

## URBAN GROUP OF CARE LTD

# CARBON REDUCTION PLAN AND NET ZERO STRATEGY

### DOCUMENT CONTROL INFORMATION

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| Applicable To           | All Employees, Agency Workers, Contractors, Volunteers, Students, Managers, Directors, Consultants and Temporary Worke |

### ASSOCIATED POLICIES AND DOCUMENTS

This Carbon Reduction Plan and Net Zero Strategy should be read in conjunction with the following organisational policies, procedures, frameworks, and governance documents:

- Sustainability Plan and Environmental Responsibility Policy
- Quality Management Manual
- Governance Framework
- Business Continuity Policy
- Risk Management Policy
- Procurement Policy
- Health and Safety Policy

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- Training and Development Policy
- Data Protection Policy
- Equality, Diversity and Inclusion Policy
- Social Value Framework
- Complaints Policy
- Incident Reporting Policy

These documents collectively support the organisation's commitment to sustainability, environmental responsibility, governance excellence, continual improvement, and regulatory compliance.

## **ASSOCIATED LEGISLATION, REGULATIONS AND STANDARDS**

This Carbon Reduction Plan and Net Zero Strategy has been developed with consideration of applicable legislation, regulatory requirements, environmental standards, and recognised best practice guidance including:

### **Environmental Legislation**

- Climate Change Act 2008
- Environment Act 2021
- Environmental Protection Act 1990
- Waste (England and Wales) Regulations 2011
- Energy Act 2013
- Clean Air Strategy
- UK Net Zero Strategy
- UK Environmental Improvement Plan

### **Procurement and Social Value**

- Procurement Act 2023
- Public Procurement Notice (PPN) 06/21
- Public Services (Social Value) Act 2012

### **Health and Social Care Legislation**

- Health and Social Care Act 2008
- Care Act 2014
- Equality Act 2010
- Health and Safety at Work etc. Act 1974

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### Information Governance

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018

### Standards and Best Practice Guidance

- ISO 9001:2015 Quality Management Systems
- ISO 14001 Environmental Management Principles
- ISO 45001 Occupational Health and Safety Principles
- Greenhouse Gas Protocol Corporate Accounting and Reporting Standard
- NHS Net Zero Supplier Roadmap
- CQC Fundamental Standards
- CQC Single Assessment Framework
- Sustainability and Environmental Best Practice Guidance

This document forms part of the Urban Group of Care Ltd Governance and Quality Management System and shall be reviewed annually or sooner where required by legislative, regulatory, operational, organisational, or environmental changes.

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## SECTION 1 – EXECUTIVE SUMMARY

### 1.1 Introduction

Urban Group of Care Ltd recognises that climate change represents one of the most significant environmental, social, economic, and public health challenges facing society today. The increasing frequency of extreme weather events, environmental degradation, resource scarcity, biodiversity loss, and greenhouse gas emissions has highlighted the importance of sustainable organisational practices and responsible environmental stewardship.

As a provider of domiciliary care and support services, Urban Group of Care Ltd acknowledges its responsibility to contribute positively towards environmental sustainability while continuing to deliver safe, effective, caring, responsive, and well-led services to individuals within the communities it serves.

This Carbon Reduction Plan and Net Zero Strategy establish the organisation's commitment to understanding, managing, reducing, and where appropriate eliminating greenhouse gas emissions associated with its operations. The strategy provides a structured framework through which environmental sustainability objectives can be integrated into governance arrangements, operational decision-making, procurement activities, workforce engagement initiatives, and long-term organisational planning.

The organisation recognises that environmental sustainability is not solely an environmental issue. Sustainability directly influences public health, community wellbeing, economic resilience, service continuity, organisational reputation, regulatory compliance, workforce engagement, and future generations. Consequently, environmental responsibility forms an integral component of the organisation's governance and quality management arrangements.

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### 1.2 Purpose

The purpose of this Carbon Reduction Plan and Net Zero Strategy is to:

- Establish the organisation's carbon emissions baseline.
- Identify significant sources of greenhouse gas emissions.
- Define measurable carbon reduction objectives.
- Support achievement of Net Zero ambitions.
- Promote sustainable operational practices.
- Improve environmental performance.
- Support climate resilience and preparedness.
- Enhance organisational governance.
- Demonstrate environmental accountability.
- Support compliance with legislative and regulatory expectations.
- Promote continual improvement.

The strategy provides a clear roadmap for reducing environmental impacts while ensuring the continued delivery of high-quality care services.

### 1.3 Strategic Objectives

Urban Group of Care Ltd seeks to achieve the following strategic objectives:

#### **Environmental Responsibility**

To minimise environmental impacts associated with organisational activities through responsible resource management, emissions reduction, waste minimisation, and sustainable operational practices.

#### **Carbon Reduction**

To progressively reduce greenhouse gas emissions across Scope 1, Scope 2, and Scope 3 categories through evidence-based improvement initiatives.

#### **Net Zero Commitment**

To achieve Net Zero greenhouse gas emissions by 2045 through sustained carbon reduction activities, environmental improvement programmes, and responsible organisational practices.

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### **Sustainable Procurement**

To incorporate environmental considerations into procurement decisions and supplier relationships.

### **Workforce Engagement**

To promote environmental awareness and encourage employee participation in sustainability initiatives.

### **Climate Resilience**

To strengthen organisational preparedness and resilience in response to climate-related risks and environmental challenges.

### **Continual Improvement**

To maintain a culture of environmental learning, innovation, accountability, and continuous improvement.

## **1.4 Scope**

This Carbon Reduction Plan and Net Zero Strategy applies to all organisational activities undertaken by Urban Group of Care Ltd and extends to:

- Employees.
- Agency workers.
- Contractors.
- Volunteers.
- Directors.
- Consultants.
- Temporary workers.
- Procurement activities.
- Administrative operations.
- Service delivery functions.
- Transportation activities.
- Environmental management arrangements.

All individuals working on behalf of the organisation are expected to support the objectives contained within this strategy and contribute positively towards environmental sustainability.

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### **1.5 Commitment Statement**

Urban Group of Care Ltd is committed to acting responsibly and sustainably in all aspects of its operations. The organisation recognises that environmental sustainability is a shared responsibility requiring leadership commitment, employee engagement, stakeholder collaboration, and continual improvement.

The organisation will seek to reduce greenhouse gas emissions, improve resource efficiency, support environmental stewardship, strengthen climate resilience, and contribute positively towards national and local sustainability objectives.

Environmental considerations shall be integrated into organisational governance, strategic planning, operational management, procurement activities, workforce development, and service delivery arrangements wherever reasonably practicable.

## **SECTION 2 – ORGANISATIONAL COMMITMENT**

### **2.1 Commitment to Sustainability**

Urban Group of Care Ltd is committed to embedding sustainability principles throughout its governance structures, operational activities, decision-making processes, and organisational culture.

The organisation recognises that sustainability encompasses environmental responsibility, social value, economic resilience, ethical governance, and long-term organisational viability. Sustainability considerations shall therefore be incorporated into strategic planning, service development, procurement activities, workforce engagement, risk management processes, and quality improvement initiatives.

The organisation acknowledges that effective environmental management requires a proactive and systematic approach. Consequently, sustainability objectives shall be integrated into organisational governance arrangements and monitored through established performance management processes.

The organisation further recognises that environmental sustainability supports wider objectives relating to public health, community wellbeing, social responsibility, and future generations.

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## **2.2 Environmental Responsibility**

Urban Group of Care Ltd accepts responsibility for understanding and managing the environmental impacts associated with its activities.

The organisation shall seek to:

- Reduce greenhouse gas emissions.
- Improve energy efficiency.
- Minimise waste generation.
- Promote recycling and reuse.
- Support sustainable procurement.
- Encourage responsible travel practices.
- Protect natural resources.
- Reduce unnecessary consumption.
- Improve environmental awareness.
- Promote sustainable behaviours throughout the workforce.

Environmental responsibility shall be considered when planning services, managing resources, procuring goods and services, and implementing improvement initiatives.

## **2.3 Leadership Commitment**

The Director and senior leadership team are committed to providing visible leadership and support for sustainability activities.

Leadership responsibilities include:

- Establishing environmental objectives.
- Providing strategic direction.
- Allocating appropriate resources.
- Monitoring performance.
- Reviewing environmental risks.
- Supporting continual improvement.
- Promoting environmental awareness.
- Ensuring accountability.

The leadership team recognises that sustainable organisational change requires ongoing commitment, engagement, and governance oversight.

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### **2.4 Workforce Commitment**

Urban Group of Care Ltd recognises that meaningful environmental improvement can only be achieved through the active participation and engagement of its workforce.

All employees, agency workers, contractors, volunteers, and temporary workers are expected to contribute positively towards environmental sustainability and support the objectives contained within this Carbon Reduction Plan and Net Zero Strategy.

The organisation shall seek to foster a culture in which environmental responsibility forms part of everyday decision-making and operational practice.

Employees are encouraged to:

- Consider environmental impacts when undertaking their duties.
- Reduce unnecessary waste.
- Support recycling initiatives.
- Use energy responsibly.
- Minimise unnecessary travel.
- Participate in sustainability training.
- Contribute ideas for environmental improvement.
- Support active travel and sustainable transport initiatives where appropriate.

The organisation recognises that employee engagement plays a critical role in achieving long-term environmental objectives and sustaining organisational change.

### **2.5 Social Value Commitment**

Urban Group of Care Ltd recognises the close relationship between environmental sustainability and social value.

The organisation understands that responsible environmental management contributes positively towards:

- Community wellbeing.
- Public health.
- Economic resilience.
- Sustainable development.
- Social responsibility.
- Equality of opportunity.

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- Future generations.

Environmental sustainability initiatives shall therefore be designed to deliver both environmental and social benefits wherever reasonably practicable.

The organisation shall seek opportunities to support local communities, encourage responsible resource use, promote sustainable behaviours, and contribute positively towards wider societal objectives.

## **2.6 Continual Improvement Commitment**

Urban Group of Care Ltd is committed to continual environmental improvement.

The organisation recognises that sustainability is an evolving area requiring ongoing review, learning, adaptation, and innovation.

Environmental objectives, performance measures, improvement plans, and governance arrangements shall be reviewed periodically to ensure continued effectiveness and alignment with organisational priorities, legislative requirements, and emerging best practice.

Lessons learned, audit findings, performance data, stakeholder feedback, environmental risks, and regulatory developments shall inform future sustainability planning and decision-making.

## **SECTION 3 – LEGISLATIVE AND REGULATORY FRAMEWORK**

### **3.1 Introduction**

Urban Group of Care Ltd recognises the importance of operating in accordance with applicable environmental legislation, regulatory requirements, and recognised standards.

The organisation is committed to maintaining compliance with all relevant legal obligations while supporting national and international efforts to reduce greenhouse gas emissions and mitigate the effects of climate change.

This Carbon Reduction Plan and Net Zero Strategy has therefore been developed with consideration of current legislation, regulatory expectations, government guidance, and recognised best practice.

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### **3.2 Climate Change Act 2008**

The Climate Change Act 2008 established the United Kingdom's legally binding framework for reducing greenhouse gas emissions.

The Act introduced long-term carbon reduction targets and provides the legislative foundation for the UK's commitment to achieving Net Zero greenhouse gas emissions.

Urban Group of Care Ltd supports the objectives of the Act through:

- Carbon emissions measurement.
- Carbon reduction planning.
- Environmental performance monitoring.
- Sustainable operational practices.
- Resource efficiency initiatives.
- Net Zero planning.

