Coventry & Warwickshire Chamber of Commerce
The Ultimate Business Network

Greater Birmingham Chambers of Commerce

Net Zero and Environmental Sustainability

Business Insights Report

December 2021

Aston University BIRMINGHAM UK

ARUP

MORGAN SINDALL INFRASTRUCTURE

UNIVERSITY OF BIRMINGHAM

Connect. Support. Grow.

Foreword

Louise Bennett

CEO, Coventry and Warwickshire Chamber of Commerce

It's great to have partnered with the Greater Birmingham Chambers of Commerce and work with the British Chambers of Commerce on our environmental sustainability activity. The findings in this report give insight into how the business community is adapting to the net zero transition and environmental sustainability. Particularly on how we can continue to work with businesses to support their decarbonisation journeys and the growth of the low-carbon sector.

Businesses account for one-third of emissions in the West Midlands Combined Authority area and influence another third through transport. Therefore, encouraging low-carbon business practice is key to achieving the legislated net zero target of 2050 for the UK economy and WMCA target of 2041. Investing in environmental sustainability and the net zero transition is becoming a strategic priority for businesses and continues to make good business sense. Those acting on reducing their environmental impact are experiencing cost savings, increased efficiency, and increased reputation. Whilst many businesses recognise the competitive advantage of reducing environmental impact, more must be done to support carbon intensive industries, such as manufacturing, where more businesses face barriers than businesses within other sectors.

Henrietta Brealey

CEO, Greater Birmingham Chambers of Commerce

Our first annual report on environmental sustainability shows that the business community across the West Midlands is increasingly aware of the benefits of and need to reduce environmental impact. 2021 has been a landmark year of environmental progress for the UK, through hosting COP 26 in Glasgow, to announcing a new legislated target of a 78% reduction in greenhouse gas emissions by 2035 from 1990 levels. We have also seen businesses increasingly raising the bar on environmental best practice. It is encouraging to see the majority of surveyed businesses have taken action to reduce their environmental impact and intend to continue on that trajectory. However, challenges still remain for businesses to encourage action. Access to knowledge and information, the lack of grant funding and lack of time are the highest barriers to implementing measures to reduce environmental impact.

As a Chamber, we will continue to support businesses in navigating the environmental agenda through continued campaigning and sharing of good practice, as demonstrated through the Sustainable Business Series 2021. As we've seen in 2021, we can expect many developments throughout 2022 to encourage the UK economy to the 2050 net zero target. It is promising to see many businesses taking a lead on driving the environmental agenda, such as those presented in this document. Notwithstanding the opportunities businesses within the low-carbon technology sector will be presented with. The Chamber will continue to play a key role in supporting businesses, both on decarbonising business operations and growing the low-carbon sector in the region.

Executive Summary

Business management: Based on data from the British Chamber of Commerce (BCC) July 2021 Net Zero Survey, 14% of West Midlands based businesses have targets on reducing their carbon or greenhouse gas (GHG) emissions, with 13% measuring their carbon or GHG emissions and 90% not having a net zero policy.

Drivers for change: Data from the BCC July 2021 Net Zero Survey demonstrated the highest drivers for change included environmental concerns (81%), efficiency gains or cost savings (59%) and competitive or reputational advantage (37%). All of these have increased since March 2020.

Environmental measures: The 2021 Greater Birmingham Chambers of Commerce (GBCC) Quarterly Business Report (QBR) Q3 collated with the 2021 Coventry and Warwickshire Chambers of Commerce (CWCC) QBR Q2 showed that 65% of businesses have taken measures to reduce their environmental impact, 35% have not. Of those businesses that have taken measures, 40% of them have done so in the past 12 months. The percentage of companies by size not taking measures to reduce environmental impact is 42% for micro, 30% for small and 20% for medium sized businesses.

Looking to the future: Data from both the 2021 CWCC QBR Q2 and 2021 GBCC QBR Q3 revealed that 68% of businesses intend to introduce future environmental measures but 32% do not. Those intending to implement measures aim to within the next 12 months (36%) and 12 months plus (32%). Although, 39% of micro, 30% small and 11% of medium sized businesses have no plans to introduce environmental measures in the future.

