



Making Healthcare Better

# Carbon Reduction Plan

---

A document prepared by  
Healthcare Business Solutions (UK)  
August 2023

## Contents

Summary – Commitment to achieving Net Zero .....	3
Pathway to Net Zero .....	3
Delivering Success.....	5
Baseline Emissions Footprint.....	6
Carbon Reduction Projects .....	8
Reviewing success with our clients.....	9
Declaration and Sign Off .....	9

## Summary – Commitment to achieving Net Zero

HBSUK is committed to achieving Net Zero emissions by 2050. HBSUK is already carbon positive.

## Pathway to Net Zero

Although we are initially committing to Net Zero emissions by 2050, this is a minimum guaranteed commitment that we plan to supersede with a continuously reducing carbon footprint strategy over the coming years. HBSUK is predominantly a remote virtual company with a contact centre that occupies a small, leased office space in Nottingham (less than 1000 sq ft). The office spaces that we use in <https://www.pureoffices.co.uk/locations/nottingham/> are chosen specifically for their commitment to sustainability <https://www.pureoffices.co.uk/sustainability/>. We select all our suppliers and collaborative partners through a thorough audit process and use them based on our own high ethical and moral standards. Our trusted partners include NHS organisations that have their own carbon reduction plans in place. Our commitment to reducing carbon emissions is part of our Social Responsibility and Sustainability pledge [Sustainability and Social Responsibility | HBSUK](#).

**We care** about doing the right thing for our people and our planet.

**We care** that keeping people healthy isn't at the expense of the world around us.

**We care** by making healthcare better and delivering services that people want, when they want them and where they want them.

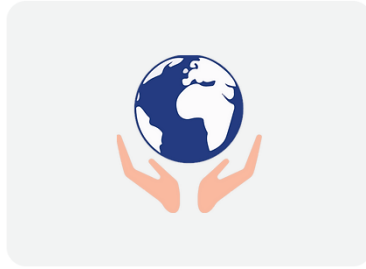
**We care** through our EPIC (Excellence, Patient Focus, Integrity, Collaboration) values by leading our industry in the delivery of social values and sustainable practices.

We will lead our industry sector to reduce emissions, encouraging our partners to reduce theirs and where possible, helping and guiding them innovatively and continually on their journey. HBSUK is self-certified to ISO26000, the global standard for Social Responsibility. HBSUK has in place a social responsibility and sustainability policy, which focuses on 3 areas:



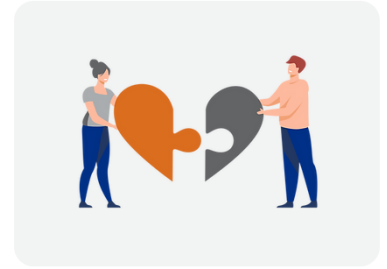
### People

We will enrich the lives of our staff



### Planet

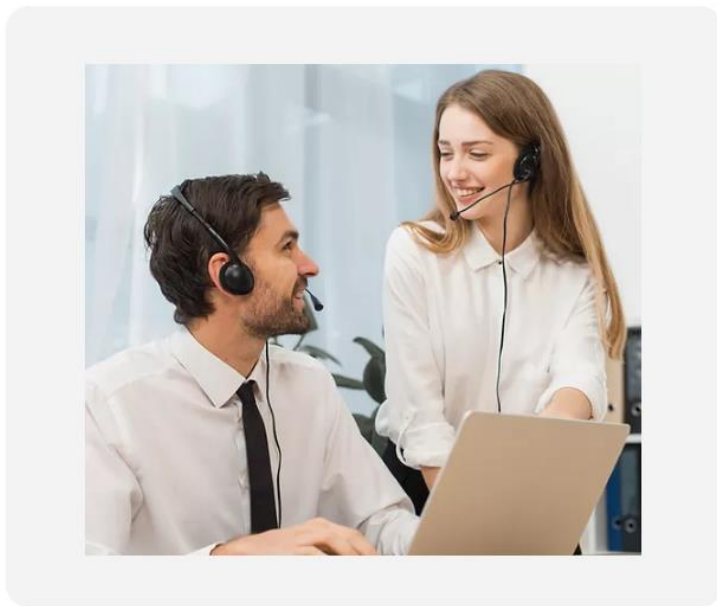
We will minimise our environmental impact now and always



### Society

We will make healthcare better

Theme 3 of the Social Value Model, fighting climate change links to our focus area on the planet. However, to deliver our plans we will need the support and input from our people.



