



Carbon Reduction Plan

2025-2026

Prepared by



Client	Silent Sounds Communications Ltd.
Reporting period	1 May 2025 - 30 April 2026
Baseline year	1 May 2025 - 30 April 2026
Original emissions report	Net Zero International J000699
Original report generated	15 September 2026
Revised draft generated	17 September 2026

Emissions inventory prepared and independently verified by Net Zero International.

The additional target, governance, procurement-readiness and delivery-plan content in this revised draft should be reviewed and approved by Silent Sounds Communications Ltd. before publication.

Executive Summary

Silent Sounds Communications Ltd. has prepared this Carbon Reduction Plan (CRP) for the reporting period 1 May 2025 to 30 April 2026. The plan summarises the organisation's recorded greenhouse gas inventory, reduction commitments, data-quality priorities and the practical actions that will be used to reduce emissions over time.

Total calculated emissions for the year are 678.0 tCO₂e. Scope 3 represents 674.8 tCO₂e (99.5%) of the total, with purchased goods and services accounting for 617.3 tCO₂e. Scope 1 emissions are 2.8 tCO₂e and Scope 2 emissions are 0.4 tCO₂e.

Silent Sounds is committed to achieving Net Zero by 2045, to support the public sector. The current formal interim target is a 50% absolute reduction across Scopes 1, 2 and 3 by 2035 against the 2025-2026 baseline. A proposed 2030 management checkpoint of a 25% absolute reduction is included in this revised draft to improve accountability and provide an earlier trajectory milestone.

This is the third year that Silent Sounds has measured greenhouse gas emissions and 2025-2026 is the first year with a substantially expanded Scope 3 inventory. The company has therefore reset the baseline year to 2025-2026 so future reductions are measured against a more complete inventory.

The principal decarbonisation opportunity is Scope 3. Silent Sounds will focus on improving primary activity data, reducing interpreter emissions and business travel where service quality permits, increasing appropriate use of video interpreting, selecting local interpreters for face-to-face work, engaging major suppliers and separating interpreter service fees from travel-related emissions. The company will also remove the remaining gas source and maintain renewable electricity procurement.

This revised plan also strengthens alignment with current UK public procurement Carbon Reduction Plan expectations and prepares the business for the NHS England requirements applying from 1 April 2027. It explicitly identifies current Scope 3 data gaps rather than treating unquantified categories as zero.

Summary of Emissions

Metric	2025-2026
Total emissions	678.0 tCO ₂ e
Scope 1	2.8 tCO ₂ e (0.4%)
Scope 2	0.4 tCO ₂ e (0.1%)
Scope 3	674.8 tCO ₂ e (99.5%)
Per employee	23.4 tCO ₂ e
Per £100,000 turnover	11.4 tCO ₂ e
Average headcount	29 employees

