Sustainability Report

Company Name + Location:	J E Douglas and Sons Ltd
Originator:	22773
Date:	14 May 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: To deliver reliable, expert commercial vehicle servicing with a strong focus on customer satisfaction, operational efficiency, and long-term environmental responsibility

Business Activities:
Established in 1976 and trading as a Limited Company since 2000, J E Douglas & Sons Ltd is a trusted DAF Trucks dealership based in Duns, Scottish Borders. Easily accessed from the A1 trunk road and serving customers across the region, the business comprises a dedicated team of eight employees, including directors. In addition to maintaining DAF vehicles, the company carries out servicing, repairs, and paintwork on a wide range of commercial vehicles. All chemicals used are standard within the vehicle repair sector, with no manufacturing or re-manufacturing activities on-site.
Services Include:

- Vehicle Servicing & Repairs
- VOSA Approved Tacho Station
- HGV Brake Testing
- 24-Hour Breakdown Assistance
- Accident Repairs
- Tail-Lift Repairs
- Commercial Vehicle Paintwork
- Class 4 & 7 MOT Testing

The business prides itself on exceptional customer service and responsive support, offering extended hours to minimise vehicle downtime and keep customers on the road.

Environmental Policy

Policy Statement: J E Douglas & Sons Ltd is committed to minimising its environmental footprint while delivering reliable and efficient vehicle servicing. We seek to operate sustainably by managing our use of resources, reducing waste, and complying fully with environmental legislation. As a responsible employer and service provider, we aim to lead by example in the local community, balancing our business needs with ecological stewardship.

Objectives:

- Reduce energy and water consumption through efficiency measures.
- Minimise waste generation and increase recycling and reuse.
- Educate staff on sustainability and environmental responsibility.
- Ensure compliance with applicable environmental legislation and standards.
- Promote sustainable transport options and reduce carbon emissions.

Targets:

- Achieve a 20% reduction in energy use and non-recyclable waste within 12 months.
- Conduct quarterly environmental audits and reviews.

- Install additional energy-saving systems such as motion sensors and LED lighting.
- Begin transition to electric or hybrid company vehicles where feasible.
- Use of solar technology for energy source where possible

Environmental Management System (EMS)

EMS Description: We have implemented a structured Environmental Management System (EMS) that allows us to monitor, measure, and improve our environmental performance over time. This system forms part of our broader commitment to continuous improvement and responsible operations.

ISO 14001 Compliance: Our EMS aligns with the principles and core clauses of ISO 14001, including context analysis, leadership commitment, planning, support, operations, performance evaluation, and continual improvement. Formal certification is held, and we are working towards fully maintaining these practices and will consider future environmental accreditations based on business growth and auditor requirements.

Legal Requirements: We maintain an Environmental Aspects and Impacts Register (ref. EM-01.003) and monitor compliance with all relevant environmental regulations, including waste disposal, energy use, chemical handling, and air quality standards. The register is reviewed annually or sooner if operational changes occur.

Environmental Performance

Energy Efficiency: We continue to invest in technologies that improve energy performance throughout our premises and track this on EM-FM-07 Utilities usage
Measures implemented or planned include:

- Smart Energy Management: Automated timers and occupancy sensors regulate lighting and heating to reduce unnecessary usage.
- LED Lighting: The entire premises have transitioned to LED lighting, significantly lowering energy consumption and replacement frequency.
- High-Efficiency Appliances: Replacement of older electrical equipment with energy-efficient (A+ rated) alternatives.
- Improved Insulation: Ongoing improvements to insulation across the workshop help maintain optimal indoor temperatures, reducing heating fuel demand during colder months.
- Solar Energy Planning: Exploring feasibility of rooftop solar panels and energy storage systems to increase use of renewable energy and decrease grid reliance.

Water conservation is managed through employee awareness and low-impact technologies:

- Prompt repair of leaks and monthly water meter monitoring.
- Installation of water-saving fixtures such as low-flow taps.
- Encouragement of reuse practices (e.g., rainwater collection for cleaning external areas or irrigation).

Waste Management: As a service-based business, we produce limited general and hazardous waste. We aim to keep waste volumes low and ensure correct segregation, handling, and disposal:

- **The 5 R's Approach** – Prioritising Refuse, Reduce, Reuse, Repurpose, and Recycle.
- **Used Parts Recovery** – Separating used parts and materials for appropriate recycling or safe disposal.
- **Controlled Storage** – Proper labelling and containment of oils, batteries, and chemicals before collection by licensed carriers.
- **Digital Records** – Reducing paper usage through digital document management and electronic vehicle service histories.

