



# Carbon Reduction Plan

## The Language Shop

Publish date: February 2026



# Our Commitment

**Supplier name:** The Language Shop Limited

**Company Registration Number:** 08882661

**The Language Shop is committed to achieving Net Zero emissions by 2040.**

## What does Net Zero mean in practice?

To achieve Net Zero, we will be aiming to reduce emissions in line with the latest science-based targets (SBTs). SBTs are greenhouse gas reduction goals set by organisations, they are defined as “science-based” when they align with the scale of reductions required to limit global temperature increases to 1.5°C compared to pre-industrial temperatures. To achieve Net Zero under this scenario, we will need to reduce our absolute emissions by 90% from our baseline year.

SBTi recommends that organisations commit to near-term targets (that cover a minimum of 5 years/maximum of 10 years from the baseline year), as well as long-term targets.

## Our near-term targets:

- Maintain Scope 1 emissions at zero by 2030.
- Reduce Scope 2 emissions to zero by 2030.
- To procure 100% renewable electricity by 2030.
- Reduce Scope 3 emissions by 42% by 2030.

## Our long-term targets:

- Reduce our total market-based emissions (scope 1, 2 and 3) by at least 90% by 2040.
- Neutralise any residual emissions using verified carbon offsets.

**Scope 1 emissions:** direct greenhouse gas emissions that occur from sources owned or controlled by a company, such as emissions from the combustion of fuels in on-site boilers, furnaces, or vehicles.

**Scope 2 emissions:** indirect greenhouse gas emissions that result from the generation of purchased electricity, steam or other forms of energy consumed by a company.

**Scope 3 emissions:** all other indirect greenhouse gas emissions that occur in an organisation’s value chain, including emissions from upstream and downstream activities.

# Our Carbon Footprint

## Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases 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. We have chosen to set our baseline year as April 2023 – March 2024.

### Baseline Year: 2023/2024

The base year measurement (2023-2024) was remeasured during the 2025 measurement project in line with updates to government emission factors. The restated emissions are included below. Remeasurement ensures that footprints are accurate, up-to-date and comparable between years.

Scope 2 emissions cover the Otley office only. Electricity consumption associated with the Newham site is included in rent figures so falls under Scope 3 Purchased Goods & Services, reflecting the limited influence The Language Shop has over this premises.

Business Travel only covers employee business travel. Subcontractor activity (travel and homeworking) is accounted for under Scope 3 Purchased Goods & Services. Travel by car and public transport are currently estimated using spend-based data and an approximate split between journey types (low data quality). Remote working is calculated using exact homeworking hours (high data quality).

There are **zero Scope 1 emissions** due to no stationary combustion (gas), mobile combustion (ICE fleet) or fugitive emissions (air conditioning).

| Emissions                                                                                                                                                                                                                                                                                                                                                         | Total (tonnes CO <sub>2</sub> e)         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| Scope 1                                                                                                                                                                                                                                                                                                                                                           | 0.0                                      |
| Scope 2*                                                                                                                                                                                                                                                                                                                                                          | Market-based: 0.8<br>Location-based: 0.8 |
| Scope 3 including: <ul style="list-style-type: none"><li>- Purchased Goods &amp; Services</li><li>- Capital Goods</li><li>- Fuel &amp; Energy Related Services</li><li>- Business Travel</li><li>- Transportation &amp; Distribution (Upstream &amp; Downstream)</li><li>- Employee Commuting &amp; Homeworking</li><li>- Operational Waste &amp; Water</li></ul> | 447.0                                    |

|                                                                                                                                       |                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>- Leased Assets (Upstream &amp; Downstream)</li> <li>- Franchises &amp; Investments</li> </ul> |                                                            |
| <b>Total Emissions*</b>                                                                                                               | <b>Market-based: 447.8</b><br><b>Location-based: 447.8</b> |

\*Purchased electricity can be measured in two ways. A location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data). A market-based method reflects emissions from electricity that companies have purposefully chosen (or their lack of choice). A market-based method therefore takes into account the purchase of electricity via a verified renewable energy tariff. We have chosen to base our Net Zero target on a market-based methodology.