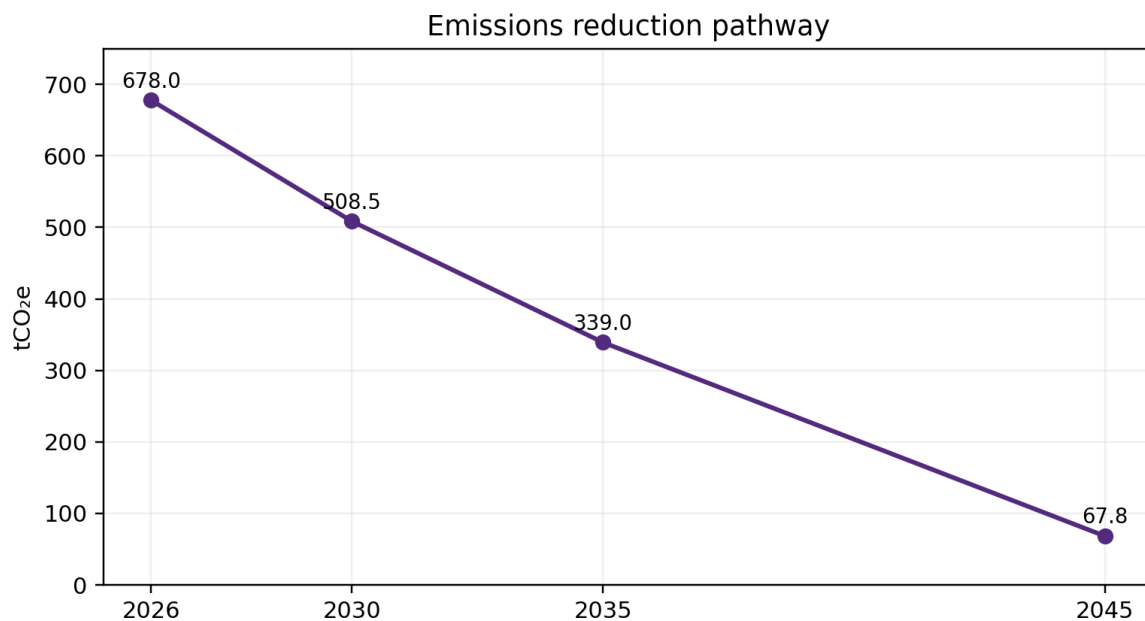
1. Net Zero Commitment and Reduction Pathway

Silent Sounds Communications Ltd. is committed to achieving Net Zero greenhouse gas emissions by 2045. The organisation will prioritise absolute emissions reduction and will only determine a strategy for neutralising residual emissions once the remaining unavoidable emissions have been quantified.

Formal targets and proposed management checkpoint

Target type	Year	Reduction vs. 2025-26 baseline	Indicative maximum emissions	Status
Management checkpoint	2030	25%	508.5 tCO ₂ e	Proposed - requires approval
Interim target	2035	50%	339.0 tCO ₂ e	Existing target
Net Zero reduction target	2045	90%	67.8 tCO ₂ e before neutralisation	Existing target

The 2030 checkpoint is introduced to make sure the business is on track for 2035 targets. It is deliberately shown as proposed until approved through Silent Sounds' governance process.



Near-term operational milestones

- From the next reporting year: complete a documented screening of all 15 GHG Protocol Scope 3 categories and separately disclose the five Scope 3 categories required by PPN 006, including an explanation for any category assessed as not applicable or not material.
- To migrate most clients where applicable to virtual online assignments to reduce carbon emissions due to travel.
- During 2027: remove the remaining natural-gas source where technically and commercially feasible, with implementation and realised tCO₂e savings reported in the next annual update.

2. Organisation and Reporting Boundary

Silent Sounds Communications Ltd. is a private organisation based in High Wycombe, United Kingdom. It provides spoken-language interpreting, British Sign Language and other Deaf communication services, written translation and related language-access services.

The company delivers services in over 350 languages and provides a broad range of interpreting and communication support. The operational model combines office-based management and technology with a large freelance interpreter supply chain, making Scope 3 emissions a particularly important part of the carbon inventory.

Reporting element	Value
Organisation	Silent Sounds Communications Ltd.
Company number	08043043
Registered address	9-10 Manor Courtyard, Hughenden Avenue, High Wycombe, Buckinghamshire, HP13 5RE, United Kingdom
Average staff	29
Premises owned	2
Premises leased	0
Vehicles owned	0
Vehicles leased	0
Organisational boundary	Operational control

Site reporting note: the emissions inventory is presented under the reporting label “Registered Office”. Silent Sounds owns two premises; future updates should continue to clarify that both premises are consolidated under this reporting label so that the site boundary is unambiguous.

3. Baseline, Standards and Methodology

Item	Approach
Baseline year	1 May 2025 - 30 April 2026
Framework	GHG Protocol Corporate Standard
Emission factors	UK Activity & Spend 2025 (May-Dec 2025); UK Activity & Spend 2026 (Jan-Apr 2026)
Scope coverage	Scopes 1, 2 and 3
Original preparer	Net Zero International Limited
Assurance	Limited assurance over the 2025-2026 emissions inventory

This is the third year in which Silent Sounds has measured greenhouse gas emissions, but 2025-2026 is the first year with a substantially expanded Scope 3 inventory. The company has therefore reset the baseline year to 2025-2026 so future reductions are measured against a more complete inventory.

