

Environmental, Social, and Governance

Our commitment to conducting business responsibly, ethically, and sustainably.

Report Date July 2025

icon
solutions

Lead Payments
Forward

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Environmental, Social, and Governance (ESG) Policy

Introduction

At Icon Solutions (UK) Ltd, we are committed to conducting business responsibly, ethically, and sustainably. As a UK-based consultancy, we recognise our responsibility to manage our environmental footprint, promote social equity, and maintain high standards of corporate governance. This ESG Policy outlines our commitments and strategies in alignment with stakeholder expectations, legal obligations, and global best practices.

Scope of this Policy

This policy applies to all employees, contractors, board members, and third-party stakeholders engaged in our operations, both in the UK and internationally.

It covers:

- Internal operations (offices)
- Travel and commuting
- Client engagements
- Supplier and partner relationships



Environmental Responsibility

We are committed to reducing our environmental impact in all operational aspects

Carbon Emissions

Travel Policy:

- We are committed to minimise business travel through the use of virtual meetings and collaboration tools.
- The travel policy prioritises rail over air travel where feasible, especially for domestic and short-haul trips. The travel tool measures and suggests the least impactful travel options available.
- Icon offsets all business travel carbon emissions through our certified scheme. Working with Climate Impact Partners. Icon offsets above and beyond our annual GHG emissions.

Commuting:

- Icon actively encourages low-carbon commuting such as public transport, cycling, or walking.
- Icon offers a cycle-to-work scheme and promotes flexible and remote work to reduce travel.
- Icon offers an Electric Car scheme as an additional low carbon option.

Carbon Accounting:

- Icon annually measures and reports Scope 1, 2, and relevant Scope 3 emissions using industry standards (e.g., GHG Protocol).
- Icon has set science-based targets aligned with the UK government's net zero 2050 goal.

Office & Digital Resource Management

Icon is committed to operating a paperless office where possible and actively encourages digital first options.

Icon strives to use energy-efficient office equipment and ensure energy is sourced from renewable providers where possible.

Waste Reduction

Icon has recycling protocols for all in-office waste.

Icon actively discourages the consumption of single-use items, including plastics and packaging. Reusable bottles and cups are available to all staff.

Social Responsibility

We aim to foster a diverse, equitable, and inclusive work environment and create positive impact in our communities



Diversity, Equity & Inclusion (DEI)

- Icon is committed to inclusive recruitment practices and equal opportunity employment.
- Icon provides regular DEI training and maintains an environment free from discrimination and harassment.
- Icon has an active DEI working group as well as policies that are reviewed regularly and updated with all best practices.



Employee Wellbeing

- Icon provides Mental Health support in form of an Employee Assistance Programme as well as internal trained mental health first aiders.
- Icon supports a work-life balance through flexible working policies.
- Icon conducts an annual employee survey. Findings are actioned.



Community Engagement

- Icon supports local and community charities and initiatives.
- Icon supports Staff nominated charities, community activity and initiatives.

Governance

We maintain the highest ethical and transparency standards in our decision-making and operations.

Ethical Business Conduct

- Icon adheres to all applicable UK and international laws and regulations.
- Icon maintains zero tolerance for bribery, corruption, and conflicts of interest. Policies and training are provided to all staff and associates.
- We ensure client confidentiality and data protection in line with GDPR and ISO standards. Icon is ISO 27001 and ISO 22301 Certified.

ESG Oversight

- The Operations and HR teams (including Senior leadership) will oversee implementation and progress.
- Annual ESG performance will be reported to stakeholders, including employees and clients.

Supplier Standards

- Prioritise suppliers who align with our sustainability and ethical values.
- All Suppliers to adhere to the Icon code of conduct
- Request and track GHG reporting from all suppliers

Implementation & Monitoring

- **Training:** All employees receive ESG awareness information on induction and annually thereafter.
- **KPIs:** ESG performance indicators will be tracked annually (e.g., GHG emissions, DEI ratios, ethical breaches).
- **Audit:** ESG audits will be conducted annually and findings will inform updates to this policy.

