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Carbon Reduction Plan 2026

Published December 2025

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1. Introduction

1.1 About us

Sureserve is the partner of choice for housing associations and local authorities working to improve their residents housing through management of stock while working towards decarbonisation. Our portfolio of established and trusted heating, compliance and renewable energy companies enables us to take on and improve stock surveying and maintenance, fabric first retrofitting, and partner on the innovation roadmap to scale decarbonisation in social housing.

1.2 Commitment to achieving Net Zero

Sureserve, in line with its dedication to environmental sustainability, is committed to a goal of reaching Net Zero emissions by the year 2050. This aligns with the government's own targets. To achieve this, Sureserve has developed a Carbon Reduction Plan (CRP). This plan serves as our comprehensive strategy towards reducing our carbon footprint and has been produced in accordance with the requirements of UK Government's Procurement Policy Note 06/21: Taking account of Carbon Reduction (PPN06/21)[1]. These guidelines ensure a stringent and standardised approach to managing and reducing carbon emissions in an effective and measurable manner.

Sureserve has been assessing its Scope 1 and 2 carbon footprint since financial year 2023 (FY2023) in line with the Streamlined Energy and Carbon Reporting (SECR)[2]. requirements and the Greenhouse Gas Protocol reporting standard[3]. In FY2025, a full Scope 3 emissions assessment was completed along with Scope 4, avoided emissions assessments.

Sureserve has undergone significant growth in the past financial year due to various acquisitions and is assessing future growth options. Sureserve aspires to set a Science Based Target and set out a robust, transparent, and cost-effective roadmap to Net Zero, we will do this once all current and planned acquisitions are fully integrated into the Group.

1.3 Group structure and scope

Sureserve is a trusted partner of choice to the social housing and related public sector, delivering deliver essential and affordable compliance, energy and electrical services through established subsidiaries, playing a key and progressive role in decarbonisation. Sureserve. Sureserve's emissions reporting year covers our financial year, 1st October to 30th September.

All Sureserve operating companies are included in this Carbon Reduction Plan, including recent acquisitions highlighted with an asterisk (*) below. Recent acquisition CLP Group FS Ltd will be included next year.

- Sureserve Group Ltd

Compliance
- Sureserve Compliance Holdings Ltd
- Sureserve Compliance Central Ltd

[1] www.gov.uk/government/publications/procurement-policy-note-0621-taking-account-of-carbon-reduction-plans-in-the-procurement-of-major-government-contracts
[2] www.gov.uk/government/publications/environmental-reporting-guidelines-including-mandatory-greenhouse-gas-emissions-reporting-guidance
[3] www.ghgprotocol.org/corporate-standard

- Sureserve Compliance Fire Ltd
- Sureserve Compliance North Ltd*
- Sureserve Compliance Northwest Ltd
- Sureserve Compliance South Ltd
- Sureserve Compliance Water Ltd
- Swale Heating Ltd*

Energy Services
- Sureserve Energy Holdings Ltd
- Sureserve Energy Services Public Buildings Ltd
- Sureserve Energy Services Meters Ltd
- Sureserve Energy Services North Ltd*
- Sureserve Energy Services UK Ltd
- Hillside-Infinitas Ltd*
- Sureserve Energy Services Wales Ltd*
- Sureserve Energy Services South-West Ltd*

Electrical
- Sureserve Compliance Electrical Holdings Ltd*
- Purdy Contracts Limited*
- Spokemead Maintenance Limited*
- R. Dunham (UK) Limited*
- CLP Group FS Ltd* (Reporting from FY 2026)

2. Baseline Year Footprint and Current Emissions Reporting

Sureserve set a baseline year of FY2023 when we were taken private. Since the original baseline year, Sureserve has made eleven significant acquisitions, outlined in section 1.3, that have significantly increased our operational footprint.

In addition, we have expanded our emissions reporting to include Scope 3 emissions across relevant categories in accordance with the GHG Protocol Corporate Value Chain (Scope 3) Standard[4], and Scope 4 avoided emissions reporting on a voluntary basis.

In line with the Greenhouse Gas (GHG) Protocol's best practice guidance[5], Sureserve will recalculate its baseline year when structural changes occur that result in a significant change to our organisational boundary or emissions profile, typically when the change represents more than 5% of total reported emissions.

Recent acquisitions represent a material change to our organisational boundary and the completeness of our emissions inventory. Accordingly, we will reset our baseline year to FY2025 which will cover Scope 1, Scope 2, Scope 3, and Scope 4 emissions across all operations under Sureserve's operational control at the end of the financial year. The updated baseline covers our financial year, which is 1st October to 30th September.

