

Scrivens Opticians and Hearing Care Carbon Reduction Plan

Issue Detail

Title:	Carbon Reduction Plan
Author:	Mark Georgevic
Document Location	Website
Date originally completed:	November 2025
Ratified by Board:	
Issued to:	
Why issued:	To demonstrate and deliver Scrivens Ltd's commitment to Net Zero carbon emissions by 2050.
Current version:	v1.1
Last review date:	September 2026
Next review date:	September 2027

Revision History

Revision	Date	Amended By	Ratified By Board	Revision Notes
Original v1.0	November 2025	Mark Georgevic		Original.
v1.1	September 2026	Mark Georgevic		Updated to include baseline figures, 2030 target, Initiatives being undertaken, etc.

Contents

	Page
1. Introduction.....	3
2. Purpose and Commitment	3
3. Carbon Reduction Initiatives - Our Reduction Roadmap.....	3
4. Our Baseline – 2025	5
5. Our Target – 2030	5
6. Reporting Year – 2026.....	5
7. Data Collection	6
8. Annual Reporting Cycle	6
9. Monitoring and Review.....	6
10. Associated Policies.....	6
11. Declaration and Sign-Off	6

1. Introduction

Scrivens Limited is one of the UK's largest independent optical and hearing care providers, operating a nationwide Scrivens' network of high street branches, hearing medical centres and a central support function. Our services span NHS and private optical testing, dispensing, hearing assessments, hearing aid fitting and aftercare. Scrivens Limited is a subsidiary of Seamap Limited, under which Energy Savings Opportunity Scheme (ESOS) compliance is submitted.

Our operational footprint, the basis on which emissions are measured includes:

- Retail branches and hearing centres across England
- Mobile and home-visit hearing services
- Medical centre hearing clinics operated within GP surgeries
- Company vehicles used by field-based staff (Regional Managers, Area Managers, HAAs)
- Central support office and IT infrastructure
- Supply chain: hearing aids, optical frames, lenses, consumables and packaging
- Mersona: our manufacturing and distribution centre

This Carbon Reduction Plan applies across all areas of Scrivens' businesses and encompasses all business activities, operations and services that contribute to the organisation's carbon footprint. The Plan covers clinical and non-clinical functions including premises, fleet, business travel, procurement, energy consumption, waste management and supply chain activities, ensuring a coordinated approach to reducing greenhouse gas emissions across the organisation.

2. Purpose and Commitment

Scrivens is committed to and working towards to achieving Net Zero carbon emissions where practicable across all UK operations by 2050 at the latest. This Carbon Reduction Plan sets out the practical, sequenced steps we will take to understand, reduce and ultimately eliminate our carbon footprint across our network of optical and hearing care branches, medical centres and support offices. As a supplier to the NHS and public sector, we are committed to meeting the requirements of Procurement Policy Notice (PPN) 006 ensuring that carbon reduction is embedded within our operations, governance and procurement processes.

This updated plan reflects our baseline figures and sets out our plan for the next 4 years. It incorporates findings from the Energy Savings Opportunity Scheme (ESOS) Action Plan Progress Update 1 (TEAM Energy, April 2026), which provides the first independently verified, quantified energy saving data for the business. It builds a more structured roadmap with clear ownership, milestones and measurable targets and aligns with our Environmental Policy, our Sustainability Policy, NHS England's Net Zero Supplier Roadmap and UK Government PPN 006.

3. Carbon Reduction Initiatives - Our Reduction Roadmap

The following sets out the practical actions Scrivens will undertake across each emission area to maintain compliance with PPN 006, NHS Net Zero Supplier Roadmap and UK Environmental Regulations.

3.1. Energy: Branches and Offices

- Continue phased LED conversion across all stores.
- Thermostat Policy: Formal policy issued for stores to operate at 20–22°C in the winter and at 18°C in the summer. Compliance monitored via smart metering.

- AC Upgrade: Replace obsolete units. Remove redundant gas supplies from stores that no longer use hot water systems.
- 'Go Home, Switch Off': Branch closing checklist live on The Operations Manual.
- Enclosed Shopfronts
- Review electricity contracts at renewal: Prioritise 100% renewable tariffs.

3.2. Fleet and Business Travel

- Install EV charging at head office.
- Track company vehicle and personal business mileage by role and region.
- Use of environmentally friendly transport (walking, public transport, bicycles, carpools) by staff will be encouraged for business use and travel.
- Car-sharing to be encouraged as standard practice for Managers' meetings and training events.
- Review field-based scheduling to reduce travel through better clustering of branch visits.
- Fleet conversion to hybrid/electric.

3.3. Waste and Recycling

- Establish a waste reporting baseline: Recording waste contractor collections and recycling split.
- Waste management and recycling practices reviewed and enhanced across branches. Reduce operational waste across all branches and sites.
- Introduce a minimum recycling standard across all locations: paper, cardboard, plastic and glass.
- Work with lens and frame suppliers to increase use of recycled or recyclable packaging.
- No single-use plastic consumables ordered centrally.
- Hearing aid refurbishment - old aids donated to charities for reuse globally.

