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Document type	POLICY	Audience	All staff
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Developed in response to:	<ul style="list-style-type: none"> • Ensuring carbon efficiency and responsibility while delivering clinical services • Sustainability solutions in line with Net-Zero methodology for healthcare providers 		
Named asset owner	Michael Catling	Position	Chief Operating Officer
Author of current version	Francesca Taylor	Position	General Manager
Sites specific <i>(highlight appropriate)</i>	<ul style="list-style-type: none"> • All THH • Fobbing Hub • Grays Hub • Basildon Health Centre • Southend Centre 		
Approval committee	Senior Management Group	Date	June 2025

VERSION CONTROL & REVIEW HISTORY

Review date	Version	Description of update	Author	Approval Date
14/04/2021	V1.3	Policy reviewed	Marie Heloise	May 2022
27/09/2023	V1.4	Policy reviewed and all sections amended	Peter Martin	October 2023
23/04/2025	V2.0	Policy reviewed, expanded upon to include areas of sustainability and moved to new template	Francesca Taylor	June 2025



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Introduction

THH is committed to delivering high-quality clinical services while minimising our environmental impact. This Net-Zero Policy outlines our approach to reducing greenhouse gas (GHG) emissions associated with delivering clinical services. THH also aims to minimise our environmental and social impact. We recognise the importance of energy conservation and efficient resource utilisation in achieving this goal. This policy outlines our framework for managing energy consumption within our facilities including sustainable procurement.

Aims

This policy aims to inform all staff and stakeholders of THHs plan and policy in relation to environmental sustainability including reducing our carbon footprint while delivering efficient clinical services.

THH aim to:

- Reduce our overall energy consumption through a combination of behavioural changes, operational improvements, and technological advancements.
- Continuously monitoring and analysing our energy usage to identify areas for improvement.
- Implementing cost-effective energy-saving measures, considering both short-term and long-term benefits.
- Raising awareness among staff and patients about the importance of energy conservation.
- Complying with all relevant NHS and national energy efficiency regulations.
- Undertake efficient and energy-conscious procurement processes

Definitions

Term	Definition
THH	Thrive Health Hubs
GHG	Greenhouse Gases
Net-Zero	A target of completely negating the amount of greenhouse gases produced by human activity.

Roles & Responsibilities

Managing Directors

The Managing Directors have overall responsibility for the creating, dissemination and implementation of all policies and procedures at THH. This can be via transferred or shared responsibility through a delegation process.

Chief Operating Officer

The COO has responsibility alongside his/her clinical management colleagues for keeping apprised of regulatory and governing body changes to policy/procedure that have an impact on THH policy/procedures. They; jointly, are responsibility for delegating the policy revision and implementation to the most appropriate manager.

The COO is responsible for ensure all non-clinical management abide, implement and disseminate all policies of THH.



Clinical Management (including Clinical Director(s), Clinical Leads and Expert Advisors)

The Clinical Management team has responsibility alongside his/her non-clinical management colleagues for keeping apprised of regulatory and governing body changes to policy/procedure (more specifically accreditation and recognition authorities) that have an impact on THH policy/procedures. They; jointly, are responsibility for delegating the policy revision and implementation to the most appropriate manager.

The Clinical Management team is responsible for ensure all clinical staff abide, implement and comply with all policies of THH.

General Management (Including all non-clinical managerial staff)

The THH General Management Structure alongside the Clinical Management Structure have joint accountability for creation, dissemination, implementation and compliance review for all THH policies.

Management staff (inclusively) should all ensure they are actively promoting energy-saving and sustainable approaches to working including new initiatives.

There is also a responsibility to ensure that policies are readily available for all staff to review and refer to when required. This also applies to review during an internal or external audit.

All staff

All staff have a responsibility for ensuring they are apprised of where the policies are kept and that they have read the ones that are applicable to their role within THH. If in doubt, all staff should seek assistance from their line manager.

All staff have a responsibility to participate in energy saving or sustainability initiatives.

Policy / procedure

Carbon Management

Baseline Assessment

We will conduct a baseline assessment to quantify our current carbon footprint. This will involve gathering data on:

- Mileage driven by clinicians to clinic and patient locations.
- Electricity usage in clinics. / sites

Reduction Strategies

We will implement a variety of strategies to reduce our carbon footprint, including:

- **Travel:**
 - Implement virtual consultations where clinically appropriate.
 - Implement virtual team and staff meetings where applicable.
 - Encourage use of public transport, cycling, or walking for patient visits
 - Optimise travel routes to reduce mileage.
 - Explore options for low-emission vehicles for clinicians.
- **Energy:**
 - Partner with supply chains that prioritise energy efficiency (if applicable)
 - Utilise energy-saving technologies in clinics (if applicable)



- Promote responsible energy use by staff. Mandatory 'switch off' when premises or equipment not in use.

Energy Saving

We will implement various energy-saving practices, including but not limited to:

Equipment:

- Utilising energy-efficient equipment for lighting, heating, ventilation, and machines.
- Ensuring proper maintenance of equipment to optimise energy efficiency.
- Switching off equipment when not in use.

