



Families Growing Together
Heidi Pannell

Net Zero Action Plan

I am a Sole Trader running a small therapy business from my home with low travel. As a low intensity, service based service my carbon footprint is already low. With some operational changes net zero is achievable.

This plan will calculate my current greenhouse gas emissions, establish a plan to systematically reduce them, and offset any remaining unavoidable emissions.

Calculating my Baseline

- **Scope 1 Direct Emissions:** Emissions from gas boiler, fuel used for business travel. I do not have gas in the studio, I do not commute and have no company vehicles. 4%
- **Scope 2 Indirect Energy:** Electricity for lighting, heating/cooling, computer, phone charger. 2%
- **Scope 3 Value Chain:** Emissions from website hosting, video platforms, software, cloud based storage. Supplies of play and office equipment. Business flights, Client travel. 94%

My primary environmental impact comes from Scope Value 3 – business travel, flights and therapy equipment. Also indirectly from clients travelling. My net zero plan will be to target my main emissions focussing on building energy efficiency and digital infrastructure and reducing travel.

Collecting Data

Energy Bills: I will calculate the Kilowatt hours of electricity and gas used for my business

Travel Logs: I will note the total miles driven for business plus any bus/train tickets

Client Travel: This is optional but thorough. I will calculate how clients arrive and average round trip distance

Purchases and Digital receipts: I will calculate how much I spend on physical goods and software

1. Power, Energy Efficiency & Insulation

- **Switch to Renewable Energy:** Switch to a 100% certified renewable electricity tariff.
- **Reduce emissions and improve efficiency:** switch to an energy efficient air source heat pump to power my electric radiators and fan heater.
- **Check Insulation:** Ensure the garage walls, roof, and floor meet modern thermal standards to minimize the energy needed for heating and cooling. This is achieved since the garage was converted in 2021 and met all environmental standards
- **Optimize Climate Control:** Fit heavy thermal curtains over windows and doors, to retain heat in winter and cool in summer. I already use insulation foil on the windows in



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summer which reduces the need for fans. I do not use an air conditioning unit because the space is too small

- **Heat The Body not the Room:** invest in heated blankets, hats and scarves to reduce the need for heating.
- **Reduce Travel:** Offer remote video or phone sessions whenever possible and when privacy and confidentiality can be assured.
- **Sustainable Travel:** Use public transport, walk, or cycle to in-person meetings.

2. Digital Infrastructure

- **Decarbonise Digital Operations:** Use eco-friendly search engines like Ecosia. Switch to a carbon neutral website provider certified to run on 100% green energy. Regularly delete old video recordings, large email attachments, and archived client files to reduce data centre storage energy.
- **Smart Power Management:** Connect my computer, printer and lighting to smart power strips that cut electricity draw entirely when the space is not in use.

3. Client and Practice Engagement

- **Go Paperless:** Switch completely to digital forms, invoicing, and secure electronic record systems.
- **Promote Green Travel:** Provide clients with public transport routes, walking directions, or local bicycle parking information ahead of their first in-person appointment.

4. Sustainable Practice Management

- **Adopt Circular Procurement:** Buy second-hand furniture and use refurbished electronics. Choose recyclable/reusable or second-hand play equipment. Try to buy all equipment locally to reduce the need to drive a car.
- **Low-Impact Client Amenities:** I only offer water as refreshments for adults, for children I offer juice using reusable bottles.
- **Circular Office Supplies:** Use 100% recyclable unbleached paper products. Use refillable and environmentally sustainable cleaning products.
- **Zero-Waste Admin:** maintain a paperless system and reduce excess consumption and purchases.

5. Monitoring and Carbon Offsetting

- **Annual Review:** review utility bills and business expenses to track reduction progress. Calculate remaining emissions using a carbon calculator
- **Neutralise and offset:** calculate residual emissions by investing in verified carbon removal projects (e.g. tree planting or rewilding).



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5. Verification and transparency

- **Publish my commitment:** Display net zero plan on my website to build trust and encourage sustainable industry practices.

Plan date: 2.8.26

Review date: 2.8.27