



Health Partners Impact Report 2022



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Moving Forward





Health Partners Impact in 2022

- 32% reduction in CO2 emissions per headcount from 2019 to 2021
- Planted 3898 trees in 2022 to offset our emissions for 2021 for business travel and gas usage
- 100% renewable electricity sources at head office
- 46% reduction of waste produced at head office
- Zero waste going to landfill from head office
- 6 Environmental Champions in the business
- Achieved a 'Committed' status to the Inclusive Employers Standard
- Launched our 'Inclusion Allies' network
- Sponsored 4 nurses to achieve their occupational health degrees
- Launched our Training Academy to train clinicians to become OH case managers
- Recruited 4 veterans as part of our commitment to the Armed Forces Covenant
- Put 23 new managers through structured leadership training
- Held wellbeing weeks and monthly health related activities for our employees
- Undertook due diligence on our business partners to ensure compliance with the MSA and ILO requirements
- Published a MSA statement
- Launched our Health Partners Foundation with a grant of £100,000





Our Commitment to Sustainability

The pandemic and climate crisis have revealed limits to economic, environmental, and social equality; resources; and systems upon which society depends. These two predicaments are driving an increased demand for transparency, equitable and sustainable operations and we have endeavoured to embrace the ethos and associated responsibility this entails, to create a corporate culture of sustainability.

The moral imperative and desire to limit the potentially damaging impact our business activities may have on the wider community and environment is at the heart of our approach. Our business needs to serve the interests of multiple stakeholder groups to achieve the outcomes we seek.

Health Partners are therefore committed to providing our services in a sustainable and responsible way creating 'value with purpose.' Using an 'ESG' based model we believe through hard work, creative innovation and responsible decision making we have founded a business that plays a vital role in our economy by providing a valued service to our clients; creating good quality, safe jobs and developing our people; and that gives back to our environment, society, and our government in a positive way.

Contributing to the 'United Nations Sustainable Development Goals'

Health Partners activities and strategy are closely aligned to key UN Sustainable Development Goals.

All our activities are bound by the common purpose of protecting people and we are committed to 'advancing workplace healthcare to make a positive and measurable difference to the quality of people's health and wellbeing,' clearly aligning with UN Sustainable Development Goal 3 -Good Health & Wellbeing.

We aim to provide decent work and economic growth, Goal 8.

We monitor and manage our emissions where possible to mitigate their impact thus supporting Goal 13 - climate action.

We provide training & development, apprenticeship programmes and sponsor degrees for our nursing team thereby contributing towards Goal 4- quality education.

We actively promote various initiatives to assist in reducing inequalities (Goal 10), be they economic or social.





Environmental Stewardship

Health Partners are determined to play our part in seeking meaningful solutions, which puts the health of both people and the biosphere at the heart of our business and in 2021–22 we continued to advance our decarbonisation plan.

Our aspiration is that whatever we take from nature we find a way of reusing it or replacing it. The reality of this is complex and reliant upon third party systems, nevertheless we do what we can.

We endeavour to integrate environmental management practices into all our activities; by forming the foundation of all our procurement decisions, influencing our operational models and work systems, and reflecting how we do business with our Clients.



Environmental Stewardship

We have monitored our consumption of resources at our head office, such as energy and heating, utilising renewable energy sources where we can and where we cannot, have worked with charities and a NGO on initiatives to offset the emissions created. Direct emissions per headcount have reduced by **32%** since 2019 and our energy utilisation is now also offset completely either through renewables or tree planting. Please see the 'Climate emissions metrics' section.

One of our key objectives was to minimise pollution and waste going to landfill by recycling, reusing products wherever possible and looking at our waste services. In 2021-22 this has been achieved with zero waste going to landfill from our head office as well as a reduction of **46%** overall being created.

In 2022 we developed a team of **Environmental Champions** within the business and utilise our 'all employee' communication channels to encourage activities to mitigate our impact both in the workplace and at home. We have 6 Environmental Champions in the business currently. The team meet quarterly to discuss any issues raised internally and look at what proactive activities we can undertake and communicate. Details of the outcomes of these meetings are shared through our regular communication channels.



