



Carbon Footprint Verification Report
for
Amdocs
1st October 2023 to 30th September 2024

14 July 2025

Verification summary

Verifiers:	Finlay Dyche-Brookes, Senior Environmental Consultant, Carbon Footprint Ltd
Report reviewed by:	Stuart Fowler, Senior Environmental Consultant, Carbon Footprint Ltd
Authorised by:	Rebecca Pattison, Senior Environmental Consultant, Carbon Footprint Ltd
Inventory period verified:	1 st October 2023 to 30 th September 2024
Level of assurance:	Reasonable
Assurance being given to:	Malka Wertzner, Global EHS & CSS Coordinator Building 4, 3rd Floor Chiswick Park Estate, 566 Chiswick High Road, London, W4 5YE, London, United Kingdom
Verification Standard:	ISO 14064-3: 2019
Methodology used for the calculation:	GHG Protocol

Statement of verification

Malka Wertzner
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14 July 2025

Scope

Amdocs UK Limited (henceforth referred to as Amdocs) engaged Carbon Footprint Ltd to verify its carbon footprint assessment and supporting evidence for the period **1st October 2023 to 30th September 2024**. Amdocs is responsible for the information within the carbon footprint report, this includes information around Amdocs's electricity consumption across all sites; as this is a material element of Amdocs's footprint, this was verified to a reasonable level of assurance in line with the GHG Protocol. The responsibility of Carbon Footprint Ltd is to provide a conclusion on all material elements, and all elements which account for a combined total of 5% of total emissions, as to whether the statements made are in accordance with the GHG Protocol. All renewable energy purchases, certification, and Power Purchase Agreements were reviewed and according to the documentation provided, Amdocs disclosed 73.4% of the overall electricity consumption being from renewable sources, among them 32.4% from unbundled procurement of energy attribute certificates (EAC), 14.4% from financial Power Purchase Agreement alongside EAC, and 8.9% from Retail Supply Contracts with electricity suppliers. Further to this, according to Amdocs's registers, the GHG emissions report covers 99.0% of employee activity at Amdocs's operational sites.

Methodology

The verification was led by Finlay Dyche-Brookes, Senior Environmental Consultant, Carbon Footprint Ltd. Carbon Footprint Ltd completed the review in accordance with the ['ISO 14064 Part 3 \(2019\): Greenhouse Gases: Specification with guidance for the verification and validation of greenhouse gas statements'](#). The work was undertaken to provide a Reasonable level of assurance with respect to the GHG statements made. Carbon Footprint Ltd believes that the review of the assessment and associated evidence, coupled with this subsequent report, provides a reasonable and fair basis for our conclusion.

The following data was within the scope of the verification (below shows the post-audit results):

Scope	Activity	Location-based (tCO ₂ e)	Market-based (tCO ₂ e)
Scope 1	Refrigerants ¹	922.61	922.61
	Site diesel	469.63	469.63
	Natural gas consumption	62.98	62.98
Scope 1 Sub Total		1,455.21	1,455.21
Scope 2	Electricity consumption	42,491.01	27,558.42
Scope 2 Sub Total		42,491.01	27,558.42
Scope 3	Cat. 1. Purchased goods and services	64.06	64.06
	Cat. 3. Fuel- and energy related activities (not included in Scope 1 or Scope 2)	14,581.48	14,581.48
	Cat. 5. Waste generated in operation	1,631.18	1,631.18
	Cat. 6. Business travel (not included in Scope 1 or Scope 2)	25,109.13	25,109.13
	Cat. 7. Employee commuting and home working	8,807.60	8,807.60
Scope 3 Sub Total		50,193.45	50,193.45
Total tonnes of CO ₂ e		94,139.68	79,207.08

¹ Includes AC equipment and Fire Suppression Systems.

Assurance opinion

According to this verification report, Amdocs has successfully achieved its science-based greenhouse gas (GHG) emissions reduction targets for FY2024, as set with a FY2019 base year, meeting its goals across all scopes (Scope 1, 2, and 3) in alignment with the Science Based Targets initiative (SBTi).

Based on the results of our verification process, Carbon Footprint Ltd provides reasonable assurance that the GHG emissions statement:

- is materially correct and is a fair representation of the GHG emissions data and information; and
- is prepared in accordance with the GHG Protocol.

