

**THAT
LEEDS
MAG**

mycarbon.co.uk

CORPORATE GREENHOUSE GAS INVENTORY

Reporting Period: 2024



Executive Summary

Readydebygo Ltd is the publisher of That Leeds Mag, a community-focused magazine operating across the Leeds area. The organisation produces and distributes the magazine in both print and digital formats, with content centred on local businesses, community stories, and charitable initiatives. Printed copies are distributed to approximately 19,500 households and businesses across North Leeds, alongside an online edition.

This report provides a comprehensive account of Readydebygo's carbon footprint arising from its operations, covering the 2024 calendar year (CY24).

This carbon footprint has been calculated in line with the Greenhouse Gas (GHG) Protocol covering Scope 1, 2, and 3 emissions.

Readydebygo Ltd.'s reported carbon footprint for the 2024 calendar year, calculated using the location-based approach, was 13.49 tCO₂e. This figure excludes emissions associated with services provided by Beyond Neutral Paper (paper supply) and Eleven Comms (telecommunications), both of which have independently declared carbon-neutral operating models.

For transparency, the report also discloses the gross carbon footprint, which includes emissions associated with all suppliers prior to consideration of supplier carbon-neutral claims. On this basis, total emissions were 22.22 tCO₂e. The reported and gross emissions categorised by Scope under the location-based approach are listed in Table 1.

Table 1: Emissions by Scope under the location-based approach both on reported and gross basis

Emissions Source	Gross emissions (tCO ₂ e)*	Reported emissions (tCO ₂ e)*
Scope 1	0.60	0.60
Scope 2	0.09	0.09
Scope 3	21.52	12.79
Total	22.22	13.49

* Reported emissions exclude supplier-declared carbon-neutral services; gross emissions reflect all supply chain emissions before consideration of supplier neutrality claims.

By undertaking this exercise, MyCarbon have highlighted the key areas in which Readydebygo Ltd. can focus on to reduce emissions. These include recording engagement with suppliers to seek emissions intensity data (e.g kgCO₂e / £ spent) from suppliers to improve the accuracy of associated emissions, and considering transitioning to lower emitting printing alternatives.

Quality Assurance

Client: Readydebygo Ltd.

Date: 16/02/2026

Reporting Period: 1st January 2024 – 31st December 2024

The accuracy of this GHG assessment is directly related to the quality of the data provided by the client.

Primary data representative of activities occurred during the reporting period is used where available. In certain circumstances, secondary data in the form of estimates, extrapolations and/or industry averages is used where primary data is not available.

Assessments based largely on secondary data should only be viewed as an estimate of GHG emissions impact, and actual emissions may vary significantly. It is expected that all clients should aim to improve the proportion of primary data over time.

A Greenhouse Gas inventory produced by MyCarbon, an inventory service provided by Carbon Green Ltd.

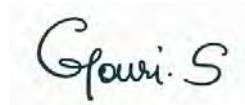
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16/02/2026

If Readydebygo Ltd. are satisfied with the above information and the data provided is representative of authentic client activities within the reporting period, please sign below:

Client Representative Name:

Deby Jackson

Email:

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1 Introduction

This is a greenhouse gas (GHG) inventory report for Readydebygo Ltd. for the 2024 calendar year, produced by MyCarbon.

Readydebygo Ltd. produces That Leeds Mag, a community-driven publication that focuses on promoting local businesses, stories, and charitable initiatives within the Leeds area. It serves both as a printed and online magazine, reaching around 19,500 households and businesses across North Leeds. Readydebygo Ltd. has previously reported a GHG inventory for the 2021, 2022 and 2023 calendar years.

