Jisc

Annual sustainability report 2023

October 2023

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Foreword

I am delighted to be sharing our first Annual Sustainability Report framed around the UN Sustainable Development Goals (SDGs). The SDGs aim to address environmental, social and economic challenges to achieve a more sustainable and equitable world for current and future generations.

We believe that education and research improves lives and that technology improves education and research. Our role in supporting quality education for all, underpinned by infrastructure and delivered through partnership working, links directly to our mission and supports these goals.

We recognise that there is a global climate emergency and that we have a responsibility to understand and address our own contribution through transformative change. As part of Jisc's core strategy for 2022-25, the theme 'Be a force for good' recognises sustainability as an organisational imperative. This means we always work to minimise the harm we do to our environment, and we support our members to do the same.

This year we have chosen to move towards taking a more holistic view of sustainability; one that encompasses our member facing activity, climate action, wellbeing, diversity and inclusion, governance and ethics. We know that sustainability is a journey that requires significant cultural change. To achieve this, we're currently developing sustainability as a business wide programme that will enable us to embed sustainability effectively across our span of services and operations.

Our new Annual Sustainability Report brings together all the work we've been doing into one coherent report. It also details our GHG (greenhouse gas) emissions for our reporting year, 1 August 2022 – 31 July 2023. We'll also share this information in our Trustees' Report and Financial Statements each year, as required by the Streamlined Energy and Carbon Reporting policy.

I look forward to sharing further progress against our commitments with you in our next report.

Heidi Fraser-Krauss
Chief executive officer

Commitments and aims

We've made the commitment to reach net zero across our operational emissions by 2040, ten years ahead of the national target. We plan to cut our emissions by over half by 2030 and be net zero across our remaining scope three emissions (net zero plus) by at least 2050.

As our sustainability work has changed and evolved across the past year, our priorities have been to establish a new foundation for our sustainability programme to build on whilst ensuring that we can set informed targets to reach net zero. Therefore, many of our previous targets set in last year's CSR statement continue to roll over to this year's aims.

Across the next year we aim to:

> Develop a sustainability programme to embed sustainability across the organisation to measure and report collective impact

> Begin to adopt an environmental management system to ISO14001 standard to provide the framework for monitoring, measuring and reporting across all environmental areas including emissions. ISO14064 will be used as the tool for verifying emission data

> Establish an energy strategy to reduce emissions from our operations

> Deliver a sustainability training programme to ensure staff are well informed and understand the scope of sustainability and how activities can help us towards our net zero target

> Run a pilot project to measure the emissions of several of our products and services, including the Janet network

> Revise the Estates Management Record to improve sector environment and emission reporting and user experience

> Continue to collaborate with the FE and HE sectors on projects to understand the environmental impact of IT/digital in both their operations and supply chain

> Embed sustainability into advisory activities, providing comprehensive guidance on incorporating sustainable practices into digital strategies

> Establish and maintain an environmental sustainability online community aimed at fostering collaboration, knowledge sharing and support across the FE and HE sectors.

Sustainability impact

The **17 UN Sustainable Development Goals (SDGs)** were adopted by world leaders in 2016 to set out a framework for building a better world. The SDGs are interconnected and progress towards one will help achieve others. We've chosen 9 key goals to report our key achievements for 2022/23. As a sector body, we work for the benefit of our members and customers to make a positive global impact across education and research, to deliver our charitable objects[1]. While our objects are primarily in support of SDG 4 (Quality education) and SDG 9 (Industry, Innovation and Infrastructure), our operations touch on many more SDGs.

1 Our charitable objects are:
> promoting the adoption and use of information technology in all its forms, including but not limited to digital infrastructure, applications, cloud services, data, security, content, discovery
> enriching the educational experience and improving the quality of research
> thought leadership
> conducting and supporting careers advice and student services.

2022/23 Sustainability impact at a glance

Net zero roadmap to 2040 approved

29% of staff taking a volunteering day (321 days across the organisation)

<1% domestic and electronic waste sent to landfill from our offices

Over 370 pieces of IT kit recycled

58,856 kWh of solar energy generated in Portwall Lane *since November 2019

New electric car scheme

Living wage employer

50% of our senior leaders[+] are women

[+]Those reporting to the Executive Leadership Team.

Jisc as a sector body

Quality education

We believe that education and research improves lives and that technology improves education and research. Everything we do is focused on improving the further and higher education sectors ability to deliver quality education and serve people as lifelong learners using digital technologies. Digital solutions can improve and enhance the student experience and greater equity in access and participation in the UK and abroad. In 2023 we released a new framework for digital transformation in higher education which will support HE organisations to articulate a strategic vision for digital transformation and develop actionable plans in order to deliver quality education. Our interactive and online FE and skills **digital elevation tool**, which allows providers to review where they are on the journey towards being a fully digitally capable organisation, is used by nearly two-thirds of the FE sector.

We offer access to thousands of resources to use in the learning and research environment – from e-books and images to journals and texts. To widen access to education for all we offer free access to a collection of relevant, curriculum-mapped taught course e-books for vocational, A-level and GCSE qualifications.

Industry, innovation and infrastructure

As the UK's national research and education network, we provide services to maintain a resilient, sustainable, inclusive, and collaborative research sector. We innovate in order to develop products and services that meet member needs. We are a major provider of research infrastructure and services, and a partner in and authority on the use of network, cyber security, cloud, data, licensing, content and discovery to support research. Our research and innovation sector support is rooted in our position as the UK's national research and education network (NREN). Janet is essential for research and innovation, connecting UK higher education institutions and research establishments to the rest of the digital research world, securely moving huge volumes of research data and providing the high-speed digital foundation for collaborative research.

Across the past year we have worked to tackle digital poverty by extending connectivity so that those learners who don't have a reliable internet connection have equal access to online learning. We are developing portable devices that deliver wifi access via Jisc's eduroam service using cellular 4G/5G connectivity. These devices will enable learners to continue to access educational resources in off-campus locations.

Climate action

**Linking SDGs:
7, 11, 12, 17**

In 2022 we recruited a new Sustainability Subject Specialist to provide dedicated support for our members. We continue to actively engage with members to support their environmental goals and strategies, especially those relating to digital sustainability. We are beginning to offer direct support through the Vision for Sustainable Change workshops, as well as the creation of self-service advice in the form of online reports, guides, and blog articles. The content and delivery of our sustainability support will be shaped by our continuous conversations with members, enabling us to dynamically evolve and adapt to cater to their needs and devise solutions that address the most pertinent areas effectively.

We also plan to establish and maintain an online community aimed at fostering a sense of collaboration on digital sustainability issues for those working within further and higher education. This will serve as a platform for members to share knowledge, resources and tools, as well as gain access to expertise and support.

Partnerships for the goals

**Linking SDGs:
7, 9, 11, 12, 13**

As the UK digital, data and technology agency focused on tertiary education, research and innovation, Jisc is aware of the environmental cost of digital transformation and the emissions associated with the manufacturing, distribution and use of ICT equipment. We've collaborated with the University of Oxford to validate a tool that has been created to calculate environmental impact of IT projects. The project will be further developed across the next two years. We also worked with the EAUC and UCISA to look at Scope 3 emissions in IT supply chains.

In 2023 we collaborated with the Green Gown Awards, which recognises sustainability initiatives in FE and HE, to support a new 'digital futures' category. The category recognises the important role digital transformation plays within education to improve the learner experience, campus environment and teaching/research practices, and highlights the impact of digital technology on carbon reporting.

We've partnered with Honeywell on Honeywell Forge for Education proof of concept which provides a centralised facility interface as part of an institution's smart campus strategy. The advanced building management system connected IoT devices, with real-time analytics, helps to improve building comfort and safety, reduce GHG emission footprints and deliver energy and resource efficiencies with sustainable building management practises and transformational analytical insights.

