



# CARBON REDUCTION PLAN

As The Sustainable Washroom Experts,  
we are always striving to improve  
ourselves and our partners to support  
a more sustainable planet.



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# ABOUT HSG UK

## THE SUSTAINABLE WASHROOM EXPERTS

As The Sustainable Washroom Experts, we are always striving to improve ourselves and our partners to support a more sustainable planet. We have been a family run operation since 2007, and have grown to become one of the UK's most innovative and sustainable washroom services companies. Our primary objective within the washroom industry is saving water, money, and CO2 whilst improving washrooms with our Ureco System.

Our expert status is backed by a wealth of industry recognised awards and accreditations. Our Ureco water-saving system is the only product of its kind to have won the Queen's Award, the highest honour a UK business can receive, meaning it is truly market leading. We have a multitude of industry recognised awards, and are a Wates Innovation Partner, Planet Mark Certified Business, Waterwise Recommended, Safe Contractor Approved, and Water Technology Qualified.

Our esteemed nature in washroom water conservation is made apparent by our enormous environmental savings. In 2022, we saved 1.276 billion litres of drinking water, which is the equivalent to 510 Olympic-sized swimming pools.

ANNUAL WATER SAVINGS  
**1.276 BILLION LITRES\***

ANNUAL CO2 REDUCTION  
**537.09 tCO2e\***

\* Figures calculated from our 2022 year of operations.

# OUR 20-YEAR JOURNEY TO NET ZERO

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COMPANY NAME	NET ZERO BY
HSG UK	JANUARY 2044
PUBLISHED ON	REVISION DUE
SEPTEMBER 2023	SEPTEMBER 2025





# MEASURED SCOPES

An organisation's emissions are categorised into Scope 1, 2, and 3 emissions. The internationally recognised PAS 2060 requires us to report emissions larger than 1% of our footprint.

## SCOPE 1

- Facilities gas, fuel, or refrigerants
- Company vehicles

## SCOPE 2

- Electricity, district heating, steam

## SCOPE 3

- Business travel
- Waste
- Leased Assets









## EMISSIONS BY SCOPE

YEAR	EMISSIONS tCO2e	
2020 (BASE)	SCOPE 1	SCOPE 2
	127.8	4.1
	SCOPE 3	TOTAL
	2.2	134.6
YEAR	EMISSIONS tCO2e	
2021	SCOPE 1	SCOPE 2
	134.0	4.6
	SCOPE 3	TOTAL
	2.1	140.7
YEAR	EMISSIONS tCO2e	
2022	SCOPE 1	SCOPE 2
	151.9	5.1
	SCOPE 3	TOTAL
	0.9	157.8

# EMISSIONS BREAKDOWN

## OUR EMISSIONS IN 2022 WERE ATTRIBUTED TO...

- **BUILDINGS - 7.7 tCO2e**  
Used enough electricity to power 7 UK homes for 1 year.
- **TRAVEL - 149.7 tCO2e**  
The same as travelling 22 times around the world.
- **WASTE - 0.3 tCO2e**  
Produced waste that weighs the same as a family hatchback.
- **WATER - 0.03 tCO2e**  
Used 39 litres per employee per day on average.
- **PROCUREMENT - 0.1 tCO2e**  
Averaged 75 sheets of paper used per day.
- **HOMEWORKING - 1.3 tCO2e**  
Used enough energy to power a UK home for half a year.



