



COCO+

# IMPACT REPORT

# 2022

Certified



Corporation



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# GREEN AT THE CORE

## CARBON NEGATIVE BUSINESS TRAVEL

We're waving the white flag on behalf of the planet - enough is enough.  
The time for "yes, but" is over. The time for change is now.

### VISION:

A world where everyone is empowered to reduce and offset their travel emissions at no extra cost, with no extra effort.

### MISSION:

COCO+ Travel will become the Travel Agency of choice for environmentally conscious businesses with travel needs. COCO+ helps these businesses on their journey to Net Zero

### GOAL:

Cutting corporate carbon emissions by 100,000 tonnes by 2030

## WHAT WE DO

From the outset, we've been all about reducing travel emissions and offsetting the residuals. Fuelled by our desire to play a part in combating climate change, we've created a platform that empowers everyone in the world to reduce and offset their carbon footprint, one trip at a time.

## HOW WE DO IT

When you use our travel and fuel services, we invest the embedded offset funds into crucial, planet-saving projects across the world.

# A NOTE FROM THE CEO, OUR JOURNEY TO CERTIFICATION ...

From the very earliest days of setting up COCO+, achieving B Corp certification was one of our key ambitions. Job done. But the work does not stop here. If anything, it's given us even more momentum to continue our journey in contributing to a Net Zero planet. When you are setting up a start-up, you are always only too aware that resources are limited, and that time and money are scarce. Inevitably this forces compromise, but in our pursuit of positive impact we have promised ourselves to push every possible limit we can. The B Corp framework has proven to be a great way to shape our impact capabilities, below explains what, how and why we chose the B Corp way to guide us.

## What does B Corp actually mean?

We're so glad you asked. B Corp Certification is like fairtrade for business. It goes beyond evaluating products and services - it assesses the overall social and environmental impacts of companies as a whole. Running through business processes with a fine-tooth comb, it's a status which certifies a company as conscious, ethical and purpose-oriented. Over anything, B Corp is a community. It's a collection of people working in a collaborative effort to drive responsible business and empower conscious consumer choices. It symbolises everything needed to create actionable, tangible change for the better. It's a community we couldn't be prouder to be part of.

## How did we get to be a B Corp?

We've given 'the powers that B Corp' full transparency on our business and how we operate. In the application process, absolutely no stone is left unturned. From internal initiatives, social strategies, environmental performance and legal commitments, they've seen it all. Although a score of 80 is required to achieve B Corporation™ status, we got 115.7 (not a flex or anything...). This score shows just how much we go above and beyond to put our deep-rooted commitments to people and planet into practice. We've managed to do this because we chose a different way to do business from the very start.

B Corps are based on specific pillars which each need to be supported by the companies who apply to achieve the certification. Throughout the entirety of our business practices, we choose mission-driven governance, supporting workers, benefitting their community, protecting the environment and empowering their customers. Beyond the specifications required to attain B Corp, we choose the future, we choose change, we choose to be a force for good. This way of doing business runs through our veins, and we've now got the certification to prove it.

## Why did we go for it?

We are here to shake up the business travel industry for the better. Striving to build a truly ethical and sustainable business right from its very foundations has been core to our progress. Deliberately operating a business to be a force for good is an amazing guiding principle, and it's just the right thing to do, and brings a new dimension to business travel.

This has been a massive team effort, and we couldn't be prouder of the purpose-driven people in the team we have built and the business we have launched together. There is so much more to come. Don't miss out on our next move...

**- NEIL FINCHAM-DUKES, CEO & CO-FOUNDER**

# OUR B CORP SCORE

B Corps are businesses which meet the highest standards of social and environmental performance, transparency, and accountability. It's not easy becoming one – there is a rigorous impact assessment to complete (covering governance, workers, community, environment and customers), substantiated with plenty of evidence of the positive social and environmental impacts we have contribute as a business.

