



Viking Office UK Ltd
**Carbon Reduction
Plan**



**Viking Office UK Limited
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Company Number: 02472621**

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Viking Office UK Limited Carbon Reduction Plan

Commitment to achieving Net Zero

Viking Office UK Limited (Viking) realises the urgency in addressing the critical situation of global climate change and is therefore committed to achieving Net Zero emissions by 2050.

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: 2017

Additional Details relating to the Baseline Emissions calculations.

Baseline year emissions cover the consumption and emissions arising for Viking and related business activities.

In 2017, our operations consisted of two distribution centres and a head office in Leicester. At that time there was no renewable energy purchased and in addition there was a field sales force of 132 employees, utilising a fleet of vehicles.

Energy and Carbon Reporting

Current & Baseline year emissions:

Tonnes CO2e per Calendar Year	Current Year 2022	Baseline Year 2017
Scope 1 – gas, direct oil, refrigerants, gas forklifts, fire extinguishers and company cars)	392*	3070
Scope 2 - (purchased electricity) Location based	858**	3620
Scope 3 – (third party deliveries, hire cars, business travel, electricity transmissions and distribution, water, waste and home working)	3039***	6098
Total Emissions	3431	12788

GHG sources, sinks and / or reservoirs included:

*Scope 1 Stationary combustion, mobile combustion, fugitive emissions

**Scope 2 Purchased electricity – as a result of the purchase of renewable electricity across our UK locations in 2019 the Scope 2 inventory was switched from a location based to a market based approach

***Scope 3 Other indirect emissions arising from third party road vehicles, business travel, including taxis, flights, public transport, hotels and electricity transmissions and distribution, water, waste and homeworking. ** Water, waste and homeworking included from 2020 calculated using the EcoAct methodology. Emissions breakdown is as follows:

Emissions reduction targets

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

	2022	2030	2050	
Scope 1	392	215	0	Increase usage of electric company vehicles. Reduce run times of MHE charging, conveyors, compressors, hot melt glue, dunnage and zip sorter.
Scope 2	858	200	0	Purchase of renewable energy, including installation of solar panels at our Head Office.
Scope 3	3039	2270	0	Carbon offsetting deliveries. Reduction in business travel. Recycling of water at distribution centre & Head Office.

Viking's roadmap to NetZero Carbon depends on reaching a number of key milestones that will be continually measured.

Our reduction targets are:

By 2025, we're committed to: **40% reduction in our carbon emissions and to achieve Net Zero by 2050** in line with government legislation.

Our Climate targets are based on the United Nations' 17 Sustainable Development Goals. (Goal 13 - Climate Action: Take urgent action to combat climate change and its impacts.)

We project that carbon emissions will decrease over the next four years to 216 tCO₂e by 2028. This is a reduction of 27%.

How we will achieve it:

- Review our existing sustainable product mix and focus on product categories where we can make the biggest improvements.
- Source renewable electricity
- Install electric charge points
- Work with landlords to install solar panels at our warehouse sites
- Convert all site lighting to LED
- Motion detectors for warehouse lighting and HVAC
- Full electric MHE fleet
- Procure consumable supplies from local suppliers
- Replace centralised hot water tank with a packaged air source heat pump tank
- Optimise control system and PIR settings, together with operating hours
- Installation of air curtains
- Installation of a co-generation heat and power plant

Viking has been monitoring our energy consumption and gaining insights into our GHG emissions for many years, starting with **ISO14064** in Viking UK/IR, which has now extended to a RAJA Group footprint using the GCI platform.

We incorporate recommendations from external **Energy Savings Opportunity Scheme (ESOS)** and Energy Efficiency Directive audits to identify energy-saving opportunities.

With our wide and extended assortment, there is a long journey to develop and maintain reliable Scope 3 data. Independent of an engaged calculation and evaluation of GHG data, the way forward and goal is clear.

We have to reduce the usage of fossil energy, by

- reducing the energy usage at all,
- being more efficient per output
- using alternative and renewable energy as well as
- working with our upstream and downstream partners in the journey for more GHG transparency and lower GHG emission step by step.

Carbon Reduction Projects

Viking is certified to **ISO14001** and is committed to continuously improving its environmental performance through more efficient use of resources, reduction of waste and other initiatives.

