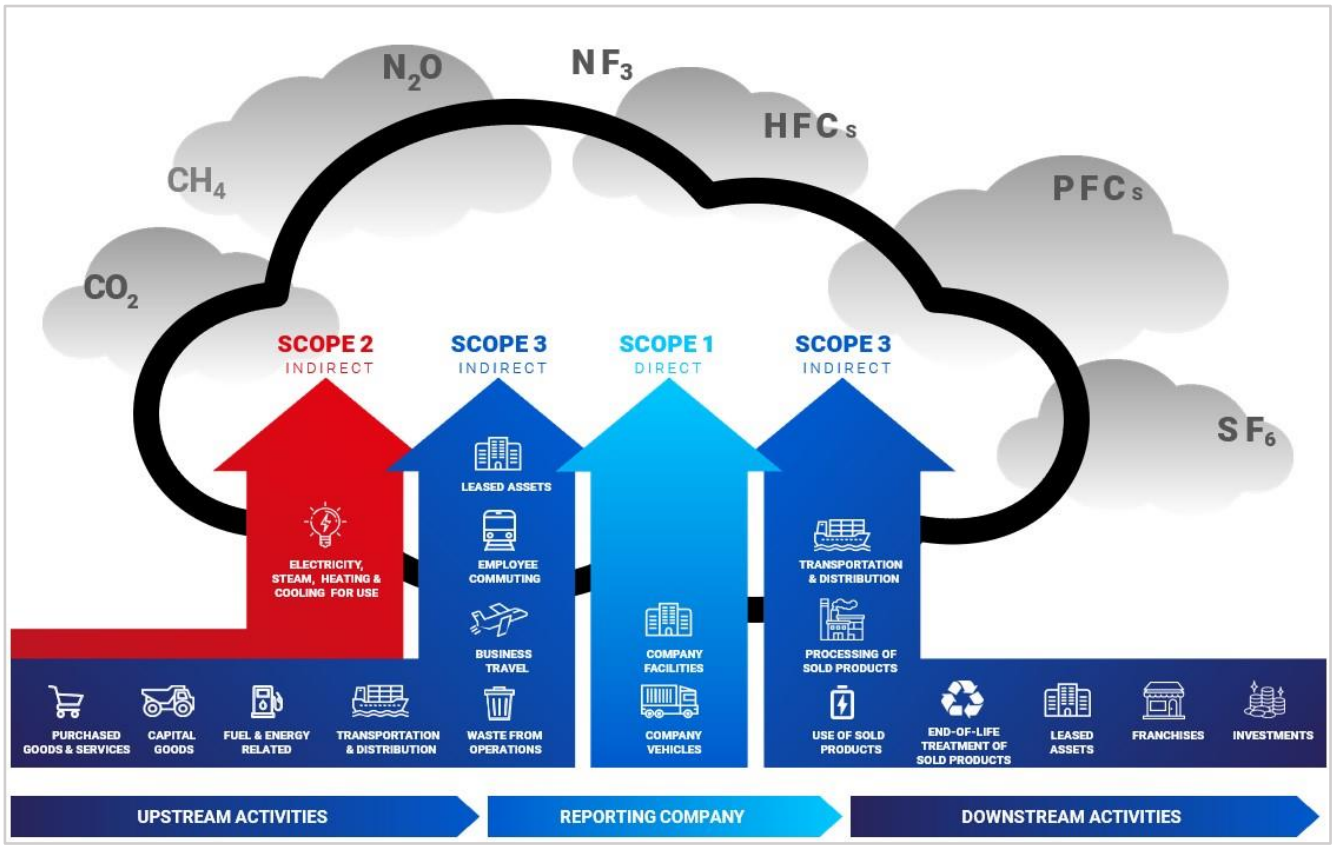

Figure 1: GHG Inventory diagram (Auditel U.K., adapted from the GHG Protocol).

Emission Boundary

Figure 2: Emission Boundary of Grasshopper Communications Ltd, following the operational control approach.

