

Good Energy Progress Report 2016



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We are Good Energy

We're a growing British energy company making a difference. More and more businesses, communities and homes are choosing Good Energy.

And when we say 'Good' - we mean it.

We were named 'best green electricity supplier' and one of the UK's most ethical companies of the last 25 years by Ethical Consumer Magazine. We've been awarded Ethical Accreditation with a score of 100% by the Ethical Company Organisation for 12 years running and were named one of the world's most ethical companies by the Good Shopping Guide.

From our 100% renewable electricity and carbon neutral gas, to the sustainably sourced pens we write with, we're committed to having a positive impact in everything we do.

We've produced this progress report to demonstrate what this means. And we want to show the difference that we make.

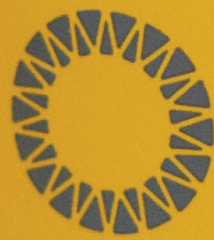
We know we're not perfect. But we are trying to do things in the right way, and make improvements each year.

Our report looks at what we're doing, and how we'll build on this for the future. We're on a journey, so we'll keep you posted along the way via:

- [Our blog](#)
- Regular updates on our [website](#)
- Our annual [Social Stock Exchange \(SSX\) Impact Report](#) (independently assessed by the SSX expert Admissions Panel).

What do you think?

On page 32 we explain how you can give us feedback on this document. We'd love to hear your views.



**Good
Energy**

goodenergy.co.uk

Colour



Foreword from Juliet Davenport OBE, CEO and Founder

When I founded Good Energy back in 1999, the entire renewables industry could squeeze into a small room above a pub. A lot has changed since then.

Last year, renewable electricity generation outstripped coal for the first time in the UK, producing a quarter of all the electricity we use in the UK.¹ Wind energy contributed a record 11% of UK electricity² and solar capacity increased from just 96MW in 2010 to over 8,200MW in 2015.³ In May 2016, for the first time ever, there were four periods when our homes and businesses were being powered without the need to burn coal.

It's obvious that 2015 was another record-breaking year for clean energy, but it's also obvious that the climate clock is ticking. We saw the warmest year since records began. Extreme weather events are fast becoming the norm. Climate change is happening... but so is positive action.

COP21 in Paris saw an unprecedented level of political consensus, but it also felt like the tipping point for business decarbonisation too, with commitments from big companies all around the world to power their businesses with renewables.

We know that the hard work is only just beginning. The transition to renewables has never been more urgent. Our aim is to give consumers and businesses a choice in where their energy comes from. We need to accelerate away from the old-fashioned fossil fuelled system, to a modern, decentralised low-carbon system, one where businesses, consumers and communities take control and play an active role in the market.

Through initiatives like local electricity tariffs, our new green gas product, community benefit funds, becoming the first British energy company to accept a local currency, and investing in new technology and innovation, we're continuously pushing the boundaries of what it means to be an energy supplier.

I began Good Energy because I wanted to build a different kind of energy company. A fair and ethical organisation that challenges the way things are done and puts power back into the hands of families, communities and businesses. From where we source our energy, to looking after our people, and how we treat our customers, we want a company to be proud of.

Good Energy has come a long way since the early days of meetings in small rooms in pubs! We're pleased with our progress, but we're not satisfied. We want to continue to grow sustainably, and this is how we're making it happen.



Juliet Davenport, OBE
CEO and Founder, Good Energy

1 DECC, Energy Trends section 6 https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/511939/Renewables.pdf

2 National Grid data <http://www.renewableuk.com/en/news/press-releases.cfm/05-01-2016-new-records-set-in-best-ever-year-for-british-wind-energy-generation>

3 DECC, Energy Trends 6.1, <https://www.gov.uk/government/statistics/energy-trends-section-6-renewables>

Good Energy snapshot

Our electricity:

100%
renewable

Our Green Gas:

100%
carbon neutral

Made up of 6% biomethane with all emissions neutralised through verified carbon-saving schemes

Our supply customers:

Over
68,000
electricity
customers

Over
38,800
gas
customers

(Dec 2015)

Feed-in Tariff customers:

We support over
112,600

homes, businesses and communities generating their own energy (Dec 2015)

A British company:



Good Energy Group now has around 1,700 shareholders - over 80% of whom are also its customers.

Our customer service:

81%

We're the only energy supplier to have achieved a Which? customer satisfaction score of 81% or better 5 years in a row

Our staff:

Over
300
people

Based at our HQ in Chippenham, Wiltshire

Our generation:



Seven operational solar farms and two wind farms and a total electricity output in 2015 of 77GWh



Renewable power purchased from our network of independent generators across the country

Our energy

At Good Energy, we source all our electricity from certified renewables like solar power, wind power, hydroelectric power and biofuels. We always have done and we always will. No other UK energy supplier in business today can promise that.

