



About this document

This document explains all about how our payments and processes work. Its purpose is to help you understand what our obligations are, in delivering our services, and what your obligations are, to enable us to deliver those services effectively and efficiently.

This document forms part of our [Terms and Conditions of sale](#). We believe our terms and conditions are fair and equitable, and have aimed to write this document in plain English. However, if you have any questions or concerns, please contact us at info@go-positive.co.uk.

This document explains the range of services available from January 2024. The equivalent document for our [pre-2024 range can be found here](#).

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Payment

Sign-up

We ask you to sign-up to our services using our online checkout. This captures all your details, allows you to choose the service you want to sign up to, and enables you to setup a payment method. Signing up through the checkout signals that you accept our terms and conditions and creates an order. Only once we accept that order is a contract created.

Payment methods

We accept 3 payment methods:

- **Direct Debit:** you can securely setup a direct debit mandate, using our direct debit provider "Go Cardless". Payments are collected automatically but we will always inform you ahead of the collection.
- **Credit Card:** you can securely setup a direct debit mandate, using our card payments provider "Stripe". Payments are collected automatically but we will always inform you ahead of the collection.
- **Bank transfer:** you are responsible for manually transferring payment(s) to the bank account shown on your invoice, within our payment terms date.

A **5% discount** is available if you pay by **Direct Debit or Credit Card**. Apply Coupon code: **AUTOPAY**

Payment terms

- Our standard terms are "**Net-15**" (i.e. invoices are payable 15 days after they are raised).
- Our payments system will send automated reminders when you are approaching and if you exceed this date.
- We rarely travel, as our services are designed to be delivered remotely to save the carbon produced by travel. However, if you specifically request us to travel to your facility we will charge subsistence and travel expenses at cost.

Prices

- Our prices are designed to be affordable by organisations of any size and are based on the number of employees in your organisation (this includes contractors who are treated like employees).
- Our [current price list is shown here](#). Prices may be reviewed at any time but are normally updated every January.
- VAT at the prevailing rate applies to all fees except for Trees, which are exempt from VAT.

Timescales:

- The timescales in this scope of works are estimated based on our experience but require your active engagement to be achieved and so cannot be guaranteed.
- Under the requirements of UK Government procurement note PPN06/21, a Carbon Reduction Plan will be valid for 12 months following the end of the reporting period. Go Climate Positive will not be held liable if the time taken to complete the scope of works is extended (e.g. by taking several months to supply data) such that your plan is no longer valid by the time it is published.



What happens after we sign-up?

Road to Net Zero Subscriptions

- Payments for our "Road to Net Zero" programme are collected by an ongoing monthly subscription.
- These monthly payments will continue until you cancel your subscription.
- There is a minimum term of engagement of 12 months after which you may cancel at any time.
- There is also a one-off joining fee, that must be paid when you initially join the programme. This may be waived for existing customers at our discretion. We will send you a coupon to use in the online checkout if this applies.

Supplier Carbon Reduction Subscriptions

- Payments for our "Supplier Carbon Reduction" programme are collected by an ongoing annual subscription.
- These annual payments will continue until you cancel your subscription.
- There is a minimum term of engagement of 1 year after which you may cancel at any time.
- Participation in the programme is free of charge for subscribers of our "Road to Net Zero" programme.
- The programme requires a Supplier Screening exercise to be carried out. This involves estimating the emissions from all your suppliers based on the amount you spend with them and their industry sector. If you have not already carried such an exercise out, we can do this for you, in which case an additional fee will be charged.

Optional additional services

- Members of our subscription programmes are offered several optional, additional services.
- Payments for any of the following services are collected by a single one-off payment.
 - Engagement workshop facilitation.
 - Net Zero Roadmap
 - Additional calculation in a 12-month period
 - Support with a 3rd party disclosure, as Carbon Disclosure Project (CDP) or Science-Based Targets Initiative (SBTi).

Supplier referral programme (optional):

- An optional supplier referral scheme is available on request. This will help fund the cost of your own carbon journey by crediting your account with 10% of the value of any Carbon Reduction Plan or Verification services purchased by your suppliers, or 50% of the value of the joining fee for any of your suppliers who join the Road to Net Zero programme. Please ask for details.