The organisation recognises its role in contributing towards national emissions reduction objectives and supporting wider environmental sustainability goals.

### **3.3 Environment Act 2021**

The Environment Act 2021 establishes a framework for environmental governance and long-term environmental improvement.

The legislation promotes improvements in:

- Air quality.
- Water quality.
- Resource efficiency.
- Waste management.
- Biodiversity.
- Environmental protection.

Urban Group of Care Ltd supports the principles of the Act through responsible environmental management, waste reduction initiatives, sustainable procurement practices, and resource conservation activities.

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### **3.4 Environmental Protection Act 1990**

The Environmental Protection Act 1990 provides a framework for environmental protection and waste management.

The organisation recognises its responsibilities regarding:

- Waste handling.
- Waste disposal.
- Pollution prevention.
- Environmental stewardship.
- Responsible operational practices.

Appropriate waste management arrangements shall be maintained to minimise environmental impacts and support regulatory compliance.

### **3.5 Waste (England and Wales) Regulations 2011**

Urban Group of Care Ltd acknowledges its responsibilities under waste legislation and shall seek to apply the waste hierarchy principles wherever reasonably practicable.

Priority shall be given to:

1. Prevention.
2. Reuse.
3. Recycling.
4. Recovery.
5. Disposal.

The organisation shall promote waste minimisation and recycling initiatives as part of its environmental management arrangements.

### **3.6 Procurement Act 2023**

The Procurement Act 2023 reinforces the importance of transparency, value, accountability, and social value within procurement activities.

Urban Group of Care Ltd recognises that procurement decisions can significantly influence environmental performance and carbon emissions.

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The organisation shall seek to incorporate environmental considerations into purchasing decisions where appropriate and proportionate.

### **3.7 Public Procurement Notice (PPN) 06/21**

PPN 06/21 introduced requirements relating to Carbon Reduction Plans for certain public sector contracts.

Although requirements may vary according to contract value and procurement arrangements, Urban Group of Care Ltd voluntarily aligns its environmental management activities with the principles contained within PPN 06/21.

This Carbon Reduction Plan demonstrates the organisation's commitment to transparency, accountability, and environmental responsibility.

### **3.8 Public Services (Social Value) Act 2012**

The Public Services (Social Value) Act encourages organisations delivering public services to consider wider social, economic, and environmental benefits.

Urban Group of Care Ltd recognises that environmental sustainability contributes positively towards social value outcomes and therefore seeks to integrate environmental considerations into service planning, procurement activities, and organisational decision-making.

### **3.9 Health and Social Care Act 2008**

The organisation recognises that environmental sustainability supports the delivery of safe, effective, caring, responsive, and well-led services.

Environmental management forms part of wider governance, risk management, quality assurance, and organisational resilience arrangements.

### **3.10 Care Act 2014**

Urban Group of Care Ltd recognises that sustainable services contribute to long-term community wellbeing and support the broader objectives of health and social care provision.

Environmental responsibility shall therefore be considered alongside quality, safety, safeguarding, and service user outcomes.

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### **3.11 Equality Act 2010**

The organisation shall ensure that sustainability initiatives are implemented fairly and inclusively and do not create unnecessary barriers for employees, service users, or stakeholders.

Environmental improvement activities shall be consistent with the organisation's commitment to equality, diversity, inclusion, dignity, and respect.

### **3.12 Health and Safety at Work etc. Act 1974**

Environmental initiatives shall be implemented in a manner that maintains the health, safety, and wellbeing of employees, service users, visitors, contractors, and others who may be affected by organisational activities.

Environmental objectives shall never compromise health and safety requirements.

### **3.13 ISO 9001:2015 Quality Management Systems**

This Carbon Reduction Plan forms part of the Urban Group of Care Ltd Quality Management System.

Environmental performance, sustainability objectives, governance arrangements, monitoring activities, and continual improvement processes support the organisation's commitment to quality management principles and organisational excellence.

### **3.14 CQC Fundamental Standards and Single Assessment Framework**

Urban Group of Care Ltd recognises that environmental sustainability contributes to effective governance, organisational resilience, risk management, leadership, and service quality.

Environmental responsibilities shall therefore be integrated into governance and quality assurance arrangements and support the delivery of safe, effective, caring, responsive, and well-led services.

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### SECTION 4 – ORGANISATIONAL CARBON GOVERNANCE FRAMEWORK

#### 4.1 Introduction

Effective carbon reduction requires clear leadership, accountability, governance arrangements, monitoring systems, and organisational commitment.

Urban Group of Care Ltd has established a governance framework to ensure that environmental responsibilities are appropriately allocated, monitored, reviewed, and continuously improved.

The governance framework supports transparency, accountability, regulatory compliance, environmental performance improvement, and achievement of the organisation's Net Zero objectives.

#### 4.2 Director Responsibilities

The Director holds overall accountability for environmental sustainability, carbon reduction activities, and implementation of this Carbon Reduction Plan and Net Zero Strategy.

Responsibilities include:

- Providing strategic leadership.
- Approving environmental objectives.
- Reviewing environmental performance.
- Allocating resources.
- Ensuring regulatory compliance.
- Monitoring progress towards Net Zero targets.
- Supporting continual improvement.
- Promoting environmental accountability throughout the organisation.

The Director shall receive regular environmental performance reports and ensure that sustainability considerations are incorporated into strategic decision-making.

#### 4.3 Registered Manager Responsibilities

The Registered Manager is responsible for supporting implementation of environmental objectives within operational activities.

Responsibilities include:

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- Supporting environmental initiatives.
- Promoting workforce engagement.
- Monitoring operational performance.
- Supporting environmental training.
- Escalating environmental risks.
- Encouraging sustainable working practices.
- Supporting achievement of carbon reduction objectives.

### **4.4 Employee Responsibilities**

All employees, agency workers, contractors, volunteers, students, consultants, and temporary workers have a responsibility to support the environmental objectives of Urban Group of Care Ltd.

Individuals are expected to:

- Comply with environmental policies and procedures.
- Support carbon reduction initiatives.
- Use resources responsibly.
- Minimise waste wherever possible.
- Participate in environmental training.
- Report environmental concerns and risks.
- Promote sustainable working practices.
- Contribute positively towards organisational sustainability objectives.

Environmental responsibility is considered a shared organisational commitment and forms part of the wider culture of quality, accountability, and continual improvement.

### **4.5 Environmental Governance Arrangements**

Environmental sustainability shall be integrated into existing governance structures to ensure appropriate oversight and accountability.

Environmental performance shall be monitored through:

- Governance meetings.
- Management meetings.
- Quality assurance reviews.
- Risk management processes.
- Business planning activities.
- Internal audits.
- Annual policy reviews.

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- Environmental performance reporting.

Environmental sustainability shall not operate independently from governance processes but shall form part of the organisation's wider governance and quality management arrangements.

### **4.6 Carbon Reduction Governance**

Urban Group of Care Ltd shall maintain oversight of carbon reduction activities through established governance mechanisms.

The organisation shall:

- Establish measurable carbon reduction objectives.
- Monitor progress against targets.
- Review environmental risks.
- Evaluate environmental performance.
- Consider sustainability impacts during decision-making.
- Maintain records of environmental activities.
- Support continual improvement initiatives.

Carbon reduction activities shall be reviewed periodically to ensure they remain proportionate, effective, achievable, and aligned with organisational priorities.

### **4.7 Environmental Risk Management**

Environmental risks shall be incorporated within the organisation's risk management framework.

Examples of environmental risks may include:

- Increased operational costs arising from energy consumption.
- Fuel price fluctuations.
- Severe weather events.
- Supply chain disruptions.
- Environmental compliance failures.
- Reputational risks.
- Resource shortages.
- Climate-related operational impacts.

Environmental risks shall be assessed, monitored, reviewed, and managed in accordance with organisational risk management procedures.

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### 4.8 Monitoring and Review

Environmental performance shall be monitored through a combination of quantitative and qualitative measures.

Monitoring activities may include:

- Carbon emissions reporting.
- Utility consumption monitoring.
- Travel analysis.
- Waste management reviews.
- Procurement assessments.
- Environmental audits.
- Training compliance monitoring.
- Environmental incident reviews.

Monitoring outcomes shall inform future planning, decision-making, and improvement activities.

### 4.9 Continual Improvement

Urban Group of Care Ltd is committed to continual environmental improvement.

Environmental objectives, governance arrangements, performance indicators, and carbon reduction initiatives shall be reviewed regularly to ensure ongoing effectiveness and relevance.

The organisation recognises that sustainability is an evolving area requiring ongoing adaptation, innovation, collaboration, and leadership commitment.

Lessons learned, audit findings, stakeholder feedback, performance data, and emerging best practice shall be used to strengthen environmental management arrangements and support achievement of Net Zero objectives.

## SECTION 5 – CARBON BASELINE AND EMISSIONS PROFILE

### 5.1 Introduction

Urban Group of Care Ltd recognises that effective carbon reduction requires a comprehensive understanding of the organisation's greenhouse gas emissions profile.

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Establishing an accurate baseline enables the organisation to identify significant emission sources, prioritise environmental improvement activities, monitor progress, evaluate performance, demonstrate accountability, and support achievement of long-term Net Zero objectives.

The baseline emissions inventory provides the foundation upon which the organisation's Carbon Reduction Plan and Net Zero Strategy have been developed.

As a provider of domiciliary care services, Urban Group of Care Ltd acknowledges that environmental impacts arise primarily through transportation activities, electricity consumption, workforce travel, procurement activities, waste generation, water consumption, and administrative operations.

The organisation recognises that understanding these impacts is essential to developing realistic, evidence-based carbon reduction initiatives while maintaining safe, effective, caring, responsive, and well-led services.

This emissions profile therefore establishes a measurable starting point from which future environmental performance improvements can be assessed and reported.

## **5.2 Legislative and Regulatory Context**

This Carbon Baseline and Emissions Profile has been developed with consideration of:

- Climate Change Act 2008.
- Environment Act 2021.
- Environmental Protection Act 1990.
- Public Procurement Notice (PPN) 06/21.
- Greenhouse Gas Protocol Corporate Accounting and Reporting Standard.
- ISO 14001 Environmental Management Principles.
- NHS Net Zero Supplier Roadmap.
- UK Net Zero Strategy.
- UK Environmental Improvement Plan.

The organisation recognises the importance of maintaining a transparent, evidence-based approach to emissions measurement and environmental reporting.

## **5.3 Reporting Methodology**

Urban Group of Care Ltd has developed its emissions baseline using recognised greenhouse gas accounting principles and government conversion factors.



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Emissions have been categorised according to internationally recognised reporting classifications:

### Scope 1 Emissions

Direct emissions generated from sources owned or controlled by the organisation.

### Scope 2 Emissions

Indirect emissions associated with purchased electricity consumed by the organisation.

### Scope 3 Emissions

Indirect emissions arising throughout the wider value chain, including workforce travel, waste management activities, procurement activities, and operational support services.

The organisation remains committed to improving environmental data quality and reporting accuracy over time.

## 5.4 Baseline Reporting Year

Baseline Year: 2024

Reporting Period: 1 January 2024 to 31 December 2024

Total Baseline Emissions: 32.3 tCO<sub>2</sub>e

This baseline shall serve as the reference point against which future carbon reduction performance will be measured.

