

2024 Impact Report

 Health Partners



Our Commitment

At the heart of our ethos lies the conviction that responsible business, in collaboration with insightful clients, can wield an immensely positive influence on society, the economy and the wider community.

Our commitment is to ensure that each interaction with our clients and their employees is transformative; leaving them more knowledgeable, more confident and better equipped to forge healthier, more fulfilling lives.

We support 2.5 million employees across 686 clients and have a profound effect on our patients, their workplaces and the communities in which we operate.

Our approach is mirrored in our own team. We believe in fostering a culture and working environment based on care and service, offering opportunities for lifelong learning, led by figures who inspire.

And finally, our governance framework—both clinical and operational—is not merely an aspect of our business; it is the intrinsic foundations that support our very principles. Ensuring we operate in a fair, ethical, responsible and transparent manner.



Our Approach

Health Partners' sustainability strategy is underpinned by our founder's strong belief that we must place the development & wellbeing of people and the natural world at the forefront of all our choices. We understand that a sustainable, high impact business model is not only good for our society and communities, but it is good for our colleagues and most importantly the employees and clients we serve every day.

We think about our approach by utilising an interdependent model based upon **environmental** stewardship; **social** impact; and ethical **governance** (ESG) which is a standard framework for assessing the sustainability impact of an organisation. It guides our decision making, while aiming to balance economic progress, social fairness and environmental protection.

The 'Environmental' pillar considers our ecological footprint. Focusing on our energy consumption and efficiency, emissions, pollution, waste management and natural resource conservation.

The 'Social' component examines how we manage and support relationships with employees, their training & development, support of business partners, commitment to clients and the communities where we operate. Our business is focused on improving the health & wellbeing of our clients' employees and 'helping people be their best', but we also ensure we meet all human rights and labour standards, embrace inclusivity and of course, health and safety.

Lastly, 'Governance' is our internal systems and practices of controls and procedures that we adopt to govern ourselves, how we make effective decisions, comply with the law and meet the needs of all stakeholders.



A Message from our Founders

At Health Partners, our enduring mission is to empower individuals to reach their fullest potential. In the face of a shifting global economic landscape and increasing impact of climate change, our commitment to this purpose has not wavered. We remain wholeheartedly committed to our CORE values: Care, One team, Relationships and Excellence in everything we do, including our ESG strategy.

We strive to support organisations in enhancing the health of their workforce, placing the wellbeing of people at the heart of our efforts. The most important question any one of us can ask is 'what can I do to help you?'. We build this into our thinking and values every day.

It fills us with immense pride to also collaborate closely with our clients, who are frequently recognised as some of the most pioneering and progressive entities on a global scale, supporting their own strategies in the ESG arena.

We couldn't be more proud of our committed and brilliant teams, who deliver such good work every day.

Andrew J. Alasdair



Mission, Purpose & Values

Health Partners has always prioritised care and service in everything we do. We look after others as we would expect to be looked after, and this drives our thinking across every aspect of our business.

Our teams employ the best in their sectors. They are well lead and supported by the latest research, training & development. Our people-centric approach is different to others and helps sets us apart as a Centre of Clinical Excellence.

As clinical leaders in the fields of occupational health and out of hospital treatment services, we are best placed to deliver the best advice to our patients.

**Our mission is to help
people be their best.**



C

CARING

We take care of our clients and each other, listening, learning and respecting what matters most.

R

RELATIONSHIPS

We build trusted relationships, working together and supporting each other to achieve more.

O

ONE TEAM

We work as one team actively encouraging collaboration, idea generation and knowledge sharing.

E

EXCELLENCE

We will always work hard to improve and maintain the high standards we set ourselves.

At a Glance

- 43% reduction in emissions since 2017, when our intensity ratio is considered
- 52.6% reduction in waste generation at head office
- 97% of waste diverted from landfill
- Reduction in utilities' emissions year on year
- 3,969 trees planted covering 5.35 hectares to mitigate what we cannot remove
- On target to reach net zero emissions in 2030
- 5 new nurses sponsored to undertake OH degrees
- 2 new apprenticeship programmes launched
- 152 new managers completed 309 training courses
- 3 new veterans employed
- 459,882 interventions to support client employees
- All accreditations and certifications achieved



459,882

interventions to support client employees

3,969

trees planted

97%

of waste diverted from landfill



Our stories

OUR STRATEGY AND VALUES IN PRACTICE

Promoting Holistic Wellbeing in Glasgow: Feel Better Community & Family Day

A key client recently hosted a community and family day at their Glasgow sites, providing an ideal platform for Health Partners to introduce the “Feel Better” service. The service is a wellbeing initiative designed to encourage employees and community members to take proactive steps towards managing their health and wellness.

Our primary aim was to showcase the “Feel Better” service, emphasising its benefits for improving employee productivity, retention and reducing absenteeism through early identification of health risk factors. The broader goal was to create a legacy effect that would positively influence the families and communities associated with employees. The service included consultancy and analysis of key employee risks; assessments and health checks; follow up coaching programmes and comprehensive metrics for improvement and evolution of the service.

The event focused on educating attendees on the four core benefits of the “Feel Better” programme: Move, Eat, Sleep and Feel Better, in relation to the social issues prevalent within the Glasgow community and the organisation’s employee base.

The day was a huge success, with an impressive turnout of 2,500 individuals.

Attendees were educated on the multifaceted benefits of the programme, tailored to address specific community and employee health concerns.

By linking the programme’s benefits to real-life social challenges, Health Partners established a strong case for the adoption of healthier lifestyle choices.

The initiative showed potential for creating long-term behavioural change that could extend beyond the individual to positively affect the wider Glasgow community.