Carbon Reduction Plans and Carbon Footprint Verifications

- Payments for any of our "Carbon Reduction Plan" or "Carbon Footprint Verification" services are collected by a single up-front payment.

Bespoke Consultancy

- A payment schedule for any bespoke consultancy services provided will be agreed as part of the scope of works for the service.



What happens after we sign-up?

Carbon Credits/Contributions to the wider effort

- Payments for any of our Carbon Credits or Tree Planting certificates are collected by a single up-front payment.
- Note: Trees are exempt from VAT but as of 1st September 2024 we are obliged to add VAT to Carbon Credits.

"Road to Net Zero" programme

Step 1: Carbon Management System (year 1 onwards)

Step 1 of the programme implements an effective carbon management system in your business. This system is like your "sat-nav", ensuring that you start your net zero journey on the right foot; knowing where you started, travelling in the right direction, and giving you the tools to navigate it and not get lost along the way.



Stage 1: Identify (typically 1 week) Identify key sources of organisation emissions: <i>typically a 2-hour online meeting.</i> <ul style="list-style-type: none"> Estimate emissions to identify all significant sources (Scopes 1-3 + Land-based if needed). Review availability of data for significant emissions sources. Identify emissions/removals and wider contributions to include in baseline calculation.
Stage 2: Collect (typically 4-8 weeks) - this is the main piece of work for you Collect data and upload to our secure online portal: <ul style="list-style-type: none"> Baseline data on emissions-causing activities including; Utilities, Purchased Goods/Services, Transport/Distribution, Business Travel, Commuting/Teleworking, Products/Services sold, Investments and Land-based activities (including removals if appropriate).
Stage 3: Calculate (typically 2 weeks) - we do all the "number-crunching" for you Calculate baseline carbon footprint: <ul style="list-style-type: none"> Accurately calculate emissions where data is readily available. Estimate emissions where data is not readily available.
Stage 4: Reduce (typically 2 weeks) A: Set near-term reduction target(s): <i>typically a 1-hour online meeting.</i> <ul style="list-style-type: none"> 5-10 year target(s) aligned with 1.5°C global warming limit (aligned with SBTi guidelines). Set annual carbon budgets for each emission category. B: Set action plan for the coming year: <i>typically a 1-hour online meeting + some "homework".</i> <ul style="list-style-type: none"> Opportunities to eliminate, reduce or substitute emissions. Opportunities to improve data collection. Opportunities to engage stakeholders. Opportunities to contribute to the wider decarbonisation effort (e.g., carbon credits, avoided emissions, regeneration of natural eco-systems).
Stage 5: Publish (typically 2 weeks) Publish and Certify: <ul style="list-style-type: none"> Create detailed internal report including emissions breakdown across whole value chain aligned with GHG protocol corporate and value chain standards. Publish PPN06/21 compliant carbon reduction plan for contract tenders (if required). Create public certification page for customers to view. Issue Step 1 certificate and badge.
Stage 6: Review (rest of year): This is where you implement your action plan. We will have a quarterly 1-hour online meeting to: <ul style="list-style-type: none"> Review progress on your action plan. Agree corrective actions where required.
Ongoing: Lap back around... Stages 1-6 will implement a best practice annual carbon management cycle in your business. To keep on track, these stages need to be repeated every year.

Step 2: Stakeholder Engagement (typically start after 6-12 months)

Typically, around 80% of your emissions will be controlled, or strongly influenced, by your key stakeholders such as suppliers, customers and employees (not forgetting the key role the leadership of your organisation has). You cannot achieve Net Zero without them on board and Step 2 of the programme will give you an effective toolkit to convert them from potential "roadblocks" into your "support crew".



