tiaa

Carbon Reduction Plan

2023/24

Contents

1. Commitment to achieving Net Zero

TIAA Ltd is committed to achieving Net Zero emissions by 2030.

2. Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions.

Baseline emissions are the reference point against which emissions reduction can be measured.

Baseline Year: 01/04/2019 – 31/03/2020 (Financial Year 2019/20)	
Additional Details relating to the Baseline Emissions calculations.	
The 2019/20 year has been used as a baseline year as it makes up the first full year of data since TIAA relocated to its current offices. We have reported our emissions according to Operational Control boundaries.	
Baseline year emissions:	
EMISSIONS	**TOTAL (tCO$_2$e)**
Scope 1	**5.832 tCO$_2$e**
Scope 2	**21.615 tCO$_2$e**
Scope 3	**125.08 tCO$_2$e** **Includes Subsets 5 (waste), and 6 (business travel via road, rail and air)** **Subsets 4 (upstream transportation & distribution) and 7) (employee commuting – grey fleet) are not accounted for.** **Subset 9 (downstream transportation & distribution) is not applicable as we provide a service as opposed to a product.**
Total Emissions	**152.527 tCO$_2$e**

3.   Current Emission Reporting

The current emission reporting figures have been sampled and validated by TIAA's environmental reaccreditation auditors, Green Dragon, in March 2024, and found to be a fair and accurate assessment of the organisations activities and environmental performance over the past year within the organisations defined scope.

Reporting Year: 01/04/2023– 31/03/2024 (Financial Year 2023/24)	
EMISSIONS	**TOTAL (tCO$_2$e)**
Scope 1	**6.82 tCO$_2$e**
Scope 2	**7.00 tCO2e**
Scope 3 (included sources)	**604.37 tCO2e** **Includes Subsets 4 (upstream transportation & distribution), 5 (waste), 6 (business travel via road, rail and air), and 7 (employee commuting – grey fleet).** **Subsets 4 and 7 have been incorporated since the original baseline calculation as data has become available. Work will be carried out in 2024/25 to realign each historical year.** **Subset 9 (downstream transportation & distribution) is not applicable as we provide a service as opposed to a product.**
Total Emissions	**618.18 tCO$_2$e**

We use a 2019/20 baseline to monitor our progress towards net zero. Since this time ,we have continued to improve our carbon accounting methodology in line with best practice, inclusion of new emission factors and availability of transferable data sets.

We will continue to ensure our carbon emission inventory accurately reflects any changes that affect the scope or boundary of our emissions, and are committed to undertaking further reviews to realign our baseline data. We are committed to ensuring that we apply a consistent approach to reflect our decarbonisation journey accurately and transparently.

Emissions reduction targets

In order to continue our progress to achieving Net Zero, we have adopted the following carbon reduction targets.

- Our ambition is to become net zero in our operations and supply chain by 2030.

- We project that emissions will decrease over the next five years to 30 tCO_2e by 2028. This is a reduction of 80%. against the baseline year.

