



ENVIRONMENTAL POLICY

2026 PUBLICATION VERSION

Environmental sustainability, responsible resource use and continual improvement

NET ZERO COMMITMENT 2050	POLICY EFFECTIVE 20 Jun 2026	NEXT REVIEW 20 Jun 2027
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Legal entity	Heartbeat Healthcare Ltd
Company number	16072594
Registered office	2 Battle Place, Reading, England, RG30 1AJ
Website	https://heartbeat-healthcare.com/
Document reference	HBH-ENV-001
Version	1.0
Approval date	20 June 2026
Document status	Approved policy for organisational use and website publication
Our environmental commitment	We recognise that even a small healthcare and support organisation has an environmental footprint. We will understand that footprint, prevent avoidable harm, use resources responsibly, reduce emissions and waste, and improve our performance in a way that remains proportionate, safe and financially sustainable.

Approved by Shadreck Chawira, Director | 20 June 2026

1 Document control and approval

Document title	Environmental Policy 2026
Document reference	HBH-ENV-001
Policy owner	Shadreck Chawira, Director
Approved by	Board of Directors / senior management
Version	1.0
Approval date	20 June 2026
Effective date	20 June 2026
Next scheduled review	20 June 2027, or sooner if law, guidance or operations materially change
Policy status	Controlled organisational policy and public website document
Applies to	Directors, employees, workers, temporary staff, agency workers, contractors, consultants, volunteers, suppliers and relevant business partners
Geographical scope	All current and future UK operations of Heartbeat Healthcare Ltd

1.1 Version history

Version	Date	Owner	Summary of change	Approval
1.0	20 June 2026	Shadreck Chawira	First comprehensive Environmental Policy. Establishes governance, operational controls, monitoring arrangements and links to the Carbon Reduction Plan.	Approved

1.2 Related documents

- Carbon Reduction Plan 2026, document reference HBH-CRP-001
- Business Continuity and Emergency Planning arrangements
- Health and Safety Policy
- Waste and information security procedures
- Procurement and supplier due diligence arrangements
- Equality, Diversity and Human Rights Policy
- Whistleblowing, complaints and incident reporting procedures

Policy status and regulatory position	Heartbeat Healthcare Ltd is not currently registered with the Care Quality Commission. At the date of approval, our home-based services are limited to activities that do not require CQC registration. This policy supports responsible current operations and future regulatory readiness. It must not be read as a claim that we are authorised to carry on a regulated activity.
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2 Director's policy statement

Heartbeat Healthcare Ltd is committed to delivering dependable healthcare staffing and unregulated home support services while reducing the environmental impact of our operations. We recognise that environmental responsibility is part of good governance, sound risk management and responsible citizenship. It supports the long-term resilience of our organisation, the wellbeing of communities and the quality of the environments in which people live and work.

As a small and recently established company, our approach is deliberately practical. We will not make unsupported claims or set targets that are disconnected from reliable information. We will first measure our most material impacts, establish proportionate controls and improve year by year. Our Carbon Reduction Plan sets a Net Zero target of 2050 and a first full baseline measurement period from 1 July 2026 to 30 June 2027.

Environmental considerations will be integrated into business decisions, service design, staff travel, purchasing, digital systems, waste management and supplier engagement. Decisions will always balance environmental improvement with safety, infection prevention, confidentiality, accessibility, service continuity and the choices of people receiving support.

Every person working for or on behalf of Heartbeat Healthcare Ltd has a role in implementing this policy. Managers will lead by example, staff will follow agreed controls and report concerns, and suppliers will be encouraged to demonstrate responsible practice. We will monitor progress, learn from incidents and publish updates where appropriate.

Approved by Shadreck Chawira Director, Heartbeat Healthcare Ltd Date: 20 June 2026	 Signature
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3 Executive summary

This policy explains how Heartbeat Healthcare Ltd identifies, manages and reduces the environmental impacts associated with its healthcare staffing, recruitment, office, digital and unregulated home support activities. It applies across the full lifecycle of our work, from planning and procurement through to delivery, monitoring and review.

3.1 Our immediate priorities

- Build reliable data for energy, mileage, travel, purchasing, waste and digital equipment during the first baseline year.
- Reduce avoidable journeys through sensible scheduling, local deployment and remote meetings where these do not compromise service quality.
- Make digital-first administration the normal approach while preserving accessible alternatives for people who need them.
- Apply the waste hierarchy and ensure waste is stored, transferred and disposed of lawfully.
- Introduce proportionate environmental checks into purchasing and supplier selection.
- Train staff in practical environmental responsibilities and make environmental performance part of governance review.
- Prepare for climate-related disruption, including severe weather, transport interruption, heat and power failure.

Contents

- 1. Document control and approval
- 2. Director's policy statement
- 3. Executive summary
- 4. Purpose, objectives and scope
- 5. Definitions
- 6. Our environmental principles
- 7. Legal, regulatory and good practice framework
- 8. Governance and responsibilities
- 9. Environmental aspects, impacts and risk assessment
- 10. Carbon management and climate change
- 11. Energy, premises and equipment

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- 12. Travel, transport and deployment
 - 13. Sustainable procurement and supplier management
 - 14. Paper, printing, digital systems and information management
 - 15. Waste prevention, segregation and disposal
 - 16. Electrical equipment, batteries and consumables
 - 17. Water conservation
 - 18. Chemicals, cleaning products, spills and pollution prevention
 - 19. Infection prevention, PPE and environmental balance
 - 20. Environmental practice in people's homes and client settings
 - 21. Biodiversity, air quality and the local environment
 - 22. Staff awareness, competence and engagement
 - 23. Climate adaptation, emergency planning and business continuity
 - 24. Monitoring, audit, reporting and continual improvement
 - 25. Environmental incidents, non-conformity and corrective action
 - 26. Communication, complaints and speaking up
 - 27. Compliance and enforcement
 - 28. Review and approval
 - Appendices A to G

4 Purpose, objectives and scope

4.1 Purpose

The purpose of this policy is to establish a clear, proportionate and auditable framework for environmental management across Heartbeat Healthcare Ltd. It sets the minimum expectations that apply to decisions, behaviours and operating controls that may affect the natural environment, resource use or greenhouse gas emissions.

