NETCALL

Environmental Impact and Sustainability

Report 2025

Our commitment to reducing our environmental impact and enhancing our sustainability practices

Contents

Reducing our environmental impact

Netcall's commitment to environmental sustainability is integral to our operations and is reflected in our policies, practices and strategic goals.

Netcall is a developer of software solutions that are predominantly deployed in cloud data centres.

Employees usually work from home, rather than commuting to office locations that are leased rather than owned by Netcall. The company provides flexible working hours - or working hours that promote a work-life balance, including telecommuting, flexible working hours and reduced or compressed work weeks. Netcall has a policy to support the skills training and development of employees.

This method of operating minimises Netcall's impact on biodiversity and activities that impact on native ecosystems and species, as well as the biodiversity of protected and sensitive areas.

Working towards carbon neutral

The Group is continuing its journey to measure and improve its impact on the environment. The business is committed to working towards "carbon neutral" status with an ambition to be carbon neutral by the end of 2026.

Reducing our environmental impact and enhancing our environmental policy and environmental management systems will enable us to measure improvement in this area.

Carbon neutral status is achieved by measuring and reducing greenhouse gas emissions in line with the UK Government GHG Protocol and balancing any residual footprint with high-quality, independently verified carbon offsets. This ensures our environmental commitments are transparent, credible and aligned with our long-term net zero transition plan.

Emissions reporting

Included in this year's report are the Scope 1, Scope 2 and the Scope 3 subset from the acquisitions of GovTech, Skore and Parble.

During the financial year, Netcall Scope 1 and Scope 2 emissions decreased by 1.5% to 33.8 tonnes of carbon dioxide equivalent 'tCO2e' (FY24: 34.3 tCO2e).

Total Scope 1 and Scope 2 emissions have reduced by 49.3% (32.8 tCO2e) compared to the 2020 Baseline (FY20: 66.6 tCO2e).

Netcall reports on a subset of Scope 3 emissions; business travel, accommodation and employee commuting.

Emissions for business travel and accommodation increased by 45.1% to 119.6 tCO2e (FY24: 82.4 tCO2e) as the number of employees grew. Employee commuting was responsible for 24.0 tCO2e (FY24: 12.0 tCO2e).

Emissions for business travel by air includes the Radiative Forcing (RF) uplift to account for the additional climate impact of non-CO_2 effects at altitude, such as contrails and nitrogen oxides, which increase radiative forcing. These effects significantly amplify the warming impact of aviation beyond CO_2 alone.

Intensity ratio

The intensity ratio compares emissions with an appropriate metric or financial indicator. We have chosen to use tonnes of CO2e per £ million of revenue. This has improved by 19.7% as Scope 1 and Scope 2 emissions have decreased as revenue has increased.

	YEAR TO 30 JUNE 2025		YEAR TO 30 JUNE 2024	
	Revenue	Intensity Ratio	Revenue	Intensity Ratio
Netcall plc	£48.0m	0.70	£39.1m	0.88

These results demonstrate that Netcall can grow revenue in a sustainable manner.

Our carbon footprint

While starting with its operations, Netcall's strategy expands beyond its business by ensuring the changes implemented flow into the Group's product strategies and also benefit the organisations and communities in which it operates.

Digital transformation that increases automation and improves stakeholder engagement and communications, makes processes and interactions more efficient and supports reduction of carbon emissions for our customers and their eco-systems.

Therefore, by implementing our solutions and delivering our roadmap, Netcall also supports our customers' environmental strategies while at the same time working towards our own environmental targets.

Netcall customers benefit from solutions:

- That reduce resource requirements and associated office and transportation costs, such as home working contact centre agents

- Such as Patient Hub that reduce carbon emissions with electronic communications, replacing printed and posted materials to directly improve NHS Trust emissions and help them meet their net zero promises

- Using technologies such as Artificial Intelligence (AI), Robotic Process Automation (RPA), Automatic Speech Recognition (ASR), Optical Character Recognition (OCR), and Computer Vision to improve efficiency and lower the carbon intensity of operations

- That are cloud-based, leveraging large-scale efficiency innovations.

Demonstrating environmental and social value

Netcall's solutions are not just about driving business efficiency: They also deliver significant environmental and social value. Some recent customer success stories highlight that as organisations digitise operations, they're also making substantial contributions to environmental sustainability across multiple sectors.

