

# CARBON REDUCTION PLAN



**Supplier Name:** Welfare Call Group Ltd  
**Publication Date:** 03/03/2024

## Commitment To Achieving Net Zero

Welfare Call Group Limited is committed to achieving Net Zero emissions by 2045.

## 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: 2019	
Additional Details relating to the Baseline Emissions calculations	
We chose 2019 as our baseline year as it was the most recent year that captured a business as -usual output (2021 and 2022 emissions have being affected due to the impact of Covid-19 and overall business activities). We are currently working on developing a comprehensive understanding of our scope 3 emissions to position us to be able to report against the different subsets.	
Baseline Year Emissions: 2019	
Emissions	Total (tCO2e)
Scope 1	36.52
Scope 2	29.50
Scope 3 (Included)	32.06
Total Emissions	98.08

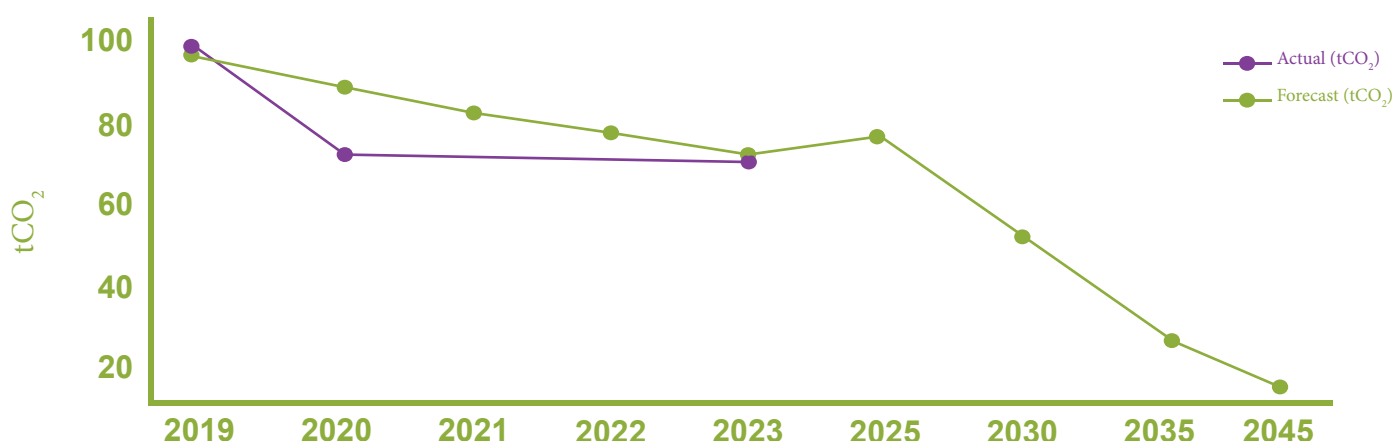
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## Current Emissions Reporting

Reporting Year: 2023	
Emissions	Total (tCO <sub>2</sub> e)
Scope 1	34.85
Scope 2	16.04
Scope 3 (Included)	19.61
Total Emissions	70.5

## Emissions Reduction Targets

In order to continue our progress to achieving Net Zero, we have adopted the following carbon reduction targets. We will see a decrease in carbon emissions until 2025 when we expect to see a small increase as we further understand our Scope 3 emissions. We project that our carbon emissions will decrease to below 19tCO<sub>2</sub>e by 2045. This is a reduction of 80% on 2019 recorded figures. Progress against these targets can be seen in the graph below:



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## Carbon Reduction Projects

### Completed Carbon Reduction Initiatives

Welfare Call Group remain committed to achieving our 2045 decarbonisation target.

We continue to liaise closely with our clients and supply chain to implement sustainable solutions wherever possible and collaboratively innovate to decarbonise.

Introduced a web based data collection service as a monthly tracker for car mileage across the business to collate journey information for any company owned vehicles.

In late 2023-2024 our leased offices BBIC The Business Village commissioned a specialist provider to undertake a comprehensive energy and resource audit of our Head Office and are currently implementing the recommendations including:

- Invested in new energy efficient variable refrigerant flow heating/air conditioning minimising refrigerant loss
- Saved 30% on energy costs through investment in a new building energy management system which controls the boilers, pumps and zone values.
- Replaced old gas boilers with new 96% efficient condensing boilers.
- Installed a 190kw solar PV system to provide low carbon electricity.
- Replaced lighting within communal spaces with LEDs and PIR sensors.

We expect to see reductions in carbon emissions in 2024 (reportable 2025) from the sustainable energy improvements to our office facilities.

In 2023 we joined the Net Zero Barnsley Accelerator 2023-2025 Project a low carbon project part funded by the UK Government.

The project is designed to support businesses in the Barnsley area who have high impact potential for contributing to the UK's Net Zero carbon emission targets.

We are undertaking monitoring to understand how much plastic and water we use and to put in place actions to increase recycling and reduce the use of plastic wherever possible and the reduction of water use. We will engage and encourage our supply chain to support the reduction of plastic and water consumption.

In 2024 we are starting to monitor and understand our Scope 3 emissions. A task force has been established to integrate monitoring methods into the business.

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## Declaration & Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 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 standard and uses 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) Standard.

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:

A handwritten signature in blue ink, appearing to read "A. Henderson", with a long horizontal flourish extending to the right.

Andrew Henderson  
Managing Director  
03/03/2024