

Challenges:

Heat networks play a key role in the UK's net-zero agenda, and as the leading provider of end-to-end residential heat network services, Switch2 takes this responsibility very seriously. Switch2 is actively working to reduce its own internal emissions while also supporting the long-term, scaled decarbonisation of heat networks across the UK, ensuring schemes are future-ready and aligned with national climate targets.

Some of the main challenges faced have involved embedding sustainability and consistent reporting across the supply chain, particularly to monitor and manage Scope 3 emissions. As an SME, Switch2 has found it challenging to obtain robust, comparable data from suppliers to enable accurate carbon accounting. There have also been challenges in engaging wider internal departments in the transition towards carbon neutrality, ensuring sustainability is embedded consistently across business functions and day-to-day decision-making.

Impact:

Colleagues from across Switch2 have signed up with the Supply Chain Sustainability School, which has helped to encourage sustainable thinking and best practice across the organisation and embed this more consistently into company culture. Engagement with the Supply Chain Sustainability School also coincided with carbon literacy training, helping to bring colleagues along on the sustainability journey and improve understanding at different levels of the business.

Teams have accessed resources covering change management, diversity, supply chain engagement, carbon reporting, and wider ESG topics. Having access to such a wide and varied range of high-quality resources at no cost has been particularly valuable. Colleagues have also completed assessments in areas relevant to their roles, supporting reflection on current knowledge levels and identifying opportunities to build confidence and capability in key sustainability themes.

Value gained:

Being a Gold member of the Supply Chain Sustainability School demonstrates Switch2's commitment to embedding sustainability and wider ESG considerations across company culture and operations. This has strengthened Switch2's brand image as a leader in this area and has supported the organisation in meeting social value requirements within tender submissions.

For several clients, membership of the Supply Chain Sustainability School has been a requirement as part of the tendering process, highlighting the increasing importance placed on credible sustainability engagement by clients and the wider supply chain. Membership has therefore helped Switch2 to remain competitive, align with client expectations, and demonstrate a

Fact box



Company

Switch2

No of employees

200

HQ

ShIPLEY, West Yorkshire

Website

<https://switch2.co.uk/>

Main contact

Cathy Olphin,
cathy.olphin@switch2.co.uk

Services

Residential heat network services

About

Switch2 is the UK's most experienced and capable provider of end-to-end solutions for heat networks.

They make a success of heat networks owned by local authorities, housing associations and private developers; and help to optimise energy efficiency, manage renewable energy, and focus on well-performing schemes, whilst minimising costs to the resident.

proactive approach to sustainability, while supporting ongoing learning and continuous improvement across the organisation.

Future proofing:

Switch2 will continue to access resources from the Supply Chain Sustainability School and actively encourage more colleagues to sign up and engage. With evolving regulation and increasing ESG reporting requirements, these resources will support Switch2 in staying up to date with the rapidly changing sustainability landscape and maintaining a strong, informed approach to responsible business practices.