

## Carbon reduction plan

Updated publication date: 01 April 2025

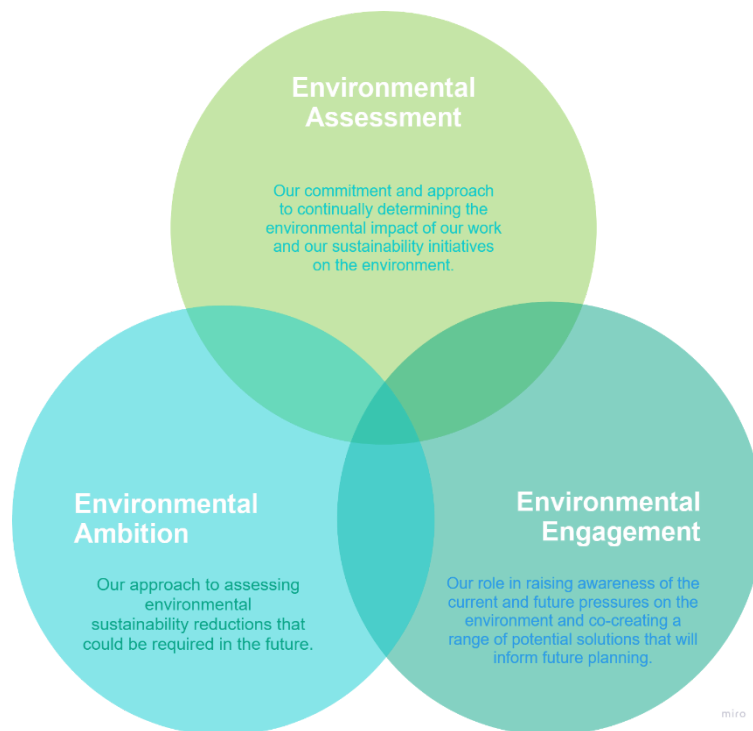
### Commitment to achieving net zero

As a not-for-profit Community Interest Company (CIC), our social mission includes a central commitment to sustainability and environmental stewardship.

As such, SH:24 is committed to achieving net zero greenhouse emissions by 2040, in line with the UK governments 2050 net zero target, the NHS's net zero target by 2045 and our own sustainability goals.

For emissions we control directly we will reach net zero by 2030 (Scope 1) and for the emissions we can influence (Scopes 2 and 3) we will reach net zero by 2040.

Three pillars underpin our environmental stewardship framework and shape our approach to achieving net zero. Our Environmental Sustainability Group (ESG), chaired by our CEO, and Board, have oversight of the delivery of our carbon reduction plan.



## 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 to achieve the targets outlined in this plan. Baseline emissions are the reference point against which emissions reduction can be measured.

Baseline year: 2025																																									
<p><b>Additional details relating to the baseline emissions calculations</b>            2025 is SH:24's first reporting period and therefore provides the baseline data for 2025. Our environment assessment workstream (see above) has included the creation of an emissions baseline that has been informed by datasets derived internally and from our value chain.</p> <p><i>Emissions have been calculated in accordance with the GHG Protocol Corporate Standard and/or SECR guidelines.</i></p>																																									
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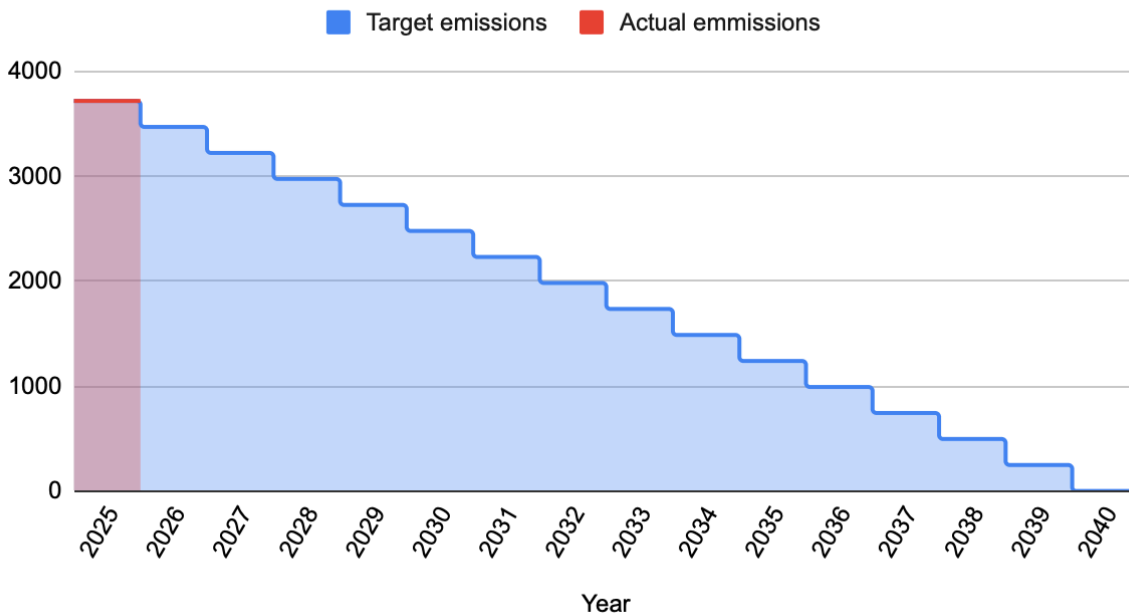
## Current emissions reporting

