

## Totally Carbon Reduction Plan: 2022 /23

### 1. Executive Summary

#### Our commitment to Net Zero

Totally, and those subsidiary companies which form part of the group (see appendix), is committed to achieving overall Net Zero Emissions by 2045.

We recognise that reducing our greenhouse gas emissions create significant benefits for us, our customers, suppliers and the wider community. Our Carbon Reduction Plan demonstrates how and when we will deliver upon our ongoing commitment to manage and reduce of our business-related carbon emissions.

This plan:

- provides details of Totally's baseline year information
- sets clear targets for reducing Greenhouse Gas (GHG) emissions over key timeframes
- lists planned projects to achieve carbon net zero by 2045.

We appreciate that achievements can and will be realised through both behavioural change and investment and we will adopt both approached to deliver the right outcome and achieve our goals.

We will continue to work collaboratively with employees and contractors to identify opportunities for business-wide change and achieve the overall goal of Carbon Net Zero by 2045.

Totally's GHG baseline emissions were 2.67 tonnes in 2020/21. We aim to reduce our GHG emissions by 50% by 2030 based on the 2020/21 baseline on our journey to net zero by 2045.

### 2. Meeting the reporting requirements

This Carbon Reduction Plan has been developed in accordance with [PPNO6/21](#) as published by the Cabinet Office on June 2022, which details how to take account of Carbon Reduction Plans in the procurement of major central government contracts. This Plan is reviewed and updated annually to reflect any changes in organisational structure and take account of the progress made to reduce our emissions over time to achieve net zero by 2045.

#### 2.1 Oversight - Management's role in assessing and managing climate-related risks and opportunities

The Executive Committee, chaired by Wendy Lawrence, CEO, and comprising Lisa Barter, CFO, and John McMullan, Medical Director, retains overall responsibility for assessing

climate-related risks and opportunities. The Committee receives a quarterly report on the principal risks and the overall risk profile of the Group prior to this going to the Audit Committee and Board. The principal risk report analyses the principal risks for probability and impact and details current and planned risk mitigations and sources of assurance. This report, in conjunction with other management information, ensures that the Executive Committee understands and can act on its assessment of climate-related risks. The Committees also reviews global trends for emerging risks on an annual basis, prior to this going to the Audit Committee.

The Executive Committee also receives data and information from the senior leadership group to help it collate its overall view of the climate-related risks and opportunities facing the Group. The senior leadership group discusses risks to the business, including climate-related risks, on at least a quarterly basis. Most climate-related risks and opportunities, to date, have been identified in the physical assets of the estate such as vehicles, and to a lesser extent, leased buildings.

As an organisation Totally is committed to integrating sustainable development into everyday practice by minimising environmental impact wherever possible. A number of key areas have been identified where reduction in carbon emissions can be targeted and effectively reported upon.

### **3. Method of data collection**

We report our energy usage, associated emissions, energy efficiency actions and energy performance for Totally and its subsidiary companies (see Appendix), under the government policy Streamlined Energy and Carbon Reporting (“SECR”), as implemented by the Companies (Directors’ Report) and Limited Liability Partnerships (Energy and Carbon Report) Regulations 2018.

#### **3.1 Data quality and completeness**

Carbon emissions for Totally’s separately registered subsidiary companies (see Appendix) are included within the reported numbers.

As part of the support we provide to the NHS and other healthcare partners, our subsidiaries occupy several sites within hospitals and clinics across the UK and Ireland which are not within our managed estate. Whilst we are not directly responsible for energy costs in 98% of these sites, we work with our partners to look at ways that we can support initiatives to reduce our carbon footprint as well as reducing our energy consumption.

#### **3.2 Reporting methodology**

Due to the unique nature of our business, we have detailed below the methodology used for our report.

Scope 1, 2 and 3 consumption and CO<sub>2</sub>e emissions data are calculated in line with the 2019 UK Government environmental reporting guidance. Emissions Factor Database 2021 version

1 are used, utilising the published kWh gross calorific value (“CV”) and kgCO<sub>2</sub>e emissions factors relevant for reporting year.

Where estimations are required due to missing billing periods for properties directly invoiced to Totally these are calculated on a kWh/day pro-rata basis at meter level. For 2022/23 Totally achieved c.100% verifiable data coverage.