Emissions: Though we do not engage in manufacturing, we are committed to lowering our indirect emissions and improving air quality:

- **Fleet Management:** Gradual transition to hybrid or electric vehicles for company use.
- **Vehicle Idling Awareness:** Staff are trained to minimise engine idling during servicing or diagnostic work.
- **Efficient Logistics:** Improved service scheduling to reduce unnecessary travel and emissions.

Environmental Objectives and Targets

Current Objectives: J E Douglas & Sons Ltd is focused on enhancing its environmental stewardship by addressing key sustainability areas:

- Reduce energy consumption across workshop and office areas
- Minimise general and hazardous waste
- Improve recycling practices and material reuse
- Promote sustainable transport solutions
- Increase awareness and staff participation in sustainability initiative

Progress:

- LED lighting installed throughout the premises
- Recycling stations introduced with clear labelling to encourage proper segregation
- Routine leak checks and water-efficient fittings now standard practice
- Initial scoping of solar energy infrastructure completed
- Staff briefing sessions launched to discuss environmental impact and daily action

Electricity Use | Monthly meter readings | 20% reduction by May 2026 | Baseline data collected May 2025 | |
General Waste Volume | Waste contractor reports | 20% reduction by May 2026 | Monthly tracking in place | |
Recycling Rate | % of waste recycled | ≥60% by Q1 2026 | Initial audits underway | |
Staff Engagement | Training participation | 100% of employees trained annually | 2 of 8 trained as of June 2025 | |
Fleet Emissions | Fuel consumption logs & vehicle data | Begin EV transition by end of 2025 | Feasibility reviews ongoing |

Future Targets:

- Maintain ISO 14001 certification
- Introduce EV charging infrastructure on site
- Continue to add solar technology to any new buildings
- Launch quarterly sustainability bulletins to engage staff and customers
- Embed sustainability into procurement criteria and contractor reviews

Sustainable Practices: [Examples of sustainable practices implemented]

Carbon Footprint Reduction: We encourage practical, low-emission behaviours by promoting shared travel where feasible and consolidating work trips. While remote work options are limited in a hands-on business like ours, flexible scheduling and digital communication reduce unnecessary travel and improve efficiency.

Plan to work towards net zero: We have set an initial goal to reduce our overall emissions by 30% by 2030, with an annual review against a custom-built emissions baseline established in 2025. Emission sources include electricity, fuel consumption, and waste. This data will be used to guide procurement and operational decisions moving forward.

Solar energy plans: In 2025, we began evaluating structural and cost feasibility for rooftop solar panels. This includes reviewing roof load capacity, orientation, and potential grant support for infrastructure development.

Employee Training: All staff participate in annual sustainability training covering energy awareness, resource conservation, and correct handling of hazardous materials. Refresher sessions are offered quarterly and tied into our Toolbox Talk series
Electric Vehicles: We aim to replace at least one service vehicle with an EV by the end of 2027, with a long-term goal of electrifying our small fleet. We are also assessing space and grid capacity for potential installation of a private EV charging point.
Paperless Environment: Our move toward a digital service platform includes migrating vehicle service logs, inspection checklists, and invoicing to paperless systems. The Document Management System (DMS) is continually upgraded to improve accessibility, accuracy, and environmental impact.
Climate Risk Management: We are reviewing our business continuity planning to factor in local risks such as extreme rainfall, winter disruption, and increased summer temperatures that may impact workshop operations or customer access.
Transition Risks: Carbon pricing schemes, fuel costs, and emerging EV regulations pose potential risks to future operations. We proactively monitor these areas and participate in industry discussions to remain adaptable.
Energy Savings: Recent upgrades include LED lighting and motion sensors. We continue to invest in energy-saving tools such as modern air compressors and insulated roller shutter doors to maintain internal temperature and reduce heating use as well as signage to remind staff to turn off lights and equipment electricity source when not in use.
Reputation: We value long-standing customer relationships and have received positive feedback for our visible environmental improvements and transparency. We also aim to work with like-minded suppliers and customers who value sustainability principles.
Renewable energy production: If solar panels prove viable, we expect to generate up to 30% of our power needs on site during peak summer months, contributing to net zero goals while buffering against energy price volatility.
Resilience: We've diversified our supplier base to reduce dependencies and routinely assess the resilience of our service delivery, vehicle parts availability, and workshop maintenance in response to both environmental and supply chain stressors.

