22 December 2025

Version 1.0

Carbon Reduction Plan

PPN 06/21

2025 report

NETCALL

1 Carbon Reduction Plan

Supplier name: Netcall PLC   **Date:** 22 December 2025

1.1 Commitment to achieving Net Zero

Netcall is committed to achieving Net Zero emissions by 2045.

2 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 for Scope 1 and Scope 2 emissions is the Financial Year Ending 30 June 2020. Baseline year for Scope 3 Emissions Subset of business travel & accommodation and employee commuting is the Financial Year Ending 30 June 2023.

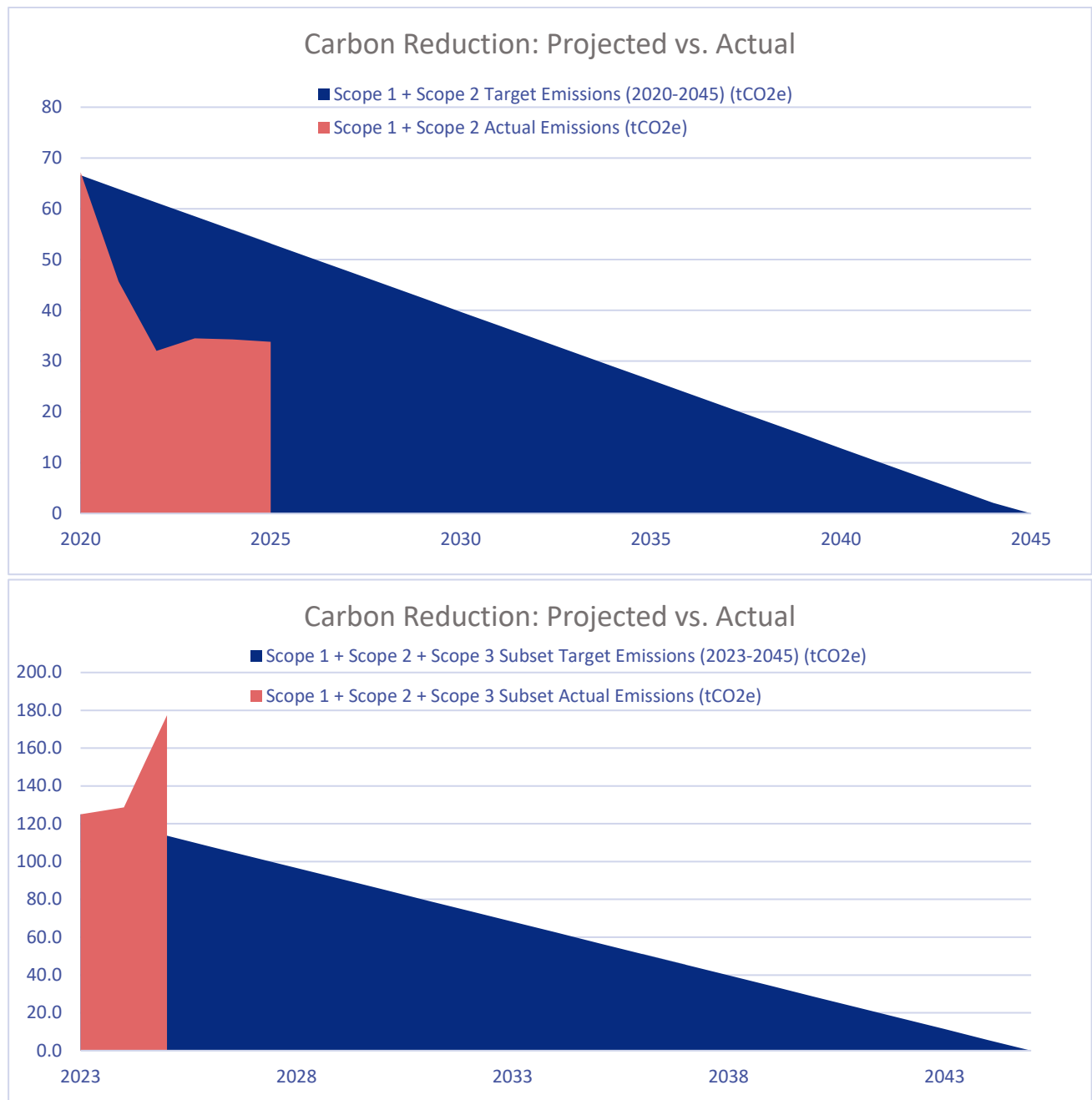| Baseline Year:	2020 (FYE 30 June 2020)
EMISSIONS	TOTAL (tCO2e)
Scope 1	36.6
Scope 2	30.6
Scope 3 (Included Sources)	90.5 (FYE 30 June 2023 Baseline Year - business travel & employee commuting subset)
Total Emissions (Scope 1 + Scope 2)	67.2
Total Emissions (Scope 1 + Scope 2 + Scope 3 Subset)	**157.7**

