



SUSTAINABLE DEVELOPMENT

Action Plan
April 2009 – March 2010



Foreword

VCA's Sustainable Development (SD) Action Plan for 1st April 2009 - 31st March 2010 builds on the previous year's plans, in particular the actions taken so far to embed the Government's "Securing the Future" strategy into all areas of VCA's business.

There is a strong business case for sustainability as apart from efficiency and other gains, it shows that as an Agency we take our responsibilities seriously. In turn this will benefit our global reputation, as by carrying out our activities we aspire to influence others, whether in the UK or overseas. In addition, through the fuel consumption booklet and website, we can raise awareness of vehicle efficiencies and make fuel economy a higher priority in consumers purchasing decisions.

This plan has been fully endorsed by the Management Board and highlights the actions where we feel we can make the biggest contribution on sustainability this year. For us, this means building an integrated SD approach through the activities we deliver and the people we work with.

We have made good progress in a number of areas in 2008 – 09, particularly through the activities of the Agency's SD focus group. Additional resources, training and independent audit advice have all helped to raise the profile and increase the general awareness of sustainability matters across the Agency.

The SD Action Plan is a living document and will be updated through the year by the Agency's Board Level Champion. For my part, I will ensure that we build on the work already in hand and that there is a fuller understanding across the Agency that sustainability is linked to everything that we and the Department for Transport have a responsibility for. The Agency's Business Plan and Annual Report will also highlight SD activities and report progress on the key sustainability issues. I commend this Plan to you.

Paul Markwick,
Chief Executive of the Vehicle Certification Agency
March 2009



Introduction

The UK Government Sustainable Development (SD) Strategy 'Securing the Future' (March 2005) requires all central government departments and their executive agencies to produce sustainable development action plans. The Department for Transport (DfT) and its seven agencies have produced individual action plans which set out our commitments and strategy for implementing sustainable development.

Links to all of the plans can be found on the DfT's website at:

<http://www.dft.gov.uk/about/howthedftworks/sda/>

Delivering a Sustainable Transport System

In November 2008 DfT published Delivering a Sustainable Transport System (DaSTS) which sets out five goals for our transport system:

Supporting economic growth;
Tackling climate change;
Contributing to better safety, security and health
Promoting equality of opportunity; and
Improving quality of life and a healthy natural environment.

We expect to make progress against all five of our goals, but we are aware that there can be tensions between them. In particular, supporting economic growth while reducing greenhouse gas emissions is likely to be the most challenging to deliver in parallel, at least in the short term. That said, we do expect there to be a strong synergy between different goals and there is no reason why we cannot tackle emissions and achieve continued economic growth.

More detail on DaSTS is available at:

<http://www.dft.gov.uk/about/strategy/transportstrategy/dasts/>

Background

VCA is the UK authority responsible for ensuring through Type Approval schemes that vehicles and vehicle parts have been designed and constructed to meet internationally agreed standards of safety and environmental protection. In direct support of this VCA provides data derived from Type Approval results to other Agencies and the public. It conducts a range of enforcement activities on behalf of DfT and also for the Department of Business Enterprise and Regulatory Reform (BERR). In addition to its statutory work, VCA provides Management System Certification (MSC) services to ISO/TS 16949, ISO 9001, ISO14001 and other standards which allow the automotive industry to demonstrate that they have systems in place, not only to ensure the quality of their products, but also to minimise and make continuous improvement to the impact on the environment from the manufacturing and design processes.

VCA also provides a practical contribution to the achievement of DfT objectives of reducing deaths, injuries and the damaging environmental effects arising from transport and provides a UK base for the automotive industry to gain legislative access to Europe. VCA is also an important link in the network of supplying information for the (downstream) services of other Agencies within the Group. For instance the VCA database of CO2 emissions from passenger cars underpins the Graduated Vehicle Excise Duty and Company Car Tax schemes. The web site is one of the most visited government sites, receiving more than 12 million hits per year.



