

CIVICA

Civica UK Ltd.'s

Carbon
Reduction
Plan

March 2026





Civica's commitment to achieving net zero

Civica UK Limited is committed to achieving net zero carbon emissions by 2040. This demonstrates our contribution to and support of the UK government's net zero target.

Our net zero commitment requires Civica to reduce our operational greenhouse gas (GHG) emissions to as close to zero as possible by 2040, and then to use carbon offsetting/sequestration to mitigate our residual emissions from essential business operations. This year, to maintain our decarbonisation momentum, we've furthered our commitment by setting interim targets for 2030/31 across our scope 1, 2, and 3 emissions. Although this document covers Civica UK's performance relating to our net zero commitments, Civica's net zero commitment and targets apply to our global operations.

Current reporting year - FY 2024/25 GHG emissions footprint

Civica UK's greenhouse gas (GHG) emissions footprint for our 2024/25 year (1st October 2024 – 30th September 2025) is presented below. Reporting year emissions presented are a record of GHGs resulting from our UK operations only. GHG emissions have been calculated following best practice methodology set out by the [GHG Protocol](#) and UK Government Reporting Guidelines. Scope 1 and Scope 2 GHG emissions have been calculated in accordance with existing Streamlined Energy and Carbon Reporting requirements ([SECR](#)), which mandates reporting of Civica's GHG emissions on an annual basis.

Scope 1 emissions are defined as those from sources directly owned or controlled by Civica, whilst Scope 2 emissions are caused indirectly from purchased energy. Scope 3 emissions are indirect emissions that occur as a result of Civica's operations, whilst not being owned or controlled by Civica. All results are presented in tonnes CO₂e (carbon dioxide equivalent).



2024/25
GHG
emissions
split by
source and
reporting
scope

| | | | FY 24/25 (current) | |
|---|--|--|--|-------------------------------------|
| Reporting scope | Reporting category (GHG protocol) | Element of footprint | Total GHG emissions (tonnes CO ₂ e) | % of footprint (to 1 decimal place) |
| Scope 1 (direct GHG emissions) | Stationary combustion | Natural gas | 130.31 | 0.5% |
| | Mobile combustion | Company cars | 50.27 | 0.2% |
| | Fugitive GHG emissions | Refrigerants (F-Gas) | - | - |
| Total scope 1 GHG emissions (tonnes CO ₂ e) | | | 180.59 | |
| Scope 2 (energy indirect GHG emissions) | Energy generation | Grid electricity (generation) location-based | 186.99 | - |
| | | Grid electricity (generation) market-based | 176.71 | 0.7% |
| | | Company cars – EVs | 0.08 | 0.0% |
| Total scope 2 GHG emissions (tCO ₂ e) location-based | | | 187.07 | |
| Total scope 2 GHG emissions (tCO ₂ e) market-based | | | 176.79 | |
| Scope 3 (other indirect GHG emissions) | Category 1: Purchased goods and services | Procurement | 23,492.56 | 94.4% |
| | Category 3: Fuel and energy related | Grid electricity (T&D) | 21.38 | 0.1% |
| | | Category 5: Waste generated in operations | Water | 2.07 |
| | Waste | | 15.45 | 0.1% |
| | Category 6: Business travel | Air travel | 512.05 | 2.1% |
| | | Grey fleet/hire car use | 165.67 | 0.7% |
| | | Rail travel | 123.43 | 0.5% |
| | | Hotel stays | 56.32 | 0.2% |
| | | Taxi travel | 5.26 | 0.0% |
| | | Bus travel | 0.19 | 0.0% |
| Category 7: Employee commuting | Employee commuting | 122.89 | 0.5% | |
| Total scope 3 GHG emissions (tCO ₂ e) | | | 24,517.26 | |
| Total GHG emissions (tonnes CO ₂ e) location-based | | | 24,884.92 | |
| Total GHG emissions (tonnes CO ₂ e) market-based | | | 24,874.64 | |
| GHG emissions per £M turnover (tonnes CO ₂ e) market-based | | | 70.75 | |
| GHG emissions per employee (tonnes CO ₂ e) market-based | | | 11.10 | |

