

Sustainability & Carbon Reduction Plan

2026 – 2045



Support Direct Limited

Registered Address: Hanwell Community Centre, Westcott Crescent, Hanwell, London W7 1PD

Director and Registered Manager: Tom Ojwang (RGN/MSc/Public Health)

Telephone: 07734453472

Date: June 2026

CLIMATE CRISIS ACTING TODAY FOR TOMORROW



LIVING LIFE, GRACEFULLY & INDEPENDENTLY

The climate crisis is one of the greatest challenges of our time.
We are taking action to protect our planet and secure a better future.

 OUR PLANET, OUR HOME <ul style="list-style-type: none">Climate change is affecting people, nature and communities worldwide.We recognise our responsibility to act and lead by example.	 THE URGENCY TO ACT <ul style="list-style-type: none">Rising temperatures and extreme weather demand immediate action.Every action we take today makes a difference tomorrow.	 REDUCING OUR EMISSIONS <ul style="list-style-type: none">We are committed to reducing our carbon footprint across our operations.Our pathway to Net Zero guides our actions and decisions.	 BUILDING RESILIENCE <ul style="list-style-type: none">We are preparing for the impacts of climate change.Strengthening our services, communities and environment.	 TOGETHER WE CAN <ul style="list-style-type: none">Collaboration with our people, partners and communities is key.Together, we can create a sustainable and resilient future.	 A BETTER FUTURE FOR ALL <ul style="list-style-type: none">Our commitment today protects the wellbeing of future generations.We are proud to play our part in building a greener, fairer world.
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OUR COMMITMENT
We are committed to taking meaningful climate action today to create a healthier planet and a brighter future for all.

LIVING LIFE, GRACEFULLY & INDEPENDENTLY

1. About Support Direct

We are a CQC-rated, established domiciliary care provider supporting older people and vulnerable adults, people with dementia, learning disabilities, and mobility needs. Our staff of 165 care workers consist of 8 nationalities and collectively speaks 11 languages, which enables us to culturally sensitive match of service users and care workers. Three of our four offices are embedded in the Hanwell Community Centre, run by Ealing council, and we provide our compassionate care to service users across West London.

Naturally, due to our organisation operating in one of the most diverse areas in Greater London, our multicultural workforce, and our main office location in the Hanwell Community Centre we easily connect and engage with people and our communities. Our staff is our strongest asset. We are proud of our exceptionally high staff retention rate of around 98%, which reflects our commitment to supporting, valuing and developing our workforce while ensuring quality and continuity of care for those we support.

2. Commitment to Achieving Net Zero

Support Direct is committed to achieving Net Zero greenhouse gas emissions across our operations by 2045. Through this commitment, we aim to support the UK's transition to a low-carbon economy while aligning our environmental ambitions with those of London, the London Borough of Ealing, and the NHS Net Zero programme.

As a provider of care and support services to vulnerable people within our communities, we recognise that climate change represents one of the greatest challenges facing society today. Rising temperatures, extreme

weather events, flooding, air pollution and environmental destruction are more and more affecting communities across the UK and around the world, with vulnerable individuals often experiencing the greatest impacts.

We believe that environmental sustainability is a shared responsibility. As an organisation, we are committed to reducing our environmental footprint and promoting sustainable practices throughout our operations. We will work collaboratively with our employees, service users, families, suppliers and community partners to encourage a green conscience, reduce greenhouse gas emissions and support positive environmental change.

Our commitment extends beyond compliance. We will adopt a culture of environmental responsibility by empowering our workforce, engaging those we support, and encouraging sustainable behaviours that contribute to the protection of our environment for current and future generations.

Through the actions set out in this Sustainability and Carbon Reduction Plan, we will continue to improve our environmental performance, reduce our carbon emissions and play a positive role in creating healthier, more resilient and sustainable communities.

Support Direct is committed to achieving Net Zero greenhouse gas emissions by 2045. We will establish realistic and measurable short-, medium- and long-term carbon reduction targets that reflect the nature and scale of our operations, while aligning our environmental commitments with recognised climate science and best practice.

To achieve this commitment, we will:

- Measure and monitor our greenhouse gas emissions and establish a robust baseline against which progress can be assessed.
- Set achievable carbon reduction objectives and regularly review performance to drive continual improvement.
- Comply with all applicable environmental legislation, regulations and relevant industry standards.
- Reduce the consumption of natural resources and minimise waste wherever practicable.
- Promote sustainable working practices, including efficient use of energy, responsible procurement and reduced travel-related emissions.
- Explore opportunities to utilise energy-efficient technologies, low-carbon solutions and renewable energy sources where operationally feasible.
- Increase environmental awareness among employees, service users, families, suppliers and other stakeholders, encouraging shared responsibility for environmental sustainability.
- Report on progress annually and maintain transparency regarding our environmental performance and carbon reduction activities.

