



Carbon Reduction Plan

Publication Date: 30th April 2025

Supplier name: Virtual Mail Room Limited

Introduction

This Carbon Reduction Plan is published by Virtual Mail Room Limited (VMR) in the form specified by the UK Government under Procurement Policy Note (PPN) 06/21 "Taking Account of Carbon Reduction Plans in the Procurement of Major Government Contracts".

The use of the term "Carbon" means all relevant greenhouse gases compliant with the Greenhouse Gas Protocol methodology and is measured in tonnes of Carbon Dioxide equivalent (tCO₂e).

Scope 1, 2 and 3 Carbon footprint is in respect of VMR's operations within the UK. It should be noted that Scope 3 emissions disclosed in this report cover waste generated in operations; water consumption; business travel; employee commuting; downstream transportation and distribution; paper use, processing and distribution of VMR's finished product. These are the range of categories in line with the reporting policy. Meaningful upstream transportation and distribution data has proved difficult to obtain from suppliers at this stage.

About Virtual Mail Room Limited

- VMR is a provider of business-critical communications. VMR implements smarter technology-based solutions resulting in more effective communications at a lower cost and reduced resource requirements.
- Established over 25 years ago, VMR launched with the aim of transforming and optimising business processes. We believe in a design led approach that leverages our experience and our bespoke software platform that delivers improved productivity, reduced costs with a full audit trail.
- Today VMR is one of the leading providers of business-critical communications serving clients across the UK, Europe and North America. Our design led approach, and our collaborative way of working has resulted in successful partnerships in both the private and public sectors.

Commitment to achieving Net Zero

VMR is committed to achieving Carbon Net Zero by 2050 at the latest. This date will be kept under review, and we expect that we will bring this date forward as we progress further with our Carbon reduction plans.

Net Zero Carbon is defined as "the point at which no additional greenhouse gases are added to the atmosphere by our organisation, with any residual emissions output by our organisation being balanced by removing an equivalent amount of Carbon from the atmosphere". The current focus is on making positive changes in our operations, behaviours and services to reduce our Carbon emissions as much as possible by eliminating emissions at source.

Emissions and Carbon Reporting

Carbon reporting methodology splits emissions into 3 categories as follows:

Scope 1

- Direct emissions (VMR control) – from company facilities and vehicles (combustion)

Scope 2

- Indirect emissions – purchased electricity, heating and cooling for VMR's use

Scope 3

- Indirect emissions (outside VMR's direct control) – transportation and distribution, leased assets; colleague commuting, business travel, waste generated in operations, capital goods and purchased goods and services.

Baseline Emissions Footprint

VMR's 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. Our baseline emissions are the reference point against which emissions reduction can be measured.

Baseline Year: Financial Year 2023 which comprises the period 01 January 2023 – 31 December 2023		
Additional details relating to the Baseline Emissions calculations.		
Scope 1, 2 and 3 emissions have been measured. VMR has adopted the financial year ending 31 st December 2023 as its baseline year.		
Baseline year emissions:		
EMISSIONS	TOTAL (tCO ₂ e)	
Scope 1	3.246	
Scope 2	1.227	
Scope 3	83.243	
	Scope 3 emissions categories included:	
	1: Purchased goods and services	not recorded
	4: Upstream transportation and distribution	79.455
	5: Waste generated in operations	0.405
	6: Business travel	0.840
	7: Employee commuting	2.543
	9: Downstream transportation & distribution	n/a
Total Emissions	87.716	
Market Based	87.716	
Location Based	87.716	

Current Emissions Reporting

Current Subject Period Year: Financial Year 2024 which comprises the period **01 January 2024 to 31 December 2024**