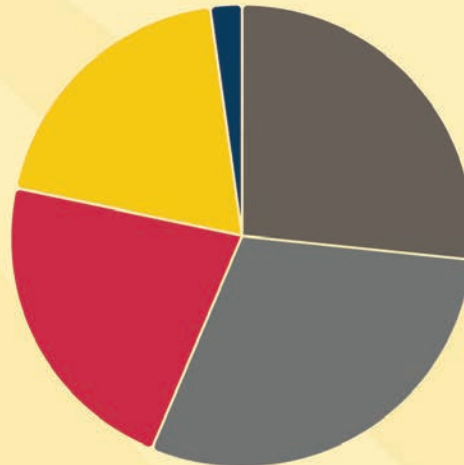
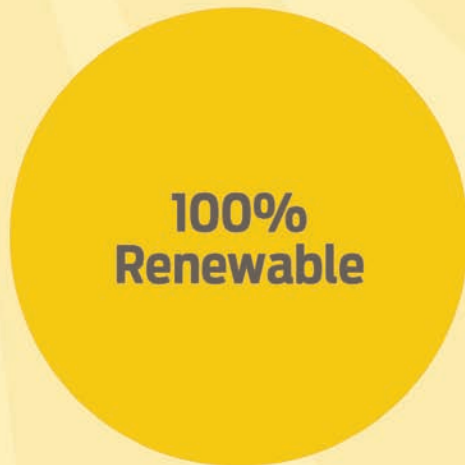
Our **100%** renewable electricity brand promise is independently assured by PricewaterhouseCoopers (PwC).

All our electricity is backed by Renewable Energy Guarantee of Origin certificates (REGOs), which is recognised under the European Renewable Energy Directive.



Good Energy fuel mix

UK average fuel mix



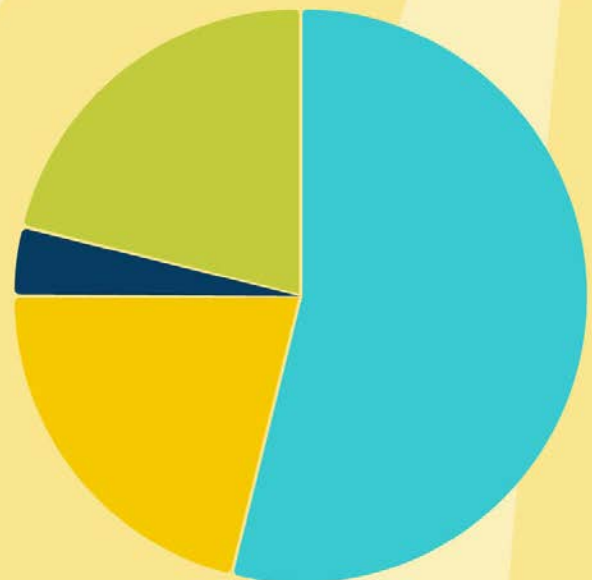
- Coal 27%
- Natural Gas 30%
- Nuclear 22%
- Renewable 19%
- Other Fuels 2%

1st April 2014 – 31st March 2015
 Source: DECC, Fuel Mix Disclosure data table



Good Energy's projected 2015-2016 electricity fuel mix

-  Wind 54%
-  Solar 21%
-  Hydro 4%
-  Biogen 21%



What does a supplier's fuel mix mean?

Over the course of a year, electricity suppliers must purchase enough electricity to feed into the national electricity grid to cover the amount their customers use. This is done by trading electricity on a market with generators, or by taking from suppliers' own generation capacity - like our wind farm in Delabole, for example.

At the end of each year, suppliers must disclose their fuel mix (the percentage of electricity they have procured from each power source - coal, gas, nuclear and renewables) to industry regulator Ofgem. This is published annually to help consumers make informed choices about their electricity supplier. At Good Energy we ensure that all the electricity we sell to customers each year is matched 100% with electricity sourced from renewables.

The average kWh of electricity in the UK results in 360g of CO₂ emissions and 0.007g of radioactive waste. As a 100% renewable electricity supplier, the electricity we supply results in zero CO₂ and no radioactive waste.

Good Energy's Green Gas – Gas that does Good

At Good Energy we've always strived to make sure our electricity and gas is supporting a cleaner energy future. We want our customers to know that by choosing Good Energy they're having a positive impact, so in 2016 we're offering an enhanced gas product.

Green Gas

In April we launched our carbon-neutral Green Gas. At least 6% of our Green Gas consists of biomethane sourced here in the UK. Each unit of biomethane will be certified by the Green Gas Certification Scheme.

Biomethane is gas that's not from fossil fuels:

Biomethane is a gas produced by the so-called anaerobic digestion of organic matter such as plant material, food waste and manure.

It is chemically identical to the natural gas or methane produced from the decay of organic matter millions of years ago and locked underground.

Biomethane is produced, stored and injected into the national gas grid, becoming part of the domestic gas supply to homes across the country.

When biomethane is burned, it releases the equivalent amount of CO₂ absorbed during the growth of the organic material used to produce it, so maintaining the 'carbon balance'.

Burning biomethane in place of natural gas helps to avoid the release of carbon stored deep underground in the form of fossilised organic matter.

As well as using biomethane, we have committed to neutralising 100% of the emissions from our Green Gas through verified carbon-reduction schemes around the world. We asked our customers and employees to help us choose which projects to support. They picked some fantastic projects in Malawi, Vietnam and Nepal.



Kulera Landscape Programme, Malawi

This project was founded to reduce deforestation by supporting Malawi's rural communities with sustainable tools and skills.

Thanks to its work so far, some 45,000 families in the local area are already using more efficient cook stoves, cutting the use of firewood by 50% - helping protect the forests that are their home and avoiding carbon emissions of around 210,000 tonnes a year.

