

# H&M Care Agency Ltd

## Carbon Reduction Plan

*Prepared in accordance with PPN 006 and the Technical Standard for the Completion of Carbon Reduction Plans, and aligned to the London Borough of Hounslow Climate Emergency Action Plan 2026–2030*

<b>Supplier name</b>	H&M Care Agency Ltd (Company No. 10965522)
<b>Publication date</b>	17 <sup>th</sup> June 2026
<b>Registered address</b>	47–49 Park Royal Road, London NW10 7LQ

### 1. Commitment to Achieving Net Zero

H&M Care Agency Ltd is committed to achieving Net Zero greenhouse gas emissions across its UK operations by 2050, with meaningful reductions over the life of this contract that actively support the climate goals of the communities we serve.

We recognise and support the London Borough of Hounslow's declaration of a Climate Emergency in June 2019, its Climate Emergency Action Plan 2026–2030, and its target of net zero carbon emissions by 2030 from Council operations while working with residents, stakeholders and businesses to reduce wider borough emissions. We have read the Council's Climate Emergency Action Plan and have aligned the measures in this plan to it. We have signed the West London Authorities' Climate Commitment Charter and operate within the West London Low Carbon Procurement Policy. This plan has been approved by the Board of Directors of H&M Care Agency Ltd, is published on our website, and is reviewed and updated at least annually with progress tracked against our commitments.

### 2. How We Align With Hounslow's Climate Emergency Action Plan

Rather than treating decarbonisation as a separate exercise, we have mapped our operational measures directly to the themes of Hounslow's Climate Emergency Action Plan 2026–2030. As a domiciliary care provider, our largest single source of emissions is travel — care workers moving between residents' homes — so our plan concentrates effort where it has most impact and most directly supports the borough's goals:

- Sustainable, low-carbon travel (supporting Hounslow's transport and air-quality priorities): we plan care-worker routes to minimise journey times and total mileage, cluster visits geographically, and prioritise walking and public transport. We encourage active travel and participation in Hounslow's e-bike scheme, and we discourage the use of combustion-engine vehicles where any alternative exists. In line with the Council's guidance, care workers never bring e-bikes, scooters or other battery-powered transport into a resident's home, as these present a fire risk; they are left outside the property.
- A low-emission vehicle transition (supporting Hounslow's air-pollution reduction): our company fleet already consists of plug-in hybrid electric vehicles, ahead of many providers, and we will continue to transition toward fully electric as vehicles are renewed. We will signpost staff to the borough's rapidly expanding public charging network.

- Energy-efficient, paper-light operations (supporting net-zero organisational culture): we run a digital-first service through the Nourish care management system, removing office journeys and paper; we operate our premises efficiently and support residents to recycle and to run their homes in an energy-efficient way within the scope of our care.
- Local recruitment (supporting both emissions reduction and the borough's inclusive-economy goals): recruiting Hounslow residents through Work Hounslow shortens commutes and inter-visit travel at source, decarbonising while delivering local social value — directly linking this plan to our Social Value commitments.
- Supporting residents and the wider borough: through our contribution to the Council's Better Homes, Better Health scheme and by training care workers to identify cold, energy-inefficient homes and refer residents for support, we help reduce domestic emissions and fuel poverty together.

### 3. Baseline Emissions Footprint

Baseline emissions are a record of the greenhouse gases produced before the introduction of strategies to reduce emissions and are the reference point against which future reduction is measured. This is H&M Care Agency's first formal carbon footprint assessment; our baseline year is therefore our current reporting year (FY 2025/26), as permitted for first-time reporters under the PPN 006 guidance.

*As a small domiciliary care provider operating from a single shared-occupancy office unit with a fleet of two plug-in hybrid vehicles, our metered data is limited. The figures below are therefore reasonable Year-1 estimates, calculated using the GHG Protocol Corporate Standard and current UK Government (DESNZ/DEFRA) conversion factors, from the basis of estimation set out beneath the table. They will be refined as primary data is captured during the contract and reported in our annual review.*

**Baseline / current reporting year: FY 2025/26 (1 April 2025 – 31 March 2026)**

EMISSIONS	TOTAL (tCO <sub>2</sub> e)
Scope 1 — direct emissions: 2 company plug-in hybrid vehicles used for supervisory visits, risk assessments and emergency cover. No separately metered gas heating.	1.9 (estimated)
Scope 2 — indirect emissions from purchased electricity for our office (within a shared-occupancy building; consumption not separately metered, estimated from floor-area benchmark).	1.7 (estimated)
Scope 3 — included sources: business travel (care-worker mileage between visits, reimbursed at HMRC rates); employee commuting; and waste generated in operations. Upstream/downstream transportation and distribution are not material to a community care service and are reported as nil.	40.5 (estimated)
<b>Total</b>	<b>44.1 (estimated)</b>