Environmental Stewardship

During 2021-22 Health Partners continued to seek innovative ways using technology and other means, to **reduce** our negative impact, accelerating the transition to a low carbon future. With most of our staff continuing to work remotely or on a hybrid model we have drastically reduced our emissions from **commuter travel**, and business meetings that previously were held face to face are now continuing in Teams and other technical means to further reduce our business emissions too.

We have actively considered our procurement activities to ensure we **purchase responsibly**; buying fair trade products, sustainably resourced and/or locally bought products and services to reduce travel emissions, where possible. We currently are not able to monitor this but hope to be able to in the near future.

We have complied with all environmental legislation and will continue to monitor this as laws and regulations change as a consequence of both the global climate initiatives and the exit from the EU.

To confirm our commitment to this principal we have maintained our **ISO14001** environmental management accreditation as well as Sedex, Achilles UVDB and other industry specific certifications that include environmental sustainability requirements.



Climate Emissions Metrics

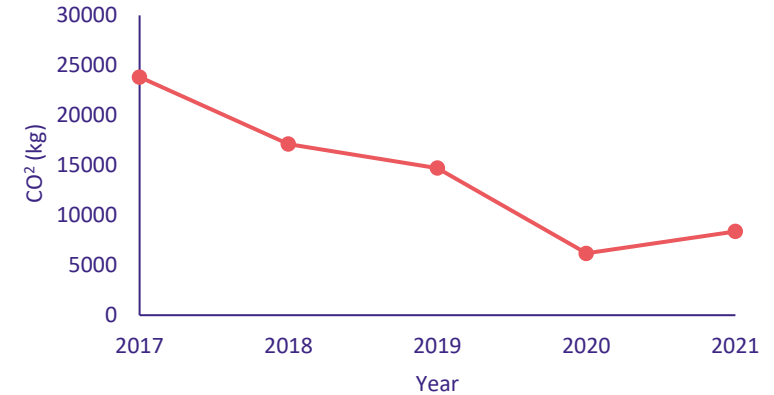
Achieving net zero greenhouse gas emissions is central to our ESG strategy. While we still need to develop our monitoring tools further to investigate and mitigate additional Scope 3 categories, we can report on our direct business travel emissions (in both Scope 1 and 3) throughout the whole business; and monitored waste and energy consumption at head office.

Using the ICAO calculator, we have assessed our flight mileage as **8379 Kgs** of CO₂ emissions or 8.4 metric tonnes.

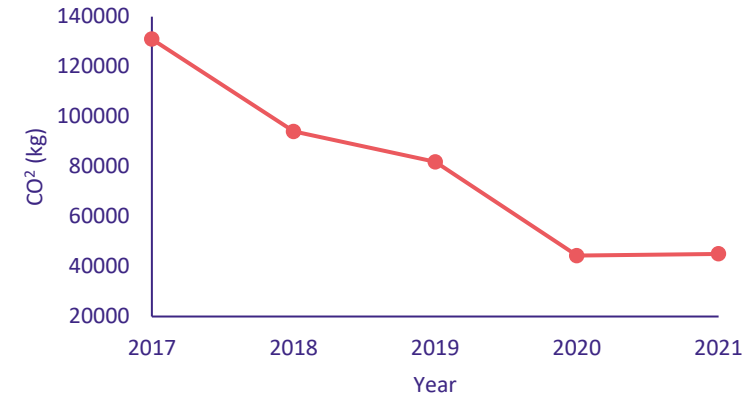
From our total business mileage this was calculated as being **45,140 Kgs** of CO₂ emissions.

The MMU (mobile medical units) vehicles equated to **131,128 Kgs** of CO₂ emissions in 2021. It should be noted, that between 2018 and 2021 we more than doubled the number of MMUs being utilised to provide our services.

