

Carbon Reduction Plan - Health Call

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Our Commitment

Health Call is committed to achieving Net Zero emissions by 2035.

What does Net Zero mean in practice?

To achieve Net Zero, we will be aiming to reduce emissions in line with the latest science-based targets (SBTs). SBTs are greenhouse gas reduction goals set by organisations. They are defined as “science-based” when they align with the scale of reductions required to limit global temperature increases to 1.5°C compared to pre-industrial temperatures. SBTs provide organisations with pathways to sustainable transformational change to accelerate the transition to a low carbon economy.

For us, this means that we will need to reduce our absolute carbon emissions by at least 90% from our baseline year, or achieve (and maintain) a carbon intensity metric of <1 tonne CO₂e per employee, whichever comes soonest. To keep ourselves on track with these long-term targets, we have set the following near-term goals:

- Reduce our Scope 1 & 2 emissions to zero by 2030.
- Reduce our Scope 3 emissions by 30% from our baseline year by 2028.
- Reduce our Scope 3 emissions by 50% from our baseline year by 2030.

Scope 1 emissions: direct greenhouse gas emissions that occur from sources owned or controlled by a company, such as emissions from combustion of fuels in on-site boilers, furnaces, or vehicles.

Scope 2 emissions: indirect greenhouse gas emissions that result from the generation of purchased electricity, steam or other forms of energy consumed by a company.

Scope 3 emissions: all other indirect greenhouse gas emissions that occur in an organisation's value chain, including emissions from upstream and downstream activities.

Our Carbon Footprint

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 emissions reduction can be measured. We have chosen to set our baseline year as 2023.

Although Health Call measured Scope 1 and 2 emissions in 2022, in 2023 Health Call included Scope 3 emissions thus “re-baselining” with a more comprehensive measurement.

Baseline Year: 2023	
<p>What has been included in the carbon footprint?</p> <p>All Scope 1 & 2 emissions have been measured, plus the following Scope 3 Emissions:</p> <ul style="list-style-type: none"> • Purchased Goods & Services • Capital Goods • Fuel & Energy Related Services • Business Travel • Employee Commuting & Home Working • Operational Waste & Water 	
EMISSIONS	TOTAL (tonnes CO ₂ e)
Scope 1	0
Scope 2*	2.12
Scope 3	192.67
Total Emissions*	194.79

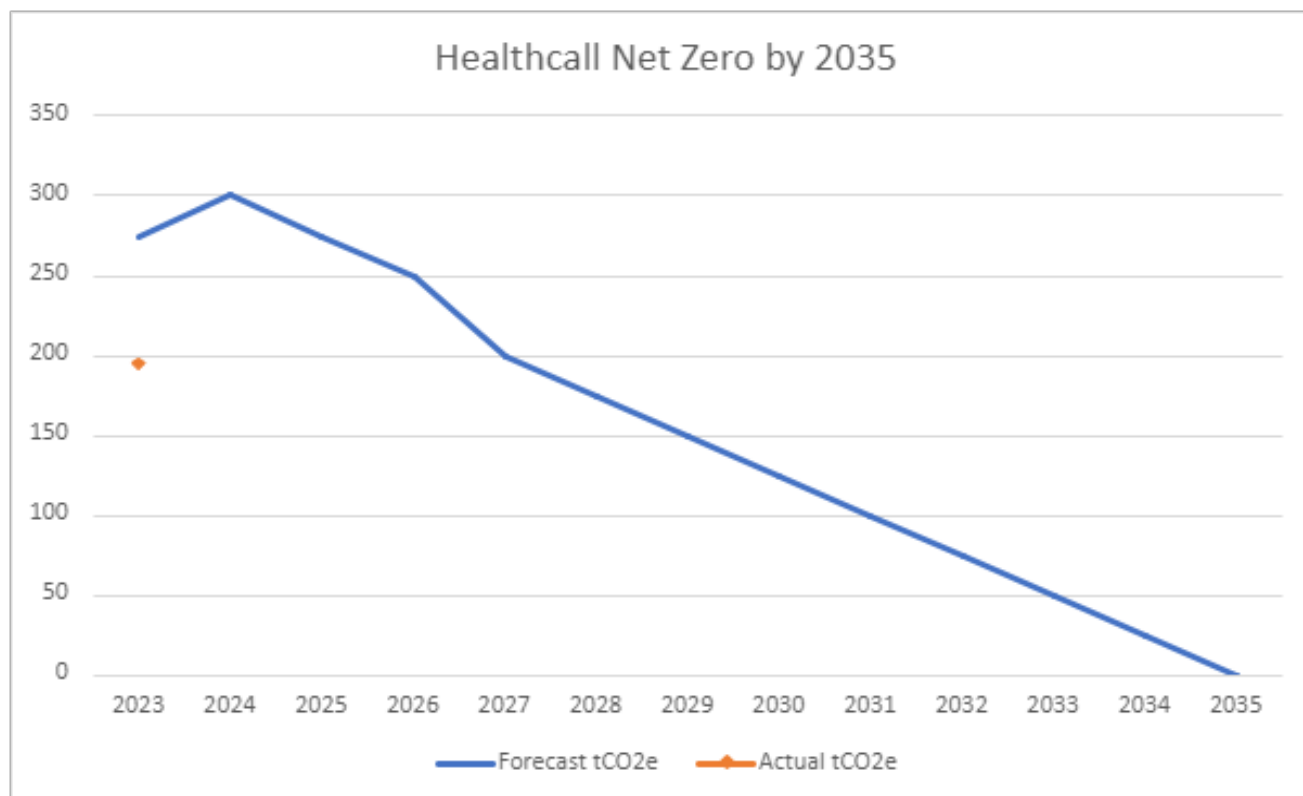
**Purchased electricity can be measured in two ways. A location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data). A market-based method reflects emissions from electricity that companies have purposefully chosen (or their lack of choice). A market-based method therefore takes into account the purchase of electricity via a verified renewable energy tariff. We have chosen to base our Net Zero target on a market-based methodology.*

Carbon Intensity Metrics

Baseline year: 2023	CARBON INTENSITY METRIC (tonnes CO ₂ e / unit)
FTE: 19	$194.79 / 19 = 10.2521 \text{ CO}_2\text{e} / \text{FTE}$
Turnover (£): 1.69m	$194.79 / 1.69\text{m} = 115.2603 / \text{M}$

Based upon an FTE count of 19 FTE and a £1.69 million turnover during the measurement period. We are using market-based emissions to calculate our intensity metrics.