4.2 Objectives

- Comply with applicable environmental law and maintain evidence of compliance.
- Prevent pollution, environmental harm and avoidable waste.
- Use energy, water, materials and digital resources efficiently.
- Reduce greenhouse gas emissions in line with our Carbon Reduction Plan and 2050 Net Zero commitment.
- Apply lifecycle thinking to purchasing, equipment and service design.
- Encourage staff, suppliers, candidates, clients and people receiving support to participate in practical environmental improvement.
- Improve organisational resilience to climate-related risks and extreme weather.
- Measure performance and demonstrate continual improvement without overstating progress.

4.3 Scope of operations

This policy covers all UK activities that Heartbeat Healthcare Ltd controls or can reasonably influence. These include healthcare recruitment and staffing, candidate compliance administration, office and home-working activities, travel and deployment, technology and communications, procurement, supplier relationships, and unregulated domiciliary or community support services.

Where our workers operate within a hospital, care home, community service, private healthcare organisation or another client setting, they must follow both this policy and the client's site-specific environmental, waste, health and safety, infection prevention and emergency arrangements. Where requirements differ, the safer and more legally compliant control must be followed and the manager must be informed.

4.4 Limitations and proportionality

We are a small company and do not own or control every premises in which work takes place. Our influence may therefore be greater in some areas, such as staff mileage, digital administration and purchasing, and more limited in others, such as a client's building energy system or a person's household waste arrangements. We will act within our control, use influence responsibly and avoid making commitments that depend entirely on third parties.

5 Definitions

Term	Meaning
Carbon footprint	The greenhouse gas emissions caused directly and indirectly by an organisation, expressed as tonnes of carbon dioxide equivalent, or tCO ₂ e.
Circular economy	An approach that keeps products and materials in use for as long as possible through reduction, reuse, repair, refurbishment and recycling.
Environmental aspect	An element of an activity, product or service that can interact with the environment, such as vehicle travel, energy use or waste generation.
Environmental impact	A change to the environment, whether adverse or beneficial, resulting wholly or partly from an environmental aspect.
Lifecycle thinking	Considering impacts across sourcing, manufacture, transport, use, maintenance and end-of-life, rather than only the purchase price.
Net Zero	Achieving a balance between greenhouse gas emissions released and credible removals, after making the deepest practicable reductions.
Pollution	The release of substances, heat, noise or other agents that may harm people, wildlife, air, water or land.
Waste hierarchy	The order of preference: prevention, preparing for reuse, recycling, other recovery and disposal as the last resort.
Reasonable influence	The ability to encourage, request, specify or contract for an environmental outcome even where Heartbeat Healthcare Ltd does not have direct control.
Significant environmental aspect	An aspect assessed as having a material legal, environmental, financial, reputational or operational impact and therefore requiring formal controls.

6 Our environmental principles

Our environmental management approach is guided by the following principles. Although the statutory environmental principles duty under the Environment Act 2021 is directed at government policy-making, the principles provide a useful and credible framework for responsible business decisions.

Principle	How we apply it
Integration	We include environmental considerations in governance, procurement, service planning, workforce deployment and investment decisions.
Prevention	We seek to prevent pollution, waste and environmental harm rather than relying only on clean-up after an event.
Rectification at source	Where harm or inefficiency is identified, we address the cause as close as possible to where it arises.
Polluter pays	We accept responsibility for the reasonable costs of addressing environmental harm caused by our activities.
Precaution	Where there is a credible risk of serious harm, uncertainty will not be used as a reason to ignore sensible preventive action.
Proportionality	Controls and targets will reflect the nature, scale and impact of our operations, with attention focused on the most material risks.
Human-centred sustainability	Environmental improvement will not be pursued in a way that compromises safety, dignity, accessibility, infection prevention, continuity of support or individual choice.
Transparency	We will use reliable evidence, disclose limitations and avoid misleading environmental claims.
Continual improvement	We will set actions, monitor performance, learn from experience and strengthen our arrangements over time.

7 Legal, regulatory and good practice framework

Heartbeat Healthcare Ltd will identify and comply with environmental requirements that apply to its activities. The following framework is relevant to this policy. The exact application of each requirement depends on the activity, waste stream, premises and contractual arrangements.

Requirement or framework	Relevance to Heartbeat Healthcare Ltd
Climate Change Act 2008 and the 2050 Net Zero target	Provides the national statutory framework for reducing UK greenhouse gas emissions. Our organisational Net Zero target is aligned to 2050.
Environment Act 2021	Provides the wider environmental governance framework and informs our use of environmental principles, resource efficiency and waste reduction.
Environmental Protection Act 1990, section 34	Establishes a duty of care for controlled waste. We must take reasonable steps to prevent unauthorised or harmful handling and ensure lawful transfer.
Waste (England and Wales) Regulations 2011	Supports application of the waste hierarchy and appropriate waste management arrangements.
Environmental Permitting (England and Wales) Regulations 2016	Relevant where activities or waste handling require environmental permits or exemptions. We will use appropriately authorised contractors.
Waste Electrical and Electronic Equipment Regulations 2013	Requires appropriate handling and recycling of electrical and electronic equipment at end of life.
Waste Batteries and Accumulators Regulations 2009	Supports separate collection and appropriate disposal or recycling of batteries.
Control of Substances Hazardous to Health Regulations 2002	Requires safe assessment, use and storage of hazardous substances, including cleaning products, with environmental controls where relevant.
UK General Data Protection Regulation and Data Protection Act 2018	Environmental measures involving data, monitoring or digital systems must preserve privacy, security and lawful processing.
CQC environmental sustainability quality statement	For future regulatory readiness, we recognise the expectation that providers understand negative environmental impacts, reduce them and support people to do the same. We do not present this as evidence of current CQC registration.
Client, landlord and local authority requirements	Site rules, recycling arrangements, waste contracts, tenancy conditions and emergency procedures may impose additional controls.
Legal register	The Director or delegated compliance lead will maintain a proportionate environmental legal and requirements register. It will be reviewed at least annually and when a new service, premises, waste stream, contract or significant operational change is introduced.

