

Central Mailing Services Limited — Net Zero Policy

Document owner: Managing Director / Operations Director

Approved by: Board of Directors

Effective date: 17.11.2025

Review cycle: Annually (or sooner if operations change materially)

1) Policy statement

Central Mailing Services Limited (“Central Mailing Services”, “we”, “us”) is committed to reducing greenhouse gas (GHG) emissions associated with our operations and value chain, and to supporting the UK’s transition to a net zero economy.

We will:

- Measure and report our carbon footprint using recognised approaches.
- Prioritise real-world emissions reductions before relying on offsets.
- Work with employees, suppliers and customers to reduce emissions across our services.
- Review progress regularly and improve our targets and actions over time.

2) Scope (what this policy covers)

This policy applies to:

- All Central Mailing Services sites and operations (including print, finishing, fulfilment and mailing activities).
- All employees, contractors and key suppliers working on our behalf.
- Material emissions sources across:
 - **Scope 1:** Direct fuel use (e.g., gas, company vehicles if owned/controlled).
 - **Scope 2:** Purchased electricity/heat.
 - **Scope 3:** Other indirect emissions (e.g., purchased paper and consumables, inbound/outbound logistics, waste, business travel, commuting, and key supplier services).

(We will refine boundaries and material categories as our measurement matures.)

3) Our net zero commitment and targets

- **Net zero target year:** We commit to achieve as close to **Net Zero emissions by 2028** at the latest (and sooner where feasible), covering Scopes 1, 2 and material Scope 3 categories.

- **Interim targets:** We will set and publish interim reduction targets once we have established a baseline footprint (typically within 12 months of policy adoption), and update those targets as data quality improves.
- **Reduction first:** We prioritise reduction actions; carbon credits/offsets will be used only for **residual emissions** that remain after reduction measures, and we will aim for high-integrity credits where used.

4) How we will deliver reductions (action areas)

We will maintain a Net Zero Action Plan covering, as a minimum:

A. Energy and buildings

- Improve energy efficiency (LED lighting, controls, compressed air optimisation, maintenance schedules).
- Review building fabric and heating controls; explore lower-carbon heat options during refurbishments.
- Increase procurement of renewable electricity where practicable.

B. Transport and distribution

- Work with carriers and logistics partners to reduce emissions from mailing and deliveries (route optimisation, consolidated shipments, lower-emission fleets).
- Assess opportunities for electric/low-emission vehicles for any controlled fleet activities where operationally suitable.

C. Materials, paper, and print

- Reduce material use through right-sizing, process optimisation, and minimising reprints and spoilage.
- Prefer responsibly sourced materials and lower-carbon paper options where customer requirements allow.
- Engage suppliers on environmental performance and product footprints.

D. Waste and recycling

- Reduce waste generation at source; segregate waste streams; maximise recycling (paper/card/plastics).
- Work with waste contractors to improve diversion from landfill and measure waste-related emissions.

E. Supply chain engagement (Scope 3)

- Communicate our expectations to suppliers and encourage carbon measurement and reduction.
- Consider environmental criteria in procurement decisions where commercially and operationally appropriate.

5) Measurement, reporting and transparency

We will:

- Establish a GHG baseline and track emissions annually (Scopes 1, 2 and relevant Scope 3).
- Keep records of energy, fuels, waste and logistics activity data to improve accuracy over time.
- Publish a short annual progress update (e.g., on our website or within tender documentation) and maintain a practical carbon reduction plan format aligned to common UK procurement expectations where needed.

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6) Governance and responsibilities

- **Board/Directors:** Overall accountability for the policy and targets.
- **Net Zero Lead (named role):** Owns footprint measurement, action plan delivery, and reporting.
- **Department managers:** Implement reduction initiatives in their areas (operations, production, facilities, procurement, transport coordination, IT).
- **All employees:** Expected to support reductions through good operational practice and continuous improvement suggestions.

7) Training and awareness

We will provide appropriate awareness and guidance to employees whose roles influence emissions (e.g., facilities, procurement, production planning, despatch/logistics coordination).

8) Offsets and claims (how we avoid greenwashing)

If offsets are used:

- They will be applied only to residual emissions after reductions.
- We will avoid misleading claims and will be clear about what scopes/categories are covered and the period of any claim.

- We will aim to use high-integrity credits and keep evidence of retirement/ownership where applicable.

9) Continuous improvement and policy review

This policy will be reviewed at least annually. We will update targets, scope coverage and our action plan as:

- Our footprint data quality improves,
- Technology and supplier options change,
- Customer and regulatory expectations evolve.

10) Independent Assistance

We are in partnership with Aston University and The WMCA to ensure that our work to record and target the correct areas is focused and optimised. This also ensures independent review and constructive feedback and direction

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Date: 17.11.2025