Basis of Reporting Sustainable Business Data Annual Reporting

Contents

Purpose

The purpose of this document is to outline the approach and scope used for data collection, which forms the basis of our 2022 ESG performance data, for our 5 key performance metrics:

- Greenhouse gas emissions
- Average board gender diversity
- Total number of employees
- Full time employees
- Employee turnover

1. Greenhouse Gas Emissions

Greenhouse gas emissions definition

- **'Greenhouse gas (GHG) emissions'** means greenhouse gas emissions as defined in Article 3, point (1), of Regulation (EU) 2018/842 of the European Parliament and of the Council.
- Article 3 of that regulation defines 'Greenhouse gas emissions' as emissions in terms of tonnes of carbon dioxide (CO2) equivalent of: carbon dioxide (CO2), methane (CH4), nitrous oxide (N2O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), nitrogen trifluoride (NF3) and sulphur hexafluoride (SF6) determined pursuant to Regulation (EU) No 525/2013.

Scope 1 & 2 GHG emissions definition

- **'Scope 1 & 2 GHG emissions'** means the scope of greenhouse gas emissions, namely:
  1) Scope 1 carbon emissions; emissions generated from sources that are controlled by the company that issues the underlying assets.
  2) Scope 2 carbon emissions; emissions from the consumption of purchased electricity, steam, or other sources of energy generated upstream from the company that issues the underlying assets.

Civica Group FY 2022 Scope 1 GHG Emissions Results
(1st October 2021 – 30th September 2022)

Total combined Scope 1 and 2 GHG emissions for the reporting year are **1,363.72 tonnes CO_2e.** Detailed results have been split between Scope 1 and Scope 2 sources in the following tables.

Reporting Scope	GHG Emissions Source	Activity Data		GHG Emissions (tonnes CO_2e)
		Annual Totals	Units	
Scope 1	Natural Gas	910,905	kilowatt hours (kWh)	166.28
		12,180	cubic metres (m^3)	24.55
	Fugitive Emissions	175,656	square foot GIFA (ft^2)	45.25[1]
		4.0	kilograms R410a (kg)	8.35
		4.0	kilograms HFC-32 (kg)	2.70
	Company Cars	334,981	miles	102.82
	Gas Oil	300	litres (l)	0.83
Total Scope 1 GHG Emissions (tonnes CO_2e)				**350.78 △**

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[1] GHG emissions for overseas offices modelled based on 0.258 kgCO_2e/ft^2 floor area (GIFA) in lieu of primary data.

| Reporting Scope | GHG Emissions Source | Activity Data | | GHG Emissions (tonnes CO_2e) |
		Annual Totals	Units	
Scope 2	Grid Electricity (UK)	1,685,073	kilowatt hours (kWh)	325.86
	Grid Electricity (Australia)	811,070	kilowatt hours (kWh)	551.53
	Grid Electricity (India)	109,863	kilowatt hours (kWh)	68.52
	Grid Electricity (USA)	86,814	kilowatt hours (kWh)	33.56
	Grid Electricity (Singapore)	87,302	kilowatt hours (kWh)	33.46
Total Scope 2 GHG Emissions (tonnes CO_2e)				**1,012.93 Δ**

Please note that supporting energy consumption data for the period October – December 2021 has been modelled using the period October – December 2022 as a proxy.

Reporting Boundary

Civica has accounted for all quantified GHG emissions over which it has operational control. A number of offices were closed in FY20 at the start of the pandemic, they were emptied of content and mothballed. All utility consumption during FY22 was limited to building monitoring systems only such as alarms, and only for a short period of time, as formal lease responsibility also ended in early 2022 at majority of these offices. Therefore, this consumption has been considered as immaterial and excluded from reporting.

Indirect GHG sources that are outside of the assessment boundary have been excluded from the assessment as it is not technically feasible or cost effective, to include these in the GHG assessment.
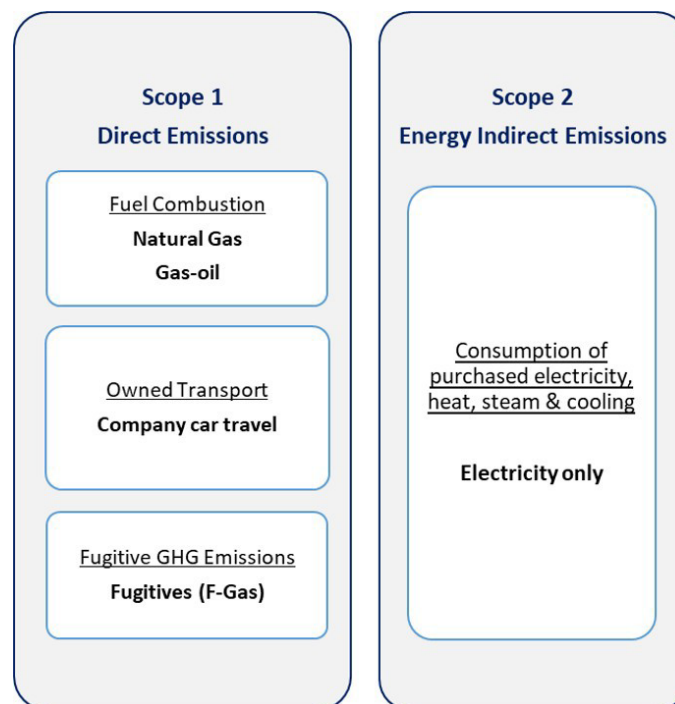
Calculation Methodology

