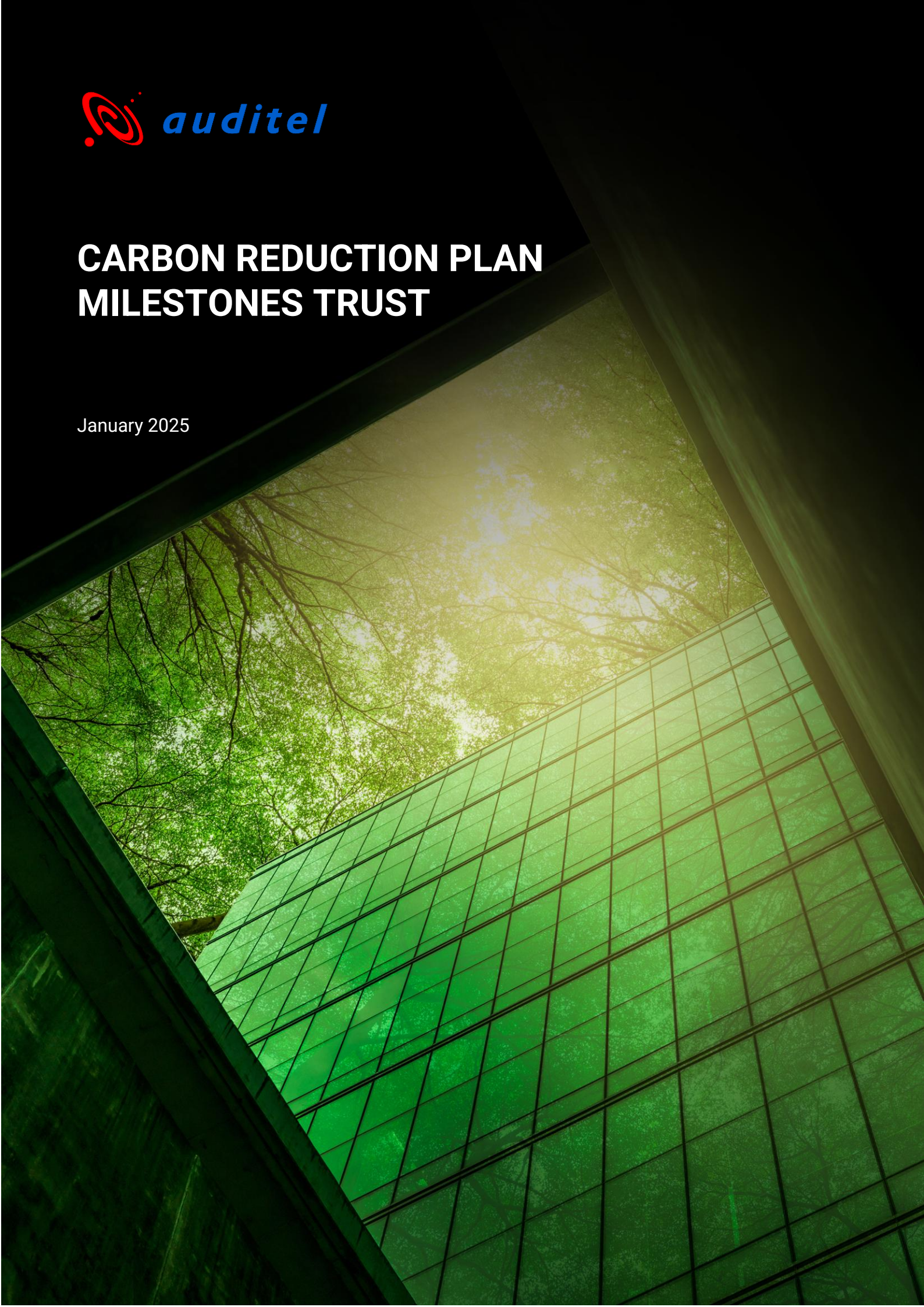




# CARBON REDUCTION PLAN MILESTONES TRUST

January 2025



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## Auditel's Credentials – Verification Bodies



## Foreword

Milestones Trust recognises how important it is to reduce our greenhouse gas emissions in order to minimise our overall environmental impact. This Carbon Reduction Plan outlines how we will do so. We are committed to meet and, where possible, exceed our legal and regulatory requirements in this area.

