



## Environmental Sustainability & Carbon Footprint Management Policy

October 2025

### 1. Introduction

Caremark Richmond & Hounslow is an independently owned and operated domiciliary care franchise operating under the trade name of Caremark, pursuant to the terms of the franchise agreement with Caremark Limited. We are dedicated to enhancing the lives of our clients by providing outstanding personalized home care across London Borough of Richmond Upon Thames and London Borough of Hounslow and surrounding communities. and surrounding communities.

We are fully committed to reducing our carbon footprint and advancing environmental sustainability across all areas of our operation. This policy outlines specific actions we have already taken, our measurable baseline data, and our five-year sustainability roadmap for the period 2026–2031. The data herein has been prepared in support of our Hounslow tender submission.

We will comply with all relevant environmental laws, regulations, and codes of practice, including the Environment Act 2021, the Climate Change Act 2008 (as amended), and applicable local authority sustainability requirements.

### 2. Our Green Office – What We Have Already Done

Our office has been purpose-built or recently refurbished with sustainability at its core. The following measures are already fully in place:

#	Sustainability Feature	Impact & Detail
1	Double-Glazed Windows & Doors	Significantly reduces heat loss, lowers heating demand, and cuts energy consumption. Estimated 15–20% reduction in space heating costs vs. single glazing.
2	LED Lighting Throughout	LED fittings use up to 75% less energy than traditional incandescent bulbs and last 25x longer. Eliminates the need for frequent lamp replacements, further reducing waste.
3	Low-Flow Taps	Water-efficient taps reduce water consumption by up to 50% vs. standard fittings, directly lowering both water bills and the energy required to heat water.



## Environmental Sustainability & Carbon Footprint Management Policy

October 2025

4	Paperless Office Operations	All care planning, rostering, HR, invoicing, and communications are conducted digitally. Paper printing is avoided as standard practice, saving an estimated 5,000+ sheets per year.
5	2 Electric Vehicles (EVs)	Both company cars are fully electric, producing zero direct (tailpipe) emissions. Annual mileage estimated at ~10,000 miles each (20,000 total). Charged on green energy.
6	4 E-Bikes	Four electric bicycles available for care assistants for short-distance visits. E-bikes produce near-zero emissions per mile and reduce local traffic congestion.
7	Care Staff: Walkers & Public Transport	The majority of our ~150 care staff travel by foot or public transport (bus, train, TfL), generating a minimal carbon footprint compared to private car travel.
8	Council E-Scooters (Pay-As-You-Go)	Where public transport is impractical for short journeys, staff utilise Hounslow Council-provided e-scooters on a pay-as-you-go basis – zero-emission last-mile travel.

### 3. Policy Commitments

#### 2.1 3a. Energy Efficiency

Our office operates exclusively with LED lighting and benefits from double-glazed windows and doors that minimise heating and cooling loads. We will continue to monitor energy consumption quarterly, invest in smart metering, and target a 5% year-on-year reduction in office energy usage.

#### 2.2 3b. Water Conservation

Low-flow taps are installed throughout our office. We monitor water usage and promote responsible consumption. Our target is to maintain water usage at below 1 m<sup>3</sup> per employee per year.

#### 2.3 3c. Waste Reduction & Circular Economy

We actively separate recyclables from general waste. As a paperless office we generate minimal paper waste. We work with suppliers who demonstrate responsible packaging and disposal practices.



## Environmental Sustainability & Carbon Footprint Management Policy

October 2025

### 2.4 3d. Paperless Operations

All care plans, rotas, HR records, timesheets, invoicing, and client communications are managed through digital platforms. We target 100% paperless operations and track any exceptions monthly.

### 2.5 3e. Sustainable Transport

Transport is one of the largest contributors to carbon emissions in domiciliary care. We have proactively addressed this through:

- 2 fully electric company vehicles for management and community visits
- 4 e-bikes available to care assistants for local visit runs
- Actively recruiting care assistants who walk or use public transport
- Encouraging use of Hounslow Council pay-as-you-go e-scooters for last-mile travel
- Zero reliance on petrol or diesel vehicles for daily care delivery

### 2.6 3f. Sustainable Procurement

We source consumables and PPE from suppliers with demonstrated environmental credentials. We favour locally sourced goods to reduce transport emissions and prioritise suppliers with ISO 14001 accreditation where available.

### 2.7 3g. Stakeholder Engagement

We embed sustainability awareness in our staff induction, annual training, and team communications. We engage with Hounslow Council, Richmond Council, and community environmental initiatives. We support staff who choose sustainable travel options.

### 2.8 3h. Carbon Offsetting

Where residual emissions cannot be eliminated, we will invest in recognised carbon offsetting projects. From Year 2 onwards we commit to partnering with at least one local tree-planting or green-space initiative annually (target: minimum 10 trees per year).



## Environmental Sustainability & Carbon Footprint Management Policy

October 2025

### 4. Carbon Footprint Baseline – 2026 (Year 1)

The table below sets out our estimated carbon footprint baseline for the current year (2026), broken down by emission source. Figures are based on DEFRA 2024 conversion factors and known operational data.