Value Chain Map

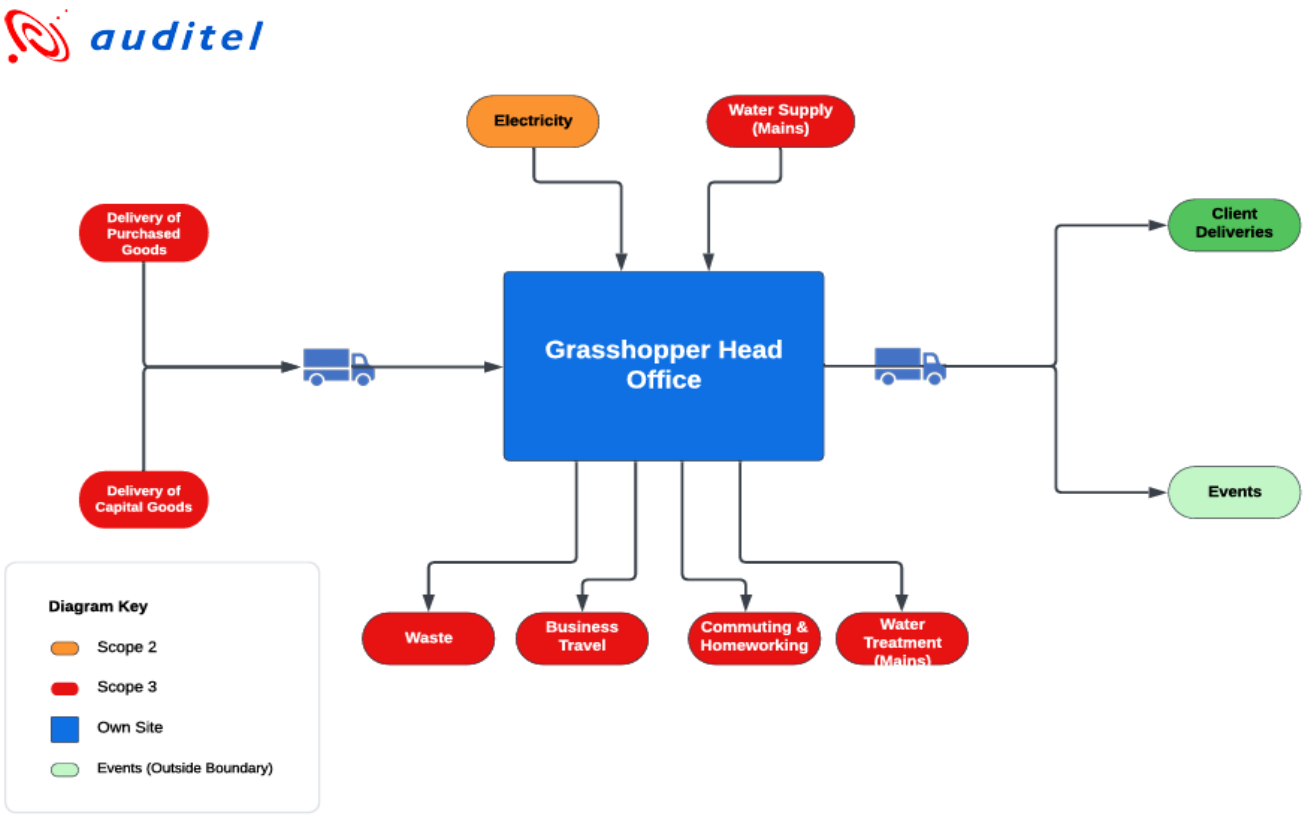

Figure 3: Value Chain map for Grasshopper Communications Ltd following the operational control approach.

Emission Sources

Table of Included Emissions

Table 1: Included scopes and categories with adjacent emission sources.

Scope	Category	Source
2	Electricity	Purchased Electricity
3	Capital Goods	Transportation of Capital Goods
	Purchased Goods and Services	Water Usage
	Upstream Transport and Distribution	Transportation of Upstream Goods
	Waste from Operations	General Waste, Food Waste, Cardboard and Wastewater
	Business Travel	Grey Fleet, Taxis, Hotels and Trains
	Fuel and Energy Activities	Transmission and Distribution Losses (T&D Losses), Well-to-Tank (WTT) of Electricity and T&D Losses
	Downstream Transport	Client Deliverables (letters)
	Employee Commuting and Homeworking	Employee Completed Survey

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Table of Excluded Emissions

Table 2: Excluded scopes and categories alongside justifications for exclusions.

Scope	Category	Reason for exclusion
1	Fleet	There are none to be found associated with the business in the reporting period.
	Gas for Heating	There are none to be found associated with the business in the reporting period.
3	Upstream Leased Assets	There are none to be found associated with the business in the reporting period.
	Processing of Sold Products	There are none to be found associated with the business in the reporting period.
	Use of Sold Products	There are none to be found associated with the business in the reporting period.
	End of Life Treatment of Sold Products	There are none to be found associated with the business in the reporting period.
	Downstream Leased Assets	There are none to be found associated with the business in the reporting period.
	Franchises	There are none to be found associated with the business in the reporting period.
	Investments	There are none to be found associated with the business in the reporting period.

Carbon Footprint Breakdown

Summary of Emissions

The total Green House Gas emissions for Grasshopper Communications Ltd for the year 2023/2024, according to the data provided and the use of the UK Government's Department for Business, Energy & Industrial Strategy (BEIS) emission factors and supplier-specific spend-based emission factors for the same year are:

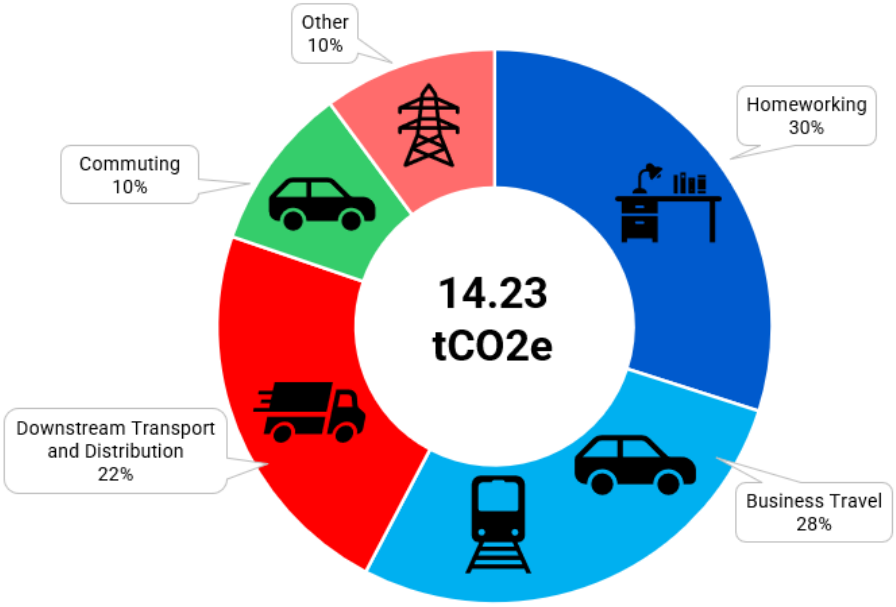

Figure 4: Total tonnes of carbon dioxide equivalent (tCO2e) attributed to the operations of Grasshopper Communications Ltd, with the largest emitting scope categories displayed.