The data used in this document is the same as included in our Annual Report and Accounts which was produced in line with the Streamlined Energy and Carbon Reporting ("SECR") requirements, we have followed the GHG Reporting Protocol and used the UK Government GHG Conversation Factors for Company Reporting. Recent acquisition CLP Group FS Ltd will be included in next year's reporting.

[4] www.ghgprotocol.org/corporate-value-chain-scope-3-standard
[5] www.ghgprotocol.org/standards-guidance

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2.1 Updated baseline

Updated baseline year carbon emissions for 2025 for Sureserve Group

Baseline Year FY2025: 1st October 2024 - 30 September 2025		Total tCO_2e
Scope 1	Offices and on-site natural gas	411
	Vehicle fleet	16,083
	Total Scope 1 Emissions	**16,494**
Scope 2	Offices and on-site electricity	366
	Vehicle fleet electricity	55
	Total Scope 2 Emissions	**421**
Scope 3	Category 1 – Purchased goods and services	62,383
	Category 2 – Capital goods	1,113
	Category 3 – Fuel- and energy-related activities	4,183
	Category 4 – Upstream transportation and distribution	1,271
	Category 5 – Waste generated in operations	1,438
	Category 6 – Business travel	3,117
	Category 7 – Employee commuting	4,824
	Category 8 – Upstream leased assets	938
	Category 15 – Investments	920
	Total Scope 3 emissions	**80,188**
All	**Total Scope 1, 2 and 3 emissions**	**97,102**
Scope 4	Total estimated avoided emissions per year	30,408
	Total estimated avoided emissions product lifetime	456,120

Updated baseline year carbon emissions for 2025 for each operating company

Company name	Scope 1	Scope 2	Scope 3	Total
Sureserve Group Ltd	51	14	1,456	1,521
Sureserve Compliance Holdings Ltd	-	-	3	3
Sureserve Compliance Central Ltd	3,029	28	3,817	6,875
Sureserve Compliance Fire Ltd	399	4	9,616	10,018
Sureserve Compliance North Ltd	1,284	42	6,405	7,731
Sureserve Compliance Northwest Ltd	1,841	37	10,194	12,072
Sureserve Compliance South Ltd	1,998	79	6,639	8,716
Sureserve Compliance Water Ltd	604	3	1,234	1,841
Swale Heating Ltd	457	17	1,235	1,710
Sureserve Energy Holdings Ltd	-	-	25	25
Sureserve Energy Services Public Buildings Ltd	22	6	2,310	2,338
Sureserve Energy Services Meters Ltd	1,868	18	5,999	7,885
Sureserve Energy Services North Ltd	818	5	3,603	4,427
Sureserve Energy Services UK Ltd	2,997	80	23,633	26,710
Hillside-Infinitas Ltd	1	9	253	263
Sureserve Energy Services Wales Ltd	38	2	72	111
Sureserve Energy Services South-West Ltd	362	34	3,132	3,529
Sureserve Compliance Electrical Holdings Ltd	10	-	15	25
Purdy Contracts Limited	651	31	359	1,040
Spokemead Maintenance Limited	40	6	56	102
R. Dunham (UK) Limited	23	5	134	162
Sureserve Total	**16,494**	**421**	**80,188**	**97,102**

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2.1 Intensity Metrics

In addition to reporting our absolute emissions, we also track GHG intensity over several key metrics. We are focusing on the intensity metrics which capture greenhouse gas emissions per employee, and turnover, hence providing a more informative insight into our decarbonisation journey alongside our company growth.

	Emissions intensity per headcount (tCO_2e/ employee)		Emissions intensity per million £ revenue (tCO_2e/ £m revenue)	
Company name	**Scopes 1 and 2**	**All Scopes (1, 2 and 3)**	**Scope 1 & 2**	**All Scopes (1,2 and 3)**
Sureserve Group Ltd	1	13	N/A	N/A
Sureserve Compliance Holdings Ltd	N/A	N/A	N/A	N/A
Sureserve Compliance Central Ltd	4	9	32	72
Sureserve Compliance Fire Ltd	3	86	10	243
Sureserve Compliance North Ltd	4	24	34	199
Sureserve Compliance Northwest Ltd	4	25	38	244
Sureserve Compliance South Ltd	3	12	24	99
Sureserve Compliance Water Ltd	5	16	55	167
Swale Heating Ltd	N/A	0	28	99
Sureserve Energy Holdings Ltd	N/A	N/A	N/A	N/A
Sureserve Energy Services Public Buildings Ltd	2	130	3	228
Sureserve Energy Services Meters Ltd	3	14	27	113
Sureserve Energy Services North Ltd	8	43	54	291
Sureserve Energy Services UK Ltd	6	54	27	235
Hillside-Infinitas Ltd	1	18	5	132
Sureserve Energy Services Wales Ltd	2	5	5	15
Sureserve Energy Services South-West Ltd	3	23	13	119
Sureserve Compliance Electrical Holdings Ltd	0	1	N/A	N/A
Purdy Contracts Limited	6	9	16	24
Spokemead Maintenance Limited	2	5	4	8
R. Dunham (UK) Limited	0	3	4	25
Sureserve Total	**4**	**23**	**25**	**146**