The full Scope 3 inventory currently relies heavily on expenditure-based emission factors. Purchased Goods and Services alone accounts for 617.3 tCO₂e. Expenditure-based data is useful for screening but can obscure the physical drivers of emissions, so this plan places increased emphasis on supplier-specific and activity data.

4. Carbon Emissions Overview



The charts show that Silent Sounds' emissions are overwhelmingly Scope 3. This means that office energy efficiency alone will not deliver the required reduction pathway; procurement, interpreter travel, supplier engagement and improved Scope 3 data understanding are the core strategic levers.

Scope / category	2025-2026 tCO ₂ e	% of total
Scope 1 - Fuels	2.8	0.4%
Scope 2 - Energy	0.4	0.1%
Scope 3 - Business travel	27.1	4.0%
Scope 3 - Employee commuting	15.2	2.2%
Scope 3 - Fuel & energy related activities	0.4	0.1%
Scope 3 - Investments	14.8	2.2%
Scope 3 - Purchased goods & services	617.3	91.0%
TOTAL	678.0	100.0%

5. Electricity and Heating

Silent Sounds began reducing electricity-related emissions by moving one office to a renewable electricity tariff in June 2024 and completed the move to renewable electricity procurement in September 2025.

Energy Reporting	2025-2026
Basis of Energy reporting	Market
Total energy consumption	21,139 kWh
Renewable energy used	18,785.5 kWh
Percentage of total energy sourced from certified sources	88.9%

The emissions are 3.7 tCO₂e using the location-based method and 0.4 tCO₂e using the market-based method.

Natural gas use of 15,068.4 kWh produced 2.8 tCO₂e in Scope 1. Silent Sounds plans to remove gas from the remaining unit during 2027. The next carbon reduction plan should report the implementation date, replacement technology and verified annual emissions savings.

6. Scope 3 Emissions and Data Quality

Scope 3 emissions account for 99.5% of Silent Sounds' total emissions. The reduction plan therefore prioritises the quality of Scope 3 data and the decarbonisation of purchased services and travel.

Freelance interpreter emissions

The original emissions analysis identifies freelance interpreters as a major emissions source with 273.3 tCO₂e. This figure sits within the broader spend-based Purchased Goods and Services inventory and as a discrete line in Appendix 1. To improve traceability, Silent Sounds will endeavor to begin to separately classify interpreter service fees from travel.

This change is important because reducing interpreter travel and reducing the carbon intensity of purchased interpreter services require different interventions. Separating those drivers will also make it possible to quantify the emissions benefit of local interpreter allocation and appropriate video interpreting.

PPN 006 mandatory Scope 3 subset - current status

GHG Protocol category	Current status	Action for 2026-27
4. Upstream transportation & distribution	Not applicable as Silent Sounds is a service-led organisation	N/A
5. Waste generated in operations	Not separately quantified – waste is currently being reported as a part of Rent (see Appendix 1)	Collect waste volumes / contractor data
6. Business travel	Reported: 27.1 tCO ₂ e	Increase use of activity data instead of relying on spend data
7. Employee commuting	Reported: 15.2 tCO ₂ e	Refresh staff travel survey annually
9. Downstream transportation & distribution	Not applicable as Silent Sounds is a service-led organisation	N/A

Unquantified categories are not treated as zero, they are currently reported under Purchased Goods and Services.

