

Net Zero Commitment and Carbon Reduction Plan

1. Purpose

This policy outlines iWGC Ltd's dual commitment to achieving Net Zero emissions and actively reducing its carbon footprint in line with NHS and national sustainability targets. It applies to all operations, supply chains, and business activities under iWGC Ltd.

2. Executive Summary

As a digital-first SME, iWGC Ltd recognises its responsibility and opportunity to minimise environmental impact. This policy integrates our Net Zero target with a clear carbon reduction strategy, ensuring we deliver sustainable services and align with the NHS Greener Plan.

3. Definitions

Net Zero	Achieving a balance between the greenhouse gases put into the atmosphere and those removed from it.
Carbon Reduction	Actions taken to reduce the carbon footprint through changes in operations, behaviour, and procurement.
Scopes 1, 2, 3	Greenhouse gas protocol categories covering direct and indirect emissions.

4. Net Zero Commitment

iWGC Ltd is committed to achieving Net Zero emissions by 2045 for Scopes 2 and 3, in line with NHS targets.

As an SME, even before COVID, iWGC Ltd had a very low impact on the environment due to both the size of the business but also the nature of our work i.e. largely a software business. We believe our size is a key factor in how we meet and exceed the standards required to deliver Net Zero and this positively impacts our partners who are looking to their suppliers to reflect and support their own ambitions to deliver Net Zero.

iWGC Ltd's "digital first" approach, encourages the use of digital data collection (including via the web, tablets and kiosks). Paper forms are made available where necessary, but their use is discouraged except for circumstances where digital alternatives are not suitable.

However, since COVID, we changed our operating model and have kept this model ever since. We switched from office-based to remote-working as standard, with a small central head office.

Each of the 4 key net zero "scopes" of NHSEI's "Delivering a net zero NHS" are considered below.

4.1. Scope 1 (direct, emissions from owned or operated assets)

iWGC Ltd does not own premises or vehicles and does not operate any industrial equipment. As iWGC Ltd's head office is based in an established set of managed offices, many of the facilities are shared with other offices in the same building. Shared heating and air conditioning, lighting, water and bathroom and kitchen facilities has the benefit of reducing the environmental impact of the office premises. iWGC Ltd does not operate any vehicles.

4.2. Scope 2 (indirect, emissions from purchased energy)

Electricity usage in the office is minimised as part of managed offices with communal facilities except for iWGC Ltd's secure single-room office. As staff work remotely, they are encouraged to minimise their use of electricity, gas and oil for power, heating and lighting.

4.3. Scope 3 (indirect, emissions from everything else)

All iWGC Ltd staff except one member of the team work from home, preventing the carbon emissions that would be caused by staff commuting to work. In fact, this has now been virtually eliminated with only very occasional travel required. 1 member of staff works from the iWGC Ltd head office which is within 10 minutes' walking distance of their house.

We also adopted this policy for our customer interactions. Every sales meeting, contract review meeting, or customer visit is, by default, conducted virtually (typically MS Teams). With the NHS being our biggest customer and this policy also being adopted by the NHS at the same time, this has been a very successful transition which has virtually eliminated the environmental impact of travel to meetings by client-facing staff.

Occasionally, there is the need for a face-to-face visit e.g. to do ward walks with our partners and help recommend the best implementation options which can only happen in person but this now applies to fewer than 5% of our meetings. Our policy is to take public transport to partner meetings unless it is not possible to do so.

Waste from iWGC Ltd's operations is minimal. iWGC Ltd's "digital first" approach minimises the use of paper forms for feedback. Where paper forms are used, printing of forms on recycled and recyclable paper is encouraged. Postage of the paper forms in recycled and recyclable packaging to the iWGC Ltd offices rather than courier, is also encouraged to reduce the impact of travel and waste. All recyclable packaging received is recycled. (Note that paper forms containing feedback are not recycled through standard business facilities to ensure security of any personal data. We use a service that securely destroys and then recycles them. The scanned images are retained securely in our system).