Flight Emissions



Business Travel Emissions

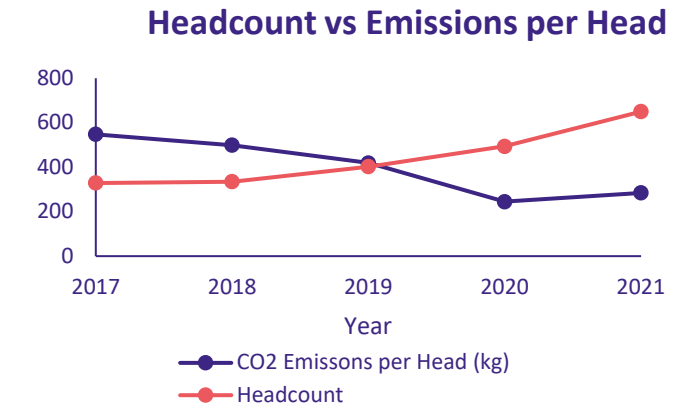
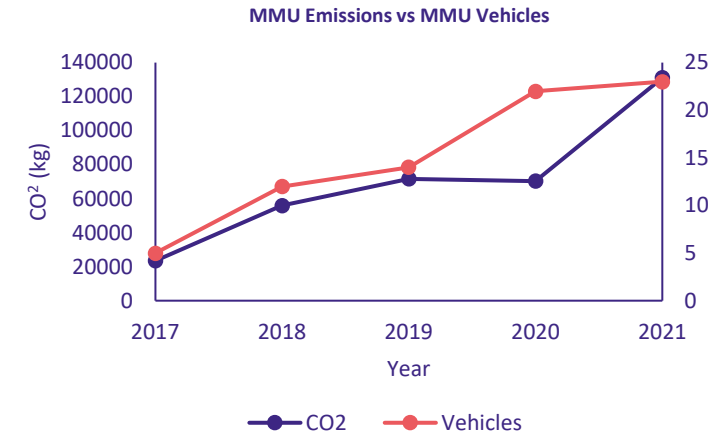




Climate Emissions Metrics

While we fully appreciate the greatest influence on the reduction of emissions in 2020 has been the pandemic, evidence from the first quarter of 2020, prior to lockdown, reflected a reduction for flights and business car travel emissions of **-7%** and **-2%** respectively compared to the same period in 2019.

For 2021, while certain restrictions continued to be in place, our business activity returned to something more closely resembling 'normality' and built on that of 2019 but with greater staffing levels (60% increase) and growth, so taking this into consideration we continue to see a reduction in emissions per head (**-32%**) when compared with the emission rates pre covid, thus exceeding our goal of 8% reduction.





Climate Emissions Metrics

	2017	2018	2019	2020	2021
Air CO2 Emissions (kg)	23,825	17,133	14,723	6198	8379
Business Mileage CO2 Emissions (kg)	131,035	94,057	81,940	44,410	45,140
MMU CO2 Emissions (kg)	23,532	56,009	71,690	70,363	131,128
Total direct CO2 Emissions (kg)	180,392	167,199	168,353	120,971	184,647

	2017	2018	2019	2020	2021
Total direct CO2 Emissions (kg)	180,392	167,199	168,353	120,971	184,647
Headcount at the End of the Year	329	335	402	494	650
CO2 Emissions per Head (kg)	548	499	419	245	284
% Change for Emissions on the Previous Year		-7%	+1%	-28%	+53%
% Change for Emissions per Headcount on Previous Year		-8%	-16%	-42%	+16%
% Change for Emissions per Headcount from 2019 to 2021					-32%



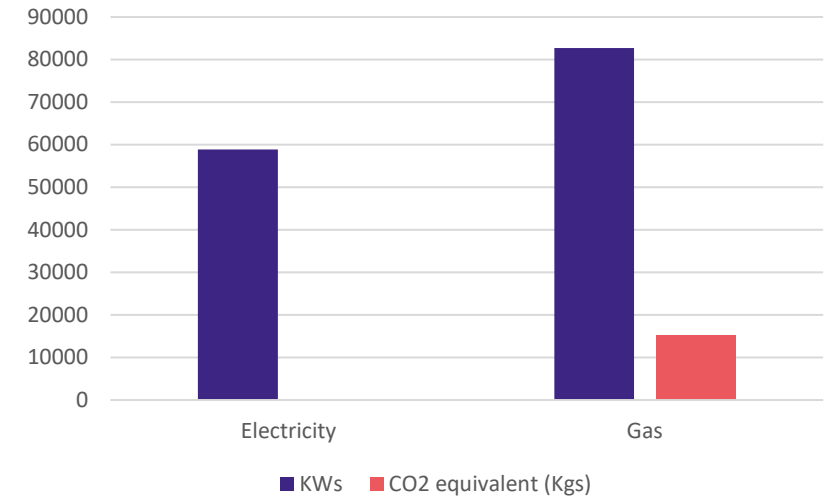
Climate Emissions Metrics

Energy utilisation is measured for our head office. For all our contracts with onsite clinic locations the energy utilisation is combined with the Clients' own so cannot be separated out and we have no control over their suppliers or means to reduce this.

