

# CARBON REDUCTION PLAN

FOR



**Prepared by:**



**Reporting Period:**

April 2024 – March 2025

**Issued Date:**

25 November 2025

# Silent Sounds

## Carbon Emissions Report

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# Silent Sounds

## Carbon Emissions Report

### 1 Net Zero Commitment

**Silent Sounds** recognises the importance of making a full and lasting commitment to reducing the greenhouse gas emissions from our activities, in support of the wider commitment of the world to limit global temperature increases and the impact on the planet.

We commit to the following:

1. For our company to achieve Net Zero in line with the Science Based targets set out by the UNFCCC i.e., to achieve Net Zero no later than 2050 and target reduction in emissions by Scope, as defined below.
2. To set realistic short- and long-term targets that are designed to achieve our Net Zero commitments.
3. To report the total Greenhouse Gas emissions of our business, at a minimum, on an annual basis.

|                           | Year  |
|---------------------------|-------|
| Commitment to be Net Zero | 2045* |
| 50% Emissions Reduction   | 2030  |

\*In line with NHS requirements.

# Silent Sounds

## Carbon Emissions Report

## 2 Background Information

### 2.1 Company

**Silent Sounds** is a Limited Company registered in England, company number 08043043, with a head office address of 9 - 10 Manor Courtyard Hughenden Avenue, High Wycombe, England, HP13 5RE.

**Silent Sounds Communications** is a private organisation based in High Wycombe. We specialise in many areas of Spoken, Deaf and Translation Services.

We are passionate about promoting deaf awareness and continually strive to ensure that deaf/hearing impaired people have equal access to the services that they require. We work within a wide variety of areas. There are approximately 9 million deaf people in the UK all using different forms of communication. Therefore, we have concentrated on providing a wide range of deaf communication services, which includes British Sign Language, Deaf Relay, Sign Supported English (SSE), Lipspeaking and Notetaking. We are also able to provide Irish, American & Farsi Sign Language and Deafblind Manual interpreting when required.

As language specialists, we strive to deliver a fast and efficient service in over 250 languages. Our dedicated team of Languages professionals and Interpreters work as Ambassadors to ensure that our service is world class making us the first name for Interpreting.

| Reporting Period                 | Benchmark Period<br>April 2024 – March 2025 |
|----------------------------------|---------------------------------------------|
| Industry                         | Translation and Interpretation              |
| No. of Staff                     | 28                                          |
| No. of Premises Owned            | 2                                           |
| No. of Premises Leased           | 0                                           |
| No. of Company Vehicles - Owned  | 0                                           |
| No. of Company Vehicles - Leased | 0                                           |

## Silent Sounds Carbon Emissions Report

### 2.2 Current Reporting Period

April 2024 – March 2025

### 2.3 Organisational Boundary

There are 3 different approaches to measuring emissions, as defined by the GHG Protocol. This report has been constructed using the **Operational Control Approach**, considering the requirements of each potential approach.

| Approach            | Description                                                                                                                                                                                                      | Approach Taken |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Operational Control | The organisation has operational control over an operation if it or one of its subsidiaries has the full authority to introduce and implement its operating policies at the operation.                           | ✓              |
| Financial Control   | The organisation has financial control over the operation if it has the ability to direct the financial and operating policies of the organisation with a view to gaining economic benefits from its activities. |                |
| Equity Share        | The organisation accounts for GHG emissions from operations according to its share of equity in the operation.                                                                                                   |                |

### 2.4 Benchmark Year

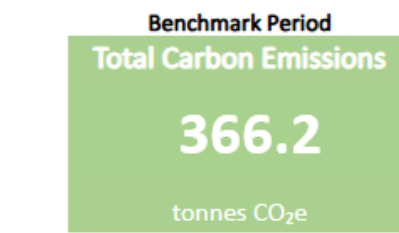
The organisation has previously calculated some emissions but has now implemented a more accurate and methodical system to ensure more formal reporting of emissions data can be undertaken. Based on this, the organisation has adopted the period **April 2024 – March 2025** as it's official benchmark period.