By measuring and monitoring our greenhouse gas emissions, Support Direct will gain a clearer understanding of its environmental impact and identify opportunities to improve operational efficiency. Reducing unnecessary energy consumption, further optimising travel arrangements, minimising waste and adopting more sustainable procurement practices will not only contribute to carbon reduction but may also deliver operational and financial benefits.

A key element of our sustainability strategy is the engagement and empowerment of our workforce. We recognise that our employees play a vital role in helping to reduce environmental impacts through their daily activities, both within the workplace and in the communities we serve. Through training, awareness initiatives and regular communication, we will encourage staff to adopt environmentally responsible behaviours and contribute to a culture of sustainability across the organisation.

We will regularly monitor, review and report on our environmental performance to ensure continued progress towards our carbon reduction objectives and Net Zero commitment. Our approach will be one of continuous improvement.

3. Our Mission, Vision and Values

Our mission is not only to deliver compassionate, outstanding home care and person-centered support, but we also strive to empower individuals to live independently and with confidence. Setting a high standard in delivering this care, we furthermore aim to strengthen our local communities, to protect our environment and to create lasting social value.

PEOPLE. PLANET. COMMUNITY. OUR COMMITMENT

We are committed to creating positive impact for people, protecting our planet and strengthening the communities we serve.



LIVING LIFE, GRACEFULLY & INDEPENDENTLY

 <p>OUR PEOPLE</p> <ul style="list-style-type: none"> • We value, support and invest in our people. • We promote wellbeing, equality and opportunities for growth. <p> We empower our team to thrive and deliver exceptional care.</p>	 <p>OUR PLANET</p> <ul style="list-style-type: none"> • We take action to reduce our environmental impact. • We use resources responsibly and drive sustainable change. <p> We protect our planet for today and for future generations.</p>	 <p>OUR COMMUNITY</p> <ul style="list-style-type: none"> • We support the communities we serve. • We build partnerships and create lasting positive impact. <p> We work together to build stronger, healthier communities.</p>
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 **OUR COMMITMENT**
We are committed to doing the right thing for people, the planet and our communities—creating a better, more sustainable future for all.



4. Governance and Responsibilities

We will quarterly monitor, evaluate and report our progress towards achieving Net Zero, making data-driven adjustments and continuous improvements where necessary. Jerry Ngwena, our Environmental Lead, will monitor or environmental journey, oversee our carbon reduction delivery and will engage with our staff regarding our environmental efforts. Tom Ojwang will oversee our strategical environmental leadership, allocate resources and approve our sustainability efforts, as well as communicating our environmental goals to our stakeholders.

Should new environmental strategies need to be adopted within our operations, we will review and update our Sustainability and Carbon Reduction Plan, as well as our Environmental Policy and Procurement accordingly, to

ensure the most effective improvement of our environmental impact.

SUSTAINABILITY GOVERNANCE



LIVING LIFE, GRACEFULLY & INDEPENDENTLY

Strong governance ensures sustainability is built into our strategy, decisions and operations at every level of our organisation.

 LEADERSHIP <ul style="list-style-type: none">• Our leadership team champions sustainability and sets the strategic direction.• Sustainability is embedded in our values and culture.	 ACCOUNTABILITY <ul style="list-style-type: none">• Clear roles and responsibilities are defined across the organisation.• Performance is monitored and reported regularly.	 RISK MANAGEMENT <ul style="list-style-type: none">• We identify and manage sustainability risks and opportunities.• Environmental and social risks are integrated into our decision-making.	 POLICIES & PROCEDURES <ul style="list-style-type: none">• Robust policies and procedures guide sustainable practices.• We ensure compliance with legal and other requirements.	 STAKEHOLDER ENGAGEMENT <ul style="list-style-type: none">• We engage with our people, clients, partners and communities.• Feedback helps shape our actions and drive continuous improvement.
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OUR COMMITMENT

We are committed to transparent, ethical and effective governance that drives long-term value for people, the planet and our communities.

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5. Carbon Reduction Plan & Environmental Baseline

Baseline Year: 2026

A baseline emissions footprint represents the starting point from which an organisation measures and manages its greenhouse gas emissions. It provides an initial assessment of carbon emissions generated during a defined reporting period, before the implementation of formal carbon reduction initiatives.

