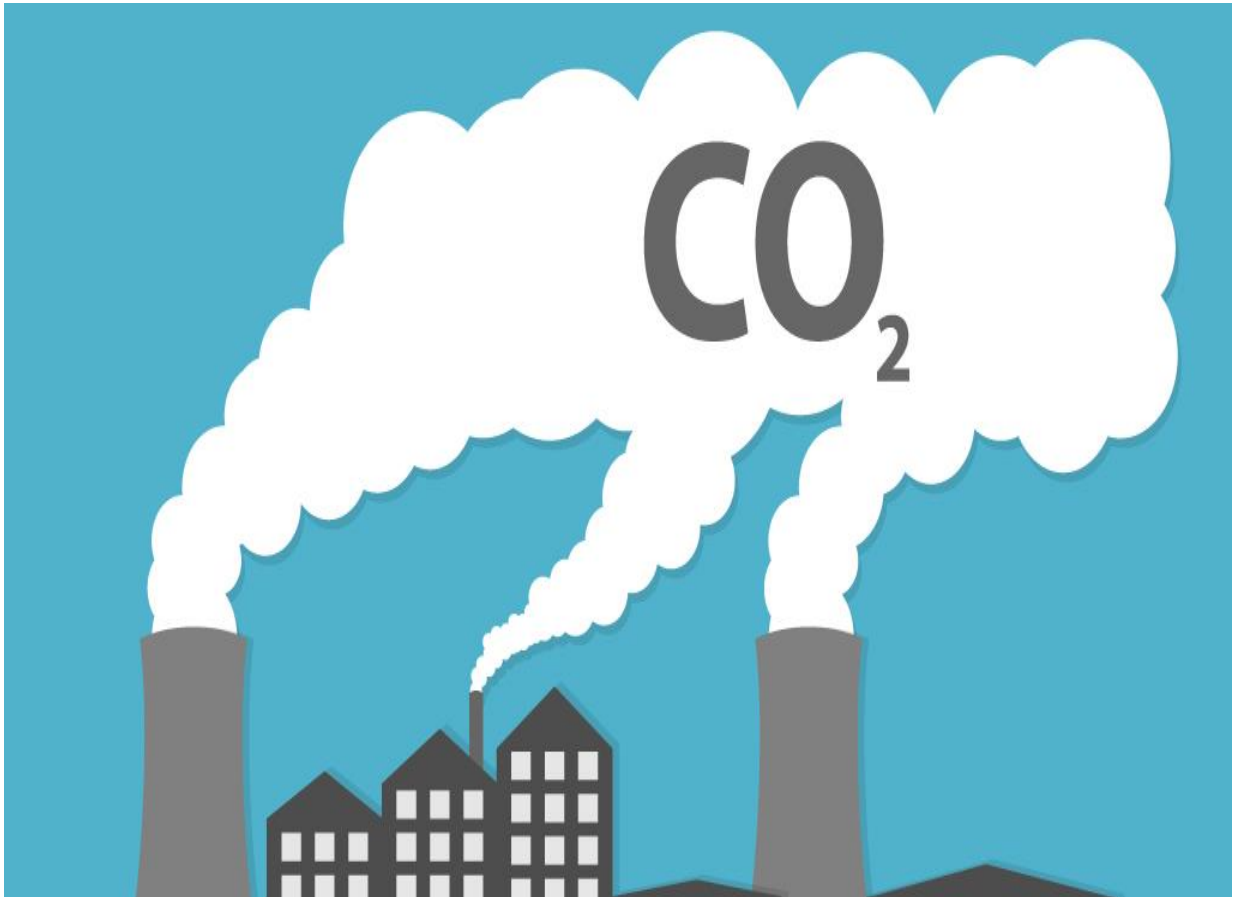




XPLICIT CARE SOLUTIONS LTD CARBON REDUCTION PLAN

April 2024



Xplicit Care Solutions aims to offset carbon emissions and support local communities through carbon reduction projects. Xplicit Care Solutions' carbon reduction plan embodies our values of

accountability, respect, efficiency, teamwork, fun, and caring. Xplicit Care Solutions is accountable for the impact we have on the environment, and we are committed to reducing it. Our approach is efficient, our target is to achieve a 50% reduction by 2030 and a further 25% reduction by 2035, reaching net zero by 2040. We are working collaboratively using teamwork to achieve our environmental goals and will incorporate fun and innovative ways to engage and support staff in this mission. With this plan, we will demonstrate our respect and care for our customers, colleagues, the environment, and the future generations who will inherit it.

