



24 November 2023

Version 1.0

Carbon Reduction Plan

PPN 06_21

2023 report

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1 Carbon Reduction Plan

Supplier name:

Netcall PLC

Publication date:

24th November 2023

1.1 Commitment to achieving Net Zero

Netcall is committed to achieving Net Zero emissions by 2026.

2 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:	2020 (FYE 30 June 2020)
EMISSIONS	TOTAL (tCO₂e)
Scope 1	36.6
Scope 2	30.6
Scope 3 (Included Sources)	
Total Emissions	66.6

3 Current Emissions Reporting

Reporting Year:	2023 (FYE 30 June 2023)
EMISSIONS	TOTAL (tCO₂e)
Scope 1	32.5
Scope 2	2.0
Scope 3 (Included Sources)	90.5 (2023 baseline - business travel subset)
Total Emissions	123.0

4 Emissions reduction targets

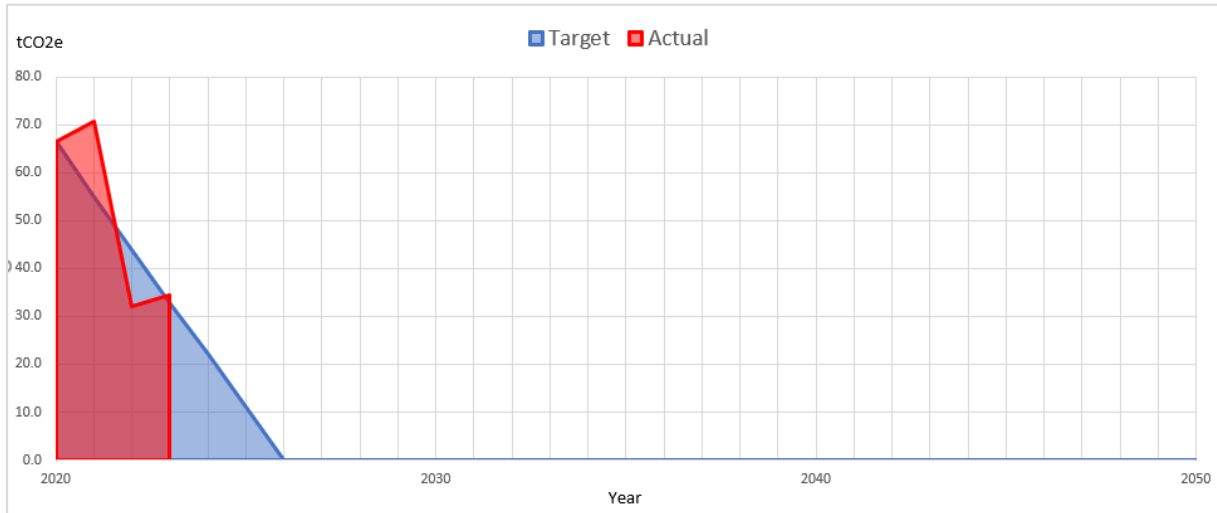
To continue our progress toward achieving Net Zero, we have adopted the following carbon reduction targets.