Progress against these targets can be seen in the graph below.
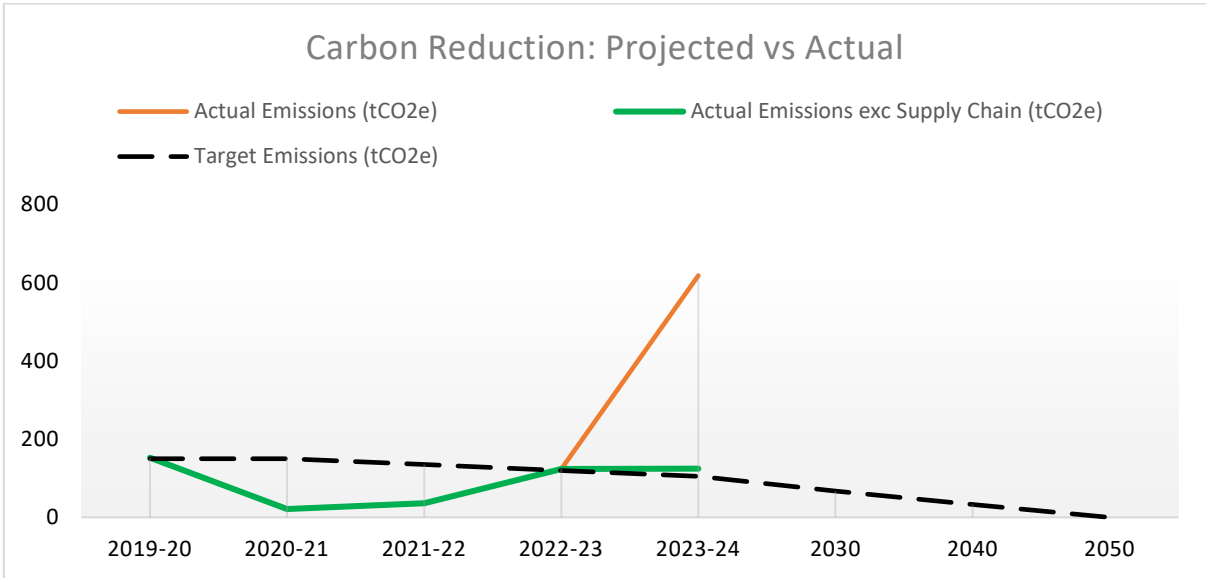
Previous years did not include supply chain emissions as at the time of calculation, data available in a suitable format was not available.
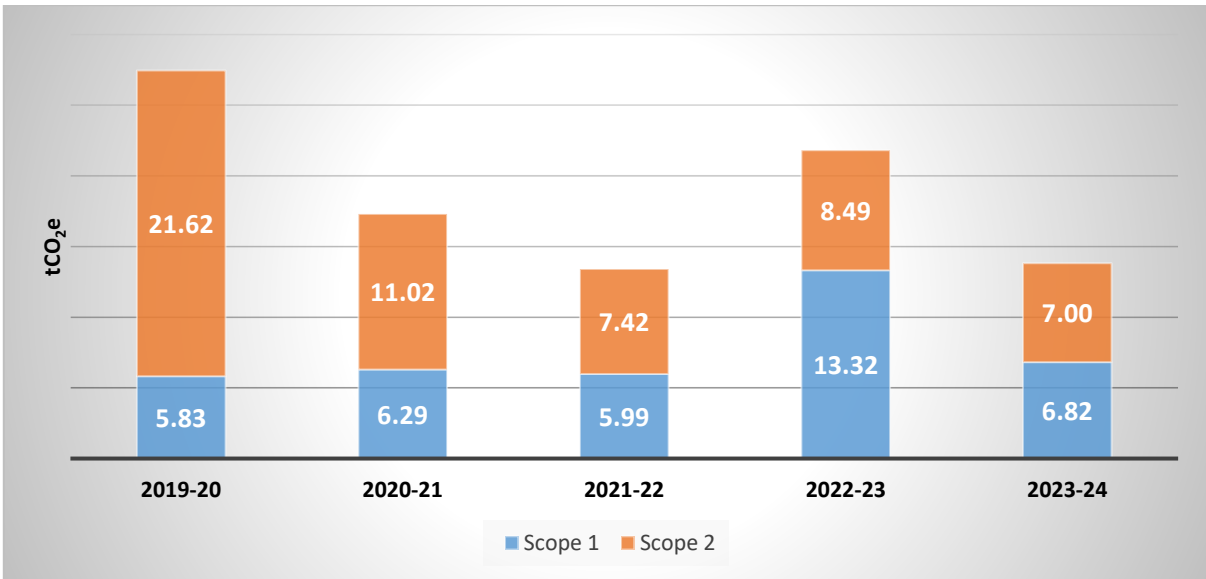
By implementing various carbon reduction initiatives, we have avoided 43.5 tCO_2e across scopes 1 and 2 compared to our 2019 baseline.

4. Carbon Reduction Projects

Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been completed or implemented since the 2019/20 baseline.

The carbon emission reduction achieved by these schemes across all scopes equate to 28.24 tCO2e, a 18.5% reduction against the 2019/20 baseline and the measures will be in effect when performing the contract.

Please note that historical data is currently being captured to enable us to calculate our whole emissions since the baseline year. Until a new baseline year can be established, data calculations have taken place excluding supply chain emissions as these are not representative in the years under comparison.

Accreditation: TIAA were quick to acknowledge the impact that corporate behaviour can have on the planet and has been working with Green Dragon (www.greendragonems.com) to understand how we can mitigate and reduce the impact we have on the environment. TIAA has successfully held Green Dragon Environmental Standard accreditation since 2013, and were awarded Level 3 accreditation in 2022. We are striving to become a Level 5 organisation at our next reaccreditation visit.

Net Zero Pledge: In 2020, TIAA committed to being net zero in its operations and supply chain by 2030. TIAA cemented this further in 2021 by signing up to the SME Climate Commitment, and making an internationally recognised climate commitment to take immediate action to halve our greenhouse emissions before 2030, achieve net zero emissions before 2050 and disclose progress on a yearly basis. These are intended to be the minimum levels of commitment and action and SME Climate Hub recognises that businesses may choose to reach Net Zero sooner than the published pledge.

Company Travel: We have fundamentally changed our policy on lease vehicles, so that since January 2021, staff have only been able to select hybrid or fully electric vehicles, with subsidies available for the installation of charging points. At the end of 2023/24, 90% of vehicles are now PHEV or EV.

A cycle to work scheme and salary sacrifice benefit for an electric vehicle is available, with benefits including reduced Tax and National Insurance payments.