**115.7**  
**OVERALL B IMPACT SCORE**

- 115.7 Overall B Impact Score
- 80 Qualifies for B Corp Certification
- 50.9 Median Score for Ordinary Businesses

## GOVERNANCE

**18.8**

Accountable & transparent across the company

## WORKERS

**34.8**

Ensuring diversity, inclusivity & flexibility in the workplace

## COMMUNITY

**19.8**

Sharing time & resources with our community

## ENVIRONMENT

**37.7**

Making sure our impact is as little as possible

## CUSTOMERS

**4.5**

Giving our customers the best experience possible

FROM THIS SCORE WE ARE WORKING HARD TO IMPLEMENT MORE CHANGES AS THE TEAM GROWS TO  
BETTER THIS SCORE BEFORE OUR NEXT ASSESSMENT IN 2025.

# GOVERNANCE 18.8

Governance evaluates a company's overall mission, engagement around its social/environmental impact, ethics, and transparency. This section also evaluates the ability of a company to protect their mission and formally consider stakeholders in decision making through their corporate structure (e.g. benefit corporation) or corporate governing documents.

## WHAT WE DID IN OUR FIRST YEAR

- Full ownership, financial performance and social & environmental performance made public
- Complete financial transparency with employees
- Produced a written code of ethics and whistle blower policy
- A mission statement to include a commitment to specific positive environmental impact, general & social responsibility
- The board receives general updates on the company's social & environmental performance

# WORKERS 34.8

Workers evaluates a company's contributions to its employees' financial security, health & safety, wellness, career development, and engagement & satisfaction. In addition, this section recognizes business models designed to benefit workers, such as companies that are at least 40% owned by non-executive employees and those that have workforce development programs to support individuals with barriers to employment.

## WHAT WE DID IN OUR FIRST YEAR

- Employee Health Insurance - award-winning cover and great benefits for keeping healthy
- In addition to statutory UK public holidays, staff can take unrestricted time off
- Supporting Flexible remote working for our employees
- We became an accredited Living Wage Employer & certified by the living wage foundation
- Quarterly employee social events – an opportunity to meet up with all our team



# COMMUNITY 19.8

Community evaluates a company's engagement with and impact on the communities in which it operates, hires from, and sources from. Topics include diversity, equity & inclusion, economic impact, civic engagement, charitable giving, and supply chain management. In addition, this section recognizes business models that are designed to address specific community-oriented problems, such as poverty alleviation through fair trade sourcing or distribution via microenterprises, producer cooperative models, locally focused economic development, and formal charitable giving commitments.

## WHAT WE DID IN OUR FIRST YEAR

- Over 50% of COCO+'s ownership is located locally to Bristol
- COCO+ Net Job growth over 25%+ in the first 12 months of operations
- Supporting & spending with Independent suppliers local to the COCO+ office in Bristol
- COCO+ is majority owned & led by underrepresented Individuals/groups
- Over 25% of our managerial team identify as women, which has since increased since application



# ENVIRONMENT 37.7

Environment evaluates a company's overall environmental management practices as well as its impact on the air, climate, water, land, and biodiversity. This includes the direct impact of a company's operations and, when applicable its supply chain and distribution channels. This section also recognizes companies with environmentally innovative production processes and those that sell products or services that have a positive environmental impact. Some examples might include products and services that create renewable energy, reduce consumption or waste, conserve land or wildlife, provide less toxic alternatives to the market, or educate people about environmental problems.

## WHAT WE DID IN OUR FIRST YEAR

- In partnership with our customers, using our services we have offset+ over 3,296 tonnes of CO2
- Our virtual office policy means are staff can work from home, and are encouraged to continue the efforts
- Our internal Travel Policies encourage the COCO+ Crew to travel by public transport when required
- The Environmental Policy includes our recycling program, so all paper, card, plastic, glass & metal and food waste is recycled.
- Our Office facilities are energy efficient

# CUSTOMERS 4.5

Customers evaluates a company's stewardship of its customers through the quality of its products and services, ethical marketing, data privacy and security, and feedback channels. In addition, this section recognizes products or services that are designed to address a particular social problem for or through its customers, such as health or educational products, arts & media products, serving underserved customers/clients, and services that improve the social impact of other businesses or organizations.