### 2.5 Methodologies Used

Throughout this report all methodologies used are explained within the relevant sections.

# Silent Sounds Carbon Emissions Report

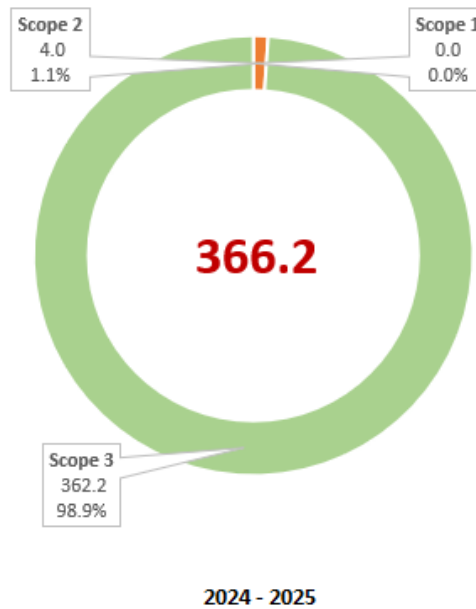
## 3 Carbon Emissions Overview



The total calculated emissions for the business for the period 2024 - 2025 are 366.2 tCO<sub>2</sub>e. The breakdown of emissions is analysed throughout this report.

## 4 Analysis by Scope

**Emissions by Scope (tCO<sub>2</sub>e) - Benchmark Year**

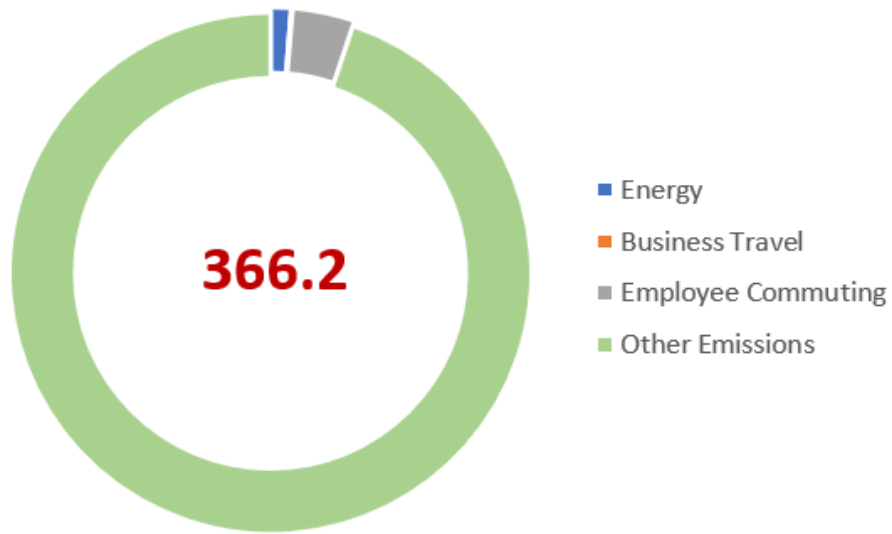


| Scope   | Description                                                                                                                                         | tCO2e | %      |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------|--------|
| Scope 1 | Silent Sounds does not have any Scope 1 emissions. Heating is provided by electric heaters in the office and they do not have any company vehicles. | 0.0   | 0.0%   |
| Scope 2 | Emissions in scope 2 includes electricity used at the company's premises. The office is on a standard tariff.                                       | 4.0   | 1.1%   |
| Scope 3 | Scope 3 emissions include:<br>Business Travel<br>Employee Commuting<br>Transmission and Distributing of Electricity<br>Third Party Translators      | 362.2 | 98.9%  |
| TOTAL   |                                                                                                                                                     | 366.2 | 100.0% |