Working in Partnership: Continuous Improvement Reaps Dividends

Health Partners was awarded the contract to outsource the service for a prominent UK-wide manufacturing client. The client's commitment to a "Zero Harm" organisational culture set high expectations for the OH service to enhance employee wellbeing and streamline health management processes.

The aim was to develop a health service model that would align with the client's aspirations, significantly reduce employee absenteeism, optimise the use of OH resources, boost employee health and engagement and provide cost-effective solutions adaptable to varying local business needs.



To meet these objectives, Health Partners implemented a partnership-based service delivery model with several key components:

- 1** A well-resourced implementation project to ensure a smooth transition.
- 2** Migration to a bespoke IT platform for efficient data management.
- 3** Comprehensive data mapping to tailor services to specific employee health risks.
- 4** Development of effective processes and protocols for consistent service delivery.
- 5** Creation of a blended delivery model that combined remote and in-person services for greater efficiency.
- 6** Accurate resourcing, which led to a 30% cost saving on resources compared to traditional models.
- 7** Collaborative work with the client and their retained clinicians to integrate services.

Additional interventions included:

- Providing targeted workplace training and education to reinforce safe systems of work.
- Designing and implementing a bespoke ergonomic tool to facilitate the placement of employees with musculoskeletal restrictions.
- Partnering to launch the “Mind, Body, Life” wellbeing service to address mental health and promote overall wellness.

The service successfully addressed the client’s key challenges, resulting in the minimisation of employee time away from work due to health issues; efficient utilisation of OH professional resources, maximisation of employee health and engagement; and delivery of an efficient and cost-effective health solution tailored to the client’s needs.

This strategy exemplifies the value of a partnership-based approach to OH services. By focusing on continuous improvement and alignment with the client’s culture and goals, Health Partners delivered a bespoke, efficient and cost-effective OH solution that led to significant health and engagement improvements for employees.

The case demonstrates that collaborative efforts and innovative service models can yield substantial dividends in occupational health management and social impact.

Supporting Change: A Holistic Approach to Managing Menopause

Upon receipt of a referral, our occupational health nurse conducted an in-depth evaluation and discovered that X was facing difficulties in her job and had not obtained assistance from her general practitioner. Following her evaluation and report with practical recommendations, we were given the following feedback.

“I wanted to take a moment to express my deep gratitude for the time you took to listen and truly understand what I was going through. Your support and advice regarding menopause and the help that is available made a significant difference in my life.

After our conversation, I decided to seek help privately, and I am now on a tailor-made HRT plan that is making a real difference. Moreover, thanks to your advice, I realised that I was also suffering from depression—something I had not been aware of. I have since sought treatment for that as well and am now on medication to address it.

I cannot thank you enough for your guidance and for helping me see the way forward. Your kindness and insight have genuinely changed my life for the better.”



Branching Out for a Greener Future: Our Collaborative Global Reforestation Projects with Tree Nation

We have continued our collaboration with Tree Nation, a European NGO committed to partnering on tree-planting initiatives in developing countries this year. These efforts fulfil two vital roles: they allow organisations like ours to positively offset their carbon footprint created from business travel and utility emissions, thereby contributing to the global battle against climate change and deforestation. Additionally, these initiatives bolster local economies, particularly providing benefits to women; advancing equality and economic autonomy in these areas.

Our afforestation efforts this year again focussed on Madagascar, Kenya and Burkina Faso, however we also added new projects in the Simiyu region of Tanzania and the Mt Elgon ecosystem project in Uganda. You can view our 'forest' [here](#). It's worth noting, however, that the Sussex rewilding project from previous years, in which we planted around 500 saplings, is not included in the total count on this website as it was part of a separate initiative.

To mitigate our business mileage, flights and utility emissions we have planted 3,969 trees this year, covering 5.35 hectares of land across the five projects, bringing our total to 10,595 trees planted with Tree Nation since 2020.



