



CHASSIS CAB

Sustainability Report 2024

Introduction

This report highlights our commitment to sustainability through Environmental, Social and Governance (ESG) principles. It outlines key initiatives and efforts undertaken to address environmental impacts, advance social equity and strengthen governance practices. Through these initiatives, we aim to drive responsible growth, proactive risk management, enhance stakeholder engagement and trust and contribute to a more resilient and sustainable future.

Executive Summary

At Chassis Cab Ltd, the leading DAF dealer across East Anglia, we are committed to operating as a responsible, environmentally aware business. With over four decades of service, we continue to grow while maintaining our focus on customer satisfaction, operational excellence and the reduction of environmental impacts.

This report outlines our key sustainability commitments, achievements and future objectives. Guided by ISO 9001:2015 and ISO 14001:2015 and prepared in accordance with the GRI Standards (2021 Update), we aim to exceed expectations in environmental performance, social responsibility and governance across all depots.

Company Overview

Founded: 1982

Head Office: Ipswich, Suffolk

Sites: Ipswich, Bury St Edmunds, Newmarket and Cambridge

Employees: 200

Business Areas:

- Supply of new DAF trucks and parts
- Servicing and repairs of trucks and coaches
- 24/7 roadside assistance

Accreditations:

- ISO 9001:2015 – Quality Management
- ISO 14001:2015 – Environmental Management
- CHAS Approved Contractor



Our Sustainability Approach - GRI 2-22: Sustainability strategy

Our business strategy integrates quality service delivery with a strong commitment to environmental responsibility. We promote best practice through the implementation of an Integrated Management System that supports continuous improvement, environmental compliance and ethical conduct.

Our key objectives are to:

- Reduce pollution
- Reduce Waste and resource efficiency
- Promote staff development and safety
- Ensure ethical conduct and stakeholder accountability

Environment - GRI 302: Energy, GRI 306: Waste, GRI 305: Emissions

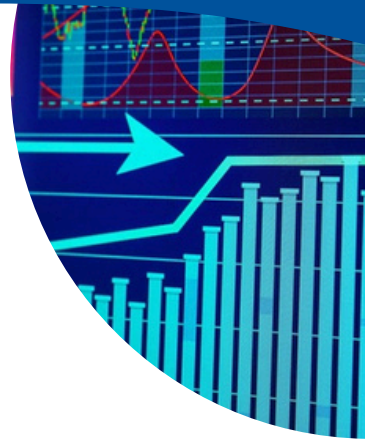
Environmental Goals

- Reduce energy and water consumption across all sites, switching to renewable energy sources where feasible
- Implement pollution prevention practices
- Promote recycling and waste reduction Integrate environmental risk assessment into operations
- Set annual SMART objectives monitored at Management Review Meetings

Environmental Achievements

- Installation of solar panels, battery storage system and an electric vehicle charging management system to create a fully sustainable energy cycle wherever feasible.
- Expansion of Bury St Edmunds depot with energy-efficient workshop design
- ISO 14001 awareness training for all employees
- Pollution control measures implemented across all sites
- Environmental awareness training integrated into employee onboarding
- Fuel efficient driver training for Chassis Cab staff
- Offer driver training to customers for each new vehicle purchased provide the most up to date information on fuel efficiency and driver optimisation
- Rainwater harvesting system installed at Ipswich for vehicle washdown
- Truck Sales Department has successfully transitioned to a paperless workflow, reducing paper consumption and supporting our sustainability goals.





Metrics Tracked

- Energy usage (kWh), water usage, trade effluent and carbon footprint
- Waste volume and recycling rates
- Water consumption and treatment measures
- Environmental incidents and corrective actions

Social Responsibility – GRI 401, 403, 404: Employment, Health & Safety, Training

Workforce Development

- Staff receive training in health, safety, environmental awareness and relevant technical competence
- Staff reviews and skills development planning
- Recognition and promotion of DEI (diversity, equity and inclusion) values in hiring and staff development
- Promote career development and implement strategies to enhance staff retention

Community & Engagement

- Local employment and apprenticeships in East Anglia
- Use local businesses where possible to reduce carbon footprint
- Charitable support and community engagement programs
- Roadside safety contributions through high-reliability 24/7 assistance

Health & Safety

- Integrated health & safety system within our IMS, which is continually audited
- Incident and near-miss reporting to foster a culture of accountability and improvement



