CARBON REDUCTION PLAN

Mercury Care Services Limited

Company Registration Number: 08060409

Prepared in accordance with Procurement Policy Note (PPN) 06/21 - Taking Account of Carbon Reduction Plans in the Procurement of Major Government Contracts

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Foreword from the Registered Manager

CARBON REDUCTION PLAN

Mercury Care Services Limited is committed to delivering high-quality, safe and compassionate domiciliary care while recognising our responsibility to minimise the environmental impact of our operations. Climate change presents one of the greatest long-term challenges facing health and social care, affecting the wellbeing of individuals, communities and future generations. As a provider of regulated personal care services, we acknowledge that environmental sustainability is not separate from quality care; it is an integral part of delivering safe, efficient and resilient services.

Our organisation believes that reducing carbon emissions and improving environmental performance strengthens the quality of care we provide. Efficient use of resources, responsible procurement, digital innovation and sustainable working practices enable us to deliver better outcomes for the people we support whilst contributing to national and local environmental objectives.

This Carbon Reduction Plan demonstrates our commitment to achieving **Net Zero greenhouse gas emissions by 2050**, in line with UK Government policy and the requirements of Procurement Policy Note (PPN) 06/21. It establishes our baseline emissions, identifies the principal sources of carbon generated by our activities and sets out the practical measures we will implement to reduce our environmental impact over time.

Environmental sustainability is embedded within our organisational governance and business planning. We are committed to continuously improving energy efficiency, reducing waste, promoting sustainable travel, increasing digital ways of working, supporting environmentally responsible procurement and engaging our workforce in reducing emissions across all areas of our service.

As Registered Manager and Director, I fully support this Carbon Reduction Plan and accept responsibility for ensuring that its objectives are implemented, monitored and reviewed annually. Through collaboration with our employees, residents, commissioners, suppliers and partner organisations, Mercury Care Services Limited will continue to contribute towards a healthier environment while maintaining the highest standards of care.

Anne Effiong Ewa

Director, Nominated Individual & Registered Manager

Mercury Care Services Limited

Executive Summary

Mercury Care Services Limited is a Care Quality Commission (CQC) registered provider of regulated personal care services, delivering domiciliary care that enables adults to remain independent within their own homes. The organisation operates from three office locations and employs approximately ninety members of staff delivering care across London and surrounding areas. The company has been registered with the Care Quality Commission since August 2015 and remains committed to maintaining high standards of governance, quality and regulatory compliance.

Recognising the growing impact of climate change on health and social care, Mercury Care Services Limited has developed this Carbon Reduction Plan to demonstrate its commitment to environmental

sustainability and compliance with Procurement Policy Note (PPN) 06/21. The Plan also supports the environmental priorities within the London Borough of Hounslow Home Care Service Specification, which expects providers to minimise environmental impact while delivering efficient, high-quality services.

The organisation recognises that carbon emissions arise from a range of operational activities including electricity consumption, business travel, company vehicles, procurement of goods and services, waste generation and staff commuting. Through effective environmental management, Mercury Care Services Limited aims to reduce these emissions while maintaining safe, responsive and person-centred care.

This Carbon Reduction Plan establishes the organisation's baseline emissions, identifies key emission sources, outlines current environmental initiatives and sets measurable objectives that will support continual improvement towards achieving Net Zero emissions by 2050.

The organisation already implements several initiatives that contribute towards reducing environmental impact, including:

- Electronic Call Monitoring (ECM).
- Digital Care Records.
- Hybrid meetings using Microsoft Teams and Zoom.
- Paperless payroll.
- Electronic invoicing.
- Recycling of paper and plastics.
- Confidential waste disposal.
- Sustainable procurement principles.
- Energy-efficient office equipment.
- LED lighting.
- Staff environmental awareness training.

Over the coming years, Mercury Care Services Limited will continue investing in environmentally responsible practices by reducing unnecessary travel, improving fleet efficiency, expanding digital working, strengthening sustainable procurement and embedding environmental considerations within everyday decision-making.

This Carbon Reduction Plan forms part of the organisation's wider commitment to delivering high-quality care in a responsible, sustainable and socially responsible manner.

Company Profile

CARBON REDUCTION PLAN

Mercury Care Services Limited is a private limited company incorporated in England and Wales under Company Registration Number **08060409**. The organisation provides regulated personal care services and is registered with the Care Quality Commission to deliver personal care to adults living within the community. The organisation operates from three office locations and employs approximately ninety members of care and office staff supporting adults with a wide range of physical, sensory, mental health and long-term care needs.

The organisation's mission is to enable people to remain independent within their own homes by delivering safe, compassionate, person-centred care that promotes dignity, choice, wellbeing and independence. Environmental responsibility forms an important part of this commitment. We recognise that sustainable service delivery supports operational resilience, improves efficiency and contributes positively to the communities in which we operate.

