



For Everyone,
Every Day

Environmental Sustainability and Net Zero Policy 2050

(English Services)

May 2026

Our Vision

Best Lives for Everyone, Every Day.

Our Mission Statement

At *Best Lives*, we want everyone to be the best version of themselves and shine in their own unique way. Through caring support and a focus on what really matters to each person, we're here to help them reach their goals and thrive in everything they do.

Our Values

Belonging

We develop supportive and inclusive communities where everyone feels valued, respected, and supported. By fostering diverse and welcoming spaces, we ensure that all individuals have a sense of belonging and purpose.

Empowerment

We believe in empowering individuals to make their own choices and live with independence and confidence. Through personalised support and encouragement, we inspire people to reach beyond their current limits and realise their full potential.

Support

We provide compassionate, person-centred support that is tailored to each individual's unique needs and dreams. Our commitment to personalised support ensures that everyone receives the care and assistance they deserve.

Trust

We build trust at the core of our relationships by creating strong, transparent connections with the people we support, their families, and our colleagues through mutual respect and understanding.

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PURPOSE AND COMMITMENT

Best Lives Limited recognises that climate change is a significant environmental, social and economic challenge. We are committed to reducing the greenhouse gas emissions associated with our operations and services and to supporting the transition to a low-carbon future. This policy sets out our commitment to achieving net zero greenhouse gas emissions by 2050 through planned, measurable and continuously improving action.

To support this commitment, we will work towards net zero by 2050 by reducing emissions from energy use, buildings, travel, procurement, waste and day-to-day operations, while strengthening our governance, monitoring and staff engagement arrangements.

We will align our environmental management approach with recognised good practice, including ISO 14001 principles where appropriate.

This policy is supported by Appendix 1: Environmental Action Plan and a phased decarbonisation roadmap, overseen by senior leadership and reviewed at least annually to ensure ongoing compliance, continuous improvement and progress towards interim milestones.

Our approach will include establishing a measurable emissions baseline, setting interim carbon reduction targets, prioritising direct emissions reductions before offsetting any residual emissions, and embedding sustainability considerations into decision-making across the organisation.

OPERATIONAL DELIVERY COMMITMENTS

Turn off non-essential lights and power sources when not in use; keeping windows closed when using heating. Last person to leave office makes sure all the lights are switched off.

Ensure any new buildings purchased or leased feature A-rated windows and doors to improve insulation. We have an ongoing programme of insulation upgrades on existing properties.

Provide EV chargers on-site to encourage use of electric vehicles by our staff.

Use electronic storage and transmission of data e.g.: support planning completed online via Care Control, minimising paper usage and accessible from any computer, smartphone and tablet.

Promote vehicle sharing.

Use garden areas include internal composting facilities.

Use battery operated tools and plant machinery to reduce electricity and emissions.

Use Google Meet where possible instead of face-to-face meetings, reducing unnecessary travel.

ENERGY EFFICIENCY AND BUILDINGS

On-site delivery of support (i.e., support within client homes; secure community settings for outreach) maximising existing resources/ reducing duplication and wasting of energy.

Use 'smart' meters in our offices and accommodation settings to monitor energy usage, using energy efficient light bulbs and equipment.

Encourage and support clients and their families to access smart meters and report energy inefficient issues ASAP.

Report dripping taps/pipes immediately to landlords / Best Lives facilities management team for repair.

We use LEDs in 100% of our offices and accommodation settings and have plans to use solar panels and ground source heat pumps to further support renewable energy use.

Support clients and their families to apply for efficiency-related grants, e.g., Home Upgrade Grant, Boiler Upgrade Scheme, etc.

Conduct regular energy usage audits (minimum yearly) to improve energy efficiency.

TRAVEL, SUSTAINABLE PROCUREMENT AND WASTE

Minimise staff vehicle mileage wherever possible, including to/from work and between visits e.g.: Encouraging carpooling where possible. Provide cycle parking on-site.

We prioritise local recruitment, contributing to the local economy and reducing unnecessary travel (many employees walk to work).