Reporting & Transparency

Annual reporting and audit through Ecovadis and CDP is in place, results to be published internally to staff and made publicly available on the Icon website

Review and Updates

This policy will be reviewed annually or in response to significant changes in operations, regulation, or stakeholder expectations.

A Snapshot of Charities Supported



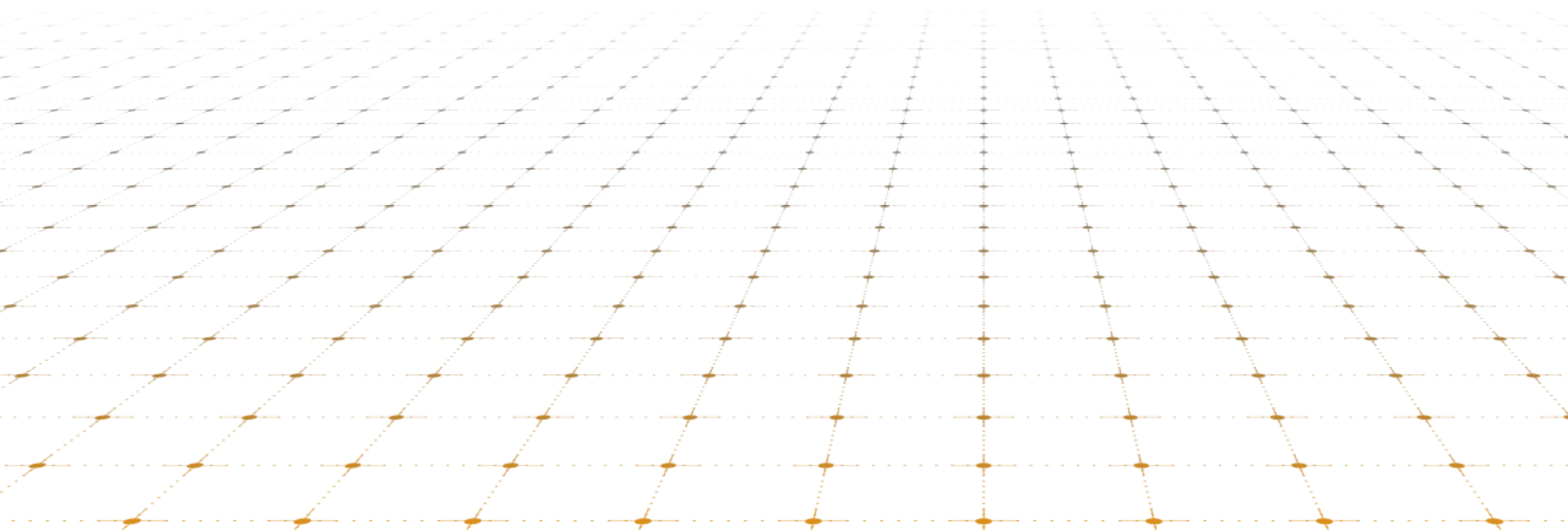
Additional Commitments



5 Year Reforestation Project

- In 2020 Icon engaged in a 5 year Carbon offsetting, reforestation and land rehabilitation project with Sylvair.
- Sylvair Have committed to rehabilitating 1.24 hectares of land in the Rhône region of France. This includes the introduction on 1350 Black Locust False Accacia Trees.
- 4 years after initial planting reports show the project to be a success. Trees are 2-3m high and healthy.
- Carbon Offset estimations are 400tCO₂
- This rehabilitation has impact not only on carbon compensation, but also on the local ecosystem through local employment.

Carbon Reduction Planning



Introduction

This document outlines Icon Solutions' comprehensive plan to achieve net-zero greenhouse gas (GHG) emissions by 2050. The plan is based on the latest 2024 emissions data and follows science-based target initiative (SBTi) principles. Key challenges such as the leased building renewable electricity tariff constraint are addressed with clear mitigation strategies.