## Carbon Intensity Metrics

| Baseline year: 2023/2024 | Carbon intensity metric (tonnes CO <sub>2e</sub> / unit) |
|--------------------------|----------------------------------------------------------|
| Revenue (£m)             | 45.5                                                     |
| Appointment (per 10,000) | 15.3                                                     |

Based upon a £9.8 million revenue and 293,038 appointments during the measurement period. We are using market-based emissions to calculate our intensity metrics.

# Current Year Footprint

The most recent reporting period is April 2024 – March 2025.

| Current Reporting Year: 2024/2025                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| <p>The current reporting period follows the same measurement boundaries as the base year.</p> <p>Measurements may be updated in the future in line with changes to emission factors, methodology and best practice.</p> <p>There are <b>zero Scope 1 emissions</b> due to no stationary combustion (gas), mobile combustion (ICE fleet) or fugitive emissions (air conditioning).</p>                                                                        |                                                            |
| Emissions                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Total (tonnes CO <sub>2</sub> e)                           |
| Scope 1                                                                                                                                                                                                                                                                                                                                                                                                                                                      | 0.0                                                        |
| Scope 2*                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Market-based: 0.8<br>Location-based: 0.8                   |
| Scope 3 including: <ul style="list-style-type: none"><li>- Purchased Goods &amp; Services</li><li>- Capital Goods</li><li>- Fuel &amp; Energy Related Services</li><li>- Business Travel</li><li>- Transportation &amp; Distribution (Upstream &amp; Downstream)</li><li>- Employee Commuting &amp; Homeworking</li><li>- Operational Waste &amp; Water</li><li>- Leased Assets (Upstream &amp; Downstream)</li><li>- Franchises &amp; Investments</li></ul> | 502.8                                                      |
| <b>Total Emissions*</b>                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>Market-based: 503.5</b><br><b>Location-based: 503.5</b> |

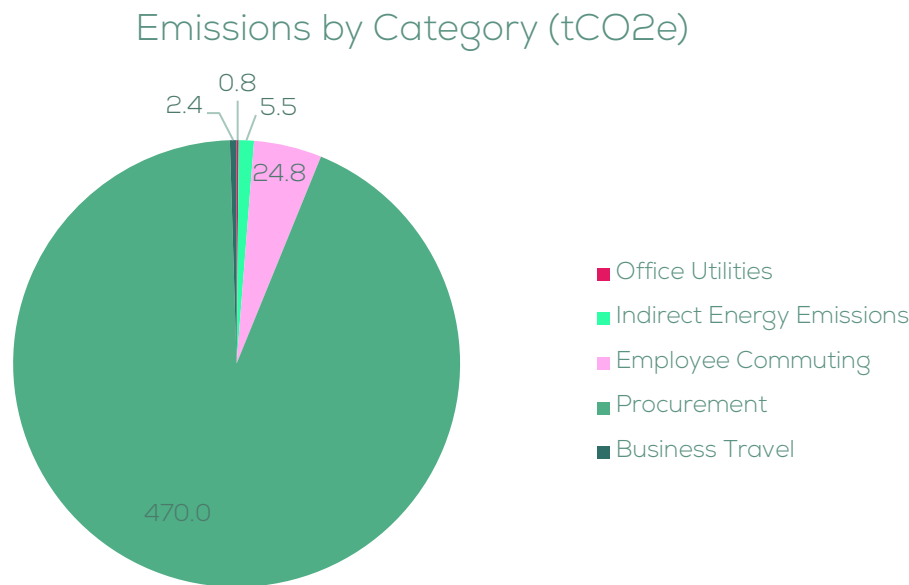
\*Purchased electricity can be measured in two ways. A location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data). A market-based method reflects emissions from electricity that companies have purposefully chosen (or their lack of choice). A market-based method therefore takes into account the purchase of electricity via a verified renewable energy tariff. We have chosen to base our Net Zero target on a market-based methodology.