3.4. Digital/IT

- Focus on purchasing refurbished equipment.
- Obsolete equipment is sent for recycling by a certified supplier.

3.5. Supply Chain

- Encourage reduced packaging and sustainable materials.
- Request suppliers for their published emissions data.
- Key suppliers demonstrate a credible Net Zero commitment.
- Engage with manufacturers to understand product-level carbon footprints and end-of-life recycling schemes.

3.6. Buildings and Facilities

- Energy efficiency to be a mandatory criterion in all future branch refits and new openings.
- Double glazing as standard in all new fit-outs.
- LED conversions - upgrading/replacing.
- Motion sensor lighting in low traffic areas.
- Work with landlords to improve EPC ratings.
- Water-saving devices (aerators, flow restrictors).
- Point of Use water heating at all sites.

- Gas meter removal - stores no longer using gas reviewed for gas disconnection.
- Install shop fronts to open fronted properties.
- Improve energy efficiency in production at Mersona including transition toward low-carbon manufacturing processes.
- Optimise logistics, routes and reduce emissions throughout the distribution process.
- AC and Heating – upgrading/replacing with modern, more efficient systems. Moving away from gas.

3.7. Operations, Staff Engagement and Culture

- Postal hearing aid repair service expanded - reducing patient travel and field-visit mileage.
- Remote hearing support extended - reducing the need for clinic visits.
- Digital appointment booking and patient communications in use across network.
- Our Environmental Policy commits to making environmental considerations a standing agenda item at staff meetings.
- Staff cycle-to-work and car-sharing encouraged.
- Environmental induction content added to new starter onboarding on TOM by December 2026.
- Annual carbon update published on the company intranet and Scrivens website.

4. Our Baseline – 2025

Purpose	Energy Source	2025 Data	Estimated Emissions
Buildings	Electricity	2,099,446 kWh	371.60 tCO ₂ e
	Gas	234,369 kWh	42.89 tCO ₂ e
Transport	Diesel – Company	55,621 kWh	13.68 tCO ₂ e
	Petrol - Company	442,751 kWh	99.62 tCO ₂ e
	Employee	406,227 kWh	95.67 tCO ₂ e
Process/ Manufacturing	Electricity	29,037 kWh	5.14 tCO ₂ e
	Gas	115,136 kWh	21.07 tCO ₂ e

5. Our Target – 2030

Purpose	Energy Source	2030 Target	Estimated Emissions
Buildings	Electricity	1,779,430 kWh	314.96 tCO ₂ e
	Gas	210,932 kWh	38.64 tCO ₂ e
Transport	Diesel – Company	51,951 kWh	12.78 tCO ₂ e
	Petrol - Company	413,600 kWh	93.06 tCO ₂ e
	Employee	379,490 kWh	89.37 tCO ₂ e
Process/ Manufacturing	Electricity	28,475 kWh	5.04 tCO ₂ e
	Gas	112,842 kWh	20.65 tCO ₂ e

6. Reporting Year – 2026

Purpose	Energy Source	2026	Estimated Emissions
Buildings	Electricity	2,007,120 kWh	355.26 tCO ₂ e
	Gas	224,111 kWh	41.01 tCO ₂ e
Transport	Diesel – Company	55,254 kWh	13.59 tCO ₂ e
	Petrol – Company	439,836 kWh	98.97 tCO ₂ e
	Employee	403,554 kWh	95.04 tCO ₂ e
Process / Manufacturing	Electricity	28,979 kWh	5.13 tCO ₂ e
	Gas	114,906 kWh	21.03 tCO ₂ e

7. Data Collection

The data used to establish the Plan is from fleet mileage records, energy bills, utility bills, smart meter readings, expense claims, waste contractor data, supplier engagement, etc.

8. Annual Reporting Cycle

- Carbon and environmental performance included in the Property Report each period.
- Update the baseline with the prior year's data every July.
- Publish the updated Carbon Reduction Plan (Scrivens website), every September.
- ESOS Reports – Property Dept.

9. Monitoring and Review

The Sustainability Lead is responsible for overseeing the implementation of this Carbon Reduction Plan and ensuring that carbon reduction objectives are embedded across all areas of the business, with oversight from the Board. Progress against emissions reduction targets and associated initiatives will be monitored on a regular basis, with any issues, risks or opportunities for improvement addressed promptly.

The Plan will be formally reviewed on an annual basis to assess performance, update emissions data and ensure continued alignment with organisational objectives and NHS Net Zero commitments. An earlier review may be undertaken in response to changes in legislation, regulatory requirements, organisational changes, carbon reporting standards, external audit findings or other significant developments that may impact the organisation's carbon reduction activities.

10. Associated Policies

- Environmental Policy
- Sustainability Policy

11. Declaration and Sign-Off

This Carbon Reduction Plan has been reviewed and approved by senior leadership at Scrivens Ltd. It is publicly available on the Scrivens website and will be updated annually in accordance with NHS England requirements and PPN 006.

This plan represents Scrivens Limited's genuine commitment to practical, measurable and honest progress towards Net Zero. This updated version incorporates independently verified ESOS energy savings data and a structured accountability framework to ensure delivery.



Signature:

Date Signed: 17th September 2026