Jisc as an organisation

Good health and wellbeing

3 GOOD HEALTH AND WELL-BEING

Linking SDGs:
1, 8, 11, 15

The health and wellbeing of our staff is crucial to us. In 2023 we introduced a new benefits package for staff including an employer paid healthcare cash plan, an electric car scheme and the opportunity to buy additional annual leave. We offer a cycle to work scheme and an employee assistance programme for advice on a range of legal, financial, physical, emotional and mental health issues.

We value good work/life balance and work flexibly. We also offer a generous leave entitlement, enhanced sick policy and enhanced maternity, paternity and adoption leave in addition to statutory entitlement, and shared parental leave.

We encourage everyone at Jisc to make a difference in their community by giving our staff three volunteering days per year. Volunteering has also been shown to improve mental health by giving us a sense of purpose and reducing stress and anxiety. This year we set up a new volunteering network enabling staff to share their connections and stories. In 2022/23 29% of our staff took a volunteering day. Colleagues have used 321 volunteering days across the year.

Gender equality

5 GENDER EQUALITY

Linking SDGs:
3, 10

In early 2023, we launched a new equity, diversion and inclusion policy to outline our 'always inclusive' culture in line with our guiding principles. We also released our latest **Gender and bonus pay report** showing our gender pay gap data. Currently four out of nine of our executive leadership team are women, including our CEO. 47% of our staff overall are women. The Gender Pay Gap report showed that whilst our mean and median gender pay gaps have risen slightly by just under 1% we have seen a 6.7% increase in women in the upper middle pay quartiles. We are continuing to focus on preparing and moving women to senior roles and hiring more women at a senior level and in tech roles through work on pay, rewards and career development by the HR team. We also support aspiring and established female leaders to take part in our Institute of Leadership and Management (ILM) recognised leadership programme, with so far 140 women attending. According to the benchmarking we carry out as part of our commitment to the Tech Talent Charter, we are above the national average for employing women in tech roles. We have 31% of our tech roles taken by women against 28% nationally.

In 2022 we launched our women's employee network and in 2023 we set up a menopause employee network. These networks aim to connect those with a shared identity and raise awareness of marginalised or under-represented groups in society and the workplace.

Decent work and economic growth

Linking SDGs:
3, 10, 12, 16

Our new pay framework launched in 2022 gives us a fair, flexible and transparent pay structure to work within and we are an accredited Living Wage employer. We have a range of staff policies in place to ensure that we act upon our commitment to eradicate modern slavery and do business ethically, including dignity at work, anti-bribery and corruption, anti-fraud, whistleblowing, and gifts and hospitality.

We have a dedicated Modern Slavery working group which works to assess risk areas, implement improvements and monitor progress against our Modern Slavery objectives and policy. We continually educate staff on how to report modern slavery in the workplace and what signs to look out for and provide training to all staff. Further information about our work in this space can be found in our Modern Slavery Statement.

Reduced inequalities

Linking SDGs:
3, 5

As outlined in our new equity, diversity and inclusion policy, we are committed to de-constructing systemic racism and other barriers which have historically affected other under-represented groups in the workplace. We strive to be an organisation where everyone that works here is able to be their authentic self and recognise the benefits of diversity with regards to innovation, team performance and organisation-wide productivity. To help us on our mission, we are supported by executive sponsors and engage with external partners such as the Black Leadership Group and Emerge.

In 2022, a new D&I steering group was created, meeting quarterly to raise inclusion related topics brought through our employee networks. Throughout 2022 and 2023 new employee networks were launched, including the faith network and LGBTQIA+ network.

We offer training on equality, diversity and inclusion through our leadership programme, and have run masterclasses for all staff on anti-racism. Our recruitment team have undergone personal development with regards to inclusion, with more to follow. The team also supports hiring managers to consider their practices, for example through job descriptions and panels. We are currently working with Emerge UK, who are co-designing and leading on the delivery of our Conscious Inclusion for Leaders programme.

