

PUBLIC

UK

Carbon Reduction Plan

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Carbon Reduction Plan

1. Commitment to achieving Net Zero

Foundever has been validated by Science Based Targets initiative (SBTi) for its near-term goals to reduce absolute scope 1 and 2 GHG emissions 54.60% by 2033 from a 2023 base year. Foundever commits to reduce scope 3 GHG emission 61.07% per million euros of revenue by 2033 from the 2023 base year. Foundever is also committed to the Paris Agreement of achieving Net Zero by 2050.

SBTi ID: 40000282

2. Baseline Emissions Footprint

Baseline Year: 2023 (January 31 to December 31)

Baseline emissions are those measured prior to the introduction of any carbon reduction strategies and are therefore the reference point against which emissions reduction can be measured. We are using our 2023 financial reporting year, January 31 to December 31, as our baseline year.

Sources of emission change facility by facility depending on the operational control and boundary of the buildings where Foundever operates.

Scope 1:

- Included: source of emission is within Foundever operational control.
- Excluded: source of emission is outside Foundever operational control. Source of emissions is control by landlord or third-party company.

Scope 2:

- Included: purchase of electricity is mandatory for all Foundever facilities. Purchase of heating, cooling and steam apply only to facilities consuming this type of energy.
- Excluded: purchase of electricity must be excluded of reporting if country doesn't have facilities and works only virtual modality.

Scope 3:

- Relevant, calculated: Purchased goods and services, capital goods, fuel- and energy-related activities, stream transportation and distribution, waste generated from operations, business travel, employee commuting and downstream leased assets.
- Not relevant, not calculated: downstream transportation and distribution, processing of sold products, use of sold products, end-of-life treatment of sold products, franchises, and investments.

Baseline year emissions:	
EMISSIONS	TOTAL (tCO2e)
Scope 1	260.46
Stationary combustion fuels and equipment	19.13
Mobile combustion fuels and vehicle	24.70
Fugitive emissions	216.63
Scope 2 - Location-based	721.70
Purchase of electricity	721.70
Purchase of heating	
Purchase of cooling	
Scope 2 - Market-based	180.91
Purchase of electricity	180.91
Purchase of heating	
Purchase of cooling	
Scope 3	7,772.22
Purchased goods and services	1,268.38
Capital goods	243.71
Fuel- and energy-related activities	205.98
Upstream transportation and distribution	3,520.71
Waste generated from operations	78.68
Business travel	55.66
Employee commuting	2,399.10
Total Emissions	
Scope 1 + 2 Location-based + 3	8,754.38
Scope 1 + 2 Market-based + 3	8,213.59

**Purchased electricity can be measured in two ways. 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 the electricity that companies have purposefully chosen (or their lack of choice). A market-based method therefore takes into account the purchase of electricity via a verified renewable energy tariff. We have chosen to base our Net Zero target on a market-based methodology.*

3. Current Emissions Reporting

Reporting Year: 2025 (January 31 to December 31)	
EMISSIONS	TOTAL (tCO2e)
Scope 1	171.57
Stationary combustion fuels and equipment	0.00
Mobile combustion fuels and vehicle	16.43
Fugitive emissions	155.14
Scope 2 - Location-based	319.03
Purchase of electricity	319.03
Purchase of heating	0.00
Purchase of cooling	0.00
Scope 2 - Market-based	276.07
Purchase of electricity	276.07
Purchase of heating	0.00
Purchase of cooling	0.00
Scope 3	3,442.00
3.1 Purchased goods and services	1,700.07
3.2 Capital goods	74.81
3.3 Fuel- and energy-related activities	122.15
3.4 Upstream transportation and distribution	115.45
3.5 Waste generated from operations	7.54
3.6 Business travel	179.45
3.7 Employee commuting	1,242.76
3.9 Downstream transportation and distribution*	N/A
Total Emissions	
Scope 1 + 2 Location-based + 3	3,932.60
Scope 1 + 2 Market-based + 3	3,889.64

*Scope 3 Category 9 Downstream transportation and distribution are not applicable to our operations as a business process outsourcer carrying out contact center activities.

Non-Financial Reporting

Foundever reports all our sustainability metrics, including our energy and carbon data, in our public environmental, social and governance webpage on our [website](#). Our scope 2 emissions are calculated using both the market-based and location-based approaches.