Intensity metrics are calculated using total tCO<sub>2</sub>e figures and the selected performance indicator (revenue) for the relevant reporting period.

## 4. Emissions reduction targets

Totally intends to achieve net zero emissions for Pillars 1 and 2 by the end of 2045 and will implement a phased approach, through intermediate targets and steps to achieve the main objective of net zero.

Year	Scope of Net Zero
2020	All operations under direct control, baseline obtained
2030	Initiatives commenced and milestones achieved to deliver 50% reduction
2040	Achieved Net Zero for directly controlled areas
<b>2045</b>	<b>Achieved Net Zero overall</b>

### 4.1 Progress against targets

Totally is targeting a reduction in carbon emissions of 50% by 2030 and net zero by 2045 (100% of entire business). The table below details progress to date.

Scope	Category	Description	2045	2030	2022/23	2021/22	2020/21
1		Combustion of fuel and leakages of refrigerant			73.16	82.4	76.8
2		Generation of electricity consumed (on a market basis)			92.26	87.5	114.5
3	1	Purchased goods and services					
	3	Fuel and energy-related activities not included in Scope 1 or Scope 2					
	5	Waste generated in operations					
	6	Business travel			93.20	107.8	112.9
	7	Employee commuting	Travel by employees to and from their places of work				
	8	Upstream leased assets	Off-site data centres				
	13	Downstream leased assets	Tenants				
<b>All</b>					<b>258.63</b>	<b>277.7</b>	<b>304.2</b>

## 4.2 Carbon reporting for 2022/23 year

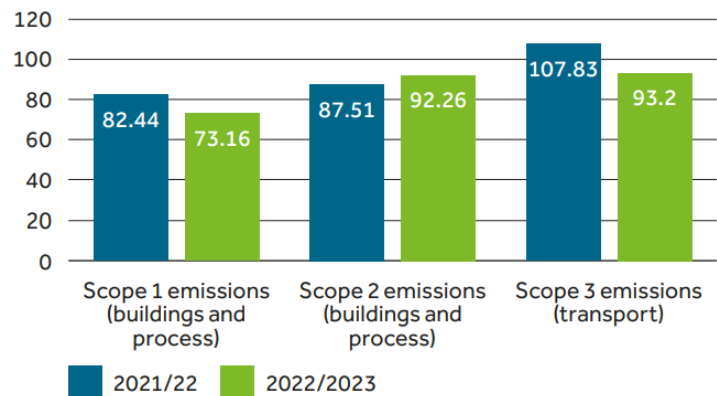
The following figures show the consumption and associated emissions for the 2022/23 reporting year for our operations throughout the UK, with figures from the previous reporting period included for comparison.

- Scope 1 consumption and emissions include direct combustion of natural gas and fuels utilised for transportation operations, for example, company vehicle fleets.
- Scope 2 consumption and emissions refer to indirect emissions related to the consumption of purchased electricity in day-to-day business operations.
- Scope 3 consumption and emissions cover emissions resulting from sources not directly owned by us. This relates to grey fleet (business travel undertaken in employee-owned vehicles) only.

Totally's Scope 1 and 3 direct emissions (combustion of natural gas and transportation fuels) for the 2022/23 year was 166.37 tCO<sub>2</sub>e, resulting from the direct combustion of 804,897 kWh of fuel. This represents a carbon reduction of 12.57% from last year.

Scope 2 indirect emissions (purchased electricity) for this year of reporting are 92.26 tCO<sub>2</sub>e, resulting from the consumption of 477,100 kWh of electricity purchased and consumed in day-to-day business operations. This represents a carbon increase of 5.43% from last year.

Our operations have an intensity metric of 1.90 tCO<sub>2</sub>e per £m turnover for this reporting year. This represents a reduction in the operational carbon intensity of 22.16% from our previous reporting year.



