



# Supporting The Consumer Helpline Group's net zero ambitions

**As part of our GreenStart programme, we partnered with The Consumer Helpline (TCH) Group to develop a robust sustainability strategy that will achieve its net zero objectives in alignment with the United Nations' Sustainable Development Goals.**

## Benefits achieved

TCH Group is an exemplar of how we can help a small business stay ahead of the curve and achieve genuine success in the light of escalating global net zero expectations.

### Real sustainable change –

We supported TCH Group with guidance, tools and training to navigate the challenges of achieving net zero.

### Bespoke disclosures –

We helped TCH Group deliver tailor-made communications on sustainability progress, as well as responses to the specific requirements of its customers and regulators.

### 4:1 savings to investment ratio –

We empowered TCH Group to maximise the value of its sustainability efforts. It is set to achieve a four-times return on investment within just one year of working with us.

### Hidden benefits –

Our sustainability experts look beyond the surface to uncover hidden successes. TCH Group had already been planting the equivalent of 40 trees per year in its carbon abatement mission.



## Starting the journey to net zero

In the current global business landscape, sustainability has become an essential focus. Specifically, small- and medium-sized enterprises (SMEs) face increasing attention from both customers and other stakeholders who seek transparency regarding their carbon footprints, plans to reduce their carbon intensity, fair supply chain practices, and investments in climate change resilience and employee wellbeing. And these voluntary considerations are moving closer towards mandatory compliance.

Encouragingly, research highlights that 53% of UK SMEs have already taken proactive steps to invest in sustainability over the past year, with the average business planning to increase their investment by a further 27%.<sup>1</sup> This trend demonstrates a growing recognition that sustainability initiatives are not only critical within the current operating climate, but can deliver broader business benefits and a return on investment.

To ensure a sustainable future, SMEs must establish responsible business practices and disclosure processes now, creating a foundation for long-term growth and success. That's why CGI is committed to using our [sustainability and climate change expertise](#) to support organisations in confidently navigating the path towards net zero.

## Our client



Based in South Wales, TCH Group is a successful small business that has recently achieved remarkable growth, expanding into a multinational, award-winning organisation.

Recognising the business imperative of embedding sustainability into operations, TCH Group made a strategic decision to embark on a journey to net zero.

Eager to showcase leadership and a forward-thinking approach, as well as looking to drive business efficiencies and cost reductions, it looked to CGI for a focused path for doing responsible business, and became the pioneering organisation to join our [GreenStart programme](#).

<sup>1</sup>Young, H. (2022). [More than half of UK SMEs have invested in sustainability in the last year.](#)

# Developing a sustainability strategy

In collaboration with our [Sustainability and Climate Change Advisory](#) experts, the GreenStart programme brought together HR, marketing, finance, employees and leaders across all levels of TCH Group to create “Our World”.

This bespoke vision baselined the organisation’s existing position and quickly accelerated sustainability activities, with robust policies and procedures embedding the net zero mission into everyday business to ensure success.

We documented strengths, identified how to address weaknesses, and highlighted where tens of thousands of pounds in cost savings can be achieved within a year by deploying sustainable practices.

## 1 Identifying priorities

First, we carried out a **materiality assessment** by involving key stakeholders in interactive workshops and focus groups to identify the organisation’s sustainability priorities.

With these objectives in mind, we then formed a visionary **corporate ethics framework**. This included thorough market analysis of customers, competitors, and suppliers, to ensure that all necessary sustainability reporting frameworks and requirements (such as the United Nations’ Sustainable Development Goals (UN SDGs), GRI, TCFD, SDR) were addressed to maximise the value of the programme.

## 2 Reinforcing credibility

Having solidified the TCH Group’s sustainability stance, we worked together to develop a **strategic plan** to drive progress towards the UN SDGs.

As part of this, we conducted a thorough **disclosure of carbon emissions** across the organisation’s scope 1, 2 and 3 emissions (including 15 sub-categories), with verification from CGI to solidify credibility.

## 3 Empowering culture

The final key to sustainability success was empowering TCH Group’s sustainability network with **training materials** and recordings that will help them achieve their net zero objectives as the business expands.

As an added extra, they have **access to our network** of sustainable likeminded businesses, to connect with valuable resources that will guide their sustainability journey.

# A thriving, sustainable leader

Now a leader amongst its peers, TCH Group has distinguished itself for having one of the most progressive sustainability strategies within the sector and market region. It has announced the eco-friendly inauguration of its new offices, with an enthusiastic team of sustainability champions devoted to preserving the planet whilst driving the business forward.

Not only can TCH Group aptly demonstrate to stakeholders that it is a responsible business committed to net zero, but from an affordable investment in our agile three-month programme, its new sustainable practices are set to drive operational efficiencies and greatly reduce costs.

“CGI’s sustainability experts skilfully guided stakeholders at all levels within our business throughout the project, simplifying something that was perceived to be complicated. A great example of a global business acting and delivering locally with impact.”

Depesh Nathwani,  
CEO, TCH Group.

## CGI GreenStart

Our [GreenStart programme](#) is a rapid and affordable solution, empowering SMEs to embrace and accelerate sustainability initiatives. A key element is the mentoring provided by our experts, helping to:

- Effectively engage stakeholders
- Prepare for imminent challenges
- Reduce carbon emissions
- Revitalise workplaces
- Cut costs.

## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across 21 industry sectors in 400 locations worldwide, our 91,500 professionals provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

### For more information

Visit [Sustainability and Climate Change Advisory](#) or read our [GreenStart brochure](#).

Email us at [enquiry.uk@cgi.com](mailto:enquiry.uk@cgi.com)