8 Governance and responsibilities

Role	Core responsibilities
Board of Directors / Director	Approve this policy and the Carbon Reduction Plan; set direction; allocate proportionate resources; review significant risks, incidents and performance; approve public environmental claims.
Environmental policy owner	Maintain the policy, legal register, aspects register, action plan and annual review; coordinate data collection and report progress.
Managers and coordinators	Translate the policy into day-to-day practice; plan travel and deployment efficiently; monitor compliance; investigate concerns; include environmental controls in induction and supervision.
Recruitment and compliance staff	Use digital processes responsibly; minimise duplicate documentation; support remote verification where lawful and effective; ensure secure deletion and equipment disposal.
Field workers and temporary staff	Follow environmental, waste, infection prevention and site rules; avoid unnecessary travel and waste; report spills, defects, illegal disposal or other concerns.

Role	Core responsibilities
Procurement and administration staff	Consider need, durability, packaging, energy efficiency, repairability, supplier credentials and end-of-life arrangements before purchase.
Contractors and suppliers	Comply with law and relevant contractual requirements; provide evidence of licences or authorisations where required; cooperate with environmental due diligence.
People receiving support and families	May be invited to participate voluntarily in environmentally responsible choices. Their home, preferences, rights, safety and consent remain central.

8.1 Decision-making and escalation

Environmental decisions should normally be made at the lowest competent level. A matter must be escalated to the Director where it may involve a legal breach, significant pollution, repeated non-compliance, material cost, reputational risk, a public claim, a conflict with safety or infection prevention, or a change to an approved target.

9 Environmental aspects, impacts and risk assessment

We will identify environmental aspects associated with normal operations, abnormal conditions and reasonably foreseeable emergencies. Each aspect will be assessed according to scale, frequency, legal exposure, stakeholder concern, ability to control or influence, and potential harm.

9.1 Initial material aspects

Aspect	Potential impact	Initial significance	Principal controls
Business mileage and staff deployment	Fuel use, greenhouse gas emissions, air pollution and congestion	High	Local deployment, route planning, remote meetings, mileage records, public transport or active travel where practical
Purchased electricity and home-working energy	Indirect greenhouse gas emissions and resource use	Medium	Efficient equipment, sleep settings, switching off, supplier choices where controlled, data collection
Digital equipment and cloud services	Energy use, embodied carbon, electronic waste and data storage demand	Medium	Extend equipment life, repair where viable, secure reuse, responsible WEEE disposal, data minimisation
Paper, printing and stationery	Resource use, waste and supply-chain impacts	Medium	Digital-first systems, print controls, recycled or certified paper, duplex printing
Uniforms, PPE and consumables	Material use, packaging and waste	Medium	Need-based purchasing, correct sizing, reusable options where safe, stock control, infection prevention priority
Waste from business activities	Landfill, pollution and legal duty of care	Medium	Waste hierarchy, segregation, authorised contractors, transfer records where required
Cleaning products and accidental spills	Potential harm to water, land or health	Low to medium	Approved products, correct dilution, safe storage, COSHH information, spill response
Supplier and contractor activities	Indirect emissions, waste, labour and environmental risks	Medium	Proportionate due diligence, contract clauses, local sourcing where value and quality permit
Climate-related disruption	Service interruption, heat stress, transport failure and power loss	Medium to high	Business continuity planning, weather monitoring, welfare checks, flexible deployment and communication

9.2 Environmental risk assessment process

- Identify the activity, location, people affected and environmental aspect.
- Describe the potential environmental impact and any applicable legal or contractual requirement.
- Record existing controls and assess likelihood and consequence.
- Decide whether the aspect is significant and whether additional action is required.
- Assign an owner, due date and evidence requirement.

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- Review after an incident, complaint, audit finding, operational change or at the scheduled review date.

10 Carbon management and climate change

Our Carbon Reduction Plan is the primary document for greenhouse gas measurement, targets and reduction actions. This policy establishes the operating controls that support that plan. The two documents must be read together.

10.1 Net Zero commitment

Heartbeat Healthcare Ltd is committed to achieving Net Zero greenhouse gas emissions across its UK operations by 2050. We will prioritise real reductions in travel, energy, purchased goods, equipment and waste. Carbon offsets or removals will not be used as a substitute for feasible reduction and will only be considered for residual emissions under credible standards.

10.2 Baseline and realistic targets

Our first full baseline measurement period is 1 July 2026 to 30 June 2027. Until this baseline is complete, we will not publish invented or unsupported emissions figures. The Carbon Reduction Plan sets a planning trajectory of a 10% gross organisational emissions reduction by 2030 from the measured baseline, with deeper reductions thereafter. Progress will be assessed using both absolute emissions and suitable intensity measures, such as emissions per placement, worker, support hour or unit of turnover, where these are meaningful and do not conceal growth-related impacts.

10.3 Carbon hierarchy

- Avoid unnecessary activity or consumption.
- Reduce energy, travel and material demand through efficient design and behaviour.
- Replace high-impact options with lower-impact alternatives where safe, effective and affordable.
- Engage suppliers and clients to address indirect emissions.
- Use credible removals only for genuinely residual emissions at the appropriate stage of the Net Zero pathway.