## 5.5 Carbon Emissions Inventory

### Baseline Carbon Emissions Table

| <b>Emission Source</b>    | <b>Activity Data</b>                        | <b>Calculation Method</b>                | <b>Total Emissions (tCO<sub>2</sub>e)</b> |
|---------------------------|---|--|---|
| Scope 1 – Diesel Vehicles | 3 vehicles travelling 10,000 miles annually | $30,000 \times 0.28$ kgCO <sub>2</sub> e | 8.40                                      |



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| Emission Source                   | Activity Data                                | Calculation Method                        | Total Emissions (tCO <sub>2</sub> e) |
|-----------------------------------|--|---|--------------------------------------|
| Scope 2 – Electricity Consumption | 6,000 kWh annual electricity usage           | $6,000 \times 0.23$ kgCO <sub>2</sub> e   | 1.38                                 |
| Scope 3 – Staff Travel            | 20 employees travelling 5,000 miles annually | $100,000 \times 0.22$ kgCO <sub>2</sub> e | 22.00                                |
| Scope 3 – Waste and Water         | Estimated annual emissions                   | Estimated value                           | 0.50                                 |
| <b>Total Baseline Emissions</b>   |  |   | <b>32.28 tCO<sub>2</sub>e</b>        |

Rounded Total:

**32.3 tCO<sub>2</sub>e**

### 5.6 DETAILED EMISSIONS CALCULATIONS

#### Scope 1 – Organisational Vehicle Fleet

Scope 1 emissions represent direct greenhouse gas emissions generated through organisational activities.

Urban Group of Care Ltd currently utilises diesel-powered vehicles to support operational requirements, management activities, service delivery support functions, community engagement, and business-related travel.

#### Calculation

Number of Vehicles:

3

Annual Mileage per Vehicle:

10,000 miles

Total Mileage:

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$3 \times 10,000$

= 30,000 miles

Emission Factor:

0.28 kgCO<sub>2</sub>e per mile

Total Emissions:

$30,000 \times 0.28$

= 8,400 kgCO<sub>2</sub>e

= 8.4 tCO<sub>2</sub>e

### Analysis

Vehicle-related emissions account for approximately 26% of the organisation's total carbon footprint.

Although vehicle use remains necessary for operational effectiveness and service delivery, opportunities exist to reduce emissions through improved journey planning, route optimisation, efficient driving practices, reduced engine idling, vehicle maintenance programmes, and future adoption of lower-emission vehicle technologies.

### Scope 2 – Electricity Consumption

Scope 2 emissions relate to purchased electricity used within organisational operations.

Electricity supports:

- Office facilities.
- Administrative activities.
- Digital systems.
- Electronic communications.
- Information technology infrastructure.
- Lighting.
- Workplace equipment.

### Calculation



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Annual Electricity Consumption:

6,000 kWh

Emission Factor:

0.23 kgCO<sub>2</sub>e per kWh

Total Emissions:

$6,000 \times 0.23$

= 1,380 kgCO<sub>2</sub>e

= 1.38 tCO<sub>2</sub>e

### Analysis

Electricity consumption represents approximately 4% of total organisational emissions.

The organisation recognises opportunities to reduce electricity-related emissions through energy efficiency improvements, employee awareness initiatives, responsible equipment usage, procurement of energy-efficient technologies, and consideration of renewable energy options where appropriate.

### Scope 3 – Workforce Travel

Scope 3 emissions represent indirect emissions generated throughout the wider value chain.

As a domiciliary care provider, workforce travel represents the most significant source of organisational emissions because employees routinely travel between service users' homes, community settings, training locations, meetings, and operational facilities.

### Calculation

Number of Employees:

20

Annual Mileage per Employee:

5,000 miles

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Total Workforce Mileage:

$$20 \times 5,000$$

$$= 100,000 \text{ miles}$$

Emission Factor:

$$0.22 \text{ kgCO}_2\text{e per mile}$$

Total Emissions:

$$100,000 \times 0.22$$

$$= 22,000 \text{ kgCO}_2\text{e}$$

$$= 22.0 \text{ tCO}_2\text{e}$$

### Analysis

Workforce travel accounts for approximately 68% of total organisational emissions.

This demonstrates that travel-related activities represent the most significant opportunity for future carbon reduction.

Potential reduction measures include:

- Improved geographical scheduling.
- Route optimisation.
- Digital communication technologies.
- Virtual meetings.
- Reduction of unnecessary journeys.
- Sustainable transport initiatives.
- Active travel promotion.

### Active Travel and Bicycle Use

Urban Group of Care Ltd recognises the environmental, health, social, and economic benefits associated with active travel.

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Where operationally appropriate, practical, and safe, employees may utilise bicycles for short-distance journeys, community visits, office travel, training attendance, local meetings, and other suitable activities.

Cycling contributes positively towards environmental sustainability because it generates no direct greenhouse gas emissions.

Benefits of bicycle use include:

- Zero direct carbon emissions.
- Reduced traffic congestion.
- Improved air quality.
- Reduced fuel consumption.
- Improved employee wellbeing.
- Increased physical activity.
- Reduced transport costs.
- Support for organisational sustainability objectives.

The organisation shall seek to encourage active travel by:

- Promoting awareness of cycling opportunities.
- Supporting sustainable travel initiatives.
- Considering secure bicycle storage arrangements where reasonably practicable.
- Encouraging employees to reduce reliance on higher-emission transport methods for short journeys.

The organisation recognises that active travel may not be suitable for all employees, geographical locations, weather conditions, service user requirements, or operational circumstances. Nevertheless, cycling remains an important component of sustainable transport planning and carbon reduction.

### **Scope 3 – Waste and Water Consumption**

Waste management and water consumption generate indirect greenhouse gas emissions associated with resource extraction, treatment, transportation, processing, disposal, and wastewater management activities.

Although these emissions represent a comparatively small proportion of the organisation's overall carbon footprint, Urban Group of Care Ltd recognises that effective resource management remains an important aspect of environmental stewardship and sustainable operations.

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### **Calculation**

Estimated Annual Emissions:

0.5 tCO<sub>2</sub>e

### **Analysis**

Waste and water-related emissions account for approximately 2% of total organisational emissions.

The organisation remains committed to reducing environmental impacts associated with waste generation and resource consumption through:

- Waste minimisation initiatives.
- Increased recycling activities.
- Reduction of paper consumption.
- Digital record keeping and paperless systems.
- Sustainable procurement practices.
- Responsible disposal arrangements.
- Water conservation measures.
- Resource efficiency programmes.

These initiatives support both environmental sustainability and operational efficiency while contributing towards the organisation's wider Net Zero objectives.

## **5.7 CARBON FOOTPRINT ANALYSIS**

Analysis of the baseline emissions profile provides valuable insight into the environmental impacts associated with organisational activities and identifies priority areas for carbon reduction.

The baseline emissions inventory demonstrates that transportation-related activities represent the most significant source of organisational greenhouse gas emissions.

This finding reflects the nature of domiciliary care services, where employees routinely travel between service users' homes, healthcare appointments, community settings, training locations, and operational facilities.

The organisation recognises that understanding the relative contribution of each emissions source is essential to developing effective, proportionate, and achievable carbon reduction initiatives.

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### Emissions Breakdown

| Emission Source  | Emissions (tCO <sub>2</sub> e) | Percentage  |
|------------------|--------------------------------|-------------|
| Staff Travel     | 22.0                           | 68%         |
| Company Vehicles | 8.4                            | 26%         |
| Electricity      | 1.38                           | 4%          |
| Waste and Water  | 0.5                            | 2%          |
| <b>Total</b>     | <b>32.3</b>                    | <b>100%</b> |

### Workforce Travel

Workforce travel represents the largest component of the organisation's carbon footprint.

At approximately 68% of total emissions, workforce travel presents the greatest opportunity for future emissions reductions.

The organisation shall therefore prioritise:

- Travel reduction initiatives.
- Improved rota planning.
- Geographical scheduling.
- Sustainable transport options.
- Virtual meetings where appropriate.
- Active travel initiatives.
- Bicycle use promotion.
- Reduced duplication of journeys.

The organisation recognises that travel is an unavoidable component of domiciliary care service delivery; however, every effort shall be made to minimise unnecessary journeys and improve travel efficiency.

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### **Organisational Vehicles**

Vehicle fleet emissions account for approximately 26% of organisational emissions.

These emissions arise directly from fuel combustion and therefore represent a significant opportunity for future carbon reduction initiatives.

Potential improvement activities include:

- Driver awareness programmes.
- Reduced vehicle idling.
- Vehicle maintenance optimisation.
- Efficient route planning.
- Hybrid vehicle assessment.
- Electric vehicle assessment.
- Fleet utilisation reviews.

### **Electricity Consumption**

Electricity consumption contributes approximately 4% of total emissions.

Although relatively modest, electricity efficiency improvements can often be implemented quickly and cost-effectively.

Potential initiatives include:

- LED lighting upgrades.
- Energy-efficient office equipment.
- Automatic power management systems.
- Energy monitoring.
- Employee awareness campaigns.
- Renewable energy procurement opportunities.

### **Waste and Water**

Waste and water activities contribute approximately 2% of total emissions.

Although comparatively small, these activities remain important from an environmental stewardship perspective.

The organisation shall continue promoting:

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- Recycling.
- Waste reduction.
- Resource efficiency.
- Sustainable procurement.
- Water conservation.
- Responsible disposal practices.

## **5.8 STRATEGIC IMPLICATIONS OF THE BASELINE EMISSIONS PROFILE**

The baseline emissions inventory demonstrates that transportation-related activities account for approximately 94% of the organisation's overall carbon footprint.

This analysis highlights the importance of focusing carbon reduction efforts on transportation and travel-related activities.

Consequently, Urban Group of Care Ltd shall prioritise:

### **Sustainable Travel**

Reducing travel-related emissions through improved planning, route optimisation, sustainable transport initiatives, and active travel promotion.

### **Active Travel**

Encouraging walking, cycling, and other low-carbon travel methods where operationally appropriate.

### **Digital Transformation**

Utilising digital technologies to reduce unnecessary travel and improve operational efficiency.

### **Sustainable Procurement**

Considering environmental impacts during purchasing decisions and supplier engagement activities.

### **Resource Efficiency**

Reducing waste, improving energy efficiency, and promoting responsible resource management.



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### Workforce Engagement

Supporting employee participation in sustainability initiatives and encouraging environmentally responsible behaviours.

These priorities form the foundation of the organisation’s Net Zero Strategy and Carbon Reduction Action Plan.

### 5.9 CARBON REDUCTION TARGETS

Urban Group of Care Ltd is committed to achieving Net Zero greenhouse gas emissions by 2045.

Based upon the baseline emissions inventory of 32.3 tCO<sub>2</sub>e, the organisation has established the following reduction pathway.

#### Carbon Reduction Trajectory

| Year | Target Reduction | Target Emissions        |
|------|------------------|-------------------------|
| 2025 | 10%              | 29.1 tCO <sub>2</sub> e |
| 2030 | 40%              | 19.4 tCO <sub>2</sub> e |
| 2035 | 60%              | 12.9 tCO <sub>2</sub> e |
| 2040 | 80%              | 6.5 tCO <sub>2</sub> e  |
| 2045 | Net Zero         | 0 tCO <sub>2</sub> e    |

These targets shall be reviewed periodically to ensure continued relevance, achievability, and alignment with organisational objectives and legislative developments.