In 2021 our electricity utilisation equated to **58, 854 KWs** at head office, a reduction of **-3.6%** from 61,036KW in 2020. We have a **100%** renewable energy service in place for this electricity, so this equates to **zero** CO2 emissions.

Our gas utilisation was **82,672 KWs** at head office, and thus calculated to **15,294 Kgs** of CO2 emissions, using the RenSMART calculator. While we are unable to remove these emissions completely currently, we have offset this with our partner Tree Nation.

Electricity & Gas at Head Office 2021

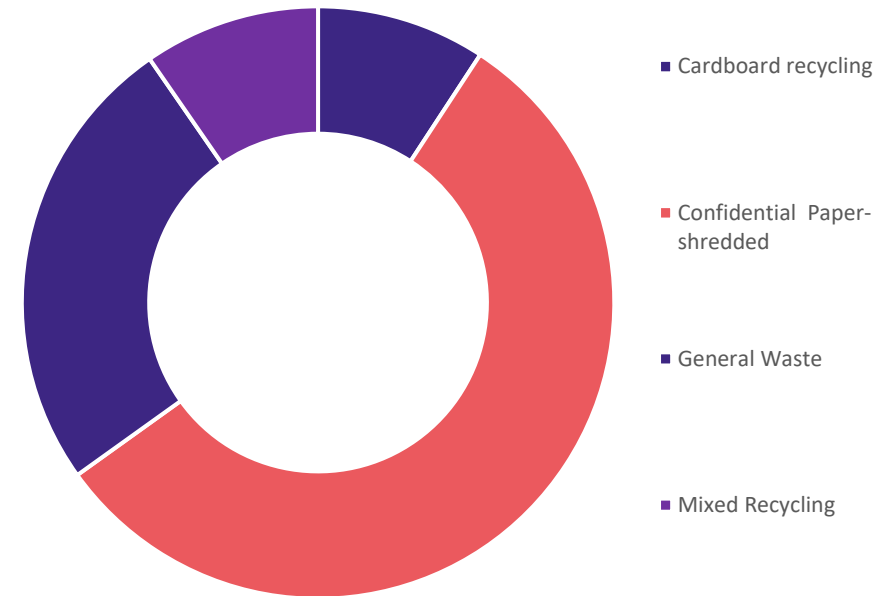




Waste Management

Waste management has been monitored for our head office. Total waste generated in 2021 equalled 1128 kgs, a reduction of 963 kgs **(-46%)** when compared to the figures for the year before, of which 378 kgs was general waste and 750 kgs recycled or shredded waste.

Of the general waste created **0%** went to landfill, as our business partner in this field now manages all waste that is not recycled to heat recovery & generation schemes.





Partnering with ‘Tree Nation’

In 2020 we commenced a project with Tree Nation, a European NGO, providing tree planting projects to not only help to offset our direct Scope 1 and 3 emissions for the previous year, but also have a positive social impact on the societies and local economies where the projects are based, thus creating additional social value.

We consciously picked locations where the tangible consequences would be felt more keenly translating to economic, community and social benefits. The projects are in Burkina Faso, Kenya, and Madagascar, all countries which have seen severe depletion of their forests. Burkina Faso is ranked as the 7th poorest country in the world.

A Peruvian project was added at the end of 2020.

‘For the emissions that are stubbornly hard to mitigate, we offset through our partnership with Tree Nation.’ AN, CEO





Partnering with ‘Tree Nation’

In 2021 we decided to offset our business travel emissions from 2020 again with a tree planting project but this time the decision was made to plant **476** trees as part of a ‘Rewilding Sussex’ project in the UK, with **350** further trees being planted by Tree Nation on our behalf in Kenya.

This year, to offset our 2021 business emissions and for the first time our gas energy emissions, we have planted a further **3683** trees to mitigate our business travel emissions and **215** to mitigate our gas utilisation at head office, bringing our total of trees planted to **5899**.

