



Carbon Footprint Report

Service Care Solutions

January 2024 - December 2024

Scopes 1, 2 & elements of 3

Calculated & Verified By



About this report

This report establishes the Greenhouse Gas (GHGs) emissions produced through the operations of Service Care Solutions and their head office in Preston, UK.

All calculations were in accordance with the UK Government's Environmental reporting guidelines and The Greenhouse Gas Protocol Corporate Accounting and Reporting Standard.

Emissions within Scope 1, 2 and Scope 3 (6 categories) were reported on during the period 1st January 2024 - 31st December 2024



Introduction

This is Service Care Solutions' third year of reporting on their emissions. In this report, Scope 1, Scope 2, and selected Scope 3 emissions have been assessed as part of their commitment to understanding and reducing their carbon footprint.

The data was provided by Service Care Solutions and the results have been independently verified by 5D Net Zero.

Reporting Boundary

Time Boundary

1st January 2024 - 31st December 2024

Organisational Boundary

This footprint's organisational boundary covers operations across Service Care Solutions' one site and 95 staff members.

Reporting Boundary

This report includes a full assessment of Scope 1 and 2 emissions, and 6 categories of Scope 3.

The reporting boundary has been designed to capture all relevant emission categories, while excluding those not applicable to Service Care Solutions.

Scope of Reporting

GHG Emission Inventory

Scope	Category	Applicable	Notes
Scope 1	Fugitive Emissions	Yes	No leaks from airconditioning units reported
	Mobile Combustion - Vehicles	Yes	No to report
	Stationary Combustion - Fuels	Yes	Gas heating and diesel for generation.
Scope 2	Electricity Use	Yes	Transitioned to renewable energy tariff during reporting year.
Scope 3	Purchased Goods and Services	No	Cloud hosting and server emissions included
	Upstream Distribution	Yes	Data availability limited
	Waste generated in Offices	Yes	5 Waste streams reported
	Water*	Yes	Supply and Treatment Reported
	Business Travel	Yes	Car and Train travel reported
	Hotel Stays*	Yes	Hotel stays reported
	Employee Commuting	Yes	Employee Questionnaire
	Home Working*	Yes	Estimated homeworking emissions based on average CR and total hours worked at home
	Downstream Distribution	No	None to report

*sub categories have been defined for more granular analysis

Methodology

GHG Protocol - The Three Scope



Service Care Solutions's operational carbon footprint was calculated in line with the Greenhouse Gas (GHG) Protocol Corporate Reporting Standard, the most widely recognised methodology for GHG accounting. This protocol provides a consistent framework for measuring and reporting emissions, enabling businesses to identify, manage, and reduce their environmental impact.

The GHG Protocol categorises operational emissions into three scopes:

Scope 1: Direct Emissions

These are emissions from sources that are directly controlled by your organisation.
e.g On-site Fuel Combustion

Scope 2: Indirect Emissions

These are emissions from the generation of purchased energy consumed by your organisation.
E.g Electricity Usage

Scope 3: Indirect Value Chain Emissions

Scope 3 include all other indirect emissions that are created along a business's value chain. *E.g Business Travel*



Service Care Solutions calculated its carbon footprint using the activity-based method, which relies on specific activity data such as fuel usage and energy consumption. This approach minimises the use of generalised assumptions or averages, thereby increasing the accuracy of the results. The calculation used the UK Government DEFRA's 2024 greenhouse gas conversion factors.

Methodology

Market-Based and Location-Based Emissions

Understanding and reporting both market-based and location-based emissions are critical for creating a complete and accurate picture of an organisation's carbon footprint. While they offer different perspectives, the two methodologies complement each other by addressing different aspects of energy-related emissions.



Market-Based

Reflection of emissions based on specific energy procurement choices i.e. the fuel mix provided by the electricity tariff supplier.



Location-Based

Reflection of energy used at site, from the solar on your roof to the full energy mix from the UK Grid.

To be transparent, and align with the GHG Protocol Corporate Accounting and Reporting Standard, both Market- and Location-based emissions must be reported on.

Assumptions



Stationary Combustion

- Diesel generator refilled; assumed that all fuel was used during the reporting year.

Electricity

- Location-based emissions calculated using the UK average grid factor for standard tariff electricity.

Purchased Goods and Services

- Products calculated using spend-based method.
- For cloud-based servers, three out of four suppliers provided emissions data; one calculated using spend-based method.
- All spend-based calculations adjusted for inflation.

Upstream Distribution

- No data available; not reported.

Waste Disposal

- Disposal frequency known; weights estimated based on average full bin volumes (1100L or 660L). Skip weight data available.
- General waste assumed to be residual waste, recycled paper and mixed recycling assumed to be recycled.
- Skips assumed to be recycled commercial waste.

Business Travel

- Car travel calculated using spend-based method; mileage estimated at 45p per mile. Vehicle type unknown, average car fuel unknown factor applied.
- Train travel and hotel stays calculated using spend-based method.
- All spend-based calculations adjusted for inflation.

Employee Commuting

- Questionnaire used to collect commuting and home working data (62% response rate).
- Responses extrapolated to represent total number of employees.



2024 Carbon Footprint

Market-based Emissions*

Service Care Solutions' total carbon footprint for Scopes 1, 2 and Scope 3: **148.63 tCO₂e**.

	Activity	tCO ₂ e
Scope 1	Stationary Combustion	7.44
	Fugitive Emissions	0.00
Scope 2	UK Electricity	12.56
Scope 3	Purchased Goods & Services	45.02
	Upstream Distribution	Data no available
	Waste	1.79
	Water	0.16
	Business Travel (incl. Hotel Stays)	2.47
	Commuter Miles (incl. Homeworking)	79.19
	Downstream Distribution	None to report
Total		148.63



No other emission activities have been identified from Service Care Solutions's operations in Scope 1, 2 and 6 categories of Scope 3

**Reflection of emissions based on specific energy procurement choices – i.e. the fuel mix provided by the electricity tariff supplier.*

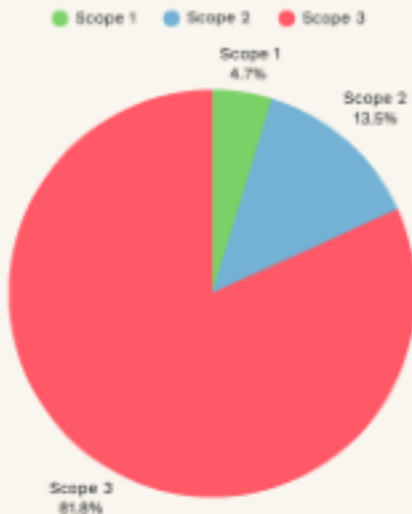


2024 Carbon Footprint

Location-based Emissions*

Service Care Solutions' total carbon footprint for Scopes 1, 2 and Scope 3: **157.29 tCO₂e**.

	Activity	tCO ₂ e
Scope 1	Stationary Combustion	7.44
	Fugitive Emissions	0.00
Scope 2	UK Electricity	21.22
Scope 3	Purchased Goods & Services	45.02
	Upstream Distribution	Data no available
	Waste	1.79
	Water	0.16
	Business Travel (incl. Hotel Stays)	2.47
	Commuter Miles (incl. Homeworking)	79.19
	Downstream Distribution	None to report
Total		157.29

