

Carbon Reduction Plan Template

Supplier name: ...NCO Europe Limited.....

Publication date:

Commitment to achieving Net Zero

NCO Europe 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: 2022

Additional Details relating to the Baseline Emissions calculations.

NCO Europe are passionate about reducing its carbon footprint and committed to achieving Net Zero. Our ESG committee was formed in 2020 and subsequently many key milestones have been achieved in progressing our Objectives.

In 2022 NCO Europe have obtained ISO14001 and furthermore engaged with an outsourced ESG partner – Furthr. Futhr are industry leading ESG consultants who we have engaged to assist in producing our carbon emissions as well as critically evaluate our carbon reduction plan and strategic objectives. Utilising furthr in tandem with maintaining our ISO14001 certifications is part of the ESG committees strategy to ensure accurate and independently verified emission calculations are completed amidst a rigid and reliable control framework.

Scope 1 Emissions – 1.234 tCO₂e

Our scope 1 emissions relate solely to the refrigerants used in our facilities air conditioning unit

Scope 2 Emissions – 121.64 tCO₂e

Our scope 2 emissions relate solely to our facilities electricity usage.

Scope 3 Emissions

Our scope 3 emissions relate have multiple sources, but these are mostly generated from staff related emissions generated from either commuting to work or their consumption working from home.

Baseline year emissions:

EMISSIONS	TOTAL (tCO₂e)
Scope 1	1.23
Scope 2	121.64
Scope 3 (Included Sources)	647.76
Total Emissions	770.63

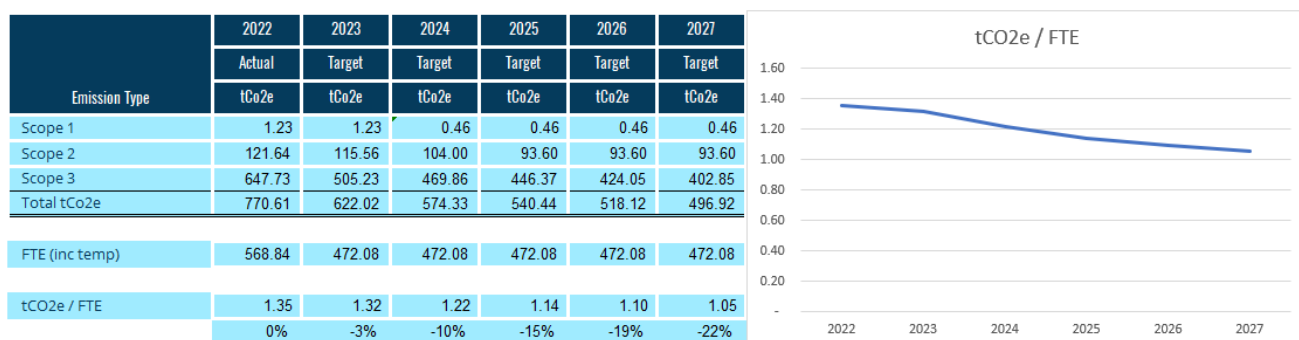
Current Emissions Reporting

Reporting Year: 2022

EMISSIONS	TOTAL (tCO₂e)
Scope 1	1.23
Scope 2	121.64
Scope 3 (Included Sources)	647.76
Total Emissions	770.63

Emissions reduction targets

As part of our long term goals to achieve Net Zero, we have adopted the following carbon reduction targets over the next 5 years that aim to reduce our carbon emissions per FTE by 22%..



Carbon Reduction Projects

Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been completed or implemented since the 2022 baseline. We expect to quantify the impacts of these projects in our upcoming Carbon reduction measurements and reporting.

Current Projects

- **Furthr partnership** – With 2022 being our baseline year, we are looking to critically asses our first years comparatives of 2023 to be reported in 2024. We will have even more insight to ensure we capitalise on opportunities available for carbon offsetting.
- **Facility amendments** – NCO Europe have reconsidered how we deliver our services to clients and the flexibility we can provide employees in the workplace. This involved adapting to an ever-increasing demand for WFH. In doing so we have also adapted our office locations to more efficiently utilise the spaces we have, not just in respect of service but also to reduce our energy consumption and carbon impact.

On the back of this NCO Europe reduced the size of its on site facility by 62.5%. This will deliver significant carbon reduction with less consumption to be delivered on less square footage.

- **Employee initiatives** – NCO Europe openly encourages its staff to be mindful of the environment and how daily choices can have an impact. Recycling is promoted throughout the business and since 2021 the company have transitioned to be paperless. In respect of Scope 2 emissions, the facilities and Housekeeping team are incentivised to actively reduce electricity consumption through a scheme introduced in 2019 delivering a 34% reduction in electricity consumption between 2019 and 2022.
- **Hardware Recycling** - NCO have taken the steps to reduce our on premise server footprint to reduce the amount of carbon we produce. So far we have gone from 110 physical servers down to 2 generating a significant carbon footprint saving. To further support this initiative NCO has partnered with KOCycle.

We work with our partners to collect and recycle our surplus IT equipment, the approach is simple, KOCycle collect your equipment, calculate based on power consumption usage of the equipment collected calculate the total carbon footprint. They then plant the equivalent number of trees to remove this footprint from our environment.

- **Lettering and Communication Strategies** – One of our main carbon emitting suppliers relates to the lettering generated for our correspondence requirements. NCO Europe are working with its clients to encourage wherever possible to switch to digital communications which have a significantly lower carbon footprint.
- **Procurement considerations** - NCO Europe already audits its key suppliers to ensure their policies and practices align with our ESG commitments, however NCO are committing to more comprehensive onboarding policies in regard to ESG commitments and furthermore developing processes with existing suppliers to measure, report and reduce Scope 3 emissions.

Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 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 standard¹ and uses the appropriate Government emission conversion factors for greenhouse gas company reporting².

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) Standard³.

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:

Andrew Bretherton – Finance Director

Date: ...28/01/2024.....

¹<https://ghgprotocol.org/corporate-standard>

²<https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>

³<https://ghgprotocol.org/standards/scope-3-standard>