Governance & Ethics – GRI 2-9, 2-12, 2-23, 2-27: Governance and compliance

Integrated Management System

- Annual Management Review Meetings (MRM)
- Internal audits and performance reviews
- Risk-based approach using PESTLE and SWOT frameworks

Compliance Focus

- Legal compliance with UK environmental and safety legislation, supported by our Legal Register.
- Structured response mechanisms for quality and environmental non-conformities
- Data and IT security overseen by the IT Director

Ethical Conduct

- Supplier and subcontractor approved procedure
- Commitment to ethical sourcing and operations
- Clear communication of expectations across all departments
- Modern Slavery awareness

Risk & Resilience – GRI 3-3: Risk management of material topics

We assess and manage risk through the Business Risk Register, Environmental Aspects Register, and activity-based risk assessments.

Risk Evaluation Tools

PESTLE and SWOT
frameworks

Risk scoring
(likelihood ×
severity)

Legal and regulatory
compliance mapping

Aspects & Impacts
visual site
inspections (with
photo evidence)

Performance Monitoring Methods

We use a combination of internal KPIs, DAF standards and audit results to track progress and identify improvement opportunities alongside with short and long term objective and target assessments.

These are linked to our risk management of the business through our aspects and impacts assessments (site specific).

Key Performance Indicators / Reporting Topics

Metric	2023 Result	2024 Result
Customer Satisfaction Score Index	4.78 / 5	4.8 / 5
Environmental non-conformities	1	0
Technician Training Hours (average)	39 hrs	48 hrs
Carbon <ul style="list-style-type: none"> Deploy one electric delivery vehicles by 2024 Install 2 electric vehicle chargers at each site Replace company cars with lower emission or zero emission vehicles Reduce fuel purchases across the Company Reduce energy consumption 	0 0 22 EV and Hybrid cars 273,000 (Litres) 897 Tonnes of CO2	1 electric van deployed at Cambridge depot 2 chargers fitted per site 27 EV and Hybrid cars 257,000 (Litres) 1057 Tonnes of CO2
Waste <ul style="list-style-type: none"> Decrease the general waste across sites Reduce the use of paper rags 	Cups sent to landfill 1 site trialing laundered wipes	Vending machine cup recycling implemented at all sites 4 sites using laundered wipes



Continuous Improvement

Improvement Initiatives

- Implemented solar panels, battery storage, and an electric vehicle charging management system to enable a fully sustainable energy cycle, maximising renewable use wherever feasible.
- Switched to LED lighting across all workshop and office areas.
- Installed motion-sensor lighting in low-traffic areas to improve energy efficiency.
- Rainwater harvesting system installed at the Ipswich depot for vehicle washdown, reducing reliance on mains water.
- Installed telematic systems to our fleet of vans to improve efficiency and reduce emissions.
- Bike to work scheme to promote sustainable commuting options for staff.
- Digitised forms where possible to advance towards a paperless system

Challenges

- Inconsistent utility data across depots, due to variations in meter access and reporting formats, making comparative tracking difficult.
- Lack of automated data capture for key environmental KPIs (e.g. water use, emissions), relying instead on manual reporting.
- Staff training fatigue for new systems (e.g. digital waste tracking), requiring phased rollout and refresher sessions.
- Supplier engagement barriers where smaller subcontractors lack environmental credentials or documentation.
- Electric vehicle readiness – Grid capacity constraints at depots delaying rollout of EV infrastructure.

Looking Ahead – 2025 Goals:

- Install EV charging infrastructure across sites
- Purchase EV demonstrator model truck to loan to customers
- Prepare all sites for DAF electric Vehicle network readiness
- Install solar panels to the Cambridge depot
- Introduce a rechargeable battery system to power EV car charging
- Conduct energy audits at all four sites to identify savings opportunities
- Digitise administrative processes to reduce paper usage
- Launch a staff-led sustainability suggestion program
- Commit to replacing a minimum of 10% of courtesy vehicles with electric alternatives each year, progressing towards a fully electric courtesy van fleet.



Stakeholder	Engagement Methods	Key Concerns
Employees	Inductions, toolbox talks, SharePoint	Training, wellbeing
Customers	Feedback surveys, performance KPIs	Reliability, sustainability
Regulators	Inspections, audits	Legal compliance
Suppliers	Pre-qualification and audits	H&S compliance, sustainability

Contact & Further Information

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Date: 01/09/2025

Signed:

