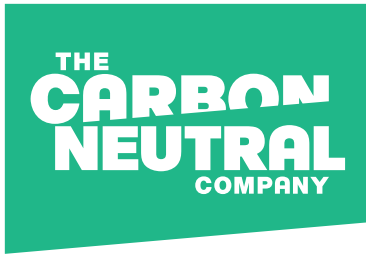




Corporate Social Responsibility Policy

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Corporate Social Responsibility Policy

Our commitment

In unison with our clients we are actively engaged in addressing one of the most important challenges of our times – climate change. In the execution of our business, we take responsibility for our own impact on the environment. The CarbonNeutral Company is itself a CarbonNeutral® company.

In addition to the day to day execution of our business, we use our role and expertise to partner with other climate change experts and to support groups who are leading and developing climate change policy. We believe we are in a unique position to ensure that all businesses understand their environmental impact and to help them lead the way in reducing their carbon emissions.

As a global company, we operate in compliance with all relevant national, regional and international regulatory requirements. Our aim is to go beyond mere compliance, and to continuously improve our stewardship of the environment and people in our influence. Therefore, we lead by example, work to educate and inform our stakeholders and ensure we monitor and review our own progress towards our environmental goals.

Our Corporate Social Responsibility plan

This covers three key areas that are material to the way we run and conduct our business and will have the greatest positive impression on our environmental impact:

1. Building awareness and leading action on climate change
2. Resource usage and emissions from offices and operations
3. Transparency and integrity of our business transactions

Management responsibility

The accountability for our corporate social responsibility policies and plan are vested with the Senior Executives of The CarbonNeutral Company. The implementation of the Corporate Social Responsibility Plan is the responsibility of the CSR Team, headed by the Public Relations Manager and consisting of staff members who have volunteered to take on the role of CSR advocates within the company.

Communicating progress

Our progress is communicated annually by posting an update on our website during quarter one of our financial year calendar.

Past performance, future commitments and targets

Our plans, commitments & targets for 2010 are:

1. Building awareness and leading action on climate change

Lead high profile events with key stakeholders and business leaders to debate and shape climate change agenda

Host and assist the development of the All Party Parliamentary Climate Change Group (APPCCG)

Continue with membership of The Prince's Mayday Network (Business in the Community) and become participants of the UN Global Compact, to lead and encourage stakeholders to adopt the same principles

Continue to advise DECC on the Quality Assurance Scheme for Carbon Offsetting and the benefits of the voluntary marketplace

Voluntarily report greenhouse gas emissions to the Carbon Disclosure Project

Lead by example and encourage suppliers to establish a CSR Plan and to measure and reduce their CO₂ emissions

Use company individuals to provide expert industry advice on ICROA Working Groups regarding Policy Making, Media Relations and the Executive Committee

Conduct annual review of The CarbonNeutral Protocol and work with our Independent Advisory Group to ensure we follow industry best practice and scientific requirements

2. Resource usage and emissions from offices and operations

Establish CSR Team and implement 2010-2011 CSR plan to minimise the environmental impact from waste, energy use and throughout our supply chain

Complete the recommendations from our independent advisor for 2008+ company greenhouse gas assessment and to complete CarbonNeutral® certification 2009-10

Review that key processes have been mapped out according to the requirements of ISO14001 and implement the key processes for identifying environment impacts, setting goals to improve our environmental impact and monitoring our performance against those goals

3. Transparency and integrity of business transactions

Continue programme to independently review and report on offset projects, conducted by members of the Independent Advisory Group

Voluntarily report greenhouse gas emissions to the Carbon Disclosure Project

To update and implement procurement policy to include environmental/CSR questions

Map out key processes according to the requirements of ISO9001 and implement the key processes for Procurement, Customer Services and Document Control

