Quest Recovery Services – Carbon Reduction Plan

Organisation: Quest Recovery Services Ltd
Registered office: Hayes, Middlesex
Operational footprint: Home care and supported living across Slough, Hillingdon, Ealing and North Northamptonshire
Report date: 16 October 2025
Reporting period: FY2024–25 (provisional)
Office premises: Two rooms totalling ~50 m² within a shared building (landlord-managed services)

1. Executive summary

Quest Recovery Services provides home care and supported living. Most operational emissions arise from travel to service users and staff commuting between visits. This Carbon Reduction Plan (CRP) sets our pathway to achieve net zero by 2050 in line with UK Government policy and meets the requirements of PPN 06/21 for suppliers to the public sector.

Commitment: Quest Recovery Services commits to achieve net-zero greenhouse gas emissions by **31 December 2050**. We will publish an updated CRP annually and track progress quarterly.

2. Organisational boundaries and scopes

Reporting follows the Greenhouse Gas Protocol and UK Government environmental reporting guidance.

- **Scope 1:** Direct combustion by Quest (e.g. gas used in any dedicated boilers, fuel used by any company-owned vehicles).
- **Scope 2:** Electricity purchased for our occupied office space.
- **Scope 3 (material categories):**
    - Category 3: Fuel and energy related activities (T&D and WTT)
    - Category 5: Waste generated in operations
    - Category 6: Business travel (staff mileage to training, meetings)
    - Category 7: Employee commuting and travel between client visits
    - Category 1: Purchased goods and services (office supplies, uniforms, PPE)
    - Category 4: Upstream transport (couriers, suppliers)
    - Category 13: Downstream leased assets if applicable

Where data is held by our landlord or third parties (shared building), we will apportion by floor area or sub-meter data where available.

3. Baseline year and current emissions

3.1 Baseline year

Our baseline year is **FY2024–25**. This reflects the first year of structured data collection across all four contract areas. We will restate the baseline if material data becomes available for earlier years.

3.2 Methodology

- Activity data from payroll, rota/scheduling systems, mileage claims, fuel/EV charging receipts and utility bills.
- UK Government greenhouse gas conversion factors for company reporting (2025 issue).
- Electricity includes transmission and distribution losses. Gas is reported on a gross CV basis.
- Where data is incomplete, we apply conservative estimates with clear assumptions, to be replaced as actuals are collected.

3.3 Provisional FY2024–25 footprint (illustrative until Q4 data collection completes)

Source	Scope	Activity data (estimate)	Factor (kg CO_2e per unit)	t CO_2e
Office electricity (shared, 50 m²)	2	**4,500 kWh/yr** (50 m² × 90 kWh/m²/yr)	**0.19553 per kWh** (incl. T&D)	**0.880**
Office gas for space heating (shared)	1	**3,500 kWh/yr** (50 m² × 70 kWh/m²/yr)	**0.18296 per kWh**	**0.640**
Travel between care visits — ICE cars	3.7	**360,000 miles/yr**	**0.28 per mile**	**100.800**
Travel between care visits — EVs	3.7	**40,000 miles/yr**	**0.0528 per mile** (0.27 kWh/mile × 0.19553)	**2.112**
Business travel (training, meetings) — ICE cars	3.6	**20,000 miles/yr**	**0.28 per mile**	**5.600**
Public transport (rail/bus/tube)	3.6/3.7	**5,000 passenger-km/yr**	**0.05 per km**	**0.250**
Waste and recycling	3.5	**Small office streams**	**see Gov factors**	**0.200**
Purchased goods and services	3.1	**Spend-based screening for office supplies, PPE, uniforms**	**see Gov factors**	**3.000**
Total				**113.482**

Materiality note: For a dispersed home-care service, **Scope 3 Category 7** is typically the dominant source, often >70% of emissions. Our reduction plan

prioritises this category while we decarbonise electricity and implement low-carbon travel options.

4. Targets

- **Near-term target:** Reduce operational emissions intensity by **25% by December 2028** versus the FY2024–25 baseline, measured as kg CO_2e per delivered care hour.
- **Absolute reduction:** Reduce total market-based emissions by **42% by 2030** in line with a 1.5°C trajectory, subject to service growth.
- **Supplier engagement:** By 2027, 70% of supplier spend by value to have published a CRP or equivalent policy.
- **EV adoption:** By 2029, at least 60% of carer miles to be zero-emission.

5. Carbon reduction initiatives

5.1 Travel and scheduling

1. **Locality-based rostering:** Cluster visits geographically and sequence runs to minimise dead-miles, using postcode geofencing and turn-by-turn optimisation.
2. **Contract-specific mobility playbooks:**
    - Slough and Ealing: leverage rail and bus corridors; promote walking/cycling for short hops.
    - Hillingdon: focus on EV car-club and pool-bike access for suburban trips.
    - North Northamptonshire: pilot EV salary-sacrifice where public transport is limited.
3. **Mode-shift incentives:** pay-per-mile top-ups for walking/cycling visits under 1.5 miles; season-ticket loans; interest-free bike loans.
4. **Car-club partnerships:** negotiate local EV car clubs for ad-hoc business needs to avoid private car use.
5. **Driver training:** eco-driving modules in induction; speed awareness and tyre-pressure checks.