It is our opinion that Amdocs has established appropriate systems for the collection, aggregation and analysis of quantitative data for determination of GHG emissions for the stated period and boundaries.



Finlay Dyche-Brookes, BSc (Hons)
Senior Environmental Consultant

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1 Introduction

Amdocs UK Limited (henceforth referred to as Amdocs) is a provider of billing and order management systems for telecommunications carriers and internet services providers. Founded in 1982, Amdocs currently employs approximately 24,500 people and serves customers in over 80 countries including the Middle East, Europe, India, the Americas, and Asia.

This report provides the outcomes of the independent verification of Amdocs's global Greenhouse Gas (GHG) statement for the period **1st October 2023 to 30th September 2024**. The scope of the assessment is defined in section 2.

The verification was based on an assessment of Amdocs's 2024 carbon footprint report/calculations (version 1 received on 4th May 2025), supplemented with a remote audit and review of supporting evidence. A verification plan (Appendix 1) was devised at the preliminary stages of the assessment to guide the verification process. The sampling plan in Appendix 2 lists the documents requested for verification.

The verification was completed in line with the International Standard ['ISO 14064 Part 3 \(2019\): Greenhouse Gases: Specification with guidance for the verification and validation of greenhouse gas statements'](#) to a Reasonable assurance level.

1.1 Objectives

The objectives are:

- To provide assurance to Amdocs, to ISO 14064-3 standard, that the GHG statement is reliable and of sufficient quality.
- To provide a verification statement that meets the requirements of CDP and CSA.
- To assist internal purposes – mainly for CSR reporting and other disclosures; annual reports and tracking towards internal targets.

1.2 Scope of verification

The GHG statement that is being verified is Amdocs's global carbon footprint for the period 1st October 2023 to 30th September 2024.

The GHG emissions have been consolidated through the operational control approach and are reported in terms of carbon dioxide equivalent (CO₂e).

1.3 Materiality

A qualitative and quantitative evaluation of any errors, limitations or misrepresentations has been undertaken. The verification team, using professional judgment, determined whether any qualitative discrepancies could affect the overall GHG statement and, in turn, have a material impact on the decisions of the intended user.

Quantitative discrepancies were calculated individually to understand the impact of them as a percentage of the GHG statement. The pre-defined materiality threshold is 5% of the total inventory.

1.4 Responsibility

Amdocs is responsible for the provision of the GHG statement and the supporting information. Carbon Footprint Ltd was contracted to provide a third-party verification of this statement, to a Reasonable level of assurance. Appendix 3 provides a profile of the verification team.

1.5 The work undertaken

The verification undertaken by Carbon Footprint Ltd was conducted in accordance with ISO 14064-3 (2019): Greenhouse gases- part 3: *'Greenhouse Gases: Specification with guidance for the verification and validation of greenhouse gas statements'*. A verification plan (including sampling) was devised at the preliminary stages of the assessment to guide the verification process (see appendices).

In conformance with the ISO 14064-3 standard, the following activities were undertaken:

- Initial review of the GHG documentation and methodologies, including historical GHG data for the period 1st October 2023 to 30th September 2024.
- A remote audit, involving discussions with staff from Amdocs regarding:
 - Scope of calculation (including appraisal boundaries).
 - Input data sets, any missing data, estimations made and assumptions.
 - Calculation methodology and conversion factors used.
 - Quality control procedures.
 - Results & interpretation.

1.6 Independence

The verifier has remained independent from activity taken to calculate the GHG statement. The verifier has maintained objectivity during the audit, basing conclusions on evidence obtained during the audit.

1.7 Abbreviations

AIB	Association of Issuing Bodies
CDP	Carbon Disclosure Project
CSR	Corporate Social Responsibility
Defra	Department for Environment, Food & Rural Affairs
GHG	Greenhouse Gas
ISO	International Organisation for Standardisation
km	Kilometres
kWh	Kilowatt Hours
SECR	Streamlined Energy and Carbon Reporting
tCO ₂ e	Tonnes of Carbon Dioxide Equivalent

2 Verification results

2.1 Assessment of the GHG information system and its controls

2.1.1 Boundary and data selection

Organisational boundary

The GHG emissions have been consolidated through the operational control approach and are reported in terms of carbon dioxide equivalent (CO₂e), for the global operations. All sites are included within the scope of the assessment.

