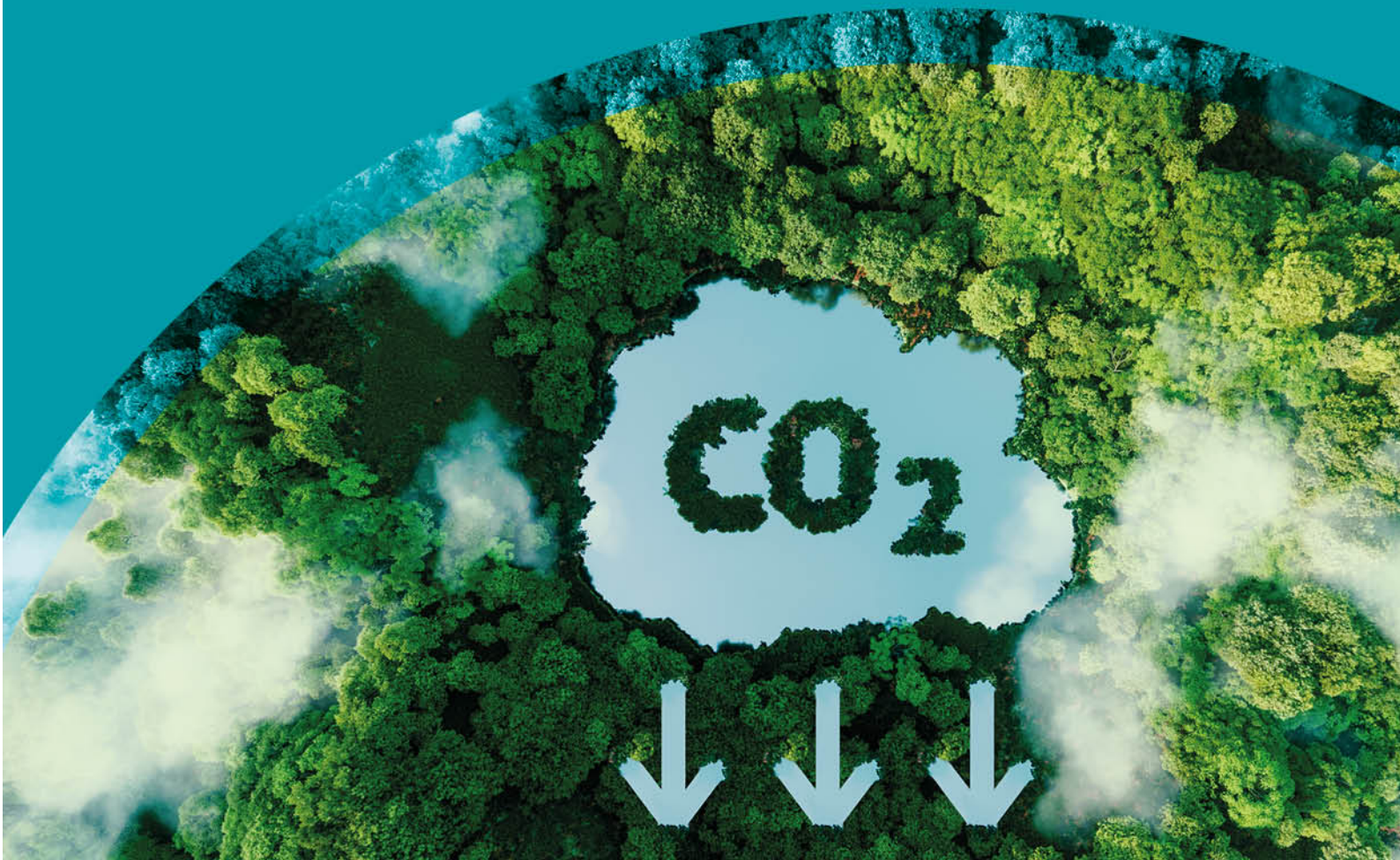
Ross Care

Year review 2022

Carbon Reduction Plan

September 2023



Introduction

As an organisation, Ross Care is committed to reducing its carbon footprint and achieving net zero emissions by 2050 by integrating sustainable development into everyday practice and minimising environmental impact wherever possible.

