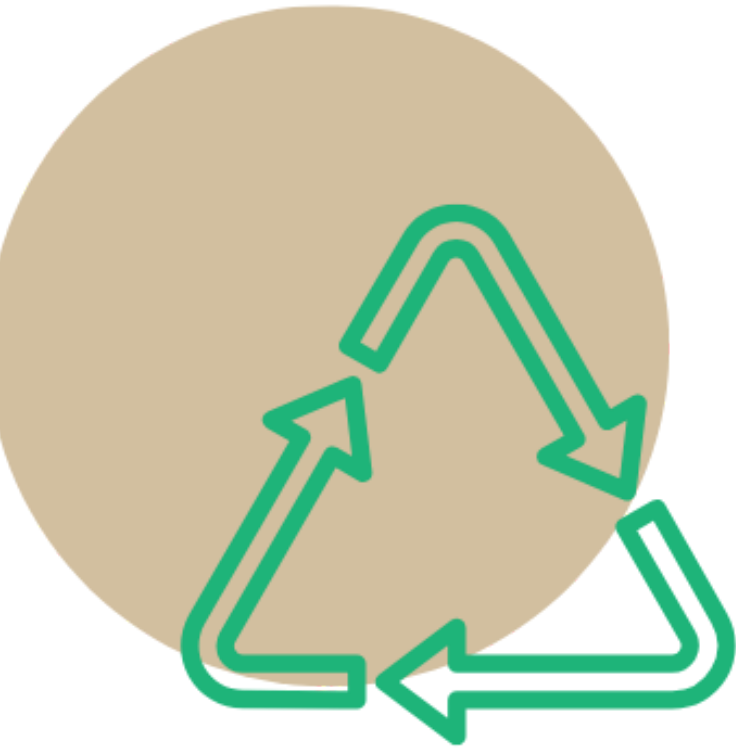


# Little's

ESTD 1966

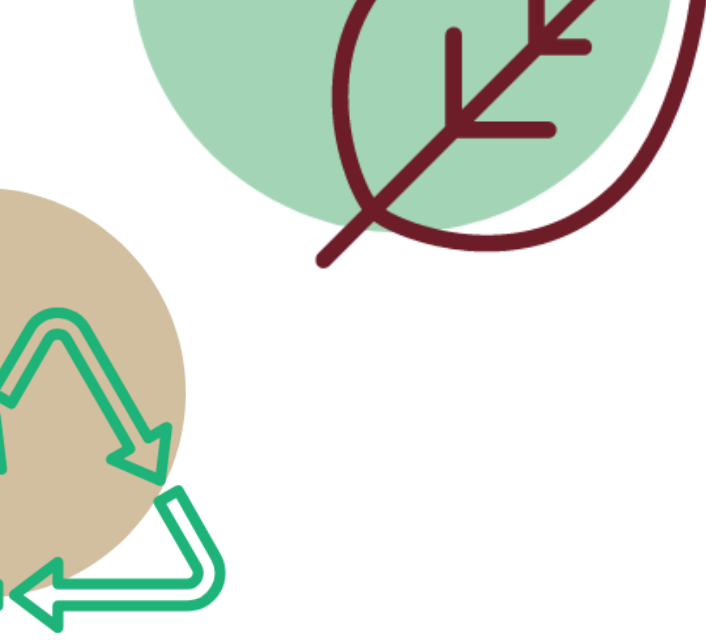
OUR GREEN POLICY

LAST UPDATED  
NOVEMBER 2023



# SUSTAINABILITY PRACTICES

IN THE OFFICE, ON THE ROAD, AND LOOKING AHEAD



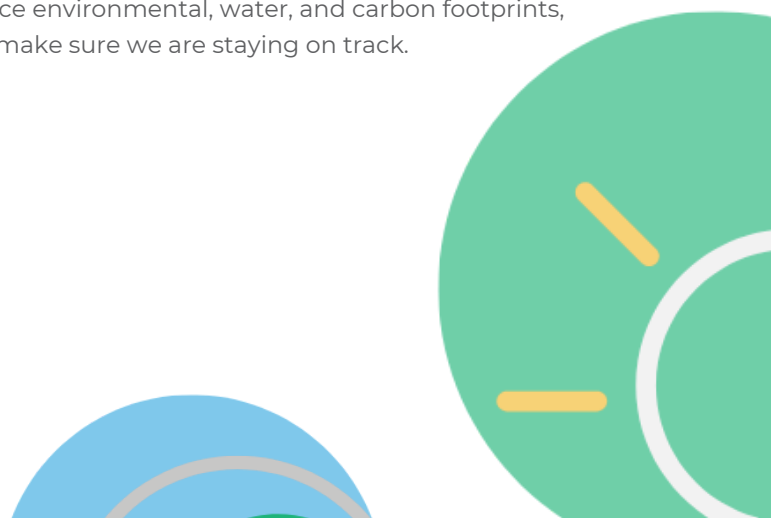
# SUSTAINABILITY AT LITTLE'S CHAUFFEUR DRIVE



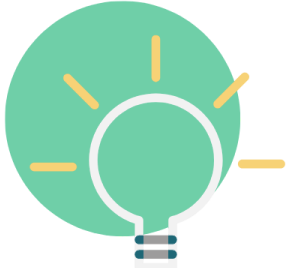
As a business, we recognise how crucial it is to take the climate crisis seriously. We do our utmost to operate in a way that not only does the least harm to our planet but that also actively seeks to do good, all while maintaining our award-winning level of service. From our growing eco-fleet, to our decision to remove single-use plastic bottles from all of our cars, to the measures we have implemented to reduce energy, water, and general waste in our head office, to our support of a major conservation project that aims to restore and regenerate Scotland's native Caledonian Forest in the Highlands as a means of offsetting our carbon footprint: sustainability is high on our agenda.