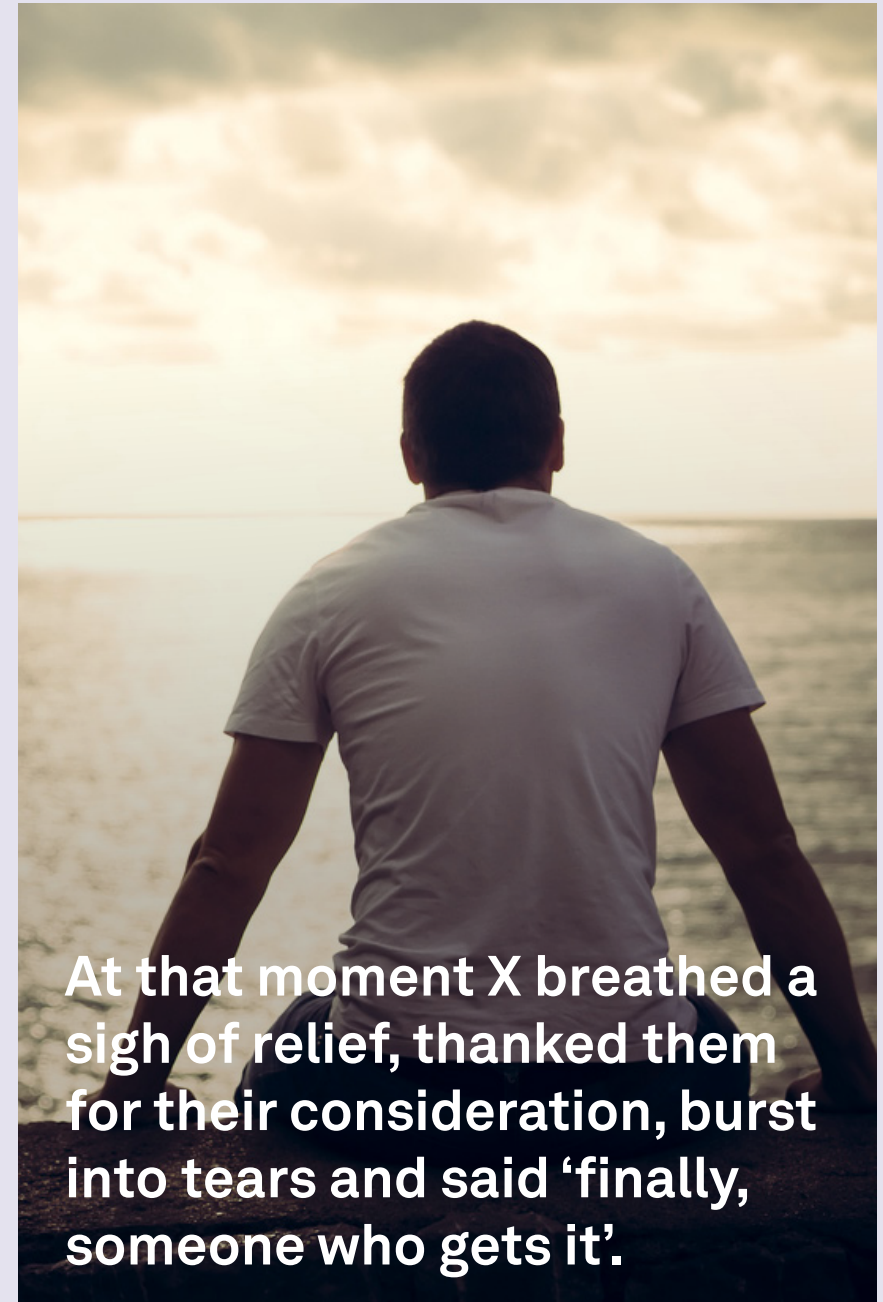
Tailored Understanding: Adapting Workplace Assessments for Employee Support

We recently assessed and supported a young trans-male, who had withheld their gender status from their employer, as well as friends, but was feeling a significant strain on their mental health due to the ongoing culture that still prevails throughout the working environment.

In line with our standard practice, at the outset of the case, our Senior Advisor inquired about X's preferred pronouns and how they wished to be addressed, offering options such as Miss, Mr or other prefixed titles. At that moment X breathed a sigh of relief, thanked them for their consideration, burst into tears and said 'finally, someone who gets it'.

He was clearly exasperated at not being able to be his authentic self in work. To compound matters he had been forced to leave his family home and had no contact with his family due to their cultural and religious beliefs that led to them denouncing and disowning him, both factors affecting his mental health and wellbeing.

Post-assessment, he was directed to our Psych Health team for continued therapeutic support, and management received guidance on how to support him in the workplace. Feeling a professional and empathetic connection to his situation, the Advisor committed to ongoing collaboration with him and his manager to facilitate his support at work over the ensuing months.



At that moment X breathed a sigh of relief, thanked them for their consideration, burst into tears and said 'finally, someone who gets it'.

Empowering Education: Health Partners Foundation & CAMFED's Transformative Impact on Girls' Education in East Africa

CAMFED (Campaign for Female Education) is a non-profit organisation dedicated to eradicating poverty in East Africa through the education of girls and the empowerment of young women. Health Partners Foundation has supported CAMFED for the last three years. CAMFED's approach was multi-faceted, involving direct support to girls, engagement with local communities and the training of Transition Guides.

The focused three-year educational programme targeted under served girls in the region, initially aiming to support 366 girls but surpassing expectations by aiding 964. The programme has achieved remarkable success, evidenced by a 98.5% graduation rate - a stark contrast to the national average of 42%. Additionally, 94.9% of participants consistently progressed to the next grade each year. Post-programme, 325 girls have moved on to further education.

Moreover, with the support of Transition Guides, mentoring 1,394 additional girls, there has been significant socio-economic benefits, including the initiation of businesses by 43% of the girls and the continuation of education by 26%.



United Nations Sustainable Development Goals





Health Partners continues to be committed to the United Nations Sustainable Development Goals (SDGs), ensuring that our operational activities and strategic aims are in close harmony with these global objectives.

Goal 3 Our principal aim is the protection and enhancement of individuals' health and wellbeing, directly supporting UN Sustainable Development. Our mission is 'advancing workplace healthcare to make a positive and measurable difference to the quality of individuals' health and wellbeing'.

Goal 4 We demonstrate commitment to 'Quality Education' through our investment in learning and development opportunities throughout the company – from regular CPD events for our clinicians, apprenticeship schemes, sponsoring nursing staff to pursue degrees, establishing our Training Academy, and fostering a culture of continuous development within our company.

Goal 8 'Decent Work and Economic Growth' is met through the creation of new positions as we grow, driving economic advancement through our business activities and development of our teams.

Goal 10 We actively support initiatives aimed at diminishing economic and social disparities, creating a beneficial influence on our team, the communities we operate in, and the wider society, thus supporting goal 10's aim to Reduce Inequalities.

Goal 13 In response to 'Climate Action', we track and manage our emissions, have implemented a carbon reduction strategy and are addressing emissions that cannot be eliminated with our partner Tree Nation.

Goal 15 Conserving 'Life on Land' is about protecting and restoring terrestrial ecosystems, sustainably manage forests, combat desertification, and halting or reversing land degradation and stopping biodiversity loss. Working with Tree Nation we have helped mitigate deforestation in Kenya and Peru, restore degraded forests in Madagascar and assisted in halting the desertification in Burkina Faso. This year we have also supported planting projects in Tanzania and Uganda.