Reporting boundary

The operational boundary was reviewed and has been determined that all material emission sources have been captured within the assessment boundary. This is summarised below.

- Scope 1:** Refrigerants (incl. fire suppression systems)
Site diesel consumption
Natural gas consumption
- Scope 2:** Electricity consumption
- Scope 3:** Cat. 1. Purchased goods and services
Cat. 3. Fuel- and energy related activities (not included in Scope 1 or Scope 2)
Cat. 5. Waste generated in operation
Cat. 6. Business travel (not included in Scope 1 or Scope 2)
Cat. 7. Employee commuting and home working

2.1.2 Data management

Carbon Footprint Ltd has verified Amdocs's data management processes and observed them to be appropriate and sufficient for the scope of the verification. Amdocs have been carrying out their internal assessment process for many years and have been verified by Carbon Footprint Ltd since 2012.

The consolidated spreadsheet (an MS Excel document) is clearly displayed and well organised, evidently marking estimations and providing sufficient explanations on estimations and apportionment where required. Amdocs's Global EHS Coordinator and regional EHS (Environmental Health and Safety) managers are responsible for data collection. The G-EHS Coordinator then collates the data from EHS managers and is further responsible for the upkeep of the GHG inventory. There is one coordinator per region, with one focal point per site in order to preserve efficiency of communication.

Amdocs's G-EHS Coordinator also carries out the GHG emissions calculations; the results are checked internally to identify any potential irregularities within the data provided. Significant changes in emissions are evaluated, and queries are raised where supporting evidence is requested. When monthly consumption data is unavailable, this is estimated using the data from months where data is already available (pro-rating), or by using the previous year's data. These are appropriate estimation methodologies for the purpose of the audit.

The individual sites are accountable for reporting their own regional activity data, through the site focal point, using data collection templates distributed internally. Each site manager reports to their corresponding regional co-ordinator (EHS manager) monthly. At the end of each financial year the regional managers provide a breakdown of the information provided and the figures are then cross-checked by the G-EHS manager to ensure all data is correct. Bi-monthly meetings are also conducted with site managers to raise any issues or potential areas of concern.

Amdocs's undertakes data sampling as part of its own internal quality control process and requests a sample of utility bills from every site. Amdocs have changed their reporting of Scope 2 emissions to use the factors released for each location by the respective organisations. It has also improved their reporting of Scope 1 emissions associated with refrigerant gasses.

2.1.3 Data limitations

For sites where utilities (electricity, waste, and water) have been included within rental agreements, estimations have been based on an average per employee basis. These were calculated using consumption from other sites with tangible data.

The section below provides further details on the assumptions and estimations made for specific emission sources.

2.2 Assessment of GHG data and information

2.2.1 Cat. 6. Business travel (not included in scope 1 or scope 2)

Cat. 6. Business travel (not included in scope 1 or scope 2) accounts for 40% of Amdocs's total GHG emissions. The main observations were:

- Flight emissions were calculated using the 2024 factors released by Defra for short and long-haul journeys dependant on cabin class, including radiative forcing (to/from the UK); although not all flights depart or arrive in the UK. The difference in emissions is immaterial and hence is suitable for the purpose of the audit. It is recommended that these factors are updated for future reporting.
- All calculations and estimations were found to be suitable for the purpose of the audit.

2.2.2 Electricity consumption

Electricity consumption accounts for 35% of Amdocs's total GHG emissions. The main observations were:

- Most of Amdocs's sites have entered actual data into a monthly tracking spreadsheet. In total, 13 sites required some or full estimation (7 in the US, 1 in Israel, 3 in Europe, and 2 in APAC), mainly due to difficulty in attaining the data required for electricity, as this is often included within the rental agreement of individual sites and cannot be split out.
- Actual data was checked against the supplied utility bills, which all were found to be entered correctly for the sample chosen.
- All estimations were based on either previous yearly consumption figures or the average for previous months where available.
- Evidence was supplied for market-based calculations, showing the tariff specific emissions or other required details.
- The correct emission factors were used dependant on the country, with sources from IEA, EPA eGRID, IEC, CaDi, and AIB. These were spot checked where available.
- All calculations and estimations were found to be suitable and correct for the purpose of the audit.

