Leading the way to a more sustainable future in Care

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Oakland Care



Introduction

- **High-end elderly care** operator and end-to-end developer
  - **Identifying** and **acquiring sites**
  - **Building** and **operating** care homes focused on the **private pay market** in the **Southeast of England** – where there is the **highest proportion of self-funded residential** care in the UK
  - Providing **residential**, **nursing**, and **dementia care**
- The philosophy of the business is to deliver the **highest possible quality of care** in **luxury purpose-built homes**





Introduction

- Oakland Care are 3 years into a journey to sustainable working that has encompassed change in every department.

- We've made both small and significant changes on this journey and are now proud to be leading in the sector by delivering our sustainability strategy with certifications and recognition to match.

Why should we become more sustainable?

- It’s necessary for businesses to contribute to UN sustainability Goals 12 and 13
- It is the right thing to do!
- Team members, residents, and visitors expect it
- Making sustainable changes have other business benefits – financial, team moral, PR
- Advanced preparation for when sustainability auditing becomes mandatory
- Potential for sustainability linked finance options
- Potential improved returns for shareholders

What does it really mean?

- **Local Environmental Impact** – Biodiversity (wild garden) projects, noise or odour pollution, local volunteering
- **Procurement** – buying sustainable products, electronic invoicing, consolidated deliveries to reduce van miles
- **Travel** – Cycle2Work, car sharing, video-call for meetings
- **Utility use** – LED lighting, thermostats and careful utility use, greener tariffs
- **Waste and Recycling** – Reducing landfill, battery and waste oil recycling, upcycling, food waste and composting, compacting hazardous waste
- **Environmental Management** - a policy or system of work in place. Understanding our impact and addressing it formally.

Oakland Care - Our journey

- 2020 – The journey began
  - We achieved the Greenmark Level 1 award, focusing on our Lambwood Heights Home
  - We began making small changes
  - We created our first Oakland ‘Environmental Policy’
- 2021 – Our focus moved Group-wide
  - We created the ‘Green Committee’
  - We achieved Greenmark Level 2
  - We became the first Care Home Group to be Certified as Carbon Neutral
  - We began BREEAM assessments for our existing Homes
  - We ran the first ‘Oakland Green Day’
  - We continued to make small changes in every area of the business wherever we could

Carbon Neutral Britain™

CARBON NEUTRAL BUSINESS 2022



Oakland Care - Our journey

- 2022 – A full corporate approach developed
  - We achieved the Greenmark Level 3 award, the highest available, and became Greenmark 'Champions'
  - We retained our Carbon Neutral Status
  - We created a full 'EMS' which gives a system of work helping us to grow further
  - 'Green day', became 'Greener Month'
  - All of our owned Homes became BREEAM accredited
  - Sustainability training became mandatory for all team members
  - We added Sustainability as one of our core values
  - Sustainability has a dedicated section of our business plan
  - We present updates to the board and shareholders monthly
  - We enhanced our branding and changed the website to show how focussed we are on sustainability – **The Greener Care Choice ™**

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Oakland Care - Our journey

- 2023 – Continuing to lead
  - We're working towards achieving our 15 sustainability goals
  - Our 'Sustainability Committee' has doubled in size
  - We've planted over 1100 trees in 2023, and have plans with Essex Forestry to plant 1500 in January 2024
  - Gold Award for sustainability – Green World Awards
  - We will embed our EMS further – we've already conducted site auditing to cement the on-the-ground changes that have made a real difference
  - We will maintain our Greenmark Level 3 certification and work towards ISO 14001- Environmental Management
  - Our Maplewood Court 'flagship' wildlife garden has officially opened; a collaborative project with Kent Wildlife Trust
  - Every new build will have a minimum of 25% of outside space dedicated to biodiversity projects
  - Our latest build project is being designed as gasless using solar and air source pumps for energy
  - We'll present at a number of conferences and guest speaker events to raise further awareness in the Care sector and beyond.

GREEN MARK

GREEN WORLD AWARDS WINNER 2023

BREEAM®

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CARBON NEUTRAL BUSINESS 2023

HealthInvestor POWER 50

WINNER 2022 ESG Champion

Our 15 Goals and Ambitions

- We are committed to setting science-based targets in 2024 and becoming carbon net zero.
- All of our construction projects to be certified by BREAAM.
- We will achieve Greenmark level 3 accreditation by end of 2022 and become ambassadors.
- We will provide all team members with training on improving sustainability.
- We will give back at least 2000 hours of staff time to local communities to volunteer with environmental projects.
- We will plant at least 1500 trees per annum.
- We will have biodiversity gardens in every home.

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Our 15 Goals and Ambitions (continued)

- We will continue to reduce delivery miles for each home to achieve a total reduction of 50% by end of 2024 (compared to 2021).
- We will reduce the volume of clinical waste in each home going to landfill by 50% (2024 vs 2022).
- We will reduce plastic waste from chemicals by 90% by end of 2024.
- All homes will only use cleaning chemicals that have zero hazardous properties.
- We will only use FSC certified timber for all construction projects.
- We will maintain our Carbon Neutral certification whilst working towards net zero.
- We will develop our first gasless care home to open in 2025
- We will reduce paper usage by a futher 50% by the end of 2024 (vs 2022)


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We're celebrating our
Green Month

To be truly sustainable:

- People (team and residents) are your greatest asset
- Not everything costs a lot of money
- It needs to be at the centre of what you do and how you do it day in & day out
- It should be part of your core values
- It should be part of your business plan
- You must set targets and report against them
- Let your people and stakeholders keep you accountable and on track

Its not a project…it's a SOCIAL MOVEMENT