Purchase surplus goods (e.g., stationery, food from Fare Share) from ethical suppliers, diverting them from landfill or waste.

Buy recycled paper for office supplies.

Set printers to print on both sides and re-using scrap paper.

Segregating waste into appropriate recycling bins within office/ communal areas.

Encourage service users and families to recycle and separate waste, in-line with Council guidelines.

Dispose of clinical waste appropriately, minimising environmental hazards.

Establish contracts with providers to ensure the recycling, repair, and reuse of equipment, in-line with the 4Rs (Reduce, Repair, Reuse, Recycle). We work with Recycle Lives for scrap metal recycling, and with CCC for the management of green waste, mixed waste, and metals. Our in-house technicians at each location focus on repairing equipment rather than replacing it. Where needed, recycling machines and tech items and donating parts. Electrical waste is disposed of according to Waste Electrical and Electronic Equipment Regulations.

Promote a staff product recycling incentive: encouraging staff to bring in unwanted items and trade them or leave them for other staff members to use, promoting sustainability and helping reduce the cost of purchasing new items for our employees.

COMMUNITY ENGAGEMENT, FOOD AND CIRCULAR ECONOMY

Utilise our growing facilities to supply fresh produce to our food-based enterprises, supporting local and sustainable food production. We utilise our land to work with local farmers, and we collaborate with fair trade initiatives to minimise food waste.

Signpost service users to safely use apps (Olio, Too Good to Go) for food sharing and reducing food waste.

Facilitate safe access to Gumtree/ Facebook Marketplace for pre-loved items, contributing to a waste-free economy and reducing single-use items. Donating to local charity shops; exchange schemes; Freecycle; Boiler House Repair Cafe for clothes, etc.

Supporting clients to safely access e.g., Local clothes Swap initiatives.

Support service users and staff to volunteer/ give back to the local community, encouraging social integration and building confidence, whilst promoting local initiatives, e.g., litter picking.

Encourage activities which promote environmental sustainability and conversations around climate change.

GOVERNANCE, PERFORMANCE MONITORING AND REPORTING

We will implement, monitor and review this policy through clear governance, performance management and regular reporting arrangements, including:

- Establishing and maintaining a carbon emissions baseline using an appropriate greenhouse gas accounting methodology, with year-on-year comparison of performance.
- Maintaining a SMART net zero action plan, overseen by the relevant senior lead and reviewed at least twice each year through senior management and Board reporting arrangements.
- Monthly Best Lives team meetings, ensuring environmental sustainability remains everyone's responsibility.
- Updating our Environmental Policy accordingly following legislation changes and or best practice updates.

We're committed to remaining flexible in our sustainability journey and will welcome support from the Council in embedding more robust measures, e.g., creating a local client led group involving Best Lives staff, our clients, and the Council, working jointly to promote local campaigns and projects promoting environmentally friendly initiatives.

We will provide updates to Commissioners on progress against our service Action Plan as part of quarterly monitoring and formally on a yearly basis.

IMPLEMENTATION AND DELIVERY ROADMAP

Best Lives Limited will implement this policy through a phased programme of work that strengthens data quality, reduces operational emissions and builds organisational capability over time. Our roadmap will focus first on understanding our full emissions profile, then on delivering practical reductions, and finally on addressing residual emissions as we progress towards net zero by 2050.

Within the first phase of delivery, we will measure our carbon footprint using an appropriate greenhouse gas calculation tool, identify available data sources, establish baseline assumptions where data gaps exist, and create a consistent methodology for year-on-year reporting.

A dedicated net zero action plan will set out responsibilities, timescales, interim milestones and priority reduction projects across energy, travel, procurement, waste and service delivery.

An annual report will be provided to senior management and the Board of Trustees summarising emissions data, progress against milestones, key risks, lessons learned and recommendations for further action against the 2050 target.

2 annual staff workshops to continuously develop our strategy and collect staff suggestions in relation to environmental sustainability.

Monthly Best Lives team meetings; sustainability as standing agenda item, ensuring environmental sustainability remains everyone's responsibility.

