

ENVIRONMENTAL MANAGEMENT POLICY AND PROCEDURE



PRIMUS PLUS HEALTHCARE

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1.0 PURPOSE

The purpose of this Environmental Management Policy and Procedure is to provide a comprehensive framework for Primus PLUS Healthcare to effectively manage, mitigate, and reduce the environmental impacts associated with its operations. This policy ensures compliance with relevant environmental legislation, integrates sustainability practices, and promotes a sustainable living environment for staff, residents, and the community at large. Moreover, it aims to reduce harmful environmental impacts within the supported living environment by promoting sustainable practices and creating an eco-friendly atmosphere.

1.1 Establish a Framework for Identifying, Controlling, and Mitigating Environmental Impacts in Our Operations

Primus PLUS Healthcare acknowledges the significant potential environmental impacts associated with residential services. It is essential to have a robust Environmental Management System (EMS) that can guide and improve environmental practices within the organization. The following steps will be taken to identify, control, and mitigate environmental impacts:

Identifying Key Environmental Aspects

- **Waste Management:** Identifying the different types of waste generated in residential operations, including general household waste, recyclable materials, and hazardous cleaning or maintenance waste.
- **Energy Consumption:** Understanding the consumption patterns of electricity and gas for heating, lighting, and operations in residential facilities, and exploring opportunities for energy savings.
- **Water Usage:** Assessing water consumption across all facilities and identifying opportunities for reduction, such as through water-efficient appliances and practices.
- **Chemical Use:** Identifying chemicals used in cleaning and maintenance, ensuring they are handled safely and disposed of in a compliant manner.

Control and Mitigation of Environmental Impacts

- **Energy Efficiency Programs:** Implementing strategies to reduce electricity consumption, such as installing energy-efficient lighting, adopting motion sensor systems, and using energy-efficient appliances.
- **Renewable Energy:** Encouraging the use of renewable energy sources (e.g., solar panels, wind energy) to reduce reliance on non-renewable resources and lower the carbon footprint.
- **Water-Saving Technologies:** Installing water-saving devices like low-flow faucets, efficient water heating systems, and toilets that minimize water wastage, as well as implementing staff training to promote water-saving habits.
- **Waste Segregation and Recycling:** Establishing clear waste segregation practices to separate recyclable materials (e.g., paper, plastics) from general and hazardous household waste, ensuring that recyclable materials are appropriately processed.
- **Chemical Handling and Disposal:** All chemicals used within supported living facilities will be tracked, and staff will be trained to use and dispose of them in compliance with COSHH regulations.

Continuous Monitoring and Corrective Actions

- Monitoring systems will be installed to track key environmental metrics (e.g., energy usage, water consumption, waste generation).
- Any deviations from established environmental objectives will trigger corrective actions. For example, if waste diversion goals are not being met, additional training or process changes will be implemented to improve compliance.

1.2 Ensure Compliance with Relevant Environmental Legislation, Including DEFRA, the Environment Agency (EA), and Other Regulatory Bodies

To operate sustainably and legally, Primus PLUS Healthcare will ensure adherence to all applicable national and regional environmental regulations. Compliance with these laws is critical to reducing environmental impact and ensuring the safety and wellbeing of residents, staff, and the surrounding community.

Relevant Regulatory Bodies and Legislation:

- DEFRA (Department for Environment, Food & Rural Affairs): Follow DEFRA guidelines on waste management, pollution control, and promoting environmental responsibility.
- Environment Agency (EA): Ensure compliance with EA regulations governing water quality, waste disposal, industrial pollution, and contamination prevention.
- Natural England and the Health and Safety Executive (HSE): Comply with HSE regulations relating to occupational health and safety and environmental safety, to safeguard staff and residents from potential hazards.

Compliance Strategy:

- Audits: Regular environmental audits will be conducted to assess compliance with environmental laws and regulations.
- Staff Training: Ongoing training will be provided to ensure that staff understand and implement environmental regulations effectively.
- Documented Evidence: Records of compliance, including waste management reports, energy consumption, and water usage statistics, will be maintained to demonstrate adherence to the law.

1.3 Promote Sustainability and Reduce Environmental Harm

Primus PLUS Healthcare is committed to sustainability and reducing the environmental impact of its operations. Practices include:

Carbon Emissions Reduction

- Energy efficiency initiatives for appliances and lighting.
- Encourage low-emission travel for staff and visitors.
- Explore partnerships with renewable energy providers.

Water Conservation

- Low-flow fixtures in all residential facilities.
- Staff training on water-saving habits.

Sustainable Waste Management

- Segregate waste into general, recyclable, and hazardous household waste.

- Recycling programs with certified facilities.
- Compliance with waste regulations.

Hazardous Materials Management

- Safe storage, use, and disposal of cleaning and maintenance chemicals.
- Compliance with COSHH regulations.

1.4 Align with Regulatory Standards in Supported Living

Environmental management practices will ensure safety, cleanliness, and sustainability in residential settings:

- Regular environmental audits for facility hygiene and sustainability.
- Proper handling and disposal of hazardous household chemicals.
- Continuous improvement through review and staff engagement.

1.5 Key Environmental Responsibilities

- Environmental Management Team: Oversees all environmental efforts.
- Staff Roles: Minimise waste, conserve resources, and comply with safety guidelines when using chemicals.
- Training: Regular staff training on environmental responsibilities.
- Audits and Reporting: Internal audits to ensure compliance; corrective actions for non-compliance.

1.6 Quality Statements

Environmental practices are aligned with quality standards relevant to supported living:

- Responsive: Residents have a voice in sustainability initiatives.
- Well-Led: Governance and leadership support sustainability at a strategic level.
- Continuous Improvement: Promote innovation in environmental management.
- Community Engagement: Partner with local communities to create a sustainable environment.

1.7 Relevant Legislation

Primus PLUS Healthcare will comply with:

- The Civil Contingencies Act 2004
- Control of Substances Hazardous to Health (COSHH) Regulations 2002
- The Hazardous Waste (England and Wales) Regulations 2005
- Health and Safety at Work etc. Act 1974
- The Environment Act 2021

2.0 SCOPE

This Environmental Management Policy and Procedure applies to all employees, contractors, and visitors of Primus PLUS Healthcare across all locations, including residential facilities, administrative offices, and related services. It covers all activities within the organization's operations, ensuring the integration of sustainable practices and compliance with environmental regulations in every operational aspect.

The policy ensures that environmental management is part of the organization's culture and influences all activities that may have an environmental impact, including residential services, administrative processes, maintenance, waste management, energy use, and procurement.

2.1 Roles Affected

All staff, regardless of role or location, are responsible for contributing to environmental management objectives:

- Follow environmentally friendly practices in daily operations.
- Participate in training programs to enhance understanding of environmental responsibilities.
- Engage in waste segregation, energy conservation, and safe disposal of materials.
- Report any environmental hazards or incidents that may arise.

