



TalkTalk Group Limited Energy Policy

1.1 Overview

TalkTalk Group is committed to managing and reducing its impacts on the environment. Our aim is to grow our business in a sustainable way, providing the best products and services to our customers whilst meeting our responsibilities to protect the environment.

Our environmental commitment focusses on managing the areas where our footprint is largest and where we can make the biggest difference (particularly energy use), and on finding creative solutions to environmental challenges across our business. Our primary aim is to control and reduce our direct impacts, whilst also making a commitment to develop high quality, low carbon telecommunications solutions that will help and inspire individuals and businesses to reduce their environmental impacts.

This Energy Policy is the foundation of our approach to sustainable environmental management. It provides the commitments which will support our strategic vision and delivery of our energy management strategy, objectives, targets, and specific projects in the business.

1.2 Commitments

- **We will continually** improve our energy performance across the business; set objectives and monitor our performance in areas of greatest impact; consider energy efficiency factors in business decisions.
- **We will promote** energy saving awareness to our employees and provide resources and training where required.
- **We will assure** the availability of information and resources to meet our objectives and targets.
- **We will communicate** our energy policy, activities and performance to employees, the public and other interested parties.
- **We will comply** with all legal and other requirements related to energy management and strive to meet all of our voluntary commitments.
- **We will review** our energy policy and management system regularly to ensure it remains effective.
- **We will support** the purchase of energy-efficient products and services, and design for energy performance improvement.

AMENDMENT HISTORY

Issue	Date	Author	Department Owner	Description of Change	Review/Approval
0.1	13/07/2015	A Neve	Data Centre Management	Draft	
1.0	13/07/2015	A Neve	Data Centre Management	Approved for issue	Andy Neve
1.0	08/06/2016	M Jacobs	Data Centre Management	n/a - review only	
1.1	17/02/2017	M Jacobs	Data Centre Management	tCO2e emissions clarified	Self-approved
1.1	27/06/2017	M Jacobs	Data Centre Management	n/a - review only	
1.1	22/06/2018	M Jacobs	Data Centre Management	n/a - review only	
1.2	06/09/2018	M Jacobs	Data Centre Management	CTO references updated to MD - Technology, Change and Security. tCO2e references changed to tCO2.	Self-approved
1.3	12/06/2020	M Jacobs	Data Centre Management	Target and responsible person removed	Self-approved
1.4	15/03/2021	M Jacobs	Data Centre Management	Amended 'TalkTalk Telecom Group PLC' to new entity	Andy Neve