3. Emissions Reduction Targets

Sureserve is committed to reducing its emissions over time to achieve Net Zero emissions by 2050 or earlier. We have completed an emissions forecasting exercise based on our FY2025 baseline year assessment and existing historic data shown in Figure 1. There are four categories of carbon dioxide reductions to consider whilst forecasting:

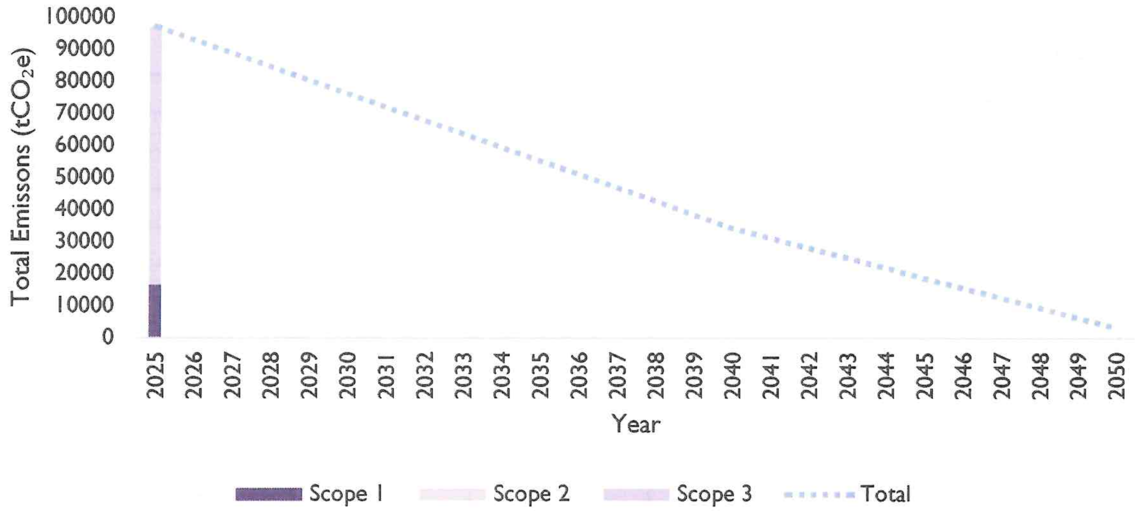
- Passive Reductions – these are carbon reductions that would happen without any action needed by the company. The most significant passive reduction assumes the electricity grid emissions will reduce linearly to zero by 2030 (which is the UK's target to achieve zero carbon emissions electricity grid). Note: the grid emissions have reduced by approximately 50% over the last 5-6 years on a tCO_2e per kWh basis.
- Market-Based Reductions – these are achieved by selecting and paying for energy

tariffs that have lower emissions. The most significant reduction will come from buying a green electricity tariff.

- Active Reductions – these are achieved by making technological, behavioural and operational changes within the business. The most significant active reduction comes from the replacement of diesel and petrol vehicles with EV equivalents particularly from 2035 when new the sale of diesel and petrol vehicles will be banned. We're assuming that all Sureserve vehicles will be zero-carbon by 2045. Progress will be gradual up to 2030, then speed up after that as electric vehicles become more common and the technology improves.
- External Reductions – carbon compensation/offsetting to reduce emissions external to the companies own footprint to reduce your net emissions.

This assessment considered the degree of control we have over the activity, operational considerations (e.g. fleet replacement cycles, availability of green energy tariffs by geography, available waste disposal methods), and wider politico-economic factors including the UK government's commitment to decarbonise the UK National Grid and the ban on the sale of internal combustion engine (ICE) vehicles post-2030.
The reduction pathway is science-based and aligned to the Paris Agreement's commitment of limiting global warming to 1.5°C above pre-industrial levels.

Figure 1: Carbon emissions Glidepath tCO_2e



The glidepath shown represents an indicative trajectory toward achieving net zero by 2050. While it appears largely linear for simplicity, actual reductions are unlikely to follow a perfectly linear pattern. This is particularly true for Scope 3 emissions, which are in their first year of measurement and form part of an early-stage program. We anticipate that reductions will accelerate over time as data quality improves, supplier engagement strengthens, and influence across the value chain matures.