Specific measures planned: The BCC July 2021 survey found that over the next 12 months, the percentage of surveyed businesses planning to reduce consumption (e.g. of paper, plastics, food) is 60%, reduce energy usage of travel (e.g. low emission vehicles, fewer journeys) is 45%, and reduce the energy usage of office/premises or remote working locations (e.g. heating systems, lighting) is 42%. Other notable measures include investing in energy efficient technology or machinery (34%) and using renewable energy suppliers (29%). The percentage of measures planned in July 2021 has increased in five out of five of these categories from March 2020.

Main barriers: Based on only the 2021 GBCC QBR Q3 data, the top three barriers for reducing environmental impact for businesses were lack of time (35%), lack of grant funding (25%) and not sure of the options available (23%). The lowest three barriers for reducing environmental impact were: not valued by employees (6%), not valued by customers/suppliers (16%) and a lack of benchmark data (16%). Interestingly, the highest barriers change depending on whether a company has taken measures to reduce their environmental impact and their sector. Barriers relating to knowledge, information and skills are higher for those who have not taken measures. Finance and cost barriers are ranked higher by those that have taken measures for longer periods of time. More manufacturers face barriers to reducing their environmental impact over services companies in 11 out of 13 (85%) categories (see Appendix 1).

About the Chambers of Commerce

The Greater Birmingham Chambers of Commerce (GBCC) and Coventry and Warwickshire Chamber of Commerce (CWCC) are membership-led, business support organisations that act as the voice of local businesses. The Chambers dedicate themselves to connecting, supporting and growing local businesses through a range of business focussed services. This includes providing a platform for members to use their experience and expertise to engage with local authorities, national government and industry leaders on key business issues.

Introduction

This report collates the research findings from the 2021 to provide an overview of businesses response to environmental sustainability and net zero. The report shows results (first section) and provides analysis (second section) from across 2021. Topics on environmental performance include, business management, the drivers for change, the measures business have taken and intend to take, and the main barriers for achieving increased environmental performance. Case studies on businesses response to environmental sustainability and net zero are included throughout the report.

This report uses West Midlands data from British Chambers of Commerce (BCC) Surveys (March 2020, and July 2021), and finding from the Greater Birmingham Chambers of Commerce (GBCC) Quarter 3 2021 Quarterly Business Report (QBR) and Coventry and Warwickshire Chamber of Commerce (CWCC) Quarter 2 2021 QBR.

Large companies have not been included in the results that use GBCC and CWCC QBR data due to insufficient data set (less than 10 responses). Therefore, results drawn from QBR data within this report do not include SMEs. SME businesses are categorised as micro, 0-9 employees; small, 10-49 employees; and medium, 50-249 employees.

This research provides insight into how the business community is responding to environmental sustainability and net zero, and how regional stakeholders can continue to support businesses.

Businesses response to net zero

Business management

Based on West Midlands data from the British Chamber of Commerce (BCC) July 2021 Net Zero Survey, 67% of businesses do not have an environmental sustainability policy and 90% do not have a net zero policy. 48% do not think that net zero is a high priority for their business, and 31% do. This may explain why only 14% have targets on, and 13% measure their carbon footprint or GHG emissions, even though 68% understand the term 'net zero' and its business implications.

Drivers for change

Comparable data was used on the drivers experienced by West Midlands based businesses for reducing environmental impact from March 2020 BCC Net Zero Survey and July 2021 BCC Net Zero Survey data. In all comparable categories, the drivers for change have increase from March 2020 to July 2021. Drivers for change increased from 2020 to 2021 by 6% in environmental concerns to 81%, 8% in reputational or competitive advantage to 37%, 5% for demand from stakeholders (e.g. employees, customers, board) to 19%, and 5% for efficiency gains or cost savings to 59%. See below table.

Driver for change	2020[2]	2021[1]	Percentage Change
Concern about the environment	75%	81%	+6%
Competitive or reputational advantage	29%	37%	+8%
Demand from stakeholders (e.g. employees, customers, board)	14%	19%	+5%
Efficiency gains or cost saving	54%	59%	+5%
To win new business	N/A	15%	N/A
Demand from society	N/A	23%	N/A

N/A represents unavailable data. See Appendix 2 for composition of categories. (2020 represents March 2020 BCC Net Zero Survey and 2021 represents data from the July 2021 BCC Net Zero Survey data)

Trends of businesses taking measures

Across the 358 business responses collected from the CWCC (2021 Q2) and GBCC (2021 Q3) QBR, 65% of businesses have taken measures to reduce their environmental impact and 35% have not. There was little difference in uptake of measures between the service and manufacturing sectors. However, business size influences measures to reduce environmental impact. Larger businesses tend to take more action, with 80% of medium, 70% of small and 58% of micro businesses taking action to reduce their environmental impact to date.

