



# Sustainability Statement

At Breakthrough, we believe that sustainability is essential not only for the environment but also for the well-being of our clients and employees. Our sustainability strategy aims to integrate environmental, social, and economic considerations into our operations to ensure long-term viability and positive impact.

## 1. Environmental Sustainability

### 1.1. Remote Work

We utilise remote working opportunities whenever possible for case managers and internal operational staff to reduce carbon emissions associated with commuting. We encourage the use of video conferencing and telecommuting to minimise travel.

### 1.2. Paperless Systems

We have implemented paperless processes wherever possible to reduce the use of paper. In 2024, our strategy includes migrating our shared systems to Microsoft, and enhancing protections to add extra security. This transition is currently underway.

### 1.3. Waste Reduction

When physical documentation is required, we promote recycling and proper disposal practices among employees. We minimise waste by opting for reusable materials and products whenever feasible.

### 1.4. Energy Efficiency

We encourage employees to adopt energy-saving practices by providing comprehensive guides and resources to educate employees about energy-saving practices they can adopt at home.

### 1.5. Sustainable Procurement

We have established criteria for sustainable procurement practices, prioritising suppliers with eco-friendly products and packaging, ethical sourcing practices, and low carbon footprint transportation.

## 2. Social Sustainability

### 2.1. Employee Well-being

Breakthrough prides itself on commitment to wellbeing. Burnout within health-related industries is high, and we care deeply that our team feels supported and work is managed appropriately to avoid stress and unreasonable burden. We run an employee wellbeing scheme (EAP), and we will be introducing some additional measures to support our Case Managers, Carers and Operational Teams this year. We provide comprehensive training and resources for our team to enhance their skills and knowledge while maintaining their own health.

### 2.2. Healthy Work Environment

We prioritise the wellbeing of our employees by promoting a healthy working environment, whether they are working remotely or in-person with clients. We offer virtual ergonomic assessments for employees working remotely to ensure they have a comfortable and safe workspace. We prioritise the safety of in-person carers by implementing infection control protocols and providing PPE as needed. We regularly provide updates and guidelines regarding measures and procedures to ensure the wellbeing of both our care team and clients.

### **2.3. Diversity and Inclusion**

We foster a culture of diversity and inclusion within the organisation by ensuring equitable hiring practices. We implement work policies and practices to accommodate diverse needs and preferences, such as flexible scheduling, remote work options, and parental leave policies. We create an inclusive work environment where employees feel valued, respected, and empowered to bring their authentic selves to work.

### **2.4. Engagement**

We encourage open-ness and communication between all stakeholders and commit to actively listen and act on all feedback given. Our stakeholder engagement efforts include regular, open communication with clients, employees, suppliers, and community members which influences both sustainability planning and our decision-making processes.

### **2.5. Community and Charitable Endeavours**

We engage with our community to understand their needs and contribute to initiatives that promote well-being, and we support charities through volunteering and donations. In 2024, we will be sponsoring Birmingham Bulldogs Rugby League and working collaboratively in support of Motor Neuron Disease and Head Injury Charities. Our sponsored charitable endeavour this year will be to support Suicide Prevention and Mental Health. We are delighted to announce that our headline charity(s) is/are 'If U Care Share' alongside 'Hub of Hope.'

## **3. Economic Sustainability**

### **3.1. Culture of Continuous Improvement**

We implement lean management principles to streamline workflows and eliminate waste and foster a culture of continuous improvement within the organisation by encouraging employees to identify additional opportunities for streamlining processes, reducing inefficiencies, and eliminating waste. We have shared team message boards to facilitate the open and free sharing of ideas for improvement.

### **3.2. Investment in Technology**

We continuously invest in technology infrastructure and software solutions to improve efficiency and effectiveness. We embrace shared computing technologies to improve scalability, flexibility, and accessibility of our IT infrastructure, and are currently migrating legacy systems and applications to a new shared platform to reduce dependency on physical hardware, enhance data security, and facilitate remote access for distributed teams. We actively investigate new ways to enhance our services and

explore innovative solutions that have the potential to transform healthcare delivery and improve patient outcomes.

### **3.3. Monitoring and Reporting**

We establish Key Performance Indicators to track progress towards all our sustainability goals and conduct regular audits and assessments to evaluate the effectiveness of sustainability initiatives.

### **3.4. Training**

We provide comprehensive training and support for employees to build digital literacy skills and adapt to our technology tools and systems effectively.