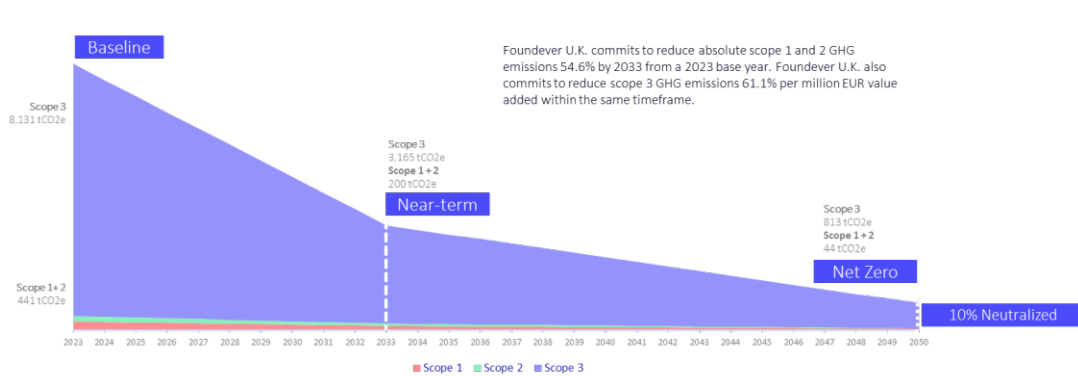
4. Emissions Reduction Targets

Foundever Decarbonisation Plan

In order to continue our progress to achieving net zero, we have adopted the following carbon reduction targets.

SBTi

Foundever U.K. transition plan



5. Carbon Reduction Projects

Completed Carbon Reduction Initiatives

Foundever began tracking and monitoring its global GHG emissions starting in 2022 and making our Science Based Target initiative (SBTi) commitment to become Net Zero by 2050. While developing its first Carbon Reduction Plan, we have already taken significant steps to reduce its emissions through strategy and policies relating to our Net Zero strategy. Since these policies have been introduced, Foundever is now measuring emissions to fully understand any further opportunities for reductions in line with our intention to achieve a Net Zero target by 2050.

Key focus topics:

- Implementation of renewable energy sources within our key operational facilities.
- Further enhancement of sustainable sourcing with the outlook towards products and services with proven environmental benefits.
- Deployment of key certifications such as ISO 14001 (environmental management system), ISO 50001 (energy management system) and ISO 14044 (life cycle assessment) across the global organisation.

The following environmental management measures and projects have been completed or implemented since the baseline reporting period.

Global	Implementation/ Completion Date	Scope
Measure carbon emissions and use results to submit the Foundever validation process with Science Based Target initiative.	2024	1, 2 & 3
Scope 3 screening for baseline 2023 data to identify all the relevant categories for our activities.	2024	3
Published a global Foundever Carbon Reduction Plan, setting out our pathway to Net Zero by 2050.	2024	1, 2 & 3
Introduction of a Sustainable Sourcing Charter to further enhance our sustainable sourcing with the outlook towards products and services with proven environmental benefits.	2025	1, 2 & 3
Introduction of third-party assurance for environmental data, strengthening the accuracy and credibility of GHG emissions reporting.	2025	1, 2 & 3

UK	Implementation/ Completion Date	Scope
A focus on site footprint optimisation in line with our evolving operating model, reducing our overall operational footprint.	2023	1, 2 & 3
Ongoing transition to renewable electricity supplies at our UK facilities.	2023	2
Sharing environmental actions and learnings through a green office framework.	2024	1, 2 & 3
Introduction of supplier-specific emissions factors for UK Tier 1 suppliers, replacing generic sector benchmarks.	2025	3
Maintenance of ISO 14001 at the Galashiels fulfilment facility.	2023	1, 2 & 3
Introduction of enhanced employee commuting emissions calculation, incorporating more precise business data.	2025	3
Launch of Cycle to Work and Electric Car Salary Sacrifice schemes, supporting low-carbon commuting.	2025	3
Launch of a sustainable travel initiative at one UK location, with plans to expand to further sites in due course.	2025	3

By the close of the 2025 reporting year, the carbon emission absolute reduction achieved by these schemes equate to 4 682 mtCO₂e, a **54.6%** reduction compared to the 2023 baseline and the measures will be in effect when performing the contract.

