DrDoctor

Greenhouse Gas Emissions Report

29th February 2024

BriteGreen
Sustainable Strategy

ABOUT US

Brite Green is an award-winning sustainability strategy consultancy. We specialise in helping companies develop and implement effective sustainability strategies.
Our services are tailored for organisations with small or no internal sustainability teams, and we provide a full turn-key solution that can be flexed to match specific requirements.

Through our four service areas, Sustainability Strategy, Management Systems, Solution Implementation and Sustainability Reporting, we have expertise across the entire sustainability value chain, from strategy development to supporting ongoing management.

Our clients value our partnership approach, which combines developing practical, commercially driven sustainability strategies with ongoing support to deliver them.

UNDERSTANDING THE BRIEF

DrDoctor has appointed Brite Green to collate a greenhouse gas (GHG) emissions inventory for Scope 1, 2 and 3 emissions in line with the greenhouse gas protocol.

This report provides a summary of the GHG inventory and methodology used.

EXECUTIVE SUMMARY

This report outlines the GHG emissions inventory for ICNH Limited trading as DrDoctor for the financial year 1st October 2022 to 30th September 2023.

The GHG emission inventory has been prepared in line with the Greenhouse Gas Protocol[1] and reflects the reporting scope and boundaries and methodology outlined in the report below.

Total emissions across scopes 1, 2 and 3 for the year are 314 t CO_2e, with indirect scope 3 emissions representing around 97% of the total. Employee commuting and homework are the largest components. Scope 1 and 2 emissions are summarised in Table 1a and Scope 3 emissions in table 1b.

Table 1a: Summary of Scope 1 and 2 GHG Emissions 1st Oct 2022 – 30th Sep 2023

	Source Data		Calculated Emissions[2]
Item	**Amount**	**Units**	**t CO_2e**
Scope 1: Direct GHG Emissions			
Natural Gas supplied to buildings	0	kWh	0
Fuel for owned transport	0	km	0
Scope 2: Electricity Indirect GHG Emissions			
Electricity (location-based)	52,609	kWh	10.9
Electricity (market-based)			0.0
Total scope 1+2 emissions (market-based)			10.9

Table 1b: Estimates of material Scope 3 GHG Emissions 1st Oct 2022 – 30th Sep 2023

	Source Data		Calculated Emissions[3]
Item	**Amount**	**Units**	**t CO_2e**
Scope 3: Other Indirect GHG Emissions			
Purchased Goods and Services	7,261,980	£	44.0
Capital Spend	89,025	£	8.9
T&D Losses	52,609	kWh	0.9
Waste	31	Tonnes	0.7
Water and Wastewater	376	m^3	0.1
Business Travel	561,528	km	38.0
Commuting			122.2
Homeworking			88.0
Transport and distribution			0.6
Total Scope 3 emissions			303.4
Total emissions (scopes 1, 2 and 3)			314.3

[1] "The Greenhouse Gas Protocol – A Corporate Accounting and Reporting Standard (Revised Edition)" World Resources Institute and World Business Council for Sustainable Development, March 2004
[2] Emissions calculated using carbon dioxide equivalent (CO2e) – conversion factors
[3] See Source Data and Calculations

BOUNDARY AND SCOPE

Boundary

In line with the Greenhouse Gas Protocol, the boundary chosen for the inventory is the most relevant to stakeholders of DrDoctor.

DDoctor is the UK's leading Patient Engagement Platform working with the NHS to improve patient communications, appointment management and remote care. During the year, there were approximately 153 staff (FTE) based at one site in the UK:

- 26 Loman Street, London. SE1 0EH

Emissions sources that fall within the company's operational control are included, including relevant value chain emissions sources for the operation of software solutions, homework and commuting, and other activities that support the operations of the company.

Scope

ICNH Limited trading as DrDoctor is a UK registered private limited company (registration number 08149394) with a registered office at The Orchard, 123a Maidenhead Road, Windsor, Berkshire, SL4 5EY. The scope of the GHG Emissions Inventory is based on the Operation Control approach as set out in the GHG Protocol. This covers all staff working for the company and their work for the business. Where buildings are shared, the emissions are those for which the staff have control and may be based on a share of the total building emissions.

This analysis covers all Scope 1 and 2 emissions as well as all relevant Scope 3 emissions set out in 'Emission Sources'. The reporting period selected was 1 October 2022 – 30 September 2023.

Emission Sources

All relevant emissions sources that fall within scopes 1, 2 and 3 of the GHG protocol are reported..

The scope 3 emissions sources reported are:

- *1: Purchased goods and services*
- *2: Capital goods*
- *3c: Transmission and distribution (T&D) losses*
- *5a: Wastewater*
- *5b: Other waste*
- *6a: Business travel (air, public transport, taxi)*
- *7a: Employee commuting*
- *7b: Employee homeworking*
- *9: Downstream transportation and distribution*

SOURCE DATA AND CALCULATIONS

Scope 1: 0 tonnes CO_2e

No scope 1 emissions sources fall within the company's reporting scope.