VCA's Action Plan

The SDAP outlines the Agency's contribution to the Government's Sustainable Development Strategy "Securing the Future". The Plan is consistent with the Department for Transport's (DfT) aims and objectives for Sustainable Development and the Agency's high level objectives as indicated in the VCA Business Plan, and targets set by the Secretary of State. VCA's Management Board have agreed the Plan for 2009/10. It is forward looking and should be considered a "living" document which will be monitored, evaluated and updated on a quarterly basis. Progress will be reported at Agency Management Board meetings on a six monthly basis and information will also be provided to DfT Centre as required, especially for the Department's Annual SD Report, which all Agencies are committed to providing. There will also be a sustainability update in the Agency's Annual Report and Business Plan.

The Plan will be implemented across all the Agency's offices and steps will be taken to ensure that our key actions will be communicated to all staff so that there is a real understanding that together we can make a difference.

Annex A sets out the Governmental targets, and VCA's actions and priorities to take forward those targets and those that the Agency have agreed internally through Executive Board and Focus Group discussions against the background of our activities. Against this background we should not lose sight that good progress has been made in a significant number of areas against previous years plans; a progress report of 2008-09 activity has been produced and is available to all staff along with other "Green" updates on the Agency's Intranet. As shown, our Plan concentrates on those areas, which we feel are likely to be the Agency's biggest contributors to the SD Strategy.

The Agency's SD Focus Group, which has been established for approximately 18 months, represents all sections of the business, and is the main sounding board within the Agency on Sustainability matters. This Group consists of expert Environmental Auditors and individuals who undertake SD training for external organizations. The Group considered the best way of prioritising and implementing the key VCA aspects and their social or environmental impact. The result of this is shown at Annex B. This will be monitored on a regular basis by the Focus Group.

Responsibility & Monitoring

Overall responsibility for overseeing sustainable development as a whole falls to the Head of Central Services, who is the Board level champion for SD. The Customer and Accommodation Services (CAAS) section is responsible for co-ordinating, monitoring and reporting on the Agency's sustainable development activities to the Head of Central Services on a regular basis. This will entail monthly snapshot updates with those staff with responsibility for specific actions, and also consideration of the most current SOGE information. The document in Annex C (example attached) will be used as a tool to effectively record and monitor that this happens. In addition, the Agency's SD Focus Group, which meets on a quarterly basis, also plays an important part in taking forward ideas and suggestions. These are actively considered at Executive Meetings and may well include other members of the Agency. Notes of the SD meetings are placed on the Agency's Intranet.

All staff (and contractors) are required to follow the principles of this policy (and related guidance). There will be regular updates on the intranet and through internal staff / team briefings. Staff involved in sustainable development activities will receive appropriate in house training and will also attend networking events organised by DfT Centre or other organisations. In addition, SD will feature in future Induction courses as part of the Central Services Segment.



VCA's Main Activities

VCA's main activities that impact on the Departments published DaSTS are in the areas of road safety, air quality, noise reductions and carbon emissions.

In particular:

- **TYPE APPROVAL** – The SoS of Transport is obliged by European law to provide a type approval function, the pre-registration technical control for vehicles and vehicle parts to ensure they meet agreed standards of safety and environmental protection.
- **NOISE EMISSIONS** – EU Directives define noise emission limits and labeling requirements, showing the 'guaranteed' noise level, at manufacturing stage. The Directives applies to 57 types of equipment for use outdoors ranging from generators to hydraulic hammers.
- **END OF LIFE** - The compliance of "heavy metal" thresholds in vehicle materials and components designed to reduce the environmental impact of vehicles when they are scrapped.
- **IN SERVICE TESTING OF SAFETY CRITICAL SYSTEMS** - Through the purchase of products and the testing to known standards, especially of the key vehicle safety aspects of tyres, braking, seat belts etc.
- **LIGHT DUTY VEHICLE EMISSIONS COMPLIANCE TESTING** – EU Directives & Regs define mandatory emissions standards for new cars and light goods vehicles. In addition to demonstrating compliance of new vehicles, manufactures are required to sample vehicles to ensure they remain compliant up to 1000,000km mileage. Manufacturers test data is doubled checked for compliance by VCA. These checks have highlighted a few cases of marginal or non-compliance resulting in corrective service action across fleets, thus reducing pollutant emissions.
- **NON ROAD MOBILE MACHINERY EMISSIONS** - Enforcement of Directives to ensure compliance that all Non Road Mobile Machinery engines (NRMM) are approved before being placed on the market.
- **WASTE ELECTRICAL and ELECTRONIC EQUIPMENT (WEEE)** Enforcement of the Directive to address the environmental impacts of electrical and electronic equipment when it reaches the end of its life, and to encourage its separate collection, subsequent treatment, re-use, recovery, recycling and environmentally sound disposal.
- **FUEL CONSUMPTION BOOKLET (FCB) and WEBSITE** - The production of data on fuel consumption and CO2 emissions. The data supports policies on influencing consumer choice towards lower emitting vehicles (Governments Act on CO2 campaign), company car tax and vehicle excise duty levels. This increases public awareness of carbon emissions, vehicle efficiencies and fuel economy which in turn should ensure that these factors are given priority in consumer purchasing decisions.
- **ACORN** – Certification of Environmental Management Systems (EMS). VCA provide an EMS certification service to assist organisations to manage significant environmental impacts. An EMS can help organisations to comply with environmental laws and regulations more consistently and effectively. Acorn is broken into 5 manageable phases providing the road map to the ultimate implementation of an EMS to ISO 14001.

We believe we can make a valuable contribution to SD in all of the above areas, the key ones being captured in Annex A to this document. Some lend themselves to a performance metric, some are based on Secretary of State targets but where possible we have tried to make our actions SMART to assist both internal and external assessment of achievement. It should be noted however, that some of the targets are outside of our control. Areas like Vehicle Emissions Standards for example are developed at EU level.



In carrying out our operations, we will comply with all relevant statutory requirements. We will seek to reduce the environmental impact arising from the management of our estate, by applying, the commitments and targets set by the revised framework or equivalent vehicle.

In addition, we chair the Vehicle Technology Forum on behalf of SSDL, working with DfT Policy leads, other DfT Agencies and the Chief Scientific Advisors Unit. This group shares knowledge, understanding and experience of emerging Vehicle Technologies for best effect and value. In this respect, the Agency networks internally and externally with specialist and professional organisations on the implementation of our aims and objectives within the overall DfT objectives. Additionally, the delivery of our services to clients worldwide presents a further opportunity to raise the profile of the SD Strategy aiming at the production of cleaner, safer vehicles.

VCA's COMMITMENTS

VCA is committed to the Governments five shared principles, namely:

- Living within environmental limits;
- Ensuring a strong, healthy and just society;
- Achieving a sustainable economy;
- Promoting good governance; and
- Using sound science responsibly.

VCA will seek to identify internal process changes that will help to meet the above principles, especially where they link to the Agency's core business as summarized under VCA's Main Activities. In particular, we will be looking, as indicated in Annex A, to deliver improvements in the following areas, namely:

- **POLICY/CORE ACTIVITIES** - As detailed above, especially in our discussions with manufacturers and with other Government Agencies.
- **OPERATIONS** - Concentrating on the Sustainable Operations on the Government Estate (SOGES) targets viz carbon emissions including ICT carbon reductions, waste, water etc and prioritising those areas that will contribute to the longer-term goals.
- **PROCUREMENT** - Through a better understanding of the impact of the purchase of goods and services and an improved awareness of the work undertaken on such matters as the "Quick Wins" guides and Flexible Framework targets.
- **PEOPLE** - Through improving the understanding of all staff, and the capability of those more closely involved e.g the SD Focus Group, with the ultimate aim that all individuals are able to recognise the benefits of a SD approach, both within and outside of work.

