CRYSTAL PATHWAYS

Net Zero Commitment and Carbon Reduction Plan

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Crystal Pathways Ltd
Last updated: September 2026
Net Zero Lead: Kate Pearson

COMMITMENT TO NET ZERO

Crystal Pathways Ltd is committed to achieving net zero greenhouse gas emissions by 1 August 2045. The date aligns with the start of our financial year, which runs from 1 August to 31 July, and with NHS England's ambition for net zero emissions from the NHS supply chain by 2045.

Crystal Pathways is a trauma-informed, clinician-founded integrated health and employability organisation delivering services across England and Wales. This document is our Net Zero Commitment and Carbon Reduction Plan. It sets out our baseline and current emissions, our reduction targets, the measures we are taking and how progress is governed and reported. It has been prepared in line with Procurement Policy Note 006 (PPN 006) and the NHS Net Zero Supplier Roadmap.

BASELINE EMISSIONS FOOTPRINT

Our baseline year is FY 2024/25 (1 August 2024 to 31 July 2025), when total emissions were 16.10 tCO2e. The baseline was restated in 2026 following a review of emission factors against DESNZ guidance.

In the baseline year Crystal Pathways operated without leased premises, with staff working from home and in the community. We ran two company electric vehicles in the baseline year, so we had no Scope 1 emissions. The fleet grew to four electric vehicles during FY 2025/26, with one added in December 2025 and one in March 2026.

EMISSIONS	BASELINE FY 2024/25 (TCO2E)
Scope 1	0.00
Scope 2	0.78
Scope 3 (included sources)	15.32
Total emissions	**16.10**
Emissions per employee	0.58

Scope 2 covers electricity used to charge our company electric vehicles. Scope 3 covers business travel in staff vehicles, hotel stays, homeworking and purchased IT equipment. Average headcount in the baseline year was 28.

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CURRENT EMISSIONS REPORTING

In FY 2025/26 (1 August 2025 to 31 July 2026) our total emissions were 18.12 tCO2e. Emissions per employee fell by 11%, from 0.58 to 0.52 tCO2e, while average headcount grew by 26%.

EMISSIONS	BASELINE FY 2024/25 (TCO2E)	FY 2025/26 (TCO2E)
Scope 1	0.00	0.00
Scope 2	0.78	0.99
Scope 3 (included sources)	15.32	17.13
Total emissions	**16.10**	**18.12**
Emissions per employee	0.58	0.52
Average headcount	28	35

EMISSIONS BY SOURCE

SOURCE	SCOPE	FY 2024/25 (TCO2E)	FY 2025/26 (TCO2E)
Homeworking	3	7.87	8.50
Purchased laptops and tablets	3	3.90	4.74
Business travel: staff vehicles	3	2.37	2.12
Company electric vehicles	2	0.78	0.99
Purchased other IT equipment	3	0.00	0.95
Purchased mobile phones	3	0.91	0.42
Business travel: hotel stays	3	0.27	0.41

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PROGRESS SINCE THE BASELINE

- **Lower-carbon business travel:** emissions from staff vehicles fell by 11%, from 2.37 to 2.12 tCO2e, despite a larger workforce. In December 2025 a member of staff moved from their own car to a company electric vehicle.
- **More electric miles:** the share of business miles driven in company electric vehicles rose from 56% to 68%. These miles produce around a quarter of the emissions of petrol or diesel miles, and Scope 2 emissions per company vehicle mile have already fallen by 15%, from 0.072 to 0.062 kgCO2e.
- **Refurbished equipment:** four of the 19 laptops and tablets bought in FY 2025/26 were refurbished, avoiding around 0.96 tCO2e of manufacturing emissions.
- **Operational efficiency:** excluding one-off IT purchases, emissions per employee fell by 16%, from 0.41 to 0.34 tCO2e.

The rise in total emissions is driven by growth. The largest increase was in embodied emissions from IT equipment for new starters, a one-off effect of recruitment.

EMISSIONS REDUCTION TARGETS

Crystal Pathways will reach net zero by 1 August 2045, with interim targets measured against the FY 2024/25 baseline.