Although early into our sustainability journey, we are happy with progress and have already invested in a number of projects that remove carbon dioxide (CO₂) from the atmosphere or avoid further emissions. CO₂ is one of several harmful greenhouse gases.

The following environmental management measures and projects have been completed or implemented since the 2017 baseline. The carbon emission reduction achieved by these schemes equate to 9357 tCO₂e, a **73% reduction** against the 2017 baseline.

- In 2023 we recycled 92% of our waste with the remaining 8% being disposed of via waste to energy – sending zero to landfill
- Reviewed of our existing sustainable product mix and a highlighted focus on product categories where we can increase the attributes of this range
- Certification for ISO14001 & ISO9001
- EcoVadis Silver
- 75% of energy use sourced from renewable energy companies
- Viking's Head Office and Leicester distribution centre was built using an innovative Kalwall translucent walling system, to introduce more natural light and to improve thermal efficiency ultimately reducing Viking's carbon footprint long-term
- Installed electric charge points at Head Office
- Introduction of electric company vehicle incentives to encourage further adoption of electric
- Converted all site lighting to LED
- Motion detectors for Head Office, warehouse lighting and HVAC
- Optimised office and warehouse control systems and PIR settings, in conjunction with operating hours, to minimise energy consumption and waste
- Adapted supply chain systems to consolidate customer orders automatically for picking and delivery, reducing on-road mileage and carbon emissions
- Consolidation of full case products to reduce packaging waste, whilst also augmenting vehicle capacity
- Optimised carton percentage fill to reduce number of boxes used per delivery
- Developed a bespoke range of carton sizes to further increase the box fill rate, leading to more space available on our vehicles and a reduction in carbon emissions
- Implemented a project to further review the reduction of plastic packaging in our own brand product range
- Consolidated into a single distribution centre, partnering with our suppliers to ensure continuity of supply and contingency

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

- Reducing single-use plastic within own range, for example the cellophane around sticky-notes
- To reduce our carbon footprint we will procure more consumables from UK suppliers / manufacturers
- Full electric MHE (Manual Handling Equipment) fleet
- Replace centralised hot water tank with a packaged air source heat pump tank
- Installation of air curtains
- Installation of a co-generation heat and power plant
- Full electric vehicle fleet for sales personnel and delivery vehicles
- Further utilisation of double decker trucking vehicles using LPG
- Further promotion of innovative back haul service solutions for customers and suppliers who operate their own distribution fleet

Support for our customers to achieve net zero is through following the Viking principles of *'Be Green; Buy Green; Sell Green and Tell Green'*; Viking work with customers to achieve their own sustainable goals through offering innovative solutions, based on factual management information and experience of past successes in the drive to net zero.

Be Green

Customers can return empty toner and inkjet cartridges for remanufacture or recycling through a free of charge service. They simply order a collection box via the Viking online portal. This service is provided by our contracted registered waste carrier partner who complies with all the necessary legislation in the collection of waste. A total of over 45,000 pieces were collected annually.

Customers wishing to dispose of waste electrical and electronic equipment (WEEE) when it reaches the end of its life can do so by contacting Customer Service, who will arrange for it to be sent to an authorised treatment facility that will treat and dispose of it according to the regulations.

Buy Green

Product range: With over 6,000 sustainable products, both branded and own brand, independently assessed by Newleaf Sustainability Practice to have environmentally friendly attributes as claimed by our supplier, customers have a choice when selecting their workplace consumables. Eco-friendly products are clearly indicated on the Viking online portal and Viking work with customers to encourage switching to more sustainable products, wherever possible.

We offer original HP ink and toner cartridges which are made with recycled content from returned cartridges. HP has manufactured over 4.2 billion HP ink and toner cartridges using more than a cumulative 107,000 tonnes of recycled plastic. More than 80% of HP ink cartridges and 100% of HP toner cartridges are made with recycled material.

HP uses recycled plastic bottles collected in Haiti and from other sources in the manufacturing of Original HP ink cartridges. This effort helps to create sustainable jobs, brings opportunity to the people in Haiti, and helps prevent plastics from reaching the Caribbean Sea.

HP have collected more than 25 million plastic bottles to be upcycled into HP print cartridges and hardware products—that's approximately 325 tonnes of plastic material.

