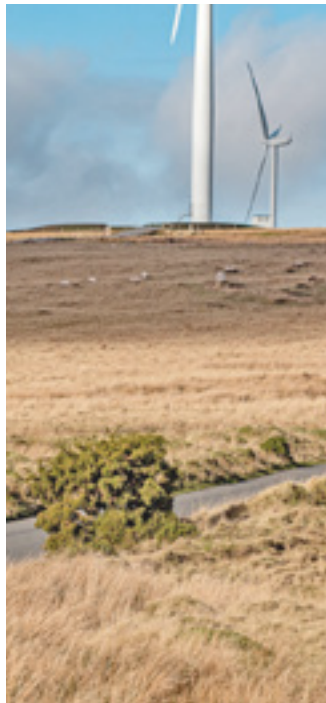


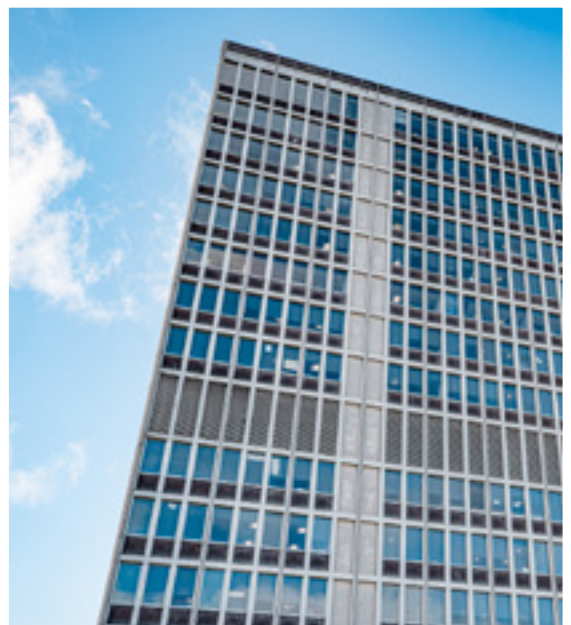


Driver & Vehicle  
Licensing  
Agency



Driver & Vehicle Licensing Agency  
**Sustainability Report**

**2019**  
**>20**





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Julie Lennard

# Chief Executive's Introduction

## I am pleased to present our Sustainability Report for 2019-20.

Our report shows the successes we've had against our sustainability commitments this reporting year whilst providing excellent, reliable and easy to use services to our millions of customers, retaining our place as one of the top five public service organisations.

Transport plays such an important part in everyone's day-to-day lives and is a key contributor to the UK's carbon emissions. We understand the role we have to play in reducing this impact, both through administering government policy and in the options we give our customers to interact with us.

The COVID-19 pandemic, which impacted us in the last two weeks of the reporting year, has demonstrated our key role in helping to keep the country moving and had a significant operational impact on DVLA. I am very proud of the dedication and commitment of our staff who have worked so hard, not just during the pandemic, but throughout the reporting year.

We have taken a big step this year to understand the wider impact of our services on the environment, beyond the scope of the Greening Government Commitments. As we move forward and more customers switch to using our digital services we will reduce paper, waste and the impact of the transport needed to deliver physical documents to us and our customers.

The carbon emitted from our estate and business travel reduced by 10% during the reporting year and has more than halved since 10 years ago. Our business travel carbon alone has reduced by 75% in the last 10 years and I'm proud to report that 81% of our fleet are ultra low emission vehicles, surpassing our Government Fleet commitment. This has all been achieved through strategic decisions on consolidating our estate, significant investment in energy efficient technologies and reducing environmental impact being the main focus of our business travel policies.

How we interact with our environment is key to our long term success. I am proud of what we have achieved so far and believe our strategic vision for DVLA delivers significant long term benefits to the environment, society and the UK taxpayer.

A handwritten signature in dark ink, appearing to read 'Julie Lennard', written in a cursive style.

**Julie Lennard**  
Chief Executive, DVLA  
10 July 2020



Julia Ashford

## Head of Sustainability's message

### I am extremely proud of the successes DVLA has achieved in 2019-20.

We've remained focused on reducing our adverse effect on the environment and continue to have an engaged workforce and extremely supportive leadership.

2019 was momentous for sustainability within the UK, with the amendment to the Climate Change Act setting the net zero emissions target for 2050. Government estate were also challenged to eradicate single use plastics in line with the waste reduction targets.

Our Greening Government Commitments have always been high profile targets for DVLA. Public opinion, media coverage and global demand for action has further highlighted the importance for environmental protection.

This report is a summary of DVLA's sustainability performance, however it is a brief summary of the work and commitment of those driving sustainability in decision making throughout our business.

We continue to be certified to ISO 14001:2015, demonstrating our best practice approach to managing the environmental aspects of our estate. Our sustainability team are engaged during all change management and assurance phases and all requirements to spend externally. Through our new carbon calculation function we can provide detailed environmental impacts for our services to our customers.

