

Service Care Solutions Ltd.

Carbon Reduction Plan for UK PPN 006

Supplier Name: Service Care Solutions Ltd.

Reporting Period: January 2024 – December 2024

Publication Date: 20th October 2025

COMMITMENT TO ACHIEVING NET ZERO

Service Care Solutions is committed to reducing Scope 1 and Scope 2 greenhouse gas (GHG) emissions by 75% by 2030.

Service Care Solutions is committed to achieving Net Zero greenhouse gas (GHG) emissions by 2045, for Scope 1, 2 and Scope 3.

BASELINE EMISSIONS FOOTPRINT

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emission reductions can be measured.

Baseline Year: 2022

Additional details relating to the baseline emissions calculations:

Service Care Solutions' carbon footprint baseline measurement was calculated for the period starting on the 1st of January 2022 and ending on the 31st of December 2022.

The accompanying report focused on Scope 1 (direct emissions) and Scope 2 (indirect emissions) and the baseline of Scope 3 (indirect, value chain emissions) emitted by Service Care Solutions. The data was provided by Service Care Solutions and calculated by 5D Net Zero in accordance with the UK Government Greenhouse Gas (GHG) Conversion Factors for Company Reporting, through their ISO 14065 Standard assured process.

The report provided a progress update, based on Service Care's baseline and their most recent reporting year, January to December 2024, allowing for continued planning, adaptation and focusing of operations to negate and offset all GHG emissions.

Since the baseline year, Service Care Solutions has expanded the scope of its reporting each year. The 2023 assessment introduced emissions from staff homeworking, while the 2024 reporting further increased coverage to include Purchased Goods and Services, as well as emissions from cloud-based servers, water use, and treatment.

The measurements below have been rounded to the nearest hundredth decimal place.

Baseline Year Emissions:

EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	9.03 tCO ₂ e, which included:
Stationary Combustion	- 9.03 tCO ₂ e
Scope 2	17.71 tCO ₂ e, which included:
Electricity usage (market-based)	- 17.71 tCO ₂ e
Scope 3	104.99 tCO ₂ e, which included:
Waste Disposal (paper only)	- 0.12 tCO ₂ e
Commuter Miles	- 100.19 tCO ₂ e
Business Travel	- 4.68 tCO ₂ e
Total Emissions	131.73 tCO ₂ e

CURRENT EMISSIONS FOOTPRINT

Reporting Year: 2024

EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	7.44 tCO ₂ e, which included:
Stationary Combustion	- 7.44 tCO ₂ e

Scope 2	12.56 tCO ₂ e, which included:
Electricity usage (market-based)	- 12.56 tCO ₂ e
Scope 3	128.63 tCO ₂ e, which included:
Purchased Goods and Services	- 45.02 tCO ₂ e
Upstream Distribution	- Data not available
Waste Disposal	- 1.79 tCO ₂ e
Water (Supply & Treatment)	- 0.16 tCO ₂ e
Business Travel	- 1.96 tCO ₂ e
Hotel Stays	- 0.51 tCO ₂ e
Commuter Miles	- 68.03 tCO ₂ e
Homeworking	- 11.16 tCO ₂ e
Downstream Distribution	- none reported
Total Emissions	148.63 tCO ₂ e

EMISSIONS REDUCTION TARGETS

To achieve Net Zero, Service Care Solutions has set the following carbon reduction targets:

- Reduce Scope 1 and 2 emissions by 75% from baseline year by 2030.
- Achieve Net Zero by 2045.

We project that office-based carbon emissions will decrease over the next five years to 83.21 tCO₂e by 2029. This is a reduction of 37% since the baseline and 44.02% since the latest reporting year.

