
Driver & Vehicle
Licensing
Agency
Driver & Vehicle Licensing Agency
Sustainability Report
2021 > 22
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Julie Lennard

Chief Executive's Introduction

I am pleased to publish our Sustainability Report for 2021-22.

As our **Annual Report and Accounts for 2021-22** shows we have had a very busy, yet challenging year.

This was the first year of new Greening Government Commitments (2021-2025). There is both an increase in the number of targets and in the challenge they pose to ensure we achieve them. During this period our estate and business travel related environmental impacts remain significantly reduced due to the pandemic. As we have removed COVID-19 restrictions we have seen our environmental impact return to more usual levels. However, we are working incredibly hard to ensure we achieve all our targets. Throughout the reporting period we continued to transform the services we offer, putting digital right at the heart of our services and encouraging our customers to use our digital services wherever they can. Reducing paper and increasing digital and automated services is a key part of our Driving Change strategy and in this reporting year we processed nearly 3.5 billion automated and digital interactions, which is a staggering achievement. The more customers who choose to use our digital services, the lower our environmental impact will be.

During the year we were presented with the Waterwise Water Efficiency Checkmark Award. Our application was acknowledged as being one of the strongest presented. We sent less than 1% of our waste to landfill and continue to look at ways to reduce this to as close to zero as possible. We reduced our carbon emissions by 44% compared to 2017-18 during the year. We continue to identify opportunities to further decarbonise our estate and operations.

As we continue to meet the needs of our customers whilst reducing our impact on the environment it is good to reflect on the many positive outcomes we have achieved which shows our commitment to meeting all our sustainability objectives.

Julie Lennard
Chief Executive,
DVLA

Highlights of the year – 2021 to 2022

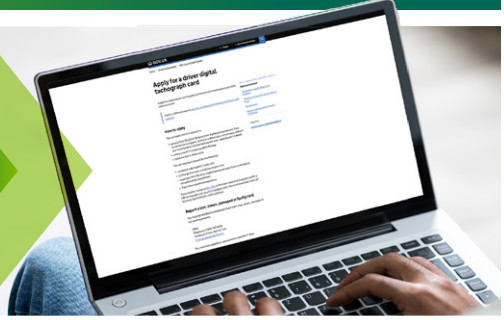
ISO 14001:2015 certified

Received Waterwise Water Efficiency Checkmark Award

Reduced emissions by 44% against 2017 to 2018 performance

Waste to landfill under 1%

Introduced further digital channels including digital tachograph service



Performance report

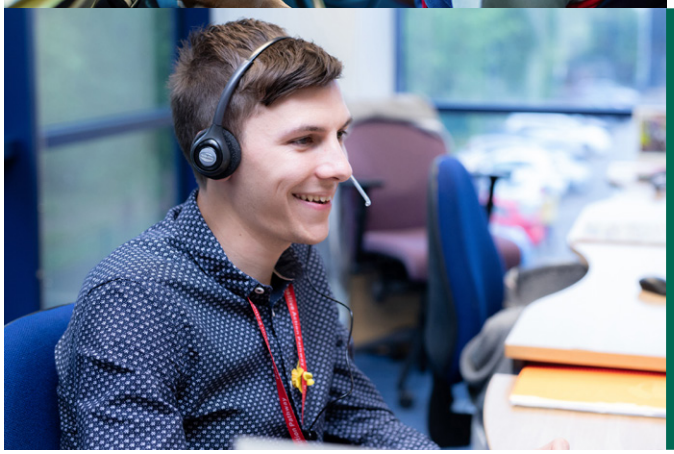
01

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 50 million driver records and more than 40 million vehicle records. We collect around £7 billion a year in Vehicle Excise Duty (VED).



What we do

We are a digital organisation with the majority of our many services available online, so customers can choose how, when and where they access our services.

Using our online services, customers can renew a driving licence, tell us about a medical condition, change their address on a driving licence and vehicle registration certificate, order a duplicate registration certificate, buy a personalised registration number, conduct business using our API platform, register vehicles for the first time or tax their vehicle.

In addition to our day-to-day dealings with the public, we work closely with a wide range of stakeholders. Collaboration with industry, charities, the police, medical professionals, and other government departments enables us to develop services that work for them. It also supports changes to legislation and for us to securely share information we hold to help combat vehicle-related crime and fraud.

> We are a **digital organisation** with the majority of our many services available online...

Our estate

Our estate consists of 3 sites in the Swansea area, covering around 63,700m^2. In addition, on 31 January 2022 we opened the doors to a fully managed office facility located in Birmingham. We employ more than 6000 people, the majority of which are staff based in Swansea, with approximately 200 people working in Birmingham. We manage our environmental impacts through an ISO 14001:2015 certified management system.

Our supply chain

Our supply chain is vast – we work with around 250 suppliers directly and many more indirectly through our supply chain. We understand the influence we have on the wider market through the goods and services we're supplied with. We manage our suppliers to reduce the direct environmental impact of our operations as well as driving social value through our supply chain.

To increase the opportunities to embed sustainability in our supply chain, we ask our sustainability team to review all our purchase requirements. Our key suppliers are managed strategically with regular reviews of their sustainability performance.

