

# **Corporate Social Responsibility 2023-24**

## Our aims, performance and targets



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## Introduction

At NS&I, we see sustainability as an essential part of what makes us an efficient and responsible business. We recognise the need to help mitigate the effects of climate change and collectively work towards the UK's target to reach Net Zero by 2050.

This is our fourteenth annual report in which we measure our performance and detail the progress against our Corporate Social Responsibility Strategy.

This Corporate Social Responsibility (CSR) report details our performance for the 2023-24 financial year against the commitments and targets that we set ourselves at the start of the financial year. It also includes our performance against our 2017-18 baseline data, where available, and sets out our CSR targets for the 2024-25 financial year. Additional context on the data can also be found in the footnotes beneath each table.

Our CSR report was built on the solid foundation of our carbon reduction plan. This was developed with the support of the Carbon Trust and set out how (against a 2009-10 baseline) we would reduce our carbon emissions by over 7,000 tonnes a year from the end of March 2015. This equated to over approximately 50% of our emissions, significantly ahead of both our own initial target and those set centrally by Government. The plan was developed as part of our participation in the pilot of the carbon management programme for central Government supported by the Carbon Trust, which seeks to reduce carbon emissions across Government. NS&I was one of 20 central government organisations that chose to participate in the programme.

This report also provides a breakdown of our performance, where available, against the previous UK Government's 2021-2025 Greening Government Commitments (GGC). The GGC is a framework setting out the actions UK government departments and their agencies will take to reduce their impacts on the environment in the period 2021 to 2025, with targets to support these actions.

### 2021-2025 Greening Government Commitments

A: Mitigating Climate Change: Working towards Net Zero by 2050

B: Minimising waste and promoting resource efficiency

C: Reducing our water use

D: Procuring sustainable products and services

E: Nature recovery: making space for thriving plants and wildlife

F: Adapting to climate change

G: Reducing environmental impacts from ICT and Digital

## Reporting Approach

NS&I currently operates an outsourced business model, comprised of Atos as our single outsourced provider and our supply chain. As such, we currently consider a “whole entity” approach with regards to the reporting of our environmental data, using data from NS&I's operations, estates and suppliers where available and practical. We do not currently report on the official business travel or car fleet of our outsourced business provider, as this is reported through their own annual report and accounts.

NS&I is currently undertaking a large-scale transformation programme which will see us transition from a single outsource provider to a multi-provider model. We anticipate therefore that 2023-24 will be the last financial year that this format of reporting will be used. In 2024-25, we plan to report in line with Greenhouse Gas Protocol Corporate Standard, a framework used by the International Standards Organisation (ISO). As a result, NS&I expects that it will categorise its emissions by Scopes 1, 2 and 3 in the future.

The 2023-24 financial year saw NS&I's London based staff remain in a temporary office location, in a multi-tenanted building managed by the Government Property Agency (GPA). This space is approximately 51% smaller than our previous London office in Pimlico, which we occupied until October 2022. As such, we consider that the change in operational sites has had a bearing on our performance in the short term. In late 24-25, we anticipate that we will move to a larger, permanent London office location. This, combined with a fluctuating headcount as a result of our transformation programme, will likely mean that our year-on-year performance and measurement of data will be impacted.

Under the Carbon Reduction Energy Efficiency Scheme, Atos is accountable for the operational emissions for the NS&I Lytham, Durham and Glasgow offices. For the London office, the Government Property Agency is accountable for the operational emissions and the Carbon Reduction Energy Efficiency Scheme, as the building is shared occupancy and not all sub-metered. Therefore, NS&I has no obligations under the CRC scheme. NS&I also no longer has a requirement to report on CRC expenditure, however we will seek to publish this data where available.

## Corporate Social Responsibility (CSR) Policy

Our latest CSR Policy can be found here: <https://nsandi-corporate.com/governance/corporate-and-social-responsibility>

## Task Force on Climate-Related Financial Disclosures (TCFD) Compliance Statement

NS&I has reported on climate-related financial disclosures consistent with HM Treasury's TCFD-aligned disclosure application guidance, which interprets and adapts the framework for the UK public sector.

