

## Annual Report 2022

An overview of all GGCS's activities during the year

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### Introduction

This report sets out Renewable Energy Assurance Ltd's (REAL) work during 2022 to manage and develop the Green Gas Certification Scheme (GGCS), as well as an analysis of the trends in Renewable Gas Guarantees of Origin (RGGOs) being issued, transferred, and retired by the Scheme.

The market for RGGOs plays an important role in supporting biomethane producers and providing consumers with an option to decarbonise their gas consumption. We hope this report will be of interest to a wide range of stakeholders in the biomethane sector and beyond.

#### About REAL

REAL carries out a range of certification and consumer protection activities all of which promote renewable energy and the circular economy.

Set up in 2006, REAL is a wholly owned subsidiary of the Association for Renewable Energy and Clean Technology (REA), the largest renewable energy and associated clean technology body in the UK.

### A word from the REAL Chief Executive

The energy sector has been in a period a rapid transformation for a number of years, all the while dealing with major political events such as Brexit and the Covid crisis.

In 2022 we had our latest shock with the Russian invasion of Ukraine. The huge spike in prices in the gas market caused significant pain for consumers and suppliers and required major government intervention.

Despite these headwinds consumer appetite for biomethane remained strong and 2022 saw 4.4 TWh of RGGOs retired, the largest annual volume to date.

This was in part due to strong demand for the transfer of RGGOs to Germany, where we saw the results of our investment in the ERGaR CoO (Certificate of Origin) Scheme bearing fruit, with over 1 TWh of RGGOs (representing approx. 25% of all RGGO retirements) transferred to the DENA biogasregister.



The number of producers and traders using the Scheme continued to grow, and we were pleased to see our membership survey found a high level of satisfaction in the service that we provide. We know that we cannot rest on those laurels and late in the year we started a process of commissioning a new IT system that will increase the functionality we can offer and provide a better user experience.

As always, thank you to our members for their efforts to develop the biomethane (and bioLPG) markets – it has been and continues to be a team effort to raise the profile of the sector and the role that Certificates play in enabling more renewable gas production.

Virginia Graham OBE REAL Chief Executive

#### Abbreviations

gCO <sub>2</sub> e	Grams of Carbon Dioxide Equivalent
GWh	Gigawatt Hour (measured at the Higher Heating Value)
GGCS	Green Gas Certification Scheme
GGSS	Green Gas Support Scheme
GHG	Greenhouse Gas e.g. CO <sub>2</sub> , Methane
GHGP	Greenhouse Gas Protocol
I&C	Industrial and Commercial

kWh	Kilowatt Hour (measured at the Higher Heating Value)
MJ	Megajoule (1 kWh = 3.6 MJ) (measured at the Higher Heating Value)
NDRHI	Non-Domestic Renewable Heat Incentive
RGGO	Renewable Gas Guarantees of Origin
RTFO	Renewable Transport Fuel Obligation
TWh	Terawatt Hour (measured at the Higher Heating Value)

### How the GGCS works

The GGCS issues, tracks, and retires Renewable Gas Guarantees of Origin (RGGOs) within a secure account-based online database.



As shown in the diagram, RGGOs sit alongside the physical production, transport, and consumption of gas. As green gas is mixed with fossil gas in the grid, it cannot be physically tracked. However, RGGOs provide a method of matching gas consumed from the grid with units of green gas that are injected, ensuring they are only counted once and allocated to one consumer.

The process starts with a green gas producer submitting a package of evidence to the GGCS showing the amount of gas they have injected, the inputs into the processes e.g. food waste or crops, and that relevant sustainability criteria have been met.

Once the RGGOs are issued, they can be transferred to a trader account and then onwards to other trader accounts as desired. When allocated to a gas consumer, or group of consumers on a tariff, RGGOs are retired and listed on a Retirement Statement.

This statement is provided to the consumer in the form of a PDF file which shows the RGGOs that have been allocated to them. These statements are used as evidence that consumers are using green gas and allow them to report greenhouse gas (GHG) savings.

Retirement Statements can be verified as genuine by entering a unique pin number into the GGCS website.

By carefully controlling the number of RGGOs issued and ensuring that they are retired at the point they are allocated to a consumer, the GGCS protects against double counting and consumers can buy green gas with confidence.

### Biomethane production and RGGO issuing in 2022

The UK now has approximately 110 operating biomethane-to-grid plants, 98 of which were members of the GGCS at the end of 2022.