Sell Green

Customers are given guidance as to the sustainable properties of a product through a range of symbols against items on the Viking online portal.

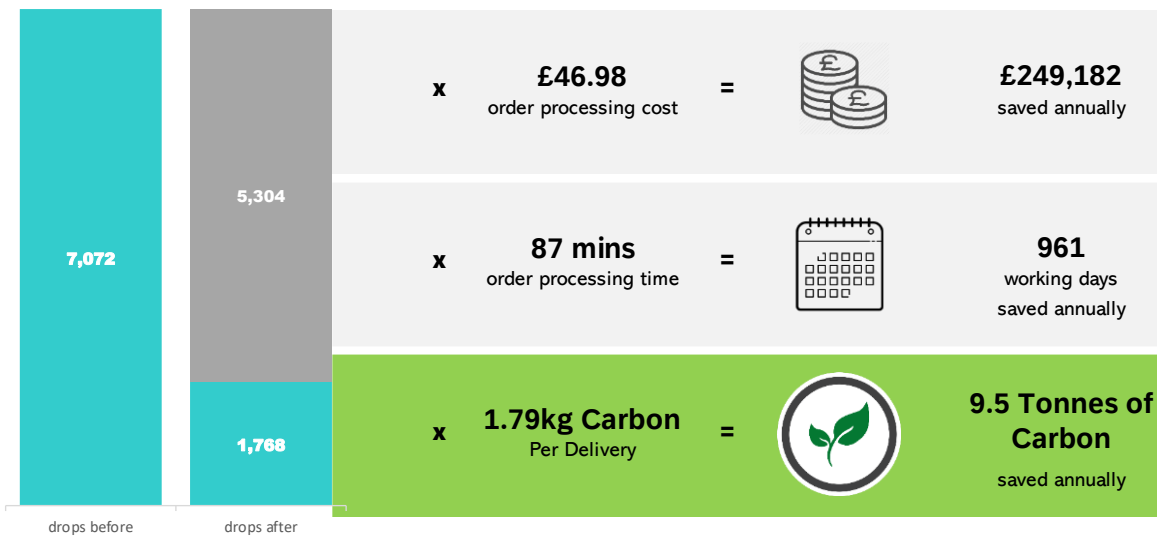


Tell Green

To support our customers in achieving their own carbon reduction targets, Viking presents an annual environmental report, providing the data and information to report your environmental achievements.

Further to this, we work with our customers to identify bespoke opportunities for environmental efficiencies through consolidation of orders, an example of which is shown below, illustrating both **cost and carbon reduction**:

UK Order/Delivery Consolidation Impact



Carbon Neutral Deliveries

Since 2020 we have purchased carbon offset certificates to offset the emission created by the transport of goods from our warehouses to customers in the UK and Ireland. Therefore enabling us to provide carbon neutral deliveries to our customers. This initiative continues with investment in projects supporting wind energy in Namibia, afforestation in Uruguay and safe water in Uganda.

Wind energy in Namibia

60% of Namibia's national electricity is imported, mainly from fossil fuel plants. The domestic supply is almost entirely reliant on hydropower. As Namibia is largely desert land this makes the country vulnerable to external shocks like drought and import tariffs. The project is located in the Karas region; an area with some of the highest wind speeds. The project will install 5 wind turbines. Once installed the turbines will deliver 36,700MWh of clean electricity. Based on average annual consumption, the project will sustainably meet the electricity needs of just under 23,000 Namibians every year.

Forest plantation in Uruguay

Uruguay's economy is based primarily on the use of natural resources, with 86.6% of total surface area used for agriculture, livestock and forestry. According to the World Conservation Monitoring Centre, Uruguay has 659 known species of amphibians, birds, mammals and reptiles of which 2.3% are endemic and 5.6% are threatened. This afforestation project is located in the Cerro Chato / Valentines and Regis / Garaio regions of Uruguay. This is a livestock-forest-environmental project, whose main activity is to establish a forest for obtaining high-value, timber products and for sequestering carbon dioxide from the atmosphere. The forest comprises a total of 21,298 ha of land previously grazing land for more than 50 years. The project will mainly plant Eucalyptus trees over a 5 year period.

