

Environmental Sustainability Policy

Policy purpose: to set out how Kuremara Limited manages its environmental responsibilities in a way that is practical, measurable, lawful and relevant to domiciliary care and community-based service delivery.

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1. Policy statement and purpose

Kuremara Limited is committed to improving its environmental performance in a way that is realistic, proportionate and relevant to the services it provides. The organisation recognises that environmental sustainability is not separate from good care. It sits alongside safety, quality, efficiency, resilience and responsible use of public and private resources.

As a provider of domiciliary and community-based care, Kuremara understands that its environmental footprint comes not only from office activity, but also from staff travel, digital systems, use of utilities, handling of waste, procurement of equipment and consumables, and the way services are organised in people's homes and communities. This policy therefore aims to reduce avoidable environmental impact while maintaining safe, person-centred and reliable care.

The purpose of this policy is to:

- reduce the environmental impact of Kuremara's activities wherever reasonably practicable
- ensure compliance with environmental law, regulation and recognised good practice
- support the effective operation of Kuremara's Environmental Management System
- reduce avoidable use of energy, water, fuel, paper and other resources
- minimise waste and improve reuse, recycling and responsible disposal
- reduce pollution and prevent environmental harm
- strengthen resilience to environmental and climate-related risks
- build environmental awareness into daily practice, leadership oversight and service planning.

Kuremara's approach is one of continual improvement. The organisation does not claim perfection. It does, however, commit to taking sensible, measurable and well-governed steps to improve environmental performance over time.

2. Scope

This policy applies to all parts of Kuremara Limited's operations. This includes directors, managers, care staff, office staff, agency workers, contractors, volunteers and any other person acting on behalf of the organisation.

It applies to:

- office-based activity
- domiciliary care and support activity carried out in people's homes
- staff travel connected with service delivery
- procurement and use of equipment, consumables and utilities
- waste and disposal arrangements
- digital and paper record systems
- environmental risks that may affect continuity of service.

This policy should be read alongside other relevant governance documents, including business continuity, health and safety, infection prevention and control, clinical waste, risk management, training, quality assurance and safeguarding policies.

3. Why environmental sustainability matters in care

Kuremara believes that environmental sustainability matters in care for practical as well as ethical reasons.

First, care providers use resources every day. Staff travel between visits. Offices use electricity and water. Records are created and stored. PPE, cleaning materials and equipment are purchased and replaced. These activities create an environmental impact, even in a small organisation.

Secondly, environmental risk affects service continuity. Severe weather, flooding, heatwaves, transport disruption and utility failure can all affect a provider's ability to deliver safe care. A good sustainability approach therefore links directly with resilience and business continuity.

Thirdly, people using care services are often more vulnerable to environmental harm than the general population. Older people, disabled people, people with complex conditions and people receiving care at home may be more at risk from heat, cold, flooding, poor air quality and service disruption. A responsible provider should therefore think not only about its own footprint, but also about how environmental conditions may affect the people it supports.

Finally, public bodies, regulators and commissioners increasingly expect providers to show that they can deliver high quality services in an environmentally aware and financially responsible way. Kuremara sees this not as an additional burden, but as part of running a mature and well-led organisation.

4. Roles and responsibilities

The Directors are accountable for the effectiveness of Kuremara's environmental management arrangements. They are responsible for setting the tone, making sure appropriate resources are available, and ensuring that environmental performance is reviewed as part of wider organisational governance.

The Registered Manager is responsible for operational implementation. This includes making sure that environmental expectations are understood in practice, that relevant staff receive training and guidance, and that environmental performance is discussed through management oversight, service planning and review.

Line managers and coordinators are responsible for applying this policy in day-to-day operations. This includes encouraging efficient route planning, reducing avoidable travel, monitoring compliance with waste and recycling arrangements, and escalating environmental concerns or system failures.

All staff are responsible for following this policy in their daily work. This includes using resources carefully, minimising avoidable waste, reporting leaks, faults or environmental risks, disposing of waste correctly, avoiding unnecessary journeys, and supporting a culture of care for the wider environment.

