



3. Objectives

- 3.1** To ensure that Managers and Department Heads of Golden Star Care Ltd take all reasonable steps to meet their responsibility under Environmental Law as documented in this policy.
- 3.2** To ensure that staff, Service users and those who use the premises of Golden Star Care Ltd are protected and kept safe by having environmental procedures in place to mitigate harm.
- 3.3** To ensure that staff and Service users are informed about the environmental impact of their decisions relating to the service.



4. Policy

- 4.1** Golden Star Care Ltd acknowledges the importance of the environment we live in, and that of the wider environment.
- 4.2** Golden Star Care Ltd is committed to its responsibility to support the wider environment, which in turn supports each individual's health and wellbeing.
- 4.3** Golden Star Care Ltd will work to integrate environmental considerations into its business decisions and adopt greener alternatives, wherever possible, throughout its operations.
- 4.4** Golden Star Care Ltd recognises that the decisions it makes on a day-to-day basis have an impact on both the wider and immediate environment.

Golden Star Care Ltd is committed to reducing the impact on the environment by:

- Complying fully with all relevant legal requirements, codes of practice and regulations
- Improving efficiency and reducing waste
- Reducing air, water and land pollution
- Minimising the use of non-sustainable resources
- Support viable initiatives and ideas by staff and Service users to support the environment
- Promoting positive change with all stakeholders
- Identifying and managing environmental risks and hazards
- Establishing targets to measure the continuous improvement in its environmental performance



5. Procedure

5.1 Responsibilities

- Golden Star Care Ltd and its employees have a responsibility to protect the environment
- The Registered Manager is responsible for ensuring that the Environmental Policy is disseminated
- The Registered Manager is responsible for ensuring that the procedures attached to this policy are followed

5.2 Working Efficiently and Minimising Waste - Reduce, Reuse, Recycle

Golden Star Care Ltd implements the elements of 'Reduce, Reuse, Recycle' and aims to ensure that it is considerate about its implementation and use of resources. Golden Star Care Ltd will promote responsible purchasing, ensuring that requests and purchases are carefully planned and match needs.

Reduce

Utilities: All staff should ensure that taps are not left running and electrical equipment and lights are turned off when they are not in use, without compromising the safety of Service users.

Paper: Golden Star Care Ltd is aware of excess paper usage and implements the following:

- Only print if absolutely necessary
- Complete a print preview to avoid unnecessary printing errors
- Ensure that double-sided printing is implemented when appropriate
- Golden Star Care Ltd will only print rosters/rotas (where applicable) if absolutely necessary and will encourage the use of cloud-based/electronic software that reduces the need for paper copies

- Golden Star Care Ltd will utilise the QCS App on work smartphones and tablets to convey policy updates to staff, to reduce the necessity for paper copies
- Golden Star Care Ltd will ensure that all staff have access to the QCS Management System wherever possible

Reuse

- Before throwing anything away, Golden Star Care Ltd will consider if the item/s can be reused again (if not by Golden Star Care Ltd, then another party) and act accordingly
- Golden Star Care Ltd actively endeavours to avoid the use of single-use plastics where possible, and searches for a more sustainable alternative

Recycle

- Golden Star Care Ltd ensures that appropriate recycling bins will be available for recycling (where possible) within the waste management process
- Staff will actively encourage recycling when providing services to individuals in the community (where possible)
- Members of staff must ensure that health and safety is adhered to in the first instance for the safe disposal of waste, and that confidential waste is disposed of securely