Establishing a baseline enables an organisation to understand its current environmental impact, identify its most significant sources of emissions, set realistic and measurable reduction targets, and monitor progress over time. The baseline therefore serves as a benchmark against which future environmental performance and carbon reduction achievements can be assessed.

Support Direct's first quantified emissions baseline has been established using available operational data for 2026. The organisation does not operate a company vehicle fleet. We operate one privately rented office in Kingston where electricity is directly billed. Based on available billing information, estimated annual electricity consumption is approximately 1,948 kWh, resulting in estimated Scope 2 emissions of **0.25 tCO₂e**. The remaining Hanwell office premises are council-managed, with utilities included within rent and not separately metered. The first quantified emissions sources are therefore Scope 2 Kingston office electricity (estimated using UK Government Greenhouse Gas Reporting Conversion Factors) and Scope 3 staff business mileage (calculated from mileage claims paid between December 2025 and May 2026 and annualised to provide a 2026 baseline estimate). This 2026 baseline has been developed using available operational data and a Greenhouse Gas Protocol-aligned activity-based methodology.

For 2026, annualised staff business mileage is estimated at 10,602 miles, resulting in approximately **2.85 tCO₂e**. Employee commuting, office waste and leased premises emissions will be further developed as data collection improves.

Support Direct commits to achieving Net Zero greenhouse gas emissions by 2045.

Emission Source	Scope	Emissions (tCO₂e)
Direct emissions from owned vehicles and on-site fuel use	Scope 1	<i>NA (no fleet, council-run building)</i>
Electricity use	Scope 2	<i>0.25 (Kingston office electricity)</i>
Business travel, commuting, waste, and distribution	Scope 3	<i>2.85 (staff business mileage)</i>
Total		3.10 tCO₂e

Kingston office electricity calculation

Monthly electricity bill including VAT: £57.19

Using an estimated 2026 electricity unit rate of 24.67p/kWh and standing charge of 57.21p/day, the monthly standing charge alone is about: £0.5721 × 30 = £17.16

Remaining electricity usage cost: £57.19 – £17.16 = £40.03

Estimated monthly kWh: £40.03 ÷ £0.2467 = 162.3 kWh

Estimated annual kWh: 162.3 × 12 = 1,947.6 kWh

Using the 2025 UK Government electricity conversion factor, approximately 0.128 kgCO₂e/kWh, estimated annual electricity emissions are:

1,947.6 × 0.128 = 249.3 kgCO₂e = 0.25 tCO₂e

Mileage calculation

Actual mileage Dec 2025–May 2026: 5,301 miles

Annualised mileage: 10,602 miles

Emission factor: 0.269 kgCO₂e/mile

Annualised business travel emissions (using the 2025 UK Government conversion factors):

10,602 × 0.269 = 2,852.5 kgCO₂e = 2.85 tCO₂e

Staff Travel Profile	
Travel Mode	Staff number
Drive	32
Public transport	118
Cycle	15

Walk	<i>Included within public transport/mixed travel</i>
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Only 32 out of 165 care workers primarily drive, while the majority use public transport, cycle or walk as part of their journey.

Striving to provide an outstanding service to our clients, we further aim to set an example regarding greenhouse gas emission reduction and environmental sustainability.

By the end of 2026, we aim to include a wide range of Scope 3 emissions in our carbon reduction plan, as some supply chain emissions are complex and challenging to measure, such as:

- Purchased goods and services.
- Transport and distribution (Upstream): Emissions from supplier deliveries and logistics.

These calculations were carried out using the 2025 UK Government Conversion Factors. We are committing on engaging with the Ealing council to obtain actual utility consumption data and will replace estimated figures with measured data in future reporting periods.

Emissions Reduction Targets

As this is our first year in assessing our carbon footprint, we have set the following realistic targets to reduce our greenhouse gas emissions to achieve our Net Zero goal by 2045:

Short-term (Q4 2026): Establish baseline including complete Scope 2 and more Scope 3 emissions, start supporting local authority Net Zero ambitions.

Medium-term (Q4 2027): Carbon data collection framework fully operational, produce first annual carbon review, sustainable procurement programme introduced. By 2030 we would like to demonstrate measurable reductions up to 50% less in commuting emissions, and 25% less in Scope 2 emissions.

Long-term (2045): Reaching Net Zero Goal.