In 2022, we were thrilled to be awarded Silver by *Green Tourism* in recognition of our sustainable approach to business.

This document highlights our ongoing sustainability efforts along with some of our plans for the future. We are constantly working to improve our practices, whether that relates to the environment, our operations, or our people; in 2022, for instance, we were proud to join other employers in Scotland by becoming Real Living Wage accredited employers as it is important to us to be able to offer a fair wage to all of our team. Knowing there are always areas we could improve, we have a dedicated Green Team who make it a priority to monitor our current sustainability measures, set action plans, research new initiatives to reduce environmental, water, and carbon footprints, and make sure we are staying on track.



# WHAT WE'RE DOING: IN THE OFFICE



## REDUCING ENERGY USE

We have taken steps to reduce our energy usage in the Head Office including replacing all our lightbulbs with energy-efficient LED lightbulbs, installing motion detectors that automatically turn off lights in the garage, putting the garage door on a timer to conserve heat, installing a programmable thermostat, and installing double glazing and insulation to reduce the need for unnecessary heating.



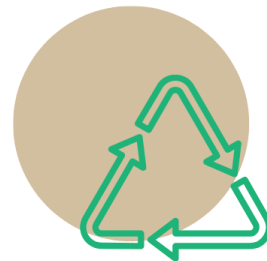
## REDUCING WATER USE

We have fitted the new bathrooms in our Head Office with a dual-flush to save water. We have also installed filter taps in our offices to ensure staff no longer need to bring plastic bottles into work.



## REDUCING GENERAL WASTE

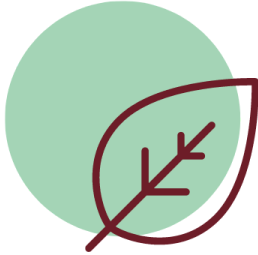
In 2019, we removed single-use plastic water bottles from all our vehicles in Scotland, replacing them with infinitely recyclable resealable aluminium [cans of water](#). Our cars are washed with cold water and no detergents, keeping our use of chemicals to a minimum. We also launched our new booking system in 2023 to reduce the need to print, by digitising our diary so that we no longer need paper copies of job sheets.



## RECYCLING

All our waste materials are properly disposed of and we are working with a Recycling and Waste management company called [Biffa](#). From waste obtained from the servicing of our vehicles, to the recycling policies we have for consumables and paper at head office, the importance of recycling and reusing is embedded throughout our organisation.

# WHAT WE'RE DOING: ON THE ROAD



## 59% ECO FLEET

Since 2015, we have invested in hybrid cars. Initially offering rechargeable hybrid cars, this arm of the fleet has now expanded to include the latest plug-in hybrid Mercedes and Lexus saloons, offering a greener chauffeur service to all our clients. Our rechargeable hybrids allow for lower vehicle emissions while still giving a UK-wide travelling range. They employ state-of-the-art technology to reduce carbon and tailpipe emissions to 0 when in EV mode. Our unique business model allows us to embrace plug-in hybrid technology to the full, given that we are...

...one of the only chauffeur companies in the UK to operate on a true 'garage to garage' basis. With EV charge points in both our Edinburgh and Glasgow garages, vehicles can be charged between hires and / or overnight as chauffeurs are not taking cars home, thus releasing the full EV potential of these vehicles. While out and about all the cars have access to 'on street' charge stations through the [Charge Place Scotland](#) network, further enhancing the green credentials of these vehicles.



## FUEL EFFICIENCY

Our more traditional vehicles use stop-start technology which improves fuel efficiency and reduces emissions by switching off the engine when it comes to a standstill, particularly important in urban areas. What's more, all our vehicles are extremely fuel-efficient and can easily return in excess of 40-50 miles per gallon.



## ROUTE PLANNING

We hold regular journey-planning sessions with our chauffeur team and expect them to advance-plan all their journeys as part of their daily preparations, negating the need for reliance upon satnav systems which often provide less economical routes. Advance planning significantly reduces annual company-wide mileage totals which in turn minimises our environmental impact and unnecessary fuel consumption.

# WHAT WE'RE DOING: FOR THE FUTURE



## DEDICATED GREEN TEAM

In February 2020, our Head of General Operations started a **dedicated Green Team** and they have regular meetings to ensure that we are maintaining our current sustainability practices, set goals, and research new initiatives (e.g. carbon offsetting, tree-planting, ways to conserve water, staff incentives etc) to **reduce our environmental, carbon, and water footprints**. The Green Team also keep the wider team up to date with green issues and welcome input.



## CARBON OFFSETTING

In 2021, we began supporting the conservation charity *Trees for Life*. Since 2022, we've pledged to make a quarterly donation to go towards their tree-planting projects based on the carbon our Scottish fleet emits. Research suggests that, along with reducing emissions, planting trees is one of the most effective ways of stabilising our climate as trees help to absorb CO2 directly from the air. *Trees for Life* plant a diversity of trees in the Scottish Highlands and their work promotes biodiversity and supports endangered wildlife. You can find a link to our corporate grove: [here](#).



## ACTION PLANNING

The Green Team regularly review the **Green Action Plan** and create quantifiable targets, objectives, and timelines to make sure that we continue to make progress in our efforts to be a sustainable, responsible business.



## FUTURE INITIATIVES

We frequently research more ways that we, as a company, can “**do more good rather than just less harm**”. Some initiatives we are currently in the process of exploring include; harvesting rainwater to wash our cars, and encouraging staff to take place in workplace challenges such as litter picking in the local community.