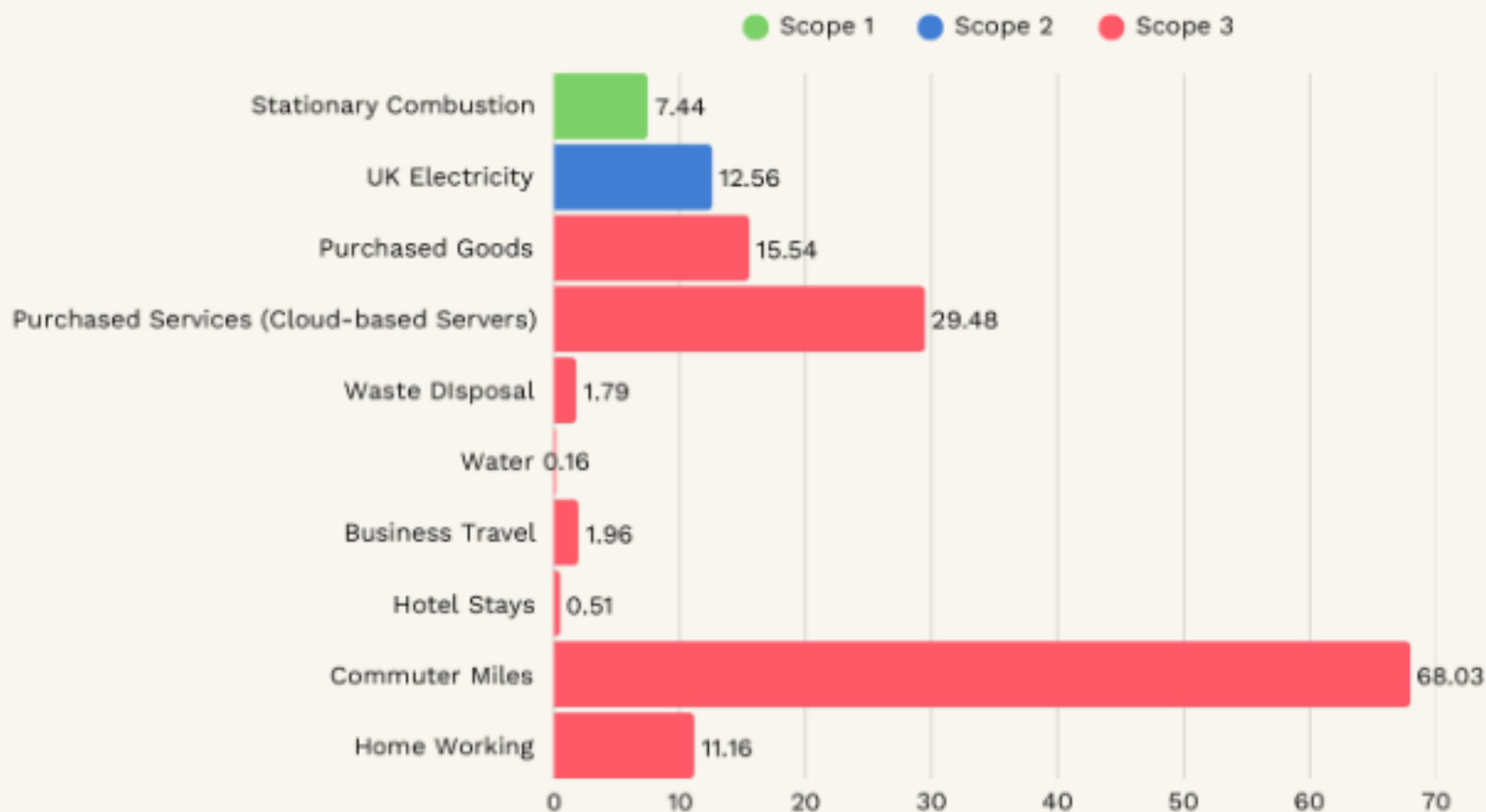


No other emission activities have been identified from Service Care Solutions's operations in Scope 1, 2 and 6 categories of Scope 3

**Reflection of energy used at site, from the solar on your roof to the full energy mix from the UK Grid.*

Analysis

The total carbon footprint (market-based) for the reporting year 2024 is 148.63 tCO₂e.



The highest emissions source was commuter miles, followed by emissions from cloud-based servers and homeworking.

Carbon intensity

Carbon intensity refers to the measurement of carbon dioxide and other greenhouse gases (tCO₂e) relative to the operational scale of an organisation, in this case calculated as tCO₂e emissions per employee.

Service Care Solutions's carbon intensity for 2024:

1.56 tCO₂e per employee

This calculation is based on 95 employees reported

Scope 1

Scope 1 consists of all emissions from sources owned or controlled by the business.

Stationary Combustion

A total of 7.44 tCO₂e was reported, 7.34 tCO₂e from natural gas used for heating and 0.10 tCO₂e from diesel generator use.

Fugitive Emissions

Service care reported no leaks from their air conditioning units, resulting in 0.00 tCO₂e from fugitive emissions.

Results

Total Scope 1 market-based emissions: **7.44 tCO₂e**

Scope 2

Scope 2 consists of emissions that are created through the purchasing of energy from another business.