Monitoring and Measurement

Key Performance Indicators (KPIs): • Annual electricity consumption (kWh) • Annual water consumption • Litres of fuel used per company vehicle • Volume of general waste and % recycled • Number of environmental training hours completed • Number of sustainability-related improvement initiatives implemented • Progress toward emissions and energy reduction targets
Monitoring Methods: • Monthly utility tracking from meter readings and energy bills • Waste collection data from licensed contractors • Training attendance logs and toolbox talk records • Quarterly audits of workshop efficiency and material usage • Progress reports aligned to internal EMS and ISO 14001 review cycle

Results: Baseline performance metrics were established in May 2025. Early indicators show a 5% reduction in electricity use due to LED upgrades and better heating control. Waste segregation rates have improved, with over 50% of materials now being recycled. Staff engagement has been strong, with all employees due to complete the first round of sustainability awareness training by Dec 2025.

Training and Awareness

Training Programs: We are committed to equipping all staff with the knowledge and confidence to contribute meaningfully to our sustainability objectives. Our training strategy includes:

- **Annual Environmental Briefings** – Covering energy-saving practices, waste handling, and regulatory responsibilities
- **Onboarding Sustainability Induction** – Introducing new employees to our environmental values and operational standards
- **Toolbox Talks** – Short, focused sessions integrated into team meetings, promoting good habits and identifying improvement opportunities

Awareness Campaigns: To embed sustainability into our everyday culture, we engage staff and stakeholders through:

- **Visible Signage and Reminders** – Prompting sustainable actions around recycling, energy use, and water conservation
- **Staff Suggestion Scheme** – Encouraging bottom-up innovation, with a quarterly review of practical ideas
- **Customer Communications** – Sharing our sustainability story with customers via social media, reception posters, and service updates

Social Sustainability

Employee Well-being: We maintain a close-knit and inclusive working environment where staff are supported through:

- Open communication with management
- Flexible shift planning when required
- Health and safety training tailored to vehicle servicing environments
- Ongoing investment in quality equipment and safe facilities
- Employing local people where possible

Community Engagement: Deeply rooted in Duns since 1976, we take pride in supporting the local community:

- Participation in regional skills programs and local events
- Donation of time and resources to local causes and charities, e.g. Berwickshire truck run and Jim Clark Rally.
- Promotion of local procurement wherever possible

Education & Awareness: We contribute to broader awareness by:

- Supporting regional automotive apprenticeships and vocational training
- Advocating responsible driving and vehicle maintenance practices that reduce emissions
- Engaging with sustainability initiatives that benefit rural communities and small businesses

Economic Sustainability

Ethical Sourcing: Although our core business is service-focused, we work with suppliers and service partners who align with ethical, environmentally responsible, and fair labour practices. Preference is given to local suppliers and those with visible sustainability credentials.

Innovation & Efficiency: To reduce overheads and environmental impact, we continue to:

- Streamline administrative processes through digitalisation (e.g., job cards, service logs, invoicing)
- Maintain well-serviced workshop equipment to avoid energy loss and extend asset life
- Regularly evaluate purchasing strategies to minimise waste and improve cost-effectiveness

Long-term Growth: To reduce overheads and environmental impact, we continue to:

- Streamline administrative processes through digitalisation (e.g., job cards, service logs, invoicing)
- Maintain well-serviced workshop equipment to avoid energy loss and extend asset life
- Regularly evaluate purchasing strategies to minimise waste and improve cost-effectiveness

Continuous Improvement

Improvement Initiatives: Sustainability is not a one-off target but an ongoing commitment. Recent and planned actions include:

- Conducting baseline audits to benchmark energy, water, and waste performance
- Trialling greener alternatives in everyday operations (e.g., non-toxic cleaners, recycled consumables)
- Reviewing workshop layout to enhance energy and space efficiency

Challenges: Like many small businesses, our biggest challenges include:

- Limited space for solar or electric vehicle infrastructure
- Balancing capital investment with other operational priorities
- Keeping up with fast-evolving reporting frameworks and compliance expectations

Future Plans: To continue progressing, we will:

- Complete an environmental risk register aligned with ISO 14001 expectations
- Investigate partnerships or grants that support our carbon-reduction plans
- Develop a dashboard for quarterly sustainability metrics tracking
- Identify opportunities to collaborate with DAF and peer dealers on shared environmental initiatives

