



Eleanor Healthcare Group Limited

**Net Zero Strategy and
Carbon Reduction Plan**



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INTRODUCTION

IPCC Special Report on Global Warming of 1.5°C concluded that we need to keep temperature rise to a maximum of 1.5°C to avoid high risk of catastrophic consequences for people and nature. To do so, the world needs to halve emissions every decade by 2050 from a 2020 baseline, which amounts to a year-on-year reduction rate of 7%. This is called the Carbon Law. As a simple rule of thumb, it can be applied to companies, cities, nations and citizens. Since the Carbon Law outlines the global average it must be viewed as a minimum ambition and the wealthiest should go fastest.

Carbon neutrality is a state of net-zero carbon dioxide emissions. This can be achieved by balancing emissions of carbon dioxide with its removal (often through carbon offsetting). The term Net Zero is increasingly used to describe a broader and more comprehensive commitment to de-carbonisation and climate action, moving beyond carbon neutrality by including more activities under the scope of indirect emissions, and often including a science-based target on emissions reduction, as opposed to relying solely on offsetting.

Carbon Neutrality Definition

‘Carbon neutrality means having a balance between emitting carbon and absorbing carbon from the atmosphere in carbon sinks. Removing carbon oxide from the atmosphere and then storing it is known as carbon sequestration. In order to achieve net zero emissions, all worldwide greenhouse gas (GHG) emissions will have to be counterbalanced by carbon sequestration’ (*European Parliament 2022: <https://www.europarl.europa.eu/news/en/headlines/society/20190926STO62270/what-is-carbon-neutrality-and-how-can-it-be-achieved-by-2050>*)

Net Zero Definition:

‘State reached by an organisation that has reduced its value chain emissions (scope 1, scope 2 and scope 3 emissions) following science-based pathways, with any remaining residual greenhouse gas (GHG) emissions being fully neutralised by permanent or like-for-like removals exclusively claimed by that organization. The term “residual” refers to residual emissions that remain technically unfeasible to be eliminated. Such residual emissions shall not exceed 10% of baseline emissions’ (SBTi).

ABOUT

Eleanor Healthcare Group is a UK-based company founded in 1979 that provides a range of healthcare and social care services, including home care, care homes, supported living, and day centers. Eleanor Healthcare falls within the definition of a 'large' company (Companies Act 2006). As such we currently report Scope 1, 2 and Scope 3 (Grey fleet) under SECR legislation.



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This report was produced by What's the Payback Limited. It was written by Paul Bleasdale. Paul Bleasdale has a MSc in Energy and Sustainable development (Distinction), is a qualified ESOS Lead Assessor, a qualified ISO14064 Lead Verifier and has over 15 years experience as an energy and low carbon consultant.

EMISSION REDUCTION TARGETS

As a regulated care provider, the Eleanor Healthcare Group aims to minimise its environmental impact alongside maintaining a safe, comfortable and healthy environment for residents, staff and visitors. This Carbon Strategy outlines our commitment to drive energy efficiency, reduce carbon emissions, and promote sustainable practices in line with government regulations such as the Energy Savings Opportunity Scheme (ESOS), Streamlined Energy and Carbon Reporting (SECR), and Procurement Policy Note of June 2021 (PPN06/21).

ESOS is a mandatory energy assessment and energy-savings identification scheme for large UK organisations. It involves tracking total energy consumption, undertaking energy-based site audits, identifying cost-effective energy-saving opportunities, and reporting Action Plans to the Environment Agency. SECR requires large organisations in the UK to report on their energy use and carbon emissions as part of annual reporting obligations. PPN06/21 requires suppliers bidding for major public contracts to commit to Net Zero emissions by 2050 and publish a Carbon Reduction Plan annually covering Scopes 1, 2 and key Scope 3 emissions alongside carbon reduction targets and measures.

SCOPE

This policy applies to Eleanor sites where there is significant control over buildings related energy usage such as Care Homes, Supported Living Homes, Day Centres, some Homecare Branch Offices and the Head Office. In addition, there are transport-led aspects for Domiciliary Care services across Home Care, Extra Care, Live-In Care, Prison Care and Hospital Logistics.

