novuscare

Carbon Reduction Plan

Novus Care Limited · 2025/26

2045	25/26	20%	40%
Net Zero target in line with the NHS	**Baseline year** 1 Apr 2025 – 31 Mar 2026	**Reduction by 2030** against our baseline	**Reduction by 2035** against our baseline

Commitment to achieving Net Zero

> Novus Care Limited is committed to achieving **Net Zero emissions by 2045**.

Novus Care is a home care and live-in care provider supporting people to live safely and independently in their own homes. We operate from five branches, in Watford, Surrey (Cranleigh), Canvey Island, Wickford, and our Live-in service, with a central training team. Our largest source of emissions is the travel our carers make between visits, followed by the energy used in our offices.

We recognise the impact our services have on the environment and on the health of the communities we support. We have set a Net Zero target of 2045, in line with the NHS's own target, and we will report our progress every year.

As a community care provider, our carers will always need to travel to the people we support, so some emissions from travel will always remain. Our approach is to reduce our emissions as far as we can, through better rota planning, greener energy and less waste, and to balance any emissions we cannot remove through recognised carbon offsetting or removal schemes by 2045.

Organisation	Novus Care Limited
Reporting period	1 April 2025 to 31 March 2026 (baseline year)
Publication date	November 2026
Approved by	The Board of Directors, signed by Emma Jonas, Head of Operations
Next update	Every year, or sooner if our operations change significantly

Baseline emissions footprint

Baseline emissions are a record of the greenhouse gases produced in the past, before carbon reduction measures were introduced. They are the reference point against which we will measure our progress.

Baseline year: 1 April 2025 to 31 March 2026

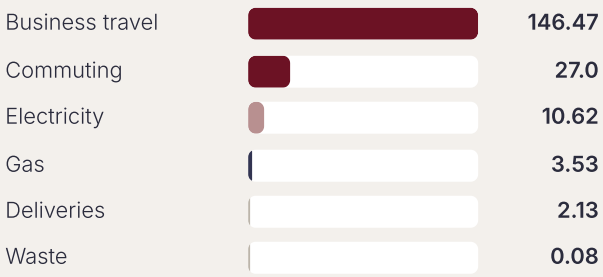
Additional details relating to the baseline emissions calculations

This is our first Carbon Reduction Plan, so 2025/26 has been set as our baseline year. The plan covers all of Novus Care's UK operations: our five branch offices, our training team, and the business travel of our staff. Emissions have been calculated in line with the GHG Protocol Corporate Standard and the UK Government conversion factors for greenhouse gas reporting. Further details are in the methodology section.

Baseline year emissions

EMISSIONS	SOURCES INCLUDED	TOTAL (TCO2E)
Scope 1	Natural gas used to heat our offices. We have no company-owned or leased vehicles.	**3.53**
Scope 2	Electricity used in our offices (location-based)	**10.62**
Scope 3	**Business travel:** staff mileage in their own vehicles, including carers travelling between visits	**146.47**
	Employee commuting: office staff travelling to and from work	**27.0**
	Waste generated in operations: office waste	**0.08**
	Upstream transportation and distribution: deliveries of supplies such as PPE and stationery	**2.13**
	Downstream transportation and distribution: not applicable, as we deliver care services and do not distribute goods	**0**
Total		**189.83**

WHERE OUR EMISSIONS COME FROM



tCO2e, 2025/26.

WHAT THIS TELLS US

Business travel makes up 77% of our emissions, as carers drive to people's homes every day. This is where better rota planning will make the biggest difference.

Office staff commuting is the next largest (14%), followed by office electricity (6%).

Office waste is very small, as our general waste goes for energy recovery rather than landfill.

Current emissions reporting

Reporting year: 1 April 2025 to 31 March 2026

As this is our first Carbon Reduction Plan, our current reporting year is the same as our baseline year. Future updates will compare each year's emissions with this baseline.

