

Complete Ophthalmic Services CIC: Environmental Management System

Overview

Complete Ophthalmic Services CIC ("the Company") has been established to specifically act as the lead ("prime contractor") for a network of local optical practices ("subcontractors") dedicated to delivering excellent eyecare in the local community. The Company will also utilise a non-clinical subcontractor, Webstar Health.

While the Company will not directly employ staff, it is fully committed to following correct environmental procedures and ensuring its overall operations through its subcontractors have as minimal an impact on the environment as possible.

As the prime contractor for this network, the Company has in place an environmental management system (EMS). In order to meet the needs of patients without compromising the ability to meet future needs, the Company will require its subcontractors to at all times:

- Minimise their impact on the environment.
- Operate as sustainably as possible including promoting sustainable employment practices and encouraging suppliers to act sustainably.
- Take all possible steps to reduce carbon emissions.
- Ensure appropriate investment in the community and consider the social impact.

The Company is fully supportive of the Government's commitment to a 34% reduction in carbon emissions by 2020 and an 80% reduction by 2050. It will actively raise carbon awareness and measure, monitor and seek for its subcontractors to reduce carbon emissions where possible.

The Company has a dedicated clinical governance and performance lead who is responsible for implementing its EMS. This clinical governance and performance lead is mandated to oversee the full service offering allowing decisions to be taken in a timely manner so as to strengthen the delivery key environmental objectives. The Company will identify a deputy to the clinical governance and performance lead, who will provide cover in the event that the lead is unavailable for any reason.

Minimising environmental impact

The Company will minimise its environmental impact by requiring its subcontractors to where possible:

- Use rail travel or other forms of public transport.
- Use electronic forms of communication seeking to minimise paper wastage.
- Make full use of conference calls and evolving communication technology to avoid physical travel.
- Use low energy light bulbs and switch off electrical appliances out of practice hours.

As they are based in the community, staff of the Company's subcontractor practices do not travel great distances and serve the needs of the local population. In addition, by providing community services, the Company reduces the requirement for patients to travel significant distances for their eyecare needs.

Supply chain sustainability

The Company will require its subcontractors to work with suppliers to operate sustainably and avoid overreliance on single suppliers where possible and mitigate detrimental effects of unexpected events.

Waste management

The Company's subcontractors will be required to:

- Hold refuse collection contracts for both general waste and pharmaceutical waste disposal (where appropriate).
- Ensure prevention, segregation, handling, transport and disposal of waste is properly managed so as to minimise the risks to the health and safety of their staff, patients, the public and the local environment.
- Reduce waste through maximising recycling, using recycled paper, packaging, equipment (where possible) and other products wherever possible.

Working with commissioners

The Company will work with the commissioning body to make sure roles and responsibilities for improving sustainability and cutting carbon are clear.

The Company will submit performance reports to commissioners through the IT system (OptoManager) provided by Webstar Health. Webstar Health is a well-established company based in England and is a registered data processor with the ICO. Webstar Health meets the requirements of the NHS Information Governance Toolkit Level 2. It provides similar systems for pharmacy, optometry and general medical services to NHS organisations in England.

The Company's Environmental Management System will be reviewed annually from commencement date April 2014.