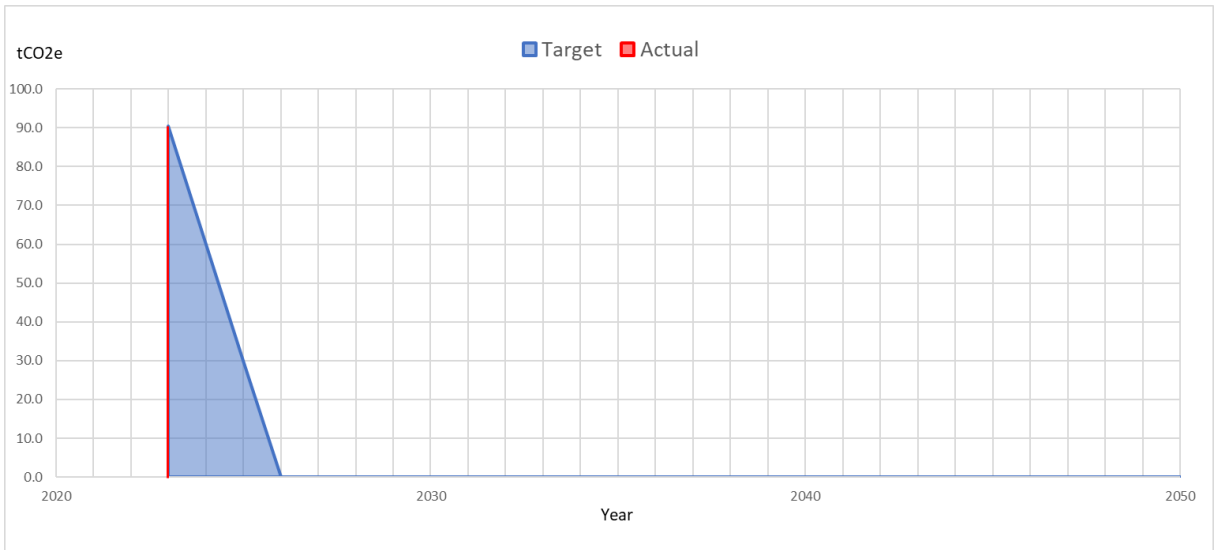
We project that carbon emissions will decrease over the next two years to 0 tCO₂e by 2026. This is a reduction of 100%.

Progress against these targets is shown in the graphs below:

Scope 1 and Scope 2



Scope 3 (business travel subset)



5 Carbon Reduction Projects

5.1 Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been completed or implemented since the 2020 baseline. The carbon emission reduction achieved by these schemes equates to 34.6 tCO₂e, a 52% reduction against the 2020 baseline and the measures will be in effect when performing the contract.

Carbon Offsetting

Netcall has purchased carbon offsets for Scope 1, Scope 2 and a subset of Scope 3 emissions from [Highland Carbon](#).

Highland Carbon helps companies to neutralise their carbon footprint and they have won Best UK Wide Carbon Credit Supplier 2021, 2022 & 2023 in the Scottish Enterprise Awards.

Supplying more than 60 companies in the voluntary carbon market, their [Corriegarth Afforestation](#) (Loch Ness) Project supplies a unique opportunity for non-heavy industry businesses to be good company citizens.

Their two-phase native woodland restoration project, just to the south of Loch Ness and near the Great Glen in Scotland, will see the planting of 100,000 trees like the Caledonian Scots pine, sessile oak, hazel, downy birch, rowan, eared willow and quaking aspen.

As well as the Loch Ness Afforestation project, Netcall has supported the Corriegarth project, a creation of new native woodland over 63.02 hectares as an expansion of existing ancient native woodlands in Invernessshire.

Environmental Management System

During the year, Netcall populated and used the Environmental Management System (EMS) built on the Liberty Create low-code platform with partner DI Blue.

The implementation of the EMS supports the management of key actions and improvements for environmental performance.

Renewable Energy

The purchase of 100% renewable electricity for our offices has been implemented since the 2020 baseline.

Our preferred cloud provider uses 100% renewable energy in Europe.

Science-Based Target Initiative

Netcall's submission to the [Science Based Target Initiative](#) has been successfully validated. This independent validation provides a clear path to reduce emissions to net zero. Netcall is one of only 18 software businesses in the UK to have set targets with the SBTi.

The SBTi defines and promotes best practices in science-based target setting. They drive ambitious climate action in the private sector by enabling organisations to set emissions reduction targets.

At the end of 2022, more than 4,000 companies (representing a third of the global economy's market capitalisation) were setting targets via the SBTi. These companies are leading the way. Netcall is proud to be among them.

EcoVadis Bronze Award

EcoVadis provides supply chain risk management solutions. They have awarded Netcall a bronze medal in recognition of the Group's sustainability achievements.

