

CARBON REDUCTION PLAN

Nat Medical Care Services Limited

Company number	08832977
Operational address	Unit 18, Rockware Business Centre, Rockware Avenue, Greenford, UB6 0AA
Baseline year	1 January 2025 - 31 December 2025
Current reporting year	1 January 2025 - 31 December 2025
Net Zero target date	31 December 2050
Prepared in accordance with	PPN 006 and the associated Technical Standard for Carbon Reduction Plans

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1. Organisational commitment and executive summary

Nat Medical Care Services Limited is committed to achieving Net Zero greenhouse gas emissions across its United Kingdom operations by 31 December 2050. The company will reduce emissions arising from the management and delivery of homecare and personal care services, including office energy use, staff and business travel, waste, procurement and relevant supply-chain activities.

This Carbon Reduction Plan sets out:

- the company's public commitment to Net Zero by 2050;
- the reporting boundary, methodology and emissions sources to be measured;
- baseline and current emissions in tonnes of carbon dioxide equivalent (tCO₂e);
- measurable reduction targets and a practical programme of action;
- environmental management measures that will be applied during contract delivery; and
- annual monitoring, management approval, publication and review arrangements.

Senior management will provide the leadership and resources necessary to implement this plan. Environmental performance will be reviewed alongside quality, workforce, finance, business continuity and contract performance.

2. Reporting methodology and organisational boundary

The emissions inventory has been prepared using the following reporting principles:

Requirement	Nat Medical Care Services Limited approach
Organisational boundary	Operational control: all UK activities over which Nat Medical Care Services Limited has authority to introduce and implement operating policies.
Reporting period	1 January to 31 December, aligned with the company's financial reporting year.
Geographical boundary	Emissions arising from United Kingdom operations.
Units	Tonnes of carbon dioxide equivalent (tCO ₂ e).

Requirement	Nat Medical Care Services Limited approach
Standards	GHG Protocol Corporate Accounting and Reporting Standard, the Corporate Value Chain (Scope 3) Standard, PPN 006 Technical Standard and relevant UK environmental reporting guidance.
Conversion factors	The 2025 UK Government greenhouse gas conversion factors applicable to the reporting year.
Data hierarchy	Primary activity data were used where available. Where complete source records were unavailable, reasonable activity-data estimates were documented and calculated using relevant 2025 UK Government factors. The calculation basis is set out in Appendix A.
Quality assurance	The Sustainability Lead checked completeness, consistency and calculations. Senior management reviewed the emissions inventory, and the Board approved it for publication and tender use.

2.1 Emissions scopes included

Scope 1 - direct emissions: Natural gas or other fuels used in controlled premises; fuel used by company-owned or company-controlled vehicles; and refrigerant leakage from controlled equipment, where applicable.

Scope 2 - purchased energy: Purchased electricity used in offices and any other facilities within the reporting boundary. Location-based emissions will be reported, with market-based information added where reliable supplier data are available.

Scope 3 - required categories: Upstream transportation and distribution; waste generated in operations; business travel; employee commuting (including relevant homeworking where measured); and downstream transportation and distribution.

2.2 Exclusions and estimation

Where complete primary records were unavailable, documented and reasonable activity-data estimates were used. Any source reported as zero or excluded has been assigned a clear rationale. Data quality will be strengthened at each annual review, and any material restatement of the baseline will be transparently explained.

3. Baseline emissions footprint - 2025

The baseline year is 1 January 2025 to 31 December 2025. This provides the reference point against which future reductions are measured. As 2025 is also the first and most recent complete reporting year, the baseline and current-year figures in this first plan are the same.