Area	What we did in the period Jan 2009 – July 2010	Plans, Commitments & Targets for August 2010 – December 2011
<p>1. Building awareness and leading action on climate change</p>	<p>Click here for further information on the ICROA Code of Best Practice</p> <p>Provided European co-chair to ICROA for an agreed appointed time, provided Media Chairperson to ICROA, prepared for third party verification of ICROA's Code of Best Practice</p> <p>Continued involvement in the formation of industry standards based on our experience with The CarbonNeutral Protocol</p> <p>Conducted annual review of The CarbonNeutral Protocol – launched Version 6.1 in May 2010</p> <p>Provided expert advice on the PAS2060 Steering Committee</p>	<p>Lead high profile events with key stakeholders and business leaders to debate and shape climate change agenda</p> <p>Host and assist the development of the All Party Parliamentary Climate Change Group (APPCCG)</p> <p>Continue with membership of The Prince's Mayday Network (Business in the Community) and become participants of the UN Global Compact, to lead and encourage stakeholders to adopt the same principles</p> <p>Continue to advise DECC on the Quality Assurance Scheme for Carbon Offsetting and the benefits of the voluntary marketplace</p> <p>Voluntarily report greenhouse gas emissions to the Carbon Disclosure Project</p> <p>Lead by example and encourage suppliers to establish a CSR Plan and to measure and reduce their CO₂ emissions</p> <p>Use company individuals to provide expert industry advice on ICROA Working Groups regarding Policy Making, Media Relations and the Executive Committee</p> <p>Conduct annual review of The CarbonNeutral Protocol and work with our Independent Advisory Group to ensure we follow industry best practice and scientific requirements</p>

Area	What we did in the period Jan 2009 – July 2010	Plans, Commitments & Targets for August 2010 – December 2011
<p>2. Resource usage and emissions from offices and operations</p>	<p>Expanded The CarbonNeutral Company's CarbonNeutral® certification to include deliveries, publications and events in addition to CarbonNeutral® company</p> <p>Click here to see our CarbonNeutral® company certificate for 2008-09</p> <p>Implemented a greenhouse gas inventory aligned with the EPA Climate Leaders programme, and developed a comprehensive management strategy to reduce emissions. Advised the EPA to consider including international voluntary offsets.</p> <p>Established a policy to reduce carbon emissions within the procurement process and launched a preferred supplier programme</p> <p>Established business case for ISO14001 standard across the business and prepared gap analysis</p> <p>Subscribed to and integrated a web-conference system to minimise business travel within our offices and to client sites</p>	<p>Establish CSR Team and implement 2010-2011 CSR plan to minimise the environmental impact from waste, energy use and throughout our supply chain</p> <p>Complete the recommendations from our independent advisor for 2008+ company greenhouse gas assessment and to complete CarbonNeutral® certification 2009-10</p> <p>Review that key processes have been mapped out according to the requirements of ISO14001 and implement the key processes for identifying environment impacts, setting goals to improve our environmental impact and monitoring our performance against those goals</p>

Area	What we did in the period Jan 2009 – July 2010	Plans, Commitments & Targets for August 2010 – December 2011
<p>3. Transparency and integrity of business transactions</p>	<p>Worked towards 5th independent external verification of our compliance to The CarbonNeutral Protocol - launched Version 6.1 in May 2010</p> <p>Continued programme to independently review and report on offset projects, conducted by members of the Independent Advisory Group – two forestry and two technology projects</p> <p>Created and operated numerous company VCS registry accounts for issuance, transfer and retirement of VCUs. These included APX, Markit, Gold Standard and CAR</p> <p>Established business case for ISO9001 standard across the business and prepared gap analysis</p>	<p>Continue programme to independently review and report on offset projects, conducted by members of the Independent Advisory Group</p> <p>Voluntarily report greenhouse gas emissions to the Carbon Disclosure Project</p> <p>To update and implement procurement policy to include environmental/ CSR questions</p> <p>Map out key processes according to the requirements of ISO9001 and implement the key processes for Procurement, Customer Services and Document Control</p>