Through the channels we've created, the assessment of sustainability impacts and benefits are becoming business as usual in DVLA's day-to-day operation.

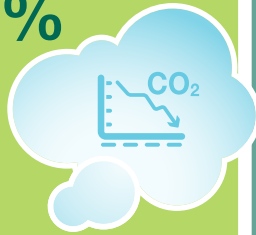
We have come far, but we recognise there is far to go. We welcome the challenge of new Greening Government Commitments and the path they set to meet goals in the government's 25 year Environment Plan.

A handwritten signature in black ink, appearing to read 'Julia Ashford', written in a cursive style.

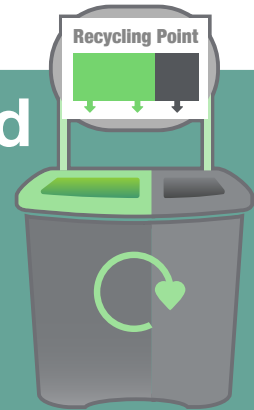
**Julia Ashford**  
Head of Sustainability  
10 July 2020

# Sustainability Highlights of the Year

We reduced our **CO<sub>2</sub>e** by **10%** compared with last year.



We recycled **96%** of our **waste**



We have drafted a **new Biodiversity Action Plan**



We **donated 46 tonnes of items to schools and charities** avoiding them entering the waste stream



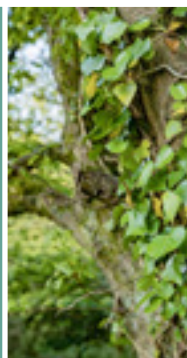
We sent less than **1% of our waste** to landfill



We met the Government Fleet Commitment with **81% ULEV vehicles** in our fleet



We have **maintained** certification to **ISO:14001:2015**



We have **created a carbon calculator** for assessing business changes





# Performance report





# 01



## Who we are and what we do

### Who we are

We are an executive agency of the Department for Transport (DfT).

Our core responsibilities are to maintain more than 49 million driver records and more than 40 million vehicle records. We collect over £6 billion a year in Vehicle Excise Duty (VED).

Our goal is to get the right drivers and vehicles taxed and on the road as simply, safely and efficiently for the public as possible.

We opened for business over 50 years ago after taking over responsibility from local authorities, and are one of the largest employers in South West Wales with over 6,000 staff. In 2019 we celebrated our 50th anniversary. We are extremely proud of the part we have played in the local community and local economy over the last 50 years, and we look forward to the next 50 years.

Our role has evolved over the decades from dealing with purely paper transactions at the outset to becoming the dynamic digitally focused organisation we are today.

### Our Estate

Our estate consists of three sites in the Swansea area, covering around 61,000m<sup>2</sup> and employing around 5,400 full time equivalent staff. Most of our staff work at our main site, with the remaining 1,000 staff working at our printing facility, contact centre and training facilities.

We manage our environmental impacts through a ISO 14001:2015 certified management system.



**Our estate** consists of three sites in the Swansea area, covering around 61,000m<sup>2</sup>...





# 01



## Our Supply Chain

We work with around 250 direct suppliers and many more indirectly through our supply chain. We apply stringent standards on our direct suppliers to perform their services in line with our environmental and social objectives.

Our sustainability team review all of DVLA's purchase requirements and we manage our key suppliers strategically with regular reviews of their sustainability performance.

## Our Customers

Our customers include anyone who keeps a vehicle or holds a driving licence, almost every citizen in the UK.

We have a vital role to play in helping the country to keep moving while keeping our roads safe.

Our flagship digital services means customers can choose to transact with us at a time and place that suits them - paper free. Our services are quick and easy to use which means they can tax a vehicle in a matter of minutes, 24 hours a day. Our digital services also help a range of business customers, whether through registering a trailer, applying for a tachograph or registering a brand new vehicle.

We carry out vital insight with our customers to ensure our services meet their diverse range of needs and are as inclusive as possible.

We have long standing relationships with many organisations such as trade associations, motoring organisations, the police, other government departments and medical charities. These relationships are key in helping us to continually improve the services we offer.



...we **manage** our key suppliers **strategically** with regular reviews of their sustainability performance.





