SERVICED EMISSIONS HUB LAUNCH

Catalysing climate action

The role of professional service providers in realizing a net-zero future

UNIVERSITY OF OXFORD | NET ZERO | SMITH SCHOOL OF ENTERPRISE & ENVIRONMENT

RACE TO ZERO

16 October 2025
London

Welcome to the launch of the Serviced Emissions Hub!

- Presentation on the Serviced Emissions Hub: mission, governance and functions
- From framework to implementation guidance
- Panel: Working Group leads
- Q&A
- Networking drinks!

Oxford Net Zero

- Interdisciplinary research initiative spanning 12 Departments of the University of Oxford.

- Mission: To inform effective and ambitious climate action among those setting net zero targets in institutions and governments across the globe.

Our Oxford Net Zero Team

Alexis McGivern

Head of Stakeholder Engagement

Siddharth Shekhar Yadav

Serviced Emissions Research and Engagement Manager

Clarissa Salmon

Stakeholder Engagement Officer

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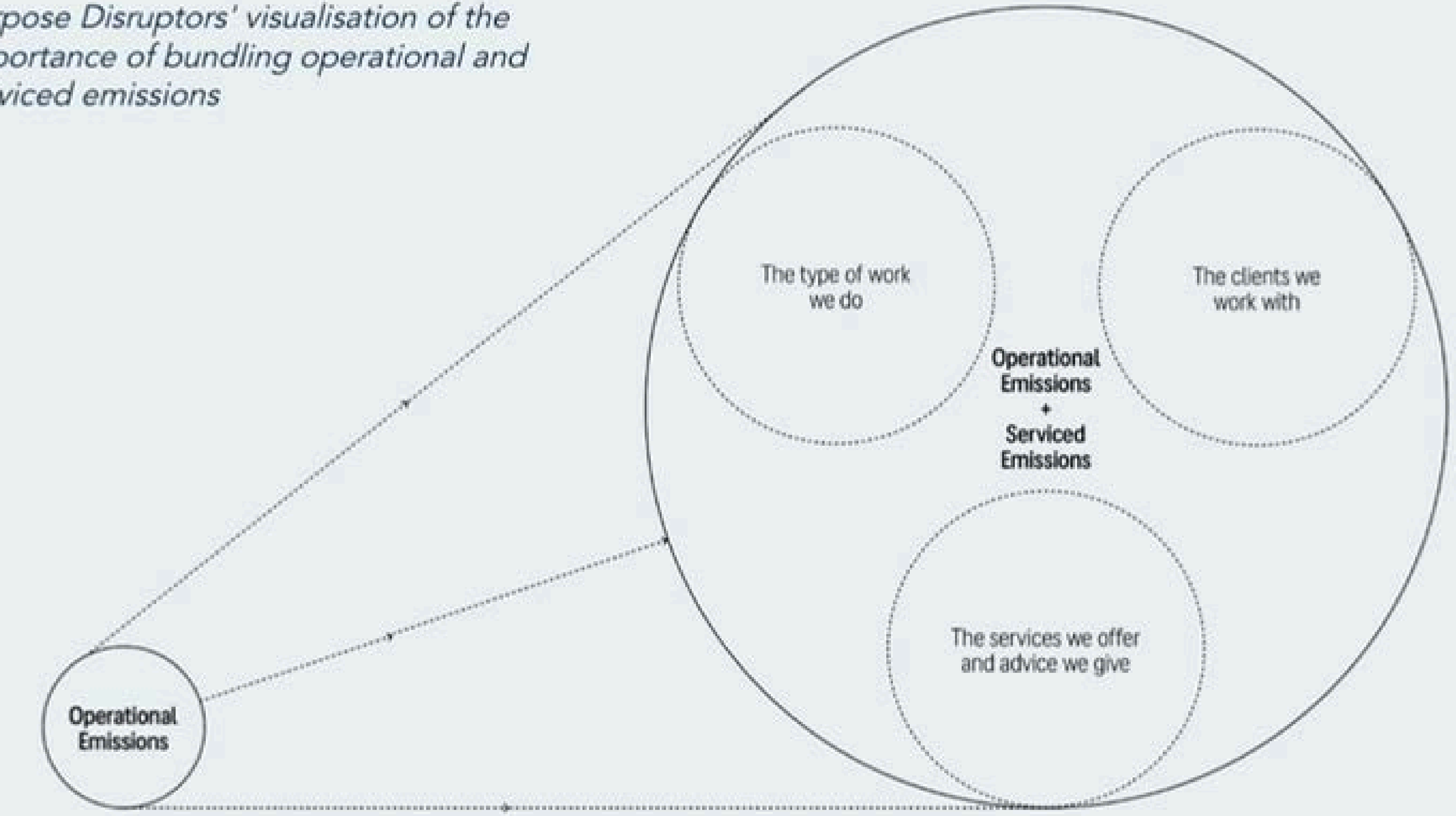
Why do professional services providers matter?