5.2 Fleet and vehicles

- **EV and ULEV pathway:** introduce an optional **salary-sacrifice EV scheme**, plus charging access maps; support home charging for eligible staff.
- **Grey-fleet standards:** require vehicles used for work to meet **Euro 6** and minimum 50 mpg equivalent; verify through annual checks.
- **Insurance and telematics:** voluntary telematics for mileage validation and safer driving scores.

5.3 Buildings and energy

- **Electricity:** move to a recognised **REGO-backed 100% renewable tariff** for the office where the landlord permits supplier choice, or request landlord certificates.

- **Efficiency:** LED lighting, auto-off, and heat-management in the 50 m² office; target <70 kWh/m²/yr electricity intensity.
- **Controls:** smart plugs and timed shutdown for IT; printer rationalisation to reduce standby loads.

5.4 Procurement and waste

- **Supplier code of conduct:** include sustainability clauses, delivery consolidation and low-emission logistics.
- **Low-carbon goods:** favour recycled-content paper, refillable cleaning products and durable uniforms/PPE.
- **Waste:** segregated recycling; toner and e-waste take-back; monthly audits.

5.5 Digital and ways of working

- **Remote supervision and reviews:** use secure video where appropriate to cut non-essential travel.
- **Cloud efficiency:** migrate shared storage to providers with published renewable energy commitments; apply auto-archiving.

5.6 People and culture

- **Induction and toolbox talks** on sustainable travel.
- **Recognition scheme** for low-carbon champions and teams achieving route-efficiency targets.
- **Wellbeing alignment:** encourage walking between close-proximity calls.

5.7 Offsetting policy

We prioritise absolute reductions. High-quality removal offsets will only be considered for residual emissions once on a 1.5°C-aligned pathway and will be disclosed separately.

6. Governance

- **Accountable owner:** Managing Director
- **Operational lead:** Operations Manager
- **Data stewards:** Payroll, Scheduling, Finance and Facilities
- **Frequency:** Quarterly performance review, annual public CRP update
- **Policies:** Travel and Expenses Policy, Sustainable Procurement Policy, Data Quality Standard (see Appendix B templates)

7. Monitoring, metrics and reporting

We will track both absolute and intensity metrics:

- **Total t CO_2e by scope and category**
- **Kg CO_2e per care hour delivered**

- **Miles per visit** and **share of zero-emission miles**
- **Electricity and gas kWh per m²**
- **Supplier coverage** with CRP or SBTi-aligned targets

Tools: export mileage from scheduling software; maintain a monthly dashboard; retain auditable evidence for each data stream. Independent assurance will be sought for major public contracts.

8. Planned delivery timeline

- **Q4 2025:** Finalise data model, train admin teams, publish Travel and Expenses Policy update; begin route-optimisation pilots in Hillingdon and Slough.
- **H1 2026:** Roll out EV salary-sacrifice; agree EV car-club in Ealing; complete landlord engagement on renewable tariff and sub-metering.
- **H2 2026:** Achieve 20% reduction in miles per visit against FY2024–25 baseline in two contract areas; 25% of miles zero-emission.
- **2027–2029:** Scale initiatives to all areas, surpass 60% zero-emission miles; refresh targets in line with progress.

9. Data improvement plan

1. **Mileage capture:** mandate odometer or app-based capture for all claimed miles, tagged by visit.
2. **Fuel type split:** record petrol/diesel/hybrid/EV for each claimant to apply correct emissions factors.
3. **Office energy:** request landlord sub-meter reads or, where unavailable, apportion by floor-area with occupancy adjustment.
4. **Business travel:** separate non-visit travel and prompt for public transport options.
5. **Supplier screening:** collect CRPs from top 10 suppliers by spend; add sustainability criteria to tenders.

10. Risks and dependencies

- Public transport availability and shift patterns
- Staff recruitment and retention in areas with limited EV charging
- Landlord control over utilities in shared premises
- Data quality during initial roll-out

Mitigations are embedded in Sections 5 and 9.

11. Declaration and sign-off

I confirm that this Carbon Reduction Plan has been reviewed and approved by the Board of Quest Recovery Services and that the information reported is accurate to the best of our knowledge at the time of publication.

Name: Abass Sheikh
Role: Director
Signature:
Date: 16th October 2025

Appendix A – Working formulas and default factors

Replace with live factors from the current UK Government conversion factor set at each annual update.

- **Electricity (location-based, incl. T&D):** kg CO_2e = kWh × 0.19553 ÷ 1,000
- **Electricity (generation only):** kg CO_2e = kWh × 0.177 ÷ 1,000
- **Gas (gross CV):** kg CO_2e = kWh × 0.18296 ÷ 1,000
- **Car travel:** use fuel-specific factors and record miles by fuel type.
- **CO_2 to C conversion:** tonnes C = tonnes CO_2e × 12/44

Worked example: if office electricity is 20,000 kWh in a year and landlord confirms standard grid mix with T&D, emissions = 20,000 × 0.19553 ÷ 1,000 = **3.91 t CO_2e**.