Respectful: Through our commitment to our carbon reduction plan, we show respect for the planet, its resources and each other.

Caring: We care deeply for our customers, colleagues, and the environment, considering the well-being of all in our decisions and actions.

Teamwork: Working together as a team, we leverage the power of teamwork to drive progress and make a meaningful impact.

Accountability: Recognising and owning the impact we have on the environment; taking accountability and acting to reduce it.

Efficiency: To reach net-zero emissions within 20 years, we implement efficient, forward-thinking strategies to achieve our environmental goals.

Fun: Whenever possible, we strive to make our approach to sustainability fun and engaging, inspiring others to join us in our efforts.



“Playing our role in supporting the global movement towards removing carbon dioxide and other greenhouse gases from the atmosphere is a number one priority for Xplicit Care Solutions. We cannot ignore the catastrophic impact climate change is having on our planet and it is up to everyone to play their part in safeguarding the planet for future generations.”

Wendy Marufu, Xplicit Care Solutions Director and Registered Manager

Background

In 2020, the NHS launched its campaign For a Greener NHS and commissioned an expert panel, to set out a practical, evidence-based, and quantified path to a 'net zero NHS'. The publication of the report 'Delivering a Net Zero National Health Service' followed a national consultation with patients and staff and engagement from across the NHS.

Underpinning this work is an understanding that climate change undermines the core foundations of good health, contributing to cardiovascular disease, asthma, and cancer. Furthermore, action to tackle climate change also reduces the burden of disease from air pollution, obesity and poor diet whilst directly addressing health inequalities experienced across the country.



The NHS report sets out a strategy and two clear targets to respond to this challenge:

- Net zero by 2040 for the emissions the NHS controls directly.
- Net zero by 2045 for the emissions the NHS can influence.

The NHS also needs to respond to the health emergencies that climate change brings, which will need to be embedded into everything we do now and in the future. More intense storms and floods, more frequent heatwaves, and the spread of infectious disease from climate change threaten to underpin years of health gains. Action on climate change will affect this and bring direct improvements for public health and health equity.

Xplicit Care Solutions has worked closely with the NHS in the past and is committed to working towards similar green targets to those set out by the NHS. Several initial steps are underway in our aim to reduce our carbon footprint:

- Our care: By developing a framework to evaluate carbon reduction associated with new models of care being considered and implemented.
- Our customer's medicines and supply chain: By collaborating with suppliers to ensure that they meet or exceed our commitment to net zero emissions.
- Our transport and travel: By working towards reduced emissions in our fleet and by facilitating hybrid working and contributing towards reductions in the requirement to reduce travel to work.
- Our estate, heating, and lighting: Review of business processes which reduce the impact on the carbon footprint.



Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced before the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured. As part of Xplicit Care Solutions' environmental footprint strategy, Xplicit Care Solutions has measured and reported on the firm's environmental baseline footprint and identified reductions achieved on that baseline. Xplicit Care Solutions commits to undertaking annual measurement of reductions and reporting.

Xplicit Care Solutions' greenhouse gas (GHG) emissions have been calculated in line with the GHG Protocol, and the methodology used follows best practices.

Scope 1

Encompasses direct emissions, including those associated with the direct consumption of natural gas, heating oil, and diesel fuel as well as the emissions associated with owned and leased vehicles and fugitive emissions. Scope 1 emissions are mainly calculated based on volumes of consumed fuels in each region of operations.

Scope 2

Encompasses indirect emissions, including those associated with the purchase and consumption of local electricity and distinct heating energy. Scope 2 emissions are mainly calculated based on volumes of purchased and consumed electricity and heating energy in each region of operations.

