

Carbon Reduction Plan

Achieving Net Zero by 2030



NET
ZERO



COMMITMENT TO ACHIEVING NET ZERO

Clearanswer Call Centres is committed to achieving Net Zero emissions by 2030.

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.

BASELINE YEAR: 2022

Additional Details relating to the Baseline Emissions calculations.

Clearanswer's total energy consumption for the 2022 was 409,218.60 kWh of electricity and 367,176 kWh of natural gas. Giving a total of 692,794.60 kWh for the year.

Scope 3 emissions are currently reported for business travel only. Further Scope 3 categories such as employee commuting, waste, and supply chain impacts are being assessed and will be incorporated in future reports.

Baseline year emissions	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	70.67
Scope 2	79.15
Scope 3	0.81
Total Emissions	150.63

CURRENT EMISSIONS REPORTING

REPORTING YEAR: 2024

Scope 3 emissions are currently reported for business travel only. Further Scope 3 categories such as employee commuting, waste, and supply chain impacts are being assessed and will be incorporated in future reports.

Reporting year emissions	
EMISSIONS	TOTAL (tCO2e)
Scope 1	65.50
Scope 2	60.62
Scope 3	0.81
Total Emissions	126.93

EMISSIONS REDUCTION TARGETS

In order to continue our progress to achieving Net Zero, we have adopted the following carbon reduction targets.

We project that carbon emissions will decrease over the next five years to **50 tCO2e** by **2026**. This is a reduction of **65.83%**

Progress against these targets can be seen in the graph below:



CARBON REDUCTION PROJECTS

Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been completed or implemented since the 2022 baseline. The carbon emission reduction achieved by these schemes equate to **21.17** tCO₂e, a **14.71%**ge reduction against the 2022 baseline and the measures will be in effect when performing the contract

In order to meet our targets we have successfully:

- Achieved ISO 50001 certification
- Replaced all PCs with Dell Micro Form Factor energy efficient models
- Replaced all HVAC with modern energy efficient models
- Replaced all lighting with energy efficient LED bulbs.

FUTURE CARBON REDUCTION INITIATIVES

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

In 2025 we are moving to a 100% renewable energy supplier for our electricity and gas. This will help us achieve our targets.

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 standard¹ and uses the appropriate Government emission conversion factors for greenhouse gas company reporting².

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) Standard³.

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:

Job Position:

Date:

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>