

Carbon Reduction Report - 2025

Annual environmental impact summary with comparison against the 2024 baseline

Executive Summary

This 2025 report compares the company's environmental performance against the 2024 baseline. The data shows a clear reduction in face-to-face assignments, a higher proportion of remote sessions, a significant fall in total interpreter mileage, stronger postcode data completeness, increased remote working and a further reduction in printed document use.

1. Job Distribution by Session Type

Session Type	2024	2025	Change
Face-to-Face	3,389	2,115	-37.6%
Virtual	1,073	816	-24.0%
Phone	619	808	30.5%
Online sessions	1,692	1,624	-4.0%
Total recorded jobs	5,083	3,751	-26.2%

Jobs by Session Type - 2025

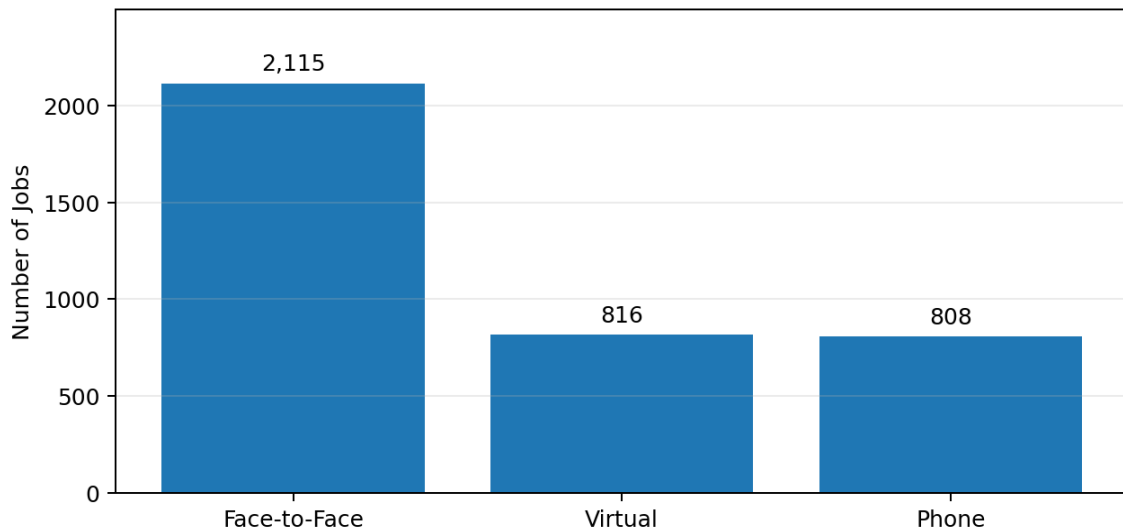


Figure 1. Job distribution by session type in 2025.

Online sessions increased from 33.3% of total recorded jobs in 2024 to 43.3% in 2025. This represents a 10 percentage point improvement in the proportion of services delivered remotely and indicates a lower reliance on travel-intensive delivery.

2. Interpreter Travel and Mileage Impact

Metric	2024	2025	Change
Total miles travelled	177,730	107,428	-39.6%
Average miles per job	67.7	69.1	2.1%
Face-to-face jobs with complete location data	2,713 (80.1%)	1,940 (91.7%)	+11.6 percentage points

Total Interpreter Travel Mileage

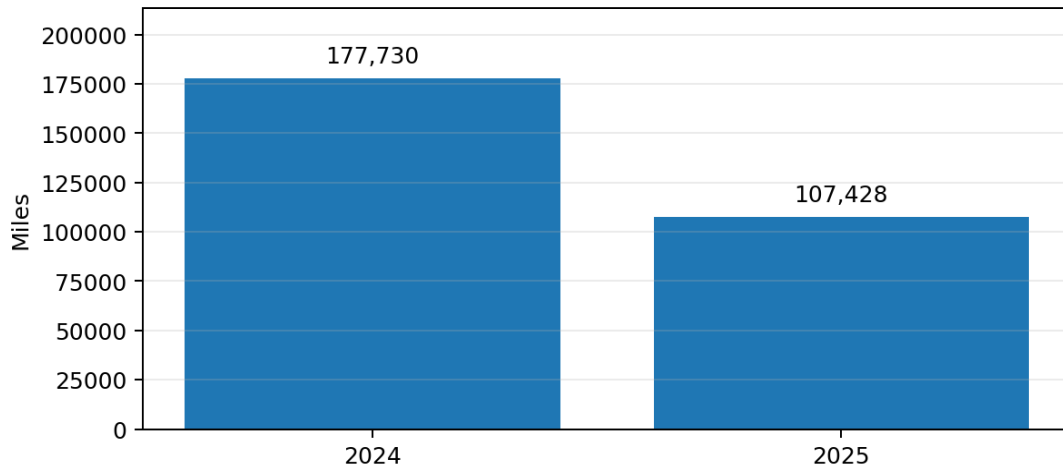


Figure 2. Total interpreter travel mileage comparison between 2024 and 2025.