By applying the key principles of SD, as outlined in this plan, there will be potential benefits to the working environment, the Agency's reputation, as well as cost savings, through a more integrated approach to delivery and procurement. This will stand us in good stead for the future and will provide a solid basis for our 2010/2011 SDAP.

Chris Border
Central Services Manager

March 2009



VCA Sustainability 1st April 2009 - 31st March 2010 Annex A

Aspect	Targets	Actions / Priorities High, Medium, Low	Outcome	Timescale	Owner
Climate change & Energy	Carbon Emissions Office				
	1. Reduce Carbon Emissions by 12.5 % by 2010 – 11, relative to the 1999/2000 levels. 2. Reduce Carbon Emissions by 30 % by 2020, relative to 1999/2000 levels. Note: Baseline year for DfT is 2002/03	Address recommendations from Energy Reports undertaken at Bristol HQ and VCAMC including: replacing boiler, installing utility meters, purchasing energy saving devices. Operational - High Reduce energy consumption through dedicated area of Intranet site, permanent agenda item at team briefs, Support group and Management Board meetings and by appointing 'local' champions. Operational / People - Medium In line with the initiative for ICT carbon reduction, VCA's Green Team to regularly check workstations and offices to ensure that monitors, PC's, Printers etc are switched off. People -High	Increase in Energy efficiency. Improved usage information. Improved staff awareness and long term commitment to reducing emissions. Awareness raised and staff taking a greater personal responsibility for ICT usage.	March 2010 May 2009 May 2009	CAAS CAAS / SD Focus Group CAAS / SD Focus Group
	Carbon Emissions Vehicles				
	3. Reduce carbon emissions from road vehicles used for VCA operations	Take forward actions from VCA Travel Plan and Travel Survey, and best practice advice from DfT generally.	Staff replacing older vehicles. Replace VCA owned	July 2009	CAAS



	<p>by 15% by 2010/11 relative to 2005/2006 levels.</p> <p>4. To raise awareness of carbon emissions and contribute towards the information available in the public domain.</p>	<p>Operational / People - High</p> <p>To deliver & conduct in-service testing of vehicles. Core Activity -High</p> <p>To test new vehicles in accordance with EC Type Approval Scheme. Core Activity - High</p> <p>Encourage greater usage of Cycle to Work scheme by reminding staff of the benefits of the scheme, via Intranet. People - Medium</p> <p>To provide statistics on the use of Agency Pool Cars, hire cars and own cars CO2 to the Facilities Manager. Operational - Medium</p> <p>Collate and publish information on fuel consumption and carbon emissions (FCB) and provision of in-showroom information on</p>	<p>vehicles, as appropriate with lower CO2 ratings.</p> <p>Reduction in the use of grey fleet.</p> <p>Increase in the use of Public Transport.</p> <p>Improve environmental standards.</p> <p>Improved noise and emission standards.</p> <p>Increase in scheme participation.</p> <p>Improved awareness of vehicle usage, particularly grey fleet.</p> <p>Increase in sales of environmentally friendlier vehicles.</p>	<p>Ongoing (Core Business)</p> <p>Ongoing (Core Business)</p> <p>Ongoing</p> <p>Quarterly</p> <p>June 2009</p>	<p>MSDG / HOBs</p> <p>UK Ops</p> <p>CAAS</p> <p>CAAS</p> <p>Business Development / HOBs</p>
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	5. Reduce carbon Emissions (all travel)	VCA's website for new and used vehicles (2001 onwards). Core Activity - High Increase awareness of the importance of consideration to how VCA travel, through communication at Executive Board meetings, Intranet & team briefs. Operational / People – High	Emissions from road and air travel reduced.	March 2010	CAAS / Agency
Carbon Neutral					
	6. VCA estate to be carbon neutral by 2012. 7. To reduce carbon emissions from the estate by at least 12.5% relative to 1999/2000 levels.	Take forward the recommendations of the sustainability audits as shown in 1 above aimed at increasing energy efficiency. Operational - High	As 1 above.	March 2010	CAAS / SD Group
Energy Efficiency					
	8. To increase energy efficiency per m ² by 15% by 2010, relative to 1999/2000 levels. 9. To increase energy efficiency per m ² by 30% by 2020,	Take forward the recommendations of the sustainability audits as shown in 1 above aimed at increasing energy efficiency. Operational - High	As per 1 & 2 above.	March 2010	CAAS / SD Group