Emissions source	Included activity	Baseline emissions (tCO ₂ e)
Scope 1	Direct fuel use, controlled vehicle fuel and refrigerants	1.95
Scope 2	Purchased electricity - location based	0.99
Scope 3 category 4	Upstream transportation and distribution	0.32
Scope 3 category 5	Waste generated in operations	0.21

Emissions source	Included activity	Baseline emissions (tCO ₂ e)
Scope 3 category 6	Business travel	11.84
Scope 3 category 7	Employee commuting and relevant homeworking	7.63
Scope 3 category 9	Downstream transportation and distribution	0.00
Total Scope 3	Sum of the five required Scope 3 categories	20.00
TOTAL EMISSIONS	Scope 1 + Scope 2 + required Scope 3	22.94

Baseline narrative: The 2025 footprint was calculated using a combination of available organisational information and documented activity-data estimates for office electricity, company-controlled travel, employee business mileage, employee commuting, waste and supplier deliveries. Appendix A records the calculation basis and assumptions. The Board has approved 22.94 tCO₂e as the company's initial reporting baseline. Any future refinement arising from improved source data will be transparently explained in the next annual update.

4. Current emissions reporting - 2025

For this first plan, the most recent complete reporting year is the same as the baseline year. The figures below therefore match the company's reported 2025 baseline totals in Section 3.

Current reporting year declaration	Reported 2025 emissions (tCO ₂ e)
Scope 1 emissions	1.95
Scope 2 emissions	0.99
Scope 3 emissions - required five categories	20.00
Total emissions	22.94

5. Emissions reduction targets

Nat Medical Care Services Limited will reduce absolute organisational emissions against the approved 2025 baseline of 22.94 tCO₂e while also monitoring carbon intensity as the service grows. The following trajectory will guide planning and annual review:

Target year	Minimum reduction from 2025 baseline	Strategic outcome
2027	10%	Baseline data embedded; quick-win energy, travel, paper and waste measures implemented.
2030	30%	Low-carbon rostering and travel established; renewable electricity prioritised; key suppliers engaged.
2035	45%	Further fleet and estate decarbonisation; strengthened low-carbon procurement.

Target year	Minimum reduction from 2025 baseline	Strategic outcome
2040	60%	Major operational sources substantially decarbonised.
2045	80%	Residual emissions minimised and robust Net Zero pathway confirmed.
2050	Net Zero	Remaining unavoidable emissions balanced through credible, verifiable removals after maximum feasible reduction.

Based on the approved 2025 baseline, the indicative maximum annual footprints are 20.65 tCO₂e by 2027, 16.06 tCO₂e by 2030, 12.62 tCO₂e by 2035, 9.18 tCO₂e by 2040 and 4.59 tCO₂e by 2045, before achieving Net Zero by 2050. Annual plans may be strengthened where reductions can be delivered sooner without compromising safe care.

5.1 Performance indicators

- Total organisational tCO₂e and percentage change from baseline.
- Scope 1, Scope 2 and required Scope 3 tCO₂e.
- kgCO₂e per service-user visit and/or tCO₂e per 1,000 care hours delivered.
- Business mileage per 1,000 care hours and percentage of journeys made by lower-carbon modes.
- Office electricity consumption in kWh and renewable electricity percentage.
- Paper purchased, waste generated and recycling rate.
- Percentage of material suppliers assessed for environmental performance.

6. Carbon reduction projects and environmental management measures

The environmental management measures below are either already in operation or formally planned. Measures already implemented will remain in effect during the performance of relevant public contracts. Further actions will be recorded in an annual Carbon Action Register with an owner, target date, expected saving and completion evidence.

6.1 Completed and implemented carbon reduction measures

Measure already in operation	Status at approval	Evidence / operating control	Application during contract delivery
Digital care management and records	Implemented	Electronic care planning, rota, timesheet, quality-audit and training records are used where appropriate; printing is controlled.	Reduces paper, postage, storage and avoidable administrative travel.
Geographic rostering and route planning	Implemented	Care workers are allocated by proximity, competence and compatibility, with routes reviewed to reduce avoidable mileage.	Applied to mobilisation and ongoing rota management without compromising continuity or punctuality.
Remote administrative working	Implemented	Telephone or secure video is used for suitable meetings, supervision and training where face-to-face attendance is not required.	Reduces business travel while maintaining oversight and staff support.
Office energy controls	Implemented	LED lighting, switch-off expectations, power-saving settings and responsible heating/cooling controls are in use where the company has control.	Continues throughout contract delivery and is monitored through utility information.