Intensity Metrics

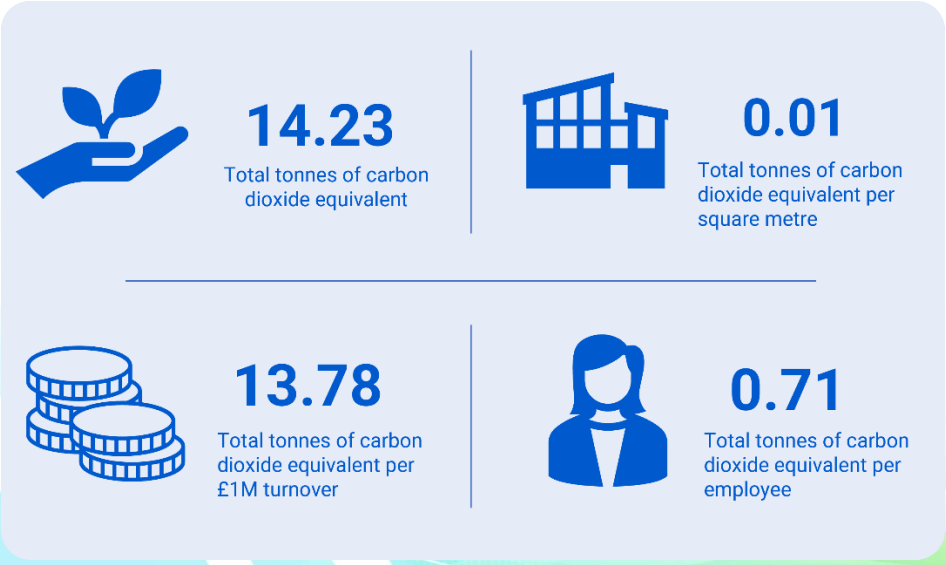

Figure 5: Intensity metrics as a reflection of the total tonnes of carbon dioxide equivalent (tCO_2e) compared to total square meters of the site, company turnover (in million) and number of employees.

Emissions by Source

Scope 3 emissions accounted for the largest proportion of emissions (94%) with the largest Scope 3 categories being Homeworking (30%), Business Travel (27.8%) and Downstream Transport and Distribution (22.6%). Scope 2 emissions accounted for 6% of the total inventory, with the largest scope 2 category being electricity. There were no emissions associated with Scope 1.

Table 3: Carbon inventory breakdown by overall scope emissions.

Scope	Tonnes of carbon dioxide equivalent (tCO_2e)	Contribution to total footprint (%)
2	0.89	6
3	13.34	94
Total	**14.23**	**100%**

Table 4: Carbon footprint breakdown by scope category in tonnes of carbon dioxide equivalent (tCO2e) and percentage share of total emissions.

Scope Category	Tonnes of carbon dioxide equivalent (tCO_2e)	Contribution to total footprint (%)
Electricity	0.89	6.2
Purchase Goods and Services	0.004	0.0
Capital Goods	0.03	0.2
Fuel Related Activities	0.29	2
Upstream Transport and Distribution	0.15	1
Waste from Operations	0.08	0.6
Business Travel	3.95	27.8
Downstream Transport and Distribution	3.21	22.6
Commuting	1.37	9.6
Homeworking	4.26	30
Total	**14.23**	**100%**