This report follows the five main reporting principals as outlined by ISO 14064-1:

- **Transparency:** Address all relevant issues in a factual and coherent manner, based on a clear audit trail. Disclose any relevant assumptions and make appropriate references to the accounting and calculation methodologies and data sources used.
- **Relevance:** Ensure the GHG inventory appropriately reflects the GHG emissions of the company and serves the decision-making needs of users – both internal and external to the company
- **Accuracy:** Ensure that the quantification of GHG emissions is systematically neither over nor under actual emissions, as far as can be judged, and that uncertainties are reduced as far as practicable. Achieve sufficient accuracy to enable users to make decisions with reasonable assurance as to the integrity of the reported information.
- **Consistency:** Use consistent methodologies to allow for meaningful comparisons of emissions over time. Transparently document any changes to the data, inventory boundary, methods, or any other relevant factors in the time series
- **Completeness:** Account for and report on all GHG emission sources and activities within the chosen inventory boundary. Disclose and justify any specific exclusions.

Readydebygo Ltd. has compiled a GHG inventory report for the 2024 calendar year to better understand their emissions and carbon footprint. The corporate organisational boundaries for the inventory were defined according to the requirements of **clause 4.1 of the ISO 14064-1 standard**. The operational approach was used for the consolidation of corporate GHG emissions.

This report presents the findings of this exercise. The report follows the ISO 14064-1 standard entitled Specification with Guidance at the Organisation Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals.

FINDINGS & RECOMMENDATIONS



2 Findings

2.1 Summary of All Emissions

Readydebygo Ltd sources its paper from Beyond Neutral Paper, a certified carbon-neutral supplier. Eleven Comms, which provides Readydebygo Ltd's telecommunications services, operates as a carbon-negative company. Under the reported emissions basis adopted in this section, emissions associated with paper and telecommunications services are assumed to be zero, reflecting the suppliers' carbon-neutral declarations. Section 2.6 presents the corresponding gross emissions without this assumption for transparency.

Scope 3 was the largest source of emissions at 12.79 tCO₂e (94.8%), where printing produced 11.65 tCO₂e (91.1% of Scope 3 emissions). Scope 1 and 2 emissions were 0.60 tCO₂e and 0.09 tCO₂e, contributing to 4.5% and 0.7% of total emissions respectively.

Table 2: Reported emissions by Scope under the location-based approach,

Emissions Source	Emissions (tCO ₂ e)	% of Total Emissions
Scope 1	0.60	4.47%
Scope 2	0.09	0.70%
Scope 3 (reported basis*)	12.79	94.82%
Total	13.49	100.00%

* Assuming zero emissions for supplier-declared carbon-neutral paper and telecommunications services

2.2 Scope 1 Emissions

The Scope 1 emissions by source for Readydebygo Ltd. are listed in Table 3.

The sources of emissions included for Readydebygo Ltd. were natural gas associated with homeworking, which generated emissions of 0.29 tCO₂e, and a diesel vehicle, which generated emissions of 0.31 tCO₂e.

Table 3: Scope 1 Emissions by Source

Emissions Source	Emissions (tCO ₂ e)
Stationary combustion	0.29
Company vehicles	0.31
Total	0.60

2.3 Scope 2 Emissions

The Scope 2 location-based emissions for Readydebygo Ltd are listed Table 4. The source of emissions included for Readydebygo Ltd's Scope 2 location-based emissions was electricity associated with homeworking, which generated emissions of 0.09 tCO₂e. As Readydebygo Ltd did not procure any renewable electricity during the reporting period, market-based and location-based Scope 2 emissions are identical.

Table 4: Scope 2 Emissions by Source

Emissions Source	Emissions (tCO ₂ e)
Electricity	0.09
Total	0.09

2.4 Scope 3 Emissions

Taking into consideration the carbon neutrality of the paper supplier and telecoms provider (i.e. reported basis), Readydebygo Ltd.'s Scope 3 emissions are 12.79 tCO₂e. The Scope 3 emissions by category are listed in Table 5.

Among all emissions sources, purchased goods and services was the primary contributor, contributing to 89.1% of total emissions, generating 12.03 tCO₂e.