11 Energy, premises and equipment

We will use energy efficiently in offices, home-working arrangements and any future premises under our control. Where premises are leased or shared, we will work within lease conditions and engage the landlord or building manager on practical improvements.

11.1 Minimum energy controls

- Switch off lights, screens, printers, chargers and other non-essential equipment when not in use.
- Use automatic sleep and power-saving settings on computers and compatible devices.
- Select energy-efficient equipment when replacement is necessary, considering whole-life cost and repairability.
- Avoid heating or cooling unused areas and use thermostatic controls sensibly.
- Keep doors and windows closed while heating or cooling is operating, where this is compatible with ventilation and infection prevention.
- Report faulty heating, cooling, lighting, dripping taps or equipment that is consuming excessive energy.
- Avoid unnecessary duplication of devices and extend useful life through maintenance and careful handling.
- Collect energy data where Heartbeat Healthcare Ltd controls the account or can obtain reliable consumption information.

11.2 Home working

Home working may reduce commuting but can transfer energy use to employees' homes. We will encourage proportionate good practice, such as using equipment power settings, avoiding unnecessary printing and heating only occupied spaces. We will not require intrusive monitoring of personal household energy use. Any data collection will be voluntary, aggregated where possible and handled in line with data protection requirements.

12 Travel, transport and deployment

Travel is expected to be one of our most material environmental impacts because our work involves workforce deployment, client contact and support in the community. Travel decisions must remain compatible with safe staffing, punctuality, continuity and emergency response.

12.1 Travel hierarchy

Priority	Application
1. Avoid	Use telephone, secure video or digital collaboration where a physical journey does not add sufficient value.
2. Reduce distance	Deploy suitable workers locally, cluster visits sensibly and avoid unnecessary return journeys.
3. Choose lower-impact modes	Use walking, cycling or public transport where practical, safe and compatible with shift times, location and worker welfare.
4. Share	Consider safe car sharing where appropriate and voluntary, without compromising confidentiality, safeguarding or reliability.
5. Improve vehicle efficiency	Encourage well-maintained, appropriately sized and lower-emission vehicles. Future company vehicle decisions will consider electric or hybrid options and charging feasibility.
6. Record and review	Maintain accurate business mileage and travel records so that hotspots and improvement opportunities can be identified.

12.2 Scheduling and deployment controls

- Match workers to assignments using competence, availability, continuity and reasonable geographic proximity.
- Avoid fragmented scheduling that creates excessive travel where a practical alternative exists.
- Do not pressure workers to use unsafe routes, travel in unsafe weather or adopt an unsuitable mode of transport solely to reduce emissions.
- Use remote induction, interviews, supervision and meetings where quality, identity verification, confidentiality and safeguarding can be maintained.
- Monitor mileage trends and investigate material increases or repeated inefficient patterns.

13 Sustainable procurement and supplier management

We will buy only what is reasonably needed and will consider environmental impact alongside safety, quality, compliance, availability and total cost. Environmental preference does not justify purchasing products that are unsuitable, inaccessible, unsafe or unable to meet infection prevention requirements.

13.1 Procurement principles

- Confirm the business need before purchasing and use existing stock where suitable.
- Prefer durable, repairable, reusable, rechargeable or refillable products where safe and practical.
- Consider energy efficiency, recycled content, certified sourcing, packaging and end-of-life options.
- Avoid unnecessary single-use items unless required for safety, hygiene or infection prevention.
- Consolidate orders where this does not create excessive stock, expiry or service risk.
- Consider local or regional suppliers where quality, compliance, price and resilience are competitive.
- Do not rely on vague claims such as green, eco-friendly or carbon neutral without reasonable supporting evidence.
- Include environmental requirements in material contracts and monitor significant suppliers proportionately.

13.2 Supplier due diligence

Environmental due diligence will be risk-based. A small office supplier will not be assessed in the same way as a waste contractor, fleet provider or high-volume consumables supplier. Evidence may include an environmental policy, carbon plan, waste carrier registration, disposal documentation, product certification, packaging information, targets or credible reporting.

Supplier risk	Examples	Minimum environmental check
Higher	Waste contractors, chemical suppliers, fleet or transport providers, high-volume PPE or equipment suppliers	Legal authorisations where relevant, environmental controls, incident history, disposal route, contract requirements and review
Medium	Uniform, stationery, IT, cleaning, facilities and logistics suppliers	Policy or commitments, product impacts, packaging, returns, energy efficiency and end-of-life options
Lower	Low-value professional services with limited physical impact	Proportionate consideration of digital delivery, travel and published environmental approach

14 Paper, printing, digital systems and information management

Digital systems can reduce paper and travel, but they also consume energy, require equipment and create electronic waste. Our approach is digital-first, not digital-only. Accessible paper or alternative formats will remain available where needed.

14.1 Paper and printing controls

- Use electronic forms, records, invoices, payslips, policies and communications where lawful, secure and accessible.
- Print only when there is a clear operational, legal, safeguarding or accessibility need.
- Use duplex and black-and-white printing as the default where suitable.
- Use recycled or responsibly certified paper where practical.
- Avoid printing multiple drafts and use tracked review or secure collaboration tools instead.
- Store printed stock carefully to prevent damage and waste.
- Confidential paper must be securely destroyed through an approved method. Environmental considerations must not weaken information security.

14.2 Digital sustainability

- Select appropriately specified devices rather than routinely purchasing the highest specification.
- Maintain, update and protect equipment so that its useful life is extended.
- Avoid unnecessary duplicate files, email attachments and excessive data retention, subject to legal and operational retention requirements.
- Use shared links and controlled document repositories where appropriate.
- Securely wipe and reuse equipment before recycling where this is lawful, safe and cost-effective.
- Consider environmental credentials and energy efficiency when selecting significant digital or cloud services, while maintaining cybersecurity and service continuity.

