

SUSTAINABILITY REPORT

Executive Summary Year Ending 2023



Documation Software Ltd.
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The Emission Report Process:

Establish Boundaries

In line with the Greenhouse Gas (GHG) Protocol, Documation used an organisational approach to calculate emissions. We have used a combination of tools to measure our carbon emissions for 2023 due to the Normative platform being unavailable for scope 3 calculations.

Create Report

A full emissions report was created and published on the website. This document summarises Documation's measurable emissions, social responsibility, and governance achievements from 2023, including future commitments.

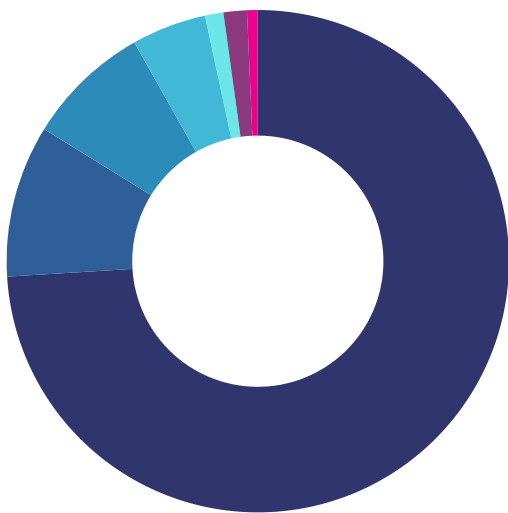
The emissions associated with key business practices were measured using conversion factors from the UK Government, the GHG Calculation Tool. All necessary emissions have been calculated, and a full list of exclusions are available in the Report.

Based on the emissions measured and reported for 2023, Documation continues to commit to its Net Zero target, reducing emissions where possible and working towards the targets set for 2024.

Reduce and Offset

Measure Emissions

Our Emission Results:



Goods and Services: 80.2%

Electricity: 3.8%

Capital Goods: 8.7%

Commute: 5.2%

Business Travel: 1.5%

Remote Working: 0.5%

Direct Emissions: 0.1%

Total Emissions*:
65 tCO₂e

Summary of Scopes:

Documation Scope 1 emissions, relate to company-owned vehicles' direct emissions. Vehicles owned by Documation are solely hybrid or electric cars.

Without any gas facilities on site, the only Scope 2 activity relevant to Documation is purchased electricity.

The GHG Protocol only requires reporting on Scope 1 and 2 emissions. Nonetheless, continuing to produce a more accurate picture of Documation's Scope 3 emissions is a key target for future sustainability reports and reviews. This has been helped by a combination of tools to measure our carbon emissions.



*Total for 2023 includes measurable Scope 3 emissions. Exclusions are outlined in the full report.

Offsetting Practices:

Documation chose from a shortlist of Gold Standard Projects. The winner was the Fairtrade Project: Cookstoves for Coffee Farmers in Ethiopia. Documation has purchased 65 tonnes of carbon credits to offset the measured scope 1, 2, and 3 emissions.



Deforestation and climate change pose significant threats to the coffee sector in Ethiopia. Coffee is highly sensitive to rising temperatures: an increase of just one degree can degrade the quality of the beans, two degrees can reduce productivity, and a three-degree rise may jeopardise the plant's survival. If current trends continue, coffee could become a scarce commodity in the coming decades.

Small-scale farmers are especially hit hard by rapid deforestation in Ethiopia, which is leading to increasing drought. Coffee farmers, many of whom are women, rely on the income generated from their land and are financially unable to cope with the impacts of climate change.

In this project, nearly 6,000 households benefit from two types of efficient cookstoves: the Tikikil, for general cooking, and the Mirt, specifically for baking Injera, a flat round bread made from teff flour. The Tikikil replaces the traditional open fire cooking method. Households that participate in the program own the cookstoves and pay for them partly in cash and partly with CO2 credits.

The Tikikil and Mirt stoves help reduce wood usage and CO2 emissions by 40%, contributing significantly to sustainable cooking practices.