- Professional Services Providers sell **expertise-based services** (e.g., consultants, lawyers, advertising & PR firms, engineers)
- As trusted advisors, PSPs influence, shape and inform client decisions that impact real-economy emissions
- Their advice can enable or block our global transition to net zero
- Emergent litigation tied directly to PSPs based on their climate-damaging advice
    - Multnomah County Oregon v Exxon Mobil for heat damages, McKinsey named as co-defendant based on their strategic advice

Purpose Disruptors' visualisation of the importance of bundling operational and serviced emissions



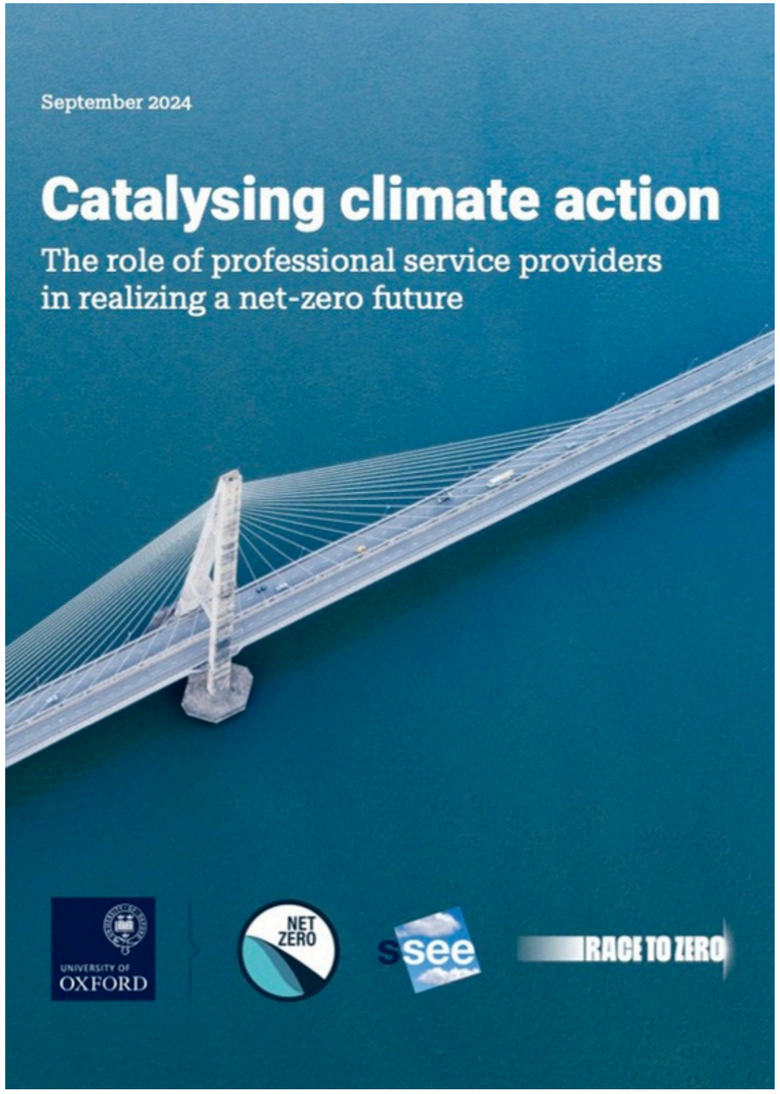
Current reality:
Focus on operational emissions