Civica UK Limited % split of GHG emissions by source (FY 2024/25 - tCO₂e)

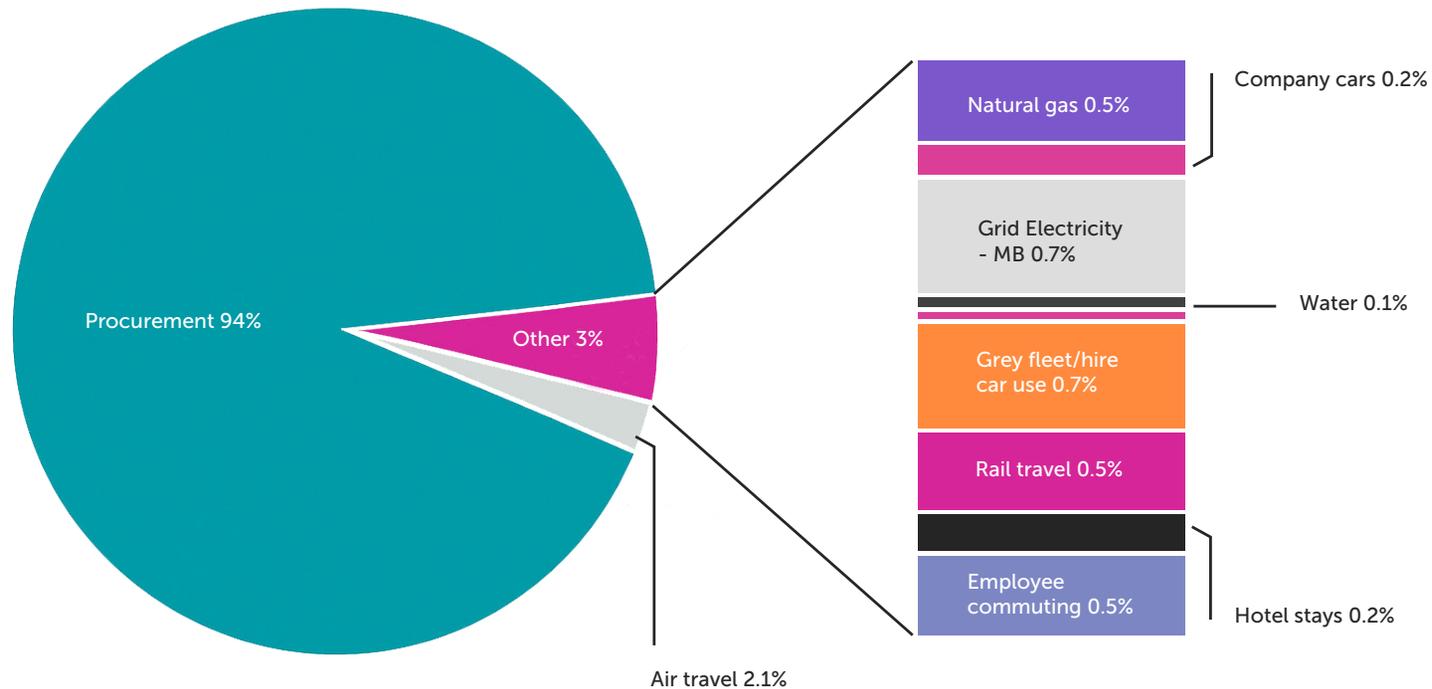


Figure 1 (above) and Table 1 (previous page) – FY 2024/25 GHG emissions split by source and reporting scope

Key commentary:

- GHG emissions from our wider supply chain (procurement) account for the majority of our total emissions (94%). We recognise this is a key reduction priority and has been included within the scope of our net zero target.
- Procurement emissions include upstream and downstream transportation activities.
- Business travel (includes grey fleet mileage, air travel, public transport, and hotel stays) collectively accounts for 3.5% of our FY 2024-25 GHG emissions. Emissions from this source will fluctuate year on year but is likely to continue to represent a material proportion of our non-procurement GHG emissions moving forward.
- Utilities consumption across our offices (electricity, natural gas, waste, and water) accounts for 1.4% of our 2024-25 emissions footprint.