NetworkRail

Project overview:

Network Rail have transitioned to a fully digital system with their Digital Station Security Search (DSSS) app, built in Liberty Create, which has achieved a complete elimination of paper usage across some of Britain's busiest stations, including Manchester Piccadilly, King's Cross, Birmingham New Street and Liverpool Lime Street. Previously, security staff would print blank forms at the start of each night shift for the next 24-hour period and each zone at large stations required physical binders for staff signatures - meaning multiple binders per station that needed regular replenishment.

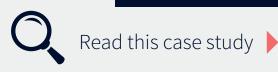## Environmental and operational benefits:

- **100% elimination of paper usage for security check processes:** across all major stations and reduced ink and toner consumption

- **Eliminated daily printing routines:** Security staff no longer print blank forms at the start of each night shift for the next 24-hour period

- **Removed paper binders:** Each zone at large stations previously required physical binders for staff signatures - multiple binders per station eliminated

- **Freed physical storage space:** Historical paper records no longer require filing cabinets and archive space and eliminated environmental impact of disposing of outdated paper records

- **Sustainable scalability:** Digital system can expand to additional stations without proportional environmental impact. to overall operational efficiency. Back-office non-cash and productivity savings expected > £2million.

NetworkRail

"The launch of the DSSS app at King's Cross Station has significantly reduced paperwork, improved reporting accuracy and insights, and freed up valuable time within each shift. This time, once spent on administrative tasks and office reporting, is now dedicated to enhancing station security."

Laura Murphy
Project Manager King's Cross Station, Network Rail

Read this case study ▶

NHS

University Hospitals Sussex
NHS Foundation Trust

Project overview:

University Hospitals Sussex has transformed patient engagement through their use of our contact centre and patient engagement portal - Liberty Converse and Patient Hub. Previously, patient communications relied heavily on printed letters, appointment confirmations, questionnaires and information leaflets sent through the post. The shift to digital has not only improved patient experience and reduced wait times, but has also significantly reduced the Trust's environmental impact from paper-based communications and postal services.

Environmental and operational benefits:

- **86% digital engagement rate** dramatically reduces paper-based correspondence with patients

- **200 appointments daily rebooked/cancelled** via self-service, eliminating 200 potential printed letters or forms each day

- **Digital appointment information:** Information leaflets and procedure details attached to appointments electronically rather than printed and mailed

- **Reduced postal communications:** 4,000 weekly waiting list validation messages sent digitally with 86% digital response rate

- **Eliminated paper questionnaires:** DNA questionnaires and patient surveys now conducted digitally rather than printed and mailed

- **Lower carbon footprint:** Dramatically reduced delivery requirements for patient communications

- **45% reduction in communication costs** (SMS costs from £33k to £18k monthly) reflects more efficient digital resource usage.

NHS
University Hospitals Sussex
NHS Foundation Trust

"We saw immediate and dramatic improvements, literally overnight. Call abandonment dropped below 10% on day one. Waiting time dropped. Call handling times are quicker. When 1,500 calls in a day feels effortless rather than atrocious, you know something significant has changed."

James Allan
Interim Associate Director - Planned Care, University Hospitals Sussex NHS Foundation Trust

Read this case study ▶

Project overview:

Baloise Group, a European insurance company operating across Belgium, Switzerland, Germany and Luxembourg, implemented Liberty IDP to automate the processing of 11,000 documents arriving daily through emails and paper mail. Through systematic AI training and process optimisation, Baloise introduced a digital system which has transformed document handling while dramatically reducing the environmental footprint of their operations.

Environmental and operational benefits:

- **7,000+ documents processed daily** without printing (65% of 11,000 daily documents now handled digitally without human intervention)

- **Eliminated paper handling** for two-thirds of all incoming communications

- **Reduced printing of email attachments:** Previously, emails and their attachments required printing for manual processing and classification

- **Digital storage replacing physical archives:** Reduced need for climate-controlled storage facilities and filing infrastructure

- **Scalable efficiency:** As automation improves toward their 75% target, environmental savings will increase proportionally

- **Eliminated waste** from incorrectly processed or duplicate printed documents.

"Liberty IDP has transformed how we handle document processing at Baloise. The journey from 15% to 65% automation wasn't just about technology – it required a true understanding of our processes to guide the AI to work smarter. The impact is that we've achieved significant cost efficiencies, created a more responsive service for our customers and greater flexibility within our team."

