

Sustainability Report 2024

Crowshall Veterinary Services



Operational Overview

Crowshall Veterinary Services (CVS) provides specialist diagnostic and veterinary consultancy services for the poultry and gamebird sector, operating from a single site in Attleborough, Norfolk. Despite sector-specific challenges—including increased testing demands and ongoing biosecurity issues—CVS continues to embed sustainability into its daily operations and long-term strategy.

Our environmental efforts are guided by a formal Environmental Management System (EMS) and supported by cross-departmental Green Champions. Sustainability is not just a compliance requirement; it is a core business value that informs our resource use, procurement, waste reduction, and employee engagement.

Our Environmental Commitment

We are proud to hold a **Green Level Accreditation** from Investors in the Environment (iE), achieving a score of 86% in our most recent audit. This accreditation reflects our dedication to continuous improvement in environmental performance, aligned with our ambition to operate responsibly and reduce our environmental impact across all areas of our business.

Our senior leadership team is directly involved in sustainability initiatives, and new staff are introduced to our environmental values as part of their induction. We have a Net Zero Roadmap and an evolving strategy to create a more sustainable veterinary practice for the future.

Key Outcomes 2024

- **11% reduction** in total carbon emissions (location-based)
- **13.5 tCO₂e reduction** in market-based carbon footprint
- **5–21% emissions cuts** across Scope 1, 2, and 3 emissions
- **50%+ reductions** in electricity, paper, ink cartridge, and clinical waste use
- **100% compliance** in clinical waste management audit
- **1 full EV and 3 hybrid vehicles** added to the fleet and **2 EV chargers** installed on-site
- **Significant drop** in business mileage and improved route planning
- **Sustainable procurement** policy rolled out, including reduced plastic use and second-hand equipment

Progress and Objectives

We continue to track resource use and environmental performance through monthly data collection and quarterly Green Team reviews. Departmental action plans are in place, with specific staff assigned to monitor and implement improvements.

Current Goals Include:

- Transitioning 50% of our fleet to electric by 2035
- Expanding carbon footprint reporting to include commuter travel (Scope 3)
- Reviewing our Net Zero target to align with the UK's 2050 goal
- Increasing staff involvement in waste reduction and conservation activities
- Publishing annual sustainability reports and engaging clients with eco-guidance

Carbon Management

Carbon footprint tracking is central to our Net Zero strategy. We currently report using both **location-based** and **market-based** methods, as recommended by the GHG Protocol.

- **Total 2024 Carbon Emissions:** 150.11 tCO₂e (location-based)
- **Breakdown:**
 - Electricity: 12.71%
 - Liquid Fuels: 4.09%
 - Water: 3.79%
 - Travel: 59.92%
 - General Waste: 0.04%
 - Medical Waste: 19.46%

We are on a renewable energy tariff and are actively planning further on-site renewable installations.