Specific Roles:

- Support Staff (e.g., Housing Officers, Administrators, Maintenance Staff): Responsible for ensuring that sustainable practices are followed in residential environments, including waste disposal, water usage, and management of hazardous household chemicals.
- Facilities Management Staff: Maintain energy-efficient systems, manage waste disposal, and implement water-saving measures in facilities.
- Administrative Staff: Ensure office operations, including paper use, energy consumption, and procurement, align with environmental policies.

2.2 People Affected (Residents)

Residents are directly affected by environmental management practices. Their experience, safety, and wellbeing can be influenced by:

- Clean, safe, and environmentally responsible living environments.
- Proper disposal of waste and management of hazardous substances.
- Sustainable residential practices that promote wellbeing, such as minimizing unnecessary energy or water use.

Additionally, residents and their families may participate in sustainability programs or provide feedback on environmental practices.

2.3 Stakeholders Affected

Stakeholders affected by environmental policies include:

1. Family Members:
 - Benefit from eco-friendly practices in residential settings.

- May provide feedback on sustainability and environmental responsibility.
- 2. Advocates:
 - Engage in discussions about the organization's environmental impact as part of quality assurance.
- 3. Representatives:
 - Community groups may monitor and report on environmental practices, including waste management and resource consumption.
- 4. Commissioners:
 - Interested in compliance with environmental legislation and sustainability standards.
- 5. External Partners:
 - Vendors, contractors, and maintenance providers interacting with the organization must comply with environmental guidelines.
- 6. Local Authorities:
 - Enforce environmental regulations and ensure compliance with waste disposal, air quality, and other local environmental standards.

2.4 Settings Covered

Policy applies to all physical settings operated by Primus PLUS Healthcare:

- Residential Facilities: Supported living properties, communal areas, and related accommodations.
- Administrative Offices: Human resources, finance, and procurement operations.
- Training and Education Areas: Where staff and stakeholders are educated on sustainability and environmental responsibility.
- External Sites and Mobile Units: Where services are provided off-site, environmental practices will align with this policy.

2.5 Activities Covered

Environmental management activities include:

- Residential Operations: Minimizing environmental impact in residential services (e.g., energy, water, waste).
- Waste Management: Disposal, recycling, and safe handling of general, recyclable, and hazardous household waste.
- Energy Management: Reducing energy consumption in facilities and offices through energy-efficient appliances, lighting, and heating.
- Water Usage: Low-flow appliances and water-saving practices.
- Sustainable Procurement: Purchasing environmentally friendly and sustainable products and services.
- Chemical Management: Safe handling and disposal of household cleaning and maintenance chemicals per COSHH.
- Training & Staff Engagement: Educating staff on sustainability, energy, water, and waste management.

- **Monitoring & Auditing:** Tracking environmental performance and corrective actions.
- **Emergency Preparedness:** Addressing risks such as spills, fire safety, and other environmental hazards.
- **External Collaboration:** Engaging local authorities, suppliers, and community groups for sustainability initiatives.

2.6 Legislative and Regulatory Frameworks Supporting this Scope

This policy ensures compliance with applicable laws and regulations relevant to supported living:

- **Civil Contingencies Act 2004:** Emergency preparedness for flooding, chemical spills, and other environmental risks.
- **Control of Substances Hazardous to Health (COSHH) Regulations 2002:** Safe handling of hazardous cleaning and maintenance substances.
- **Hazardous Waste (England and Wales) Regulations 2005:** Proper disposal of hazardous materials.
- **Health and Safety at Work etc. Act 1974:** Framework for workplace safety and environmental health.
- **Environment Act 2021:** Regulations on environmental protection, pollution control, and waste management.
- **Data Protection Act 2018 & UK GDPR:** Proper handling of environmental performance data relating to staff or residents.
- **Workplace (Health, Safety and Welfare) Regulations 1992:** Covers environmental health and safety in facilities, including lighting, ventilation, and maintenance.

3.0 POLICY STATEMENT

Primus PLUS Healthcare is deeply committed to promoting environmental sustainability, minimizing the environmental impact of its activities, and ensuring full compliance with all relevant environmental legislation and regulatory frameworks. The organization recognizes that its operations have a significant impact on the environment, both locally and globally, and strives to implement effective practices that contribute to a cleaner, safer, and more sustainable world. Our efforts align with the broader goals of sustainability, which include resource conservation, waste reduction, and the overall well-being of the communities we serve.

3.1 Comply with All Relevant Legislation and Standards

Primus PLUS Healthcare is committed to adhering to all applicable environmental laws, regulations, and industry standards. We will comply with the legal requirements set by:

- **DEFRA (Department for Environment, Food & Rural Affairs)** and other governmental bodies, which set national policies on sustainability, waste management, and pollution control.
- **Environment Agency (EA):** Ensuring practices align with regulatory requirements regarding pollution control, water quality, and waste disposal.
- **Local environmental laws and other relevant bodies,** which may impose additional requirements specific to the geographic areas in which we operate.

We will integrate these requirements into everyday practices, ensuring that all environmental aspects of our operations comply with relevant legislation, which will be continuously monitored to maintain compliance.

3.2 Integrate Sustainability into Daily Operations

Daily operations directly affect the environment, and Primus PLUS Healthcare is committed to minimizing these impacts:

- **Reduce Energy Consumption:** Implement energy-efficient systems across facilities, such as LED lighting, energy-saving heating/cooling systems, and energy-efficient appliances. Staff will be trained on energy conservation best practices.
- **Conserve Water:** Use low-flow faucets, water-efficient appliances, and regular maintenance checks for leaks.
- **Minimize Waste Generation:** Promote recycling, reduce single-use materials, and properly segregate waste for recycling or safe disposal.
- **Minimize Hazardous Material Handling:** Reduce the use of hazardous chemicals by switching to environmentally friendly cleaning products and handling hazardous materials safely.

3.3 Foster a Culture of Environmental Responsibility

Sustainability is a shared responsibility among staff, contractors, and visitors:

- **Educate and empower staff** through training on waste segregation, energy conservation, chemical safety, and sustainable procurement.
- **Encourage sustainable behaviour** from contractors and visitors, including reducing waste and promoting eco-friendly travel options.
- **Promote environmental awareness** at all operational levels, ensuring everyone understands the impact of their actions on sustainability efforts.

3.4 Promote Continuous Improvement

We are committed to ongoing improvement in environmental management practices:

- **Review and Improve Practices Regularly:** Environmental practices will be evaluated against industry standards, technological advancements, and regulatory updates through audits and internal reviews.
- **Adopt Innovative Solutions:** Explore renewable energy, circular economy principles, and new technologies in energy efficiency, waste management, and water conservation.
- **Set and Achieve Targets:** Establish measurable targets for reducing environmental impact, such as waste reduction or carbon neutrality.