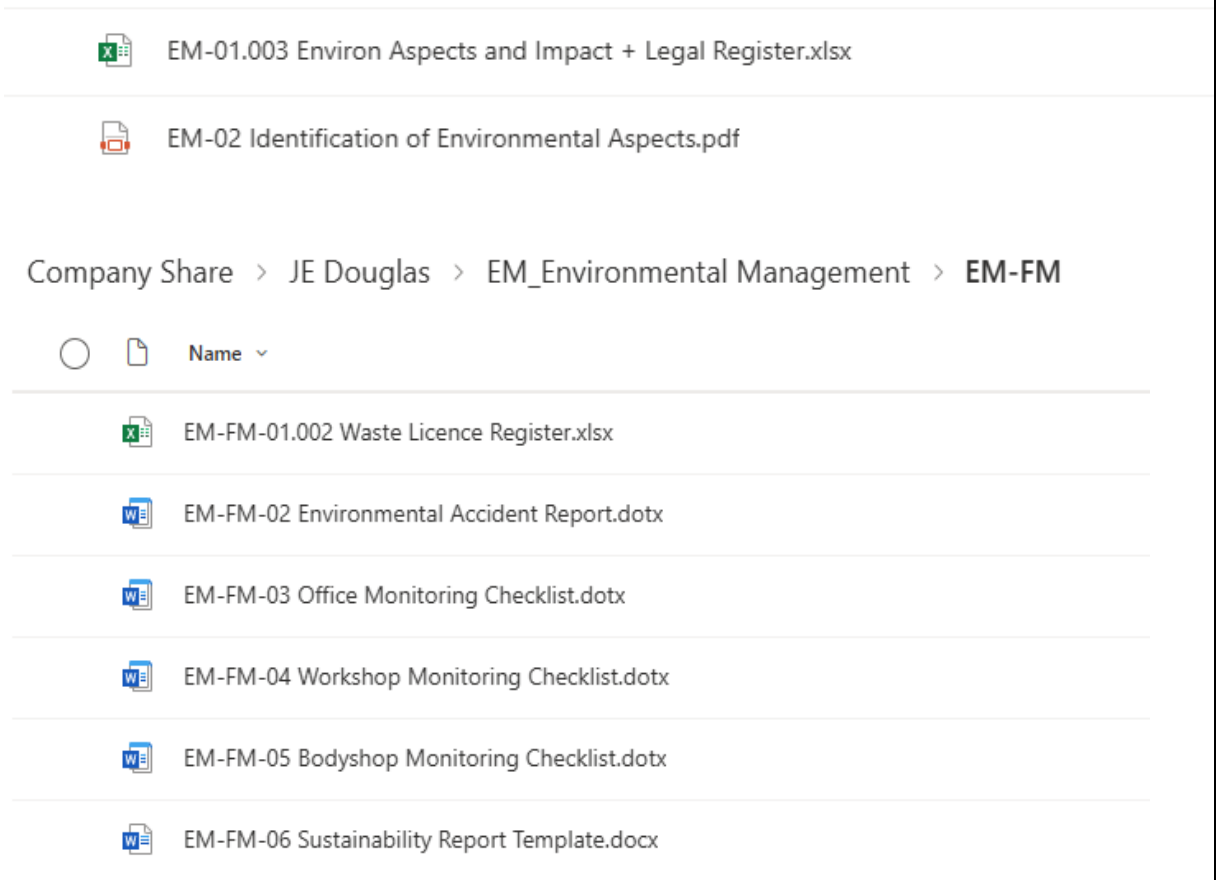
Conclusion

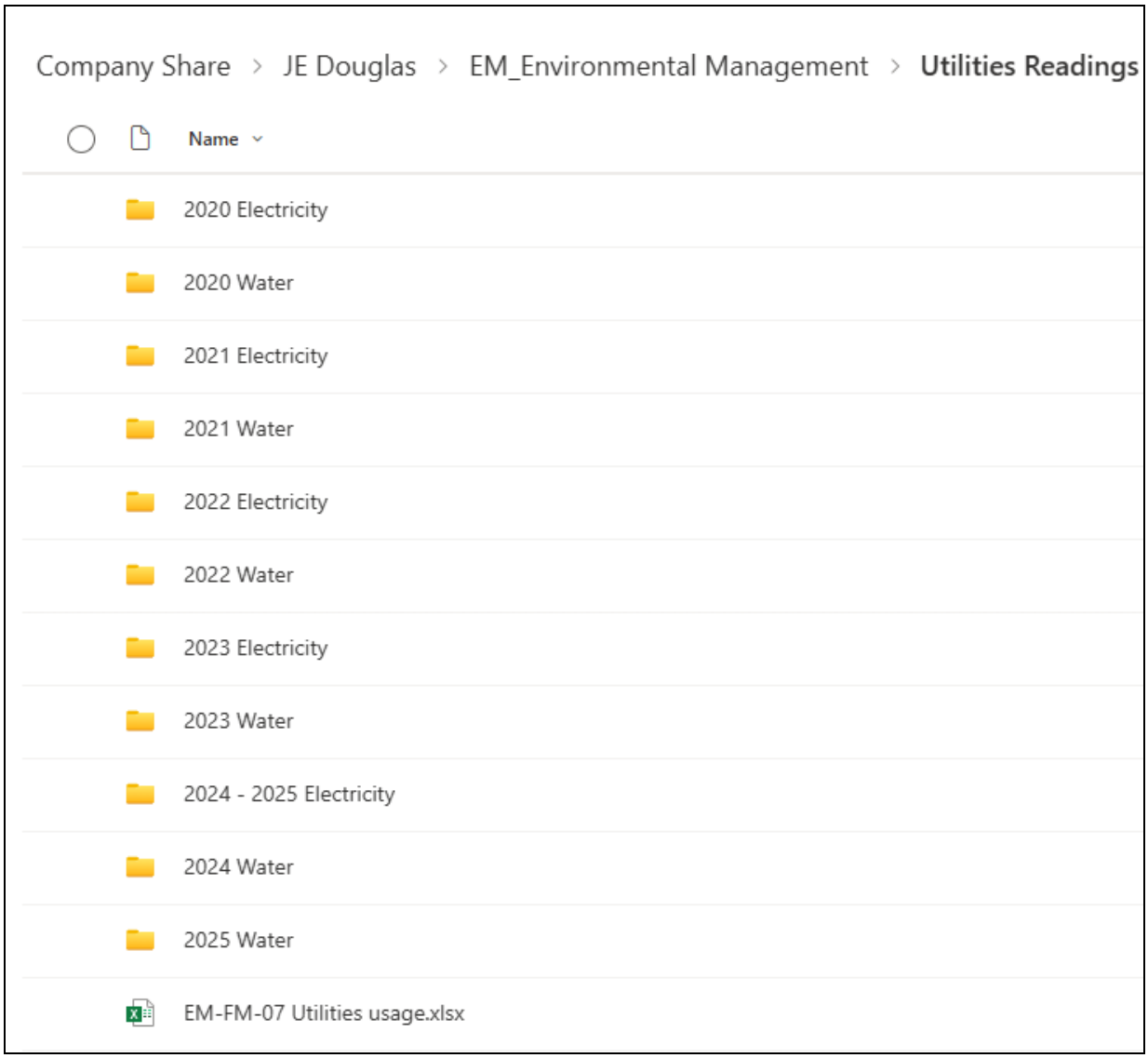
Summary: J E Douglas & Sons Ltd has demonstrated a proactive and practical approach to sustainability, grounded in our local roots and service-driven ethos. Through targeted investments in energy efficiency, responsible waste management, staff engagement, and community involvement, we are building a more resilient and environmentally responsible business. While we operate on a modest scale, our ambition to continuously improve remains strong.

