

X2X COURIER

ENVIRONMENTAL POLICY

Reducing the impact of our deliveries, vehicles and depots

Document ref.	Version	Effective date	Review date
X2X-ENV-001	1.0	8 September 2026	8 September 2027

Prepared by	Approved by	Classification
Operations / Environmental Lead	Managing Director	Internal — all staff

This policy applies to all employees, agency workers, self-employed couriers working under X2X Courier’s control, contractors and visitors. It covers our vehicles, depots, offices, subcontracted work and the way we plan and complete deliveries. It should be read with the Health and Safety Policy, vehicle handbook and any local depot rules.

1. Statement of intent

X2X Courier is a courier and last-mile delivery business. Our main environmental impacts are fuel use and exhaust emissions from vans, mileage from poorly planned routes, waste from packaging and vehicle maintenance, energy use at depots, and noise and congestion in the communities we serve.

The Directors accept that we have a duty to prevent pollution, comply with environmental law and reduce our impact so far as is reasonably practicable. We will not treat environmental performance as an optional extra. Efficient driving, well-maintained vehicles and less wasted mileage are also good operations and lower cost.

We are committed to:

- Complying with applicable environmental legislation, permits and codes of practice, and with customer environmental requirements that we have agreed to meet.
- Preventing pollution from fuel, oil, wash-water and waste.
- Reducing fuel use, greenhouse gas emissions and local air pollutants from our fleet.
- Planning routes and loads so that miles, empty running and failed deliveries are minimised.
- Managing waste in line with the waste hierarchy: prevent, reuse, recycle, recover, dispose.
- Using energy and water at our premises efficiently.
- Considering environmental performance when we buy vehicles, fuel, packaging and services.
- Training our people and expecting subcontractors to work to equivalent standards.
- Setting practical objectives, measuring progress and reviewing this policy at least annually.

Every worker is expected to follow this policy, report spills and defects, and not put convenience ahead of a legal or environmental control.

Signed: _____ **Date:** _____
Managing Director, X2X Courier

2. Organisation and responsibilities

2.1 Managing Director

The Managing Director has overall accountability for environmental performance and will:

- approve this policy, provide resources and lead by example;
- appoint a person with day-to-day environmental responsibility;
- review fuel, mileage, waste and incident information at least annually;
- approve fleet-replacement and premises decisions that affect emissions.

2.2 Operations / Environmental Lead

The Operations / Environmental Lead will:

- keep this policy, related procedures and any required waste-transfer documentation up to date;
- ensure vehicles are maintained so they remain fuel-efficient and legally compliant;
- arrange collection of waste, tyres, oil and batteries by licensed contractors;
- investigate spills and environmental incidents and put corrective action in place;
- brief staff and monitor route, idling and recycling practice;
- track the objectives in section 11 and report progress to the Managing Director.

2.3 Supervisors and dispatch

Supervisors and dispatch staff will:

- build routes that reduce miles, backtracking and peak-congestion running where service levels allow;
- group drops geographically and avoid sending two vehicles to the same street on the same day without good reason;
- allow realistic running times so drivers are not pushed into harsh driving;
- take vehicles with safety or emissions-related defects out of service;
- make sure spill kits, bins and charging or fuelling rules are actually used.

2.4 All employees, agency workers and couriers

Everyone working for or on behalf of X2X Courier must:

- drive in a way that saves fuel and reduces wear: smooth acceleration, correct gears, planned braking, no unnecessary idling;
- complete daily vehicle checks, including tyre pressures and obvious leaks;
- switch off the engine when parked for more than a short stop, unless power is needed for a genuine operational or safety reason;
- use the correct bins and not mix hazardous waste with general rubbish;
- report fuel spills, oil leaks, damaged packaging waste dumped off-site, and noisy or smoking vehicles immediately;
- not fly-tip, pour waste oil or wash-water to a drain, or leave rubbish from the cab at the roadside.

A serious or repeated breach of this policy may result in disciplinary action and, for contractors or self-employed couriers, removal from work.

3. Legal compliance

We will identify and comply with the environmental law that applies to our work. This typically includes, without limitation:

- Environmental Protection Act 1990, including the duty of care for waste;
- Hazardous Waste Regulations and rules on waste oil, oily rags, batteries, aerosols and contaminated absorbents;
- Waste Electrical and Electronic Equipment rules where we dispose of scanners, phones or IT;
- Clean Air Zones / Low Emission Zones and any local idling or parking restrictions on our routes;
- vehicle type-approval, MOT, smoke and emissions standards;
- Control of Pollution and water rules — no discharge of oil, fuel or detergent to surface water drains;
- packaging waste responsibilities where we are obligated as a producer or handler;
- any future reporting duty that applies to the size of the business (for example streamlined energy and carbon reporting if thresholds are met).