Carbon certification standard: Verified Carbon Standard (VCS) and CCBA -Climate Change and Biodiversity Accreditation (CCBA gold x 3)



Vietnam Biogas Project

In its quest to turn Vietnam's waste problem into a clean source of energy for rural farmers and their families, the Vietnam Biogas Project has installed over 110,000 biogas plants across the country.

This sustainable technology uses animal waste (like pig manure) to replace traditional firewood. The energy produced helps over half a million people safely heat and light their homes, saving around 240,000 tonnes of CO₂ per year while bringing employment and other economic benefits to Vietnam.

Carbon certification standard: Gold Standard





Improved Cook Stoves Nepal

The aim of these improved cook stoves in Nepal is to reduce CO₂ emissions by 65,000 tonnes per year while improving the everyday lives of families.

As well as reducing deforestation, improved cook stoves result in less indoor air pollution and associated serious health risks – a huge benefit to the women who prepare meals every day.

Carbon certification standard: Clean Development Mechanism (CDM)

These are life-changing projects that are about much more than just reducing greenhouse gas emissions. They have wider sustainable livelihood, health and gender benefits too. We're proud that through our gas product we'll be having a positive impact on environments and communities at the frontline of climate change, and our customers will too.

Our independent generators



Electricity from cheese

Wyke Farms is the UK's largest independent cheese maker and the first to be completely self-sufficient in electricity.

They invested £10m in three biodigester vessels which use waste cheese, cow manure and leftover crops (amongst a variety of other things!) to generate 100% renewable electricity.

The digesters generate more than enough power for the needs of the entire site and all of Wyke's cheese-making operations, and Good Energy buys the excess as part of our diverse renewable fuel mix.



"We've reduced how much waste we produce, improved our green credentials and contributed to Good Energy's unique fuel mix"

Richard Clothier, Managing Director



Renewable ice cream

Mackie's is one of the UK's most well-known and well-loved ice cream companies that has been generating renewable energy since 2005.

Mackie's now produces a total of 10.5million kWh of green electricity each year, with any surplus energy bought by Good Energy.

"As newcomers to the energy market back in 2005, we liked the values and proposition behind Good Energy's 100% renewable electricity offering as well as their culture of working with and supporting smaller, independent generators"

Karin Mayhow, Marketing Director

Community renewables

Community Power Cornwall (CPC) is a cooperative and supports the development of community owned renewables in Cornwall.

In 2011, working in partnership with the local Transition group, CPC developed Cornwall's first community-owned renewable energy site in the form of two 80KW wind turbines at Gorran. The project sells its renewable electricity output - enough to power around 220 average homes each year – to Good Energy and invests the proceeds in local environmental or energy-saving projects.



"Retaining more of the benefits of Cornish renewables within Cornwall is really important to us. Working with Good Energy means our Gorran Turbines are helping to supply 100% renewable electricity locally and generating significant benefit for the local community at the same time."

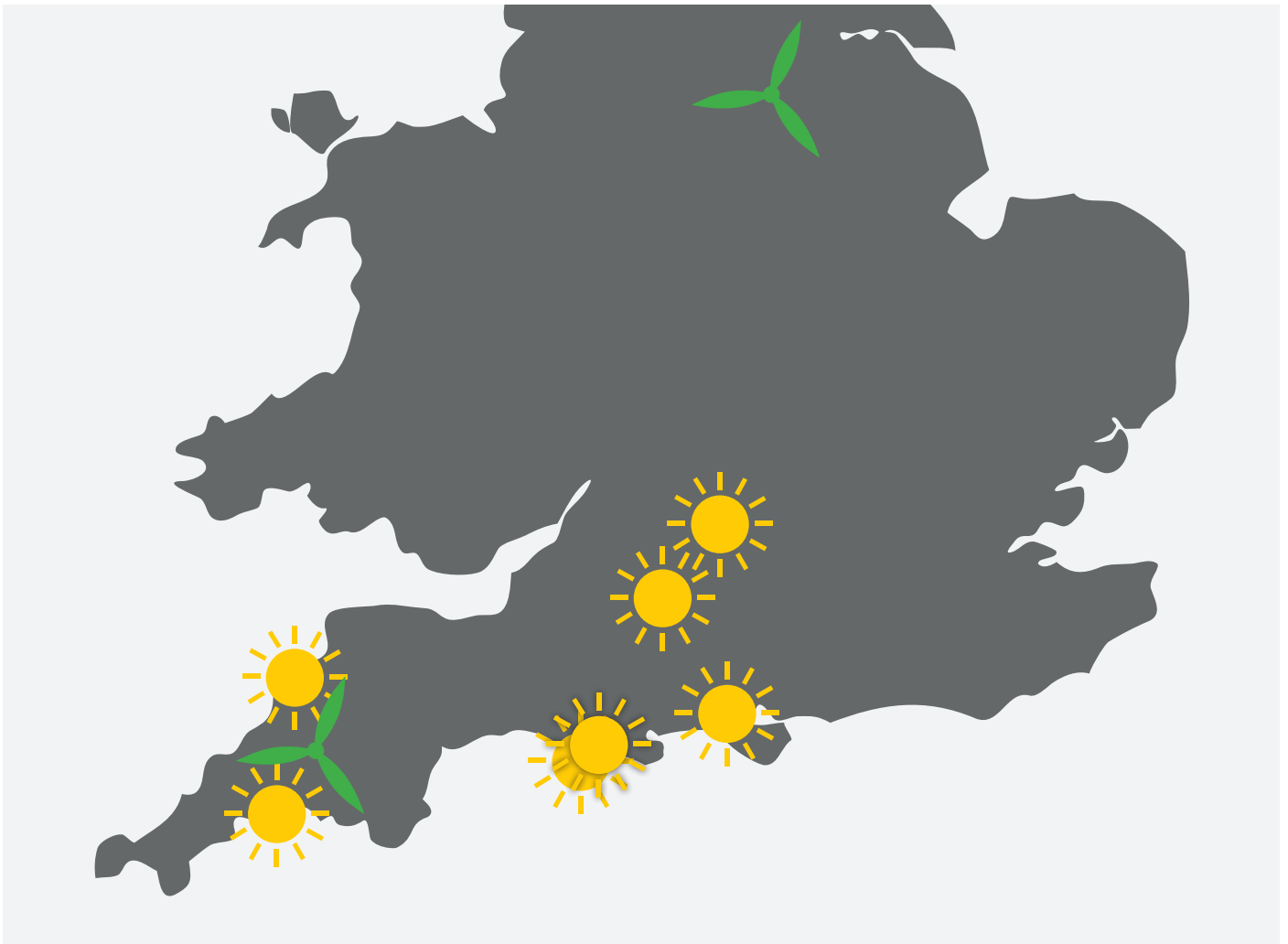
Paul Martin, Executive Director, Community Power Cornwall