3 Current emissions reporting

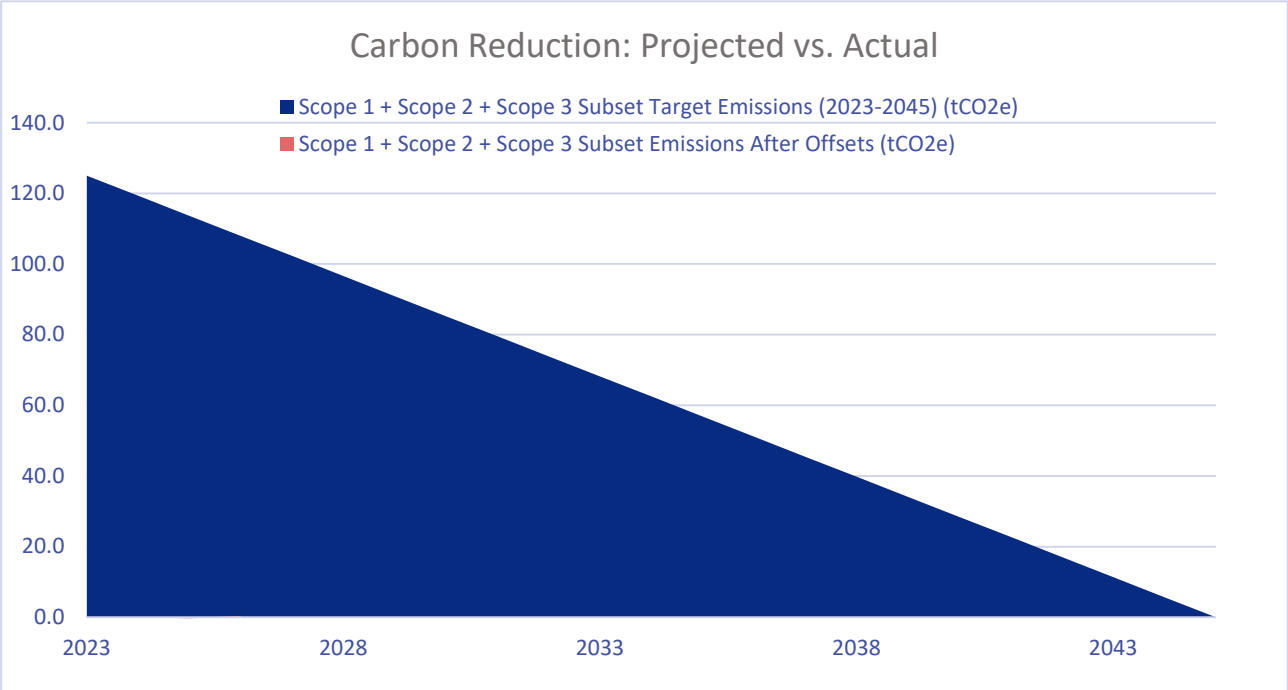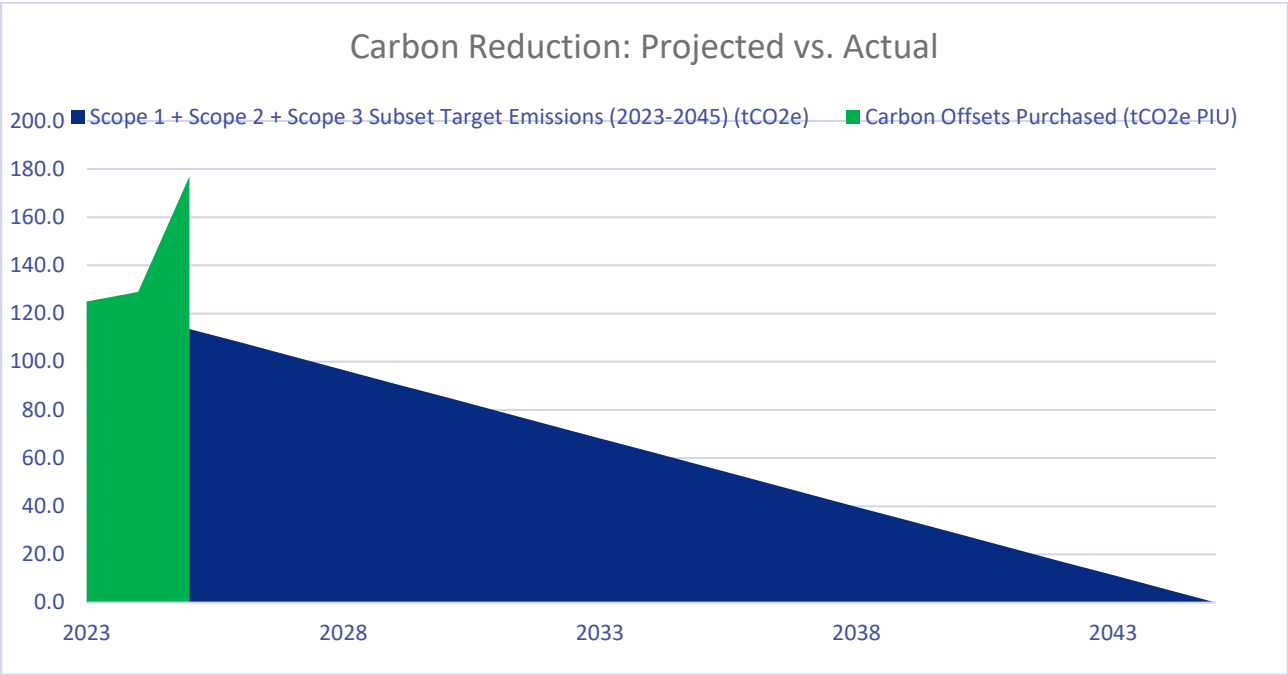| Reporting Year:	2025 (FYE 30 June 2025)
EMISSIONS	TOTAL (tCO2e)
Scope 1	27.8
Scope 2	6.0
Scope 3 (Included Sources)	119.6 (business travel & employee commuting subset)
Total Emissions (Scope 1 + Scope 2)	33.8
Total Emissions (Scope 1 + Scope 2 + Scope 3 Subset)	**143.6**

4 Emissions reduction targets

To continue our progress toward achieving Net Zero, we have adopted the following carbon reduction targets.

We project that carbon emissions will decrease over the next twenty years to 0 tCO2e by 2045. This is a reduction of 100%.