Support Direct is committed to achieving Net Zero greenhouse gas emissions by 2045 and will work towards reducing its carbon footprint as quickly as practicable in support of the climate ambitions of the local authorities and communities we serve. Through continuous improvement, responsible business practices and ongoing investment in sustainable solutions, we aim to contribute to a greener and more sustainable future.

We will achieve this by progressively reducing emissions across our operations, prioritising emission avoidance and reduction wherever possible. Where residual emissions remain unavoidable, we will explore valid carbon removal technologies and independently verified carbon offsetting schemes to support our journey towards Net Zero.

Planned Carbon Reduction Initiatives: We plan to implement the following to further reduce our Greenhouse gas emissions:

- Optimise geographical scheduling and route optimization.
- Reduce our electricity usage in all our offices by environmentally conscious behaviours (switching appliances and light off when not in use etc.).
- Further local recruitment.
- Offering incentives if staff cycles to work, naming monthly cycling and walking champions.

- Sustainable PPE purchase.
- Staff updates and improved environmental training.
- Environmental supplier considerations.
- Engagement of service users and their relatives in our environmental initiatives.
- Invest in certified carbon offset programmes or tree-planting initiatives.
- Volunteer and participate in charity- or council-led environmental activities.

Declaration and sign off:

This Carbon Reduction Plan has been completed in accordance with PPN 006/21 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 standard¹³ and uses the appropriate government emission conversion factors for greenhouse gas company reporting.¹⁴

Scope 1 and Scope 2 emissions have been reported in accordance with SECR requirements (where required), 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.¹⁵

This Carbon Reduction Plan has been reviewed and signed off by the board of directors (or equivalent management body).

Signed on behalf of the supplier by: Tom Ojwang, Company Director



..... Date: 10/06/2026

6. Environmental Actions and Priorities

As part of our journey towards Net Zero, Support Direct actively encourages and supports environmental initiatives and improvement ideas from our staff, service users, families and community partners. We recognise that engagement, awareness and collective action are essential to achieving meaningful and lasting environmental change to ultimately preserve our planet for future generations.

By promoting environmental responsibility, a green conscience, and increasing awareness of carbon reduction and sustainable practices, we aim to adopt a culture in which everyone can contribute to protecting the environment.

We are committed to taking practical and achievable steps to reduce our environmental impact, improve resource efficiency and minimise greenhouse gas emissions. Through continuous improvement and incremental change, we seek to deliver environmental benefits, support long-term sustainability and contribute positively to the health and wellbeing of the communities we serve.

The following environmental management measures and projects have been completed or implemented:

- Buildings are insulated and maintained as they are operated by Ealing council.
- We provide staff training in environmental awareness during their 5-day induction, with annual updates.

- Recycling: Waste is being separated into different categories.
- Paper Reduction: By using our electronic care management system People Planner, we have reduced our paper waste.
- Less fuel consumption through car sharing and smart route planning.
- Elimination of single-use plastics: If alternatives are available, the use of single-use plastics is avoided.
- If possible, the use of public transportation to commute to work is encouraged.
- If possible, cycling to work is encouraged.
- Printer cartridges and paper is being recycled.
- Use of reusable bags when shopping.
- Purchase of goods, if possible, from local suppliers.

OUR CARBON REDUCTION STRATEGY

We are taking action to reduce emissions across our operations, services and supply chain.



LIVING LIFE, GRACEFULLY & INDEPENDENTLY

 <p>LOW CARBON OPERATIONS</p> <ul style="list-style-type: none"> • Improve energy efficiency in our buildings and facilities. • Transition to renewable energy where possible. • Reduce waste and promote recycling. 	 <p>SUSTAINABLE TRANSPORT</p> <ul style="list-style-type: none"> • Reduce travel emissions through smarter planning and technology. • Encourage low emission vehicles and active travel. • Minimise mileage and unnecessary journeys. 	 <p>RESPONSIBLE PROCUREMENT</p> <ul style="list-style-type: none"> • Work with suppliers who share our values and commitment. • Prioritise sustainable products and services. • Reduce emissions across our supply chain. 	 <p>EMPOWERING OUR PEOPLE</p> <ul style="list-style-type: none"> • Raise awareness and build sustainability knowledge. • Encourage ideas and actions from our team. • Embed sustainability in our culture. 	 <p>MEASURE, REPORT & IMPROVE</p> <ul style="list-style-type: none"> • Track our emissions and monitor progress. • Report transparently and regularly. • Continuously improve our approach and outcomes.
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OUR COMMITMENT

We are committed to reducing our carbon footprint, protecting the environment and creating positive impact for people and communities.

