



At Care 24-7, our sustainability promise reflects a deep commitment to achieving net-zero greenhouse gas emissions and building climate resilience. We embed sustainable practices into every aspect of our operations—from internal processes and infrastructure to community engagement and leadership.

By integrating eco-conscious strategies such as waste reduction, energy efficiency, and responsible resource management, we reinforce our dedication to ethical business practices. This commitment supports a wider transition to a more sustainable future and ensures that we create lasting positive impact for our people, communities, and the environment.

Care 24-7, As part of the Cpl group, voluntarily release a publicly available [Sustainability Strategy and Report](#) annually and we regularly report to the CDP and EcoVadis to ensure we are best in practice when it comes to creating a positive environmental impact for the communities in which we operate.

Our Sustainability Strategy demonstrates good sustainable business practices, by creating a positive impact on society, the environment, our people, and our economy.

This strategy was formed in 2022 on the back of our Double Materiality Assessment, considering our 3 strategic pillars and the UN Sustainable Development Goals (SDGs). Our 5 SDG Goals are:

- **Decent Work and Economic Growth (SDG 8):** We provide decent work by operating to high standards and complying with all existing laws and regulations.
- **Good Health and Well-being (SDG 3):** We prioritise the health, safety, and well-being of our people.
- **Quality Education (SDG 4):** We offer learning and development opportunities to empower our people and communities.
- **Reduced Inequalities (SDG 10):** We work to reduce inequalities through non-discriminatory practices and relevant policies.
- **Climate Action (SDG 13):** We continually reduce our environmental impact and promote environmental awareness among our people and suppliers.

This policy is the basis of our annual plan which set out our group objectives and targets for improving environmental performance. All business ESG initiatives under the are incorporated into our business under these 5 goals and are ran by our Sustainability Steering Group and GreenWorks Committee to meet our target to reach NetZero by 2045.