UK electricity - Market-Based Emissions

Service Care Solutions transitioned from a standard tariff to a renewable electricity tariff in August, resulting in 12.56 tCO₂e. This reflects the lower impact associated with renewable procurement.

UK electricity - Location-Based Emissions

Emissions from grid electricity use amounted to 21.22 tCO₂e. This figure is higher than the market-based calculation, as it is based on the average UK grid mix. The difference highlights the influence of procurement choices on reported emissions.

Results

Total Scope 2 market-based emissions: **12.56 tCO₂e**



Scope 3

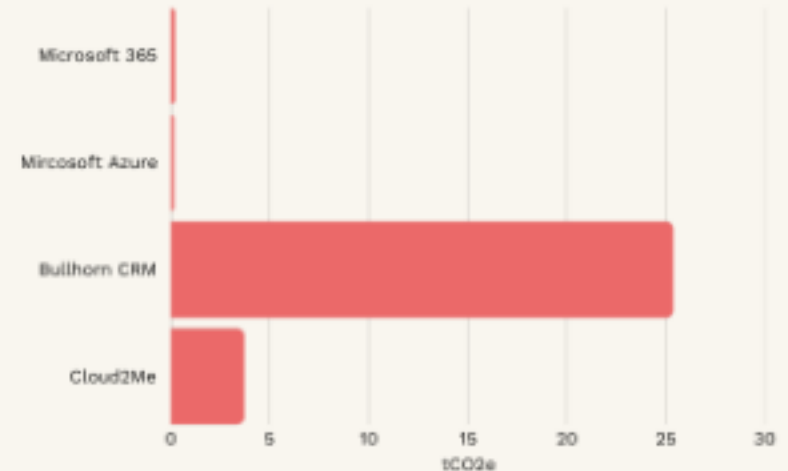


Scope 3 consists of business emissions that are created along a value chain.

Purchased Services

Service Care Solutions

reported four cloud-based services in total. The largest contributor was their Cloud CRM, which produced 25.37 tCO₂e and was calculated using a spend-based method.



Emissions from Microsoft 365 (0.218 tCO₂e) and Microsoft Azure (0.16 tCO₂e) were reported using direct supplier information, while Cloud2Me was calculated using cost combined with the supplier's carbon intensity, resulting in 3.72 tCO₂e. Altogether, cloud-based services accounted for 29.48 tCO₂e, with the Cloud CRM making up the vast majority of this impact.

Purchased Goods

Total emissions from purchased goods were 15.54 tCO₂e, with the largest contributors being clothing (7.29 tCO₂e), paper products (2.51 tCO₂e), and milk (1.98 tCO₂e).

Scope 3

Waste Generated in operations

Emissions from waste disposal totalled 1.79 tCO₂e. The majority came from general waste (98.3%), while cardboard (0.01 tCO₂e), mixed recycling (0.01 tCO₂e) and skip waste (0.01 tCO₂e) each contributed around 0.6%. Paper shredding produced minimal emissions (0.00 tCO₂e).

Water

Emissions from water totalled 0.16 tCO₂e, 0.07 tCO₂e from supply and 0.09 tCO₂e from treatment.

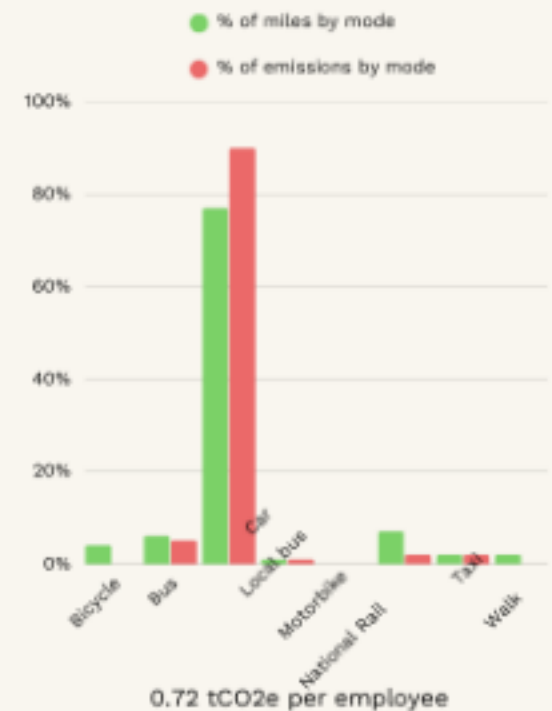
Business Travel

Emissions from business travel totalled 2.47 tCO₂e. The sources of emissions were: car travel (0.64 tCO₂e), train travel (1.32 tCO₂e), and hotel stays (0.51 tCO₂e).