### Total consumption of energy supplies (kWh)

Utility and scope	Scope	2022/23 UK consumption (kWh)	2021/22 UK consumption (kWh)
Gaseous and other fuels	1	400,808	450,125
Grid supplied energy	2	477,110	412,150
Transportation	3	404,089	457,607
		<b>1,282,007</b>	1,319,881

### Total emissions from energy usage (CO<sub>2</sub>)

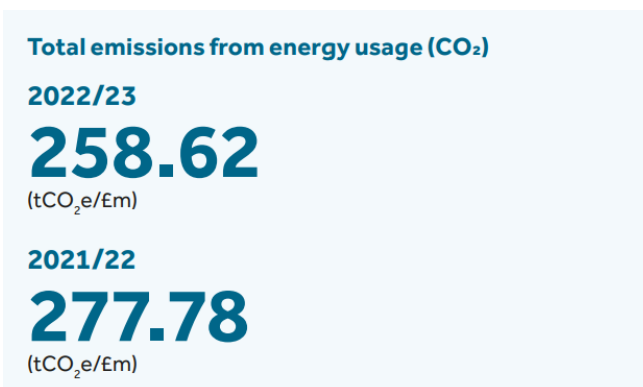
Utility and scope	Scope	2022/23 UK consumption (tCO <sub>2</sub> e)	2021/22 UK consumption (tCO <sub>2</sub> e)
Gaseous and other fuels	1	73.16	87.51
Grid supplied energy	2	92.26	82.44
Transportation	3	93.20 <sup>1</sup>	107.83 <sup>1</sup>
		<b>258.62</b>	277.78

1. Estimated by invoice based on actual usage for the year.

### Intensity metric

An intensity metric has been calculated using the number of tonnes of CO<sub>2</sub> emitted per £m of total sales revenue (tCO<sub>2</sub>e/£m), to provide a metric against which the group will measure current and future energy usage performance.

This measure takes account of the differing consumption between divisions and the respective revenue of those divisions.



## Notes

### **Scope 1:**

**Company Facilities:** We mainly act as tenants in buildings managed by the NHSE Property Company or Acute Trusts (98%). Data for these properties will be reported by the GPA in their annual reports and will be excluded from this to avoid double reporting. We will report on buildings owned or leased where control to influence can be delivered. Consumption and emissions relate to direct combustion of natural gas, and fuels utilised for transportation operations, such as company vehicle fleets.

**Company Vehicles:** We utilise a fleet of leased company vehicles (. Emissions from this category are included in our emissions data.

### **Scope 2**

**Purchased electricity, steam, heating and cooling for own use:** Most of the purchasing of energy needed for our buildings is undertaken by our landlords as they are leased. Where controlled by Totally we can report the consumption and emissions relating to indirect emissions to the consumption of purchased electricity in day-to-day business operations.

### **Scope 3**

Consumption and emissions relate to emissions resulting from sources not directly owned by Totally. This relates to grey fleet (business travel undertaken in employee-owned vehicles) only.

**Category 4 and 9 - upstream and downstream distribution:** As Totally is largely a service provision business for healthcare, we do not purchase or sell any physical goods, and therefore cannot report any figures against categories 4 and 9 in detail.

**Category 5 - waste generated in operations:** We do not have specific data on the waste generated as an organisation as this is managed through the lease arrangements as part of the building operations. We generate waste through employee printing along with brochures and events information, banners and other materials. Waste also includes plastic non-recyclable cups and can even include lunch-time related rubbish. We plan to reduce waste generated in this manner through behaviour changes (see Strategies for Carbon Reduction).

**Category 6 - business travel:** Business travel is measured and reported in the organisation's Annual Report and Accounts each year. It is calculated using the values matrix supplied by DEFRA.

**Category 7 - employee commuting:** For the base year of 2020/21, we do not have any firm data on how employees were travelling into their respective offices. To calculate an estimated figure for the financial year 2022/23, we have taken the number of employees, their working pattern such as part time or full time, and taken account of annual leave and bank holidays.

For each employee, there are 261 working days per year which reduces to an average of 228 working days per full time employee when accounting for annual leave and Bank Holidays.

Carbon created by employee commuting is calculated utilising the average UK commute return trip of 16.8 miles as published by the Department of Transport in August 2020 and average UK car emissions of approximately 196.94 grams per mile as calculated by the European Environment Agency and published in June 2020, resulting in a total estimated figure 754452 tCO<sub>2</sub>e per employee travelling.

It is recognised that this does not account for employees travelling to the office by different mode of transport such as train, tube or bus. Within 'Strategies for Carbon Reduction' we lay out plans for the monitoring of commuting emissions for future years.