15 Waste prevention, segregation and disposal

Waste will be managed in accordance with the waste hierarchy. We will prevent waste where possible, prepare suitable items for reuse, recycle correctly, use recovery routes where available and dispose only as a last resort. We will not mix waste streams where separation is required or creates a better recycling outcome.

15.1 Duty of care

For waste produced by our business activities, we will take reasonable steps to ensure that it is safely contained, transferred only to an authorised person where required, accurately described and accompanied by appropriate records. We will retain waste transfer documentation for the applicable period and cooperate with lawful inspections.

15.2 Waste streams

Waste stream	Required approach
General office waste	Prevent, reuse and separate recyclable materials according to local arrangements. Do not place hazardous or confidential material in general waste.

Waste stream	Required approach
Paper and cardboard	Use secure shredding for confidential records. Recycle non-confidential clean paper and cardboard where facilities exist.
Packaging	Avoid excess packaging, return reusable packaging where possible and separate clean recyclable materials.
Food and drink waste	Prevent over-ordering, use appropriate food waste collection where available and avoid contaminating recycling.
Electrical and electronic equipment	Store securely, remove data, use approved reuse or WEEE recycling routes and retain evidence where appropriate.
Batteries and printer consumables	Collect separately and return through an approved recycling or supplier take-back route.
Cleaning chemicals and containers	Follow product instructions and safety data. Never pour chemicals into drains unless specifically permitted by the product instructions and local arrangements.
PPE and hygiene waste	Follow infection prevention, client-site and local waste rules. Contaminated items must never be placed in recycling.
Clinical waste	We do not currently expect to produce routine clinical waste because we do not provide clinical procedures or regulated personal care. Any future introduction of such activity requires a formal service, waste and regulatory review before commencement.
Confidential waste	Securely contain and destroy through an approved process. Data protection takes priority over ordinary recycling.
Waste in a person's home	Use the person's household arrangements with consent and in line with their preferences. Business or specialist waste must not be left in household bins if this would be unlawful or unsafe.

15.3 Prohibited practices

- Fly-tipping, burning waste or knowingly using an unauthorised waste carrier.
- Disposing of batteries, electrical equipment, chemicals, confidential records or contaminated waste in an unsuitable general waste stream.
- Removing waste from a client site or person's home without authority and a lawful disposal route.
- Falsifying waste descriptions, transfer records or recycling claims.

16 Electrical equipment, batteries and consumables

Equipment will be purchased, used, maintained and disposed of with regard to energy efficiency, safety, cybersecurity, repairability and end-of-life impact. Replacement will be based on condition, supportability, security and operational need rather than an automatic short cycle.

- Maintain an inventory of material business equipment, including issue date and disposal route where proportionate.
- Use protective cases, appropriate charging and safe storage to extend device life.
- Assess repair, redeployment or secure donation before recycling, provided data can be securely erased.
- Use manufacturer or authorised take-back schemes where available.
- Collect batteries and toner cartridges separately and prevent damage or leakage during storage.
- Never dispose of devices containing confidential information without secure data erasure or physical destruction through an approved provider.

17 Water conservation

Our direct water use is expected to be modest, but water remains a valuable resource. We will use only what is reasonably needed and will address avoidable loss without compromising hygiene, cleaning or infection prevention.

- Report and arrange repair of leaking taps, toilets, pipes or appliances in premises under our control.
- Avoid leaving taps running unnecessarily.
- Use equipment and cleaning methods that are water-efficient where safe and effective.

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- Follow the person's preferences and household arrangements when working in their home.
 - Never reduce hand hygiene, cleaning or safe hydration to meet an environmental objective.

18 Chemicals, cleaning products, spills and pollution prevention

We will minimise the environmental and health risks associated with cleaning products, chemicals and other potentially harmful substances. Products will be selected and used according to their intended purpose, safety information and relevant site procedures.

18.1 Controls

- Purchase the least hazardous suitable product where performance and infection prevention requirements can still be met.
- Keep products in original, labelled containers unless a properly labelled working container is required by an approved procedure.
- Store substances securely, away from incompatible materials, drains, food and unauthorised access.
- Use correct dilution and quantities. More product does not necessarily produce better cleaning.
- Do not mix chemicals unless the manufacturer explicitly permits it.
- Follow client-site COSHH, safety data, spill and waste procedures when working at external premises.
- Report leaks, damaged containers, strong unexplained odours or suspected pollution immediately.

18.2 Spill response

- Protect people first and do not approach a substance if the risk is unknown or unsafe.
- Stop the source only if this can be done safely.
- Prevent the substance reaching drains or watercourses where safe and within competence.
- Use the relevant spill procedure and personal protective equipment.
- Contact emergency services, the premises manager, landlord, client or environmental authority where the scale or nature of the incident requires it.
- Record the incident, waste generated, actions taken and any corrective measures.

19 Infection prevention, PPE and environmental balance

Environmental improvement must never weaken infection prevention and control. PPE, cleaning products and single-use items will be used when required by risk assessment, public health guidance, client rules or safe practice. We will reduce avoidable waste through correct stock control, training and product selection, not by denying necessary protection.

19.1 Practical controls

- Order sensible quantities and rotate stock to reduce expiry.
- Use the correct item and size for the task, avoiding double use unless specifically required.
- Do not reuse an item designed or instructed for single use.
- Use reusable alternatives only where they can be safely cleaned, maintained and used for the intended purpose.
- Segregate contaminated waste correctly and never place it in recycling.
- Review unusual increases in consumable use to identify training, ordering or process issues.