## WHAT WE DID IN OUR FIRST YEAR

- Created a new People & Partnership Management role
- Developed a post trip feedback survey
- Invested in Leading Customer Onboarding platform

"Very easy to use made booking very efficient ,  
easier and quicker to use than a booking agent .  
Very happy to have offset carbon!"

"Very impressed by the support  
response/email interface etc"

"The COCO team is always super helpful, which makes  
lots of things easier and definitely encourages me to  
recommend COCO to others in future."

# OUR B CORP SCORE

GOALS & RECERTIFICATION – WHAT WE PLAN TO DO

## GOVERNANCE

- Financials that are verified annually by an independent source through an audit or review.
- Performance reviews that formally incorporate social and environmental issues

## WORKERS

- Increase percentage of full-time employees that have offered stock options or equivalents.
- Detailed performance feedback, including 360 feedback processes & development plans.

## COMMUNITY

- Partnerships with charitable organisations or membership with community organisations.
- Carry out routine audits/reviews of suppliers at least every two years.

## ENVIRONMENT

- Implement EMS, alongside our Environmental Policy documenting our continued commitment to the environment.

## CUSTOMERS

- Create specified company targets for Customer Satisfaction and retention.

**TARGET B IMPACT SCORE**

**122.36**

Next assessment in 2025.

HOW IT WORKS

# A FORCE FOR GOOD

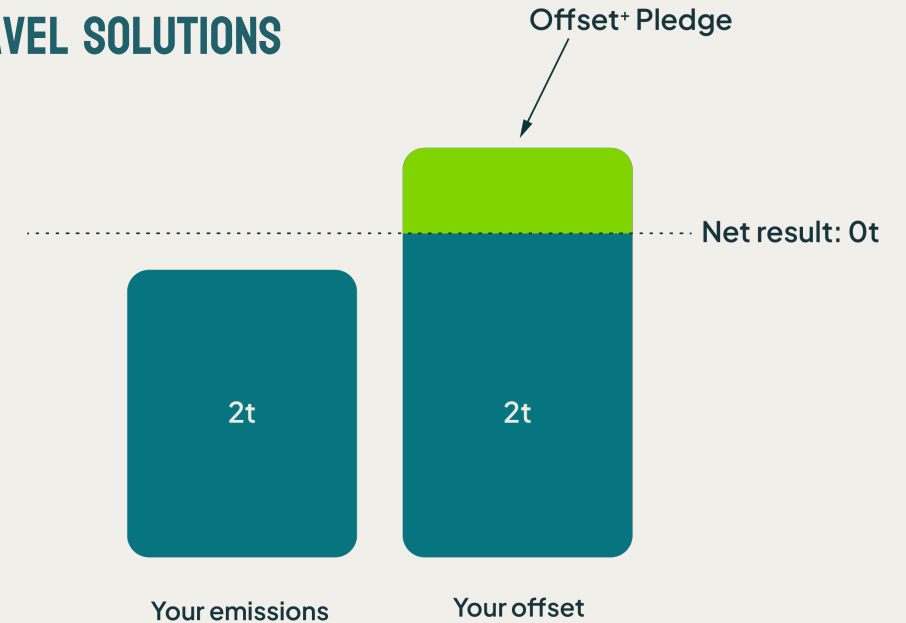
A NEW GENERATION OF BUSINESS TRAVEL SOLUTIONS

## CO<sub>2</sub> AND YOU

Carbon dioxide (CO<sub>2</sub>) is a greenhouse gas that emits in almost all aspects of travel. When we fly, stay at hotels, drive cars or take a train. These emissions have a negative effect and contribute to climate change.