Of the 65% of businesses that have implemented measures to reduce their environmental impact across GBCC and CWCC QBR data, 40% have taken measures within the last 12 months, 28% in the last one to three years and 32% over the past three years or more.

Case Study

Paradise Birmingham

Arup has committed to net zero emissions across its entire operations by 2030, covering everything from the energy use in offices to goods and services purchased. They are also working with organisations to innovate and accelerate new approaches and business models to help the world decarbonise.

In November 2021, they announced a commitment from April 2022 to undertake whole lifecycle carbon assessments on all buildings projects (new and retrofit), believing that the insights gained will help the built environment sector advance towards net zero.

Their new approach to working in the energy sector will now focus entirely on low-carbon solutions, including wind, solar, hydroelectric and hydrogen projects. From April 2022 no energy commissions supporting the extraction, refinement, or transportation of hydrocarbon-based fuel will be pursued. An exception being the manufacture of hydrogen, which we consider a part of the transition to a net zero future.

In 2023 Arup is moving from Solihull to space in One Centenary Way, Birmingham, supporting the next step in their sustainable development journey. Arup invested with the Developer to create the first net zero carbon ready building in Birmingham to help reduce the company's carbon footprint. This move is a catalyst for growth and will accelerate Arup's transition to a cleaner and greener way of working, with greater use of public transport and more sustainable working practices.

Looking to the future

Results in this section are based on responses from the GBCC (2021 Q3) and CWCC (2021 Q2) QBR. The responses revealed that 68% of businesses intend to introduce future measures to reduce their environmental impact, while 32% have no plans to. Of those intending to implement measures, 53% intend to in the next 12 months and 47% intend to in 12 months plus.

More manufacturers (77%) than service companies (67%) intend to take more action on reducing their environmental impact, with it being fairly balanced between the short term (within next 12 months) and longer term (12 months plus). Conversely, 23% of manufacturers and 33% of service companies do not have a plan to implement future measures.

The percentage of smaller businesses not planning to introduce future environmental measures was higher than larger businesses, with 39% of micro, 30% small and 11% of medium sized businesses having no plans to introduce environmental measures in the future.

Of those who have taken measures to reduce their environmental impact, 82% intend to increase measures, and 18% have no plans to implement further measures. Of those intending to introduce further measures 46% intend to within 12 months and 54% intend to after 12 months. Of the businesses that haven't taken measures to reduce their environmental impact, 50% have no plans to implement measures. However, 33% plan to implement measures in the next 12 months, and 16% in the 12 months plus.

Specific measures planned

Based on the BCC Net Zero July 2021 Survey, over the next 12 months, businesses plan to reduce consumption (e.g. of paper, plastics, food) (60%), reduce travel energy usage (e.g. low emission vehicles, fewer journeys) (45%), and reduce office/premises energy usage or through remote working locations (e.g. heating systems, lighting) (42%). Other notable measures include investing in energy efficient technology or machinery (34%) and using renewable energy suppliers (29%).

Using comparable data from the March 2020 BCC Net Zero Survey with the July 2021 BCC Net Zero and Covid Survey data, in five out of five (100%) of comparable categories, the measures businesses are planning to adopt, or increase are rising. The most notable categories that have seen an increase from March 2020 to July 2021 are: reducing office/premises energy use (e.g. heating systems, lighting) (+16%), reducing travel energy use (e.g. low emission vehicles, fewer journeys) (+9%), reducing consumption (e.g. of paper, plastics, food) (+10%), and investing in energy efficiency tech or machinery (+10%). See below table.

Measure planned or continued	2020	2021	Percentage Change
Reducing office/premises energy use (e.g. heating systems, lighting)	26%	42%	+16%
Reduce travel energy use (e.g. low emission vehicles, fewer journeys)	36%	45%	+9%
Reduce consumption (e.g. of paper, plastics, food)	50%	60%	+10%
Invest in energy efficiency tech or machinery	24%	34%	+10%
Offsetting	10%	11%	+1%
Use renewable energy suppliers	N/A	29%	N/A

N/A represents unavailable data. See Appendix 3 for composition of categories. . (2020 represents March 2020 BCC Net Zero Survey and 2021 represents data from the July 2021 BCC Net Zero Survey data)

Case Study

Aston University is investing in measures expected to save around 430 tonnes of GHGs, showing their continued commitment to reducing carbon emissions. Additionally, they are committed to delivering many of the Sustainable Development Goals through their Sustainability Strategy, one of the reasons The Guardian attributed the campus 'one of the most sustainable in the country'.