Stage 1: Select (typically 4-8 weeks):

A: Identify your key stakeholder groups based on the influence they have on your carbon footprint: *typically a 1-hour online meeting.*

Stakeholder groups always included:

- Leadership
- Employees
- Suppliers

Optional stakeholder groups:

- Shareholders
- Customers
- Regulators
- Associations
- Public

B: Select which specific contacts from each stakeholder group you aim to engage: *typically a 1-hour online meeting + some "homework".*

This may include:

- Ranking each contact according to their contribution to your carbon footprint.
- Selecting the contacts to include, based on the "80/20" rule.
- Researching their public statements and commitments about their own carbon journey.
- Categorising contacts according to how actively or passively you can engage with them.
- Creating a final list of contacts to communicate with.

Stage 2: Plan (typically 1-2 weeks)

Create an engagement plan for each category of stakeholder based on the ADKAR™ change-management methodology: *typically a 2 hour online meeting.*

A = build **Awareness** of your carbon goals.

D = build **Desire** to help you achieve those goals.

K = give the **Knowledge** they need to take action.

A = ensure they have the **Ability** to apply the knowledge.

R = **Reinforcement** to ensure they continue their carbon reduction journey.

Stage 3: Communicate (typically 2-4 weeks)

A: Share your goals

- We provide templates to help you tell a clear story to your stakeholders about your plan and your own carbon journey.

B: Survey:

- We provide survey templates to discover where your stakeholders are on their carbon journey, so that the next stages can be tailored appropriately.

Stage 4: Workshop (typically 8-12 weeks)

Run workshops with your stakeholders to help them understand the contribution they make to your emissions, confirm their position on their own carbon journey and get their buy-in to an annual carbon data collection survey. These workshops may involve physical meetings or may be run online, as required and typical run for 2-3 hours each.

Workshops will be tailored towards each stakeholder group, their current stage on the Net Zero journey and their willingness to engage.

We can provide templates for you to facilitate the workshops yourself, or we can facilitate them for you (*Note: an additional fee is applicable for workshop facilitation*).

Stage 5: Supplier Data Strategy (typically 2 weeks)

Define a strategy to get each of your suppliers reducing and reporting their carbon footprint typically a 1-hour online meeting:

- Carbon footprint **calculation** service (*for those suppliers who have not yet calculated their own emissions*).
- Carbon footprint **verification** service (*for those suppliers who have calculated their own emissions themselves*).
- Carbon footprint **reporting** service (*for those suppliers who have their own emissions 3rd-party calculated/verified*).

Stage 6: Supplier Data Collection (typically 4-12 weeks)

Send annual data collection survey, via our secure online portal, to your participating suppliers:

- Allows us to include your suppliers' **actual** cradle-gate emissions in your own carbon footprint calculation.
- This is normally calculated by allocating a proportion of your suppliers' Scope 1, 2 and Upstream Scope 3 emissions to your own Scope 3 carbon footprint. The proportion is normally calculated by taking the value of their sales to you as a percentage of their total revenue (physical measures can also be used if appropriate).

Stage 7: Publish (typically 2 weeks)

Publish and Certify:

- Add stakeholder engagement plans to public certification page.
- Issue Step 2 certificate and badge.

Stage 8: Dashboard (ongoing)

Monitor your stakeholder engagement activities on your impacts dashboard:

- Track the progress of your engagement plan with each stakeholder group.
- Track your suppliers' progress through the Calculate-Plan-Act cycle.

Ongoing: Lap back around...

Stages 1-8 will implement a best practice stakeholder engagement programme in your business. To keep on track, these stages need to be repeated every year, including deciding whether to expand the programme to include more stakeholders.

Step 3: Net Zero Roadmap (typically start after 12-24 months)

Step 3 of the programme helps you build and publish a roadmap for your journey to Net Zero; describing the route, the associated risks, and the support systems needed to successfully transition. This will lay out a detailed "itinerary" for your journey, enabling you to select a considered Net Zero date and make a credible commitment.



Stage 1: Identify (typically 1 week)

Identify the key elements you need to include in your roadmap: *typically a 2 hour online meeting.*

- Projects that you will need to complete.
- Likely changes in your industry sector and wider society that will have a carbon impact.
- Carbon impacts of your business strategy.
- Climate related risk assessment.
- Define a draft Net Zero target date.