There is less smoke in the house, resulting in significant time savings for women who need to collect less wood and can cook faster. In addition, coffee farmers become more resilient to the consequences of climate change through the implementation of a Climate Academy. The academy promotes Sustainable Agricultural Land Management (SALM) practices, such as planting shade trees to protect coffee plants from excessive sun exposure.

Project impacts and benefits:

Health

- Clean cooking methods prevent the inhalation of harmful smoke.
- There is less physical strain since less wood needs to be collected for cooking.

Climate and environment

- There is a decrease in deforestation and an improvement in biodiversity.
- This initiative significantly contributes to a reduction in CO2 emissions.

Social

- Women will have more time to focus on their family and education.
- Women face less harassment while collecting wood.

Economic

- By saving time, women have more opportunities to generate income.
- Local employment is created through the production and maintenance of cookstoves.



Social Report 2023

Documation introduced a Sustainability policy based around the relevant sustainable development goals adopted by all United Nations Member States in 2015, providing a shared blueprint for peace and prosperity for people and the planet, now and into the future.

Our Social SDGs



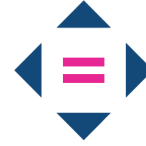
Decent Work
& Economic
Growth



Quality
Education



Gender
Equality



Reduced
Inequalities

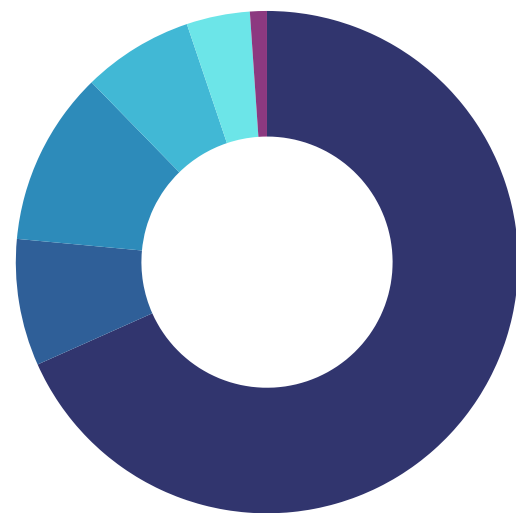


Partnerships
for the goals

In line with these goals we have embedded our core values in everything we do. We continue to support our team in their ongoing learning, offer a flexible, hybrid work environment and positively encourage healthy body and mind activities. Read the full report to find out the full details of our initiatives for 2023.

Community Engagement Results 2023

Documation Team – Donated Hours



Repair Cafe Winchester: 67%

Rainbow Trust: 8%

British Ukraine Aid: 11%

One Small Thing: 7%

Cancer Research: 4%

Flutterby Fund: 1%

**Total hours donated and
volunteered:**

281

Summary:

Documation engaged in various activities throughout 2023, including assisting the local charity One Small Thing at their Hope Street venue Christmas Party. The company also support Repair Café Winchester, with CEO John Wallace serving on the board of Trustees. He attended planning meetings, helped with repairs at monthly events, and ran an awareness stand during Repair Café Awareness Day in Winchester.

As an organisation, we donated over £2,000 to community projects and not-for-profit organisations, and our team members donated over 281 hours in community service, including fundraising.



*Further details of our social impact in 2023 are outlined in the full report.

Governance Report 2023

Introduction

At Documation, we are committed to sustainability and responsible business practices. As part of our Environmental, Social, and Governance (ESG) initiatives, we are pleased to include a Governance section to our Sustainability Report. This outlines our governance structure, policies, and practices that support our ESG commitments

Governance Structure

Our governance structure ensures that ESG considerations are integrated into our decision-making processes at all levels. Our ESG team, led by our CEO, meets quarterly to review our ESG performance and set strategic directions. This team is responsible for overseeing Documation's overall strategy, including our ESG initiatives.