The University also actively supports businesses to become more sustainable through several initiatives, including the Energy and Bioproducts Research Institute (EBRI) and Low Carbon SMEs program. EBRI support businesses on the circular economy, innovation and by providing free sustainability health checks. The scheme has supported over 300 SMEs, created 234 jobs and £29 million in Gross Value Added. See more here. The Low Carbon SME programme advises and supports energy efficiency for SMEs. The scheme helped save a manufacturer in Birmingham £15,000 per year and 60 tonnes of CO2. See more here.

Encouraging more progress – What are the barriers for regional businesses?

This section uses responses from GBCC (2021 Q3) QBR only, as data on the barriers to reducing environmental impact experienced by businesses was unavailable from the CWCC (2021 Q2) QBR dataset. The top three perceived barriers for businesses were lack of time (35%), a lack of grant funding (25%) and not sure of options available (23%). The lowest three perceived barriers were not valued by employees (6%), not valued by customers/suppliers (16%) and a lack of benchmark data (16%). Interestingly, the highest barriers change depending on whether a company has taken measures to reduce their environmental impact and sector or not. The below table shows the highest barriers for surveyed businesses that have and have not taken measures to reduce their environmental impact.

Barrier	Yes	No
Lack of time	33%	45%
Lack of grants	32%	-
Lack of capital or finance	25%	-
Lack of favourable tax allowances or credits	25%	-
Not sure of options available	-	43%
Lack of in-house skill	-	27%

More manufacturers face barriers to reducing their environmental impact over services companies in 11 out of 13 (85%) categories (see Appendix 1). The highest barriers to manufacturers were lack of time (71%), not sure of the options available (50%), lack of capital or finance (42%) and the cost of low-carbon technology (38%). For service sector businesses the highest were lack of time (31%), not sure of options available (21%) and lack of grants (25%).

Case Study

UNIVERSITY OF BIRMINGHAM

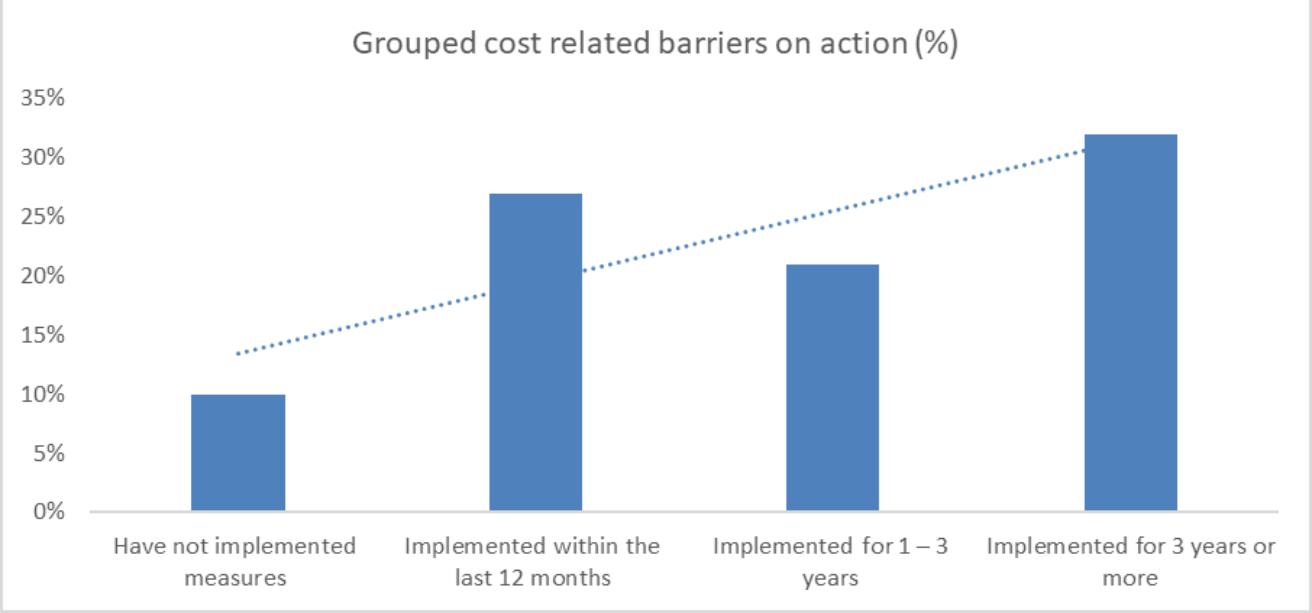
The University of Birmingham (UoB) aims to achieve net zero carbon by 2035 and is committed to delivering specific Sustainable Development Goals. The University is supporting many businesses across the region to reduce their environmental impact including SMEs through different programmes. The ATETA programme is currently working with the Confederation of British Metalforming to reduce carbon and energy costs for UK forging businesses through innovation. See more here. Additionally, the ARLI programme has assisted two fashion companies in finding alternative natural materials to replace traditional cloths, including innovative textiles such as fabric from oranges, coffee grounds, seaweed, pineapples and hemp fibre. Find out more here.