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Emissions Map

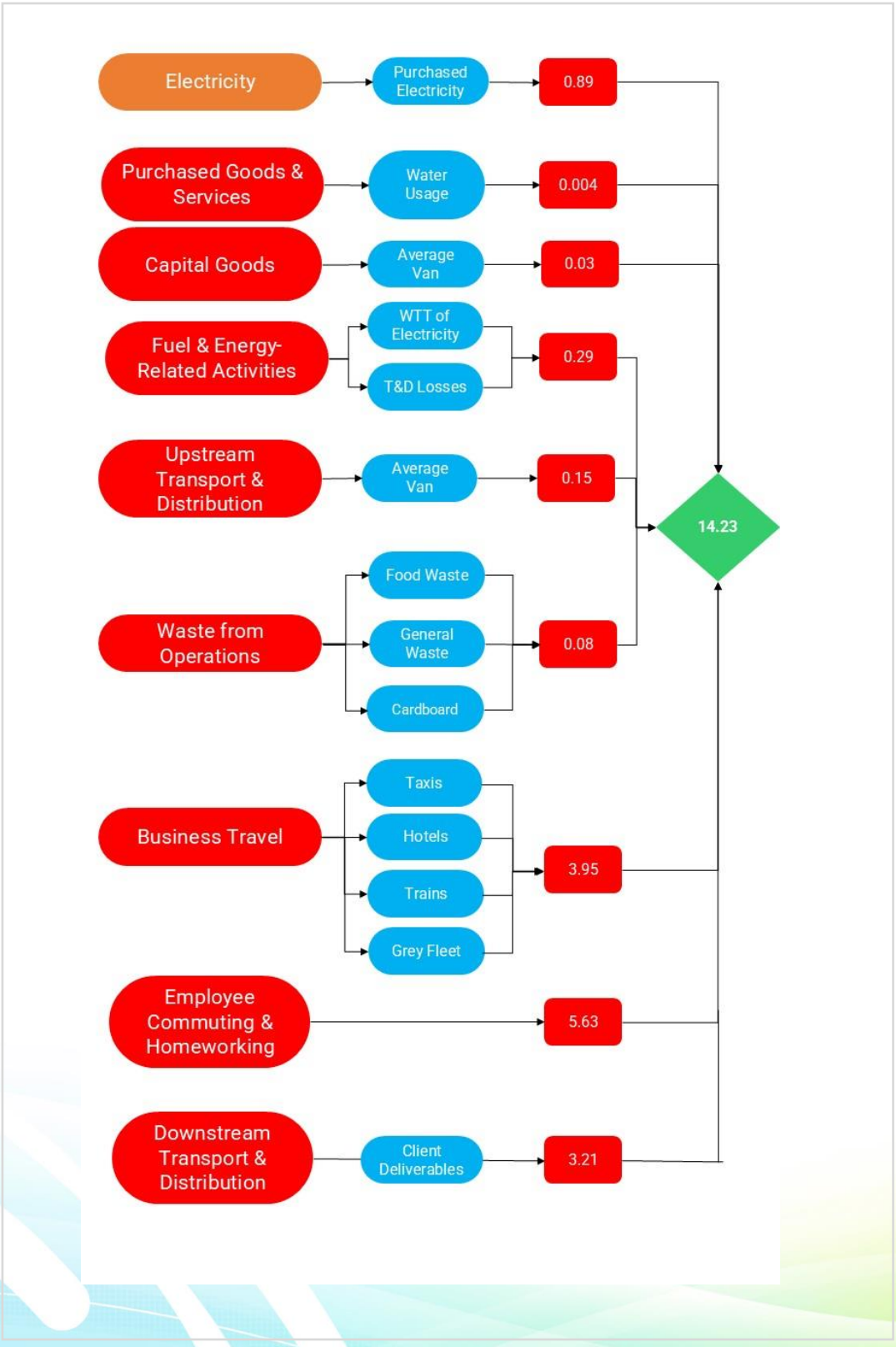

Figure 6: Emissions map showing the total tonnes of carbon dioxide equivalent (tCO_2e) per scope category.

Scope Data Breakdown

Scope 2

Electricity

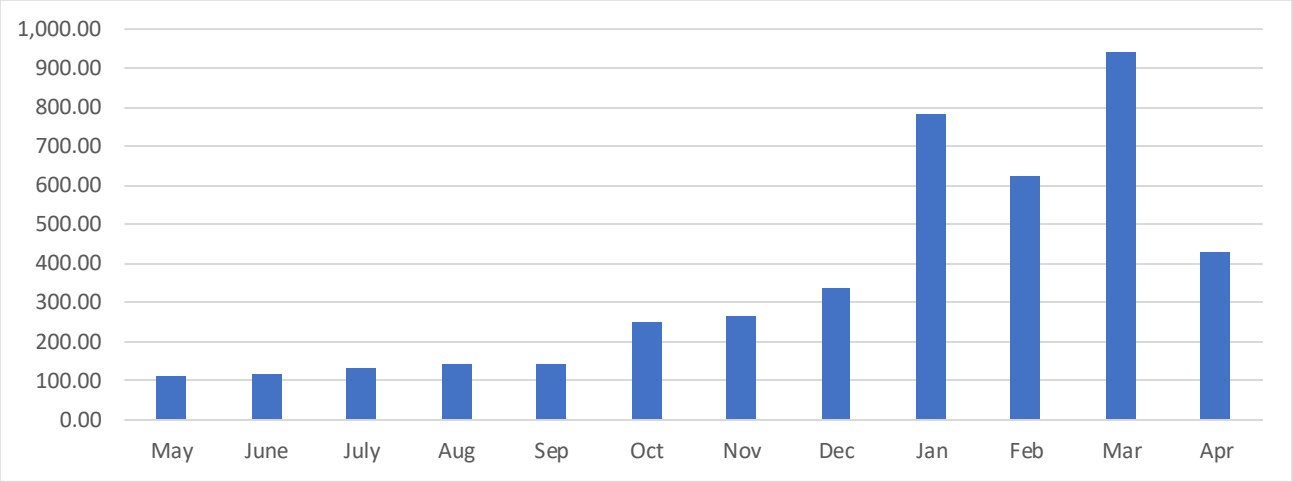

Figure 7: Total Electricity Usage in kWh spanning May 2023 to April 2024.

Electricity is supplied to two meters in two separate suites, Suite 202 and 203. Data for electricity was provided via invoices spanning from May 23 to April 24. Figure 7 shows a seasonal pattern of usage, with higher usage in the colder months and lower usage in the warmer months. The higher usage shown in the 2024 can be attributed to the occupancy of Suite 202, which commenced in January 2024. Electricity usage accounted for 0.89 tCO2e, which is 6.2% of the total footprint.