In 2023 we launched a new Board and Committee diversity policy. The Board believes that a mix of skills, knowledge and experience with different perspectives and insights builds a strong foundation for well-informed decision-making and as a consequence, better performance of Jisc in support of its stakeholders.

Responsible production and consumption

Linking SDGs: 8, 13

Over the past year we have started to embed sustainability into our procurement processes. Over the next year we will begin to look at how we can further embed sustainability through the introduction of a Sustainable Procurement Policy.

Our events team have been working to make Jisc events more sustainable. This year's Digifest offered a meat free menu, estimated to have saved 6.4 tonnes of carbon. Catering was locally sourced and any food waste was disposed through anaerobic digestion. We encourage our exhibitors to use digital messaging, reducing the opportunity for printed materials. The Digifest event app significantly reduced the amount of printing required at the event and any required event printing is now FSC certified and fully recyclable. Our lanyards, when used, are made of bamboo and PET materials that are biodegradable.

All of our old IT equipment and old network hardware are wiped and sold for reuse in the first instance. If it can't be reused, its recycled, resulting in zero waste to landfill. In 2022/23 we recycled over 370 pieces of IT equipment including 219 laptops, 39 monitors and 40 mobile phones.


Climate action

Linking SDGs: 3, 7, 12, 15

In 2023 we published our Net Zero Roadmap which outlines our approach to reducing emissions and sets out our plans for future projects. We are committed to ensuring that the targets are science-based and our emissions are reported in line with the Green House Gas (GHG) Protocol.

We've transferred investment funds into environmentally friendly investment products rated highly on ESG (Environment, Social, Governance) criteria.

We've reduced the size of our overall estate, lowering our carbon footprint. Our hybrid approach to work means we've greatly reduced the emissions we produce from commuting. To further reduce travel emissions, in 2023 we introduced an electric car scheme for staff alongside an existing cycle to work scheme. In our Bristol office, we use motion-controlled lighting to save unnecessary electricity, as well as generating our own electricity through solar power.