Our operational activities include care coordination, care planning, domiciliary visits, medication support, safeguarding, quality assurance, workforce management and partnership working with commissioners, health professionals and local authorities. These activities inevitably generate carbon emissions through energy consumption, staff travel, procurement and waste. This Carbon Reduction Plan demonstrates our commitment to managing those impacts responsibly through continual improvement and evidence-based environmental management.

2. Purpose, Scope and Commitment

2.1 Purpose of this Carbon Reduction Plan

Mercury Care Services Limited recognises that climate change represents one of the greatest environmental, economic and public health challenges facing the United Kingdom. As a provider of regulated domiciliary care services, we acknowledge our responsibility to minimise the environmental impact of our operations while continuing to deliver safe, responsive and person-centred care.

This Carbon Reduction Plan has been developed in accordance with the requirements of **Procurement Policy Note (PPN) 06/21 - Taking Account of Carbon Reduction Plans in the Procurement of Major Government Contracts**. It demonstrates Mercury Care Services Limited's commitment to reducing greenhouse gas emissions across our operations and achieving **Net Zero emissions by 2050**.

The Plan establishes our organisational carbon baseline, identifies the principal sources of emissions generated through our activities and sets out a structured programme of environmental improvements that will support continual carbon reduction while maintaining the high standards of care expected by our Residents, commissioners and regulatory bodies.

The Carbon Reduction Plan also supports the environmental ambitions contained within the London Borough of Hounslow Home Care Service Specification, which recognises the importance of environmentally responsible service delivery alongside safe, effective and person-centred care. Environmental sustainability is therefore integrated into our governance arrangements, procurement decisions, operational planning and continuous improvement programme.

2.2 Scope of this Plan

This Carbon Reduction Plan applies to all operational activities undertaken by Mercury Care Services Limited within the United Kingdom.

The organisational boundary includes:

- Head Office operations.
- All satellite offices.
- All domiciliary care activities.
- Management and administration.
- Recruitment and training.
- Business travel.
- Company-owned vehicles.
- Staff commuting.
- Procurement of goods and services.
- Energy consumption.
- Waste generation.
- Digital infrastructure.
- Information technology systems.

The Plan applies to all permanent, temporary, agency and contracted employees who undertake activities on behalf of Mercury Care Services Limited.

Environmental responsibilities extend to senior management, operational managers, care coordinators, office staff, care workers, contractors and suppliers where relevant.

2.3 Our Environmental Commitment

Mercury Care Services Limited is committed to protecting the environment through responsible management of our activities, resources and supply chain.

We believe environmental sustainability supports better care by improving operational efficiency, reducing waste, strengthening business resilience and ensuring resources remain available for frontline service delivery.

We therefore commit to:

- achieving Net Zero greenhouse gas emissions by 2050;

- reducing carbon emissions year-on-year;
- improving energy efficiency across all offices;
- reducing unnecessary business travel;
- increasing digital ways of working;
- promoting sustainable procurement;
- reducing waste and increasing recycling;
- encouraging environmentally responsible behaviours among all employees;
- complying with all applicable environmental legislation;
- monitoring and reporting environmental performance annually;
- Continually improving our environmental management arrangements.

These commitments form part of our wider organisational values of quality, accountability, integrity and continuous improvement.

2.4 Net Zero Commitment

Mercury Care Services Limited is fully committed to achieving **Net Zero greenhouse gas emissions across our UK operations by 2050**, consistent with UK Government policy.

This commitment has been approved by the Company's Director and Registered Manager and applies across every aspect of our business operations.

Achieving Net Zero will require continual improvements in:

- energy efficiency;
- vehicle emissions;
- procurement practices;
- waste management;
- digital transformation;
- travel reduction;
- staff engagement;
- Environmental governance.

Where emissions cannot currently be eliminated, Mercury Care Services Limited will seek practical methods of reducing emissions through operational improvements before considering any future carbon offsetting arrangements.

Net Zero will remain a standing item within the organisation's annual business planning process and strategic objectives.

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3. Legislative and Regulatory Framework

Mercury Care Services Limited recognises that environmental sustainability is supported by an evolving legislative framework that influences the delivery of health and social care services.

This Carbon Reduction Plan has been prepared having regard to the following legislation and Government policy.

Climate Change Act 2008

The Climate Change Act established the UK's legally binding commitment to reduce greenhouse gas emissions and provides the statutory framework supporting the national Net Zero target by 2050.

Mercury Care Services Limited supports these national objectives through continual reduction of operational emissions and responsible environmental management.

Environment Act 2021

The Environment Act strengthens environmental governance across England by introducing measures to improve air quality, reduce waste, protect biodiversity and promote sustainable resource management.