Licences, waste-carrier registration (if we carry waste), waste-transfer notes and consignment notes will be kept for the legally required period. If we are not sure whether a material is hazardous, we will treat it as hazardous until advised otherwise by a competent contractor.

4. Arrangements

4.1 Fleet, fuel and emissions

Road transport is our largest environmental impact. We will:

- specify the smallest suitable vehicle for the work and not run empty capacity as a habit;
- prefer newer, cleaner vehicles when replacing the fleet, including electric or plug-in vehicles where range, payload and charging make them practical;
- keep vehicles serviced to manufacturer schedules so engines, exhausts and tyres stay efficient;
- remove from service any vehicle that is smoking, leaking or failing an emissions test until it is repaired;
- pay Clean Air Zone charges rather than send a non-compliant vehicle through a zone, and plan replacements so that CAZ exposure falls over time;
- record fuel use and mileage so that unusually thirsty vehicles can be investigated.

Personal vehicles used for authorised company work should be kept in a roadworthy, reasonably efficient condition. Authorisation may be withdrawn if a vehicle is unsafe or persistently non-compliant with local emission schemes.

4.2 Driving style

How a van is driven often changes fuel use by a large margin. Drivers are expected to:

- anticipate traffic, avoid harsh acceleration and heavy braking;
- observe speed limits — higher speed increases fuel use and emissions sharply;
- check and maintain correct tyre pressures;
- remove unnecessary weight and roof clutter;

- use air-conditioning with judgement; do not leave it running in an empty parked vehicle;
- switch off when waiting more than a short period.

Dispatch must not reward or implicitly require driving that wastes fuel or breaks speed limits. Fuel or telematics data, where fitted, may be used to coach drivers. It will not be used as a substitute for fair workload planning.

4.3 Routing, consolidation and failed deliveries

Wasted miles are wasted fuel. We will:

- use routing tools and local knowledge to cut miles and time in congestion;
- consolidate consignments for the same area and avoid duplicate visits where the service level allows;
- collect accurate addresses, access codes and delivery instructions up front to reduce failed attempts;
- use agreed safe-place or neighbour options only where authorised, so that a second journey is not automatic;
- review regular failed-delivery addresses and feed better instructions back to the customer.

4.4 Fuelling, charging and leaks

At the pump or charge point staff will:

- not overfill tanks or leave nozzles unattended;
- wipe and report drips; use a spill kit on any significant spill and stop fuel reaching a drain;
- not keep spare fuel in unapproved cans inside the load area;
- charge electric vehicles in line with site rules and not trail cables across walkways as a permanent arrangement.

Depot interceptors, if fitted, will be inspected and emptied by a competent contractor. A spill kit will be available at each depot and on vehicles that carry fuel or oil in quantity.

4.5 Waste and the duty of care

We produce office waste, packaging offcuts, damaged cartons, pallet wrap, tyres, batteries, waste oil, absorbents and end-of-life handheld devices. We will:

- prevent waste where we can — print less, reuse tote boxes and plastic crates, avoid over-packaging our own supplies;
- provide labelled bins for general waste, mixed recycling and, where volume justifies it, cardboard, plastics and food waste;
- store hazardous waste in closed, labelled containers on bunded or otherwise contained areas;
- use only licensed waste carriers and receive a waste-transfer note or consignment note for each collection;
- never allow waste to be burned on site or left in a skip without knowing who will take it and where.

Couriers must bring damaged packaging and waste generated on the road back to the depot unless a customer has a lawful arrangement to take it. Leaving it in a public bin, hedge or lay-by is fly-tipping.

4.6 Packaging

X2X Courier does not usually manufacture goods, but we handle large volumes of cardboard, plastic wrap and void-fill, and we may add packaging for protection. We will:

- ask customers not to over-box small items where protection allows;
- reuse sound cartons and tote boxes internally;
- avoid expanded polystyrene and excessive plastic tape where a paper-based option will do;
- flatten and recycle cardboard at the depot rather than bagging it as general waste.

4.7 Depots, energy and water

At our premises we will:

- switch off unused lights, heaters and office equipment at the end of the shift;
- maintain doors, shutters and heating controls so we are not heating the yard;
- use efficient lighting when fittings are replaced;
- repair dripping taps and use a trigger nozzle on any yard hose;
- wash vehicles only in designated areas that do not drain dirty water to surface water;
- keep the yard tidy so that cardboard and plastic cannot blow into neighbouring land.