02

Overview of performance against Greening Government Commitments (GGC)

Measure	Reportable targets (to be achieved by 2025 unless specified)	Result
Greenhouse gas emissions – net zero by 2050	Reduce total carbon emissions levels (energy and business travel) to 41% of 2017 to 2018 baseline (tCO_2e)	On target
	Reduce direct carbon emissions by 59% (Scope 1 only) to 41% of 2017 to 2018 baseline (tCO_2e)	On target
	Reduce domestic business travel flight emissions to 70% of 2017 to 2018 levels (total flight miles)	On target
	Report & reduce international flight miles	On target
Waste and resources	Reduce the overall amount of waste generated by 15% from the 2017 to 2018 baseline	On target
	Reduce the amount of waste going to landfill to less than 5% of overall waste	On target
	Increase level of waste recycled to at least 70% of overall waste	On target
	Measure and report on food waste by 2022 (currently recording catering food waste)	Not on target
	Reduce government's paper use by at least 50% from a 2017 to 2018 baseline	On target
Water	Reduce water consumption by at least 8% from the 2017 to 2018 baseline	On target

We are on course to achieve all our targets with a deadline of 2025. Measuring and reporting food waste should be implemented by the end of 2022. Currently we capture data for food waste from our 3 catering facilities. We plan on rolling out a service to collect and measure this waste stream across all our estate. This will ensure that all food waste outside of our catering facilities is also measured and reported. However, we will not be able to fully implement food waste segregation in breakout areas across site until later in 2023.

03 Purpose and scope

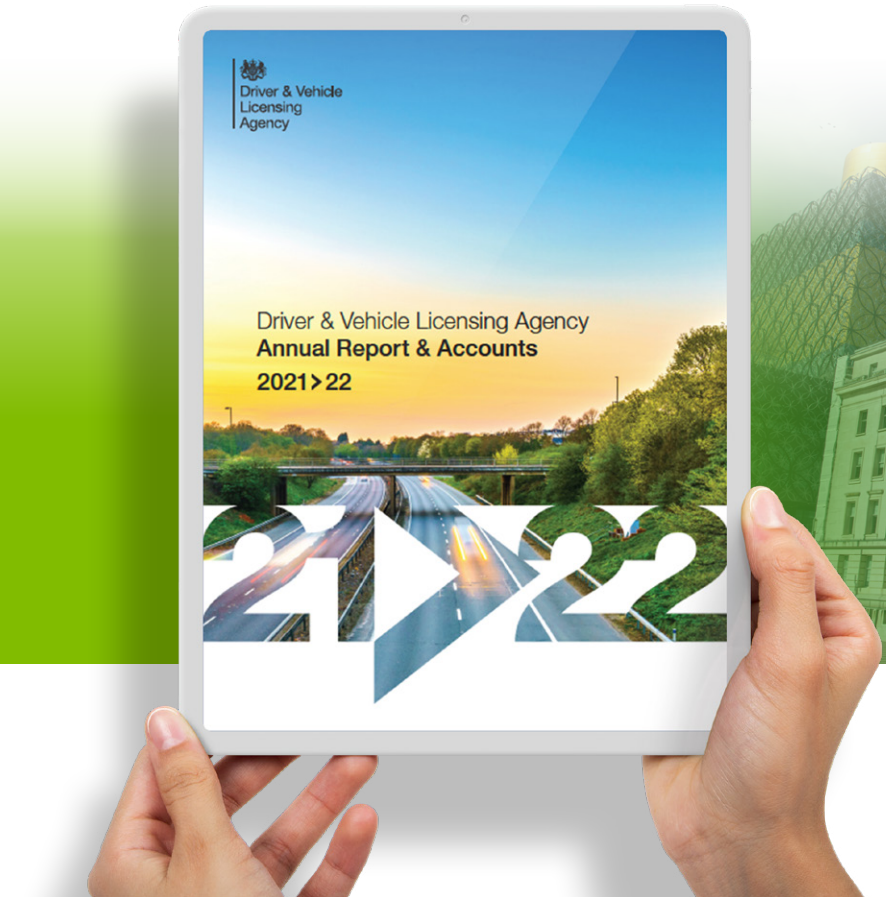
The purpose of governmental sustainability reporting is to provide transparency on public sector performance in organisations year-on-year.

This report is produced to align to HM Treasury's sustainability reporting guidance 2021 to 2022, 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 2021 to 2022 annual report and accounts** and how it is a characteristic of strategic objectives and policy making is evidenced in the **DVLA Strategic Plan 2021 to 2024**.

This report should be viewed as a detailed supplement to the summary communicated in the annual report and accounts. It highlights our performance along with aims and plans to make improvements.

In 2022, we leased additional fully managed office facilities in Birmingham to form part of a COVID-19 recovery plan and increase capacity and resilience. Travel associated with training and support for new staff will have a minor impact on our carbon emissions.



Baskerville House, Birmingham

04 Strategy for sustainability

Our sustainability strategy is to meet the Greening Government Commitments (GGC).

The GGC have been in place since 2011 and are intended to ensure the UK government meets the obligations set out in the Climate Change Act (2008) and wider environmental principles.