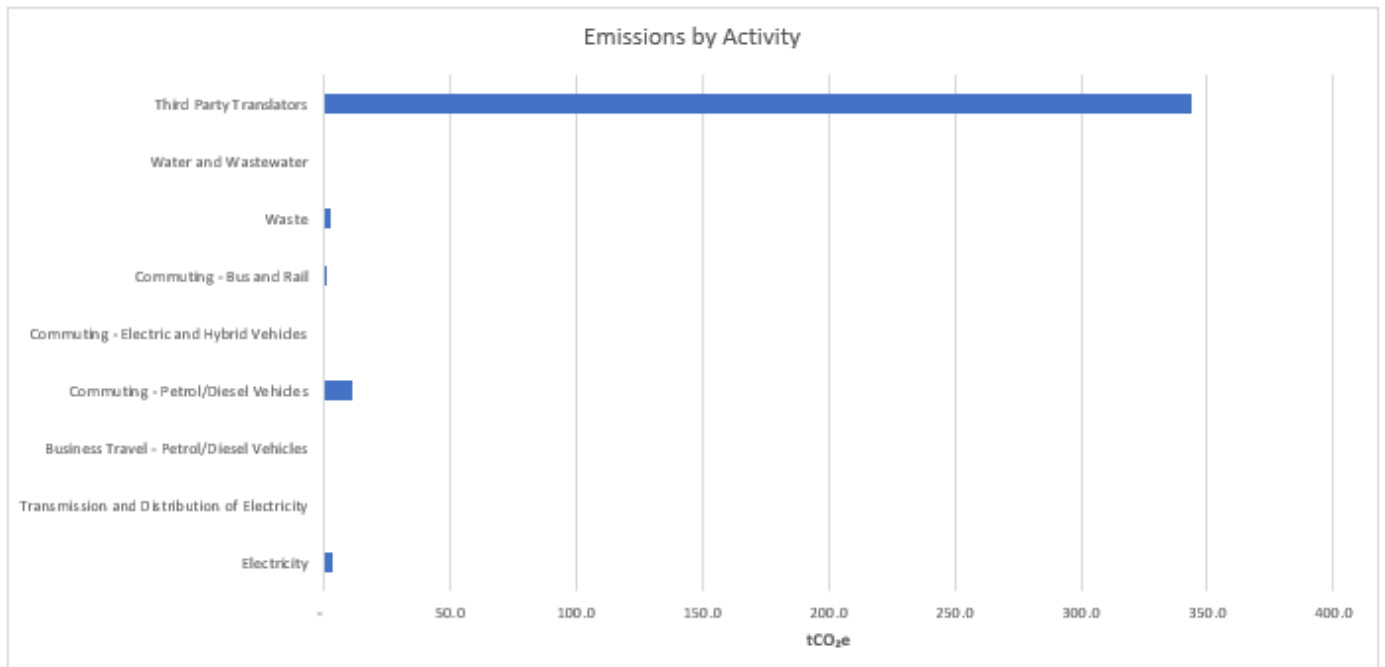
Reported Scope 3 emissions may increase in future years as more detailed data and information become available.

## 5 Emissions by Activity

### Emissions by Activity (tCO<sub>2</sub>e) - Benchmark Year



2024 - 2025



There are no Upstream and Downstream Transportation emissions associated with the business as the organisation does not purchase or sell goods.