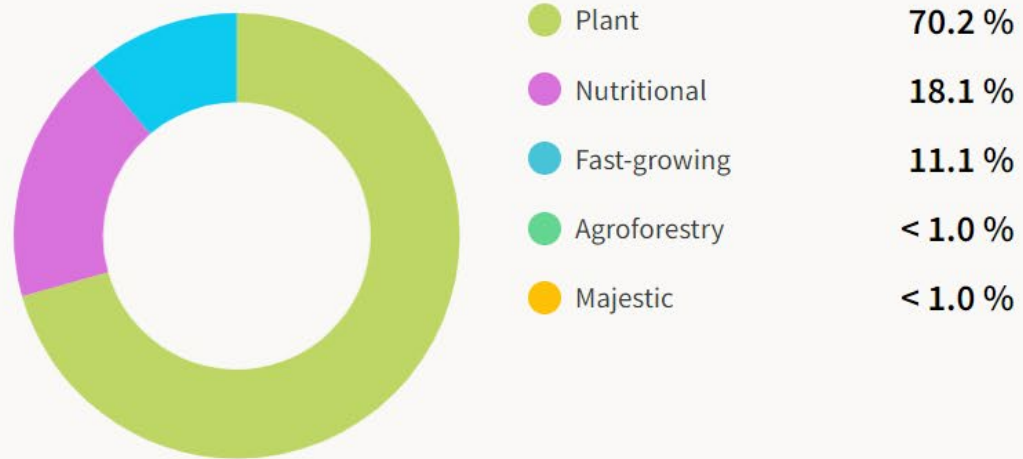
Like all our ‘socially responsible’ actions it is a small cumulative step, but we can make a difference to the lives of people with these projects economically and socially, as well as neutralise our direct emissions and energy requirements.

We are therefore on target to achieve net zero GHG emissions through reductions or offsets by the required timeframe but do need to consider the additional scope 3 criteria that may apply and extending the monitoring to our other managed spaces in the next two years.

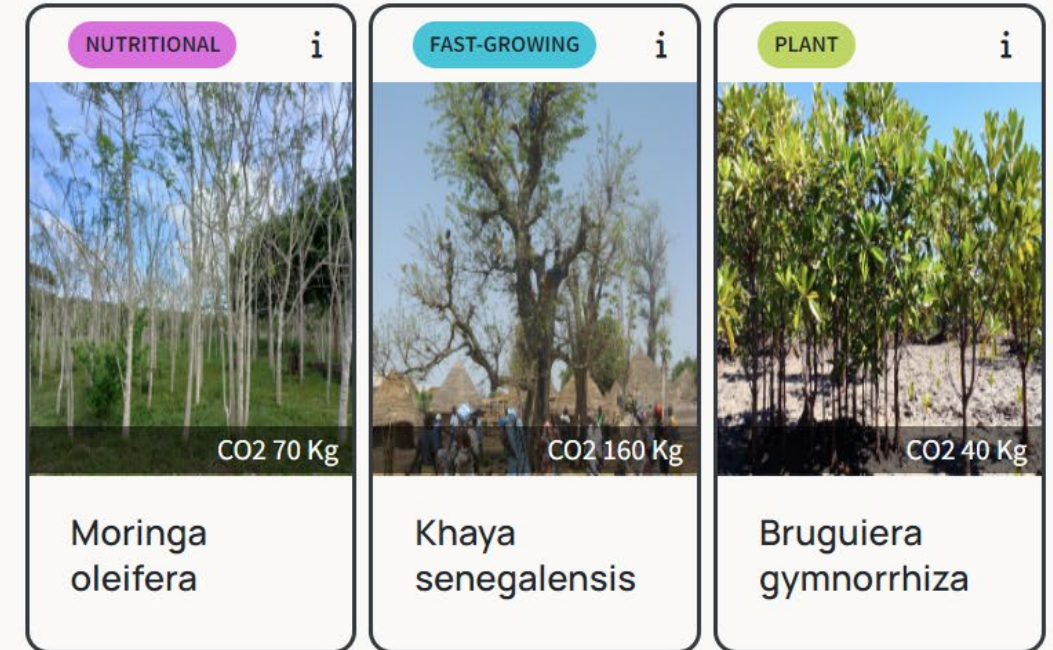


Partnering with 'Tree Nation'

Species by type



Most planted species



Social Equity

To create shared value, we know that sustainability extends beyond the environment and Health Partners' own services and place of work. As a business we will have an impact on the community in which we operate. For that impact to be positive we must commit to affirmative global, national, and local principals, regulations and rights and do the right thing.