EMISSIONS	TOTAL (tCO ₂ e)	Percentage addition/reduction from baseline year
Scope 1	0.298	-90.82%
Natural Gas	0.298	-90.82%
Scope 2	1.178	-3.99%
Purchased Electricity:	1.178	-3.99%
Market Based	1.178	-3.99%
Location Based	1.178	-3.99%
Scope 3 (included sources)	68.306	-17.99%
1.Purchased goods and services	24.303	+100.00%
2.Upstream transportation and distribution	0.283	+99.64% **Note 1
5.Waste generated in operations	0.018	-95.550%
6.Business travel	0.392	-53.33%
7.Employee commuting	1.888	-25.76%
9.Downstream transportation and distribution	41.423	+100.00%
Total Emissions	69.783	-20.44%
Market Based	69.783	-20.44%
Location Based	69.783	-20.44%

Note 1: **VMR are working with their supply chain to gather data that will allow for this analysis. Currently none of their key suppliers can provide the detail required. VMR expect that this will change over time and will embed the data into their Reporting and Carbon Reduction Plan once available.

Measuring tCO2(e) in direct relation to headcount

VMR expect to reduce their tCO2(e) per unit of activity as they drive towards their Net Zero goal of 2050.

Emissions Reduction Targets

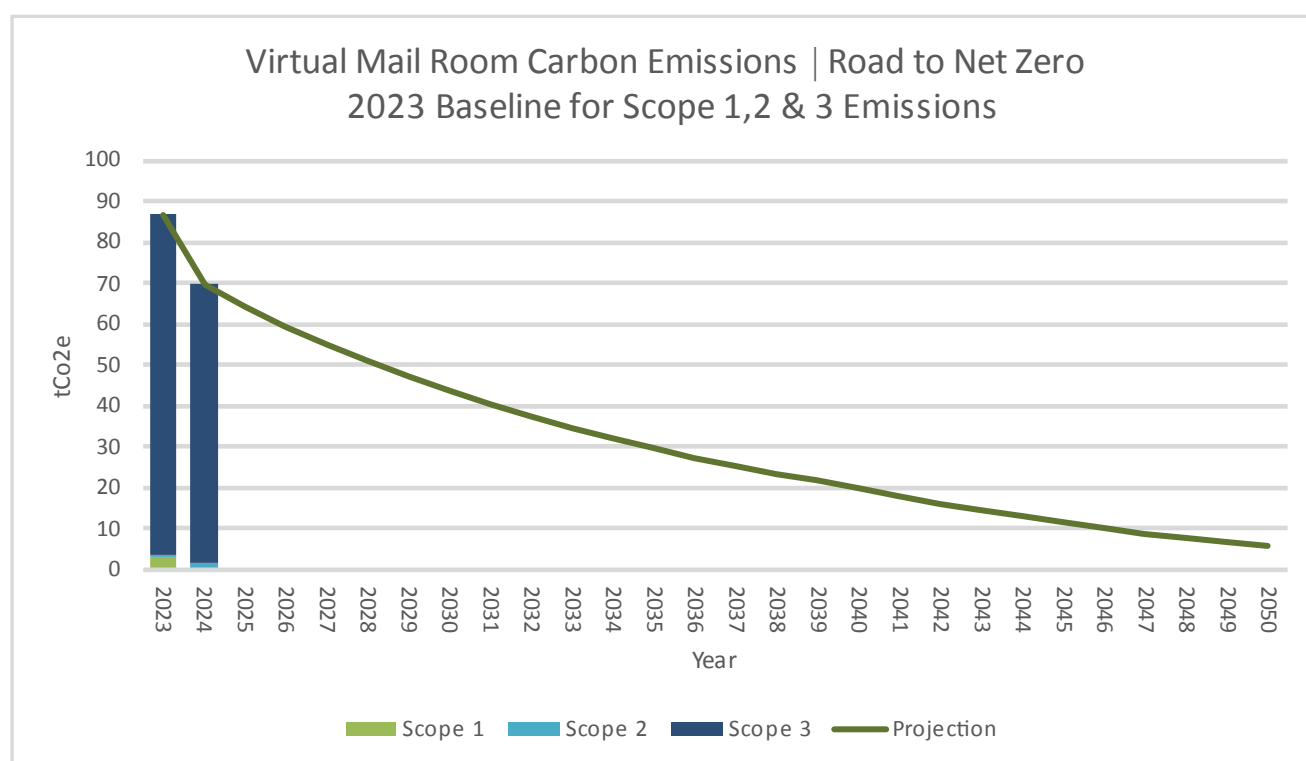
Our baseline year FY23 includes partial data for Scope 3 emissions. As our data collection and third-party data improves, we will be able to include more Scope 3 data as we move forward where data is technically, practically or environmentally feasible to report. We aim to keep Scope 3 sources within the five headings above to maintain consistency.

