

Environmental Policy

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Policy Contact	Matthew Betteridge
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Target Audience	Agency Workers
Approved by	OneCall24 Policy Team

Mission statement

One Call 24 Limited (OneCall24) recognises that it has a responsibility to the environment beyond legal and regulatory requirements. We are committed to reducing our environmental impact and continually improving our environmental performance as an integral part of our business strategy and operating methods, with regular review points. We will encourage customers, suppliers and other stakeholders to do the same. We are aiming to achieve carbon net zero no later than 2050 to ensure we are well in advance of the government carbon net zero 2050 program. Net zero means any emissions remaining after reduction activities are neutralised through credible schemes to offset greenhouse gases from the atmosphere, such as planting trees or using technology like carbon capture and storage. We prioritise emissions reduction before neutralising residual emissions through verified carbon offsetting.

Policy aims

OneCall24 endeavour to:

- Comply with all applicable relevant regulatory requirements.
- Continually improve and monitor environmental performance through measurable objectives.
- Continually improve and reduce environmental impacts across our operations and supply chain.
- Incorporate environmental factors into business decisions and procurement activities.
- Increase employee awareness and training to embed environmental responsibility throughout the organisation.

Paper

- We will minimise the use of paper in the office.
- We will reduce packaging as much as possible.
- We will seek to buy recycled and recyclable paper products.
- We will reuse and recycle all paper where possible.
- We will introduce electronic forms of our Registration Documents for Candidates.

Energy and water

- We will seek to reduce the amount of energy used as much as possible.
- Lights and electrical equipment will be switched off when not in use.

- Heating will be adjusted with energy consumption in mind.
- The energy consumption and efficiency of new products will be taken into account when purchasing.
- Water usage will be monitored and reduced where reasonably practicable.

Office supplies

- We will evaluate if the need can be met in another way.
- We will evaluate if renting/sharing is an option before purchasing equipment.
- We will evaluate the environmental impact of any new products we intend to purchase.
- We will favour more environmentally friendly and efficient products wherever possible;
- We will install water dispensers to reduce plastic.
- We will reuse and recycle everything we are able to by installing recycling bins.

Transportation

- We will reduce the need to travel, restricting to essential trips only.
- We will promote the use of travel alternatives such as e-mail or video/phone conferencing.
- We will make additional efforts to accommodate the needs of those using public transport or bicycles.
- We will favour 'green' vehicles and maintain them rigorously to ensure ongoing efficiency.
- For those that do require to drive to work we encourage car sharing and provide priority parking to those that do

Maintenance and cleaning

- Cleaning materials used will be as environmentally friendly as possible.
- Materials used in office refurbishment will be as environmentally friendly as possible.
- We will only use licensed and appropriate organisations to dispose of waste, in accordance with our duty of care obligations.

Monitoring and improvement

- We will monitor environmental performance using relevant indicators such as energy consumption, waste generation, and carbon emissions.
- Environmental performance will be reviewed at senior management level at least annually.
- We will review this policy and any related business issues at our monthly management meetings where relevant.

Culture

- We will involve staff in the implementation of this policy, for greater commitment and improved performance.
- We will update this policy annually in consultation with staff and other stakeholders where necessary, or sooner if there are material legislative or operational changes.
- We will provide staff with relevant environmental training.
- We will work with suppliers, contractors and sub-contractors to improve their environmental performance and encourage alignment with our environmental objectives.

Carbon Neutral Certified

OneCall24 is Carbon Neutral Certified, demonstrating our commitment to decarbonisation, and the neutralisation of residual emissions through the support of environmental projects.

Monitoring and review

This policy is reviewed at least yearly or sooner if significant changes are made to ensure it is up to date with regulations and In compliance with the Streamlined Energy and Carbon Reporting (SECR) regulations, OneCall24 will publicly report energy use and carbon emissions annually if it meets the SECR thresholds, such as having over £36 million turnover or 250+ employees.

Responsibility for assessing SECR applicability and ensuring compliance rests with senior management and Board of Directors.

If bidding for government contracts over £5 million, OneCall24 will adhere to the Public Procurement Notice (PPN) 06/21 by maintaining a Carbon Reduction Plan.

In accordance with the Procurement Act 2023, effective February 2025, OneCall24 will demonstrate sustainability and social value in its procurement decisions, including consideration of environmental impact when selecting suppliers and services, proportionate to contract scope.