Table 5: Scope 3 emissions by category

Emissions Category	Emissions (tCO ₂ e)	% of Total Emissions
Purchased goods and services	12.03	89.14%
Fuel and energy related activities	0.13	0.94%
Upstream transportation & distribution	0.57	4.22%
Waste generated in operations	0.00	0.02%
Business travel	0.03	0.19%
End of life treatment of sold products	0.04	0.31%
Total	12.79	94.82%

2.5 Purchased Goods and Services Hotspot Analysis

Figure 1 is a pie chart segmenting the sources of purchased goods and services by percentage which represents the reported emissions of Readydebyg Ltd (i.e. assuming zero emissions for supplier-declared carbon-neutral paper and telecommunications services; Printing services was the primary contributor (11.65 tCO₂e), responsible for 96.89% of emissions from purchased goods and services and 91.06% of Scope 3 emissions. The second highest source of emissions was from insurance and app subscription (0.23 tCO₂e, or 1.80% of Scope 3 emissions). The third highest source of emissions was from website hosting (0.09 tCO₂e, or 0.67% of Scope 3 emissions).

At present, printing emissions are based on DEFRA's industry-average spend-based emission factor. Given that printing constitutes the largest share of emissions within purchased goods and services, Readydebygo Ltd. could enhance the precision of these figures by requesting emissions intensity data from suppliers (for example, kgCO₂e per GBP spent).

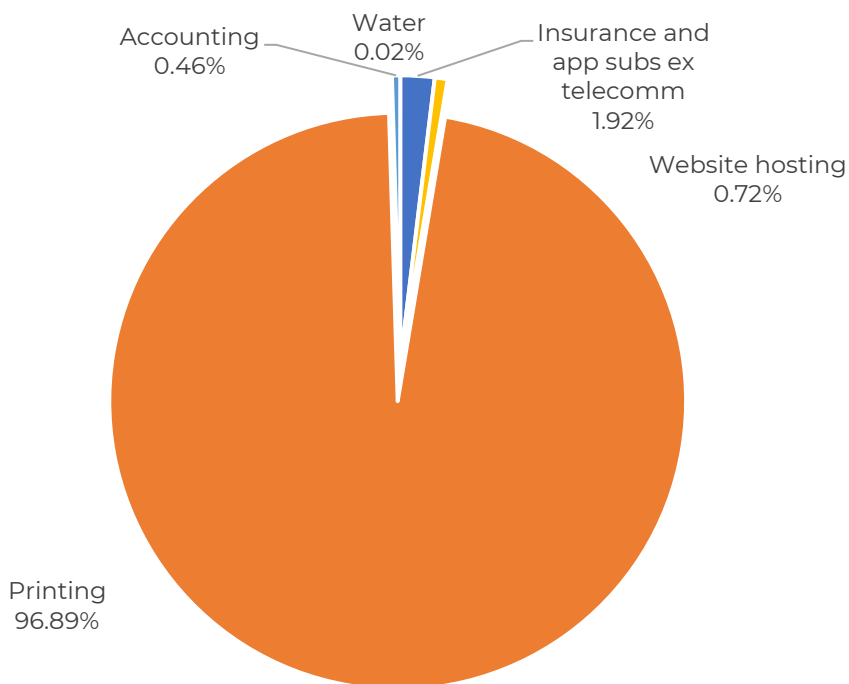


Figure 1: Purchased goods and services by emission source on reported basis

2.6 Scope 3 emissions - Gross emissions¹

Assuming non-carbon neutrality of Beyond Neutral Paper (paper supply) and Eleven Comms (telecommunications, the Scope 3 emissions for Readydebygo Ltd. are listed by category in Table 6. Among all emissions sources, purchased goods and services was the primary contributor, contributing to 93.41% of total Scope 3 emissions, generating emissions of 20.76 tCO₂e.

Table 6: Scope 3 emissions (Gross basis)

Emissions Category	Emissions (tCO ₂ e)	% of Total Emissions
Purchased goods and services	20.76	93.41%
Fuel and energy related activities	0.13	0.57%
Upstream transportation & distribution	0.57	2.56%
Waste generated in operations	0.00	0.01%
Business travel	0.03	0.12%
End of life treatment of sold products	0.04	0.19%
Total	21.52	96.86%

2.7 Purchased Goods and Services Hotspot Analysis

Figure 2 is a pie chart segmenting the sources of purchased goods and services by percentage. Printing was the highest source of emissions at 11.65 tCO₂e (56.14% of purchased goods and services emissions and 54.13% of scope 3 emissions). The second highest source of emissions was from purchase of paper (8.71 tCO₂e, or 40.45% of scope 3 emissions). The third highest source of emissions was from insurance, app subscriptions and telecom (0.25 tCO₂e, or 1.18% of scope 3 emissions).