## Carbon Intensity Metrics

| Current year: 2024/2025  | Carbon intensity metric (tonnes CO <sub>2</sub> e / unit) |
|--------------------------|-----------------------------------------------------------|
| Revenue (£m)             | 47.5                                                      |
| Appointment (per 10,000) | 14.6                                                      |

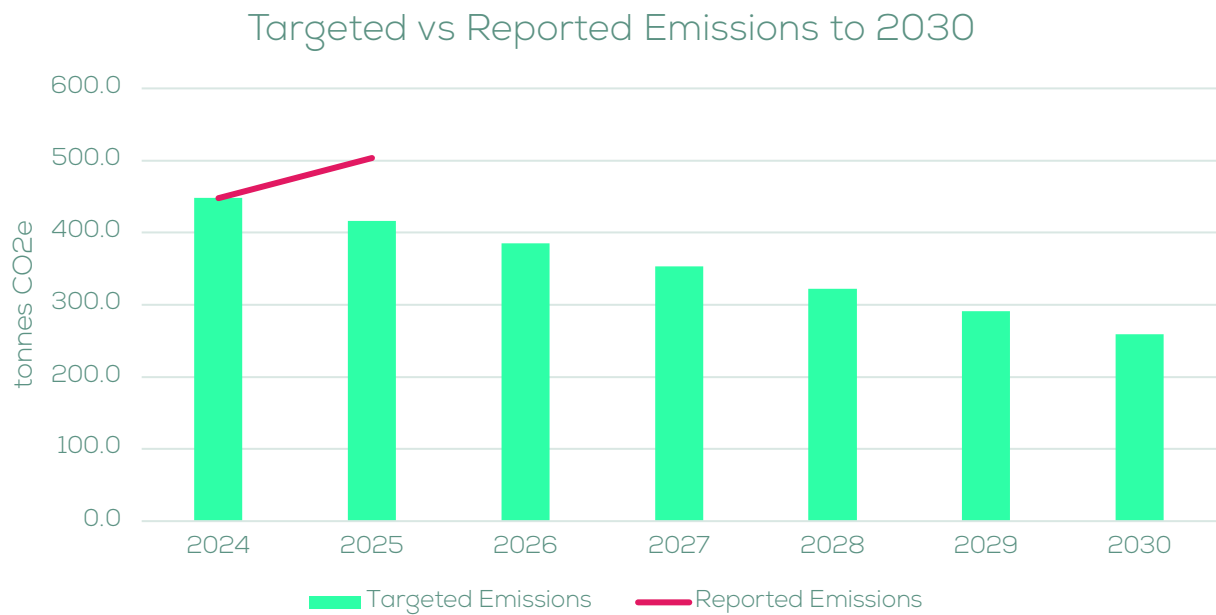
Based upon a £10.6m revenue and 343,855 appointments during the measurement period. We are using market-based emissions to calculate our intensity metrics.

## Carbon Emissions Breakdown



The majority of emissions sit within Scope 3 Purchased Goods & Services. This includes subcontractor travel and homeworking, and Business Travel, which makes up the majority of emissions in this category (68%). This hotspot should be the target areas for emissions reduction action.

## Progress



To meet our near-term targets, emissions were targeted to decrease to 416.4 tCO<sub>2</sub>e in the last reporting period. However, emissions have increased since the base year reporting period from 447.8 tCO<sub>2</sub>e to 503.5 tCO<sub>2</sub>e. This means the Language Shop is currently off-track and will need to accelerate progress, focusing on the target areas described above and implementing the reduction actions listed below.