These 98 plants represent 75-80% of total biomethane volume injected into the UK gas grid, meaning we can provide traders, suppliers, and customers with the opportunity to source green gas at the volumes, vintages, and feedstocks they require.

RGGOs have been issued in respect of 3,900 GWh of gas injected during 2022 and we estimate this total will rise to 4,000 GWh as producers continue to register gas from the later part of the year.

Wastes and residues were used as the biomass input for over 50% of the RGGOs issued.



Figure 1 - GWh of RGGOs issued by feedstock type (as of May 17th 2023)

#### **Prospects for growth**

We saw throughout 2022 and into the start of 2023, that there are a number of plants with NDRHI accreditation which are still in the process of fully commissioning and we expect another 10-20 of those plants to join the Scheme in the next 18 months.

The other Certificate scheme operating in the UK, Green Gas Trading Ltd trading as the Biomethane Certification Scheme, has now announced its closure, and over Spring 2023 the producers from that Scheme have moved or have started the process of moving over to the GGCS.

The first plant with GGSS accreditation is now flowing gas and being issued with RGGOs and 10 other projects have been issued with tariff guarantees. Progress in building and commissioning plants under the GGSS has been slower than hoped and the Government launched a "mid-scheme review", with a suggestion that it will be extended beyond its current deadline, to 2026, to give developers more certainty and confidence to build out their projects. The final decision on these proposals will be announced later on in 2023.

In 2023 the Government will publish an updated biomass strategy which will include a clearer view of what they see as the potential for biomethane production in the medium to long term. They are also continuing to develop their plans for a successor mechanism to the GGSS that will support the long-term growth of biomethane production in the UK.

#### **Biomethane traders**

A substantial number of new trader accounts were opened during the year, bringing the total to 98 at year end.

Traders offer a diverse range of services to our producer members, providing them opportunities to sell their RGGOs in one-off transactions or via multi-year agreements, as well as the potential to be supported through ISCC Certification and have RGGOs transferred to the DENA Biogasregister in Germany. The full spectrum between individual brokers and large multinationals is represented in the membership and a full list of trader accounts is available on our website here – www.greengas.org.uk/certificates/for-sale

#### **Consumers and RGGO retirements**

RGGOs are retired when purchased by a gas consumer, either individually or via a tariff, or when they are transferred to another biomethane registry (such as DENA).



Figure 2 - RGGOs retired each year

#### Top line trends

Year-on-year volumes of RGGOs retired rose from 2,379 GWh to 4,476 GWh in 2022. This is by far the largest number of retirements seen since the Scheme started. Below we explore where that demand came from, sector by sector.



Figure 3 - RGGOs retired by sector and year

#### Transport

RGGOs allocated to transport are based on biomethane that has received the NDRHI and are generally used for voluntary emission reporting purposes, or for the provision of a green gas tariff at public fuelling stations outside the UK. RGGOs can also be allocated to buses and a small benefit claimed from Government as part of the Bus Service Operators Grant (BSOG). Volumes do not reflect the amount of biomethane award Renewable Transport Fuel Certificates (RTFCs) which are often for imported biomethane that does not have an RGGO attached.

Demand from the transport sector remains low in 2022.

#### **Domestic consumers**

The number of tariffs on the UK market dropped due to the failure, or withdrawal from the market, of some energy suppliers who had been offering green gas tariffs. However, this appears to have been balanced by an increase in volumes used by non-UK gas suppliers (we have included those where we believe the majority of their consumers are domestic).

Those non-UK domestic consumers helped boost the 2022 retirements to this sector, but it was not the main driver of demand.

### Non-Domestic consumers (NGO, SME, and I&C)

The non-domestic sector continued to grow in both total volume and number of customers (see Figure 5). It was the most significant contributor towards the overall increase in RGGO retirements and that reflected growing demand from UK and non-UK consumers.



Figure 4 - Transport, NGO, SME, and I&C RGGOs retirement volumes with number of individual consumers

**Figure 5** shows the percentage of the total retirements in the transport and non-domestic sector by the ten largest consumers. While the number of consumers has increased (see Figure 4), the 10 largest still represent around half of all retirements in this sector. In 2022 each of these consumers retired 35 GWh of RGGOs or more.



