

Carbon Reduction Plan for Medefer

1. Introduction

Medefer Limited is committed to achieving Net Zero carbon emissions in line with the NHS England Net Zero strategy. This includes:

- **Net Zero for the NHS Carbon Footprint (Scopes 1 & 2) by 2040**, and
- **Net Zero for the NHS Carbon Footprint Plus (Scope 3, supply chain) by 2045**.

As a digital-first, remote-first healthcare provider delivering virtual outpatient pathways, Medefer directly supports NHS decarbonisation by reducing avoidable patient travel and reducing the need for traditional outpatient infrastructure. This Carbon Reduction Plan (CRP) sets out our measured baseline emissions, our methodology, and our commitment to continual improvement within our ISO 14001:2015 certified Environmental Management System. Medefer achieved ISO 14001:2015 certification in December 2025 following a Stage Two external audit, during which zero non-conformities were identified.

This CRP covers the full 12-month reporting period **1 October 2024 – 30 September 2025** and complies with PPN 06/21, the NHS Evergreen Sustainable Supplier Framework, and the GHG Protocol Corporate Standard.

2. Company Overview

Medefer is a UK-based digital outpatient provider delivering virtual clinical pathways for NHS partners. Our services reduce the need for in-person appointments, preventing unnecessary travel and lowering the environmental impact of outpatient care.

As a remote-first organisation, our workforce primarily operates from home, supported by a small administrative office. This structure significantly reduces emissions associated with commuting and building energy use, while increasing the relevance of emissions from homeworking and IT equipment.

Our environmental commitments are embedded within our ISO 14001:2015 certified Environmental Management System, externally audited in December 2025, ensuring structured leadership, compliance and continual improvement.

3. Organisational Boundary Statement

This Carbon Reduction Plan covers the operational activities of Medefer Limited within the United Kingdom. The organisational boundary is defined using the operational control approach, in line with the GHG Protocol Corporate Standard and PPN 06/21 requirements.

The boundary includes:

- All Medefer-owned and operated activities
- All employees and contractors working under Medefer's operational control
- Homeworking by remote and hybrid staff
- Business travel funded by Medefer
- Purchased electricity for Medefer's office
- Procurement of IT equipment and cloud-based services
- Docmail and postal services
- Waste and water associated with Medefer's office footprint

The boundary excludes:

- Emissions from NHS Trusts, referring clinicians, or patient activity
- Emissions from clinical activity conducted by partner organisations
- Emissions associated with patient travel avoided by Medefer's digital pathways (reported separately as wider system impact)
- Upstream emissions from third-party clinical suppliers not under Medefer's operational control
- Downstream emissions beyond Medefer's influence post-service delivery

This boundary ensures that Medefer's organisational footprint is transparently and consistently reported in accordance with the GHG Protocol and NHS England's Net Zero Supplier requirements.

4. Baseline Emissions Reporting Summary

Medefer has completed a full baseline emissions assessment for the period **1 October 2024 – 30 September 2025**, conducted in accordance with:

- The GHG Protocol Corporate Standard
- The 2025 UK Government GHG Conversion Factors
- PPN 06/21
- NHS Evergreen Assessment environmental requirements

This baseline will be reviewed and updated annually.

Emissions	Total (tCO ₂ e)
Scope 1 (Direct emissions)	0.00
Scope 2 (Energy indirect emissions)	2.90
Scope 3 (Other indirect emissions)	39.79
Total Organisational Footprint	42.69

With 79.33 FTE, this equates to 0.54 tCO₂e per FTE, significantly lower than the typical range (1.0–3.0 tCO₂e per FTE) for similar UK remote-first or non-manufacturing organisations.

5. Detailed Emissions Breakdown

Scope	Category	Methodology & Data Source	tCO ₂ e
Scope 1	Natural Gas	Office confirmed all-electric	0.00
	Company Vehicles	No fossil-fuel company fleet	0.00
Scope 2	Purchased Electricity	13,992 kWh (8-month extrapolated) × grid factor	2.90
Scope 3	Homeworking	79.33 FTE scaled from staff survey	28.75
	IT Equipment (Purchased Goods)	12 laptops + 11 monitors (cradle-to-gate embodied emissions)	4.05
	Docmail/Post	74,851 items × 0.02 kg lifecycle factor	1.50
	Business Travel – Taxi	£5,318.55 × taxi emission factor	2.39
	Business Travel – Rail	£8,745.79 × rail emission factor	0.33
	Business Travel – Accommodation	£3,340.93 × hotel emission factor	0.77

	Business Travel – Air Travel	9,930 km long-haul	1.47
	Employee Mileage	564 miles reimbursed	0.12
	Employee Commuting	20% retained (80% removed to avoid double counting)	0.49
	Water Supply & Treatment	13.8 m ³ water	0.00
	Waste Generated	High recycling rate creates net credit	-0.17

Note on Waste:

The negative value reflects avoided emissions from recycling, which exceed the emissions associated with residual waste.