## Completed Carbon Reduction Initiatives

The following emissions management measures and projects have been completed or implemented.

| Activity                                                                                                                                                                                                                                                                                                                        | Completion Date | Scope |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------|
| Commit to measuring carbon footprint of business activities year on year to gain an understanding of pinch points and regularly be making efficient and direct improvements to reduce these emissions.<br>Year 1 appointed Positive Planet to support with calculating baseline carbon footprint and reduction recommendations. | 2024            | 1,2,3 |

|                                                                                                                                                                                                                                                    |         |       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-------|
| Created a team to lead reduction initiatives. This team has been made up of members from different departments to support the roll out of initiatives and management of data, this includes sharing and collaborating throughout the organisation. | 2024    | 1,2,3 |
| Worked to encourage customers to opt for remote services, reducing the need for interpreter travel and emissions associated with this.                                                                                                             | Ongoing | 3     |
| Introduced more mobile devices to NHS settings to facilitate an uptake in remote services, reducing business travel emissions.                                                                                                                     | Ongoing | 3     |
| <p>All company owned vehicles are EVs with a policy in place to ensure any future vehicles bought by the company are EVs.</p> <p><i>*NB: no work mileage is done in company vehicles, hence why there are no Scope 1 emissions.</i></p>            | 2025    | n/a*  |

## Future Carbon Reduction Plans

We are committing to action the following emissions management measures and projects in line with our Net Zero targets.

| Reduction Plans – Scope 1 & Scope 2 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |             |                       |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------|
| Activity No.                        | Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Target Date | Category              |
| 1                                   | Improve data quality in the next reporting period by providing kWh data from the meter for The Language Shop's office space.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 2026        | Purchased Electricity |
| 2                                   | Encourage the landlord/management company at the Otley office to procure a 100% renewable electricity tariff. This change will reduce <b>market-based</b> emissions (from chosen tariff) from the office (common areas) to 0 tCO <sub>2</sub> e.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 2025-2030   | Purchased Electricity |
| 3                                   | <p>Implement energy efficiency measures to reduce the overall amount of electricity consumed at sites. Optimise operational procedures and implement energy management systems (such as ISO 14001). Examples of reduction measures include:</p> <ul style="list-style-type: none"> <li>- upgrading lighting and introducing more sensor lighting, and aligning sensor times to usage patterns (eg 3 minutes for corridors, 20 minutes for working spaces)</li> <li>- installing timers on sockets/equipment</li> <li>- reviewing and renewing inefficient equipment (when at end of life), and actively consider the energy efficiency of equipment when new purchases are required (eg laptops, fridges, dishwashers)</li> </ul> <p>Invite colleagues from different sites to openly explore challenges and barriers to collaboratively find solutions for reduction.</p> | 2025-2030   | Purchased Electricity |

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |           |                                                |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------------------------------------------------|
| 4 | <p>To completely reduce market and location-based energy emissions to zero, encourage the landlord to install on-site renewable energy generation technologies such as solar PV panels to generate 100% of heating and energy demand. Consider removing on-site stationary combustion (gas) heating.</p> <p>There is currently a government grant available to help with the cost of switching to low carbon heating (see the <a href="#">Boiler Upgrade Scheme</a> for more details).</p> <p>Alternatively, consider moving site to a premises with on-site renewable energy generation. Update company policy so that, should the company move or acquire additional premises, consideration is given to premises without gas boilers (to maintain Scope 1 emissions at zero) and with low-carbon energy generation technologies.</p> | 2025-2030 | Stationary Combustion<br>Purchased Electricity |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|------------------------------------------------|

Based upon the above completed and planned initiatives, it is projected that Scope 1 & 2 carbon emissions will decrease to **0 tCO<sub>2</sub>e** by 2030.

We also aim to implement the further initiatives below to reduce Scope 3 emissions:

| Reduction Plans – Scope 3 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |             |                            |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------------------------|
| Activity No.              | Activity                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Target Date | Category                   |
| 1                         | <p>Develop a Sustainable Procurement Policy with the twin goals of being able to assess and prioritise the sustainability credentials of suppliers, and collect data from suppliers on an annual basis in an effective way.</p> <p>Existing and new suppliers will be engaged with to ensure alignment with sustainability goals and target of Net Zero by 2040. Possible mechanisms to do so could include:</p> <ul style="list-style-type: none"> <li>engaging suppliers by sharing this Carbon Reduction Plan and communicating net zero</li> </ul> | 2028        | Purchased Goods & Services |