We have an Environmental Policy outlining our commitment to continually improving our environmental performance. Across the next year we aim to develop an environmental management system to ISO14001 standard. This will help guide action across key environmental impact areas, such as consumption, waste, biodiversity and travel.
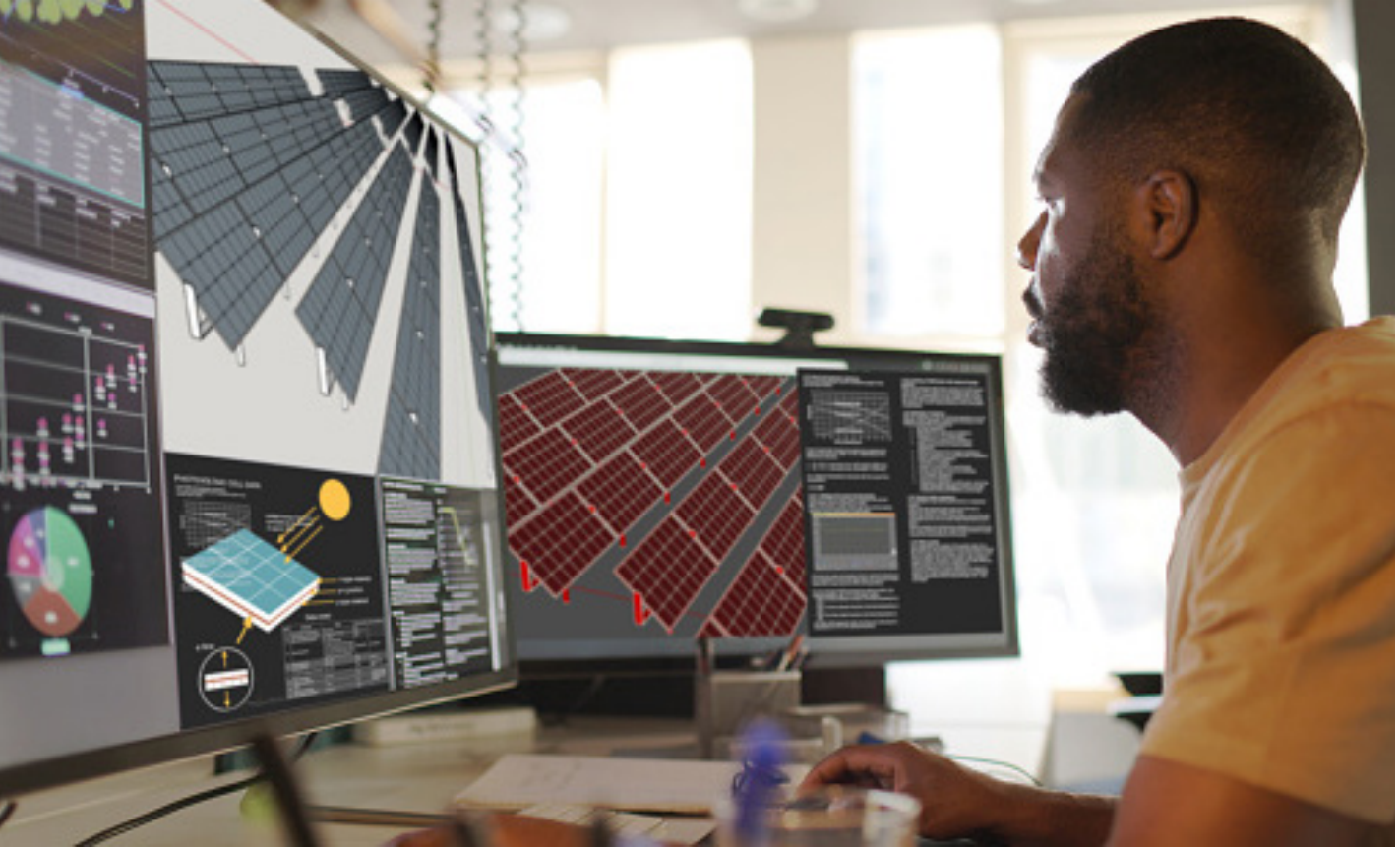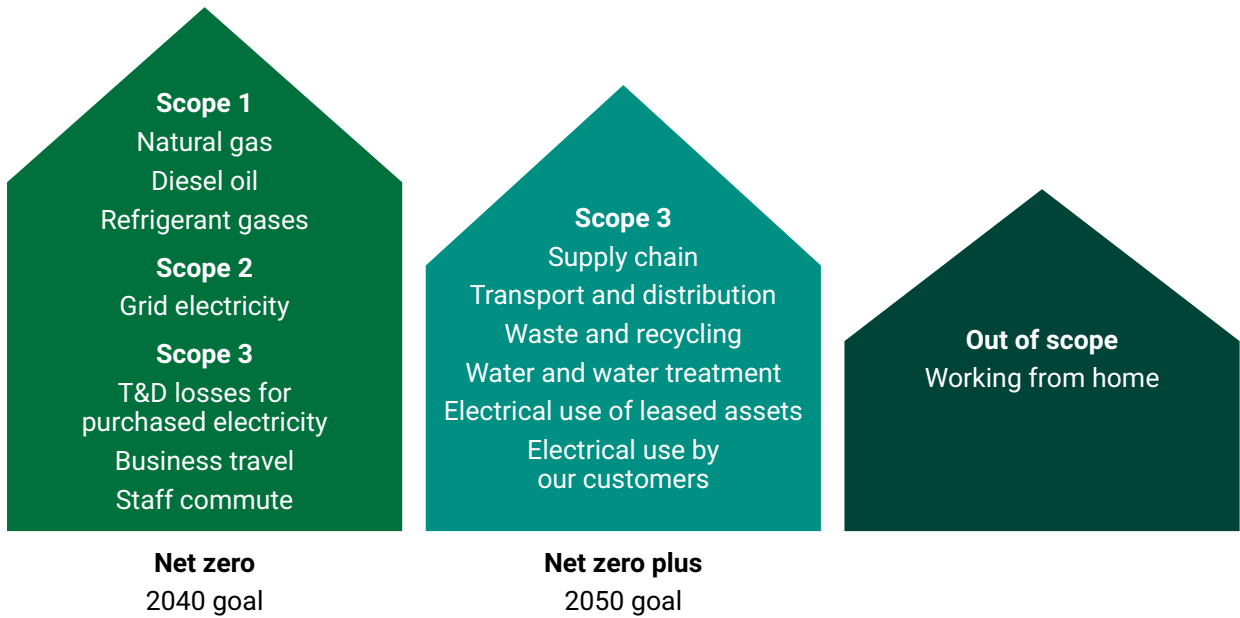
Emissions

Our reporting and commitments

We use the GHG Protocol as our reporting framework and use a financial control approach. Our emissions are reported in CO2e (carbon dioxide equivalent units). This enables the reporting of emissions from non-CO2 sources which have different warming potentials. Our reporting year runs from 1 August – 31 July. The full methodology for calculating emissions can be found in the Annex.
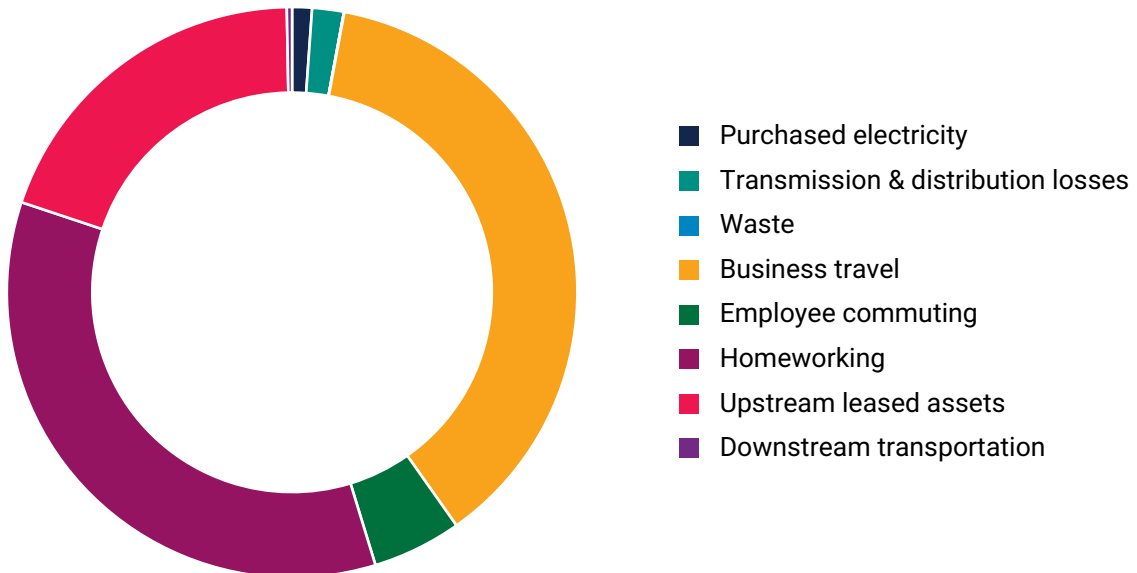
We have made the commitment to be net zero by 2040. This includes emissions in scope, including natural gas, grid electricity, business travel and staff commuting. We will be net zero across our remaining scope 3 emissions by 2050, defined as 'net zero plus' including our supply chain, transport and distribution, waste, water and electrical use of our leased assets and by our customers. For transparency purposes, we have included emissions from home working in our reporting, however these are classified as out of scope of our net zero targets. We will put interim targets in place to ensure sufficient progress is made and will work towards aligning with the Science Based Target Initiative in future.