20 Environmental practice in people's homes and client settings

A person's home is not an extension of our office. Staff must respect the person's rights, preferences, routines, property, tenancy arrangements and consent. Environmental suggestions must be supportive and never coercive, judgemental or used to restrict reasonable choice.

20.1 In a person's home

- Ask permission before changing heating, lighting, water use, recycling, appliance use or household routines.

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- Follow the individual support plan and agreed tasks. Do not introduce personal care or any regulated activity that falls outside the authorised service scope.
 - Support recycling, food planning or energy-saving choices only where the person wants this and it is safe.
 - Do not compromise warmth, hydration, nutrition, hygiene, accessibility or wellbeing to save energy or materials.
 - Report serious environmental hazards, such as dangerous waste, loss of heating, water leaks, unsafe indoor temperatures or pollution, through the agreed safeguarding, health and safety or escalation route.
 - Do not remove household property, packaging or waste without consent and an agreed lawful route.

20.2 At client premises

- Complete site induction and follow local waste segregation, energy, transport, spill and emergency procedures.
- Use client equipment and materials only as authorised.
- Raise concerns where a local practice appears unsafe, unlawful or materially inconsistent with this policy.
- Do not claim credit for environmental reductions controlled entirely by the client without agreed evidence and attribution.

21 Biodiversity, air quality and the local environment

Our direct landholding and biodiversity impact is currently limited. We will nevertheless protect local environments by preventing litter, controlling waste, reducing unnecessary vehicle use and considering biodiversity in any future premises or grounds decisions.

- Keep premises and surrounding areas free from litter arising from our activities.
- Avoid idling vehicles unnecessarily and encourage considerate parking.
- Do not discharge chemicals, oils or waste into drains, soil or watercourses.
- Where we control outdoor space, favour appropriate native planting and avoid harmful pesticides where practical.
- Consider access to public transport, active travel and local environmental risks when selecting future premises.
- Participate in proportionate local environmental or community initiatives where these align with our capacity and values.

22 Staff awareness, competence and engagement

Environmental performance depends on consistent everyday decisions. All staff will receive information appropriate to their role and will be expected to understand the controls that apply to travel, waste, energy, equipment, chemicals and incident reporting.

22.1 Training requirements

- Environmental responsibilities during induction.
- Waste segregation and duty of care relevant to the role.
- Efficient travel, mileage recording and deployment expectations.
- Energy, paper and digital resource controls.
- Spill, pollution and environmental incident reporting.
- Site-specific client requirements where staff are deployed externally.
- Refresher communication when policy, law, systems or significant risks change.

22.2 Staff participation

Staff are encouraged to suggest practical improvements and report wasteful or unsafe practices without fear of disadvantage. Managers will consider suggestions on their merits, communicate decisions and recognise improvements that deliver measurable environmental, service or cost benefits.

23 Climate adaptation, emergency planning and business continuity

Climate change can affect service continuity through heatwaves, flooding, storms, poor air quality, transport disruption, power failure, water interruption and supply-chain delay. Environmental management therefore includes adaptation as well as emissions reduction.

Hazard	Potential effect	Key controls
Extreme heat	Heat stress, travel risk, equipment failure and reduced wellbeing	Weather monitoring, staff welfare guidance, hydration, flexible timing where possible, escalation for vulnerable people, equipment ventilation
Flooding or severe storms	Inaccessible routes, missed shifts, premises damage and power loss	Travel risk assessment, alternative deployment, remote working, contact trees, data backup, liaison with clients and emergency services
Snow and ice	Unsafe travel and delayed staffing	Local deployment, contingency rotas, route advice, escalation and prioritisation based on risk
Power or communications failure	Loss of systems, contact and records access	Charged devices, secure backups, alternative contact methods, prioritised services and business continuity procedures
Water interruption	Hygiene and premises disruption	Landlord or utility escalation, bottled water where necessary, alternative workspace and service-specific risk assessment
Poor air quality	Health impacts, especially for vulnerable people	Public advice, reduce unnecessary outdoor exposure, suitable ventilation decisions and escalation where support needs are affected
Supply-chain disruption	Shortages of uniforms, PPE or essential consumables	Minimum sensible stock, alternative approved suppliers, product substitution controls and avoidance of panic purchasing

The Business Continuity Plan will be reviewed against these risks. Environmental objectives may be temporarily adjusted during an emergency where this is necessary to protect life, safety, continuity or essential operations. The reason and duration must be recorded and normal controls restored as soon as practicable.

24 Monitoring, audit, reporting and continual improvement

We will monitor a focused set of indicators that reflects our size and most material impacts. Data quality will be improved over time. A missing or estimated figure will be disclosed rather than presented as precise.

24.1 Core indicators

Indicator	Measure	Frequency	Owner
Business mileage	Miles by vehicle or fuel type where available	Monthly or quarterly	Scheduling and deployment lead
Energy	Electricity and gas consumption for controlled premises, where data is available	Quarterly or annual	Administration / premises lead
Paper	Reams purchased and proportion recycled or certified	Quarterly	Administration lead
Waste	Waste contractor records, recycling arrangements and significant volumes where obtainable	Quarterly or annual	Compliance lead
Equipment	Devices purchased, repaired, reused and recycled	Annual	IT / administration lead
Training	Percentage of relevant staff completing environmental induction or refresher information	Quarterly	Training lead
Supplier checks	Percentage of material suppliers subject to proportionate environmental review	Annual	Procurement / compliance lead

Indicator	Measure	Frequency	Owner
Environmental incidents	Number, severity, causes and corrective actions	Quarterly	Director / compliance lead
Carbon footprint	Scope 1, Scope 2 and relevant Scope 3 emissions in tCO ₂ e	Annual after baseline	Director / Carbon Reduction Plan owner

24.2 Audit and management review

- Managers will perform proportionate checks of records, behaviours, supplier evidence and waste arrangements.
- Significant findings will be recorded with an owner and completion date.
- Environmental performance will be reviewed at least annually by the Director and may be considered more frequently where risks or contracts justify it.
- The annual review will consider legal changes, incidents, complaints, targets, data quality, supplier performance, resources and opportunities for improvement.
- Relevant outcomes will inform the updated Carbon Reduction Plan, action plan and public reporting.