Whether considering how to travel, what cup to drink from, where to hold a meeting and the myriad of other choices made in daily life, having carbon underpinning every choice made and every action taken must be integral to our vision, values, and strategic goals.

We have now calculated our emissions for the calendar years of 2021 and 2023. The engagement with our staff in doing so has been vital in identifying how and where changes are needed, helping us to prioritise the key areas to focus on in the coming years. This engagement will be key going forwards, as its only by collaborating with our staff that we can achieve long term emission reduction.

Many of the measures that we plan to take to reduce our carbon footprint will also help us to operate more efficiently, reduce costs, and encourage similar action throughout our supply chain.




Using the information gathered we have set challenging targets and plan to provide regular progress updates on the challenges and successes we encounter in reducing our emissions.

## Context

Climate change is a real and immediate threat for us all. Carbon dioxide (CO<sub>2</sub>) levels have already reached their highest level for almost half a million years and are rising faster than ever. Like all organisations, Milestones Trust has a key role to play in mitigating the effects of climate change, both as an employer and through the services we provide.

Our challenge is to reduce our carbon footprint and prepare for the impacts of a changing climate.

Aside from the moral and environmental case for taking action to tackle climate change there are many other drivers to address these issues, including:

-  **Leadership** - Taking strategic action towards reducing carbon emissions will ensure that Milestones Trust can lead the way in developing effective mechanisms to tackle climate change. This will help stimulate low carbon transitions across the region in which it operates.
-  **Cost** - With increasing pressure on all organisations to cut costs, reducing the amount we spend is a key driver for reducing our energy consumption.
-  **Reputation** - There is increasing pressure on organisations to act on climate change action. Failure to do so could lead to reputational risks and adversely affect the company's public image.

## Emissions Reporting

Measuring our emissions has helped us identify how and where we can make the biggest difference in reducing our footprint. Our inventory includes all scope 1 and 2 emissions and all scope 3 emissions that can be accurately calculated.

### Baseline footprint : Calendar Year 2021 (CY21)

Our 2021 carbon footprint created a baseline for our greenhouse gas emissions, allowing us to identify key emission sources and make future projections. Our largest source in this period was the mains gas used to heat our buildings, accounting for 31% of emissions. Staff commuting and homeworking also made up a large share at 27% of the total.

Scope	Scopes and categories	Emission Source	Tonnes of CO <sub>2</sub> e	%
1	Stationary combustion	Mains gas	807.20	31.32%
1	Mobile combustion	Vehicle fuel	50.89	1.97%
2	Purchased electricity	Mains electricity	300.94	11.68%
3	Fuel and energy-related activities	Upstream impact of scope 1, 2 & 3	215.68	8.37%
3	Upstream transportation and distribution	Agency staff	475.82	18.46%
3	Waste generated in operations	Waste disposal & water supplied	18.85	0.73%
3	Business travel	Business travel	1.14	0.04%
3	Employee commuting & homeworking	Employee commuting & homeworking	706.92	27.43%
<b>Total</b>			<b>2,577.45</b>	<b>100.00%</b>

Scope	Tonnes of CO <sub>2</sub> e	%
1	858.09	33.29%
2	300.94	11.68%
3	1,418.42	55.03%
<b>Total</b>	<b>2,577.45</b>	<b>100.00%</b>

### Current footprint: Calendar Year 2023 (CY23)

Commuting and homeworking was our largest emission source in 2023, at 41% of the footprint. Some of the rise versus 2021 may be from increased commuting with 2021 being subject to covid restrictions. Also the upstream impact of fuel used for commuting is now accounted for in this category. Gas emissions reduced in 2023 but remained a large part (27%) of our footprint.

