

Service Care Solutions

Carbon Reduction Plan for UK PPN 06/21

Supplier Name: Service Care Solutions

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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 GHGs 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: January 2022 – December 2022

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 2023, allowing for continued planning, adaptation and focusing of operations to negate and offset all GHG emissions. In the 2023 reporting, emissions related to staff homeworking was introduced to ensure more complete reporting.

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

Baseline Year Emissions:

EMISSIONS	TOTAL (tCO ₂ e)
Scope 1 Stationary Combustion	9.03 tCO₂e , which included: - 9.03 tCO ₂ e
Scope 2 Electricity usage	17.71 tCO₂e , which included: - 17.71 tCO ₂ e
Scope 3 Upstream Distribution Waste Disposal (paper only) Commuter Miles Business Travel Homeworking Downstream Distribution	104.99 tCO₂e , which included: - none reported - 0.12 tCO ₂ e - 100.19 tCO ₂ e - 4.68 tCO ₂ e - not included - none reported
Total Emissions	131.73 tCO₂e

CURRENT EMISSIONS FOOTPRINT

Reporting Year: January 2023 – December 2023	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1 Stationary Combustion	7.22 tCO₂e , which included: - 7.22 tCO ₂ e

Scope 2 Electricity usage	19.21 tCO₂e , which included: - 19.21 tCO ₂ e
Scope 3 Upstream Distribution Waste Disposal Commuter Miles Work From Home Business Travel Downstream Distribution	125.55 tCO₂e , which included: - none reported - 1.83 tCO ₂ e - 98.85 tCO ₂ e - 24.86 tCO ₂ e - none reported - none reported
Total Emissions	151.98 tCO₂e

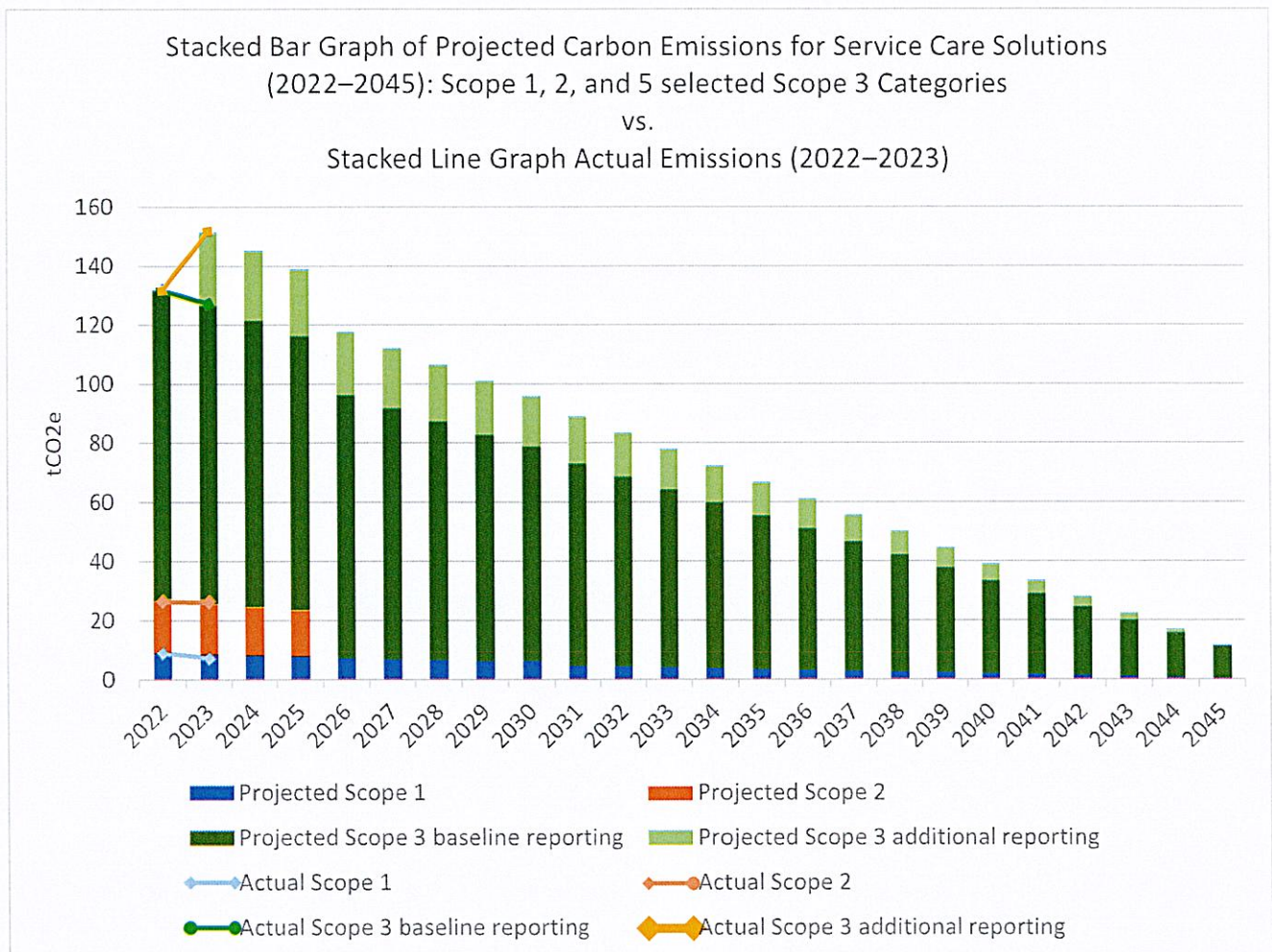
EMISSIONS REDUCTION TARGETS

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

Decrease Scope 1 & 2 carbon emissions to 6.68 tCO₂e by 2030. This is a reduction of approximately 75%.