UoB is also pioneering regional developments on and off campus such as the new strategic partnership between the University and Siemens focussed on collaboration in areas such as smart infrastructure, mobility, energy and health. The partnership will help UoB achieve a carbon neutrality roadmap including to create the smartest university campus in the world.

In the region, the Tyseley Energy Park initiative (pictured) intends to shape Birmingham's low-carbon future, supporting the development of infrastructure for renewable heat and power, energy storage, clean transport fuels in combination with advanced waste processing, through several research projects.

Cost related barriers

The responses from the GBCC QBR (Q3 2021) found the longer a business has been implementing measures to reduce their environmental impact for, the more cost becomes a barrier. See the below graph. The trend line is intended to show this relationship. For example, the top three highest barriers to reducing further environmental impact for businesses who have implemented measures for 3 years plus were related to cost. Cost barriers included a lack of favourable tax allowances or credits (36%), a lack of grants (36%), a lack of capital or finance (28%), and the cost of low-carbon technology (28%). In the below graph, the amount of time a business has been implementing environmental measures for is on the X axis and the percentage of businesses perceiving grouped costs as a barrier on the Y axis.



Grouped financial measures include an average of lack of capital or finance, cost of low-carbon technology, lack of grants, lack of favourable tax or credits.

What do the results mean?

Environmental measures & looking to the future

The results on businesses current and future environmental measures show that many have recently started to understand the need to reduce their environmental impact – many businesses have implemented measures within the last 12 months, demonstrating an increased business imperative. It is encouraging that the majority of businesses plan to implement environmental improvements, with businesses that have already taken action intending to continue improving environmental performance.

Generally, the measures businesses are taking relate to 'quick wins', which involve lower cost options for decarbonising, such as implementing LED lights, working from home and stopping the consumption of single-use items (i.e. plastics). Although greater demand and higher investment are inferred from the increased intent to invest in energy efficiency technology or machinery and reduce office/premises energy usage from 2020 to 2021.

Business management

Without the majority of businesses measuring and targeting carbon/GHG reductions, it will be difficult to prove how much a business has reduced its emissions. It will also be difficult to prove whether a business is in line with the UK economy target to decarbonise by 78% by 2035 from 1990 levels, as well as the 2050 net zero target. This could limit business development opportunities, especially in energy intensive sector supply chains (such as construction) or the public sector, where evidence of net zero progress is required to win business. For example, the Government announced that businesses bidding for large contracts (greater than £5 million) must detail credible net zero plans, including scope 3 emissions (all indirect value chain emissions that are not in scope 2). This means that those bidding for these contracts will have raised expectations for their suppliers to comply with their net zero targets. Therefore, the requirement to measure businesses carbon/GHG emissions is filtering through the supply chain.

Case Study

The A45 sprint project is designed to deliver improved journey times and more reliable services linking Walsall, Birmingham and Solihull. Improved bus services will play a part in achieving the West Midlands Combined Authority ambition of net zero by 2041 and bringing over £200 million economic benefits.

As contractors for the A45 Sprint Project, Morgan Sindall Infrastructure are implementing the group's environmental ethos of reducing carbon emissions - by 2025, they aim to achieve a 25% reduction in carbon emissions and net zero by 2030. Morgan Sindall has made significant progress to these targets by; diverting construction waste from landfill, using eco welfare units (Lithium & Solar), and 100% Lithium battery powered tower lights and CCTV Units. All on-site vehicles are electric or hybrid, improving carbon reduction with over 153 tonnes saved so far. Morgan Sindall are also experimenting with ways to decarbonise their operations further, they are already utilising electric plant such as the pictured forklift in their main compound and HVO fuel for any plant and equipment that are not Hybrid/Electric.