Total mileage fell from 177,730 miles in 2024 to 107,428 miles in 2025, a reduction of approximately 39.6%. The average mileage per job remained broadly stable, moving from 67.7 miles to 69.1 miles. This suggests that the main driver of the reduction was the lower number of face-to-face assignments rather than a major change in the typical travel distance per job.

3. Office-Based Carbon Reduction Measures

Measure	2024	2025	Change
Office hours reduced through remote working	27%	60%	+33 percentage points
Staff in commute impact estimate	3 people	3 people	No change
Average commute distance	7 miles	7 miles	No change
Printed document reduction	45%	70%	+25 percentage points

Office-Based Reduction Measures - 2025

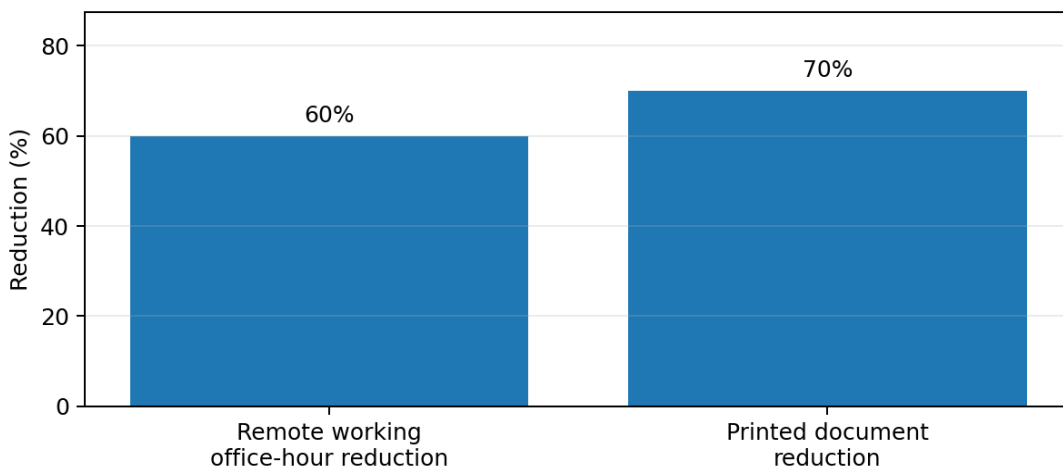


Figure 3. Office-hour and printed document reduction measures in 2025.

Remote working reduced office hours by 60% in 2025, compared with 27% in 2024. This indicates a stronger reduction in office electricity demand and staff commuting exposure. With three staff members and an average commute distance of 7 miles each, increased remote working reduced the number of journeys to the office and therefore the associated travel impact. Printed document use was also reduced by 70%, improving on the 45% reduction recorded in 2024.

4. Key Findings for 2025

- The share of online sessions increased from 33.3% to 43.3%, showing a stronger shift towards remote delivery.
- Face-to-face jobs fell by 37.6%, reducing the main source of interpreter travel demand.
- Total mileage fell by approximately 39.6%, from 177,730 miles to 107,428 miles.
- Average miles per job remained broadly stable, which suggests that the reduction came mainly from fewer physical assignments.
- Complete location data improved from 80.1% to 91.7%, supporting better interpreter allocation and future route analysis.
- Remote working reduced office hours by 60%, compared with 27% in 2024.
- Printed document reduction improved from 45% to 70%, supporting lower paper and printing resource use.

Data Notes and Limitations

A full audited carbon calculation would require confirmed vehicle types, fuel types, exact office electricity consumption, number of office days avoided, printing volumes and distance calculations between postcodes. The figures in this report should be used as operational evidence of carbon reduction activity and as a basis for more detailed future reporting.

Note: The session-type subtotals provided for 2025 add up to 3,739, while the recorded total supplied for reporting is 3,751. The report keeps the supplied recorded total and uses the session-type values for the chart.