The organisation supports these objectives through responsible procurement, waste reduction, recycling and efficient use of natural resources.

Procurement Policy Note (PPN) 06/21

This Carbon Reduction Plan has been prepared in accordance with Procurement Policy Note 06/21, which requires suppliers bidding for qualifying public sector contracts to demonstrate their commitment to achieving Net Zero and to publish a compliant Carbon Reduction Plan.

Mercury Care Services Limited recognises that environmental sustainability is now an important consideration within public procurement and remains committed to supporting commissioners through responsible environmental performance.

Care Act 2014

Although primarily focused on wellbeing and adult social care, the Care Act promotes prevention, partnership working and efficient use of public resources.

Reducing unnecessary travel, improving digital services and strengthening operational resilience contribute towards these wider objectives while supporting sustainable service delivery.

Health and Social Care Act 2008

The organisation recognises that safe, effective care depends upon well-managed services, efficient operations and strong governance.

Environmental sustainability supports these objectives through better resource management, improved resilience and efficient operational practices.

Care Quality Commission Fundamental Standards

Mercury Care Services Limited is registered with the Care Quality Commission and remains committed to maintaining high standards of quality, governance and continuous improvement. Environmental sustainability supports safe care through improved operational resilience, effective business continuity planning and responsible management of resources.

4. Environmental Governance

Environmental responsibility is embedded throughout Mercury Care Services Limited.

Overall accountability rests with the **Director and Registered Manager**, who is responsible for approving this Carbon Reduction Plan, ensuring sufficient resources are available to implement improvement initiatives and reviewing environmental performance annually.

The Registered Manager is supported by senior management, Care Coordinators, Office Managers and Team Leaders, who are responsible for implementing environmental initiatives within their respective departments.

All employees have individual responsibility for:

- conserving energy;
- reducing waste;
- recycling appropriately;
- using digital systems wherever possible;
- reporting environmental concerns;
- supporting sustainable travel;
- complying with organisational environmental policies.

Environmental performance is reviewed alongside quality, safeguarding, health and safety, business continuity and operational performance through the organisation's governance arrangements.

Annual reviews of this Carbon Reduction Plan will consider:

- achievement of carbon reduction targets;

- energy consumption;
- vehicle emissions;
- procurement performance;
- recycling rates;
- training compliance;
- legislative changes;
- new environmental opportunities.

Findings from these reviews will inform future business planning and continuous improvement programmes.

5. Organisational Boundary and Carbon Accounting Methodology

5.1 Organisational Boundary

Mercury Care Services Limited has prepared this Carbon Reduction Plan using the **operational control approach**, meaning the organisation reports emissions arising from activities over which it has operational control.

This Carbon Reduction Plan applies to all UK operations undertaken by Mercury Care Services Limited, including:

- Head Office and satellite offices.
- Administrative and management activities.
- Recruitment and training.
- Domiciliary care operations.
- Care coordination and scheduling.
- Business travel.
- Company-owned vehicles.
- Employee commuting.
- Procurement of goods and services.
- Office energy consumption.
- Waste management.
- Information technology infrastructure.
- Electronic Call Monitoring (ECM).
- Digital Social Care Records.

- Cloud-based communication platforms.
- Paper consumption.
- Water consumption (where applicable).

The organisational boundary includes all activities undertaken by employees while acting on behalf of Mercury Care Services Limited.

This Carbon Reduction Plan excludes emissions arising from activities outside the organisation's operational control.

5.2 Carbon Accounting Methodology

Mercury Care Services Limited measures and reports greenhouse gas emissions in accordance with:

- Procurement Policy Note (PPN) 06/21
- Greenhouse Gas (GHG) Protocol Corporate Accounting Standard
- UK Government Environmental Reporting Guidelines
- Department for Energy Security and Net Zero (DESNZ) Conversion Factors
- NHS Net Zero Supplier Roadmap (where applicable)

The methodology follows recognised greenhouse gas accounting principles:

- Relevance
- Completeness
- Consistency
- Transparency
- Accuracy

Carbon emissions are measured using available operational data including:

- Electricity consumption.
- Fuel consumption.
- Vehicle mileage.
- Business travel.
- Staff commuting.
- Waste generation.
- Procurement activities.

Where precise activity data is unavailable, Mercury Care Services Limited adopts reasonable and transparent assumptions based on available operational records. These assumptions will reduce over time as environmental data collection processes continue to mature.

Annual emission calculations will be reviewed and updated using the latest Government conversion factors.

5.3 Reporting Boundary

This Carbon Reduction Plan reports emissions across the three internationally recognised greenhouse gas reporting categories.

Scope 1 — Direct Emissions

Scope 1 emissions arise directly from sources owned or controlled by Mercury Care Services Limited.