Social Impact

By its very nature, Health Partners services have the biggest impact on the 'social' element of our ESG framework.

Our mission is 'advancing workplace healthcare to make a measurable difference to the quality of people's health and wellbeing'.

Engaging with thousands of client employees each month this impact is profound - creating meaningful, positive changes that resonate well beyond the confines of our clients and their employees alone.

Our clinical expertise ensures that we provide practical, workable advice on employees' fitness for work; adjustments to aid them in remaining economically active; devising rehabilitation programmes to aid recovery; implementing well-being initiatives; offering mental health treatment and therapy and implementing measures to mitigate workplace risks.

The benefits of our occupational health programmes extend to not only supporting employees, but also fulfilling employers' health and wellbeing strategies, reducing risks, reducing absenteeism and indirect costs, improving productivity, and enhancing the wellbeing of the communities these individuals belong to through individual and group-based activities.





Our fundamental approach is to do what is morally right.

Health Partners has proactively adopted the ten principles of the UN Global Compact, the International Labour Organization's (ILO) standards, and five of the United Nations' 17 Sustainable Development Goals. Our fundamental approach is to do what is morally right.

We are defenders of individual human rights, categorically avoiding any involvement in activities that infringe upon the UN's Declaration of Human Rights in all our dealings. Our alignment with these principles and objectives, ensures that we make a positive contribution to society and foster a sustainable, inclusive future.

At Health Partners, ensuring the safety of our employees and those we come into contact with is paramount. We emphasise engagement, health, safety and risk management practices in all our business activities and have maintained the ISO45001 accreditation for occupational health and safety, backed by a robust management system to ensure this is maintained.

Health Partners is committed to advancing diversity and equality and appreciate the profound value that this adds to our organisation, our clients, their employees and the wider community. As a Disability Confident Employer and holder of the Employers Inclusive Standard committed status, our comprehensive Equality, Diversity, and Inclusion strategy, our internal 'Inclusion Allies' network, and regular awareness campaigns all contribute to nurturing an inclusive culture.

We oppose all forms of involuntary labour and modern slavery, including bonded, forced or child labour, within our supply chains and regularly monitor, through due diligence initiatives, our business partners in this arena.

We uphold the fundamental workers' rights set out by the International Labour Organization's (ILO) Declaration. Our Modern Slavery Act statement is on our website and published on the Government register. To enhance our staff's awareness we have mandatory training in 'Modern Slavery' as part of every induction and regularly thereafter, augmenting our existing Ethical training programmes, ensuring they are aware of their responsibility and our commitment to transparency and the fight against modern slavery.

We actively promote health education to improve the lifestyles of our employees and those we interact with, hosting 'Wellbeing Weeks', health-focused webinars, workshops, and distributing informative newsletters on a regular basis. These are also available to the wider community through our website and blogs.

Leveraging the expertise of our in-house psychological team and our thirty mental health first aiders we have provided webinars, 'wellbeing weeks' and drop in sessions throughout the year focussing specifically on mental wellbeing.

Our recruitment strategy combines both local recruitment and training individuals to meet role-specific competencies and skills. Our Training Academy has seen a further 50 more clinicians graduate and found employment within our teams in the last 12 months. We support organisations like the 'Armed Forces Covenant,' and 'Disability Confident,' to assist those facing employment barriers. In the last year we employed three more veterans in operational and clinical roles.

Our Apprenticeship scheme has expanded by a further two new programmes in the last year, providing additional workplace success pathways for those involved, and we facilitate healthcare-related work placements for nurses training in occupational medicine, at our larger on-site clinics. Furthermore, we have supported five more of our nursing staff to pursue Occupational Health degrees this year and inducted over 152 managers into our leadership programme, completing 309 courses between them in the last year.

As a responsible employer, we ensure our employees receive at least the 'living wage' and adhere to best practice workplace standards, fostering a supportive work environment for all connected with Health Partners.

Environmental Stewardship



Environmental stewardship is a vital component of our broader sustainability strategy, focusing specifically on the mitigation of our impact, conservation and restoration of the natural world to support the health and vitality of the planet for future generations.

Our environmental stewardship is predicated on the understanding that the earth's resources are finite and so the impact needs to be minimised at an individual, organisational and government level.

This includes efficiently using water and energy resources, reducing pollution and waste, mitigating climate change, protecting ecosystems and preserving biodiversity. Environmental sustainability is intrinsically linked to the quality of life and the prospects for economic development.

As we face the escalating impacts of climate change and ecological degradation, the imperative for environmental sustainability becomes ever more pressing.



We have integrated our environmental management systems (EMS), which is accredited to ISO14001, into the fabric of our operations, both at our headquarters and on client sites, shaping our procurement choices, operational frameworks, and work processes, and influencing our interactions with clients, their employees and the local communities.

However, there is a challenge in balancing sustainability impacts with the growth of a business. For example, growth may result in:

- An increase in the portfolio of services results in increased energy consumption, increased emissions and potentially waste too.
- Increase in the volumes of activities undertaken where, even if carefully managed, our impact will increase exponentially.
- Our supply chain may need to increase to accommodate the demand for specialist services.
- Resource intensification may also be an outcome of growth with a potential negative impact.
- Potential infrastructure development including new offices and facilities where their construction and management create additional emissions and impact on resources.
- Business travel and commuting increases as a company grows, which may contribute significantly to our emissions.
- Technological lag may impact too, for example while more effective electric vehicles exist currently, weight factors mean our mobile units cannot currently be converted.