¹ Gross emissions include all supplier-related emissions prior to any carbon neutral declarations.

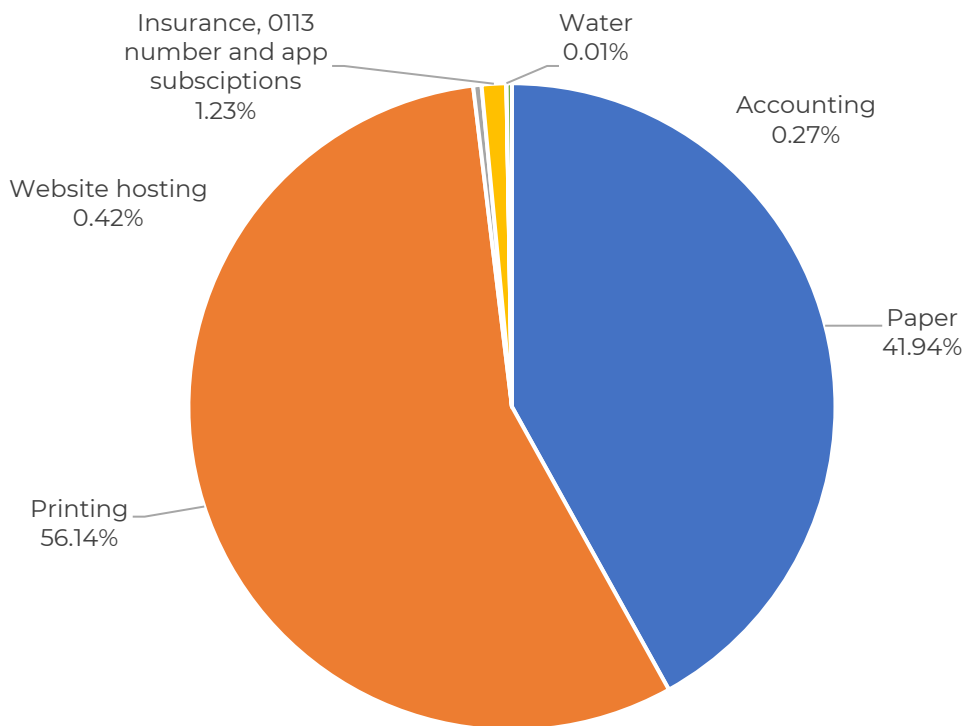


Figure 2: Purchased goods and services by emission source -gross basis

3 Emissions Progress

3.1 Annual Emissions Update

Total reported emissions for Readydebygo Ltd. increased by 123.54%, from 6.04 tCO₂e in 2023 to 13.49 tCO₂e in 2024. Table 7 and Table 8 below present a comparison of emissions for 2023 and 2024, shown both shown on reported and gross basis, for transparency purposes.

Table 7: 2024 vs 2023 (Reported emissions assuming zero emissions for supplier-declared carbon-neutral paper and telecommunications services)

Emissions Category	2024 Emissions (tCO ₂ e)	2023 Emissions (tCO ₂ e)
Scope 1	0.60	0.65
Scope 2	0.09	0.09
Scope 3	12.79	5.29
Total	13.49	6.03

Table 8: 2024 vs 2023 (Gross emissions reflecting all supply chain emissions before consideration of supplier neutrality claims.)

Emissions Category	2024 Emissions (tCO ₂ e)	2023 Emissions (tCO ₂ e)
Scope 1	0.60	0.65
Scope 2	0.09	0.09
Scope 3	21.52	10.41
Total	22.22	11.16

Scope 1 and Scope 2 emissions remained broadly stable between 2023 and 2024. Emissions from stationary combustion and electricity usage show negligible changes, as the same activity data was used as in the previous year. Emissions from

company vehicles decreased by 13.01%, reflecting reduced mileage during the reporting period.