Our cloud hosting partner, Google Cloud Platform has committed to several sustainability goals, including:

- Reduce 50% of combined scope 1, 2 and 3 emissions vs 2019 baseline by 2030.
- Operate offices and data centres on carbon-free energy every hour of every day across all operating regions.

4.4. Travel: Outside GHGP Scope

Although it is very infrequent that iWGC Ltd has visitors, if this is the case and a virtual meeting is not appropriate, a venue for the meeting is selected based on a convenient location for both parties to reduce travel, allowing the option of using public transport if possible.

Measures have been taken to ensure that these meetings can be held virtually. For example, the annual ISO 27001 accreditation audits incorporate a virtual tour of the office space by video call enabling the audit to be held remotely.

In addition to these measures, iWGC Ltd is continuously looking for other ways to improve its sustainability and that of its partners. For example, The Carbon Literacy Project is currently under review to see how Carbon Literacy training could help iWGC Ltd staff to reduce their own environmental impact.

5. Carbon Reduction Baseline

As an SME, iWGC Ltd uses the SME Climate Hub assessment tool as this has a broad scope of encouraging SMEs to take action on their impact on climate change. The following baseline is for the period 1st April 2024 to 31st March 2025.

EMMISSIONS	tCO2e
Scope 1 - Direct emissions total	0
Scope 2 - Indirect emissions total	1.24
Purchased electricity	1.24
Scope 3 - Value chain emissions total	
Upstream transportation and distribution	0.98
Purchased goods and services	11.74
Waste generated in operations	0.17
Capital goods	0.53
Fuel and Energy-Related Activities	0.41
Business travel	7.46
Employee commuting & homeworking	8.13
Downstream transportation and distribution	0.20
Total - Scopes 1, 2 and 3	29.62

6. Carbon Reduction Targets

As several initiatives have been implemented to reduce emissions (using a hosting environment committed to a significant reduction in emissions, minimal office facilities, a digital-first approach), the target is a 30% reduction in carbon emissions from the 2024 baseline by 2030.

7. Carbon Reduction Measures

The following measures are being adopted to achieve this target.

7.1. Digital First Operations:

- Continued use of digital platforms (web, tablets, kiosks) to reduce paper waste.
- Limiting paper forms to essential use only; using recycled/recyclable materials when required.

7.2. Workplace and Energy Use:

- Continued use of office space in shared managed facilities to reduce energy consumption.
- Staff encouraged to minimise electricity and heating use at home.

7.3. Travel and Transport:

- Remote-first working model with minimal commuting.
- Customer and stakeholder meetings to be held virtually by default.
- Public transport used for the rare necessary site visits where possible.

7.4. Procurement and Supply Chain:

- Working with suppliers like GCP who are committed to Net Zero.
- Encouraging sustainable practices across all third-party engagements.

7.5. Waste and Recycling:

- Secure recycling of confidential paper forms.
- All recyclable packaging materials reused or recycled.

8. Monitoring and Reporting

Emissions will be monitored and reported annually and reviewed by senior management.

9. Training and Awareness

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The Carbon Literacy Project and other similar initiatives (including awareness campaigns on reducing individual and organisational impact) are under review for staff training.

10. Risk and Opportunity Assessment

Risks: Reputational damage, non-compliance with NHS supplier frameworks

Opportunities: Innovation in sustainable tech, enhanced partner relationships, cost savings

11. References

- Delivering a 'Net Zero' National Health Service - July 2022, NHS England, <https://www.england.nhs.uk/greenernhs/publication/delivering-a-net-zero-national-health-service/>
- iWantGreatCare Environmental Policy Statement.

Document Maintenance

Document details

Subject	Net Zero Commitment and Carbon Reduction Plan
Document Type	Policy
Last Revision Date	May-2025
Next Revision Date	May-2026
Owner	Managing Director

Change history

Version	Status	Reason for change
v1.0	Approved	Introduction of a new document
v1.1	Approved	Date changed to 2045 in line with NHS targets
v1.2	Approved	Updated to Net Zero Commitment and Carbon Reduction Plan

Review details/Stakeholder sign off

Name	Review Attention
Senior Management	Reviewer/Informed