This is the first year we are reporting on the targets set in the GGC for the years 2021 to 2025. These commitments set out UK government targets for all departments, and their agencies, to reduce their impacts on the environment. There is a considerable increase in the number of targets whilst the scope is also wider.

The 7 headline targets are:

- Mitigating climate change: working towards net zero by 2050
- Minimising waste and promoting resource efficiency
- Reducing our water use
- Procuring sustainable products and services
- Nature recovery – making space for thriving plants and wildlife
- Adapting to climate change
- Reducing environmental impacts from information communication technology (ICT) and digital

Using our digital services is always the quickest and easiest way to transact with us, and with the lowest environmental impact. Our online services operated extremely well throughout the pandemic, and we have continued to develop and launch new digital services.

Our strategy to redevelop our drivers' services, as outlined in our **Strategic plan**, will mean even more people will transact with us digitally, reducing associated carbon emissions from paper-based channels. In the past 12 months, we launched new and enhanced online services, which included a new driver tachograph card digital service. This has seen the service change from a 100% paper channel to 90% digital.

The majority of emission reduction will be undertaken, on our behalf, through our supply chain. As we have a high degree of influence, through our procurement activities and the services we ask our supply chain to perform, we're increasingly using supply chain emissions as a factor in assessing supplier suitability. Together with our digital strategy, this will give significant reductions in all scopes of our emissions.

Using our **digital services** is always the **quickest** and **easiest way**... with the **lowest environmental impact**.

05

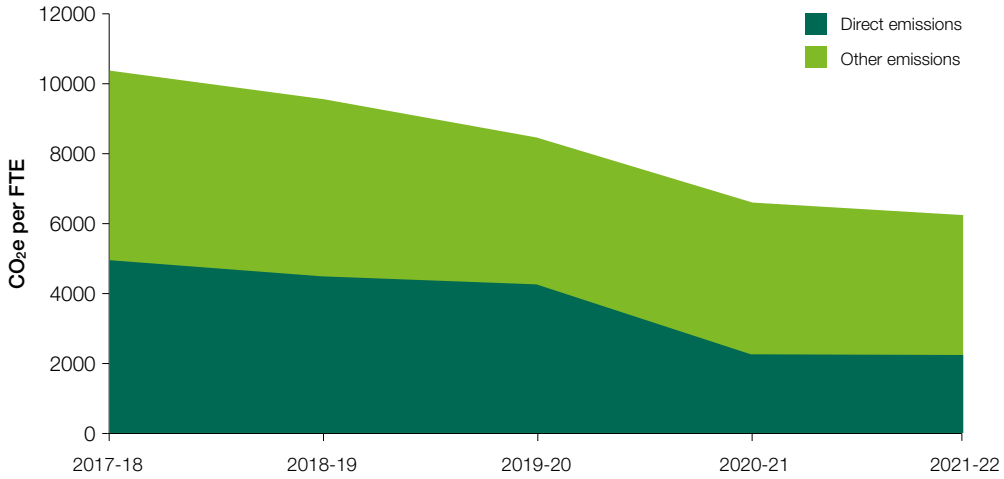
Mitigating climate change: working towards net zero by 2050

Greenhouse gas (GHG) emissions within the scope of the Greening Government Commitments is Scope 1 (gas, oil, fugitive emissions and fleet business travel) and Scope 2 (electricity supply), with limited Scope 3 emissions which includes non-fleet business travel and transmission and distribution from electricity supply. These mandatory accounting requirements outline the boundary of this report.

Our GHG consumption is measured in equivalent tonnes of carbon dioxide (tCO_2e). This includes all seven greenhouse gasses covered by the Kyoto Protocol (CO_2, SF_6, CH_4, N_2O, HFCs, PFCs and NF_3). We are required to reduce overall and direct GHG emissions by 59% from a 2017 to 2018 baseline by 2025.

As an agency, we have set year on year targets to meet this objective. We surpassed our overall GHG target for 2021 to 2022, achieving a 44% reduction from the baseline year. We also succeeded in achieving our 2021 to 2022 target for reducing direct emissions (Scope 1 only) by 55% from the baseline year.

Overall GHG Emissions



Graph showing the reduction in greenhouse gas emissions from 2017-2022.

Emissions by scope

During 2021 to 2022 oil accounted for less than **1.5% of our carbon emissions.**

Scope 1

Scope 1 emissions are those that occur from sources owned or controlled by us. Examples include emissions from combustion in boilers, owned or controlled by us, and emissions from fleet vehicles we own.

Our 2 combined heat and power plants (CHP) did not operate for most of the year and gas consumption has been lower than previous years. Gas remains the primary source of heating fuel for our estate and accounts for 36% of our carbon emissions.

We use oil for remote lighting and power offsite and to power contingency generators onsite. During 2021 to 2022 oil accounted for less than 1.5% of our carbon emissions.

Scope 1 business travel consists of travel undertaken in vehicles that we own or lease. 70% of the miles we travelled for business last year were in these vehicles (262,434 miles), accounting for 90% of travel emissions, and approximately 1.5% of emissions overall.

Scope 2

Scope 2 emissions are energy indirect emissions. This is electricity we consume supplied by another party, for example, the national grid. Scope 2 emissions accounted for 62% of total emissions on the estate.