Carbon Emissions Breakdown Graph



Carbon Reduction

Completed Carbon Reduction Initiatives

The following emissions management measures and projects have been completed or implemented since the start of our baseline reporting period.

Activity	Completion Date	Scope
Commit to measuring carbon footprint of business activities year on year to gain an understanding of pinch points and regularly be making efficient and direct improvements to reduce these emissions.	On-going next date: Q1 2025	1, 2, 3

<p>Created a Sustainability Innovation Group to lead initiatives. This team has been made up of members from different departments and regions to support the roll out of initiatives and management of data, this includes sharing and collaborating throughout the organisation.</p>	<p>2024</p>	<p>1, 2, 3</p>
<p>Switched to Ecotricity a 100% renewable energy supplier</p>	<p>2023</p>	<p>3</p>
<p>Introduction of salary sacrifice car scheme, where employees have access to electric & hybrid vehicles at favourable rates</p>	<p>2023</p>	<p>1,2,3</p>

Future Carbon Reduction Plans

We are committing to action the following emissions management measures and projects in line with our Net Zero targets.

REDUCTION PLANS – Scope 1 & Scope 2			
Activity No.	Activity	Target Date	Category
1	Implementation/ adoption (inc. training & awareness programmes) of ISO14001 environmental management measures	2024/5	1,2,3
2	Partner with tree planting programmes	2024/5	1,2,3
3	Supporting charitable carbon neutral trusts	2024	1,2,3
4	Upgrading lighting, introducing more sensor lighting, installing timers on sockets/equipment. Also, review and renew inefficient equipment (when at end of life), and actively consider the energy efficiency of equipment when new purchases are required (e.g. laptops, fridges, dishwashers)	2025	Purchased Electricity
5	Partner with an organisation to repair/replace technology assets which avoids landfill and helps improve digital inclusion by donating tech to communities in need	2024	Stationary Combustion

Based upon the above completed and planned initiatives, it is projected that Scope 1 & 2 carbon emissions will decrease to **0 tCO₂e by 2030**.

REDUCTION PLANS – Scope 3			
Activity No.	Activity	Target Date	Category
1	Consider training and engagement for all employees. Including, and not limited to, creating spaces for environmental positive conversations (internal comms, newsletters, slack, Teams etc), certified Carbon Literacy Training for all applicable to roll out to further workforce and share with stakeholders where appropriate. On average, certified learners reduce their carbon footprints by 5-15%, of which ~50% are work-related.	2025	Commuting & Home Working Business Travel
2	<p>Implement a Sustainable Procurement Policy. Encourage suppliers to adopt sustainable practices and improve their own carbon footprint through supplier engagement, procurement policies and contracts, and monitoring reporting mechanisms.</p> <p>Commit to a Sustainability Audit or Survey to request further information regarding credentials. This data collection will support reduction journey by gathering important data for year two measurement & encourage supply chain integration towards Net Zero.</p> <p>Complete this audit within Two Phases –</p> <ol style="list-style-type: none"> Identify suppliers for engagement 	2025	Purchased Goods & Services

	<p>2. Formulate and collect data (survey/scoring)</p> <p>Once completed, prioritise suppliers with lower carbon footprints as part of the above phased approach. This may also involve purchasing second hand/refurbished (furniture; IT equipment) and extending the lifespan of purchased items.</p> <p>Develop and monitor procurement policy for all new suppliers to align to Net Zero goals.</p>		
3	<p>Review logistics partners/couriers and utilise the above Sustainable Procurement Policy. Work with providers to gather their emissions data, and/or switch to lower-carbon providers.</p> <p>Continue to prioritise purchasing from local suppliers to limit delivery mileage.</p>	2024 - 2027	<p>Upstream Distribution</p> <p>Downstream Distribution</p>
4	<p>Develop and implement a Sustainable Travel Policy to support environmental impact of choices when travelling, staying in hotels and commuting. The priorities within this policy will support active travel and low emission travel options where appropriate.</p> <p>Monitor and consider alternatives to air-based travel as a priority and commit to offering support to workforce with options for active travel schemes; such as bike to work or car sharing opportunities.</p> <p>Utilise the emissions travel hierarchy –</p> <ul style="list-style-type: none"> Digital communication Walking & wellbeing Cycling Public and shared transport 	2024/5	<p>Business Travel</p> <p>Commuting</p>

	<p>Public and shared EV's and car sharing ICE vehicles and car sharing Air Travel Consider creative ways to engage and support the workforce to influence change. Examples include setting an internal organisation carbon credit scheme (limit that to a number of tCO2e per year), extra holiday days for low emission travel choice, bonuses, subsidised travel, equal mileage payments for diesel/petrol/EVs/cycling.</p>		
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Declaration and Sign Off

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard¹ and uses the appropriate Government emission conversion factors for greenhouse gas company reporting².

This Carbon Management Plan has been reviewed and approved by Health Call's Leadership Team.

Signed on behalf of Health Call:



Name: Ian Dove

Position: Managing Director

Date: 1st July 2024

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

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