



Case Study: Government Services

June 2024

Helping you plan for, and deliver

Net Zero

Net Zero Action Plan: 6-week Strategy Sprint

serco

- Serco serves governments globally.
- Serco's services span justice, migration, defence, space, customer services, health, and transport.
- Serco's core capabilities include service design and advisory, resourcing, complex programme management, systems integration, case management, engineering, and asset & facilities management.



- Go Green Experts is a boutique Net Zero & ESG consultancy, focused on helping companies lower their carbon emissions and create a robust strategy for Net Zero.
- We have a proven track record of delivering high quality outcomes for our clients with a big focus on building long-term trusting relationships.

The Challenge

Serco has defined Net Zero targets and wanted to refine their approach to meet these targets in their UK & Europe division by developing a detailed plan specifying what needs to be done and when to meet these targets. As a large complex organisation, Serco UK & Europe wanted to strengthen their approach and embed a delivery plan into the organisation to ensure consistent tracking of initiative progress, and the impact initiatives will have on the overall carbon footprint over time. Additionally, Serco wanted to understand whether current targets could be more ambitious.

The Solution

To address these challenges, Serco partnered with Go Green Experts, embarking on a comprehensive six-week Net Zero strategy sprint. The process involved interviews with key stakeholders, focused surveys, and a structured, meticulous data analysis to assess Serco's carbon footprint across all operational domains. This was complemented by a thorough review of the wider market, regulatory environment, and technological advancements. The final components focused on reviewing governance structures, operational capability and a change impact assessment for the business moving forwards.

Leveraging their expertise in data analytics, energy management, fleet and supply chain, Go Green Experts performed a structured commercial analysis, benchmarking Serco's performance against external market standards and focusing on additional areas of commercial value add in achieving net zero.

The Outcome

The engagement culminated in building the confidence for the UK & Europe Executive team to commit to a more ambitious Net Zero target and move it forwards from 2050 to 2045, with the knowledge that this was both realistic and achievable. A structured plan was approved that supported a pragmatic yet ambitious trajectory towards achieving Net Zero emissions. It provided a commercially viable framework for integrating Net Zero into Serco's operational DNA.

Through this partnership, Serco is now well-positioned to embrace a future where Net Zero responsibility and commercial viability go hand in hand, ensuring there is a grounded, practical plan to deliver in their ambitious Net Zero goals.



Go Green Experts were fundamental to us understanding how Serco should meet existing Net Zero targets and deliver against more ambitious targets.

Their grounded approach, coupled with their ability to translate complex data into actionable insights, made them invaluable partners supporting us on our Net Zero journey.

We found GGE easy to work with - they have a deep understanding of what it takes to deliver Net Zero

Sally Welbourn:

Principal Serco Energy, Environment & Sustainability Manager

Why Go Green Experts?



Focussed on supporting large organisations

We have experience working with International PLCs with over 50,000 employees



Bespoke, jargon free, consultancy for the long term

We visit your sites, we learn about your business, and we work in partnership with you



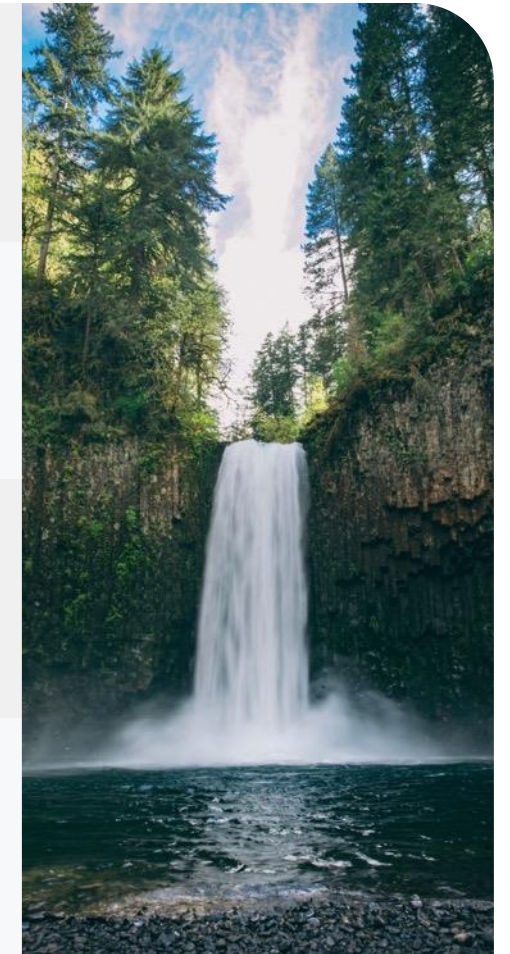
Experts in carbon reduction strategies, and delivery

You will work with senior consultants who all have a wealth of experience



Partner with experts

We have a partner model enabling us to programme manage a wide range of Net Zero delivery initiatives on your behalf using trusted experts in their field



Get in touch

For a friendly chat on how we can help your business, please give us a call. Alternatively, schedule a time and we can call you. Our helpful team will be happy to provide a no obligation consultation on how we can best position your business.