As occupancy levels have increased as COVID-19 restrictions in Wales eased, we have seen a moderate increase in electricity consumption compared to the last reporting year.

We are continuing to undertake projects to reduce power consumption. These include LED lighting refurbishment, additional monitoring equipment and ongoing transformation of data centres.

Scope 3

Scope 3 emissions are other indirect emissions. For the purposes of Greening Government Commitments, this is non fleet business travel and transmission and distribution losses related to our electricity supply only. Rail journeys and non-fleet vehicle journeys accounted for 10% of our travel emissions last year and 30% of the miles we travelled. A gradual relaxation in COVID-19 travel restrictions has seen an increase in business travel compared to last year but is still significantly below pre-pandemic levels. Our staff travelled just under 22,000 miles in road vehicles that we do not own or lease and just over 88,000 miles by train. Domestic business flight accounted for 1,312 miles. We had no international flights during the reporting period.

> We are continuing to undertake **projects to reduce power consumption**. These include LED lighting refurbishment...

Government Fleet Commitment

We are committed to meeting the Government Fleet Commitment for **25%** of the government car fleet to be ultra-low emission vehicles (ULEV) by 31 December 2022, and for **100%** of the government car and van fleet to be fully zero emissions at the tailpipe by 31 December 2027.

We will fully meet the target for December 2022. The car fleet is comprised of **45%** ultralow emission vehicles (ULEV). Our van fleet is **25%** (ULEV). We are working with our commercial colleagues to overcome existing market challenges and ensure that when it is time to renew existing fleet vehicles, we take our zero-emission vehicle target to be **100%** ZEV by 2027 into account.

06 Minimising waste and promoting resource efficiency

We are committed to reducing the waste arisings resulting from DVLA estate and operational activities. In 2021 to 2022 we disposed of just over 912 tonnes in total. This is 21% less than our baseline year in 2017 to 2018 when we generated 1,153 tonnes of waste.

The waste we produce is directly linked to occupancy rates on site. During the year, staff numbers increased gradually when compared to the previous year but still remained lower than pre-COVID.

Of the 912 tonnes of waste generated just under 90% was recycled. This continues to be a significant achievement and well beyond the 70% target set by government.

We generated more than 29 tonnes of ICT waste of which 25 tonnes was recycled and approximately 4.5 tonnes was reused.

We currently record all food waste generated from canteen facilities across our estate. Last year we recorded 5.2 tonnes of food waste which is 56% less than our baseline year when we recorded 11.8 tonnes of food waste. All our food waste is sent to anaerobic digestion.

We sent almost 92 tonnes of waste to incineration when the energy from this process was recovered. Almost 8 tonnes was incinerated when energy recovery was not possible.

Only 7.61 tonnes of waste went to landfill. This represents just 0.83% of total waste generated. However, we are committed to reducing this to as close to zero as possible.

Paper use

The Greening Government Commitment aim is to reduce paper use by 50% compared to the 2017 to 2018 baseline. We measure this by how much paper we buy for office use. We do not include operational paper used as part of serving our customers who require a paper channel to transact. However, we continue to increase the opportunity for all our customers to transact via a digital platform, which has many customer service benefits, whilst reducing the paper we use. For example, we launched a new driver tachograph card digital service. This has seen the service change from a 100% paper channel to 90% digital.

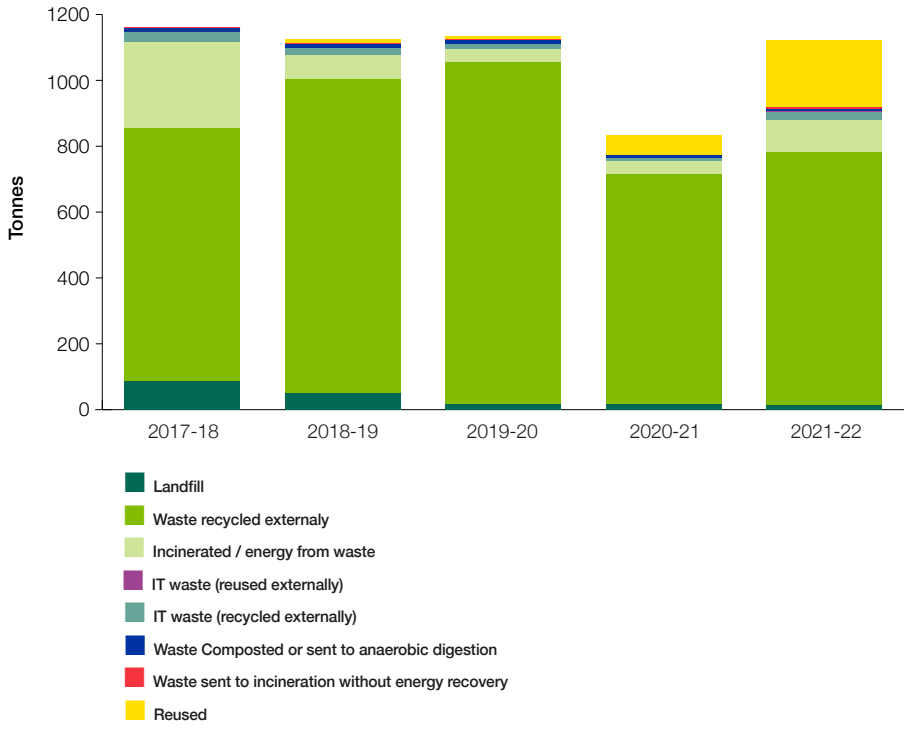
We are committed to being transparent on how much paper we buy in total but remain dedicated to encouraging our customers to choose to use the digital channels we provide. In 2021 to 2022 we purchased 2,096 tonnes of paper, equivalent to 840,301 reams of 80g A4 paper. This represents an increase of 47% of paper purchased compared to 2020 to 2021. However, 2 factors contributed to this; firstly, the impact of the pandemic on our operation; secondly, increased third party printing on behalf of other government organisations from around 7 million items to 13.5 million items this year.

