

Sustainability Report

Company Name + Location:	Drummond Motor Company Limited
Originator:	22769
Date:	13.11.2025

Introduction

This report highlights the key sustainability efforts and initiatives undertaken to ensure environmental, social, and economic responsibility. The focus is on reducing carbon footprint, promoting ethical practices, and fostering long-term ecological balance.

Company Overview

Mission Statement:

At Drummond Motor Co Ltd, our mission is to keep fleets moving safely and efficiently by delivering expert HGV repair and maintenance services with reliability, integrity, and precision. We are committed to minimizing downtime, maximising vehicle performance, and building lasting partnerships with our customers through exceptional service, transparent communication, and a relentless focus on quality.

Business Activities:

Drummond Motor Co Ltd specialises in comprehensive repair, maintenance and servicing solutions for a wide variety of commercial HGVs, with a focus on reliability, safety, and compliance. As a DAF Service Partner, we provide DAF Genuine Parts and ensure that all repairs and replacements meet the highest standards of performance and durability, helping customers maintain the integrity and longevity of their fleets.

Our core services include:

- **HGV Repair & Maintenance:** Full-service diagnostics, mechanical repairs, and scheduled maintenance to keep vehicles operating at peak performance and minimise downtime.
- **Servicing:** Routine inspections and servicing, including oil changes, filter replacements, brake checks and system diagnostics.
- **Vosa approved Tachograph Calibration & Services:** Fully certified tachograph calibration, inspection, and repair services to ensure compliance with UK and EU transport regulations.
- **Tail Lift Repairs:** Expert diagnostics, repair, and servicing for tail lifting equipment, ensuring safe and efficient loading/unloading operations.
- **24 Hour Roadside Assistance via DAFaid**

Environmental Policy

Policy Statement:

Drummond Motor Co Ltd recognises its responsibility to protect the environment and is committed to operating in compliance with all applicable environmental legislation, regulations, and other requirements relevant to our business activities. We aim to continually improve our environmental performance and prevent pollution.

Objectives:

- Reduce energy, fuel, and water use across all operations.
- Minimise waste generation and maximise recycling and responsible disposal.
- Prevent spills, leaks, and emissions through proper maintenance and control measures.
- Monitor performance, set targets, and review progress regularly.
- Train and engage employees to follow good environmental practices.
- Use environmentally friendly materials and work with responsible suppliers.

Targets:

- Reduce energy usage by 20% over the next two years
- Install energy saving lighting throughout
- Reduce printed paper by 15% over the next two years
- Quarterly environmental audits to be carried out to monitor progress.
- Where possible, replace company vehicles with EV's
- Improve employee awareness of environmental issues

Environmental Management System (EMS)

EMS Description:

Our Environmental Management System (EMS) is a structured framework that helps us to identify, manage, monitor, and continuously improve its environmental performance in a systematic way. The purpose of our EMS is to integrate environmental considerations into everyday business operations, ensuring compliance with legal requirements, reducing environmental risks, and promoting sustainability.

ISO 14001 Compliance:

Our Environmental Management System (EMS) is fully aligned with ISO 14001:2015 requirements and forms the backbone of our sustainability strategy.

Key elements of our EMS include:

- **Policy Commitment:** We maintain a publicly available Environmental Policy that commits to pollution prevention, compliance with legal and other requirements, and continual improvement.
- **Scope:** The EMS covers all operations within our service centre, including maintenance, repair, spare parts management, and waste handling.
- **Planning:** Environmental aspects and impacts are identified through a structured process. Significant aspects (e.g., waste oil disposal, energy use, emissions from service operations) are prioritized for control.
- **Operational Control:** Documented procedures govern waste segregation, spill response, chemical storage, and safe handling of hazardous substances.
- **Emergency Preparedness:** Spill kits, fire suppression systems, and staff emergency training are in place to minimize environmental damage in case of incidents.
- **Continual Improvement:** We set annual objectives and targets and review them regularly to drive performance.

Legal Requirements:

Environmental aspects and impacts are identified through our Impact and Aspect Register. This is updated annually and used to monitor our compliance with current environmental standards.

