

Carbon reduction plan 2024

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Target audience	All Clinical Staff, Non-Clinical Staff, Contractual Staff, NHS Commissioners and External Staff at Service Locations		
Description	This policy contains up to date information relating to carbon reduction		
Version history			
Version	Date	Reason for review/changes to document	Staff name
0.1	October 2024	Document drafted	Phil Semke
1.0	October 2024	Document approved	Phil Semke
2.0	March 2026	Updated in line with company re-brand	Sophie Hannon
Document status			
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Contents

Meeting the Reporting Requirements 3

Baseline Carbon Emissions 3

2024 Carbon Emissions Overview 3

Emission Reduction Targets..... 5

Carbon reduction projects..... 5

Scope 1 actions 5

Scope 2 actions..... 6

Scope 3 actions..... 6

 Business travel (including employee commuting) 6

 Managed assets (NHS clinics and Open Spaces) 6

 Waste management and reduction 6

Declaration and sign-off..... 7

Document title: Carbon Reduction Plan2024	Version and date: v1.0 Sep 2025
Document reference: PLA-0003	Reviewed date: Oct 2026
Authorised by: Deep Patel	Page 2 of 7

Meeting the Reporting Requirements

This Carbon Reduction Plan complies with PPN 06/21, as published by the Cabinet Office in June 2021. This document will be reviewed and updated annually in accordance with industry standards and regulatory requirements.

Baseline Carbon Emissions

Baseline year: 2024
<p>Additional Details relating to the baseline emissions calculations.</p> <p>The Hearing People is a trading name of Audiological Science Ltd, a private limited SME company. While we are not obligated to report our emissions under the Streamlined Energy and Carbon Reporting (SECR) regulations, we are committed to environmental responsibility. To demonstrate this commitment, we began recording our emissions in 2024, which serves as our baseline for measuring and improving our environmental impact.</p>
Our total baseline emissions for 2024 are 103,814 kg CO₂.

2024 Carbon Emissions Overview

To ensure transparency and a comprehensive assessment of our environmental impact, we are recording emissions data associated with our office at 20 Falkland Ave, London N3 1QR.

In our baseline year, we operated with 55 Full-Time Equivalent (FTE) employees. While we have one primary office, our operations are primarily conducted within NHS clinics and NHS Open Spaces. To accurately measure emissions from these locations, we have used NHS benchmarks to assess our environmental impact.

As our business grows, we anticipate a proportional increase in emissions. This potential rise is factored into our Carbon Reduction Plan, ensuring that we take appropriate measures to mitigate and offset any increases while maintaining our commitment to sustainability.

Scope 1	<p>We operate a fleet of 10 small petrol cars. During 2024 period, our fleet collectively covered an estimated total distance of 175,000 miles.</p> <p>This figure is based on an average yearly estimate. As part of our commitment to improving accuracy and reducing our environmental impact, we aim to implement more precise tracking methods in the future.</p> <p>Based on this estimate, our total Scope 1 emissions for the 2024 period are 31,021 kg CO₂e.</p>
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Document title: Carbon Reduction Plan2024	Version and date: v1.0 Sep 2025
Document reference: PLA-0003	Reviewed date: Oct 2026
Authorised by: Deep Patel	Page 3 of 7

Scope 2 Our Scope 2 data consists of electricity purchased at our London office.

Our electricity is purchased on a standard business tariff with an estimated annual usage of 7,639.4 kWh, as provided by our supplier.

Our total Scope 2 emissions for the 2024 period are 1,582 kg CO₂e.

Scope 3 Our audiologists primarily work out of NHS clinics and NHS open spaces within the communities we serve. As we do not directly manage these facilities, we have used NHS benchmarks to estimate electricity, gas, and water usage associated with our operations in these locations. Moving forward, we aim to improve the accuracy of our data by working closely with each clinic to identify our actual resource usage and explore opportunities for reduction.

Approximately 90% of our Scope 3 emissions originate from business travel. Based on our estimates, the 35 FTE employees who travel regularly for work live an average of 30 minutes from their workplace. Of these employees, 10 commute using small petrol cars, while the remainder primarily rely on a combination of trains and buses.

Activity	Type	kgCO ₂ e
Managed Assets	Electricity	3719.80
Managed Assets	Gas	7281.14
Managed Assets	Water Supply	30.95
Managed Assets	Water Treatment	37.54
Waste	General	88.15
Waste	Recycling	61.70
Waste	Medical	26.44
Business Travel	Car - Small	8981.25
Business Travel	Train	13297.50
Business Travel	Bus	48746.25
Water	Supply	4.90
Water	Treatment	5.94
Deliveries	Van - Class II	451.97
Deliveries	Van - Class II	78.67
Total kg CO₂e		82,812

To estimate the emissions generated from our waste, we have applied an average of 500 kg of waste per employee per year. This includes general, recycling and medical waste from our operations. For water supply and treatment at our London office, we have used an estimated consumption of 32m³.