The change in Scope 3 emissions is primarily attributed to a significant increase in emissions from purchased goods and services, which more than doubled from 9.91 tCO₂e in 2023 to 20.76 tCO₂e in 2024. This increase is largely driven by the launch of a new magazine and higher associated printing costs. In line with the previous reporting year, emissions for water and accounting services were assumed to be unchanged, and telecommunication expenses were assumed to be captured within the existing “insurance, 0331 number and subscriptions” category.

Figure 2 and Figure 3 represents the bar chart depicting the changes in emissions from purchased goods and services both on reported and gross basis



Figure 3: Readydebygo Ltd.'s Category 1 gross emissions breakdown 2024 vs 2023

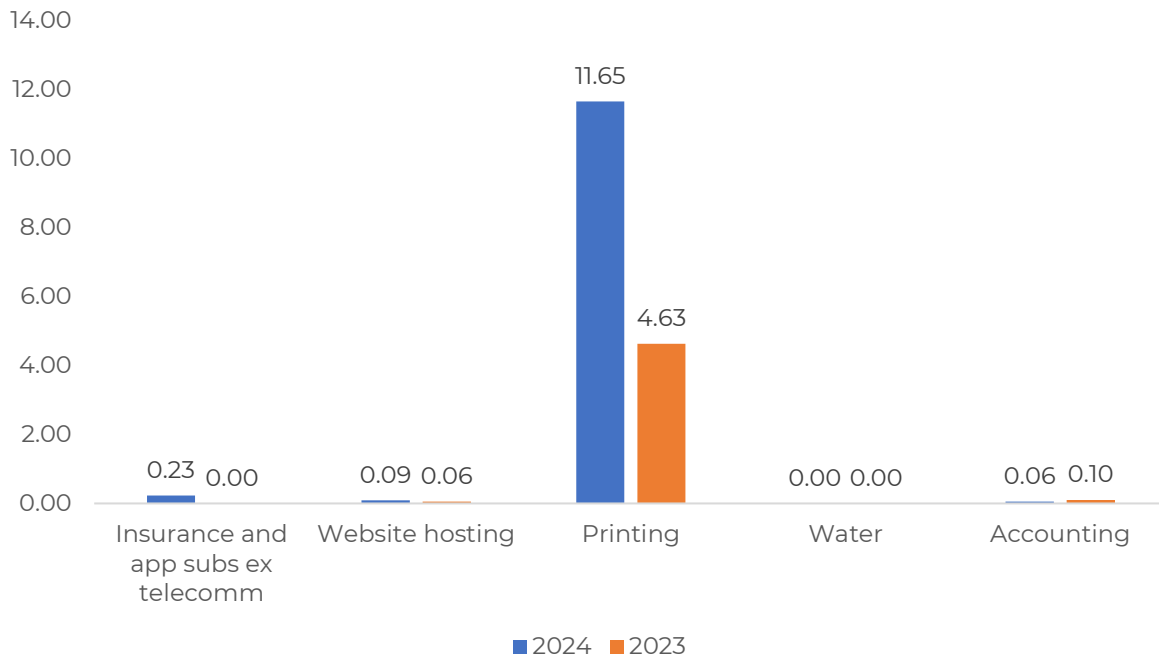


Figure 4: Readydebygo Ltd.'s Category 1 reported emissions breakdown 2024 vs 2023

Additional increases in Scope 3 emissions were observed in upstream transportation and distribution, which increased by 183.75%, reflecting higher distribution requirements associated with increased printed material. Business travel emissions also increased by 28.18%, although they remain a relatively minor contributor to total emissions.

Reductions were observed in fuel- and energy-related activities (-19.99%) and end-of-life treatment of sold products (-65.03%), while emissions from waste generated in operations remained negligible and broadly unchanged year on year.

4 Recommendations

Readydebygo Ltd. is progressing through their sustainability journey by conducting a GHG inventory report for 2021, 2022, 2023 and 2024 calendar years. Following the completion of this report, MyCarbon has made the following recommendations, listed in Table 9.