Clean drinking water in Uganda

Over 20 million people in Uganda do not have access to clean drinking water, which has negative health, social, economic and ecological impacts. Health issues include malnutrition and lung infections with water-borne diarrheal disease being the leading cause of death for children under the age of five. The issue is compounded as boiling contaminated drinking water and buying bottled water is expensive. Boiling water has also led to increased deforestation as the fuel usually comes from primarily non-sustainably harvested wood. At the same time, increasing CO2 emissions and indoor air pollution. The focus of the project is to support around 200 local communities, schools and refugee camps throughout Uganda with safe access to clean drinking water through the distribution of locally manufactured ceramic water filters. The filters reliably remove microbes and pathogens from contaminated water so that it no longer needs to be boiled.

Energy sources on operating sites

The Viking Estate

Where Viking has control over its energy suppliers, it sources electricity from **100% renewable energy**. Energy efficient equipment is used throughout its buildings, including LED office lighting that is controlled by PIR sensors and non-occupancy timers to minimise energy wastage in un-occupied areas.

Viking's office spaces include a provision of waste disposal with access to recycling for paper and card. Viking has ambitions to become paperless and has implemented technology solutions and processes to reduce the necessity for print and paper usage. The effects and success of this will be monitored over the coming months.

All single-use plastics have been removed from Viking's office kitchens and dining areas. Staff have been provided access to reusable drinking glasses, bottles, cutlery and crockery.

Encouraging our customers to implement similar steps has resulted in the below examples:

- By replacing plastics cups, stirrers, cutlery with reusable glass, china, metal or bio-degradable items, this has saved **709,000** units per year potentially going to landfill.
- Changing the plastic packaging of the existing coffee refills to a 300g eco pouch that is entirely biodegradable has stopped **21,957** 3gram plastic pouches going to landfill per annum
- Supplying 1000 litre, fully recyclable water tanks for trackside use has eliminated an estimated **20%** of the **876,000** units bought per annum.

With a direct aim to reduce Scope 3 emissions created from upstream / downstream courier services, Viking has commenced engaging with courier companies that provide delivery services utilising electric vehicles.

Packaging Reduction

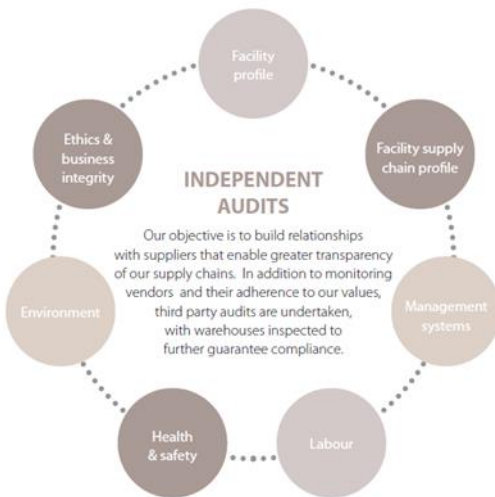
All product metrics are held in the Warehouse Management System (WMS) and used both in initial auto selection of packaging carton and quality control through weight sensors at final QC check.

A Savoye Jivaro Lidding Machine enables us to reduce the amount of packaging delivered as it efficiently cuts the box to the level of the contents within it, removing the need for filler packaging and securing the contents within.

Post bags are made with at least **92% recycled** material and 'peelable' labels to improve levels of re-use and recycling when products are too small for cartons.

We continuously audit suppliers to assess the following:

- Eliminate unnecessary and problematic packaging
- Ensure plastic packaging is recyclable, and use recycled raw materials where possible
- Consider changes to packaging design for improved sustainability.
- Facilities, operational capabilities, procedures and systems
- Record of compliance with social, ethical and health & safety legislation
- Quality and environmental management processes, standards and accreditations
- Chain-of-custody process, visibility of the product lifecycle
- Record of product quality and delivery within agreed service levels.



Supply Chain: The Viking Procurement team work closely within our supply chain and communicate our requirements to vendors, ensuring maximum marks awarded to those with strong sustainability processes. This encourages our suppliers to propose new and innovative sustainability ideas in order to secure new business with Viking and the RAJA Group.