2.2.3 Cat. 3. Fuel- and energy related activities (not included in scope 1 or scope 2)

Cat. 3. Fuel- and energy related activities (not included in scope 1 or scope 2) accounts for 18% of Amdocs's total GHG emissions. The main observations were:

- Amdocs has successfully calculated the emissions from the transmission and distribution of electricity and the associated Well-to-Tank emissions for electricity generation and transmission and distribution. I recommend that Well-to-Tank emissions are calculated for all emission sources where factors are available, with increased attention to Scope 1 emission sources.
- The calculations for transmission and distribution were conducted using the relevant emission factors released by the respective bodies named in section 2.2.1, with all found to be correct and suitable for the purpose of the audit. Where an appropriate emission factor was not available, a suitable alternative was used.
- The calculations for Well-to-Tank were conducted using the relevant Defra factor for overseas energy generation/transmission and distribution where applicable.

2.2.4 Cat. 7. Employee commuting and home working

Cat. 7. Employee commuting and home working accounts for 3% of Amdocs's total GHG emissions. The main observations were:

- Homeworking emissions were calculated using the average FTE attendance across most of Amdocs's sites over the 2019 and 2024 financial year assessments, which was further applied as an average across sites where FTE attendance was not available. This method follows the same improved application as the previous year's verification.
- The average emissions as a result of appliances assumed to be in use during a typical working day from home were then applied to the average number of FTE working from home over the verification period.
- Information on the electricity consumption of these appliances was sourced from Carbon Footprint's online database/factors (found here: <https://youtu.be/cRq2MB2YDbc> - released 23rd October 2020).
- For the calculation of emissions from leased vehicles used for employee commuting, the volume of fuel was available sourced from hire car reports, with the correct factors used for both diesel and petrol. As Isreal does not use biofuel content in their fuels, the mineral factor for each was used.
- The calculations for public transport use for employee commuting were conducted using the journey distance converted from miles to kilometres and the Defra factor for a regular taxi (km).
- The calculations and assumptions have been verified as suitable and correct for the purpose of the assessment.

2.2.5 Cat. 5. Waste generated in operation

Cat. 5. Waste generated in operation accounts for 2% of Amdocs's total GHG emissions. The main observations were:

- Waste generated in operations is calculated by waste type (organic and commercial waste), with the assumption that all reported organic and commercial waste is landfilled.
- Monthly organic and commercial waste data, provided in kg, is available for the Raanana site (Ganei Shefa and Kenyon) and Amdocs Park site, where a yearly total is given alongside a monthly breakdown. This is then apportioned by total FTE employee numbers and applied to all sites using the population figure for each site. This is because not all sites have kitchen facilities, and hence emissions from organic (food) waste does not apply to these sites.
- Emissions are calculated using Defra factors for Organic: food and drink waste, and commercial and industrial waste – average and the total tonnage of waste generated through operations.
- For waste that is recyclable (paper and cardboard, batteries, WEEE, and mixed solid waste), each site reports on its waste type and weights monthly for the above categories.

- Emissions are then calculated using the respective emission factor from Defra for the correct recycling stream: closed loop for paper and mixed solid waste, and open loop for batteries and WEEE waste.
- The above method for estimating waste generated through operations for all applicable sites was found to be suitable and correct for the purpose of the audit, as was the use of relevant emission factors.

2.2.6 Refrigerants

Refrigerants accounts for 1% of Amdocs's total GHG emissions. The main observations were:

- Amdocs has improved the reporting of emissions from refrigerant gas top-ups. They have pushed for increased data on refrigerant gas top-up volume and GWP and only applied the leakage rate for sites that could not confirm no refrigerant gas top-ups have occurred. For sites where it was confirmed that no top-ups were required, emissions were zero.
- The correct refrigerant gas types and their associated GWP were used, with these being updated where required in line with the guidance.
- The calculations were found to be correct and suitable for the purpose of the audit.