In order to continue our progress to achieving Net Zero, we have adopted the following carbon reduction strategies.

- Raise efficiency of energy used in buildings, operations, and transport in line with Action Plans under the Energy Savings Opportunity Scheme (ESOS).
- Reduce carbon emissions in line with Eleanor's pathway to net-zero emissions by 2040 (Scope 1 and 2), and 2045 (inclusive of Scope 3).

5-year interim and final targets:

- 2025: Establish baseline emissions, corporate carbon footprint, and decarbonisation pathway
- 2030: 50% reduction in Scope 1 and 2 emissions relative to baseline
- 2035: 70% reduction in Scope 1 and 2 emissions and 30% reduction in Scope 3 relative to baseline
- 2040: Net Zero for Scopes 1 and 2
- 2045: Net Zero across all scopes

Incorporate net zero management into current management systems. Engage stake holders across the organisation to enable positive company wide change.



BASELINE EMISSIONS FOOTPRINT

Baseline Year: Eleanor Healthcare Group Limited Financial Year 2024/25

Reporting Year: 01/04/2024 to 31/03/2025



UK & Global	TOTAL (tCO2e)	CO2 (mt)	CH4 (mt)	N2O (mt)	HFCs (mt)	PFCs (mt)	SF6 (mt)
Scope 1	1,088.43	1,085.55	1.71	1.17	0.00	0.00	0.00
Scope 2	372.18	368.37	1.62	2.19	0.00	0.00	0.00
Scope 3	1,583.86						

Methodology: The methodology used to calculate and report emissions follows the Greenhouse Gas (GHG) Protocol Corporate Standard. This widely recognised framework ensures consistent, transparent, and accurate accounting of Scope 1, 2, and subset of Scope 3 emissions as defined by PPN/0621.

CURRENT EMISSIONS REPORTING

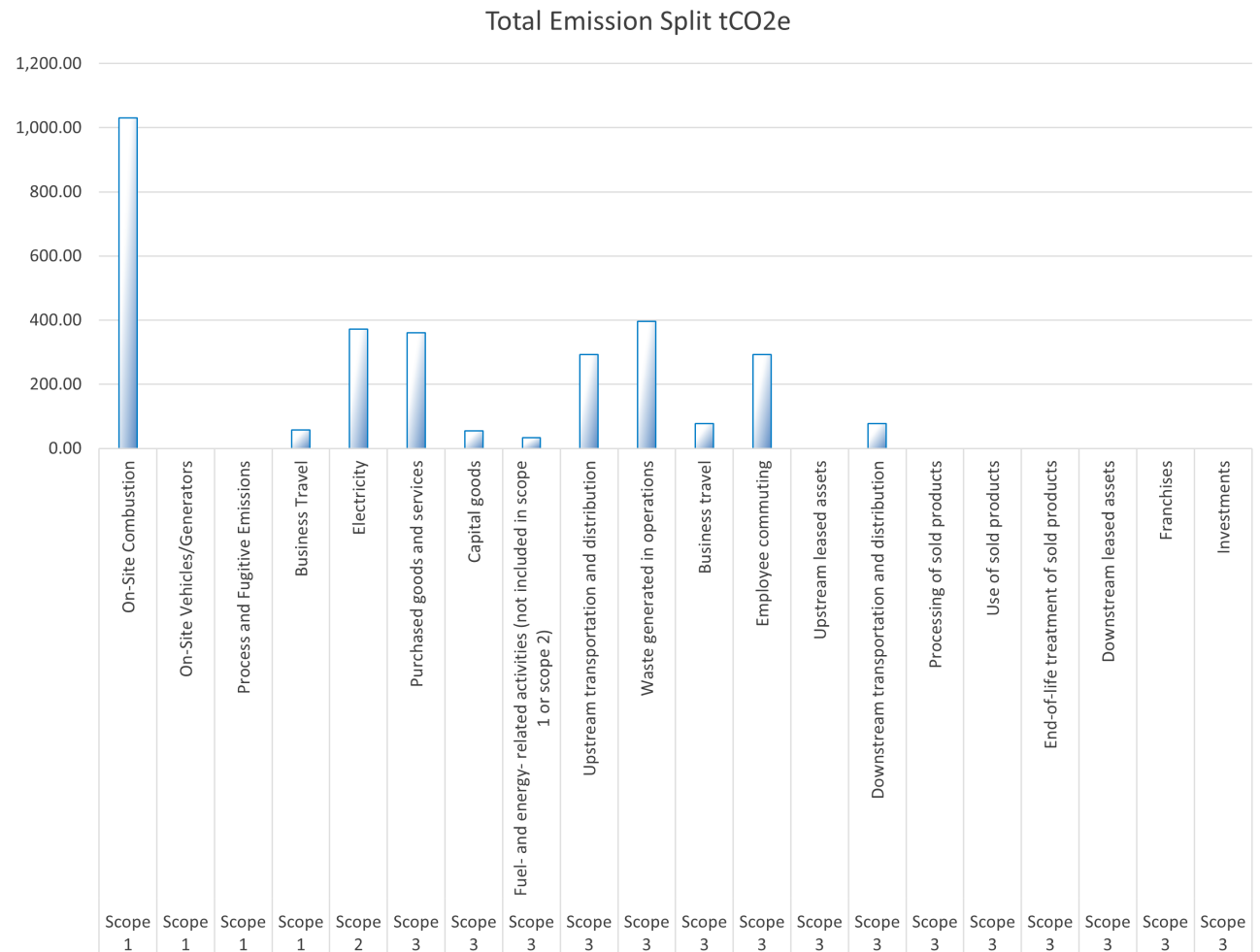
Reporting Year: Eleanor Healthcare Group Limited Financial Year 2024/25 (01/04/2024 to 31/03/2025).

