

Health Navigator Carbon Reduction Plan 2025/26

Organisation	Health Navigator
Document	Carbon Reduction Plan (prepared in accordance with PPN 006)
Baseline year	2025/26 financial year (1 April 2025 to 31 March 2026)
Publication date	20 July 2026
Next review	Within six months of each financial year-end, and annually thereafter
Approved by	Henry Hunt, Chief Operating Officer

1. Commitment statement

Health Navigator supplies proactive healthcare navigation and coaching services to NHS organisations. This document is Health Navigator's Carbon Reduction Plan, prepared in accordance with PPN 006 (issued under the Procurement Act 2023), the NHS Net Zero Supplier Roadmap, and the NHS Evergreen Sustainable Supplier Assessment.

Health Navigator commits to achieving net zero greenhouse gas emissions by 2050 at the latest across its UK operations, covering Scope 1, Scope 2, and the Scope 3 emissions required under PPN 006. In parallel, Health Navigator aligns with the NHS ambition of net zero by 2045 for the emissions the NHS influences through its supply chain, and will work towards earlier alignment with the NHS 2040 target for directly controlled emissions where feasible.

Health Navigator supports the NHS ambition to become the world's first net zero national health service. Over 60% of the NHS carbon footprint sits within its supply chain, so supplier action, including Health Navigator's, is material to that goal.

Health Navigator operates a predominantly remote workforce, supported by a small serviced office in London used flexibly on a hot-desk basis. This structurally low-footprint operating model underpins the commitments set out below.

2. Baseline emissions footprint (2025/26)

This is Health Navigator's first formal carbon footprint assessment, estimated using activity data for 1 April 2025 to 31 March 2026 and applying UK Government greenhouse gas conversion factors (DESNZ/DEFRA 2025). Home working emissions use the DESNZ homeworking emission factor. Commuting is estimated from survey data and average UK commuting patterns.

Emissions source	Total (tCO ₂ e)
Scope 1 (direct emissions)	0.0
Scope 2 (indirect, purchased electricity)	6.0
Scope 3, mandatory PPN 006 categories:	

Upstream transportation and distribution	0.5
Waste generated in operations	0.5
Business travel	3.5
Team member commuting	3.3
Downstream transportation and distribution	0.0
Scope 3, voluntary categories reported for transparency:	
Home working	25.7
IT equipment and cloud services	8.5
Total emissions	48.0

Mandatory Scope 3 total: 7.8 tCO₂e. Total Scope 3 including voluntary categories: 42.0 tCO₂e. Scope 1 is zero because Health Navigator operates no leased vehicles or premises under direct operational control. The London serviced office utilities sit under Scope 2 as allocated electricity, since the operator holds operational control of heating, cooling and building services.

Health Navigator is below the Streamlined Energy and Carbon Reporting (SECR) thresholds and is therefore not required to report under that framework. Health Navigator reports voluntarily in line with SECR-aligned methodology as good practice.

Extending our Scope 3 reporting

From April 2027, NHS Carbon Reduction Plans must cover global operations and all relevant Scope 3 categories. The Greenhouse Gas Protocol defines 15 categories in total; Health Navigator currently reports 7. Health Navigator will assess materiality and phase in reporting of the remaining categories ahead of this deadline.

Scope 3 category	Current status	Target
Purchased goods and services	Not yet assessed	Materiality screen by Q1 2027
Capital goods	Partially captured (IT equipment, voluntary)	Formal inclusion by Q1 2027
Fuel and energy-related activities	Not yet assessed	Materiality screen by Q1 2027
Waste generated in operations	Reported	Maintain
Business travel	Reported	Maintain, refine with rail-first data
Employee commuting	Reported	Maintain
Upstream and downstream transportation	Reported (both nil or low, digital-first model)	Maintain
Use and end-of-life of sold products	Likely immaterial (digital service)	Confirm and document rationale for exclusion

Franchises, investments, leased assets	Not applicable	Confirm and document rationale for exclusion
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3. Emissions reduction targets

Health Navigator's baseline-year total is 48.0 tCO₂e. The five-year trajectory below targets an average annual reduction rate towards the upper end of Science Based Targets initiative near-term guidance (4 to 8% per year), strengthening as the initiatives in Section 4 mature.

Year	Target (tCO ₂ e)	Reduction from baseline	Annual reduction
2025/26 (baseline)	48.0	Baseline	Baseline
2026/27	45.1	6.0%	About 6%
2027/28	41.8	12.9%	About 7%
2028/29	38.4	20.0%	About 8%
2029/30	35.7	25.6%	About 7%
2030/31	33.4	30.4%	About 6%

Health Navigator will keep this trajectory under annual review and will revisit it once full global Scope 3 data is available ahead of April 2027, at which point a science-based target may be formally set.

4. Carbon reduction projects

Measures in effect

- **Remote-first operating model:** team members based across the UK, supported by a small London office, avoiding a large permanent office footprint and materially reducing Scope 2 and commuting emissions versus an office-based equivalent.
- **Digital-first service delivery:** no physical logistics, downstream transportation or distribution emissions; all client and clinical pathway interactions take place via secure digital platforms.
- **Travel policy:** defaults to video conferencing, with international travel limited to essential trips requiring senior management approval.
- **Cloud computing:** primary cloud infrastructure providers, including Microsoft Azure, match 100% of global electricity use with renewable energy purchases.
- **IT equipment lifecycle management:** no time-based/default refresh cycle for laptops and equipment, reducing embodied hardware carbon.

Planned measures

- **Rail-first travel policy:** for domestic travel and European destinations accessible by rail, Health Navigator will encourage rail travel in place of flights and explore alternatives to short-haul flights for remaining European business travel.
- **Supply chain engagement:** Health Navigator will engage with key suppliers and subcontractors to understand their carbon reduction plans and, where possible, select suppliers with credible net zero commitments.

- **Annual carbon footprint review:** Health Navigator will conduct and publish an updated carbon footprint annually within six months of its financial year-end, improving data quality and tracking progress against targets.
- **Universal organisational carbon reporting (April 2027):** in line with the NHS Net Zero Supplier Roadmap, Health Navigator will publish a full organisational greenhouse gas footprint covering all 15 Scope 3 categories on a global basis.
- **Service-level emissions data (2028):** from 2028, Health Navigator will quantify and disclose the emissions associated with the digital healthcare navigation services delivered to NHS clients, supporting NHS Trusts and Integrated Care Boards in measuring their own Scope 3 footprints.
- **NHS net zero alignment (2030):** by 2030, Health Navigator will demonstrate full alignment with the NHS net zero target, including independently verified emissions reporting and a science-based reduction trajectory covering both direct operations and the influenced supply chain.

5. Governance and reporting

This Carbon Reduction Plan is owned at Chief Operating Officer level. It will be reviewed and republished within six months of each financial year-end, alongside Health Navigator's annual carbon footprint update, and reassessed whenever NHS requirements change materially. Each annual iteration is dated and retained, with prior versions archived rather than overwritten, so progress against baseline remains auditable.

Health Navigator aligns its reporting with the NHS Net Zero Supplier Roadmap.

6. Declaration and sign-off

This Carbon Reduction Plan has been prepared in accordance with PPN 006 and associated guidance, the Greenhouse Gas Protocol Corporate Standard, and the Corporate Value Chain (Scope 3) Standard, using UK Government emission conversion factors (DESNZ/DEFRA). It has been reviewed and approved at Leadership Team level.

Field Value

Name Henry Hunt

Position Chief Operating Officer

Date 20 July 2026