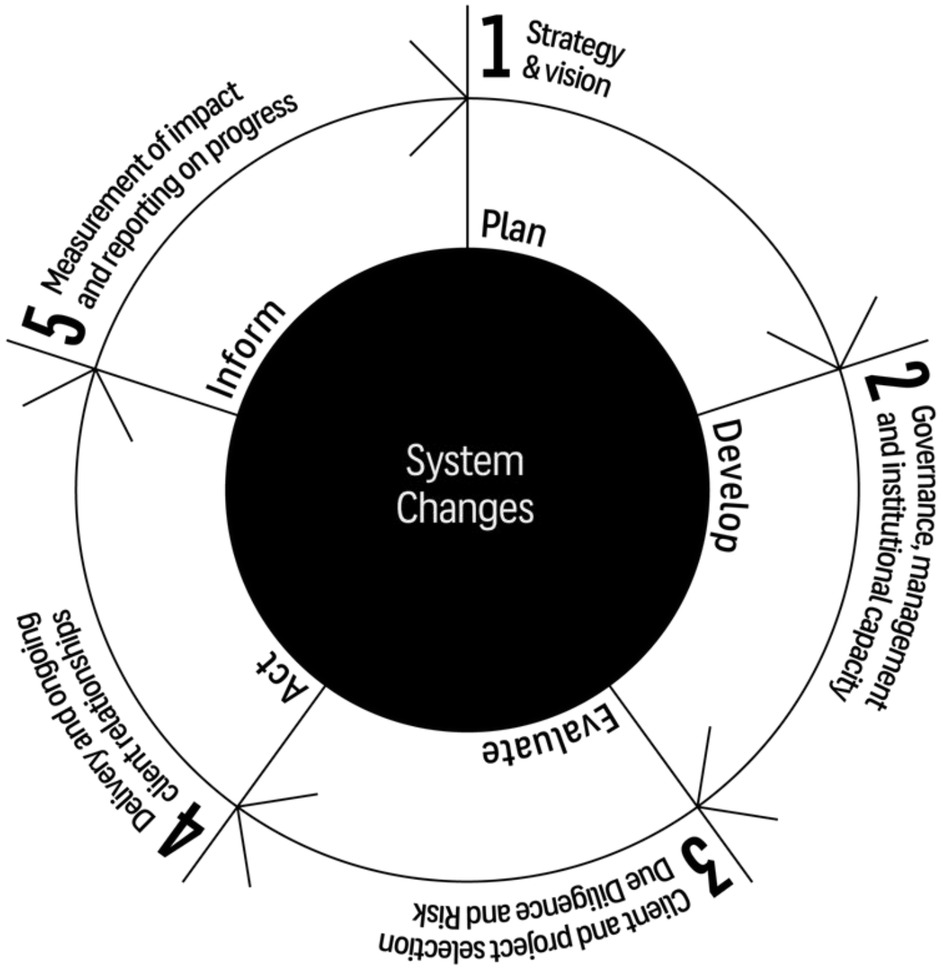
Future ambition:
Focus on full value chain, meet stated ambition to help create a sustainable future, ability to address the surround sound of pressure.

Opportunities to leverage expertise

- Action on Serviced Emissions - strategically beneficial for PSPS.
- Opportunity to enhance your brand value, client relations, and talent attraction.
- Opportunity to stay ahead of legal, financial, and reputational risks.

Race to Zero report





Six Action Areas

1: STRATEGY & VISION Map clients and services provided to identify high-emission activities and transition opportunities.	**2: GOVERNANCE MANAGEMENT & INSTITUTIONAL CAPACITY** Develop robust governance systems within the organization to uphold its commitments to a 1.5°C future.	**3: CLIENT AND PROJECT SELECTION** Integrate climate considerations into due diligence and risk assessment for new and existing clients, projects and services.
4: DELIVERY AND ONGOING CLIENT RELATIONS Embed climate opportunities and risks into your services and projects and as part of life-cycle assessments.	**5: MEASURING IMPACT AND REPORTING PROGRESS** Track the GHG outcome and impact of services provided.	**6: SYSTEMS CHANGE** Advocate for regulatory and policy changes to support accelerated transition.