Company GHG Emissions Baseline: 2024

Emissions Summary (2024)

Total GHG Emissions:

Market-based: 301 tCO₂e

Location-based: 292 tCO₂e

Scope 1: 0 tCO₂e

Location-based Scope 2 + Scope 3

292.0 tCO₂e

Market-based Scope 2 + Scope 3

300.9 tCO₂e

Total for offset: 301 tCO₂e



Net-Zero Reduction Strategy (Category by Category)

Business Travel (3.6) - 179 tCO₂e

Virtual-first policy (where customer requirements allow, cap emissions, green travel agencies. - Target: 50% reduction by 2030, 90% by 2040.

Employee Commuting (3.7) - 36.5 tCO₂e

Homeworking (3.7) - 27.1 tCO₂e – Continue with hybrid working, improve home energy efficiency, green. - Target: Combined emissions ≤ 30 tCO₂e by 2030, net-zero by 2045.

Continuation of offsetting partnerships

Realistically offsetting some carbon footprint will remain as part of our planning

Capital Goods (3.2) - 35.4 tCO₂e

Extend lifespan, carbon-conscious vendors. - Target: 50% reduction by 2030, near-zero by 2045.

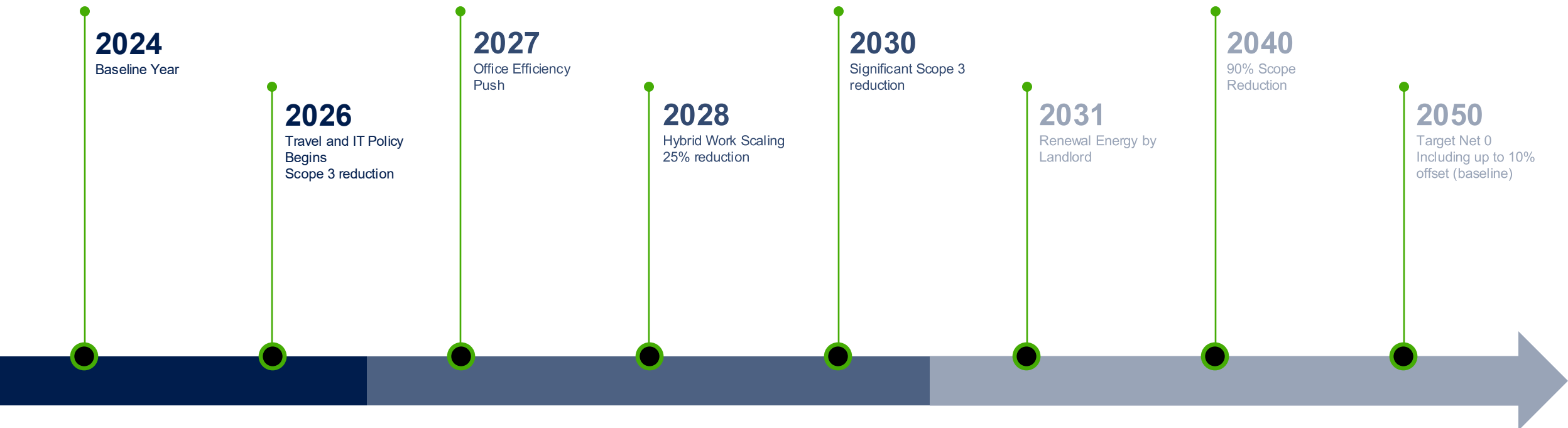
Energy-Related Emissions (3.3 + T&D) - 3.4 tCO₂e

Efficiency improvements, smart power use, engage landlord for renewables. - Revised target: 100% renewable by 2031

Purchased Goods, Courier Transport, Waste – <1 tCO₂e total

Green suppliers, digital-first, low-impact logistics. - Target: Near-zero by 2026.

Net Zero Timeline



Immediate Actions 2025-2026

- 1. Adopt/Improve Green Travel Policy
- 2. Implement Office Energy Guide (for Staff)
- 3. Improve supplier information- Supplier surveys

SBTi Exception Note

Renewable Electricity Procurement and Travel Emissions Constraints

Context:

Our company operates from leased office premises where we do not have direct control over the electricity supply contract or tariff selection. Consequently, we are currently unable to procure 100% renewable electricity under a market-based accounting approach. This constraint delays our market-based Scope 2 renewable procurement target to 2031, aligned with lease renewal and anticipated landlord cooperation.