Retirement by consumer 1-10
Retirement by consumer 11-X

Figure 5 - Percentage of non-domestic and transport RGGO retirement from top ten largest consumers

#### **Exports to DENA**

The volume of RGGOs transferred to DENA grew substantially in 2022 and was over 1 TWh, representing around 25% of all RGGO retirements during the year. The GGCS does not receive a breakdown of the types of end consumer purchasing RGGOs that have been transferred, so we are unable to analyse this data further.

Since September 2021 transfers to DENA have been conducted via the ERGaR Certificate of Origin Scheme which has improved the efficiency of the transfer process.

There were no exports to any other registries during the year and no imports were received.

### How is green gas produced?

The GGCS currently issues RGGOs for two types of green gas – biomethane and biopropane.

#### **Biomethane**

Biomethane is produced by the anaerobic digestion of various wastes, residues, and crops. The "raw biogas" produced is put through an upgrading process which removes any impurities and splits the methane from the carbon dioxide ( $CO_2$ ).

The methane is carefully monitored for purity and, in most cases, propane is added to bring it up to the calorific values required. It is then injected into the gas network.<sup>1</sup>

The  $CO_2$  stream is generally vented to the atmosphere<sup>2</sup>, but some plants capture it for use in the food industry or in nearby greenhouses to encourage faster plant growth. In the coming years we expect that the biomethane sector will continue to pioneer bioenergy carbon capture, storage, and use (BECCUS) which is key to the UK meeting is carbon targets<sup>3</sup>. The types of feedstocks AD plants use (waste, residue, or crops) are listed on our **website**. The majority of plants (53 of 98) use a range of inputs – mixing locally grown crops and sources of wastes and residues. A smaller number (35) only use wastes and residues, which include sources such as sewage, domestic and commercial food waste collection systems, or the "leftovers" from food and drink manufacturing such as dairy processing or brewing and distilling. A small number (10) use only crops (described as Product/ Co-Product in the Non-Domestic Renewable Heat Incentive (NDRHI) and Green Gas Support Scheme (GGSS)).

Plants commissioning since 2018 under the NDRHI or GGSS have had a "crop cap" which means that biomethane from crop above 50% of total production is not subsidised. This makes it unlikely that more crop-only plants will be built in the future.



Figure 5 - Biomethane Producer by input type

<sup>1</sup> RGGOs are never issued for the kWh of fossil propane injected into the grid.

<sup>2</sup> Note that this CO<sub>2</sub> is part of the biogenic short term carbon cycle and does not add to atmospheric concentrations of CO<sub>2</sub> as the combustion of fossil fuels does.

<sup>3</sup> https://www.theccc.org.uk/publication/sixth-carbon-budget/

#### **Biopropane**

Biopropane (also called bioLPG) is a by-product in the manufacturing of biodiesel from vegetable oils using a refining process. It is produced by **Neste in Rotterdam** and Phillips 66 in the UK.

Both Calor and Flogas allocate the biopropane to its customers by means of the RGGOs we issue.

They are issued and traded separately from RGGOs issued for biomethane. Information and statistics provided in this report relate to RGGOs issued for biomethane unless otherwise specified. More information about biopropane can been found in the link provided above.

#### Incentives for green gas production

The main source of revenue for green gas producers is income from the sale of their gas and from Government incentive schemes, being either the NDRHI, the GGSS, or the RTFO (Renewable Transport Fuel Obligation)<sup>4</sup>.

RGGOs purchased in respect of green gas that has received Government support through the NDRHI /GGSS, or gained a financial benefit under the RTFO, cannot claim to be creating additional production, and we provide more information on this <u>"additionality"</u> concept on our website. However, by providing an extra revenue stream which is recognised by project funders, a marginal project may go head that otherwise would not be viable. Government can also factor the RGGO price into the support that they offer, which has been done in the design of the GGSS. This allows government support to go further than it would otherwise and additional biomethane and green gas to be produced.

We hear more and more from developers of biomethane production facilities that the "green premium" realised by the sale of RGGOs is essential to their business model, adding weight to our long held view that RGGOs are "an important driver for further growth of green gas production in the UK" (Ecofys, 2016)<sup>5</sup>.

#### Sustainability criteria

The GGCS operates according to a set of **Scheme Rules** that set out criteria on which gases qualify as green and may be issued with RGGOs. These Rules state that it should be demonstrable that the gas "has been produced from a renewable source" and has "lower GHG emissions from its production and consumption than an equivalent fossil fuel product".

