



Progress towards a sustainable world

Focus: Our journey to net zero





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“Why are we taking such a bold step towards net zero? Because we can. And we must.”

Susan Taylor Martin,
CEO British Standards Institution

Making progress towards a sustainable world

At BSI, shaping a better society and a more sustainable world is our north star.

Our business model demands that we view all actions through the lens of societal progress.

We aim to support our partners by sharing our own best practices and lessons learned from using standards and BSI sustainability solutions wherever possible. In this document, we use our own experience to help identify key stages and opportunities for progress.



Making progress towards a sustainable world

Alignment

Quality data collection

Engagement

Ownership & transformation

Global consistency

Future focus



We know that practical solutions and deep collaboration can help us address challenges like climate change. We also know that this is a complex journey, requiring ongoing insight and action. By sharing our journey to net zero thus far – and the impact we have achieved – we aim to provide useful guidance to help you reach your own net zero goals.

Our Maturity Scale depicts the journey to excelling in Sustainability. While no journey is ever truly linear, the scale provides a framework to guide you on your path to success.

Alignment to internal and external goals

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To have maximum traction, a sustainability strategy needs to align with an organization's overall purpose and commercial goals, so that is where we started our journey.

We conducted a thorough materiality assessment to identify the relevant risks and opportunities for BSI and then used this information to define our strategic priorities.

For more details on how we developed our plan, please have a look at our [2024 Annual Report](#).

Alignment to internal and external goals

We have publicly committed to achieving net zero in our own operations by 2030, reducing our scopes 1 and 2 emissions by 90-95% and our Scope 3 emissions (categories 3, 6, and 8) by 42% within the same time, against our 2022 baseline.

To support the delivery of these commitments, we are prioritizing and implementing our own [Net Zero Pathway product](#). This approach ensures our targets are science-aligned with a 1.5°C global warming scenario and supports the identification and prioritization of credible decarbonization actions. In November 2025, we successfully completed our Net Zero Pathway assessment, confirming our commitment to meaningfully achieve our reduction targets.



Organizational alignment on a global scale

We immediately put our strategy into action, taking a lead role with the 'Our 2050 World' network to launch The Net Zero Guidelines (**ISO IWA42:2022**) at COP27.

These guiding principles are designed to propel government and organizations to accelerate action, limiting global warming to 1.5 degrees Centigrade by providing a practical, end-to-end framework for organizations at any level of maturity on their net zero journey.

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To set and achieve a goal, there needs to be a benchmark and a clear picture of where things currently stand. High quality data enables accurate and measurable goal setting and projections.

At BSI, we formalized our reporting systems by moving from employee-compiled spreadsheets to our **Connect Climate** platform, a software tool developed by the winner of our internal CEO Innovation Challenge. This shift reduced the time we spent analysing data while increasing data accuracy, transparency, and consistency. Our teams now have a better view of our progress against yearly targets.

Quality data

Adopting standards and BSI's own solutions to achieve our goals is a cornerstone in our approach: thus, the measurement and reporting of our GHG data is being done under the Guidance for Quantification and Reporting of GHG Emissions and Removals (**ISO 14064**). This has provided the added benefit of assuring our internal and external stakeholders that we can meet the highest global standards.

Additionally, we capture richer and more accurate data by providing training workshops and support for our people, so they understand how to report their own GHG-related activities (with invoices, expenses, and travel planning).



Our decarbonization engine

Our Net Zero Cycle demonstrates the interconnected relationships which drive our progress towards achieving net zero in our operations. Employee engagement sits at the core, supporting development of better tools and data, which then feeds into custom implementation plans, in turn successfully embedding sustainability into BSI's projects and processes.

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Goals and data provide the foundation. The people within an organization are responsible for the activation and results.

BSI's Operational Sustainability Excellence team spends a significant amount of time partnering with teams throughout the organization. The team has developed foundational relationships by giving presentations and leading workshops with every division and function to provide the support necessary to co-create bespoke action plans for our collective net zero reduction goals.

Engagement

We prioritize the creation of opportunities for genuine dialogue and have found it to be the most powerful way to build connection and ownership around a traditionally tricky topic.