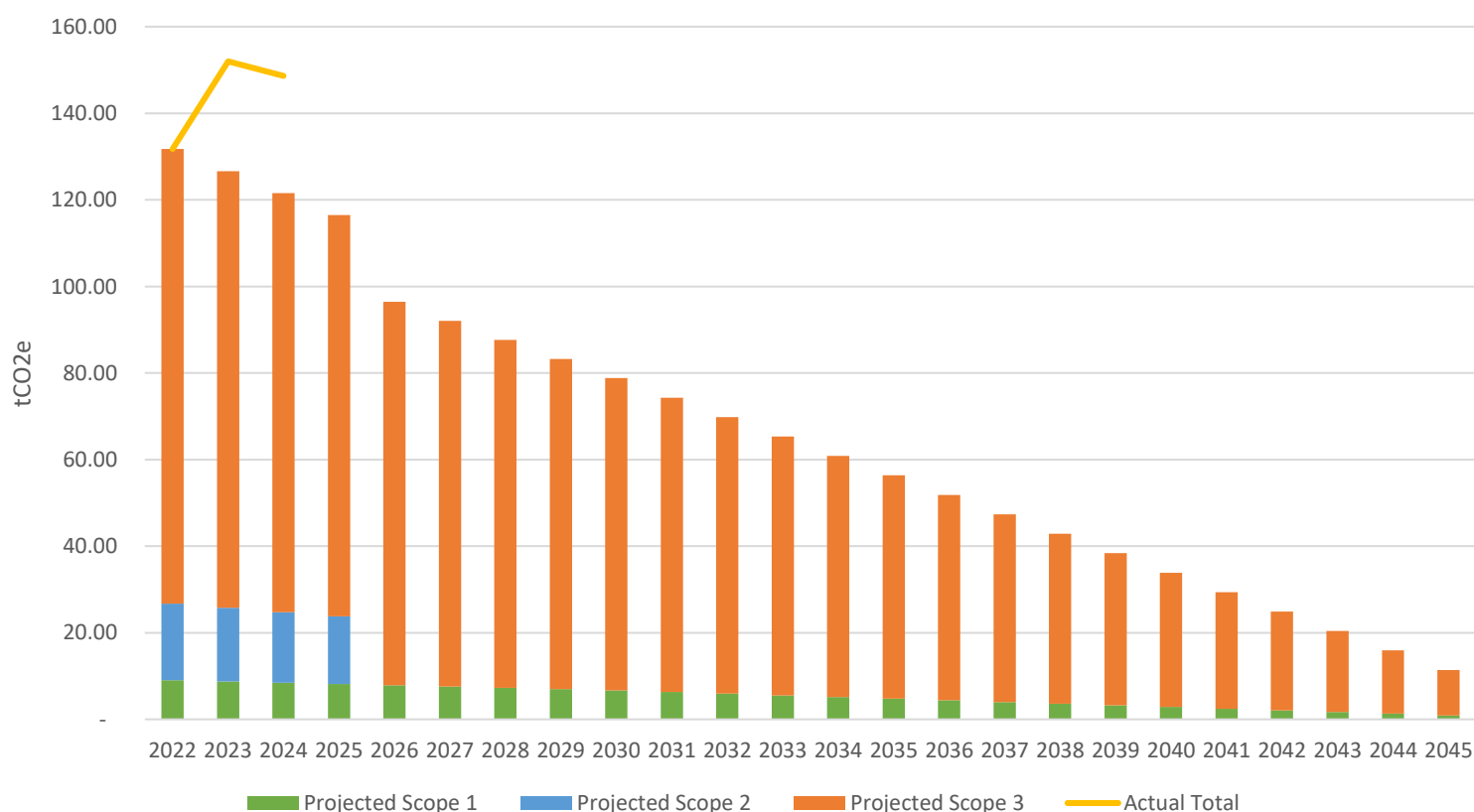
The graph below illustrates the projected year-on-year reductions required to achieve net zero across Scopes 1, 2 and 3 from the baseline year, alongside the actual emissions recorded to date.

Actual emissions have increased by 13% since the baseline year; however, this is largely due to an expanded reporting scope that has identified additional emission sources.

When comparing only the categories included in the baseline, all have shown reductions except for waste. The increase in waste emissions is due to the inclusion of all waste streams rather than paper waste alone.