In addition to the comprehensive GHG inventory report outlined and subsequent offsetting piece, MyCarbon remains committed to supporting Readydebygo Ltd. in their sustainability journey. Future suggestions include a variety of services that Readydebygo Ltd. can easily incorporate into their sustainability efforts. These include:

Table 9: Key recommendations and justifications

Recommendation	Description & Justification
Greenhouse Gas Report	Continuing to report annually on greenhouse gas emissions will hold Readydebygo Ltd. accountable and help monitor progress in regards to their sustainability goals.
Carbon offsetting	Purchasing carbon credits from reputable sources will help Readydebygo Ltd.'s operations become carbon neutral.
PAS 2060	Gaining PAS 2060 certification will demonstrate Readydebygo Ltd's commitment to reducing and offsetting its' carbon emissions.

Greenhouse Gas Report and Carbon offsetting

Readydebygo Ltd. should continue conducting annual GHG assessments and offsetting, as these practices establish a strong basis for sustainability, showcasing the company's commitment to proactive environmental responsibility and openness.

Annual GHG reporting allows Readydebygo Ltd. to maintain an accurate and up-to-date understanding of its emissions profile, providing a clear baseline for progress and highlighting any changes or areas for improvement in emission reduction efforts.

Carbon offsetting enables Readydebygo Ltd. to neutralize its remaining emissions, ensuring that its operations achieve net zero on a yearly basis. By consistently offsetting, Readydebygo Ltd. sustains its commitment to carbon neutrality, mitigating the impact of emissions that may be harder to eliminate immediately.

PAS 2060

With annual GHG reporting and offsetting already in place, pursuing PAS 2060 verification would add credibility and validate Readydebygo Ltd.'s carbon-neutral status, reinforcing its commitment to transparency and accountability. This formal recognition of carbon neutrality would enhance trust among stakeholders by meeting industry-recognized standards. PAS 2060 verification involves rigorous assessment and documentation, demonstrating that Readydebygo Ltd. has achieved a credible and verifiable approach to maintaining carbon neutrality.

METHODOLOGY



5 Methodology

5.1 Identified Emissions and Exclusions

The emissions that were determined to be relevant within the organizational boundary are listed in Table 10.

Table 10: Emissions sources included in the organisational boundary.

Scope	Category	Emission Source	Included
1		Stationary combustion	Yes
		Company vehicles	Yes
		Fugitive emissions	No
		Refrigerants	No
2		Electricity usage	Yes
		Heating	No
		Cooling	No
3	Upstream	1 Purchased goods and services	Yes
		2 Capital goods	No
		3 Fuel and energy related activities	Yes
		4 Upstream transportation and distribution	Yes
		5 Waste generated in operations	Yes
		6 Business travel	Yes
		7 Employee commuting	No
		8 Upstream leased assets	No
3	Downstream	9 Downstream transportation and distribution	No
		10 Processing of sold products	No

	11		Use of sold products	No
	12		End of life treatment of sold products	Yes
	13		Downstream leased assets	No
	14		Franchises	No
	15		Investments	No

5.2 Organisational Boundaries

The GHG Protocol Corporate Standard outlines two approaches for consolidating GHG data—the equity share approach and the control approach—through organizational boundaries. These are boundaries that determine the operations owned or controlled by the reporting company, depending on the consolidation approach taken. In some cases, it may be possible to apply these approaches directly to emissions/removals associated with sequestered atmospheric carbon.

The GHG inventory report covers all Scope 1, 2, and 3 emissions for Readydebygo Ltd under the control consolidation approach. Details of each building included within the organisational boundary of this report are listed below:

15 Poplar Place,
 Whinmoor,
 Leeds,
 West Yorkshire,
 United Kingdom,
 LS14 2FG

5.3 Emission Factors

The methodologies used to collect and assess the emissions data varied throughout the inventory. The primary methodology used was multiplying GHG activity data by appropriate GHG emission factors. All methodologies were selected based on their ability to provide accurate and consistent results. The use of activity data and emission factors was feasible due to the availability of both accurate activity data and emission factors from reputable organisations.