Currently, we do not directly record data on deliveries. However, to provide the best possible estimate, we have used average vehicle data from our delivery provider, DPD, along with their distance from

	<p>our office, to calculate our associated emissions. In the future, we aim to work more closely with our delivery partners to obtain more accurate data and identify ways to reduce our delivery-related carbon footprint.</p> <p>Our total Scope 3 emissions for the 2024 period are 82,812 kg CO₂e.</p>
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Emission Reduction Targets

To continue our progress toward achieving Net Zero by 2045, we have adopted an Absolute Contraction Approach to carbon reduction. Our targets are as follows:

2035: Target of 50% Carbon reduction to 51,907 kg CO₂e

2040: Target of 75% Carbon reduction to 25,953 kg CO₂e

2045: Target of 100% Carbon reduction to Net Zero

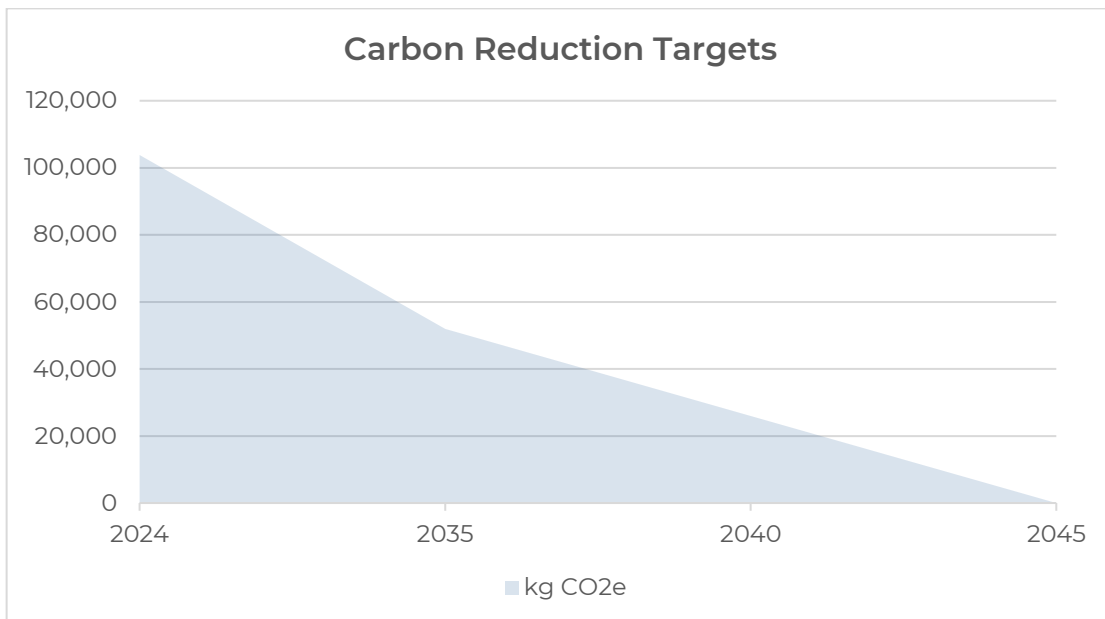


Figure 1: Our carbon reduction targets by year

Carbon reduction projects

The carbon reduction opportunities outlined in this section, once fully implemented, will reduce our GHG emissions annually, aligning with our goal of achieving Net Zero emissions by 2045.

Scope 1 actions

- Replace petrol cars with electric vehicles (EVs) starting with the highest emissions vehicles to maximise impact - We have already ordered 13 hybrid vehicles and 1 fully electric vehicle to replace our current fleet
- Improve our current systems to provide optimised route planning, reducing distance travelled and fuel usage

Document title: Carbon Reduction Plan2024	Version and date: v1.0 Sep 2025
Document reference: PLA-0003	Reviewed date: Oct 2026
Authorised by: Deep Patel	Page 5 of 7

- Install telematics to monitor driving behaviour (harsh braking, rapid acceleration) and provide training to improve fuel efficiency
- Offset any residual CO₂ emissions through the purchase of equivalent carbon emissions credits from an International Carbon Reduction & Offset Alliance (ICROA) provider

Scope 2 actions

- Transition to 100% renewable energy through our electricity supplier and by investing in solar power for our sites
- Invest in an energy management system to monitor and optimise energy use
- Introduce power management policies for hardware such as laptops, PCs, printers
- Offset any residual CO₂ emissions through the purchase of equivalent carbon emissions credits from an International Carbon Reduction & Offset Alliance (ICROA) provider

Scope 3 actions

Business travel (including employee commuting)

- Recruit within the local area to reduce travel needs – for each contract/Framework we plan to recruit within a 40-mile radius of the client site
- We will interrogate our data from travel to better understand if and where carbon reductions can be made
- Continue to encourage the use of walking or public transport, particularly trains
- Encourage car sharing
- Continue to support and encourage hybrid/homeworking
- Encourage the continued use of virtual meeting platforms where possible
- Promote cycling to work by providing information and participating in cycle-to-work schemes

Managed assets (NHS clinics and Open Spaces)

We currently operate in over 40 NHS clinics and open spaces, successfully reducing our carbon footprint by maximising the use of existing healthcare infrastructure rather than opening new sites. By integrating into NHS facilities, we avoid the additional emissions associated with constructing and maintaining separate locations, helping to reduce overall energy consumption and resource use across the healthcare system.

To further enhance our sustainability efforts, we aim to:

- Continue using NHS clinics and Open Spaces to minimise environmental impact
- Collaborate with NHS facilities to obtain more accurate data on energy and water usage
- Identify opportunities for efficiency improvements within NHS spaces, such as enhanced heating/cooling management, energy-efficient lighting and water conservation initiatives

Waste management and reduction

- Work towards a paperless office
- Work with our waste management provider to ensure we prioritise sustainability

Document title: Carbon Reduction Plan2024	Version and date: v1.0 Sep 2025
Document reference: PLA-0003	Reviewed date: Oct 2026
Authorised by: Deep Patel	Page 6 of 7

- Complete waste audits to maximise recycling and minimise waste production
- For non-recyclable waste we will establish relationships with local energy recovery facilities

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 use the appropriate government emission conversion factors for GHG company reporting.

Scope 1 and Scope 2 emissions have been reported in accordance with Streamlined Energy and Carbon Reporting (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.

Signed on behalf of The Hearing People:

<p>Signature: </p> <p>Name: Deep Patel</p> <p>Position: Managing Director</p> <p>Date: 13/02/2025</p>
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