Current Scope 1 sources include:

- Petrol used by six company vehicles.
- Any future owned combustion equipment.
- Fugitive refrigerant emissions where applicable.

Mercury Care Services Limited does **not** consume natural gas within its rented offices.

No diesel generators are currently operated.

No on-site fuel storage exists.

Consequently, the organisation's Scope 1 emissions are primarily generated through company vehicle fuel consumption.

Scope 2 — Indirect Energy Emissions

Scope 2 emissions arise from purchased electricity consumed within office premises.

Mercury Care Services Limited currently operates from three rented office locations.

Electricity is used to support:

- Office lighting.
- Heating and ventilation equipment.
- Computers.
- Servers.
- Printers.
- Charging of communication devices.

- Internet infrastructure.
- Security systems.
- Staff welfare facilities.

EDF Energy invoices indicate an estimated annual electricity consumption of approximately **8,000-8,700 kWh** for the Thornton Heath office, providing a key evidence source for Scope 2 reporting.

The organisation does not currently generate renewable electricity on site.

Scope 3 — Other Indirect Emissions

Scope 3 represents the largest proportion of emissions generated by domiciliary care providers.

Mercury Care Services Limited recognises that these emissions arise throughout the delivery of care and include:

- Employee commuting.
- Staff business travel.
- Procurement of office supplies.
- Medical consumables.
- Cleaning materials.
- Waste disposal.
- Recycling.
- Water consumption.
- Courier services.
- Third-party contractors.
- Purchased goods.
- Digital infrastructure.
- Home working (where applicable).

Although Scope 3 reporting remains challenging for many SMEs, Mercury Care Services Limited is committed to progressively improving data quality through annual monitoring and supplier engagement.

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6. Baseline Carbon Emissions

6.1 Baseline Year

Mercury Care Services Limited has selected the **2025-2026 financial year** as its baseline reporting period.

This represents the organisation's first comprehensive Carbon Reduction Plan prepared in accordance with PPN 06/21.

Future reporting years will be measured against this baseline to demonstrate continual improvement.

Where improved data collection methods become available, baseline calculations may be refined while maintaining transparency and consistency.

6.2 Current Operational Profile

During the reporting period Mercury Care Services Limited operated:

- Three office locations.
- Approximately 90 employees.
- Six petrol-powered company vehicles.
- Electronic Call Monitoring.
- Digital Social Care Records.
- Paperless payroll.
- Electronic invoicing.
- Hybrid meetings.
- Digital recruitment processes.
- Secure electronic communication systems.

The organisation continued expanding digital service delivery to reduce unnecessary travel and paper consumption while maintaining safe and responsive care.

6.3 Baseline Carbon Emission Sources

The principal sources of greenhouse gas emissions across the organisation are:

Electricity Consumption

Office electricity remains one of the most significant directly measurable emission sources.

Consumption arises from lighting, office equipment, IT systems, communication devices and operational infrastructure.

Energy efficiency measures implemented to date include:

- LED lighting.
- Energy-efficient office equipment.
- Switching-off procedures.
- Staff awareness campaigns.

Company Fleet

Mercury Care Services Limited currently operates six petrol company vehicles supporting operational activities.

Vehicle emissions arise through:

- Quality monitoring visits.
- Staff supervision.
- Emergency response.
- Community meetings.
- Operational management.

The organisation is committed to reducing fleet emissions through improved journey planning, efficient scheduling and future vehicle replacement programmes.

Employee Travel

Employee travel represents a significant indirect emission source within domiciliary care.

Current workforce travel includes:

- Personal vehicles.
- Public transport.
- Walking.
- Remote working.

Scheduling software and Electronic Call Monitoring assist in reducing unnecessary travel by improving route efficiency and minimising duplicated journeys.

Procurement

Procurement emissions arise through purchasing:

- Office supplies.

- PPE.
- Uniforms.
- Cleaning products.
- IT equipment.
- Furniture.
- Clinical consumables.

Mercury Care Services Limited increasingly considers environmental performance when selecting suppliers and products.

Waste

Waste generated across the organisation includes:

- General office waste.
- Paper.
- Cardboard.
- Plastic.
- Confidential documentation.
- Electronic waste.

Current waste reduction initiatives include:

- Paper recycling.
- Plastic recycling.
- Confidential shredding.
- Electronic records.
- Electronic invoicing.

7.4 Baseline Carbon Emission Sources

Electricity Consumption

Electricity remains the primary directly measurable source of operational emissions. Consumption arises from lighting, computers, communication equipment, IT infrastructure, office appliances and welfare facilities across the organisation's offices.

To minimise electricity consumption Mercury Care Services Limited has already implemented:

- LED lighting throughout office premises.