Stage 2: Estimate (typically 4-8 weeks) - this is the main piece of work for you

Work together to estimate the carbon impacts of all the elements identified in stage 1, capturing assumptions, and including expected societal changes (e.g. decarbonisation of the national grid): *this will require some "homework" to provide information enabling us to do the estimates.*

Stage 3: Project (typically 2 weeks)

Project the impacts of the elements identified in stage 1 against your carbon reduction targets to validate that your targets and Net Zero date are achievable and credible.

Calculate your Net Zero "residual emissions" and agree how they will be neutralised.

Stage 4: Target (typically 2 weeks)

Set Net Zero reduction target(s): *typically a 1-hour online meeting.*

- Target date no later than 2050.
- Absolute reduction of 90% OR reduction in intensity of 97%.
- Neutralise residual emissions by removing and locking-away an equivalent amount of CO₂.

Stage 5: Build (typically 2 weeks)

Build your roadmap, identifying the key milestones and projects that must be completed on your journey to Net Zero. We use the "[3 horizons](#)" planning approach, which enables us to take account of the unknowns and ambiguities inherent in the journey whilst prioritising the actions that can be achieved in the short-term: *typically involves a 1-hour online meeting.*

Stage 6: Transition Plan (typically 4-8 weeks)

Consider the wider implications of the Net Zero transition on your business and society, and help you build a transition plan aligned with UN framework for credible Net Zero transition plans: *typically involves a 1-hour online meeting + some "homework".*

- Resources and investments required for key programmes of work.
- Governance structure and policies required to ensure transition.
- Fair treatment of communities, workers and consumers affected by changes.
- Alignment of marketing, lobbying and policy engagement activities.

Stage 7: Publish (typically 2 weeks):

Publish and Certify

- Create Net Zero Roadmap document and add to public certification page.
- Issue Step 3 certificate and badge.

Repeat every 3-5 years

Your Net Zero roadmap is a complex document covering a large span of time, so we do not recommend updating it every year. A 3-5 year cycle of updates should be sufficient.

The Road to Net Zero certification scheme

Recognising the need to communicate climate commitments and achievements quickly and effectively, our certification scheme is an integral part of our programme.

The "Road to Net Zero" programme helps you put in place the processes and systems needed to achieve Net Zero greenhouse gas emissions. As achieving Net Zero is likely to take many years, the programme is designed to recognise your current stage of development in the implementation of those processes and systems.

The programme recognises 3 key steps on the "Road to Net Zero":

Step 1 = implemented an effective **Carbon Management System**.

Step 2 = engaged all key **Stakeholders** in the journey.

Step 3 = published a **Net Zero roadmap**, detailing the organisation's transition to Net Zero.

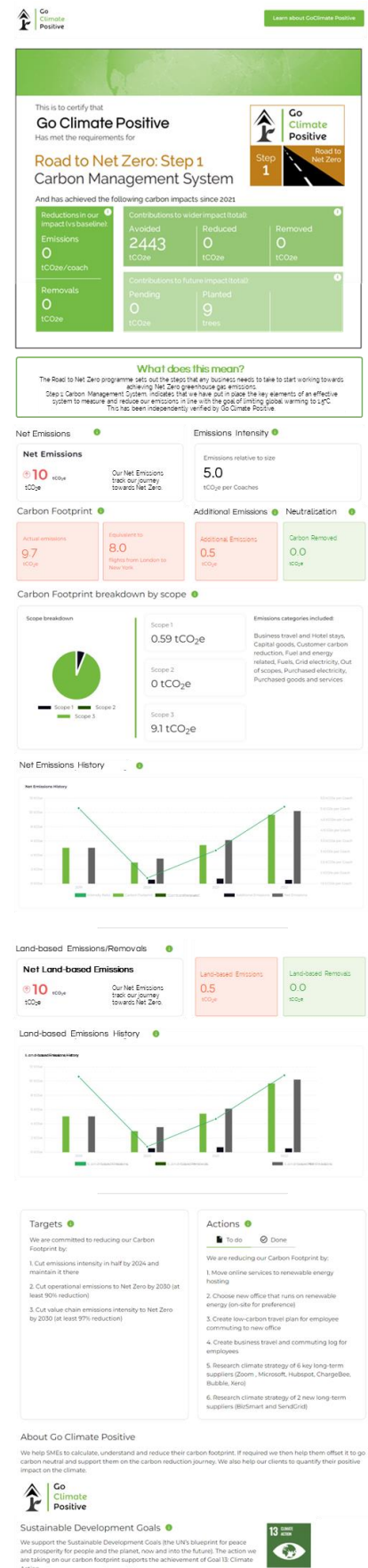
Members each have a dedicated certification page, hosted on our website, that publishes their:

- Carbon footprint and handprint
- Historic emissions and progress towards Net Zero
- Targets, action plans, roadmaps and commitments.
- Carbon reduction and wider contributions achieved

This is designed to make disclosure of your carbon reduction plan easy whilst providing 3rd party evidence of your commitment which can help prevent accusations of greenwashing.

Once you complete the requirements of each Step, you will be entitled to use the appropriate badge on your website and in your marketing, for as long as you remain a member of the programme.

Certification Levels



Supplier Carbon Reduction programme

Typically, around 75% of your emissions will be in your supply-chain. You cannot achieve Net Zero without your suppliers on board. This programme will give you an effective toolkit to engage your suppliers in your carbon reduction programme and enable them to report their carbon emissions, reduction targets, action plans and carbon savings on an annual basis.

Stage 0: Screen (typically 0-4 weeks):
Estimate your Scope 3 emissions from the goods and services your purchase from each supplier, using average carbon intensity factors. If you have not already done this then we will need to do a supplier screening based on what you spend with them.
Stage 1: Select (typically 4-8 weeks):
Select which specific suppliers you aim to engage: <i>typically a 1-hour online meeting + some "homework"</i> . This may include: <ul style="list-style-type: none"> Ranking each supplier according to their contribution to your carbon footprint. Selecting the suppliers to include, based on the "80/20" rule. Researching their public statements and commitments about their own carbon journey. Categorising suppliers according to how actively or passively you can engage with them. Creating a final list of suppliers to communicate with.
Stage 2: Plan (typically 1-2 weeks)
Create an engagement plan for each supplier based on the ADKAR™ change-management methodology: <i>typically a 2 hour online meeting</i> . A = build Awareness of your carbon goals. D = build Desire to help you achieve those goals. K = give the Knowledge they need to take action. A = ensure they have the Ability to apply the knowledge. R = Reinforcement to ensure they continue their carbon reduction journey.
Stage 3: Communicate (typically 2-4 weeks)
A: Share your goals <ul style="list-style-type: none"> We provide templates to help you tell a clear story to your suppliers about your plan and your own carbon journey.
B: Survey: <ul style="list-style-type: none"> We provide survey templates to discover where your suppliers are on their carbon journey, so that the next stages can be tailored appropriately.

Stage 4: Workshop (typically 8-12 weeks)

Run workshops with your suppliers to help them understand the contribution they make to your emissions, confirm their position on their own carbon journey and get their buy-in to an annual carbon data collection survey. These workshops may involve physical meetings or may be run online, as required and typical run for 2-3 hours each.

Workshops will be tailored towards their current stage on the Net Zero journey and their willingness to engage.

We can provide templates for you to facilitate the workshops yourself, or we can facilitate them for you (*Note: an additional fee is applicable for workshop facilitation*).

Stage 5: Supplier Data Strategy (typically 2 weeks)

Define a strategy to get each of your suppliers reducing and reporting their carbon footprint typically a 1-hour online meeting:

- Carbon footprint **calculation** service (*for those suppliers who have not yet calculated their own emissions*).
- Carbon footprint **verification** service (*for those suppliers who have calculated their own emissions themselves*).
- Carbon footprint **reporting** service (*for those suppliers who have their own emissions 3rd-party calculated/verified*).

