Carbon Reduction Plan

HCI Board, 26 November 2026

Summary

HCI is committed to Net Zero by 2040, a decade ahead of the UK government's 2050 target, across Scope 1, 2 and 3 emissions in all UK operations. The Board made this commitment in June 2024. The baseline for FY 2025/26 is **19.2 tCO2e**, with no Scope 1 emissions, and the plan reduces this by about half by FY 2029/30. The Chair signed off the plan in July 2026.

2040	19.2	0	51%
Net Zero target year	tCO2e baseline, FY 2025/26	Scope 1 emissions	planned cut by FY 2029/30

The Board is asked to

1. Note the Carbon Reduction Plan and the emissions trajectory to FY 2029/30.
2. Note that PPN 006 requires an annual update of the plan with Board sign-off.

Emissions trajectory

HCI is remote-first and cloud-native, so its footprint is small by design. The plan cuts it further each year, mainly through the actions below.

Year	Emissions (tCO2e)	Change on baseline	Main driver
FY 2025/26	19.2	Baseline	
FY 2026/27	17.0	-11%	Green tariff
FY 2027/28	14.5	-24%	Verified data
FY 2028/29	12.0	-38%	Homeworking
FY 2029/30	9.5	-51%	Supply chain
FY 2040	0.0	Net Zero	

Actions

Already in place:

- Remote-first working, with all meetings virtual and no commuting emissions.
- CONNECTPlus hosted on AWS eu-west-2, which runs on 100% renewable energy.
- Fully paperless operations across contracts, HR and Board papers.

Planned:

- Leave Teignbridge Business Centre, which removes Scope 2 emissions entirely from FY 2026/27.

- UKAS-accredited independent carbon verification from FY 2026/27.
- Rail-first travel policy with tracked carbon budgets.
- Green home energy tariff for remote staff, to reduce Scope 3 homeworking emissions.
- Verified carbon data from key SaaS and hardware suppliers.

NHS impact

CONNECTPlus reduces NHS demand, which lowers the NHS Carbon Footprint Plus without adding HCI headcount. Among CONNECTPlus users:

Measure	Result
Helpline calls	42% reduction
Outpatient appointments	22% reduction
Users who avoided professional contact entirely	35%

> HCI's footprint is small by design, and CONNECTPlus extends the benefit into the NHS by avoiding clinical encounters.

HCI plans a partnership with NIHR to formally attribute these NHS emission reductions.

Compliance and governance

- Prepared under PPN 006 and G-Cloud 15 (RM1557.15).
- Emissions reported per the GHG Protocol Corporate Standard, using DEFRA Government Conversion Factors (2025).
- Signed off by David Barbour, Chair of the Board, in July 2026.
- Published at hci.digital/net-zero-csr.

Baseline and trajectory are from the HCI Digital Carbon Reduction Plan, July 2026. Trajectory figures are plan targets, not verified results.