LIVING LIFE,
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7. Awareness and Community Engagement

At Support Direct, we believe that social value is created through the positive impact we have on the people we support, our staff, our local communities and the environment. As a provider of person-centred domiciliary care services across West London, we recognise our responsibility not only to deliver high-quality care, but also to contribute to stronger, healthier and more sustainable communities.

Operating from Hanwell Community Centre, a vibrant community hub within the London Borough of Ealing (one of London's most diverse boroughs), we are embedded within the communities we serve. This enables us to build meaningful relationships with residents, faith groups, community groups and voluntary organisations, helping to address social, economic and environmental challenges through collaboration and engagement.

Our workforce is one of our greatest strengths. With an exceptionally high staff retention rate of approximately 98%, we provide stable employment opportunities, the continuity of care and long-term career development within the adult social care sector. We are committed to recruiting locally wherever possible, supporting local employment, reducing travel requirements (and therefore carbon emissions), and ensuring that our workforce reflects the diversity of the communities we serve. Our team represents eight nationalities and collectively speaks 11 languages, enabling us to provide culturally appropriate support and build strong relationships with service users from a wide range of backgrounds.

We actively support learning, development and progression opportunities for our employees through training, mentoring and professional development. By investing in our workforce, we improve service quality, strengthen community resilience and contribute to the long-term sustainability of the care sector.

Support Direct is committed to maintaining and expanding its contribution to community life. We already support local community initiatives and have established relationships with organisations and residents within and around Hanwell Community Centre. Fundraising for our local nursery, daily engagement with residents that visit the Community Centre, help with translations, or assistance to eat at the local food bank are just a few to name. Our Community Asset Register keeps staff updated on local opportunities that benefit people we support.

We will continue to seek opportunities to support schools, charities, community groups and local voluntary organisations through fundraising activities, volunteering opportunities, awareness campaigns and community partnerships.

Environmental awareness forms an important part of our approach to social value. We recognise that climate change and environmental destruction disproportionately affect vulnerable people, including many of the individuals who rely on care and support services. We therefore aim to promote environmental responsibility among our employees, service users, families and suppliers through education, awareness and practical action, such as pamphlets, posters and awareness days, helping them understand practical ways to reduce waste, conserve resources and support a more sustainable future.

As part of our sustainability journey, we will encourage participation in environmental improvement activities such as community clean-up events, biodiversity projects, tree planting initiatives, community gardening schemes and local environmental campaigns with the Ealing Council Climate Action Programme to support the ambitious Net Zero Goal of our council. ActforEaling is another partnership we would like to get involved with and are hoping to include many of our able service users. Not only would the environment benefit, but we would also include our service users in social outdoor activities, connecting with other people and Mother Earth through tree-planting and community garden projects. We are planning on extending the participation in these initiatives to the neighbouring boroughs.

Through collaboration with local authorities, community organisations, voluntary groups and environmental partners, Support Direct will continue to deliver meaningful social value that extends beyond care provision. By combining high-quality care, strong community engagement, workforce development and environmental responsibility, we aim to create lasting positive outcomes for the people we support and the communities in which we operate.

OUR COMMUNITY IMPACT MODEL

Our work creates meaningful impact for people, communities and the planet. Together, we're building a better future.



LIVING LIFE, GRACEFULLY & INDEPENDENTLY



OUR COMMITMENT

We are committed to creating lasting, positive impact through compassionate care, responsible actions and strong partnerships.

LIVING LIFE,
GRACEFULLY & INDEPENDENTLY



8. Declaration and Governance

This Green Plan has been:

Approved by: Tom Ojwang, Company Director

Date of Approval: 10/06/2026

Review Cycle: Annually

Published on: 10/06/2026

This Green Plan has been completed in accordance with NHS Net Zero Commitments, the Integrated Care System sustainability priorities, the Care Quality Commission's expectations under the Well-Led domain, the Social Value Act 2012 and the Social Value Model.

Emissions have been reported and recorded in accordance with the published reporting standard for Carbon Reduction Plans and the Greenhouse Gas Reporting Protocol Corporate Standard 1 and uses the appropriate Government emission conversion factors for greenhouse gas company reporting.

¹³ <https://ghgprotocol.org/corporate-standard>

¹⁴ www.gov.uk/government/collections/government-conversion-factors-for-company-reporting

¹⁵ <https://ghgprotocol.org/standards/scope-3-standar>