#### Carbon Reduction Calculation Methodology

##### 2025 Target

$$32.3 \times 10\%$$

$$= 3.2 \text{ tCO}_2\text{e reduction}$$

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32.3 – 3.2

= 29.1 tCO<sub>2</sub>e

#### **2030 Target**

32.3 × 40%

= 12.9 tCO<sub>2</sub>e reduction

32.3 – 12.9

= 19.4 tCO<sub>2</sub>e

#### **2035 Target**

32.3 × 60%

= 19.4 tCO<sub>2</sub>e reduction

32.3 – 19.4

= 12.9 tCO<sub>2</sub>e

#### **2040 Target**

32.3 × 80%

= 25.8 tCO<sub>2</sub>e reduction

32.3 – 25.8

= 6.5 tCO<sub>2</sub>e

#### **2045 Target**

Net Zero greenhouse gas emissions.

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### **5.10 BASELINE ASSUMPTIONS AND LIMITATIONS**

Urban Group of Care Ltd acknowledges that the baseline emissions inventory has been developed using the best available information at the time of reporting.

The organisation recognises that environmental reporting methodologies continue to evolve and that future reporting periods may benefit from improved data collection processes, enhanced reporting systems, and expanded environmental monitoring arrangements.

Certain values contained within this baseline may therefore be based upon operational estimates and reasonable assumptions.

Examples may include:

- Estimated travel mileage.
- Utility consumption estimates.
- Waste generation estimates.
- Operational averages.
- Supplier information availability.
- Resource usage assumptions.

The organisation remains committed to improving environmental reporting accuracy and transparency over time.

Any significant methodological changes shall be documented to ensure consistency, comparability, and accountability.

### **5.11 FUTURE REPORTING AND CONTINUAL IMPROVEMENT**

Urban Group of Care Ltd is committed to continually improving environmental performance, carbon reporting arrangements, and sustainability governance processes.

Future reporting activities shall seek to:

- Improve emissions measurement accuracy.
- Strengthen carbon accounting arrangements.
- Expand Scope 3 reporting categories.
- Improve supplier environmental engagement.
- Enhance travel monitoring systems.
- Improve environmental performance monitoring.
- Strengthen governance oversight.

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- Support achievement of Net Zero objectives.

The organisation recognises that carbon reduction is an ongoing process requiring leadership commitment, workforce engagement, innovation, collaboration, accountability, and continual improvement.

Through implementation of this Carbon Reduction Plan and Net Zero Strategy, Urban Group of Care Ltd aims to contribute positively towards environmental sustainability while continuing to deliver safe, effective, caring, responsive, and well-led care services.

## SECTION 6 – SCOPE 1 EMISSIONS ANALYSIS AND REDUCTION STRATEGY

### 6.1 Introduction

Scope 1 emissions are direct greenhouse gas emissions arising from sources that are owned or controlled by Urban Group of Care Ltd.

These emissions primarily result from the combustion of fuel within organisational vehicles used to support operational activities, service delivery functions, management responsibilities, business travel, and community engagement activities.

Although Scope 1 emissions represent a smaller proportion of the organisation's overall carbon footprint than Scope 3 emissions, they remain an important area of focus within the Carbon Reduction Plan because they are directly within the organisation's control and therefore provide opportunities for targeted reduction initiatives.

Urban Group of Care Ltd recognises that reducing Scope 1 emissions supports environmental sustainability, operational efficiency, cost management, and achievement of long-term Net Zero objectives.

### 6.2 Scope 1 Emissions Baseline

The baseline assessment identified that organisational vehicles generate approximately:

**8.4 tCO<sub>2</sub>e**

representing approximately:

**26% of total organisational emissions**

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These emissions arise primarily through fuel consumption associated with organisational vehicles.

### Baseline Calculation

3 diesel vehicles

Annual mileage:

10,000 miles per vehicle

Total annual mileage:

30,000 miles

Emission factor:

0.28 kgCO<sub>2</sub>e per mile

Total emissions:

$30,000 \times 0.28$

= 8,400 kgCO<sub>2</sub>e

= 8.4 tCO<sub>2</sub>e

### 6.3 Sources of Scope 1 Emissions

Sources of Scope 1 emissions may include:

- Company-owned vehicles.
- Management travel.
- Business-related journeys.
- Operational support activities.
- Service monitoring visits.
- Training attendance.
- Community engagement activities.

The organisation recognises that vehicle use remains necessary to support safe and effective service delivery; however, opportunities exist to reduce associated emissio

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### **6.4 Scope 1 Carbon Reduction Objectives**

Urban Group of Care Ltd aims to progressively reduce Scope 1 emissions through practical and proportionate measures.

Objectives include:

- Reducing vehicle-related carbon emissions.
- Improving vehicle efficiency.
- Reducing unnecessary journeys.
- Improving route planning.
- Encouraging efficient driving practices.
- Exploring low-emission vehicle technologies.
- Supporting sustainable travel alternatives.
- Improving fleet utilisation.

### **6.5 Vehicle Efficiency Measures**

The organisation shall seek to improve vehicle efficiency through:

#### **Planned Maintenance**

Regular vehicle servicing and maintenance to ensure optimal fuel efficiency.

#### **Tyre Management**

Maintaining appropriate tyre pressures and tyre condition.

#### **Fuel Efficiency Monitoring**

Monitoring fuel consumption patterns and identifying opportunities for improvement.

#### **Route Planning**

Reducing mileage through improved scheduling and journey optimisation.

#### **Reduced Idling**

Encouraging drivers to minimise engine idling where safe and practical.

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### **6.6 Driver Awareness and Behaviour**

Driver behaviour significantly influences fuel consumption and carbon emissions.

Urban Group of Care Ltd shall promote:

- Fuel-efficient driving techniques.
- Smooth acceleration and braking.
- Reduced engine idling.
- Journey planning.
- Responsible vehicle use.
- Awareness of environmental impacts.

Employee engagement and awareness initiatives shall support behavioural changes that contribute towards emissions reductions.

### **6.7 Future Vehicle Technologies**

The organisation recognises that advances in vehicle technologies present opportunities for future carbon reductions.

Where operationally and financially viable, consideration may be given to:

- Hybrid vehicles.
- Electric vehicles.
- Ultra-low emission vehicles.
- Alternative fuel technologies.

Vehicle replacement decisions shall take account of:

- Environmental impacts.
- Operational requirements.
- Financial considerations.
- Infrastructure availability.
- Service delivery needs.

### **6.8 Scope 1 Key Performance Indicator**

The organisation shall monitor:

- Total vehicle mileage.
- Fuel consumption.

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- Vehicle emissions.
- Average emissions per vehicle.
- Fleet efficiency trends.
- Reduction against baseline.

Performance information shall be reviewed periodically as part of governance and environmental management arrangements.

### 6.9 Scope 1 Target Outcomes

Urban Group of Care Ltd aims to achieve:

- Improved vehicle efficiency.
- Reduced fuel consumption.
- Reduced vehicle emissions.
- Enhanced environmental awareness.
- Sustainable fleet management.
- Contribution towards Net Zero objectives.

## SECTION 7 – SCOPE 2 EMISSIONS ANALYSIS AND REDUCTION STRATEGY

### 7.1 Introduction

Scope 2 emissions represent indirect greenhouse gas emissions associated with purchased electricity consumed by Urban Group of Care Ltd.

Although electricity-related emissions currently represent a relatively small proportion of the organisation's overall carbon footprint, energy efficiency remains an important component of responsible environmental management and resource stewardship.

The organisation recognises that reducing energy consumption provides both environmental and financial benefits and contributes positively towards long-term sustainability objectives.

### 7.2 Scope 2 Emissions Baseline

The baseline assessment identified electricity-related emissions of:

**1.38 tCO<sub>2</sub>e**

representing approximately:

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**4% of total organisational emissions**

### **Calculation**

Annual electricity consumption:

6,000 kWh

Emission factor:

0.23 kgCO<sub>2</sub>e per kWh

Total emissions:

$6,000 \times 0.23$

= 1,380 kgCO<sub>2</sub>e

= 1.38 tCO<sub>2</sub>e

## **7.3 Sources of Electricity Consumption**

Electricity consumption may arise from:

- Office lighting.
- Computers and laptops.
- Printers and office equipment.
- Communications systems.
- Mobile device charging.
- Internet infrastructure.
- Electronic record systems.
- Administrative functions.

The organisation recognises the importance of responsible energy use throughout all operational activities.

## **7.4 Scope 2 Reduction Objectives**

Objectives include:

- Reducing electricity consumption.
- Improving energy efficiency.

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- Promoting responsible energy use.
- Reducing energy waste.
- Procuring energy-efficient equipment.
- Supporting renewable energy opportunities where feasible.

## **7.5 Energy Efficiency Measures**

Potential initiatives include:

### **Lighting Improvements**

- LED lighting.
- Motion sensors.
- Efficient lighting controls.

### **Equipment Management**

- Automatic shutdown settings.
- Energy-saving modes.
- Responsible equipment use.

### **Procurement Controls**

- Purchasing energy-efficient equipment.
- Considering environmental performance during procurement.

### **Employee Awareness**

- Promoting responsible energy use.
- Switching off unused equipment.
- Reducing unnecessary consumption.

## **7.6 Renewable Energy Considerations**

Where reasonably practicable, the organisation shall consider opportunities to:

- Procure renewable electricity.
- Support low-carbon energy initiatives.
- Reduce dependency on higher-carbon energy sources.

Any future renewable energy initiatives shall be assessed against operational, financial, and service delivery requirements.

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### **7.7 Scope 2 Performance Indicators**

Performance indicators may include:

- Electricity consumption.
- Energy costs.
- Emissions generated.
- Energy efficiency improvements.
- Reduction against baseline.

### **7.8 Scope 2 Target Outcomes**

Urban Group of Care Ltd seeks to:

- Improve energy efficiency.
- Reduce electricity consumption.
- Reduce energy-related emissions.
- Improve environmental awareness.
- Support sustainable resource management.

## **SECTION 8 – SCOPE 3 EMISSIONS ANALYSIS AND REDUCTION STRATEGY**

### **8.1 Introduction**

Scope 3 emissions represent indirect greenhouse gas emissions generated throughout the wider organisational value chain.

For Urban Group of Care Ltd, Scope 3 emissions represent the largest proportion of the organisation's carbon footprint and therefore present the greatest opportunity for meaningful carbon reduction.

Scope 3 emissions include:

- Workforce travel.
- Business travel.
- Waste management.
- Water consumption.
- Procurement activities.
- Supplier emissions.
- Operational support services.

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The organisation recognises that effective management of Scope 3 emissions requires collaboration, employee engagement, sustainable procurement, behavioural change, and continual improvement.

### 8.2 Scope 3 Baseline

The baseline assessment identified Scope 3 emissions of:

#### Staff Travel

22.0 tCO<sub>2</sub>e

#### Waste and Water

0.5 tCO<sub>2</sub>e

#### Total Scope 3 Emissions

22.5 tCO<sub>2</sub>e

representing approximately:

**70% of total organisational emissions**

### 8.3 Workforce Travel Emissions

Workforce travel represents the largest source of greenhouse gas emissions within Urban Group of Care Ltd's operational activities.

As a domiciliary care provider, employees are required to travel between service users' homes, healthcare appointments, community locations, training venues, meetings, and operational facilities.

The organisation recognises that travel is an essential component of service delivery; however, opportunities exist to reduce associated emissions while maintaining service quality and continuity of care.

#### Carbon Reduction Objectives

The organisation aims to:

- Reduce travel-related emissions.

