



COMPANYWIDE

CWD002 Carbon Reduction Plan

Version 3

02/03/2026

1. Purpose of the Document

- 1.1 To provide a single point of reference for all processes relating to the Life Couriers operations.
- 1.2 To reduce the opportunity for error.
- 1.3 To ensure that we deliver the service that our customers expect first time, every time and can meet their individual requirements.
- 1.4 To ensure that Life Couriers employees have a common approach to QMS.
- 1.5 To demonstrate professionalism to the customer by ensuring that we have planned to meet their requirements and can show how we intend to do this.
- 1.6 To compliment the Sales, Human Resources, Accounts and Operations processes that Life Couriers has in place.

2. Scope

- 2.1 This document is to be used as reference by anyone working within the running of Life Couriers.

3. Those Affected

- 3.1 This document affects all people incumbent in all operations.

4. Related & Referenced Documents & Folders

- 4.1 None

5. Overview

- 5.1 Life Couriers is committed to achieving Net Zero greenhouse gas emissions by 2050 in line with UK Government policy and NHS Net Zero ambitions.
- 5.2 As a time critical healthcare logistics provider, Life Couriers recognises that environmental responsibility must be delivered alongside service reliability, patient safety, and operational resilience. Carbon reduction is embedded into operational planning, fleet strategy, and continuous improvement processes.
- 5.3 This Carbon Reduction Plan has been prepared in accordance with PPN 06/21 and associated NHS guidance.

6. Organisational Boundary

- 6.1 This plan covers all UK operations undertaken by Life Couriers, including:
 - 6.1.1 All operational depots
 - 6.1.2 Company owned and leased delivery vehicles
 - 6.1.3 Electric company vehicles
 - 6.1.4 Operational electricity consumption
 - 6.1.5 Relevant Scope 3 categories as defined under PPN 06/21

7. Reporting Standards

- 7.1 Emissions have been calculated and reported in accordance with:
 - 7.1.1 PPN 06/21 Carbon Reduction Plan guidance
 - 7.1.2 The Greenhouse Gas Protocol Corporate Accounting and Reporting Standard
 - 7.1.3 UK Government Environmental Reporting Guidelines
 - 7.1.4 DEFRA Government emission conversion factors
 - 7.1.5 SECR requirements for Scope 1 and Scope 2 emissions

8. Baseline Emissions Footprint

- 8.1 Baseline Year: 2021
- 8.2 Life Couriers established 2021 as its formal carbon baseline year.
- 8.3 Baseline year emissions:
 - 8.3.1 Scope 1 - emissions relate primarily to fuel combustion in owned and leased delivery vehicles.
 - 8.3.1.1 Scope 1 Direct Emissions
967.7 tCO₂e
 - 8.3.2 Scope 2 - emissions relate to electricity consumption across depot facilities.

8.3.2.1 Scope 2 Indirect Emissions
15 tCO₂e

8.3.3 Scope 3 - emissions include upstream fuel and energy related activities and other relevant value chain emissions in accordance with PPN 06/21.

8.3.3.1 Scope 3 Relevant Indirect Emissions
212 tCO₂e

8.3.4 **Total Emissions**
1194.7 tCO₂e

8.3.5 This baseline provides the reference point against which emissions reduction progress is measured.

9. Current Fleet Profile

9.1 As of February 2026:

9.1.1 Exeter – 14 x 3.5T

9.1.2 Kings Lynn – 7 x 3.5T

9.1.3 Luton – 10 x 3.5T

9.1.4 Nottingham – 12 x 3.5T

9.1.5 Portsmouth – 10 x 3.5T

9.1.6 Sittingbourne – 10 x 3.5T

9.1.7 York – 8 x 3.5T

9.1.8 NCHC (Norwich) - 4 x 2.8T

9.1.9 Head Office – 4 x Electric Cars

9.1.10 EV charging provision installed at operational depots

9.2 Fleet electrification is constrained by duty cycle requirements and operational range demands inherent in time critical healthcare logistics.

10. Emissions Reduction Targets

10.1 Following establishment of the 2021 baseline, Life Couriers adopted a target to reduce total emissions to 966 tCO₂e by 2026, representing a 19% reduction.