- Energy-efficient office equipment.
- Automatic power management settings.
- Hybrid meetings reducing unnecessary office occupancy.
- Staff awareness campaigns promoting responsible energy use.
- Switching-off procedures outside operational hours.

Electricity consumption is reviewed through monthly supplier invoices, allowing trends to be monitored and opportunities for further efficiency improvements identified.

Company Fleet

The organisation currently operates six petrol-powered vehicles supporting operational management activities. Vehicle use includes quality assurance visits, supervision, emergency response, business meetings and operational oversight.

Fleet emissions are influenced by:

- Journey frequency.
- Vehicle efficiency.
- Driver behaviour.
- Route planning.
- Vehicle maintenance.

To minimise emissions, Mercury Care Services Limited promotes efficient journey planning, regular vehicle servicing, reduced engine idling and the use of virtual meetings wherever practical.

Employee Commuting

Employee commuting represents one of the largest indirect emission sources for domiciliary care providers. Mercury Care Services Limited supports a range of sustainable travel options including public transport, walking and remote working where operationally appropriate.

The organisation currently employs staff who travel by:

- Public transport.
- Walking.
- Personal vehicles.
- Hybrid and remote working arrangements.

Future reporting periods will include enhanced monitoring of commuting patterns to support more accurate Scope 3 reporting.

Procurement

Environmental impacts also arise through the purchase of goods and services required to deliver care safely and effectively.

Purchased items include:

- Personal Protective Equipment.
- Uniforms.
- Office supplies.
- Cleaning materials.
- Information technology equipment.
- Furniture.
- Clinical consumables.

Where practical, Mercury Care Services Limited seeks suppliers who demonstrate responsible environmental practices, minimise packaging and support sustainable procurement objectives.

Waste Management

Operational waste consists primarily of paper, cardboard, plastics, confidential documentation and electronic equipment.

The organisation currently supports waste reduction through:

- Paper recycling.
- Plastic recycling.
- Confidential waste shredding.
- Electronic record keeping.
- Electronic payroll.
- Electronic invoicing.
- Reduced printing.

These initiatives reduce landfill waste while supporting more efficient use of natural resources.

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8. Carbon Reduction Measures Already Implemented

Mercury Care Services Limited has already embedded a number of environmental initiatives into everyday operations, recognising that incremental improvements across multiple areas of the organisation can collectively deliver meaningful reductions in greenhouse gas emissions.

Digital Transformation

Significant investment has been made in digital systems to reduce reliance on paper-based processes and improve operational efficiency. The organisation currently uses:

- Electronic Call Monitoring (ECM).
- Digital Social Care Records.
- Electronic care planning.
- Electronic payroll.
- Electronic invoicing.
- Digital recruitment documentation.
- Hybrid meetings using Microsoft Teams and Zoom.

These measures have substantially reduced paper consumption, postage requirements and unnecessary travel while improving communication between office staff, care workers and partner organisations.

Energy Management

Energy efficiency measures currently include:

- LED lighting.
- Energy-efficient office equipment.
- Routine maintenance of electrical equipment.
- Switching-off procedures.
- Responsible use of heating and lighting.
- Staff awareness regarding energy conservation.

Monthly utility invoices are reviewed to monitor consumption trends and identify opportunities for continual improvement.

Sustainable Travel

Recognising that domiciliary care requires community-based service delivery, Mercury Care Services Limited promotes practical measures to reduce transport emissions, including:

- Efficient care scheduling.
- Optimised travel routes.
- Hybrid meetings.
- Remote supervision where appropriate.
- Encouraging walking and public transport.
- Regular vehicle maintenance.

- Reducing unnecessary operational journeys.

These initiatives reduce fuel consumption while maintaining responsive service delivery.

Waste Reduction

Current waste management initiatives include:

- Recycling paper and cardboard.
- Recycling plastics.
- Confidential shredding and secure disposal.
- Electronic document storage.
- Reduced printing.
- Digital signatures.
- Responsible disposal of obsolete IT equipment through approved contractors.

Waste management arrangements are reviewed periodically to identify additional recycling opportunities.

Sustainable Procurement

Environmental considerations are increasingly incorporated into purchasing decisions. Where practical, the organisation seeks suppliers who:

- Minimise packaging.
- Supply energy-efficient equipment.
- Demonstrate responsible environmental management.
- Support recycling initiatives.
- Provide durable, high-quality products with extended service life.

Procurement decisions continue to balance quality, value for money and environmental sustainability.

9. Carbon Reduction Strategy (2026-2030)

9.1 Strategic Commitment

Mercury Care Services Limited recognises that reducing greenhouse gas emissions requires long-term planning, strong governance and continual investment in sustainable working practices. Our Carbon Reduction Strategy has therefore been developed to deliver progressive and measurable reductions in operational emissions while ensuring that environmental improvements support, rather than compromise, the delivery of safe, responsive and person-centred care.