Our wind farm at Hampole, Doncaster

Our generation: Investing in renewable technology and communities

As well as supporting our growing community of independent generators, we're developing and operating our own wind and solar farms to help supply renewable electricity for our customers. In 2015 our generation output was 77GWh – almost double the 2014 level – enough to power nearly 200,000 average homes.⁴



We now own and operate two wind farms and seven solar farms, and we plan to continue to grow our output by developing more.

⁴ For details on how we work out the power output of all generation our sites, please visit www.goodenergy.co.uk/ourwindandsolarfarms.



Good Energy prides itself on being a responsible developer and aims to ensure that all its renewable energy projects deliver local benefits, bringing investment to the local economy, and enhancing the natural environment to leave a positive legacy for years to come.

With all of our generation projects we ensure that this is put into practice through our Development Charter which sets out the following aims:

- 1.** To engage fully and openly with those communities closest to any proposed site and, where possible, to consider alternative suggestions for the size, layout and presentation of that site.
- 2.** To offer a local electricity tariff to those households closest to any onshore wind farm we develop with an installed capacity of more than 4MW. The local tariff will be at least 20% cheaper than Good Energy's standard tariff. If the site performs well, an additional 'windfall' may be paid to reflect that.
- 3.** To ensure that our developments deliver investment in the local area either through community funds, direct investment from Good Energy or a combination of both.
- 4.** To explore opportunities to deliver community ownership of the sites we develop so as many people as possible are able to benefit.
- 5.** Around all of our projects we will look to develop special bio-diversity action plans which create, enhance and improve habitats, restoring ecosystems and allowing wildlife to thrive for years to come.



Woolbridge solar farm, Dorset

Capacity: 5MW

Generation Output: approx. 1,300 homes

Started generating: July 2014

Good Energy designed a tailored biodiversity plan for this site. The children from three local primary schools helped to plant some of the 2,000 new trees planned for the site. We added 7,000 hedgerow plants, installed bird and bat boxes, a wildlife hibernaculum and a new grassland and wildflower meadow. We teamed up with Butterfly Conservation for a big butterfly count along with the local schools.

As well as the local wildlife, local communities are benefiting too. We are providing a local community fund, worth £5,000 per year (based on a £ per megawatt formula and rising with inflation) for every year, for the 30 year life of the project. Managed by the local community, this will eventually invest a total of more than £150,000 in local projects.

As part of our commitment to invest in the community, we also funded the installation of small-scale solar PV systems at three local primary schools (Bovington, Wool Church of England and St Mary & St Joseph's) and at D'Urville Hall in Wool.



Delabole football club in their new tracksuits – supported by the local community fund

Investing in communities

We provide community benefit funds on a '£ per megawatt' formula (rising with inflation) at all of our wind and solar farms. The funds support local charitable and community projects for the lifetime of the solar or wind farm. For example the Hampole community fund receives £8,200 per year. Over the lifetime of the wind farm that's a total of more than £205,000.

For each fund, a committee of local people review the funding applications and recommend how the grants should be allocated.



Woolbridge Solar farm

We also aim to hold community open days for local residents once each project is operational – there were three open days in 2015, at Crossroads Solar Farm, Creathorne Solar Farm and at Woolbridge Solar Farm. We've also held school visits and educational events at our wind farms in Delabole and Hampole. We have more open days planned for 2016.

The UK's first local tariff

In 2013 we launched the UK's first local electricity tariff to reward households near our Delabole wind farm with lower bills. For the past two years, in addition to renewable electricity that is at least 20% cheaper than Good Energy's standard prices, residents who switched to the local tariff have each received an annual windfall payment of between £35 and £50 linked to the performance of the wind farm.