- 10.2 Life Couriers remains committed to:
 - 10.2.1 Achieving at least a 19% absolute reduction in total emissions by 2026
 - 10.2.2 Continuing year on year reductions beyond 2026
 - 10.2.3 Achieving Net Zero emissions by 2050

11. Operational Performance Update – 2025

- 11.1 During 2025, Life Couriers delivered:
 - 11.1.1 280,440 parcels across UK operations. Verified depot level fuel data for 2025 shows total diesel consumption of 303,361 litres.
- 11.2 Using UK Government diesel emission conversion factors, this equates to:
 - 11.2.1 Estimated 2025 Scope 1 emissions: 813.0 tCO₂e
- 11.3 This represents a 15.99% reduction in Scope 1 emissions compared to the 2021 baseline of 967.7 tCO₂e.
- 11.4 Life Couriers is therefore already close to achieving its 2026 reduction target.

12. Emissions Intensity – 2025

- 12.1 Emissions intensity per parcel in 2025 is:
 - 12.1.1 2.90kg CO₂e per parcel delivered
- 12.2 This figure is calculated by dividing total fleet emissions by total parcels delivered.
- 12.3 Monitoring emissions intensity enables Life Couriers to:
 - 12.3.1 Track operational efficiency improvements
 - 12.3.2 Demonstrate carbon reduction independent of volume growth
 - 12.3.3 Directly link route optimisation to environmental impact

13. Carbon Reduction Initiatives

- 13.1 Since the 2021 baseline, Life Couriers has implemented:
 - 13.1.1 Installation of LED lighting at Nottingham, Portsmouth and King's Lynn depots.
 - 13.1.2 Significant reduction in company business travel and commuting.
 - 13.1.3 Installation of electric vehicle charging points at most depots.
 - 13.1.4 Introduction of fully electric company cars.
 - 13.1.5 Installation of SMARTFLOWER solar panel microgeneration at King's Lynn depot.
 - 13.1.6 Deployment of route optimisation for fuel efficiency monitoring.
 - 13.1.7 Reduction in plastic waste and increased recycling.
 - 13.1.8 Promotion of reusable drink bottles.
 - 13.1.9 Testing of electric vans within fleet operations.
 - 13.1.10 Introduction of closed loop recycled polyester uniforms.

14. Operational Optimisation

- 14.1 Life Couriers continues to enhance emissions reduction through operational optimisation.
- 14.2 Reducing total vehicle mileage directly reduces Scope 1 emissions, as fuel consumption is proportionate to miles driven.
- 14.3 Key mechanisms include:
 - 14.3.1 Continuous route optimisation
 - 14.3.2 Increased delivery density
 - 14.3.3 Reduced failed deliveries and reattempts
 - 14.3.4 Reduced vehicle idling
 - 14.3.5 Intelligent allocation of electric vehicles

14.4 This approach enables measurable carbon reduction while maintaining critical healthcare service standards.

15. Future Reduction Measures

15.1 Life Couriers will continue to pursue:

15.1.1 Progressive transition to zero emission vehicles where operationally viable.

15.1.2 Expansion of energy efficient lighting

15.1.3 Investigation of renewable electricity procurement

15.1.4 Continued driver efficiency training

15.1.5 Further waste reduction initiatives

15.2 Fleet electrification will be aligned to operational feasibility and duty cycle requirements.

16. Monitoring and Governance

16.1 Responsibility for delivery of this Carbon Reduction Plan sits with the Operations Director, supported by the Quality and Projects Manager.

16.2 Carbon performance is:

16.2.1 Reviewed at senior operational level

16.2.2 Reported to the Board

16.2.3 Supported by operational data and telematics records

16.3 Supporting calculations are retained and available for NHS audit.

16.4 Alignment with NHS Net Zero Objectives

16.5 Life Couriers supports the NHS ambition to reduce emissions progressively across the healthcare supply chain.

16.6 By combining operational efficiency, behavioural change, and progressive fleet transition, Life Couriers delivers measurable environmental benefit while maintaining service resilience.

17. Declaration

- 17.1 This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated reporting standards.
- 17.2 Emissions have been reported in accordance with the Greenhouse Gas Protocol and appropriate Government emission conversion factors.
- 17.3 This plan has been reviewed and approved by the Board of Directors.