



Milewood Healthcare

ESG Statement

April 2024



Milewood
INDIVIDUAL CARE AND SUPPORT



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Milewood ESG Statement

Milewood is a values based and driven organisation that is committed to ensuring that vulnerable people live their best lives, not only the vulnerable people within our care and support, but those colleagues who work with us and other stakeholders. We do this through a network of Care Homes, Nursing Homes, Supported Living and Domiciliary care. We are people supporting people.

However, we acknowledge that we are a larger business, and in delivering our objectives we need to take our corporate responsibility seriously and must take our duty of care seriously, and operate in a responsible and sustainable manner to ensure we continue to have a positive impact on society.

This Milewood ESG statement demonstrates our commitment to action, to integrate wellbeing, sustainability, and ethics into the culture and day-to-day activities of running the business. This is key to our success and is a focus for all our teams.

We will develop a policy that defines improvements we will make to drive standards in three areas:

- **Environmental** – how we will perform as a steward of nature.
- **Social** – how we will manage relationships with employees, suppliers, customers, communities, and the wider society.
- **Governance** – how we will hold our leaders to account through strict auditing and controls.

Environmental

We will work with suppliers, Individuals we support and employees to reduce our impact on the environment by:

1. Moving 95% fleet vehicles to hybrid or electric by 2030 and ensuring compatible infrastructure on all business premises.
2. Promote an Environmentally Friendly salary sacrifice scheme to support non-users of our fleet, to support the move of their own vehicles to Electric or Hybrid
3. Working in a way which reduces the environmental impact of our business activities- for instance, ensuring we have efficient heating and that our teams are reminded about the importance of not having the heating on and windows open at the same time!
4. Ensuring that we source our energy from sustainable providers.
5. Promoting the use of digital technologies to reduce travel, emissions, and our carbon footprint, for example utilisation of Virtual Meetings, set WFH days and introduction of Electronic Care Planning, Time and Attendance etc to reduce our reliance in paper.
6. Investing in SMART Buildings to ensure we actively conserve energy and water and using the most sustainable energy suppliers.
7. Consider the instillation of Solar panels etc.
8. Where we are replacing electrical goods, that we replace them with more energy efficient goods.

9. Ensuring waste and recycling is managed effectively to reduce the amount going to landfill, this includes the recycling of furniture etc within the group.
10. Creating a group-wide colleague forum to identify where positive environmental impact can be achieved. We will provide education and training where necessary, so they have the knowledge and tools.

Social

We will contribute to improving the wellbeing of society by:

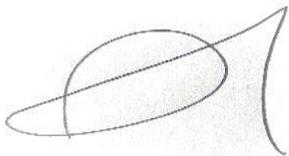
1. Releasing employees during office/working hours so they can participate in local community initiatives.
2. Using our business and resources to support identified charities.
3. Supporting the economies and communities in which we operate by employing local people and sourcing goods and services from local businesses where quality can be assured.
4. Actively supporting the health and well-being of employees, helping them to achieve a good work life balance with the opportunity to work flexibly and in addition obtain enhanced health and wellbeing benefits.
5. Being an advocate for equal opportunities and initiatives which promote a fairer society.
6. Investing in training and developing our people, so they can progress and enhance their career prospects whilst employed by Milewood.
7. Benchmarking roles and paying all employees a fair salary.
8. Creating a culture where inclusivity and diversity thrives, where everyone feels safe and there is zero tolerance for hate of any kind.

Governance

We will always act ethically and with integrity and will be held accountable by:

1. Ensuring transparency through timely reporting of financial performance, objectives and strategies to stakeholders, customers, and employees.
2. Adhering to robust policies and procedures in relation to corruption and bribery.
3. Undertake an annual review of our suppliers and contractors to audit for modern day slavery.
4. Ensuring that we meet the requirements of our Regulator the Care Quality Commission.
5. That we have a robust and transparent governance process in place utilising KPI's and QPIs to inform risk and decision making.

As agreed by the board



Martyn Heginbotham- Chief Executive Officer