

Environmental Policy

As a company, our mission is to connect people and communities. Our role in building a sustainable future is by providing simple, affordable, reliable, and fair fibre for everyone.

We believe climate change needs to be tackled with urgency and we fully back the UK Government's target to become zero-carbon by 2050. From our renewable-powered Salford HQ, we will lead the way for businesses in the North West and play an active part in Greater Manchester's ambitious journey to zero-carbon.

We are dedicated to best in class, value for money products with a maintained focus on our environmental objectives. We believe this is true value for our customers.

Our greatest impact on the environment is in operating our network and in powering connectivity for our residential and business customers and this will be the focus of our efforts. We pledge to continuously reduce our footprint, and our customers' footprint, through mindful innovation. We will use our ever-evolving technology as an enabler for a climate resilient Britain.

To achieve our vision, we will focus on 4 key areas:

1. **Our carbon impact:** By understanding our carbon footprint, we will continuously reduce the environmental impact of our activities, seek true energy-efficiency and transition to being a zero-carbon business.
2. **Our materials:** By embracing circularity, we will reduce, reuse, and recycle wherever possible and as much as possible. We will work with our suppliers to create sustainable products and take action to divert waste from landfill.
3. **Our people:** By actively engaging with our people via a dedicated employee network, we will create a more environmentally focused work culture and empower our workforce to be creative and make sustainable lifestyle choices in and out of the office.
4. **Our customers & communities:** By delivering the most sustainable service possible and using our unique position as a business to raise awareness, we will build towards a sustainable future for the UK.

Environmental sustainability is embedded in our business. We are long-standing members the **Carbon Disclosure Project** and are certified **Carbon Saver Gold**. Our Energy Management System is **ISO50001**-compliant. We always comply with current environmental regulation and continuously strive to go above and beyond the standard requirements. In 2020 TalkTalk joined **Business Ambition for 1.5°**. Backed by the UN, this pledge is a highly ambitious commitment to set science-based targets.

This commitment is supported by our track record. The footprint of our Operations & Network has reduced by 63% since 2015, and in 2020 we successfully met our 10-year goal to reduce the carbon intensity of our network by 80%.