Updating our Environmental Policy accordingly following legislation changes and or best practice updates. Updated annually or sooner in response to changes.

Mandatory environmental sustainability training during induction for 100% staff. Monitored via completion of training (delivered by Flourish Learning).

Minimising travel. Our staffing system Care Control 'clusters' staff (matching staff based on proximity to clients) and completes automated route mapping for outreach services to maximise support time, reduce unnecessary travel, and reduce carbon emissions. Monitored automatically via Care Control, applied to 100% of staff during rostering/staff allocation.

Encouraging 100% staff to travel greenly wherever possible, including to/from work and between visits e.g.: encouraging carpooling where possible.

Cycle parking on-site.

Promoting vehicle sharing.

Promoting electric vehicles over petrol/ diesel. EV chargers on-site, encouraging use of electric vehicles by our staff. Monitored via no. of staff using electric vehicles and changes in electricity consumption at buildings with EV charger sites.

Prioritising local recruitment, contributing to the local economy and reducing unnecessary travel (many employees walk to work). Monitored via staff equality and diversity information (i.e., home address).

Purchasing 100% of surplus goods (e.g., stationery) from ethical suppliers, diverting them from landfill or waste. Recycled paper purchased for all office supplies; printers set to print on both sides and re-use scrap paper. Monitored via budget spend on approved provider list (completed during mobilisation and updated as/when new ethical suppliers are identified).

Minimising paper use through electronic storage and transmission of data e.g.: support planning completed online via Care Control, minimising paper usage and accessible from any computer, smartphone and tablet; staff have laptops to work from home (where necessary). Monitored through Care Control reports.

Segregating 100% waste into appropriate bins within office/communal areas. Supporting clients to recycle and separate waste, in-line with the Council guidelines, obtaining dedicated bins where necessary. Monitored via environmental and health and safety checklists.

Turning off non-essential lights and power sources when not in use; keeping windows closed when using heating. Last person to leave office makes sure all the lights are switched off. We now use LEDs in 100% of our offices and have plans to use solar panels and ground source heat pumps to further support renewable energy use. Monitored via comparison of energy consumption (pre vs. post solar panel installation).

Conducting regular energy usage audits (minimum yearly) to improve energy efficiency.

Using established contracts with providers to ensure the recycling, repair, and reuse of equipment, in-line with the 4Rs (Reduce, Repair, Reuse, Recycle). We work with Recycle Lives for scrap metal recycling, and with CCC for the management of green waste, mixed waste, and metals. Our in-house technicians at each business support site focus on repairing equipment rather than replacing it. Where needed, recycling machines and tech items and donating parts.

Electrical waste disposed according to Waste Electrical & Electronic Equipment Regulations.

Monitored via technician work logs, reviewing how many items were recycled/repaired and how many were disposed of. Reviewed quarterly for comparison.

Utilising our on-site growing facilities to supply fresh produce to our food-based enterprises, supporting local and sustainable food production. We utilize our land to work with local farmers, and we collaborate with fair trade initiatives to minimize food waste. Monitored by variety of produce grown and used/disseminated.

Staff product recycling incentives: encouraging staff to bring in unwanted items and trade them or leave them for other staff members to use, promoting sustainability and helping reduce the cost of purchasing new items for our employees.

Case studies or environmental initiatives and impact collated and shared on social media including Facebook and Instagram, and on Best Lives website. This includes service users and staff volunteering with local environmental sustainability projects and the difference we make to our community.

Environmental sustainability achievements included in annual reports.

REDUCING AVOIDABLE SINGLE-USE PLASTICS

Best Lives Limited is committed to drastically reducing avoidable single-use plastics (A-SUP), ensuring sustainability and empowering a greener future for the communities we serve.

We currently use necessary single-use plastics in our internal operations including plastic gloves, aprons, and food packaging. These are required due to hygiene, infection prevention and control, and health and safety requirements relating to the provision of care and support of people. Our supply chain includes suppliers that provide medical supplies, food packaging, and other essentials that often come in single-use plastic packaging.