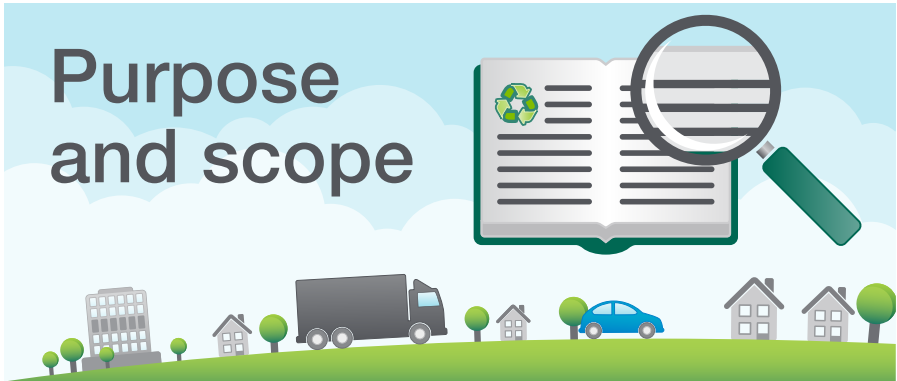
**Sustainability Targets**

**Result**

<b>Greenhouse gas emissions</b>	Reduce total carbon emissions levels (i.e. energy and business travel) by 53% of 2009-10 levels by 2019-20. (tCO <sub>2</sub> e)	<b>Achieved</b>
<b>Greenhouse gas emissions</b>	Maintain our reduction of domestic business travel flights of more than 90% from the 2009-10 levels.	<b>Achieved</b>
<b>Waste</b>	<ul style="list-style-type: none"> <li>• Send no more than 10% of our waste to landfill</li> <li>• Maintain a reduction in waste generated at 52% against our 2009-10 baseline</li> <li>• Recycle and compost at least 89% of our waste</li> </ul>	<b>Achieved</b> <b>Not achieved</b> <b>Achieved</b>
<b>Water</b>	Reduce water consumption year on year (51,011 m <sup>3</sup> in 2018-19)	<b>Not achieved</b>
<b>Administrative paper</b>	Maintain our reduction in paper use of more than 60% from the 2009-10 baseline and when achieved maintain status	<b>Achieved</b>



# 03



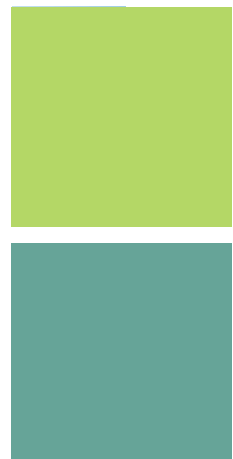
The purpose of sustainability reporting is to provide transparency on public sector performance in organisations year-on-year.

This report is produced to align to HM Treasury Sustainability reporting guidance 2019 to 2020 which is applicable to all central government bodies that fall within the scope of the Greening Government Commitments.

How sustainability is integrated into DVLA's operations is demonstrated through [DVLA's 2019 to 20 annual report and accounts](#) and how it is a characteristic of strategic objectives and policy making will be evidenced in the next DVLA Strategic Plan.

Due to the detailed sustainability reporting requirements, it is not possible to fully integrate annual reporting. This report should be viewed as a detailed supplement to the summary communicated in the annual report and accounts.

This report has been reviewed to ensure it is fair, balanced and understandable. It highlights both good and bad performance along with aims and plans to improve areas where targets are not being met.



# 04



## Our sustainability strategy is to meet the **Greening Government Commitments.**

Our performance against the commitments are detailed in this report.

We have taken steps this year to incorporate sustainability assessments into our benefits framework for formal business change. This means that business cases are prioritised for carbon benefit or disbenefit calculation. This approach is process based and accounts for a lifecycle view of individual processes or services to customers with calculation starting from procurement of resources through to end of life waste.

As demonstrated in DVLA's annual report and accounts, we have taken strides to digitalising services to our various customer types and will continue to do so through our strategic change programme. At each stage we will assess the carbon impact of our new processes and services alongside the financial and strategic targets.

Work is underway to create an online version of our calculator by a Swansea University student who is doing their 'Year in Industry' placement within our IT department. We have also shared our unique approach with local organisations in Swansea Bay and South West Wales.

In anticipation of the publication of the new Greening Government Commitments in 2021, we are drafting an Estates and Business Travel Carbon Reduction Strategy in consultation with our senior estates team, high energy use business areas, our travel services team and energy specialists from our PFI estates and facilities contract.

“  
At each stage we will **assess the carbon impact** of our new processes... ”

