

Carbon Reduction Plan

Supplier name: Clear Voice (Migrant Help Trading Ltd)

Publication date: 12/09/2024

Commitment to achieving net zero

Clear Voice and the parent organisation Migrant Help are committed to achieving net zero emissions by 2050.

Baseline emissions footprint

Baseline emissions are a record of the greenhouse gas (GHG) emissions that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

Baseline year: 2016/2017

Background context and details regarding baseline emissions calculations

This Carbon Reduction Plan applies to Migrant Help and its subsidiaries.

Both Migrant Help, as the parent organisation, and Clear Voice as the bidding entity are committed to achieving net zero emissions by 2050.

We are aware that reducing our greenhouse gas emissions represents significant benefits for us, our service users, clients, suppliers, and the wider community. This Carbon Reduction Plan covers the strategies for both organisations ongoing commitment to the management and reduction of our business-related carbon emissions.

Scope 1

Organisational facilities – as tenants in the majority of premises occupied it is for third party Home Office contractors, landlord and management companies to manage these buildings. Data is reported on offices and buildings for which we have control of supply, and those premises mentioned earlier will be excluded to avoid double reporting.

Scope 2

Purchased electricity, heating, and cooling for own use – We report on the offices and premises where we control supply. We do not report on buildings where supply is controlled by third party Home Office contractors, landlords and management companies.

Scope 3

Category 4 and 9 upstream and downstream distribution

Both Migrant Help and Clear Voice as the bidding entity are largely administrative based and purchase goods and services to support these activities. We do not collect data on and do not report on categories 4 and 9.

Category 5 waste generated in operations

We report on waste generation at offices and premises where we control collection and disposal of our waste. We generate waste through employee printing, service user pamphlets, confidential paper waste and other materials. Waste includes plastics and other items from meal and rest breaks.

Category 6 business travel

Business travel by employee vehicles is collected, measured, and reported annually.

Category 7 employee commuting

We do not collect data on how our employees travel to and from their place of work.

Baseline year emissions (2016/17)

EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	220 kgCO ₂ e
Scope 2	39,690 kgCO ₂ e
Scope 3	Category 5 – 49,200 kgCO ₂ e Category 6 – 5,830 kgCO ₂ e
Total Emissions	94,940 kgCO₂e

Current emissions reporting

Reporting year (2023/24)

EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	43,686 kgCO ₂ e
Scope 2	6,361 kgCO ₂ e
Scope 3	Category 5 – 111.61 kgCO ₂ e Category 6 – Included in Scope 1
Total Emissions	50,158.61 kgCO₂e

Emissions reduction targets

As an organisation whose services support some of the most vulnerable, we strive to continuously improve our services working with all our employees, partners,

and contractors to embrace this plan and work collaboratively to achieve the overall goal of net zero emissions by 2050.

The points below show the journey we are taking:

- Migrant Help aims to reduce its GHG emissions by 5% by 2029 based on its 2023/24 baseline. With a further pledge to achieve additional 10% reductions by 2035.
- Migrant Help GHG baseline emissions were 50,158.61 kgCO₂e
- We will provide staff training and adopt behaviour change projects to assist us with our objective to achieve net zero emissions by 2050.
- We will undertake a programme of continuously collaborating with all stakeholders to support and identify opportunities for reducing emissions, increasing social value, and highlighting the link between environmental impacts and climate migration.

Carbon reduction projects

Completed carbon reduction initiatives

The following environmental management measures and projects have been completed or implemented since the 2017 baseline:

Our existing waste carrier (Biffa) measures our performance on the percentage of general waste to landfill and that diverted to other forms of disposal, and we achieved 0% waste going to landfill during the most recent period.

There was a significant reduction in the generation of WEEE waste, included below, due to the adoption of reallocation and reuse of equipment.

Reductions in our energy use and waste generation were:

- 11% reduction in confidential paper waste.
- 11% reduction in weight of our mixed recycled waste.
- 67% reduction in WEEE waste.
- 9% reduction in gas energy use.

Energy efficient actions undertaken

A rolling programme of measures have been undertaken throughout the period (Financial Year 2023-24). As part of ongoing refurbishment works of sites several retrofit, and efficiency projects have been undertaken inclusive of:

- Wakefield – As part of a suite of refurbishment works undertake at the site, installation of energy efficient LED lighting and energy efficient air filtration systems for meeting spaces was undertaken.
- Liverpool and Coventry – Work was undertaken with current providers to ensure the newly created meeting spaces met current requirements for energy efficient LED lighting.
- Asset Management – Via the asset management process furniture from de-commissioned sites is repurposed where possible to be used at new sites in development.
- Awareness Campaign – A series of organisational communications was undertaken to raise employee awareness of efficient usage of both lighting and temperature controls.
- Charlton House, Dover – Work was undertaken to replace two air conditioning units from older gas systems to a newer more energy efficient and environmentally friendly system These works are part of a wider rolling programme of replacement. Additionally old inefficient lighting was upgraded to meet energy efficient LED standards.

In the future we hope to implement further measures and are actively concentrating on several areas of focus, that once implemented will further reduce the organisations GHG emissions each year in line to achieve net zero emissions by 2050.

Energy savings opportunities scheme phase 3 (ESOS3)

The organisation commissioned The Green Team consultancy to support its submission under the above. The Green Team are currently undertaking an energy audit across participating offices and findings will be published once complete.

Business travel

Evaluate and, where possible, adopt means of reducing business travel, including continued use of video conferencing, to achieve sustainable long-term reduction of emissions that will be reported annually.

Employee commuting

We will continue to maintain a hybrid and adopt a smarter working culture for all employees to reduce the amount of business travel and commuting for our colleagues, helping to reduce our CO2 emissions.

Our hybrid and smarter working and workplace strategies will future proof the organisations offices whilst enabling our employees to make the right decisions about where and how they work whilst delivering essential services and making the best use of our workplaces and technology. It improves productivity through a focus on outputs rather than the need to be present in offices and supports the reduction of our carbon footprint by reducing unnecessary travel.

Communication

We will work with key partners and other stakeholders to achieve a better understanding of our emission contribution in the energy usage and waste emission categories. Even with some of these categorise being out of our control, we will apply pressure to the contracting authorities to push towards emission reductions, including accommodation contractors, landlords and building management companies.

Employee learning and behaviour change

A programme will be created to raise environmental awareness for all of the organisation's employees, contractors, and volunteers.

Working with all employees, we will encourage better energy use and reduced waste. During the pandemic for example, while the majority of employees were working from home, it highlighted how printing is not as essential as previously thought to our operations and services as part of our daily work lives, and we will aim to maintain this as a goal for more paperless offices.

Since April 2022, the overarching organisation has taken considerable steps to reduce employee commuting by adopting hybrid working patterns and recruiting a higher percentage of home workers. The change of working practices with the adoption and implementation of collaborative working on Microsoft Teams and use of video conferencing significantly reduces need for employees to travel to offices for their everyday working and also the need to travel and attend meetings.

Leadership

The Senior Management Team and Board of Trustees has given, and will continue to give, their full support of this carbon reduction programme and the roles required to achieve the overarching organisations Net Zero ambitions.

Declaration and Sign Off

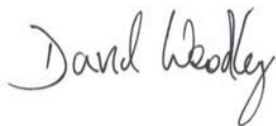
This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

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:



David Woodley
CEO, Clear Voice

Date: 12/09/2024

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>