Paul Hill is one of 200 Delabole residents on the tariff who received the windfall in 2015. He said: **"I'm over the moon. Thanks to the local tariff, I've already saved over £200 on my winter electricity bill alone, so this is another real bonus."**

"I love living next to the Delabole Wind Farm and it's brilliant to be able to share in its success."

"The turbines are truly majestic to look at, especially when the sun rises from behind each morning. There's no noise and best of all they produce electricity without burning fossil fuels."

We began with the Delabole local tariff and in 2014 we opened the Hampole local tariff at our second windfarm.

Hampole Wind Farm celebration

The turbines at Hampole started spinning back in April 2014 and have since been generating enough cleaner, greener electricity to power almost 10,000 homes. Local residents have shown great support for the project – and to say thank you we opened the gates for a very special tour of the wind farm, including a turbine naming ceremony.

Representatives of local community groups were also on hand to receive the first grants from the wind farm community fund in the form of a giant cheque for £16,400, presented on behalf of the fund by local MP Ed Miliband.

The grants have supported various projects such as an upgraded heating system for one local village church and fixing broken bells on another and planting new community flowerbeds.

Ed Miliband said: **"This is a real tribute to everyone in the community who has worked with Good Energy and supported the wind farm in Hampole over the last two years."**



Community energy

We've long championed the role of communities in securing our energy future. We pioneered the process of getting small generators to connect to the grid and now support dozens of community-owned schemes through our Feed-in-Tariff and PPA power-purchasing services.

More recently, building on a tradition of crowd-funding dating back to our early company share offers, we have begun to explore the opportunities for community investment in our generation sites.

We recognise that local ownership can help capture more of the economic benefit of large-scale renewable energy developments and support further investment in community initiatives. This can create a virtuous circle with long-lasting benefits for local resilience, as well as the global climate.

Among the sites where we've worked with local communities to develop shared ownership opportunities are Newton Downs Solar Farm, the Big Field Wind Farm and Willow Wind Farm.

Shaping the future of energy

For us, a sustainable future is about being switched on – renewables are the only way to achieve a sustainable energy future. It's time to get creative, get innovative and get smarter about how we power the country. With an in-house innovation team, we think it's important to explore how new ideas can change how energy is generated and used, and help to speed up the transition to a low-carbon economy.

Piclo - the UK's first online market for renewable electricity

Piclo is an online service which gives consumers the power to choose exactly where their electricity is coming from. It could be a community hydro scheme, a locally-owned wind turbine or solar panels at a family farm. Piclo also allows renewable generators to sell directly to consumers who are local to them, or share their values.

Good Energy has partnered with tech start-up Open Utility to create this innovative web platform that puts people at the heart of the energy market by giving generators and consumers control over sourcing and selling their electricity.

The six –month trial provides a glimpse of what a future powered purely by renewables could look like, with everything from rooftop solar to community wind turbines playing a role.

Simon Tilley from Sustainable Hockerton, one of the generators that took part in the trial, said:

“We certainly see Piclo as a step towards local energy markets. We have a philosophy of the more autonomous you can be, the better - the sense of control is greater, and you take more responsibility.”





Bristol Pound and Good Energy - a UK first

In 2015 we became the first British energy company to accept a local currency, with customers now able to pay their energy bills using Bristol Pounds. The Bristol Pound is the first city-wide currency in the UK, and the first to be used to pay taxes to a local council. The scheme is run as a not-for-profit partnership with Bristol Credit Union, and is one of the largest city wide local currency schemes in the world introduced in 2010.

Supporting decentralised energy

Good Energy is one of the largest Feed-in-Tariff administrators in the country, with over 112,600 sites. Good Energy launched its pioneering 'HomeGen' scheme in 2004 to support small-scale renewable electricity generators. This early stage involvement in the UK's rapidly growing renewable energy sector proved to be a precursor to the UK Government's Feed-in Tariff scheme.

Championing renewables

We love renewables! Good Energy has always believed the UK can be powered purely by renewables, and that's what we're working towards. We provide an alternative voice that frequently challenges the status quo, and ensures that a different perspective is regularly heard in the energy debate. Whether it's punching above our weight around Westminster, looking behind the headlines, or sitting on panels dominated by the 'Big Six', we're proving that another way is possible.

Here are some examples:

Energy Miles

Do you know where your energy comes from? Our Energy Miles research, now in its fourth year, explores the origins of the UK's electricity. In 2015 we won a CIPR PRide award for this campaign.

Energy Miles has highlighted that the majority of electricity in the UK still comes from burning fossil fuels, or from nuclear power stations. This means that as a country, we are largely reliant on upon fuels imported from abroad to generate electricity.