EMISSIONS	TOTAL (TCO2E)
Scope 1	3.53
Scope 2	10.62
Scope 3 (included sources)	175.68
Total	189.83

Emissions reduction targets

To make steady progress towards Net Zero by 2045, we have adopted the following carbon reduction targets, measured against our 2025/26 baseline:

2030

20% reduction
in total emissions

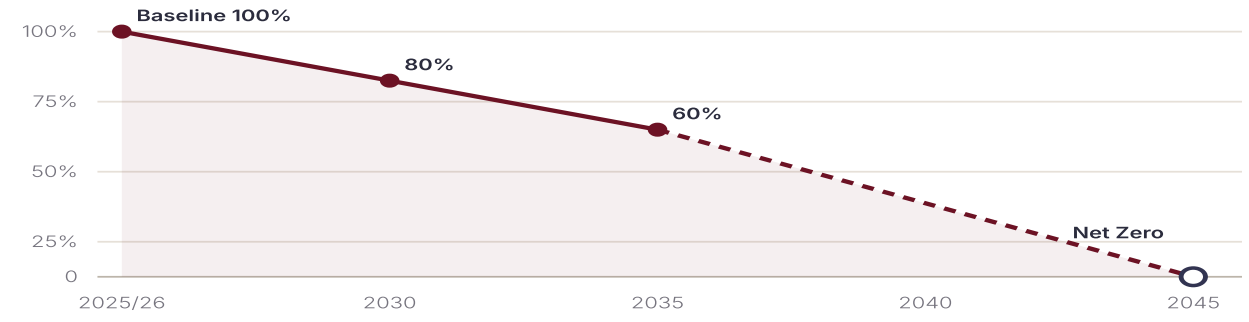
2035

40% reduction
in total emissions

2045

Net Zero
remaining emissions, mainly from essential care travel, balanced through recognised offsetting or carbon removal

PLANNED REDUCTION PATHWAY · % OF 2025/26 BASELINE EMISSIONS



Solid line: targets to 2035. Dashed line: path to Net Zero, with remaining essential travel emissions offset.

Because care travel is essential to our service, most of our reductions will come from planning rotas so carers drive fewer miles, cutting energy use and switching to renewable electricity in our offices, going paperless, and reducing waste. Progress against these targets will be reviewed every year and reported in the updated plan.

Carbon reduction projects

Completed carbon reduction initiatives

The following environmental management measures and projects have been completed or put in place since our baseline year. These measures will also be in effect when we perform contracts for our customers.

1. **Digital care records:** care plans, daily notes and visit records are held on Access Care Planning, rotas are managed on Access People Planner and visits are logged by electronic call monitoring, greatly reducing paper, printing and postage.
2. **Planning visits by area:** rotas are planned so that carers visit people near to each other and near to where they live, reducing the miles driven between visits.
3. **Recruiting locally:** we recruit carers from the communities we serve, which keeps commuting and travel distances short.
4. **Monitoring travel:** we monitor mileage and fuel use every month, so we can spot where travel can be reduced.
5. **Supporting people at home:** carers support the people we care for with recycling and saving energy at home, respecting their choices.

Future carbon reduction initiatives

In the future, we will implement the following further measures:

Going fully paperless

Removing printed care plans from people's homes within the next six months, using secure QR codes so professionals can view records digitally.

Reducing travel further

Reviewing rotas regularly to cut the miles driven between visits, and encouraging car sharing for office staff.

Greener energy

Moving our offices to renewable electricity tariffs when energy contracts are renewed, and switching to energy-efficient lighting.

Reducing waste

Improving recycling at all our offices.

Methodology

Office energy (Scopes 1 and 2): calculated from meter readings taken at each office at the start and end of the reporting year. Gas readings were converted from hundreds of cubic feet to kWh using the standard calorific value and volume correction. Our Wickford office has no gas, and its electricity is included in the rent and metered for the whole building. Its electricity has therefore been estimated from the office floor area (770 sq ft) using the typical annual electricity use for a general office (95 kWh per square metre).

Business travel (Scope 3): 542,487 business miles paid to all staff, including carers travelling between visits, for the payroll periods 16 March 2025 to 14 March 2026 (the closest match to the reporting year), using the factor for an average car.

Employee commuting (Scope 3): estimated from a survey of office staff at every branch and the training team in November 2026. This recorded how each person travels to work, the distance and the days a week they are in the office. It assumes 46 working weeks a year. Care staff are not included, as their travel is recorded as business travel.

Waste (Scope 3): estimated from the bin size and number of collections at each office, using a typical weight for mixed office waste. Canvey Island shares its bins with a neighbouring shop, so half of those collections are counted. General waste is assumed to go for energy recovery rather than landfill. At Wickford, the full weekly collection of a 1,000-litre bin has been counted, as our share of the building's waste is not known.

Upstream transportation (Scope 3): estimated from our spend on PPE and stationery orders for the reporting year (£29,413). We have assumed that delivery makes up 10% of this spend and applied the UK Government spend-based emission factor for land transport services.

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 standard, and use 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 has 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	*Emma Jonas*
Name	Emma Jonas
Position	Head of Operations and Nominated Individual, signing on behalf of the Board of Directors
Date	November 2026