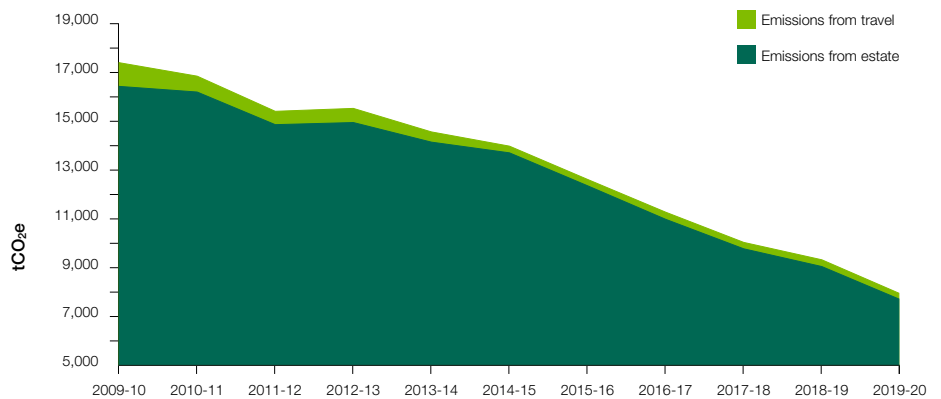


GHG emissions within the scope of the Greening Government Commitments are limited to Scope 1 and Scope 2 emissions and business travel emissions from Scope 3. This is our accounting boundary for the purposes of this report.

Our greenhouse gas consumption is measured in equivalent tonnes of carbon dioxide. This includes all six greenhouse gases covered by the Kyoto Protocol (CO<sub>2</sub>, SF<sub>6</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs and PFCs).

We are committed to reducing the greenhouse gas emissions we create from our buildings and business travel. We surpassed our target to reduce our emissions from 2010 to 2020 achieving a 56.33% reduction. Compared to last year, every month we have emitted an average of 10% less carbon from our energy, and the lowest emissions from our travel we have ever reported.

### GHG emissions



In total we emitted 7,975 tonnes of CO<sub>2</sub>e during 2019-20 and decreased our CO<sub>2</sub>e per full time equivalent employee by half a tonne.

# | 05



We surpassed our target to reduce our emissions... a **56.33%** reduction.

### DVLA office estate

Office Greenhouse gas emissions per FTE	2016-2017	2017-2018	2018-2019	2019-2020
	1.5 tCO <sub>2</sub> e	1.4 tCO <sub>2</sub> e	1.57 tCO <sub>2</sub> e	1.09 tCO <sub>2</sub> e

Our three main facilities	2017-18	2018-19	2019-20
Contact Centre	790 tCO <sub>2</sub> e	608 tCO <sub>2</sub> e	471 tCO <sub>2</sub> e
Print facility	1,043 tCO <sub>2</sub> e	831 tCO <sub>2</sub> e	719 tCO <sub>2</sub> e
Main site	6,929 tCO <sub>2</sub> e	6,525 tCO <sub>2</sub> e	5,691 tCO <sub>2</sub> e

## Scope 1

### Gas, Oil and Fleet Business Travel

We continue to operate two combined heat and power plants (CHP) which help meet our electricity and cooling demands at our main site. Gas is also the primary source of heating fuel for our estate which accounts for 40% of our carbon emissions.

Oil is primarily used for fuelling remote lighting in an offsite park and ride facility we provide our staff and powering contingency generators. It accounts for less than 1% of our carbon emissions.

Scope 1 Business Travel consists of travel undertaken in vehicles that we own or lease. We travelled just under 500,000 miles in these vehicles during the year which emitted 130 tonnes of CO<sub>2</sub>e, about 54% of our domestic travel emissions.



# | 05



“  
...to further  
our efficiency  
we are continuing  
to upgrade  
our end use  
infrastructure...”

## Scope 2

### Electricity

Electricity supplied from the grid is our main source of emissions at nearly 53%. We monitor our use of all power through strategically placed submeters and apply advanced monitoring techniques to identify measures to reduce consumption. As our CHPs approach the end of their working lives, our reliance on grid electricity is increasing, doubling the consumption of grid supply from April 2019 in March 2020.

Nearly all of our electricity use is controlled by our building management system, however, to further our efficiency we are continuing to upgrade our end use infrastructure, for example, installing LED lighting as standard during refurbishments.

## Scope 3

### Non Fleet Business Travel

Domestic rail, flights and non fleet vehicle journeys account for our scope 3 emissions. We travelled nearly 750,000 miles by train, 163,000 miles in hire cars and nearly 38,350 miles by air within the United Kingdom.

Our successful grey fleet policy has deterred employee owned vehicle use down to a third of last year's totals.

The travel performed during the course of our vehicle tax evasion efforts remained similar to last year, however other business travel road mileage reduced by 77,000 miles, or 16%.

### Renewable energy generation

We have a 15 Solar PV installation fitted onto one of our recent refurbishment projects. As it's a standalone structure the electricity generated is used to part supply the building.

# 06



## Domestic business flights

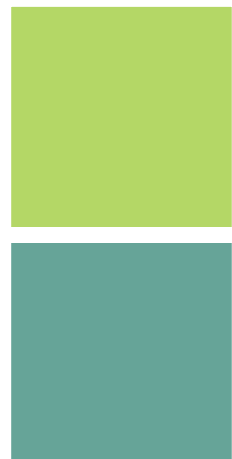
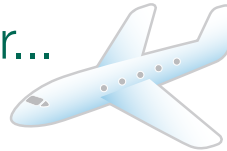
With CO<sub>2</sub>e emissions from air travel 3 times higher per km for every passenger than rail travel, we have committed through the GGCs to reduce the business flights we make within the United Kingdom. We flew 130 times over the year (65 return flights), which we're proud to claim is 93% less than 10 years ago.

