

DrDoctor

DrDoctor Carbon Reduction Plan

Published August 2025

Supplier Name: ICNH Ltd (T/A DrDoctor)

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Commitment to achieving Net Zero

ICNH Ltd. (T/A DrDoctor) is committed to achieving Net Zero emissions by 2035.

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.

Baseline Year: 1/10/2022 – 30/09/2023	
Baseline year emissions:	
EMISSIONS	TOTAL (tCO ₂ e)
Scope 1	0
Scope 2	10.89
Scope 3	303.39 Upstream transportation & distribution: 0.0* Waste generated in operations: 0.66 Business travel: 37.95 Employee commuting: 122.15 Downstream transportation & distribution: 0.61
Total Emissions	314.29

*This is a service-based business with no physical products being transported.

Current Emissions Reporting

Reporting Year: 1/01/2024 – 31/12/2024	
EMISSIONS	TOTAL (tCO ₂ e)

Scope 1	0
Scope 2	5.04
Scope 3	425.50 Upstream transportation & distribution: 0.0* Waste generated in operations: 0.20 Business travel: 20.73 Employee commuting: 7.42 Downstream transportation & distribution: 0.61
Total Emissions	430.54

*This is a service-based business with no physical products being transported.

Emissions reduction targets

In order to continue our progress us to achieving Net Zero, we have adopted the following carbon reduction targets.

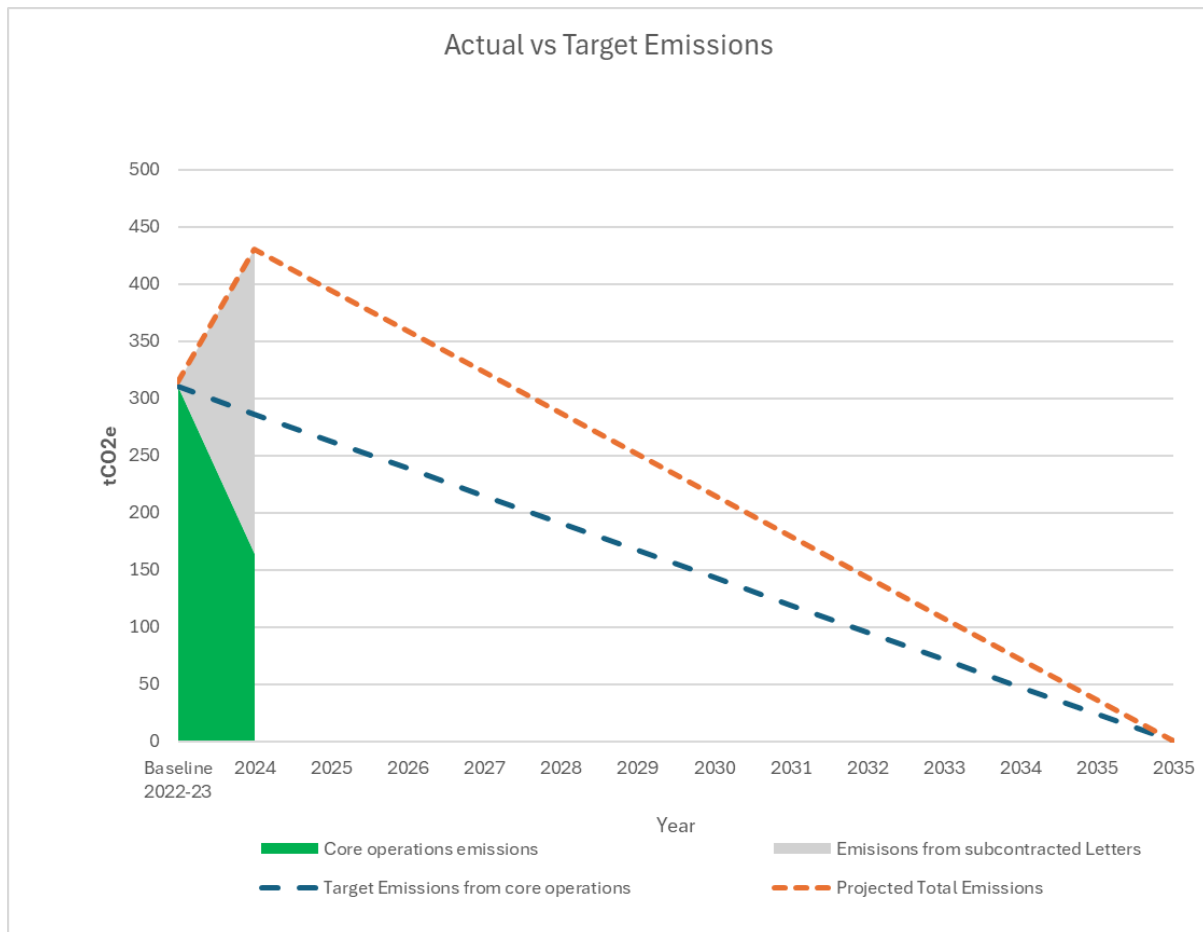
We have used the SBTi tool to set a short-term science based target for the year ending 30th September 2029, based on an absolute contraction approach and the below 1.5°C pathway.