3.5 Ensure Safety and Health Compliance

Ensuring the health, safety, and wellbeing of employees, contractors, and residents is a top priority:

- **Adhering to Health and Safety Standards:** Compliance with Health and Safety at Work Act 1974 and other regulations to control environmental risks, e.g., chemical spills, waste contamination, poor air quality.
- **Minimizing Environmental Hazards:** Identify and mitigate environmental hazards through safety audits, training, and risk assessments.

- **Protecting Employee Health:** Provide staff with PPE and training to safely handle chemicals, waste, and other environmental hazards in line with COSHH regulations.

3.6 Engage Stakeholders and the Public

Transparency is key to trust and accountability:

- **Engage Stakeholders:** Communicate with residents, families, contractors, and local authorities to provide information on environmental performance and seek feedback.
- **Public Reporting:** Publish regular sustainability reports outlining objectives, achievements, and challenges.
- **Promote Positive Change:** Collaborate with community organizations and local authorities to encourage environmental improvements.

3.7 Recognizing the Impact of Day-to-Day Decisions

Decisions made daily can either minimize or exacerbate environmental harm:

- **Environmental Considerations in Decision-Making:** Evaluate environmental impact of operational changes, such as new equipment or facility upgrades.
- **Employee Involvement:** Staff are encouraged to consider environmental impacts in all decisions.

3.8 Commitment to Reducing Environmental Impact

Primus PLUS Healthcare is committed to:

1. Complying with all relevant legal requirements, codes of practice, and regulations, including DEFRA and Environment Agency guidance.
2. Improving efficiency and reducing waste through recycling, reusing materials, and minimizing single-use items.
3. Reducing air, water, and land pollution through cleaner technologies and improved disposal methods.
4. Minimizing the use of non-sustainable resources in all operational activities.
5. Supporting Fairtrade and ethically sourced products where feasible.
6. Encouraging staff and residents to contribute innovative environmental ideas and initiatives.
7. Collaborating with all stakeholders to promote sustainability.
8. Identifying and managing environmental risks through regular assessments.
9. Establishing targets to measure continuous improvement in environmental performance.

3.9 Environmental Initiatives and Measures Currently Implemented

Primus PLUS Healthcare has implemented a range of practical environmental initiatives to reduce environmental impact across its office and supported living operations. Current measures include the use of energy-efficient lighting and appliances, promotion of staff energy-saving practices, waste segregation, recycling arrangements, reduced paper usage through digital documentation, and responsible reuse of office materials where appropriate.

The organisation also promotes water conservation through low-flow fixtures, regular maintenance checks, and staff awareness of water-saving practices. Environmental

considerations are included in procurement decisions, with preference given where practicable to recyclable, biodegradable, energy-efficient, ethically sourced, and environmentally friendly products.

To reduce pollution and travel-related emissions, Primus PLUS Healthcare encourages virtual meetings, public transport, car sharing, cycling, and efficient vehicle use where travel is required. Cleaning chemicals and hazardous substances are safely stored, handled, and disposed of in line with COSHH requirements.

Environmental awareness is included in staff induction and refresher training, covering waste segregation, recycling, energy conservation, water conservation, pollution prevention, and individual environmental responsibilities. Environmental performance is monitored through audits, performance reviews, corrective action plans, and environmental data tracking logs, including energy use, water consumption, waste generation, recycling rates, and carbon footprint.

4.0 DEFINITIONS

4.1 Environmental Impact

Environmental Impact refers to any change to the environment, whether beneficial or adverse, resulting from an organization's activities, products, or services. This encompasses the effects of Primus PLUS Healthcare's operations on different environmental components, including:

- **Air Quality:** Emissions from energy use, vehicles, and waste disposal that contribute to pollution and climate change.
- **Water Quality:** Effects on water bodies through waste discharge, chemical runoff, or water use practices that can lead to contamination or depletion of water resources.
- **Land Quality:** Land degradation resulting from improper waste disposal, landfills, or hazardous material use that could affect soil health and ecosystems.
- **Biodiversity:** Activities may impact local wildlife and plant life, positively by supporting conservation efforts or negatively through pollution, habitat destruction, or resource depletion.
- **Resource Consumption:** Use of natural resources like energy, water, and raw materials, which can contribute to environmental depletion if not managed sustainably.

4.2 Sustainability

Sustainability refers to meeting the needs of the present without compromising the ability of future generations to meet their own needs. This includes:

- **Environmental Sustainability:** Minimizing the environmental footprint of the organization's activities.
- **Economic Sustainability:** Ensuring financial viability while integrating long-term sustainable practices.
- **Social Sustainability:** Supporting social equity and improving quality of life for residents, employees, and the broader community through fair employment practices, community engagement, and environmental justice.

4.3 Waste Management

Waste Management is the process of handling waste generated by the organization. This involves:

- Collection: Gathering waste materials from residential facilities, offices, or other operational areas.
- Transportation: Moving waste to recycling centers or disposal sites.
- Processing: Sorting, treating, and recycling where possible, and ensuring proper disposal of non-recyclable materials.
- Disposal: Safe disposal to prevent environmental or public health harm, in compliance with the Waste (England and Wales) Regulations 2011.

4.4 Hazardous Waste

Hazardous Waste refers to waste materials that pose significant risk to health or the environment due to their properties, such as:

- Toxicity: Harmful or fatal if ingested, inhaled, or absorbed.
- Flammability: Easily ignitable substances.
- Corrosivity: Materials that damage living tissue or the environment through chemical reactions.
- Reactivity: Materials that react violently with others, creating dangerous conditions.

4.5 Carbon Footprint

Carbon Footprint is the total greenhouse gases (GHGs) emitted directly or indirectly from organizational activities, measured in CO₂ equivalent (CO₂e):

- Direct Emissions: From energy consumption (electricity, heating), transportation, and on-site waste management.
- Indirect Emissions: From supply chain activities, including energy and resources used to produce purchased goods and services.
- Service Delivery Emissions: Emissions from transport or operational activities related to residential service delivery.

4.6 Recycling

Recycling is converting waste into new products to prevent resource depletion and reduce environmental impact:

- Collection: Gathering recyclables such as paper, plastics, metals, and glass.
- Processing: Sorting and processing materials for reuse.
- Conversion: Using processed materials to manufacture new products, reducing the need for virgin resources and energy consumption.

4.7 Environmental Management System (EMS)

An EMS is a structured framework to systematically manage environmental responsibilities:

- Policies: Clear guidelines on minimizing environmental impacts.
- Procedures: Detailed processes to achieve environmental goals, e.g., waste segregation, energy management, pollution control.
- Practices: Day-to-day actions by staff and management.

- Controls: Audits, performance metrics, and corrective actions to meet environmental goals.