Of the total paper purchased, just 2.24% (47 tonnes or 18,827 equivalent 80g A4 reams) was office paper. This is 56% less than our 2017 to 2018 baseline, an even greater reduction than the target set for the year toward our path for meeting our commitment by 2025.

The remaining 97.76% of the paper we purchased was operational paper we issue to our customers and organisations for whom we offer a print service. The types of printing undertaken includes letters, forms, applications and official documents. Our print facilities are used by government departments and local government organisations.

We continue to use our bespoke carbon calculator to measure the impact of our services when they are subject to change. This often includes the reduction of paper, and crucially, the removal of a journey an application makes if our customers chose to use an online (digital) service instead of making a paper application. Formally measuring these benefits is an established part of our process for developing business cases for projects and programmes in line with HM Treasury guidance on appraisal and evaluation. The digitalisation of the tachograph service is estimated to have saved 250 reams of paper during the year.

Waste volumes and treatment types



We are committed to being transparent on how much paper we buy

Consumer single use plastics

We remain committed to removing single use plastic where we can and have purchased plastic free cleaning wipes and pouch-free antibacterial gel. We continue to work with our suppliers to minimise plastic waste from deliveries and services. We have re-introduced reusable cups at our canteen facilities following the lifting of COVID-19 restrictions and in collaboration with all stakeholders.

We remain commited to **removing single use plastics**...

07 Reducing our water use

We are committed to reducing our use of finite resources including water consumption at DVLA.

Water consumption is closely aligned to occupancy rates, which climbed during the year as COVID-19 restrictions were lifted. We are unlikely to see water consumption return to pre-pandemic levels whilst hybrid working remains in place.

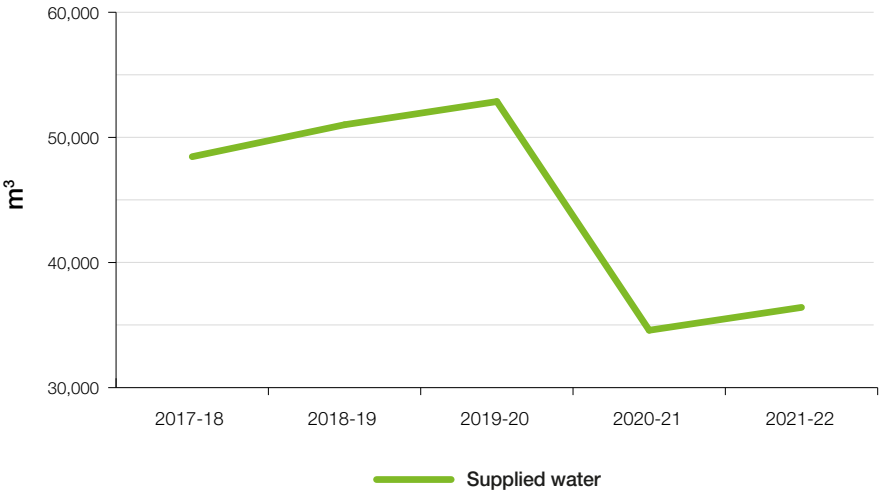
We consumed 36,413m^3 of water in 2021 to 2022, marginally higher than in 2020 to 2021 but 25% lower than in 2017 to 2018. This is well ahead of our target to reduce water consumption by 8% by 2025.

We're aware that as water use follows occupancy levels, we continue to look at ways to monitor and reduce water use. Our efforts in doing so meant DVLA received the Waterwise Water Efficiency Checkmark Award in August 2021.

The award criteria included producing a qualitative assessment to show what we were doing to encourage the efficient use of water as one of the four sustainability-related measures outlined in the Business Plan.

As part of our application, we submitted comprehensive information that detailed the various steps we have taken to conserve water throughout the DVLA estate. Evidence included monitoring of water use through sub-meters and web-based software, images of water information displayed across the estate and examples of what we have put in place, such as dual flush toilets and waterless urinals.