Scope 3

Employee Commuting

Employee commuting totalled an estimated 285,527 miles and produced 42.25 tCO₂e. Car travel dominated, making up 77% of miles and 90% of emissions (37.83 tCO₂e). Public transport played a smaller role, with bus, local bus and rail together accounting for 14% of miles and under 10% of emissions. Active travel, walking (2%) and cycling (4%), contributed 6% of miles with negligible emissions (0.00 tCO₂e).



Homeworking

Emissions totalled 11.16 tCO₂e, based on average tCO₂e per employee per day and number of homeworking days.

Downstream Distribution

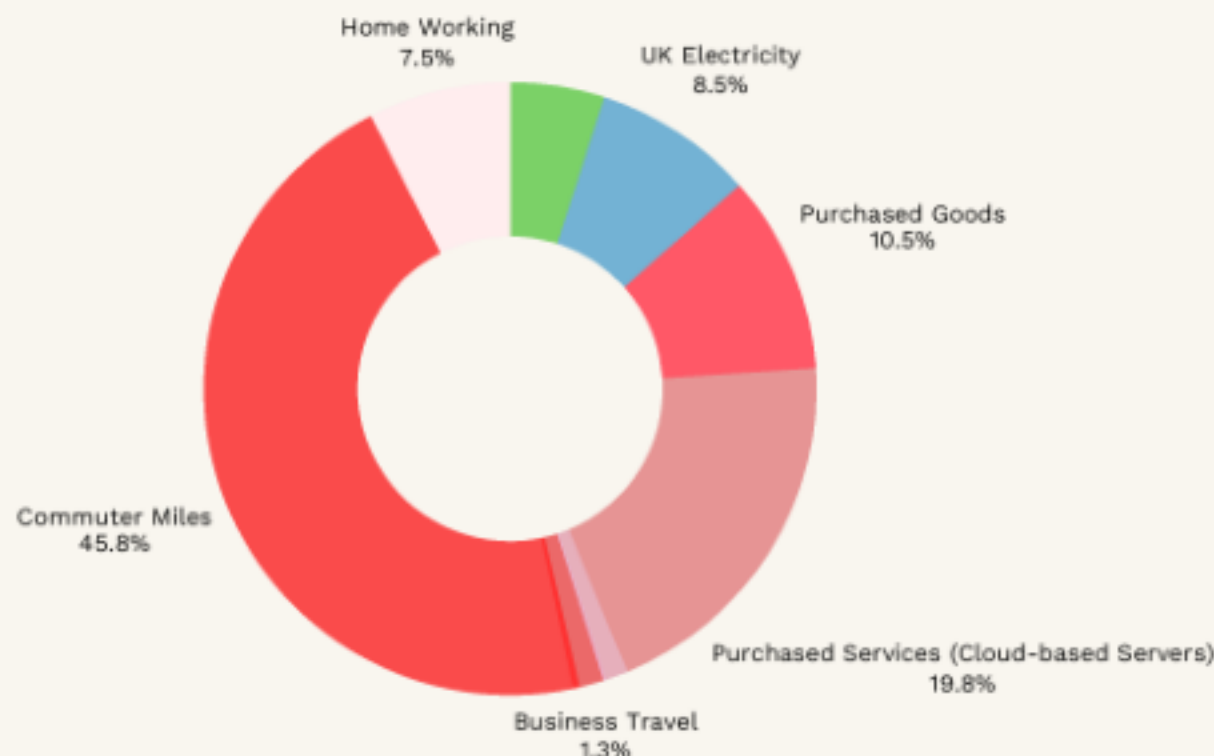
No sources of downstream distribution were reported

Results

Total Scope 3 emissions: **128.63 tCO₂e**

Conclusion

Service Care Solutions has reported a total of **148.63 tCO₂e** of GHG market-based emissions during their reporting period (Janurary 2024 - December 2024).