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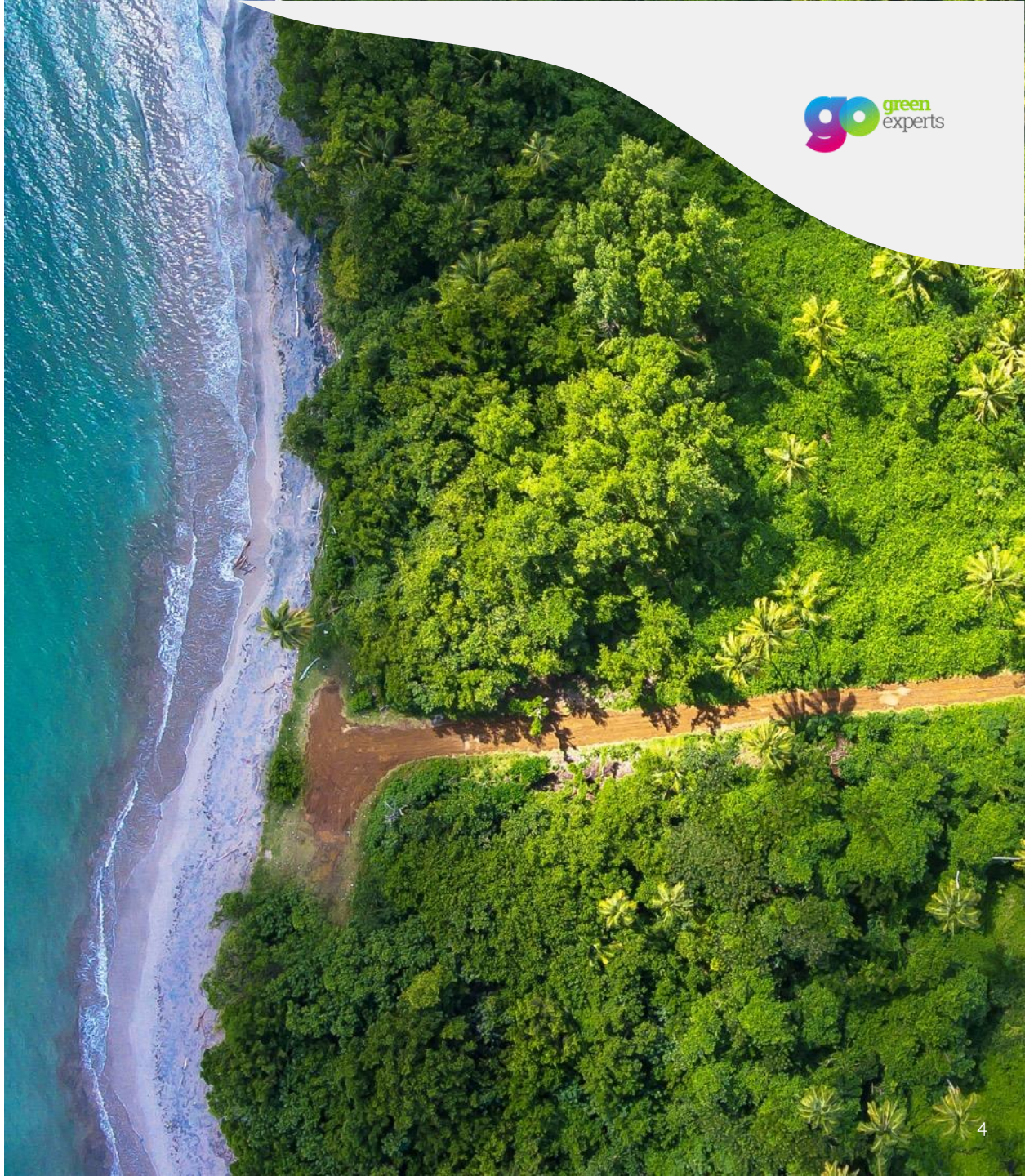
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