## People

- Training and development
- Fairness in the workplace
- Work life balance
- Being an employer of choice
- Creating opportunities for all

Our people, will help us to minimise our carbon footprint and also contribute positively to our planet.

## Planet

- Keeping global warming below COP26 target by minimising our carbon footprint
- Eliminating waste
- Sustainable supply chains
- Optimising employee and patient travel
- Optimising our processes and operations



Wanting to be a leader in our industry, we will look to strive further and influence and encourage society to join us in our journey and make our children's lives better.



## Society

- Partnerships with great charities
- Using our talent for good
- Building great patient communities
- Campaigning for a better society
- Looking out for the most vulnerable

## Delivering Success

Our business falls into 2 areas:

- Insourcing
- Virtual Assessments

For insourcing, we use NHS facilities, which are already consuming energy and have a carbon footprint. Our activities add minimally, if at all to the existing carbon footprints. We use facilities out of hours, but heating, lighting and other resources will be identical if we deploy our services or not. For our staff, we look to minimise travel of individuals and teams. We are fortunate enough to have developed a national resource footprint, hence we are more able than most, to be able to deploy local teams and minimise travel. We have a carbon footprint calculator which we use to support our logistics planning, working out the differences in CO<sub>2</sub> emissions

by using public transport or individual transport, the latter generally using car-sharing schemes. We incentivise our staff to work on our green credentials together. As an example, we pay improved travel rates for group travelling rather than individuals.

As well as logistics and travelling of our teams, we have taken an entire strategic approach to carbon footprint reduction. We encourage patients to attend remote assessments and have managed to convince 78% patients who have a choice to choose remote assessments over physical assessment. Our virtual assessment business was set up to provide patients care when they need it from the security of their own homes of safe environments and in parallel to free up space and resource in the NHS.

## Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases that have been produced in the past and were produced prior to the introduction of any strategies to reduce emissions. Baseline emissions are the reference point against which emissions reduction can be measured.

<b>Baseline Year: to February 2021 (<i>companies financial year</i>)</b>	
<b>Additional Details relating to the Baseline Emissions calculations.</b>	
<b>We have reduced our reported emissions since last year and are committed and conscious of our carbon footprint and will take all appropriate measures to record and reduce these where possible. We have assessed our baseline year as being the twelve months to February 2023</b>	
<b>Baseline year emissions:</b>	
<b>EMISSIONS</b>	<b>TOTAL (tCO<sub>2</sub>e)</b>
<b>Scope 1</b>	<b>Company Facilities: We are tenants in a managed building. This data is included in their annual reports therefore will be excluded from this report to avoid double reporting.</b> <b>Company vehicles: We do not have any company vehicles so there are no emissions from this category included in our emissions data.</b>
<b>Scope 2</b>	<b>Purchased electricity, steam, heating and colling for own use: we do not purchase any energy for our buildings as they are leased and covered by the landlord.</b>

<b>Scope 3*</b> <b>(Included Sources)</b>	<b>65.21</b>
<b>Total Emissions</b>	<b>65.21</b>

\*Included sources are Business travel, Employee commuting (inc. working from home). The calculation is determined from 51 FTE. Insourcing data is included within the NHS annual reports

