DrDoctor Carbon Reduction Plan

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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 (tCO2e)**
Scope 1	**0**
Scope 2	**10.89**
Scope 3	**303.39** Purchased goods and services: 44.03 Capital spend: 8.93 Fuel and energy related activities: 0.94 Upstream transportation & distribution: 0.0* Waste generated in operations: 0.66 Business travel: 37.95 Employee commuting: 122.15 Employee Homeworking: 87.99 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: 1/01/2025 – 31/12/2025	
EMISSIONS	**TOTAL (tCO2e)**
Scope 1	**0**
Scope 2	**5.10**
Scope 3	**290.81** Purchased goods and services: 189.34 Capital spend: 1.86 Fuel and energy related activities: 0.54 Upstream transportation & distribution: 0.0* Waste generated in operations: 0.12 Business travel: 26.92 Employee commuting: 8.52 Employee Homeworking: 63.40 Downstream transportation & distribution: 0.01
Total Emissions	**295.91**

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

Emissions reduction targets[1]

In order to continue our progress 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.

2025 saw a significant and encouraging reduction in total reported emissions, down from 489 tCO2e in 2024 to 296 tCO2e (a reduction of 40%). This brings our total emissions below our 2022/23 baseline of 314 tCO2e for the first time, representing a meaningful milestone in our Net Zero journey.

Scope 3 emissions fell from 484 tCO2e to 291 tCO2e, reflecting both a reduction in emissions associated with subcontracted letters and our continued efforts to reduce emissions in our core business operations.

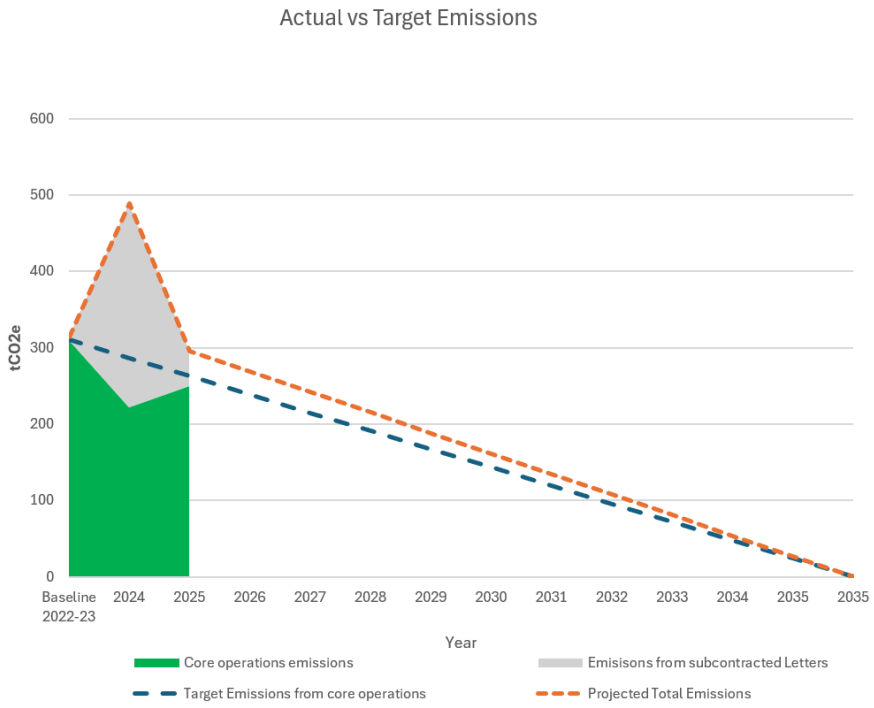
The primary driver of the Scope 3 emissions spike in 2024 was a large increase in subcontracted letter printing for our clients. The reduction in 2025 is a result of improved supply chain analysis and working with Net Zero suppliers. We continue to view the subcontracting of letter printing as a net

[1] Note: The 2024 emissions figure has been restated from 430.54 tCO2e to 488.64 tCO2e following the identification and correction of a calculation error. All year-on-year comparisons in this plan use the restated 2024 figure.

positive as it 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 global emissions. We hope that in 2026 we will continue to see a reduction in letter emissions as we progress with work on communications optimisation.

Across other emissions sources, the picture is also positive. We have seen small reductions in waste production, homeworking and commuting driven by headcount changes and our hybrid working model. However, the establishment of an India office has led to increased business flights and business travel emissions and business flights are likely to increase further in 2026.

Overall, we remain confident in our trajectory towards Net Zero by 2035 and our interim SBTi target of a 37.8% reduction by 2029.



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 London 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 and in office food deliveries - discontinued the use of Deliveroo/Just Eat for food orders to reduce 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), and have improved supply chain analysis.
- Introduction of an EV car lease scheme to help lower the carbon footprint associated with commuting and personal travel.

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 encourage the use of more sustainable modes of transport.
- 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.
    - Progress with our work on communications optimisation to further reduce emissions by sending fewer 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 where possible
    - Establish monthly carbon reporting to improve accuracy and speed of analysis and therefore action.
    - We want to drive down our software emissions by consolidating our software estate and improved supply chain analysis
- 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 standard[1] and uses the appropriate Government emission conversion factors for greenhouse gas company reporting[2].