Our policy remains that every air travel booking request has to be authorised by one of our executive team.



We flew 130 times over the year...

**93% less** than 10 years ago.



107

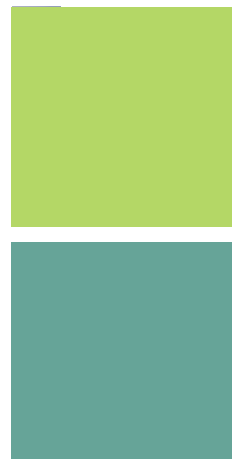


“  
Our fleet  
consisted of  
**81% ULEV**  
vehicles.”

The UK government has committed to make 25% of cars in central government department fleets ultra low emission (ULEV) by 2022 and as part of The Road to Zero strategy, a further commitment was made for 100% of the central government car fleets to be ULEV by 2030.

In 2019-20, we operated 60 cars for 5 days or more through our hire and lease vehicle supply contracts. Pro rata over the 12 months 81% of these were ULEV, surpassing the 2022 target.

As vehicle use is a fluctuating requirement, we engage regularly with all business areas with travel requirements and where we are able to, allocate our ULEV vehicles for all appropriate journeys.



# 108



Of the waste we created:

**0.89%** was sent to landfill. This is a **reduction from 4.3%** the year before

**95.49%** was recycled or reused. This is **5% higher** than the year before

**3.62%** was incinerated, mostly with energy recovery. This is **about half of the total** from the year before

We closely monitor the amount of waste we produce and aim to increase the amount we recycle every year. In 2019 to 20 we disposed of 1,120 tonnes of waste, 0.36% less than last year and increased our recycling rate by 5%.

We were unable to maintain the lowest level of waste we produced in 2016 to 17. This is predominantly due to the 149 tonnes of construction waste we produced through the extensive programme of refurbishment we have undertaken this year. Aside from this we saw reductions against all of our usual waste streams.

The redundant furniture and equipment created as a result of these refurbishment projects have been donated to local schools and charities saving 46 tonnes from becoming waste and benefiting our local community.

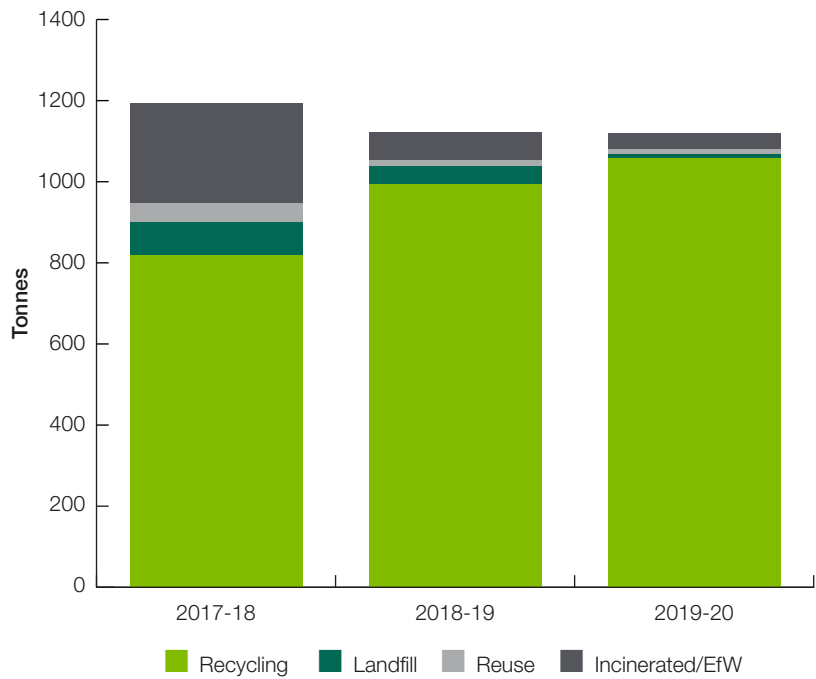
We ensure the waste hierarchy is applied wherever there is an opportunity. This year we significantly redesigned our requirement for disposal of IT waste which allows our old IT equipment to be resold, reused through donation or recycled through a third party. The contract includes the option of selling our IT kit back to the private sector and, where possible, bringing revenue back in to the public purse, while reducing our destruction costs to zero and extending the lifecycle of the kit.

Paper remains our largest source of waste. Whilst our target is to reduce the amount of paper we use administratively, we are working hard to digitalise our services and improve the way customers can interact with us to avoid the use of paper.