Through sampling products, our Procurement Team are able to assess the attributes of the products including how they are made and if they are recyclable. Our policies encourage vendors to adopt a more environmentally friendly approach including minimising their waste packaging generated at source and recycling materials.

Logistics: Viking operate a flexible fleet management based on actual demand which, together with route optimisation planning, both manage costs and reduce carbon emissions through the reduction of unnecessary journeys.

A programme of introduction of efficient electric vehicles to the fleet further reduces the carbon footprint, together with improvements to vehicle design that has made the bodywork more aerodynamic with the introduction of air deflectors that has reduced vehicle drag by **30%** and increased fuel efficiency by **10-15%**, as we target a carbon neutral delivery service.

Data Centres

Viking operates an increasing number of services from servers hosted in external data centres across the UK. Viking has carefully selected these data centres based on their efficiencies and approach to sustainability.

Viking gain environmental benefits by centralising the compute and storage resources for multiple customers into multi-tenanted and centralised platforms which operate from climate controlled data centres, one of which (our main facility) is equipped with award winning eco-friendly cooling. Running this centralised computing resource is more energy efficient than having each customer running dedicated hardware within their offices, which consumes more power overall across customer sites and requires cooling on an individual node basis.

Power usage within the data centre is a major overall contributor to scope 2 emissions. By ensuring energy efficiency is one of the top requirements when selecting new, or replacing aging hardware, it is possible to significantly reduce power consumption.

Hybrid Working Policy

Since 2020, Viking has implemented hybrid working and enabled staff to securely connect, communicate and collaborate from any working location. This has helped reduce the number of vehicles used during typical commuting time and lowered the emissions created as a result.

Although we have seen an increase in staff using our office spaces again following the relaxation of restrictions applied as a result of the Covid-19 pandemic, emissions from staff commuting in their own vehicles remains significantly lower than pre-pandemic conditions.

Viking's Head Office is typically open 5 days a week, with most staff working remotely on the same 2 days to help to further reduce emissions created by travel, but also to reduce the required heat and energy usage within the office facilities.

The use of innovative video communication and collaboration technology throughout the organisation has also reduced the need to travel long distances for customer and partner meetings, also contributing to a reduction in emissions created because of travel.

The decreased need for travel and reduced demand for office space is driving a reduction in Scope 1 emissions, as well as those Scope 3 emissions associated with business travel, employee commute and upstream / downstream delivery services.

Create Greener and Cleaner Places - Zero Waste to Landfill

Since 2013 our UK & Ireland sites no longer send waste to landfill. In 2019 we recycled **87%** of our waste; our recycling target for 2024 is **95%**.

Building Bricks Recycled

Viking's headquarters building, covering 50,000 sq.ft, was built using steel frame construction and innovative 'Kalwall' translucent walling system. This innovative new solution was primarily invested in to introduce more natural light and to improve thermal efficiency, ultimately continuing to reduce Viking's carbon footprint long term. Kalwall has been harvesting daylight without sacrificing thermal performance for 60 years. Since its inception, Kalwall has been incorporated into the designs of almost 1000 LEED® certified projects. Kalwall has also been specified in multiple Net Zero Energy Buildings and BREEAM® projects.

Car sharing, electric vehicles and public transport use

Where possible, staff are always encouraged to car share when coming to the office, or attending external events related to work to reduce emissions created by car use.

Viking's head office and distribution centre in Leicester is ideally positioned close to national rail networks and bus routes, therefore, many staff opt to use public transport as their preferred mode of transport. Again, where possible, staff are always encouraged to use public transport to help reduce car emissions.

To help embed Viking's sustainability goals into its company culture, Viking plans to introduce an electric vehicle scheme for all staff through a partnership with a third party which potentially could save **1.5 tonnes of CO2** every year by switching to a zero-emissions electric car, therefore the scheme provides significant benefits to our staff and the planet too.

Culture and Employee Education & Awareness

With a focus on reducing our emissions that are Scope 3, Viking is developing a communications and employee engagement strategy to ensure its workforce is well equipped to make informed decisions with regard to their day-to-day activities which could impact Viking's emissions. This includes information sharing at our quarterly team meetings, online training through our online training platform and regular updates via our Teams channel for all employees. Details of our sustainability goals will be included within our new starter induction and we will also regularly review and update our policies, such as our partnership and procurement policy, to ensure environmental impact is considered in vendor selection.