In order to continue our progress to achieving Net Zero, VMR senior staff are tasked with developing a strategy for the future in the aspirations of the business to operate in an efficient and environmentally responsible manner. VMR holds the independently audited ISO 14001 accreditation, which demonstrates our commitment to effectively managing our operations so that they are sustainable and well maintained. We will diligently uphold our responsibility to safeguard our environment for the future.

VMR offices are set annual targets for emissions reduction. Targets for 2024/5 are as follows:

Metric	Measure	Min Target (%)
Office CO₂ Emissions		
Electricity Consumption from Grid	Reduction in kWh per capita (kWh/FTE)	3% reduction
Natural Gas Consumption	Reduction in kWh per capita (kWh/FTE)	3% reduction

To continue our progress to achieving Net Zero Carbon, we have set a Carbon reduction target of reducing our Carbon emissions by **56.87%** from our 2023 baseline to **30.10 tCO₂e** by **2035**. This requires VMR to reduce emissions by **7.5%** each year over this period – our progress against this target continues to plan. Since the original 2024 target has already been met and surpassed, VMR can achieve Net Zero by 2050—or potentially earlier—by continuing to reduce Carbon emissions by 7.5% annually. Progress against target can be seen in the graph below.



Completed Carbon Reduction Measures include:

Attainment of ISO14001 with independent audits to ensure focus and commitment to delivering operations efficiently and sustainably whilst incorporating continuous improvement.

Additional Carbon reduction projects that have contributed to Scope 1, 2 & 3 reductions from 2023 to present include:

- Our quality management system is UKAS certified to ISO 9001 standard, showcasing our dedication to refining processes and undertaking comprehensive risk assessments. This ensures that increased resource management further contributes to operational efficiency and reliability.
- Boiler replaced with a more efficient model.
- Encouraged the use of video conferencing and other remote collaboration tools to reduce the need for business travel. Assessing several measures to facilitate improved hybrid working patterns including rollout of additional software and technologies.
- Upgrading to low power technologies, including more PIR activated LED lighting in offices and workspaces to help reduce electricity consumed in the organisation's buildings

Future Plans to Reduce Carbon

We aim to operate ethical, honest, transparent business processes supportive of the environment, the wellbeing of end-users and our team together with the sustainability of the solutions we offer. We are currently contemplating various initiatives, and the examples listed below represent some of the key areas under consideration.

- Secure a 100% Renewable Energy Guarantees of Origin (REGO) contract for our office space.
- Reduce business travel by air, rail, and road through effective measurement and a sustainable travel policy.
- Engage employees, suppliers, and other stakeholders in Carbon reduction efforts.
- Enhance the gathering of high-quality primary data on our emissions to assist in reduction efforts and progress measurement.
- Provide employee Carbon awareness training to encourage a reduction in Carbon footprint both at work and in personal activities.
- Encourage the use of electric or hybrid vehicles for last-mile delivery where feasible.
- Promote the transition of clients to electronic communication methods to reduce the associated emissions with traditional postal communication.

The report identifies that VMR's primary source of emissions stems from a third-party service integral to their business operations. Given the critical nature of this service and the limited influence VMR has over this party's operational methods, direct impact on these emissions is challenging. Nonetheless, VMR is committed to ongoing evaluations of its supplier network, with a proactive approach towards identifying and transitioning to more sustainable options as they become available.

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 director.

Signed on behalf of Virtual Mail Room Limited:



Director
30 April 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>