4.8 Pollution Prevention

Pollution Prevention involves strategies to reduce or eliminate pollutants at the source:

- Energy Efficiency: Reducing energy consumption and GHG emissions.
- Waste Reduction: Limiting waste via process optimization, reuse, and recycling.
- Environmentally Friendly Materials: Using non-toxic, biodegradable, and sustainable materials in residential operations.

4.9 Sustainable Procurement

Sustainable Procurement involves acquiring goods/services with minimal environmental, social, and economic impact:

- Energy-efficient Products: Equipment that minimizes energy use and is durable.
- Eco-friendly Materials: Recyclable, biodegradable, or sustainably sourced materials.
- Ethical Sourcing: Align purchases with fair trade principles, social equity, and environmental stewardship.

4.10 Biodiversity

Biodiversity is the variety of life forms, including:

- Species Diversity: Variety of species within an ecosystem.
- Ecosystem Diversity: Range of ecosystems in a geographic area.
- Genetic Diversity: Variation of genes within species for ecosystem resilience.

4.11 Energy Efficiency

Energy Efficiency involves using less energy for the same task:

- Improved Equipment: Energy-efficient lighting and HVAC systems.
- Process Optimization: Optimizing processes to reduce energy use.
- Renewable Energy: Investing in renewable sources like solar or wind energy.

4.12 Health and Safety Compliance

Health and Safety Compliance ensures safety and wellbeing of employees, contractors, and residents:

- Workplace Safety: Preventing environmental hazards such as chemical spills, air pollution, and unsafe waste management.
- Training: Equipping employees with knowledge for safe, environmentally conscious work.
- Compliance with Legislation: Adhering to Health and Safety at Work Act 1974 and Management of Health and Safety at Work Regulations 1999.

4.13 Greenhouse Gas Emissions (GHGs)

GHGs trap heat in the atmosphere, contributing to global warming:

- Carbon Dioxide (CO₂): From fossil fuel combustion.

- Methane (CH₄): From organic waste decomposition or agricultural practices.
- Nitrous Oxide (N₂O): From combustion and certain industrial processes.

4.14 Stakeholders

Stakeholders are individuals or groups affected by organizational activities:

- Employees: Implement sustainability initiatives.
- Contractors: External partners impacting environmental practices.
- Regulators: Agencies enforcing environmental regulations (e.g., Environment Agency, local authorities).
- Residents: Benefit from environmentally responsible operations.
- General Public: Community members impacted by waste disposal and emissions.

5.0 RELEVANT LEGISLATION AND REGULATORY FRAMEWORK

Primus PLUS Healthcare is committed to operating in full compliance with all applicable environmental legislation and regulations. These legal frameworks are critical to ensuring that the organization's activities are sustainable, minimize environmental harm, and protect the health and well-being of employees, residents, and the public.

5.1 Department for Environment, Food & Rural Affairs (DEFRA)

DEFRA is the UK government department responsible for environmental protection, food production, and rural affairs. Its policies cover:

- Waste Management: Guidelines for proper handling, recycling, and disposal of general and hazardous materials.
- Sustainability: Policies to reduce carbon emissions, improve energy efficiency, and encourage sustainable practices across all industries.
- Conservation: Protecting biodiversity and natural resources, including policies to manage protected species and habitats.

5.2 Environment Agency (EA)

EA is responsible for environmental protection in England, regulating:

- Pollution Control: Ensuring organizations comply with emissions standards to reduce air, water, and land pollution.
- Water Quality Management: Monitoring water bodies and sustainable water use.
- Industrial/Operational Waste: Regulations for safe and environmentally responsible disposal.

5.3 Natural Resources Wales (NRW)

NRW oversees natural resource management and environmental protection in Wales:

- Resource Management: Sustainable management of forests, water, and biodiversity.
- Environmental Protection: Prevent contamination and negative impacts from operational activities.

- Sustainability Initiatives: Promote sustainable land-use and reduce carbon emissions.

5.4 Scottish Environment Protection Agency (SEPA)

SEPA protects Scotland's environment:

- Environmental Protection: Regulates pollution from operations and waste management.
- Waste Management: Guidance on disposal, recycling, and hazardous materials.
- Climate Change and Carbon Reduction: Initiatives to improve energy efficiency and use renewable energy.

5.5 The Climate Change Act 2008

Sets the UK's framework for tackling climate change:

- Carbon Budgets: Legally binding limits on emissions over five-year periods.
- Carbon Reduction Targets: Reduction of emissions year-on-year across sectors, including residential operations.
- Adaptation: Measures to address climate-related challenges.

5.6 The Environment Act 2021

Establishes environmental protections and policies:

- Biodiversity: Protect wildlife and habitats; require biodiversity net gain for planning.
- Waste Management: Reduce waste, improve recycling, and reduce single-use plastics.
- Air and Water Quality: Stronger pollution controls.
- Environmental Governance: Creation of the Office for Environmental Protection to monitor progress.

5.7 Control of Substances Hazardous to Health (COSHH) Regulations 2002

Regulates safe use, handling, and disposal of hazardous substances:

- Hazardous Chemicals: Covers cleaning and maintenance chemicals; ensures staff training.
- Protective Measures: Use of PPE and safety data sheets.
- Disposal: Safe and responsible disposal of hazardous materials.

5.8 Health and Safety at Work etc. Act 1974

Framework for health, safety, and environmental protection in the workplace:

- Employer Responsibilities: Ensure safety and welfare of employees, contractors, residents, and visitors.
- Risk Assessments: Assess and mitigate environmental risks, including waste disposal, chemical handling, and emergency response.

5.9 Data Protection Act 2018 & UK GDPR

Regulates processing of personal data, including environmental performance data:

- Data Security: Ensure secure storage and protection of environmental performance data.
- Transparency: Inform individuals about how data is used for reporting and compliance.

5.10 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

Requires reporting of incidents related to environmental hazards:

- Environmental Incidents: Report spills, contamination, or incidents that result in injury or danger.
- Record Keeping: Maintain records for monitoring health, safety, and environmental compliance.

6.0 ENVIRONMENTAL MANAGEMENT OBJECTIVES

Primus PLUS Healthcare is committed to establishing and pursuing clear, actionable, and measurable environmental management objectives. These objectives guide the organization toward sustainable operations, minimize environmental risks, promote legal compliance, and contribute to national and global environmental goals. Each objective reflects strategic priorities for creating an environmentally responsible residential setting that meets the expectations of regulators, residents, employees, and the wider community.

6.1 Environmental Management Objectives Overview

Our environmental objectives are designed to:

- Ensure full compliance with legislation and industry standards.
- Promote sustainable practices across all departments and functions of the organization.
- Reduce waste, optimize resources, and eliminate unnecessary consumption.
- Increase energy efficiency and reduce greenhouse gas emissions through greener technologies and practices.
- Protect and enhance local biodiversity, ensuring Primus PLUS Healthcare contributes to environmental conservation efforts in the communities we serve.
- Continuously monitor, review, and improve environmental performance through data-driven strategies and transparent reporting.