The challenge for us is to decouple and manage the impact of economic growth from degrading our sustainability approach. To track our progress, we use an intensity ratio based on headcount growth, which helps us set a benchmark for our emission reductions.

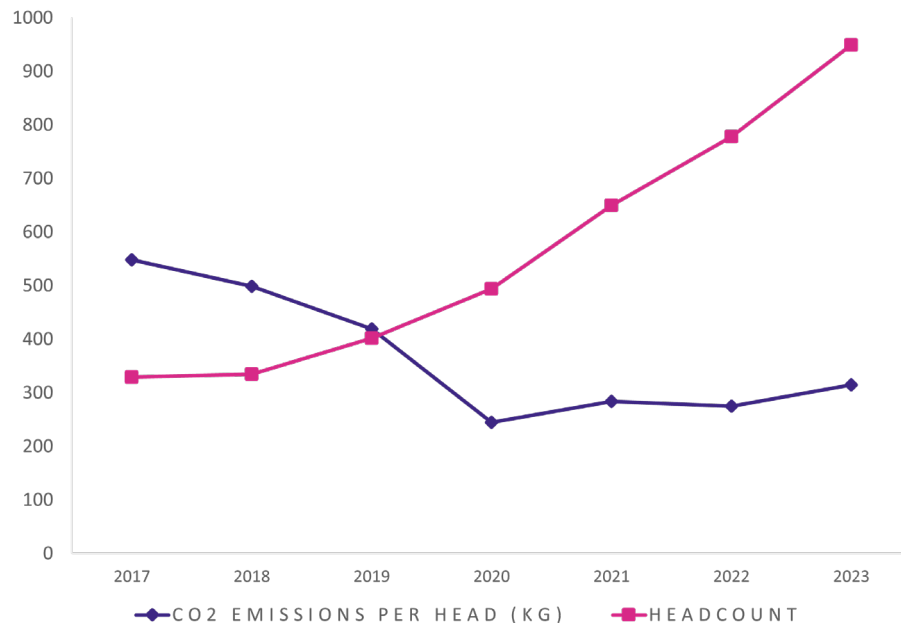
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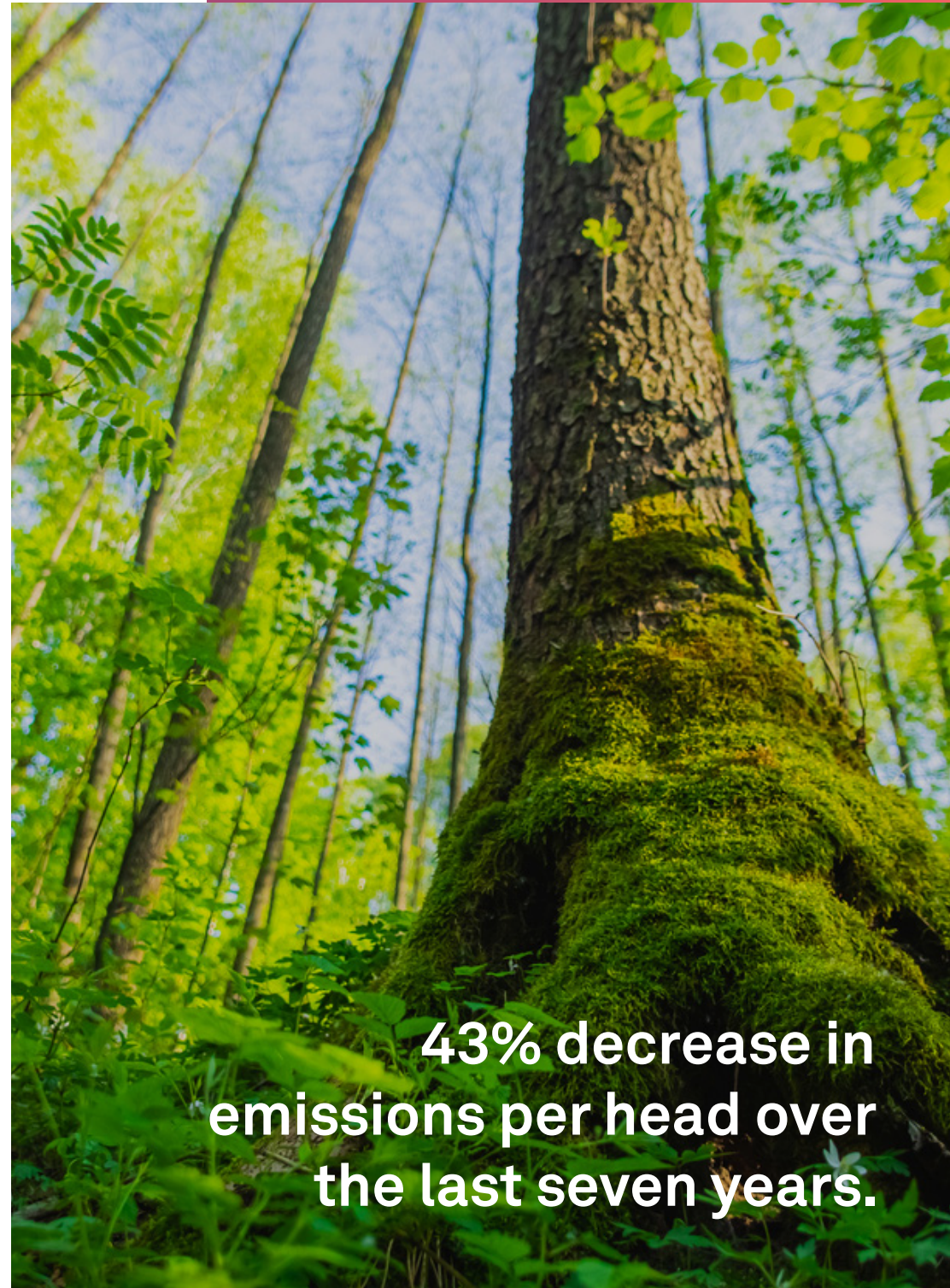
Emissions

In 2023 both our absolute emissions, and our emissions when our intensity ratio is taken into consideration, increased as a result of our growth. However the emissions per headcount was still considerably lower when compared with our baseline year of 2017, with a 43% decrease over the seven year period. To mitigate these emissions, we have continued to work with Tree Nation, planting saplings and young trees throughout projects in Africa.