Scope 3

Encompasses other indirect emissions, such as business travel, emissions from extraction of fuels and production of purchased goods and services (including cloud services and video conferencing), vehicles not owned or controlled, outsourced activities, employee commuting (including teleworking), and waste disposal. Scope 3 emissions are mainly calculated based on mileage (air travel and ground transportation), stay duration (hotels), energy consumption (upstream emissions from purchased fuels and electricity), spending (purchased goods and outsourced activities), technology usage (cloud services and video conferencing), estimates of employee travel and home energy consumption (employee commuting and teleworking), and industry benchmarks (waste disposal).

What has been achieved?

Xplicit Care Solutions has embarked on the reduction of carbon footprint journey by initiating several strategies:

Estates/Electricity/heating

Xplicit Care Solutions leases estate for business purposes and the delivery of services. We are working with management companies and landlords to change to LED lighting, smart lights, sensors, and motion lights.

Business Processes

Xplicit Care Solutions has installed “follow-me” printing technology that prevents waste of printing that is uncollected.

Xplicit Care Solutions is committed to supporting recycling initiatives wherever possible across our services and has installed multiple recycling points in all estates. Xplicit Care Solutions works with carefully selected third-party contractors who supply confidential waste destruction and waste disposal services.

Staff Travel and Working Practices

Xplicit Care Solutions employs several staff across various counties. Xplicit Care Solutions has a travel policy which encourages employees to lift share when travelling to other Xplicit Care Solutions sites for business activities or to use fleet cars. The vehicles selected for the Xplicit Care Solutions fleet were selected because they comply with certain environmental standards.

Xplicit Care Solutions encourages hybrid working and the use of Meeting and Collaborative software, such as Teams or the management of meetings, to avoid unnecessary travel.

Sustainable Procurement

Xplicit Care Solutions is committed to seeking sustainable procurement options. Xplicit Care Solutions has centralised the procurement of all consumables and equipment to the Xplicit Care Solutions Director of Procurement. The purpose of the central procurement team is to reduce waste, build supply chain resilience, improve delivery efficiencies, ensure continuity of supply, and minimise the environmental impact.

The Xplicit Care Solutions supplies function is committed to reducing waste in the supply chain and encouraging smarter procurement through the consolidation of orders where appropriate to reduce the number of deliveries to Xplicit Care Solutions. In addition to this all major purchase decisions will be made by considering the whole life cost of solutions on offer, a consideration of energy costs will now be factored into these decisions where necessary.