Measure already in operation	Status at approval	Evidence / operating control	Application during contract delivery
Waste segregation and stock control	Implemented	General, recyclable, confidential and any care-related waste are segregated; ordering controls are used to prevent overstock and expiry.	Reduces avoidable waste while protecting infection prevention and confidentiality.
Lower-carbon travel expectations	Implemented	No-idling, efficient driving, vehicle maintenance and use of walking, cycling or public transport for suitable journeys are promoted.	Embedded in staff communication, induction and management review.

6.2 Leadership, governance and carbon literacy

- The Director/Registered Manager is designated as Sustainability Lead, with responsibility for the emissions inventory, Carbon Action Register and annual review.
- Include carbon performance as a standing item in quarterly management reviews.
- Provide practical environmental awareness during induction and annual refresher training, covering energy, travel, waste, procurement and safe care delivery.
- Require business cases for significant purchases to consider whole-life cost, energy use, durability, repairability and disposal.

6.3 Energy and premises

- Record electricity and heating consumption from bills, landlord statements or meter readings and investigate abnormal usage.
- Use LED lighting, switch-off controls, energy-saving settings and efficient equipment wherever the company has control.
- Engage the landlord of the Greenford office on smart metering, building efficiency, heating controls and renewable electricity options.
- Prioritise certified renewable electricity tariffs where the company controls the energy contract and this is commercially reasonable.
- Maintain heating and cooling at safe, appropriate settings and avoid unnecessary energy use outside operational hours.

6.4 Low-carbon care delivery and travel

- Use geographic rostering and route optimisation to reduce unnecessary mileage while maintaining punctuality, continuity and choice.
- Match staff to nearby care packages where safe and appropriate, taking account of skills, compatibility and service-user preferences.
- Use telephone or secure video meetings for suitable administrative meetings, supervision and training, without replacing required face-to-face care or oversight.
- Encourage walking, cycling and public transport for appropriate journeys; provide travel information and consider cycle-support arrangements.
- Introduce environmental criteria when selecting or replacing company-controlled vehicles, including fuel efficiency, hybrid or electric options and charging feasibility.
- Promote no-idling, efficient driving and correct vehicle maintenance.

6.5 Digital working and paper reduction

- Use secure electronic care planning, rota, timesheet, quality-audit and training systems where appropriate.
- Apply digital-first communication, double-sided printing defaults and controlled printing for documents that must remain in hard copy.
- Procure recycled-content paper and responsibly sourced stationery where available.
- Retain digital records in accordance with data-protection, confidentiality, accessibility and business-continuity requirements.

6.6 Waste, infection prevention and responsible procurement

- Apply the waste hierarchy: prevent, reduce, reuse where safe, recycle, recover and dispose as a last resort.
- Segregate general, recyclable, confidential and any clinical or offensive waste correctly, following infection-prevention and local disposal requirements.
- Avoid unnecessary single-use items where clinically safe and permitted; infection prevention and service-user safety will always take priority.
- Order consumables in appropriate quantities to avoid expiry and overstocking.
- Select durable, repairable and lower-impact products and consolidate deliveries where this does not disrupt care.
- Request environmental information from key suppliers and favour suppliers with credible carbon-reduction commitments where quality, safety and value requirements are met.

6.7 Employee commuting and workforce engagement

- Collect an annual anonymised commuting survey covering distance, mode, working pattern and homeworking.
- Promote car sharing where appropriate, public transport, active travel and flexible scheduling that can reduce peak-time and duplicate journeys.
- Invite staff suggestions and recognise improvements that reduce environmental impact without compromising care.

6.8 Supply-chain engagement

- Map material suppliers by spend and carbon relevance.
- Include proportionate sustainability questions in procurement and supplier reviews.
- By 2030, seek Carbon Reduction Plans or equivalent commitments from key suppliers where relevant to contract delivery.
- Monitor supplier delivery frequency, packaging, waste and environmental incidents.