6. Methodology Statement

Medefer Limited’s baseline year covers 1 October 2024 – 30 September 2025. All emissions were calculated using the 2025 UK Government GHG Conversion Factors, aligned with the Greenhouse Gas Protocol Corporate Standard.

A hybrid methodological approach was used:

Activity-Based Data

Used where quantitative data existed:

- Electricity usage (13,992 kWh)
- Water consumption
- Waste
- Mileage (564 miles)
- Air travel (9,930 km)

FTE Scaling

Applied to:

- Homeworking emissions
- Employee commuting emissions using survey data scaled to 79.33 FTE.

Spend-Based Method

Used for business travel categories where activity data was not available:

- Taxi
- Rail
- Accommodation

Embodied Emissions

Calculated for laptop and monitor purchases based on cradle-to-gate factors.

Docmail / Postal Services

Emissions calculated using volume-based lifecycle proxy factor (0.02 kgCO₂e per item).

Double Counting Prevention

80% of commuting emissions removed because most commuting is expensed and captured in business travel; 20% retained to reflect unclaimed journeys.

Cloud Computing

Emissions attributable to cloud storage and digital systems are included within Scope 3 Categories 1 (Purchased Goods & Services) and 7 (Employee Commuting & Homeworking).

All calculations, inputs, assumptions and data sources are retained within Medefer's ISO 14001:2015 certified Environmental Management System.

7. ISO 14001 Certification

Medefer achieved ISO 14001:2015 certification in December 2025 following a successful Stage Two external audit conducted by the British Assessment Bureau.

The audit confirmed that Medefer's Environmental Management System conforms to the requirements of ISO 14001:2015, that the defined scope appropriately reflects the organisation's environmental activities, and that the system can achieve its stated environmental objectives.

No non-conformities or opportunities for improvement were identified during the certification audit.

This Carbon Reduction Plan forms part of the wider Environmental Management System governance framework and is reviewed annually through the ISO 14001 Management Review process to ensure ongoing suitability, adequacy and effectiveness.

8. Carbon Reduction Initiatives

Medefer's carbon reduction strategy aligns with NHS England's Net Zero targets and is delivered through our ISO 14001:2015 Environmental Management System. The following initiatives support continual improvement and are reflected in our Environmental Policy, Objectives Register and Aspects & Impacts Register:

a) Low-Carbon Outpatient Model

Digital pathways significantly reduce system-wide patient travel emissions, supporting greener outpatient delivery.

b) Rail-First and Low-Impact Travel Policy

Medefer documents a preference for rail over road or air travel where feasible. Virtual meetings remain the default, with travel only undertaken when operationally necessary.

c) Reduction of Physical Mail (Docmail)

Recognising the carbon impact of postal services, Medefer is implementing measures to reduce Docmail volumes through digital alternatives and improved patient communication systems. A formal objective has been added to reduce physical mailings year-on-year.

d) Homeworking Efficiency and Energy Reduction

We continue to optimise equipment, staff awareness and energy guidance to reduce homeworking emissions. Office electricity consumption has a 5% annual reduction target.

e) Waste & Circular Resource Management

We maintain zero-to-landfill commitments for IT and electrical waste via WEEE-certified providers and target a 10% improvement in recycling rates.

f) Sustainable Procurement

Procurement decisions prioritise suppliers with strong environmental credentials, including ISO 14001 certification. IT procurement considers embodied emissions and lifecycle impact.

g) Environmental Engagement & Culture

Our 'Switch It Green' campaign encourages sustainable behaviours across the workforce. Medefer launched a staff-supported tree-planting initiative with **Just One**

Tree in November 2025, contributing to global reforestation and wider biodiversity goals. A Green Champion Network is being established for 2026.

9. Declaration and Sign-Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21, the NHS Net Zero Supplier Roadmap, and the GHG Protocol Corporate Standard. It is governed through Medefer's ISO 14001:2015 certified Environmental Management System and will be reviewed annually as part of the ISO 14001 Management Review process. The next review is due in November 2026.

Signed on behalf of Medefer Ltd:

A handwritten signature in black ink, appearing to read "Bahman".

Bahman Nedjat-Shokouhi

Chief Executive Officer

Medefer Limited