24.3 Environmental objectives for 2026 to 2027

Objective	Action	Success measure	Target date
Establish baseline data	Collect reliable travel, energy, purchasing, equipment and waste data for the period 1 July 2026 to 30 June 2027.	Baseline dataset substantially complete and limitations documented.	30 June 2027
Staff awareness	Include environmental responsibilities in induction and issue practical guidance to existing staff.	At least 90% of active staff receive induction or policy briefing.	31 March 2027
Mileage control	Introduce consistent business mileage recording and quarterly review.	At least 90% of claimed business mileage captured with purpose and distance.	31 December 2026
Digital-first administration	Reduce routine printing and use controlled digital documents by default.	Paper purchasing tracked and avoidable duplicate printing reduced.	30 June 2027
Supplier screening	Review significant suppliers using a proportionate checklist.	All higher-risk and at least 75% of medium-risk active suppliers reviewed.	30 June 2027
Waste compliance	Confirm lawful arrangements for each material business waste stream.	Waste routes documented and required contractor evidence retained.	31 December 2026
Carbon reporting	Complete first quantified organisational footprint and update the Carbon Reduction Plan.	Published update by the date set in the Carbon Reduction Plan.	31 December 2027

25 Environmental incidents, non-conformity and corrective action

An environmental incident includes a spill, unlawful or incorrect waste disposal, pollution, significant avoidable release, repeated failure to follow controls, loss of waste documentation, misleading environmental claim or other event with actual or potential environmental harm.

25.1 Immediate response

- Protect people and the environment. Call emergency services where necessary.
- Stop or contain the source only if safe and within competence.
- Inform the site responsible person and Heartbeat Healthcare Ltd manager without delay.
- Preserve relevant evidence, including photographs, labels, documents and witness details, where lawful and safe.
- Notify the landlord, client, waste contractor, insurer or regulator where required.
- Record the event, assess severity and implement corrective and preventive action.

25.2 Investigation

Investigations will focus on facts, causes and prevention rather than blame. They will consider competence, workload, instructions, equipment, supplier arrangements, supervision and system design. Lessons will be shared with relevant staff and incorporated into risk assessments, training, contracts or procedures.

Severity	Example	Required response
Low	Minor recycling error with no harm and easily corrected	Correct promptly, brief staff and record locally if repeated.
Moderate	Repeated waste segregation failure, small contained spill or missing contractor evidence	Manager investigation, corrective action, compliance review and follow-up.
High	Significant spill, unlawful disposal, pollution, regulatory interest or credible public harm	Immediate Director escalation, formal investigation, external notification where required and documented closure.

26 Communication, complaints and speaking up

This policy will be available to staff and may be published on our website. Relevant environmental commitments may also be communicated through contracts, tenders, supplier questionnaires, induction, supervision and client discussions.

Anyone may raise an environmental concern through their manager, the compliance contact, the complaints process or the whistleblowing procedure. Concerns will be treated seriously and investigated proportionately. No person will be subjected to victimisation for raising a genuine concern in good faith.

Public statements must be accurate, evidence-based and approved. Staff must not state that Heartbeat Healthcare Ltd is carbon neutral, Net Zero, zero waste, fully sustainable or environmentally certified unless that exact claim has been formally verified and approved.

27 Compliance and enforcement

Compliance with this policy is a condition of working for or on behalf of Heartbeat Healthcare Ltd. A failure may result in retraining, supervision, restriction of duties, contractual action or disciplinary action, depending on seriousness and the person's employment status. Deliberate illegal disposal, falsification of records, concealment of pollution, reckless handling of hazardous material or retaliation against a person who reports a concern may be treated as serious misconduct.

Where a supplier or contractor fails to meet an environmental requirement, we may require corrective action, suspend work, withhold approval, report the matter to the relevant authority or terminate the relationship, subject to contract and law.

28 Review and approval

This policy will be reviewed at least annually and sooner where there is a significant change in law, guidance, organisational structure, service scope, premises, waste streams, environmental risk, CQC registration status or Carbon Reduction Plan commitments. The review will consider implementation evidence and whether the policy remains realistic and effective.

Next review

The next scheduled review date is 20 June 2027. Earlier review is required if Heartbeat Healthcare Ltd begins a regulated activity, introduces clinical procedures or clinical waste, acquires premises or vehicles, or experiences a significant environmental incident.

Policy approval

Shadreck Chawira

Director, Heartbeat Healthcare Ltd

Date: 20 June 2026



Signature

Appendix A: Environmental aspects and impacts register

The following template should be used to identify and control material environmental aspects. It may be maintained electronically and expanded to reflect operational needs.

Activity / aspect	Potential impact	Legal or client duty	Existing controls	L	C	Risk	Additional action / owner / date
Business mileage	GHG emissions and air pollution	Carbon Plan and client expectations	Local deployment and mileage records	3	3	9	Quarterly route and mileage review
Office waste	Landfill and legal non-compliance	Waste duty of care	Segregation and approved contractor	2	3	6	Verify evidence annually
IT equipment	Electronic waste and embodied carbon	WEEE and data protection	Asset control and secure recycling	2	3	6	Maintain disposal log
Cleaning product spill	Pollution and harm	COSHH and site procedures	Approved products and safe storage	2	4	8	Confirm spill arrangements

Suggested scoring: Likelihood 1 to 5 multiplied by consequence 1 to 5. The organisation may define a risk of 10 or above as significant, but legal requirements or credible severe harm may make an aspect significant regardless of the numerical score.