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |      |                              |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------------------------------|
|   | <p>targets, and asking for suppliers' information in return;</p> <ul style="list-style-type: none"> <li>- introducing sustainability weighting in tender processes;</li> <li>- adding sustainability criteria to all purchasing decisions, focusing on lifespan and efficiency;</li> <li>- increasing supplier monitoring requirements including provision of supplier-specific data;</li> <li>- partnering with sustainable suppliers and vendors for events and other business requirements.</li> </ul> <p>This action will embed sustainability considerations into the procurement process and enable suppliers with lower organisational carbon footprints, lower embodied carbon of products, or a demonstrated commitment to Net Zero to be prioritised, as part of a phased approach.</p> <p>Taking action here is essential as 43% of emissions in reporting year end 2025 came from procurement.</p> |      |                              |
| 2 | <p>Commit to a sustainability audit of existing suppliers.</p> <p>Initially the top 20% of suppliers (identified by spend and/or carbon intensity) will be engaged with to request further information regarding emissions reporting, net zero targets and sustainability ambitions. This data collection will support the reduction journey by:</p> <ul style="list-style-type: none"> <li>- improving the accuracy of carbon footprint measurements through collecting supplier-specific data;</li> <li>- allowing the positive impacts from reduction actions to be captured;</li> <li>- identifying business risks in the supply chain; and</li> <li>- encouraging supply chain integration towards Net Zero.</li> </ul>                                                                                                                                                                                   | 2028 | Purchased Goods & Services   |
| 3 | <p>Develop and implement a Sustainable Travel Policy to support environmental impact of choices when travelling, staying in hotels and commuting. The priorities within this policy will support active travel and low emission travel options where appropriate.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | 2026 | Business Travel<br>Commuting |

|   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |      |                            |
|---|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|----------------------------|
|   | <p>Utilise the emissions travel hierarchy:</p> <ul style="list-style-type: none"> <li>- Digital communication</li> <li>- Walking and cycling</li> <li>- Public and shared transport</li> <li>- EV's and car sharing/clubs</li> <li>- ICE vehicles and car sharing/clubs</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                       |      |                            |
| 4 | <p>Subcontractor business travel emissions account for 68% of procurement emissions in reporting year end 2025. Consider implementing measures to reduce these emissions through different levers:</p> <ul style="list-style-type: none"> <li>- Encouraging customers to opt for remote services</li> <li>- Incentivising subcontractors to optimise travel and shift to public transport for required travel</li> </ul> <p>Examples of incentives for subcontractors include:</p> <ul style="list-style-type: none"> <li>- financial incentives for low emission travel choices</li> <li>- enhanced mileage payments for hybrid/EVs/cycling/public transport</li> </ul> | 2027 | Purchased Goods & Services |
| 5 | <p>Improve data quality as the current reporting period is measured utilising financial spends for all categories. This includes encouraging uptake for the commuting survey so that primary data rather than averages can be used, and more specific actions targeted.</p>                                                                                                                                                                                                                                                                                                                                                                                              | 2027 | All                        |

Based upon the above completed and planned initiatives, it is projected that (as a minimum) Scope 3 carbon emissions will further decrease from the base year measurement of **447.8 tCO<sub>2</sub>e to 259.3 tCO<sub>2</sub>e** by 2030. This is a reduction of **42%** and will keep us on track to Net Zero.

# Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 006 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<sup>1</sup> and uses the appropriate Government emission conversion factors for greenhouse gas company reporting<sup>2</sup>.

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<sup>3</sup>.

This Carbon Reduction Plan has been reviewed and approved by The Language Shop Limited Executive and Leadership Team.

**Signed on behalf of** The Language Shop Limited



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Name: Sam Lingard

Position: Director

Date: 19/02/26

<sup>1</sup> <https://ghgprotocol.org/corporate-standard>

<sup>2</sup> <https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>

<sup>3</sup> <https://ghgprotocol.org/standards/scope-3-standard>