Drivers for change

Almost half of businesses are not viewing net zero targets as a priority, and the main barrier for reducing environmental impact is cited as lack of time. Therefore, more immediate issues, such as the pandemic, are seeming to take priority over reducing environmental impact. According to research from the GBCC, these include post-Brexit and post-pandemic inflationary pressures, supply chain issues and skill shortages. More frequently, the spike in wholesale energy prices is impacting businesses: the GBCC's QBR (2021 Q4) Survey found 80% of firms expected energy prices to increase, with 76% expecting a negative impact. See the most recent QBR (2021 Q4) here. Nonetheless, businesses are still influenced to take action on reducing their environmental impact because of the increased expectations to improve environmental performance from society and stakeholders (which has increased from 2020).

Businesses are continuing to see value in reducing their environmental impact/decarbonising on areas that directly influence their bottom line, and so incentivising action. These include efficiency gains or cost savings, competitive or reputational advantage and winning new business. However, despite many businesses taking action, to decarbonise past the quick and low-cost wins, such as LED lighting and working from home, eventually, businesses will have to invest in more capital-intensive measures. As the research shows, cost is a high barrier for many businesses, particularly those who have implemented measures for more than 12 months. This is a problem as these measures will also be driven by the need to meet energy efficiency improvements dictated by Minimum Energy Efficiency Standards regulations (minimum EPC E by 2023 and B by 2030) or the Future Homes Standard.

Case Study

stäger
Clear Packaging

Staeger makes recycled plastic packaging in Coventry from Ocean Plastic Waste. Staeger partnered with M&S as part of their Plan A campaign and started using recycled plastic. Traditionally, the company used PVC plastic for its products but has transitioned to only British recycled plastics (rPET). This move allowed the company to access the PPE market, which led to winning a large contract with the NHS and making a plastic visor for the Queen. Without their sustainability programme, this wouldn't have been possible. The programme increased revenue, saving the business from declining PVC sales.

Encouraging more progress

For those firms who have not started reducing their environmental impact, knowledge, skills and information are perceived as a high barrier for taking action to reduce environmental impact. Therefore, the continued sharing of knowledge and information will be paramount to influencing businesses to start implementing environmental measures. Taking action will help de-risk and future proof businesses. This is because the net zero transition and increased need to improve environmental performance will change technology, markets and regulations (as experienced with the Environment Act). Consequently, affecting costs, affecting asset value and destabilising existing products and services. Contrastingly, those that adapt early will be able to capitalise on the opportunities of the transition, such as lower costs, increased efficiency, improved reputation and increased new business opportunities.

In contrast, firms that have taken measures perceive the highest barriers as finance and cost. These barriers increase with the length of time a business has been implementing environmental improvements for. Therefore, the longer a business has been implementing improvements, the more financial and cost related issues become a barrier. Overcoming cost related measures, particularly the cost of low carbon technology and implementing favourable tax and/or credit allowances, will be critical for supporting the business transition to net zero. This issue is exacerbated by firms experiencing post-pandemic inflation and debt, as a result they are facing pressures to overcome inflation and repay debts. This could divert the funds required to access low-carbon technology and so impede the uptake needed for rapid decarbonisation. This will particularly be a concern for those that have implemented measures for longer time periods, where decarbonising the business results in options tied to an increased need to invest in low-carbon technology.

What can the region expect?

The region can expect greater demand for low-carbon business support, products and services in the future, driven by an increased business appetite for more carbon saving measures. The development of the low-carbon technology market can help drive carbon reductions through innovation in products and services. The UK low-carbon economy could grow up to 11% per year between 2015 and 2030, four-fold the growth in the rest of the economy . In the West Midlands, the low-carbon industry experienced more than 7% growth in 2020, despite a 9% contract in the overall regional economy during the Covid-19 pandemic.

[1] Ricardo Energy and Environment for the Committee on Climate Change (2017) UK business opportunities of moving to a low-carbon economy (supporting data tables). See here.
[2] WMCA. Low carbon manufacturing sector is the fastest growing in the region. See here.

