

Carbon Reduction Plan template

Supplier name

Language Line Limited

Publication date

11/03/2026

Commitment to achieving net zero

Language Line Limited is committed to achieving net zero emissions by 2030.

Baseline emissions footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

Baseline year: 2022

Additional details relating to the baseline emissions calculations:

No scope one emissions, calculations take from company CSR report.

Baseline year emissions:

Emissions	Total (tCO ₂ e)
Scope 1	00
Scope 2	54.4
Scope 3 (included sources)	4.54
Total emissions	58.94

Current emissions reporting

Reporting year: 2025

Emissions	TOTAL (tCO ₂ e)
Scope 1	00
Scope 2	19.85
■ Scope 2 - Indirect emissions Purchased Electricity 19,851 tonnes CO₂e 19.85 tonnes CO₂e	
Scope 3 (included sources)	8.77

■ Scope 3 – Value chain emissions	8.772 tonnes CO ₂ e
3.1 Purchased Goods and Services	1.89 tonnes CO ₂ e
Business Services – Corporate entertainment	0.78 tonnes CO ₂ e
Materials – Beverages	0.58 tonnes CO ₂ e
Materials – Food products	0.53 tonnes CO ₂ e
3.3 Fuel- and Energy-Related Activities	6.54 tonnes CO ₂ e
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3.6 Business Travel	0.35 tonnes CO ₂ e
Business Travel – Air	0.35 tonnes CO ₂ e

Total emissions

28.62

Emissions reduction targets

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

Objectives and targets below are taken from LLS UK - 119 Environmental Policy

- Commitment to reducing waste
- Commitment to ensure our staff are aware of the environmental impacts of their work activities and encourage them to minimise those impacts
- Ensure suppliers are aware of the need for and adoption of CSR and environmental policies

Objectives and targets below are taken from LLS UK – 151 Social Value Policy

- Carbon Emissions are reduced
- Air pollution is reduced
- Safeguarding the natural environment
- Promotion of sustainable procurement

LLS has committed to:

- Implementing responsible practices to reduce carbon in our operations, materials and service delivery methods.
- Fulfilling our share of the responsibility to keep the global temperature rise below 1.5° Celsius, continuing to reduce our impact on air, land, and water.
- Using resources responsibly and supporting the circular economy.
- Implementing responsible procurement practices
- Working with our customers and supply chain to deliver net zero carbon emissions.

We project that carbon emissions will decrease over the next five years to **22** tCO₂e by 20**27**. This is a reduction of **50**%.

Carbon reduction projects

Completed carbon reduction initiatives

The following environmental management measures and projects have been completed or implemented since the 20**22** baseline. The carbon emission reduction achieved by these schemes equate to **30.32** tCO₂e, a **51**% reduction against the 20**22** baseline and the measures will be in effect when performing the contract.

LLS UK has signed up to the SME Climate Hub and committed to decrease carbon emissions by 2027, the internal Social Value committee meets monthly to discuss and drive various initiatives to achieve this.

Accreditation to ISO 14001 was continued in 2025.

Update to waste management – worked with the building management company to ensure the Simpler Recycling framework was implemented, supporting the building's full compliance with the requirements and successfully meeting the 31 March 2025 deadline.

Future carbon reduction initiatives

In the future we hope to implement further measures such as:

Working with our customers and supply chain to deliver net zero

carbon emissions.

Reduction of travel by promoting Video Translations over Face-to

Face where appropriate.

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 standard¹³ and uses the appropriate government emission conversion factors for greenhouse gas company reporting.¹⁴

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.¹⁵

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:  Managing Director
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Date: 24-06-2026
.....

¹³ <https://ghgprotocol.org/corporate-standard>

¹⁴ www.gov.uk/government/collections/government-conversion-factors-for-company-reporting

¹⁵ <https://ghgprotocol.org/standards/scope-3-standard>

