



Sustainability Statement 2023

November 2024

Introduction



Dr. Lee Jones
Head of Sustainability, Hubexo

NBS powered by Hubexo aids the construction industry to specify sustainable outcomes on projects through our industry-leading platforms NBS Chorus and NBS Source. More information on specifying sustainable outcomes can be found [here](#). In addition to improving the environmental impact that our industry has on the planet, we also view the operational impact of conducting our own day-to-day business with great importance.

2023 marked the 5th anniversary of NBS' operational carbon reporting. Over this time, NBS had managed to reduce 'measured' emissions since our initial base year of 2019 by 55%. However, with the passing of time it was deemed necessary to review our base year, to enable continual improvement at a more critical level. In tandem with this, our sister brands Glenigan Ltd, and the Construction Information Service (CIS) Ireland Ltd, had also began pursuing carbon neutrality. From 2023 onwards we have begun to combine the decarbonisation efforts of all three brands into one effort, and with one singular carbon neutrality certificate. In terms of our sustainability reporting, for 2023 the following significant changes have been made, when compared to prior years:

- PAS 2060 – 'The demonstration of carbon neutrality' certification has been consolidated into one certificate that covers all three UK brands (NBS, Glenigan, and CIS Ireland) as Hubexo UK Ltd.
- Our base year, from which carbon reductions will be made, has been set as 2023 (The reporting year).
- A full GHG inventory, including all scope 3 emissions, has now been included in our calculations. Prior certification only included selected scope 3 emissions that were measurable at that given point in time.

We are committed to demonstrating to the industry that we can all make a positive impact. If anyone wishes to discuss our platforms (and how they can aid sustainability within your projects) or our experiences of achieving carbon neutrality status, we encourage you to contact us at info@thenbs.com.

Aligning to the RIBA's Sustainable Outcomes

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The [RIBA Sustainable Outcomes Guide](#) provides eight sustainable outcomes that correspond to key UN Sustainable Development Goals. The guide is designed to aid the design and specification of low environmental impact architecture. As a business with a considerable presence within the construction sector (and due to our long-standing relationship with the RIBA), our own sustainable goals have been aligned closely. Details of these are below:

Sustainable Outcome	2023 Activity	2024 Plan
Net Zero Operational Carbon	2023 marked the fifth year that NBS have calculated and reported upon our carbon emissions. Prior to 2023 it was not feasible to calculate a full scope 3 itinerary, however having worked closely with our group finance teams and having developed additional calculation methodologies, we are now able to report upon a full scope 3 itinerary. Importantly in terms of our decarbonisation efforts, this will allow us to focus on our supply chain emissions with a view to reducing what is a significant emitting area for NBS as a SaaS business.	Evaluation of current business operational requirements to further reduce emissions where possible. Increase supply chain evaluation with a view to reducing supply chain related emissions.
Net Zero Embodied Carbon	Previous reports noted the decision to refurbish our grade II listed offices in lieu of building new in 2016. As this is approaching a decade ago, ongoing maintenance is making preference for low energy materials, such as LED lighting. More notable in the past year, NBS have placed large focus on the data relating to embodied carbon within our platforms and encouraging our customers to create lower embodied carbon design specifications.	Ongoing maintenance of NBS Offices. Ongoing development to enhance carbon decision making within the NBS suite of software products.
Sustainable Water Cycle	NBS measure our water usage, however, inline with PAS 2060 requirements, we do not report on these, as they are far below 1% of our total emissions count. Our appliances within the offices are water efficient.	At the point of renewal, we will evaluate all sanitaryware to ensure that we are using low flow volume products.
Sustainable Connectivity & Transport	This is an area NBS have always made clear headway. Our location within the city centre helps promote sustainable travel methods. NBS provide assistance to our employees with procuring travel cards for the local metro, and actively encourage a healthy lifestyle and we provide indoor storage for bicycles. In a post pandemic world, more of our staff now work a hybrid placement, reducing commuting emissions. Though more needs to be done to address the counter-emissions associated to working from home.	Continue ongoing benefits and promotion of low/zero carbon travel. Assess opportunities to reduce working from home associated emissions.