Scope	Scopes and categories	Emission Source	Tonnes of CO <sub>2</sub> e	%
1	Stationary combustion	Mains gas	617.91	27.14%
1	Mobile combustion	Vehicle fuel	27.65	1.21%
2	Purchased electricity	Mains electricity	228.82	10.05%
3	Purchased goods and services	Water supplied	7.18	0.32%
3	Fuel and energy-related activities	Upstream impact of scope 1 & 2	183.92	8.08%
3	Upstream transportation and distribution	Agency staff including upstream impact	190.26	8.36%
3	Waste generated in operations	Waste disposal	10.80	0.47%
3	Business travel	Business travel including upstream impact	73.34	3.22%
3	Employee commuting & homeworking	Employee commuting & homeworking including upstream impact	936.43	41.14%
<b>Total</b>			<b>2,276.33</b>	<b>100.00%</b>

Scope	Tonnes of CO <sub>2</sub> e	%
1	645.56	28.36%
2	228.82	10.05%
3	1,401.94	61.59%
<b>Total</b>	<b>2,276.33</b>	<b>100.00%</b>

## Reporting Standards and Scope

Our carbon accounting services are provided by Auditel who undertake a series of quality assurance checks in line with industry best practice to ensure that the Greenhouse Gas (GHG) statements represent a faithful, true, and fair account of GHG emissions from the data available.

The calculation of our carbon footprint was made in line with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. The process follows the principles of ISAE3410, Assurance Engagements on Greenhouse Gas Statements standard, but is not a formal assurance to the standard currently. It is carried out to ensure that the statement is considered materially correct, a fair representation of the Greenhouse Gases emitted and is prepared in alignment with the Greenhouse Gas Protocol and the relevant activities of Milestones Trust.

## Merger with White Horse Care Trust & Base Year Recalculation

In November 2024 we undertook a merger with White Horse Care Trust, a social care charity based in Swindon and Wiltshire. All assets held by White Horse Care Trust have been passed to Milestones Trust resulting in a substantial increase in the size of the organisation (roughly a one-third increase in turnover and almost 50% increase in employee numbers, as per recent accounts).

The GHG Protocol provides guidance in event of structural changes to an organisation:

*The following cases shall trigger recalculation of base year emissions:*

- *Structural changes in the reporting organization that have a significant impact on the company's base year emissions. A structural change involves the transfer of ownership or control of emissions-generating activities or operations from one company to another. While a single structural change might not have a significant impact on the base year emissions, the cumulative effect of a number of minor structural changes can result in a significant impact. Structural changes include:*
  - *Mergers, acquisitions, and divestments*
  - *Outsourcing and insourcing of emitting activities*
- *Changes in calculation methodology or improvements in the accuracy of emission factors or activity data that result in a significant impact on the base year emissions data*
- *Discovery of significant errors, or a number of cumulative errors, that are collectively significant.*

*The Greenhouse Gas Protocol - Tracking Emissions Over Time*

<https://ghgprotocol.org/sites/default/files/standards/ghg-protocol-revised.pdf>

We will report on these inventory changes and the impact on our reporting boundary and emissions in future footprints. To factor the changes into our reduction targets, we expect to revise our base year emissions (subject to a significance threshold) to allow revised future emission projections and targets to be established. Prior to any boundary or baseline changes, we will continue our work to drive down emissions versus those we have already reported.

