AMI Homecare Ltd

NET ZERO AND ENVIRONMENTAL SUSTAINABILITY POLICY

Policy owner	Mrs Agnieszka Menaj, Director and Registered Manager
Approved by	Mrs Agnieszka Menaj and Mrs Manudeep Brar, Directors
Net zero commitment first made	11 June 2026
Effective date	18/11/2026
Next review	17/11/2027

1. Purpose and scope

This policy sets out how AMI Home Care Limited reduces the environmental impact of its domiciliary care services while keeping safe, reliable, person-centred care first. It applies to all directors, office staff and care workers, and to all of our contracts, including our work for the London Borough of Hounslow.

2. Our commitment

We are publicly committed to achieving **net zero greenhouse gas emissions across our UK operations by 2050**, with an interim target to reduce emissions by **48% by 2030** against our 2024 baseline. Our Carbon Reduction Plan is our action plan for meeting these commitments and is published at https://www.amihomecare.com/carbon-reduction-plan.html.

3. Supporting Hounslow's 2030 net zero ambition

The London Borough of Hounslow aims to reach net zero by 2030 and has adopted its Climate Emergency Action Plan 2026–2030. We have read the plan and, in delivering the Hounslow contract, we will move towards carbon neutrality for the care we deliver in the borough by 2030 through:

- local, geographically rostered care runs that minimise journey times and encourage walking routes and public transport;
- recruiting care workers who live locally to the areas they serve;
- encouraging care workers to use the Hounslow e-bike scheme where practical;
- discouraging petrol and diesel car use wherever practicable, while recognising that individual care needs, staff safety, geographical coverage and time-critical visits may require the use of private vehicles;
- supporting Residents, within our role, to recycle in their homes;
- providing environmental data to the Council on request, and tracking our progress against this policy at least yearly.

4. Responsibilities

- **Directors** (Mrs Agnieszka Menaj and Mrs Manudeep Brar) are accountable for this policy, the annual environmental review and approval of the Carbon Reduction Plan.
- **Registered Manager** oversees environmental practice alongside safe care delivery.
- **Care coordinators** plan local visit runs that reduce unnecessary travel.

- **All staff** follow resource-saving, travel and waste procedures.

5. Travel

Travel is our largest source of emissions. We group care visits by geographical area as our service grows, so that care workers work locally and travel less. We encourage walking, cycling and public transport where safe and practical. Our 2026 workforce travel review of 105 staff found 40 using public transport (38.1%), 28 cycling (26.7%), 12 walking (11.4%) and 25 driving (23.8%) – so around 76% already travel by lower-emission means. This is a snapshot at the review date and will change as staff join; we will repeat the review every year.

How we discourage petrol and diesel car use: we prioritise public transport, walking and cycling; recruit care workers locally to each area; plan efficient, compact rosters; and encourage e-bikes, including the Hounslow e-bike scheme, where individually assessed as safe, suitable and practical for the worker. A car remains acceptable where alternatives would be unsafe or impractical – for example because of the worker's own needs, weather, journey times, public transport availability, or early, late and time-critical calls. Driving is monitored through our annual travel review and, from 2027, mileage recording.

Safety: under no circumstances may a care worker bring an e-bike, e-scooter or any other battery-powered mode of transport into a Resident's home. These pose a fire risk and must be left outside the property.

6. Office energy

Our office gas and electricity are supplied by the landlord as part of our rent. We manage energy use in the office by switching off lighting and equipment when not in use and using heating responsibly. Because utilities are landlord-managed, we do not currently receive metered consumption data. We will ask the landlord for consumption data so that our office emissions can be measured more accurately.

7. Digital-first working

We use electronic care planning, electronic rostering, electronic medication administration records and online care worker folders. These reduce paper and printing and support secure, accurate information sharing. Accessibility, confidentiality and business continuity always take priority over reducing paper.

8. Waste and procurement

We have office recycling and a secure confidential shredding service. We consider environmental sustainability when choosing suppliers, alongside quality, infection prevention and cost. Our main suppliers are Gloveman, Lyreco and Paperstone, and we combine orders where practical to cut deliveries and packaging. Clinical and PPE waste is always disposed of in line with infection prevention requirements.

9. Staff awareness

Environmental awareness forms part of every new staff member's induction. We reinforce sustainable travel, resource efficiency and correct waste disposal through supervision, team meetings and staff communications.

10. Monitoring, reporting and review

Progress towards our targets is monitored as follows and reported to the Directors at the annual review, and to the Council on request:

Measure	Target	How monitored	Frequency
Total emissions (tCO_2e)	23.40 tCO_2e by 2030; net zero by 2050	Carbon Reduction Plan recalculation on a consistent method	Annually

Measure	Target	How monitored	Frequency
Staff travelling by walking, cycling or public transport	Maintain at least the 2026 level (around 76%) and aim to increase it	Workforce travel review	Annually
Driver mileage	Mileage recording in place by 2027	Electronic rostering records	Reviewed monthly once in place
Local recruitment	Prioritise applicants living in or near each care area	Recruitment records	Annual review
Office energy data	Landlord consumption data requested by 2027	Correspondence with landlord	Annually

We calculate our emissions every year using the UK Government conversion factors, update and publish our Carbon Reduction Plan, and review this policy at least annually. AMI is below the thresholds for Streamlined Energy and Carbon Reporting (SECR), but we voluntarily publish a Carbon Reduction Plan to demonstrate our commitment and to meet commissioner requirements.

11. Approval

Name and role	Signature	Date
Mrs Agnieszka Menaj – Director and Registered Manager	Agnieszka Menaj	18/11/2026
Mrs Manudeep Brar – Director and Nominated Individual	M. K. Brar	18/11/2026