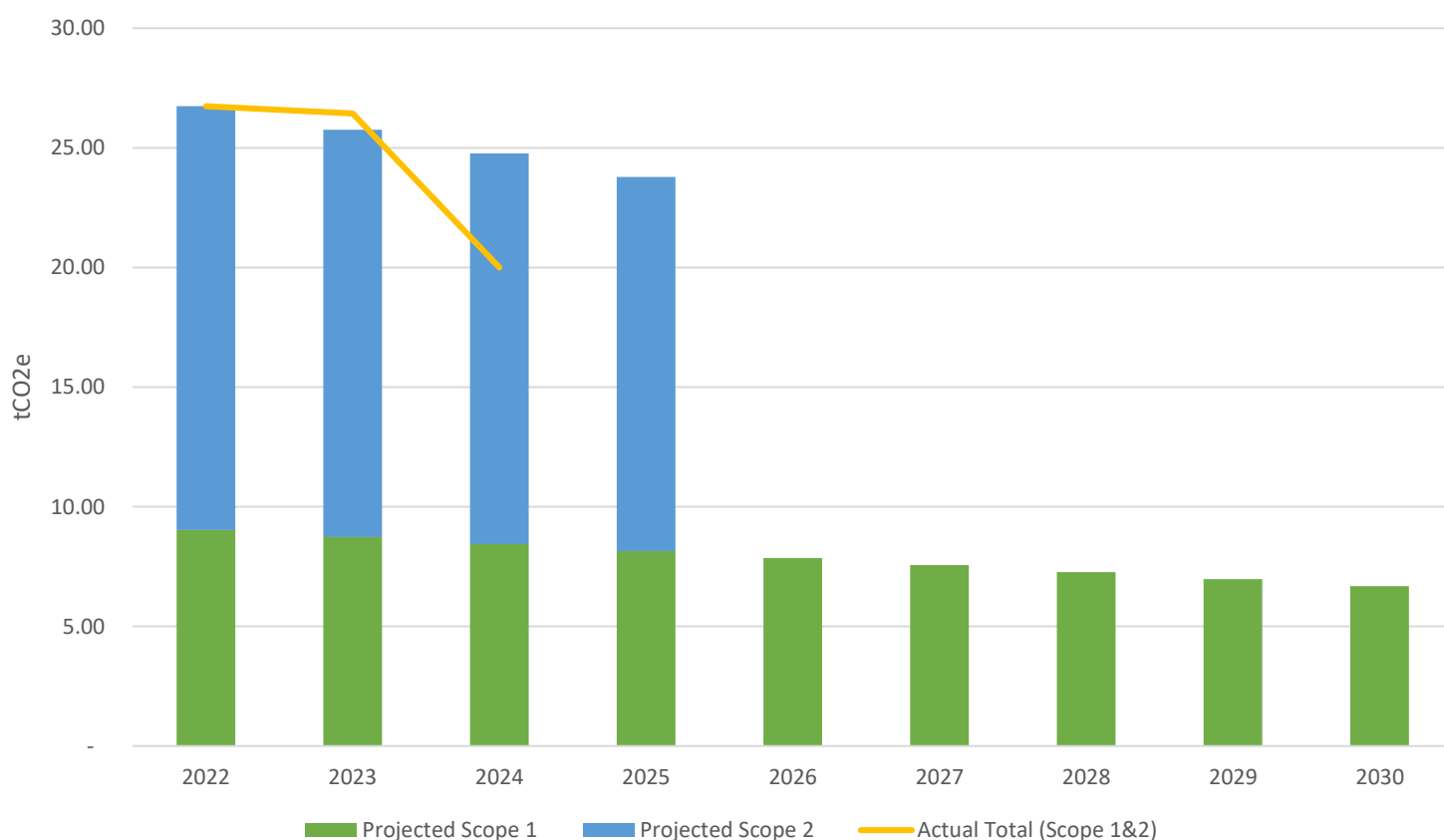
On a like-for-like basis, total emissions are 82.55 tCO₂e, representing a 37% reduction from the baseline year.

Service Care Solutions: Projected GHG Emissions (2022–2045) vs Actual Emissions (2022–2024) Scopes 1, 2 and 3



Scopes 1 and 2 have decreased year-on-year. The graph below demonstrates this reduction, with current reported emissions below the projected pathway required to meet near-term targets. Overall, Scope 1 and 2 emissions have decreased by 25% since the baseline year.

Service Care Solutions: Projected GHG Emissions (2022–2045) vs Actual Emissions (2022–2024) Scopes 1 and 2



CARBON REDUCTION PROJECTS

COMPLETED CARBON REDUCTION INITIATIVES

The following environmental management measures and projects have been completed or implemented since the 2023 baseline. The carbon emission reduction achieved by these schemes equates to 49.18 tCO₂e, a 37% reduction against the 2023 baseline and the measures will be in effect when performing the contract.

- Achieved ISO 14001 accreditation.
- Regular maintenance of the boiler and heating systems to ensure efficient operation.
- Air conditioning systems serviced every six months, including leak checks.
- Installation of smart thermostats to regulate heating based on actual temperature.
- Air conditioning temperature controls fixed between 21–23°C to prevent unnecessary adjustments.
- Motion detectors installed on lighting systems to reduce energy waste.
- Centralised waste bin campaign with clear signage, reminders, and employee communications to encourage correct waste segregation.
- Installation of a dedicated food waste bin.
- Battery recycling available for employees, with collected batteries taken to a recycling centre.
- Waste contractor for confidential paper waste confirmed as zero-to-landfill.
- Adoption of a digital-first approach, prioritising paperless transactions and communication.
- Provision of active travel infrastructure, including showers, lockers, and a bike rack, to support low-carbon commuting.

FUTURE CARBON REDUCTION INITIATIVES

In the future we hope to implement further measures such as:

- Carry out a heat mapping survey in the office to identify energy efficiency opportunities and implement key recommendations.
- Deliver online energy efficiency training for employees.
- Implement a data retention policy to strengthen data management and reporting accuracy.
- Conduct an internal data retention workshop, including guidance on removing redundant data.
- Promote sustainable travel schemes, such as Cycle to Work and EV charger subsidies, through internal communications and noticeboards.

- Conduct an employee questionnaire on home working habits to improve data accuracy and identify engagement opportunities, such as encouraging renewable energy tariffs for home offices.

DECLARATION AND SIGN-OFF

This Carbon Reduction Plan has been completed in accordance with PPN 006 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard¹³ and uses the appropriate government emission conversion factors for greenhouse gas company reporting.¹⁴

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements (where required), and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard.¹⁵

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

Signed On Behalf of The Supplier:

Date:

¹³ <https://ghgprotocol.org/corporate-standard>

¹⁴ www.gov.uk/government/collections/government-conversion-factors-for-company-reporting

¹⁵ <https://ghgprotocol.org/standards/scope-3-standard>