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- Improve travel efficiency.
- Promote sustainable travel methods.
- Encourage active travel.
- Reduce unnecessary journeys.
- Utilise technology to reduce travel requirements.
- Improve route planning and scheduling.

### **8.4 Sustainable Travel Initiatives**

Urban Group of Care Ltd shall seek to reduce workforce travel emissions through:

#### **Route Optimisation**

Improving geographical scheduling and travel planning to minimise unnecessary mileage.

#### **Digital Communication**

Increasing the use of:

- Virtual meetings.
- Online training.
- Digital collaboration platforms.
- Remote supervision where appropriate.

#### **Efficient Scheduling**

Reducing duplication of journeys and improving allocation of care visits to minimise travel distances.

#### **Sustainable Transport**

Encouraging the use of lower-emission transport methods where operationally feasible.

### **8.5 Active Travel and Cycling Strategy**

Urban Group of Care Ltd recognises that active travel can contribute significantly towards reducing greenhouse gas emissions while simultaneously promoting employee wellbeing.

Where operationally appropriate and safe, employees may be encouraged to use:

- Bicycles.
- Walking routes.

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- Public transport.
- Multi-modal travel arrangements.

### **Benefits of Cycling**

Cycling provides:

- Zero direct carbon emissions.
- Reduced fuel consumption.
- Reduced traffic congestion.
- Improved air quality.
- Improved cardiovascular health.
- Increased physical activity.
- Reduced transport costs.
- Enhanced employee wellbeing.

### **Organisational Commitments**

The organisation shall seek to:

- Promote awareness of active travel options.
- Encourage cycling for short journeys where practical.
- Consider secure bicycle storage where feasible.
- Include active travel within sustainability communications.
- Support behavioural change initiatives that encourage sustainable transport choices.

The organisation recognises that cycling may not be appropriate in all circumstances and shall ensure that operational, health and safety, safeguarding, and service delivery requirements remain the primary consideration.

## **8.6 Waste Management and Resource Efficiency**

Urban Group of Care Ltd is committed to reducing emissions associated with waste generation and resource consumption.

The organisation shall apply the principles of the waste hierarchy:

### **Prevention**

Avoiding waste generation wherever possible.

### **Reuse**

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Maximising opportunities to reuse materials and resources.

### **Recycling**

Promoting recycling arrangements and responsible waste segregation.

### **Recovery**

Supporting recovery processes where appropriate.

### **Disposal**

Ensuring environmentally responsible disposal when other options are unavailable.

Waste reduction initiatives shall support both environmental sustainability and operational efficiency.

## **8.7 Water Conservation**

The organisation recognises that water treatment and distribution contribute indirectly to greenhouse gas emissions.

Water conservation measures may include:

- Monitoring consumption.
- Prompt reporting of leaks.
- Responsible water use.
- Awareness campaigns.
- Resource efficiency initiatives.

Although water-related emissions are relatively small, responsible management contributes positively towards environmental stewardship.

## **8.8 Sustainable Procurement and Supply Chain Emissions**

Urban Group of Care Ltd recognises that procurement decisions influence environmental performance throughout the wider supply chain.

The organisation shall seek to:

- Consider environmental impacts during purchasing decisions.
- Engage with suppliers regarding sustainability.

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- Promote environmentally responsible procurement.
- Reduce unnecessary consumption.
- Encourage sustainable products and services.

Environmental considerations shall be balanced with quality, safety, value for money, service delivery requirements, and regulatory obligations.

### **8.9 Scope 3 Key Performance Indicators**

Performance indicators may include:

- Staff travel mileage.
- Travel-related emissions.
- Active travel participation.
- Bicycle usage initiatives.
- Waste generation volumes.
- Recycling rates.
- Water consumption.
- Sustainable procurement activities.
- Supplier engagement initiatives.

### **8.10 Scope 3 Target Outcomes**

Urban Group of Care Ltd aims to achieve:

- Reduced travel emissions.
- Increased active travel participation.
- Improved route efficiency.
- Reduced waste generation.
- Increased recycling performance.
- Improved procurement sustainability.
- Enhanced environmental awareness.
- Significant reductions in Scope 3 emissions.

Given that Scope 3 emissions represent the largest proportion of the organisation's carbon footprint, successful implementation of these measures is expected to contribute substantially towards achievement of Net Zero objectives



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### SECTION 9 – NET ZERO ROADMAP 2025–2045

#### 9.1 Introduction

Urban Group of Care Ltd is committed to achieving Net Zero greenhouse gas emissions by 2045.

The Net Zero Roadmap provides a structured framework for achieving progressive emissions reductions over a twenty-year period.

The roadmap has been developed using the baseline emissions profile and reflects the organisation's commitment to continual environmental improvement.

#### 9.2 Net Zero Vision

The organisation's vision is to operate in a manner that minimises environmental impacts, reduces greenhouse gas emissions, supports sustainable development, and contributes positively towards national climate objectives while continuing to provide high-quality care services.

#### 9.3 Carbon Reduction Pathway

##### Baseline Position (2024)

Total Emissions:

32.3 tCO<sub>2</sub>e

##### 2025 Target

10% reduction

Target:

29.1 tCO<sub>2</sub>e

##### 2030 Target

40% reduction

Target:



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19.4 tCO<sub>2</sub>e

### **2035 Target**

60% reduction

Target:

12.9 tCO<sub>2</sub>e

### **2040 Target**

80% reduction

Target:

6.5 tCO<sub>2</sub>e

### **2045 Target**

Net Zero Emissions

Target:

0 tCO<sub>2</sub>e

## **9.4 Strategic Reduction Priorities**

The organisation shall prioritise:

### **Transportation Emissions**

Reducing workforce travel and vehicle-related emissions.

### **Active Travel**

Promoting walking, cycling, and sustainable travel alternatives.

### **Energy Efficiency**

Reducing electricity consumption and improving resource efficiency.

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### **Sustainable Procurement**

Embedding sustainability within purchasing decisions.

### **Workforce Engagement**

Supporting employee participation in environmental initiatives.

### **Governance and Monitoring**

Maintaining oversight of environmental performance and continual improvement activities.

## **9.5 Annual Review Process**

Progress against Net Zero targets shall be reviewed annually.

Reviews shall consider:

- Emissions performance.
- Achievement of objectives.
- Emerging legislation.
- Technological developments.
- Operational changes.
- Environmental risks.
- Improvement opportunities.

Where necessary, reduction targets and action plans may be revised to reflect organisational circumstances and emerging best practice.

## **SECTION 10 – CARBON REDUCTION ACTION PLAN**

### **10.1 Introduction**

The Carbon Reduction Action Plan provides the operational framework through which Urban Group of Care Ltd will achieve its carbon reduction objectives.

The action plan identifies priority activities, implementation arrangements, expected outcomes, and monitoring requirements.

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## **10.2 Travel Reduction Actions**

### **Action 1 – Route Optimisation**

Objective:

Reduce unnecessary travel mileage.

Actions:

- Improve geographical scheduling.
- Cluster service visits.
- Reduce duplicate journeys.
- Improve rota planning.

Expected Outcome:

Reduced travel emissions and improved operational efficiency.

### **Action 2 – Active Travel Promotion**

Objective:

Increase use of low-carbon travel methods.

Actions:

- Promote cycling.
- Encourage walking for short journeys.
- Raise awareness of active travel benefits.
- Include active travel within staff communications.

Expected Outcome:

Reduced emissions and improved employee wellbeing.

### **Action 3 – Digital Communication**

Objective:

Reduce unnecessary business travel.

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Actions:

- Increase virtual meetings.
- Expand online training opportunities.
- Utilise digital communication technologies.

Expected Outcome:

Reduced travel requirements and associated emissions.

### **10.3 Energy Reduction Actions**

#### **Action 4 – Energy Efficiency Improvements**

Objective:

Reduce electricity consumption.

Actions:

- Install LED lighting where appropriate.
- Promote responsible energy use.
- Implement equipment shutdown procedures.
- Procure energy-efficient equipment.

Expected Outcome:

Reduced energy consumption and lower emissions.

### **10.4 Waste Reduction Actions**

#### **Action 5 – Waste Minimisation Programme**

Objective:

Reduce waste generation.

Actions:

- Promote recycling.
- Reduce paper usage.
- Increase digital record keeping.

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- Encourage responsible resource use.

Expected Outcome:

Reduced waste-related emissions and improved resource efficiency.

### **10.5 Sustainable Procurement Actions**

#### **Action 6 – Sustainable Purchasing Framework**

##### **Objective**

To integrate environmental sustainability considerations into procurement decisions and supplier management activities.

##### **Actions**

- Review procurement practices annually.
- Consider environmental impacts during purchasing decisions.
- Encourage suppliers to demonstrate environmental responsibility.
- Reduce unnecessary purchasing.
- Promote sustainable products and services where appropriate.
- Incorporate sustainability criteria into procurement evaluations where proportionate.

##### **Expected Outcomes**

- Reduced supply chain emissions.
- Improved environmental performance.
- Enhanced social value contributions.
- Increased supplier engagement.
- Support for Net Zero objectives.

### **10.6 Workforce Engagement Actions**

#### **Action 7 – Sustainability Awareness Programme**

##### **Objective**

To improve employee awareness, understanding, and participation in environmental sustainability initiatives.

##### **Actions**

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- Deliver sustainability awareness training.
- Include environmental topics within induction programmes.
- Promote environmental campaigns.
- Share sustainability updates and progress reports.
- Encourage employee suggestions and feedback.

### **Expected Outcomes**

- Improved workforce engagement.
- Increased environmental awareness.
- Positive behavioural changes.
- Improved sustainability culture.

### **Action 8 – Environmental Communications Programme**

#### **Objective**

To maintain awareness of environmental objectives throughout the organisation.

#### **Actions**

- Issue sustainability updates.
- Share carbon reduction progress.
- Promote environmental campaigns.
- Communicate organisational achievements.
- Highlight examples of good practice.

### **Expected Outcomes**

- Increased employee engagement.
- Improved accountability.
- Enhanced environmental culture.

## **10.7 Governance and Monitoring Actions**

### **Action 9 – Environmental Performance Monitoring**

#### **Objective**

To ensure effective monitoring of environmental performance and carbon reduction activities.

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### **Actions**

- Monitor emissions data annually.
- Review carbon reduction targets.
- Track environmental KPIs.
- Report progress through governance arrangements.
- Review environmental risks.

### **Expected Outcomes**

- Improved environmental oversight.
- Enhanced accountability.
- Better-informed decision-making.
- Continuous improvement.

### **Action 10 – Annual Carbon Reduction Review**

#### **Objective**

To evaluate the effectiveness of carbon reduction activities and identify opportunities for improvement.

#### **Actions**

- Review emissions data annually.
- Evaluate achievement of targets.
- Assess effectiveness of initiatives.
- Update action plans as required.
- Review legislative developments.

#### **Expected Outcomes**

- Continuous improvement.
- Improved performance.
- Enhanced governance.
- Ongoing compliance.

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### **10.8 Action Plan Review**

The Carbon Reduction Action Plan shall be reviewed annually or sooner where required due to:

- Legislative changes.
- Regulatory developments.
- Organisational changes.
- Operational changes.
- Environmental incidents.
- Significant environmental risks.
- Changes to emissions data.

The organisation recognises that successful implementation requires leadership commitment, workforce participation, adequate resources, and effective governance arrangements.

## **SECTION 11 – SUSTAINABLE PROCUREMENT AND SUPPLY CHAIN STRATEGY**

### **11.1 Introduction**

Urban Group of Care Ltd recognises that procurement activities influence environmental performance throughout the wider supply chain.