Stage 6: Supplier Data Collection (typically 4-12 weeks)

Send annual data collection survey, via our secure online portal, to your participating suppliers:

- Allows us to include your suppliers' **actual** cradle-gate emissions in your own carbon footprint calculation.
- This is normally calculated by allocating a proportion of your suppliers' Scope 1, 2 and Upstream Scope 3 emissions to your own Scope 3 carbon footprint. The proportion is normally calculated by taking the value of their sales to you as a percentage of their total revenue (physical measures can also be used if appropriate).

Stage 7: Dashboard (ongoing)

Monitor your supplier engagement activities on your impacts dashboard:

- Track the progress of your engagement plan with your suppliers.
- Track your suppliers' progress through the Calculate-Plan-Act cycle.

Ongoing: Lap back around...

Stages 1-7 will implement an effective supplier engagement programme in your business. To keep on track, these stages need to be repeated every year, including deciding whether to expand the programme to include more suppliers.

Carbon Reduction Plan (Full Scope 1-3)

Phase 1: Calculate-Reduce-Report (typically 2-8 weeks)	
A: Identify key sources of organisation emissions: <i>typically a 2-hour online meeting.</i>	<ul style="list-style-type: none"> Estimate emissions to identify all significant sources (Scopes 1-3 + Land-based if needed). Review availability of data for significant emissions sources. Identify emissions to include in initial calculation
B: Collect data and upload to our secure online portal: this is your responsibility	<ul style="list-style-type: none"> Baseline data on emissions-causing activities including; Utilities, Purchased Goods/Services, Transport/Distribution, Business Travel, Commuting/Teleworking, Products/Services sold, Investments and Land-based activities (including removals if appropriate).
C: Calculate baseline carbon footprint:	<ul style="list-style-type: none"> Accurately calculate emissions where data is readily available. Estimate emissions where data is not readily available.
Phase 2: Reduce (typically 1-2 weeks)	
A: Set near-term reduction target(s)	<ul style="list-style-type: none"> 5-10 year target(s) aligned with 1.5°C global warming limit (aligned with SBTi guidelines).
B: Capture actions from the previous year:	<ul style="list-style-type: none"> Anything you have done that eliminated, reduced or substituted emissions. Any training or programmes you joined that are designed to help you reduce carbon.
C: Set actions for the coming year/life of contract (as appropriate): <i>typically a 1-hour online meeting.</i>	<ul style="list-style-type: none"> Opportunities to reduce emissions; to improve data collection; or to engage stakeholders. Opportunities to contribute to the wider decarbonisation effort (e.g., carbon credits, avoided emissions, regeneration of natural eco-systems),
Phase 3: Report (typically 1-2 weeks)	
A: Create detailed internal report including emissions breakdown across whole value chain aligned with GHG protocol corporate and value chain standards.	
B: Publish PPNo6/21 compliant carbon reduction plan for contract tenders (if required).	<ul style="list-style-type: none"> Your carbon reduction plan must be signed by a director of the business (or equivalent). This is your responsibility. Your carbon reduction plan should be published on your website, or alternatively we can host it for you.

Carbon Reduction Plan (PPN06/01)

Phase 1: Calculate-Reduce-Report (typically 2-8 weeks)	
A: Identify key sources of organisation emissions: <i>typically a 1.5-hour online meeting.</i>	<ul style="list-style-type: none"> Identify all emissions sources required by PPN06/21. Review availability of data for emissions sources.
B: Collect data and upload to our secure online portal: this is your responsibility	<ul style="list-style-type: none"> Baseline data on emissions-causing activities including; Upstream/downstream transportation and distribution, Waste generated in operations, Business travel and Employee commuting.
C: Calculate baseline carbon footprint:	<ul style="list-style-type: none"> Accurately calculate emissions where data is readily available. Estimate emissions where data is not readily available.
Phase 2: Reduce (typically 1-2 weeks)	
A: Set reduction targets	<ul style="list-style-type: none"> Choose Net Zero target year (no later than 2050). Project near-term target 5-10 years into the future.
B: Capture actions from the previous year:	<ul style="list-style-type: none"> Anything you have done that eliminated, reduced or substituted emissions. Any training or programmes you joined that are designed to help you reduce carbon.
C: Set actions for the life of contract: <i>typically a 1-hour online meeting.</i>	<ul style="list-style-type: none"> Opportunities to reduce emissions; to improve data collection; or to engage stakeholders. Opportunities to contribute to the wider decarbonisation effort (e.g., carbon credits, avoided emissions, regeneration of natural eco-systems),
Phase 3: Report (typically 1-2 weeks)	
Publish PPN06/21 compliant carbon reduction plan for contract tenders (if required).	
	<ul style="list-style-type: none"> Your carbon reduction plan must be signed by a director of the business (or equivalent). This is your responsibility. Your carbon reduction plan should be published on your website, or alternatively we can host it for you.

