

## 1. Vision & Commitment

By 2050, ProSupport will be a **net zero care provider**, aligning with the UK Government's 2050 target and NHS's own ambitions for healthcare providers.

- We will measure and publicly report our emissions annually, beginning with Scope 1 and 2, expanding to include Scope 3 by 2027.

## 2. Governance & Leadership

- Appoint a **Net Zero Oversight Group**, chaired by a senior executive, supported by a dedicated Sustainability Manager.
- Embed net zero goals into the company's corporate strategy and performance incentives.
- Engage staff via training and awareness programmes; aim for 90% staff engagement by 2028.

## 3. Carbon Footprint Baseline

- Conduct a GHG Protocol-compliant baseline during 2025 covering Scopes 1, 2 and initial Scope 3 (supplier, transport, waste).
- Use sector tools like the Net Zero Health & Care Pathway Tool for detailed care-pathway emissions modelling.
- Explore internal carbon pricing to drive investment decisions.

## 4. Emission Reduction Pathways

### 4.1 Estates & Energy

- Retrofit buildings (LED lighting, upgraded insulation, double glazing); aim for 50% emissions reduction by 2035.
- Transition to green energy via on-site solar & battery systems plus 100% renewable tariffs.
- Replace gas boilers with air-source or ground-source heat pumps by 2035.

### 4.2 Transport & Mobility

- Electrify company vehicle fleet by 2030 and install EV charging infrastructure.
- Promote public transport, cycling and car sharing for staff and clients.
- Expand telecare offerings to cut travel emissions by 25% by 2030.

### 4.3 Procurement & Supply Chain

- Require suppliers to publish carbon reduction plans targeting net zero by 2050, aligning with NHS Supplier Roadmap.
- Embed environmental criteria in tendering and formal contracts by 2026.
- Shift medical supplies to reusable/remanufactured options where safe to reduce waste and embodied carbon.

#### **4.4 Waste, Water & Resources**

- Implement zero waste-to-landfill across operations by 2027.
- Introduce segregation schemes for recycling, composting and clinical waste.
- Conduct water audits; reduce usage per site by 20% by 2030.
- Pilot a reusable PPE programme by 2026.

#### **4.5 Clinical & Service Delivery**

- Follow sustainable healthcare principles (“prevention”, “lean delivery”, “low-carbon alternatives”).
- Promote healthier and plant-based diets across care settings.
- Review clinical protocols to identify and replace high-carbon treatment options and inhalers.

### **5. Monitoring, Reporting & Milestones**

Years 2025–2030: Reduce Scope 1–2 emissions by 50%, establish full-lifecycle carbon benchmarking.

2030–2040: Complete full building retrofits; fleet fully electrified; 80% supply chain compliance.

2040–2050: Neutralise residual emissions via high-quality UK carbon removals (e.g. peat restoration), with strong emphasis on reduction over offsetting.

- Publish annual Net Zero Progress Reports.
- Evaluate performance using clinical, financial, and carbon impact metrics to ensure no unintended reduction in care quality.

### **6. Adaptation & Resilience**

- Undertake site vulnerability assessments (e.g. flood, heat risks).
- Integrate resilience planning into estates strategy via tools like SHAPE.
- Strengthen business continuity in response to climate-related disruptions.

### **7. Engagement & Innovation**

- Involve clients, staff and families through sustainability education and behaviour-change campaigns.
- Partner with universities, NHS Innovation Hubs and health-care networks for pilots and funding.
- Publish successes and lessons learned to establish ProSupport as a sector leader.

### **8. Finance & Investment**

- Leverage public funding (e.g. Public Sector Decarbonisation Scheme).
- Link net zero targets to procurement and capital appraisal processes.
- Establish an internal sustainability investment fund to prioritise low-carbon projects, thus pivoting finance for maximum carbon return.

#### **Summary Table: High-Level Milestones**

**Time Horizon Key Targets**

|             |                                                          |
|-------------|----------------------------------------------------------|
| <b>2025</b> | Carbon baseline, governance in place                     |
| <b>2027</b> | Full waste segregation, supplier compliance begins       |
| <b>2030</b> | 50% reduction in direct emissions, 50% fleet electrified |
| <b>2035</b> | Buildings retrofitted, 75% supplier compliance           |
| <b>2040</b> | Net zero Scope 1–2; 90% residual reduction               |
| <b>2050</b> | Full net zero across all scopes secured                  |