4. Emissions Reduction Projects

Our primary focus is on reducing our own emissions, supported by dedicated planning and financial resources. However, a substantial share of our carbon footprint falls under Scope 3 emissions, which are challenging to address in the short term as they originate within our supply chain, an area where we have influence but not direct control. Working with our suppliers, we aim to stimulate substantial emission reductions throughout the broader supply chain. This recognises that realising environmental goals demands collective effort.

To help drive reductions in Scope 3 emissions, we will leverage our purchasing power and supplier selection to promote and encourage carbon-reducing practices across our supply chain.

4.1 Facilities Decarbonisation

Sureserve Group and its operating businesses operate under integrated environmental and energy management systems certified to ISO 14001 and ISO 50001. These certifications ensure that we have robust processes for monitoring, managing, and continuously improving our environmental and energy performance.

In FY2025, our facilities generated 777 tonnes of location-based CO_2e, representing 4.6% of our Scope 1 and 2 emissions and 0.8% of our total emissions. While this is not a material contributor compared to other parts of our footprint, we recognise that reducing emissions from our own facilities is an important part of achieving our overall carbon reduction commitments.

Scope 1: Stationary combustion (Natural gas)

This is a low impact area (0.4% of total emissions), but within our control to reduce impact.

Actions to date:

- Implemented lower carbon and alternative heating sources at various facilities such as at Purdy Contracts Ltd where we have installed a ground source heat pump and Mechanical Ventilation with Heat Recovery (MVHR) unit) at the main office and Hillside-Infinitas Ltd where we have removed the gas heating system.
- Upgraded our facilities building fabric where possible by investing in internal and external insulation for our buildings such as at Sureserve Energy Services Cymru (Wales).
- Implemented an energy efficiency register for various locations to monitor and address energy inefficiencies and identify key opportunities to reduce heat loss and maximise energy efficiency.

Scope 2: Electricity

This is also a low impact area (0.4% of total emissions), but with a high degree of control to reduce impact.

Actions to date:

- Implemented Building Management Systems (BMS) to optimise heating, ventilation, and air conditioning use.
- Installed solar photovoltaic (PV) panels and battery storage at appropriate locations to reduce our grid energy demand.
- Upgraded lighting to LED to reduce our energy demand in offices and warehouses.
- Many sites within our direct control have switched to renewable energy tariffs.
- Replaced and upgraded equipment to more energy-efficient models during routine maintenance and refurbishment cycles.
- Continually looking at opportunities to rationalise our estate by way of co-locating our business and downsizing existing premises to reduce our impact.
- Implemented an energy efficiency register that has helped us change behaviours and enabled us to look for opportunities to reduce our electricity demand. As we continue to acquire new businesses we will expand this register in line with our ISO 50001 management systems.

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Facilities future pathway

- Explore a Sureserve-wide energy partner with a focus on renewable energy tariffs across all Sureserve-owned premises.
- Engage with landlords to understand possible low carbon upgrades such as heat pumps, triple glazing, energy audits and green gas.
- When choosing new leased properties, we will consider the source of heating in the building and discuss the landlord's plans to decarbonise this impact area.
- Ensure we use energy efficient systems wherever possible e.g. expanding the use of passive infra-red sensors (PIRs) and building management system (BMS) technology.
- Investigate more opportunities to install renewable energy onsite where practical such as solar panels.
- Where site refurbishments or relocations occur, low-carbon building design and materials will be prioritised.

4.2 Transitioning our fleet

In FY2025, operating our fleet produced 16,138 tCO_2e, accounting for 95.4% of our overall Scope 1 and 2 emissions and 16.6% of our overall emissions (Scopes 1-3). The vast majority of these emissions arose from our engineers travelling to client sites to deliver services.

Scope 1: Transport (owned and leased vehicles)

Diesel and petrol vehicles produced 16,083 tCO_2e respectively making up 99.7% of our transport emissions footprint. This was the second largest source of emissions at 16.6% of overall emissions (Scope 1-3) and therefore a priority area for reduction.

Actions to date:
We are taking a data-driven approach to fleet decarbonisation. Using telematics across more than 1,500 vehicles, combined with fuel consumption data and service delivery information, we can:

- Optimise routing – ensuring engineers take the most efficient journeys to and from jobs.
- Improve fuel efficiency – using fuel data to identify and address inefficiencies.
- Increase "first fix" rates – ensuring engineers have the right parts and equipment on board so that issues can be resolved on the first visit, reducing the need for additional trips.
- Reduce idling – telematics data is being used to identify and eradicate idling as much as possible.

These datasets are integrated to create a holistic view of vehicle use and service delivery, allowing us to map the most efficient journeys while ensuring vehicles are stocked appropriately. This not only reduces emissions but also improves customer satisfaction and operational efficiency.

