

TRUSTUS CARE UK LTD

Compassionate care. Dignified support. Lasting independence.

TUC-CRP-001

CARBON REDUCTION PLAN

Net Zero by 2035

Published in line with Procurement Policy Note 06/21 and the Procurement Act 2023 Net Zero Carbon Reduction Plan requirement. Prepared in accordance with the GHG Protocol Corporate Standard, ISO 14064-1:2018, and the UK Government GHG Conversion Factors for Company Reporting.

Document reference	TUC-CRP-001
Document title	Carbon Reduction Plan
Publication date	01 February 2026
Net Zero target year	2035
Baseline year	FY 2023/24 (calendar year 2024)
Reporting year	FY 2024/25 (calendar year 2025)
Approved by	Kenneth Udokwu, Director and Nominated Individual
Owned by	Ogunniyi Opeoluwa Bogunjoko, Director and Registered Manager

Office 3786, Icon Offices, 58 Peregrine Road, Ilford, IG6 3SZ | 020 8207 3389 | info@trustuscare.co.uk | www.trustuscare.co.uk

Companies House 14610253 | CQC Provider 1-16412149066 | ICO ZB723215

1. Document Control

Field	Detail
Owner	Ogunniyi Opeoluwa Bogunjoko, Director and Registered Manager
Approver	Kenneth Udokwu, Director and Nominated Individual
Author	Quality and Compliance Lead, in consultation with both directors
Publication date	01 February 2026
Version	1.0
Next review due	31 January 2027
Publication channel	www.trustuscare.co.uk (Carbon Reduction Plan page) and ProContract supplier portal
Reporting framework	GHG Protocol Corporate Standard; ISO 14064-1:2018; PPN 06/21; Procurement Act 2023; UK Government GHG Conversion Factors 2025
Storage	QCS (Carebeans) Compliance Library; controlled-access network drive; printed master copy at registered office
Classification	Public, published in full on the corporate website

1.1 Version History

Version	Date	Summary of change	Approved by
1.0	01 February 2026	Initial publication aligned to PPN 06/21, the Procurement Act 2023, the GHG Protocol Corporate Standard, and ISO 14064-1:2018. Establishes baseline (FY 2023/24), current emissions reporting (FY 2024/25), the Net Zero by 2035 target, and the carbon reduction project portfolio.	Kenneth Udokwu

2. Commitment to Achieving Net Zero

TrustUs Care UK Ltd is committed to achieving Net Zero greenhouse gas emissions across our full operational footprint by 2035. This is fifteen years ahead of the UK Government's statutory 2050 target under the Climate Change Act 2008 (as amended by the Climate Change Act 2008 (2050 Target Amendment) Order 2019), and reflects our judgement that a regulated health and social care provider must lead by example on climate stewardship.

This Carbon Reduction Plan covers the whole of our regulated and non-regulated activity, including our registered office at Office 3786, Icon Offices, 58 Peregrine Road, Ilford, and all care delivery to people we

support in their own homes and supported living settings across London and the South East. The plan applies to all directly employed staff, agency and bank staff, contractors and subcontractors acting on our behalf.

The plan has been published on our website at www.trustuscare.co.uk in full, in line with the requirement of Procurement Policy Note 06/21 (Taking account of Carbon Reduction Plans in the procurement of major government contracts) and is reviewed and reissued annually. It is approved at Board level by the Director and Nominated Individual and the Director and Registered Manager.

Headline commitments:

- Net Zero across all scopes by 2035.
- 50% absolute reduction against the FY 2023/24 baseline by 2030.
- Annual public reporting of Scope 1, Scope 2 and the five PPN 06/21 Scope 3 categories.
- Embedded carbon intensity reduction year on year, expressed as tCO₂e per full-time equivalent.
- Residual emissions at the target year offset only through UK-based, third-party verified schemes (Woodland Carbon Code or Peatland Code).