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Sustainable Land Use & Ecology	NBS continue to invest heavily in local forestation projects, funding the planting of over 7,000 trees in the North East. These forestation projects promote improved ecology and sustainable land use. Furthermore one of our tree planting partners also provides nature based therapy and a route back to work for military veterans.	Continue investment in biodiversity. Promote volunteer days for our employees to support environmental projects.
Sustainable Communities & Social Value	Our staff are entitled to 2 paid volunteer days per year. These are used to in the most part, support local community based charity work. As a SaaS business, environmentally, our impact is low to local communities.	Continue to work with our colleges to connect volunteer days with sustainability initiatives related to the local community. We will encourage our staff to conduct and promote good sustainable practice.
Good health & Wellbeing	NBS has an in-office gym kitted out with the latest fitness equipment for all of our employees to use. Keeping the equipment in our gym up to date helps attract and retain the use of the facilities by our employees. We regularly run schemes in relation to physical and mental wellbeing, all of which are shared on our employee social page.	Continue our HR initiatives on good health and wellbeing.
Sustainable Life Cycle Cost	NBS's facilities management team (headed by the Facilities Manager) logs all details in relation to the operation of our offices. Maintenance is predicted and aligned to the details within the net zero embodied carbon section above. This ensures that the building is maintained as efficiently, as with as little impact on the environment, as possible.	Ongoing FM.

Hubexo UK Ltd carbon emissions 2023 (inc. NBS Enterprises Ltd, Glenigan Ltd, and CIS Ireland Ltd.)

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Scope 1	BFG requirement	Calculation Methodology	2023 emissions mtCO2e
Natural Gas	Bill (responsible only)	Actual data	73.65
Fleet	Owned/Leased fleet only	Actual data	0.81
AirConditioning	NBS offices only	Actual data	7.20
Scope 2			
Electricity (market based)	Bill (responsible only)	Actual data	0.00
Electricity (location based)		Actual data	56.11
Scope 3 Upstream			
1 Purchased goods & services	All purchased goods and services	Spend based	333.10
	Data Centres	Spend based	0.10
2 Capital goods	IT equipment	Spend based	201.07
3 Fuel & energy-related activities	n/a		0.00
4 Transportation & distribution	Delivery of bought goods from suppliers	Spend based	0.00
5 Waste generated in operations	n/a		0.00
6 Business travel	Flights	Actual data	33.94
	Rail	Actual data	9.90
	Hotel	Actual data	11.62
7 Employee commuting	Employee Commuting	Hybrid	27.75
	Working from Home	Hybrid	128.09
8 Leased assets	Rented office space with energy in rent	Actual data	1.60
Scope 3 Downstream			
9 Transportation & distribution	n/a		0.00
10 Processing of sold products	n/a		0.00
11 Use of sold products	Use of SaaS products	Spend based	3.15
12 EOL treatment of products	n/a		0.00
13 Leased assets	n/a		0.00
14 Franchises	n/a		0.00
15 Investments	n/a		0.00

The table above lists all associated emissions to the UK businesses in 2023. Notably as a software as a service business, some categories are not applicable to us i.e. transportation and distribution, or EOL treatment of products. Waste and water use have previously been measured, but accounted for far less than 1% of our total emission count, so has been omitted on that basis inline with PAS 2060 guidelines.

We are continuously monitoring our operations from an ESG perspective. Three key areas where our operations have significant impact Include Purchased goods and services (Inc. Capital Goods), Employee home working and commuting, and business travel. Details of these are outlined below.

Purchased goods and services (inc. capital goods)

As with any business, we rely upon goods that range from capital assets such as IT infrastructure, to consumables from paper to coffee. Services are also included in this and is an area that represents emissions. Professional services can include typical office-based services, from catering to cleaning, but also includes aspects such as legal services, consultancy, and commercial relationships. This category is newly measured in terms of carbon emissions for Hubexo, and will be a focus of improvement, both in terms of the granularity of data, but also in terms of how to decarbonise our impact.

Business travel

Group travel (flights, rail, hotels) is now all managed via the appointed group travel management company 'Corporate Traveller'. Through their app 'Melon' our employees are pointed towards lower carbon choices when arranging travel, and subsequently lower carbon routes and methods. As the UK group has been aligned, we have seen increased travel

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between the offices of NBS in Newcastle and our sister company Glenigan in Bournemouth. This is being monitored and actions discussed internally, should the resulting emissions become significant.

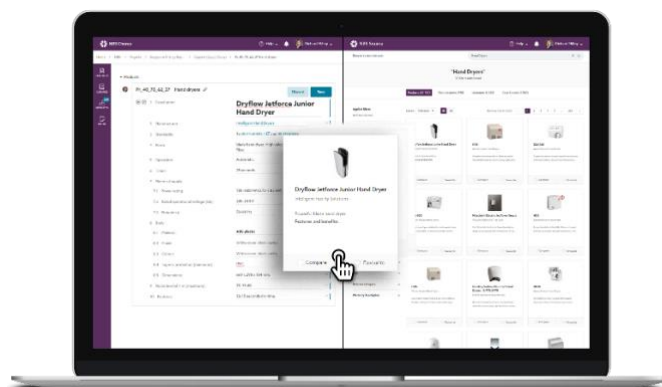
2023 also saw the full removal of the UKI group company cars from the fleet. NBS now only operate one fleet vehicle which is the maintenance van attributable to the Newcastle office, which is a full BEV.