6.2 Compliance: Adhere to All Applicable Environmental Laws and Policies

Compliance is the cornerstone of our environmental strategy. Primus PLUS Healthcare commits to:

- Adhering strictly to all relevant UK environmental legislation, including but not limited to:
 - The Environment Act 2021
 - The Climate Change Act 2008
 - The Hazardous Waste Regulations (2005)
 - COSHH Regulations (2002)
 - Health and Safety at Work etc. Act (1974)
- Maintaining comprehensive environmental documentation for audits and inspections.

- Conducting periodic environmental compliance audits to identify and correct non-compliance issues.
- Ensuring all employees are aware of and trained on applicable regulations relevant to their roles, especially regarding waste handling, hazardous substances, and emergency environmental response.

6.3 Sustainability: Incorporate Sustainable Practices Across Operations

Sustainability is embedded into every aspect of supported living operation:

- Sustainable Procurement: Prioritize ethically sourced, energy-efficient, recyclable, or biodegradable products and services.
- Reduce dependency on non-renewable resources by sourcing renewable materials and reducing single-use plastics and disposables.
- Implement a green office program to reduce paper use, promote digital communication, and encourage low-impact commuting among staff.
- Support the Fairtrade movement by sourcing Fairtrade-certified products where feasible.
- Integrate environmental criteria into supplier evaluations and work with vendors demonstrating strong environmental stewardship.

6.4 Energy Efficiency: Promote Reduction of Energy Consumption and Adopt Renewable Sources

Energy efficiency is prioritized to reduce carbon footprint and operating costs:

- Conduct energy audits across all residential facilities and offices to establish baselines and identify opportunities for savings.
- Upgrade to energy-efficient lighting (e.g., LED) and smart lighting controls.
- Optimize heating and cooling systems using programmable thermostats, insulation improvements, and zoning controls.
- Invest in renewable energy sources, such as solar panels or partnerships with green energy providers.
- Promote energy conservation behaviours through staff training and awareness campaigns, encouraging employees to switch off unused equipment.

6.5 Waste Reduction: Minimize Waste Through Reduce, Reuse, and Recycle

Primus PLUS Healthcare implements a waste management strategy based on the hierarchy: reduce, reuse, recycle, and recover. Key goals include:

- Reduce total waste generated per capita in residential facilities by efficient consumption practices.
- Segregate waste into general, recyclable (paper, cardboard, plastic, glass, metal), and hazardous household waste.
- Provide clearly labelled bins and collection areas, ensuring waste is processed through licensed, compliant contractors.
- Encourage reuse of materials where possible, including office supplies and furniture.

- Establish partnerships with local councils and recycling companies to maximize diversion from landfills.
- Monitor and report waste statistics quarterly to track progress and adjust plans as needed.

6.6 Biodiversity: Protect Local Ecosystems

Primus PLUS Healthcare acknowledges its role in preserving and enhancing biodiversity around its properties. Objectives include:

- Protect and enhance green spaces on or near properties, including planting trees, creating gardens, and supporting pollinator habitats.
- Collaborate with local environmental groups or authorities to support community biodiversity conservation projects.
- Avoid actions that harm local wildlife or degrade habitats during maintenance, landscaping, or property expansions.
- Promote awareness among staff and residents through educational posters, gardening clubs, and seasonal conservation initiatives.
- Participate in national campaigns such as National Tree Week, Biodiversity Net Gain, or Earth Day.
- Encourage safe resident engagement in nature-based activities where appropriate.

Monitoring, Review, and Continuous Improvement

For all objectives:

- Set SMART targets (Specific, Measurable, Achievable, Relevant, Time-bound).
- Track progress using environmental performance indicators, such as energy usage per square meter, waste per resident, or water consumption benchmarks.
- Perform quarterly reviews to evaluate performance against targets, with findings reported to senior management to drive improvements.
- Integrate feedback from residents, staff, and external stakeholders to refine and enhance environmental strategies.

6.7 Environmental Targets (Annual)

Objective	Target
Energy Consumption	Reduce by 5% annually
Water Consumption	Reduce by 3% annually
Recycling Rate	Achieve minimum 80% recycling rate
Paper Usage	Reduce by 10% annually through digitisation
Staff Environmental Training	100% completion rate annually

7.0 RESPONSIBILITIES

Successful implementation of the Environmental Management Policy at Primus PLUS Healthcare requires collaboration across all levels of the organization. Every individual, from board members to frontline staff and external stakeholders, plays a critical role in ensuring that environmental goals are met and regulatory obligations are fulfilled.

Clear accountability, defined responsibilities, and effective communication are essential for compliance, achieving sustainability targets, and fostering a culture of environmental responsibility.

7.1 Board of Directors

The Board holds ultimate accountability for environmental performance. Responsibilities include:

- **Strategic Oversight:** Integrate environmental sustainability into organizational vision, mission, and long-term strategy.
- **Policy Approval and Review:** Approve the Environmental Management Policy and periodically review its effectiveness.
- **Resource Allocation:** Ensure sufficient financial, human, and technological resources are allocated to environmental programs.
- **Risk Management:** Oversee risk mitigation strategies for environmental hazards and integrate them into governance and business continuity plans.
- **Accountability:** Ensure senior leadership, including the Registered Manager and Environmental Manager, deliver against environmental objectives and compliance requirements.
- **Reporting:** Receive regular reports on performance, including progress against objectives, compliance issues, incidents, and opportunities for improvement.

7.2 Registered Manager

The Registered Manager oversees day-to-day operations and translates environmental strategy into action:

- **Policy Implementation:** Ensure the Environmental Management Policy is understood and effectively implemented across all residential facilities and administrative departments.
- **Operational Compliance:** Ensure activities comply with environmental legislation and internal standards.
- **Staff Engagement:** Promote a culture of environmental awareness among staff and lead by example in sustainable practice.
- **Incident Management:** Oversee reporting and management of environmental incidents or near-misses, e.g., chemical spills or waste issues, in line with COSHH and RIDDOR.
- **Performance Monitoring:** Work with the Environmental Manager to monitor performance indicators and respond to audit recommendations.

- **Resident Involvement:** Encourage and facilitate resident participation in environmentally beneficial activities, such as recycling programs or community green initiatives.

7.3 Nominated Individual

The Nominated Individual liaises with external regulatory bodies to ensure compliance and governance:

- **Corporate Compliance:** Ensure the organization meets all environmental requirements under applicable legislation, e.g., Environment Act 2021.
- **Regulatory Liaison:** Act as the main point of contact for audits or inspections from DEFRA, the Environment Agency, and local authorities.
- **Governance and Assurance:** Provide assurance to the Board that environmental policies are upheld, risks managed, and legislation met.
- **Leadership and Influence:** Champion sustainability across the organization and embed it in culture, procurement, and decision-making.