HEADCOUNT VS EMISSIONS PER HEAD



**43% decrease in
emissions per head over
the last seven years.**



Business Travel

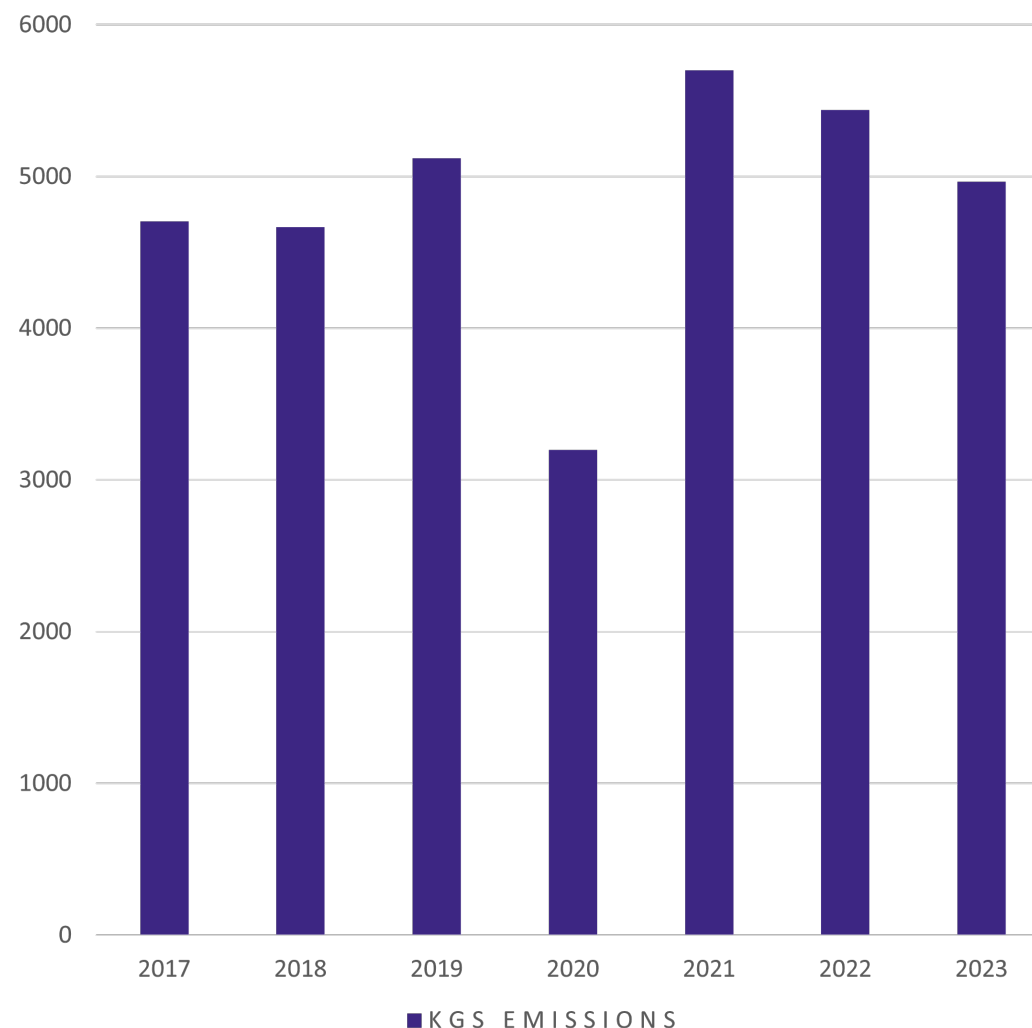
Our business travel has increased and is reflected in both our Scope 1 and direct Scope 3 emissions, in 2023.

Our Scope 1, specifically attributed to the Mobile Medical Unit (MMU) vehicles, emissions increased to 173,839 KgsCO₂, while our direct Scope 3 business travel emissions measured at 95,550 KgsCO₂ and flights emissions, calculated using the ICAO criteria, increased to 21,502 KgsCO₂.

It should be noted however that the emission per MMU (Scope 1) did decrease by 8.7% because of a combination of enhancements to our policy, training, co-ordinated planning of on-site programmes to reduce travel distances and careful monitoring.

Regrettably, due to current limitations pertaining to weight, we are not yet in a position to transition our MMU units to electric vehicles. However, we remain receptive to the prospect of adopting lighter electric models or hydrogen-fuelled alternatives when they emerge as a workable solution. We intend to reassess this situation as soon as technological improvements make such a conversion feasible.