Additional Constraint – Client-Driven Travel and Commuting Emissions:

A significant portion of our Scope 3 emissions arises from business travel (170.6 tCO₂e) and employee commuting (36.5 tCO₂e), which are driven by client demands for in-person meetings and site visits. These client expectations limit our ability to immediately reduce travel-related emissions despite implementing virtual meeting technologies and sustainable commuting initiatives.

Mitigation and Planned Actions:

- We are actively engaging with our landlord to transition to renewable electricity tariffs or green leasing arrangements.
- We have introduced policies to reduce travel emissions where possible, including increased use of virtual meetings, but recognize client requirements necessitate some ongoing travel.
- We encourage sustainable commuting to reduce employee commuting emissions.
- We plan to achieve 100% renewable electricity procurement by 2031 and set targets for progressive reduction of travel and commuting emissions in collaboration with clients.
- We remain committed to transparent reporting and updating our targets in line with evolving business and client dynamics.

Conclusion:

This exception reflects operational challenges outside our immediate control, including leased premises electricity sourcing and client-driven travel needs. We continue to pursue all feasible emission reductions in line with our net-zero by 2050 commitment.

2024 Greenhouse Gas Assessment





Icon Solutions

2024 Greenhouse Gas Assessment

On behalf of Climate Impact Partners

3040772(1)

MARCH 2025



NATURE POSITIVE GENERAL NOTES

Project No.: 3040772(1)

Title: 2024 Greenhouse Gas Assessment for Icon Solutions

Client: Climate Impact Partners

Date: 18th March 2023

Status: Final

Author Charlotte Fogwill

Graduate Consultant

C Fogwill

Date: 18th March 2025

Technical
Reviewer Lewis Young

Senior Consultant

L Young

Date: 18th March 2025

Quality Reviewer Vanessa Cheung

Senior Consultant

V Cheung

Date: 18th March 2025



1 CARBONNEUTRAL® CERTIFICATION SUMMARY

1.1 CarbonNeutral® Company

Table 1 displays the CarbonNeutral® certification scope and emissions to be offset.

Table 1: CarbonNeutral® Company certification summary

Organisation:			Icon Solutions		
CarbonNeutral® certification:			CarbonNeutral® Company		
Reporting period:			1 January 2024 - 31 December 2024		
Consolidation approach:			Operational control		
Scope	Emissions source category		Required or recommended	Included ?	tCO ₂ e
1	Direct emissions from owned, leased or directly controlled stationary sources that use fossil fuels or emit fugitive gases		Required	N/A	-
	Direct emissions from owned, leased or directly controlled mobile sources		Required	N/A	-
2	Emissions from the generation of purchased electricity, heat, steam, or cooling	Location-based	Required	✓	10.5
		Market-based			19.4
3 (Up-stream)	Purchased goods and services (e.g., water and consumable supplies only)		Recommended	✓	<0.1
	Capital goods	Printers, laptops, computers only	Recommended	✓	35.4
	Fuel and energy related activities	Upstream emissions from purchased fuels	Recommended	N/A	-
		Upstream emissions from purchased electricity	Recommended	✓	2.5
		Transmission and distribution (T&D) losses	Required	✓	0.9
	Upstream transportation and distribution	Outbound courier deliveries of packages	Recommended	✓	0.3
		Third-party transportation and storage of inbound production-related goods, including internal movement of production-related goods	Recommended	N/A	-
		Third-party transportation and storage of sold products to first customer	Required	N/A	-