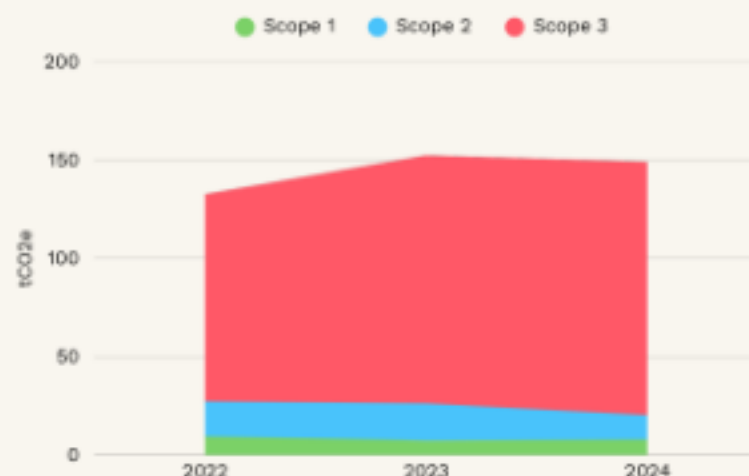


The largest contributor was employee commuting (68.03 tCO₂e, 46%), followed by cloud-based services (29.48 tCO₂e, 20%) and purchased goods (15.54 tCO₂e, 10%). Homeworking (11.16 tCO₂e) and UK electricity (12.60 tCO₂e) were the next largest sources of emissions. All other sources, including stationary combustion, waste, water, business travel, and hotels, were comparatively less, each accounting for less than 6% of total emissions.

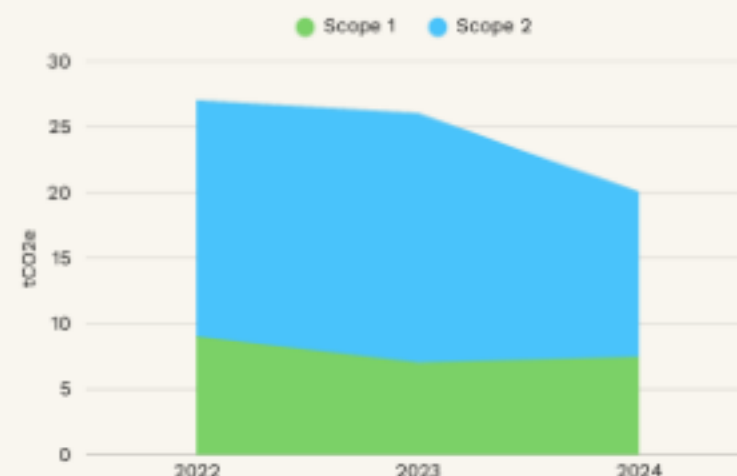
Year-on-year comparison

Total reported emissions increased from 132 tCO₂e in 2022 to 149 tCO₂e in 2024, an increase of around 13%. This is mainly due to Scope 3, which increased from 105 tCO₂e in 2022 to 129 tCO₂e in 2024. This reflects the expansion of reporting scope, rather than an increase in activity.