## Silent Sounds Carbon Emissions Report

| Data Details                                 |       | Benchmark Year     |                   |                 |
|----------------------------------------------|-------|--------------------|-------------------|-----------------|
|                                              |       | 2024-2025          |                   |                 |
| Emission Type                                | Scope | tCO <sub>2</sub> e | Data Source       | Data Confidence |
| Energy                                       |       |                    |                   |                 |
| Gas                                          | 1     | -                  | No gas used       |                 |
| Electricity                                  | 2     | 4.0                | Electricity Bills | High            |
| Transmission and Distribution of Electricity | 3     | 0.4                | Electricity Bills | High            |
|                                              |       | 4.4                |                   |                 |
| Business Travel                              |       |                    |                   |                 |
| Business Travel - Petrol/Diesel Vehicles     | 3     | 0.4                | Mileage Data      | High            |
|                                              |       | 0.4                |                   |                 |
| Employee Commuting                           |       |                    |                   |                 |
| Commuting - Petrol/Diesel Vehicles           | 3     | 11.8               | Employee Survey   | Medium          |
| Commuting - Electric and Hybrid Vehicles     | 3     | 0.8                | Employee Survey   | Medium          |
| Commuting - Bus and Rail                     | 3     | 1.4                | Employee Survey   | Medium          |
|                                              |       | 14.0               |                   |                 |
| Other Emissions Calculated                   |       |                    |                   |                 |
| Waste                                        | 3     | 3.0                | Spend Analysis    | Low             |
| Water and Wastewater                         | 3     | 0.5                | Spend Analysis    | Low             |
| Upstream Transportation and Distribution     | 3     | -                  | Not Applicable    |                 |
| Downstream Transportation and Distribution   | 3     | -                  | Not Applicable    |                 |
| Third Party Translators                      | 3     | 343.9              | Spend Analysis    | Medium          |
|                                              |       | 347.4              |                   |                 |
| TOTAL                                        |       | 366.2              |                   |                 |

As our freelance interpreters are the largest source of carbon emissions, Silent Sounds is proactively promoting its robust Video Interpreting (VI) platform to reduce carbon emissions by reducing travel as well as potential logistical issues. The take up is set to rise as budgets decrease across all sectors and the VI platform will enable interpreters to take on more assignments within one working day.

In September 2025 we moved Unit 9 on to Octopus energy supplying renewable electricity which will have a positive impact on the next report. Since Unit 10 remains in contract with EON until March 2027, we have moved to the renewable tariff and in 2027 we will merge both units with Octopus.



# Silent Sounds Carbon Emissions Report

## 6 Intensity Metric Analysis

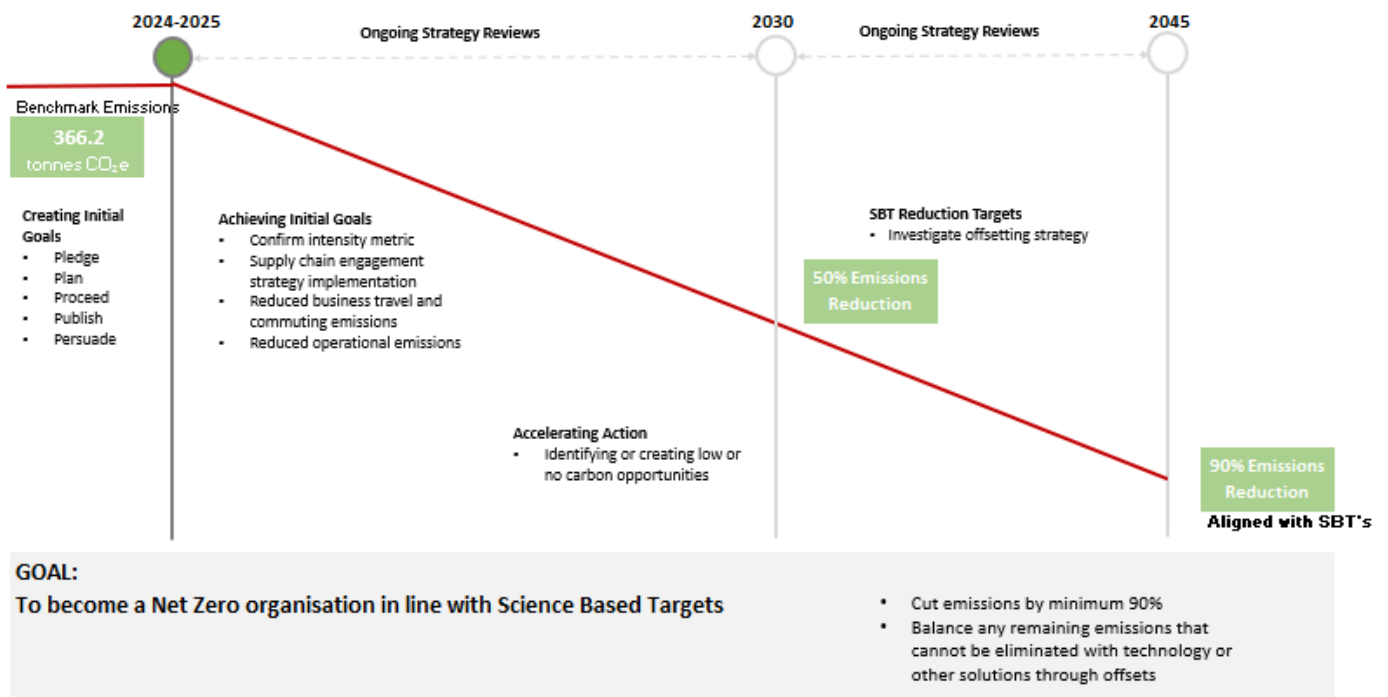
Intensity metrics help normalise emissions data, taking into account variations in production levels or activity volumes. This allows for a more accurate assessment of emission trends over time, regardless of changes in business operations. The initial intensity metrics for the company are below and will be used for comparative purposes in following years.