# REDUCE

## PATHWAYS TO NET ZERO

### 5% ANNUAL

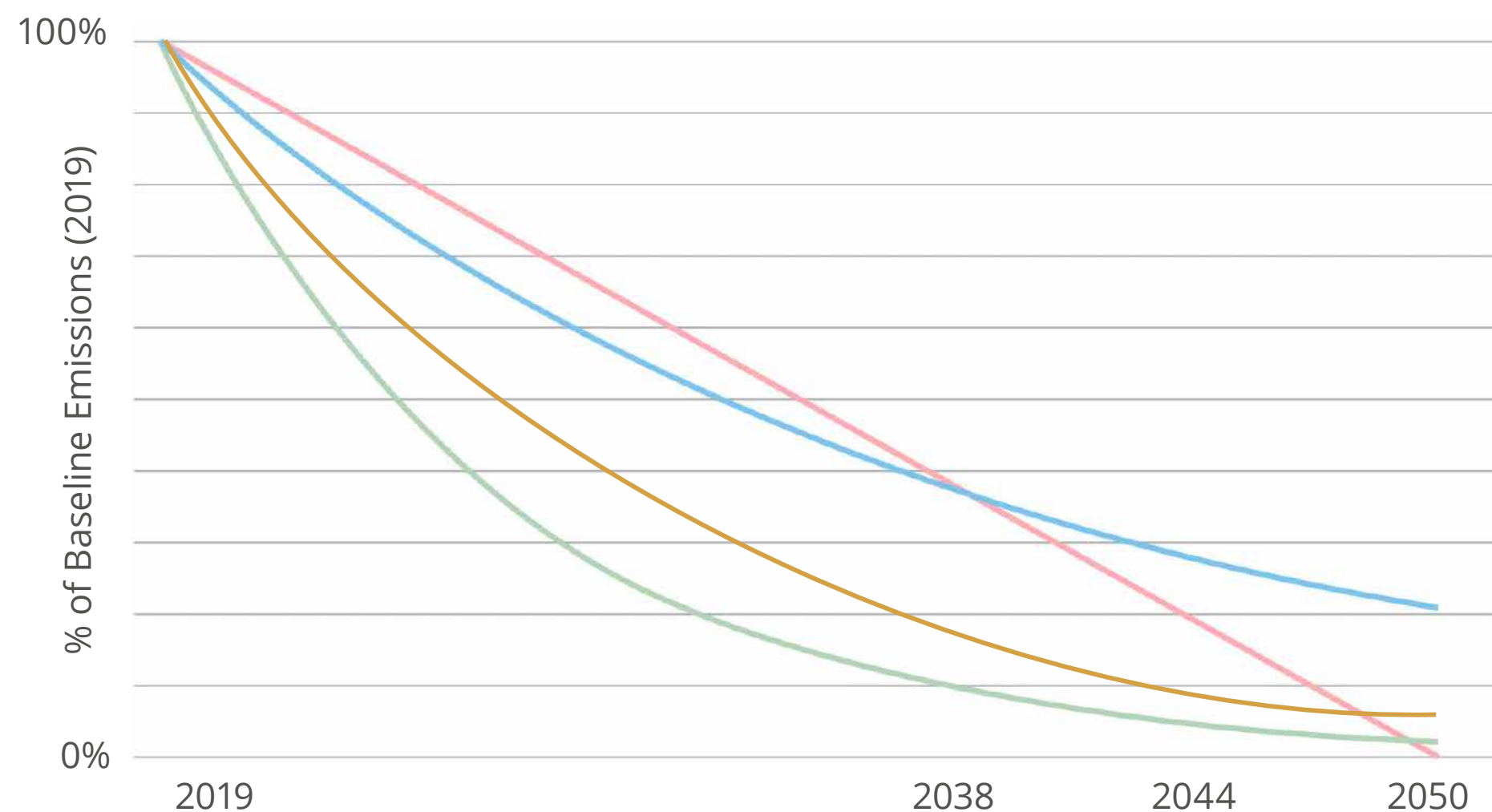
The minimum recommended by Planet Mark means we would miss our target by 14%.

### 12% ANNUAL

Would allow us to achieve net zero status by 2038, but this is not a realistic target.

### 8.5% ANNUAL

Averaging 8.5% a year tCO<sub>2</sub>e reduction would help facilitate our 2044 target.



### REDUCTION TARGET

We require an annual tCO<sub>2</sub>e reduction of 8.5% to achieve our desired net zero target of 2044. This means that next year we plan to have reduced our total carbon emissions by 13.41 tCO<sub>2</sub>e which is 8.5% of our total carbon emissions in 2022 (157.8 tCO<sub>2</sub>e). This represents a carbon reduction per employee of 1.49 tCO<sub>2</sub>e when considering just office employees and 0.447 tCO<sub>2</sub>e per employee when taking into consideration our wider workforce - such as technicians.

# INTENSITY METRICS

## FIGURES THAT CONSIDER COMPANY GROWTH

The Scope measurements on the previous page do not account for the growth HSG has experienced over the past few years. By diving in to granular figures, we get a more accurate depiction to where we are as a company in terms of sustainability versus growth, rather than just emissions alone.

### PER £M TURNOVER

Between 2021 and 2022, we reduced our emissions per £m turnover by 4.4%.

### WASTE

Between 2021 and 2022, we reduced our total emissions from waste by 1.2%.

### PAPER

Despite business growth, we didn't use anymore paper between 2021 and 2022.