Water consumption



...we continue to look at ways to **monitor and reduce water use.**

08 Procuring sustainable products and services

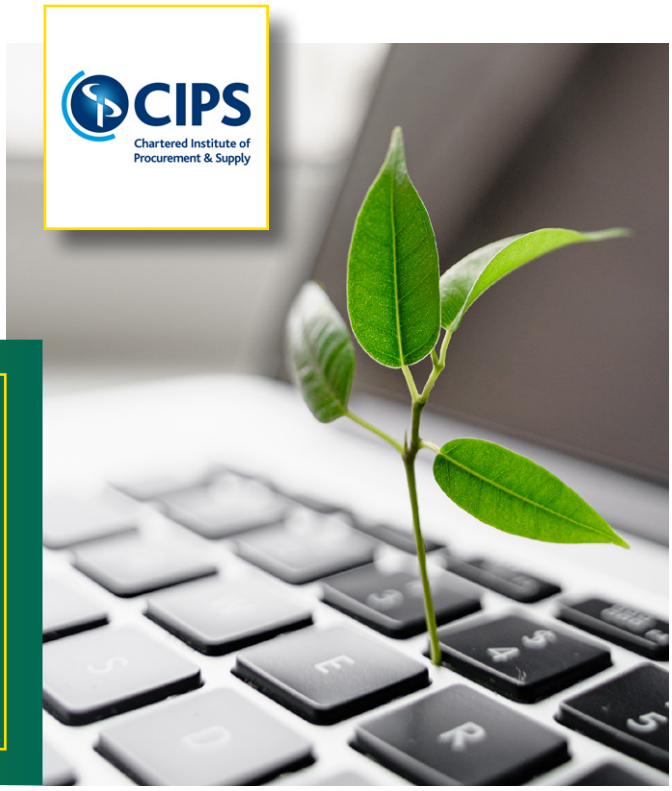
Sustainable procurement policies and guidance are embedded into DVLA's commercial policy and procedures.

Sustainability considerations are ingrained in our Commercial Toolkit and all guidance is in line with both the latest procurement policy notes and DfT commercial policy notes. Sustainability is embedded into the procurement process through DVLA's robust Relevant Factor approval process, which includes subject matter expert review and advice.

Within our Commercial Directorate we have a senior manager designated as Sustainability Champion. All commercial staff are encouraged to undertake Government Commercial College Social Value training to further their knowledge of the Social Value Framework, which includes sustainable procurement themes and outcomes. Sustainability is a key theme within DVLA's Strategic Supplier Relationship Management programme, and suppliers are scored on this quarterly. The capturing and sharing of 'lessons learned' logs is actively encouraged and built into our commercial procedures, this includes sustainability related issues and lessons.

All key and designated post holders within the Commercial Directorate must attain and maintain Member of the Chartered Institute of Procurement and Supply (MCIPS) status. On an annual basis, they must complete and pass the CIPS Ethical Procurement and Supply e-learning which includes sustainable procurement principles, complete 30 hours of continuous professional development per annum and achieve Chartered Status to develop their commercial capability. Non-key and designated post holders are encouraged to attain CIPS Level 4. All commercial staff are supported in their continuous professional development through a programme of induction, role specific training and knowledge sharing sessions, including Procurement Forums and the Procurement Knowledge Network.

> ...complete and pass the CIPS Ethical Procurement and Supply e-learning which **includes sustainable procurement principles**...



The DfT Commercial Lifecycle Assurance Function, which focusses on major procurements, identifies, and keeps records of good commercial practice and instances where processes and procedures do not meet the good practice standard through its assurance reports and Commercial Assurance Board Minutes. Learning from assurance outcomes informs future assurance activity and is often disseminated through departmental knowledge sharing such as monthly DfT Commercial Knowledge Networks (CKN). Assurance outcomes may include examples of good and bad sustainable procurement practice. DVLA's commercial staff are required to attend CKNs, and if there are any major sustainable procurement successes, the person or team behind them is encouraged to present.

A Commercial Capability Lead is being onboarded to further support the implementation of sustainable procurement principles going forward, and the Sustainability Team is recruiting a Sustainable Procurement Manager who will work closely with the Commercial Directorate and provide specialist advice and guidance throughout the procurement process.

Our food and catering is supplied by our PFI contractors, Telereal Trillium, who outsource to Sodexo UK. The use of Government Buying Standards 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. We have continued increased scrutiny of these standards through compliance monitoring and quarterly reporting.

09

Nature recovery – making space for thriving plants and wildlife

In December 2020 the agency published the fourth edition of its Biodiversity Action Plan, covering the timeframe 2020 to 2025. This document explains in detail the work that has been conducted to create a baseline of data to identify objectives for the conservation and enhancement of biodiversity.

The Biodiversity Action Plan acts as the agency's nature recovery plan as it sets out how the agency will meet its Greening Government Commitments, and the duties placed upon it by the Environment (Wales) Act 2016. Individual habitat and species action plans were created to ensure that key habitats and species were protected and enhanced where possible.

The agency has a Japanese knotweed management plan in place to manage and eliminate this invasive species previously found in several areas. Inspection toward the end of the year could find no evidence of any current problem on site.

Several steps have been taken to improve the biodiversity across the estate. At one of our sites the freshwater pond has been de-choked of vegetation, which will ensure this habitat is restored and enhanced to provide optimum conditions for wildlife. Another improvement to the estate has been the planting of a native hedgerow as part of a perimeter fencing improvement project. This is an example of nature-based solutions being considered in the planning process of site projects.

The agency is working on implementing its Biodiversity Action Plan and acquiring expertise to achieve its goals and objectives. With resources in place, a natural capital approach (thinking of nature as an asset which benefits people) will be considered using DEFRA issued guidance.