## Projected Carbon Emissions

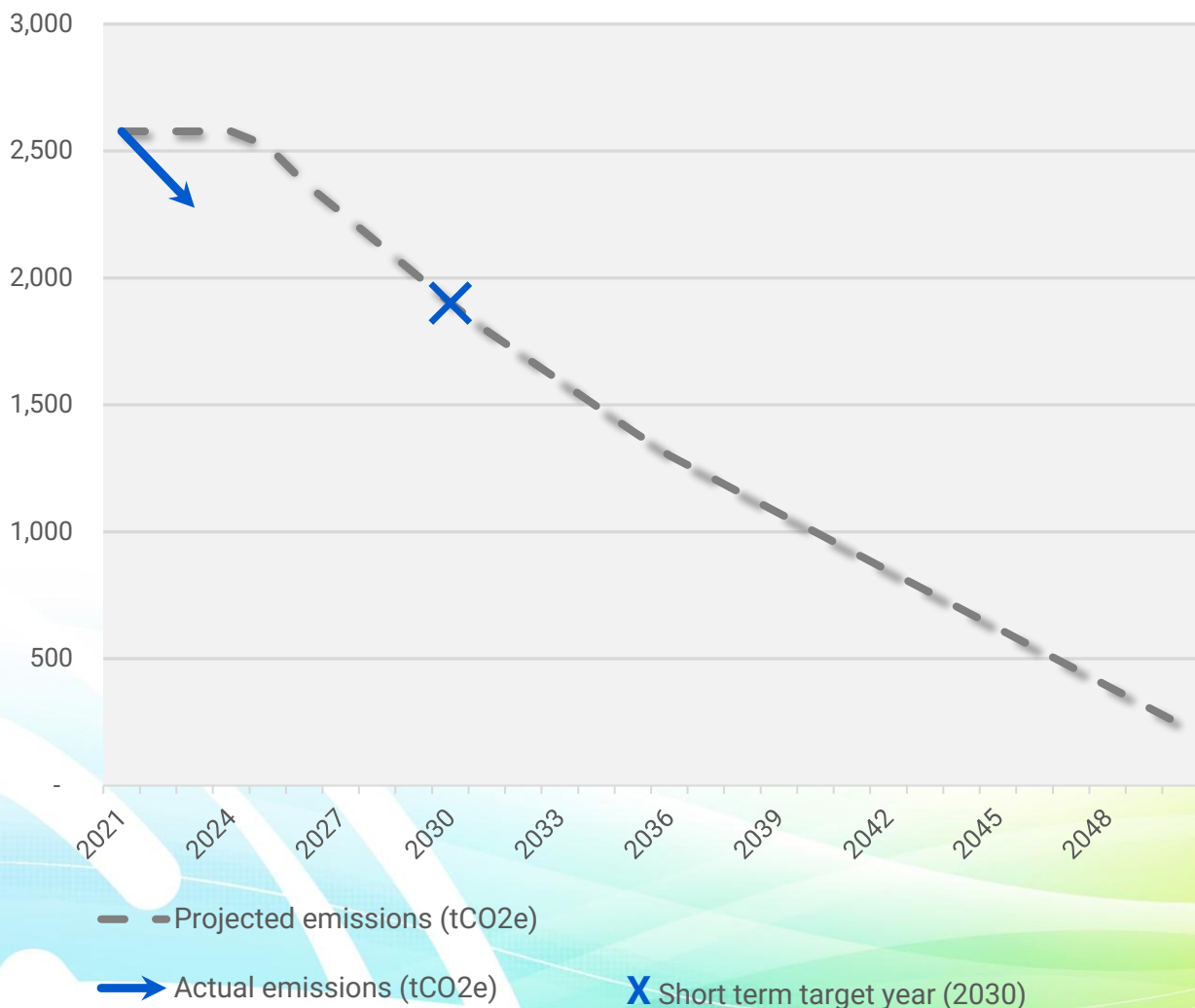
We aim to meet the UK’s 2050 net zero target. In order to do so, we have adopted the following targets:

1. A 20% overall reduction in our absolute (scope 1, 2 & 3) emissions by 2030 versus the CY21 baseline.
2. A 90% overall reduction in our absolute (scope 1, 2 & 3) emissions by 2050 versus the CY21 baseline.

To reach net zero by 2050, it is anticipated that permanent carbon removal and storage will be utilised to counterbalance any residual emissions that cannot be eliminated.

Below is the projection for our emission reduction versus our measured emissions in 2021 and 2023. Reductions account for the measures shown in the *Existing and Future Carbon Reduction Measures* sections of this report as well as wider aims and projections for emission reductions, such as the UK government’s plans for power generation and transport decarbonisation.