As previously mentioned, we have introduced new employee benefit schemes that have a focus on the environment including an electric vehicle scheme and tree planting initiative for all staff.

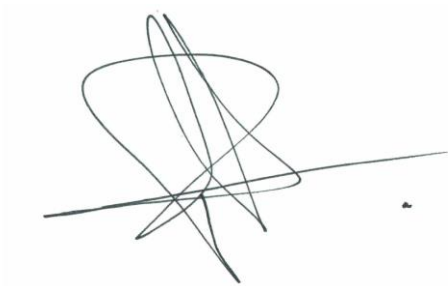
Our aim for 2024 is to also involve employees in more local community and conservation projects through the charities we have chosen to support.

Declaration and Sign Off

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard 1 and uses the appropriate Government emission conversion factors for greenhouse gas company reporting 2.

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 3.

Signed on behalf of Viking (RAJA Group)

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

Peter D'Amery, Sales Director – UK and Ireland

Date: 12th January 2024

Nomenclature

- Carbon Equivalent is the effect on global warming of a greenhouse gas (GHG) relative to that of CO₂.
- Carbon Off-setting is the action of compensating for unavoidable necessary residual greenhouse gas emissions by participating in a programme designed to make equivalent atmospheric carbon dioxide reductions.
- Embodied Carbon is the total GHG emissions generated to produce a product; It includes those from extraction, manufacture, processing, transportation and assembly in every component.
- Global Warming Potential is the heat absorbed by a GHG as a multiple of the equivalent in carbon dioxide.
- Greenhouse Gases are gases that trap heat in our atmosphere. GHG include Carbon dioxide, methane, nitrous oxides and fluorinated gases.
- The Greenhouse Gas Protocol is the GHG Protocol Corporate Account and Reporting Standard which provides requirements and guidance to prepare a corporate-level GHG emissions inventory.
- ICE is The Inventory of Carbon and Energy.
- IPCC is the Intergovernmental Panel on Climate Change. It provides regular scientific assessment on climate change to policy makers.
- ISO14001 is the international standard that specifies requirements for an effective environmental management system (EMS).
- Net Zero Carbon (NZX) is the sum effect of combining actions to reduce GHG emissions with actions to offset them.
- Scope1: Direct GHG emissions are those that occur from sources that are owned or controlled by the company such as emission from combustion in owned or controlled boilers, furnaces, vehicles, etc., emissions from chemical production in owned or controlled process equipment.
- Scope 2: Indirect GHG emissions account for GHG emission from the generation of imported energy such as purchased electricity consumed by the company. Purchased electricity is defined as electricity that is purchased or otherwise brought into the organisational boundary of the company. Scope 2 emissions physically occur at the facility where electricity is generated.
- Scope 3: Other indirect GHG emissions. The GHG Protocol Corporate Accounting and Reporting Standard defines Scope 3 as an optional reporting category that allows for the treatment of all other indirect emissions. Scope 3 emissions are a consequence of the activities of the company but occur from sources not owned or controlled by the company. Some examples of Scope 3 activities are extraction and production of purchased material; transportation of purchase fuels; and use of sold products and services. BS EN ISO 14064 separates out Scope 3 emission into categories 3 to 6 covering indirect emissions from transportation, products used, use of products from the business and other sources respectively.
- tCO₂e is the notion for tonnes of carbon dioxide equivalent emissions.
- Zero Carbon is the absence of GHG emissions.

Methodology and Quantification Standards

The Business Carbon Assessments was completed to the international standard BS EN ISO 14064-1 and the GHG Protocol. Quantification of carbon dioxide equivalent emissions arising from business activities were completed in accordance with the emission factors of Greenhouse gas reporting: conversion factors published by DEFRA, the UK government Department for Business, Energy and Industrial Strategy for 2022.

Carbon equivalent data conversions have been calculated in accordance with greenhouse gas reporting: 2019 published by the UK Government Department for Business, Energy and Industrial Strategy. Additionally, The Inventory of Carbon and Energy has provided carbon equivalent data conversions for complex materials.

Global Warming Potentials are stated from IPCC Sixth Assessment Report, 2021 (AR6).