NS&I has complied with the TCFD recommendations and recommendations disclosures around: Governance - The NS&I Workplace and CSR Sub-Committee has the delegated authority from the Executive Committee to oversee all matters relating to the environment and CSR. An annual CSR report is approved by the Accounting Officer prior to its publication. Climate-related risks are currently managed as part of the NS&I Risk Assurance Framework and fall within the Workplace and CSR Risk Register. These risks are under review as part of the new Environmental, Social and Governance (ESG) strategy being released in 2024-25. Risk Management – recommended disclosures (a) to (c).

NS&I plans to provide recommended disclosures for Strategy in future reporting periods in line with the central government implementation timetable.

## Corporate Social Responsibility Strategy

In November 2019, we launched our Corporate Social Responsibility Strategy for 2019-24, based on the Greening Government Commitments framework and aligned with NS&I's overarching Inspire & Invest corporate strategy. We have since reviewed our CSR Strategy and developed a new Environmental and Social Governance (ESG) Strategy, which we will implement from April 2024. This new Strategy, including our performance against it, will be set out in NS&I's 2024-25 Annual Report and Accounts. This ESG Strategy includes a review of our approach to robust environmental data capture as part of our transition to a multi-supplier model through our business transformation programme.

NS&I has continued to introduce more sustainable ways of working across our operations. The five pillars of our CSR Strategy are:

### Pillar One: Responsible Business

- In line with UK government requirements, we are committed to making a positive impact through our supply chain, with 10% of the scoring criterion assigned to Social Value in the procurement process for the strategic packages of our transformation programme. All suppliers responsible for delivering our transformed business model have made robust and detailed commitments with associated targets. We also apply the procurement policy requirements of the UK government's Net Zero Strategy in all relevant procurements, assessing the Net Zero strategies of potential suppliers and seeking Net Zero (or net-negative) carbon and greenhouse gas emissions commitments.
- NS&I is an accredited Living Wage employer through the Living Wage Foundation, and we are seeking to gain the same commitment throughout our supply chain. As of 3 April 2024, 22.7% of our suppliers were Living Wage Foundation accredited and 18.6% of our suppliers were committed to paying the Living Wage throughout the duration of their contract with us. More

detail on the Living Wage Foundation can be found here: [For the real cost of living | Living Wage Foundation](#)

- NS&I was one of the first UK government agencies to voluntarily publish a Modern Slavery and Human Trafficking statement, which has been recognised as good practice, and we regularly audit the modern slavery compliance of our supply chain.

### **Pillar Two: Environmental Responsibility**

- We continued to work with Atos, our operational delivery partner, who have committed to work in partnership with us to help monitor and measure the environmental aspects of our estates and head office operations and drive improvements in environmental performance across the whole business, in line with the Greening Government Commitments.
- NS&I and Atos have robust Environmental Management Systems in place. Atos are fully audited on their accreditation and are compliant. NS&I has temporarily suspended its external accreditation as there are significant changes in how we operate with the Government Property Agency and our outsourced business model. Once these changes have settled, the Environmental Management System and supporting processes will be updated and reassessed.

### **Pillar Three: Community Interaction**

- This year, we saw a number of colleagues get involved with our 'Giving Something Back' days, with all of our staff entitled to three paid days a year that can be used for volunteering.
- As of April 2024, approximately 7% of our staff were signed up to the Payroll Giving scheme, allowing them to donate money to good causes on a monthly basis. We also actively promote the use of this scheme through our staff intranet.

### **Pillar Four: Employee Welfare and Wellbeing**

- We have expanded our staff Wellbeing Group to include a more active focus on diversity and inclusion and renamed it the Wellbeing, Diversity and Inclusion Working Group. The new colleague-led group works to challenge ways of working and to develop policies and procedures to remove structural issues and encourage a better culture of wellbeing, diversity and inclusion.
- For the fourth year in a row, NS&I took part in the Mind Workplace Wellbeing Index. We are proud to have retained a 'Silver' rating in our 2024 Mind Wellbeing Index survey results, with the detailed report from Mind identifying areas in which we are performing well and also giving recommendations about how we can improve our approach to wellbeing in the workplace.
- We further raised the profile of wellbeing in the workplace through our 'Wellbeing Hub' section on our intranet featuring physical, mental and financial wellbeing support amongst other great support services and advice.
- In 2022, we fully reopened our offices and moved to a smaller temporary London premises, as per Government mandate. Since then, we have also introduced a hybrid working model across all of our sites.