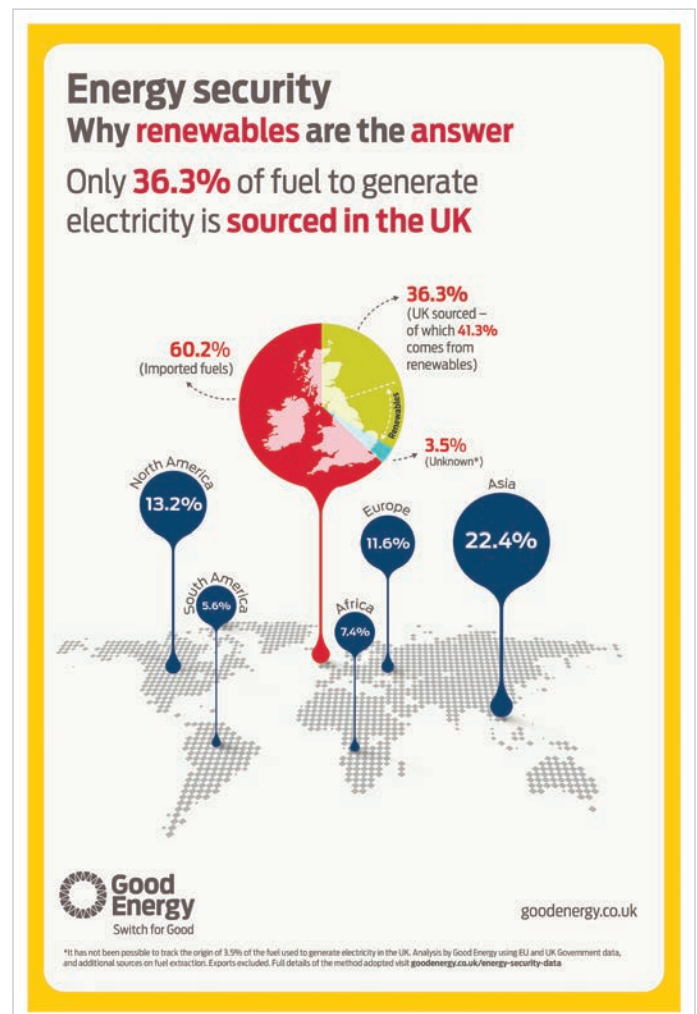
Merit Order Effect Report

In 2015 we published a report which shows that renewables are cutting the wholesale price of electricity and so lessening the impact of subsidies on bill payers. Experts from the University of Sheffield backed the report which highlights the valuable contribution renewable technologies play in our energy market.

Dr Lisa Clark, from the Department of Physics and Astronomy at the University of Sheffield, said:

“This report provides clear evidence that UK wind generation is typically saving UK consumers around £1.5 billion per year. This is more or less the same amount that the subsidies cost. At the University of Sheffield we have recently finished a similar study and we find very similar numbers.

“So not only is wind energy decarbonising our electricity generation, it isn't costing any more than any other source of electricity to do so.”



Reducing Fuel Poverty: the Role of Solar PV

As a Feed-in Tariff (FIT) administrator, we work with over 131 councils and housing associations. Together, we're proving the huge potential of solar PV to help to mitigate fuel poverty in some of the country's poorest households. Approximately 44% of Good Energy's registered FIT sites are on council or social housing.

Our report 'Reducing Fuel Poverty: the Role of Solar PV' was prepared as part of Good Energy's response to the government's FIT consultation in October 2015.



Chase Community Solar project

The next generation

In 2013 Good Energy and Birkbeck, University of London, launched a pioneering new PhD studentship surrounding renewable energy. The studentship, funded entirely by Good Energy, is worth more than £20,000 a year for four years. Marit Stromberg, who was awarded the studentship, said:

“To have been given the chance to take on this PhD, researching renewable energy resources available in the UK, is just amazing and I am really excited to learn more about how we could harness the combined power of solar and wind.”

In 2014 and 2015 Good Energy has sponsored a physics student to join us for a two-month internship as part of the SEPNet scheme which connects physics students with industry.

Natasha, our SEPnet intern, had just finished her second year of a four year MSc course in Physics at Queen Mary University in London, said:

“I thoroughly enjoyed my time at Good Energy, two months flew by. I'd never worked in an office environment before so wasn't sure what to expect, but I had a brilliant experience.”



Natasha Westland, SEPnet intern 2015

Our people

Everyone at Good Energy knows that our day-to-day work contributes to more than just the success of the business. We're part of something unique, and proud of it. Just by existing in the energy market, we know we're making a difference.

Our latest annual employee survey (October 2015) measured employee engagement including the Gallup12 used in Times Top 100 Companies. The overall engagement result of 78% demonstrated staff commitment to our mission and values, the willingness to go the extra mile and the feeling that everyone's work directly contributes to Good Energy's overall success.

In 2015 we introduced a staff Champions scheme. The role of a Champion is to promote Good Energy's culture and values across the business and contribute towards the development of our people policies.

Our 'Guiding Principles' have been developed to ensure that as we grow as a business, everyone here at Good Energy adheres to a way of working together that reflects who we are and builds on the trust we have with people. These principles provide an overview of our key values and policies and are refreshed on an ongoing basis. All employees sign up to the principles which form part of each employee's induction.



Good Energy's customer care team

A Living Wage employer

In 2015 we were accredited as a Living Wage employer. Fixed at £8.25 an hour, the Living Wage is significantly higher than the national minimum wage of £6.70 and covers all Good Energy staff and contractors.

Chippenham MP Michelle Donelan, who presented us our Living Wage certificate during a visit to our offices, said:

“As with most things, Good Energy are leading the field. Their commitment to paying the Living Wage to all their staff and contractors is an example to follow. Their commitment to the environment is clear; this shows their promise to providing significant support for those on lower incomes. I encourage all employers to follow Good Energy’s lead.”



Michelle Donelan presents Good Energy employees with the Living Wage certificate

Health and wellbeing

From our lunchtime sports clubs to providing fresh fruit each week, we want to do what we can to keep our employees happy and healthy. As well as lunchtime football, badminton and basketball and squash, Good Energy offers subsidised gym membership at our local sports centre.