From live sustainability training sessions for our people leaders, to a bi-monthly live TeamsCast on timely and important sustainability topics – every touch point we create for our colleagues around net zero should give our people an opportunity to learn, grow, and participate.

To ensure our teams feel connected to the effort, we focus our engagement activities around three primary principles:

Relevance: Why is this specifically important to me?

Simplicity: What does it really mean?

Action: How can a simple shift in my behaviour make a difference?



Ownership & Transformation

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Reducing the carbon footprint of any organization involves transformational change and shared responsibility. Sustainability teams cannot do it alone. The whole organization must take part.

When implementing our sustainability strategy, we engaged internal experts to deliver best practice solutions. Our operational net zero steering committee drives the operational change we need across our transition to net zero.

By implementing a **Carbon Allowance Model**, each Division and Function is responsible for their own carbon budget. The model provides a flexible framework, enabling divisions and functions of the business to focus on the priorities that matter most to them.

Ownership & Transformation

Deep collaboration with supply chain leads enabled sustainability to now sit at the heart of BSI's procurement questionnaire, risk assessment, and onboarding processes. It is also embedded in our facilities, properties, and energy improvement planning, our lease approvals, and our lab testing design process.

We implemented our Energy Management Systems standard (**ISO 50001**) in our Hemel Hempstead, UK lab facility, a fully owned site.

As a global services organization, business travel remains our largest source of operational emissions. Our focus is delivering for our clients while reducing the carbon intensity of how we operate. Our GHG representatives and GHG reporting leads play a critical role in this effort, strengthening data quality and embedding emissions awareness and impact priorities across our Divisions and Functions.



Ownership & Transformation

We launched internal sustainable events guidance - a practical, user-friendly framework (based on **ISO 20121** principles) to enable more responsible, lower-carbon decisions when organizing events and client conferences.

After reviewing our new travel and events guidance, one of our Group Leadership Team members relocated a recent meeting to reduce the footprint of the event, leading to an immediate reduction of 16 tonnes of CO₂e, or 20% of the overall carbon impact.



We are proud to share that in 2025, 98% of our UK fleet was either electric or hybrid. Electrifying our UK fleet has been a successful pilot, and we have plans to roll out global electrification in alignment with our long-term net zero plan.

We offer UK pensions through Aegon, a provider who have set a clear pathway to reduce the environmental impact of their default fund range, committing to **net-zero greenhouse gas emissions by 2050**.

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Sustainability is an all-encompassing commitment. To successfully make progress, all divisions, markets, regions, and teams (regardless of function or geography) must commit to the shared goals.

In 2022, BSI achieved global certification for Environmental Management Systems (**ISO 14001**) and Occupational Health and Safety Management (**ISO 45001**), which helped us build global alignment, manage our impact more effectively and consistently, and reduce risks.

We now have a highly engaged team of internal volunteer advocates, actively involved in the development of new processes and programmes in service of our net zero targets.

Global consistency



We are actively working to achieve our GHG reduction goals. We have maintained our carbon neutrality since 2020 by investing in high quality carbon credits to offset the emissions from our operations.

We used guidance on Carbon Neutrality (**PAS 2060**), Greenhouse gas management and related activities (**ISO 14068 draft**), and the Oxford Carbon Offset Principles to develop a robust Carbon Offsetting Policy that ensures transparency and accountability.

Now that the Integrity Council for the Voluntary Carbon Market (ICVCM) Core Carbon Principles (CCP) Assessment Framework has been released, we will prioritize CCP labelled credits.

Focusing on the future

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2030 is only a few short years away. We must act now to accelerate progress towards a safer, sustainable world for coming generations.

At BSI, we are committed to helping organizations and society make progress toward a sustainable world. As a result, we are pulling many levers (strategy, culture, communication, and engagement) to ensure we reach our own carbon targets while staying focused on our broader environmental and societal impacts.

We are proud to be your partners, sharing insights from our journey to help you progress yours. We have seen first-hand how laying a foundation that aligns goals, generates quality data, engages employees, instils collective ownership and is consistent across geographies and divisions can shift the sustainability conversation from ambition to action.

We are focused on delivering genuine progress at pace, which we hope will inspire organizations around the world to become sustainability leaders.





How can we help?

We would love to hear more about where you are on your sustainability journey and collaborate with you on your goals.

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