Progress against these targets is shown in the graphs below:

Carbon Reduction: Projected vs. Actual

■ Scope 1 + Scope 2 Target Emissions (2020-2045) (tCO2e)
■ Scope 1 + Scope 2 Actual Emissions (tCO2e)

Carbon Reduction: Projected vs. Actual

■ Scope 1 + Scope 2 + Scope 3 Subset Target Emissions (2023-2045) (tCO2e)
■ Scope 1 + Scope 2 + Scope 3 Subset Actual Emissions (tCO2e)

Carbon Reduction: Projected vs. Actual

Legend: Scope 1 + Scope 2 + Scope 3 Subset Target Emissions (2023-2045) (tCO2e) — Carbon Offsets Purchased (tCO2e PIU)

Carbon Reduction: Projected vs. Actual

Legend: Scope 1 + Scope 2 + Scope 3 Subset Target Emissions (2023-2045) (tCO2e) — Scope 1 + Scope 2 + Scope 3 Subset Emissions After Offsets (tCO2e)

5 Carbon reduction projects

5.1 Completed carbon reduction initiatives

The following environmental management measures and projects have been completed or implemented since the 2020 baseline. The carbon emissions reduction achieved by these schemes equates to 32.8 tCO2e, a 49% reduction against the 2020 baseline for Scope 1 and Scope 2 emissions and the measures will be in effect when performing the contract.

Renewable energy

The purchase of 100% renewable electricity for our Bedford office has been implemented since the 2020 baseline. The electricity supply used at the Poole office is low-carbon intensity.

Following acquisitions, a new office at Cirencester is in scope for this reporting period. The electricity supply has been renewed on a low carbon basis that will be reflected in next year's reporting.

Our preferred cloud provider uses 100% renewable energy in Europe.

Carbon offsetting

Netcall has purchased carbon offsets for Scope 1, Scope 2 and a subset of Scope 3 emissions from Highland Carbon.

Highland Carbon helps companies to neutralise their carbon footprint and they have won Best UK Wide Carbon Credit Supplier 2021, 2022 & 2023 in the Scottish Enterprise Awards.

Supplying more than 60 companies in the voluntary carbon market, their Corriegarth Afforestation (Loch Ness) Project supplies a unique opportunity for non-heavy industry businesses to be good company citizens.

Their two-phase native woodland restoration project, just to the south of Loch Ness and near the Great Glen in Scotland, will see the planting of 100,000 trees like the Caledonian Scots pine, sessile oak, hazel, downy birch, rowan, eared willow and quaking aspen.

As well as the Loch Ness Afforestation project, Netcall has supported the Corriegarth project, a creation of new native woodland over 63.02 hectares as an expansion of existing ancient native woodlands in Invernessshire.

Direct environmental investment & expenditures included £2,800 for Pending Issuance Units at the Loch Ness woodland restoration project.

Netcall has now purchased a total of 463 PIUs from the Highland Carbon Corriegarth Scheme at Loch Ness, representing 463 tonnes of carbon dioxide which are expected to be sequestered in the period 2037- 2067.

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.

Corriegarth project at Loch Ness:

Assignment dates: 28 April 2023, 23 January 2024, 28 November 2024, and **22 December 2025**.

Vintage: 2037 – 2047

Project: Creation of new native woodlands over 63 hectares in Invernessshire

Credits purchased: 463 tCO2e

Serial numbers:

22 December 2025: WCC-WCU-GB-104000000027968-01052057-30042067

28 November 2024: WCC-WCU-GB-104000000027968-01052057-30042067-8899263-8899391-MER-0-P

23 January 2024: WCC-WCU-GB-104000000027968-01052037-30042047-8911433-8911557-MER-0-P

28 April 2023: WCC-WCU-GB-104000000027968-01052037-30042047-8907424-8907455-MER-0-P

Environmental Management System (EMS)

Netcall continues to use an Environmental Management System built on the Liberty Create low-code platform with partner DI Blue.

The implementation of the EMS supports the management of key actions and improvements for environmental performance in alignment with the principles of ISO 14001.

Science-Based Target Initiative (SBTi)

Netcall's submission to the [Science Based Target Initiative](#) has been successfully validated. This independent validation provides a clear path to reduce emissions to net zero.