Scope 2: Electricity for electric vehicles (EVs)

EV vehicles produced 55 tCO_2e making up 0.3% of our transport emissions footprint and 0.1% of our overall emissions footprint. They produce significantly less emissions than ICE vehicles so make up a key part of our overall reduction strategy. To reduce our impact, we are steadily introducing EVs across Sureserve, ahead of the UK ban on the sale of new diesel and petrol vehicles from 2035.

Actions to date:

- Introduced over 100 electric vans and cars, with a further 150 EVs in the process of being introduced.
- Began implementation on an EV rollout strategy that includes major strategic partnerships, EV charging infrastructure, behavioural change and employee incentives.
- Installed EV charging infrastructure across various facilities locations.
- Trialling a new electric lithium-powered forklift at Sureserve Energy Services Wales, replacing a previous gas cylinder powered forklift.

Fleet Future Pathway

- Continue transitioning our fleet to zero-emission vehicles, prioritising business units and routes where EV adoption delivers the greatest opportunities.
- Ensure EVs are charged using green electricity sources where possible.
- Expand EV charging infrastructure.
- Further integrate telematics with service delivery systems to identify emissions hotspots.
- Continue to provide driver training on how to drive more efficiently to reduce emissions including idling.
- Explore alternative low-carbon fuels where electrification is not yet practical.

4.3 Supply chain decarbonisation

In FY2025, Sureserve completed its first Scope 3 emissions assessment, using a mixture of activity and spend-based methodologies in line with the GHG Protocol Corporate Value Chain Standard. Scope 3 emissions from our supply chain totalled 80,188 tCO_2e account for 82.6% of our total emissions (Scopes 1-3), making it a key focus area for future reductions.

Sureserve are in the early stages of Scope 3 decarbonisation. Our approach is underpinned by a Supplier Code of Conduct that includes environmental and carbon considerations which all suppliers are expected to adhere to. Across our businesses we have actively worked to engage local suppliers and built strong partnerships in the renewable energy space, allowing us to implement various low-carbon improvements across our facilities, vehicles and services.

We are actively trialing a supplier engagement programme within the Sureserve Compliance Electrical division, involving a select pool of suppliers. This trial aims to build supplier awareness of emissions reduction opportunities, gather more granular, activity-based data on supplier emissions and identify best practices for integrating emissions considerations into procurement and contract management. The insights and lessons learned from this trial will inform our approach to supply chain decarbonisation across the wider Sureserve Group.

We recognise that spend-based estimates provide only a high-level view of supply chain emissions, so our priority over time is to move from broad spend-based estimates to a more accurate, supplier-specific understanding of emissions, enabling us to work collaboratively with our supply chain to deliver measurable carbon reductions. We will achieve this by enhancing our data quality and accuracy through improved supplier engagement and management systems. Our long-term ambition is to introduce comprehensive supplier management platforms and embed carbon performance into supplier selection, contract management, and ongoing performance reviews.

Scope 3 Category 1: Purchased goods and services

This is the largest single source of emissions in FY 2025 at 62,383 tCO_2e making up 64.2% of our total emissions. It is, therefore, a priority area. We realise that much of the GHG reductions in this category will happen because of our suppliers reducing their carbon emissions, so our goal is to engage and work with them to reduce their impact.

In addition to the current and planned actions above we will:

- Prioritise assessments and engagement with tier 1 suppliers to understand their emissions footprint.
- Move towards activity-based carbon calculations where possible.
- Collaboratively set carbon emissions reductions targets (as recommended by the Science Based Targets Initiative).
- Request life-cycle assessments and choose lower-emission products.

Scope 3 Category 2: Capital goods

This is a low impact area at 1,113 tCO_2e and 1.1% of total emissions in FY 2025. Similarly, to purchased goods and services, we recognise that we are reliant on our suppliers of capital goods to reduce their own carbon emission to see reduction in this category. In addition to the actions listed above we will aim to be selective about working with low-carbon suppliers where possible, and additionally, support suppliers to reduce their emissions.

Scope 3 Category 3: Fuel- and energy-related activities

This category is a significant contributor to our overall emissions footprint at 4,183 tCO_2e and 4.3% of total emissions in FY 2025. Due to its direct link to our Scope 1 and 2 emissions any actions and future plans affecting this category are outlined in the earlier sections.

Scope 3 Category 4: Upstream transport and distribution

Similar to Purchased goods and services, we recognise that we are reliant on our transportation suppliers to reduce their own carbon emissions to see reduction in this category. This category made up 1,271 tCO_2e and 1.3% of total emissions in FY 2025 so is a lower priority, particularly given the upcoming bans on petrol and diesel cars in the UK by 2030. Despite this we will prioritise, where possible, local suppliers to reduce transport distances, suppliers that utilise low-emission vehicles for transport, and will continue to reduce unnecessary postage and courier journeys by utilising software solutions.