### Absolute Emissions



## Emissions Intensity

The below chart shows our projected and measured intensity versus three key metrics:

**1. Tonnes of CO<sub>2</sub>e emitted per million pound turnover**

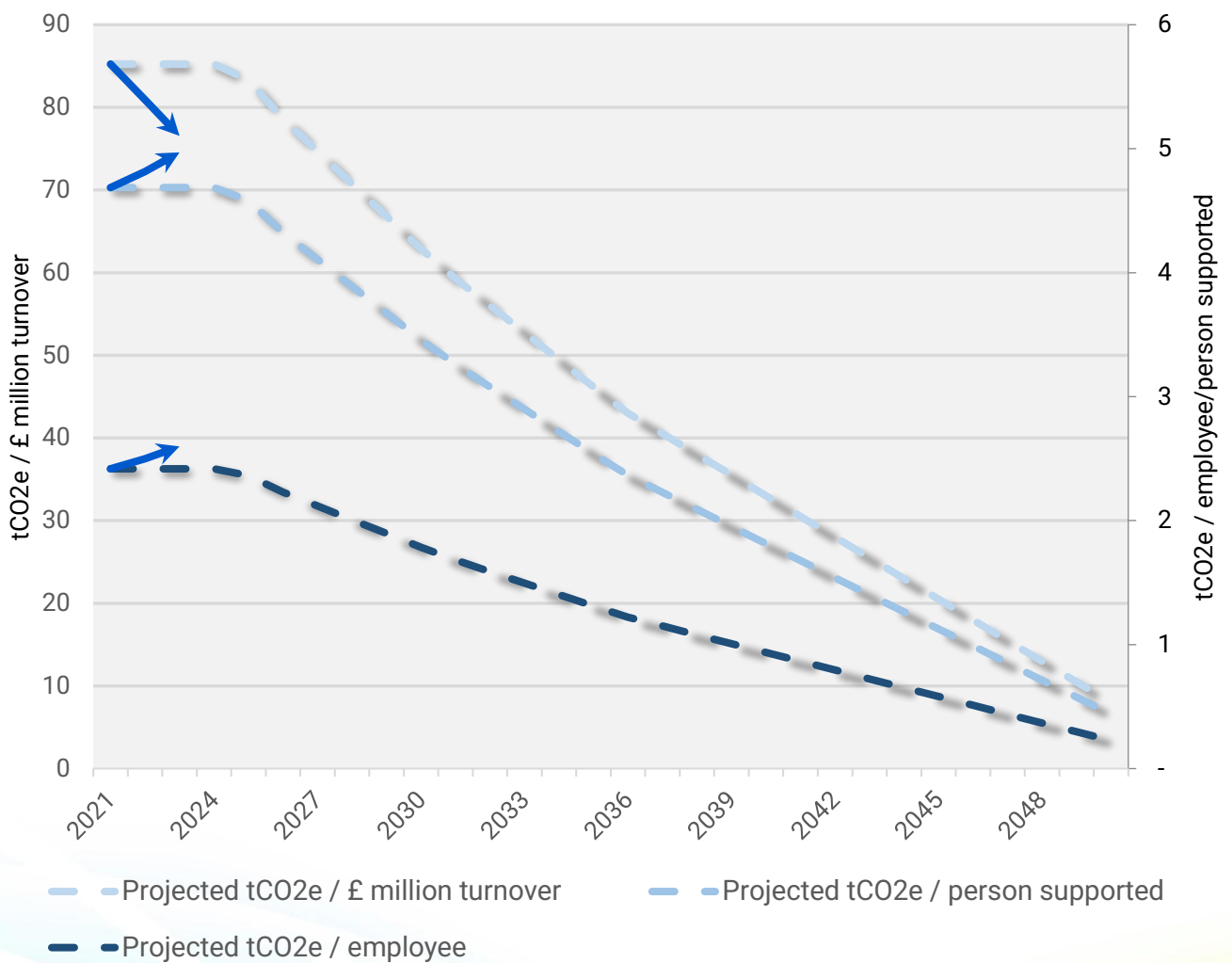
2023 versus 2021: tonnes of carbon emitted per employee decreased by 10%

**2. Tonnes of CO<sub>2</sub>e emitted per person supported**

2023 versus 2021: tonnes of carbon emitted per employee increased by 6%

**3. Tonnes of CO<sub>2</sub>e emitted per employee**

2023 versus 2021: tonnes of carbon emitted per employee increased by 7%



## Existing Carbon Reduction Measures

We have implemented a number of measures to begin driving down our emissions, some of which will be expanded as operations allow.