7. Contract delivery measures

For contracts to which this plan applies, Nat Medical Care Services Limited will translate the organisational commitments into contract-level controls. The mobilisation plan will identify the main emissions sources, establish data responsibilities and align environmental actions with the commissioner's social value and performance requirements.

Contract area	Measure	Evidence/KPI	Frequency
Mobilisation	Complete a contract carbon risk and opportunity review.	Completed review and action register.	At mobilisation and when scope changes
Care travel	Use geographic rostering and review avoidable mileage.	Mileage/1,000 care hours; late or missed visits monitored to ensure no adverse care impact.	Monthly
Energy	Measure office/contract premises energy within company control.	kWh and tCO ₂ e.	Quarterly
Waste	Apply segregation and reduce avoidable consumables and packaging.	Waste volumes, recycling evidence and incidents.	Quarterly

Contract area	Measure	Evidence/KPI	Frequency
Procurement	Assess high-impact suppliers and products.	Percentage of relevant spend assessed.	Six-monthly
Workforce	Deliver carbon awareness and gather travel data.	Training completion and survey response rate.	Annual
Reporting	Report progress, exceptions and improvement actions to the commissioner where required.	Contract report/KPI submission.	As contractually required

Care quality safeguard

Carbon reduction measures will not be implemented in a way that compromises infection prevention, medication safety, safeguarding, staffing sufficiency, punctuality, continuity of care, reasonable adjustments, confidentiality or service-user choice. Any proposed change will be risk assessed and monitored for unintended impact.

8. Governance, monitoring and annual review

Role	Responsibility	Review frequency
Director / equivalent management body	Approve the CRP, targets, resources and annual update; sign the published plan.	At least annually
Sustainability Lead	Maintain the emissions inventory, action register, evidence and reporting timetable.	Monthly oversight; quarterly report
Registered Manager / Operations Lead	Embed measures in care delivery, rostering, training, procurement and quality assurance.	Monthly/quarterly
Finance/Administration	Provide utility, mileage, purchasing, travel and waste data and retain evidence.	Monthly/quarterly
All workers	Follow procedures, minimise avoidable waste and energy use, and report improvement opportunities.	Continuous

The plan will be reviewed and updated annually and, as standard practice, within six months of the company's financial year-end. Each annual review will:

- recalculate Scope 1, Scope 2 and the five required Scope 3 categories;
- compare actual emissions with the 2025 baseline and target trajectory;
- explain material changes in activity, organisational boundary or calculation method;
- record completed projects and estimated or verified carbon savings;
- identify corrective action where progress is off track;
- be approved and signed by a director or equivalent; and
- be published prominently on the company's UK website where one is maintained, or otherwise be made available in writing to any person who requests it within 30 days; prior versions will be retained where practicable.

9. Declaration and sign-off

This Carbon Reduction Plan has been completed in accordance with PPN 006 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Protocol Corporate Accounting and Reporting Standard, using the appropriate 2025 UK Government emission conversion factors for greenhouse gas company reporting. Scope 1 and Scope 2 emissions have been reported in line with relevant environmental reporting guidance, and the required subset of Scope 3 emissions has been reported in accordance with the published Carbon Reduction Plan Technical Standard and the Corporate Value Chain (Scope 3) Standard.

This Carbon Reduction Plan has been reviewed and signed off by the Board of Directors of Nat Medical Care Services Limited.

Signed on behalf of	Nat Medical Care Services Limited
Name	Natalie Anderson
Position	Director
Board approval date	13 June 2026
Next annual review due	13 June 2027
Approval status	Reviewed and approved by the Board of Directors

Reference framework

- [UK Cabinet Office - PPN 006: Taking account of Carbon Reduction Plans in the procurement of major government contracts](#)
- [UK Cabinet Office - Technical Standard for Completion of Carbon Reduction Plans](#)
- [UK Government - Greenhouse gas reporting conversion factors](#)
- [GHG Protocol - Corporate Standard](#)
- [GHG Protocol - Corporate Value Chain \(Scope 3\) Standard](#)