Active travel

Our Active Travel Champions have been trained by Sustrans, the sustainable transport charity, to promote cycling and walking. They organise lunch time bike rides, safety training, run our folding bike scheme and encourage everyone to make the most of pedal power.

In 2015 Good Energy won the Connecting Wiltshire Travel Challenge which saw workplaces from across the county compete to clock up the most journeys made by walking, cycling, public transport and car sharing.

We operate the Government Bike to Work scheme that helps employees spread the cost of a new bike and save money off the purchase price. There’s a secure bike lock up at our office and new shower facilities too.

We have recently launched new employee benefits. This includes everything from saving money on the cost of a bike, to healthcare and childcare vouchers.



Volunteering

We're planning more initiatives this year, such as a new volunteering programme. Through donating our time and skills during work hours to tackle local and environmental issues, we're investing in our people, environment and local communities. To do this we're linking up with some of our partners and the local community here in Chippenham to deliver volunteering days for our employees.



Training and development

We've been building a Learning & Development plan for our staff in 2016. As part of the plan we have introduced a learning library and a series of 'Lunch and Learns' covering a range of subjects so that staff can drive their own development. Our Leadership Development programme will be launched in 2016, allowing all leaders to continue to develop their skills.

We're proud that we're often able to fill roles internally. Many of our team began in entry level roles and are now in management or leadership positions across the company. We recently launched 'Pathways to Progression' which is a career development tool to enable our employees to follow a clear and structured career journey at Good Energy.

The Good Energy Academy modules have been refreshed along with our induction process for new staff. Each and every new starter visits one of our solar farms, learns about our unique trading process and takes part in a values workshop. This provides a solid foundation and understanding of who we are and what we do.

Supporting education & employment

We're working with Wiltshire College and local schools to support education and employment in our local area. We hosted a group of business students from the college to give them a taste of what working at Good Energy is like.

Will Stallard, lecturer in business at Wiltshire College said: **“Good Energy has been extremely helpful in assisting our learners to understand how a local company manages and implements an ambitious business strategy within the renewable energy market. It was an excellent visit which fully met our needs and expectations”.**

In 2016 we are introducing a new apprenticeship scheme which will offer exciting opportunities to join our teams.

Bath Rugby HITZ

Participants from the Bath Rugby Foundation HITZ initiative visited us to hear from employees about our renewable mission and their roles, before visiting a nearby solar farm. The HITZ programme works with young people near Bath who are not in education, employment or training, helping to build their confidence and get them back on track. This includes working with local employers, like Good Energy, to open participants' eyes to the diverse opportunities on their door step.

Josh, one of the participants on the HITZ programme, said: **“Seeing the solar farm was great, and having the staff talk to us about what they do and how they got there was really good too. It makes me think that I could go down the same path, and find work in something like renewable energy one day.”**

Gender equality

We are committed to attracting women to work across the energy sector, and we're proud that our company and our Board has an equal split of men and women.

In 2017 we'll publish the results of our gender pay reporting.

We're working to ensure that we provide women with the opportunity to achieve their full potential. Our CEO Juliet Davenport is on the Board of POWERful Women, an industry-wide initiative to encourage more women into energy.



Wiltshire College business students visit Good Energy





Our workplace

Occupying an office built in the 1980s has presented some interesting challenges but we're taking every effort to address these. Our offices are being refurbished this year, which has offered the opportunity to revisit some of the key areas around lighting, water use and energy efficiency. Waste reduction, composting and recycling schemes are in place across our offices.

To make sure sustainability continues to play a big part of daily decision-making, we have established our Carbon & Sustainability team. The team members are from all areas of the business. The priorities for 2016 are energy, waste, water and transport.

Shrinking our footprint

Carbon footprint

Like it or not, we all have a carbon footprint - but at Good Energy we've always been committed to being a carbon-neutral business. For us, that's just part of who we are.

As we've grown as a business, it's become increasingly important to understand the carbon impacts of each of our areas of activity. That's why in 2015 we started the process of measuring and reporting on Good Energy's carbon footprint. Using a holistic approach, this includes Scope 1 and 2 emissions and as many indirect Scope 3 emissions as possible.

The process will be repeated yearly and verified by a trusted third party, so we can be sure that our footprint is as accurate as can be. It will help identify the key areas to focus on, as well as providing a benchmark for year-on-year reductions. Our carbon management plan will include measures to reduce our emissions through improved energy efficiency, incentives to reduce car travel, as well as continuing to examine our supply chain to reduce secondary emissions impacts.

We know that there will be some emissions associated with our activities that we can't avoid completely. But by reducing emissions wherever possible and neutralizing the remainder through carbon-saving projects elsewhere, we will ensure our operations from 2015 onwards are certified as carbon neutral.

