Carbon Reduction Plan

Supplier name: One Call 24 Group

Publication date: 15/07/2026

Commitment to achieving net zero

One Call 24 Group is committed to achieving net zero emissions by 2050.

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: 2021
Additional details relating to the baseline emissions calculations:
2021 emissions have been calculated based on our operational data and reported in accordance with the GHG Reporting Protocol corporate standard. The Scope 1 direct emissions were zero due to no company owned/leased vehicles and or fuel/gas emissions within the reporting period. The main Scope 2 energy emissions occurred from the electricity consumption from the organisation, with a small amount of additional emissions produced from staff working at home. These emissions were attributed to additional energy usage that would not have otherwise occurred at home. The main Scope 3 emissions occurred from staff commuting and business travel. Additional emissions occurred from organisation waste, hotel stays, third party inbound and outbound delivery of goods, and organisation water usage. Each year, One Call 24 Group offset the total carbon footprint from the period identified within this report to become certified as a Carbon Neutral Business by Carbon Neutral Britain.

Baseline year emissions:	
Emissions	Total (tCO2e)
Scope 1	0
Scope 2	93.91
Scope 3 (included sources)	148.02
Total emissions	241.93

[13] https://ghgprotocol.org/corporate-standard
[14] www.gov.uk/government/collections/government-conversion-factors-for-company-reporting
[15] https://ghgprotocol.org/standards/scope-3-standard

Current emissions reporting

Reporting year: 2025	
Emissions	TOTAL (tCO2e)
Scope 1	0
Scope 2	218.43
Scope 3 (included sources)	200
Total emissions	418.43

Additional Commentary

During the 2025 reporting period, total emissions increased from 237.09 tCO_2e in 2024 to 418.43 tCO_2e in 2025. The increase was driven primarily by higher electricity consumption, which rose from 61.04 tCO_2e to 218.43 tCO_2e, together with increases in business travel and staff commuting as operational activity levels increased during the year. One Call 24 Group has reviewed these emission sources and identified energy consumption, business travel and commuting as priority areas for targeted reduction initiatives during future reporting periods. The organisation remains committed to achieving a 50% reduction against its 2021 baseline by 2030 and Net Zero emissions by 2050.

Emissions reduction targets

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

The organisation's baseline emissions in 2021 were 241.93 tCO_2e. In line with Government Net Zero objectives and Science Based Targets, One Call 24 Group aims to reduce emissions by 50% against the baseline by 2030. This equates to a target of 120.97 tCO_2e by 2030 and continued reductions thereafter to achieve Net Zero by 2050.

Although emissions increased during the current reporting period, the organisation remains committed to identifying opportunities to reduce electricity consumption, business travel and commuting impacts, which have been identified as the most significant emissions sources.

Carbon reduction projects

Completed carbon reduction initiatives

The following environmental management measures and projects have been completed or

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remained in place since the baseline year:

- Continued support for flexible and hybrid working arrangements.
- Ongoing use of digital processes and paperless working practices wherever possible.
- Continued office recycling and waste reduction initiatives.
- Staff awareness and environmental sustainability training.
- Monitoring and reporting of annual greenhouse gas emissions.
- Maintenance of Carbon Neutral certification through verified carbon offsetting projects.
- Encouragement of remote working to reduce commuting-related emissions.
- Increased use of digital meetings and collaboration tools to reduce unnecessary travel.

Future carbon reduction initiatives

Over the coming years, One Call 24 Group intends to implement and strengthen the following measures:

- Implement further energy efficiency upgrades within office locations.
- Continue transition to energy-efficient lighting and equipment.
- Investigate smart energy monitoring and management systems.
- Optimise office occupancy through hybrid working arrangements.
- Evaluate opportunities for relocation to more energy-efficient premises where appropriate.
- Reduce travel through greater use of virtual meetings.
- Promote public transport and lower-carbon travel options.
- Encourage car-sharing and efficient route planning.
- Prioritise virtual client and internal meetings where practical.
- Promote walking, cycling and public transport.
- Explore participation in Cycle to Work and sustainable travel schemes.
- Monitor commuting patterns to identify opportunities for emissions reductions.
- Continue prioritising environmentally responsible suppliers.
- Strengthen waste reduction and recycling programmes.

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[15] https://ghgprotocol.org/standards/scope-3-standard

- Maintain annual carbon footprint measurement and reporting.
- Continue offsetting unavoidable emissions whilst pursuing operational reductions.

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 standard13 and uses the appropriate government emission conversion factors for greenhouse gas company reporting.14

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements (where required), 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.15

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:

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Full Name: Susanna Caddeo

Position: Head of Compliance and Audits

Date: 15.07.2026

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