EMISSIONS BREAKDOWN BY SCOPE	2024-25 UK Emissions	
	tCO ₂ e	
Scope 1	1088	35.7%
Gas	935	
Transport Fuels	58	
Other direct emissions (Kerosene)	95	
Scope 2 (electricity - Location based)	372	12.2%
Scope 3	1584	52%
Total Gross tCO ₂ e	3044	
Intensity Value: £ Turnover	67	
Intensity Metric: tCO ₂ e/Turnover	45	
Scope 1: Controlled Vehicles - kWh	231468	
Scope 1: On-site Vehicles - kWh	0	
Scope 1: Onsite fuel (Mains Gas) - kWh	5114273	
Scope 1: Onsite Fuels (Other)* - kWh	366042	
Scope 2: Electricity - kWh	1797529	
Scope 3 Grey Fleet Transport - kWh	320330	
Total UK Energy Consumption (kWh)	7829642	

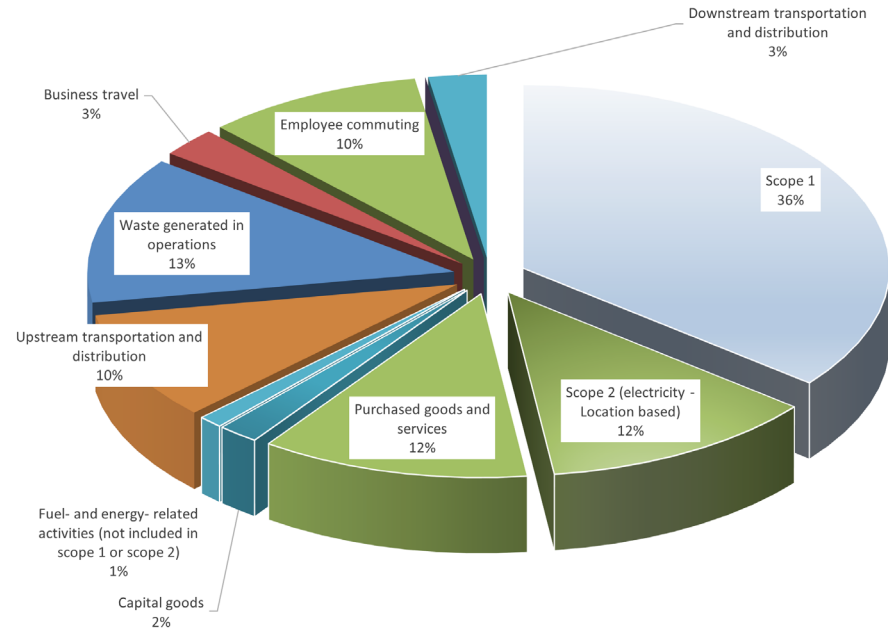
CURRENT EMISSIONS REPORTING

Eleanor Healthcare Group's greenhouse gas emissions total approximately 3,044 tCO₂e, with the majority arising from direct (Scope 1) emissions at 1,088 tCO₂e. Consumption of natural gas is the largest emitter in Scope 1. Electricity use (Scope 2, location-based) contributing 372 tCO₂e. The largest Scope 3 sources include waste generated in operations (395 tCO₂e), purchased goods and services (360 tCO₂e), employee commuting (292 tCO₂e), and upstream transportation and distribution (292 tCO₂e). Other notable contributions stem from business travel (78 tCO₂e), capital goods (55 tCO₂e), and fuel- and energy-related activities (33 tCO₂e). Downstream and investment-related categories are currently immaterial or reported as zero.

	tCO ₂ e
Scope 1	1,088.43
Scope 2 (electricity - Location based)	372.18
Purchased goods and services	360.4
Capital goods	54.9
Fuel- and energy- related activities (not included in scope 1 or scope 2)	32.9
Upstream transportation and distribution	292.3
Waste generated in operations	395.4
Business travel	77.7
Employee commuting	292.3
Upstream leased assets	0.0
Downstream transportation and distribution	78.0
Processing of sold products	0.0
Use of sold products	0.0
End-of-life treatment of sold products	0.0
Downstream leased assets	0.0
Franchises	0.0
Investments	0.0

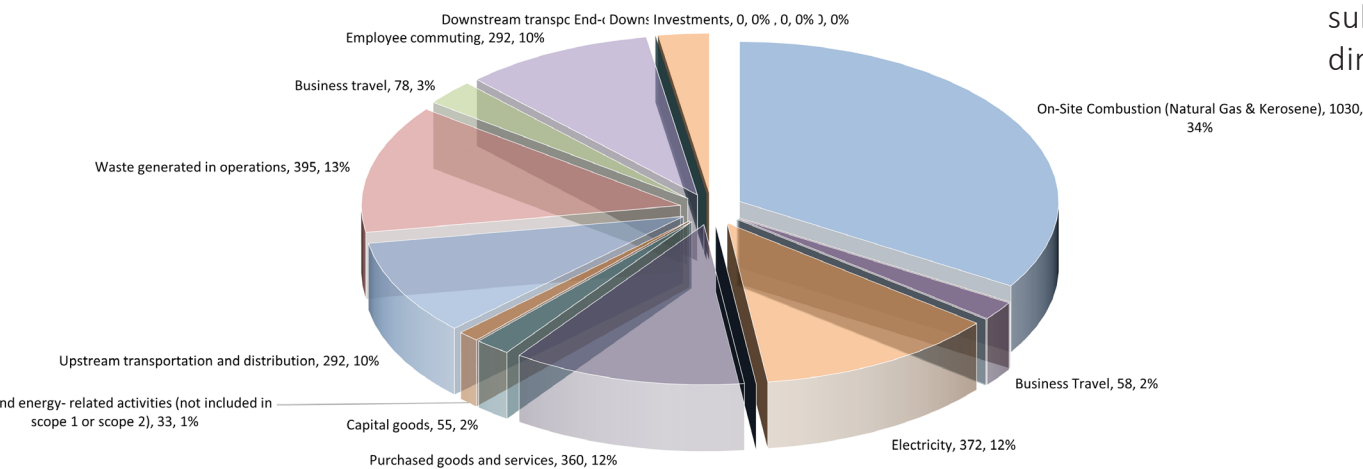


CARBON EMISSION SPLIT (tCO2e)