Strive to reduce Scope 1, 2 & 3 emissions to 13.173 tCO₂e by 2045. This is a reduction of approximately 90%.

Service Care Solutions's target GHG emissions for Scopes 1, 2, 3 can be seen in the graph below:



This graph shows the projected and actual carbon emissions for Service Care Solutions across Scope 1, Scope 2, and Scope 3 categories. The "Additional Reporting" segment demonstrates the increased reporting category 'homeworking' which has been included since the baseline.

The stacked bar graph displays projected emissions, while the stacked line graph shows actual emissions over time. The yellow line represents the total emissions, which have increased due to the additional reporting.

COMPLETED CARBON REDUCTION INITIATIVES

The following environmental management measures and projects have been completed or implemented since the 2022 baseline. These initiatives have resulted in an emissions reduction of 4.61 tCO₂e, representing a 3.50% decrease compared to the 2022 baseline.

It is important to note that, while total emissions show an increase due to the inclusion of homeworking emissions, when measuring reduction categories reported in our baseline, we can see an actual decrease in emissions across other categories.

SCOPE 1

- ☑ Replaced doors in the office to meet fire regulations and improve heat retention.

SCOPE 2

- ☑ The roof solar panels (installed 2019) are maintained and electricity generated prioritised over grid electricity.
- ☑ All lighting had been replaced with LED lighting and PIR systems in the office refurbishment. Ongoing maintenance replaces like-for-like with energy-efficient alternatives.
- ☑ Energy efficiency awareness training for employees completed.

SCOPE 3

- ☑ Staff Engagement: Signage and communications to employees implemented to improve waste segregation.
- ☑ Introduced a salary sacrifice scheme for electric vehicles, supporting Scope 3 reductions. This is alongside our pre-existing cycle-to-work scheme and encourages low-carbon methods of travel.

CARBON OFFSETS

- ☑ Offset our residual Scope 1 and Scope 2 emissions (2022) to support net zero goals and aim to offset our Scope 1 and 2 emissions (2023).

REPORTING COMPLETENESS

- ☑ Expanded reporting to include emissions from employee homeworking.

PLANNED CARBON REDUCTION INITIATIVES

For our second year of targeted reduction, the following environmental management measures and projects will be carried out as part of the targeted 3.91% annual reduction from the 2022 baseline, aligning with our medium-term reduction goals. The measures will be in effect when reviewing our Carbon Footprint annually.

SCOPE 1

Scope 1 emissions are Service Care Solutions' smallest area of emissions. All emissions are from fuel (natural gas) for heating purposes.

I. Stationary Combustion (Fuels)

- ✓ Improve efficiencies.
 - Ensure that boilers and heating systems are well-maintained – conduct an in-house audit to check.
 - Install a smart thermostat to regulate temperature and time heating systems.
- ✓ Behavioural changes,
 - Conduct training to ensure that employees are engaged and educated with sustainability practices and ensure they are onboard.
- ✓ Research and implement relevant insulation improvements,
 - Such as radiator reflectors, draft excluders, boiler insulation etc.
- ✓ Research transitioning to low-carbon heating alternatives such as heat pumps.

SCOPE 2

Service Care Solutions' Scope 2 emissions were from electricity generation, there was also 5.22 MWh from Solar PV generation which displaced 1.08 tCO₂e.

I. UK Electricity

- ✓ Research transition to a renewable energy provider.
- ✓ Conduct an energy audit to understand where inefficiencies lie.
- ✓ Research the possibility of battery storage to store surplus solar energy for use.
- ✓ Research electric car chargers for office workers to encourage EV car use.
- ✓ Encourage behavioural change,
 - Turn off equipment when not in use.
 - Use signage to encourage behaviour change.

SCOPE 3

Service Care Solutions' baseline Scope 3 reviewed five categories of emission sources. The following actions are included as additional options if the team has the capacity.

I. Waste Disposal

- ✓ Research implementing a Waste Management measurements system to ensure a more accurate measure of waste.
- ✓ Continue 'Reduce, Reuse, Repair, Rehome and then Recycle' communications and approach for all waste.
 - Transition to digital over paper communications.
- ✓ Research food waste to align with April 2025 policy – purchase compost bins and arrange collection to prepare for this
 - Education/ signage around communication of disposal of waste

II. Distribution

- ✓ Improve data collection measures.
 - Record substantial deliveries into and from the office.
- ✓ Update procurement policy to include sustainability preferences.

III. Commuter Miles

- ✓ Improve communications around sustainable transportation options and promote the existing cycle-to-work and EV salary sacrifice scheme.

Future Years

- ✓ Include emission sources from purchased goods and services, in particular cloud computing as this plays a significant role in business activities.

DECLARATION AND SIGN-OFF

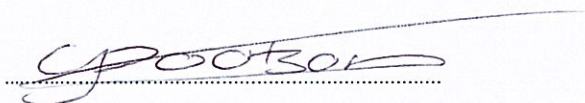
This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standards for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol Corporate Standard and used the appropriate Government emission conversion factors for greenhouse gas company reporting.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, 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) Standard¹.

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

Signed On Behalf of The Supplier:



Date: 15/01/25

¹ <https://ghgprotocol.org/corporate-standard>

² <https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>

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