

Our Environmental Policy provides a statement of commitment and responsibility to reduce our impact on the local communities.

April 2019.

We understand that we have a significant role to play in influencing the environment in which we live and work as well as the local communities in which we operate and we seek to apply social and ethical principles to minimise the negative impact of our activities on the environment.

We are committed to:

- Continually improving our environmental performance and to preventing, reducing and controlling pollution.
- Compliance with all applicable legal requirements and any other requirements relating to environmental aspects which we believe to be relevant.

We will:

- Document, implement and maintain an Environmental Management System appropriate to the nature, scale and environmental impact of our activities.
- Confirm our Environmental Management System meets the local requirements.
- Provide a framework for setting action plans for improvement, reviewing environmental objectives & targets.
- Work with our customers to promote the use of cleaner, more efficient vehicles and introduce schemes to make such vehicles accessible to a wider range of consumers.
- Introduce and maintain processes to manage the environmental impacts of any vehicle storage, maintenance and associated activities in which we are directly involved.
- Consider environmental issues and accreditations, as appropriate, in our existing and new relationships with suppliers and contractors.
- Communicate this policy to all colleagues working for or on behalf of the organisation.
- Provide appropriate guidance and access to information for our colleagues to support the implementation of this environmental policy.
- Provide adequate resources for the implementation of this policy.
- Review this policy annually.
- Make this policy statement available to the public.
- This policy is a core part of our commitment to deliver world class expertise and performance for our customers.

Our commitment to this environmental policy is demonstrated by the following initiatives:

- We supply products and services through agreements with preferred suppliers who are, in the main, large groups with national coverage and a policy of environmental improvement.
- Where possible, vehicle glass is repaired rather than replaced.
- We encourage the use of water based paints by our approved vehicle repairers.
- Most of our company cars are diesel with low CO2 emissions and, wherever possible, we supply vehicles that comply with the latest emissions standards.
- Cascade information to staff and customers for the new Zero Emission Vehicles and their impact on our future business and environment.
- Install Electrical Charging points for our customers to use and to recharge company vehicles.
- Our service booking facility encourages regular maintenance and servicing of vehicles with benefits in terms of safety, efficiency, reduction in pollution and fuel economy.

We also recognise that everyone has a part to play in improving our environment and that the cumulative effect of simple actions can be significant. This philosophy is demonstrated by the routines maintained in our offices, including:

- The volume of paper consumption is minimised by the use of documents in electronic format and also duplex (double sided) printing. E-mail and text messaging are used rather than sending letters, whenever possible. This has the additional benefit of reducing road traffic.
- Supplier invoices are received in electronic format, wherever possible.
- Hard copy documents received from suppliers and customers are scanned for subsequent retrieval by personal computer. The production of subsequent hard copies is discouraged. Waste paper is then recycled via a specialist contractor.
- Electronic workflow solutions are always considered and developed to encourage steps towards a paperless environment whenever possible where duplication of effort or excess resource use is identified.
- We encourage car sharing. This reduces the volume of pollution that would otherwise be created by separate journeys.
- We encourage colleagues and visitors to reverse park their vehicles to save on emissions.

The following materials are recycled:

---

- Obsolete computer equipment. All data is removed before disposal under WEEE directives.
- Office Paper. All paper waste is shredded on-site before being transported to be pulped.
- Cardboard is recycled where it cannot be re-used
- Newspapers, Magazines and envelopes
- Metal waste is separated and collected
- Sanitary waste
- Furniture – chairs are recycled when replaced
-