Future Carbon Reduction Initiatives

The following are the Foundever initiatives that are planned to meet SBTi and near-term targets:

<i>Category</i>	<i>Activity Description</i>	<i>Target Reduction and Year</i>
<i>Employee commuting</i>	Foundever’s Employee Commuting Initiative focuses on reducing environmental impact by improving data quality, raising internal awareness, expanding sustainable transportation options, and embedding commuting considerations into company strategy. The plan includes collecting accurate commuting data, running awareness campaigns to encourage greener choices, sourcing sustainable transportation vendors, and aligning commuting insights with operational and talent-sourcing decisions.	50% by 2033
<i>Energy management Scope 1</i>	Foundever’s Scope 1 initiative focuses on strengthening emissions management by improving data accuracy, building internal capabilities, and modernising facility operations. The program includes empowering facilities teams to better understand building capacities, measure energy use, and develop country-specific energy management plans. It also establishes mission statements, learning pathways, and certification readiness (ISO 14001 & 50001), supported by third-party assurance. The initiative expands into clean-energy market research—analysing regulations, benchmarking industry practices, scouting new technologies, and mapping operational emissions. Operational improvements include fuel switching, equipment upgrades, building management systems, leak detection, and overall optimisation. Additionally, the plan calls for a structured refresh strategy for landlord-controlled equipment to ensure alignment with sustainability goals.	5% by 2033
<i>Energy management Scope 2</i>	Foundever’s Scope 2 initiative focuses on improving energy efficiency, strengthening landlord relationships, and transitioning to cleaner electricity sources across global operations. The program empowers facilities teams to understand building capacities, measure energy use, and develop country-specific energy management plans. It also builds internal capability through mission statements, learning pathways, and preparation for ISO 14001 and 50001 certifications, supported by third-party assurance. The initiative includes comprehensive clean-energy market research—benchmarking utility providers, comparing costs, creating transition plans for countries able to adopt clean energy, and engaging utilities in markets with limited options to improve emission factors. Operational upgrades such as IT and facilities equipment refreshes, building management systems, and landlord-controlled equipment plans further support long-term energy reduction and sustainability goals.	50% by 2033

<i>Sustainable supply chain</i>	<p>Foundever’s Scope 3 supply chain initiative focuses on improving emissions data accuracy, strengthening supplier engagement, and embedding sustainable sourcing into company strategy. The program aims to shift from spend-based to supplier-specific emissions reporting by partnering with procurement and sustainability teams and consolidating all available supplier GHG data.</p> <p>It also includes internal awareness efforts—educating leaders, improving sourcing decisions, and running communication campaigns. Supplier management is strengthened through ESG-aligned KPIs, a three-year roadmap, CDP participation, training, and increased communication. Finally, the initiative integrates sustainable sourcing into broader business strategy through market analysis, standardised processes, and consistent contract language across operations and talent acquisition.</p>	11.7% by 2033
<i>Energy consumption</i>	Audit each operational location by creating an energy consumption mix to identify key initiatives and reduce consumption by market.	100% by 2028
<i>Energy transition strategy</i> <i>Foundever Zone 1</i>	Foundever has created an energy transition strategy for the global footprint. For the Top 10 countries with the highest emissions, a target and a combination of sub-target has been set for energy transition to include a combination of renewable energy, certified energy credits and site decarbonisation levers.	Reduce 60% of Scope 2 emissions by 2033
<i>Energy transition strategy</i> <i>Foundever Zone 2*</i>	Foundever has created an energy transition strategy for the global footprint. For the countries that falls within the Foundever Zone 2 methodology, a target and a combination of sub-target has been set for energy transition to include a combination of renewable energy, certified energy credits and site decarbonisation levers.	Reduce 50% of Scope 2 emissions by 2033
<i>Energy transition strategy</i> <i>Foundever Zone 3</i>	Foundever has created an energy transition strategy for the global footprint. For the countries that falls within the Foundever Zone 3 methodology, a target and a combination of sub-target has been set for energy transition to include a combination of renewable energy, certified energy credits and site decarbonisation levers.	Reduce 35% of Scope 2 emissions by 2033
<i>Energy transition strategy</i> <i>Foundever Zone 4</i>	Foundever has created an energy transition strategy for the global footprint. For the countries that falls within the Foundever Zone 4 methodology, a target and a combination of sub-target has been set for energy transition to include a combination of renewable energy, certified energy credits and site decarbonisation levers.	Reduce 15% of Scope 2 emissions by 2033
<i>All scopes</i>	Improve the quality of our data in order track and measure our emissions more efficiently for better precise data.	2027

**Foundever UK operations are aligned to Zone 2 within our Energy Transition Strategy.*

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 standard¹ and uses the appropriate government emission conversion factors for greenhouse gas company reporting.²

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements (where required), 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.³

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

Signed on behalf of the Supplier:

Signed by:

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David Grimes
SVP, Global General Counsel
For and on behalf of Foundever GB Holdings Limited
Date: 4th June 2026

¹ <https://ghgprotocol.org/corporate-standard>

² www.gov.uk/government/collections/government-conversion-factors-for-company-reporting

³ <https://ghgprotocol.org/standards/scope-3-standard>