2.2.7 Other emission sources

The following emissions sources were not material to the total and were therefore not audited in detail, however all calculations checks, and emission factors checks can be seen section 2.3.

- Site diesel
- Natural gas consumption,
- Cat. 1. Purchased goods and services (paper and plastic purchases, water supply)

2.3 Data calculations

The emission factors used for the calculations have been verified as correct and appropriate for the data (Table 1). The calculations are carried out using MS Excel. During the audit, spot checks were carried out on calculations in the calculation spreadsheets.

Table 1: Emissions factors used

Emissions source	Name	Database	Year	Additional comments
Site diesel	Diesel	Defra	2024	Correct
Refrigerants	Multiple	Defra		
Natural gas consumption	Natural gas	Defra		
Electricity consumption	Multiple	Multiple		
Cat. 1. Purchased goods and services	Multiple	Multiple		
Cat. 3. Fuel- and energy related activities (not included in Scope 1 or Scope 2)	Multiple	Multiple		
Cat. 5. Waste generated in operation	Multiple	Defra		
Cat. 6. Business travel (not included in Scope 1 or Scope 2)	Multiple	Defra		
Cat. 7. Employee commuting and home working	Multiple	Defra		

3 Conformance with verification criteria

The chosen methodology that has been used for accounting and reporting Amdocs's GHG inventory is the GHG Protocol. Carbon Footprint Ltd has examined Amdocs's GHG statement in relation to the GHG Protocol. The verification activities have shown that Amdocs has met the verification criteria satisfactorily.

Relevance – the data collected and reported reflects the significant environmental impacts of Amdocs's operations.

Completeness – emission sources that come within the reporting boundary have been quantified and reported where possible. Exclusions (if applicable) have been disclosed and justified.

Consistency – methodologies are documented and appear to be consistent.

Transparency – the carbon footprint report states the company's approach to data collection and the estimations that were made.

Accuracy – sufficient accuracy has been achieved. Actions to improve data accuracy and reduce uncertainty have been identified.

4 Conclusions

In conclusion, Carbon Footprint Ltd has verified Amdocs's GHG assertion in accordance with ISO 14064-3 standard to a reasonable level of assurance. It is our opinion that appropriate methodologies have been used and the GHG inventory result is of satisfactory accuracy subject to the boundary conditions that we have assessed.

The accuracy and quality of the electricity consumption data and Cat. 3. Fuel- and energy related activities (not included in Scope 1 or Scope 2) (Well-to-Tank) could be improved. This could be achieved by implementing the recommendations in section 4.1.

4.1 Recommendations

Below are several recommendations to assist Amdocs in improving the quality of its GHG statement:

- Calculate WTT emissions for all appropriate emission Scope 1 and 3 emission sources.
- Implement measures to capture absolute data around water consumption and homeworking, removing the need for estimation based on data sourced from other sites.

4.2 Assurance opinion

Based on the results of our verification process, Carbon Footprint Ltd provides reasonable assurance that the GHG emissions statement:

- is materially correct and is a fair representation of the GHG emissions data and information; and
- is prepared in accordance with the GHG Protocol.

It is Carbon Footprint Ltd's opinion that Amdocs has established appropriate systems for the collection, aggregation and analysis of quantitative data for determination of GHG emissions for the stated period and boundaries.

Appendix 1 – Verification Plan

Venue: Online

Present:

Finlay Dyche-Brookes, Carbon Footprint Ltd (Verifier)

Malka Wertzner, Amdocs

ISO 14064-3 Ref.		ISO 14064-3 Requirements	Evidence	Comments
5.1.3.	Level of Assurance	To be agreed at the beginning	Anecdotal/email communication	Reasonable
5.1.4	Objectives	To be agreed at the beginning	Anecdotal Proposal Verification report	CDP, CSA
5.1.5	Criteria	To be agreed at the beginning	Anecdotal	GHG Protocol Corporate Standard
5.1.6	Scope	Organisational boundaries, physical infrastructure & activities, GHG sources, type of GHGs, time period	Anecdotal Proposal	Scope 1, 2 & 3 1 st October 2023 to 30 th September 2024 Operational control