DrDoctor commits to reduce absolute emissions across Scopes 1, 2 and 3 of the GHG protocol by 37.8% from a 2022/23 baseline year.

No emissions sources from our baseline are excluded from the target.

Progress against these targets can be seen in the graph below and will be updated year on year. The increase in overall emissions in 2024 is driven by an increase Scope 3 (Upstream-purchased goods and services) emissions. This is due to a huge increase in subcontracting of letter printing for our clients, with the increase in the number of subcontracted clients increasing emissions from 4 tCO₂e to 275 tCO₂e. Although this is negative in terms of our reported carbon emissions, we view it as an overall positive as subcontracting letter delivery enables us to reduce the volume of paper letters that are sent by our clients and replace them with digital alternatives which results in reduced overall emissions – as our business continues to grow the volume of clients and letters may temporarily grow even as we reduce each clients emissions.

Despite these increases, we remain optimistic that we can achieve our emissions targets in future years. And we have seen promising reductions in emissions of our core business operations (everything excluding subcontracted letters). These reductions have also been helped by improvements in measurement. We have reduced our electricity usage which is down by 5 tCO₂e. A reduction from 8.9 tCO₂e to 2.0 tCO₂e due to a lower spend on hardware. Commuting has also reduced from 122 tCO₂e to 7.4 tCO₂e due to measurement based on actual journeys rather than averages and a general reduction in office attendance. We have also seen reduction in the volume of business travel, resulting in a decrease of 17 tCO₂e.



Carbon Reduction Projects

Completed Carbon Reduction Initiatives

The following environmental management measures and projects have been implemented since the 22/23 baseline.

- Procure 100% renewable electricity for our office
- Promoting active travel by providing adequate cycle storage and shower facilities
- Creating a sustainability guild for DrDoctor employees to join to help educate and drive sustainability practices across the company
- Stopped food at home deliveries - Discontinue the use of Deliveroo/Just Eat for sending food to homes to help reduce our Carbon footprint.
- Introduced a sustainable procurement policy to encourage our suppliers to measure, report and reduce their own emissions.
- Improvements made in our hardware lifecycle management by switching to high efficiency monitors, re-use items, repair current devices, promoting energy saving habits, sustainable disposal

- Improvements made in data collection methods. We have improved the way we calculate our commuting data which is now based on actuals rather than averages. We also now include our actual emissions from our use of Azure (compared to baseline year).

At DrDoctor we are strongly committed to tackling our carbon footprint and in the future we hope to implement further measures such as:

- Sustainable business travel
 - Implement a new policy to reduce travel and support the use more sustainable modes of transport
- Sustainable commuting
 - Implement a new policy to reduce commuting and encourage the use of more sustainable modes of transport. We will also expand and enhance our data collection (including in-depth commuting survey) to improve the precision of our emissions reporting.
- Sustainable remote working
 - Implement new policy to encourage sustainable home working through education and home improvements kits (draught excluders, radiator reflectors etc)
- Reducing client emissions
 - Work with our clients to help reduce their carbon emissions by implementing digital appointments over in person appointments and digital letters/notifications over printed paper letters
- Continue to Improving Data Collection
 - We want to conduct more thorough data collection/measurements to get a more in-depth understanding of our carbon footprint and direct methods of calculation.
 - Work with our finance team to establish a month end process to log our carbon categories to improve accuracy and speed of calculations and therefore action.
- Carbon removal credits
 - Where emissions cannot be reduced, we will seek to purchased high-quality carbon credits.

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.

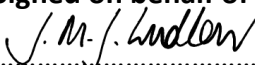
Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard¹

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 Executive Directors.

Signed on behalf of DrDoctor:


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Date:22.10.2025.....

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>