This reflects the quality of Netcall's sustainability management system and means that Netcall is in the top 50% of all companies in all industries.

The Leeds Teaching Hospital NHS Trust - Boosting patient experience and hospital productivity while reducing carbon footprint.

92% of the Trust's specialities use Patient Hub, Netcall's digital patient engagement portal, vastly reducing hospital staff manual processing by 88%. Postal letters sent in the post are replaced by a portal enabling patients to self-serve, causing a giant reduction in paper use and postage saving more than £2 million.

Patent Hub delivers significant cost savings and utilisation improvements for NHS Trusts and provides sustainability benefits.

UK Power Networks - A green initiative built in low-code.

UK Power Networks utilise Netcall's intelligent automation and Liberty Create, Netcall's low-code platform, to achieve efficiency gains and integrate legacy systems.

Tewkesbury Borough Council

Their Smart Connect application is just one example. It supports installers and customers in applying to connect one (or multiple) new low-carbon technologies. It is a digital automated system which reduces processing times and makes it easier for customers to make an environmentally friendly choice.

Transformed online experience to benefit their citizens, the bottom line and the environment.

The Tewkesbury Transformation Team have used Liberty Create, Netcall's low-code platform, to have a profoundly positive impact on service delivery at the council. Using low code, they have digitised multiple resident services offering fantastic online experiences and saving a huge amount of staff time.

Significantly reducing the use of paper and process is having a big impact on their carbon footprint and delivering financial savings.

5.2 In the future we hope to implement further measures

Netcall is a software and service business with very little transport and distribution of solutions. Waste generated is typical of an office-based organisation, not a manufacturer. Business Travel, employee commuting, and home-working have changed considerably during the pandemic. Our strategy includes reducing our Scope 1 and 2 emissions to zero by the end of 2022, which we are proud to have achieved, and reducing our Scope 3 emissions by 100% by 2026 to 'NetZero' / 'Carbon Neutral', and then removing more carbon than we emit, in effect being 'Carbon Negative'.

The framework for sustainability requires a focus on three areas:

- Procurement - Purchase green energy, sustainable water and sustainable hardware.
- Operations - Move as much as possible to the cloud to exploit energy at scale
- Retirement - Ensure E-waste management.

Netcall's strategy expands beyond its internal business operations by ensuring the changes implemented flow into our product strategies.

In this way, the organisations and communities in which Netcall operates will also benefit. For example, today, Netcall customers benefit from solutions:

- That reduces resource requirements and associated office and transportation costs, such as contact centre agents working from home;
- Utilising technologies such as Automatic Speech Recognition (ASR), Optical Character Recognition (OCR), and Computer Vision to improve efficiency and lower the carbon intensity of operations;
- They are cloud-based and leverage cloud operators' large-scale efficiency innovations combined with their ongoing carbon reduction strategies.

We take responsibility for our carbon, water, waste and land footprints across the way our products and facilities are sourced, manufactured, operated, and managed at end-of-life. This includes our supply chain. Moving to 100% renewable energy, we will reach our 100% renewable energy goal by purchasing enough renewable energy to match our electricity consumption at our offices. Scope 1 gas consumption will require Netcall to purchase energy that includes offsets and renewable biogas made from food and farm waste. We are reducing our Scope 3 emissions by 100% by 2026. While we do not have direct control over the majority of emissions in the Scope 3 category, they represent the bulk of our emissions.

We are addressing them in our carbon-negative commitment by the following methods:

- Improving supplier emissions data tracking
- Improving supplier emissions reporting
- Further improving the energy efficiency of devices and software
- In our solutions, we are continuing to reduce carbon emissions and environmental impact throughout lifecycles.

6 Declaration and 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 standard¹ 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) Standard².

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

² <https://ghgprotocol.org/standards/scope-3-standard>

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

6.1 Signed on behalf of the Supplier:



Mark Holmes
Chief Sales Officer
Date: 24/11/2023