Preparation for all relevant Scope 3 categories

Category	Current status	Action for 2026-27
1 Purchased goods and services	Reported: 617.3 tCO ₂ e	Priority for supplier-specific/activity data.
2 Capital goods	Currently reported as a part of Purchased Goods and Services.	Complete relevance screening and quantify if material.
3 Fuel and energy-related activities	Reported: 0.4 tCO ₂ e.	
4 Upstream transport & distribution	Not applicable as Silent Sounds is a service-led organisation	N/A
5 Waste generated in operations	Not separately quantified – waste is currently being reported as a part of Rent (see Appendix 1)	Collect waste volumes / contractor data
6 Business travel	Reported: 27.1 tCO ₂ e	Increase use of activity data instead of relying on spend data
7 Employee commuting	Reported: 15.2 tCO ₂ e	Refresh staff travel survey annually
8 Upstream leased assets	No leased premises/vehicles reported	Confirm any leased assets.
9 Downstream transport & distribution	Not applicable as Silent Sounds is a service-led organisation	N/A
10 Processing of sold products	Not applicable as Silent Sounds is a service-led organisation	N/A
11 Use of sold products	Not applicable as Silent Sounds is a service-led organisation	N/A
12 End-of-life treatment of sold products	Not applicable as Silent Sounds is a service-led organisation	N/A
13 Downstream leased assets	Not applicable as Silent Sounds is a service-led organisation	N/A
14 Franchises	Not applicable as Silent Sounds does not have any franchises	N/A
15 Investments	Reported: 14.8 tCO ₂ e (see Appendix 1)	

7. Carbon Reduction Delivery Plan 2026-2030

The following delivery plan converts the carbon strategy into accountable actions. Where an emissions saving cannot yet be credibly quantified, the action includes a data milestone so that savings can be measured in the following reporting cycle.

Area	Action	Owner	Review	KPI	Expected impact	Target
Renewable electricity	Maintain renewable electricity procurement.	Facilities / Finance	Annual	100% contracted renewable electricity; disclose market- and location-based Scope 2	Market-based saving will be confirmed in next inventory	2026-2027
Gas removal	Review the removing of the remaining natural-gas heating source where feasible.	SMT / Facilities	Quarterly until complete	Gas kWh and Scope 1 tCO ₂ e	Up to current 2.8 tCO ₂ e baseline, subject to replacement technology	2027
Video Remote Interpreting (VRI)	Promote VRI where operationally and contractually appropriate as an alternative to avoidable interpreter travel.	Operations / BD	Monthly	% suitable jobs delivered remotely; journeys/miles avoided (based on average miles per assignment)	To be quantified from journey data	Ongoing
Local interpreter allocation	Prioritise appropriately qualified interpreters located near the assignment, while preserving safeguarding, continuity, competence and client requirements.	Operations / Recruitment	Monthly	Average travel miles per F2F assignment	To be quantified	2026-2027 onward
Scope 3 data quality	Begin to replace spend-based estimates with supplier-specific or activity data for material suppliers and interpreter services.	Finance / Data	Quarterly	% material Scope 3 supported by primary/activity data	Data-enabling action	2027-2028
Business travel	Adopt a sustainable travel hierarchy: remote meeting first where suitable, then public transport/lower-carbon options, with car travel used where operationally necessary.	SMT / All teams	Quarterly	Business travel tCO ₂ e and miles by mode	To be quantified	2026-2027
Employee commuting	Refresh commuting data annually and encourage lower-carbon travel and hybrid working where role requirements permit.	HR / SMT	Annual	Commuting tCO ₂ e per FTE; modal split	More accurate data for emissions accounting	Annual
Waste	Collect waste contractor data and introduce a simple waste-reduction and recycling control at office locations.	Facilities	Quarterly	Waste mass by stream; recycling rate	More accurate data for emissions accounting	Data baseline by Mar 2027
Governance	Review carbon performance at leadership level and publish an annual CRP update.	SMT	Annual	Actions on track; annual inventory completed	Governance action	Ongoing

Approved on behalf of Silent Sounds Communications Ltd

Name: Fazel Qasim



Position: Operations Director

Date: 17 September 2026

8. Carbon Reduction Measures Already Implemented

- Green electricity procurement was introduced at one office in June 2024 and extended so that all purchased electricity was on a renewable tariff from September 2025.
- Regular annual carbon measurement has been established, with the 2025-2026 inventory independently verified by Net Zero International at limited assurance level.
- Video interpreting capability is in place and is actively promoted as an alternative where remote delivery is suitable, reducing the need for some interpreter journeys.
- The organisation has identified removal of the remaining natural-gas source as a specific Scope 1 reduction measure for 2027.