Introducing the Serviced Emissions Hub

STANDARDS ADVOCACY

CLIENT ENGAGEMENT

PSP IMPLEMENTATION

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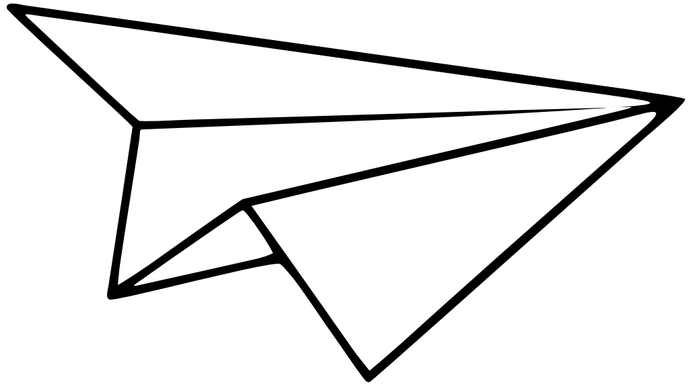
1. Standards advocacy

- “Serviced emissions” remain largely absent in key standards
  - 2025-2026 is a vital year for standards revision
  - Greenhouse Gas Protocol is undergoing first major revision in 20 years
  - Science Based Targets Initiative updating its Corporate Net Zero Standard (Professional Services as most represented sector out of 6,000 verified by SBTi)
  - International Standards Organisation is developing a full standard from its Net Zero Guidelines
- Now is a critical opportunity to define PSP’ role and embed serviced emissions into net zero best practice (growing alignment on other core net-zero criteria)
- Specifically on **operational boundaries.**

2. Client engagement

- Introduce the concept
- Create a safe, constructive space
- Highlight client influence
- Share current engagement examples
- Build capacity for action