- We continued with our approach to workplace assessments under the 2002 Display Screen Equipment regulations. We make use of a self-assessment and training tool, which has proven invaluable in completing both home and office workstation assessments for all our staff and ensuring that they have appropriate arrangements in place where needed.
- We have a well-established whistleblowing “speaking up” process and in 2023-24 we continued to raise the profile of how colleagues can challenge and raise concerns.

**Pillar Five: Customer Interaction**

- For our direct marketing mailings, we consciously avoid the use of unnecessary plastics, consider digital printing methods where we can and carefully select appropriate paper stock to using FSC (Forest Stewardship Council) certified paper from responsibly managed forests. Through leveraging data effectively and the use of targeted direct mail campaigns, we are also able to minimise waste.

## Performance Report

Energy consumption		2017-18 Baseline	2019-20	2020-21	2021-22	2022-23	2023-24
Non-Financial Indicators (kwh)	Electricity (non-renewable)	509,532	385,626	385,626 (Estimate)	45,442	80,358	70,384
	Electricity (renewable)	2,174,140	1,565,579	2,762,964	2,518,171	1,106,457	1,059,285
	Gas	696,841	501,871	1,808,243	668,111	943,001	829,670
Financial Indicators (£k)	London	77	72	138	Not available	Not available	Not available
	Other operational sites	193	228	Not available	Not available	295.1	398.049
	Total Spend	270	300	Not available	Not available	Not available	Not available
Performance against targets		2017-18 Baseline	2020-21	2021-22	2022-23	2023-24	2024-25
Non-Financial		Target: N/A	Below 450,000	Below 450,000	Below 350,000	Below 350,000	Below 150,000

Indicators (kwh)	Electricity (non-renewable)	Actual: 502,683	Actual: Not available	45,442 Met	80,358 Met	70,384 Met	TBC
	Electricity (renewable and non-greenhouse gas polluting)	Target: N/A	Below 3,500,000 and 100% for non-London operational sites	Below 3,500,000 and 100% for non-London operational sites	Below 2,800,000 and 100% for non-London operational sites	Below 2,800,000 and 100% for non-London operational sites	Below 2,500,000 and 100% for non-London operational sites
		Actual: 2,615,495	2,762,964, 100% Met	2,518,171, 100% Met	1,106,457 Met	1,059,285 Met	TBC
	Gas	Target: Below 1,000,000	Below 750,000	Below 700,000	Below 700,000	Below 700,000	Below 750,000
Actual: 838,571, Met		1,808,243, Not met	668,111, Met	943,001, Not met	829,670, Not met	TBC	

**Energy Consumption: Footnotes**

- (i) NS&I does not use LPG (Liquid Petroleum Gases) or any other energy sources not stated above in the sites in which it occupies.
- (ii) NS&I's Glasgow operational site does not use gas. As such, this site has been omitted from the figures above. The electricity consumption for the Glasgow site has not been included in the above figures as this forms part of an overall service charge payment.
- (iii) The utility data for NS&I's London site is calculated on an apportioned basis, and factors in the percentage of desk space utilised by NS&I staff within the multi-tenanted building owned by the Government Property Agency.
- (iv) The Utility Data for NS&I's Lytham and Durham operational sites is calculated on an apportioned basis. We have not used the same amount of space at these sites throughout the year, in some cases occupying smaller or larger spaces for interim periods. We have also seen a headcount rise in all regional (non-London) locations where Durham and Lytham have both seen an increase of 10+ FTE this past year.
- (v) We are currently unable to report on the cost of utilities for the London and Glasgow operational sites as these costs form part of an overall service charge payment with no sub-metering, making it challenging to quantify. We will look to discuss our approach to calculating the cost of utilities with our future landlord as part of our anticipated move to a new London office in the 24-25 financial year.
- (vi) Some data reported in the 23-24 Annual Report and Accounts for the previous financial year (22-23) was based on estimates due the data available at the time. The data in this report has been updated to reflect the final figures.
- (vii) For the London operational site, the Gas data for Q2 has been estimated based on the same quarter for the 22/23 financial year, due to the availability of data.