Comparison of baseline and current year GHG emissions

A comparison against our baseline year's GHG emissions footprint is presented in the table below. During this period, we have reduced our Scope 2 emissions related to grid electricity use by 47%. This reduction has been driven by the installation of solar panels at our two owned premises, installation of LED/PIRs, and reduction in overall estate size. Meanwhile, our Belfast office switched to using 100% REGO backed electricity for this reporting year - reflected in the market-based electricity emissions in the table below. Our Scope 1 emissions have decreased by 10%, primarily due to reduced company car usage. In contrast, natural gas emissions have increased due to two boilers reaching the end of their operational life; replacement solutions are currently being assessed.

Our Scope 3 emissions have decreased by 20%, heavily influenced by a reduction in procurement emissions driven by reduced carbon intensity in supplier carbon emission factors. Business travel emissions have also decreased by 32%, predominantly due to reduced air travel and grey fleet emissions following changes to our travel policy.



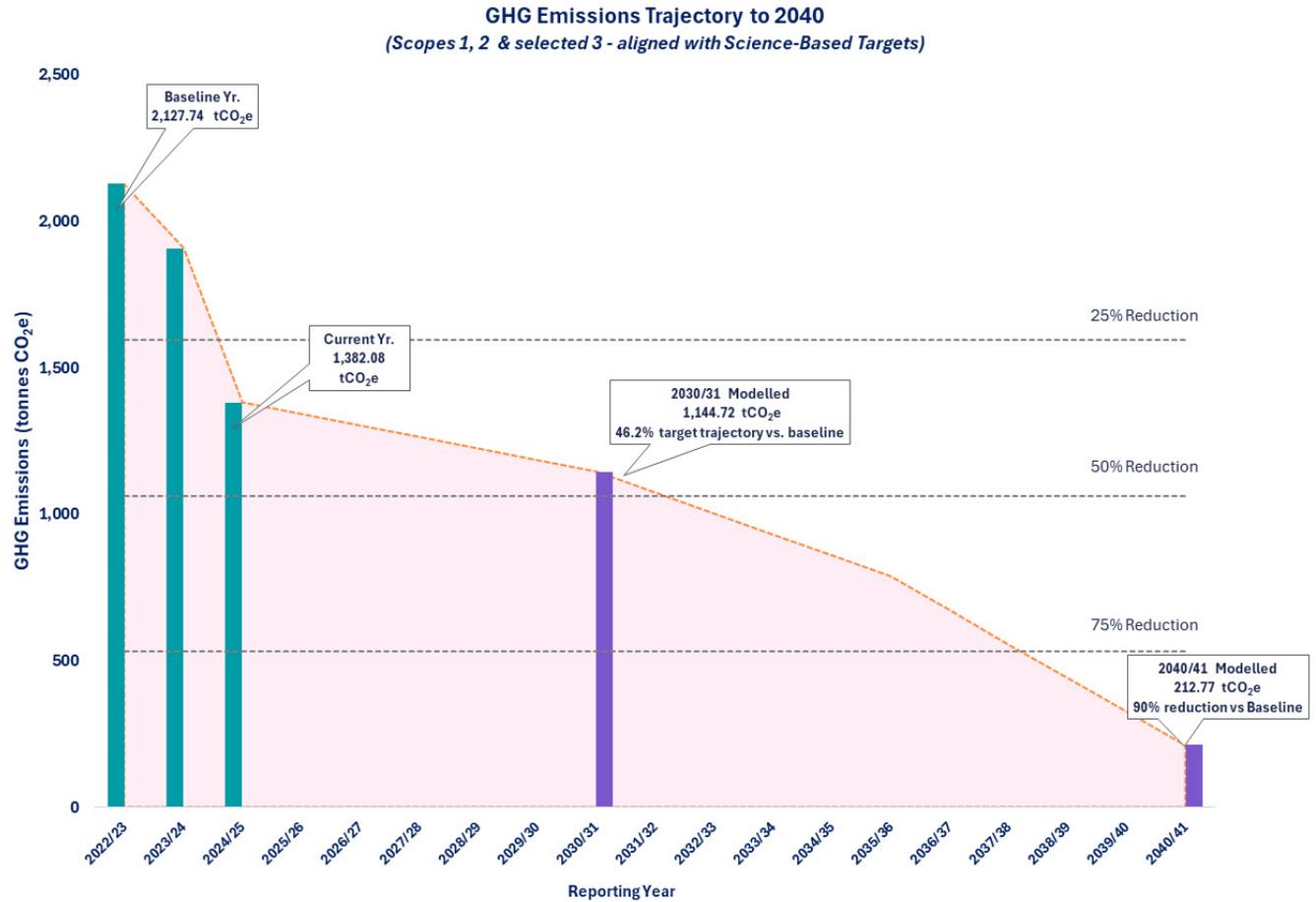
| | | | FY22/23 (baseline) | FY 24/25 (current) |
|---|---|--|--|--|
| Reporting Scope | Reporting category (GHG protocol) | Element of footprint | Total GHG emissions (tonnes CO ₂ e) | Total GHG emissions (tonnes CO ₂ e) |
| Scope 1 (direct GHG emissions) | Stationary combustion | Natural gas | 98.62 | 130.31 |
| | Mobile combustion | Company cars | 92.30 | 50.27 |
| | Fugitive GHG emissions | Refrigerants (F-Gas) | 10.85 | - |
| Total Scope 1 GHG Emissions (tCO ₂ e) | | | 201.77 | 180.59 |
| Scope 2 (Energy indirect GHG Emissions) | Energy generation | Grid Electricity (generation) location-based | 330.89 | 186.99 |
| | | Grid Electricity (generation) market-based | 330.89 | 176.71 |
| | | Company cars – EVs | 0.27 | 0.08 |
| Total scope 2 GHG emissions (tCO ₂ e) location-based | | | 331.16 | 187.07 |
| Total scope 2 GHG emissions (tCO ₂ e) market-based | | | 331.16 | 176.79 |