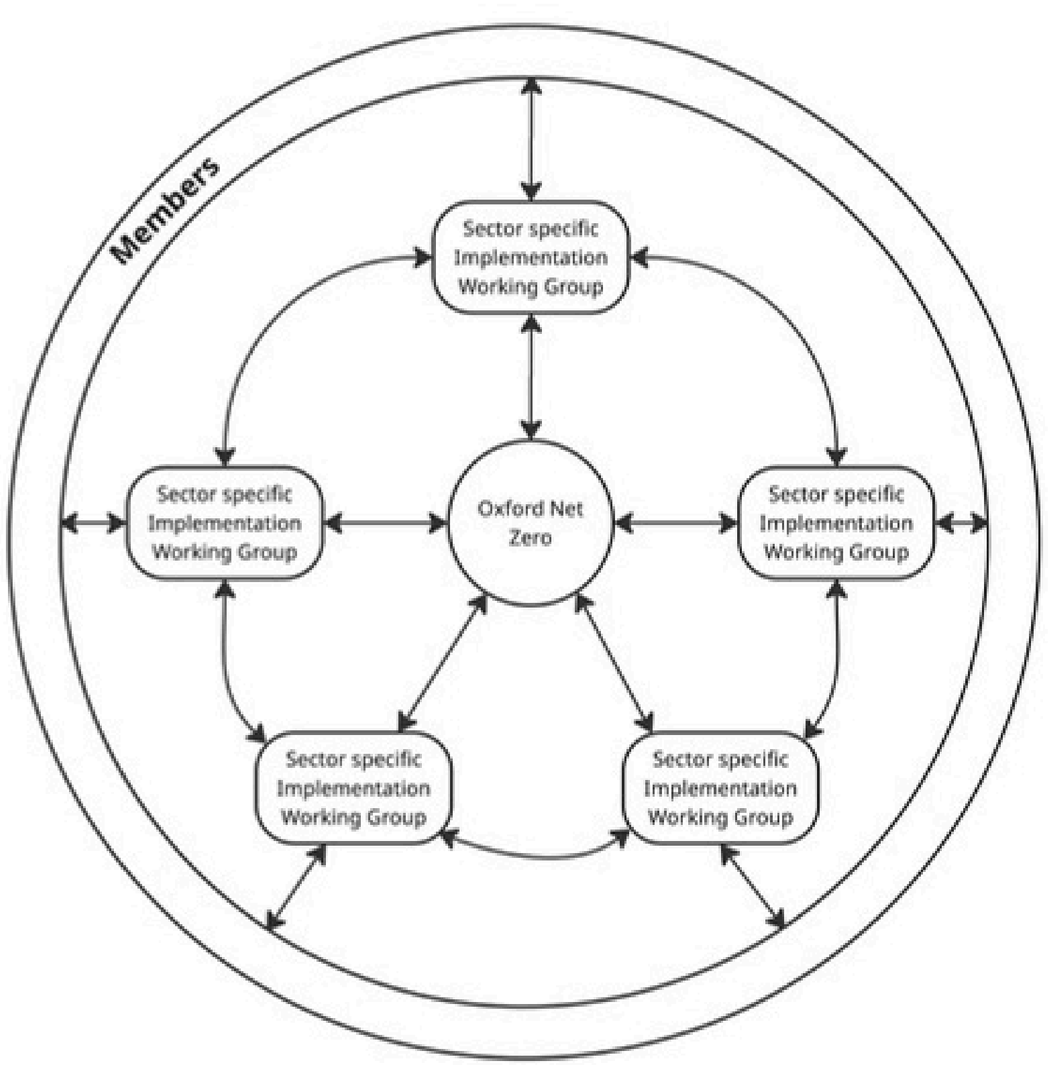
3. PSP Implementation



From high-level guidance to step-by-step implementation

PSP Report → Implementation Playbook → Working Groups

Implementation Working Groups



Steering group

Oxford Net Zero

Working Group leads

Race to Zero

Sector-Specific Leadership

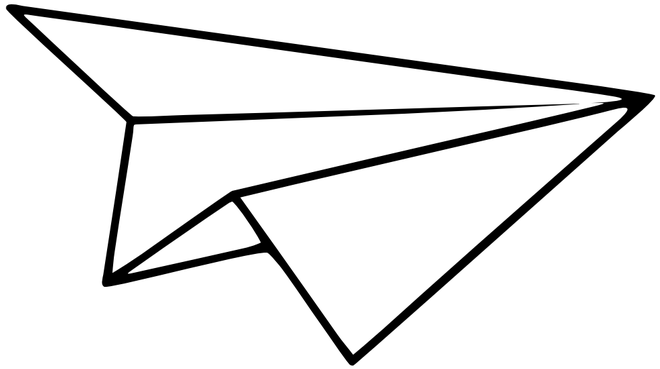
AD and PR
Purpose Disruptors

Creative Agencies
Creatives for Climate

Consultancy
Exponential Roadmap Initiative

Law
Legal Charter 1.5

Implementation Playbook



Purpose of the Implementation Playbook

- Translate the 6 Action Areas from high-level guidance to practical, step-by-step actions.
- Clear guidance for ONZ, Working Group Leads, and Member Firms.
- Help each sector move forward in a coordinated way, share lessons, and build momentum together.

Each Action Area in the Playbook is organised as follows:

- What the original PSP report says.
- A plain-language summary.
- Specific actions for ONZ, Working Group Leads, and Members.

Worked Examples

Action Area 1: Strategy and Vision

- Sub-Action Area: 1.2

1. Strategy and vision

What:

Develop a strategy/vision to recognize, understand and reduce your Serviced Emissions as part of a commitment to net-zero/1.5C and within a holistic climate strategy that goes beyond Scope 1-3.