| Intensity Metrics (tonnes CO <sub>2</sub> e)                                                            |                                  |
|---------------------------------------------------------------------------------------------------------|----------------------------------|
|                                                                                                         | Benchmark Year<br>2024-2025      |
| <br>Per Employee       | Scopes 1, 2 and 3<br><b>13.1</b> |
| <br>Per £1000 Turnover | Scopes 1, 2 and 3<br><b>0.1</b>  |

The chosen intensity metrics shows a carbon emissions value of **13.1 tCO<sub>2</sub>e** per employee and **0.1 tCO<sub>2</sub>e** per £1,000 of turnover. The business headcount averaged 28 people during the benchmark period.

## 7 Emissions Reductions Targets

The following graph summarises the carbon emissions reduction targets.



## Silent Sounds Carbon Emissions Report

### 8 Carbon Reduction Actions

Silent Sounds aims to develop the following initiatives that will support the company's strategies to meet Science Based Targets:

| Area of Focus                | Initiative                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Engagement of Team           | To engage the entire team throughout the organisation in the Net Zero transition plan and to encourage staff to support lower carbon ideas, opportunities, and activities.                                                                                                                                                                                                                                                                                                                                     |
| Business Travel Emissions    | To introduce a sustainable travel policy encouraging use of public transport and lower carbon options when practical to do so. This will be implemented during 2026.                                                                                                                                                                                                                                                                                                                                           |
| Carbon Emissions Dashboard   | Silent Sounds has made the commitment to complete its carbon emissions dashboard on a regular basis. This is overseen by a member of the Senior Management Team and shared with the wider team on a quarterly basis. By partnering with Net Zero International, we gain access to their expertise and support in reporting our emissions and how to reduce them, including best practice and insights. We will also promote our activities on social media to encourage others to make lower carbon decisions. |
| Supply Chain Review          | To carry out a full review of the supply chain, developing a full plan in 2025 – 2026, followed by the introduction of a sustainable supply chain policy in 2026.                                                                                                                                                                                                                                                                                                                                              |
| Third Party Translator Costs | Review feasibility of reducing third party translator costs and employing direct staff.                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Energy Tariffs               | Switched to a renewable electricity tariff.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Data Collection              | Developing internal systems and processes to capture key billing data for future carbon reduction reports.                                                                                                                                                                                                                                                                                                                                                                                                     |

Signed on behalf of Silent Sounds

Name: Fazel Qasim



Position: **Operations Director**

Date: 25 November 2025

## Silent Sounds Carbon Emissions Report

### 9 Emissions Data

The data contained in the table below represents total emissions calculated and is consistent with SECR requirements. All sources of emissions that have been measured are included in the totals below. Emissions from key activities are summarised in the previous sections.