Governance Policies and Practices

Ethical Conduct

Documation adheres to the highest standards of ethical conduct. Our Code of Ethics outlines the principles and expectations for behaviour across all levels of Documation. All team members are required to regularly review our policies and ethical standards.

Risk Management

Our current risk management includes our ESG policies. Our Risk Management Framework identifies, assesses, and mitigates risks that could impact our sustainability objectives. This includes climate-related risks, regulatory changes, and reputational risks.

Team Engagement

We run a 'Green Teams Channel' sessions to keep our team up to date with our sustainability initiatives and practices to reduce our environmental impact and promote sustainable practices both within the company and at home.

Stakeholder Engagement

Engaging with our stakeholders is fundamental to our governance approach. We regularly communicate with our customers, team members, suppliers, and community members welcome their feedback, and where appropriate, incorporate this in our sustainability strategy. We believe that transparent and responsive communication strengthens our relationships and enhances our sustainability efforts.

Documation is dedicated to maintaining strong governance practices that support our ESG commitments. Our journey towards achieving net-zero carbon emissions by 2030 is a testament to our commitment to sustainability and responsible business operations. We will continue to uphold the highest standards of governance as we work towards creating a more sustainable future for our stakeholders and the broader community.



*Further details of our Governance practices in 2023 are outlined in the full report.

How did we do in 2023?

1

To implement a viable car sharing record system where team members can log their travel activities in a simple and easy way.

A survey was completed following the move to new premises and it was established that public transport had taken over as the main method of transport making the car sharing no longer the most ecological method of commuting.



2

To review our supply chain and identify areas of risk and opportunity to reduce our carbon emissions through 3rd party suppliers

All new suppliers are audited for ESG compliance. We have explored a plan to implement a risk register for our ESG strategy and policies and will implement a clone of our ISM register in 2024.



3

To appoint a CSO and set up an ESG taskforce to review on a regular basis that our policies, initiatives and activities are current and adhered to.

In 2023, Documation drafted the Terms of Reference for our ESG taskforce and CSO. These are to be appointed in 2024.



4

To promote engagement and involvement from Documation team through the Green Channel, to share ideas, campaigns and activities both in and outside of the workplace.

Throughout 2023, we promoted and encouraged engagement from the Documation team via our Microsoft Teams 'Green Channel'. This initiative involved sharing content about sustainable practices with events such as Food Waste Action Week. Shared team member content including renewable energy suppliers, Repair Café Winchester workshops, and promoting upcoming local green. These efforts enabled the team to continuously learn and make small changes to contribute to helping the environment and inspire change.



5

To review carbon reporting methods in line with PPN06/21 Carbon reduction plan that is mandatory in UK for bidding for public sector tenders over £5million per annum.

We explored the ECOvardis accreditation but found it not relevant for our size and scope of business. Documation has registered for the Gcloud14 framework for public sector procurement that covers ESG as part of the requirements for listing.



6

To explore reporting tools for measuring social impact through volunteering, charitable activities, mentoring, work experience opportunities etc. to include in the 2023 report.

Due to the size and Scope of Documation we did not find a relevant tool for social value reporting and instead are keeping internal records on volunteer hours, fund raising, wellness schemes and work opportunities such as internships and work experience.



7

Continue to develop knowledge of scope 3 emissions through utilisation of the Normative software and ensure team members are trained to record and report on the scope 3 emissions accurately.

The fall down of Normative software platform has meant that we have had to explore other carbon business calculations software platforms. We have used the platform provided by NatWest, and will continue to explore further resources to enable more accurate reporting.



Future Targets for 2024

1

Assign a CSO and ESG Taskforce.

2

Review and update our Sustainability Strategy in line with new government legislation.

3

Establish a risk register for recording and monitoring ESG related risks.

4

Create a roadmap for our products to include relevant data for ESG reporting to assist our customers.

5

Expand our governance and social reporting methodology and set KPIs based on our base year of 2023 (NB we have reported emission since 2022 but 2023 is our base year for social and governance).