Future annual reports will quantify the realised tCO₂e reduction from these measures where sufficiently robust activity data is available, rather than relying solely on narrative descriptions.

9. Governance, Monitoring and Reporting

Carbon reduction will be overseen by a member of the Senior Management Team. Progress against this plan will be reviewed quarterly and the Carbon Reduction Plan will be updated at least annually. The annual review will consider both absolute emissions and intensity metrics so that business growth does not obscure underlying carbon performance.

Governance requirement	Control
Executive accountability	A named leader to be recorded at sign-off.
Annual inventory	Update Scope 1, Scope 2 and relevant Scope 3 emissions at least annually.
Target tracking	Report performance against 2030 proposed checkpoint, 2035 target and 2045 Net Zero pathway once approved.
Corrective action	Where emissions or data quality are off trajectory, assign a corrective action, owner and completion date.
Publication	Publish the approved current CRP on the Silent Sounds website and clearly signpost it for procurement use.
Assurance	Retain evidence supporting energy, travel, commuting, supplier and spend calculations and obtain independent review/validation where applicable.

10. Procurement

This plan is structured to support procurement use as well as internal carbon management. The current central-government CRP standard requires Scope 1, Scope 2 and a defined subset of Scope 3 emissions. NHS England has published updated requirements applying from 1 April 2027, under which higher-value procurements and new NHS frameworks may require reporting of all relevant Scope 3 emissions and additional target requirements. Silent Sounds' 2045 Net Zero commitment is already consistent with the direction of the NHS supplier roadmap.

11. Intensity Metrics

Intensity metrics help normalise emissions data, taking into account variations in 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.

Metric	2025-2026 baseline
tCO ₂ e per employee	23.4
tCO ₂ e per £100,000 turnover	11.4

12. Independent Verification and Declaration

The 2025-2026 greenhouse gas emissions inventory was prepared in accordance with the GHG Protocol Corporate Accounting and Reporting Standard and was independently verified by Net Zero International. Verification scope: Scope 1, Scope 2 and the Scope 3 emissions included in the inventory for the reporting period 1 May 2025 to 30 April 2026. Assurance level: Limited Assurance.

Approval	Details
Approved by	Net Zero International
Name	David Hawes
Position	Chief Executive Officer
Signature	
Date	17 September 2026

Appendix 1 - Full Emissions Audit

Scope	Category	Detail	Quantity / unit	tCO ₂ e
Scope 1	Fuels	Natural Gas	15,068.4 kWh	2.8
Scope 2	Energy	UK Electricity	2,353.5 kWh	0.4
Scope 2	Energy	UK Renewable Electricity - Grid	18,785.5 kWh	0.0
Scope 3	Business Travel	Medium diesel car (1701-2000cc)	1,243.2 miles	0.3
Scope 3	Business Travel	Land transport services (spend based)	£46,536.5	26.8
Scope 3	Employee Commuting	Average battery electric car	11,760.0 miles	0.7
Scope 3	Employee Commuting	Average diesel car	4,320.0 miles	1.2
Scope 3	Employee Commuting	Average petrol car	39,120.0 miles	10.2
Scope 3	Employee Commuting	Average local bus	11,760.0 passenger-km	1.2
Scope 3	Employee Commuting	Homeworking - equipment + heating	5,760.0 FTE hours	1.9
Scope 3	Fuel & Energy Related	Electricity transmission & distribution	21,139.0 kWh	0.4
Scope 3	Investments	Insurance/reinsurance/pension services	£240,260.7	14.8
Scope 3	Purchased Goods & Services	Accounting/bookkeeping/auditing/tax consulting	£149,624.5	7.5
Scope 3	Purchased Goods & Services	Advertising and market research	£1,926.7	0.2
Scope 3	Purchased Goods & Services	Computer, electronic and optical products	£539,409.3	289.3
Scope 3	Purchased Goods & Services	Financial services except insurance/pension	£314.2	0.0
Scope 3	Purchased Goods & Services	Office administrative/support services	£38,642.9	6.0
Scope 3	Purchased Goods & Services	Rent including Water and Waste (DEFRA: Real estate services)	£15,840.0	1.3
Scope 3	Purchased Goods & Services	Repair / installation	£18,821.9	5.0
Scope 3	Purchased Goods & Services	Interpreters (DEFRA: Head office / management consulting services)	£3,366,522.0	273.3
Scope 3	Purchased Goods & Services	Telecommunications services	£365,649.5	34.6