Scope 3

Purchased Goods and Services

Water usage is covered under Purchased Goods and Services. Water invoices were provided for the two meters that service the entire building. Water usage was calculated for the entire building, then the floor space percentages of Suites 202 and 203 were used to calculate water consumption for Grasshopper Communications Ltd. In total, 22m3 of water was used. Grasshopper's main spending for the reporting period was on printing, mailing and computing equipment. The company that accounted for the most spend, Sharp Cat Limited, print and deliver letters for Grasshopper's clients. A supplier carbon survey was sent to Grasshopper's top 80% of suppliers. As per the survey, Sharp Cat (mailing and printing) and Orbits IT (computing equipment) have made a commitment to become Net Zero by 2050.

Fuel and Energy-Related Activities

Fuel and Energy-Related Activities Emissions related to the production of fuels and energy purchased and consumed by the reporting company in the reporting year that are not included in Scope 1 or Scope 2. For Grasshopper Communications Ltd, these emissions stem from Well-to-Tank of electricity usage, Transmission and Distribution Losses and Well-to-Tank of Transmission and Distribution Losses. These activities accounted for 2% of the total tCO2e.

Capital Goods

Capital Goods covers the transportation of incoming fixed assets such as computing equipment, vehicles, and other devices. Invoices of Capital Goods deliveries within the reporting period were provided by Grasshopper Communications Ltd. The distance-based method was used to account for emissions for all deliveries, by finding individual delivery tonne.km values (weight of delivery in tonnes x distance travelled in km). The transportation of Capital Goods had a negligible impact on the overall carbon footprint, accounting for 0.2% of the total tCO2e.

Upstream Transport and Distribution

Upstream Transport and Distribution covers the incoming transportation and distribution of products purchased in the reporting year. Invoices of incoming deliveries within the reporting period were provided by Grasshopper Communications Ltd. The distance-based method was used to account for emissions for all deliveries, by finding individual delivery tonne.km values (weight of delivery in tonnes x distance travelled in km). Upstream Transport and Distribution had a negligible impact on the overall carbon footprint, accounting for 1% of the total tCO2e.

Waste from Operations

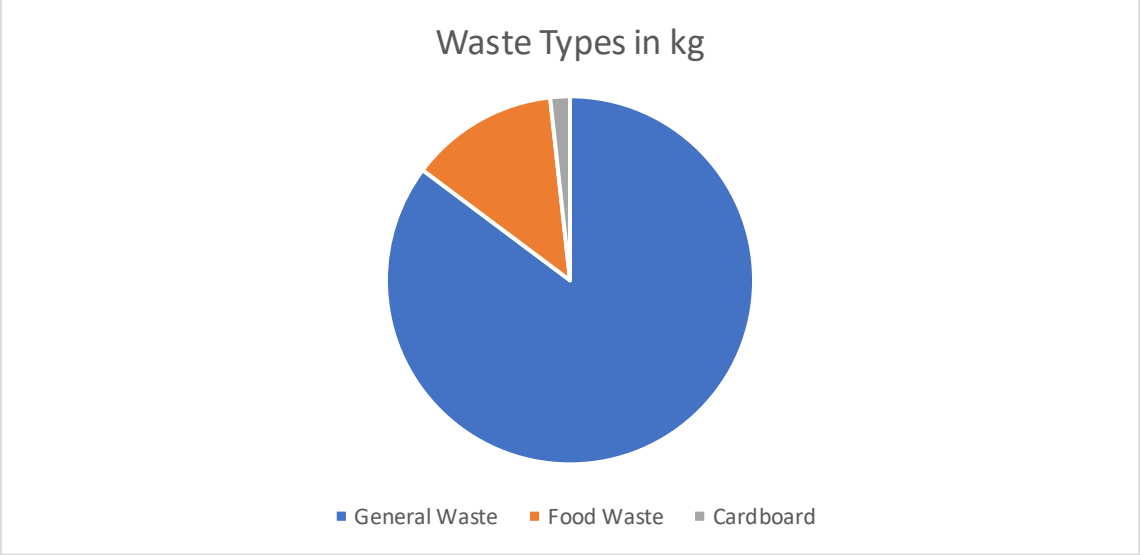

Figure 8: Weight of waste types in kg.

Data for waste was provided via a waste report covering the entire site. A calculation of how much waste each Suite accounted for was calculated by Grasshopper using floor space and provided (combined total of 3.4486%). Using this percentage, waste figures for Grasshopper Communications Ltd were calculated from general and food waste totals for the entire site. A figure of 20kg of recycled cardboard was provided. Wastewater was calculated for Grasshopper by using 95% of water usage; the invoices display that 95% of water used was sewerage.