These Rules are followed by issuing RGGOs for biomethane that has been shown to meet the sustainability criteria of the NDRHI, GGSS, or RTFO.

The NDRHI rules require the GHG emissions from the production of biomethane, up until the point of injection, to be no more than 125gCO<sub>2</sub>e/kWh<sup>6</sup>, representing a 60% reduction on average emissions for delivery of a kWh of heat to a consumer in Europe.

In the vast majority of cases, biomethane production will be comfortably below that threshold e.g.  $110gCO_2e/kWh$  and below, and when using waste and residues as inputs, emissions of 35-70gCO<sub>2</sub>e/kWh are typical.

During 2022 the first biomethane plant to receive the GGSS<sup>7</sup> commissioned and this producer and subsequent GGSS producers, must achieve at least a 70% GHG saving, making the threshold 86.4gCO<sub>2</sub>e/kWh<sup>8</sup>. Under the GGSS, plants will be able to average the emissions across all their feedstocks rather than calculating them on a feedstock-by-feedstock basis as they do for the NDRHI.

In addition to meeting a GHG threshold, the NDRHI and GGSS also require that feedstocks must not be grown on land converted from uses with high biodiversity or carbon storage value, such as peatland or forest.

Each year GGCS producers must provide us with independent audits which show that they have met the NDRHI or GGSS sustainability criteria, or, in any instance where NDRHI or GGSS was not claimed, that an equivalent set of criteria were met, such as those set out within the RTFO.

In 2022 the GGCS published a guidance document on the Environmental Benefits and Impacts of Biomethane which is available <u>here.</u>

<sup>&</sup>lt;sup>4</sup> https://www.ofgem.gov.uk/environmental-and-social-schemes/non-domestic-renewable-heat-incentive-rhi

https://www.ofgem.gov.uk/environmental-and-social-schemes/green-gas-support-scheme-and-green-gas-levy | Renewable Transport Fuel Obligation - GOV.UK (www.gov.uk) <sup>5</sup> https://www.greengas.org.uk/certificates/emissions-reporting

<sup>&</sup>lt;sup>6</sup> Equivalent to 34.80gCO<sub>2</sub>e/MJ. 1 kWh = 3.6 MJ. gCO<sub>2</sub>e/kWh are always calculated against the lower heating value of methane.

<sup>&</sup>lt;sup>7</sup> https://www.ofgem.gov.uk/publications/green-gas-support-scheme-guidance

<sup>&</sup>lt;sup>8</sup>Equivalent to 24gCO<sub>2</sub>e/MJ.

#### Reporting green gas use

GGCS works to improve the clarity and consistency of reporting rules related to government and nongovernmental frameworks for greenhouse gas (GHG) reporting. Our aim is to achieve greater recognition of the benefits of sourcing renewable gas supplies as part of corporate climate action plans. Depending on the type of consumer, green gas use may be reported against different sets of criteria and methodologies. We support our members and interested consumers with a range of advice and guidance documents, specific to their situation.

**Domestic consumers** do not usually report the GHG emissions associated with their energy use. However, it is important they are provided with clear and accurate information regarding the way in which their gas use is matched to green gas production, on the basis of issuing and retirement of RGGOs.

GGCS Scheme Rules require that members must be "honest and transparent when marketing green gas" and that they "put in place robust processes to ensure that they are meeting their commitments to End-Use Consumers signed up to that tariff, by retiring an appropriate quantity of RGGOs". We back that up by requiring members to regularly provide evidence of how they have met those rules. The Scheme is therefore able to offer assurance to households that they are being provided with a credible and robust tariff.

The GGCS continues to be used as an "Approved Certification Scheme" within the Green Gas Levy framework. This is in addition to the recognition of GGCS RGGOs in determining derogations from the energy price cap.

We continue to believe that green gas should be fully incorporated into the green tariff framework administered by Ofgem and await a reply from Government on their 2021 call for evidence on "Designing a framework for transparency of carbon content in energy products". Non-domestic consumers range in scale from small independent businesses through to multinational corporations, NGO sector organisations, and the wider public sector such as universities. Increasing numbers of these organisations are adopting carbon reduction targets as part of sector pledges e.g. Delivering a Net Zero NHS, or individual corporate commitments on climate change. There is a range of statutory and voluntary emission reporting methods and obligations that apply to different groups of consumers.