Environmental Performance

Energy Efficiency:

We consistently monitor energy consumption throughout the year and aim to reduce this as far as reasonably possible by:

- Implementing LED lighting across the facility to reduce electricity usage.
- Replace or reduce usages of older electrical appliances, opting for more energy efficient appliances in their place.
- Insulation throughout the workshop to retain heat and reduce usage of heating systems.
- Automated heated and lighting with occupancy sensors.

Water Use:

- Monthly water meter monitoring.
- Introduction of water recycling system for vehicle wash bays, reducing water use.
- Re-use of rain water for external cleaning etc.
- Maintain employee awareness of water usage.

Waste Management:

- Implement the 5R's zero waste hierarchy
- Partnered with certified waste contractors to ensure safe disposal of hazardous waste.
- Recycling skips to separate waste materials collected by certified waste contractors
- Separate receptacles for used parts to be collected by appropriate waste contractors
- Minimal printing policy to reduce paper waste. Used paper recycled through certified contractor.

Emissions:

- Maintain all workshop ventilation systems to control emissions.
- Reduce vehicle idling as much as possible during diagnostic testing.
- Reduce CO₂ emissions through efficiency measures and driver awareness campaigns.
- Transition to own electric vehicles where possible.

Environmental Objectives and Targets

Current Objectives:

- Reduce energy, fuel, and water use across all operations.
- Minimise waste generation and maximise recycling and responsible disposal.
- Prevent spills, leaks, and emissions through proper maintenance and control measures.
- Monitor performance, set targets, and review progress regularly.
- Train and engage employees to follow good environmental practices.
- Use environmentally friendly materials and work with responsible suppliers.

Progress:

- LED lighting installed across the facility.
- Automated heated and lighting in place.
- Recycling receptacles and contracts in place with certified waste carriers
- Survey carried out to assess site's readiness to install EV chargers

Future Targets:

- Maintain ISO 14001 certification
- Install EV charging points
- Launch staff environmental awareness training

Sustainable Practices:

- Hazardous chemicals collected by certified waste carrier including waste paint, thinners and antifreeze.
- Used filter collected by certified waste carrier.
- Spill kits in place to contain any oil spills and proper disposal methods used.
- Paper and cardboard collected and recycled.
- Scrap metal collected and recycled.

Carbon Footprint Reduction: Drummond Motor Co. maintains an awareness of their carbon footprint and aims to reduce their emissions via long term strategic actions such as a Carbon Reduction Plan. Other measures include:

- Reduce energy consumption across the premises via LED lighting & energy efficient heating
- Lower emissions through reduced travel where possible i.e. combine training courses to reduce unnecessary travel
- Reduce waste generation via multiple recycling streams including metal, paper, used filters, used oils etc,
- Digitise paper work including job cards, invoicing, banking, communication etc.
- Build a culture of sustainability through employee engagement
- Reduce upstream emissions by sourcing from ISO 14001 certified suppliers where possible
- Measure, report & compensate unavoidable emissions

Plan to work towards net zero: Drummond Motor Co Ltd. will follow a phased plan to reduce direct and indirect emissions progressively, achieving net zero by 2040 while maintaining operational efficiency and cost-effectiveness.

Employee Training: Staff are trained in the correct handling of hazardous materials with regular toolbox talk refreshers. Plans are in place to launch staff environmental awareness training with regular employee engagement sessions to monitor progress.

Electric Vehicles: Long term goal to electrify all company vehicles with plans to purchase an EV courtesy car by 2028.

Paperless Environment: Our Dealer Management System (DMS) and other applications allow us to digitise all paper work including job cards, invoices, inspection checklists, vehicle records, contracts and more. Solutions to be found for unavoidable print outs from brake test machines etc.

Energy Savings: As we strive to improve our energy efficiency, have invested in a new air compressor, implemented LED lighting, replaced old electrical appliances for more energy efficient ones and installed automated heated and lighting with occupancy sensors. Roller workshop doors also assist maintaining heat within the workshop.

