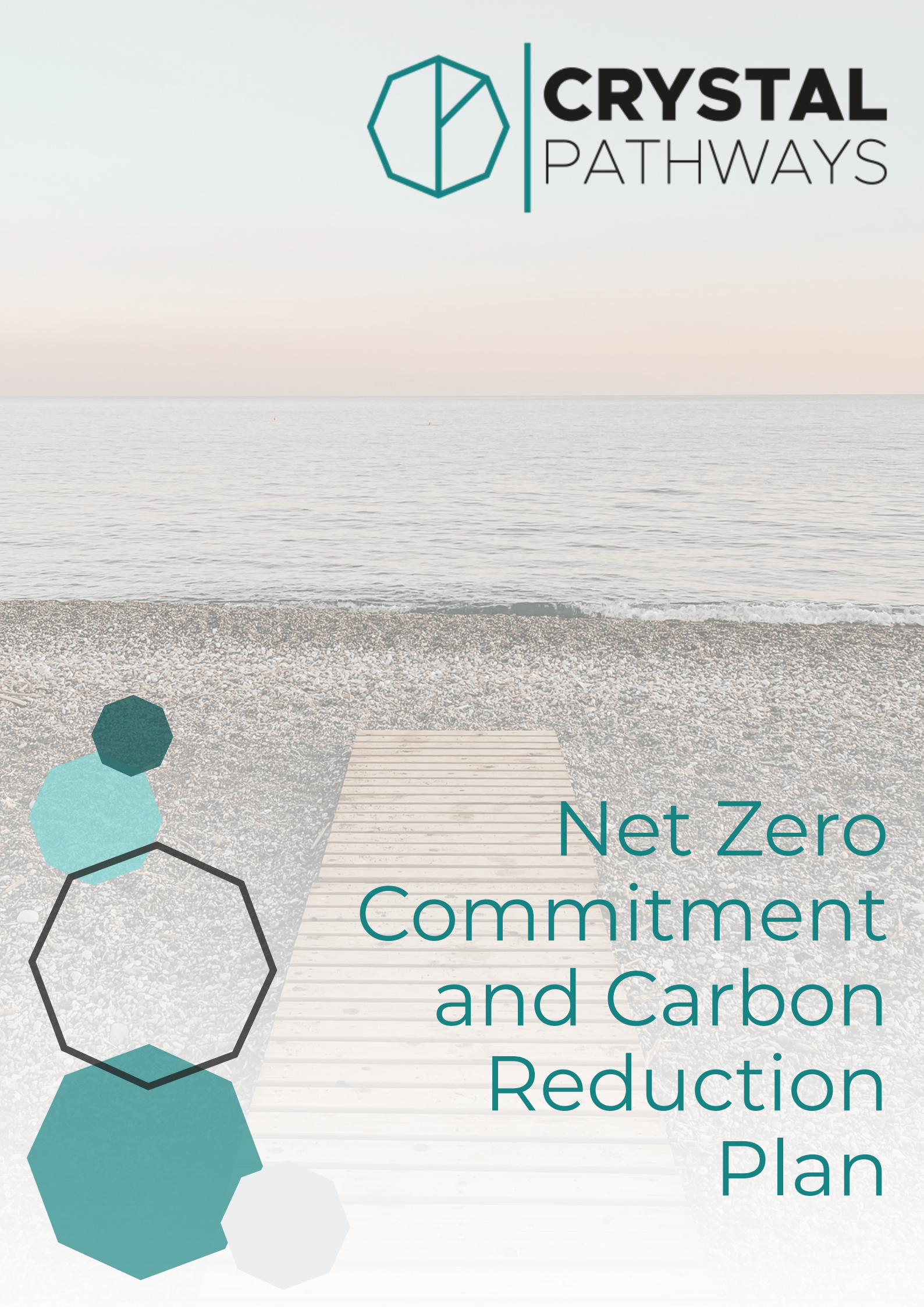
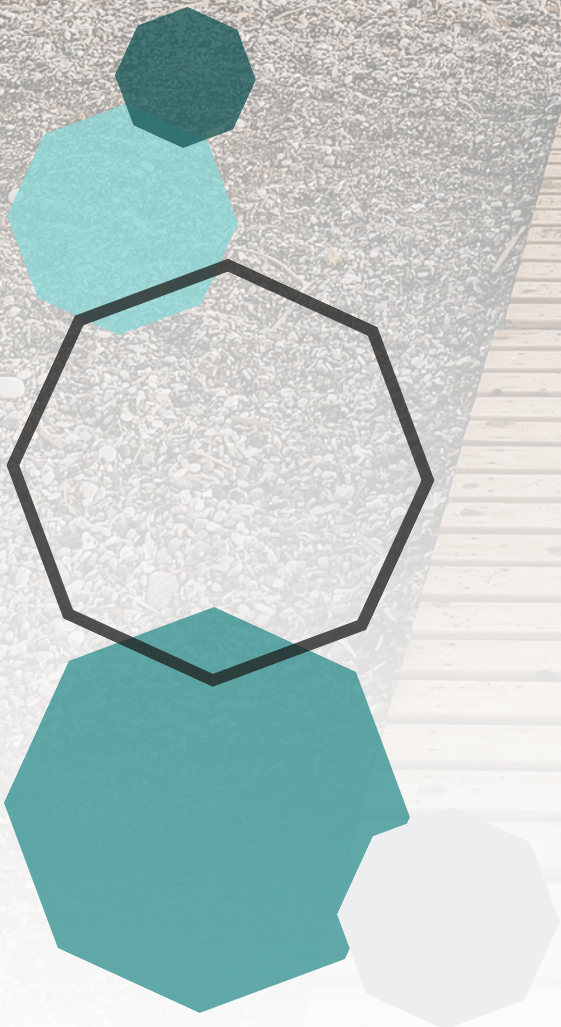