3. Baseline Emissions Footprint

The baseline year is FY 2023/24 (calendar year 2024). This is the first complete operational year following our CQC registration on 01 February 2024 as a provider of personal care, and represents the earliest period for which a complete and reliable emissions dataset is available across all reporting boundaries.

The baseline footprint has been calculated using the GHG Protocol Corporate Accounting and Reporting Standard, in line with ISO 14064-1:2018, and applying the UK Government GHG Conversion Factors for Company Reporting published by the Department for Energy Security and Net Zero. The operational control approach has been adopted as the consolidation method.

3.1 Scope coverage

Scope 1 (direct emissions):

- Combustion of fuels in owned or leased plant and equipment: not applicable, no fleet, no on-site combustion at the serviced office.
- Process emissions: not applicable.
- Refrigerant losses: not applicable, no owned refrigeration plant.

Scope 2 (indirect emissions from purchased energy):

- Apportioned share of purchased electricity at the serviced office, location-based method, calculated using the DESNZ UK grid average factor for the reporting year.

Scope 3 (selected categories required by PPN 06/21):

- Category 4: Upstream transportation and distribution of consumables (PPE, stationery, IT equipment).
- Category 5: Waste generated in operations (general, recyclable and confidential paper waste).
- Category 6: Business travel by directly employed staff to people we support and to commissioner meetings (private vehicle mileage at HMRC AMAP rates, public transport).
- Category 7: Employee commuting between home and the registered office or assigned client locations.
- Category 9: Downstream transportation and distribution where commissioned by us.

3.2 Baseline emissions: FY 2023/24

Scope and category	tCO2e	% of total
Scope 1: Direct emissions	0.00	0.0%
Scope 2: Purchased electricity (location-based)	0.60	14.6%
Scope 3 Cat 4: Upstream transportation	0.10	2.4%
Scope 3 Cat 5: Waste generated in operations	0.20	4.9%
Scope 3 Cat 6: Business travel	1.40	34.1%
Scope 3 Cat 7: Employee commuting	1.80	43.9%
Scope 3 Cat 9: Downstream transportation	0.00	0.0%
Total Scope 3	3.50	85.4%
Total emissions, all scopes	4.10	100.0%

3.3 Baseline carbon intensity

Indicator	Baseline (FY 2023/24)
Total emissions	4.10 tCO2e
Average full-time equivalent staff	12 FTE
Carbon intensity per FTE	0.34 tCO2e per FTE
Care hours delivered (annualised)	Approximately 22,000 care hours
Carbon intensity per 1,000 care hours	0.19 tCO2e per 1,000 hours

4. Current Emissions Reporting

The current reporting year is FY 2024/25 (calendar year 2025). This is the second full operational year and includes the first material reductions delivered against the baseline. Operational growth in this year (an additional ten staff and an expanded service footprint into the London Borough of Newham) means that absolute emissions have risen, but carbon intensity per full-time equivalent has fallen.

4.1 Current emissions: FY 2024/25

Scope and category	tCO ₂ e	% of total
Scope 1: Direct emissions	0.00	0.0%
Scope 2: Purchased electricity (location-based)	0.50	9.3%
Scope 3 Cat 4: Upstream transportation	0.10	1.9%
Scope 3 Cat 5: Waste generated in operations	0.20	3.7%
Scope 3 Cat 6: Business travel	2.10	38.9%
Scope 3 Cat 7: Employee commuting	2.40	44.4%
Scope 3 Cat 9: Downstream transportation	0.10	1.9%
Total Scope 3	4.90	90.7%
Total emissions, all scopes	5.40	100.0%

4.2 Current carbon intensity

Indicator	Current (FY 2024/25)
Total emissions	5.40 tCO ₂ e
Average full-time equivalent staff	22 FTE
Carbon intensity per FTE	0.25 tCO ₂ e per FTE
Care hours delivered (annualised)	Approximately 41,000 care hours
Carbon intensity per 1,000 care hours	0.13 tCO ₂ e per 1,000 hours

4.3 Year-on-year movement

Indicator	Movement	Commentary
Absolute emissions	+31.7%	Driven by an 83% increase in workforce and a doubling of care hours delivered. Absolute increase is materially smaller than headcount growth.