Organisation:			Icon Solutions		
CarbonNeutral® certification:			CarbonNeutral® Company		
Reporting period:			1 January 2024 - 31 December 2024		
Consolidation approach:			Operational control		
Scope	Emissions source category		Required or recommended	Included ?	tCO ₂ e
	Waste generated in operations	Wastewater	Recommended	✓	<0.1
		Other waste	Required	✓	<0.1
	Business travel	All transport by air, public transport, rented/leased vehicle, and taxi	Required	✓	170.6
		Emissions from hotel accommodation	Recommended	✓	8.1
	Employee commuting	Employee transport between home and places of work	Recommended	✓	36.5
		Emissions arising from employee homeworking and remote work	Required	✓	27.1
3 (Down-stream)	Downstream transportation and distribution	Third-party transportation and storage of sold products to first customer, not already included in upstream	Required	N/A	-
		Third-party transportation and storage of sold products beyond first customer, including retail and storage	Recommended	N/A	-
	Use of sold products		Recommended	N/A	-
Overall compliance: location-based scope 2				✓	292.0
Overall compliance: market-based scope 2				✓	300.9
Total for offset (tCO ₂ e)					301

Notes:

1. '✓' denotes that the reporting organisation has opted to assess their emissions for that category. 'X' denotes that the reporting organisation has opted out of assessing emissions for that source category. 'N/A' denotes that the reporting organisation considered that the emissions source category was not relevant to their operations.
2. Emissions from the 'Purchased goods and services' category were assessed for paper and water consumption only. Emissions from the 'Capital goods' category were assessed for laptops, computers and monitors only. In neither case should the emissions total stated above be taken to be representative of the reporting organisation's climate impact of that category as a whole.
3. Scope 3 upstream emission source category 8, and scope 3 downstream emission source categories 10-15 were not required or recommended under the CarbonNeutral® entity certifications.

4 RESULTS

4.1 GHG emissions summary

Table 5 shows total GHG emissions estimated during the reporting year, together with emissions displayed using metrics related to company activities.

Absolute GHG emissions can vary over time and often correspond to the expansion or contraction of an organisation. It is therefore useful to use reporting metrics that take these effects into account to establish emissions intensity. Common emissions intensity metrics include tCO₂e by turnover, staff numbers, or occupied floor area.

Table 5: 2024 GHG emissions summary

Metric	GHG emissions (tCO ₂ e)	
	Market-based	Location-based
Total GHG emissions	301	292
GHG emissions per FTE (139.6)	2.16	2.09
GHG emissions per floor area (451 m ²)	0.67	0.65

4.2 GHG emissions by scope

Table 6 and Figure 1 present GHG emissions by scope estimated for company activities.

Table 6: 2024 GHG emissions by scope

Emissions scope	GHG emissions (tCO ₂ e)	
	Market-based	Location-based
Scope 1 – Direct emissions	-	-
Scope 2 – Indirect electricity emissions	19	11
Scope 3 – Other indirect emissions	281	281
Total	301	292

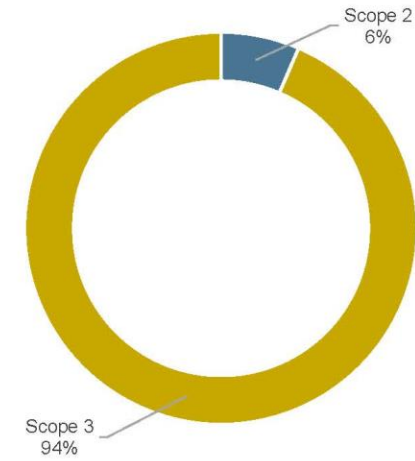


Figure 1. Market-based GHG emissions by scope (tCO₂e)

Scope 3 (other indirect emissions) represents the largest emissions scope (approximately 94%), predominantly business travel, staff commuting, and capital goods, followed by scope 2 emissions (approximately 6%) from electricity consumption. Scope 1 (direct) emissions are not applicable and account for 0% of the carbon footprint.

4.3 GHG emissions by source category

Table 7 and Figure 2 present GHG emissions by source relating to company activities. Total GHG emissions attributed to Icon Solutions premises were 23.0 tCO₂e, business travel emissions were 178.6 tCO₂e, homeworking was 27.1 tCO₂e and other activities predominantly from capital goods and staff commuting were 72.2 tCO₂e.