## 5. Strategies for carbon reduction

The carbon reduction opportunities in this plan, once fully implemented, will reduce Totally's GHG emissions each year in line to achieve net zero emissions by 2045.

The areas for concentrated reduction strategies are as follows:

### 5.1 Business travel

We will evaluate and, where possible, adopt means of reducing business travel, including continued use of video conferencing, to achieve sustainable long-term reduction of emissions that will be reported annually. We will ensure essential travel only is undertaken for the workforce and patients seen.

### 5.2 Employee commuting

We will conduct an annual survey on business travel and of commuting undertaken by colleagues, to accurately report CO<sub>2</sub> emissions and identify means to drive a reduction.

This includes:

- Continued support for our employees to working from home some of each week (where practical) through safe working from home policies which help support the environment by reducing travel to and from work,
- continuation of cycle to work initiative through our staff reward scheme
- Communications programme providing "top-tips" on how to save energy when working from home or in the office.

### 5.3 Communication

We will work with key partners and other stakeholders to achieve a better understanding of our emission contributions in the energy usage and waste emission categories. Although these categories are out of our direct control, we will apply pressure to the NHS authorities and building landlords to push towards emission reduction and support their initiatives to reduce carbon emissions.

## 5.4 Employee learning and behaviour change

At part of our annual communications calendar we will deliver regular communications to raise the environmental awareness of all Totally employees.

This will include:

- encourage better energy use and reduced waste such as the promotion of reduced printing and move to a paperless office. Since April 2021, Totally has taken considerable steps to reduce the amount of paper-based printing, embracing technology that provides digital solutions negating paper usage.
- Promotion of cycle to work schemes and other activities to reduce emissions from commuting
- Although we do not own our premises and choose to lease buildings, we will actively support and encourage initiatives led by our landlords to drive down carbon emissions and drive change within our control such as switching from standard halogen to LED lighting in most of our leased premises, reducing our energy usage by at least 40%.

## 5.5 Environmental Impact

We are committed to supporting net zero carbon emissions and to fulfilling our share of the responsibility to keep the global temperature rise below 1.5° Celsius. We will continue to reduce our impact on air, land and water by:

- Working with our people, landlords, communities, commissioners and stakeholders by supporting targets to reduce carbon emissions and energy consumption; reducing the use of fossil fuel through efficiency improvements; and using alternative and renewable sources where this relevant.
- Having stringent targets to reduce emissions to air from all our business operations, moving towards efficient use of environmentally friendly products.
- Transitioning our operational fleets from traditional combustion engines to alternative forms of energy and, through collaboration with suppliers, improving the efficiency of our fleets through the adoption of new technology.
- Seeking to apply the principles of environmental stewardship throughout our operations; managing and restoring our sites to ensure land remains of value; implementing biodiversity net gain; and safeguarding geodiversity where appropriate.
- Using water efficiently, recycling where possible and protecting water quality.
- Reporting on our regulatory compliance to SECR and ESOS annually.

### **Resource use and the circular economy:**

We will conserve natural resources by:

- Using resources appropriately and sustainably and, where possible, substituting primary resources with alternative materials.
- Adopting the waste hierarchy of waste prevention, reuse of materials, recycling, co-processing and energy recovery to minimise waste disposal and maximise productivity.
- Providing services that improve the quality of life and sustainability of the environment



and seeking to eliminate all non-conforming waste.

## 5.6 Leadership

The Board of Totally has given, and will continue to give, its full support to this carbon reduction programme and the team required to achieve Totally's Net Zero ambitions.

The Board will lead by example, by modelling best practice behaviours in carbon reduction wherever possible, by helping to push for and then implementing changes, along with arranging for specific sub-project funding as needed.

### Declaration and sign off

This Carbon Reduction Policy 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 uses 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 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 Policy has been reviewed and signed off by the board of directors.  
Signed on behalf of Totally plc.

*Wendy Lawrence*

Wendy Lawrence  
**Chief Executive Officer**

## Appendix –Totally subsidiaries

Our commitment to reducing carbon emissions is embraced at a corporate and operational level. This plan is applicable to all subsidiary companies of Totally, as follows:

- Vocare Limited
- Greenbrook Healthcare Limited
- Pioneer Healthcare Limited
- Premier Physical Healthcare Limited
- About Health Limited