	relative to 199/2000 levels. Note: Baseline year for DfT is 2002/03.				
Sustainable Consumption & Production	Waste Arising Reduce Waste to landfill				
	10. Reduce waste arising by 5% by 2010, relative to the 2004/05 levels. 11. ICT Disposal	Adopt the waste hierarchy principles, through awareness campaign and improved collection of data. People - High Review ICT disposal policy Operational - Medium	Significant reduction in the waste going to landfill and improved staff understanding. Reduce waste to landfill / increased recycling.	March 2010 Dec 2009	CAAS / SD Group ICT
	Recycling				
	12. Increase recycling figures to 40% of waste arising by 2010.	Reduce the amount of general waste bins and introduce additional recycling collection points where required. Operational / People - High Monitor that staff are following VCA's waste management advice. People - High Contact landlords at the Nuneaton site Motor Industry	Significant increase in the recycling of waste. Greater staff awareness. Green Team and Local champions appointed to promote and offer advice to staff. Established partnership working to	May 2009 May 2009 May 2009	CAAS / SD Group CAAS / SD Group CAAS

		<p>Research Association (MIRA) to establish if they can provide any assistance with recycling collection. People - High</p> <p>Regularly review waste management good practice advice from the local councils / envirowise website. Operational - Low</p>	<p>assist both parties in increasing the levels of recycling.</p> <p>Greater knowledge of what is available locally and apply where appropriate.</p>	Quarterly	CAAS
Natural Resource Protection	Water Consumption				
	13. Reduce water consumption by 25% on estate by 2020, relative to 2004/05 levels	<p>Implement best / good practice from Envirowise (water hippos, water collection at Nuneaton etc) Operational -Medium</p> <p>Consider the need for specific Water Audits to be carried out on both sites. Operational - Medium</p>	<p>A year on year reduction in consumption.</p> <p>As above</p>	<p>June 2009</p> <p>July 2009</p>	<p>CAAS</p> <p>CAAS</p>
Procurement					
	14. To ensure VCA meets the Flexible Framework targets	<p>Procure items listed on the OGC quick wins list and adhere to good practice at all times. Procurement - High</p> <p>Staff advised generally of the Framework targets. People / Procurement - High</p>	<p>Greater awareness of “quick wins” within the Agency.</p> <p>Increased understanding of good practice advice.</p>	March 2010	FINANCE / Budget Holders.

	15. Deliver SD awareness training to all key and designated procurement staff.	Identify staff and source training provider. People - Medium	Improved awareness of Procurement Principles for key Agency staff.	October 2009	FINANCE / TRAINING SECTION
	16. Purchase of new IT equipment	All replacement desk top equipment to be energy e-smart enabled. Procurement - High	Reduced energy consumption.	March 2010	ICT
SDAP Review					
	17. To ensure that SDAP is a live and working document.	Undertake a formal quarterly review inline with SOGE return by using and updating Annex C of the SDAP. Operational – Medium	SDAP is refreshed at regular intervals throughout the year and is available for all to see.	Quarterly: 31 st Jun, 30 th Sep, 31 st Dec, 31 st Mar.	CAAS
	18. SD Planning	Draft 2010-11 will be circulated ahead of deadline to MB and SD champions for consideration of key issues / budget and resource requirements. People - Low	SD 2010-11 agreed ahead of timescale.	Jan 2010	CAAS
SD General					
	19. Staff Awareness	Personnel & Training to incorporate SD considerations into all levels of induction and management training. People – Medium	SD thinking in embed across the Agency.	Mar 2010	Personnel & Training
	20. ICT strategy	Refresh ICT strategy to include Green ICT plans. Operational - Medium	IT choices are in line with good sustainable practices.	Sept 09	ICT