| Scope 3 (Other indirect GHG emissions) | Category 1: Purchased goods and services | Procurement | 29,235.15 | 23,492.56 |
| | Category 3: Fuel and energy related Emissions | Grid electricity (T&D) | 35.06 | 21.38 |
| | Category 5: Waste generated in operations | Water | 3.00 | 2.07 |
| | | Waste | 54.22 | 15.45 |
| | Category 6: Business travel | Air travel | 789.59 | 512.05 |
| | | Grey fleet/hire car use | 346.10 | 165.67 |
| | | Rail travel | 29.89 | 123.43 |
| | | Hotel stays | 72.59 | 56.32 |
| | | Taxi travel | 27.96 | 5.26 |
| | Category 7: Employee commuting | Bus travel | 0.16 | 0.19 |
| Category 7: Employee commuting | Employee commuting | 236.24 | 122.89 | |
| Total Scope 3 GHG emissions (tCO ₂ e) | | | 30,829.96 | 24,517.26 |
| Total GHG emissions (tonnes CO ₂ e) location-based | | | 31,362.89 | 24,884.92 |
| Total GHG emissions (tonnes CO ₂ e) market-based | | | 31,362.89 | 24,874.64 |
| GHG emissions per £M turnover (tonnes CO ₂ e) market-based | | | 95.91 | 70.75 |
| GHG emissions per employee (tonnes CO ₂ e) market-based | | | 10.74 | 11.10 |

Please note that emissions have been restated as per the below:

- Baseline and current year emissions updated to reflect acquisition of OLM Systems by Civica
- Baseline-year procurement emissions increased after errors in included and excluded data were identified and corrected for the 2022/23 reporting year

Emissions reduction targets and trajectory

To continue our progress towards net zero, Civica has set interim carbon reduction targets that are in line with the requirements of leading climate science scenarios. We recognise that to achieve net zero we will have to mitigate our residual GHG emissions (i.e., those from essential operations of the company) through carbon offsetting and/or sequestration mechanisms. The trajectories outlined below present Civica UK's Scope 1, 2 and 3 (excl. procurement) emissions reduction pathways aligned with warming scenarios outlined by the Science Based Targets Initiative's (SBTi) Absolute Contraction Approach.