Products, services, equipment, utilities, technology, consumables, and contracted services all contribute directly or indirectly to greenhouse gas emissions and environmental impacts.

The organisation is committed to ensuring that procurement decisions support sustainability objectives while maintaining service quality, safety, value for money, and operational effectiveness.

### **11.2 Purpose**

The purpose of this strategy is to:

- Promote environmentally responsible purchasing.
- Reduce supply chain emissions.
- Encourage sustainable supplier practices.
- Improve resource efficiency.

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- Support social value objectives.
- Contribute towards Net Zero commitments.

### **11.3 Procurement Principles**

Urban Group of Care Ltd shall seek to apply the following principles:

#### **Environmental Responsibility**

Considering environmental impacts throughout the procurement process.

#### **Value for Money**

Balancing sustainability considerations with affordability and operational requirements.

#### **Ethical Procurement**

Supporting responsible and ethical supply chains.

#### **Resource Efficiency**

Reducing waste and unnecessary consumption.

#### **Continuous Improvement**

Promoting innovation and environmental performance improvements.

### **11.4 Supplier Engagement**

The organisation shall seek to engage suppliers regarding:

- Environmental performance.
- Sustainability initiatives.
- Carbon reduction activities.
- Waste management arrangements.
- Resource efficiency measures.

Where appropriate, suppliers may be encouraged to demonstrate environmental responsibility and support sustainability objectives.

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### **11.5 Sustainable Purchasing Priorities**

The organisation shall seek opportunities to:

- Purchase energy-efficient equipment.
- Reduce unnecessary packaging.
- Support recyclable products.
- Procure environmentally preferable alternatives.
- Reduce single-use products where feasible.
- Promote sustainable office supplies.

### **11.6 Social Value Considerations**

Environmental sustainability shall be considered alongside wider social value objectives, including:

- Community benefits.
- Economic resilience.
- Ethical business practices.
- Workforce wellbeing.
- Sustainable development.

### **11.7 Monitoring and Review**

Procurement activities shall be periodically reviewed to identify opportunities for environmental improvement and supplier engagement.

## **SECTION 12 – WORKFORCE ENGAGEMENT AND ENVIRONMENTAL AWARENESS FRAMEWORK**

### **12.1 Introduction**

Urban Group of Care Ltd recognises that employees play a critical role in achieving environmental objectives.

Meaningful carbon reduction requires workforce participation, behavioural change, awareness, and shared responsibility.

The organisation therefore seeks to develop a positive environmental culture that encourages sustainable behaviours throughout all levels of the workforce.

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## **12.2 Objectives**

The objectives of this framework are to:

- Improve environmental awareness.
- Promote employee engagement.
- Encourage sustainable behaviours.
- Support carbon reduction initiatives.
- Strengthen organisational culture.
- Support continual improvement.

## **12.3 Sustainability Training**

Environmental awareness training may include:

- Climate change awareness.
- Carbon reduction principles.
- Energy efficiency.
- Waste management.
- Recycling.
- Sustainable travel.
- Active travel and cycling initiatives.
- Environmental responsibilities.

Training may be delivered through:

- Induction programmes.
- Refresher training.
- Team meetings.
- E-learning.
- Awareness campaigns.

## **12.4 Employee Participation**

Employees shall be encouraged to:

- Suggest environmental improvements.
- Participate in sustainability initiatives.
- Support waste reduction.
- Promote recycling.
- Reduce unnecessary travel.
- Support active travel initiatives.

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- Use resources responsibly.

## **12.5 Environmental Communications**

The organisation shall communicate environmental information through:

- Meetings.
- Newsletters.
- Staff bulletins.
- Training sessions.
- Governance reports.

Regular communication supports awareness, engagement, and accountability.

## **12.6 Recognition and Positive Reinforcement**

Urban Group of Care Ltd may recognise and celebrate environmental achievements, innovative ideas, and examples of good practice that contribute towards sustainability objectives.

Such recognition helps reinforce positive behaviours and encourages continued participation.

## **SECTION 13 – CLIMATE RISK MANAGEMENT AND RESILIENCE FRAMEWORK**

### **13.1 Introduction**

Climate change presents a range of risks that may affect organisations, communities, infrastructure, service delivery, public health, and operational resilience.

Urban Group of Care Ltd recognises the importance of understanding, assessing, and managing climate-related risks as part of its governance and risk management arrangements.

### **13.2 Purpose**

The purpose of this framework is to ensure that Urban Group of Care Ltd identifies, assesses, manages, and monitors climate-related risks that may affect organisational operations, service delivery, employees, service users, infrastructure, suppliers, and wider stakeholders.

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The framework supports:

- Organisational resilience.
- Business continuity.
- Service sustainability.
- Environmental governance.
- Risk management.
- Strategic planning.
- Regulatory compliance.
- Continuous improvement.

### **13.3 Climate Change Risks**

The organisation recognises that climate change may create both direct and indirect risks.

Examples include:

#### **Physical Risks**

- Extreme heat events.
- Flooding.
- Severe storms.
- Snow and ice disruption.
- High winds.
- Infrastructure damage.
- Transport disruption.
- Utility failures.

#### **Operational Risks**

- Workforce disruption.
- Travel difficulties.
- Delayed service delivery.
- Increased operational costs.
- Communication failures.

#### **Strategic Risks**

- Regulatory changes.
- Procurement challenges.
- Supplier disruptions.
- Increased environmental expectations.

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- Reputational impacts.

### **Financial Risks**

- Increased energy costs.
- Increased fuel costs.
- Insurance impacts.
- Resource shortages.
- Supply chain cost increases.

### **13.4 Climate Risk Assessment**

Climate risks shall be assessed using the organisation's Risk Management Framework.

Assessments shall consider:

- Likelihood.
- Impact.
- Existing controls.
- Residual risk.
- Required actions.
- Responsible persons.
- Review arrangements.

Climate-related risks shall be documented within the organisational Risk Register where appropriate.

### **13.5 Climate Resilience Measures**

Urban Group of Care Ltd shall seek to improve resilience through:

#### **Business Continuity Planning**

Ensuring continuity arrangements address potential climate-related disruptions.

#### **Service Planning**

Considering environmental risks during service planning and operational decision-making.

#### **Workforce Preparedness**

Supporting employees to respond appropriately to adverse weather and environmental events.

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### **Infrastructure Protection**

Ensuring facilities, equipment, information systems, and operational resources remain resilient.

### **Supplier Resilience**

Considering supplier reliability and continuity arrangements.

## **13.6 Monitoring and Review**

Climate-related risks shall be reviewed periodically through governance, quality assurance, and risk management processes.

Reviews shall consider:

- Emerging risks.
- Environmental developments.
- Legislative changes.
- Operational impacts.
- Lessons learned.
- Incident reports.

## **13.7 Climate Opportunities**

The organisation recognises that climate action may also create opportunities including:

- Improved efficiency.
- Reduced operational costs.
- Enhanced reputation.
- Improved employee wellbeing.
- Increased innovation.
- Improved sustainability performance.
- Enhanced commissioning opportunities.
- Stronger stakeholder confidence.

## **13.8 Continual Improvement**

Urban Group of Care Ltd is committed to continually strengthening climate resilience arrangements and improving its ability to respond effectively to environmental challenges.

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## SECTION 14 – CARBON PERFORMANCE MONITORING, REPORTING AND KPI FRAMEWORK

### 14.1 Introduction

Effective environmental management requires accurate performance monitoring, meaningful reporting, and robust governance oversight.

Urban Group of Care Ltd shall maintain systems and processes to monitor carbon emissions, evaluate environmental performance, track progress towards targets, and support informed decision-making.

### 14.2 Purpose

The purpose of this framework is to:

- Monitor environmental performance.
- Track progress against carbon reduction targets.
- Support governance oversight.
- Improve accountability.
- Identify improvement opportunities.
- Support achievement of Net Zero objectives.

### 14.3 Key Performance Indicators (KPIs)

The organisation shall monitor a range of environmental performance indicators.

#### Carbon Emissions

- Total organisational emissions.
- Scope 1 emissions.
- Scope 2 emissions.
- Scope 3 emissions.

#### Travel Performance

- Staff travel mileage.
- Vehicle mileage.
- Travel-related emissions.
- Active travel participation.

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### **Energy Performance**

- Electricity consumption.
- Energy costs.
- Energy efficiency improvements.

### **Waste Management**

- Waste volumes.
- Recycling rates.
- Paper consumption.

### **Procurement**

- Sustainable procurement initiatives.
- Supplier engagement activities.

### **Training and Engagement**

- Sustainability training completion rates.
- Workforce engagement activities.
- Environmental awareness initiatives.

## **14.4 Reporting Arrangements**

Environmental performance information may be reported through:

- Governance meetings.
- Management meetings.
- Quality assurance reports.
- Annual sustainability reports.
- Carbon reduction reviews.
- Board-level reporting where applicable.

Reporting shall support transparency, accountability, and continuous improvement.

## **14.5 Data Collection**

Environmental data may be obtained from:

- Utility records.
- Mileage records.

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- Expense claims.
- Procurement records.
- Waste management providers.
- Internal monitoring systems.
- Environmental audits.

The organisation shall seek to improve data quality and reporting accuracy over time.

#### **14.6 Annual Carbon Review**

An annual carbon review shall be undertaken to:

- Evaluate emissions performance.
- Assess progress against targets.
- Review reduction initiatives.
- Identify risks and opportunities.
- Update action plans.
- Support continual improvement.

The review shall form part of the organisation's governance and quality management arrangements.

#### **14.7 Internal Audit and Assurance**

Environmental performance may be subject to:

- Internal audits.
- Management reviews.
- Governance reviews.
- Risk assessments.
- Quality assurance activities.

Audit findings shall inform future improvement planning.

#### **14.8 Continual Improvement**

Performance monitoring arrangements shall be reviewed periodically to ensure ongoing effectiveness, relevance, and alignment with organisational objectives and emerging best practice.

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## **SECTION 15 – DIRECTOR DECLARATION AND CARBON GOVERNANCE STATEMENT**

### **15.1 Organisational Commitment**

Urban Group of Care Ltd is committed to acting responsibly and sustainably in all aspects of its operations.

The organisation recognises the importance of reducing greenhouse gas emissions, improving environmental performance, strengthening climate resilience, and supporting the transition towards a low-carbon future.

Environmental sustainability forms part of the organisation's wider governance, quality, risk management, and strategic planning arrangements.

### **15.2 Director Statement**

The Director confirms that:

- This Carbon Reduction Plan and Net Zero Strategy has been approved by senior management.
- The information contained within this document is accurate to the best of the organisation's knowledge.
- Urban Group of Care Ltd is committed to achieving the objectives outlined within this strategy.
- Environmental performance shall be monitored and reviewed regularly.
- Carbon reduction activities shall be supported through governance arrangements and continual improvement processes.

### **15.3 Annual Review Commitment**

This Carbon Reduction Plan and Net Zero Strategy shall be reviewed annually or sooner where required due to:

- Legislative changes.
- Regulatory developments.
- Organisational changes.
- Operational changes.
- Environmental risks.
- Significant incidents.
- Emerging best practice.