- (viii) NS&I's London office currently uses electricity from non-renewable sources, with the supply of electricity controlled by the landlord of the building (Government Property Agency). NS&I is working with the GPA to understand how we can address this as part of our longer-term sustainability goals.
- (ix) Whilst our electricity usage has reduced on the 22-23 financial year, the data set is not entirely comparable, due to the change in London site and the associated reduction in usage of space. This also presents challenges when comparing performance against the 17-18 baseline data.
- (x) We have unfortunately not met our Gas target this year. However, we have seen a Year-on-Year decrease on 22-23 and it should be noted that the data received from the Government Property Agency is calculated on an apportioned basis across the entire estate which is occupied by multiple tenants.

Water consumption		2017-18 Baseline	2020-21	2021-22	2022-23	2023-24	
Non-Financial Indicators (m <sup>3</sup> )	Water consumption (supplied)	7,925	Unable to report	4,114	17,555	3338.7349	
Financial Indicators for water supply (£k)	London	3.3	Unable to report	Unable to report	Unable to report	Unable to report	
	Other operational sites	74	Unable to report	Unable to report	Unable to report	Unable to report	
	Total Spend	77.3	Unable to report	Unable to report	Unable to report	Unable to report	
Performance against targets		2017-18 Baseline	2020-21	2021-22	2022-23	2023-24	2024-25
Non-Financial Indicators (m <sup>3</sup> )	Water consumption (supplied)	Target: N/A	Unable to report	No target due to lack of 20-21 data	5,000 or below	8,000 or below	To review approach to accurate data capture across all sites and to be below 7,000
		Actual: 7,925	Unable to report	4,114	17,555 Not met	3338.7349 Met	TBC

**Water Consumption: Footnotes**

- (i) The primary use of water within NS&I operational sites is for domestic needs (washroom facilities, kitchens etc.)
- (ii) From 17-18 and beyond, we are unable to report on water consumption for the Glasgow operational site as this is not sub-metered and is paid as part of an apportionment calculation within an overall service charge. We have also changed operational sites between 17-18 to 23-24 which presents challenges in accurately comparing our performance against the 17-18 data.
- (iii) We are unable to report on the associated cost of water for London and Glasgow operational sites. We jointly occupy these sites with other tenants and the cost of water is included within the overall building service charge. As such, this currently presents challenges in accurate reporting. Whilst we anticipate that this will be the case for the current reporting year and for the 2024-25 reporting year, we will review our approach to data capture with our suppliers going forward.

- (iv) We are unable to accurately report on the water consumption for the 2020-21 financial year due to colleagues working from home as a result of Covid-19 lockdown restrictions and the resulting impact on operational site water usage.
- (v) The London data for Q1, Q2 and Q3 is estimated based on the same quarters in the 22/23 financial year, due to the availability of data.

Waste		2017-18 Baseline		2020-21	2021-22	2022-23	2023-24
Non-Financial Indicators (Tonnes)	Total hazardous waste	1		0	0.2	0.27	0.8437
	Non-hazardous waste to landfill	42		2.3	17.8	15.16	3.2188
	Non-hazardous waste reused/recycled	145		10.7	28.6	28.4	65.3686
	Incinerated waste	N/A		1.6	1.9	2.9	0.597
	Total Waste	188		14.6	48.5	46.73	70.0281
Financial Indicators (£k)	London	N/A		N/A	N/A	N/A	N/A
	Other operational sites	N/A		N/A	N/A	N/A	N/A
	Total Spend	N/A		N/A	N/A	N/A	N/A
Performance against targets (Waste breakdown and % recycled)		2017-18 Baseline	2020-21	2021-22	2022-23	2023-24	2024-25
Non-Financial Indicators (tonnes)	Total Waste	Target: N/A	250t or less	250t or less	200t or less	200t or less	180t or less
		Actual: 188	14.6t Met	48.5t Met	46.73t Met	70.0281t Met	TBC
	Waste reused/recycled	Target: N/A	188t or less with 75% or more recycled	188t or less with 75% or more recycled	180t or less with 75% or more recycled	180t or less with 75% or more recycled	100t or less with 75% or more recycled
		Actual: 145	10.7t, 71% Partial Met	28.6t, 59% Partial Met	28.4t, 58% Partial Met	65.3686t, 93.4% Met	TBC
	Waste to landfill or incineration	Target: N/A	75t or less	75t or less	10t or less to landfill	10t or less to landfill	10t or less to landfill
		Actual: 42	3.9t Met	19.7t Met	18.06 Not met	3.8158t Met	TBC
	Total Hazardous Waste	Target: N/A	2t or less	2t or less	2t or less	2t or less	2t or less
		Actual: 1	0t Met	0.2t Met	0.27t Met	0.8437t Met	TBC

### Waste Consumption: Footnotes

- (i) As part of the refresh of our CSR Strategy, we are seeking to establish our consumption of consumer single use plastics (CSUP) and aim to remove the use of single use plastics from our business by 2025 where possible, in line with the Greening Government Commitment to remove CSUP from the central government office estate. Currently, NS&I co-locates with a number of other tenants in its operational sites and there are challenges in accurately reporting on this figure.