### PREMISES

Between 2020 and 2021, we reduced our emissions from utilities by 14.7%

### PER EMPLOYEE

Between 2020 and 2021, we reduced our emissions per employee by 13.6%.

### LANDFILL

Between 2021 and 2022, we reduced our emissions from landfill use by 78.6%.

### PAPER EMISSIONS

Between 2021 and 2022 paper emissions saw a 37.8% reduction (supplier change).

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# CURRENT PROJECTS

As The Sustainable Washroom Experts, we are always striving to improve ourselves and our partners to support a more sustainable planet.

## MEASURE

### PLANET MARK

Achieving certification is based on a three-step process: measuring our carbon footprint, engaging everyone in the business and communicating our progress. We are proud to commit to continuous emissions reductions year-on-year.

### CARBON NEUTRALITY

We are intent on achieving carbon neutrality and are working with Planet Mark to adhere to internationally recognised PAS 2060 standards to measure, reduce and offset our carbon emissions.

## FLEET

### PRIVATE VEHICLES

84% of our private vehicle fleet are now electric vehicles or hybridised, a number we plan on getting to 100% by 2025. We have 2 EV charging points on site which we will increase as our EV/hybrid fleet does.

### ADVANCED ROUTING

We recently invested in a bespoke CRM to include more service visits per trip and more eco-friendly routes. We aim to have a baseline emissions per visit calculation by 2024 to start measuring this.

## WASTE

### ZERO-TO-LANDFILL

Currently, we operate at 100% zero-to-landfill for our washroom services waste, and a 69% zero-to-landfill for all company waste. We aim to increase this figure to 85% zero-to-landfill by 2025.

### PRODUCT RECYCLABILITY

We recently changed our Ureco urinal sleeve from biodegradable to a fully recyclable material. It is also made from recycled materials, creating the basis for a closed loop for our most used product.

## PRODUCT

### SOLUCLEAN

Ureco uniquely uses water soluble cleaning sachets, eliminating single use plastic bottles. In 2022, we prevented 7.74 tonnes of plastic waste and 23.41 tCO<sub>2</sub>e from entering our atmosphere. These figures will continue increasing as we grow.

### SERVICE LIFE

Ureco has the longest service life of any urinal cartridge at 13 weeks thanks to a market leading 35 billion bio-enzymes. This means less raw materials, fewer service visits, and less waste. We aim to have a baseline calculation for this starting 2024.



# MEASURE

## EXTENDED SCOPE 3

Expanding our measurement boundaries to include Scope 3 emissions will enable us to tackle environmental impacts across our value and supply chain. This is the first step to becoming net zero, providing a holistic view of our carbon footprint.

## NET ZERO

We have set a 2044 net zero target. This sets out our ambitions to achieve a minimum 90% reduction against our baseline year. We will continue to develop our strategy and pathway, measure and publish our impact to meet this target.

# FLEET

## VEHICLE TELEMATICS

To better promote eco-friendly driving amongst our technicians. We plan to enlist driver training and measure its effectiveness through vehicle telemetry and fuel consumption monitoring.

## COMMERCIAL EVs

We have experimented with commercial electric vehicles, but they are not viable at this time. We are closely monitoring changes within the EV infrastructure to determine when to use commercial EVs.

# WASTE

## RENEWABLE ENERGY

We are looking to switch to a renewable energy provider to reduce reliance on gas turbine produced electricity. Our report shows our emissions from natural gas have risen by 64.3% between 2021 to 2022.

## PRODUCT END-OF-LIFE

Although Ureco is recyclable, it is classed toxic waste at end-of-life, making it extremely expensive to do so. We are looking for alternative, less expensive ways to recycle the Ureco.

# PRODUCT

## ISO 14001

Ureco is already an ISO 9001 product, but we plan to further align Ureco with our sustainability goals by achieving ISO 14001 status. This ensures our environmental management systems are first-rate.

## MANUFACTURE

Our Ureco System is manufactured in the UK by ourselves, which gives us control over materials and means they don't have to travel far. We plan to revisit our manufacturing process to streamline it.

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# FUTURE PROJECTS

As The Sustainable Washroom Experts, we are always striving to improve ourselves and our partners to support a more sustainable planet.



“

“Our Carbon Reduction Plan is the first step towards a bona fide and transparent sustainability journey that will align our operations to facilitate our ambitious 2044 net zero target.”

Simon Rice  
Managing Director of HSG UK

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FOLLOW  
OUR  
JOURNEY

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