5.3 Reducing Pollution & Travel

- Golden Star Care Ltd will ensure that environmentally friendly and sustainable resources are purchased wherever possible, whilst maintaining standards of cleanliness and other health and safety requirements
- Where Golden Star Care Ltd purchases/leases vehicles, these will be used only when necessary
- Where vehicles are no longer fit for operational use, more environmentally efficient models should be scoped for purchase where financially viable
- All medical and chemical products will be used and disposed of in accordance with all relevant legal requirements, codes of practice and regulations
- Golden Star Care Ltd encourages the use of other modes of transport and (where applicable) actively encourages the use of bikes, making use of schemes such as the Cycle to Work Scheme
- Where applicable, Golden Star Care Ltd is mindful about how to reduce travel and as such, promotes car sharing for staff working together at the same Service user address where possible. This may require creating a run that encompasses all Service users who require the support of 2 members of

Golden Star Care Ltd
Golden Star Care LTD, 5th Floor, Unit 515 The Grange, 100 High Street, Southgate, London, N14 6BN

staff, enabling them to car share (provided the times meet Service user need)

- Golden Star Care Ltd is aware of the need to reduce excessive emissions, and as such, plans routes accordingly to ensure that 2 carers are not driving to the same road unless it is absolutely necessary

5.4 Training and Awareness

- All staff will receive suitable training to enable them to deal with their specific areas of environmental control
- Service users will have access to information (in a format that is relevant to them) on how individuals can make positive environmental change to help Golden Star Care Ltd meet its objectives
- All staff, Service users, visitors and contractors will be reminded to adhere to any warnings or signs in relation to hazards

5.5 Inclusion

- Golden Star Care Ltd will encourage suggestions to improve the environment where they are possible, and will engage Service users and staff in taking these forward
- Where Golden Star Care Ltd has environmental objectives, Service users, partners, clients, suppliers and subcontractors will be consulted and included in their implementation

5.6 Assessing and Monitoring

- Golden Star Care Ltd is responsible for the physical environment of Golden Star Care Ltd and will identify and manage environmental risks and hazards
- Targets to measure the continuous improvement in the environmental performance of Golden Star Care Ltd will be regularly reviewed and changes made accordingly
- Golden Star Care Ltd will complete an review of its Environmental Policy at least annually

5.7 Speaking Out

- All stakeholders are encouraged to speak out where they see environmental hazards or have concerns
- Staff can raise concerns to team leaders, and any hazard will be reported immediately to the Registered Manager
- Service users may make a complaint as well as report to a member of staff

5.8 Energy Management

- Golden Star Care Ltd will operate its facilities with due consideration to the impacts of its energy consumption
- Golden Star Care Ltd will maintain its plant, machinery, equipment and buildings in a manner which best ensures their continued energy efficiency
- Golden Star Care Ltd monitors use of all resources, including energy consumption and devises strategies to reduce this where practicable without detriment to its service delivery and the safety of Service users



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6. Definitions

6.1 Corporate Social Responsibility

- Corporate Social Responsibility, often abbreviated "CSR," is a corporation's initiatives to assess and take responsibility for the company's effects on environmental and social wellbeing
- The term generally applies to efforts that go beyond what may be required by regulators or environmental protection groups

6.2 Pollution

- Something introduced into the environment (usually chemical) which has harmful or poisonous effects

6.3 QCS App

- 'App' is short for 'application' - which is another name for a computer programme
- Normally, when people talk about apps, they are almost always referring to programmes that run on mobile devices, such as smartphones or tablet computers. The QCS App replicates the QCS Management system and is available via [Google Play](#) or the [App Store](#)

6.4 Greener Alternatives

- Consider the impact that the operations of Golden Star Care Ltd have on its carbon footprint, and ways to reduce that impact on the environment
- This could be sourcing more locally to reduce emissions, installing solar panels, and using suppliers who themselves care for the environment and maintain high standards, i.e. ISO 14001

6.5 ISO 14001

- This is an international standard for environmental management
- It sets out a system of predetermined objectives by which to attain this standard
- This standard is externally audited and accredited, which gives stakeholders confidence that Golden Star Care Ltd is maintaining a high standard of environmental management practice

6.6 Environment

- The planet - all living and non-living naturally occurring matter
- Also determined as air, water and land



Key Facts - Professionals

Co2 – Emission Statement

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