# 08



## Treatment type for waste



## DVLA office estate

Waste (tonnes) per FTE	2016-2017	2017-2018	2018-2019	2019-2020
	157kg	190kg	189kg	203kg

# | 08



**...we removed the use of single plastic water cups, hot drink cups, cutlery...**



## Single use plastics

The removal of single-use plastics from the central government estate was identified as a key milestone in The Resources and Waste Strategy for England. This strategy set out a target date for the elimination of consumer single use plastics in central government departments, first committed to in the government's 25 year Environment Plan.

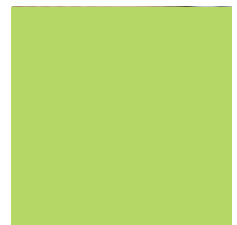
By January 2020 we had removed the use of single use plastic water cups, hot drinks cups, cutlery, milk jiggers, condiment sachets, plastic drink stirrers, and had replaced all single use plastic food packaging with bioplastic alternatives.

In our stationary supply we had removed items such as cleaning wipes containing plastic, plastic wallets, laminating sheets and binder combs.

We have reintroduced some of these items to try to limit the spread of COVID-19.

Work had begun to switch secure plastic envelopes to paper alternatives in 2018, which was not a simple task. Detailed consultation and engagement was required by many business areas and many testing and reassurance exercises were carried out before the switch was finalised in 2020.

We continue to work with our main sources of deliveries to our estate to eradicate plastics in the packaging of goods.





# 09



## Paper

The Greening Government Commitments set targets for reducing administrative paper across government.

However, we recognise that only measuring our administrative paper use is not a true reflection of the total paper we use as a business and issue to our customers. We purchased 2,228 tonnes of paper in 2019 to 20. Only just under 133 tonnes of this (about 6%) was for administrative use.

Our print unit produced over 100 million documents during 2019 to 20. This included 10.2m driving licences, 70m reminders and enforcement forms, 18.1m registration certificates and 2.6 million items for other government departments.

We measure our paper use in how much we buy from our two main suppliers. One supplies us with the paper we issue to customers in the form of official certificates, licences, forms and applications. The other supplies us with office printer paper which we use for a mixture of purposes including use by the support areas of our business such as HR, Commercial and IT departments. Other uses include customer casework communication.

For the purposes of distinguishing between our operational paper and administrative paper we have made the decision to treat all printer paper, regardless of use, as administrative and all official documents as operational paper.

In 2018 to 19 we purchased 1771 tonnes, 2019 to 20 saw a 17% increase on this figure. The increase was largely the result of contingency purchasing to mitigate Brexit risks, along with a slight increase in output from our print unit. Our administrative paper has remained fairly static although there was a slight increase of 2 tonnes.

Our paper reduction strategy consists of digitalising the services we deliver to our customers as well as how we use paper administratively. How we use and consider paper in our day to day office environment is a strong indicator of sustainable behaviour. We have a clear focus amongst our staff on paper reduction and all opportunities are investigated.

“  
 Our **paper reduction strategy** consists of digitalising the services we deliver to our customers... ”

# 09



It is clear our biggest impact lies in the official documents we issue our customers and this is one of the main drivers behind our service digitalisation goals.

Hand in hand with removing paper channels within our services comes the reduction in the travel these documents make in reaching our customers. Our new carbon calculator takes this into account and allows the business cases for these changes to capture the wider CO<sub>2</sub>e benefit of the service transformation.

## Water

We increased our water consumption in 2019-20 (to 52,865m<sup>3</sup>) compared to last year. We remain committed to meeting our water target and the additional water meters we have installed this year will allow us to find the right areas to invest in new water saving technology.

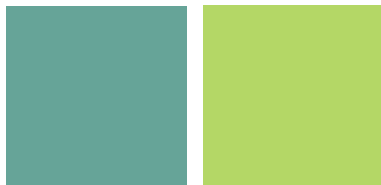
### Normalisation

#### DVLA office estate

DVLA office estate waste (m <sup>3</sup> ) per FTE	2016-2017	2017-2018	2018-2019	2019-2020
	8m <sup>3</sup>	8m <sup>3</sup>	9m <sup>3</sup>	10m <sup>3</sup>



# 10



Last year we focussed on drafting a new Biodiversity Action Plan (BAP), with our biodiversity specialist conducting biological surveys and identifying habitats and species that would benefit from particular management or targeted actions. The findings have informed the new BAP with its aims to:

- ensure that habitat and species targets from Section 7 of the Environment (Wales) Act 2016, future Greening Government Commitment requirements and Swansea local biodiversity action plan are translated into effective action on our estate
- identify targets for other habitats and species of local importance on the estate
- develop effective partnerships with staff and the local community to ensure that programs for biodiversity conservation are maintained in the long term
- raise awareness internally and locally of the need for biodiversity conservation, and to provide guidance on biodiversity
- ensure that opportunities for conservation and enhancement of biodiversity are fully considered throughout our operations
- monitor and report on progress in biodiversity conservation to a standard suitable for attaining a biodiversity benchmark award

“  
We remain committed to **improving biodiversity** across the estate.”