The background of the entire page is a photograph of a beach. In the foreground, there is a wooden boardwalk made of light-colored planks that leads from the bottom center towards the ocean. The beach is covered in small, dark pebbles. The ocean is calm with a light blue-grey color, and the horizon is visible in the distance under a pale, hazy sky.

Net Zero Commitment and Carbon Reduction Plan



Net Zero Commitment and Carbon Reduction Plan



Last updated: 25 September 2025

Net zero target: 2050 - Board approved

INTRODUCTION

Crystal Pathways Ltd is committed to achieving net zero greenhouse gas emissions by 2050 and supports NHS England's ambition to be carbon net zero by 2040. This document is our Net Zero Commitment and our Board-approved Carbon Reduction Plan. It sets out our baseline commitment, interim targets, governance, actions and annual reporting arrangements in support of public sector and NHS carbon reduction ambitions.

WHAT THIS MEANS

We have set interim, measurable milestones to demonstrate short- and medium-term progress. We will report our baseline emissions by scope and apply practical measures when delivering services, including energy efficiency, low-carbon travel, sustainable procurement and supplier engagement. Progress will be reported annually.

GOVERNANCE & ACCOUNTABILITY

- Board-approved Carbon Reduction Plan with an annual review.
- Net Zero Lead: Kate Pearson - responsible for delivery, supplier engagement and annual reporting.
- Net Zero Lead reports progress to the Board annually and publishes an annual Net Zero Progress Report.

BASELINE & TARGETS

- We will establish and publish our baseline emissions (Scopes 1, 2 and relevant Scope 3 categories) for the financial year 2024/25.
- Net zero target: Achieve net zero greenhouse gas emissions by 2050.
- Interim targets:
 - Reduce Scope 1 and 2 emissions by 25% by 2026 (vs 2024/25 baseline).
 - Reduce Scope 1 and 2 emissions by 50% by 2030.
 - Reduce overall organisational emissions (including Scope 3 where feasible) by 80% by 2040.
 - Engage Tier-1 suppliers so that at least 50% have published carbon reduction commitments by 2030.
- Renewable energy: Move to 100% renewable electricity across all sites by 2028 where practicable.

Net Zero Commitment and Carbon Reduction Plan



KEY MEASURES - HOW WE WILL REDUCE EMISSIONS

01| LOW-CARBON FLEET AND TRAVEL

- Maintain an electric fleet for all Crystal Pathways vehicles and mobile services to eliminate tailpipe emissions from our operations.
- Virtual-first policy for internal meetings to reduce staff travel; in-person delivery will be retained where it delivers clear participant benefit.
- Where travel is required, staff will use public transport, electric pool vehicles and car-sharing. We will promote sustainable travel options for participants (discounted bus and rail passes, cycle-to-work support and walking routes).
- Pilot carbon-tracking tools for staff travel to identify and reduce high-impact journeys.