Where contractors or suppliers are used, Kuremara expects them to act lawfully and responsibly in relation to environmental matters and to support the organisation's sustainability objectives where relevant.

5. Environmental principles

Kuremara's environmental approach is guided by the following principles:

- **Compliance:** Kuremara will comply with environmental legislation, applicable local requirements and relevant sector guidance.
- **Prevention:** where possible, environmental harm should be avoided rather than corrected afterwards.
- **Proportionality:** actions should be realistic and suitable for the size and nature of the organisation.
- **Continuous improvement:** environmental performance should be reviewed and improved over time.
- **Care-sector relevance:** sustainability measures should reflect the realities of domiciliary care and community support.
- **Efficient use of resources:** unnecessary use of energy, water, fuel, paper and equipment should be reduced.
- **Responsible purchasing:** suppliers and goods should be considered not only on cost, but also on environmental suitability where reasonably practicable.
- **Clear accountability:** environmental activity should be linked to leadership, management oversight and record keeping.
- **Service continuity:** climate and environmental risks should be considered alongside business continuity and emergency planning.

6. Waste management and recycling

Kuremara will manage waste in a lawful, safe and environmentally responsible way.

At office premises, waste will be segregated into appropriate streams before disposal. Recyclable waste such as paper, cardboard, plastics, tins and glass will be placed in suitable receptacles where local services allow. General domestic waste will be disposed of appropriately. Electrical waste will be handled in line with Waste Electrical and Electronic Equipment requirements. Furniture and office equipment will be reused, donated or recycled wherever reasonably possible before disposal is considered.

Where clinical or hazardous waste arises, including sharps or contaminated materials, it will be handled in line with the relevant infection prevention and control and clinical waste arrangements. Kuremara recognises that waste generated in care settings must be managed safely first and sustainably second. Environmental responsibility must never compromise infection control or the safety of the person receiving care.

Staff will be expected to avoid unnecessary waste wherever possible. This includes avoiding over-ordering, using materials carefully, reducing packaging where possible, and choosing reusable or longer-life items where appropriate and safe.

Waste performance will be reviewed periodically, including whether recycling arrangements remain suitable and whether avoidable waste can be reduced further.

7. Energy efficiency

Kuremara will use energy responsibly in its office base and, where relevant, in other premises under its control.

To reduce avoidable energy use, staff should:

- switch off non-essential lighting and equipment when not in use
- avoid leaving screens, chargers and appliances running unnecessarily
- keep windows and doors closed when heating is in use
- report faults such as broken thermostats, poor insulation or equipment failure promptly.

Kuremara will, where reasonably practicable:

- use energy efficient lighting and equipment
- monitor utility use and bills to identify unusual consumption
- ensure heating systems and boilers are maintained and serviced
- consider smart metering or similar monitoring arrangements
- review tariff options, including greener supply arrangements where viable
- replace old equipment thoughtfully rather than by routine habit.

Kuremara recognises that as a smaller provider its absolute energy use may be modest, but good habits and clear monitoring still matter. Energy efficiency will therefore form part of both office management and wider governance review.

8. Water use and wastage

Kuremara will use water carefully and take reasonable steps to prevent avoidable waste.

Water use within premises controlled by the organisation will be monitored where information is available. Staff are expected to use water sensibly and to report dripping taps, leaks, plumbing faults or other failures as soon as they are identified. The organisation will respond to such issues promptly in order to reduce waste, avoid property damage and support safe hygiene standards.

Kuremara also recognises that domiciliary care staff may notice water-related issues in a service user's home while supporting daily living. Staff should report concerns in line with care and safety procedures where such issues may affect the person's wellbeing, hygiene or safety.

Water-saving measures will be introduced where reasonably practicable, provided these remain compatible with infection control, hygiene and service quality.

9. Sustainable procurement and equipment

Kuremara will seek to buy and contract for goods and services in a responsible way.