We remain committed to improving biodiversity across our estate. Our biodiversity specialist works closely with our estates team and contractors to ensure we go beyond simply meeting our obligations and commitments.



## Sustainable procurement

We recognise that our supply chain has a significant role to play in the environmental impact of our business.

We work with around 250 direct suppliers and many more indirectly through our supply chain. We apply stringent standards on our direct suppliers to perform their services in line with our high environmental and social objectives.

Our sustainability team review all of DVLA's purchase requirements ranging from low value one-off spends to high value strategic contracts.

Our various business areas that require procurement of goods and services are mandated to engage and gain approval for their requirement or chosen purchase from our sustainability team.

For contract specifications this can involve helping to shape the requirement and ensuring that government buying standards are used if applicable, to recommending additional terms and evaluation criteria focussing on sustainability.

Where the requirement has a strong sustainability link or requires subject matter expertise to evaluate, the sustainability team are engaged to provide this.

We continue to manage our key suppliers strategically with regular reviews of their sustainability performance through our strategic supplier relationship model. Sustainability is a key theme of this model, forming one of the 5 performance management areas.



We recognise that our supply chain has a significant role to play in the **environmental impact** of our business. ”

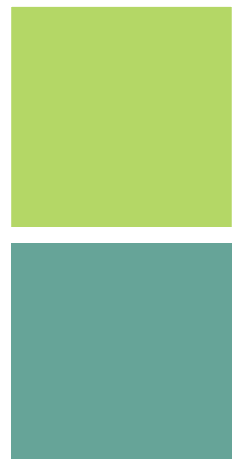
# 11

Our contract managers are supported by commercial advisors. This year we have increased the level of sustainable procurement awareness amongst our commercial staff through mandatory ethical procurement training, including elements on sustainability and social value and mandatory sustainability training for those undertaking a Professional Diploma in Procurement and Supply.

Our food and catering is supplied by our PFI contractors, Telereal Trillium who in turn, outsource this to Sodexo UK. The use of Government Buying Standards (GBS) is specifically mandated in the primary contract along with the requirement to comply with any government guidance on sustainable food and farming in delivering our catering service. The GBS are sets of criteria for use in procurement developed by government and industry that purchasers should use to ensure their procurement is sustainable.

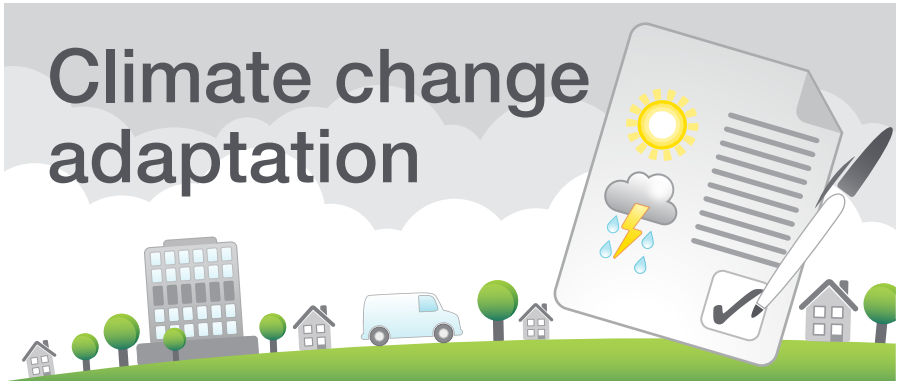
“

...we mandate **ethical procurement training** amongst our commercial staff, including elements on sustainability and social value... ”





# 12

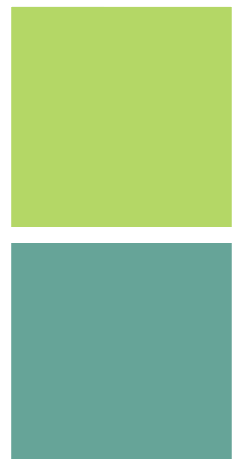


In collaboration with the local authority, a recent assessment of the effect of climate change has identified an increased flooding risk in part of our estate. In response we are drafting a specific business continuity plan to address this risk.

As part of business continuity planning we ask our supply chain to produce evidence of their own business continuity and disaster recovery plans, and any testing of these, which include the potential effect of extreme weather events.



...we ask our supply chain to produce evidence of their own business continuity and **disaster recovery plans...**





# 13



Aligning with our sustainable procurement policies, our sustainability team is required to approve all requisitions to purchase including those related to construction. The team sits within our estates management group and actively consult with all estates related projects including life cycle replacement works, construction and renovation. Sustainability is considered in the design, build and project implementation phases.