Scope 3 Category 5: Waste generated in operations

We have made significant progress to minimise emissions from operational waste across Sureserve, and this forms a large part of our ISO14001 Environmental Management Systems. This category contributes 1,438 tCO_2e and 1.5% of our total emissions but is one where we can have a significant impact.

Sureserve follows the waste hierarchy where preference is given to reducing waste generated, re-using and recycling as much as possible and sending residual general waste to be incinerated to limit the volume of waste that goes to landfill.

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Whilst certain areas of the business have achieved 100% diversion from landfill, others still have a way to go. We will aim to reduce waste by rolling out staff training programmes, improving signage and raising awareness through targeted campaigns. We aim to introduce a Sureserve-wide waste partner across our sites to improve consistency, provide detailed reporting, improve recycling and reduce emissions.

Scope 3 Category 6: Business travel

Business travel is a moderate impact area for us at 3,117 tCO_2e and 3.2% of total emissions and an area where we can have significant direct impact.

Across Sureserve we promote the use of video conferencing tools such as Teams, which can very successfully host meetings. We are encouraging our staff to continue to embrace this technology to minimise travel.

Where travel is required, we will prioritise carbon-reducing travel modes, choosing rail over air and / or cars. We have recently implemented a Sureserve-wide business travel management system that will help employees identify low-emission travel options. This system has the ability to produce activity-based carbon reports and is expected to improve the accuracy of our reporting for this category in future years.

As part of our EV rollout, we have introduced EVs and charging infrastructure to business units requiring heavy vehicle business travel.

Scope 3 Category 7: Employee commuting

This is another emission hotspot that should be prioritised for emissions reduction at 4,824 tCO_2e and 5.0% of total emissions. We recognise that we cannot directly influence what modes of travel our employees use, but we need to do all we can to encourage them to join us on our sustainable journey.

To promote EV uptake, we have introduced an EV salary sacrifice scheme for employees and provide EV charging infrastructure at many of our sites. We also promote active travel through benefits including a cycle to work scheme and many of our facilities have changing and shower facilities.

We plan to further support our employees making the switch to low emissions transport by improving monitoring of commuting habits via surveys and encouraging low emission travel by supporting carpooling and providing information on public transport alternatives.

Scope 3 Category 8: Upstream leased assets

This was another relatively low emissions category for us at 938 tCO_2e and 1.0% of total emissions. We have fairly limited data for this category and it is often project specific. We are keen to improve the accuracy of this category and to understand where we may be able to support decarbonisation activity for our leased assets.

Scope 3 Category 15: Investments

This was another relatively low emissions category for us at 920 tCO_2e and 0.9% of total emissions. This is entirely made up of an investment in Warmworks Scotland LLP where we have 33% ownership. We have close engagement with Warmworks who complete detailed carbon footprint assessments and have a comprehensive strategy to reduce their emissions and achieve net zero. We are actively identifying ways where we can share knowledge, support one another and collaborate to reduce emissions.