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### 15.4 Approval

| Name | Position           | Signature              | Date     |
|------|--------------------|------------------------|----------|
|      | Director           | <i>Regina A Abanum</i> | 18-04-26 |
|      | Registered Manager | <i>Regina A Abanum</i> | 18-04-26 |

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## APPENDIX A – CARBON EMISSIONS BASELINE METHODOLOGY

### Purpose

This appendix explains the methodology used by Urban Group of Care Ltd to establish its carbon emissions baseline and calculate greenhouse gas emissions.

### Methodology

The organisation has adopted principles derived from:

- Greenhouse Gas Protocol.
- UK Government Conversion Factors.
- ISO 14001 Environmental Management Principles.
- NHS Net Zero Supplier Guidance.
- PPN 06/21 Carbon Reduction Plan Guidance.

### Scope Classifications

#### Scope 1

Direct emissions from owned or controlled sources.

Examples:

- Organisational vehicles.
- Fuel combustion.



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### Scope 2

Indirect emissions from purchased electricity.

Examples:

- Office electricity consumption.
- Operational energy use.

### Scope 3

Indirect emissions throughout the value chain.

Examples:

- Workforce travel.
- Waste disposal.
- Water consumption.
- Procurement activities.
- Supplier services.

## Baseline Calculations

### Scope 1

3 vehicles × 10,000 miles

= 30,000 miles

30,000 × 0.28 kgCO<sub>2</sub>e

= 8.4 tCO<sub>2</sub>e

### Scope 2

6,000 kWh × 0.23 kgCO<sub>2</sub>e

= 1.38 tCO<sub>2</sub>e

### Scope 3 Staff Travel

20 employees × 5,000 miles

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= 100,000 miles

$100,000 \times 0.22 \text{ kgCO}_2\text{e}$

= 22.0 tCO<sub>2</sub>e

### **Waste and Water**

Estimated:

0.5 tCO<sub>2</sub>e

### **Total Baseline**

32.3 tCO<sub>2</sub>e

## **APPENDIX B – CARBON REDUCTION ACTION TRACKER**

### **B1. Introduction**

Urban Group of Care Ltd recognises that achieving meaningful carbon reduction outcomes requires more than policy commitments and strategic intentions. Effective environmental improvement depends upon the implementation of measurable actions, clearly defined responsibilities, realistic timescales, robust governance arrangements, and continuous performance monitoring.

The Carbon Reduction Action Tracker establishes the framework through which carbon reduction initiatives are planned, implemented, monitored, reviewed, and evaluated.

The Action Tracker forms a key component of the organisation's Carbon Reduction Plan and Net Zero Strategy and supports compliance with sustainability commitments, governance expectations, procurement requirements, environmental responsibilities, and organisational objectives.

This appendix should be read in conjunction with the Sustainability Plan and Environmental Responsibility Policy, Risk Management Policy, Business Continuity Policy, Procurement Policy, and Quality Management System documentation.

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## **B2. Purpose**

The purpose of the Carbon Reduction Action Tracker is to:

- Provide a structured framework for environmental improvement.
- Support implementation of Net Zero objectives.
- Monitor carbon reduction activities.
- Allocate responsibilities.
- Support governance oversight.
- Measure progress against environmental targets.
- Identify implementation barriers.
- Promote accountability.
- Support continual improvement.
- Provide evidence of sustainability performance.

The organisation recognises that effective action planning is essential to achieving long-term carbon reduction objectives.

## **B3. Strategic Action Categories**

### **Travel Reduction and Sustainable Transport**

Actions include:

- Route optimisation.
- Improved geographical scheduling.
- Promotion of active travel.
- Cycling initiatives.
- Reduction of unnecessary journeys.
- Increased virtual meetings.
- Reduced duplication of travel.

Expected outcomes include lower emissions, reduced fuel consumption, improved operational efficiency, and enhanced workforce wellbeing.

### **Energy Efficiency**

Actions include:

- LED lighting.
- Energy-efficient equipment.
- Responsible energy usage.

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- Equipment shutdown procedures.
- Energy monitoring.
- Renewable energy opportunities.

Expected outcomes include reduced energy consumption and lower electricity-related emissions.

#### **Sustainable Procurement**

Actions include:

- Supplier sustainability reviews.
- Procurement assessments.
- Reduction of unnecessary purchasing.
- Environmentally responsible procurement decisions.
- Supplier engagement activities.

Expected outcomes include reduced supply chain emissions and improved sustainability performance.

#### **Waste and Resource Management**

Actions include:

- Paper reduction.
- Digital record keeping.
- Recycling initiatives.
- Waste segregation.
- Resource efficiency campaigns.

Expected outcomes include reduced waste generation and improved environmental stewardship.

#### **Workforce Engagement**

Actions include:

- Sustainability awareness training.
- Environmental campaigns.
- Employee engagement initiatives.
- Environmental communications.
- Continuous learning opportunities.

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Expected outcomes include increased participation and stronger environmental culture.

### **B4. Governance and Accountability**

#### **Director**

Responsible for:

- Strategic leadership.
- Approval of objectives.
- Governance oversight.
- Resource allocation.
- Review of performance.

#### **Registered Manager**

Responsible for:

- Operational implementation.
- Monitoring progress.
- Workforce engagement.
- Environmental reporting.

#### **Employees**

Responsible for:

- Supporting sustainability initiatives.
- Following environmental procedures.
- Reporting opportunities for improvement.
- Participating in environmental activities.

### **B5. Monitoring and Review**

Progress shall be reviewed through:

- Governance meetings.
- Management reviews.
- Internal audits.
- Annual carbon reviews.
- Environmental performance reports.

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The Action Tracker shall be updated whenever significant changes occur or improvement opportunities are identified.

### **B6. Evidence Requirements**

Evidence may include:

- Training records.
- Audit reports.
- Sustainability reports.
- Procurement assessments.
- Environmental performance data.
- Meeting minutes.
- Carbon emissions reports.
- Improvement plans.

Evidence supports accountability, transparency, and regulatory assurance.

### **B7. Continual Improvement**

The Carbon Reduction Action Tracker shall be reviewed annually.

Review activities shall consider:

- Progress achieved.
- Outstanding actions.
- Environmental risks.
- Legislative developments.
- Stakeholder feedback.
- Lessons learned.

The organisation remains committed to continual environmental improvement.

## **APPENDIX C – ENVIRONMENTAL LEGISLATION REGISTER**

### **C1. Introduction**

Urban Group of Care Ltd recognises the importance of understanding and complying with legislation, regulations, standards, and guidance relevant to environmental sustainability and carbon reduction.

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This register provides a framework for identifying applicable requirements and supporting ongoing compliance activities.

## **C2. Climate Change Act 2008**

### **Purpose**

The Climate Change Act established the legal framework for reducing greenhouse gas emissions and achieving Net Zero emissions.

### **Organisational Relevance**

Supports carbon reduction planning, emissions monitoring, and environmental improvement activities.

### **Organisational Responsibilities**

- Monitor emissions.
- Reduce greenhouse gas emissions.
- Support Net Zero objectives.
- Promote environmental sustainability.

## **C3. Environment Act 2021**

### **Purpose**

The Act strengthens environmental governance and establishes long-term environmental objectives.

### **Organisational Relevance**

Supports sustainability planning, environmental protection, resource efficiency, and waste reduction.

### **Responsibilities**

- Promote environmental improvement.
- Improve resource efficiency.
- Support sustainable practices.
- Review environmental impacts.

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### **C4. Environmental Protection Act 1990**

#### **Purpose**

Provides legal requirements relating to waste management and environmental protection.

#### **Responsibilities**

- Manage waste appropriately.
- Use authorised disposal routes.
- Promote responsible environmental practices.

### **C5. Waste (England and Wales) Regulations 2011**

#### **Purpose**

Introduces the waste hierarchy.

#### **Responsibilities**

Prioritise:

1. Prevention
2. Reuse
3. Recycling
4. Recovery
5. Disposal

### **C6. Procurement Act 2023**

#### **Purpose**

Supports transparency, value, sustainability, and social value within procurement.

#### **Responsibilities**

- Consider environmental sustainability.
- Promote responsible procurement.
- Encourage supplier engagement.

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### **C7. Public Services (Social Value) Act 2012**

#### **Purpose**

Promotes wider social, economic, and environmental benefits.

#### **Responsibilities**

- Consider social value outcomes.
- Promote community benefits.
- Support sustainable development.

### **C8. Health and Social Care Act 2008**

#### **Relevance**

Supports safe, effective, and sustainable service delivery.

### **C9. Care Act 2014**

#### **Relevance**

Supports wellbeing, resilience, and continuity of care.

### **C10. Equality Act 2010**

#### **Relevance**

Ensures sustainability initiatives remain inclusive and accessible.

### **C11. ISO 9001:2015**

#### **Relevance**

Supports governance, monitoring, performance evaluation, and continual improvement.

### **C12. Review Arrangements**

This register shall be reviewed annually or sooner where legislative changes occur.

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### APPENDIX D – SUSTAINABILITY TRAINING MATRIX

#### D1. Introduction

Urban Group of Care Ltd recognises that employee competence, awareness, and engagement are essential to achieving sustainability objectives and delivering the commitments contained within the Carbon Reduction Plan and Net Zero Strategy.

Environmental sustainability cannot be achieved through policies and governance arrangements alone. Meaningful improvement requires employees, managers, and leaders to understand their environmental responsibilities and actively contribute towards reducing environmental impacts.

#### D2. Training Objectives

The organisation seeks to ensure that employees:

- Understand sustainability objectives.
- Understand environmental responsibilities.
- Support carbon reduction initiatives.
- Promote efficient use of resources.
- Reduce waste.
- Support recycling activities.
- Understand climate-related risks.
- Participate in environmental improvement activities.

#### D3. Mandatory Environmental Awareness Training

Topics may include:

- Climate change awareness.
- Carbon reduction principles.
- Sustainability responsibilities.
- Energy conservation.
- Waste management.
- Recycling.
- Sustainable travel.
- Active travel and cycling initiatives.
- Environmental reporting.

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Training shall normally be completed during induction and refreshed periodically.

### **D4. Leadership Training**

Managers and leaders may receive additional training regarding:

- Environmental governance.
- Sustainability leadership.
- Climate resilience.
- Risk management.
- Business continuity.
- Performance monitoring.
- Governance reporting.

### **D5. Procurement Training**

Employees involved in procurement may receive awareness relating to:

- Sustainable procurement.
- Supplier sustainability.
- Environmental legislation.
- Social value.
- Carbon reduction opportunities.

### **D6. Monitoring Effectiveness**

Training effectiveness may be monitored through:

- Knowledge assessments.
- Employee feedback.
- Performance reviews.
- Audits.
- Governance reviews.

### **D7. Training Records**

Appropriate records shall be maintained demonstrating:

- Completion rates.
- Attendance.
- Competence assessments.
- Refresher training.

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## **D8. Continual Improvement**

The Sustainability Training Matrix shall be reviewed annually and updated where required.

## **APPENDIX E – CARBON RISK REGISTER AND CLIMATE RISK MANAGEMENT FRAMEWORK**

### **E1. Introduction**

Urban Group of Care Ltd recognises that climate change presents significant environmental, operational, financial, strategic, and service delivery risks.

The organisation acknowledges that the health and social care sector is increasingly vulnerable to environmental disruption and that climate-related events may affect the ability to deliver safe, effective, responsive, and person-centred services.

This Carbon Risk Register and Climate Risk Management Framework establish the arrangements through which climate-related risks are identified, assessed, managed, monitored, and reviewed.

The framework forms part of the organisation's wider Risk Management Framework, Business Continuity Programme, Sustainability Strategy, Governance Framework, and Quality Management System.