7.4 Environmental Manager

Where Primus PLUS Healthcare does not appoint a dedicated Environmental Manager, these responsibilities shall be undertaken by the Registered Manager or a suitably delegated senior member of staff.

Responsible for coordinating and leading environmental strategy:

- **Policy Development and Execution:** Develop, implement, and regularly update the Environmental Management Policy and procedures.
- **Environmental Audits:** Plan and conduct audits to assess compliance with environmental laws and organizational goals.
- **Monitoring and Reporting:** Collect and analyse environmental data (energy, water, waste) and report to senior leadership.
- **Risk Assessment:** Identify potential environmental hazards and develop controls to prevent harm.
- **Training and Education:** Deliver staff training on procedures, compliance, and best practices.
- **Liaison:** Act as the contact for DEFRA, Environment Agency, and local authorities.
- **Continuous Improvement:** Promote innovative sustainability projects and apply industry best practices.

7.5 Employees

All employees, regardless of position, support the Environmental Management Policy:

- **Awareness and Compliance:** Follow environmental procedures, including safe waste disposal, chemical handling, and energy use.
- **Participation in Training:** Attend environmental awareness and competency-based training.
- **Conservation Efforts:** Contribute to reducing resource consumption (water, electricity, paper) and avoid waste.

- **Reporting:** Report environmental hazards, spills, non-compliance, or improvement opportunities.
- **Supporting Initiatives:** Participate in recycling programs, green campaigns, or energy conservation challenges.

7.6 Contractors and Visitors

Contractors (e.g., maintenance staff, suppliers) and visitors (e.g., family members, volunteers, inspectors) must comply with environmental expectations while on-site:

- **Awareness of Site Procedures:** Familiarize themselves with relevant environmental protocols.
- **Compliance with Environmental Rules:** Follow waste segregation practices, avoid unnecessary resource consumption, and adhere to health and safety procedures.
- **Safe Conduct:** Ensure activities do not result in pollution, waste mismanagement, or ecological damage.
- **Waste Management:** Dispose of waste generated in accordance with Primus PLUS Healthcare' policies and local legislation.

8.0 ENVIRONMENTAL MANAGEMENT PROCEDURES

Primus PLUS Healthcare has implemented structured environmental management procedures to deliver on sustainability commitments. These procedures provide a framework for operationalizing the Environmental Management Policy, complying with regulatory standards, and embedding environmental stewardship throughout the organization. Each procedure addresses specific areas of environmental impact to ensure consistency, compliance, and continuous improvement across all residential and administrative settings.

8.1 Environmental Impact Assessment (EIA)

The EIA process systematically identifies, evaluates, and mitigates environmental impacts associated with supported living operations, facilities, and infrastructure, addressing risks to air, water, land, biodiversity, and human health.

Procedure:

- The Environmental Manager conducts formal EIAs at regular intervals (typically annually) and during significant operational changes, such as property expansions or new facility introductions.
- The EIA evaluates:
 - Water consumption and wastewater output
 - Energy usage and sources
 - Waste generation and disposal practices
 - Hazardous substance use and storage
 - Impacts on biodiversity, including local flora and fauna
 - Emissions, noise, and other pollutants
- Each impact is assigned a risk rating (low, moderate, high), and mitigation actions are recommended.

- Findings are reported to the Registered Manager and Board for strategic review.

8.2 Waste Management and Disposal

Effective waste management is critical for environmental protection, cost-efficiency, and legal compliance. All waste is handled safely and in accordance with DEFRA guidelines.

Waste Segregation:

- General waste
- Recyclable waste (paper, plastics, glass, metals)
- Hazardous household waste (e.g., cleaning chemicals, paints, batteries)

Hazardous Waste:

- Managed according to COSHH Regulations 2002 and the Hazardous Waste (England and Wales) Regulations 2005.
- Stored securely in designated containers, labelled, and collected by licensed contractors.
- Staff handling hazardous waste receive specialized training and PPE.

Recycling:

- A formal recycling program aligned with DEFRA's Reduce, Reuse, Recycle strategy.
- Data on recycling volumes is collected and reviewed quarterly.

8.3 Water Management

- Water Use Reduction: Facilities have water-saving fixtures (dual-flush toilets, low-flow taps, automatic shut-offs).
- Water Quality Control: Water is monitored per Environment Agency requirements. Routine sampling ensures safety for residents. Legionella control measures are documented and maintained.

8.4 Working Efficiently and Minimizing Waste – Reduce, Reuse, Recycle

- Encourage digital documentation to reduce paper usage.
- Reuse furniture and office supplies where possible.
- Partner with recycling services for material recovery.
- Educate staff and residents on waste minimization.

8.5 Reducing Pollution and Travel

- Sustainable Travel Practices: Staff encouraged to use public transport, carpool, or cycle; virtual meetings promoted.
- Fleet Management: Company vehicles maintained for fuel efficiency; low-emission/electric vehicles prioritized.
- Pollution Controls: Safe storage of chemicals and fuel; routine checks to ensure safeguards.

8.6 Energy Efficiency

- Energy Audits: Annual audits identify high-consumption areas.

- Renewable Energy: Feasibility studies to introduce solar panels, wind turbines, or green energy tariffs.
- Employee Engagement: Staff trained on energy-saving techniques (turning off lights/equipment, using natural light, avoiding overuse of heating/cooling).
- Recognition programs reward departments achieving energy reductions.

8.7 Biodiversity and Conservation

- Wildlife Protection: Green spaces managed to support native plant and animal species.
- Conservation Projects: Tree planting, community clean-ups, and habitat restoration.
- Staff and residents encouraged to participate, fostering a culture of environmental stewardship.

8.8 Emergency Response and Contingency Planning

- Emergency plans address:
 - Chemical spills
 - Major waste disposal failures
 - Flooding, storms, or other severe weather
 - Fire and environmental smoke exposure
- Staff trained for environmental emergencies; annual drills conducted.
- Emergency contact details and response protocols posted in visible areas.

8.9 Health, Safety, and Compliance

- Comply with Health and Safety at Work etc. Act 1974 and related regulations.
- Assess and mitigate environmental risks (air quality, noise, hazardous substances) during inspections.
- RIDDOR Compliance: Report incidents involving environmental hazards; investigations and corrective actions recorded.

8.10 Data Management

- Environmental Data Protection: All environmental monitoring data (energy, water, waste, audit results) managed in accordance with the Data Protection Act 2018 and UK GDPR.
- Access restricted to authorized personnel; sensitive data encrypted and securely stored.
- Records Include:
 - Waste transfer notes and hazardous waste documentation
 - Energy and water consumption logs
 - Environmental incident reports
 - EIA documentation and mitigation plans
 - Audit reports and improvement action plans

9.0 MONITORING AND REVIEW

Effective monitoring and review are critical components of the Environmental Management System (EMS) at Primus PLUS Healthcare. By regularly evaluating the organization's environmental performance, identifying areas for improvement, and ensuring compliance with environmental regulations, we ensure that sustainability goals are achieved and maintained. This section outlines procedures for environmental audits, performance reviews, and continuous improvement.

