

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.

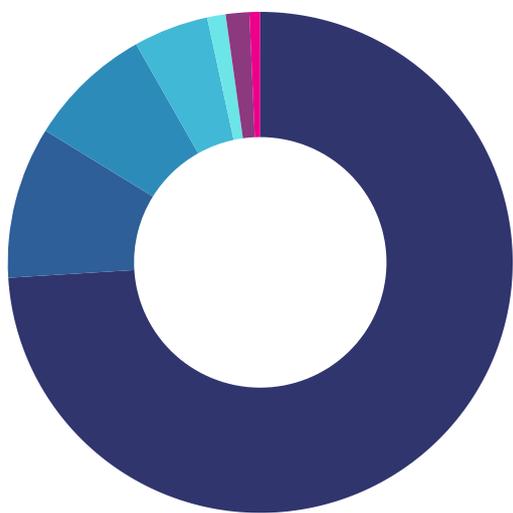
The emissions associated with key business practices were measured using conversion factors from the UK Government, the GHG Calculation Tool. All necessary emissions have been calculated and a full list of exclusions are available in the report.

Measure Emissions

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

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 selected the “Cleaner, Safer Water in Cambodia” initiative from a shortlist of Gold Standard Projects. To offset its measured scope 1, 2, and 3 emissions, Documation purchased 65 tonnes of carbon credits.



In Cambodia, untreated water and poor sanitation contribute to an estimated 10 million cases of diarrhoea and 10,000 deaths annually, predominantly affecting children in rural areas. To address this, the social enterprise Hydrologic has provided nearly two million Cambodians with its ceramic water purifiers. With these filters in their homes, families can safely drink water without boiling it. This not only reduces indoor air pollution from wood burning but also cuts household fuel costs and helps protect Cambodia’s vulnerable forests.

The project also generates rural employment opportunities through filter manufacturing and distribution. Women represent 47% of Hydrologic’s staff, including 60% of top-level managers and 60% of the rural sales force. Additionally, Hydrologic collaborates with a microfinance institution to offer filters on credit, making them more affordable for a greater number of Cambodians.

The sale of Gold Standard carbon credits enables Hydrologic to continue researching and developing purifier technology, as well as to train local producers and distributors, thus scaling up its positive impact.

Project impacts and benefits:

- **90,000 tonnes** of CO₂e saved per year (equivalent to removing 36,000 cars from the road).
- **600,000+** filters distributed to date, providing clean water to nearly two million Cambodians.
- **74%** of those who previously boiled water report reduced exposure to smoke.

For every 1000 carbon credits purchased:

- **\$30,000** saved by households on fuel purchases and collection.
- **5 hectares** of forest in Cambodia are protected.
- **34** fewer cases of acute lower respiratory illness.

**Figures are based on data from Lord, R. (2014) Social Return on Investment of Nexus Carbon for Development Projects. This study calculated the co-benefits for Hydrologic using 2016–2017 data.*



Social Report 2023

Documation introduced a Sustainability policy based on 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



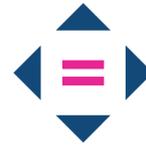
Decent Work
& Economic
Growth



Quality
Education



Gender
Equality



Reduced
Inequalities

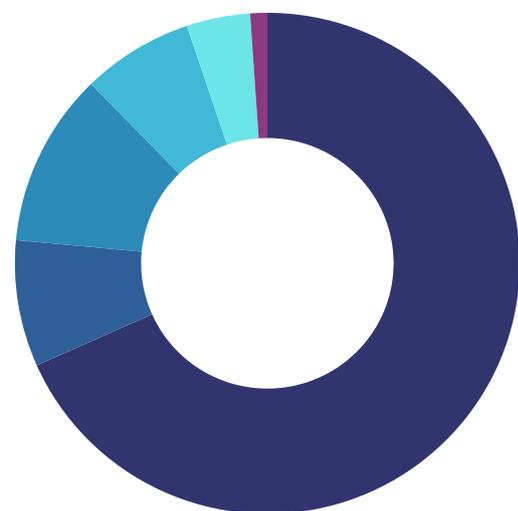


Partnerships
for the goals

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: 3%

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 of 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 in 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' 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 into 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.



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.

Following the move to the new premises, a survey was conducted and it was established that public transport had taken over as the main method of transport, making 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 task force 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 the 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', actively seeking ways to educate them on reducing their own carbon footprint. This initiative involved sharing content about sustainable practices during events like Food Waste Action Week, as well as other content shared by team members to inspire change. Outside of work, engagement extended to sharing information about renewable energy suppliers, Repair Café Winchester workshops, promoting upcoming local green events and more. These efforts enabled the team to continuously learn and make small changes to contribute to helping the environment.



5

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

Changes to the availability of the Normative software platform have 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 including supplier register.

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 emissions since 2022 but 2023 is our base year for social and governance).