Table 7: 2024 GHG market emissions by source category

Activity	GHG emissions (tCO ₂ e)	Subtotal (tCO ₂ e)
Premises		
Electricity, incl. T&D and WTT	22.9	23.0
Water and wastewater	0.1	
Waste	<0.1	
Business travel		
Eurostar	<0.1	178.6
National rail	2.7	
Short haul flights	9.2	
Medium haul flights	66.1	
Long haul flights	92.5	
Hotel stays	8.1	
Homeworking		
Homeworking	27.1	27.1
Other		
Capital goods	35.4	72.2
Paper consumables	<0.1	
Staff commuting	36.5	
Outbound courier deliveries	0.3	
Total		300.9

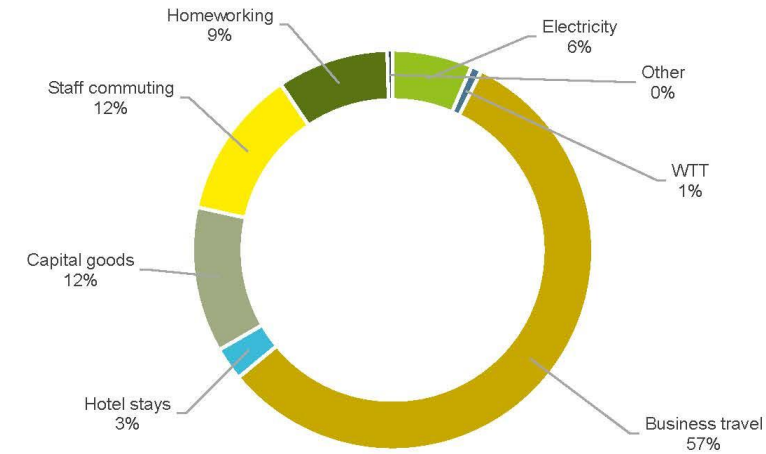


Figure 2. Icon Solutions market-based GHG emissions by source (tCO₂e)

Business travel is Icon Solution's largest emission source (approximately 57%), followed by staff commuting (12%), capital goods (12%), homeworking (9%), electricity (6%), hotel stays (3%) and WTT (1%). The remaining sources – T&D, waste, water and wastewater, consumables (paper) and outbound courier deliveries – collectively account for less than 1% of the overall footprint.

4.4 Comparison of 2023 & 2024 GHG emissions

A comparison of GHG emissions from Icon Solutions current (2024) and previous (2023) GHG assessments is provided in Table 8.

Table 8: Comparison of 2023 & 2024 GHG emissions (market-based)

Emissions source category	GHG emissions (tCO ₂ e)			
	2023	2024	Change	% Change
Refrigerant gas losses	0.8	-	-0.8	-100%
Electricity, incl. T&D and WTT	23.8	22.9	-0.9	-4%
Water and wastewater	0.8	0.1	-0.7	-90%
Waste	<0.1	<0.1	<0.1	83%
Business travel, incl. hotel stays	23.4	178.6	155.2	662%
Staff commuting	1.6	36.5	34.9	2235%
Consumables paper	<0.1	<0.1	-<0.1	-26%
Capital goods	34.5	35.4	0.9	3%
Outbound courier deliveries	0.1	0.3	0.2	355%
Homeworking	36.7	27.1	-9.6	-26%
Total (market-based)	121.7	300.9	179.2	147%
Emissions per FTE staff (market)	0.64	2.16	1.51	235%
Emissions per sqm floor area (market)	0.26	0.67	0.40	154%

Overall, there has been an increase in total emissions between 2023 and 2024, mainly due to an increase in business travel (inc. hotel stays), and staff commuting which has been confirmed by Icon Solutions.

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World Business Council for Sustainable Development & World Resource Institute (2004) The Greenhouse Gas Protocol – Corporate Accounting and Reporting Standard.