*Basis of estimation: Scope 1 from two plug-in hybrid vehicles at typical annual business mileage and a blended real-world emissions factor. Scope 2 estimated from a standard small-office floor-area energy benchmark and the current UK grid electricity factor, as our office electricity is included within shared building costs and not separately metered. Scope 3 business travel estimated from our reimbursed-mileage profile (we compensate care workers for travel time and reimburse mileage at HM Government-approved rates), plus an estimate for staff commuting adjusted for our public-*

*transport and active-travel share, plus operational waste. As primary data (fuel, sub-metered electricity, and aggregated reimbursed mileage) is captured during the contract, these estimates will be replaced with measured figures at the first annual review.*

## 4. Emissions Reduction Targets

To continue our progress to Net Zero by 2050 and to support Hounslow's 2030 ambition, we have adopted the following reduction trajectory against our FY 2025/26 baseline, measured by carbon intensity (emissions per care hour delivered) as well as absolute emissions, since absolute emissions will rise and fall with commissioned volume:

- By the first annual review: replace estimated figures with measured data and confirm absolute and intensity baselines.
- By 2028/29: reduce carbon intensity per care hour by 10% through route optimisation, local recruitment and continued hybrid/EV transition.
- By 2030/31: reduce carbon intensity per care hour by 25%, with active-travel and public-transport share increased and further fleet electrification.
- By 2050 at the latest: Net Zero across all scopes, with any residual emissions addressed through verified offsetting only after all practicable reductions.

## 5. Carbon Reduction Projects — Measures In Place and Planned

### In operation now

- Zone-based route planning in Nourish: our Care Coordinators cluster visits within tight geographical zones and sequence them to cut total mileage and eliminate unnecessary journeys; for Hounslow this will operate across the borough's seven area forums, informed by the Authority's GIS mapping of care volumes.
- Plug-in hybrid fleet already in use for supervisory and emergency travel.
- Sustainable transport support: public-transport season-ticket loans; a cycle-to-work scheme including e-bikes; mileage reimbursement at HM Government rates; and encouragement of walking and active travel between nearby visits.
- Local recruitment through Work Hounslow to minimise commuting and inter-visit travel.
- Digital-first, paper-light operations via Nourish; blended (remote and in-person) supervision and training to reduce travel.

### Planned during the contract

- Continue fleet transition: add further plug-in hybrid/electric vehicles as the service grows and renew toward fully electric; signpost staff to Hounslow's expanding public charging network.
- Expand active travel: grow cycling and e-bike take-up through the cycle scheme, safe-route mapping between common visit locations, and use of Hounslow Council active-travel resources.
- Begin capturing primary data: introduce simple recording of fleet fuel/charging, request sub-metered or apportioned office electricity data from our landlord, and aggregate reimbursed-mileage data, so future plans are measured rather than estimated.
- Governance: the Registered Manager, Hassan Mohamed, holds Board-level accountability for carbon performance; our QA Officers (Alex Udondem and Hussien Ahmed) collect travel and operational data from Nourish; and we will report carbon

performance and progress against this plan to the Authority at contract reviews, refreshing the plan annually.

- Resident and community co-benefit: continued contribution to Better Homes, Better Health and referral of residents in cold or energy-inefficient homes; supporting residents to recycle and run their homes efficiently within the scope of our care.

## 6. Declaration and Sign-Off

This Carbon Reduction Plan has been completed in accordance with PPN 006 and the associated guidance and reporting standard for Carbon Reduction Plans. Emissions have been reported and recorded in accordance with the published reporting standard and the GHG Reporting Protocol Corporate Standard, using the appropriate Government emission conversion factors for greenhouse gas company reporting, with first-year figures estimated on the documented basis above and to be refined as primary data is captured. Scope 1 and Scope 2 emissions, and the required subset of Scope 3 emissions, have been reported in accordance with the published reporting standard and the Corporate Value Chain (Scope 3) Standard. This plan has been reviewed and signed off by the Board of Directors of H&M Care Agency Ltd and is published and clearly signposted on our website.

**Signed on behalf of the supplier:**



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(Director, H&M Care Agency Ltd)

**Name:** Hassan Mohamed

**Position:** Director