Civica's global GHG emissions footprint is calculated using a combination of conversion factors sourced from robust conversion factors databases. Civica has utilised the UK Government's 2022 Conversion Factors for Company Reporting (version 1.0 June 2022) which are published annually by Defra/BEIS. This is the main reference database for conversion factors used in the calculation of UK grid electricity (generation and T&D losses), fuels combustion (global operations), water consumption, waste disposal, business travel and fugitive emissions (F-Gas/refrigerants).

For overseas emissions, country specific grid electricity emission factors were used from Ecometrica based on UN energy data (2018) and the IPCC's recognised methodology. Most of the other overseas emission sources used UK factors as there weren't country specific factors available. Please see GHG Conversion Factors table for further details.

Activity data (i.e. gas, electricity, distance travelled) provided by Civica is multiplied by specific emissions factors, to determine GHG emissions. The results of the assessment are provided in tonnes of carbon dioxide equivalent (tCO_2e), which includes the following greenhouse gases in addition to carbon dioxide: methane (CH_4), nitrous oxide (N_2O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), and nitrogen trifluoride (NF_3).

This methodology is recommended as best practice by the UK Government and follows the principles of the GHG Protocol for Corporate Reporting.

In lieu of primary data, fugitive emissions (F-Gas) have been modelled for overseas offices based on refrigerant replenishment at Civica's UK office during the reporting year. Estimates for offices in Australia, India, United States, and Singapore have been determined by using emissions per unit of floor area ($kgCO_2e/m^2$)

Accuracy and Materiality Assessment

Primary data provided for the assessment is derived from analysis of energy bills, expenses claims, and activity data collected by Civica, covering the reporting period.

Dataset	Data Source & Comments
Site Electricity	Consumption information for each office sourced from utility provider portals and smart meter readings where available (half-hourly meters only). Where this information is unavailable Civica has reverted to invoice history and applied pro-rata modelling (where required) to obtain consumption totals. For those sites which do not have consumption data available, Civica modelled consumption based on consumption per square foot of floor area (kWh per ft^2) for analogous sites which have consumption data.

Dataset	Data Source & Comments
Site Natural Gas	Consumption figures (kWh/cubic metres/cubic feet) for each site covering the appraisal period supplied by Civica. This information has been sourced from invoice history and meter readings where possible for each office. For offices with partial datasets, pro-rate modelling has been applied to determine consumption for the reporting period. For those sites which do not have consumption data available, Civica has modelled consumption based on consumption per square foot of floor area (kWh per ft^2) for analogous sites which have consumption data.
Fugitive Emissions (F-Gas)	Replenishment data sourced from maintenance records provided only for Civica's UK portfolio. In lieu of data for overseas offices emissions have been modelled based on an emissions per square metre of floor area (0.258 kgCO$_2$e/ft^2) based on UK data.
Company Cars	Annual mileages sourced from company car records maintained by Civica. Annual mileages are split by vehicle size and type categories and have been validated to be covering the whole of the reporting year.
Site Gas Oil	Gas oil consumption relates only to Civica's Vadodara (India) office. Consumption totals provided in litres covering the reporting year sourced from corresponding invoice history.

GHG Emissions Conversion Factors

The following energy and transport conversion factors were used to calculate the figures in the previous results tables. Conversion factors are sourced from UK Government Conversion Factors for Company Reporting (version 1.0 published in July 2022 by Defra/BEIS – Table A) and Ecometrica (Table B) are presented in kilograms CO$_2$e/unit :

Table A – Defra/BEIS 2022			
GHG Emissions Source	**Conversion Factor Name**	**Value (kgCO$_2$e/unit)**	**Data Units**
UK Grid Electricity	Electricity Generation	0.19338	kilowatt hour (kWh)
Natural Gas	Natural Gas (Gross CV)	0.18254	kilowatt hour (kWh)
Natural Gas	Natural Gas (cubic metres)	2.01574	cubic metres (m^3)