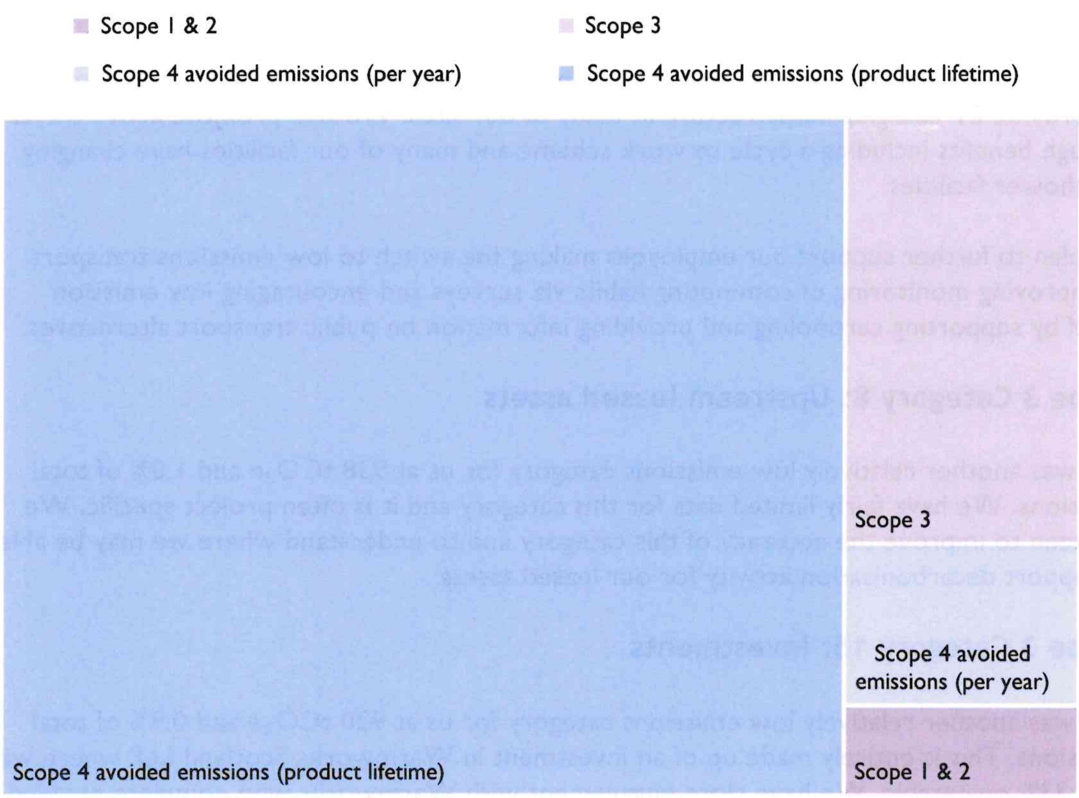
4.4 Scope 4 emissions

Sureserve has developed a methodology for calculating estimated avoided emissions (often referred to as "Scope 4") arising from the low-carbon products and services we deliver to our customers. This includes the installation of heat pumps, solar PV, insulation, and other energy efficiency measures that reduce energy use and carbon emissions in homes and buildings.

In FY2025, it was estimated that these activities will save approximately 30,408 tCO_2e per year for our clients, and approximately 456,120 tCO_2e over the expected lifetime of the equipment and measures installed. Our annual avoided emissions are equivalent to 1.8 times our total annual Scope 1 and 2 emissions and equivalent to 31% of our total emissions across Scopes 1, 2 and 3. On a product-lifetime basis, avoided emissions are equivalent to 26.97 times Sureserve's Scope 1 and 2 emissions and 4.7 times Sureserve's annual footprint across Scope 1, 2 and 3. These avoided emissions represent a tangible positive climate impact that is separate from, and additional to, the reduction of our own operational footprint.

In addition, we have developed a contract-based emissions calculator to estimate the emissions impacts of specific interventions, such as replacing diesel vans with electric vehicles, on specific projects. This tool enables us to quantify both the emissions reductions and the avoided emissions associated with targeted interventions, supporting more informed decision-making.

Figure 2: Comparison of Sureserve's delivered Scope 4 (avoided) customer emissions to Sureserve's Scopes 1, 2 and 3 emissions



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Future Pathway

We will continue to refine our avoided emissions model to improve accuracy, incorporate real-world performance data, and expand the range of products and services covered. Over time, we aim to integrate avoided emissions reporting more closely into our business development and project evaluation processes, ensuring that carbon impact is considered alongside financial and operational outcomes.

5. 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.

Approved by:

Graham Levinsohn
Chair and Group CEO – Sureserve
16 December 2025

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6. Appendix

6.1 Basis of Reporting

Our basis of reporting document details the approach and scope applied to Sureserve's ESG indicators, including Greenhouse Gas emissions (Scope 1, Scope 2, Scope 3 and Scope 4). For full details please see our website.

6.1 Net zero calculation boundaries

When calculating carbon emissions, the GHG Protocol Corporate Accounting and Reporting Standard states that a company must set its organisational boundaries.[6] This can be done either by an "Equity Share" or "Control" approach. The Equity Share approach reflects a company's economic interests and percentage ownership of companies or subsidiaries to assign GHG emissions. The Control approach can follow two routes and defines the boundary by looking at either how much Financial or Operational Control a company has.

To fully cover all our operations and subsidiaries, we have selected the Operational Control method when setting our organisational boundary which will cover 100 percent of the GHG emissions over which it has operational control.

The Operational boundary will include all three Scopes as outlined by the GHG Protocol. Our emissions are reported in tCO_2e and have been calculated utilising the following formula:

source emissions data x conversion factor* = total source emissions

source unit x (tCO_2e/unit) = tCO_2e

*Conversion factors are primarily derived from the latest UK Government GHG conversion factors for Company Reporting[7] or Watershed CEDA[8] Scope 3 emissions factors.

6.2 Inclusions in FY 2025 inventory

Scope 1

Sources included in the inventory are onsite (or "stationary") natural gas combustion, and mobile fuel combustion from leased and owned vehicles. Activity data using the UK Governments GHG emission factors have been used to calculate these emissions.