Emission Source	Annual Activity	Unit	CO <sub>2</sub> e (kg)	Notes
Office Electricity	3,500	kWh	724	UK grid: 0.207 kg CO <sub>2</sub> e/kWh (2024)
Office Heating (Gas)	0	kWh	0	No gas boiler – electric heating only
EV Charging (2 cars)	20,000	miles	980	0.049 kg CO <sub>2</sub> e/mile (UK grid, EVs)
E-Bikes (4 bikes)	6,000	miles	12	0.002 kg CO <sub>2</sub> e/mile (e-bike)
E-Scooters (council)	4,000	miles	32	0.008 kg CO <sub>2</sub> e/mile (e-scooter)
Staff Walking	N/A	–	0	Zero emission travel mode
Staff Public Transport	Est. 60 staff	daily	420	Bus/rail approx. 7 kg CO <sub>2</sub> e/staff/week
Paper / Printing	Minimal	–	20	Paperless office – residual only
Water Usage	Est. 80	m <sup>3</sup>	28	0.344 kg CO <sub>2</sub> e/m <sup>3</sup> (UK water)
<b>TOTAL ANNUAL CARBON FOOTPRINT (BASELINE 2026)</b>			<b>2,216</b>	<b>kg CO<sub>2</sub>e per year</b>

Context: A typical domiciliary care company of equivalent size using petrol/diesel vehicles would generate an estimated 35,000–60,000 kg CO<sub>2</sub>e per year. Our baseline of ~2.2 tonnes CO<sub>2</sub>e reflects a 93–96% reduction against that benchmark – a direct result of our green fleet, active transport, and energy-efficient office.



## Environmental Sustainability & Carbon Footprint Management Policy

October 2025

### 5. Five-Year Sustainability Plan & Carbon Trajectory (2026–2031)

The following table presents our committed actions and projected carbon footprint for each year of the five-year plan. All figures are in kg CO<sub>2</sub>e per year. Our ambition is to achieve net-zero office and fleet operations by 2031.

Area / Metric	Baseline 2026	2027	2028	2029	2030	2031
Office Electricity (kg CO <sub>2</sub> e)	724	689	648	604	555	500
EV Fleet (kg CO <sub>2</sub> e)	980	931	875	816	749	675
E-Bikes (kg CO <sub>2</sub> e)	12	10	9	8	7	6
E-Scooters (kg CO <sub>2</sub> e)	32	28	24	20	16	12
Staff Transport (kg CO <sub>2</sub> e)	420	399	375	349	319	285
Paper & Water (kg CO <sub>2</sub> e)	48	40	35	30	25	20
<b>TOTAL (kg CO<sub>2</sub>e)</b>	<b>2,216</b>	<b>2,097</b>	<b>1,966</b>	<b>1,827</b>	<b>1,671</b>	<b>1,498</b>
% Reduction vs. Baseline	-	-5.4%	-11.3%	-17.6%	-24.6%	-32.4%

### 6. Year-by-Year Action Plan

Year	Focus Area	Key Actions	Target
2026	Baseline & Quick Wins	Install smart energy meter. Complete carbon baseline audit. Register with at least one carbon tracking tool. Roll out e-bike rota for care assistants. Publish this policy internally and on website.	Baseline established; all staff briefed



## Environmental Sustainability & Carbon Footprint Management Policy

October 2025

<b>2027</b>	Energy & Water	Install motion-sensor LED switches to eliminate standby waste. Introduce water sub-metering. Begin annual tree-planting partnership (10 trees/year). Achieve ISO 14001 pre-assessment.	5% reduction vs. 2026 baseline
<b>2028</b>	Fleet Expansion	Add 2 further e-bikes (total 6). Explore solar panel installation on office roof if lease permits. Increase e-scooter usage by 20%. Achieve Green Mark or equivalent accreditation.	11% cumulative reduction
<b>2029</b>	Supply Chain & Offsetting	Require top 10 suppliers to provide carbon statements. Offset all residual transport emissions via certified UK woodland. Staff 'green champion' programme launched.	18% cumulative reduction
<b>2030</b>	Net Zero Office Target	Switch office electricity to 100% renewable tariff. Achieve net-zero for Scope 1 & 2 emissions. Annual sustainability report published.	25% cumulative reduction; net-zero Scope 1 & 2
<b>2031</b>	Full Net Zero Operations	Offset all remaining Scope 3 staff transport emissions. Full carbon neutral certification achieved. Share learnings with Caremark network and Hounslow Council.	32%+ cumulative reduction; Carbon Neutral certified



## Environmental Sustainability & Carbon Footprint Management Policy

October 2025

### 7. Key Performance Indicators (KPIs)

We will report against the following KPIs annually and make results available to Hounslow Council upon request:

#	KPI	Frequency	Target 2031
1	Total kg CO <sub>2</sub> e per year	Annual	≤ 1,500 kg CO <sub>2</sub> e
2	% care staff using active/public transport	Annual	>95% of workforce
3	Office energy consumption (kWh)	Quarterly	≥5% reduction YoY
4	Office water consumption (m <sup>3</sup> )	Annual	<75 m <sup>3</sup> /year
5	% of operations paperless	Quarterly	100% (no exceptions)
6	Trees planted / offset projects	Annual	≥10 trees/year from 2027
7	Staff sustainability training completion	Annual	100% of staff trained
8	Supplier sustainability assessments completed	Annual	Top 10 suppliers assessed by 2029

### 8. Compliance, Governance & Review

This policy is owned by the CEO and reviewed every two years or sooner if there are material changes in legislation, regulation, or operational practice. The next scheduled review date is January 2028.

Any staff member wishing to suggest improvements or amendments should raise them with the Regional Support Manager or Quality Manager.

Role	Responsibility	Frequency
------	----------------	-----------



## Environmental Sustainability & Carbon Footprint Management Policy

October 2025

Management	Policy ownership, annual report sign-off, tender submissions	Annually / As required
Registered Manager	Day-to-day monitoring, staff briefings, KPI collation	Quarterly
Quality Manager	Audit, supplier sustainability review, incident review	Annually
All Staff	Adherence to green travel, paperless operations, waste segregation	Daily / Ongoing