



WightFibre Environmental and Social **Annual Report**

2025

This report summarises WightFibre's 2025 progress against its Sustainability Strategy across environment, community and staff commitments.

Key themes include a broader carbon footprint calculation that now includes supply chain emissions, continued investment in social tariffs and digital inclusion, strong employee engagement and customer service performance, and an ongoing commitment to develop a credible carbon reduction plan towards net zero by 2040.

Introduction

In 2025, WightFibre continued to build on the completion of the Gigabit Island project. The fibre network now extends to 600 km and over 74,203 homes are able to receive service from WightFibre. Work to connect the remaining approximately 6,000 properties will continue over the next few years.

"At WightFibre, we believe that success is measured by more than the broadband services we provide. It is reflected in the positive impact we have on our employees, our customers, our communities and our environment.

As the Island's local full-fibre network operator, we are proud to play a role in connecting people, supporting businesses, reducing digital exclusion and investing in the long-term future of the Isle of Wight. This report highlights the progress we have made over the past year, but it also demonstrates our ongoing commitment to building a more connected, inclusive and sustainable Island for future generations."

- John Irvine, CEO, WightFibre

"At Infracapital, we believe that strong financial performance and positive societal impact go hand in hand. WightFibre continues to demonstrate how investment in critical digital infrastructure can deliver lasting benefits for customers, communities and the environment.

We are particularly encouraged by the company's continued progress in strengthening its environmental management systems, supporting digital inclusion and making a meaningful contribution to the Isle of Wight community. We are proud to support WightFibre as it builds a more connected, inclusive and sustainable future for the Island."

- Priya Veerapen, Managing Director, Infracapital

This is the third WightFibre ESG (Environment, Social, and Governance) Report and it details the progress against the WightFibre Sustainability Strategy. It is based on data for the year 1st January 2025 to 31st December 2025.

Because we care about our environment

WightFibre is committed to protecting the environment and the 2026 WightFibre Environmental Policy Statement is available on the WightFibre website in About Us/Environment and Sustainability.

Carbon and energy management

WightFibre's most significant environmental impact is its carbon footprint. For the period covered by this report, this has been calculated at 1,735 tCO₂e. This figure now includes a first estimate of emissions from the WightFibre supply chain, which represents approximately 77% of the total carbon footprint. Excluding supply chain emissions, the footprint is 401 tCO₂e, compared with 452 tCO₂e reported in 2023. The footprint comprises:

Scope 1 emissions of 116 tCO₂e. These have decreased from 172 tCO₂e reported in 2023. This is attributable to a decrease in the fuel used by the vehicle fleet required to provide excellent service to WightFibre's customers. WightFibre continues to explore the possibility of electrifying its fleet, but the costs associated with this currently remain unaffordable. It should be noted that all WightFibre vehicle users have received driver training over the year to ensure that WightFibre vehicles are driven safely and efficiently.

Scope 2 emissions of 159 tCO₂e reported using location-based methodology. These have increased from 157 tCO₂e last reported. Whilst the emissions from the data centre continue to fall these are offset by the increase in the number of street cabinets required to support the Island's fibre network. It should be noted that most of the street cabinets supporting the fibre network are now supplied by electricity on a green tariff so over 90% of the electricity reported in this section is from renewable sources.

Scope 3 emissions of 1460 tCO₂e. This includes an estimate of 1334 tCO₂e from the WightFibre supply chain and 126 tCO₂e for the remaining Scope 3 emissions.

Although there is a carbon footprint associated with the provision of broadband fibre services, the increase in the number of customers served means that the footprint per customer has dropped from 26 kg CO₂e to 17 kg CO₂e excluding supply chain emissions. This drop is indicative as the calculation methodology has changed as described below.