The agency continues to view biodiversity as one of its greatest resources in its effort to limit climate change and mitigate its environmental impact. With the Biodiversity Action Plan in place, the agency has the framework to be able to protect and enhance biodiversity on its estate and in the wider community.

The agency continues to view **biodiversity as one of its greatest resources** in its effort to limit climate change...

10 Adapting to climate change

In line with the Greening Government Commitments, DVLA is establishing a climate change adaptation strategy which considers the impacts of climate change upon the services we provide as an organisation.

To develop a comprehensive strategy, work is being carried out to understand the climate related risks to the agency as well as its critical suppliers and stakeholders. This involves understanding what our priority services are, as well as the operational threats caused by a changing climate.

At present, climate related aspects and impacts are recorded and reviewed within the agency's ISO14001 environmental management system. This details each individual risk and makes sure a risk score is given to each climate aspect relevant to the agency's purpose which considers the mitigation and control measures in place.

Further work is ongoing to create a specialist climate risk register where corporate climate risk can be understood, documented, and evaluated in a more holistic manner. This will ensure opportunities and risks which are from all parts of the agency can be recorded and considered for action. The Independent Climate Change Risk Assessment (CCRA3) is being used to ensure all appropriate areas are being considered when establishing risks and opportunities to build and develop the strategy.

The DVLA corporate Business Continuity Team are heavily involved to provide expertise and support in establishing a comprehensive strategy. They are also developing plans to cover already known risks including extreme weather events, flood management, pandemics and other emergency scenarios which could detrimentally impact the agency and those who rely upon it. Focus during the last year has included flood management plans for the Swansea Vale estate due to its location on an established flood plain.

The recording of all climate risk is planned for completion by the end of the financial year 2022 to 2023 with a strategy completed by the end of Q2 2023 to 2024.

11

Reducing environmental impacts from information communication technology (ICT) and digital

We are developing and using technologies that contribute to DVLA's sustainability objectives and support the Greening Government agenda.

We have continued to deliver new online services and digital workplace capabilities that minimise paper use, reduce the need for travel, lower our energy consumption and ultimately reduce the carbon footprint for both our customer and employees. This has included the shift to digital channels for tachograph, whilst re-engineering the first provisional driving licence digital service with signature and photo upload, resulting in 20,000 fewer paper transactions per month.

Strategic IT cloud hosting providers have been engaged with to provide annual energy consumption data attributed to the hosting of our data. We continue working towards decommissioning the legacy environment.

MI requirements for traceability of ICT at end of life are included in our IT waste contract. A commitment towards zero landfill is also a requirement in the IT waste contract.

Mandated Cabinet Office procurement policy notes are included in all DVLA ICT procurements within the required scope. Any associated performance measures are measured through the contract management process. Those with close links to sustainability include Social Value (PPN 06/20), Tackling Modern Slavery (PPN 05/19), Prompt Payment (PPN 08/21), Supply Chain Visibility (PPN 01/18) and Carbon Reduction Plans (PPN 06/21).

As an example of the way we are looking to reduce our environmental impact, we launched our DVLA Digital Inclusion scheme to provide communities and schools with functional IT equipment that is no longer suitable for DVLA use and would otherwise be destroyed. This has enabled us to dispose of the equipment in an environmentally friendly and cost-effective way. The machines are inspected, cleaned, securely wiped, and then categorised by our volunteer STEM ambassadors in their own time, ready for refurbishment. The machines are then refurbished by our supplier E-cycle before being handed over to registered Local Authorities to pass on to schools. So far 90 laptops have been distributed to Swansea City Council. In recognition of the great work being done, DVLA were presented with Inspirational STEM Employer for the Region in May 2022.

12 Sustainable construction

We are committed to making sure that construction activities across DVLA's estate are managed in a sustainable manner. The sustainable procurement of construction goods and services are covered by our compliance with the Government Buying Standards (GBS).

DVLA's sustainability team are a recognised relevant factor which allows for construction procurements and tenders to be reviewed by sustainability subject matter experts. They can advise suitable changes to works, which can improve sustainability performance whilst also ensuring targets and compliance obligations are followed or better achieved.

The sustainability team take a holistic lifecycle view of construction related projects considering everything from the procurement of goods to the disposal of waste making sure the relevant factor process is ableto deal with all possible risks and opportunities.

For contracts of a certain size, social value is included in the evaluation criteria scoring, and where appropriate this will include sustainability criteria to make sure that the chosen construction contractors can provide wider benefits for example tackling climate change. Currently the majority of works are managed by Telereal Trillium. Even when this is the case, our in-house sustainability team work directly with them to make sure of alignment to targets and compliance obligations.

Before construction projects can start, risk and method statements (RAMS) must be provided by contractors – these documents are reviewed and approved as appropriate by the sustainability team before work can progress. These checks make sure that environmental risks have been considered and suitable mitigation is in place.

During 2021 to 2022 a number of projects have taken place, many of which have sought to improve the sustainability of the DVLA estate. This has included installation of electric vehicle charging points to assist with our fleet commitments but also to help facilitate staff and visitors who have electric vehicles.