|                                                                                                                                                                     | Benchmark Year<br>2024-2025 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| Energy consumption used to calculate emissions<br>Electricity Scope 2 - UK and Offshore (kWh)                                                                       | 19,949                      |
| Energy consumption used to calculate emissions –<br>Global, excluding UK and Offshore (kWh)                                                                         | N/A                         |
| Basis of Energy reporting (Location or Market)*                                                                                                                     | Market                      |
| % of total energy sourced from certified renewable<br>sources                                                                                                       | 0%                          |
| Emissions associated with energy consumption - UK,<br>Offshore and Global (tCO <sub>2</sub> e)                                                                      | 4.0                         |
| Emissions from activities for which the company is<br>responsible including combustion of fuel and<br>operation of facilities - <b>Scope 1</b> (tCO <sub>2</sub> e) | -                           |
| Emissions from purchase of electricity, heat, steam<br>and cooling purchased for own use - <b>Scope 2</b><br>(tCO <sub>2</sub> e)                                   | 4.0                         |
| <b>Total Scope 1 and 2 Emissions (tCO<sub>2</sub>e)</b>                                                                                                             | <b>4.0</b>                  |
| Emissions from upstream activities out of operational<br>control - <b>Scope 3</b> (tCO <sub>2</sub> e)                                                              | 362.2                       |
| Emissions from use of sold products and services out<br>of operational control - <b>Scope 3</b> (tCO <sub>2</sub> e)                                                | None included               |
| <b>Total Gross Scope 3 Emissions (tCO<sub>2</sub>e)</b>                                                                                                             | <b>362.2</b>                |
| <b>Total Scope 1, 2 and 3 Emissions (tCO<sub>2</sub>e)</b>                                                                                                          | <b>366.2</b>                |
| Intensity ratio tCO <sub>2</sub> e (gross Scope 1, 2 and 3) per<br>employee                                                                                         | 13.1                        |
| Carbon offsets (tCO <sub>2</sub> e)                                                                                                                                 | -                           |
| <b>Total Annual Net Emissions (tCO<sub>2</sub>e)</b>                                                                                                                | <b>366.2</b>                |

\* A location-based method reflects the average emissions intensity of grids on which energy consumption occurs (using mostly grid-average emission factor data). A market-based method reflects emissions from electricity that companies have purposefully chosen.

## Silent Sounds Carbon Emissions Report

### 10 Standard and Methodology Used

**Silent Sounds** categorises its Greenhouse Gas (GHG) Emissions as Scope 1, 2 or 3 as referred to in the WBCSD – WRI Greenhouse Gas Protocol (revised edition, dated March 2014). Emissions in Carbon Dioxide equivalent (CO<sub>2</sub>e) for all scopes are calculated using the conversion factors listed in DESNZ Greenhouse Gas Conversion Factors for the relevant 12-month period over which the carbon emissions are calculated. Procured renewable electricity and gas is calculated in accordance with the WBCSD – WSI Scope 2 Guidance on procured renewable energy (2015).

### 11 Data Quality / Confidence

The data used to generate this report has been collected from various sources from both within the company and using assumptions gathered by Net Zero International. These emissions have been converted to CO<sub>2</sub>e using GHG Protocol and DESNZ frameworks and conversion factors for the relevant period.

### 12 Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with SECR, PPN 006 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 standard 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 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) Standard.