Caroline Raes
Teamleader Operational Support Transversaal, Baloise Group

Read this case study ▶

Project overview:

Cumberland Council's proactive digital transformation embracing low-code, streamlined telephony and automated workflows to optimise operations. It also saves resources, enhances services for residents and makes the council environmentally sustainable. Cumberland has deployed over 100 applications built by themselves in Liberty Create as part of a comprehensive digital transformation following the merger of three legacy councils. One of the 100 applications is the digitisation of their invoice processing system, which handles 300 invoices daily. This application alone has saved the equivalent of 11 trees annually.

Environmental and operational benefits:

- **11 trees saved annually** from the invoice digitisation process (previously printed, manually processed and sent via physical mail)

- **Eliminated paper consumption for processes:** Previously required printing, physical attachments, authorisation slips and so on

- **Removed postage requirements:** Reduced carbon footprint by reducing postal delivery, as well as no more envelopes or stamps.

"Creating a culture of innovation means nurturing a team where leadership supports risk-taking and values fresh ideas. This empowers everyone to contribute solutions - whether it's a new use of AI or a way to streamline daily processes. By fostering open collaboration, we co-design solutions that align with our community's digital expectations, fuelling ongoing modernisation and digital maturity across the organisation."

Craig Barker
Senior Manager – Digital and Customer Experience, Cumberland Council

Read this case study ▶

A strategy to reduce waste

Netcall is investing in woodland creation as part of our transition plan to net zero by purchase of carbon credits from Highland Carbon for the Corriegarth project, a creation of new native woodland over 63.02 hectares as an expansion of existing ancient native woodlands in Inverness-shire.

We have purchased 177 PIUs from the Highland Carbon Corriegarth Scheme at Loch Ness, representing 177 tonnes of carbon dioxide which are expected to be sequestered in the period 2037-2047.

This represents an expected sequestration of carbon dioxide that, if verified and converted to Woodland Carbon units, will have a positive impact on our climate. Woodland Carbon Units are monitored and verified to the Woodland Carbon Code. Netcall has now purchased carbon offsets in total equivalent to 463 tCO2e of emissions.

Quantification and reporting methodology

The information used to calculate these emissions is based on electricity and gas meter readings and supplier invoices.

We have used UK Government GHG Conversion Factors for Company Reporting from the Department for Energy Security & Net Zero.

	Year to 30 June 2025		Year to 30 June 2024		Year to 30 June 2023	
	Energy (kWh)	GHG emissions (tCO2e)	Energy (kWh)	GHG emissions (tCO2e)	Energy (kWh)	GHG emissions (tCO2e)
Scope 1 emissions (direct) Gas Consumption	**150,428**	27.8	175,884	32.5	177,417	32.5
Total Scope 1 **Scope 2 emissions** (energy indirect)	**150,428**	27.8	175,884	32.5	177,417	32.5
Electricity	**192,479**	6.0	160,010	1.8	120,209	2.0
Combined total	**342,907**	33.8	335,894	34.3	297,626	34.5

Scope 1 covers direct emissions from owned or controlled sources.

Scope 2 covers indirect emissions from the generation of purchased electricity, steam, heating and cooling consumed by a reporting company.

Waste & emissions

1 100% renewable electricity is purchased for the Bedford Office. During the year, the electricity supply for the Cirencester GovTech office was transitioned to a 100% renewable supply.

2 During the year, 11,505kg of general office waste was generated, calculated using a combination of local collection statistics and proportionate estimates based on office utilisation.

3 Netcall's submission to the Science Based Target Initiative has been successfully validated and provides a path to reduce emissions to net zero.

4 Netcall continues to use the Environmental Management System (EMS) built on the Liberty Create low-code application platform. The implementation of the EMS supports management of key actions and improvements for environmental performance. The EMS app is also available to Netcall customers through the AppShare.

5 The Group has continued to measure and analyse a subset of Scope 3 emissions, which cover indirect emissions that occur in a company's value chain.

6 The company is listed as one of the companies taking action at the SBTi[3].

[3] https://sciencebasedtargets.org/companies-taking-action

❝ We're on track to achieve carbon neutrality by the end of 2026. Since 2020, we've cut Scope 1 and 2 emissions by 49% while continuing to grow revenue, proof that business success and environmental responsibility go hand in hand.
And we're not stopping there.
Our digital transformation solutions help customers reduce their own carbon footprints, extending our impact far beyond our operations.
That's sustainability that scales.**❞**

James Ormondroyd, Netcall CEO

NETCALL