We are committed to advancing workplace healthcare to make a positive and measurable difference to the quality of people's health and wellbeing.

Health Partners have pledged to uphold the 10 principals set out in the UN Global Compact, the ILO standards and the UNs 17 Sustainable Development Goals, where we can. We believe in the fundamental rights of individuals and do not endorse any breaches of the Human Rights Act in our business undertakings with any interested party.



**International
Labour
Organization**



Social Equity

Health Partners are committed to equality and champion the benefits that diversity can bring to our organisation within our own team, our Client base, their employees, and the community at large. At the end of 2021 we achieved a 'Committed' status to the **Employers Inclusion Standard**, have developed an Equality, diversity and inclusion strategy and launched our '**Inclusion Allies**' network within the business to support our employees. This activity is reinforced by regular awareness campaigns.

We declare that we do not abide any compulsory working practices; bonded or forced labour; child labour; or modern slavery, as defined by the **Modern Slavery Act** (MSA), in any aspect of our supply chain or business operations, as we believe in an individual's fundamental rights at work, as defined by the ILO Declaration. We have continued to undertake specific **due diligence** on all our business partners in this domain.

100% of employees now have access to a 'Modern slavery' curriculum that complements our other ethical training programmes. Although to date we have not been required to formally publish a MSA statement on our website we have done so.

Health Partners ensure a safe and secure workplace for all our employees and any other interested party, where engagement, health, safety, and risk management are at the forefront of all our business endeavours. We hold **ISO45001**, an internationally recognised accreditation for occupational health and safety, which is supported by an appropriate management system designed to protect our team and those who we encounter during our business activities.

We provide health education to improve the lifestyles of our own employees and those with whom we have contact. In September 2021 and March 2022, we held '**Wellbeing Weeks**' featuring webinars, workshops and activities in the health and wellbeing arena, and regularly have monthly campaigns to raise awareness, topics include diabetes, neurodiversity, alcohol, and mental wellbeing. In the next year we plan to train 30 **mental health first aiders** within our workforce to further support their colleagues.

We pay all employees at least the '**living wage**' while ensuring all best practice workplace standards are adhered to within our operations.

We recruit locally to where we operate, training and developing people to match the competencies and skills required for the roles and commit to organisations such as the '**Armed Forces Covenant**,' '**Disability Confident**' and '**Movement to Work**' to assist those who may be disadvantaged to find 'good work'. We have developed our **Apprenticeship** programme to offer young people additional opportunities in the workplace.

In the last year we have recruited **four veterans**, as part of our commitment to the 'Armed Forces Covenant' and currently are running apprenticeship programmes in our Finance department.

In the autumn of 2021, we sponsored **four nurses** to undertake OH degrees, bringing our total since 2017 to **14**.

We have also inducted **23** new managers into our leadership programme and in the next twelve months plan to develop this further, as well as opening up the programme to newer managers who have been recently promoted or joined us in the last few months.

In 2022 we launched our **Training Academy**. The ethos of the Academy was to recruit clinicians with an interest in occupational health but no training or experience, and over an initial twelve-week period train them to become case managers, they would then be further mentored over the next twelve months with additional professional development. We recruited and trained our first tranche in Spring, and **16** individuals graduated from the programme this Summer.

We have continued to **promote health and wellbeing** outside of our client contracts in the communities in which we work including working with veterans' outreach support services, school talks and presentations. Our monthly health campaigns are designed for our Clients' employees and their families. Working with our clients we hope next year to undertake further activities in the communities, focussing on health education.

We, wherever possible, work with **small, local business partners** or **charities** who share our values and business ethics, and we purchase fair trade, ethically sourced and sustainable products, and services and those from companies with charitable affiliations, wherever practicable.