Scope 1, 2 and 3



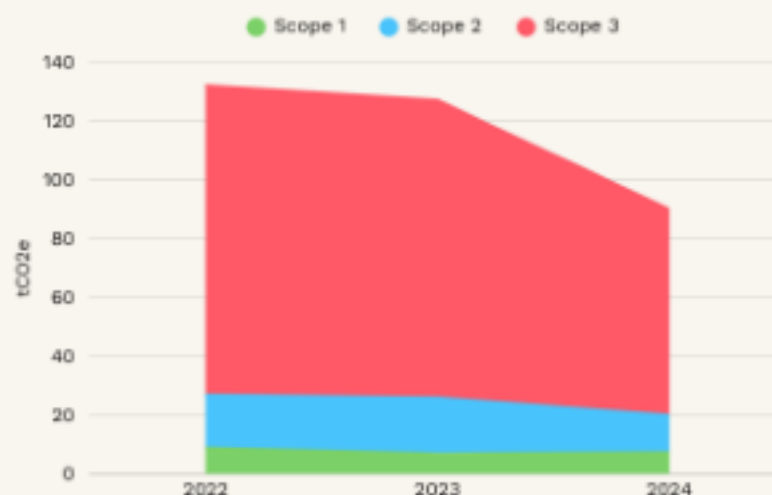
Scope 1 and 2



Scope 1 decreased, from 9 tCO₂e in 2022 to 7 tCO₂e in 2024, reflecting reduced natural gas and generator use. Scope 2 also reduced, from 18 tCO₂e in 2022 to 13 tCO₂e in 2024, following the switch to a renewable electricity tariff. Together, Scope 1 and 2 have decreased by around 26% since 2022.

Year-on-year comparison

Emissions same Scope as Baseline



When comparing only the categories included in the 2022 baseline, total emissions fell from 132 tCO₂e in 2022 to 90 tCO₂e in 2024, a reduction of around 31%. This demonstrates real progress in reducing emissions once changes in reporting scope are accounted for. All categories decreased over this period, apart from waste, where reporting expanded to cover more streams.



Recommendations

The next step is to develop a Carbon Reduction Plan, a clear roadmap to cut emissions from the most significant sources identified in this footprint.

Scope 1 (Stationary Combustion): Review natural gas use for heating and assess opportunities to improve efficiency (e.g. insulation, thermostat controls). Over the longer term, explore alternatives such as electrification of heating systems to reduce reliance on fossil fuels.

Scope 2 (Electricity): Continue the renewable tariff introduced in 2024 and strengthen energy efficiency measures across the office to reduce overall consumption. Employee engagement on energy-saving practices can help maximise the benefits.

Scope 3 (Purchased Goods): Engage suppliers to source lower-carbon goods, particularly in high-impact categories like clothing and paper. Set procurement standards that prioritise recycled or certified sustainable products.

Scope 3 (Purchased Services: Cloud-Based Servers): Work with digital service providers to obtain supplier-specific emissions data and prioritise providers with strong renewable energy commitments. Internally, improve data management by removing redundant files and reducing storage intensity.



Recommendations

Scope3 (WasteDisposal): Improve recycling practices and employee awareness to improve segregation. Explore opportunities to reduce waste at source, particularly paper and general waste.

Scope 3 (Business Travel and Hotel Stays): Improve data by prioritising activity-based over spend-based methods. Introduce a travel policy that promotes lower-carbon options such as rail instead of car or taxi, and favour hotels with sustainability certifications. Encourage virtual meetings to reduce overall travel demand.

Scope 3 (Commuter Miles): Commuting is the largest emissions source. Introduce incentives for active travel, car-sharing and public transport use, while supporting staff in transitioning to electric vehicles where possible. Hybrid or flexible working patterns could further reduce commuting days.

Scope 3 (Homeworking): Provide staff with guidance on reducing home energy use, such as using green tariffs, efficient heating and smart appliances, to help reduce remote working emissions.

Glossary of terms

Baseline	A year of accounted GHG emissions against which an organisation's emissions can be tracked.
Carbon Reduction Plan (CRP)	A CRP sets out an organisation's commitments to reducing emissions and achieving net zero.
CO₂e	Carbon Dioxide and Equivalent Greenhouse Gases.
Direct GHG Emissions	Emissions that are from sources controlled or owned by the reporting organisation.
Emissions	The release of Greenhouse Gases into the atmosphere.
GHG Protocol	The Greenhouse Gas Protocol is a comprehensive, global, standardised framework for measuring and managing GHGs.
Global Warming Potential	A value that allows direct comparison of the impact of different greenhouse gases in the atmosphere.
Greenhouse Gases (GHGs)	GHGs are the six gases listed in the Kyoto Protocol: carbon dioxide; methane; nitrous oxide; hydrofluorocarbons; perfluorocarbons; and sulphur hexafluoride.
Indirect GHG Emissions	Emissions that result from an organisation's activities, but are actually emitted from sources owned by other entities.
Scope 1	All direct GHG emissions under an organisation's control.
Scope 2	An organisation's emissions associated with the generation of electricity, heating/cooling, or steam purchased for own consumption.
Scope 3	Indirect emissions along an organisation's value chain, not directly controlled by the business.



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