To ensure that services delivered to residents are environmentally friendly and in-line with eliminating avoidable single-use plastics, Best Lives Limited will take the following actions during the contract term: Best Lives Limited will:

Eliminate avoidable single-use plastics across all our services and within our facilities.

This involves replacing disposable items with reusable or compostable alternatives where possible.

Continue to source PPE made from recyclable or biodegradable materials, e.g., gloves, masks, and gowns made from PLA. Where safe and possible, we will use reusable PPE that can be sanitised and reused multiple times, reducing overall plastic waste generated, e.g., reusable face shields and gowns.

Continuously review our supplier list and search for providers who share our commitment to reducing single-use plastics and provide sustainable alternatives (e.g., cardboard, paper, compostable materials), in line with our environmental policy.

Explore innovative solutions to minimise single-use plastics, e.g., using reusable containers for medication, refillable cleaning products, etc.

Provide mandatory staff environmental sustainability training during induction around the importance of reducing plastic waste and encouraging the use of reusable items. This includes within our services and encouraging staff to avoid using avoidable single use plastics in their home / personal life.

Ongoing informational campaigns to reinforce our commitment and motivate staff.

Encouraging clients to reduce single-use plastics and support them to source more sustainable alternatives, e.g., buying stainless steel or glass water bottles; metal straws; glass containers, etc. This includes developing/ updating environmental action plans in accessible formats which are co-produced by service users. We'll engage our Voice for All service user advocacy group in developing environmental sustainability policies, action plans and workshops, so we enable service users, their families, staff and other professionals to reduce avoidable single use plastics together.

Using an enhanced recycling programme, ensuring plastic we do use is properly disposed of and recycled. We'll provide clear guidelines and bins within our offices and supported living accommodation settings for segregating recyclable waste from other materials and support service users to access relevant bins for their homes.

Using our established contracts with providers to ensure the recycling, repair, and reuse of equipment, in-line with the 4Rs (Reduce, Repair, Reuse, Recycle). We work with Recycle Lives for scrap metal recycling, and with CCC for the management of waste. Our in-house technicians across Best Lives Limited focus on repairing equipment rather than replacing it. Where needed, machines and technical items will be recycled and/ or parts will be donated. Electrical waste will be disposed of according to Waste Electrical & Electronic Equipment Regulations.

Promote a staff product recycling incentive: encouraging staff to bring in unwanted items and trade them or leave them for other staff members to use, promoting sustainability and helping reduce the cost of purchasing new items for our employees.

Facilitate safe access to Gumtree/ Facebook Marketplace for pre-loved items, contributing to a waste-free economy and reducing single-use items. Donating to local charity shops; exchange schemes; Freecycle; Boiler House Repair Cafe for clothes, etc.

Support service users and staff to volunteer/ give back to the local community, encouraging social integration and building confidence, whilst promoting local initiatives, e.g., litter picking in the local community.

MEASURING PROGRESS AND IMPACT

We will complete a baseline assessment including a comprehensive audit of current single-use plastic usage across all our operations and supply chains. We will also implement regular audits (minimum 2 annually) to measure progress in reducing avoidable single-use plastics and establish metrics to track the reduction in avoidable single-use plastic waste over time e.g.:

Tracking quantity and types of plastics used and identifying areas for further reduction. Aim for 50% reduction of avoidable single use plastics by end of 2026.

Monitor adoption rates of sustainable alternatives by staff and suppliers through surveys, observation and supervision of staff, and through supplier environmental sustainability reports.

Progress against these metrics will be reported quarterly to senior management, our Board of Trustees, and Commissioners. We will also produce a yearly environmental sustainability report detailing our progress, including data on reductions achieved, challenges faced, and plans to address performance gaps. We will also update our stakeholders, including clients and their families, staff, and suppliers on our progress and encourage feedback and participation in organisation-wide initiatives.

APPENDIX 1: ENVIRONMENTAL ACTION PLAN

This appendix forms the operational companion to the Environmental Sustainability and Net Zero Policy 2050. It sets out the practical actions, responsibilities, timescales and measures that support delivery of the policy and should be reviewed and updated separately as implementation progresses.