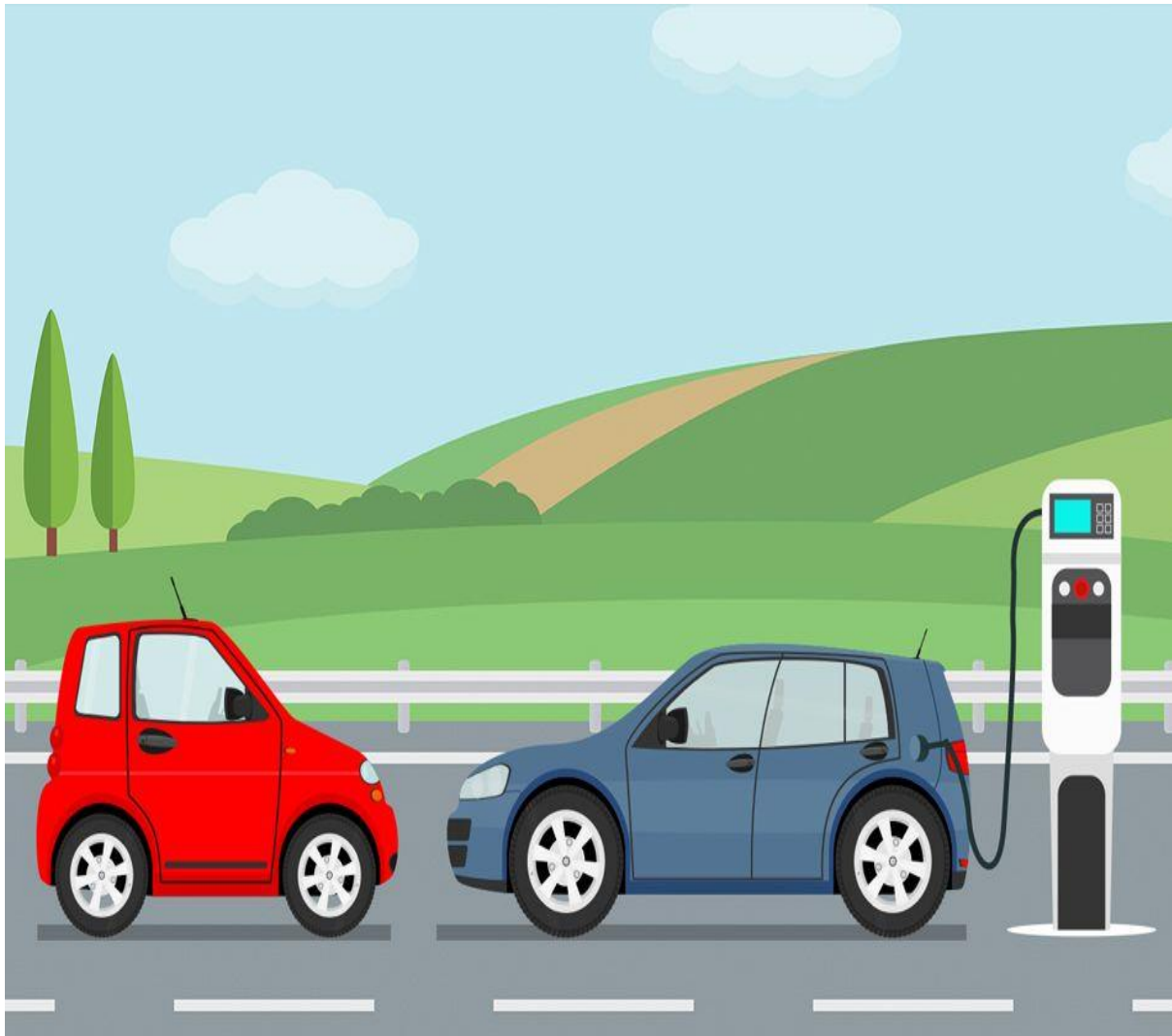
Fleet

Reviewing the fleet to work towards a more sustainable model: Xplicit Care Solutions staff are often required to work with multiple customers on any given day. Due to the timings of calls, staff often need to provide their own transport. Xplicit Care Solutions is therefore working with local car providers to be able to provide a fleet of low-carbon emission vehicles. When looking at the options available, Xplicit Care Solutions has prioritised:

- Vehicles with the least carbon emission rating
- Internal space
- Reliability

Xplicit Care Solutions will also be committed to using sophisticated journey planning and rostering of staff, taking into consideration where staff are working each day, and ensuring staff calls are all local to each other.

Xplicit Care Solutions anticipates that this approach will also result in a reduction in fuel spending and the number of miles travelled by staff. The delivery date for this project is 2024, with Xplicit Care Solutions then looking to revert to all-electric vehicles by 2028.



Approach

The organisation reports on all sources of carbon emissions over which it has operational control. The organisation is deemed to have operational control over a service if it has full authority to introduce and implement its operating policies.

Scope 1: Company Vehicles: we have company vehicles and so will measure emissions and agree on targets for reduction.

Scope 2: Purchased electricity, heating, for own use, as above this will be monitored via the charges we receive.

Scope 3:

- Procurement and upstream and downstream distribution
- Waste generated in operations.
- Business travel
- Employee commuting

Procurement and upstream and downstream distribution

What makes a supply chain sustainable varies widely between companies, products, and processes. Overall, companies need to examine each stage of their supply chain and consider efficiencies that could be implemented. Xplicit Care Solutions will review its current and future contracts and consider options for its procurement and supply chain in the future.

Waste generated in operations.

Waste generated as an organisation is managed through the lease arrangements and the organisation does generate waste through employee printing along with brochures and events information, banners, and other materials. Waste includes plastic non-recyclable cups and other rubbish. We plan to address these areas through behaviour changes in the Strategies for Carbon Reduction.