Business Travel

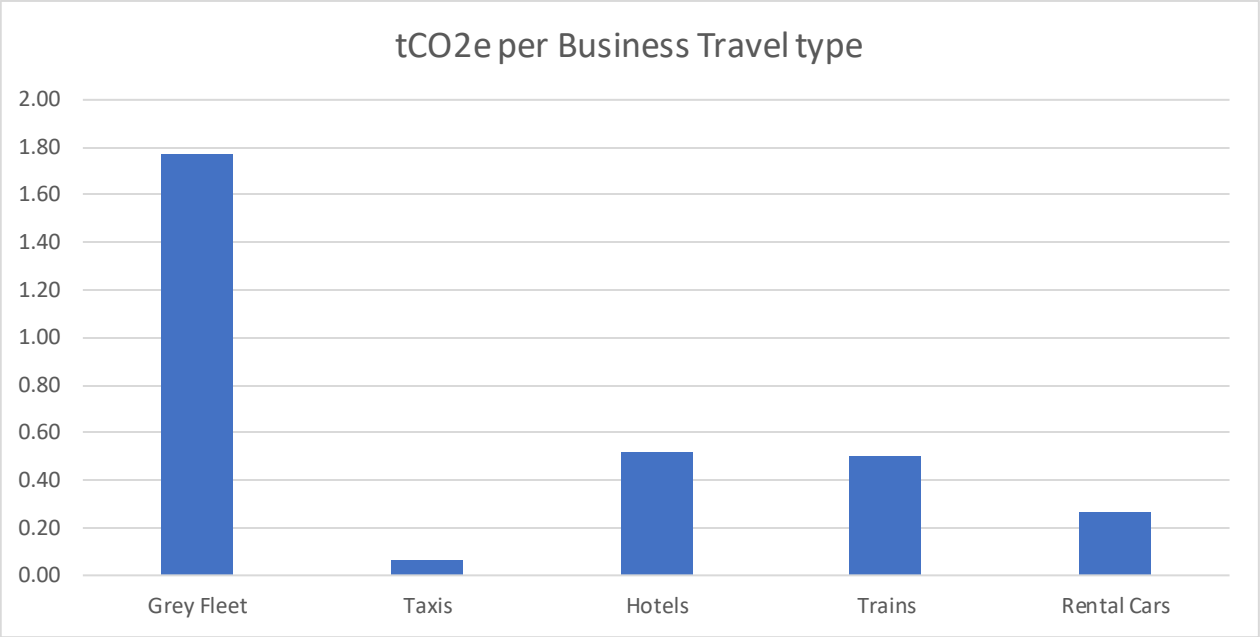

Figure 9:tCO2e per Business Travel type.

Grasshopper Communications Ltd engage in business travel across the United Kingdom. Types of business travel include Grey Fleet, Taxis, Hotels, Trains and Rental Cars. Data for business travel was supplied in the form of a spreadsheet. Grey fleet accounted for the most tCO2e, stemming from the employee's petrol and diesel cars. On the entire carbon footprint, Business Travel had a sizeable impact accounting for 27.8% of the total tCO2e.

Downstream Transport and Distribution

Grasshopper Communications Ltd main expenditure is with Sharp Cat, who are a printing and mailing service. This service delivers letters and material for Grasshopper Communications Ltd's clients via Royal Mail. Data relating to the number of letters sent via Sharp Cat was provided. Using Royal Mail's ESG report, the gCO2e of a letter sent during 23/24 was obtained and multiplied by the number of letters sent via Sharp Cat to provide a final figure. In total, 110,689 letters were sent via SharpCat during the reporting period period, equating to 3.21 tCO2e.

Employee Commuting

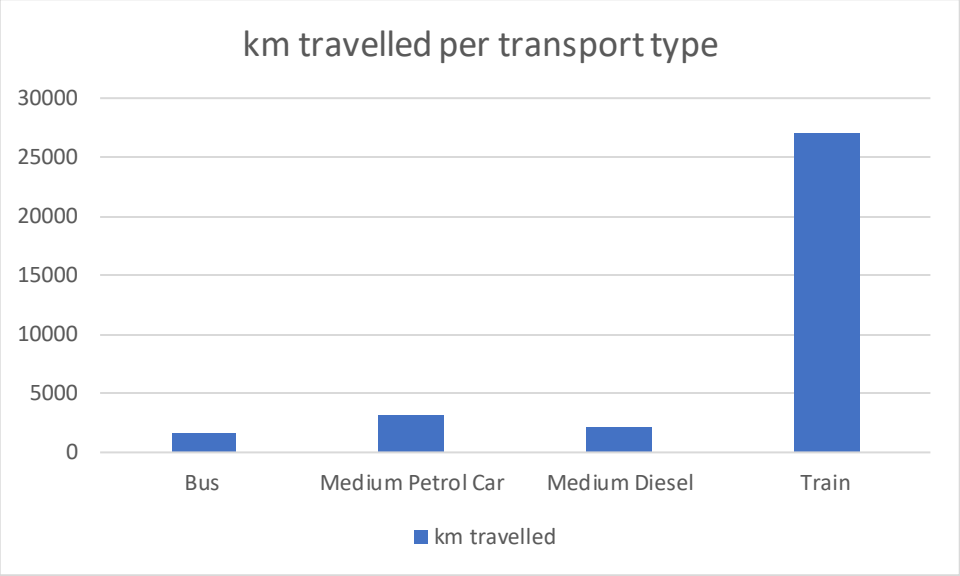

Figure 10: km travelled by employees per transport type

Emissions from employee commuting were found by collected self-reported employee information using an online survey, distributed to all staff. This achieved a 100% completion rate (20/20). The survey collected employee-specific information about how each employee commuted to work, vehicle types or public transport types, estimated commuting distance, and the average number of commuting days per week throughout the reporting period. Employee commuting was primarily conducted via train, with others using personal vehicles or the bus.

Employee Homeworking

Most employees of Grasshopper Communications Ltd engage in hybrid working. Employee Homeworking was the largest contributor to the carbon footprint, accounting for 30% of the total tCO2e. Homeworking emissions are calculated by factoring in the use of office equipment and heating. In total, 12,768 hours were spent homeworking by employees, equating to 4.26 tCO2e.