Carbon Footprint Verification

Step 1: Terms of Engagement

The following is agreed with the client:

- Objectives and scope of the verification
- Verification criteria
- Significance criteria for inclusion/exclusion of emissions categories
- Level of assurance

Step 2: Verification Plan

Includes the following activities:

- A Strategic Analysis is conducted to determine the risk assessment activities and evidence-gathering procedures needed.
- A Risk Assessment is carried out to determine the likelihood and potential consequences of any misstatement.
- An Evidence-gathering plan is made, focused primarily on those areas where the risk assessment has identified that material misstatements are likely to arise.

Step 3: Evidence gathering and clarifications

Includes the following activities:

- Evidence is gathered to support the verification, in line with the plan developed in Step 2.
- These evidence-gathering procedures may include:
 - inspecting the completeness of the inventory;
 - questioning personnel to clarify potential gaps in reporting and data management procedures;
 - performing check calculations on a sample of emissions categories;
 - estimating the significance of emissions categories not mentioned in the statements.
- Where potential issues of misstatement are identified during verification, additional evidence may be requested.

Step 3: Conclusions and report

Includes the following activities:

- Formulating an impartial verification opinion.
- Writing a verification report.
- Formulating recommendations on statements that may be made about the impartial verification opinion.

Our commitments to you

We have created our own code of conduct that we call "Living our values". All our team members commit to striving to live up to these values in all that we do, recognising that we are not perfect and will make mistakes. A summary of our this policy is explained below, please let us know if you think we have fallen short in our commitments.

Education:

- ▣ We seek out opportunities to share our knowledge, regardless of whether we stand to gain from doing so.
- ▣ We continually educate ourselves to keep our knowledge and methodology up to date with the latest developments and best practice in carbon management.
- ▣ We continually develop our coaching skills.
- ▣ We empower our clients to own their carbon journey by improving their understanding and decision making.

Optimism:

- ▣ We encourage people to make positive change and never chastise them for what they haven't done.
- ▣ We help our clients multiply their effort by encouraging them to create "handprints" as well reducing their footprint.
- ▣ We focus on the positive benefits of carbon management rather than the negative impacts of not doing it.
- ▣ We live "[above the line](#)" (recognising that everyone dips below it from time to time) and believe that we are making a positive impact.

Transparency:

- ▣ We proactively admit if we have made a mistake and we put it right.
- ▣ We are realistic about what can be achieved and under what timescales.
- ▣ We help our clients avoid greenwashing and tell them if we think they are overclaiming or not following the spirit of the programme.
- ▣ We "walk the talk", publishing and working on reducing our own business and personal carbon footprints.
- ▣ We recognise that no-one is perfect (including us) and are honest about what there is still left to do.

Partnership:

- ▣ We maintain regular contact with all our clients, not just when it's time to renew membership.
- ▣ We always give advice that is in the best interest of our clients and the environment, aiming to create practical win-win outcomes.
- ▣ We give advice and support freely and without limit.
- ▣ We celebrate achievements and give support through disappointments.
- ▣ We encourage collaboration, recognising that decarbonisation is a collaborative mission – no-one can do it on their own.
- ▣ We introduce our clients to the organisations that can best help them, regardless of whether we stand to gain or even if it's a competitor.



What happens after we sign-up?