### Migrating Servers to Cloud

We have removed some of our onsite IT servers and moved our storage to cloud based solutions powered by 100% renewable power. This should reduce our scope 2 electric use for both the servers and their cooling requirements, albeit with a shift of some emissions to our supply chain.

### Upgrading lighting to LED

We have recently completed a programme to upgrade our lighting with low energy LED alternatives to improve our energy efficiency and reduce our scope 2 electric emissions. We expect this to reduce the emissions attributable to our lighting by over 50%!

Although these do not form part of the currently report emissions inventory, its worth noting that we will also upgrade the lighting at newly acquired sites in Swindon and Wiltshire in financial year 2025/26. These were acquired as part of our merger in 2024, explained on page 5.

### Contracting for renewable electric

We are already contracted for zero-emission renewable electric for our entire operations and will continue to procure 100% renewable electric in future. This will eliminate our scope 2 emissions for market based reporting.

### Minimising travel

We have introduced processes to reduce our travel emissions by:

- Hosting virtual, rather than face to face, meetings whenever possible
- Travelling as a team when multiple team members are meeting in same place.
- Combining meetings wherever possible to minimise business travel.

- Introducing systems and processes that allow hybrid working for staff wherever appropriate to the role and needs of the business.



## Future Carbon Reduction Measures

We plan to implement further measures to drive down our emissions, including:

### Improving Heating Efficiency

We are investigating ways to reduce emissions from our gas powered central heating by upgrading our boilers to more efficient models and improving heating controls to reduce unnecessary demand. We're also considering more innovative low temperature heating solutions.

Longer term we will consider installing heat pumps where it is practical and financially viable to do so.

### Switching to More Efficient Vehicles

We plan to trial hybrid and/or electric vehicles (EVs) for some of our homes and, if successful, hope to begin procurement of these to reduce our vehicle emissions.

Longer term we hope to switch completely to EVs when it is cost effective and practical to do so.

We also plan to install EV charging stations to enable our staff and the people we help to move to electric vehicles when it is practical and cost effective.

### Monitoring & Targeting Energy Use

We are investigating ways to more accurately monitor energy consumption within our properties. This will allow us to target inefficient use of energy and measure the success of efficiency projects.

### Installation of Solar PV for Self-Generation

We are investigating the practical and financial viability of installing Solar PV panels on some of our properties. This will minimise our reliance on power from the grid and so reduce our scope 2 emissions.

### More Efficient Laundry Equipment

Laundry is likely to constitute a considerable share of the energy use and emissions in our

property portfolio. Therefore, as and when contracts reach renewal point, we are replacing our existing laundry equipment with more energy efficient alternatives. By doing so we expect to reduce the gas and electric consumption in our laundries and drive down emissions from this source.

### Working with our existing supply chain

We will work with our suppliers to encourage them to record and reduce their own carbon emissions. This will allow more accurate measurement of our footprint whilst driving down emissions through our supply chain.

GHG emissions will be factored into our procurement decisions. For example, where offered and not cost prohibitive, we will procure from suppliers who can offer low carbon deliveries.

### Behavioural Change

To encourage behavioural changes that reduce emissions, we plan to:

- Education and training for front line staff on how to reduce buildings heat loss and maximise heating system efficiency.
- Build awareness amongst our workforce on the impact of their travel decisions on GHG emissions.
- Reduce business travel, particularly by road, through effective measurement and a sustainable travel policy with a digital first procedure.
- Encourage sustainable ways for employee commuting including the governments Cycle to Work scheme.
- Run internal communications campaigns to educate and drive awareness for staff.

## Commitment Statement

**Milestones Trust is committed to achieving Net Zero emissions by 2050.**

Milestones Trust commits to

1. By 2030: reducing our absolute greenhouse gas emissions by 20% versus our CY21 baseline.
2. By 2050: reaching net-zero greenhouse gas emissions versus our CY21 baseline.

## 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 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 Milestones Trust's board of directors (or equivalent management body).

**Signed on behalf of Milestones Trust**



**Director**

Name: Qamar Khan

Date: 23/01/2025