Monitoring and Reporting

One of the most fundamental follow-on activities for an organisation that has completed a carbon footprint is monitoring and reporting.

It is imperative that an organisation aims to complete a carbon footprint at regular intervals to demonstrate progress in carbon reduction. Auditel recommend an annual report.

As an organisation becomes increasingly familiar with the process required to complete a carbon footprint and can demonstrate a strong data collection framework, they can begin to look to expand their footprint to cover all emission sources and revisit existing sources to make them more accurate and less reliant on proxies.

Data Improvements

This represents the baseline year of reporting. To improve the data for the next reporting period, Grasshopper Communications Ltd should implement the following changes:

- Record or request weights of incoming goods to ensure a more accurate calculation of upstream emissions.
- Obtain distance, transport method and weights of letter deliveries from Sharp Cat to ensure a more accurate calculation of downstream emissions.
- Liaise with suppliers to ensure more responses to Carbon Supplier survey.

Conclusions

- During 2023/2024, Grasshopper Communications Ltd total carbon footprint was 14.23 tonnes of carbon dioxide equivalent.
- The business's largest source of carbon emissions came from Scope 3 Fleet Employee Homeworking which accounted for 30% of the total carbon footprint.
- The second largest source of emissions came from Business Travel, accounting for 27.8% of the total carbon footprint.
- The quality of data used to build this carbon footprint was high. Few assumptions needed to be made, and when they have been made, they have been justified and evidenced using the five core principles.
- In the future, Grasshopper Communications Ltd should incorporate the data improvements mentioned above.

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Footprint Summary

ACFR: 24/131

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Grasshopper Communications Summary Carbon Footprint Report

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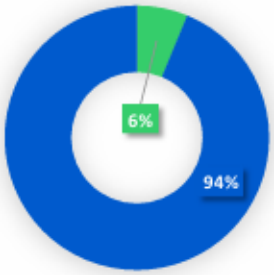
This is a summary of the Carbon Inventory and subsequent Footprint Report produced on behalf Grasshopper Communications by Auditel for the reporting period of May 2023 – April 2024. The inventory work and reporting were carried out in line with the GHG Protocol Corporate Accounting and Reporting Standard. The report has also undergone a verification by Auditel in line with ISO 14064-3 to provide a level of limited assurance, the outcome of which can be seen in the verifier's opinion statement attached to the full report. The full report should be considered when reading the summary and can be obtained at: deb@grasshopper-comms.co.uk

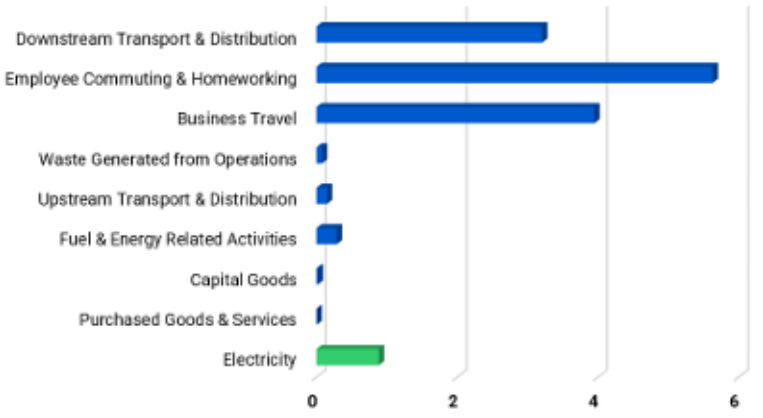
TOTAL EMISSIONS AND INTENSITY METRICS

14.23	13.8	0.7	0.01
Total tCO_2e	tCO_2e Per 1M Turnover	tCO_2e Per Employee	tCO_2e Per Sq Meter

TOTAL EMISSIONS BY SCOPE

Scopes	tCO_2e
Scope 1	0.00
Scope 2	0.89
Scope 3	13.34





EMISSIONS

Source	Scope	tCO_2e
Gas	1	There were none associated with the business.
F Gases	1	There were none associated with the business.
Fleet	1	There were none associated with the business.
Fuels	1	There were none associated with the business.
Process Emissions	1	There were none associated with the business.
Electricity	2	0.89
Purchased Steam, Heat & Cooling	2	Excluded - none on site
Purchased Goods & Services	3	0.004
Capital Goods	3	0.02
Fuel & Energy Related Activities	3	0.29
Upstream Transport & Distribution	3	0.15
Waste Generated from Operations	3	0.08
Business Travel	3	3.95
Employee Commuting & Homeworking	3	5.63
Upstream Leased Assets	3	Excluded - confirmed there are no upstream leased assets
Downstream Transport & Distribution	3	3.21
Processing of Sold Products	3	Excluded - Professional Service Company
Use of Sold Products	3	Excluded - Professional Service Company
End of Life Treatment of Sold Products	3	Excluded - Professional Service Company
Downstream Leased Assets	3	Excluded- confirmed there are no downstream leased assets
Franchises	3	Excluded- confirmed that there are no franchises
Investments	3	Excluded- confirmed that there are no investments
		Total = 14.23 tCO_2e

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Auditel's Mission to help organisations manage, reduce, and report carbon in a measurable, meaningful and potentially self-funding way.

bsi Associate Consultant

nqa.app Associate Partner

Verifier's Opinion Statement

Verification Opinion Statement

auditel

Verification process

Auditel is a management consultancy that is suitably qualified in carbon emissions measurement and verification.