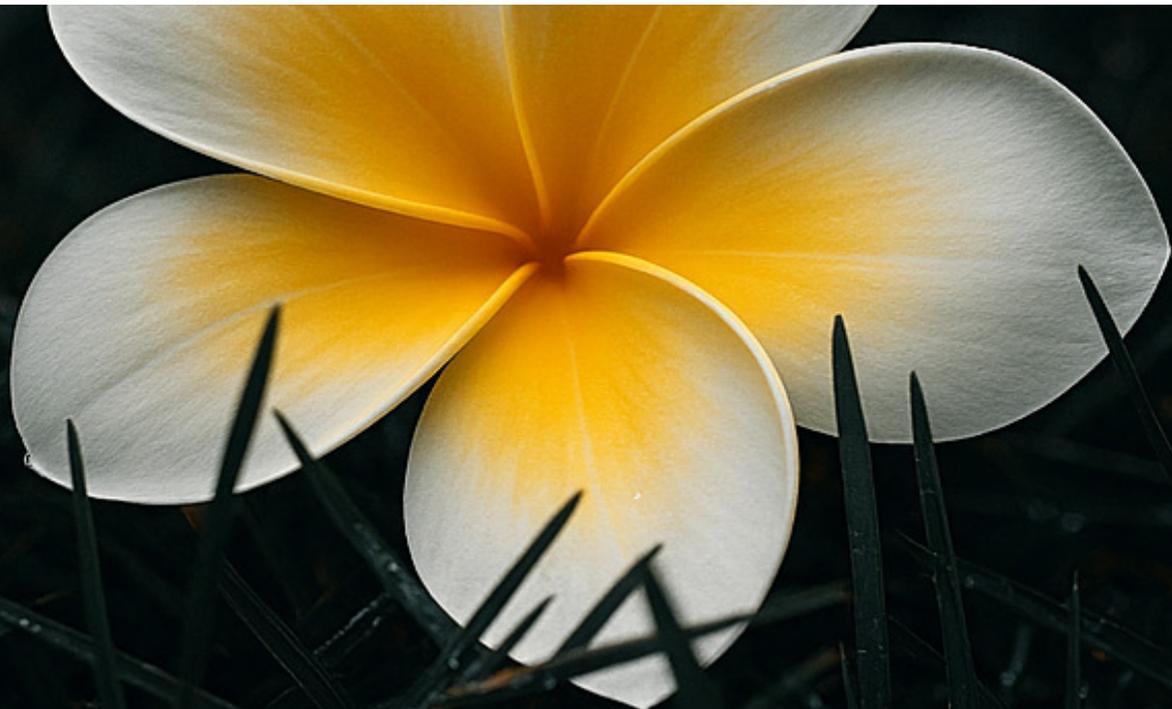
Shading denotes the gap between trajectory and zero GHG emissions and is used to provide an indication as to the magnitude of offsetting/sequestration required to achieve net zero

This pathway requires a 63% reduction by 2035, aiming to achieve 90% reduction (net zero) by our target year. Anticipated residual emissions that will need to be offset/sequestered to meet Civica's net zero commitment are shown in the remaining shaded portions at the end of the trajectory 2040/41 (excl. procurement). This chart will be updated on an annual basis to show our progress against these reduction trajectories.

Carbon reduction projects

As a business, our greatest potential for impacting carbon emissions comes from the work we do with our customers, and the global reach of our products. Our software-based services are increasingly underpinned by energy efficient cloud-based technology, while our products routinely reduce property/power/travel/paper requirements, thus assisting our customers in reducing their own footprint. For example, our Civica Scheduling tool, which has been used to efficiently plan community nursing routes, has supported one NHS District Nursing Team in delivering almost 5,000 more home visits over a six-month period, while simultaneously reducing overall mileage travelled, thus reducing carbon emissions.

Whilst our mission of delivering critical services to citizens around the world is a crucial one, we also acknowledge the importance of Civica's own carbon footprint.



