

# Independent Assurance Report to Eurostar Group Limited and Eurostar (U.K.) Limited

**Eurostar Group Limited and Eurostar (U.K.) Limited (Eurostar) appointed Environmental Resources Management Limited (ERM) to provide independent assurance on whether Eurostar has appropriately reported its processes in place to deliver its commitment to provide carbon neutral journeys (“the commitment”) on its ‘Tread Lightly’ web pages**

**[http://www.eurostar.com/UK/uk/leisure/about\\_eurostar/environment/off\\_setting.jsp](http://www.eurostar.com/UK/uk/leisure/about_eurostar/environment/off_setting.jsp)**

## Scope of our work

Our scope of work covered the processes Eurostar has put in place to:

- A. Calculate its projected carbon dioxide equivalent (CO<sub>2</sub>e) emissions from Eurostar traveller journeys (“journeys”) made during the period 14 November 2007 to 31 December 2008 (“the reporting period”);**
- B. Purchase carbon credits to offset Eurostar’s estimated CO<sub>2</sub>e emissions from journeys during the reporting period; and**
- C. Periodically reconcile actual and projected CO<sub>2</sub>e emissions from journeys and ensure that an appropriate number of offsets have been retired.**

## Objectives, basis of our work and limitations

The objective of our engagement was to conclude as to whether Eurostar has appropriately reported the processes put in place to address A-C above on the ‘Tread Lightly’ web pages of the Eurostar.com web site. We planned and performed our work to obtain all the information and explanations that we believe were necessary to gather sufficient evidence to provide a basis for our assurance conclusions.

We undertook work at Eurostar head office in the UK and at the premises of the selected carbon offset providers. We did not undertake a detailed audit of the source information for the CO<sub>2</sub>e emissions calculations, of the supply chains of the selected carbon offset providers or of the projects that the purchased carbon credits relate to. If the scope of work had required us to do this, it may have affected our conclusions.

The reliability of the outcome of the processes in place to deliver this commitment is subject to inherent uncertainties in available methods for quantifying CO<sub>2</sub>e emissions data. It is therefore important to understand our assurance conclusions and related statements on Eurostar’s ‘Tread Lightly’ web pages in this context.

**[http://www.eurostar.com/UK/uk/leisure/about\\_eurostar/environment/processes.jsp](http://www.eurostar.com/UK/uk/leisure/about_eurostar/environment/processes.jsp)**

## Reporting criteria and assurance standards

Eurostar has developed its methodology for calculating the CO<sub>2</sub>e emissions from journeys and it has used its own criteria for selecting offset providers and projects as set out on **[http://www.eurostar.com/UK/uk/leisure/about\\_eurostar/environment/processes.jsp](http://www.eurostar.com/UK/uk/leisure/about_eurostar/environment/processes.jsp)**.

We performed our work in accordance with ERM’s assurance methodology that is based on the following international assurance standards: ISAE 3000, ISO 19011 and where appropriate to the scope of our work, AA1000AS. We have also have referred to BS ISO14064-3:2006 specifically for this engagement.

## Respective responsibilities and ERM’s independence

Eurostar’s management is responsible for preparing the information presented in support of the commitment whilst ERM responsibility is to express its assurance conclusions on the selected scope of work agreed with Eurostar.

During 2007, ERM has worked with Eurostar on other consulting engagements. ERM operates strict conflict checks and has confirmed its independence to Eurostar for delivering this assurance engagement.

## Our team and assurance activities

A multi-disciplinary team of environmental, climate change, corporate responsibility and assurance specialists performed the engagement. We conducted the following assurance activities:

### A. Eurostar’s methodology for calculating its projected CO<sub>2</sub>e emissions from journeys

- Interviewed management and relevant external consultants commissioned by Eurostar and reviewed supporting documentation to understand the systems and processes in place to calculate and report Eurostar’s projected CO<sub>2</sub>e emissions from journeys. This included reviewing and sample testing the methodology and underlying assumptions for estimating the CO<sub>2</sub>e emissions from Eurostar’s journeys and the projections of the number of train journeys in the reporting period.