Total reported emissions: 678.0 tCO₂e. Individual line items may not sum exactly to category totals because figures are rounded to one decimal place.

Appendix 2 - Data Quality Improvement Register

Issue identified	Risk	Corrective action	Target date
Heavy reliance on spend-based Scope 3 factors	Emission changes may reflect price rather than physical carbon performance	Replace material spend estimates with activity or supplier-specific data	2026-28
Interpreter emissions not separately traceable in audit table	Difficult to demonstrate effect of travel/VRI actions	Create interpreter services and interpreter travel sub-categories	Next reporting cycle
Three PPN 006 Scope 3 categories not separately disclosed	Procurement compliance risk	Quantify or document non-applicability	By 31 Mar 2027
Scope 2 presented only as a single figure	Renewable tariff claim may be confused with location-based emissions	Report market-based and location-based Scope 2 separately	Next reporting cycle
Two owned premises consolidated under one site label	Reporting boundary may be unclear	Document site consolidation methodology	Next reporting cycle
Historical trend chart has only one comparable full-Scope-3 year	May imply a trend where no like-for-like trend yet exists	Use 2025-26 as baseline and add comparable years prospectively	2026-27 onward

Appendix 3 - Glossary

Term	Definition
Absolute emissions	Total greenhouse gas emissions measured in tonnes of carbon dioxide equivalent.
Activity data	Physical data such as kWh, miles, passenger-km, tonnes of waste or quantities purchased, used to calculate emissions.
Baseline year	Reference year against which emissions reductions are measured.
GHG Protocol	Globally recognised framework for corporate greenhouse gas accounting.
Location-based Scope 2	Scope 2 emissions calculated using the average emissions intensity of the electricity grid serving the location.
Market-based Scope 2	Scope 2 emissions calculated using qualifying contractual electricity instruments and supplier/product-specific information.
Net Zero	Reducing greenhouse gas emissions deeply and neutralising the remaining residual emissions so that the net impact is zero.
Scope 1	Direct emissions from sources owned or controlled by the organisation.
Scope 2	Indirect emissions from purchased electricity, steam, heat or cooling.
Scope 3	Other indirect emissions in the organisation's value chain.
tCO ₂ e	Tonnes of carbon dioxide equivalent.

Appendix 4 - Reference Standards and Guidance

Reference	Source
GHG Protocol Corporate Standard	https://ghgprotocol.org/corporate-standard
GHG Protocol Scope 2 Guidance	https://ghgprotocol.org/scope-2-guidance
Cabinet Office PPN 006 - Technical standard for Completion of Carbon Reduction Plans	https://www.gov.uk/government/publications/ppn-006-taking-account-of-carbon-reduction-plans-in-the-procurement-of-major-government-contracts/ppn-006-technical-standard-for-completion-of-carbon-reduction-plans-html
NHS England - 2027 NHS carbon reduction plan requirements	https://www.england.nhs.uk/long-read/2027-nhs-carbon-reduction-plan-requirements-for-the-procurement-of-nhs-goods-services-and-works/



Original emissions inventory: Net Zero International J000699