ISO 14064-3 Ref.		ISO 14064-3 Requirements	Evidence	Comments
5.1.7	Materiality	Establish materiality		Materiality threshold 5%
5.4.4	Verification records	The verifier shall maintain records to demonstrate conformity to the requirements of ISO14064-3.	Verification plan. Verification report.	This verification plan is the basis of recording the audit and capturing information.
6.1.3.3	GHG information system & its controls	Processes for collecting, processing and reporting GHG information.	Anecdotal	
6.1.3.4	GHG data & information	Examination of the GHG data and information.		
6.1.5	Verification Plan	Document assurance level, objectives, criteria, scope, materiality & schedule.	This document	This table documents the verification plan.
6.1.6	Evidence gathering plan		Sampling Plan	See Appendix 2.

ISO 14064-3 Ref.		ISO 14064-3 Requirements	Evidence	Comments
6.3.1	Evaluation of the GHG statement	Evaluate whether the evidence collected supports the GHG statement.	Verification report	Sufficient evidence was provided to support the statement.
6.3.1.4	Assessment against verification criteria	Confirm whether the organisation conforms to the verification criteria.	Verification report	Organisation has met the verification criteria satisfactorily.
6.3.2 & 6.3.3	Conclusion and opinion	A verification statement containing the level of assurance, objectives, scope, criteria, the GHG statement and the verifier's opinion on the GHG statement.	Verification statement	A verification statement will be issued.

Appendix 2 – Sampling Plan

The sampling will be a risk-based approach in order to collect adequate evidence to support the Reasonable level of assurance. Calculations and results will be reviewed and discussed as a desk-based exercise and during the remote audit.

Sites and data sampled were chosen due to materiality to the total carbon footprint, noticeable deviation from the previous year's results, and potential anomalies identified from initial analysis.

Primary data (e.g. utility bills, expense claims, fuel card reports etc.) requested is shown in the following table:

Emissions source	Requested	Provided
Site Energy	Electricity invoices, billing history, consumption reports, landlord breakdown, evidence of tariff information.	Yes
Air Miles Report	India and APAC, Israel, EMEA & Americas	
Site Renewable Energy Information	Sites with reported supplier specific fuel mixes or 0% carbon tariffs/agreements	

Secondary data was reviewed for other sites and emission sources. This is contained within the main calculation document.

Appendix 3 – Verification Team

Carbon footprint Ltd has enabled the completion of the carbon footprints of over 20,000 businesses globally via our tools and consultancy. We are confident that we bring independent, ethical conduct, fair representation, due professional care and fresh insights to carbon management and verification activities.

We work with a vast range of companies, from SMEs to multinational blue-chip corporations with goals to comply with legislation, cut the cost of carbon in their business, maximise sales by developing true sustainable credentials and prepare for future legislation.

We are a world leading carbon footprinting company:

- We follow international standards, such as ISO14064-1, PAS2050, GHG Protocol, ISO14064-3 within our work
- We are ISO 14001:2015 and ISO 9001:2015 certified
- We are approved under the Quality Assurance Standard (QAS) – this means that our own carbon footprinting tools and methodology is independently audited by AEA-Ricardo.
- We work with other businesses to complete/validate GHG emissions for their Mandatory GHG Reporting and CDP reporting requirements
- We run the Carbon Academy (for peer group learning)
- We provide input and advice to the government on low carbon legislation

Finlay Dyche-Brookes

Senior Environmental Consultant

Finlay has a Bachelor's degree in Geography. He has completed numerous carbon footprint assessments to both the ISO14064-1 and GHG Protocol standard. Finlay is particularly interested in the mechanisms and drivers of climate change, and the environmental and socioeconomic impacts that occur as a result of these.

Stuart Fowler

Senior Environmental Consultant

Stuart has over 5 years of experience in the environmental consultancy sector, specialising in Greenhouse Gas assessments of organisations in line with ISO14064 and the GHG Protocol. He works with a large range of business customers ranging from SMEs to large corporates.

Rebecca Pattison

Senior Environmental Consultant

Rebecca has over 14 years of experience working in environmental management. She has worked with many organisations to help them calculate and reduce their greenhouse gas emissions. She is responsible for legislation and regulatory issues, and has also led the implementation of auditing of environmental management systems (e.g. ISO14001). She is also an ESOS Lead Assessor.