## Reporting to February 2022

<b>Reporting Year: to February 2022</b>	
<b>EMISSIONS</b>	<b>TOTAL (tCO<sub>2</sub>e)</b>
<b>Scope 1</b>	<p><b>Company Facilities: We are tenants in a managed building. This data is included in their annual reports therefore will be excluded from this report to avoid double reporting.</b></p> <p><b>Company vehicles: We do not have any company vehicles so there are no emissions from this category included in our emissions data.</b></p>
<b>Scope 2</b>	<b>Purchased electricity, steam, heating and colling for own use: we do not purchase any energy for our buildings as they are leased and covered by the landlord.</b>
<b>Scope 3*</b> <b>(Included Sources)</b>	<b>81.7</b>
<b>Total Emissions</b>	<b>81.7</b>

\*Included sources are Business travel, Employee commuting (inc. working from home). The calculation is determined from 65 FTE. Insourcing data is included within the NHS annual reports

## Reporting to February 2023

Reporting Year: to February 2023	
EMISSIONS	TOTAL (tCO <sub>2</sub> e)
Scope 1	<p><b>Company Facilities:</b> We are tenants in a managed building. This data is included in their annual reports therefore will be excluded from this report to avoid double reporting.</p> <p><b>Company vehicles:</b> We do not have any company vehicles so there are no emissions from this category included in our emissions data and are business travel is very occasional and rare as all staff other than those in our managed building work remotely.</p>
Scope 2	<p><b>Purchased electricity, steam, heating and colling for own use:</b> we do not purchase any energy for our buildings as they are leased and covered by the landlord.</p>
Scope 3* (Included Sources)	4.67
Total Emissions	4.67

\*Included sources are Business travel, Employee commuting (inc. working from home). The calculation is determined from 91 FTE. Insourcing data is included within the NHS annual reports

## Carbon Reduction Projects

- HBSUK have been working on our green credentials for many years, with environmental objectives included as part of our ISO14001 plans.
- We have already achieved success in several areas:
- Paperless office



- Minimised travel with the majority of staff working remotely and the few others doing hybrid home/office working
- Widespread use of video-conferencing with employees, suppliers and clients
- Maintained same office sq ft despite doubling number of staff
- Improved technology to eliminate printing requirements for our clients

We will continue to review carbon reduction initiatives and include in our annual plans:

- Minimised travel and group travel schemes
- Tree-planting to off-set any positive carbon footprint
- Supply chain carbon footprint credentialling

## Reviewing success with our clients

Reviewing outpatient numbers in dermatology and fuel consumption figures (RAC data) we estimate through the use of our digital technology the impact on the carbon footprint of reducing the number of routine dermatology outpatient 1st appointments is 50% purely among car drivers. 75% of all outpatient attendees, according to the National Institute for Health and Care Research (NIHR), drive on average 16.1 miles to attend their appointment.

If Virtual Lucy (our digital platform) was deployed across the country, to virtually assess all routine dermatology referrals the carbon footprint of the NHS would be reduced by at least 6,000 tonnes of CO<sub>2</sub>. If all the car trips to Dermatology clinics were made in diesel cars, this would equate to 114 fuel tankers per year (each carrying 35,000 litres of diesel).

## Declaration and Sign Off

This Carbon Reduction Plan has been completed in accordance with PPN 06/21 and associated guidance and reporting standard for Carbon Reduction Plans.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the GHG Reporting Protocol corporate standard<sup>1</sup> and uses the appropriate Government emission conversion factors for greenhouse gas company reporting<sup>2</sup>.

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements, and the required subset of Scope 3 emissions have been reported in accordance with the published reporting standard for Carbon Reduction Plans and the Corporate Value Chain (Scope 3) Standard<sup>3</sup>. This Carbon Reduction Plan has been reviewed and signed off by the board of directors.

Mark Fountain, Founder and CEO

---

<sup>1</sup><https://ghgprotocol.org/corporate-standard>

<sup>2</sup><https://www.gov.uk/government/collections/government-conversion-factors-for-company-reporting>

<sup>3</sup><https://ghgprotocol.org/standards/scope-3-standard>