Scope 2

Sources included in the inventory are purchased electricity, and electricity used for EV vehicles. Calculations use the location-based method reflecting the average emissions intensity of grids on which energy consumption occurs. Primary electricity data has been used to complete calculations for the owned and leased sites with a few estimations where meter readings were unavailable. We have also provided primary data relating to the on-site electricity generation from our solar PVs. Activity data using the UK Governments GHG emission factors have been used to calculate these emissions.

Scope 3

[6] www.ghgprotocol.org/corporate-standard

[7] www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2025

[8] www.watershed.com/solutions/ceda

Category 1: Purchased goods and services – Includes all upstream (i.e., cradle-to-gate) emissions from the production of goods which we have purchased or acquired during the reporting year. Spend data taken from financial records have been used to calculate associated emissions using the Watershed CEDA Scope 3 emission factors for the UK.

Category 2: Capital goods – Spend data taken from financial records have been used to calculate associated emissions using the Watershed CEDA Scope 3 emission factors for the UK.

Category 3: Fuel and energy related services – This relates to transportation and distribution losses, and the well to tank emissions for all fuels consumed due to our operations. Activity data using the UK Governments GHG emission factors have been used to calculate these emissions. Well to tank emissions account for all the emissions related to the extraction, production, and shipping of fuels excluding only the direct combustion of the fuel. (e.g., fuel consumed by owned or leased vehicles, employees' vehicles used for commuting, vehicles used for business travel, etc). Transmission losses account for all the energy that is lost between the electricity production in the powerplant and when it is used (e.g., resistance in power lines).

Category 4: Upstream transport and distribution - Spend data taken from financial records have been used to calculate associated emissions using the Watershed CEDA Scope 3 emission factors for the UK.

Category 5: Waste - Includes emissions from third-party disposal and treatment of waste generated by our operations during the reporting year. Spend data taken from financial records have been used to calculate associated emissions using the Watershed CEDA Scope 3 emission factors for the UK.

Category 6: Business travel - Includes emissions from the transportation of employees for business related activities in vehicles owned or operated by third parties, such as aircraft, trains, buses, and passenger cars and hotel and accommodation related activities. Spend data taken from financial records have been used to calculate associated emissions using the Watershed CEDA Scope 3 emission factors for the UK.

Category 7: Employee commuting - includes emissions from the transportation of employees between their homes and our offices. Emissions from employee commuting may arise from car, bus, train, or taxi travel. Calculations have used employee headcount and typical working patterns to calculate the emissions associated with employee commuting and homeworking, where appropriate we have used the average-data method, which involves estimating emissions from employee commuting based on average (e.g., national) data on commuting patterns. In future years, we will supplement the above with employee travel surveys which collect data from employees on commuting patterns (e.g., distance travelled, and mode used for commuting) and apply the appropriate emission factors for the modes used using the distance-based method.

Estimated activity data using the UK Governments GHG emission factors have been used to calculate these emissions. Scope 3 Category 8: Upstream Leased Assets – Spend data taken from financial records have been used to calculate associated greenhouse gas emissions using the Watershed CEDA Scope 3 emission factors for the UK.

Scope 3 Category 15: Investments is taken from carbon reports provided by Warmworks Scotland LLP and proportionated based on our ownership. Warmworks uses a mixture of activity and spend based reporting to calculate their Scope 1, 2 and 3 emissions.

Non-material category exclusions for FY 2025 emissions:

Scope 3 Category 9: Downstream Transportation and Distribution is excluded from FY 2025 inventory as this is not relevant to our operations. Any movement of goods to customers will occur in our owned or leased vans and therefore will be accounted for in Scope 1.

Scope 3 Category 10: Processing of sold products is excluded from FY 2025 inventory as we do not manufacture products.

Scope 3 Category 11: Use of sold products is excluded from the FY 2025 inventory as we do not sell physical products.

Scope 3 Category 12: End-of-life treatment of sold products is excluded from FY 2025 inventory as we do not sell physical products.

Scope 3 Category 13: Downstream Leased Assets is excluded from FY 2025 inventory, as we do not own any leased assets that we lease to other businesses.

Scope 3 Category 14: Franchises is excluded from FY 2025 inventory, as we do not operate franchises.

Scope 4

Our Scope 4 estimated avoided emissions calculations are based upon our annual delivered installations and retrofits for the year FY 2025 including heat pumps, boiler upgrades, solar panels, lighting upgrades, insulation and other energy efficiency measures. Calculations use estimated avoided emissions data from the Energy Saving Trust[9] or the UK Government[10] depending on the measure being installed. These estimates are based on typical energy usage in average UK households. Avoided emissions will vary depending on location, energy demand, behaviour and other factors. For these estimations the lifetime emissions of these products are assumed to be 15 years, but products' lifetimes may vary depending on usage and other factors.

[9] www.energysavingtrust.org.uk

[10] www.gov.uk/government/statistical-data-sets

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