SH:24's reporting year contains the same emissions as the baseline year - as 2025 is the first year of measuring our emissions.

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

## Target emissions and Actual emissions



## Carbon reduction targets

We aim to reduce our absolute emissions in line with the following targets:

- 247.8 tCO<sub>2</sub>e by the end of 2026, bringing our emissions to 3,469.2 tCO<sub>2</sub>e, a 6.7% reduction
- 2,478 tCO<sub>2</sub>e by 2030, including net zero for Scope 1
- Target zero waste to landfill by 2035
- Achieve net zero by 2040

Interim goals will be tracked annually, and we will report progress via internal review and public disclosures.

We will also use our presence on social media (Instagram, twitter, Facebook) to communicate our efforts to reduce our environmental impact and influence behavioural change amongst service users, institutions, and organisations alike.

## Completed carbon reduction initiatives

We recognise that the development, delivery and use of our products and services results in carbon emissions. The following environmental management measures and projects have been completed or implemented prior to, or during, 2025 i.e. before our baseline emissions were available.

As these carbon reduction initiatives occurred during our baseline year of measurement, their impact is unquantified. They do not contribute to the delivery of our carbon reduction targets. The initiatives are documented in this plan as they demonstrate SH:24's commitment to environmental stewardship and the foundational work that has taken place to position us to achieve our carbon reduction targets and the carbon reduction initiatives for our reporting year (see below). The measures will continue to be in effect or maintained when performing the contract.

## Energy efficiency

- Moving to a new energy provider for our London headquarters that uses 100% renewable energy
- Consolidation of our logistics centre at Keele University's Science and Innovation Park with the following features:
  - An accredited Environmental Management System, certified to the Gold level of the Eco-Campus scheme (meeting IS14001 standards)
  - Access to Europe's largest Smart Energy Network Demonstrator (SEND), a state-of-the-art real-time energy management system, which optimises the balancing of generation, distribution, demand and storage across the campus. It draws on two wind turbines and 12,500 solar panels.
  - Access to 100% renewable energy.

## Travel and transport

- Ensuring all non-frontline staff are able to fully work from home / remotely, supporting the effective rollout of a hybrid working model and subsequent reduction in travel to work
- Implementation of a cycle to work scheme
- Zero ownership of carbon-emitting vehicles

## Buildings and operations

- The rollout of a hybrid remote working model at our headquarters, placing us in a position to downsize our office space (estimated reduction in square footage by 50%)
- Relaunch of our websites, designed for mobile first use which consumes less power / energy
- Sourcing sustainable / eco-friendly office products
- Establishing the ESG (that meets monthly). 'Eco Pals' is responsible for inspiring and supporting SH:24 staff to reduce waste and emissions and save energy (it started seven initiatives in the past year).



- Travel by staff and patients accounts for 10% of NHS CO2 emissions (CO2e); the growth of our digital services has contributed to reducing these emissions.
- Migration of our entire computing estate to 100% renewable sources



## Waste and circular economy

- Resign of our test kits to use less plastics and recyclable materials
- Adoption of waste recycling contracts for our London headquarters and logistics centre
- Using high-quality upcycled furniture for our headquarters and logistics centre
- Redesign of our lab cards to use less ink and toners

## Procurement and supply chain

- Procuring test kit packaging through new suppliers. For example, using AB Print Group to utilise card approved by the Forest Stewardship Council, (meaning it's recyclable and responsibly grown).
- Sourcing packaging from a factory that has invested in sustainable energy, with its own wind power turbine, solar panels on the roof, and delivered by fully electric vans
- Adoption of a new warehouse management system that supports intelligence-led purchasing and inventory management decisions, leading to less waste and improved oversight of supplier credentials
- Sourcing all components for our kits assembly from within the UK

## Planned carbon reduction initiatives

The following environmental management measures and projects will be completed during the subsequent reporting years. Some of these have already started / are in progress. The anticipated carbon emission reduction achieved by these schemes by the end of 2026 equate to 247.8 tCO<sub>2</sub>e, a 6.7% reduction against the 2025 baseline. The measures will be in effect when performing the contract.