- (ii) We are currently unable to report on the financial indicators associated with our waste output as NS&I's waste management is handled by ISS and billed to our outsourced delivery partner Atos as part of a nationwide account, creating challenges in producing an NS&I specific financial estimate.
- (iii) Whilst the recycling figure for this financial year is 93.4%, significantly higher than previous years and above the GGC target of 70%, we have seen a change in the provider of our waste management services and a transition to a smaller temporary London office location which has impacted the figures. In the coming financial year, we anticipate further changes in location and suppliers which may impact the overall level of waste arising and method of calculation. NS&I remains committed to recycling and reducing landfill waste and will review our approach as part of our forthcoming ESG Strategy.
- (iv) We do not currently report on the level of ICT waste recycled, reused and recovered externally, as our outsource delivery partner Atos owns our ICT provision and reports on it separately.
- (v) We are currently unable to report on the total level of composted/food waste as our operational sites are currently multi-tenanted which presents challenges in capturing accurate data. As part of our anticipated move in London office, we will look to review our approach to data collection in this regard with our future landlord.
- (vi) The Q1, Q2 and Q3 data for waste at the London operational site has been estimated based on the same quarters for the 22/23 financial year due to the availability of data.
- (vii) NS&I does not use hazardous substances or anything COSHH (Control of Substances Hazardous to Health) related in the London operational site. There was no hazardous waste at our Lytham site in 23/24.
- (viii) NS&I will be reviewing its ability to accurately report on paper usage including the quantity of paper purchased in A4 ream equivalents as part of its ESG Strategy, building on the foundations of its CSR Strategy in 24-25 onwards.
- (ix) Our waste figures show a reduction in total waste arising against the 17-18 baseline. However, this is largely due to how managed services have been delivered by the Government Property Agency and the change from actual totals of waste to apportioned totals of waste.

CO2e Emissions		2017-18 Baseline	2019-20	2020-21	2021-22	2022-23	2023-24
Non-Financial Indicators (Tonnes CO2e)	Total direct emissions (Gas)	154	93	425	116	186	169
	Total indirect emissions (electricity, waste, water and transport)	276	173	1,459	89	48	59.5
	Total	430	266	1,884	205	234	228.5
Financial Indicators (£K)	Gross expenditure on purchase of energy	See table 'Energy consumption'	-	-	-	-	See table 'Energy consumption'
	Total expenditure on accredited offset purchases	N/A - NS&I does not purchase offsets.	N/A	N/A	N/A	N/A	N/A
	Total expenditure on official business travel	£393,585.75	Not available	Not available	Not available	£135,886.93	£226,395.39
	Total expenditure on	See table 'Energy consumption'	-	-	-	-	See table 'Energy consumption'

reported areas of energy										
CO2e Emissions		2017-18 Baseline	2019-20	2020-21	2021-22	2022-23	2023-24	% change vs 22-23	% change vs 17-18	
Non-Financial Indicators (Tonnes CO2e)	Energy	331	191	617	126	201	184	8.45% decrease	44.4% decrease	
	Official Business Travel (Rail and Air)	88	70	0.3	70	32	42	31.25% increase	52.27% decrease	
	Waste	8	5	1,267	9	1	1.5	50% increase	81.25% decrease	
	Total	430	266	1,884	205	234	228.5	2.35% decrease	46.86% decrease	
Total CO2e Emissions Performance vs Targets		2017-18 Baseline	2019-20	2020-21	2021-22	2022-23	2023-24	2024-25		
Non-Financial Indicators (Tonnes CO2e)	Total gross emissions	Target	N/A	-	450 or less	450 or less	450 or less	400 or less	400 or less	
		Actual	430	-	1,884	205	234	228.5	TBC	
	Gross emissions resulting from official business travel	Target	N/A	-	70 or less	70 or less	70 or less	70 or less	70 or less	
		Actual	88	-	0.3	70	32	42	TBC	

**CO2e Emissions: Footnotes**

- (i) Overall, our CO2e emissions decreased by 2.35% this financial year, compared to 22-23. However, this is not entirely representative due to some challenges in data measurement/collection detailed in the previous footnotes of each section of the performance report.
- (ii) There have been slight amendments to the waste data, as previous calculations included some estimates based on the availability of data at the time. This has consequently impacted the associated total gross emissions.