WightFibre's most significant environmental impact is its carbon footprint. For the period covered by this report, this has been calculated at 1,735 tCO₂e. This figure now includes a first estimate of emissions from the WightFibre supply chain, which represents approximately 77% of the total carbon footprint. Excluding supply chain emissions, the footprint is 401 tCO₂e, compared with 452 tCO₂e reported in 2023. The footprint comprises:

Scope 1 emissions of 116 tCO₂e. These have decreased from 172 tCO₂e reported in 2023. This is attributable to a decrease in the fuel used by the vehicle fleet required to provide excellent service to WightFibre's customers. WightFibre continues to explore the possibility of electrifying its fleet, but the costs associated with this currently remain unaffordable. It should be noted that all WightFibre vehicle users have received driver training over the year to ensure that WightFibre vehicles are driven safely and efficiently.

Scope 2 emissions of 159 tCO₂e reported using location-based methodology. These have increased from 157 tCO₂e last reported. Whilst the emissions from the data centre continue to fall these are offset by the increase in the number of street cabinets required to support the Island's fibre network. It should be noted that most of the street cabinets supporting the fibre network are now supplied by electricity on a green tariff so over 90% of the electricity reported in this section is from renewable sources.

Scope 3 emissions of 1460 tCO₂e. This includes an estimate of 1334 tCO₂e from the WightFibre supply chain and 126 tCO₂e for the remaining Scope 3 emissions.

Although there is a carbon footprint associated with the provision of broadband fibre services, the increase in the number of customers served means that the footprint per customer has dropped from 26 kg CO₂e to 17 kg CO₂e excluding supply chain emissions. This drop is indicative as the calculation methodology has changed as described below.

Data Sources

WightFibre is transitioning from in-house calculation of its carbon footprint to the use of a third-party portal (Carbon Navigator) operated by Novata. The reason for this is to allow access to the calculation of supply chain emissions and provide a more complete emissions report to Infracapital.

It should be noted that Carbon Navigator uses the calendar year (1st January to 31st December) as opposed to the WightFibre financial year (1st October to 30th September) and it employs a slightly different calculation methodology which leads to a slightly different calculation result. In addition, some manual calculation has also been necessary during the transition period.

This should be taken into account when comparing this year's data with previous years. However, it is anticipated that the move to using the Novata Carbon Navigator will lead an increase in automation of data collection with greater data consistency and reduced operational overhead.

Activity data are taken from quantities of fuel, electricity and other resources recorded on invoices, and therefore represent actual usage. However, the move away from a fuel card to an expenses process has required mileage data to be used to calculate vehicle emissions.

Spend data are uploaded from the WightFibre finance system to calculate supply chain emissions. Where emissions are calculated in-house, activity data are converted to carbon emissions in CO₂e using Defra conversion factors, which are usually updated on 1 October in line with the WightFibre financial year.

Net Zero

WightFibre aspires to achieve net zero carbon emissions, and a carbon reduction plan is under development. The priority is to reduce emissions before considering offsetting. Following this approach, WightFibre intends to achieve net zero by 2040, in line with the timescale set by the Isle of Wight Council, while recognising that this will be a highly challenging ambition.

Environmental management system (EMS)

WightFibre has been certified to ISO 14001:2015 by Citation and work is underway to transition the system to the newly released version, ISO 14001:2026.

Resource efficiency and responsible procurement

WightFibre disposed of 120 tonnes of waste in 2025, compared with 54 tonnes in 2023. None of the waste was hazardous, compared with 0.02 tonnes in 2023, and 62 tonnes was recyclable, compared with 5.4 tonnes in 2023.

The increase in waste can be attributed to remaining installation activity following completion of the new-build programme. However, the additional waste has been deemed zero to landfill by the contractor providing the disposal service, significantly improving WightFibre's overall recycling rate.