Other construction projects have had a positive impact on the estate's sustainability through changes suggested and enacted following review by sustainability experts through the relevant factor process. The installation of new security fencing on part of our Morriston site has provided an opportunity to also plant a new hedgerow which in turn has supported our wider sustainability aims and, in this case, the agency's biodiversity action plan objectives.

Plans to achieve our 2025 GGC already detail a number of construction and refurbishment projects and the consideration of sustainability will be included throughout the delivery of these works.

Performance tables

Greenhouse gas emissions

Scope 1*		2017-18		2018-19		2019-20		2020-21		2021-22	
		kWh	tCO_2e	kWh	tCO_2e	kWh	tCO_2e	kWh	tCO_2e	kWh	tCO_2e
Fuel combustion and fugitive emissions*	Gas	26,434,399	4,868	24,052,241	4,425	13,829,493	3,817	11,200,223	2,059	11,742,107	2,151
	LGP	–	–	–	–	–	–	–	–	–	–
	Oil	256,134	71	283,800	78	329,080	84	409,649	105	302,104	78
	Fugitive emissions	652		347		345		84		208	
	Total tCO_2e	5,591		4,850		4,247		2,248		2,436	
Transport we own		129		143		129		48		96	
Total tCO_2e		**5,720**		**4,993**		**4,377**		**2,296**		**2,532**	

Notes *Scope 1 – 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 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		2020-21		2021-22	
		kWh	tCO_2e	kWh	tCO_2e	kWh	tCO_2e	kWh	tCO_2e	kWh	tCO_2e
Purchased electricity*	Mains standard grid electricity	13,756,562.20	5,288.44	14,879,428.43	4,571	13,829,493	3,834.92	15,876,772	4,019.84	15,982,500	3,693.88
	Mains green tariff electricity	–	–	–	–	–	–	–	–	–	–
	Good quality CHP purchased electricity	–	–	–	–	–	–	–	–	–	–
	Total tCO_2e	5,288.44		4,571		3,835		4,020		3,694	
Purchased heat, steam and cooling (CHP)		–		–		–		–		–	
Total tCO_2e		**5,288.44**		**4,571**		**3,835**		**4,020**		**3,694**	

Notes *Scope 2 – Indirect greenhouse gas emissions from energy. These results 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.

Greenhouse gas emissions

Scope 3*	2017-18	2018-19	2019-20	2020-21	2021-22
Direct emissions from electricity losses (tCO_2e)	452	359	300	318	300
Business travel (non fleet) (tCO_2e)	133	134	109	0.71	8.67
Total tCO_2e	**585**	**493**	**409**	**319**	**309**
Other* (unknown scope or international air or rail travel)	7.64	48	–	–	–

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.

*Other – emissions that do not fall or is explicitly excluded from the scopes, for example, international air or rail travel.

Figures may differ from previously reported due to reconciliation and amended conversion factors.

Waste (tonnes)		2017-18	2018-19	2019-20	2020-21	2021-22
Non-financial indicators	Landfill	82.87	46.08	9.97	10.91	7.61
	Waste recycled externally (excl. ICT waste)	774.65	958.90	1,046.24	702.60	775.10
	Incinerated/energy from waste	246.88	71.12	39.13	40.32	95.17
	IT waste (recycled externally)	31.90	21.13	13.15	9.31	25.04
	IT waste (reused externally)	–	–	1.59	1.21	4.46
	IT waste (other)	–	–	–	–	–
	Waste composted or sent to anaerobic digestion	11.78	13.26	11.76	6.63	5.20
	Waste sent to incineration without energy recovery	0.03	0.99	1.45	2.05	4.28
	Reused	44.83	12.81	11.68	59.01	205.60
	Total waste	**1,148.11**	**1,111.48**	**1,121.70**	**771.81**	**912.40**

Notes The total waste does not include any surplus that has been reused.

Finite resource consumption			2017-18	2018-19	2019-20	2020-21	2021-22
Non-financial indicators	Water (m^3)	Supplied	48,459.00	51,011.00	52,864.80	34,587.15	36,413.35
		Harvested	768.84	958.90	1,046.24	702.60	775.10
		Consumption per FTE	8.20	8.74	9.56	6.17	6.85
	Paper (A4 reams equivalent)		42,609.00	4,884.00	4,221.00	31,277.00	18,826.59

Notes Figures may differ from previously reported due to reconciliation.

FTE (Full time employee)	2017-18	2018-19	2019-20	2020-21	2021-22
Average number of FTE	5449.39	5437.70	5527.86	5601.85	5579.44

Notes Figures do not consider hybrid working or variation in onsite staffing during COVID-19 restrictions.

Financial indicators	2017-18	2018-19	2019-20	2020-21	2021-22
Total expenditure (£)					
Energy	£2,565,649	£2,713,096	£3,230,368	£2,791,091	£2,830,485
CRC gross	£154,335	£127,016	–	–	–
Water and sewerage	£147,884	£144,523	£156,770	£154,488	£113,661
Business travel	£594,063	£603,345	£610,456	£148,218	£511,867
Total Revenue					
Waste	–	–	–	–	–

Notes Expenditure on waste disposal is included under DVLA's PFI contract. This includes disposal costs, purchase, and management of licences.
The CRC (Carbon reduction commitment) has closed following the 2018-19 compliance year.

DVLA Sustainability Report 2021-22

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