# Performance Against GGCs

A: Mitigating climate change: working towards net zero by 2050				
	Greening Government Commitment	NS&I Baseline Year (2017-2018), where available	NS&I Performance (2023-2024)	Footnotes
Headline Target	Reduce overall greenhouse gas (GHG) emissions from a 2017-18 baseline by 60%	430 tonnes CO2e	228.5 tonnes CO2e (46.86% reduction)	Overall emissions have reduced significantly since the 2009-10 baseline year, however it should be noted that since the 2017-18 baseline year, NS&I has changed operational sites which presents challenges when accurately comparing the baseline data against the 23-24 performance.
Sub-Target	Reduce direct GHG emissions from a 2017-18 baseline by 40%	154 tonnes CO2e	169 tonnes CO2e (9.74% increase)	The measurement of electricity and gas at the London site has changed over time from meter readings to an apportionment of an organisation (GPA) with a large portfolio of buildings. Headcount has also increased over time in the regional locations, meaning that the comparison against the baseline year may not be entirely representative. Since the baseline year, the raw cost of utilities has also increased considerably making it challenging to reduce spend on utilities.
Sub-Target	Meet the government fleet commitment for 25% of the government car fleet to be ultra-low emission vehicles (ULEV) by 31 December 2022, and for 100% of the government car and van fleet to be fully zero emissions at the tailpipe by 31 December 2027.	NS&I does not own a car fleet and as such does not report against this GGC.	NS&I does not own a car fleet and as such does not report against this GGC.	N/A
Sub-Target	Policies in place to compensate for emissions	NS&I does not have a policy of offsetting carbon emissions and as such does not report against this GGC.	NS&I does not have a policy of offsetting carbon emissions and as such does not report against this GGC.	N/A
Sub-Target	Reduce the emissions from domestic business flights by at least 30% from a 2017 to 2018 baseline, and report the distance travelled by international business flights	62.379 tonnes CO2e air travel emissions 6,881 miles international business flights	21.151 tonnes CO2e air travel emissions (64.49% reduction) 13,104 miles international business flights	The baseline data commences from May 17 and as such may not be representative when used as a measurement against other financial years, where travel took place between 1 <sup>st</sup> Apr and May.
Sub-Target	Organisational travel policies that require lower carbon options to be considered first as an alternative to each planned flight	NS&I's Travel and Expenses Policy is reviewed annually and advocates for all colleagues to use rail travel over air travel where possible, given that our data suggests that this method typically has a lower carbon footprint. NS&I also mandates that all business flights must be approved at Director level.		

A: Mitigating climate change: working towards net zero by 2050	
Reduce overall greenhouse gas (GHG) emissions from a 2017-18 baseline by 60%	
Method of calculation	Total direct and indirect emissions (Gas, non-renewable electricity, waste, water and official business travel) converted to tCO2e using the relevant conversion factor.
Unit of data collected	Non-renewable electricity and gas consumed (where available) in kilowatt hours (kWh) Waste (where available) in tonnes Water (where available) in cubic metres Emissions resulting from official business travel (rail and air) in tonnes CO2e
Location of conversion factors	<a href="https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2023">https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2023</a>
Restatement of year-on-year performance	Where the conversion factors for previous years have changed, this will be noted in the report within the section where the changes occur.
Assumptions	For the London, Glasgow and Lytham operational sites, much of the reporting is limited due to the fact that there are apportioned allocations based on percentage of space occupied, and the financial costs are incorporated into overarching service charge payments.