MMU EMISSIONS PER UNIT



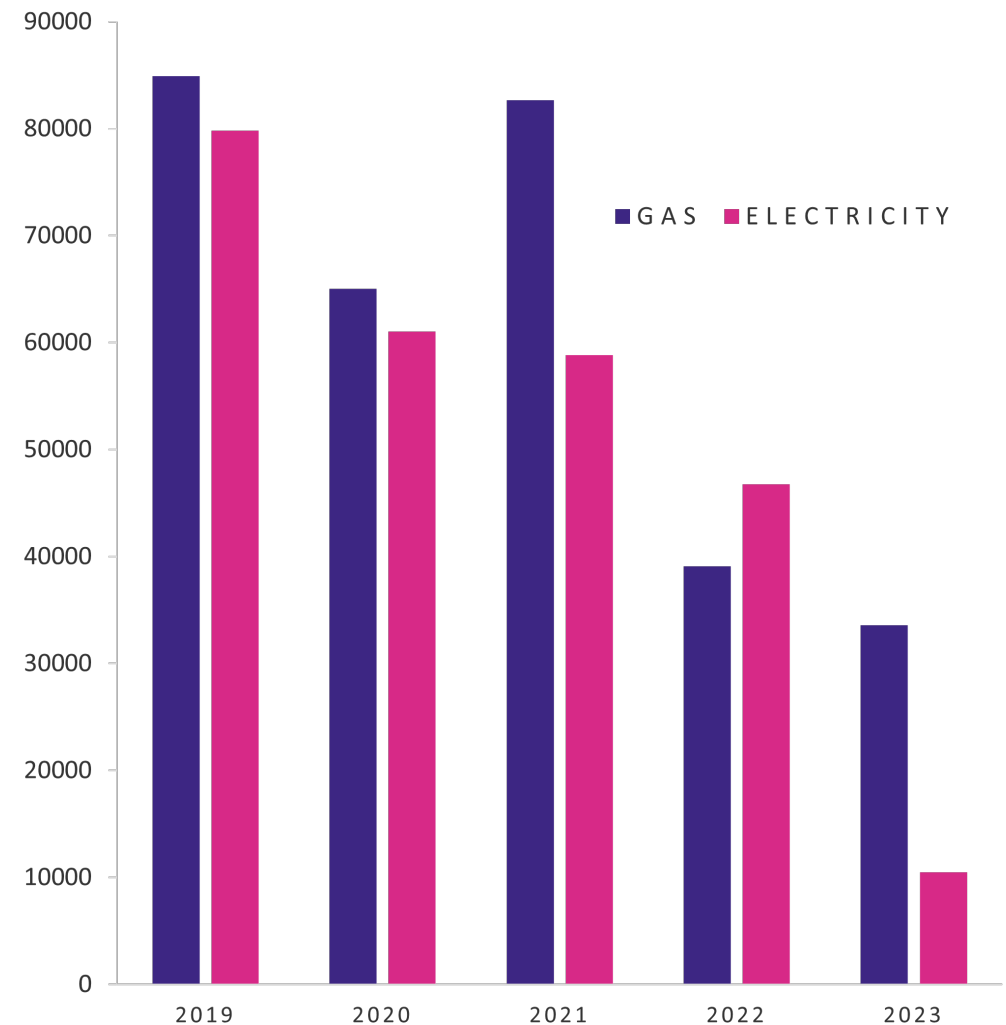
Energy

Utilising data supplied by our Landlord and the UK Government's GHG conversion tables for company reporting, our Scope 2 emissions from utilities at head office reduced in 2023, compared to both 2022 and our baseline year of 2019, to 6146 KgsCO₂ for gas usage and 2175 KgsCO₂ for electricity.

Furthermore, we have expanded our reporting to encompass utility emissions data from our additional two hubs. This has been achieved by utilising extrapolated data provided by our Landlords, given that these hubs are located within buildings with multiple tenants, and applying the HMG's GHG conversion factors. With this new data accounted for, our overall utility emissions have reached a total of 6,146 kgsCO₂ for gas and 7,660 kgsCO₂ for electricity. Notably, even with the inclusion of these extra sites, we've recorded a year-on-year reduction in our total utility (Scope 2) emissions, with a 14% decrease for gas and a 15% decrease for electricity. These reduced emissions have also been mitigated by tree planting projects.

As we have indicated real-time data on utility emissions is not readily available due to a variety of technical and practical constraints. While estimates do not provide the pinpoint accuracy of real-time data, they are invaluable for informing our decision-making, setting sustainability targets, and tracking performance against environmental goals. These estimates will be refined over time as more data becomes available, so they continue to assist us to make informed choices that align with our environmental sustainability objectives.

GAS & ELECTRICITY USE AT HEAD OFFICE



Our Ongoing Commitment

A key aim has been pollution reduction, waste minimisation and avoidance of landfill contributions. Our strategies have centred on recycling, reusing materials, and collaborating with our waste management partner. During 2023 we achieved over 97% diversion of waste from landfill and a reduction of 52.6% of our overall waste by volume across all commercial waste streams at head office.

Through company-wide communication channels and monthly presentations, we have promoted internal awareness and engagement with Health Partners' environmental commitments and goals.

Including communications on the impact of Climate Change; celebrating World Environment day; promoting recycling and reusing on both Global Recycling day and in Zero Waste week.

Compliance with environmental legislation is paramount for Health Partners, and we are vigilant in keeping abreast of, and adhering to, changes stemming from global climate initiatives, such as the COP meetings and United Nations' reports, as well as regulatory changes at a more local level. This year we completed ESOS Phase 3 and created an action plan to reduce our energy consumption.

In procurement, we have made deliberate choices to purchase fair trade, sustainably produced, and locally sourced goods and services to reduce travel-related emissions where possible, although real-time monitoring for 'upstream' and 'downstream' scopes defined in category three remains a future objective under review due to the nature of our services provided.

Our ongoing commitment to environmental stewardship is affirmed by maintaining our ISO14001 certification in 2024, alongside industry-specific accreditations like Achilles UVDB, Sedex, Joscar, FSQS and Building Confidence, all of which include environmental sustainability criteria as part of their audits.