During the process of developing this Carbon Reduction Plan, three key areas have been selected that will allow us to demonstrate reductions in the carbon emissions generated by our activities – energy supply, fleet and waste.

This plan sets out the current levels of carbon emissions against key areas of the business functions and details the objectives and targets set for reduction and success.

Energy

In the last two years, Ross Care has fulfilled the statutory requirements for Streamlined Energy and Carbon Reporting, which includes disclosure of the Company's carbon emissions.

Ross Care Ltd Streamlined Energy and Carbon Reporting statement covers the reporting period 1st July - 30th June each year and has been prepared in line with the requirements of the Streamlined Energy and Carbon Reporting regulations and the relevant areas of the Greenhouse Gas ('GHG') Protocol Corporate Accounting and Reporting Standard.

'Location based' Method

The total energy consumption was 15,136,998.69 kWh equating to 3,458.86 tCO_2e (tonnes CO2 emissions)

Emissions from combustion of gas (Scope 1)	**446.133 tCO_2e**
Emissions from combustion of fuel for transport purposes (Scope 1)	**2,675.76 tCO_2e**
Emissions from purchased electricity (Scope 2)	**308.718 tCO_2e**
Emissions from Transmission and Distribution (Scope 3)	**23.241 tCO_2e**
Emissions from business travel in rental cars or employee-owned vehicles where company is responsible for purchasing the fuel (Scope 3)	**0 tCO_2e**

For comparison, the total energy consumption for previous year was 18,253,819 kWh equating to 4,144.88 tCO_2e

Emissions from combustion of gas (Scope 1)	**580.274 tCO2e**
Emissions from combustion of fuel for transport purposes (Scope 1)	**3,103.59 tCO2e**
Emissions from purchased electricity (Scope 2)	**377.091 tCO2e**
Emissions from Transmission and Distribution (Scope 3)	**33.37 tCO2e**
Emissions from business travel in rental cars or employee-owned vehicles where company is responsible for purchasing the fuel (Scope 3)	**50.557 tCO2e**

However, the company strategy has been to purchase renewable energy backed by Renewable Electricity Guarantees of Origin (REGO) certificates. Through this strategy, within the above total energy consumption, the company has sourced a total of 1,168,415.00 kWh of REGO backed (zero emission) electricity equating to 65.79% of total electricity use.

Energy efficiency actions taken:

- Service centres are fitted with PIR lighting and around 60% coverage of LED lighting.
- All air conditioning units are serviced every 5 years to a TM44 level in line with current regulatory guidance. These are serviced annually otherwise to ensure efficiency.
- Gas heating methods are thermostatically controlled from October through to March.
- Heat the person, not the space practices introduced.
- Cistermisers are fitted to urinals, and toilet cisterns are dual-flush.
- Use of technology to communicate and hold meetings virtually rather than travelling to sites.
- Ensuring end-of-day procedures include the switching off of monitors, computers, printers, photocopiers, lighting, and heaters/fans.
- All vehicles are regularly serviced and maintained to ensure minimum levels of emissions are produced.

Whilst the nature of the majority of our work does not lend itself to homeworking, during this period and to date, working methods have adapted to include hybrid working arrangements so that colleagues can work interchangeably from home and the office where their role is suitable, and the business need allows for it. In 2020 1.6% of the entire population worked from home, and hybrid working was by exception. Currently, 4% of our colleagues officially work from home and a further 10.8% work on a hybrid basis. This results not just in reduced energy usage in the workplace but also fewer commuter journeys.

Objectives

By 2030, we aim to source over 80% REGO backed (zero emission) electricity.

By 2035, we aim to have reduced our emissions in each of these areas by at least:

Combustion of gas (Scope 1)	50%
Combustion of fuel for transport purposes (Scope 1)	75%
Purchased electricity (Scope 2)	50%
Transmission and Distribution (Scope 3)	50%
Business travel in rental cars or employee-owned vehicles where company is responsible for purchasing the fuel (Scope 3)	75%

Fleet

In line with the Government plan of banning the sale of new fossil-fuelled vehicles in 2030, Ross Care has reviewed the fleet strategy to ensure that vehicle renewals are planned with a view to be zero emission by 2035.