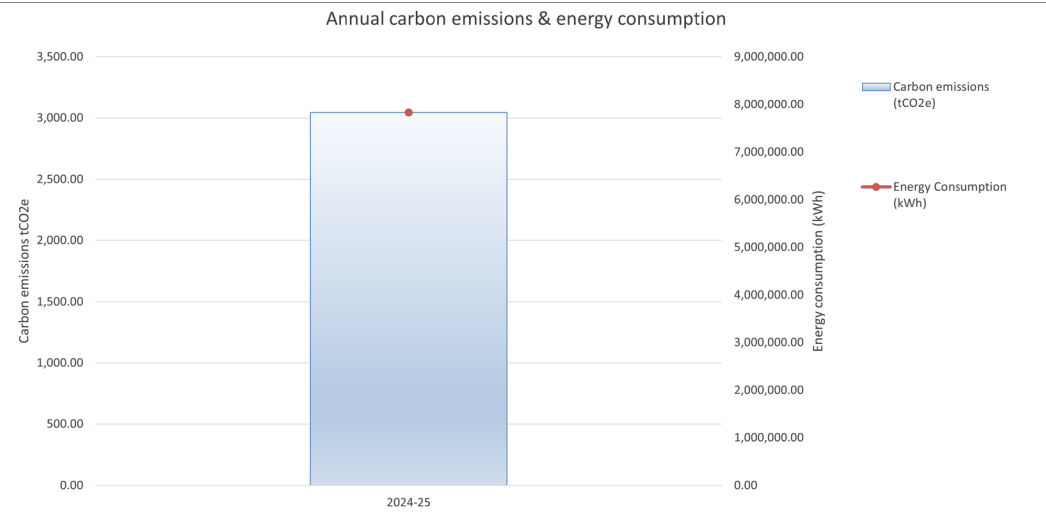


Total Emission Split: This pie chart illustrates the proportional contribution of each scope to total emissions in 2024/25. Scope 1 emissions account for the largest share at 36%, followed by waste generated in operations (13%), purchased goods and services (12%), and Scope 2 electricity use (12%). Employee commuting contributes 10%, while upstream transportation and distribution adds a further 9%. Smaller contributions arise from business travel and downstream transportation and distribution (3% each), capital goods (2%), and fuel- and energy-related activities (1%). The breakdown highlights that indirect (Scope 3) activities collectively represent a substantial proportion of total emissions beyond direct energy use.

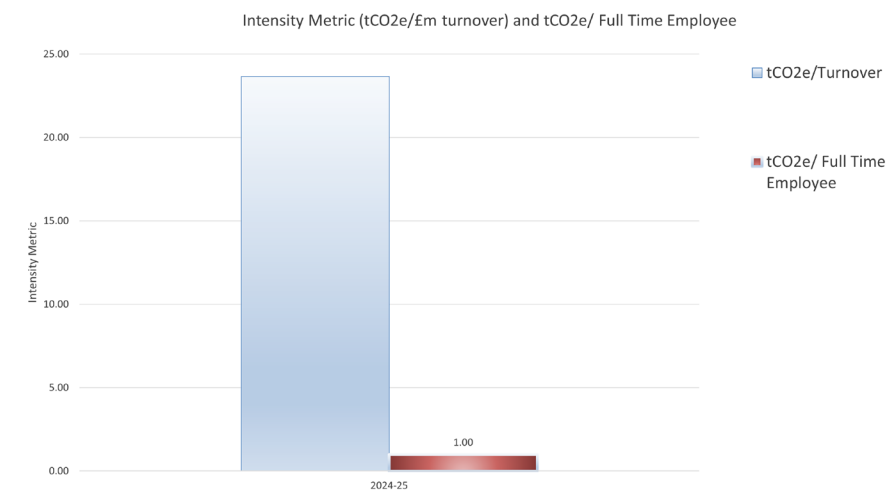
EMISSION SPLIT (tCO2e)