Business travel

Business travel will be measured and reported each year. It is calculated using a values matrix.

Employee Commuting

Xplicit Care Solutions has several employees who work remotely and flexibly. The baseline has been worked out on the figures provided and some assumptions around part-time and hybrid working.

Summary

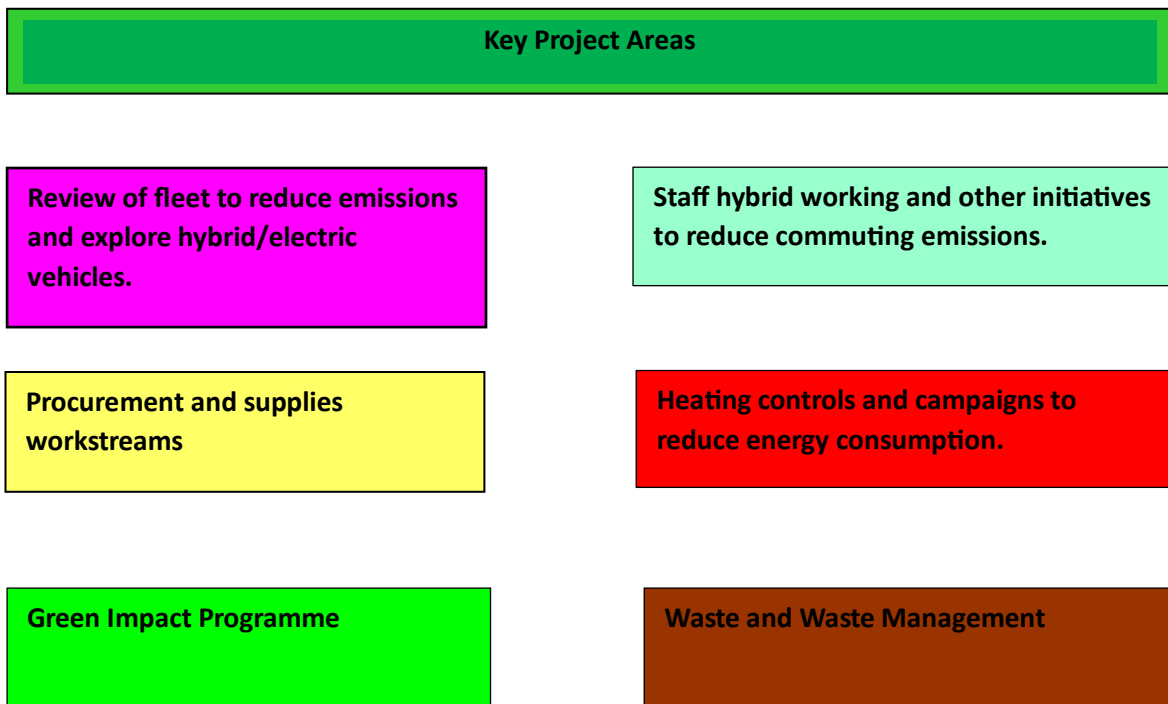
The following environmental management measures and projects have been completed or implemented since the start of our baseline year of 2023, including:

- Appointed a Sustainability Project Manager to lead this area who is sponsored by a director.
- Launched an Environmental Policy outlining our commitment to minimising the negative environmental impact of our activities.
- Initiated the internal Net Zero project. This included gathering data to inform our baseline scope 1, 2 and 3 carbon emissions and production of a more detailed report focused on scope 3 emissions.
- Developed our Carbon Reduction Declaration
- Identified targets and several potential actions to deliver these targets which will be worked through in the next stages.

Over the next 12 months, we plan to build on our existing knowledge and understanding.



Xplicit Care Solutions Ltd.'s Carbon Reduction System



Xplicit Care Solutions has developed a route map for achieving net zero to include:

- Set organisation-wide carbon emissions reduction targets supported by interim targets.
- Set product-level carbon emissions reduction targets and recommend that these are embedded into performance management goals for product owners.
- Create a decarbonisation plan for all activities to deliver targets.
- Provide support for the organisation in understanding the carbon impact of services.
- Continuing internal communications about the importance of the Net Zero project and engaging ways to encourage colleagues to commit to making changes.
- Look to develop a hybrid approach to working for a greater number of our staff, which will support homeworking and bring a reduction in the amount of carbon generated through employee commuting.