Our supply chain

From our mugs to our turbines, we want to maximise our positive environmental impact through our own operations and those of our suppliers. Here are some examples:

- We sourced the turbine towers for Hampole wind farm from British manufacturers Mabey Bridge in Chepstow, so we were able to keep our carbon footprint to a minimum and boost the UK's economy as well.
- When we repowered Delabole wind farm in 2010 the old turbines went to Lithuania for a new lease of life.
- All of our tea and coffee is fairtrade, and our supply from The Office Coffee Company triggers a donation to CoolEarth that protects rainforest trees. From September 2014 to August 2015 we saved more than 1,000 rainforest trees in this way.
- Even the ever-popular Good Energy mugs are sourced from a company in Leicester and sprayed with low impact ink.
- Our t-shirts are designed and made by the amazing Rapanui who create them in a wind-powered factory on the Isle of Wight.
- As part of our formal procurement process, the ethical credentials of potential suppliers are considered to ensure they are consistent with our own.



Working together

At Good Energy we're not only committed to sourcing local, sustainable electricity, we're creating a sustainable future with the help of our affiliates and partners too. Here is just a selection of some of our great partners and the work we're doing together.



Good Energy and the National Trust have the same ambitions and approach when it comes to tackling climate change through the generation and use of renewable energy.

If we want to tackle climate change and have a low carbon future, renewables are the answer - burning fossil fuels currently accounts for the highest source of UK greenhouse gas emissions.

This partnership will see Good Energy and the National Trust continue working together to raise awareness of the effects of climate change, and to do something simple about it by encouraging and inspiring National Trust supporters and members to become customers of Good Energy.



Plantlife is the UK's leading wild plant conservation charity and is based in Wiltshire too. Working with the local primary school near one of our Cornish solar farms, we're contributing to Plantlife's National Plant Monitoring Survey (NPMS) by surveying the wildlife across the site.



Julie's Bicycle is a global charity working with the arts and creative industries to make environmental sustainability a core component of their business. Good Energy sponsors Julie's Bicycle through their events programme. We've also funded the development of renewable energy reporting for their free, online carbon calculator tools which help to improve the environmental performance of the creative industries.



We've been working with Soil Association to promote renewable energy to organic growers, farmers and shoppers all over the UK. For the third year, we've teamed up with the Soil Association to support their annual Organic September campaign, a month-long celebration of all things organic.



We've been working with Friends of the Earth for over a decade. Together, we believe we can achieve a future for Britain that's powered purely by clean, green electricity generated across the country. This year we are directly supporting Friends of the Earth Basecamp, and we've worked together across many areas from generation project planning, campaigning, bees, community fayres and business networking.



Pukka Herbs has been a customer of Good Energy for a number of years and recently we've started a new relationship with them, with the aim of encouraging consumers and their suppliers towards renewable energy. Pukka have an award-winning range of herbal teas and wellbeing supplements, made from ethically traded organic ingredients. Becoming carbon neutral 'from crop to cup' is part of Pukka's mission to connect people, plants and planet. We're really excited about working with Pukka, and as well as supplying the electricity and gas for Pukka offices and warehouses, we're exploring other ideas for collaboration. From competitions for our customers to win a year's supply of Pukka tea to providing delicious tea to fuel our staff, we're very happy to be working together.

Investing in a greener energy future

Good Energy has a long history of inviting its customers to invest directly in the company. In October 2013 we launched our Good Energy Bonds. We exceeded our target of £5 million and then, three weeks ahead of schedule, reached our maximum of £15 million, so we had to close the offer early.

A high proportion of the applications to the Good Energy Bond were personal applications and over 80% of the applicants were customers.

We're proud to demonstrate the strength of interest in investment in the UK's renewable energy future. More and more people not only believe in the power of renewables to transform our energy market, but they're willing to put their pounds behind it too.

We are a founding member of the Social Stock Exchange (SSX). Companies joining the SSX have to pass its strict criteria and submit an annual impact report for assessment by an independent expert panel.



An award-winning company



It's always great to be recognised for our work and over the years Good Energy have been fortunate enough to win a number of awards. So far this year we've won 'New Energy Champion of the Year' at the 2016 New Energy and Cleantech Awards and have been shortlisted for another seven awards, including the Guardian Sustainable Business Awards 2016.

Other recent awards include:

'Social Impact Company of the Year' at the 2015 Small Cap Awards, for the second year running.

Renewable Energy Association British Renewable Energy Leadership 2015 award.

Finalist at the 'Sustainable Business of the Year' at the 2015 National Business Awards, and the Guardian Sustainable Business Awards 2015.

UK Stock Market Awards 2016: Good Energy was shortlisted for Best Impact PLC and Best Utilities PLC.



Let us know what you think

We'll keep you updated via our blog and e-news on how we think we're performing as an ethical company.

But we'd like to hear your views. What do you think of this report? What does it tell you about how we're doing on the issues that matter to you? Is there anything missing, and what else can we do to improve?

We'd really value your feedback because it would help us make sure we're living up to the ethical standards you expect.

Please get in touch via email: progressreport@goodenergy.co.uk
or complete our quick online survey: <http://fluidsurveys.com/s/GEProgressreport/>

Thank you.

About Good Energy

Good Energy is a British renewable energy company with a difference.

Founded in 1999, our mission at Good Energy is to transform the UK energy market by helping homes and businesses to be part of a sustainable solution to climate change. By joining Good Energy you will be joining a community of homes and businesses that:

- buy 100% renewable electricity and/or carbon neutral gas
- generate their own renewable power
- invest in our renewable future as a shareholder of Good Energy

Switch for Good online www.goodenergy.co.uk
or call **0800 254 0004**

Email us at progressreport@goodenergy.co.uk