The strategy is based upon five core principles:

- Reducing energy consumption across all operational premises.
- Improving the environmental performance of our vehicle fleet and travel arrangements.
- Embedding sustainability within procurement and supply chain management.
- Reducing waste through digital transformation and circular economy principles.
- Creating an environmentally aware workforce that actively contributes to achieving our Net Zero objectives.

These principles align with the environmental expectations within the London Borough of Hounslow Home Care Service Specification, which encourages providers to minimise environmental impact, embrace digital innovation and deliver efficient, sustainable services.

9.2 Carbon Reduction Objectives

Mercury Care Services Limited has established the following strategic environmental objectives for the period 2026-2030:

- Reduce electricity consumption across all offices through improved energy efficiency and staff awareness.
- Reduce fuel consumption by improving journey planning and promoting sustainable travel.
- Increase digital service delivery to minimise unnecessary travel and paper usage.
- Expand sustainable procurement by considering environmental performance alongside quality and value for money.
- Increase recycling rates and reduce general waste sent to landfill.
- Strengthen environmental governance through regular monitoring and annual reporting.
- Improve carbon data collection to support more accurate Scope 3 reporting.
- Embed environmental sustainability into staff induction, mandatory training and supervision.

Progress against these objectives will be monitored annually and reviewed by senior management.

9.3 Energy Management Strategy

Energy efficiency remains one of the most effective methods of reducing operational carbon emissions. Although Mercury Care Services Limited operates from rented premises, we remain committed to reducing electricity consumption through behavioural change, efficient technology and effective monitoring.

Our energy management programme includes:

- Maintaining LED lighting throughout office premises.

- Purchasing energy-efficient office equipment wherever practicable.
- Using automatic sleep settings on computers and printers.
- Switching off non-essential equipment outside working hours.
- Maximising natural lighting during daytime operations.
- Monitoring monthly electricity consumption against previous reporting periods.
- Promptly identifying abnormal increases in energy usage and implementing corrective action.
- Encouraging all employees to adopt energy-conscious working practices.

Where opportunities arise, we will work collaboratively with landlords to improve the energy efficiency of rented office accommodation.

9.4 Sustainable Fleet and Travel Strategy

As a domiciliary care provider, travel is essential to delivering safe and responsive services. Mercury Care Services Limited therefore seeks to reduce transport-related emissions without compromising continuity or quality of care.

Our travel strategy includes:

- Optimising staff rotas to minimise unnecessary mileage.
- Allocating visits geographically to reduce travel distances.
- Using Electronic Call Monitoring and digital scheduling to improve route efficiency.
- Encouraging virtual meetings where face-to-face attendance is unnecessary.
- Maintaining company vehicles in accordance with manufacturers' servicing schedules to improve fuel efficiency.
- Promoting eco-driving techniques, including smooth acceleration, reduced idling and responsible vehicle use.
- Encouraging staff to use public transport or walk where appropriate.
- Reviewing opportunities to introduce lower-emission or electric vehicles as the fleet is replaced.

By embedding these measures into operational planning, we aim to reduce fuel consumption while maintaining reliable service delivery.

9.5 Digital Transformation

Digital innovation has already significantly reduced the environmental impact of Mercury Care Services Limited and will remain central to our carbon reduction programme.

The organisation currently operates:

- Electronic Call Monitoring (ECM).
- Digital Social Care Records.
- Electronic care planning.
- Electronic payroll.
- Electronic invoicing.
- Hybrid meetings.
- Cloud-based document management.
- Secure digital communication systems.

Future initiatives will include:

- Further reducing printed documentation.
- Increasing the use of electronic signatures.
- Expanding digital staff communication.
- Enhancing secure online training and supervision.
- Promoting remote quality assurance meetings where appropriate.

These initiatives reduce paper consumption, lower transport emissions and improve operational efficiency.

9.6 Sustainable Procurement

Mercury Care Services Limited recognises that procurement decisions influence emissions throughout the supply chain. Environmental sustainability will therefore continue to form part of purchasing decisions alongside quality, safety, cost and regulatory compliance.

Where reasonably practicable, we will:

- Purchase energy-efficient equipment.
- Select suppliers that demonstrate responsible environmental practices.
- Prioritise durable products with longer service lives.
- Reduce unnecessary packaging.
- Purchase recycled or recyclable office materials.

- Consolidate deliveries to minimise transport emissions.
- Support local suppliers where appropriate to reduce transportation distances and strengthen local economic resilience.

Environmental considerations will be reviewed periodically as part of supplier evaluation and contract management processes.