Health Partners Foundation



We look to support charities that resonate with us, professionally and emotionally.

At Health Partners, our commitment to caring for people extends beyond our employees, clients and patients.

As a business we've grown significantly over the years, and we look at charitable giving in the same way we look at growth and investment in our business. This means, when looking for a charity to support, we first look for organisations with accountable leadership, providing transparent and measurable outcomes.

This is why we established the Health Partners Foundation, which has proudly contributed over £600,000 since its inception in 2021.



Over the last 12 months we have made a significant impact by donating over £137,700 to various organisations, including:



Breast Cancer Now
Supporting research and care for those affected.



British Expeditionary Aid & Rescue
Assisting evacuations of the elderly in conflict zones in Ukraine.



CAMFED
Supporting girls into school in Tanzania.



St Peter & St James Hospice
Hospice care in the heart of Sussex

St Peters & St James Hospice
Sussex based compassionate hospice care.



Smile Sri Lanka
Ensuring access to health, education, and recreation for children who need it.



Surfers Not Street Children
Support programmes for street children in South Africa.



The Lotus Flower
Operating four women's centres in Kurdistan and Iraq.



THE ROYAL COUNTRYSIDE FUND

Royal Countryside Funding
Empowering rural communities and family farms.



The Martlets Hospice
End-of-life care and support for impacted families.



MIND
Championing mental health awareness and support.



Blood Cancer UK
Dedicated to beating all types of blood cancer.



The Brain Tumour Charity
Research, campaigning and support for those affected.



Ethical Governance

Our governance and ethical commitments span leadership, compliance, ethical and accountable decision-making, fiscal responsibility, and adherence to legal standards. At its core, our sustainability governance is about ensuring that our pursuit of economic growth and performance does not come at the expense of detrimental environmental impacts or social wellbeing. It provides the essential tools and principles that shape the services we provide and our internal work systems, ensuring our policies, clinical protocols, and management decisions are anchored in the principles of transparency, accountability, integrity, fairness and continuous improvement.

Our leadership team play a crucial role in championing sustainability values and setting the tone for the rest of the organisation.

Our service commitment to our clients, and their employees, is one of clinical excellence and practical effective advice. To achieve this, we operate a robust Quality Management System (QMS), certified to ISO9001 and SEQOHS standards. This framework includes protocols to best practice standards, internal control mechanisms and escalation pathways, due diligence, regular audits and a focus on continual improvement. These consistent criteria help us ensure that our core principles and values are not only visible in our actions, but also quality assured and independently verified by over 16 external certification bodies.

Data protection and information security are a central tenet in our relationship with our clients, their employees and our own staff. It is crucial to our operations, prompting us to implement and improve appropriate technical measures and

conduct regular tests to safeguard the information we manage, building it into the design of each new enhancement of our bespoke platform. These efforts have been validated by both external auditors, earning us ISO27001 and Cyber Essentials Plus certifications, and our clients own Information Security auditing teams.

Acknowledging the dynamic nature of our healthcare work environment, we continually focus on risk management and education – whether clinical or operational; developing mitigation strategies; enhancing our disaster recovery protocols; and improving our business continuity planning. Our disaster recovery and business continuity procedures are regularly tested. These measures equip us to deliver essential services to our clients even amidst disruptions, while supporting our own employees too.



Our leadership team play a crucial role in championing sustainability values and setting the tone for the rest of the organisation.

We have had no reported conflict of interests or whistle blowing incidents during the defined period and continue to monitor this closely.

Health Partners have developed further policies and protocols this year to control the potential risks of financial crime and continue to maintain a strict zero-tolerance approach to anti-competitive practices such as price-fixing, reciprocal trading, collusion, financial inducements, fraudulent activity and any form of bribery, neither engaging in nor condoning such activities. Our business is predicated on the quality of our services, earning client trust without recourse to unethical behaviour. This is augmented with mandatory training for all employees and appropriate whistle blowing pathways should they wish to raise a concern.

Our procurement protocols are guided by principles of partnership, fairness, and integrity. There is a perception in the UK of declining transparency in companies and their supply chains, and yet conversely there is greater regulatory attention and legislation. Amidst the confusion caused by green washing, corporate responsibility backlash, and even 'green hushing', it's clear that businesses have an obligation to minimise their operational impacts and regain that trust, with or without regulations to enforce it. As this scrutiny of clients' supply chain practices intensifies, so does the risk exposure. A study by LRQA defined supply chain risk in the ESG arena as five key pillars. They are labour risks, health & safety, negative impacts to the environment, business ethics and the supplier's own management systems. To this we have added data security.

We undertake appropriate due diligence covering these areas, have codes of conduct in place with our business partners and draft detailed contracts with new suppliers, thus ensuring

responsible supply chain management, mitigation of these risks and fostering a culture of ethical conduct in all our business dealings.

Throughout the reporting period, we have maintained and improved our occupational health and safety management system, which has been externally audited and certified to ISO45001 standards for a further three years earlier this year. We had no incidents requiring reporting under RIDDOR, nor were there any investigations by the Health and Safety Executive (HSE) or similar regulatory bodies. Our diligent safety practices and health and safety commitment have contributed to creating a secure and resilient work environment that promotes the well-being of our teams and those with whom we interact.

By maintaining a commitment to all these principles, we lay the groundwork for a sustainable and ethical business that yields positive outcomes for both our organisation and the wider community.

“Health Partners has advanced in this last year on our strategic path towards sustainability, yet we acknowledge further effort is required to completely realise our objectives and effectively lessen the environmental impact of our expansion on emissions.

JAC CRANG,
GOVERNANCE DIRECTOR





 Health Partners