How:

- Adopt the concept of Serviced Emissions within your organization recognising that as trusted advisors, PSPs can influence the scale and speed of their clients' emissions. The nature of this influence is based on the clients you choose to work with and the unique skills you offer that could result in more or less emissions from your clients.
- In line with emerging best practices, map clients, services and projects to create an inventory of clients against proxy indicators such as the nature and sector of the client, the nature of the client relationship, the nature of the service/ project, the scale and scope of the service/ project, and the source of revenue. Where appropriate, publish this map - anonymized where necessary.
- Identify (a) the matters on which you advise that result in high emissions, (b) the matters on which you advise that already support transition to net-zero, and (c) where you have greatest potential in terms of influence and emissions to make a positive difference. Reflect the results in your business development plans, identifying opportunities to create distinct competencies in your organization that could help your clients pursue a net-zero strategy.
- Using this map, set engagement targets for reducing Serviced Emissions.
- As part of a holistic strategy, plan for the decline or transition of high carbon sectors as part of the global net zero transition and in line with the scientific consensus on the global effort needed to limit warming to 1.5C with no or limited overshoot. Recognising that this requires phasing down and out all unabated fossil fuels as part of a just global transition.

Full version from PSP Working Group report	Plain language summary	Oxford Net Zero	WG Leads	Members
In line with emerging best practices, map clients, services and projects to create an inventory of clients against proxy indicators such as the nature and sector of the client, the nature of the client relationship, the nature of the service/ project, the scale and scope of the service/ project, and the source of revenue. Where appropriate, publish this map - anonymized where necessary.	Map and analyse your clients, services, and projects (using proxy indicators) to identify where your climate impact is greatest.	Provide guidance on methodological options. Facilitate connection with Futerra to walk through the Client Disclosure Reporting (as per AE WG guidance).	Provide methodological options for calculating (e.g., 80-20 rule, *Client Disclosure Report (CDR) developed by Futerra Solutions Union*, mapping high revenue and high risk clients) For WG Leads early on in the development of a sector-appropriate methodology: use the AE guidance on creating a strawman for the calculation, identify potential users, and potential business models	Use the appropriate methodology for the sector e.g., PSM Matrix to gather data Work internally to secure the right information Report back a high-level version of the findings to the group

Worked Examples

Action Area 3: Client and Project Selection - Due Diligence and Risk

- Sub-Action Area 3.1

3. Client and project selection - due diligence and risk

What:

Integrate climate considerations into due diligence for new and existing clients, projects and services.[67]

How:

- Embed climate considerations into due diligence and risk assessment processes[8] for new clients and projects across your business as part of ongoing assessments in line with your established procedures. This could include the following:
  - Embed climate considerations into client and project screening and acceptance.
  - As client/project work progresses and its (potential) alignment with the net zero transition becomes clearer, regularly update risk assessments to reflect new insights or changes in project alignment with climate goals. This may include requiring additional information from potential clients as part of take on/acceptance procedures.
  - Identify and assess clients' progress in transitioning to a 1.5 °C future including considering how clients are engaging in climate policymaking and whether they support policies in line with achieving net-zero emissions by 2050.
- Identify emission reduction opportunities that could be realized through the provision of your service(s) or advice.
- Define a risk management strategy including risk appetite related to Serviced Emissions.
- Establish escalation procedures and protocols for scenarios in which service engagements do not contribute to the broader goals aligned with the 1.5 °C- transition. These procedures should outline a clear course of action, including the reinforcement of engagement approaches and, if necessary, the strategic reassessment of client relations and guidelines for when a reassessment should be undertaken.

Full version from PSP Working Group report	Plain language summary	Oxford Net Zero	WG Leads	Members
Embed climate considerations into due diligence and risk assessment processes for new clients and projects across your business as part of ongoing assessments in line with your established procedures. Embed climate considerations into client and project screening and acceptance.	Include climate and sustainability factors when evaluating clients/ before taking on new clients. Assess whether new clients/ projects align with global net zero, before saying 'yes'.	Provide sector-specific and examples of due diligence checklists including climate criteria. Share examples from early adopters.	Lead discussions on developing and testing due diligence checklists. Provide guiding questions for members to review their Client Intake Form. Host a discussion around industry agreed screening processes (and what they should include) - common red lines.	Integrate SE into your client and project assessment. Review your client intake form and due diligence form and identify whether climate impacts feature as a screening criteria.