Monitoring and Measurement

Key Performance Indicators (KPIs):

- Annual energy consumption
- Annual water usage
- Quarterly paper usage
- Fuel consumption per vehicle
- Waste volumes per material

Monitoring Methods: All readings and waste volumes are added to tracking documents, enabling us to compare and monitor our usage, identify trends and where adjustments are required. We add the below to our tracking and monitoring documents:

- Monthly meter readings from electricity bills
- Monthly meter readings from water meter
- Paper usage from quarterly bills and from copiers counter information
- Volume of fuel used monthly from supplier invoices
- Tonnage of waste recycled monthly from waste carrier invoices

Results:

Between May 2022 and May 2025, paper usage was reduced by 10.5%. While further progress is required to meet our target of a 15% reduction by 2027, current trends remain positive. Operational changes in 2025, including the closure of the Bodyshop, have already contributed to a 30% reduction in electricity consumption compared to the same period in 2024—surpassing our 20% reduction target well ahead of schedule. Water consumption has also decreased by 33% over the past 12 months. Although fuel consumption has increased by 19% since 2024, this rise is primarily linked to essential staff training commitments that required additional travel.

Training and Awareness

Training Programs: Embedding staff training into our strategy is how we ensure sustainability is a lived, daily priority across Drummond Motor Co. Ltd. There are several ways we achieve this such as:

- Environmental awareness & ISO 14001 induction during onboarding
- Energy efficiency & carbon reduction training carried out bi-annually
- Waste management & pollution prevention discussed at quarterly toolbox talks
- Sustainable fleet & eco-driving training

- Appoint a sustainability champion to lead green initiatives
- Environmental incident response & spill control training carried out as part of annual Health & Safety refreshers.

Awareness Campaigns: We have several awareness campaigns in place to assist in building a culture of sustainability.

- “Switch It off” Energy Awareness Campaign used to reduce energy usage in our workshop and office areas.
- “Right Waste, Right Bin” Recycling Campaign to improve waste segregation and recycling rates
- “Don’t Let it Spill” Environmental Protection Campaign to prevent pollution and ensure quick, safe spill response.
- “Drive Smart, Save Fuel” Fleet Efficiency Campaign to reduce fuel use and emissions from company vehicles.
- “Every Drop Counts” Water Conservation Campaign to reduce water usage in the workshop and wash bay.

Social Sustainability

Employee Well-being: We are committed to supporting employee well-being by providing a safe, healthy, and inclusive working environment where staff feel valued and supported. We do this by:

- Prioritising robust health and safety practices, regular training, and access to well-maintained equipment to protect our technicians and office staff.
- Mental health and work–life balance are promoted through open communication, supportive leadership, and access to well-being resources.
- Investing in personal development, recognising achievements, and fostering a positive workplace culture.

Community Engagement: Drummond Motor Co. Ltd. has played an active role in the local community since 1983 and has continued to do so over the past 20 years under its new ownership. We take pride in:

- Building strong relationships and contributing to initiatives that promote safety, education, and local development.
- Regularly participate in community events, provide support to local road safety charities, and collaborate with nearby schools and colleges to offer apprenticeships and career guidance.
- Sharing our expertise, offering learning opportunities, and investing in local causes, to help strengthen the community in which we operate and demonstrate our commitment to being a responsible and supportive local business.

Education & Awareness: We are committed to promoting education and awareness by providing continuous learning opportunities for employees and engaging with local educational institutions.

- We deliver regular training on safety, environmental responsibility, and technical skills to ensure our team stays informed and confident in their roles.
- We partnership with schools and colleges to help raise awareness of career pathways in the automotive and HGV sector, offering workshops, apprenticeships, and hands-on learning experiences.
- Invest in knowledge and awareness to support both staff development and the wider community’s understanding of sustainable and responsible vehicle maintenance.

Economic Sustainability

Ethical Sourcing: We prioritise suppliers with recognised certifications—such as ISO 14001—and require transparency in their sourcing and manufacturing processes. We do this by:

- Conducting periodic supplier reviews
- Avoiding materials linked to unethical practices

- Choosing sustainable or remanufactured components where appropriate
- Ensure that our supply chain aligns with our values and supports responsible, ethical business practices.

Innovation & Efficiency: Drummond Motor Co. Ltd. is continually investing in modern technologies, smarter processes, and energy-efficient equipment to enhance performance across our operations. Strategies include:

- Adopting advanced diagnostic tools
- Upgrading workshop systems
- Streamline workflows to reduce downtime, waste, and resource consumption.
- Encouraging staff to contribute improvement ideas
- Regularly reviewing operational practices to ensure that innovation remains a driving force behind increased productivity, reduced environmental impact, and long-term business resilience.