EMISSION TRENDS

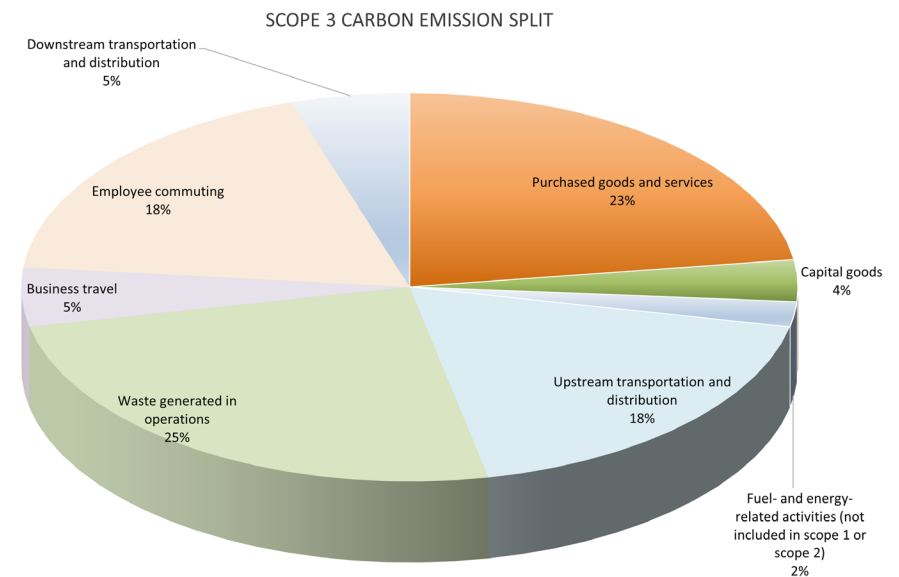
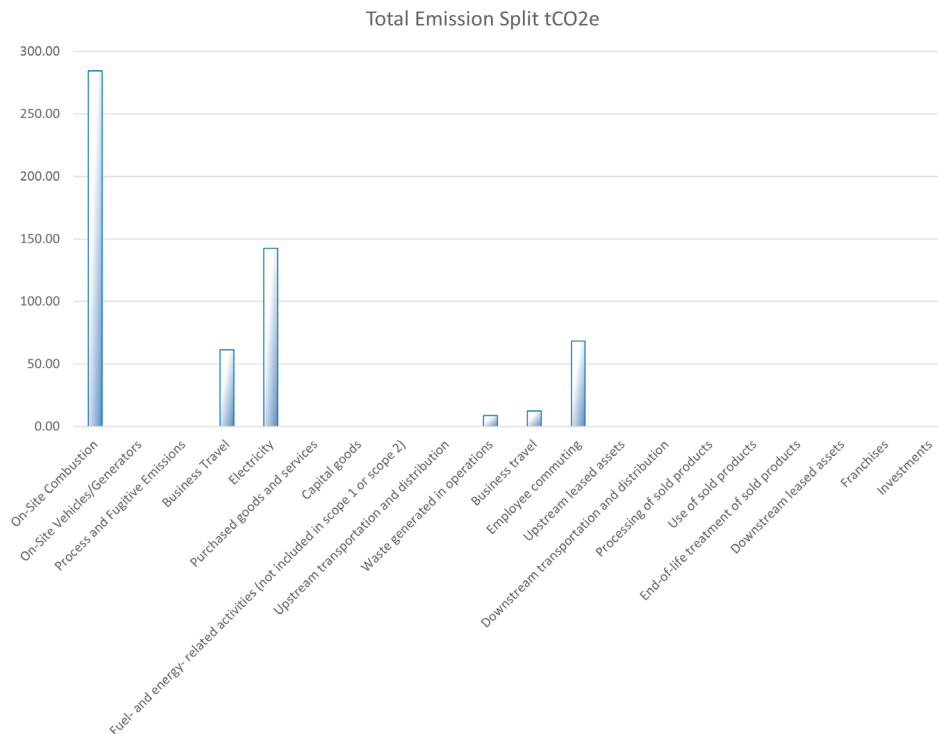


As this is the first year Eleanor Healthcare Group has reported its carbon emissions across Scopes 1, 2 and 3, no year-on-year comparison can yet be made. The current reporting period has therefore been designated as the base year, providing a benchmark against which future emissions will be measured and progress assessed.