### B. The processes in place to offset its CO<sub>2</sub>e emissions from journeys

- Interviewed the selected carbon offset providers and sample tested their systems and processes in place to source and retire appropriate carbon credits in accordance with Eurostar’s selection criteria; and
- Reviewed and sample tested Eurostar’s internal processes and controls to ensure that it has purchased sufficient and appropriate carbon credits to offset its projected CO<sub>2</sub>e emissions during the reporting period.

### C. Reconciliation of actual with projected CO<sub>2</sub>e emissions from journeys

- Reviewed the design of Eurostar’s processes in place to:
  - Periodically reconcile its predicted to actual CO<sub>2</sub>e emissions from journeys; and
  - Track its contracted pipeline of carbon credits and ensure that a sufficient amount will be retired in accordance with Eurostar’s commitment.

## Other assurance activities

- Understood and sample tested the processes in place to report Eurostar's commitment on the 'Tread Lightly' web pages and underlying information through management interviews and supporting document reviews;
- Reviewed the information on Eurostar's 'Tread Lightly' web pages relevant to the scope of our work to ensure consistency with our findings;
- Reviewed the translations of the English version of this assurance report and the 'Tread Lightly' web pages into Dutch and French; and
- Reported our assurance findings to management as they arose to provide them with the opportunity to address them prior to finalisation of our work.

## Our conclusions

Based on our work undertaken as described above, we conclude that, in all material respects Eurostar has appropriately reported the processes in place on the 'Tread Lightly' web pages ([http://www.eurostar.com/UK/uk/leisure/about\\_eurostar/environment/off\\_setting.jsp](http://www.eurostar.com/UK/uk/leisure/about_eurostar/environment/off_setting.jsp)) to:

- A. Calculate its projected CO<sub>2</sub>e emissions from journeys made during 14 November 2007 to 31 December 2008;
- B. Purchase carbon credits to offset Eurostar's estimated CO<sub>2</sub>e emissions from journeys during the reporting period; and
- C. Periodically reconcile actual and projected CO<sub>2</sub>e emissions from journeys and ensure that an appropriate number of offsets have been retired.

## Our key observations and recommendations

Based on our assurance activities set out above, and without affecting our assurance conclusions, we provide the following comments and recommendations for improvements.

### *Highlights in the management of Eurostar's carbon footprint in the last year:*

- We welcome Eurostar's commitment to voluntarily reduce its CO<sub>2</sub> emissions by 25% per traveller by 2012, to reduce its overall impact on the environment through its 10-point plan and to provide carbon neutral journeys to all its travellers as an integral part of its service.
- The credibility of the offsets used is enhanced by Eurostar's decision to only purchase carbon credits for emission reductions that have already taken place and that have been verified to the Voluntary Carbon Standard, Voluntary Gold Standard or the UNFCCC Clean Development Mechanism.

### *The areas for Eurostar to consider for future improvement are:*

- To continue to engage actively with stakeholders and encourage consensus on the appropriate use of supplier specific, regional or national average CO<sub>2</sub> emissions

factors to calculate and offset CO<sub>2</sub> emissions from electricity purchased.

- To improve the upfront project selection criteria used for purchasing future carbon credits in order to reduce reliance on detailed due diligence on a large range of projects, and thereby enhance the efficiency of the selection process.



**Environmental Resources Management Limited**  
**London, UK**  
**13 November 2007**

*ERM is an independent global provider of environmental, social and corporate responsibility consulting and assurance services. Over the past 4 years we have worked with over half of the world's 500 largest companies, in addition to numerous governments, international organisations and NGOs.*

*Our assurance statement provides no assurance on the maintenance and integrity of the website, including controls used to achieve this, and in particular whether any changes may have occurred to the information since it was first published. These matters are the responsibility of Eurostar but no control procedures can provide absolute assurance in this area.*