Long-term Growth: We recognise our responsibility to ensure long term financial stability while remaining aligned with our sustainability goals. Strategies will include:

- Investing in energy efficiency to reduce operating costs
- Extend the life of equipment through preventative maintenance
- Improve waste management and material efficiency
- Optimise fleet operations
- Strengthen supplier partnerships for cost and sustainability benefits
- Engage employees in continuous improvement

Continuous Improvement

Improvement Initiatives: Drummond Motor Co. Ltd. continues to implement improvement initiatives aimed at enhancing operational efficiency and reducing environmental impact.

Recent actions include:

- Upgrading workshop lighting to energy-efficient LEDs
- Introducing digital job cards to reduce paper use
- Improving waste segregation to increase recycling rates.
- We have also invested in modern diagnostic equipment and fleet efficiency measures to reduce fuel consumption and emissions.

These initiatives demonstrate our commitment to continual improvement and support our long-term sustainability and net zero goals.

Challenges: Small business can face some significant challenges when pursuing sustainability and operational improvements including:

- Limited financial resources
- Balancing daily operations with sustainability work
- Rising costs of materials and energy
- Keeping up with regulatory requirements
- Supply chain constraints

Future Plans: Key priorities include:

- Installing solar PV panels to increase renewable energy use
- Expanding the electric and hybrid vehicle fleet
- Further improving waste segregation to achieve higher recycling rates.
- Enhance staff training programs
- Develop stronger partnerships with sustainable suppliers
- Continue investing in energy-efficient equipment.

These future initiatives will help reduce our carbon footprint, improve efficiency, and support our goal of achieving net zero emissions by 2040.

Conclusion

Summary: Drummond Motor Co. Ltd. remains committed to operating responsibly, reducing our environmental impact, and strengthening our social and economic contributions. Through continued investment in energy efficiency, waste reduction, staff development, and sustainable practices, we are building a more resilient and forward-thinking business. Our progress to date reflects the dedication of our team, and we will continue to pursue new opportunities for improvement as we work towards our long-term goal of achieving net zero emissions by 2040. We are confident that our ongoing efforts will deliver lasting benefits for our customers, employees, community, and the environment.

Commitment: Drummond Motor Co. Ltd. reaffirms its unwavering commitment to sustainability, recognising it as essential to our long-term success and responsibility to the community and environment. We remain dedicated to reducing our environmental footprint, supporting the well-being of our employees, and operating ethically across all areas of our business. Through continuous improvement, transparent reporting, and meaningful action, we will uphold our sustainability principles and work proactively towards a cleaner, safer, and more sustainable future for all.

Appendices

Supporting Documents:


Water Usage
Tracker.xlsx


Electricity Usage
Tracker.xlsx


Paper Usage
Tracker.xlsx


Fuel Log.xlsx


Waste Disposal
Log.xlsx


Waste Carrier
Register 2025 REV.B

ISO14001 Clauses 7.4.1, 7.4.2 & 7.4.3 require that the business establishes, implements, and maintains process(es) needed for internal and external communication relevant to the Environmental Management System. However, the 14001 Standard **does not** specifically include a requirement for a ‘Sustainability Report’.

DAF recommend that you enhance this report, by adding data/performance metrics and images to support the report i.e. quantitative data on energy consumption, emissions, waste management, etc; Progress tracking against benchmarks and industry standards; Third-party audits and certifications (e.g., ISO 14001). Other things such as Regulatory Compliance, adherence to environmental laws and sustainability reporting frameworks and Risk Management, Identification and mitigation of sustainability risks can also be included.

Sustainability Report Guidance – Dealers

Guidance available for sustainability reports.

- GRI: [GRI - Home \(globalreporting.org\)](http://globalreporting.org)
- CSR: [Corporate sustainability reporting - European Commission \(europa.eu\)](http://europa.eu)
- SASB: [SASB \(ifrs.org\)](http://ifrs.org)
 - Start with IFRS S1 and S2 and industry specific guidelines

Questions:

- Do you need to send your sustainability report to DAF? → no, you do not need to send the report to DAF, but you should be able to show it to the auditors that check dealer standards. This is a growth path DAF Dealer Standard 2025.
- Do you need to publish this report externally? → yes.

DAF Sustainability Framework