9.7 Waste Management and Circular Economy

Mercury Care Services Limited is committed to reducing waste generation and supporting the principles of the circular economy by minimising resource consumption, promoting reuse where appropriate and increasing recycling across all office locations.

Current initiatives include:

- Recycling paper, cardboard and plastics.
- Confidential waste shredding through approved contractors.
- Secure disposal of electronic equipment.
- Digital record keeping to reduce paper use.
- Electronic payroll and invoicing.
- Responsible purchasing to minimise unnecessary waste.

Over the next five years we will continue reviewing waste management arrangements, increasing recycling opportunities and encouraging employees to adopt environmentally responsible behaviours within their daily work.

9.8 Workforce Engagement

Achieving Net Zero requires active participation from every employee. Mercury Care Services Limited therefore considers staff engagement to be fundamental to the success of this Carbon Reduction Plan.

Environmental awareness is promoted through:

- Corporate induction.
- Mandatory refresher training.
- Staff meetings.
- Supervision sessions.
- Internal communications.
- Environmental awareness campaigns.

- Sharing best practice.

Employees are encouraged to:

- Reduce unnecessary printing.
- Switch off equipment when not in use.
- Recycle correctly.
- Plan journeys efficiently.
- Report opportunities to improve environmental performance.
- Support sustainable working practices within Residents' homes and office environments.

Creating an environmentally responsible culture ensures that carbon reduction becomes part of everyday decision-making rather than a standalone initiative.

9.9 SMART Environmental Targets (2026-2030)

Mercury Care Services Limited has adopted the following measurable objectives:

Objective	Target	Review Frequency
Reduce electricity consumption	10% reduction from baseline by 2030	Annually
Reduce paper usage	75% digital documentation by 2030	Quarterly
Increase electronic communication	95% of internal communication conducted digitally	Quarterly
Increase recycling	Recycle at least 90% of office paper and plastics	Quarterly
Environmental training	100% of employees complete annual environmental awareness training	Annually
Sustainable procurement	Environmental considerations included in all significant purchasing decisions	Annually

Fleet efficiency	Review fleet replacement strategy annually and prioritise lower-emission vehicles	Annually
Environmental training	100% of employees complete annual environmental awareness training	Annually

These objectives will be reviewed annually and amended where necessary to reflect operational developments, legislative changes and emerging environmental opportunities.

10. Climate Change Risk Assessment and Business Resilience

Mercury Care Services Limited recognises that climate change presents both environmental and operational risks that may affect the continuity, resilience and quality of domiciliary care services. Extreme weather events, rising temperatures, flooding, disruption to transport infrastructure and energy supply interruptions have the potential to impact staff availability, resident wellbeing and service delivery. As a provider of regulated personal care services, we are committed to anticipating these risks and strengthening organisational resilience through effective planning and robust governance.

Climate-related risks are considered within our Business Continuity Plan and are reviewed alongside operational, financial and safeguarding risks. The Registered Manager, supported by senior management, is responsible for ensuring that environmental risks are identified, assessed and appropriately managed.

The principal climate-related risks identified by the organisation include:

Risk	**Potential Impact**	**Control Measures**
Extreme weather	Delayed care visits	Business Continuity Plan, route planning, priority visits
Flooding	Office disruption	Remote working capability, cloud-based systems, alternative office arrangements
Heatwaves	Increased health risks for Residents	Welfare monitoring, hydration support, flexible scheduling
Energy supply interruptions	Temporary disruption to office operations	Manual contingency procedures, remote working and business continuity arrangements
Fuel shortages	Reduced vehicle availability	Efficient scheduling, use of public transport where practical, contingency planning
Supply chain disruption	Delayed deliveries	Multiple approved suppliers and forward procurement planning

Environmental resilience is integrated into operational planning to ensure that Residents continue to receive safe, reliable and person-centred care during adverse conditions.

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11. Environmental Governance

Environmental sustainability is embedded within the governance framework of Mercury Care Services Limited. Responsibility for implementing this Carbon Reduction Plan rests with the Director and Registered Manager, who provides strategic leadership, approves environmental objectives and reviews organisational performance annually.

Operational responsibility is delegated across the management team to ensure environmental objectives are incorporated into day-to-day service delivery.

Director and Registered Manager

The Director and Registered Manager are responsible for:

- Approving the Carbon Reduction Plan.
- Ensuring adequate resources are available to implement environmental improvements.
- Reviewing annual carbon performance.
- Monitoring progress towards Net Zero.
- Reporting environmental performance to senior management.
- Promoting environmental sustainability throughout the organisation.

Senior Management Team

Senior Managers support implementation by:

- Monitoring operational performance.
- Reviewing energy and resource consumption.
- Promoting sustainable procurement.
- Supporting staff engagement.
- Reviewing environmental risks.
- Driving continuous improvement.