This Environmental Action Plan translates the commitments in the Environmental Sustainability and Net Zero Policy 2050 into practical actions, responsibilities, timescales and measures. It is designed to support continuous improvement across energy, travel, procurement, waste, community engagement and governance, while helping Best Lives Limited monitor progress towards interim carbon reduction milestones and the 2050 net zero target.

| Priority area | Action | Lead | Timescale | Measure of success | Status |
|-------------------------------|--|--|--|--|---------------|
| Carbon baseline and reporting | Establish and maintain an organisational greenhouse gas emissions baseline using an appropriate methodology, with year-on-year comparison and clear assumptions where data gaps exist. | Senior leadership with relevant operational lead | Within 12 months, then reviewed annually | Baseline completed; annual emissions report produced; progress reported to senior management and Board | Planned |
| Energy and buildings | Continue annual energy audits, maintain LED lighting across sites, promote smart meter usage, and identify opportunities for insulation, solar panels and heat pump feasibility. | Facilities / property lead | Ongoing; audit at least annually | Reduced energy consumption; audit actions completed; improvement works prioritised | In progress |

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|-------------------------------|--|------------------------------------|--|--|-------------|
| Travel and fleet | Reduce avoidable travel through remote meetings, clustered staffing and route planning, car sharing, cycle facilities and increased uptake of electric vehicles. | Operations lead / service managers | Ongoing with quarterly review | Lower business mileage; increased remote meetings; increased green travel uptake | In progress |
| Procurement | Prioritise ethical and local suppliers, purchase recycled or surplus goods where suitable, and review supplier practices for sustainability and reduced plastic use. | Procurement / finance lead | Within 6 months for review, then ongoing | Approved supplier list updated; proportion of sustainable purchases increased | Planned |
| Paper and digital working | Minimise paper use through digital systems, default duplex printing, and re-use of scrap paper where printing is necessary. | IT / operations lead | Immediate and ongoing | Reduced paper purchasing and print volumes; high digital system usage | In progress |
| Waste and recycling | Ensure waste segregation in all offices and communal areas, maintain reuse/repair arrangements, and monitor recycling, repair and disposal volumes quarterly. | Facilities / site leads | Immediate and ongoing | Recycling arrangements in place at all sites; quarterly monitoring completed | In progress |
| Avoidable single-use plastics | Audit avoidable single-use plastics, replace disposable items with reusable or compostable alternatives where safe, and engage suppliers in providing lower-plastic options. | Operations lead / procurement lead | Baseline and reduction plan within 6 months; target by end of 2026 | Plastic audit completed; reduction plan in place; measurable progress towards 50% reduction target | Planned |

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| Training and engagement | Deliver mandatory induction training on environmental sustainability, include sustainability as a standing agenda item in team meetings, and run at least two staff workshops each year. | HR / learning and development lead | Immediate and ongoing | 100% induction completion; workshops delivered; staff suggestions captured and acted upon | In progress |
| Service user and community engagement | Support service users, families and staff to participate in recycling, reuse, food-sharing, volunteering and local environmental initiatives, using accessible formats and co-production where appropriate. | Service managers / engagement lead | Ongoing with six-month review | Participation activities evidenced; case studies shared; accessible plans developed where needed | In progress |
| Governance and review | Review the action plan at least twice a year, update the Environmental Policy following legislative or best-practice changes, and report progress quarterly to Commissioners and annually to the Board. | Senior leadership / Board reporting lead | Twice yearly review; quarterly and annual reporting cycles | Review meetings completed; action plan updated; reports submitted on time | Planned |

Review and Monitoring

This plan should be treated as a live document. Progress should be reviewed at least twice each year by senior management, with updates made to reflect completed actions, new priorities, legislative changes and emerging best practice. Where appropriate, progress should also be shared with staff, service users, Commissioners and the Board to maintain accountability and support continuous improvement.

STATUS OF THIS POLICY

This policy does not give contractual rights to individual employees. The company reserves the right to alter any of its terms at any time although we will notify you in writing of any changes.