02| ENERGY AND PREMISES

- Prioritise lease spaces with strong energy performance (BREEAM "Good" equivalent or better) and implement LED lighting, smart heating controls, insulation and other energy efficiency measures.
- Transition office electricity supplies to certified renewable sources and install sub-metering where useful to monitor consumption.

03| DIGITAL-FIRST AND CIRCULAR RESOURCE USE

- Operate digital-by-default: e-signatures, electronic records and cloud systems to cut paper use and physical server energy demand.
- Adopt a paper-light policy (target: greater than 90% reduction in paper use vs pre-2024 levels) and eliminate single-use plastics across all sites.
- Procure energy-efficient IT, extend device lifecycles through refurbishment and ensure responsible recycling.

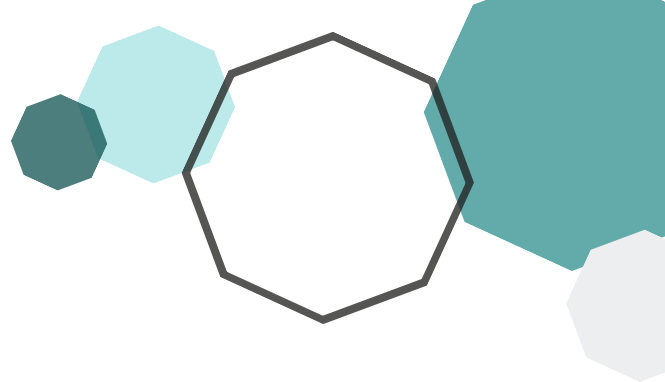
04| SUSTAINABLE PROCUREMENT AND SUPPLY CHAIN

- All suppliers must sign our Environmental Policy and commit to measurable carbon reduction practices as part of onboarding.
- Prioritise local suppliers to reduce transport emissions and support the local economy.
- Provide capacity-building and sustainability templates to smaller VCSE partners to strengthen supply-chain performance.
- Include quarterly environmental performance checks in supplier performance reviews.

05| WASTE, CATERING AND EVENTS

- Reduce waste through recycling, composting and elimination of single-use items.
- Prefer local, low-carbon catering with vegetarian-first options as standard.
- Prefer virtual job fairs and recruitment events where these meet participant needs to reduce travel-related emissions.

Net Zero Commitment and Carbon Reduction Plan



ENGAGEMENT, TRAINING AND GREEN JOBS

- Provide carbon literacy and sustainability training to all staff; include sustainability responsibilities in role descriptions and appraisals.
- Integrate green jobs pathways into participant coaching (for example, retrofit, renewables and recycling).
- Support participants with low-impact commuting guidance and remote-working skills.
- Employer engagement will promote green recruitment practices and support local businesses to reduce the carbon impact of hiring and onboarding.

MONITORING, REPORTING AND ASSURANCE

- We will publish an annual Net Zero Progress Report setting out emissions by scope, actions taken, progress against interim targets and planned next steps.
- Emissions will be measured using recognised GHG accounting practices (Scopes 1, 2 and relevant Scope 3 categories) and independently reviewed where appropriate.
- The Net Zero Lead reports progress to the Board annually; corrective actions will be taken if targets are not met.

RISK MANAGEMENT AND ADAPTATION

- We will identify climate-related risks to service delivery and premises (for example, extreme weather and energy price shocks) and include mitigation steps in business continuity plans and supplier risk assessments.

NEXT STEPS AND HOW TO GET INVOLVED

- Publish the 2024/25 baseline and the first annual Net Zero Progress Report by Q3 2026.
- Deliver staff training and roll out supplier engagement materials during 2026.
- Maintain transparent, regular updates on progress and invite feedback from commissioners, participants and partners.

CONTACT

For questions about our Net Zero Commitment or this Carbon Reduction Plan:

Kate Pearson

Net Zero Lead

kate@crystalpathways.co.uk