How to get involved

- PSPs: Join a Working Group
- Clients: Join our client workshops
- All: Advocacy for SE in public consultations of standards

Enquiry form for collaboration:

From Principles to Practice:
Implementing the Action Areas Across Professional Services

Nadeen Ayyashi

Purpose Disruptors
(Advertising)

Lucy von Sturmer

Creatives for
Climate
(Ad, Marketing, PR
& Creative)

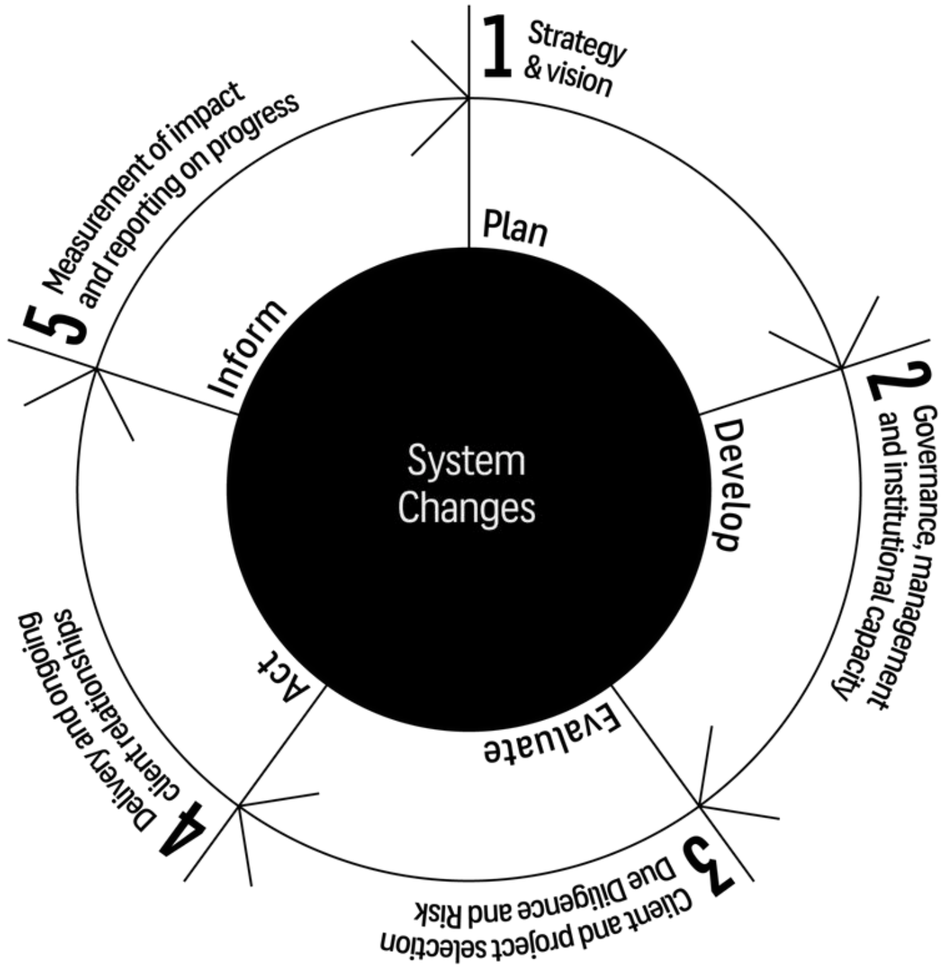
Katarina Wangler-Björk

Exponential Roadmap
Initiative
(Consulting)

Amanda Carpenter

Legal Charter 1.5
(Legal)

Q&A


1 Strategy & vision
2 Governance, management and institutional capacity
3 Client and project selection Due Diligence and Risk
4 Delivery and ongoing client relationships
5 Measurement of impact and reporting on progress
Plan
Develop
Evaluate
Act
Inform
System Changes

Thank you!

Alexis McGivern

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Siddharth Shekhar Yadav

Serviced Emissions Research and Engagement Manager

Clarissa Salmon

Stakeholder Engagement Officer

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