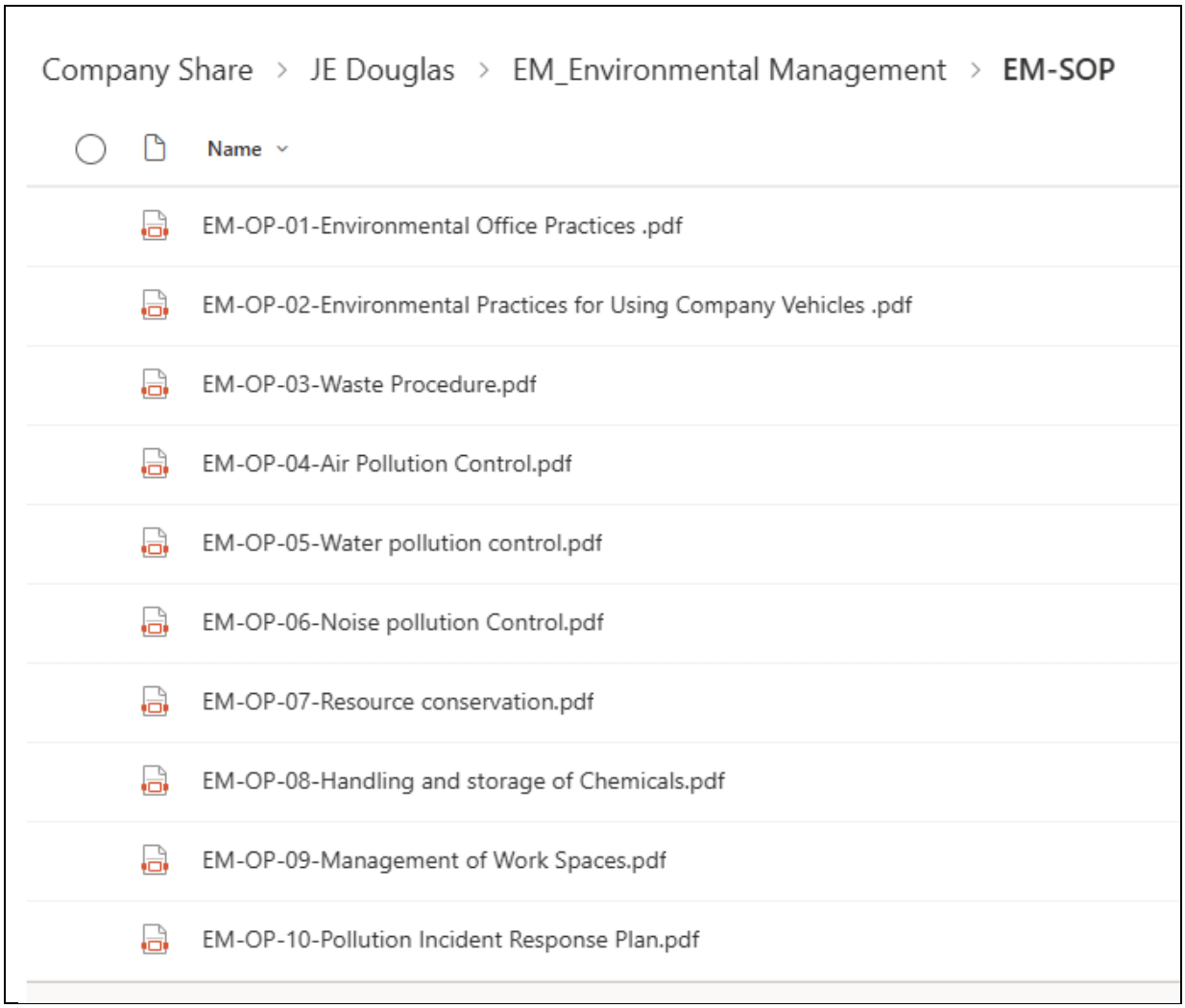
Commitment: We reaffirm our commitment to environmental stewardship, social responsibility, and ethical business practices. As we look ahead, we will continue to refine our processes, invest in cleaner technologies, and support our employees, customers, and community in working toward a more sustainable future.

Appendices

Supporting Documents:




Company Share
JE Douglas
EM_Environmental Management
Utilities Readings
Name
2020 Electricity
2020 Water
2021 Electricity
2021 Water
2022 Electricity
2022 Water
2023 Electricity
2023 Water
2024 - 2025 Electricity
2024 Water
2025 Water
EM-FM-07 Utilities usage.xlsx


Company Share > JE Douglas > EM_Environmental Management > EM-SOP
Name
EM-OP-01-Environmental Office Practices .pdf
EM-OP-02-Environmental Practices for Using Company Vehicles .pdf
EM-OP-03-Waste Procedure.pdf
EM-OP-04-Air Pollution Control.pdf
EM-OP-05-Water pollution control.pdf
EM-OP-06-Noise pollution Control.pdf
EM-OP-07-Resource conservation.pdf
EM-OP-08-Handling and storage of Chemicals.pdf
EM-OP-09-Management of Work Spaces.pdf
EM-OP-10-Pollution Incident Response Plan.pdf

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)
- CSRD: Corporate sustainability reporting - European Commission (europa.eu)
- SASB: SASB (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.