Scope 1
Natural gas
Diesel oil
Refrigerant gases

Scope 2
Grid electricity

Scope 3
T&D losses for
purchased electricity
Business travel
Staff commute

Net zero
2040 goal

Scope 3
Supply chain
Transport and distribution
Waste and recycling
Water and water treatment
Electrical use of leased assets
Electrical use by
our customers

Net zero plus
2050 goal

Out of scope
Working from home

2022/23 emissions

The organisation has seen a number of changes over the past year, including an increase in staff numbers from our merger with HESA and a return to normal levels of staff travel and events after the Covid-19 pandemic. We have worked with colleagues to build a more comprehensive data set for 2022/23, including emissions from WEEE waste and additional leased asset data including data centres. Purchased electricity from our facilities and data centres have been reclassified into Scope 3 category 8 upstream leased assets as per GHG Protocol Guidance. Consequently, total emissions increased by 43% from 953.93tCO2e to 1364.77tCO2e.

2022-23 carbon emissions tCO2e

- Purchased electricity
- Transmission & distribution losses
- Waste
- Business travel
- Employee commuting
- Homeworking
- Upstream leased assets
- Downstream transportation

We know that emissions from the supply chain often make up a much larger percentage of an organisations emissions than any other category. Therefore, our procurement team will work to report the emissions of our purchased goods and services. We will continue to increase the availability and accuracy of our carbon data and expand our reporting, including those emissions attributable to our products and services. We aim to have a complete dataset for 2023/24; this will then be used as a baseline against which we will measure future emissions.

	tCO2e (2021/22)	tCO2e (2022/23)
Scope 1 total	**N/A**	**N/A**
Natural gas	N/A	N/A*
Refrigerants	N/A	N/A
Scope 2 total	**27.06**	**15.32**
Purchased electricity	27.06	15.32
Scope 3 total	**926.87**	**1349.45**
Transmission and distribution losses	20.02	24.46
Waste	0.22	0.33
Business travel+	245.36	508.87
Employee commuting	58.83	68.96
Homeworking	409.82	475.48
Upstream leased assets	191.81	267.29
Downstream transportation and distribution	0.81	4.05
Total emissions	**953.93**	**1364.77**

*We were not charged for gas in the 2022/23 reporting year
+Includes hotel stays

Annex

Emissions data sources and methodology

Emissions category	Data sources and assumptions
Purchased electricity	> Location based method > KWh from invoices obtained by facilities > UK Government conversion factor for UK electricity > Average from previous months used where data not available
Transmission & distribution losses	> Average data method > Total kWh from invoices obtained by facilities > UK Government conversion factor for UK electricity T&D used
Waste	> Waste type specific method and average data method > Mass of waste for each waste treatment method obtained by facilities from waste collection companies > Data from Lumen House office was not available so was estimated using last years data. Fetter Lane data was provided for the whole building space so the % of waste for the % of building space Jisc occupy was taken. Data from the Cheltenham office was not available. > Mass of WEEE waste from invoices obtained from WEEE recycling partner > UK Government conversion factor for each waste type used > Average from previous months used where data not available
Business travel	> Distance based method > Number of miles travelled via personal vehicle use, rail and air obtained from expenses system and Click Travel > Hotel bookings obtained from Click Travel > UK Government conversion factors for each mode of transport, haul length and booking class used. Conversion factors included indirect effects of flights > Where country specific hotel conversion factors were unavailable, nearest location geographically used

Emissions category	Data sources and assumptions
Employee commuting	> Distance based method > Number of miles travelled by staff per transport type per month obtained from staff commuting survey > UK Government conversion factors for each mode of transport used > Emissions multiplied by 12 to establish emissions for the year. 41.57% survey response rate. Extrapolated for number of staff as of 31/7/23
Homeworking	> Annual working hours based on 35 hour week and 41 days off annually > UK Government conversion factors for homeworking (office equipment and heating) used > Working from home estimated at 75%
Upstream leased assets	> Asset specific method and average data method > KWh from invoices obtained by facilities and data centre managers > Data for Lumen House was not available so usage was estimated using last years data > UK Government conversion factor for UK electricity used > Average from previous months used where data not available
Downstream transportation	> Spend based method > Spend on courier and freight services obtained from procurement > Conversion factor for UK postal and courier services used via Climatiq