This means the organisation will, where reasonably practicable:

- favour durable and good quality products over short-life alternatives
- consider suppliers' environmental practices where relevant
- ask suppliers to minimise unnecessary packaging

- avoid unnecessary or duplicate purchasing
- consider refillable, reusable or recyclable options where safe and suitable
- maintain equipment properly to extend useful life
- dispose of equipment responsibly at end of life.

Kuremara recognises that procurement in care settings must still meet safety, infection control, quality and value for money requirements. The organisation will therefore balance environmental considerations with clinical appropriateness, service user need and operational practicality.

Items used regularly within domiciliary care, such as PPE, cleaning materials, office consumables and digital devices, will be reviewed periodically to identify safer and more sustainable procurement opportunities over time.

Kuremara also uses digital business systems to support more efficient purchasing and administration. Xero supports electronic finance records, invoice handling and expenditure oversight, which helps reduce avoidable paper processes and improves visibility over purchasing patterns. This supports more thoughtful ordering and reduces unnecessary duplication of financial paperwork.

10. Pollution, chemicals and clinical waste

Kuremara will take reasonable steps to prevent pollution and minimise environmental harm arising from its activities.

Dangerous substances, cleaning products and other potentially harmful materials will be stored, used and disposed of in line with relevant health and safety, COSHH, infection control and waste procedures. Existing equipment and processes will be maintained properly so that leaks, spills, smoke, emissions and similar avoidable pollution risks are reduced.

Where clinical waste is produced, it will be managed in line with the relevant clinical waste procedures. The organisation recognises that legal and safe handling of clinical materials is essential. Environmental improvement in this area should focus on reduction of avoidable waste, appropriate stock control, good storage and proper disposal rather than unsafe substitution.

Any pollution incident, spill or environmental concern should be reported promptly so that containment, clean-up and learning can take place without delay.

11. Transport, travel and route planning

Transport is one of the most significant environmental impacts for a domiciliary care provider. Kuremara therefore treats travel planning as a key sustainability issue.

The organisation will reduce unnecessary travel wherever reasonably practicable by:

- planning rotas and visit schedules sensibly
- grouping visits geographically where possible
- reducing unnecessary return journeys to the office
- avoiding duplicate journeys for meetings or paperwork where digital options are available
- encouraging car sharing where suitable

- keeping vehicles serviced and roadworthy so that they operate efficiently
- supporting lower-emission travel options over time where practical.

Kuremara will also take account of local recruitment and deployment patterns where possible, because staff working closer to the people they support can reduce both mileage and disruption. Virtual meetings, telephone reviews and digital communication will be used where suitable to reduce travel that does not add direct value to care.

The organisation recognises that some journeys are unavoidable in care. Environmental management in this area is therefore about reducing avoidable mileage and improving efficiency, not creating unsafe constraints on service delivery.

12. Digital working and reduction of paper use

Kuremara is committed to reducing unnecessary paper use through secure and proportionate digital working.

Kuremara already supports paper-light working through its use of PASS for digital care records, care planning, scheduling and management oversight, BrightHR for workforce administration and HR records, My Learning Cloud for training delivery and compliance monitoring, and Xero for finance administration. When used properly, these systems reduce unnecessary printing, duplication of records, physical storage needs and avoidable journeys linked to paperwork, while still supporting secure and accountable governance.

Where digital systems are used for care records, scheduling, communication, audits, training or management oversight, staff should use these systems effectively in order to avoid duplication, excessive printing and unnecessary paper handling. Printing should be limited to documents that genuinely need to be printed for legal, operational or safety reasons.

The organisation will encourage:

- digital storage of records where lawful and appropriate
- use of electronic communication in place of routine printing
- digital circulation of policies, rotas and learning materials where possible
- reduced duplication between paper and digital systems
- thoughtful printing settings when printing is necessary.

Kuremara recognises that confidentiality, accessibility and continuity remain important. Digital working must therefore be secure, reliable and supported by business continuity arrangements. Environmental benefit should not come at the expense of safe information handling or service resilience.

13. Climate resilience and service continuity

Kuremara recognises that environmental sustainability also includes preparing for environmental and climate-related disruption.