### What can we do?

As part of our service, we pay to support climate impact projects around the world to balance out your carbon emissions. Our current focus is on renewable energy projects, and we're dedicated to making a difference – one solar panel or wind turbine at a time.



## BUT WE CAN DO MORE...

We can all do so much better. That's why we'll always do that little bit more to ensure we're not just carbon-neutral, we're climate positive, we call it our Offset+ pledge.

### Offset+ Pledge

Carbon neutral isn't good enough. We always go the extra mile, offsetting an additional 1% of your total carbon footprint, so your carbon emissions aren't just offset - they're Offset+.

HOW IT WORKS

# A FORCE FOR GOOD

A NEW GENERATION OF BUSINESS TRAVEL SOLUTIONS

We couldn't do this on our own, which is why we use the offset funds generated, in partnership with Climate Impact Partners, to support gold standard climate impact projects worldwide.

## CLIMATE IMPACT PARTNERS

The very best in the business, Climate Impact Partners are trusted by companies, corporations and governments across the globe. Their work ensures that our Offset<sup>+</sup> pledge has a positive impact.



## CLIMATE IMPACT PARTNERS

Bhadla Solar in India is anticipated to offset nearly 20 million tonnes of emissions over its duration. We've chosen to support this project to demonstrate long term impact at scale across one of the world's fastest-growing economies.

Energy demand in India is rapidly increasing as rural and impoverished communities seek out electricity supplies.

Your carbon offset will help to ensure this demand is met with a zero-carbon energy source that will produce power for decades to come.



# COCO+ TRAVEL

CARBON NEGATIVE BUSINESSES TRAVEL

## BUSINESS TRAVEL WITH PURPOSE

Access a world of travel and accommodation content all in an intuitive platform. Give your travellers the freedom to book when they want all whilst COCO+ takes care of your carbon footprint.

- We prioritise the most sustainable options
- Seamless platform to book your trips
- Personal preferences & airline loyalty programs



## NOTHING TO IT

Net zero travel at zero extra cost. Easily book, authorise and manage your company's travel and accommodation through a single platform.

- Customisable approval policies  
Track your team's travel requests and emissions
- Supercharge your CSR  
Make a big impact through a simple change

We offset the travel emissions from your full trip verifiably through our third-party validated CO<sub>2</sub> removal projects. Enabling your business to travel Net Zero.

# COCO+ TRAVEL

A WHOLE HOST OF OTHER FEATURES WE COULDN'T NOT TELL YOU ABOUT

## NOTHING TO IT

Net zero travel at zero extra cost. Easily book, authorise and manage your company's travel and accommodation through a single platform.

- **Customisable approval policies**  
Track your team's travel requests and emissions
- **Supercharge your CSR**  
Make a big impact through a simple change



## ALWAYS THE BEST DEAL

Making net zero travel easy and affordable for everyone.

## GEEK OUT ON DATA

Real time reporting at the touch of a button, available anytime and anywhere

## PEACE OF MIND

Always know where your people are in the world, understand country risk, the latest covid updates and make contact when needed



# COCO+ FUEL

CARBON NEGATIVE FUEL CARDS FOR UK BUSINESSES

## PAY WITH YOUR COCO+ FUEL CARD

Your carbon footprint, right in the palm of your hand. Our fuel card automatically offsets all fuel purchased, no extra effort, no additional cost and with interest.

- 97% of UK postcodes covered with our network of forecourts
- Over 3.5k forecourts nationally
- No minimum term contract



## TRACKING YOUR CARBON BALANCE

Net zero travel at zero extra cost. Easily book, authorise and manage your company's travel and accommodation through a single platform.

- Customisable approval policies  
Track your team's travel requests and emissions
- Supercharge your CSR  
Make a big impact through a simple change





COCO+, COCO+ Fuel and COCO+ Travel are owned and operated by 'Project Offset Ltd'

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