Lighting:

- Utilising natural light whenever possible.
- Replacing traditional incandescent bulbs with energy-efficient LEDs.
- Turning off lights in unoccupied rooms and during breaks.

Heating and Ventilation:

- Maintaining comfortable room temperatures but avoiding unnecessary heating or cooling.
- Regularly servicing heating and ventilation systems to ensure optimal performance.
- Closing windows and doors when heating or cooling is in use.
- Where possible, optimising insulation of the estates for energy conservation.

Staff working patterns and environment

- All staff are equipped with a laptop instead of a computer to reduce electricity consumption
- All staff allowed to work flexible; where the service allows, to reduce numbers of staff in the premises at any one time

Patient and Staff Education:

- Providing patients and staff with information on energy conservation practices.
- Encouraging patients to dress appropriately for the room temperatures
- Staff working patterns

Environmental Sustainability - Procurement

Product Selection

We prioritise procuring clinical equipment, consumables, and supplies that are:

- Durable and long-lasting to minimize waste.
- Made from recycled or sustainably sourced materials.
- Energy-efficient and have a low carbon footprint.

Supplier Selection



We consider a supplier's environmental practices during selection, including:

- Commitment to reducing carbon emissions and waste.
- Sustainable sourcing policies for their own materials.
- Use of eco-friendly packaging and transportation methods.

Waste Reduction

We will

- Implement procedures to minimise waste generation during service delivery.
- Explore opportunities for recycling or responsible disposal of used materials.

Travel and Transportation

We will:

- Encourage the use of low-emission vehicles for patient visits when necessary.
- Promote sustainable commuting options for our staff (e.g., public transport, cycling).

Environmental Sustainability Commitments

Energy Efficiency

- We will prioritise energy-efficient equipment in our clinics and offices.
- Where feasible we will explore options for renewable energy sources, such as solar panels.
- We will encourage staff to adopt energy-saving practices, such as turning off lights and electronics when not in use.

Waste Reduction

- We will implement a robust recycling program for paper, plastic, and other materials.
- We will prioritise reusable and recyclable materials for equipment, supplies, and patient handouts.
- We will explore digital alternatives to paper-based patient records and communication.

Travel and Transportation

- We will encourage virtual consultations and telehealth services whenever clinically appropriate to reduce travel emissions.
- We will promote sustainable transportation options for staff, such as cycling, public transport, or carpooling.
- We will explore the use of low-emission vehicles for home visits, if necessary.

Sustainable Procurement

- We will prioritise eco-friendly suppliers who demonstrate sustainable practices in their manufacturing and distribution processes.
- We will purchase durable, long-lasting equipment to minimise waste.



- We will only purchase essential physiotherapy supplies and avoid unnecessary stockpiling.

Education and Awareness

- We will provide staff with training on environmental sustainability practices.
- We will integrate environmental considerations into our patient education materials, promoting healthy lifestyles that benefit both patients and the planet.
- We will be transparent about our environmental efforts and communicate our progress to staff and patients.

Social Value

Fair Labor Practices

We are committed to upholding fair labour practices within our company and throughout our supply chain.

Local Sourcing

We will prioritise sourcing goods and services from local suppliers, when possible, to support the local economy and reduce transportation emissions.

Diversity and Inclusion

We promote diversity and inclusion within our workforce and encourage our suppliers to do the same.

Training requirements

All staff to undertake 'Reducing costs and energy saving' e-learning at point of induction into the organisation.

Monitoring and audit

Monitoring forum	Clinical Governance Group
Monitoring frequency	Yearly or sooner as required
Audit lead	Joseph Godwin
Audit frequency	Yearly or sooner as required

Approval and implementation

Approval group	Senior Management Group
Approval date	13/06/2025



Implementation date	20/06/2025
Staff group implemented	All staff

Preliminary equality analysis

THH are committed to the provision of diverse, transparent, fair and equitable services for all patients

Rationale for Policy and/or changes made to this policy.			
<i>PEA should be updated each time the policy is updated</i>			
Change in service to patients	Change to existing document	Change to working arrangements	New document

1	What has been changed?	Document has been reviewed and moved onto the new THH document template. There are no changes that would impact the equality of the service or its related policy
2	Why are you making the change?	New template and change in management
3	Who benefits from this change?	Corporate services – review as part of new governance structure
4	Who is likely to be adversely affected by this change? <i>If anyone will be adversely affected, please state how, why and mitigations below</i>	N/A
5	Will a HR consultation be required to effect this change?	No
6	If yes to 5. Please state who will be involved and impacted	N/A

Adverse affect Impact assessment

Who (individual or group)	Why?	Mitigations
N/A		

Preliminary Equality Analysis completed by:



Name	Francesca Taylor
Position	General Manager, THH
Date	23/04/2025

References

1. [Greener NHS » Delivering a net zero NHS](#)
2. [Carbon Neutral Certification for Business | Carbon Offset UK – Carbon Neutral Britain](#)