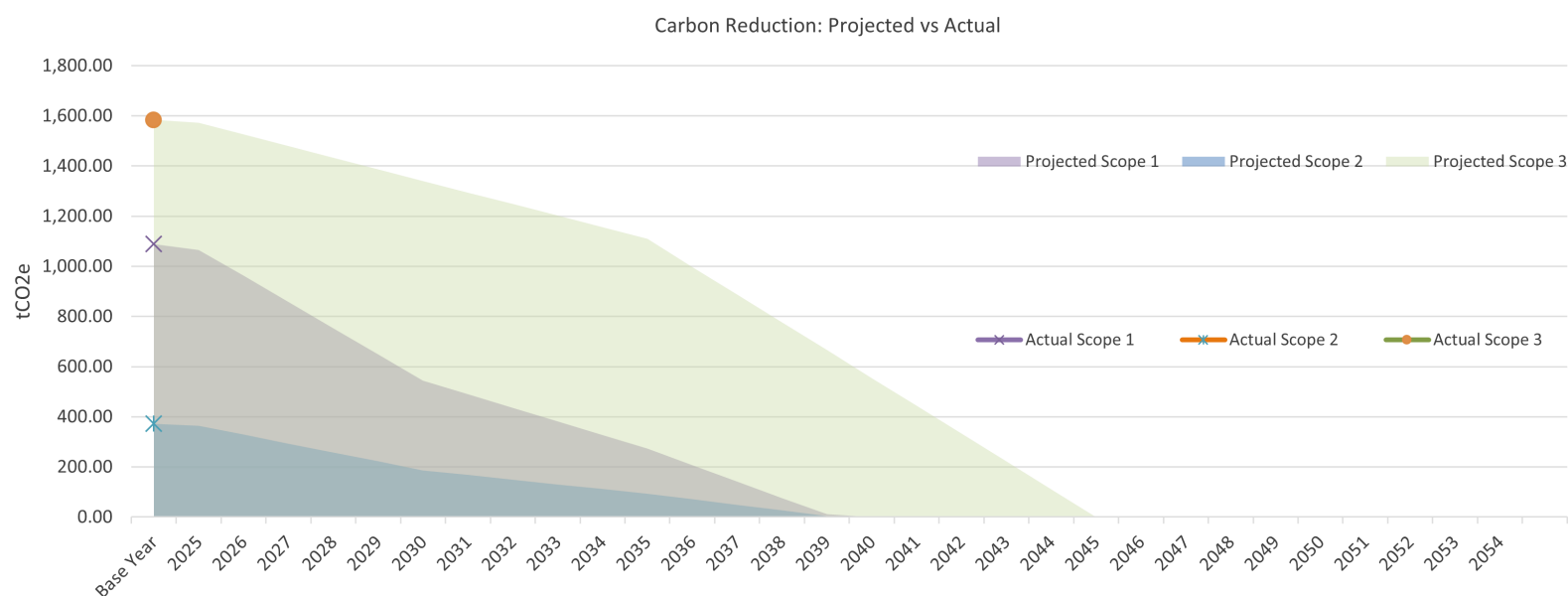
SCOPE 3 CARBON (VALUE CHAIN)

This is the first year that Scope 3 emissions have been mapped and reported. Emission calculations were primarily based on cost data extracted from accounting records, which, while useful for establishing an initial baseline, lack the granularity and accuracy of activity-based data. Eleanor Healthcare Group recognises these limitations and is committed to developing more robust carbon accounting systems capable of capturing quantity-based metrics and applying more specific, high-quality emission factors to improve accuracy over time.