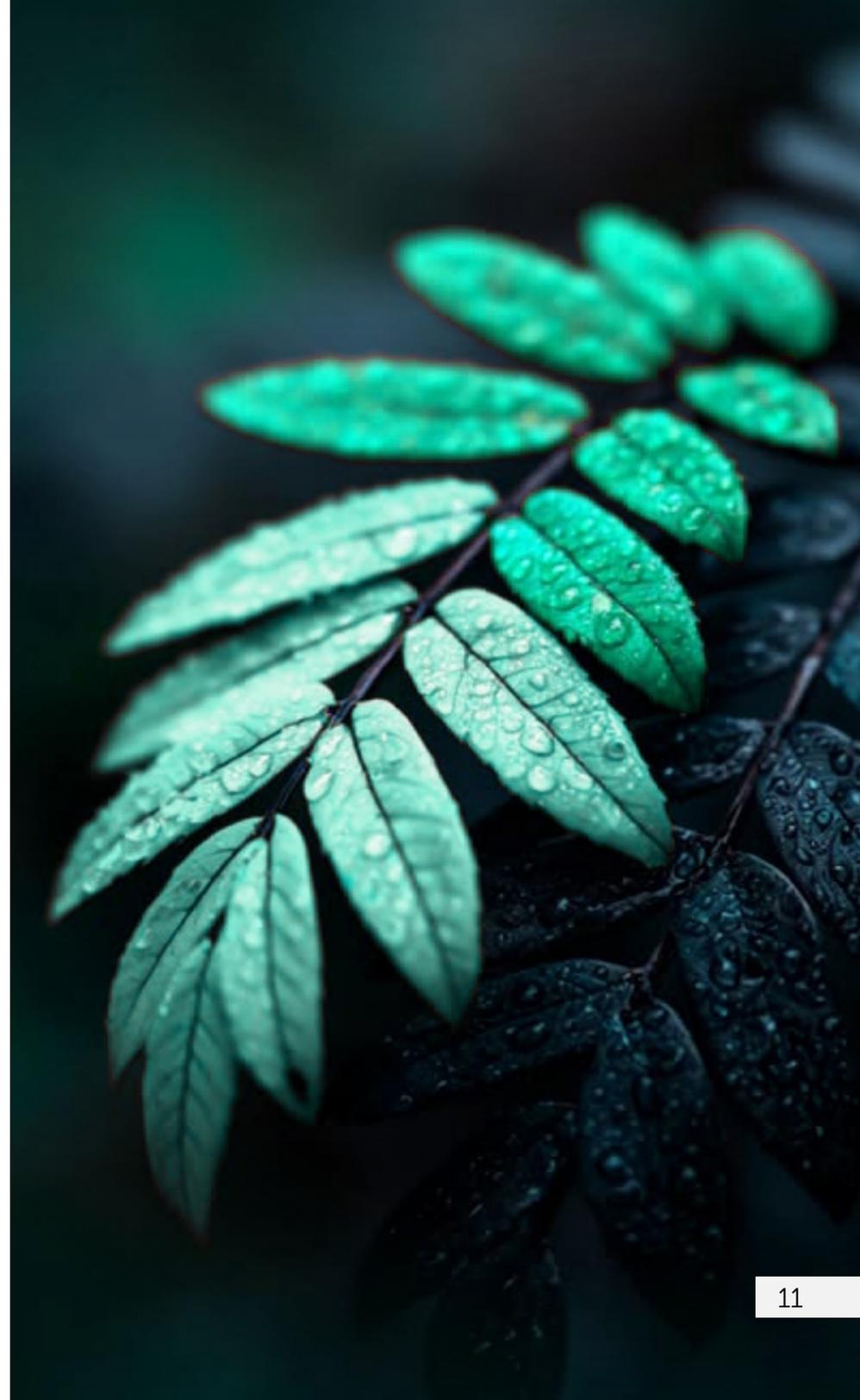


Completed carbon reduction initiatives

Within Civica, the following environmental management measures and carbon reduction initiatives have been completed or implemented since the start of our baseline year:

- Switched all Civica UK controlled electricity contracts to REGO-backed renewable tariffs.
- Addition of 148kW of solar panels to our Clarendon Road printing facility.
- Installation of 40kW solar panels on the roof of our Dudley office. This provides Civica with on-site generation of renewable electricity for use in our building, while also allowing us to export fully renewable electricity back to the energy grid, contributing to grid decarbonisation.
- Replacement of all lighting at Clarendon Road with energy efficient LEDs.
- Rollout of electric vehicle salary sacrifice scheme for employees, providing low carbon offerings for employee personal vehicles/Civica grey fleet.
- Updates to our global travel policy, requiring further authorisations for international travel.
- Installation of circa £1.25m of new, efficient production machinery at our most energy intensive site, reducing energy consumption, carbon emissions, and waste generation.
- Installation of energy efficient LED lighting throughout our Leeds office.

- We continue to align with all environmental legislation that relates to Civica UK, this is confirmed through audits of our compliance with ISO 14001. At our most recent audits, no environmental non-conformances were raised by our external auditors.
- Civica UK now only offers company cars that are petrol hybrid, or plug-in vehicles.
- Our colleagues are offered a Cycle to Work scheme to encourage low-carbon travel into our offices.
- To limit utility consumption, we have implemented more efficient scheduling of maintenance and cleaning regimes, thus reducing power usage out of hours.
- We continue to provide recycling facilities, reduce the use of single use plastics (including a shift from plastic to glass milk containers), provide timer switches for office devices, use cistern water saving devices in toilets and washrooms, discourage printing, and encourage mobile phone, battery, and printer cartridge recycling, and the use of FSC certified paper.
- We have reviewed our recycling facilities to confirm that they are optimal and split waste streams are available to ensure recycling.
- Our "Days of Difference" program allows our employees to contribute 3 days of their work time to charity or community causes which may be environmental or conservation based. Activities that Civica colleagues have engaged in during our 2025 financial year include litter picking, weeding and planting, assistance with allotments and sharing of locally grown produce.
- We continue a hybrid approach to working for our staff, which reduces travel emissions through reduced commuting.





- During refurbishments, our teams ensured environmental considerations were a priority, identifying environmentally friendly solutions both in terms of the fit-out of the office and the disposal of waste generated during works. These measures included the recycling of carpet, the selection of environmentally friendly building materials, and the installation of LED lighting with PIR sensors as standard.
- In 2024, we expanded our supplier questionnaire to include more questions on environmental topics, allowing us to more effectively ascertain and evaluate the environmental credentials of our potential suppliers. The environmental impact of our supply chain is important to us, and as a result we prefer to work with suppliers who can demonstrate they are taking active steps to address their impacts. For example, we work with a number of suppliers who provide carbon offsets as part of our paper purchasing.
- In 2022, we launched a 'Civica Forest', in which we planted trees in partnership with Rewards.Earth in their locations around the UK. Rewards.Earth employed the Green Task Force to conduct this planting.
- We continue to support our customers in their adoption of cloud technology and are actively expanding our cloud-based solutions offering. Customers who have transitioned to our Azure-hosted cloud solutions benefit from Microsoft's carbon-neutral status and commitment to becoming carbon negative by 2030. This shift has helped our customers reduce their dependence on less efficient technologies. Some of our products are hosted in Amazon Web Services Cloud (AWS) which uses data centres with low power usage effectiveness and 100% renewable electricity.

Potential carbon reduction initiatives

Over the next 12 months we will be investigating the following potential initiatives:

- LED lighting installations at our Crayford site.
- Energy-efficient upgrades for HVAC at our Dudley HUB.
- Initial phases of supply chain environmental engagement program.
- Utilisation of renewable electricity tariffs for further global locations.

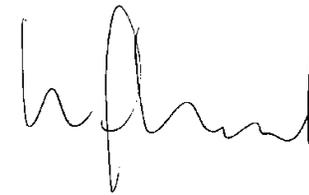


Declaration and sign off

This Carbon Reduction Plan has been completed in accordance with 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, using the appropriate Government emission Conversion Factors for GHG 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 signed off by the board of directors (or equivalent management body).

SIGNED ON BEHALF OF CIVICA UK LTD:



Lee Perkins
Chief Executive Officer
Civica UK Ltd.

Date: 19th March 2026