

VFS Global Carbon Reduction Plan

1. Introduction

At VFS Global, we recognize the urgent need to address climate change and are committed to playing our part in building a sustainable future. This Carbon Reduction Plan (CRP) outlines our strategic approach to significantly reduce our greenhouse gas (GHG) emissions, aligning with global climate goals and our overarching "VFS Cares" sustainability strategy. We aim to demonstrate our leadership as a responsible global corporate citizen and a reliable partner to all our stakeholders.

2. Organizational Carbon Footprint & Methodology

VFS Global is committed to achieving Net-Zero GHG emissions by 2050 globally. Our carbon footprint assessment covers a 12-month reporting period ending December 31, 2024, with our baseline year being 2019. All GHG emissions are measured and reported in tonnes of carbon dioxide equivalent (tCO₂e), in accordance with the GHG Protocol's Corporate Accounting and Reporting Standard and using the appropriate emission conversion factors for greenhouse gas company reporting.

2.1. Baseline Emissions (2019)

Baseline year: 2019

Additional details relating to the baseline emissions calculations:

Baseline year emissions:

Emissions	Total (tCO ₂ e)
Scope 1	9,061
Scope 2	25,265
Scope 3 (included sources)	55,270
Total emissions	89,596

Reporting year: 2024

Emissions	Total (tCO ₂ e)
Scope 1	2,878
Scope 2	4,298
Scope 3 (included sources)	41,829
Total emissions	49,005

2.3. Scope 3 Emissions

In alignment with PPN 06/21, our Scope 3 footprint includes, at a minimum, the following categories:

- **Upstream transportation and distribution:** Emissions from transportation of purchased goods and services.
- **Waste generated in operations:** Emissions from disposal and treatment of waste.
- **Business travel:** Emissions from employee travel for business purposes.
- **Employee commuting:** Emissions from employees traveling to and from work.
- **Downstream transportation and distribution:** Emissions from transportation of sold products.

3. Emissions Reduction Targets

To achieve Net-Zero by 2050, VFS Global has adopted the following ambitious carbon reduction targets:

- **Overall Goal:** Achieve **Net-Zero GHG emissions by 2050** globally.
- **Interim Targets:** We are committed to setting and regularly reviewing ambitious interim targets). These will include:
 - Specific interim target 1, e.g., 88% reduction in Scope 1 & 2 by 2030
 - Specific interim target 2, e.g., 47% reduction in key Scope 3 categories by 2035

4. Carbon Reduction Projects & Environmental Management Measures

VFS Global has implemented and plans further measures to reduce its carbon footprint. These initiatives are integral to our "VFS Cares" strategy and align with the UK Government's expectations for environmental management.

4.1. Completed Carbon Reduction Initiatives:

- **Significant GHG Reductions:** Achieved a 79% reduction in Scope 1 and 2 GHG emissions since our 2019 baseline, and an overall 45% reduction across all scopes.
- **ISO 14001 Certification:** Adopted and received certification for the ISO 14001 Environmental Management System across our premises, demonstrating a systematic approach to environmental management.
- **ISO 14064 Certification:** Achieved ISO 14064 certification, validating VFS Global's Greenhouse Gas Emissions reporting.
- **Renewable Energy Transition:** Currently, 78% of our global electricity consumption is from green sources through procurement of green electricity and Energy Attribute Certificates (EACs).

- **Reforestation Project:** Initiated an ambitious project to plant 1 million trees by 2027, contributing to carbon sequestration.
- **Single-Use Plastics Reduction:** Implemented a strict SOP to curb the use of single-use plastics across all operations.
- **Digitalization of Visa Applications:** Collaborated with Client Governments to digitize end-to-end visa application processing, significantly reducing paper consumption and associated carbon footprint.

4.2. Current & Future Carbon Reduction Projects:

Our ongoing and planned initiatives include:

Completed carbon reduction initiatives

The following environmental management measures and projects have been completed or implemented since the 2019 baseline. The carbon emission reduction achieved by these schemes equate to 40,591 tCO₂e, a 45% reduction against the 2019 baseline.

VFS Global has undertaken several impactful carbon reduction initiatives:

- Achieved a 45% reduction in total GHG emissions and a 79% reduction in Scope 1 and 2 emissions compared to the 2019 baseline
- Transitioned 78% of electricity consumption to renewable energy through Energy Attribute Certificates (EACs)
- Acquired 15,000 tCO₂e of VCS-certified carbon credits in 2024
- We planted over 500,000 trees to support global reforestation and climate resilience
- Implemented an ISO 14001:2015-certified Environmental Management System across all global premises
- Strengthened e-waste management practices by partnering with certified third-party recyclers in accordance with local legislation, ensuring safe disposal and promoting circularity
- Updated procurement processes to include green criteria, promoting environmentally responsible sourcing and product use
- Introduced the Green VAC (Visa Application Centre) Initiative to assess and recognise centres demonstrating strong environmental performance and awareness at the operational level

Future carbon reduction initiatives

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

- Complete the transition to 100% renewable electricity across all locations by 2050, using certified sources such as Energy Attribution Certificates (EACs)
- Strengthen green procurement practices across major spend categories by prioritising environmentally certified and biodegradable products
- Expand digital service delivery such as remote document assistance, video inspections, and paperless workflows to reduce travel-related emissions
- Integrate EV charging points and promote the location of Visa Application Centres near public transport hubs
- Encourage green space inclusion in the design and renovation of centres, wherever feasible
- Increase supplier engagement and risk assessment by setting environmental requirements through VFS Global's risk management platform RSA Archer, joint sustainability workshops, and performance audits
- Foster employee accountability by linking environmental KPIs, such as GHG emissions per FTE and the share of renewable energy used, to leadership performance goals.
- Establish guidelines for office selection that prioritise energy-efficient buildings with recognised green certifications
- Embed data-sharing requirements on energy usage, refrigerants, and other emissions factors in lease agreements with facility service providers
- Where feasible, incorporate energy-efficiency and renewable energy integration clauses in lease agreements to support operational sustainability
- Upgrade to energy-efficient HVAC systems to reduce energy consumption and improve operational efficiency
- Promote the use of low-emission commuting options by encouraging public transport, cycle-to-work schemes, and reducing the need for travel through virtual collaboration tools.
- Conduct energy audits to identify operational inefficiencies and drive continuous improvements in energy performance at our visa application centres.

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