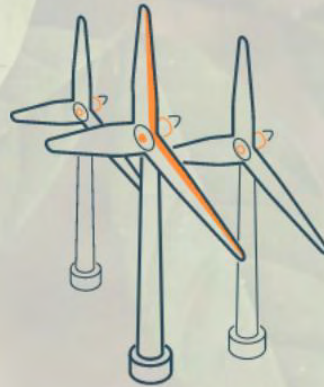
MyCarbon uses the latest figures from DEFRA and peer reviewed literature for all common emission factors listed in Table 11 in the appendix.

5.4 Calculating Emissions from Electricity Consumption

There are two methods for calculating emissions from electricity consumption: the location-based and market-based methods. The location-based method is used to calculate emissions based on the emissions intensity of the local grid area where the electricity usage occurs. The market-based method calculates emissions on the basis that the company has chosen to purchase renewable electricity.

The location-based method was used to determine electricity consumption emissions. Typically, both location- and market-based emissions should be presented, to allow for better tracking of impact of REGOS/Renewables in the future.

APPENDICES



6 Appendices

6.1 References

1. Department for Business, Energy & Industrial Strategy (DEFRA), 2021. Greenhouse Gas Reporting: Conversion Factors 2021. Available at: <https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2021>
2. Department for Energy Security and Net Zero (2024) Greenhouse gas reporting: conversion factors 2024. Available at: <https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2024>
3. ApPrintable, 2024. *A5 Size Guide*. Available at: https://www.apprintable.com/a5-size.html?srsId=AfmBOop4WOPrKdJsPVNgFxFKVsYjlov_T9PzOlzVgb136OvDem-t5xVo

6.2 Emission Factors

Table 11: Emissions factors used in this assessment

Category	Emission Factors	Units	Reference
Natural gas	0.183	kgCO ₂ e/kWh (Gross CV)	(DEFRA,2024)
Car (supermini)	0.173	kgCO ₂ e/mile	(DEFRA,2024)
Electricity (UK)	0.207	kgCO ₂ e/kWh	(DEFRA,2024)
Paper	1,339.318	kgCO ₂ e/tonne	(DEFRA,2024)
Printing	0.391	kgCO ₂ e/GBP	(DEFRA,2021)
Website hosting	0.111	kgCO ₂ e/GBP	(DEFRA,2021)
Water	0.153	kgCO ₂ e/m ³	(DEFRA,2024)
Accounting service	0.065	kgCO ₂ e/GBP	(DEFRA,2021)
Other professional, scientific and technical services	0.141	kgCO ₂ e/GBP	(DEFRA,2021)
Van (inbound and outbound transport of magazines)	0.623	kgCO ₂ e/tonne.km	(DEFRA,2024)
Bus	0.10	kgCO ₂ e/passenger.km	(DEFRA,2024)
Waste treatment of magazines	6.411	kgCO ₂ e/tonne	(DEFRA,2024)
Wastewater treatment	0.186	kgCO ₂ e/m ³	(DEFRA,2024)
WTT - UK electricity (generation)	0.046	kgCO ₂ e/kWh	(DEFRA,2024)
T&D - UK electricity	0.018	kgCO ₂ e/kWh	(DEFRA,2024)
WTT - UK electricity (T&D)	0.004	kgCO ₂ e/kWh	(DEFRA,2024)
WTT Cars - Mini - Diesel	0.026	kgCO ₂ e/km	(DEFRA,2024)
WTT - Natural gas	0.030	kgCO ₂ e/kWh (Gross CV)	(DEFRA,2024)
WTT - Vans	0.153	kgCO ₂ e/tonne.km	(DEFRA,2024)

Average local bus	0.108	kgCO ₂ e/passenger.km	(DEFRA,2024)
WTT Average local bus	0.026	kgCO ₂ e/passenger.km	(DEFRA,2024)

6.3 Context

6.3.1 What is the importance of measuring greenhouse gases (GHGs)?

GHG emissions are contributing to global warming and climate change, which have been recognised as a key sustainable development issue. Many governments through local and international efforts are taking steps to reduce GHG emissions through national policies that include the introduction of emissions trading programs, voluntary programs, carbon or energy taxes, and regulations and standards on energy efficiency and emissions. As a result, companies must be able to understand and manage their GHG risks if they are to ensure long-term success in a competitive business environment, and to be prepared for future national or regional climate policies.