Care Coordinators and Office Managers

Operational managers are responsible for:

- Promoting efficient scheduling.
- Reducing unnecessary travel.
- Supporting paperless working.

- Monitoring office energy consumption.
- Encouraging recycling and responsible waste disposal.

Employees

Every employee contributes towards reducing environmental impact by:

- Conserving energy.
- Using digital systems wherever possible.
- Planning journeys efficiently.
- Recycling appropriately.
- Reporting environmental concerns.
- Participating in environmental awareness training.

Environmental performance forms part of the organisation's culture of continuous improvement.

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12. Monitoring, Measurement and Reporting

Mercury Care Services Limited recognises that meaningful carbon reduction depends upon regular monitoring, accurate data collection and transparent reporting.

Environmental performance will therefore be monitored throughout the year using a structured programme of reviews.

Monthly Monitoring

The following information will be reviewed monthly:

- Electricity consumption.
- Vehicle fuel usage.
- Business travel.
- Office paper consumption.
- Recycling arrangements.
- Waste disposal.
- Digital communication usage.

Quarterly Reviews

Quarterly environmental reviews will evaluate:

- Progress against carbon reduction objectives.
- Energy efficiency initiatives.

- Procurement performance.
- Staff engagement.
- Training compliance.
- Environmental incidents.
- Opportunities for improvement.

Annual Review

Each year the organisation will:

- Update the Carbon Reduction Plan.
- Review carbon emissions.
- Compare performance against the baseline year.
- Revise environmental objectives where necessary.
- Publish an updated Carbon Reduction Plan.
- Obtain Director approval.

This approach ensures continual improvement and compliance with Procurement Policy Note (PPN) 06/21.

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13. Environmental Key Performance Indicators (KPIs)

Mercury Care Services Limited will monitor the following environmental KPIs:

KPI	Target
Electricity consumption	Annual reduction against baseline
Paper consumption	Continuous reduction year-on-year
Electronic documentation	Continued increase across all services
Recycling rate	Minimum 90% office recycling
Environmental training	100% staff completion annually
Sustainable procurement	Environmental assessment included in significant purchases
Fleet efficiency	Annual review of fuel consumption and replacement opportunities
Carbon Reduction Plan	Reviewed and updated annually

Performance against these indicators will be reviewed through management meetings and incorporated into the organisation's quality assurance framework.

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14. Carbon Reduction Roadmap to 2050

Mercury Care Services Limited has established a phased approach towards achieving Net Zero emissions by 2050.

Phase One (2026-2030)

- Establish carbon baseline.
- Improve environmental data collection.
- Reduce electricity consumption.
- Increase digital working.
- Strengthen sustainable procurement.
- Expand environmental awareness training.
- Improve recycling performance.

Phase Two (2031-2040)

- Introduce lower-emission vehicles where operationally practical.
- Increase renewable energy opportunities where premises allow.
- Further reduce operational waste.
- Increase supplier environmental engagement.
- Expand digital innovation.

Phase Three (2041-2050)

- Continue reducing residual emissions.
- Transition to lower-carbon technologies as they become commercially viable.
- Review opportunities for renewable energy generation.
- Achieve Net Zero greenhouse gas emissions across UK operations.

The roadmap will be reviewed regularly to reflect technological developments, legislative changes and operational priorities.

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15. Continuous Improvement

Mercury Care Services Limited is committed to continual environmental improvement. Carbon reduction is not regarded as a one-off exercise but as an ongoing process integrated into business planning, quality assurance and operational management.

Future improvements will focus on:

- Better carbon data collection.
- Enhanced supplier engagement.
- Further digital transformation.
- Increased staff involvement.
- Continuous review of operational practices.
- Adoption of emerging technologies that reduce environmental impact.

Lessons learned through annual reviews will be incorporated into organisational policies, procedures and strategic planning.

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16. Director's Declaration

Mercury Care Services Limited confirms that this Carbon Reduction Plan has been prepared in accordance with Procurement Policy Note (PPN) 06/21 and associated Government guidance.

The information contained within this document is based on the operational information available to the organisation at the time of publication. Mercury Care Services Limited is committed to continually improving the accuracy of environmental reporting and to reducing greenhouse gas emissions across all areas of its operations.

The organisation formally commits to achieving **Net Zero greenhouse gas emissions by 2050** and will review this Carbon Reduction Plan annually to ensure it remains accurate, relevant and reflective of organisational performance.

This Carbon Reduction Plan has been reviewed and approved by the Director and Registered Manager on behalf of Mercury Care Services Limited.

Approved by:

Anne Effiong Ewa
Director, Nominated Individual & Registered Manager
Mercury Care Services Limited

Company Registration Number: 08060409

Approval Date: June 2026

Next Review Date: June 2027