Table A – Defra/BEIS 2022			
GHG Emissions Source	**Conversion Factor Name**	**Value (kgCO$_2$e/unit)**	**Data Units**
Gas Oil	Gas Oil	2.76000	Litres (l)
Petrol Vehicle (Small)	Small Car (Petrol)	0.2358	miles
Petrol Vehicle (Medium)	Medium Car (Petrol)	0.29724	miles
Diesel Vehicle (Small)	Small Car (Diesel)	0.22514	miles
Diesel Vehicle (Medium)	Medium Car (Diesel)	0.27039	miles
Average Vehicle (Diesel)	Average Car (Diesel)	0.27492	miles
Average Vehicle (Petrol)	Average Car (Petrol)	0.27436	miles
Average Vehicle (Unknown Fuel)	Average Car (Unknown Fuel)	0.27465	Miles
Fugitive Emissions (F-Gas)	R410a	2088	kilograms (kg)
Fugitive Emissions (F-Gas)	HFC-32 (R32)	675	Kilograms (kg)
Fugitive Emissions (F-Gas)	Emissions per ft^2 Floor Area[2]	0.258	kgCO$_2$e/ft^2

Table B – Ecometrica Database			
GHG Emissions Source	**Conversion Factor Name**	**Value (kgCO$_2$e/unit)**	**Data Units**
Australia Grid Electricity	Electricity Generation	0.68000	kilowatt hour (kWh)
India Grid Electricity	Electricity Generation	0.62373	kilowatt hour (kWh)
Singapore Grid Electricity	Electricity Generation	0.38332	kilowatt hour (kWh)
United States Grid Electricity	Electricity Generation	0.38660	kilowatt hour (kWh)

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[2] Fugitive emissions have been modelled for overseas offices based on refrigerant replenishment at Civica's UK offices during the reporting year. Estimates for offices in Australia, India, United States, and Singapore have been determined by using emissions per unit of floor area (kgCO$_2$e/ft^2)

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Table B – Ecometrica Database			
GHG Emissions Source	Conversion Factor Name	Value (kgCO$_2$e/unit)	Data Units
Original Sources: **> Australia -** Commonwealth of Australia 2022 (Department of the Environment and Energy). National Greenhouse Account Factors (NGA) - Australian National Greenhouse Accounts. February 2023 **> India & Singapore -** United Nations (2023). UN Statistics Division - 2020 Energy Balance Visualizations. https://unstats.un.org/unsd/energystats/dataPortal/ #IPCC (2006) **> United States -** EPA (2023). eGrid2021. Release : 1/30/2023. Online: https://www.epa.gov/egrid/download-data			

2. Average Board Gender Diversity

Board definition

- **'Board'** means the administrative, management or supervisory body of a company.

Data items	Data unit	Monitoring	Data Input	Scope	Quality
Board of directors					
Female	Persons #	Monitored	1 (Δ)	Full scope	Assured
Male	Persons #	Monitored	7 (Δ)	Full scope	Assured

Δ Metric assured under limited assurance independently by KPMG

3. Total Number of Employees

Total number of employees definition

Total number of employees refers to the total number of individual employees. 'Employee' is defined as an individual who is in an employment relationship with the organization, according to national law or its application. An employee may provide services to an entity on a full-time, part-time, permanent, casual or temporary basis. For the purpose of calculating the total number of employees, employees include board directors and other management personnel.

Data items	Data unit	Monitoring	Data Input	Scope	Quality
Headcount					
Total number of employees	Persons #	Monitored	5,628 (Δ)	Full scope	Assured

Δ Metric assured under limited assurance independently by KPMG

4. Full-time Employees

Definition
'Full time Employees' is calculated as all Full Time Employees (who work between 35-44 hours per week) working with Civica between the date range Jan 1st to December 31st 2022.

Data items	Data unit	Monitoring	Data Input	Scope	Quality
Headcount					
Full-time employees	Persons #	Monitored	5,396 (Δ)	Full scope	Assured

Δ Metric assured under limited assurance independently by KPMG

5. Employee Turnover

Definition
- **'Employee turnover'** is characterized in cases where an employee leaves the organization voluntarily or due to dismissal, retirement, or death in service. Turnover is calculated as the number of employees that left the company (excluding those who left inorganically), divided by the average number of total employees over the reporting period (the number of total employees at the beginning of the reporting period and the number of total employees at the end of the reporting period, divided by 2).

Data items	Data unit	Monitoring	Data Input	Scope	Quality
Headcount					
Employee turnover	Persons #	Monitored	29.34% (Δ)	Full scope	Assured

Δ Metric assured under limited assurance independently by KPMG

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