The most widely used international reporting methodology is the Greenhouse Gas Protocol (GHGP) and guidance on the use of RGGOs within the protocol is provided here – <u>www.greengas.org.uk/</u> <u>news/ggcs-guidance-documents</u>

The GHGP links to a range of emissions reporting and disclosure schemes such as the CDP and the SBTi and consumers are recommended to take the advice of any consultants and auditors they employ to help them understand how RGGOs can be used within these schemes.

We have also **published guidance** on the Streamlined Energy and Carbon Reporting (SECR) rules, which makes it mandatory for large UK companies to report their greenhouse emissions to Government.

There are several areas of emissions reporting where RGGOs are not yet recognised as evidence of green gas use including:

- The UK Emissions Trading Scheme (UK ETS)
- The EU Emissions Trading Schemes (EU ETS) (with exceptions in a limited number of member states)
- Climate Change Agreements
- Climate Change Levy
- Low Carbon Building and Planning Regulations

#### Maintaining a robust scheme

The GGCS is administered by **<u>Renewable Energy</u> <u>Assurance Limited</u>** (REAL), a subsidiary of The Association for Renewable Energy and Clean Technology (REA).

Over the last decade REAL has developed a reputation for integrity and transparency in administering a variety of codes and schemes within the renewables and organics sectors.

REAL maintains ISO 9001 certification for its management systems, providing further evidence that it operates according to a clear set of principles and structures.

Because of our extensive efforts to maintain the highest standards, the GGCS was able to meet the criteria to become recognised as an "Approved Certification Scheme" by the UK government<sup>9</sup>. This status allows suppliers to use our Scheme to ensure compliance with the Green Gas Levy where they have requested an opt-out based on their supply of renewable fuel.

#### **Rules and Guidance**

The GGCS is administered according to our Scheme Rules which are published on our website <u>- www.greengas.org.uk</u>

The Scheme Rules require REAL to administer the Scheme in a fair and equitable manner and require Scheme members to be fair and transparent in their marketing of green gas.

The GGCS operates a whistleblowing policy to ensure that any concerns can be dealt with in the appropriate manner.

#### Member oversight

The Scheme Rules provide for the Scheme to be monitored by an Oversight Panel composed of its members. The Panel met in May and November 2022 with members providing feedback on a range of issues as well as agreeing the Scheme Fees for 2023.

The Oversight Panel is chaired by Sue Ellwood who also sits on the REAL company board **(LinkedIn profile here).** She has a wealth of experience in the gas industry and a keen eye for compliance.



<sup>9</sup> Exemptions from the Green Gas Levy (GGL): approved biomethane certification schemes - GOV.UK (www.gov.uk)

#### Monitoring compliance

The Scheme appointed Aardvark Certification Ltd to conduct an audit of our activities between October 2021 and September 2022.

The Scheme employed a new auditor to review its operations after several years of using the same organisation. This provided us with a fresh perspective on our operations and, as with previous audits, it wasconfirmed that we have robust processes in place to issue, transfer, and retire RGGOs and that the GGCS has operated according to its Scheme Rules and contractual obligations with its members. The audit report is available to members on request.

The annual external audit is complemented by quarterly internal audits which assess the full spectrum of the Scheme's activities. These audits ensure that the correct procedures were followed when opening any new accounts and during the issuing of RGGOs, through to the monitoring of domestic green gas tariff obligations, and interaction with other certificate schemes such as ISCC.

Internal audits are assessed by our Compliance Committee led by an independent Chair, Pamela Taylor (LinkedIn profile here). The Committee also reviews and challenges our processes and management systems, for example:

- challenging instances where we have made corrections to RGGOs issued to ensure that the correct processes have been followed.
- continuously improving our risk register to ensure all risks have been assessed and appropriate mitigation actions are in place.

#### Verifying gas injection data

All biomethane producers who participate in the Scheme are required to produce independent, thirdparty verification of their meter readings and GHG calculations that form the basis of the RGGOs issued to them. This verification process also checks that RGGOs are correctly labelled as being for gas produced from waste, residue, or crop inputs.

This allows us to offer a high level of assurance to the market that RGGOs accurately represent the amount and nature of biomethane that is injected into the grid.