EV Charging Points: We now have EV charging points in place for 4 cars at our head office, to further encourage and support staff in considering a move towards an electric vehicle.

Supporting Hybrid Working: We have adopted a hybrid working policy, with many of our employees working at home part of the week, reducing commuting emissions. We encourage the use of Microsoft Teams as a means of effective communication between both parties and ensuring that travel to our client's offices is only carried out if necessary.

Energy Reduction: The first stage of renewing our energy contracts commenced in March 2024, resulting in 75% of electrical energy used in our offices being supplied under a green tariff. In December 2024, we were able to complete our programme to transition offices to wholly renewable electricity tariffs.

To improve energy efficiency, LED lighting has been installed throughout the offices to replace the fluorescent tube lighting.

We have re-organised our office space to ensure that lighting and heating can be more efficiently zoned according to use.

In January 2024, we completed the programme of virtualising our physical servers and moved them into a more power-efficient virtual host cluster. This has enabled decommissioning of the server room and therefore of the remaining air conditioning unit. This has significantly reduced energy consumption as well as removing the environmental risks associated with operating units containing F gases.

Minimal Waste to Landfill: Across the company, we have made every effort to adopt a waste hierarchy of 'Prevent-Reduce-Reuse-Recycle-Resource Recovery'. We avoid purchasing new items in favour of stock already held by the company or offered through other means, such as specialist second-hand office suppliers.

We take every step possible to repurpose anything that we can no longer use. We have contacts at local charities and schools for surplus furniture or stationery; our IT Hardware is collected by a local charity who are licensed to collect and repurpose this type of waste. They endeavour to repair and re-use the maximum amount of equipment donated but pass on anything that can't be reused for further reprocessing and recycling of materials by a licensed waste management company.

By removing individual bins and moving to a centrally placed recycling area, we have been able to reduce usage of bin liners, whilst improving the recycling habits of our staff.

Paperless Operations: We have taken steps to become a paperless office. All audit and advisory services are conducted digitally, removing the need for physical paperwork and reducing waste generation. All administrative working documents and our invoicing system are also digital. As a result, paper ordering has decreased by over 80%. To strengthen this further, we have been decommissioning the use of printers, with the policy being that no new printers will be issued to staff. Code controls on the Head Office printer mean that usage per staff member can also be monitored.

Supply Chain: In May 2024, we were successful in attaining B Corp certification. B Corps are businesses that meet the highest standards of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose. The certification process is rigorous, and assesses evidence of responsible practices relating to energy supplies, waste and water use, worker compensation, diversity, and corporate transparency.

We have updated our Supplier Approval Record form to include more detailed criteria on sustainability commitments, to prompt budget holders to consider this when engaging with potential new suppliers. We have been proactive in scrutinising our current suppliers list and where beneficial, we have established new relationships with fellow B Corp organisations, thereby ensuring that we build a more sustainable, ethical, and resilient supply chain.

Supporting our Supply Chain to Quantify and Reduce Emissions: We provide practical advice to our clients on decarbonisation, and provide audits on a range of ESG related topics.

Future Carbon Reduction Initiatives

In the future we aim to implement further measures such as:

Company Fleet: We anticipate that by 2026/27 all TIAA lease vehicles will be a mixture of Electric and Hybrid vehicles, and by 2029/30 the vehicles offered will be all electric.

Grey Fleet: The salary sacrifice scheme enabling staff to acquire an electric car has been in place since July 2021. We are also reviewing our policies to see if other staff who may not previously have been eligible for a lease car but incur significant business mileage may be incorporated into the lease scheme.

Energy Reduction: Further large-scale energy efficiency measures will require some input and cooperation from the landlord and they will be approached, particularly in reference to recommendations made within the building EPC Report. This would include measures such as double-glazing, insulation, installation of renewable energy systems, and converting the current gas heating system.

We will engage with our landlord to switch from gas use as soon as the current boiler comes to the end of its lifespan, and encourage a move to a renewable heating system such as renewably powered electric heating or a heat pump.

Supply Chain: As a business, we deliver a service as opposed to a physical product. As an end-user, we have been working towards only procuring products, materials and services that have a reduced impact on the environment and fully banning the procurement of single use plastic products across the company.

We will continue to review our Scope 3 emissions to identify further carbon reduction opportunities, as well as refine and improve data quality and capture. This will involve ongoing engagement with key suppliers through a programme of regular compliance checks, allowing them to provide updates on their certifications and policies, and showcase their sustainability achievements.

Employee Engagement: We will be embedding climate training into our staff induction and training programmes. We have also enlisted employee volunteers across the organisation to encourage delivery of sustainability initiatives across the organisation and act as a knowledge network for our staff.

5. Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard and uses the appropriate Government emission conversion factors for greenhouse gas company reporting.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard.

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

Signed on behalf of the Supplier:

Kevin Limn

Chief Executive

Date: 12th March 2025