VCA Sustainability 1st April 2009- 31st March 2010 Annex B

Aspect	Impact	Social or Environmental?	Gov't Policy?	Link to VCA's SAP	Objective, in words
Use of Resources by VCA					
Office Electricity	Climate Change	Environmental	Y	Annex A1 / 2	Reduce Carbon emissions
Buildings Gas	Climate Change	Environmental	Y	Annex A1 / 2	Reduce Carbon emissions
Buildings Heating Oil (M-C only)	Climate Change	Environmental	Y	Annex A1 / 2	Reduce Carbon emissions
Fuel in vehicles used for work	Climate Change	Environmental	Y	Annex A3	Reduce Carbon emissions
Travel to/from work	Climate Change	Environmental	Y	Annex A3	Reduce Carbon emissions
Office Electricity	Climate Change	Environmental	Y	Annex A7 / 8	Increase Energy efficiency
Buildings Gas	Climate Change	Environmental	Y	Annex A7 / 8	Increase Energy efficiency
Buildings Heating Oil (M-C only)	Climate Change	Environmental	Y	Annex A7 / 8	Increase Energy efficiency
Office Electricity	Climate Change	Environmental	Y	Annex A5	Carbon Neutral
Buildings Gas	Climate Change	Environmental	Y	Annex A5	Carbon Neutral
Buildings Heating Oil (M-C only)	Climate Change	Environmental	Y	Annex A5	Carbon Neutral
Non-road business travel (Air, rail etc)	Climate Change	Environmental	N	Annex A3	Reduce Carbon emissions
Water	Natural resources	Environmental	Y	Annex A11	Reduce consumption
Paper	Natural resources	Environmental	N	Annex A9	Reduce use
Consumables - usage	Natural resources	Environmental	N	Annex A9	Reduce use
Consumables - ethical	Natural resources	Social	N	-	More ethically sound source
Wastes produced by VCA					
Non-hazardous (paper, card, packaging etc)	Pollution prevention	Environmental	Y	Annex A9 / 10	Reduce waste arising
Hazardous (Toner, oils , batteries, WEEE..)	Pollution prevention	Environmental	Y	Annex A9 / 10	Reduce waste arising



Non-hazardous (paper, card, packaging etc)	Pollution prevention	Environmental	Y	Annex A9 / 10	Increase recycling
Hazardous (Toner, oils , batteries, WEEE..)	Pollution prevention	Environmental	Y	Annex A9 / 10	Increase recycling
Waste water	Pollution prevention	Environmental	N	Annex A11	Reduce waste arising
Pollution risks at VCA					
M-C oil spillage	Pollution prevention	Environmental	N	-	Eliminate
M-C Boiler emissions	Pollution prevention	Environmental	N	-	Minimise
Benefits from VCA work					
Type Approval (Emissions, noise, EMC..)	Multiple	Environmental	N	Annex A3	Safer, cleaner vehicles
Public Information (FCB, EoLV, NRMM, WEEE..)	Multiple	Environmental	Y	Annex A4	Raise public awareness
Enforcement (EoLV, Noise, WEEE, Dangerous goods)	Multiple	Environmental	N	-	Raise public awareness & control
Management Systems Certification (ISO14001, EMAS, Acorn)	Multiple		N	-	Sustainable businesses
Training and Consultancy	Multiple	Environmental	N	-	Raise public awareness



VCA Sustainability 1st April 2009- 31st March 2010 Annex C - Example

Task	Resources or support required	Link to VCA's SAP Target	Owner	Date Reviewed / Completed	Progress / Evaluation of effectiveness
Address Energy report recommendations:					
Waste Management					

Review Dates:

1st Quarter : 1st July 2009 2nd 3rd 4th