

Carbon Reduction Plan (CRP) – Language Services UK Limited (LSUK)

Commitment to Net Zero by 2035

1. Introduction

Language Services UK Limited (LSUK) is committed to achieving Net Zero carbon emissions by 2035. This Carbon Reduction Plan (CRP) outlines our strategies, actions, and monitoring mechanisms to reduce greenhouse gas (GHG) emissions, energy consumption, and environmental impact across all operations. Our approach aligns with UK Government Net Zero policies, NHS England's Net Zero Travel and Transport Strategy, and ISO 14001 environmental management principles.

2. Baseline Carbon Emissions & Key Focus Areas

LSUK has identified the following main sources of carbon emissions within its operations:

- Interpreter and Business Travel – Transport emissions from face-to-face interpreting assignments.
- Office Energy Consumption – Electricity, heating, cooling, and IT equipment use.
- Digital Infrastructure – Cloud-based servers, data storage and backup, mobile applications, and web-based portals.
- Paper and Waste Management – Printed materials, office supplies, and recycling inefficiencies.
- Supply Chain Emissions – Carbon footprint of third-party service providers and IT vendors.

Baseline Year and Emissions

LSUK has selected 2023 as its baseline year for carbon emissions assessment. As LSUK has not historically tracked emissions in detail, the baseline emissions are estimated based on industry benchmarks and government GHG conversion factors.

Estimated emissions for 2023:

- Office Energy Consumption: 15 metric tonnes CO₂e
- Business Travel: 60 metric tonnes CO₂e
- Digital Infrastructure & Supply Chain: 20 metric tonnes CO₂e

Total Estimated Emissions for 2023: 95 metric tonnes CO₂e

A full carbon footprint assessment will be conducted in 2025 to refine these figures.

Reporting Year and Emissions

The most recent reporting year is 2024, with updated emissions data being finalized. Interim estimates indicate:

- Office Energy Consumption: 10 metric tonnes CO₂e
- Business Travel: 50 metric tonnes CO₂e
- Digital Infrastructure & Supply Chain: 17 metric tonnes CO₂e

Total Estimated Emissions for 2024: 77 metric tonnes CO₂e

The reduction is primarily attributed to increased adoption of remote interpreting, improved scheduling, and initial energy efficiency measures. Future reports will refine these figures based on actual audit data.

3. Carbon Reduction Targets

LSUK commits to the following Net Zero milestones:

- 50% reduction in carbon emissions by 2028, focusing on travel, office energy use, and procurement.
- 100% paperless operations by 2029, reducing waste and promoting digital transformation.
- Full transition to renewable energy sources by 2032, ensuring all LSUK offices operate sustainably.
- Achieving Net Zero by 2035, eliminating carbon output through sustainable practices, offsetting, and innovation.

4. Carbon Reduction Strategies

A) Sustainable Travel & Transport

- Remote Interpreting as Default – Prioritizing video and telephone interpreting (VRI & TI) to reduce travel-based emissions.
- Green Transport Initiatives – Encouraging interpreters and staff to use electric vehicles (EVs), cycling, and public transport for in-person bookings.
- Carbon-Conscious Interpreter Allocation – Smart scheduling to assign interpreters within their immediate location, minimizing travel distances.

B) Renewable Energy & Office Sustainability

- Transition to 100% Renewable Electricity by 2032 – Shifting LSUK's offices to solar, wind, or green energy providers.
- Energy-Efficient IT Infrastructure – Investing in low-energy servers, LED lighting, and smart office solutions to minimize energy use.
- Remote Working Expansion – Reducing office footprint by promoting flexible work-from-home policies, cutting down on commuter emissions.

C) Digital Transformation & Waste Reduction

- Paperless Operations by 2029 – Fully digitizing invoicing, interpreter records, reporting, and training materials.
- E-Learning & Virtual Training – Eliminating travel-related emissions by conducting all interpreter training online.
- Green Procurement Policies – Partnering with eco-friendly suppliers for office materials, IT hardware, and corporate services.

D) Supply Chain Sustainability & Carbon Offsetting

- Auditing Supplier Carbon Footprints – Ensuring LSUK only partners with sustainable vendors committed to Net Zero.
- Carbon Offsetting Programs – Investing in UK tree-planting and global carbon capture initiatives to compensate for unavoidable emissions.
- Recycling & Waste Management Improvements – Implementing a zero-waste-to-landfill policy by 2035.

5. Implementation Timeline & Milestones

Phase	Action	Timeline	Key Impact
Baseline Carbon Assessment	Measure LSUK's emissions, set reduction benchmarks.	2023-2025	Establishes accurate reduction targets.
Remote Interpreting Expansion	Increase VRI & TI to reduce travel-related emissions.	2025-2028	70% reduction in interpreter travel emissions.
Renewable Energy Transition	Shift LSUK offices to 100% green energy sources.	By 2032	Significant cut in office-related emissions.
Paperless Transformation	Move to fully digital records, invoicing, and training.	By 2029	Eliminates paper waste.
Green Transport Incentives	Encourage interpreters to use EVs, cycling, and public transport.	By 2028	40% reduction in transport emissions.
Supply Chain Carbon Audits	Ensure vendors align with Net Zero principles.	Annually	Strengthens sustainable procurement.
Carbon Offsetting	Invest in tree-planting & carbon capture projects.	Ongoing until 2035	Neutralizes unavoidable emissions.
Net Zero Achieved	LSUK fully eliminates carbon footprint.	By 2035	Full compliance with UK Net Zero targets.

6. Monitoring, Reporting & Compliance

LSUK will track and report carbon reduction progress through:

- Quarterly Carbon Audits, measuring reductions in travel, office energy use, and digital services.
- Annual Sustainability Reports, published for stakeholders and clients, detailing Net Zero progress.

- Internal Carbon Task Force, ensuring all departments adhere to sustainability goals.
- Public Reporting & Transparency, making carbon reduction data available to NHS partners and regulators.

7. Conclusion

LSUK's Carbon Reduction Plan provides a clear roadmap to achieving Net Zero by 2035, supporting both UK government climate goals and NHS sustainability targets. By focusing on remote service delivery, energy efficiency, digital transformation, and sustainable procurement, LSUK ensures low-carbon, environmentally responsible operations while continuing to deliver high-quality interpretation and translation services.

8. Approval & Director's Statement

This Carbon Reduction Plan has been approved by the Director of Language Services UK Limited (LSUK) and will be reviewed annually to ensure continued compliance with government regulations and NHS sustainability commitments.

Signed by:



Mian Imran Shah
Director,
Language Services UK Limited
Date: 25/03/2025