B: Minimising waste and promoting resource efficiency			
	Greening Government Commitment	NS&I Baseline Year (2017-2018), where available	NS&I Performance (2023-2024)
Headline Target	Reduce the overall amount of waste generated by 15% from the 2017-18 baseline	188 tonnes	70.0281 tonnes (62.75% reduction)
Sub-Target	Reduce the amount of waste going to landfill to less than 5% of overall waste	42 tonnes (22.3% of overall waste)	4.0625 tonnes (5.8% of overall waste)
Sub-Target	Increase the proportion of waste which is recycled to at least 70% of overall waste	146 tonnes (79% of overall waste)	65.3686 tonnes (93.46% of overall waste)
Sub-Target	Remove CSUP (single use plastics) from the central government office estate	As part of the refresh of our CSR Strategy, we are seeking to establish our consumption of consumer single use plastics (CSUP) and aim to remove the use of single use plastics from our business by 2025, where possible. Currently, NS&I co-locates with a number of other tenants in its operational sites. As such, there are currently challenges in accurately reporting on this figure.	
Sub-Target	Measure and report on food waste by 2022 (for estates with over 50FTE or over 500m2 of floor area offering a food service).	The Government Property Agency is responsible for reporting on food waste for our London operational site. There are also no catering facilities at the remainder of our operational sites, making the current measurement of data challenging. We will review our ability to report on this as part of our ESG Strategy from 24-25 onwards.	
Sub-Target	Report on the introduction and implementation of reuse schemes	As part of our London office move, we will be reusing approximately 80% of existing furniture. We will review our approach to reuse schemes as part of our ESG Strategy from 24-25 onwards. It is not within our remit to procure, maintain and utilise or reuse assets who are held by Atos or other parties.	
Sub-Target	Reduce government's paper use by at least 50% from the 2017-18 baseline.	We are not currently able to accurately report on representative paper usage across our entire estates and operations due to challenges in data calculation. However, we will review our approach to the capture of paper usage data with our suppliers as part of our ESG Strategy from 24-25 onwards.	

B: Minimising waste and promoting resource efficiency		
	Reduce the overall amount of waste generated by 15% from the 2017-18 baselines	Increase the proportion of waste which is recycled to at least 70% of overall waste
Method of calculation	Total waste for all UK operational sites involved in NS&I business (Blackpool, Lytham, Durham, Glasgow and London, where available) in tonnes of waste.	Total waste recycled expressed as a percentage of total waste arising from all categories of waste across all UK NS&I sites (Blackpool, Lytham, Durham, Glasgow and London, where available).

Unit of data collected	Tonnes of waste arising by the following categories •Total waste arising •Total hazardous waste arising (including electrical) non-landfill •Total non-hazardous waste to landfill •Total waste recycled/reused (including organic waste)	Tonnes of waste arising by the following categories •Total waste arising •Total hazardous waste arising (including electrical) non-landfill •Total non-hazardous waste to landfill •Total waste recycled/reused (including organic waste)
Location of conversion factors	Not applicable	Not applicable
Restatement of year-on-year performance	See footnotes of performance report	See footnotes of performance report
Assumptions	See footnotes of performance report	See footnotes of performance report
Exclusions	See footnotes of performance report	See footnotes of performance report

C: Reducing finite resource consumption and water use			
	Greening Government Commitment	NS&I Baseline Year (2017-2018), where available	NS&I Performance (2023-2024)
Headline Target	Reduce water consumption by at least 8% from the 2017-18 baseline	7925m <sup>3</sup>	3338.7349 m <sup>3</sup> (57.87% reduction)
Sub-Target	Ensure all water consumption is measured	NS&I is currently unable to report on all water consumed as some of its operational sites' water usage is sub-metered and is paid as part of an apportionment calculation within an overall service charge payment (Glasgow and previously Blackpool). NS&I will be reviewing its approach to the data capture of water usage as part of its ESG Strategy.	
Sub-Target	Provide a qualitative assessment to show what is being done to encourage the efficient use of water	NS&I anticipates that it will move to a new London site in the 24-25 financial year and will work together with its landlord to discuss the approach to the efficient use of water.	