The SBTi defines and promotes best practices in science-based target setting. They drive ambitious climate action in the private sector by enabling organisations to set emissions reduction targets.

At the end of 2024, more than 7,000 companies (representing more than a third of the global

economy's market capitalisation) were setting targets via the SBTi. These companies are leading the way. Netcall is proud to be among them.

Key aspects of Netcall's SBTi commitment

Scope 1 and Scope 2 Targets: Netcall has committed to reducing its Scope 1 and Scope 2 GHG emissions by 42% by 2030, using 2020 as the base year. This target reflects a significant reduction in direct emissions from company-owned and controlled resources (Scope 1) and indirect emissions from the generation of purchased electricity (Scope 2).

Scope 3 Targets: In addition to reducing its Scope 1 and Scope 2 emissions, Netcall is also committed to measuring and reducing its Scope 3 emissions. Scope 3 emissions include all other indirect emissions that occur in a company's value chain, such as those from purchased goods and services, business travel, employee commuting and waste disposal.

EcoVadis Bronze Award

EcoVadis provides supply chain risk management solutions. They have awarded Netcall a bronze medal in recognition of the Group's sustainability achievements.

This reflects the quality of Netcall's sustainability management system. It means that Netcall is in the top 35% of all companies that have been assessed by EcoVadis in all industries in the world.

5.2 In the future we hope to implement further measures

Netcall is a software and service business with very little transport and distribution of solutions. Waste generated is typical of an office-based organisation, not a manufacturer. Business Travel, employee commuting, and home-working have changed considerably during the pandemic. Our strategy includes reducing our Scope 1 and 2 emissions to become carbon neutral with the use of offsets by the end of 2022, which we are proud to have achieved, and reducing our Scope 3 emissions by 100% by 2026 to 'Carbon Neutral', and then removing more carbon than we emit, in effect being 'Carbon Negative'.

The framework for sustainability requires a focus on three areas:

- Procurement - Purchase green energy, sustainable water and sustainable hardware.
- Operations - Move as much as possible to the cloud to exploit energy at scale
- Retirement - Ensure e-waste management.

Netcall's strategy expands beyond its internal business operations by ensuring the changes implemented flow into our product strategies.

In this way, the organisations and communities in which Netcall operates will also benefit. For example, today, Netcall customers benefit from solutions:

- That reduces resource requirements and associated office and transportation costs, such as contact centre agents working from home;
- Using technologies such as Automatic Speech Recognition (ASR), Optical Character Recognition (OCR), and Computer Vision to improve efficiency and lower the carbon intensity of operations;
- They are cloud-based and leverage cloud operators' large-scale efficiency innovations combined with their ongoing carbon reduction strategies.

We take responsibility for our carbon, water, waste and land footprints across the way our products and facilities are sourced, manufactured, operated, and managed at end-of-life. This includes our supply chain. Moving to 100% renewable energy, we will reach our 100% renewable energy goal by purchasing enough renewable energy to match our electricity consumption at our offices. Scope 1 gas consumption will require Netcall to purchase energy that includes offsets and renewable biogas made from food and farm waste. We are reducing our Scope 3 emissions by 100% by 2026. While we do not have direct control over the majority of emissions in the Scope 3 category, they represent the bulk of our emissions.

We are addressing them in our carbon-negative commitment by the following methods:

- Improving supplier emissions data tracking
- Improving supplier emissions reporting
- Further improving the energy efficiency of devices and software
- In our solutions, we are continuing to reduce carbon emissions and environmental impact throughout lifecycles.

6   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 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.

Scope 1 and Scope 2 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard[2].

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

6.1   Signed on behalf of the supplier:

Mark Holmes

Chief Sales Officer

Date: 22/12/2025

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[1] https://ghgprotocol.org/corporate-standard

[2] https://ghgprotocol.org/standards/scope-3-standard