

dialogue

language services international

Becoming Carbon Neutral

At Dialogue Language Services International, we are passionate about the quality language and training services we deliver to our customers be they local, International or global. We are a successful, award-winning SME. Our employed team is located in the UK. We also have partners and suppliers (translators, interpreters, and trainers), who are instrumental in our success, who can be based anywhere in the world.

We do not produce, manufacture or retail physical products and therefore have no supply chains supporting such activities.

We believe that every company, indeed every individual, has an immediate role to play in protecting our environment from harmful greenhouse gases. At the heart of our actions to limit climate change, is our membership to the [UN's Race To Zero campaign](#), which is supported by the UK Government, in which we commit to :

- Halve our greenhouse gas emissions before 2030
- Achieve net zero emissions before 2050
- Disclose our progress on a yearly basis.

We are proud to display the UN's Race to Zero campaign logo on our website and to encourage our suppliers, customers and business contacts to consider this membership too as part of their own journey to becoming carbon neutral.



During FYE 2023 we will :

- Nominate a prime within our business to lead our activities in this area – making “Race to Zero” and our fight against climate change, a key subject within our business with board-level importance;
- Complete the ClimateFit training course <https://smeclimatehub.org/courses/education/> so that our management team are fully aware of Race to Zero – and the impact our commitment will have on our business
- Define our Race to Zero Plan.

We also acknowledge that our Race to Zero journey can start with the following immediate steps:



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- **Remote working** – as a company we have changed our working practices from office-based to remote working. We use Teams, Slack and Zoom and Zoho on a daily basis for internal and customer facing remote meetings. Our employees meet face to face once a month. We're proud that our remote working policy is enhancing the quality of the work our team delivers.
- **Travel** – when we do travel, we car share and look to use public transport where possible.
- **Cars** – as our leasing contracts renew over the coming months/years we will consider replacing our current petrol/diesel cars with hybrid or electric equivalents.
- **Energy** – our actions here are two-fold.
 - Within our home offices
 - As our fixed term energy contracts renew for all of our home energy contracts, each one of us will consider renewing a green or greener energy options with our energy suppliers;
 - We are considering solar panel usage within our home environments
 - We are replacing tradition and halogen lightbulbs with LED lightbulbs
 - We have identified insulation improvements/opportunities for each of our home office environments too, including energy efficient boilers
 - We are also mindful of energy efficiencies that can be implemented within our home office environments including
 - Switching off lights and devices when not in use
 - Only boiling the water needed for tea/coffee not the full kettle
 - Water capture and recycling
- **Recycling** – we commit to recycling paper, glass and plastics as much as is possible
- **Pensions** – during our annual pension reviews we are now also mindful of the investment choices we are each able to make in our company pensions. We will consider inclusion of greener investment choices where these are available and offer equivalent rates of return to more traditional investment options.

We will continue to monitor this key area to help maintain the high ethical standard by which we run our business.

Nicola Shimwell

CEO

Dialogue Language Services International

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