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

#### Signed on behalf of Net Zero International

Name: **David Hawes**



Position: **Chief Executive Officer**

Date: 25 November 2025

## Silent Sounds Carbon Emissions Report

### 13 Glossary

|                                              |                                                                                                                                                                                                                                                             |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Benchmark Data</b>                        | The chosen 12-month period that sets the calculated emissions that need to be mitigated and/or offset.                                                                                                                                                      |
| <b>Carbon Reduction</b>                      | Reduction in measured CO <sub>2</sub> e emissions                                                                                                                                                                                                           |
| <b>Carbon Reduction Plan</b>                 | Plan to reduce CO <sub>2</sub> e emissions over a period of time, updated annually                                                                                                                                                                          |
| <b>Carbon Emissions (Gross)</b>              | CO <sub>2</sub> e emissions from Company activities                                                                                                                                                                                                         |
| <b>Carbon Emissions (Net)</b>                | CO <sub>2</sub> e emissions from Company activities minus verified carbon offsets the Company purchases                                                                                                                                                     |
| <b>Carbon Neutral</b>                        | When emissions are fully offset including those emissions that could be mitigated.                                                                                                                                                                          |
| <b>Carbon Offsets</b>                        | A removal or reduction of carbon emissions through a verified scheme.                                                                                                                                                                                       |
| <b>CO<sub>2</sub>e</b>                       | All greenhouse gases expressed in terms of Carbon Dioxide equivalent (CO <sub>2</sub> e) for consistency of reporting.                                                                                                                                      |
| <b>DESNZ</b>                                 | Department of Energy Security and Net Zero<br>( <a href="https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting">https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting</a> ) |
| <b>EEIO</b>                                  | Environmentally Extended Input Output – Emissions estimated on spend<br><a href="https://ghgprotocol.org/">https://ghgprotocol.org/</a>                                                                                                                     |
| <b>Organisational Boundaries</b>             | GHG Protocol Organisational Boundaries<br><a href="https://ghgprotocol.org/sites/default/files/standards/ghg-protocol-revised.pdf">https://ghgprotocol.org/sites/default/files/standards/ghg-protocol-revised.pdf</a>                                       |
| <b>GHG Protocol</b>                          | Greenhouse Gas Protocol<br><a href="https://ghgprotocol.org/">https://ghgprotocol.org/</a>                                                                                                                                                                  |
| <b>Greenhouse Gases</b>                      | Carbon Dioxide (CO <sub>2</sub> ), Methane (CH <sub>4</sub> ), Nitrous Oxide (N <sub>2</sub> O), Chlorofluorocarbons (CFCs and HCFCs), Hydrofluorocarbons (HFCs), Perfluorocarbons (PFCs), Sulphur Hexafluoride (SF <sub>6</sub> )                          |
| <b>Greenhouse Gas Conversion Factors</b>     | Annually published conversion factors normally published by relevant government departments. Converts activity into CO <sub>2</sub> e emissions.                                                                                                            |
| <b>Greenhouse Gas Emissions (GHG)</b>        | Gases in the atmosphere that absorb and radiate heat                                                                                                                                                                                                        |
| <b>Intensity Metric/Ratio</b>                | A metric that measures carbon emissions per relevant unit of activity in a business.                                                                                                                                                                        |
| <b>Market Reporting v Location Reporting</b> | Market is based on specific tariffs. Location is based on the country from which you are reporting.                                                                                                                                                         |
| <b>Net Zero</b>                              | GHG emissions are mitigated and those that cannot are offset                                                                                                                                                                                                |
| <b>Renewable Tariff</b>                      | An energy tariff that is 100% powered by renewable energy and is certified.                                                                                                                                                                                 |
| <b>SBT</b>                                   | Science Based Targets – reducing emissions by 50% by 2030 and by 90% by 2050 and offsetting the remaining amount.                                                                                                                                           |
| <b>Scope 1</b>                               | The fuels that are burnt (gas, transport the company owns, refrigerant gases)                                                                                                                                                                               |
| <b>Scope 2</b>                               | The energy that is bought (electricity from the grid, purchased heat)                                                                                                                                                                                       |
| <b>Scope 3</b>                               | Emissions embedded in everything a company buys and emitted as a consequence of everything a company sells.                                                                                                                                                 |
| <b>SECR</b>                                  | Streamlined Energy and Carbon Reporting                                                                                                                                                                                                                     |
| <b>tCO<sub>2</sub>e</b>                      | Metric tonnes of CO <sub>2</sub> equivalent emitted.                                                                                                                                                                                                        |
| <b>WBCSD</b>                                 | World Business Council for Sustainable Development<br><a href="https://www.wbcsd.org/">https://www.wbcsd.org/</a>                                                                                                                                           |
| <b>WRI</b>                                   | World Resource Institute<br><a href="https://www.wri.org/">https://www.wri.org/</a>                                                                                                                                                                         |