World Resource Council for Sustainable Development & World Resource Institute (2011), The Greenhouse Gas Protocol – Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

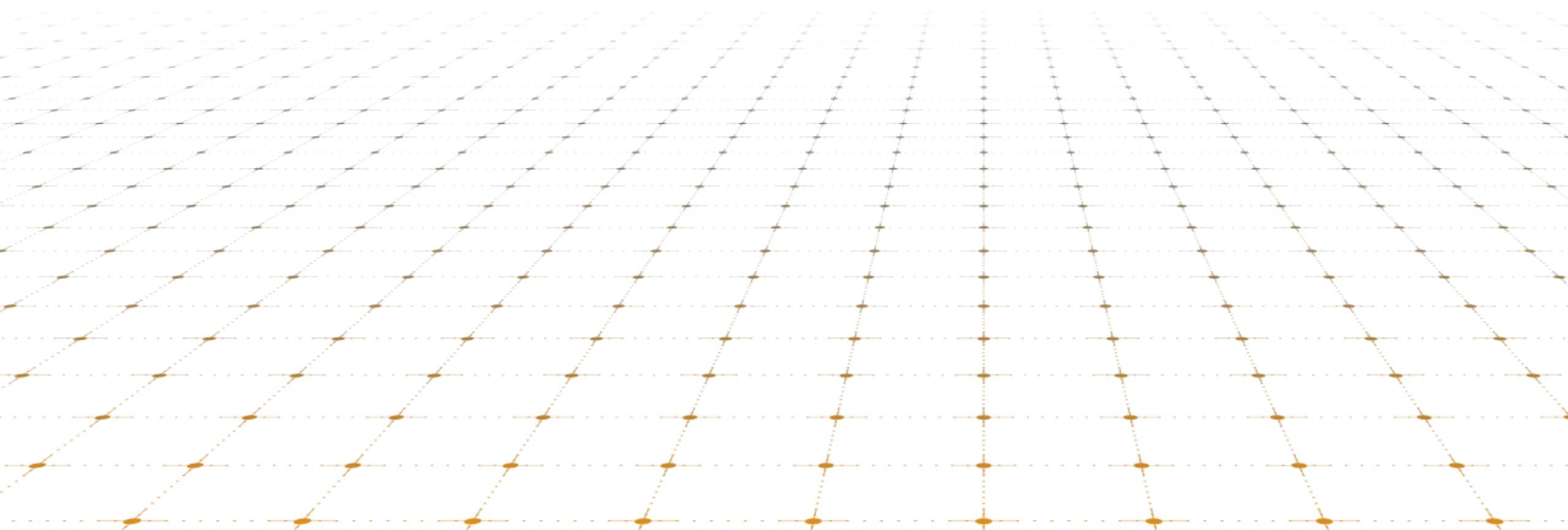
World Business Council for Sustainable Development & World Resource Institute (2015), The Greenhouse Gas Protocol – Scope 2 guidance, An amendment to the GHG Protocol Corporate Standard.

Icon has been Carbon Neutral since 2018

We have made a commitment to offset above and beyond our business emissions.

We Offset 1000 tonnes each year. This helps us make a greater impact on the projects we are supporting

Certifications



CarbonNeutral®
company

Icon Solutions

1,000 tonnes CO₂e

This certificate verifies that:

The stated subject is carbon neutral through the use of high quality environmental instruments in accordance with The CarbonNeutral Protocol.

All credits adhere to standards approved by the International Carbon Reduction and Offset Alliance (ICROA).



Sheri Hickok
CEO – CLIMATE IMPACT PARTNERS



Certification:

CarbonNeutral® company

Name of organization:

Icon Solutions

Subject:

Icon Solutions

Duration:

01 Jan 2025 - 31 Dec 2025

Quantity of contractual instruments:

1,000 tCO₂e

Certificate number:

CN20250113083

Project info:

Acre Amazonian REDD+, Brazil Portfolio (500 tCO₂e)

Reforestation and Community Development, Ghana, VCS (500 tCO₂e)

This CarbonNeutral® certificate conforms to the requirements of The CarbonNeutral Protocol. For the current version, please visit: carbonneutral.com

Certificate issued by:



Certifications