Carbon intensity per FTE	-26.5%	Reflects the impact of the renewable electricity tariff, paperless care records, and digital meeting defaults.
Scope 1	0.0 tCO ₂ e maintained	No fleet acquired during the period. Future fleet decisions are gated on EV-only specification.
Scope 2	Reduced	Octopus Energy 100% renewable tariff applied to the apportioned office supply from April 2025.
Scope 3	Increased	Mileage and commuting emissions rose with workforce expansion. Mitigation pipeline detailed in Section 6.

5. Emissions Reduction Targets

We have set the following binding targets, measured against the FY 2023/24 (calendar year 2024) baseline, and reaching Net Zero by the end of 2035.

Milestone	Target year	Commitment
Interim 1	End of 2027	30% reduction in carbon intensity per FTE against baseline.
Interim 2	End of 2030	50% absolute reduction in Scope 1 and Scope 2 against baseline. 40% reduction in Scope 3 per FTE.
Interim 3	End of 2032	75% absolute reduction across all scopes against baseline.
Net Zero	End of 2035	Net Zero across Scope 1, Scope 2, and the five PPN 06/21 Scope 3 categories. Residual emissions offset only through UK-based, third-party verified removal schemes.

5.1 Trajectory

Year	Projected total emissions (tCO ₂ e)
2024 (baseline)	4.10
2025 (current)	5.40
2027 (interim 1)	4.50
2030 (interim 2)	2.80
2032 (interim 3)	1.50
2035 (Net Zero)	0.00 net of certified UK removal credits

Trajectory figures assume continued operational growth to approximately 50 FTE and 80,000 care hours by 2030. Targets are expressed in absolute terms in line with PPN 06/21 guidance, and carbon intensity per FTE will be reported alongside absolute figures every year.

6. Carbon Reduction Projects

The following carbon reduction projects have been completed since the baseline year. Estimated annualised savings against the baseline are quantified where reliable data is available.

6.1 Completed projects

Project	Implemented	Estimated annualised saving
Paperless care records via Lief Real-Time Recording System and PassforCare	March 2024	Eliminated 100% of paper-based care record printing. Estimated 0.05 tCO ₂ e per year.
Digital policy management on QCS Carebeans, replacing printed manuals	April 2024	Reduced printing volume by approximately 65%. Estimated 0.03 tCO ₂ e per year.
100% renewable electricity tariff at the registered office (Octopus Energy)	April 2025	Removed Scope 2 grid emissions for office activity. Estimated 0.10 tCO ₂ e per year.
LED lighting throughout office space	September 2024	Reduced lighting electricity by approximately 60%. Estimated 0.04 tCO ₂ e per year.
Cycle to Work scheme launch	January 2025	Two staff transitioned commute mode. Estimated 0.15 tCO ₂ e per year.
Default video conferencing for all non-essential meetings	February 2024	Avoided approximately 1,200 commute-equivalent miles. Estimated 0.30 tCO ₂ e per year.
Recycling and food waste segregation at registered office	May 2024	Diverted approximately 80% of office waste from landfill. Estimated 0.10 tCO ₂ e per year.
HMRC AMAP-only mileage policy (no over-claim incentive on private vehicle use)	February 2024	Behavioural lever, no over-incentive to drive. Estimated 0.20 tCO ₂ e per year through reduced trip volume.

6.2 Future planned projects

Project	Target completion	Estimated annualised saving
EV-only specification for any newly procured company vehicle	By end of 2026	Lock-in zero Scope 1 emissions ahead of any fleet build-out.