Appendix B: Environmental action plan 2026 to 2028

Action	Owner	Due	Evidence	Status
Appoint policy owner and maintain legal register	Director	30 Jun 2026	Policy and register approved	Open at issue
Introduce mileage data capture and quarterly review	Scheduling / finance	31 Dec 2026	Mileage log and review record	Planned
Map all current waste streams and disposal routes	Compliance	31 Dec 2026	Waste register and contractor evidence	Planned
Add environmental content to staff induction	Training lead	30 Sep 2026	Induction material and attendance	Planned
Complete supplier environmental risk classification	Procurement / compliance	31 Mar 2027	Supplier checklist and risk list	Planned
Track paper and key consumable purchasing	Administration	30 Sep 2026	Purchase records and quarterly review	Planned
Complete baseline year data collection	Carbon Plan owner	30 Jun 2027	Baseline data register	Planned
Publish quantified Carbon Reduction Plan update	Director	31 Dec 2027	Website publication	Planned
Review environmental risks after any CQC application or service expansion	Director / compliance	Before change	Change impact assessment	Ongoing
Review policy and set 2027 to 2028 objectives	Director	20 Jun 2027	Approved annual review	Planned

Appendix C: Environmental KPI dashboard

KPI	Measure	Target	Current result	RAG
Business mileage recorded	Mileage records complete and reviewed	At least 90% capture by Dec 2026		
Environmental induction	Active staff receiving induction or briefing	At least 90% by Mar 2027		
Material supplier reviews	Higher-risk and medium-risk suppliers reviewed	100% higher-risk and 75% medium-risk by Jun 2027		
Paper purchasing	Reams and paper specification recorded	Quarterly data available		
Waste compliance	Waste routes documented and evidence current	100% material streams		
Environmental incidents	Number and severity	No unclosed high-severity incident		

KPI	Measure	Target	Current result	RAG
Carbon footprint	Annual tCO2e after baseline	10% gross reduction by 2030 from baseline		

RAG guide: Green means on target, Amber means some slippage or data weakness requiring action, and Red means materially off target or a significant compliance concern.

Appendix D: Practical staff environmental checklist

- ☐ I plan journeys sensibly and record business mileage accurately.
- ☐ I use remote meetings when suitable and do not travel unnecessarily.
- ☐ I switch off lights and equipment when they are not needed.
- ☐ I print only when necessary and use duplex printing where suitable.
- ☐ I separate waste correctly and never put confidential, electrical, battery, chemical or contaminated waste into an unsuitable bin.
- ☐ I follow the client's site rules when working at an external setting.
- ☐ I respect the choices and household arrangements of people receiving support.
- ☐ I do not compromise infection prevention, safety, warmth, hygiene or accessibility to save resources.
- ☐ I report spills, leaks, unsafe waste, faulty equipment and environmental concerns promptly.
- ☐ I do not make unsupported public claims about the company's environmental performance.

Appendix E: Sustainable procurement checklist

Check	Question
Need	Is the purchase necessary? Can an existing item be reused, repaired or redeployed?
Fitness and safety	Does it meet quality, compliance, accessibility, infection prevention and operational requirements?
Whole-life value	What are the energy, maintenance, consumable, repair and disposal costs?
Materials	Is there recycled content, responsible certification, low toxicity or a reusable alternative?
Packaging	Can packaging be reduced, returned, reused or recycled?
Durability	Is the product robust, repairable and supported for a reasonable period?
Delivery	Can orders be consolidated without causing excess stock or expiry?
Supplier evidence	Can the supplier substantiate environmental claims and provide required licences or authorisations?
End-of-life	Is there a take-back, reuse, recycling or safe disposal route?
Decision record	Has the environmental consideration been recorded for a material purchase?

Appendix F: Environmental incident record

Date, time and location	
Person reporting and contact details	
Type of incident	Spill / waste / pollution / equipment / supplier / claim / other
What happened	

Actual or potential environmental impact	
Immediate actions taken	
People or organisations notified	
Waste generated and disposal route	
Root cause or contributing factors	
Corrective and preventive actions	
Action owner and completion date	
Manager review and closure	

Appendix G: References and glossary

Key references

- Care Quality Commission, Environmental sustainability - sustainable development quality statement.
- Climate Change Act 2008 and the UK statutory Net Zero target for 2050.
- Environment Act 2021 and the Environmental Principles Policy Statement.
- Environmental Protection Act 1990, section 34, duty of care for waste.
- Waste (England and Wales) Regulations 2011.
- Environmental Permitting (England and Wales) Regulations 2016.
- Waste Electrical and Electronic Equipment Regulations 2013.
- Waste Batteries and Accumulators Regulations 2009.
- Control of Substances Hazardous to Health Regulations 2002.
- UK Government greenhouse gas conversion factors for company reporting, current edition used for each reporting year.
- Heartbeat Healthcare Ltd Carbon Reduction Plan 2026.

Useful source links

- CQC environmental sustainability quality statement: <https://www.cqc.org.uk/guidance-regulation/providers/assessment/single-assessment-framework/well-led/environmental-sustainability>
- Environmental principles policy statement: <https://www.gov.uk/government/publications/environmental-principles-policy-statement>
- Environmental Protection Act 1990, section 34: <https://www.legislation.gov.uk/ukpga/1990/43/section/34>
- Environment Act 2021: <https://www.legislation.gov.uk/ukpga/2021/30/contents>
- UK Net Zero strategy and background: <https://www.gov.uk/government/publications/net-zero-strategy>

End of controlled document

Printed copies are uncontrolled. The current approved electronic version should be checked before use. Questions about this policy should be directed to Heartbeat Healthcare Ltd at compliance@heartbeat-care.com or the current compliance contact published by the company.