

At Komplex Care, part of the Komplex Group, we are proud to support the ambition to achieve Net Zero by 2040 for direct emissions, and by 2045 for indirect emissions. As part of the wider health and care system, we are committed to delivering high-quality care in a way that respects the environment, supports communities, and ensures long-term sustainability.

Our strategic roadmap to Net Zero includes:

### **1. Carbon Reduction Targets**

- A clear commitment to reduce emissions across Scope 1 (direct emissions), Scope 2 (indirect energy usage), and Scope 3 (supply chain, travel, waste).
- Year-on-year reductions benchmarked against national targets.
- Annual reporting against key performance indicators (KPIs) to ensure transparency and accountability.

### **2. Green Leadership and Governance**

- A dedicated Sustainability and Governance Lead oversees our environmental programme.
- Every subsidiary develops a 12-month environmental action plan, reporting quarterly to the Komplex Group Board.
- Environmental risks are embedded into our organisational risk register and governance structures.

### **3. Sustainable Operations**

- Our Green Plan aligns with NHS guidance and covers sustainable leadership, digital transformation, low-emission travel, and responsible waste management.
- Initiatives include:
  - Transitioning to electric and hybrid fleet vehicles
  - Promoting digital-first systems to reduce paper usage
  - Supporting sustainable procurement across all services
  - Implementing energy-efficient practices across facilities

### **4. Engagement and Culture**

- All staff complete mandatory annual sustainability training and receive monthly Eco Bulletins.
- A strong culture of environmental responsibility is led by our senior management and embedded into every aspect of our business planning.
- Service users and partners are encouraged to participate in sustainability efforts.

## 5. Social Value and Community Impact

- We support inclusive local employment, regional SMEs, and social initiatives that improve wellbeing and community resilience.
- Through apprenticeships, volunteering, and partnerships with local charities, we ensure our care model adds social value while reducing our environmental impact.

## 6. Reporting and Transparency

- We publish an annual Corporate Social Responsibility and Environmental Sustainability Report and conduct regular audits aligned with NHS Green Plan expectations.
- ESG (Environmental, Social, and Governance) reporting is integrated into our broader business strategy.

Together with our partners, staff, service users, and local communities, Komplex Care is on a mission to become a Net Zero care provider by 2040 or sooner—because caring for people means caring for the planet.

For further information, please refer to our Corporate Social Responsibility and Environmental Sustainability policy and corresponding report.