## Energy efficiency

- Conduct energy audits and implement lighting, HVAC, and building upgrades to a new logistics site
- Adopt smart metres in our logistics site and monitor energy performance
- Minimising energy usage through triple rated insulation, double glazing, 'daylight first' and LED lighting, and climate sensors

## Travel and transport

- Achieve 100% commuting by public transport to our London headquarters
- Develop a car-sharing scheme for employees working at our logistics centre with a 30% uptake target
- Further promote our cycle-to-work scheme (led by 'Eco Pals') to increase up-take from 5% to 20%
- Review and relaunch our travel policy
- 15% of deliveries to our logistics centre via non-motorised or hybrid electric forms of transport in our supply chain
- Switch to less frequent shipping runs of kits destined for our Irish fulfilment centre

## Buildings and operations

- Relocation of our headquarters to a smaller site in London (50% reduction in footprint) leading to increased remote working (less travel) and reduced energy usage

- Full review our major supplier energy practices; possible preprocurement if poor practice is identified
- Review our logistics centre location; possible move to a site with improved insulation and building envelope efficiency
- Minimising energy usage through triple rated insulation, double glazing, 'daylight first' and LED lighting, climate sensors (both London headquarters and our logistics centre)
- Further promotion of the ESG / 'Eco Pals' through a dedicated #ESG channel on our internal company-wide communication app and our 'all staff' meetings; launch of 3 new initiatives promoting behavioural change that will lead to reduced carbon emissions and a sustainable workplace culture
- Creating a plan to achieve ISO 14001, ISO 14006 and ISO 14062
- Deliver eco-design changes to our digital services to reduce computing power / energy consumption and associated emissions, including:
  - Improved customer support methods
  - Simplified service-user experience (fewer page loads)
  - Reduced data transfer via adapted videos
  - Compressed images and use of plain text (not HTML) and interoperability with other clinical systems

## Waste and circular economy

- Project to increase our test kit return rates and instances of issuing repeat test kits thereby reducing wastage, manufacturing emissions and reliance on our supply chain
- Reduce single-use materials in our headquarters and logistics centre and increase recycling rates by 20%
- Implement office-wide zero waste policies
- Launch of the third sustainable design iteration of our test kits further reducing waste associated with single-use plastics, packaging and cardboard
- Reduction in weight of all test kit types (under 100g)
- Fully outsourcing lab card printing to a less wasteful printing solution

## Procurement and supply chain

- Update our ISO13485 quality management system to fully document how sustainability is integrated into procurement decisions
- Influence partners within our supply chain to source consumables made from recycled plastic and plastic free alternatives
- Develop supplier sustainability scorecards to support green procurement and adherence to Government Buying Standards in our supply chain
- Engage two major logistics suppliers on joint carbon reduction initiatives
- Review contractual terms with our partner laboratory and pharmacy to work towards 100% recycling rate or incineration rate to produce energy
- Explore the development of digital invoices and prescriptions to save around 50,000 sheets of paper per month
- Integration with Royal Mail's Click and Drop shipping solution, consolidating distribution of our test kits with the UK's greenest option for letters and parcels (commended by the Science-based Targets initiative Net Zero Standard)

## Offsetting strategy

We aim to prioritise emissions reduction first. Where offsets are necessary, we will:

- Use verified carbon credits (e.g., Gold Standard, VCS)
- Support nature-based solutions and reforestation
- Consider long-term carbon removal technologies
- Using printing that is carbon-captured, meaning the CO2 generated during the process is offset by the planting of new trees, (in partnership with The Woodland Trust)
- Offset unavoidable business travel

## Governance and reporting

- Oversight by the ESG and Board
- Annual review and update of the carbon reduction plan
- Transparent reporting through team meetings, 'all staff' meetings and quarterly Board reports

## 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 uses the appropriate Government emission conversion factors for greenhouse gas company reporting.

Scope 1 and 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) Standard.

This Carbon Reduction Plan has been reviewed and signed off by SH:24's Board of directors.



Glyn Parry  
SH:24 Operations Director  
01 April 2025