One new build construction project was undertaken during the year. A formal assessment method such as BREEAM was not applicable, however, we ensured that the building had appropriate thermal transmittance, glazing with very good solar property and energy efficient building services. Manufacturers and suppliers have been sourced locally as far as is possible.

“**Sustainability** is considered in the design, build and project **implementation** phases.”





# Performance tables



Greenhouse  
gas emissions

## Scope 1\*

	2017-18		2018-19		2019-20	
	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e
Gas	26,434,399	4,868	24,052,241	4,425	13,829,493	3,817
Oil	256,134	71	283,800	78	329,080	84.5
Fugitive emissions	-		-		-	
Transport	129		143		129.39	
<b>Total</b>	<b>5,068</b>		<b>4,646</b>		<b>4,031</b>	

**Notes** \*Scope 1 – Emissions are direct GHG emissions. These occur from sources we own or directly control. Fugitive emissions are emissions from leaks or other unintended releases of gases, for example from refilling air conditioning units. These have been excluded by DfT from GGC reporting. Figures may differ from previously reported due to reconciliation and amended conversion factors.

Greenhouse  
gas emissions

## Scope 2\*

	2017-18		2018-19		2019-20	
	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e	kWh	tCO <sub>2</sub> e
Mains standard electricity	13,757,070	4,836	14,879,428	4,571	13,829,493	3,535
<b>Total</b>	<b>4,836</b>		<b>4,571</b>		<b>3,535</b>	

**Notes** \*Scope 2 – Indirect greenhouse gas emissions from energy. These result from energy consumed which is supplied by another party. Carbon for purchased electricity includes only that captured under Scope 2. A proportion (transmission and distribution losses from the grid) is reported under Scope 3. Figures may differ from previously reported due to reconciliation and amended conversion factors.

Greenhouse gas emissions			
Scope 3*	2017-18	2018-19	2019-20
	<b>tCO<sub>2</sub>e</b>		
Direct emissions from electricity losses	452	359	300
Non fleet business travel	133	134	109
<b>Total</b>	<b>585</b>	<b>493</b>	<b>409</b>

**Notes** \*Scope 3 – Official business travel emissions (excluding those from our fleet) and transmission and distribution losses. This only includes official business travel which we directly pay for.  
Figures may differ from previously reported due to reconciliation and amended conversion factors.

Waste	2017-18	2018-19	2019-20
	<b>Tonnes</b>		
Landfill	83	46	10
Recycled/reused	863	1006	1070
Incinerated/energy from waste	247	72	41
<b>Total</b>	<b>1193</b>	<b>1124</b>	<b>1121</b>

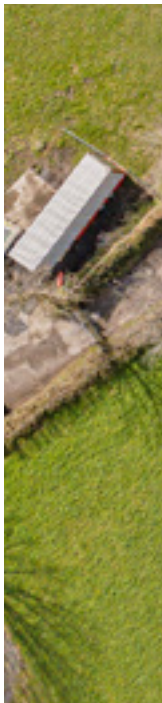
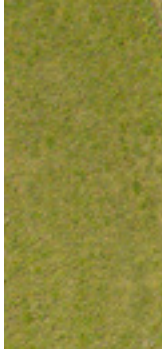
Finite resource consumption		2017-18	2018-19	2019-20
		<b>m<sup>3</sup></b>		
Water	Supplied	47,878	51,011	52,865
	Harvested	–	–	–
	Consumption per FTE	8.2	8.74	9.56
		<b>Reams of A4</b>		
	Administrative paper	19,262	4,884	4,221

**Notes** Administrative paper reporting has remained consistent with last year for the purposes of this table. Reporting under the new definition will commence with the baselining exercise for the new Greening Government Commitments.

Financial indicators	2017-18	2018-19	2019-20
	<b>Expenditure</b>		
<b>Energy</b>	£2,565,649	£2,713,096	£3,230,368
<b>CRC gross</b>	£154,335	£127,016	£0
<b>Water and sewerage</b>	£147,884	£144,523	£156,770
<b>Business travel</b>	£ 803,000	£ 794,375	£ 610,456
<b>Emissions reduction projects or low emissions solutions</b>	£215,148	£714,075	£0
	<b>Revenue</b>		
<b>Waste</b>	–	£2,705.09	£0

**Notes** Expenditure on waste disposal is included under DVLA's PFI contract. This includes disposal costs and purchase and management of licences.  
Carbon Reduction Commitment Scheme ended in 2018-19.  
Emissions reduction projects have been included in refurbishments.  
Waste revenue was incorrectly reported in 2018-19.  
Business Travel expenditure has been updated to include only expenditure from expenses claims for travel, car hire and leasing, air and rail travel, taxi expenditure and fuel.





## Sustainability Report 2019-20

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11/20