9.1 Environmental Audits

Environmental audits assess how well the organization is complying with its Environmental Management Policy, regulatory requirements, and sustainability goals.

Procedure:

- **Frequency of Audits:** Conducted at least annually by the Environmental Manager or an external auditor. Additional audits may be scheduled during significant operational changes, such as new residential properties or high-risk activities.
- **Scope of Audits:** Focus areas include:
 - **Waste management:** Ensure proper segregation, storage, and disposal of general, recyclable, and hazardous household waste.
 - **Energy and water consumption:** Assess efficiency and identify opportunities for reduction.
 - **Environmental compliance:** Review compliance with regulations such as the Environment Act 2021 and Health and Safety at Work Act 1974.
 - **Pollution control:** Evaluate practices to prevent air, water, or soil contamination.
 - **Biodiversity and conservation:** Ensure practices that protect local ecosystems are followed.
 - **Staff adherence to environmental practices:** Confirm staff follow waste reduction, recycling, and energy-saving protocols.
- **Audit Team:** Led by the Environmental Manager with support from department heads, health and safety officers, and external specialists (if required). Departments such as facilities management and procurement participate to provide insights.
- **Audit Findings:** Reports detail:
 - **Strengths:** Areas where environmental practices are effective.
 - **Non-compliance:** Areas below target or not compliant.
 - **Recommendations:** Corrective actions or improvements.
- **Corrective Actions:** Non-compliance areas result in an action plan with timelines and assigned responsibilities. Progress is tracked and reviewed in subsequent audits.

9.2 Performance Reviews

Performance reviews evaluate environmental performance at regular intervals to ensure targets are met and corrective actions are implemented.

Procedure:

- **Frequency of Reviews:** Quarterly, conducted by the Environmental Manager and Registered Manager with leadership team members.

- **Key Performance Indicators (KPIs):** Include:
 - Energy usage (kWh per square meter of facility space)
 - Water consumption (litres per residential property)
 - Waste diversion rate (% recycled or reused)
 - Carbon footprint (CO₂e)
 - Compliance rate with environmental legislation and internal audits
 - Employee engagement (participation in environmental training and sustainability initiatives)
- **Review Process:** Discuss:
 - Performance against targets
 - Progress of corrective actions
 - Challenges and barriers to achieving environmental objectives
 - Achievements and innovative practices implemented
- **Corrective Actions:** Assign accountability, set timelines for improvement, and track progress until targets are met.
- **Reporting:** A report is generated after each review and shared with the Board and relevant stakeholders, detailing:
 - KPI performance
 - Compliance with environmental policies
 - Corrective actions taken
 - Planned initiatives for the next quarter

9.3 Continuous Improvement

Continuous improvement is fundamental to the environmental strategy at Primus PLUS Healthcare.

Procedure:

- **Commitment to Improvement:** Continuously improve environmental performance by setting progressively ambitious sustainability goals, reviewing standards, adopting new technologies, and implementing best practices.
- **Setting New Objectives:** Annually, the Environmental Manager and Registered Manager evaluate current objectives and set new targets, aligned with:
 - National and international sustainability standards (e.g., UN Sustainable Development Goals)
 - Updated legal and regulatory requirements
 - Technological advancements (e.g., energy-efficient technologies, renewable energy solutions)
- **Consultation:** Targets are developed in consultation with staff and stakeholders to ensure they are achievable and relevant.
- **Innovation and Research:** Invest in:

- Energy-efficient systems and renewable technologies
- Waste reduction strategies, including circular economy models
- Water-saving innovations, e.g., rainwater harvesting
- Sustainable and environmentally friendly materials
- **Employee Involvement:** Encourage staff to propose sustainability ideas, energy-saving measures, or waste reduction initiatives via suggestion boxes or digital platforms.
- **Ongoing Education and Training:** Provide regular updates on environmental regulations, best practices, and new technologies.
- **Review and Adaptation:** The Environmental Manager reviews practices regularly and adapts procedures to improve efficiency, compliance, and performance.

10.0 TRAINING AND AWARENESS

At Primus PLUS Healthcare, the success of the Environmental Management Policy depends on the knowledge, commitment, and active participation of all employees. By fostering a culture of environmental responsibility, staff are equipped to take practical steps to minimize environmental impact in daily operations. Training ensures employees are prepared to meet environmental regulations, adopt sustainable practices, and contribute to the organization's objectives.

10.1 Employee Training

Environmental training ensures all employees understand policies, regulations, and procedures, and can act to reduce environmental impacts.

Procedure:

- **Induction Training:** All new employees receive training as part of induction, covering:
 - The organization's Environmental Management Policy and objectives
 - Legal requirements relevant to their role, including waste management, energy, and water use
 - Sustainability practices such as waste segregation, energy-saving techniques, and recycling
 - Responsibilities for environmental sustainability, including energy and water conservation
 - Key concepts such as the Reduce, Reuse, Recycle hierarchy
- **Ongoing Training:** Refresher training is provided regularly to cover:
 - Regulatory changes related to sustainability
 - New technologies or practices for energy efficiency, waste management, or pollution reduction
 - Innovation initiatives, e.g., new waste reduction or energy-saving systems
 - Performance review results and audit findings
- **Training Delivery Methods:**
 - Classroom-based sessions for in-depth learning

- Online modules and e-learning for ongoing reference
- Workshops or seminars on topics such as energy management, waste segregation, or carbon footprint reduction
- On-the-job training to reinforce practical application
- Performance Tracking: Participation is tracked, attendance recorded, and periodic assessments ensure objectives are met.
- Evaluation and Feedback: Feedback from employees is collected to improve content, delivery, and applicability.

10.2 Specialized Training

Certain staff in higher-risk operational areas receive specialized training:

Procedure:

- Waste Management Training: Staff handling waste collection, segregation, transport, and disposal are trained on:
 - General waste
 - Recyclable waste (paper, cardboard, plastic, glass, metal)
 - Hazardous household waste (e.g., cleaning chemicals, paints, batteries)
 - Compliance with Waste (England and Wales) Regulations 2011 and Hazardous Waste Regulations 2005
 - Correct use of containers, labelling, and safe disposal methods
 - Emergency procedures for spills or contamination
- COSHH Training: Staff handling hazardous substances (cleaning chemicals, disinfectants) receive mandatory COSHH training, covering:
 - Identifying hazardous substances and risks
 - Correct PPE usage and safe handling procedures
 - Storage and disposal protocols
 - Understanding Safety Data Sheets (SDS)
- Energy and Water Management Training: Staff responsible for energy or water usage are trained on:
 - Energy-saving technologies and best practices
 - Water conservation and leak prevention
 - Monitoring and reporting energy/water usage for improvement
- Wastewater Management: Staff involved in managing wastewater are trained to:
 - Understand local water impacts
 - Apply treatment procedures in compliance with regulations
 - Ensure wastewater does not cause environmental harm
- Environmental Incident Response: Training for facilities or operations staff includes:
 - Chemical spill response

- Fire safety and environmental impact of fires
- Flood prevention, containment, and recovery

Evaluation and Feedback:

- Regular assessments, surveys, and quizzes evaluate understanding and practical application.
- Performance monitoring tracks adherence to waste segregation, energy management, and safety compliance.
- Continuous improvement uses staff feedback to refine training content and delivery.