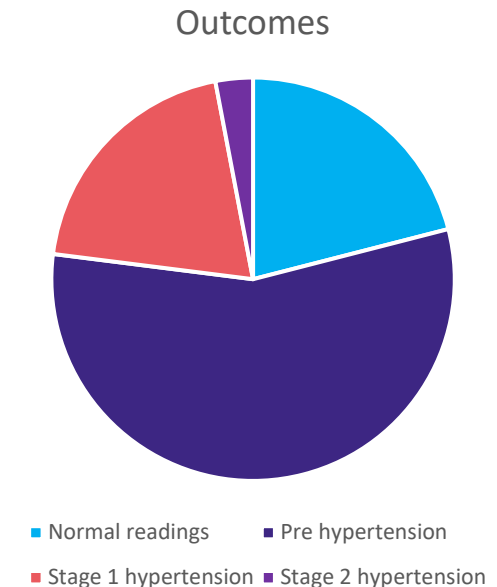
Advancing Workplace Healthcare to Make a Positive and Measurable Difference – a case study

The hypertension project was initiated when the occupational health nurses observed while undertaking routine health surveillance that many employees across the client project had elevated blood pressure, with the vast majority being unaware of their blood pressure level.

The objectives of the project were therefore to

- investigate the number of individuals within the workforce with normal blood pressure, pre-hypertension, stage 1 hypertension and stage 2 hypertension.
- provide and facilitate health & wellbeing advice for those identified with high blood pressure, with continued blood pressure monitoring over the course of the year.

In total **1208** participants were involved in the three phase project





Advancing Workplace Healthcare to Make a Positive and Measurable Difference'

The team developed communications, information, monitoring and coaching programmes for the individuals to address those who fell into the 'hypertension' categories.

One 36 year old with a family history of high blood pressure & circulatory issues, suffering with undiagnosed high blood pressure, had seen his GP but was left feeling frustrated and thought nothing else could be done.

His first blood reading was 174/120. He was immediately made unfit and sent to A&E, where he was classified with stage two hypertension and immediately put on medication pending ongoing tests. Over the course of the next two months and with advice, coaching and support from the OH team, his blood pressure reduced to 127/79. At this stage he was classified as fully fit, but continues to have regular checks with the OH team.

'Workplace schemes like this one by Health Partners are so important given that, much like high blood pressure, there are many silent killers or symptoms which can be brushed to one side until it's too late. I'd like to thank Health Partners and their nurses for their professionalism and humanity, as without this I would be in a much worse place.' NF Client employee.



Building Better Careers – a case study

Health Partners now have several apprenticeships in training programmes within the company either working towards their AAT or CIMA Level 7 qualifications. Each has joined us as they want to develop their skills and training alongside working in a business. Apprenticeships are a structured training programme that give young school leavers a fantastic start into working life.

In turn, their energy and enthusiasm to learn encourages our teams to share, coach and mentor younger members, a positive experience for all.



Apprenticeships

'The main reason why I wanted to join the apprenticeship scheme is so I can get a good level of education alongside working within the industry myself. It allows me to earn a wage and learn on the job at the same time, gaining more experience than I would do if I was doing just the course. The course is going well as passed my first year and on course to pass my second year and I cannot wait to start my last level as an AAT apprenticeship student.'

CC, Finance Apprentice.



Supporting Those Who Served – a case study

‘Health Partners have been supportive beyond my expectations From the start HP were amazing, from my new team leader who delivered the majority of my training, the administrative staff who helped me navigate the business processes, to the senior clinicians who answered all my queries as I navigated the transition from military medicine to ‘civvy street’. Having suitably impressed with my work ethic and output [my manager] saw fit to take a chance and I was mentored into a [new] role. The shift was gradual and controlled, and I was given constructive feedback throughout. Health Partners have been supportive beyond my expectations, helping me navigate the nuances between military ...[and]... civilian standards. Without this support and patience I doubt I would have made such a quick and successful transition’

TB, Occupational Health Manager.

In 2020 Health Partners engaged with the CTP and signed up to the Armed Forces Covenant, whereby we committed to actively recruiting ex Service personnel and training them to provide them with quality jobs after they left the Army, Navy, or Air Force. This commitment has continued into 2022 with 4 new recruits coming from the services.

We run a Forces Forum for those who were ex members or have family in one of the services to informally support and help each other, chaired by our Head of Client Services who was in an infantry regiment for ten years.



Ethical Governance

Governance and business ethics form the foundations upon which the other aspects of our impact are structured, they are the crucial tools and principals that create the framework of our programme and ensure that the policies, practices, and decision making are based upon the principals of honesty, integrity, and fairness. Governance includes leadership, compliance, ethical responsibility, economic responsibility, and legal conformity.