The transition plan will operate in stages.

Following a trial of an electric vehicle in one of our North service centres, we are currently reviewing options for EV charging points with manufacturers at our larger service centres.

This strategy has some challenges. Based on current charging capacity and times, it is expected that for every 2 fossil-fuelled vehicles on the road, it will be necessary to employ 3 electric vehicles to ensure continuity of service and sufficient charging time to maintain service standards. We await further developments in this area as set out in the Government 'Electric Vehicle Infrastructure Strategy to improve the viability of EV usage.

Advanced route-planning software minimises journeys (e.g. automatically combining planned preventive maintenance activities with repair visits), improving efficiency by 13%.

First time fix metrics (FTF) are utilised to ensure we avoid repeat call outs to repair jobs, thus reducing fuel usage. The FTF rate is a set KPI at our service centres. Ross Cares high first-time fix rate is achieved by:

- Accurate equipment records, which enables correct parts to be assigned.
- Customer care training to correctly identify faults.
- Van stocks of spare parts.
- Continuing technical training our Engineers.
- Stock parts access across the group.

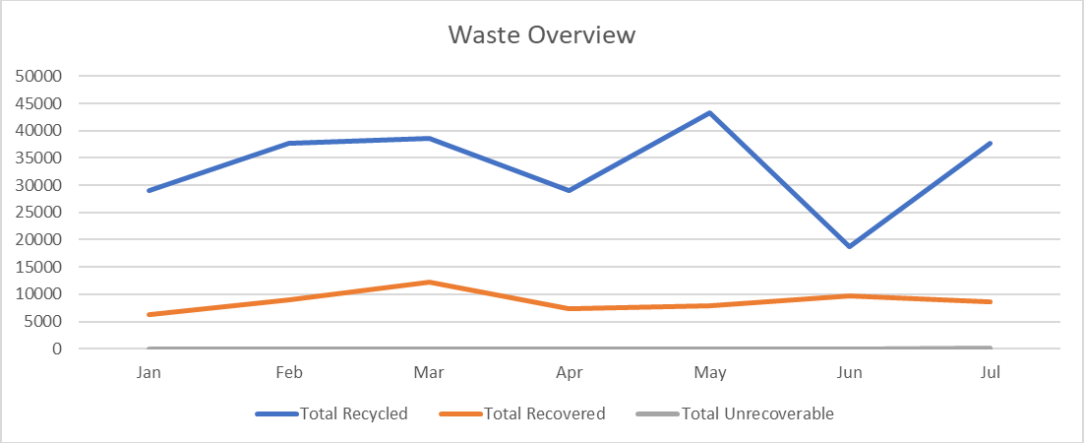
Objectives

By 2035, we aim to:

- Have a zero fossil fuel fleet in use across the business.

Waste

Ross Care, working in partnership with Baxter Environmental, has been successful in reducing our unrecoverable waste streams in 2023 YTD to < 0.1% across the business.



Correspondingly, the total carbon emissions have reduced from an average of 2066.27 kg CO2e in 2021 to 1685.24 kg CO2e to date in 2022.

The focus of the company has been on **Reduce** – **Re-use** - **Recycle**

Initiatives have included:

Wheelchairs	Targets of 25% recycling set to reduce carbon emissions related to the manufacture of new units.
Cardboard	Balers placed in large service centres with small centres sending their cardboard across to them. Sent to recycling.
Packaging	Polystyrene packing blocks replaced with cardboard. Workwear supplier is using 100% sustainable, biodegradable, compostable and recyclable packaging on deliveries.

Objectives

By 2035, we aim to:

- Have 0% unrecoverable waste in use across the business.
- Reduced our carbon emissions by 50% across our waste streams.

Finally, as an ISO14001:2015 accredited company we are constantly reviewing our Environmental impact through the setting of targets and objects via our management review process.