Employee commuting and homeworking

Home worker emissions have remained significant since the pandemic and the subsequent hybrid working expectations since. Any increase in WFH emissions is reflected by a reduction in employee commuting emissions. This will be an area of focus for the company to understand how we can reduce emissions and/or better improve our calculations. Currently, calculations are based on all working from home employees being on a grey energy tariff. The likelihood is that many of these will be on renewable energy tariffs or could easily be switched, which will benefit this area.

NBS platforms

Usage of NBS Chorus and NBS Source continues to grow. Both NBS Source and NBS Chorus use Amazon Web Services (AWS) to surface data within the platforms. By default, the way in which the energy that powers those data centres is sourced plays a part in our total emissions impact. AWS has stated that it aims for all its web server services to use renewable energy by 2025. Today, NBS' emissions from web services were less than 0.14 metric tons of CO₂e. Which is a significant reduction of 0.4 tons the prior year.



2023 saw increased focus on improving the sustainability data contained within our platforms. Large focus was attributed to improving life cycle analysis information and other environmental properties. This work will continue to be developed into 2024 and beyond.

Carbon offsetting

In 2023, Hubexo UK Ltd (incorporating NBS) procured 1,116 VCS credits, which were retired against international renewable energy schemes in India. Credits were purchased prior to PAS 2060 certification, however, the third-party

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audit resulted in a slight reduction in our emission count, due to new emission factors being recognised for the 2023 year, hence the variation in offset emissions Vs actual count. The investment in renewable energy schemes was specifically chosen to provide a firm view of where the credits are being used. Investing in international grid decarbonization allows the immediate offsets which these credits offer to be supported by a physical understanding of their impact.

In addition to the immediate international offsets, for 2023 Hubexo UK Ltd (incorporating NBS) has also procured an equal amount of 1,116 sapling tree plantations to support our ongoing local forestation efforts in the UK near to our headquarters. Aligning to the RIBA's sustainable outcomes, we place great importance on supporting local habitats and improving biodiversity in our local area. Historically we have planted trees at Jon's Wood in Crook, County Durham and Doddington North, Northumberland. In recognition of our 2023 emissions, we planted trees in Tyne Valley, Newcastle. These projects, supported in recognition of our emissions since 2019, have seen Hubexo UK Ltd (including NBS) plant approximately 10,000 native tree species over the past 5 years.

Attribution	Location	Trees Planted
2019 NBS emissions	Crook + Northumberland	2,767
2020 NBS emissions	Crook + Northumberland	1,464
2021 NBS emissions	Crook + Northumberland	1,212
2022 NBS emissions	Crook + Northumberland	1,255
2022 NBS marketing	Crook + Northumberland	600
2022 Group emissions	South Wales	1,000
2023 Group emissions	Tyne Valley	1,116
2023 NBS marketing	Tyne Valley	500
		9,914

The carbon credits for 2023 can be viewed in the links below:

<https://registry.verra.org/myModule/rpt/myrpt.asp?r=206&h=247741>

What next?

NBS will retain its commitment to the reduction of operational emissions. We will continue to closely monitor business travel, and work with our new corporate travel provider – with the aim of conducting travel (where it is required) as sustainably as possible. Our platforms will continue to develop, and focus will remain in place on environmental improvements through both the development of the platforms and the educational material presented to the industry in respect of those. Finally, we will conduct research to better understand how we can influence the reduction in emissions required that related directly to our supply chain spend and employee working from home emissions.

Feedback on how we can do better is always appreciated. Please email info@theNBS.com to pass on your suggestions to the internal NBS 'Sustainability' group.

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Useful web links:

NBS sustainability links

- **NBS: 'Using NBS to specify sustainable outcomes on projects'**
<https://www.thenbs.com/knowledge/using-nbs-to-specify-sustainable-outcomes-on-projects>
- **NBS: 'Sustainable Futures Report 2024'**
<https://manufacturers.thenbs.com/events/sustainable-futures-report-2024>

Hubexo UK Ltd forestation partners

- **Forest Carbon**
<https://www.forestcarbon.co.uk/our-partners/nbs>
- **Carma**
<https://www.carma.earth/>

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External links

- **The RIBA's 'Sustainable Outcomes Guide'**
<https://www.architecture.com/knowledge-and-resources/resources-landing-page/sustainable-outcomes-guide>
- **UN Sustainable Development Goals**
<https://sdgs.un.org/goals>
- **LETI (low energy transition initiative) specification guide**
<https://www.leti.uk/specification>

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