#### Maintaining a secure database

Each producer and trader have a secure account within the GGCS database where RGGOs are transferred and retired. Internal and external audits check that RGGOs retired can be tracked back to RGGOs issued without any duplication. The security features of the database are described here – <u>https://www.greengas.org.uk/</u> scheme/security

### Policy activity

The GGCS engages with policy makers around the current and future potential of green gas and the role that tracking those gases from production to consumption can play in the efficient delivery of policy aims. Policy workstreams and achievements in 2022 included:

- Continued participation, via our position on the ERGaR Board, in the GHG Protocol (GHGP) Carbon Removals and Land Sector Initiative – Bioenergy Technical Working Group (TWG). The aim of the initiative is to produce guidance on accounting and reporting GHG emissions and carbon removals associated with bioenergy. Uncertainty relating to the withdrawal in late 2019 of an Appendix to the GHGP Scope 2 guidance, which included a methodology for the reporting of green gas, has prevented some consumers from entering the market as they are unsure if their RGGO purchases will be recognised. Draft guidance was published in Autumn 2022 to which the GGCS provided comprehensive feedback, as well as support to GGCS members to provide their own input.
- Engaging with the UK Government to keep them appraised of the RGGO market and its role in supporting additional biomethane production.
- Meeting with Government officials working on hydrogen policy to explain the role of RGGOs in encouraging new renewable gas production.
- Continuing to support the REA on a range of policy issues around biogas, biomethane and hydrogen.

### Meet the team

GGCS team members have a broad range of experience from across the renewables sector and provide Scheme members with an efficient and proactive service. The team members work hard across a range of policy areas to develop consumer and Government recognition for green gas.



Years with GGCS



Jesse Scharf Scheme Director

Jesse is responsible for the day-to-day operation of the Scheme, and for developing new business areas such as piloting the use of Hydrogen GoOs and engaging with stakeholders in industry and Government.

In 2022 he was appointed as President of the board of the European Renewable Gas Registry (ERGaR), ensuring that the GGCS maintains close connections with our partners around Europe.



Years with GGCS

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**Syed Ahmed** Policy Advisor

Syed is a longstanding member of the GGCS team, providing invaluable advice on a range of policy topics that impact the green gas market.

He has a breadth of experience across the energy industry, including as a member of SGN's Customer Engagement Group during the passage of RIIO-GD2.



Years with GGCS

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**Boris Eremin** Membership and Compliance Officer

Boris is an integral part of the GGCS team and well known to our producer members, supporting them to efficiently register their gas injections and be issued with RGGOs.

Alongside that work he ensures that producers complete and submit the appropriate audits and that our quarterly internal audit is carried out to the highest standard.



Years with GGCS



Virginia Graham OBE Renewable Energy Assurance Ltd - Chief Executive

Virginia was part of the team that set up GGCS in 2011 and continues to provide her expertise and experience in developing new projects and shaping the direction of the Scheme.

### A word from our members...

### **Firstmilk** The Regenerative Co-op

"First Milk has a well-established sustainability programme, which includes ambitious net zero targets and the UK dairy industry's largest regenerative farming programme, recognised by our B Corp certification and King's Award for Enterprise for Sustainable Development. Green energy is central to our net zero journey and GGCS an integral part, providing the professional services to support our certification and supply of green energy to local communities."

"As a founding member of ERGaR, STX Group has been active in the Biomethane market for over 10 years. The company now trades over 5 TWh annually, providing market liquidity across the European and UK markets with the help of the GGCS. The GGCS allows the Green Gas market to operate smoothly, offering guidance and knowledge on regulation, policy, and new technologies.

The support provided by the GGCS team to both producers and traders is instrumental for the progression of renewable energy investments throughout the UK as well as the reduction of GHG emissions. STX is proud to work with and be a member of such a professional community and looks forward to the development of the Green Gas market."

# STX



In 2019 REAL achieved certification of its Quality Management System to the ISO 9001:2015 standard.

The ISO 9001:2015 standard is based on a number of quality management principles including a strong customer focus, the motivation and implication of top management, the process approach and continual improvement. Using ISO 9001 helps ensure that customers get consistent, good-quality products and services, which in turn brings many business benefits.

The seven quality management principles are:

- customer focus
- leadership
- engagement of people
- process approach
- improvement
- evidence-based decision making
- relationship management.





For further information, including membership lists of producers and traders active on the GGCS, please visit **www.greengas.org.uk** 

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