Auditel have undertaken to express an independent verification opinion on Grasshopper Communications's GHG/ CO2e Assertion spanning the period 1st May 2023 to 30th April 2024, that assertion having been based upon the requirements set out in the GHG Protocol Corporate Standard and its amendments.

Auditel's assessment took the form of a desk review of the above GHG/ CO2e Assertion along with related supporting data. Our assessment was conducted in accordance with the requirements set out in ISO 14061-3.

The management of Grasshopper Communications is responsible for the organisation's GHG information system, the development, maintenance and accuracy of such records and all reporting procedures related to that system. For the avoidance of doubt, this includes the measurement of GHG emissions and the calculation of any CO2e thereon.

Scope

Auditel's engagement covers verification of operational anthropogenic GHG emissions included within Grasshopper Communications's defined boundary and in conjunction with the following parameters:

CFR methodology: The GHG Protocol Corporate Standard and its amendments.

The organisational boundary was defined by following the operational control approach.

Geographical boundary - UK operations.

Grasshopper Communications's principal activities: PR & Communications.

Grasshopper Communications's principal infrastructure, activities, technologies and processes: Shared service office with services, staff related costs, business travel, waste & Deliveries.

The level of assurance agreed for this assignment is a limited level of assurance.

Conclusion

The GHG/ CO2e Assertion provided by Grasshopper Communications has been based on the requirements of GHG Protocol Corporate Standard and its amendments and data related to the period 1st May 2023 to 30th April 2024 disclosed gross emissions of 14.23 metric tonnes of CO2 equivalent (location based) and are Verified.

Comments (if any): None.

Verified total emissions (tonnes of CO2 equivalent)	
Scope 1 emissions tCO2e	0.00
Scope 2 emissions tCO2e (market based)	0.00
Scope 2 emissions tCO2e (location based)	0.89
Scope 3 emissions tCO2e	13.34

The following Reporting Principles have been met - completeness, consistency, accuracy, transparency, relevance.

Auditel concludes that no evidence has been found that the presented GHG/ CO2e Assertion: is not materially correct; is not a fair representation of the supplied GHG emissions data and information.

Auditel adopted a risk-based sample assessment of the supplied data, along with any calculations based thereon.

Auditel planned and performed its work to obtain the information, explanations and evidence that it considered necessary to determine with a limited level of assurance whether CO2e emissions for the period 01 May 2023 to 30 April 2024 are fairly stated.

Attestation:

Brenig Pascoe
Carbon Auditor
Auditel

Brennig Pascoe

Julie Adams
Verifier
Auditel

Note: This Opinion Statement is issued on behalf of Grasshopper Communications by Auditel and based upon an audit performed by Auditel. To our knowledge, no member of the verification team has a business relationship with Grasshopper Communications beyond the requirements of this Statement. Requests for a full copy of this statement and related GHG Assertion is available on request from Grasshopper Communications, Suite 203, The creative Quarter, Morgan Arcade, Cardiff, CF10 1AF. This Statement does not relieve Grasshopper Communications from compliance with any bylaws, federal, national or regional acts and/or directives/regulations or with any guidelines issued pursuant to such regulations. Stipulations to the contrary are not binding on Auditel and Auditel shall have no responsibility to parties other than Grasshopper Communications.

About Auditel

The Cost, Procurement & Carbon Solutions Company

Auditel is a leading Cost, Procurement & Carbon Solutions Company. We help organisations reduce their carbon emissions whilst also reducing their costs. In the current challenging economic climate, organisations are battling with the desire to drive growth and profitability, whilst investing in low carbon emitting technologies to reduce their carbon footprint and speed up their journey to achieving Net Zero.

Since 1994, we've built a strong network of over 100 procurement and carbon specialists. Our specialists come from a broad range of professions and industries, giving our clients access to an unrivalled level of knowledge and expertise in procurement and decarbonisation. Using Auditel's simple 4 step process, we can deliver solutions that will enable your organisation to achieve independent verification of carbon neutrality in the short-term.

Auditel provide a comprehensive procurement service, covering over 100 cost areas across all sectors. When engaged at the right time, such as when negotiating prices and contracts with suppliers, independent external help that works alongside your existing operational teams, can level the playing field thereby ensuring you receive value for money from your suppliers.

Due to this procurement expertise, we can potentially self-fund your net zero journey, or even make it more profitable through cost removal and cost transformation. By blending Auditel's carbon solutions with our cost management and procurement expertise, you can feel confident that you are helping save the planet as well as making your business fit for the age of net zero.

At Auditel we believe passionately that effective procurement can save your organisation thousands of pounds and make you more competitive. We also know that being Carbon Neutral doesn't need to COST the EARTH

With a strong presence in the energy field, we have been producing SECR and ESOS reporting for our clients for many years, this led us into Carbon Neutrality and Net Zero, with a wealth of experience in our Carbon division it seemed like the next sensible step in how our business evolves. In 2021 we became partners to The British Standards Institute and train our Carbon Consultants to BSI Associate Consultant status, this enables us to take clients through BSI PAS2060:2014 in line with ISO14064 and ISAE3000.

Cost, Procurement & Carbon Solutions

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