ROAD TO NET ZERO

The chart below plots our actual and projected emission reductions towards Net Zero 2040 (Scope 1,2) & Net Zero 2045 (Scope 3). We believe that as our business maturity in carbon management grows, our ability to accelerate the carbon reductions will develop rapidly through improved commercial arrangements, introduction of energy efficiency measures, investment in renewable energy, and availability of enhanced technology in other sectors.



CARBON PATHWAY

	Reporting Year	Projected Scope 1	Projected Scope 2	Projected Scope 3
Base Year	01/04/2024 - 31/03/2025	1,088.43	372.18	1,583.86
2025	01/04/2025 - 31/03/2026	1065.80	364.43	1573.06
2026	01/04/2026 - 31/03/2027	961.45	328.74	1526.62
2027	01/04/2027 - 31/03/2028	857.15	293.08	1480.19
2028	01/04/2028 - 31/03/2029	752.85	257.43	1433.75
2029	01/04/2029 - 31/03/2030	648.55	221.77	1387.31
2030	01/04/2030 - 31/03/2031	544.21	186.09	1340.88
2031	01/04/2031 - 31/03/2032	489.79	167.48	1294.44
2032	01/04/2032 - 31/03/2033	435.37	148.87	1248.00
2033	01/04/2033 - 31/03/2034	380.95	130.26	1201.57
2034	01/04/2034 - 31/03/2035	326.53	111.65	1155.13
2035	01/04/2035 - 31/03/2036	272.11	93.04	1108.69
2036	01/04/2036 - 31/03/2037	206.80	70.71	997.82
2037	01/04/2037 - 31/03/2038	141.50	48.38	886.95
2038	01/04/2038 - 31/03/2039	76.19	26.05	776.08
2039	01/04/2039 - 31/03/2040	10.88	3.72	665.21
2040	01/04/2040 - 31/03/2041	0.00	0.00	554.34
2041	01/04/2041 - 31/03/2042	0.00	0.00	443.47
2042	01/04/2042 - 31/03/2043	0.00	0.00	332.60
2043	01/04/2043 - 31/03/2044	0.00	0.00	221.73
2044	01/04/2044 - 31/03/2045	0.00	0.00	110.86
2045	01/04/2045 - 31/03/2046	0.00	0.00	0.00
2046	01/04/2046 - 31/03/2047	0.00	0.00	0.00
2047	01/04/2047 - 31/03/2048	0.00	0.00	0.00
2048	01/04/2048 - 31/03/2049	0.00	0.00	0.00
2049	01/04/2049 - 31/03/2050	0.00	0.00	0.00
2050	01/04/2050 - 31/03/2051	0.00	0.00	0.00



C A R B O N R E D U C T I O N P R O J E C T S

Current projects on our pathway to Net Zero include:

Scope 1:

Develop and implement an Energy & Carbon Policy

Establish the corporate carbon footprint, net-zero pathway, and Carbon Reduction Plan

Engage staff including setting-up a team of Energy, Carbon & Recycling (ECR) Champions for local implementation of the Energy & Carbon Policy

Implement heating set-points where possible

Optimise heating, ventilation, air-conditioning (HVAC) and refrigeration systems

Install energy efficient LED lighting and smart energy management

Scope 2:

Start to generate renewable solar energy at Care Homes (dependent on a clear business case)

Evaluate how share of (purchased) renewable energy can be increased

Look at how the company fleet may be transitioned to electric vehicles

Scope 3:

Develop stronger waste reduction and food waste segregation initiatives

Engage suppliers in developing a sustainable procurement strategy

Improve the accuracy of Scope 3 data gathering

DECLARATION AND SIGN OFF

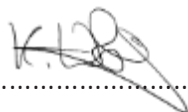
This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

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:

A handwritten signature in black ink, appearing to be 'K. J. B.', is written over a horizontal dotted line.

Date: 24th November 2025.....

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>