TARGET	MEASURE	DATE
Reduce Scope 2 emissions per company vehicle mile by 50%	From 0.072 to 0.036 kgCO2e per mile	2030
Reduce overall emissions by 80%, including Scope 3 where feasible	From 16.10 to 3.22 tCO2e	2040
Net zero greenhouse gas emissions	**Scopes 1, 2 and 3**	**1 August 2045**
100% renewable electricity where practicable	Company vehicle charging and any premises under our control	2028
At least 50% of Tier 1 suppliers with published carbon reduction commitments	Share of Tier 1 suppliers	2030

Our Scope 2 target is set per mile because company electric vehicles are replacing higher-carbon journeys in staff cars. Total Scope 2 will rise as the fleet grows, while overall emissions from business travel fall. As Crystal Pathways continues to grow, we also track emissions per employee so that progress reflects efficiency as well as total output.

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CARBON REDUCTION PROJECTS

Our fleet is already fully electric, and our next priority is moving more business travel out of staff petrol and diesel cars and into company electric vehicles.

01| COMPLETED AND IN PLACE

- Fully electric company fleet of four vehicles, with no tailpipe emissions from our own vehicles.
- Refurbished devices purchased where suitable, including four refurbished laptops in FY 2025/26.
- Serviced office accommodation shared with other organisations, which avoids the energy use of a dedicated building.

02| PLANNED FOR FY 2026/27 ONWARDS

- **Low-carbon travel:** company electric vehicles used first for business journeys, with staff vehicles used only where no electric vehicle is available. A virtual-first approach to internal meetings, keeping in-person delivery where it benefits the people we support.
- **IT equipment:** extending device lifecycles, buying refurbished where suitable and recycling responsibly at end of life.
- **Digital by default:** e-signatures, electronic records and cloud systems to reduce paper use and on-site server energy.
- **Premises:** asking our serviced office provider about renewable electricity and prioritising buildings with strong energy performance when premises change.
- **Supply chain:** asking suppliers to sign our Environmental Policy at onboarding and to commit to measurable carbon reduction.
- **Staff engagement:** carbon literacy training for all staff and sustainability responsibilities in role descriptions.
- **Better data:** monthly recording of company vehicle mileage, business travel and hotel stays to improve data quality from FY 2026/27.

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HOW WE CALCULATE OUR EMISSIONS

Emissions are calculated in line with the GHG Protocol Corporate Standard and PPN 006, using the UK Government (DESNZ) conversion factors for company reporting for each reporting year. Each figure is activity data multiplied by the relevant factor.

SOURCE	ACTIVITY DATA	BASIS
Company electric vehicles	Miles driven, converted at 0.35 kWh per mile	Estimated from typical monthly use per vehicle
Homeworking	Staff working from home on a typical day x 1,725 working hours a year	Monthly estimate
Business travel: staff vehicles	Business miles in employees' own cars	Estimated per employee and applied to monthly HR headcount
Business travel: hotel stays	UK hotel room nights	Monthly estimate
Purchased IT equipment	Devices bought in the year	Purchase records, with industry estimates of embodied carbon per device

Where activity data is estimated, we use consistent, documented methods across reporting years, in line with GHG Protocol guidance. Refurbished devices are counted at 20% of the new-device figure, as they avoid most manufacturing emissions.

EXCLUDED SOURCES

- **Scope 1:** Crystal Pathways has no gas or other fuel combustion under its control, and company vehicles are fully electric.
- **Serviced office energy and waste:** managed by the landlord and included in the service charge. These fall under Scope 3 (upstream leased assets), outside the PPN 006 minimum reporting categories.
- **Employee commuting:** not included.

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GOVERNANCE AND REPORTING

- The Board approves this plan and reviews it every year, and the next review and sign off is due by 30 September 2027.
- **Net Zero Lead:** Kate Pearson is responsible for delivery, supplier engagement and annual reporting, and reports progress to the Board each year.
- **Annual reporting:** emissions by scope, progress against targets and actions taken are published each year on our website, with corrective action agreed by the Board where targets are not on track.
- **Climate risk:** we will identify climate-related risks to service delivery, such as extreme weather and energy price shocks, and include them in business continuity planning and supplier risk assessments.

Questions about this plan can be sent to kate@crystalpathways.co.uk.

DECLARATION AND SIGN OFF

This Carbon Reduction Plan has been completed in accordance with PPN 006 and the associated guidance and reporting standard for Carbon Reduction Plans. Emissions have been reported in accordance with the GHG Protocol Corporate Standard, using the appropriate UK Government conversion factors for greenhouse gas company reporting. Scope 3 emissions have been reported for the sources set out in this plan.

This Carbon Reduction Plan has been reviewed and signed off by the Board of Directors.

Signed on behalf of Crystal Pathways Ltd

F. Singh

Name Filip Singh
Role Managing Director
Date October 2026

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