The organisation's Business Continuity and Planning Policy already addresses risks such as severe adverse weather, flooding, heatwaves, transport disruption and utility failure. This policy complements those arrangements by making clear that climate resilience is part of environmental management.

In practice, this means Kuremara will:

- consider environmental and weather risks as part of risk assessment
- monitor severe weather alerts and respond in line with continuity procedures
- think ahead about travel disruption, staffing patterns and local risk
- support the safe continuity of care during periods of heat, cold, flooding or related disruption
- review lessons learned after incidents so that future planning improves.

For a domiciliary care provider, resilience is especially important because the people supported may be more vulnerable to environmental harm. Sustainability is therefore not only about reducing footprint. It is also about planning for safe and dependable care when environmental conditions become more difficult.

14. Training, awareness and culture

Kuremara will provide environmental awareness training and guidance to staff in a way that is proportionate to role and responsibility.

Environmental awareness will also be supported through the organisation's wider digital systems. My Learning Cloud provides a practical route for issuing and refreshing relevant learning content. PASS, BrightHR and internal communications can also be used to reinforce good practice, reminders and operational messages so that environmental expectations remain visible in daily work rather than sitting only in a policy document.

This will include:

- basic environmental expectations during induction
- reminders through team meetings, supervision or internal communication
- practical guidance on recycling, waste disposal, travel efficiency, reporting faults and using resources sensibly
- role-specific guidance where environmental risks are linked to particular duties.

Kuremara wants environmental responsibility to be part of everyday professional behaviour. This means staff should not see sustainability as a separate project. It should be part of how the organisation thinks about planning, quality, safety and value for money.

Leaders are expected to model these behaviours. Staff are encouraged to raise ideas for improvement, identify waste or inefficiency, and support a culture in which sensible environmental action is normal practice rather than an occasional initiative.

15. Monitoring, records and measurable objectives

Kuremara will co-ordinate its environmental work through an Environmental Management System that is proportionate to the size and nature of the organisation.

Kuremara's digital systems also strengthen the practical operation of its Environmental Management System. PASS supports digital care planning and reduces reliance on paper files. BrightHR supports paper-light workforce administration. My Learning Cloud supports structured learning records and refresher monitoring. Xero supports digital finance and

purchasing records. Together, these systems help the organisation monitor activity more consistently and reduce avoidable administrative waste.

As part of that system, Kuremara will:

- identify the main environmental aspects of its activities
- keep relevant records where practical
- review environmental performance at planned intervals
- record incidents, faults or lessons learned where relevant
- set and review measurable objectives.

Initial objectives will include:

- reducing unnecessary printing and paper use
- improving recycling arrangements within premises
- reducing avoidable travel through better route planning
- monitoring utility usage and identifying unusual consumption
- maintaining good procurement discipline to reduce waste and short-life purchasing
- increasing staff awareness of environmental responsibilities.

Longer-term objectives may include:

- increasing use of low-energy equipment
- improving the efficiency of travel arrangements
- reviewing greener tariff options
- increasing use of durable and environmentally preferable products where appropriate.

Environmental performance will be considered through leadership review and updated when services, risks or operational arrangements change.

16. Related policies, legislation and guidance

This policy should be read alongside other relevant policies, including:

- Business Continuity and Planning Policy
- Health and Safety Policy
- Governance and Risk Policy
- Infection Prevention and Control Policy
- Clinical Waste Policy
- Quality Assurance Policy
- Training and Induction Policy.

Relevant legislation and guidance may include:

- Environmental Protection Act 1990
- Waste Electrical and Electronic Equipment Regulations
- Hazardous Waste and Duty of Care requirements
- Health and safety and COSHH requirements
- applicable local authority waste and recycling arrangements
- wider government and sector guidance on sustainability, energy and climate resilience.



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Kuremara will keep this policy under review so that it remains aligned to current law, guidance and operational reality.

17. Review summary

Version: 2

Last amended: 10 April 2026

Next review date: 10 April 2027

Approved by: Solome Chifadza (Registered Manager)