How are the Chambers supporting businesses

Cost barriers

The GBCC and CWCC have been calling for key changes to incentivise business progress to net zero. One of the recommendations to regional and national stakeholders is to increase financial support for businesses (particularly SMEs) through the increased value of grant funding, availability of favourable finance options, and financial relief. The report asks for more financial support for the highest and hardest to decarbonise sectors, including support for capital, installation and operational costs for low-carbon technology. Additionally, it calls for a review and extension of the super deduction tax, business rates, VAT and structural building allowance, to increase low-carbon technology uptake. Some progress was made toward these calls in the 2021 Autumn Budget, as from 2023, any business making qualifying improvements to their property will not face an increase in business rates for 12 months. This can encourage low-carbon technology uptake. See more on the 2021 Autumn Budget here.

Our calls for action have been shared with regional stakeholders and are fed into to the British Chambers of Commerce Climate Challenge Group. You can find more detail on the above on the GBCC website, here.

Knowledge and information barriers

In 2021, the GBCC and CWCC partnered to deliver a campaign to address the knowledge and information barriers that local businesses experience on net zero.
The Sustainable Business Series: Net Zero shared best practice, guidance and knowledge to help businesses progress to net zero. The Series covered what net zero means for SMEs and how to progress to a net zero business through energy, transport, the circular economy and business management. The content was delivered through a series of webinars, blogs, videos and podcasts, utilising the Chamber network's expertise on low-carbon issues. Topics covered included 'how to' guidance on measuring carbon/GHG emissions and energy procurement, navigating the Sustainable Development Goals, what support is available in the region and much more. You can view the first Series here. The Sustainable Business Series is expected to return in October 2022 to build on knowledge and the advice shared in 2021.

The 2021 Sustainable Business Series: Net Zero

300+ Delegates

50+ Partners

5 Webinars and 1 Summit

14 Blogs

4 Podcasts

14 Videos

96% of surveyed delegates said they would recommend the Sustainable Business Series to contacts or colleagues

67% of surveyed delegates said they have learnt something that they will apply in their business

Steve Davies, Managing Director, Living Space Housing: "I really enjoyed the weekly webinars on the journey to net zero (carbon). They are really excellent and very helpful for SME's like ourselves. Excellent campaign. Really enjoyed it and found it quite inspiring."

Manufacturer: "Great inspiring talks, helping to demystify what actions can be taken to start to work towards achieving it"

Sharon Harley CEnv MIEMA, Tilbury Douglas Construction Limited: "Thank you to everyone involved in organising the event this morning. I really did enjoy the presentations and I learnt from them, so thank you very much indeed."

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Appendices

Appendix 1

All 13 categories on barriers to reducing environmental impact are listed here. The 11 categories that manufacturers face higher barriers to reducing their environmental impact over services companies in are: lack of in-house skill, lack of benchmark data, not valued by suppliers/ customers, not valued by employees, lack of knowledge and information, lack of time, not sure of options available, cost of low-carbon technology, lack of capital or finance, lack of favourable tax allowances or credits, lack of grant finding. The remaining 2 categories that services sector businesses have higher responses in are: not applicable to business and our business has not encountered barriers.

Appendix 2

March 2020 data was collated to fit the 2021 demand from stakeholders category. The March 2020 data was collated and averaged to give the 2020 percentage figure in the demand from stakeholders category. The categories collated then averaged from the March 2020 data were demand from employees (20%), demand from supply chain (4%), demand from customers (28%) and demand from investors and/or shareholders (5%). Additionally, the differentiate category from March 2020 data was used to represent competitive or reputational advantage category.

Appendix 3

March 2020 data was collated to fit July 2021 categories. The March 2020 data collated was averaged to give the 2020 percentage figure within a defined July 2021 category for comparison. For the reducing office/premises energy use category (e.g. heating systems, lighting), the following March 2020 categories were grouped and averaged: LED lights (58%); insulation (14%), change boiler/heating system (16%) and energy efficient plant/machinery, (17%). For investment in energy efficient technology and/or machinery, the following March 2020 categories were grouped and averaged: LED lights (58%); insulation (14%), change boiler/ heating system (16%) and energy efficient plant/machinery (17%), and investment in renewable energy (16%). For reducing travel energy use (e.g. low emission vehicles, fewer journeys) the following March 2020 categories were grouped and averaged: reduce car journeys and (40%) and low-emission vehicles (31%). For reducing consumption (e.g. of paper, plastics, food) the following March 2020 categories were grouped and averaged: reducing paper (54%) and plastic consumption (46%).

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