Quantification of GHGs emitted by a business or organisation's activities in the form of a carbon footprint is an important tool used by stakeholders to recognise their impact and act, often through offsetting activities.

Offsetting is a particular method employed to reduce, remove, or prevent the release of GHG emissions into the atmosphere, which can be done through the purchase and retirement of carbon credits. Due to the tight control on carbon credits, retirement of a credit is the only method one can do to offset their carbon footprint. For example, if a business produced 100 tonnes of CO₂, they would need to purchase and retire 100 carbon credits to become carbon neutral.

6.3.2 Reporting standards

When performing a GHG inventory, these assessments should align with one of two recognised standards for accounting and reporting corporate GHG emissions. The most well-known is the "Greenhouse Gas Protocol – Corporate Accounting and Reporting Standard" (GHG Protocol, 2011) developed in a partnership of the World Business Council for Sustainable Development (WBCSD) and the World Resource Institute (WRI). The International Organization for Standardization (ISO) also produced the ISO14064 specification series, detailing specification and guidance for the organisation and project levels, as well as for the validation and verification of emissions.

Data supplied by clients is used in GHG assessments, which is quantified into GHG emission estimates by applying relevant and up-to-date emission factor(s) from reputable sources, like DEFRA. An emission factor is a representative value that attempts to relate the quantity of a pollutant released to the atmosphere with an

activity associated with the release of that pollutant. Quality and accuracy of emission factors can vary between government publications and scientific research journals, therefore it is best practice to apply emission factors only from reputable sources, such as DEFRA.

GHG assessments quantify all six Kyoto Protocol GHGs, where applicable, and are measured in terms of tonnes carbon dioxide (CO₂) equivalence, or tCO₂e, where equivalence means having the same warming effect as CO₂ over a period of 100 years. The six Kyoto Protocol gases are CO₂, methane (CH₄), nitrous oxide (N₂O), hydrofluorocarbons (HFCs), sulphur hexafluoride (SF₆) and perfluorocarbons (PFCs). The global warming potential (GWP) of each GHG is listed in Table 12.

Table 12: GHGs listed in the Kyoto Protocol and their Global Warming Potential (GWP)

Greenhouse Gas	Chemical Formula	GWP (CO ₂ e)
Carbon dioxide	CO ₂	1.0
Methane	CH ₄	27.0
Nitrous oxide	N ₂ O	273.0
Hydro fluorocarbons	HFCs	Depends on gas
Sulphur hexafluoride	SF ₆	24,500
Perfluorinated compounds	PFCs	Depends on gas

6.4 Emissions Scopes

Emission sources can be broken down into three distinct categories called Scopes.

Scope 1

Scope 1 accounts for the direct GHG emissions occurring from sources that are owned or controlled by the company, for example, emissions from combustion in owned or controlled boilers, furnaces, vehicles, etc.: emissions from chemical production in owned or controlled process equipment.

Scope 2

Scope 2 accounts for GHG emissions from the generation of purchased electricity, heat or steam consumed by the company. Purchased electricity, heat or steam is defined as electricity, heat or steam that is purchased or otherwise brought into the

organizational boundary of the company. Scope 2 emissions physically occur at the facility where electricity, heat or steam is generated.

Scope 3

Scope 3 is an optional reporting category that allows for the treatment of all other indirect emissions. Scope 3 emissions are a consequence of the activities of the company but occur from sources not owned or controlled by the company. Some examples of scope 3 activities are extraction and production of purchased materials, transportation of purchased fuels and use of sold products and services.

The GHG Protocol describes the quantification of Scope 1 and 2 as mandatory, whereas Scope 3 emissions are considered optional. Depending on the nature/remit of an organisation, Scope 3 activities can contribute a significant proportion of overall emissions, and therefore to gain a proper understanding of an organisation's GHG emissions it is advisable to include all relevant sources.

6.5 Client Contact Details

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