ENVIRONMENTAL TRAINING RECORD

Purpose: To track environmental training received by employees, including induction and ongoing professional development.

Employee Name	Job Title	Department	Training Type (Induction/Refresher/Specialized)	Training Topic	Date of Training	Trainer Name	Completion Status (Completed/In Progress)	Comments
Example: John Doe	Care Assistant	Healthcare	Induction	Environmental Management Overview	01/07/2025	Jane Smith	Completed	Attended all sessions
			Specialized	Waste Segregation & Hazardous Waste Handling	01/07/2025	Paul Brown	In Progress	Awaiting specialized waste training session

ENVIRONMENTAL AUDIT REPORT

Purpose: To record the findings of regular environmental audits and ensure compliance with environmental regulations.

Audit Date	Audit Lead	Department/Facility	Audit Scope	Key Findings	Risk Level (Low/Moderate/High)	Recommended Actions	Action Deadline	Responsible Person
01/07/2025	Environmental Manager	Care Home A	Energy Use, Waste, Water	Energy consumption is high in the kitchen area; some waste streams not segregated	High	Implement energy-efficient appliances and staff retraining on waste segregation	15/07/2025	Facility Manager
02/07/2025	Environmental Manager	Office Building	Paper usage, Recycling	Paper waste not being segregated for recycling	Moderate	Staff training on recycling, set up more recycling bins	10/07/2025	Office Manager

CORRECTIVE ACTION PLAN FORM

Purpose: To document corrective actions taken in response to audit findings or performance reviews.

Audit Date	Issue Identified	Corrective Action Required	Responsible Person	Action Completion Date	Status (Not Started/In Progress/Completed)	Follow-Up Action
01/07/2025	Waste not segregated correctly in Care Home A	Conduct training for waste segregation for all kitchen staff	Facility Manager	15/07/2025	In Progress	Ensure proper labelling and provision of separate waste bins
02/07/2025	High paper usage and poor recycling in Office Building	Increase recycling bins and provide training on reducing paper use	Office Manager	10/07/2025	Not Started	Monitor effectiveness in the next audit

ENVIRONMENTAL PERFORMANCE REVIEW

Purpose: To review environmental performance against established goals, report on progress, and decide on corrective actions if needed.

Review Date	Reviewed By	Key Performance Indicator (KPI)	Current Performance	Target	Deviation	Corrective Action/Improvement Plan	Action Deadline
01/07/2025	Registered Manager	Energy Consumption	15 kWh per square meter	12 kWh per square meter	25% higher	Implement energy-saving initiatives, replace outdated equipment	15/07/2025
01/07/2025	Environmental Manager	Waste Recycling Rate	65%	80%	15% below target	Conduct staff training and install more recycling stations	20/07/2025

ENVIRONMENTAL INCIDENT REPORT

Purpose: To document any environmental incidents or hazards, including chemical spills, waste mismanagement, or other environmental risks.

Incident Date	Location	Incident Description	Immediate Action Taken	Severity (Minor/Moderate/Major)	Investigation Findings	Corrective Actions Taken	Follow-Up Actions Required
02/07/2025	Care Home B	Chemical spill in laundry area	Evacuated staff, contained spill with absorbent material	Moderate	Staff not trained on spill management	Conduct chemical spill response training for all staff	Check emergency kits for completeness
03/07/2025	Office A	Water leakage in storage room	Shut off water supply, notified facilities team	Minor	Leak caused by damaged pipe	Pipe repair completed	Monitor water usage in that area

ENVIRONMENTAL DATA TRACKING AND REPORTING LOG

Purpose: To track and report on key environmental data, such as energy, water, and waste metrics, to assess progress and ensure sustainability targets are being met.

Date	Department/Facility	Energy Consumption (kWh)	Water Consumption (L)	Waste Generated (kg)	Recycling Rate (%)	Notes
01/07/2025	Care Home A	500 kWh	2,000 L	150 kg	70%	Energy-saving appliances installed
01/07/2025	Office A	350 kWh	1,000 L	100 kg	60%	Increased recycling efforts

EMPLOYEE ENVIRONMENTAL AWARENESS SURVEY

Purpose: To gather feedback from employees on their understanding of the organization’s environmental practices, challenges, and suggestions for improvement.

Employee Name	Department	Survey Date	Rating (1-5)	Feedback/Comments
Jane Doe	Healthcare	01/07/2025	4	"Training was informative but more practical examples could be helpful."
John Smith	Facilities	01/07/2025	5	"I feel confident in waste management and energy-saving practices."

SPECIALIZED TRAINING RECORD (HAZARDOUS WASTE MANAGEMENT)

Purpose: To track specialized training provided to employees responsible for managing hazardous materials.

Employee Name	Job Title	Training Type	Training Topic	Training Date	Trainer	Completion Status (Completed/In Progress)	Comments
Paul Brown	Waste Manager	Specialized	Hazardous Waste Handling & COSHH Compliance	01/07/2025	Emma Clark	Completed	Training was detailed and covered all relevant regulations.

CORRECTIVE AND PREVENTIVE ACTION (CAPA) TRACKING

Purpose: To track corrective and preventive actions identified during audits, incident reports, or performance reviews.

Issue Identified	Action Taken	Responsible Person	Due Date	Completion Date	Follow-Up Required	Status
Waste not segregated	Conduct staff training on waste management	Facility Manager	15/07/2025	10/07/2025	Monitor adherence during the next audit	Completed
Energy consumption too high	Implement energy-saving solutions and upgrade equipment	Facilities Manager	20/07/2025	In Progress	Review energy use after new equipment is installed	In Progress

ANNUAL ENVIRONMENTAL REPORT

Purpose: To compile and report on the organization’s overall environmental performance, achievements, challenges, and targets for the following year.

Year	Total Energy Consumption (kWh)	Total Water Usage (L)	Waste Diverted from Landfill (%)	Carbon Footprint (CO2e)	Key Achievements	Key Challenges
2025	10,000 kWh	50,000 L	75%	5,000 CO2e	Reduced waste generation by 10%	Staff engagement in recycling needs improvement

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