Action:

- We respond to requests quickly and deliver on our promises.
- We help our clients create actionable plans that are tailored towards their needs - not carbon copy templates.
- We help our clients stay accountable to the things they have committed to do, acting as a "critical friend".
- We encourage trying new ideas and approaches and enjoy learning from mistakes; we don't let an imperfect understanding become an excuse for inaction.
- We persevere and keep trying, even if we don't get it right first time.
- We recognise revolutionary change is not always needed, consistent year on year improvement is often a better approach.

Inclusivity:

- We put the same effort into supporting the tiniest businesses as we do the largest businesses.
- We treat everyone the way we would like to be treated, respect everyone equally and enjoy the enrichment that diversity brings.
- We give our clients, partners, employees and ourselves [permission to be human](#). We do our best to be empathic and flexible.

Your commitments to the process

We ask you to commit to striving to live up to our values in the ways described below, whilst recognising that no-one is perfect and you may fall short from time to time.

Education:

- We ask you to do your best to take on board the knowledge and insights we provide and to share your carbon reduction journey with your stakeholders including; your shareholders, leadership team, employees, suppliers, customers and associations you belong to.

Optimism:

- We ask you to take a positive "can-do" attitude to your carbon reduction journey and to recognise that, however hard it may seem, there are **always** opportunities to do more.

Transparency:

- We ask you to publish your carbon footprint, targets and action plans (in fact this is a requirement of our certification programme) and proactively discuss them with your stakeholders.
- We ask you to be honest and realistic about what you have achieved on your carbon reduction journey so far and do your best to avoid greenwashing by following the guidelines of the [Green Claims Code](#).

Partnership:

- We ask you to see us as your partner in carbon reduction and to act on advice and guidance to the best of your ability.

Action:

- We ask you to make your best endeavours to provide the data we need to perform our services in the timescales agreed and to implement the action plans we agree with you.

Inclusivity:

- We ask you to treat our team members and partners with dignity and respect at all times.

Frequently Asked Questions

What happens if it takes longer than we thought?

On average it takes 12 weeks to go from kick-off to certification and we strongly recommend that you set this as a target. A successful carbon reduction journey depends on building momentum, and it is important to get the point of starting to implement your reduction plan in good time to have an impact on your calculation next year.

Members of the "Road to Net Zero" programme:

- It's important to get into the habit of re-calculating your carbon footprint and resetting your action plan every year, so if you get to the anniversary of your kick-off meeting with any steps of the process incomplete, we will halt the process there, then ask you renew membership and restart the process for the new year.

Carbon Reduction Plan customers:

- Under the requirements of UK Government procurement note PPN06/21, a Carbon Reduction Plan will be valid for 12 months following the end of the reporting period. Go Climate Positive will not be held liable if the time taken to complete the scope of works is extended (e.g. by taking several months to supply data) such that your plan is no longer valid by the time it is published.

What happens if we don't reduce our emissions?

We know that carbon reduction isn't easy and that it can take some time for your action plans to have the desired effect. So, whilst we would like to see reduction happen in the first year, we recognise that this may not happen and will not criticise you or penalise you for it.

However, it is important for the benefit of all members that the certification has integrity and so, if you go more than 2 years without achieving carbon reductions in line with your targets, we reserve the right to withdraw your license to use our certification badge.

We really hope this will not happen, but if it does, we will help you get your reduction plan back on track and as soon as your targets are hit, we will reinstate your license to use our badge.

Do we need to renew our membership?

Membership of our subscription programmes will be automatically renewed each month or year, depending on the billing period for the subscription. We do this to reduce admin for you and us and make it as easy as possible for you to continue your carbon journey. Of course, you can cancel at any time after the initial minimum term (see the question below for more details).

What happens if we cancel?

We don't believe in locking our clients into a restrictive arrangement, so if your Go Climate Positive subscription is not meeting your needs you are free to cancel at any time once the initial minimum term is complete.

If you do cancel then the process will immediately halt at whatever stage we have got to and all benefits of membership, including the use of our certification badge, will be withdrawn. Of course, you will still be able to access any previously completed carbon reports on our portal.