Scope 2: 10.9 tonnes CO_2e

Scope 2 emissions are those indirectly emitted by the company through the electricity it uses, reflecting the emissions associated with the generation of electricity.

The electricity used has been obtained from sub-metered bills from the landlord. Data provided was for the calendar year 2023.

The net kWh electricity used is then multiplied by UK Government GHG conversion factor of 0.2071 kg CO_2/kWh to obtain the CO_2 equivalent emissions of 10.9 tonnes CO_2e on a location-based calculation.

Details of the energy supplier were provided from the landlord: SSE supply the premises on a 100% renewable contract and so the market-based are 0 t CO_2e.

Scope 3: 303 tonnes CO_2e

Scope 3 emissions are those indirectly emitted by the company as a result of its activities (excluding those in scope 2). They can be divided into upstream, those related to the purchase or acquisition of goods and service; or downstream, those related to sold goods and services. The Greenhouse Gas Protocol looks at 15 main categories and a company should aim review the relevance and scale of each before deciding on their reporting and reduction strategy.

For this report, the Scope 3 emissions have been broken down into relevant categories set out below.

Purchased Goods and Services: 44 tonnes CO_2e

Emissions associated with purchased goods and services were calculated from itemised spend data. Each transaction was assigned a relevant SIC Code based on the nature of the work, and emissions factors from the 2022 dataset on GHG emissions by industry from the Office of National Statistics were used to calculate emissions.

Capital Goods: 35.3 tonnes CO_2e

Spend on capital goods and equipment was determined from the itemised annual spend data provided and were assigned a relevant SIC Code. Emissions factors from the 2022 dataset on GHG emissions by industry from the Office of National Statistics were used to calculate emissions.

Transmission & Distribution Losses (T&D): 0.9 tonnes CO_2e

A certain amount of energy is lost during the transition of electricity over the network, including through heat and resistance. These losses are accounted for in GHG inventories by applying a standardised factor to the total amount of electricity purchased from the grid.

The UK Government GHG conversion factor for grid losses during 2023 was 0.1792 kg CO_2e / kWh.

Waste: 0.8 tonnes CO_2e

There is no waste data available for the office and so waste generation has been estimated. An estimated figure of 200kg per employee per year has been used, with 153 Full Time Equivalent (FTE) employees. It has also been estimated that 50% of the total waste is recycled and 50% disposed of using energy recovery methods.

The total mass of waste arising is estimated to be 31 tonnes and the relevant UK Government GHG conversion factor for 2023 is 0.02128 t CO2e/tonne of waste for recycling and energy recovery.

Water and Wastewater: 0.14 tonnes CO_2e

Water use is metered at the premises and bills for the building were made available. Consumption for DrDoctor was estimated based on the proportion of the building they occupy (14%).

Water consumption was estimated at 376 m^3. It was estimated that waste water is 95% of total water consumption.

The UK Government GHG conversion factor for water consumption in 2023 was 0.1792 kg CO_2e/m^3 and waste water is 0.20132 kg CO_2e/m^3.

Business Travel: 38 tonnes CO2e

Spend data for business travel was provided for each mode (car expenses, rail, air and taxi). Total distance travelled per mode was determined as follows:

- Car expenses: distance provided from expenses
- Rail: Cost per mile of £0.55 used
- Taxi: Cost per mile of £10 used
- Flights: distance calculated from expense description
- Accommodation: Number of nights calculated from an average cost per night of £100

The relevant transport emission factor for each mode from the UK Government GHG conversion factors was applied, with an average car with unknown fuel type used for expenses.

Staff Commuting: 122 tonnes CO_2e

A survey was conducted of staff in 2023 monitoring their daily mode of transport for their work commute. The distance travelled by the staff surveyed (58) by each mode of transport was calculated for the week and the corresponding emissions, based on the mode of transport taken. An average emissions factor was then calculated and then total commuting emissions were extrapolated, based on the total FTE (153)

The relevant UK Government GHG conversion factors for each mode of transport were used to calculate the emissions.

Homeworking: 88 tonnes CO_2e

Emissions from homeworking were calculated by estimating the total time staff spent working at home. The number of visits to the office was estimated from the responses to the travel survey, and the total working hours estimated from a 40 hour working week, 46 working weeks in a year and a total of 153 FTE employees.

The estimated total time worked at home was 263,616 hours and the homeworking emissions factor from the UK Government GHG conversion factor was applied to calculate a homeworking emissions value.

Downstream Distribution: 0.6 tonnes CO_2e

A small amount of packages are sent from the office. These are predominantly laptops for staff.

A report was provided detailing the weight and destination of each package, and emissions were calculated using the DEFRA emissions factors for an average van.

BriteGreen
Sustainable Strategy

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Brite Green is an award-winning sustainability strategy consultancy. We specialise in delivering enhanced business value through improved sustainability performance.

With a serve offering that covers business strategy, management systems, reporting and ongoing support, Brite Green delivers business-focussed solutions that drive business performance

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