- Explore schemes which support a reduction in staff travel and emissions (Cycle-to-work schemes and other schemes to support the purchase/use of hybrid or electric vehicles)
- Look at our office locations and if practical consolidate and seek a reduction in footprint.
- Advocate and influence the use of green energy suppliers to buildings in which we are a tenant.
- Developing an external communications plan, that includes developing website content that highlights how Xplicit Care Solutions's services support the delivery of our net zero ambitions.

To meet our carbon reduction goals, specifically Xplicit Care Solutions will focus on the following:

Supplies and supply chain

- Reviewing our portfolio of suppliers to ensure, where practicable, we use local suppliers with defined Carbon Reduction plans and practices.
- Working with suppliers to identify products and packaging with a greater impact on carbon reduction.
- Defining a clear approach to procurement which emphasises the approach to doing business in an ethical environmentally friendly manner.
- Purchasing, where possible, products and services that are sustainable, responsible, and ethically sourced.
- We will deliver services to our customers in an environmentally friendly manner as possible which will impact overall environmental improvement.

Fleet

- We will work with transport experts to define a clear map to achieve a reduction in our carbon footprint through performance software and most fuel-efficient vehicles.
- One of the greatest environmental challenges for Xplicit Care Solutions over the coming decade will be the decarbonisation of our fleet emissions covering our direct operations (scope 1). We have commenced this journey as highlighted above, we will continue to investigate opportunities to reduce emissions and accelerate progress as suitable technologies and infrastructure emerge, we will scope the change to a reduced emission fleet whether this be hybrid or fully electric in the next 3-4 years.

Energy

- Implementing energy-efficiency solutions such as LED lighting and equipment upgrades and eliminating energy waste by improving controls and insulation where we have the influence to do so.
- Gain staff commitment to internal “Green impact programmes “which will reduce energy waste.

Waste & Waste Management

- Xplicit Care Solutions has increased recycling rates.

- Work with waste disposal suppliers to ensure waste is diverted from landfills to produce energy.
- Exploring the 'bin the bag' scheme
- Work with suppliers to reduce packaging or increase reusable greener packaging.

Business Travel

- Xplicit Care Solutions will reduce as the organisations gain synergy.

Staff Travel

- The organisation will continue to review how to extend hybrid working for relevant staff and explore schemes such as cycle to work, car sharing, etc.
- Explore the introduction of the Car Benefit scheme, a salary sacrifice scheme that allows employees to get a brand-new car while saving on Tax and National Insurance (NI)
- Explore available schemes to support electric motoring, with a Workplace Charging Scheme from the government designed to help employers install electric charging points at the workplace.

More broadly, Xplicit Care Solutions will be looking to align with the principles of the ISO14001 Environmental Management Systems standard and will review operations against the standard to identify any compliance gaps.

We will continue to work with procurement to understand how to better embed environmental sustainability in procurement processes and contract terms and conditions and ensure that our supplies can demonstrate their commitment to achieving net zero.



Next steps

Overall Xplicit Care Solutions has achieved a 19% reduction in emissions between 2023 and 2024. Our target is to achieve and 50% reduction by 2030 and a further 25% reduction by 2035, reaching net zero by 2040 for all emissions Xplicit Care Solutions directly controls and those Xplicit Care Solutions can influence. During 2023, Xplicit Care Solutions will formally agree on the % decrease for each scope area together with actions to deliver this reduction.

The initiatives will be supported through a communication plan:

- October 2023 | Publication of the Carbon Management Plan
- March 2024 | Develop a communication plan.
- April 2024 | Communication & engagement on the carbon management plan with Xplicit Care Solutions stakeholders
- Annual | Produce a Progress Report on an annual basis for the Project Board / Executive Board
- Ongoing | Use social media to increase awareness of environmental projects & benefits with internal & external stakeholders.
- Ongoing | Regular communications in an internal newsletter