Our quality management system (QMS), accredited to **ISO9001** and by **SEQOHS**, ensures compliance through oversight, internal controls, due diligence protocols and audit, ensuring our principles and values, which are at the heart of all that we do, can be evidenced and quality assured by external parties.





Ethical Governance



We continued to maintain our occupational health and safety management system and **ISO45001** accreditation, assuring our employees, our Clients, and their staff that we take health and safety seriously and take a risk management approach.

In the period July 2021 to July 2022, we had **no RIDDOR** reportable accidents logged and no HSE or other regulatory body investigations undertaken.

Risk education, awareness and business continuity testing has persisted in 2021-22 in recognition of the changing working environment to ensure we can continue to provide our Clients with critical services during disruptive events and support our teams.

Ethical Governance

In 2022 we retained our **ISO27001** and '**Cyber Essentials Plus**' certifications, thus assuring our Clients, their employees, our partners and own team that data protection and information security is a fundamental aspect of our ethical codes of conduct and a central tenet in our relationships with them.

However with the new Data Reform Bill going through parliament and the threat of a cyber attack ever present, we continue to strengthen our cyber security and data privacy measures.



Certificate Number 17487





Ethical Governance

We do not participate, condone, or allow competitive collusion; price fixing; reciprocal dealings; financial inducements; or offer gifts or gratuities that may be construed as bribes, to win business, provide services or partner with a supplier either directly or through a third party.

In late 2021 we launched an additional mandatory training programme for all employees in '**Preventing Bribery**', which complemented the 'Business Ethics and CSR' training, to further enhance their understanding of the implications of this.

Procurement of products or services from business partners and suppliers should be conducted with integrity, fairness, and transparency. We continue to undertake **due diligence**, put detailed contracts in place and ask them to complete code of conducts too before we approve a new business partner or supplier, so we may manage our supply chain responsibly.



Health Partners Foundation

Based on the premise that (and here we quote Winston Churchill) '***We make a living by what we get. We make a life by what we give***', at Health Partners we feel that the concept of the Foundation extends our own 'raison d'être' and complements our key values closely, mirroring our core value of 'caring'.

Extending our purpose, we can therefore contribute beyond our core mission as a business of 'helping people be their best', in areas that we understand and have competence in, encouraging others to give, making us more connected, aware and promoting social equity.

This year the Foundation has committed **£100,000** towards charitable work in the arenas of health, education and children. To maximise the impact we monitor and undertake diligence on the charities we hope to work with to ensure long term success, cost effectiveness and sustainability of the projects.



When You Educate a Girl, Everything Changes – a case study

CAMFED is a pan African charity revolutionising how girls' education is delivered and has supported over 4 million girls through a network of partner schools in five countries.

In partnership with CAMFED Tanzania we have contributed towards secondary education for girls. While 75% of girls enter primary education in many sub-Saharan African countries, only 8% complete secondary school.

By encouraging and facilitating completion, evidence shows that a girl will earn 25% more, she will reinvest 90% of that in her family, she will be 3 times less likely to become HIV positive, she will have a smaller family in whom she will invest in their education and she will have the confidence to resist gender based discrimination and violence.



‘CAMFED catalyses the power of the most vulnerable girls and young women to create the future they imagine: for themselves, for their communities, and for Africa.’



Smile in Sri Lanka – a case study

Health Partners has donated to and supported Smile, a not-for-profit organisation focused on developing and encouraging, underprivileged and orphaned children in Sri Lanka.

Children's rights include the right to health, education, family life, play and recreation. Not all children are privileged to have all of these or an adequate standard of living. Whether labelled as disadvantaged, orphaned, low-income or at-risk, underprivileged children often lack basic life necessities and access to resources for dealing with family related issues .

Smile Sri Lanka provides education for street children. It helps assist with English language skills, basic computer skills and artistic skills while supporting those most in need with guidance, special educational and emotional support with the same direction and care as they would have received from a parent of their own.



Health Partners have made real strides forward in our objectives and ESG strategy, but we still have a way to go; developing our monitoring to include more of the CDPs Scope 3 emissions data; measuring our social impact more consistently and, if possible, scientifically; and developing our ESG commitments further.

J Crang
Governance Director
2022