Two re-use initiatives are proving to be successful. Non-functioning equipment is tested by the skilled warehouse team and if possible repaired. Where this is not possible the equipment is stripped for parts which are then reused to facilitate future repairs – it is estimated that this initiative alone has saved at least £40k over the year. Also, whilst WightFibre enjoy an enviable reputation for high customer retention there is inevitably some degree of churn. In the event that customers do move on their equipment is collected by electric cargo bike and brought back to the warehouse for testing and reuse.

The annual water consumption was 169 cubic metres compared with 147 cubic metres in 2023. Given that the only use of water is for toilets and showers the increase is attributed to increased staff usage at the Love Lane head office.

Because we care about our communities

WightFibre has rolled out gigabit connectivity across the Isle of Wight, connecting communities across the Island. Since 2023, nearly 10,000 new customers have joined WightFibre, meaning over 30% of Island households are now WightFibre customers.

WightFibre connects with its customers through regular customer surveys, which inform improvements to the service provided. While WightFibre offer a range of tariffs to suit most customers, it is recognised that Island communities include those who require additional assistance. WightFibre therefore offers a discounted Social Tariff to those who currently claim one of five means-tested benefits.

WightFibre has a full-time Digital Inclusion Officer. This role is to work with Island groups, charities and not-for-profit organisations to ensure all sections of the Isle of Wight community can benefit from WightFibre's Gigabit Island project.

Activities range from providing direct one to one support to customers with less advanced digital skills, supporting charities who do the same and working with community groups supporting the less well off or more vulnerable residents to ensure they too can fully participate in our increasingly digital society.

WightFibre runs an active Connected Communities programme, providing sponsorship and donations to a wide range of Island-based organisations and projects. Initiatives range from sponsorship of local sports teams to wrapping street cabinets with art from Community Murals across the Island. WightFibre supports awards such as the Isle of Wight Radio Child of Wight Awards, which recognise community action, and the Isle of Wight Business Awards, which encourage business innovation on the Isle of Wight. WightFibre also gives local organisations a voice by producing community videos in which they can promote themselves across the Island.

In addition, there were over 50 initiatives during the year, with more than £110,000 given through charitable donations and sponsorships. The WightFibre Customer VIP Loyalty Programme also provided over £80,000 of gifts to loyal customers during the year.

Because we care about our staff

The team of 116 at WightFibre is at the heart of its "because we care" ethos, and in 2024 the organisation was accredited at Gold level by Investors in People.

WightFibre staff are recruited from the Island to deliver excellent service to Island customers and support Island communities. This is reinforced through annual "because we care" training, which shares WightFibre's core values, and through regular All-Hands updates for all staff.

The development of WightFibre staff is key to delivering excellent customer service. For example, the engineers managing the IT infrastructure have access to a Learning Management System that provides over 18,000 technical, professional and personal development training courses, books and live learning sessions.

WightFibre has been awarded a ServiceMark with Distinction by the Institute of Customer Service. Internal employee and customer surveys gave a score of 88.6, compared with the telecoms industry average of 74.9.

The health, safety and wellbeing of WightFibre staff are essential in supporting them to deliver excellent customer service. A health, safety and environment group comprising senior managers ensures that good practice is implemented throughout the organisation and that accidents and near misses are investigated so that lessons can be learned in order to prevent recurrence.

Making a positive difference, because we care about the future

WightFibre will continue to develop its carbon reduction plan. A good understanding of Scope 1 and Scope 2 greenhouse gas emissions has been achieved, and understanding of Scope 3 emissions is improving. In 2025, WightFibre produced its first estimate of supply chain emissions. WightFibre's greenhouse gas inventory continues to be developed in accordance with the Greenhouse Gas Protocol.

In 2019 the Isle of Wight was awarded UN Biosphere status. WightFibre continue to work with the Hampshire and Isle of Wight Wildlife Trust to explore ways in which it can support this important Island initiative.

Our WightFibre value statement simply states:

"We care about:

- Our Customers
- Each Other
- Our Island Community
- Our Island Environment"

This continues to drive everything we do.





01983 24 24 24
www.wightfibre.com