The organisation recognises that effective climate risk management supports resilience, continuity of care, environmental sustainability, and organisational preparedness.

### **E2. Purpose**

The purpose of this framework is to:

- Identify climate-related risks.
- Assess environmental vulnerabilities.
- Support resilience planning.
- Protect service users.
- Protect employees.
- Maintain continuity of services.
- Support governance oversight.
- Promote organisational preparedness.

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- Support long-term sustainability objectives.
- Strengthen business continuity arrangements.

The organisation recognises that proactive risk management contributes significantly to organisational resilience and sustainability.

### **E3. Climate Risk Governance**

#### **Director Responsibilities**

The Director retains overall accountability for:

- Climate resilience strategy.
- Environmental governance.
- Risk management oversight.
- Resource allocation.
- Strategic decision-making.
- Sustainability performance.
- Approval of resilience initiatives.

The Director shall ensure that climate-related risks are appropriately considered within organisational governance arrangements.

#### **Registered Manager Responsibilities**

The Registered Manager is responsible for:

- Operational implementation.
- Climate risk monitoring.
- Environmental risk assessments.
- Workforce preparedness.
- Business continuity arrangements.
- Escalation of significant risks.
- Reporting through governance structures.

#### **Employee Responsibilities**

Employees are responsible for:

- Following organisational procedures.
- Reporting environmental concerns.
- Participating in resilience activities.

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- Supporting business continuity arrangements.
- Following emergency procedures.
- Contributing to sustainability objectives.

## E4. Strategic Climate Risks

Strategic risks may include:

### Regulatory Changes

Changes to environmental legislation, carbon reporting requirements, procurement regulations, or sustainability expectations.

### Commissioner Expectations

Increasing sustainability expectations from local authorities, NHS organisations, regulators, and commissioners.

### Reputational Risks

Failure to demonstrate environmental responsibility may negatively affect stakeholder confidence and organisational reputation.

### Net Zero Compliance Risks

Failure to make adequate progress towards carbon reduction objectives may create strategic and contractual risks.

## E5. Operational Climate Risks

Operational risks may include:

### Extreme Weather Events

Examples include:

- Heatwaves.
- Flooding.
- Severe storms.
- Heavy snowfall.
- High winds.

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Potential impacts include:

- Travel disruption.
- Delayed service delivery.
- Workforce shortages.
- Infrastructure damage.

### **Utility Failures**

Potential failures relating to:

- Electricity supply.
- Internet connectivity.
- Communications systems.
- Water supply.

Potential impacts include:

- Service disruption.
- Communication difficulties.
- Reduced operational effectiveness.

### **Transport Disruption**

Disruptions may arise from:

- Severe weather.
- Flooding.
- Road closures.
- Fuel shortages.
- Infrastructure failures.

The organisation shall maintain contingency arrangements to minimise disruption.

## **E6. Workforce Risks**

Climate-related workforce risks may include:

- Reduced workforce availability.
- Travel difficulties.
- Health impacts associated with extreme weather.
- Increased operational pressures.

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- Fatigue and wellbeing concerns.

The organisation shall seek to support employee wellbeing and workforce resilience through planning, communication, and preparedness activities.

### **E7. Service User Risks**

Urban Group of Care Ltd recognises that service users may be particularly vulnerable during environmental disruption.

Potential risks include:

- Missed visits.
- Medication access difficulties.
- Reduced mobility.
- Safeguarding concerns.
- Health deterioration.
- Social isolation.
- Emergency situations.

The organisation shall seek to ensure that vulnerable individuals continue receiving appropriate support during periods of disruption.

### **E8. Risk Assessment Methodology**

Climate-related risks shall be assessed using established risk management methodologies.

Assessments shall consider:

#### **Likelihood**

The probability that a risk event may occur.

#### **Impact**

The potential consequences should the event occur.

#### **Vulnerability**

The degree to which the organisation may be affected.

#### **Existing Controls**

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Measures already in place to reduce risk.

### **Residual Risk**

The level of risk remaining after controls have been applied.

Risk assessments shall be reviewed periodically and following significant incidents or environmental events.

## **E9. Mitigation Measures**

Potential mitigation measures include:

### **Business Continuity Planning**

Maintaining continuity arrangements to support ongoing service delivery.

### **Emergency Preparedness**

Establishing procedures for responding to environmental incidents.

### **Workforce Planning**

Ensuring contingency arrangements are available during periods of disruption.

### **Technology Resilience**

Protecting critical information systems and communications infrastructure.

### **Supplier Resilience**

Considering supplier reliability and continuity arrangements.

### **Environmental Monitoring**

Monitoring environmental developments and emerging risks.

## **E10. Climate Opportunities**

The organisation recognises that climate action can create opportunities including:

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- Improved efficiency.
- Reduced operating costs.
- Improved sustainability performance.
- Enhanced reputation.
- Increased workforce engagement.
- Improved procurement opportunities.
- Enhanced stakeholder confidence.

The organisation shall seek to maximise opportunities arising from environmental improvement initiatives.

#### **E11. Monitoring and Review**

Climate risks shall be reviewed through:

- Governance meetings.
- Risk management reviews.
- Internal audits.
- Business continuity exercises.
- Environmental reviews.
- Annual sustainability assessments.

Monitoring supports continual improvement and organisational learning.

#### **E12. Continual Improvement**

This framework shall be reviewed annually and updated where necessary to reflect:

- Legislative changes.
- Regulatory developments.
- Organisational changes.
- Environmental risks.
- Lessons learned.
- Audit findings.
- Best practice guidance.

Urban Group of Care Ltd remains committed to strengthening climate resilience and preparedness arrangements.

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## **APPENDIX F – ANNUAL CARBON GOVERNANCE DECLARATION AND ASSURANCE FRAMEWORK**

### **F1. Introduction**

Urban Group of Care Ltd recognises that effective environmental governance requires robust assurance, accountability, transparency, leadership commitment, and continual improvement.

This Annual Carbon Governance Declaration and Assurance Framework establishes the arrangements through which environmental performance, carbon reduction activities, governance processes, and sustainability objectives are reviewed and evaluated.

The framework supports transparency, accountability, stakeholder confidence, and organisational assurance.

### **F2. Purpose**

The purpose of this framework is to:

- Provide governance assurance.
- Support leadership accountability.
- Review environmental performance.
- Monitor carbon reduction activities.
- Evaluate progress towards Net Zero objectives.
- Assess environmental risks.
- Identify improvement opportunities.
- Support continual improvement.

The organisation recognises that effective governance is essential to successful environmental management.

### **F3. Annual Governance Review**

An annual environmental governance review shall evaluate:

#### **Carbon Reduction Performance**

Review of emissions data and carbon reduction activities.

#### **Net Zero Progress**

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Assessment of progress towards organisational targets.

### **Environmental Objectives**

Review of sustainability objectives and achievements.

### **Climate Risk Management**

Evaluation of environmental risk management arrangements.

### **Workforce Engagement**

Assessment of training, awareness, and participation activities.

### **Sustainable Procurement**

Review of procurement performance and supplier engagement.

### **Resource Management**

Assessment of energy, waste, and resource efficiency initiatives.

## **F4. Director Assurance Statement**

The Director shall review available environmental information and provide assurance regarding:

- Carbon reduction activities.
- Environmental performance.
- Governance effectiveness.
- Risk management arrangements.
- Resource availability.
- Improvement activities.
- Compliance obligations.

The Director's review supports strategic oversight and accountability.

## **F5. Registered Manager Assurance Statement**

The Registered Manager shall provide operational assurance regarding:

- Implementation activities.

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- Workforce engagement.
- Environmental awareness.
- Risk management.
- Business continuity.
- Operational sustainability initiatives.

This operational review supports governance oversight and continual improvement.

## F6. Performance Review Framework

Annual reviews shall consider:

### Emissions Performance

Assessment of:

- Scope 1 emissions.
- Scope 2 emissions.
- Scope 3 emissions.

### Travel Performance

Assessment of:

- Workforce mileage.
- Vehicle usage.
- Active travel participation.
- Bicycle initiatives.

### Energy Performance

Assessment of:

- Electricity consumption.
- Energy efficiency improvements.

### Waste and Resource Performance

Assessment of:

- Recycling rates.
- Waste reduction.

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- Resource efficiency initiatives.

### **Procurement Performance**

Assessment of:

- Sustainable procurement activities.
- Supplier engagement.

### **F7. Compliance Review**

The organisation shall review compliance with:

- Climate Change Act 2008.
- Environment Act 2021.
- Environmental Protection Act 1990.
- Waste Regulations.
- Procurement Act 2023.
- Public Services (Social Value) Act 2012.
- Health and Social Care Act 2008.
- Care Act 2014.
- ISO 9001 principles.
- Internal environmental policies and procedures.

Compliance reviews support assurance and risk management.

### **F8. Improvement Planning**

Where opportunities for improvement are identified, action plans shall include:

- Improvement objectives.
- Responsibilities.
- Resources required.
- Timescales.
- Monitoring arrangements.
- Review dates.

Improvement planning supports accountability and successful implementation.

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### F9. Annual Carbon Governance Declaration

#### Director Declaration

I confirm that Urban Group of Care Ltd has reviewed its Carbon Reduction Plan and Net Zero Strategy and that, to the best of my knowledge, the information contained within the annual review accurately reflects organisational carbon reduction activities, environmental performance, governance arrangements, sustainability objectives, and continual improvement commitments.

Name: AMARACHI REGINA ABANUM

Position: Director

Signature: *Regina A Abanum*

Date: 18<sup>TH</sup> April 2026

#### Registered Manager Declaration

I confirm that the operational arrangements supporting the implementation of the Carbon Reduction Plan and Net Zero Strategy have been reviewed and that environmental objectives continue to be integrated within organisational activities.

Name: AMARACHI REGINA ABANUM

Position: Registered Manager

Signature: *Regina A Abanum*

Date: 18<sup>TH</sup> April 2026

### F10. Continual Improvement

This framework shall be reviewed annually and updated where required to reflect:

- Legislative developments.
- Regulatory requirements.
- Environmental risks.
- Organisational changes.
- Audit findings.

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- Lessons learned.
- Emerging best practice.

Urban Group of Care Ltd remains committed to maintaining effective environmental governance arrangements and delivering continual improvement in sustainability performance.

### DOCUMENT STATUS

**Document Title:** Carbon Reduction Plan and Net Zero Strategy

**Reference Number:** UGC/CRP/001

**Version:** 1.0

**Policy Owner:** Director

**Review Frequency:** Annual

#### Associated Standards:

- ISO 9001:2015 Quality Management Systems
- ISO 14001 Environmental Management Principles
- ISO 45001 Occupational Health and Safety Principles
- CQC Fundamental Standards
- CQC Single Assessment Framework
- Greenhouse Gas Protocol
- NHS Net Zero Supplier Roadmap
- Sustainability and Environmental Best Practice Guidance

#### Associated Legislation:

- Climate Change Act 2008
- Environment Act 2021
- Environmental Protection Act 1990
- Waste (England and Wales) Regulations 2011
- Procurement Act 2023
- Public Services (Social Value) Act 2012
- Health and Social Care Act 2008
- Care Act 2014
- Equality Act 2010
- Health and Safety at Work etc. Act 1974



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This document forms part of the Urban Group of Care Ltd Governance Framework, Sustainability Management System, and Quality Management System and shall be reviewed annually or sooner where required by legislative, regulatory, organisational, operational, contractual, environmental, or governance changes.