Differential mileage reimbursement: preferential rate for ULEZ-compliant low-emission vehicles	By end of 2026	Estimated 0.50 tCO ₂ e per year through behaviour change.
ISO 14001 Environmental Management System certification	By end of 2028	Embeds environmental governance across procurement, operations, and HR.
Carbon Literacy Project training for 100% of staff	By end of 2027	Cultural lever; 5% reduction in commuting-related emissions through informed choice.
Low-carbon procurement screening for all suppliers above £5,000 annual spend	By end of 2026	Estimated 0.20 tCO ₂ e per year via Scope 3 supply-chain shift.
Smart meter installation at the registered office (where landlord-permitted)	By end of 2026	Granular consumption data to support behavioural reductions. Estimated 0.05 tCO ₂ e per year.
Annual external verification of GHG inventory	From 2030 reporting cycle	Independent assurance of emissions data.
Net Zero residual offsetting via Woodland Carbon Code or Peatland Code projects only	By end of 2035	Closes the residual gap to true Net Zero.

7. Governance and Reporting

Governance element	Detail
Board accountability	Kenneth Udokwu, Director and Nominated Individual, holds Board-level accountability for delivery of this Carbon Reduction Plan.
Operational lead	Ogunniyi Opeoluwa Bogunjoko, Director and Registered Manager, is responsible for day-to-day implementation and reporting.
Review cycle	Annual review and reissue, scheduled to coincide with the financial year end. Out-of-cycle review triggered by acquisition, fleet decision, or material change in service footprint.
Reporting channels	Published in full at www.trustuscare.co.uk . Lodged with relevant contracting authorities including the London Borough of Hackney via the ProContract supplier portal. Made available on request to people we support, families, staff, and commissioners.
Data quality	Activity data captured monthly via Lief and PassforCare for travel, supplier invoices for waste, energy invoices for Scope 2, and HR records for commuting (anonymised travel surveys).
Conversion factors	DESNZ (formerly BEIS) UK Government GHG Conversion Factors for Company Reporting, applied to the calendar year matching each reporting period.

Internal audit	Annual internal audit by the Quality and Compliance Lead. Findings and corrective actions reported to the Board within 60 days of audit completion.
-----------------------	---

8. Standards and References

Reporting standards and conversion factors:

- GHG Protocol Corporate Accounting and Reporting Standard (2004, revised 2015).
- GHG Protocol Corporate Value Chain (Scope 3) Standard.
- ISO 14064-1:2018 Greenhouse gases: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals.
- UK Government GHG Conversion Factors for Company Reporting (DESNZ, latest annual version applicable to each reporting period).

Public procurement framework:

- Procurement Policy Note 06/21: Taking account of Carbon Reduction Plans in the procurement of major government contracts.
- Procurement Act 2023, with effect from 24 February 2025.
- Public Sector Decarbonisation Scheme guidance, where applicable to commissioner-led estate.
- Streamlined Energy and Carbon Reporting (SECR), voluntary alignment as a small company outside mandatory thresholds.

Statutory and policy framework:

- Climate Change Act 2008, including the 2050 Target Amendment Order 2019.
- Environment Act 2021.
- NHS Long Term Plan and the NHS Net Zero commitment (Delivering a Net Zero National Health Service).
- Care Quality Commission Single Assessment Framework: Well-led Quality Statements on environmental sustainability.
- London Borough of Hackney Climate Emergency Declaration 2019 and the Council's commitment to Net Zero by 2040.

9. Declaration and Sign-Off

This Carbon Reduction Plan has been prepared and published in accordance with Procurement Policy Note 06/21 and associated guidance, as carried forward under the Procurement Act 2023. Emissions have been

reported 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 Plan has been reviewed and signed off by the Board of Directors of TrustUs Care UK Ltd.

Approval and Sign-off

This policy has been reviewed and approved as of the date stated below. It supersedes all previous versions and applies across every regulated activity delivered by TrustUs Care UK Ltd.

Signed:	Kenneth Udokwu
Position:	Director and Nominated Individual
Signed:	Ogunniyi Opeoluwa Bogunjoko
Position:	Director and Registered Manager

Date of approval: 01 February 2026 | Next scheduled review: 31 January 2027

Published: 01 February 2026. Next review: 31 January 2027. Available at www.trustuscare.co.uk.