C: Reducing finite resource consumption and water use - Reduce water consumption by at least 8% from the 2017-18 baseline	
Method of calculation	Total water consumption for London, Durham and Blackpool/Lytham offices in m3 of water consumed.
Unit of data collected	Total water consumed in m3 by location.
Location of conversion factors	<a href="https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2023">https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2023</a>
Restatement of year-on-year performance	Where the conversion factors have changed or other material changes for previous years have occurred, this will be noted in the report within the section where the changes occur.
Assumptions	NS&I co-locates with other tenants in its operational sites. Therefore, some of our water consumption is apportioned based on the occupation of space, rather than specifically for NS&I. Since the 17-18 baseline year, NS&I has seen some changes in its operational sites which as a result means that the data set is not entirely comparable. Due to a move to a hybrid working pattern, office attendance has decreased since the baseline year which may have also had a bearing on the reduction in water usage since 17-18.
Exclusions	NS&I's operational site at Glasgow is not solely occupied by NS&I and therefore accurate recording is not possible as there is no direct apportionment of consumption.

D: Procuring sustainable products and services		
	Greening Government Commitment	NS&I Performance (2023-24)
Headline Target	Continue to buy more sustainable and efficient products and services with the aim of achieving the best long-term, overall value for money for society.	NS&I incorporates Social Value as a key evaluation criterion in most of its procurements, based on the Cabinet Office's Procurement Policy Note 06/20. We use risk ratings to monitor the financial standing of our supply chain and annually assess relevant suppliers to manage Modern Slavery risks. NS&I also seeks a commitment from its suppliers, wherever possible, to commit to paying their staff the Real Living Wage. For any strategic procurement activity, NS&I refers to the updated Social Value Model launched by the Government Commercial Function and the Department for Culture, Media & Sport (DCMS) in 2020, which is linked to the United Nations' Sustainable Development Goals.

E: Nature recovery: making space for thriving plants and wildlife		
	Greening Government Commitment	NS&I Performance (2023-2024)
Headline Target	Making space for thriving plants and wildlife. Departments and partner organisations with the greatest potential to improve biodiversity should develop and deliver Nature Recovery Plans (NRPs) for their land, estates, development, and operations.	NS&I operates without branches and its estates are not positioned in rural areas, nor do the estate's operational policies affect rural affairs. As such, we do not report against this GGC.

F: Adapting to climate change		
	Greening Government Commitment	NS&I Performance (2023-2024)
Headline Target	Develop an organisational Climate Change Adaptation Strategy across estates and operations. This headline commitment is broken down into two parts:	From October 2023, NS&I has occupied a Government Hub in Westminster where accountability rests with the Government Property Agency. Atos responsible for Lytham, Durham and Glasgow sites. We will be reviewing our approach to Climate Change Adaptation as part of our ESG Strategy in 24-25 and onwards.
(i)	Conduct a Climate Change Risk Assessment across their estates and operations to better understand risk and to target areas that need greater resilience.	Our London office sits within the government estate, with the GPA responsible for conducting climate change risk assessment for this site. Atos are responsible for conducting a climate change risk assessment for our other operational sites (Lytham, Durham and Glasgow) which NS&I staff co-locate within. In the coming financial year and beyond, we will be reviewing climate change risk as part of our ESG Strategy.
(ii)	Develop a Climate Change Adaptation Action Plan, including existing or planned actions in response to the risks identified.	NS&I has undertaken a review of Climate Change Adaptation plans for the locations of NS&I's estates and where its outsource partner, Atos, operates from in relation to NS&I business within the UK. Our risk assessment has highlighted the potential impact of climate change, with our business continuity plans and environmental targets supporting how we will both react to and help to reduce the impact of climate change. As NS&I moves to its transformed business model, we will work with future strategic suppliers to review their Climate Change Adaptation plans and have an oversight structure in place.
Sub-Target	Establish clear lines of accountability for climate adaptation in estates and operations and engage in wider governance and risk structures when appropriate.	As above
Sub-Target	Provide a summary of how they are developing and implementing a climate change adaptation strategy for their department. Departments may wish to give a high-level statement and describe specific actions they are undertaking where appropriate.	As above



G: Reducing environmental impacts from information communication technology (ICT) and digital			
	Greening Government Commitment	NS&I Baseline Year (2017-2018), where available	NS&I Performance (2023-2024)
Headline Target	Report on the adoption of the <a href="#">greening government: ICT and digital services strategy</a> and associated targets and ensure they provide membership to the sustainable technology advice and reporting team, who manage and deliver the GGCs ICT reporting.	No data available	NS&I's IT and Digital footprint, as well as any supporting data, is owned by Atos, our outsourced business provider. NS&I is currently undergoing a major business transformation programme and will look to report on this and implement associated targets in the future where possible and practical.