4.8 Procurement

When we buy or hire vehicles, fuel, energy, packaging, cleaning products and waste services we will, where cost and service allow:

- consider lifetime fuel use and emissions, not only purchase price;
- prefer products with less hazardous chemistry and less packaging;
- use recycled-content paper and packaging where it is fit for purpose;
- appoint waste and maintenance contractors who can show licences and a responsible disposal route.

4.9 Spills and environmental incidents

Fuel, oil or chemical escaping to ground, drain or water is an environmental incident. Anyone who finds a spill must:

- stop the source if it is safe to do so;
- keep people away, block nearby drains with a mat or boom from the spill kit, and absorb the liquid — do not hose it down;
- report it at once to a supervisor;
- bag used absorbents as hazardous waste.

Serious spills that threaten a watercourse or public drain will be reported to the Environment Agency incident line (0800 80 70 60) and, if needed, to the fire and rescue service. We will investigate causes and change practice or equipment to stop a repeat.

4.10 Noise, nuisance and the community

Early-morning and late-evening deliveries can disturb residents. We will:

- keep radios and shouting down in residential streets, especially before 07:00 and after 21:00;
- not slam doors or leave engines running outside houses;
- respect local access and parking rules rather than mounting kerbs or blocking drives;
- take complaints seriously and change a drop time or method where we can.

4.11 Subcontractors and owner-drivers

Where work is given to subcontractors or self-employed couriers we will:

- make this policy (or an equivalent standard) part of the engagement;
- require vehicles used on our work to be legal, maintained and suitable for any Clean Air Zone on the route;
- not pass work to operators we know are fly-tipping, using red diesel unlawfully, or running untaxed or uninsured vehicles.

4.12 Training and communication

Induction will cover this policy, idling, spill response, waste segregation and CAZ rules that apply to our operating area. Short toolbox talks will be used when seasons or routes change (for example winter tyre pressures, summer idling and air-conditioning). Customers who ask for environmental information will be given a factual account of our fleet and this policy — we will not claim carbon neutrality or offsetting that we have not actually bought and documented.

5. Objectives and monitoring

Directionally, X2X Courier will work to reduce litres of fuel per delivery and per mile, cut avoidable failed-delivery mileage, increase the share of recyclable depot waste, and move suitable routes onto cleaner vehicles when they are replaced. Annual objectives will be set by the Managing Director and may include, as data allows:

- fuel use (litres) and miles recorded for the owned or operated fleet;
- number of environmental incidents and spills;
- proportion of depot waste sent to recycling rather than residual;
- number of vehicles that meet the relevant Clean Air Zone standard;
- training completion for drivers and depot staff.

We will use existing operational data (fuel cards, odometer / telematics, waste invoices) rather than invent a parallel bureaucracy. Results will be reviewed with this policy.

6. Emergency contacts

Situation	Action
Fuel or oil spill on the road or in the yard	Stop source if safe; contain; do not wash to drain; report to supervisor. If it threatens a drain or watercourse call the Environment Agency on 0800 80 70 60.
Vehicle leaking fluids in public	Stop driving if unsafe; contain drip; call dispatch; arrange recovery. Do not abandon a leaking vehicle over a drain.
Suspected fly-tipping connected to our work	Photograph if safe; do not add to the waste; report to the Environmental Lead the same day.
Fire involving a vehicle or waste store	Raise alarm, evacuate, call 999. Do not fight a fuel or lithium-battery fire unless trained and it is safe.

7. Review

This policy will be reviewed at least every 12 months, and sooner after a serious environmental incident, a change in law, a material change to the fleet or premises, or a customer requirement that we accept. The Managing Director will sign the current version.

8. Document control

This is a controlled document. Printed copies are uncontrolled after the review date. The current version is held by the Operations / Environmental Lead.

Version	Date	Author	Summary of change
1.0	8 Sep 2026	Operations / Environmental Lead	First issued policy for X2X Courier.

Acknowledgement

I confirm that I have received, read and understood this Environmental Policy and that I will follow it while working for or on behalf of X2X Courier.

Name: _____ Role: _____

Signature: _____ Date: _____

This policy is a statement of X2X Courier's intent and arrangements. It does not replace statutory duties, waste consignment procedures or manufacturer instructions. If any part of this document conflicts with current law, the law takes precedence.