



SUSTAINABILITY PROGRESS REPORT 2026

Progress and activity against our Sustainability Statement

Report scope

Greenhous Group - Truck Operations. Published October 2026. This report describes operational activity and progress using information available at the date of publication.

About this report

In May 2026, Greenhous Group published its Sustainability Statement, setting out commitments and planned actions across carbon reduction, energy efficiency, renewable energy, fleet transition, digitisation, climate resilience and responsible business practices. This Sustainability Progress Report provides an update on progress and activity against those commitments within Greenhous Group Truck Operations. It sets out what has progressed, what remains in development and the priorities we will continue to work towards.

Important reporting note

This is a voluntary operational sustainability report. It is not an audited sustainability statement and does not provide a stand-alone quantified carbon inventory. Greenhouse gas emissions for the wider group are reported through Streamlined Energy and Carbon Reporting (SECR) in the accounts of the ultimate holding company, Monkmoor Holdings Limited. Any future insertion of emissions totals should be reconciled to those statutory disclosures before publication.

Contents

- Executive summary
- Our business and sustainability approach
- Environmental progress

This section reports progress against the environmental commitments set out in the May 2026 Sustainability Statement. The status descriptions reflect the emissions reduction action tracker and supporting operational updates.

Company cars

Commitment: Transition company cars towards fully electric or appropriate hybrid options by 2030.

Progress / activity: On track. EV or appropriate hybrid options are the approved direction for the company-car fleet.

Next step: Continue the transition towards the 2030 target and record operational exceptions where appropriate.

Delivery vehicles and charging

Commitment: Gradually replace conventional delivery vehicles with electric or hybrid options, with transition planned by 2035, supported by charging infrastructure.

Progress / activity: On track. Suitable urban and regional duty cycles are being considered for electrification, while hybrid solutions remain appropriate where battery-electric operation is not yet operationally viable.

Next step: Progress suitable electric-vehicle applications and charging requirements while retaining duty-cycle viability as a key decision criterion.

Lower-emission HGV transition

Commitment: Support greener vehicle technologies and sustainable transport solutions.

Progress / activity: The use of VECTO and DAF targets within the lower-emission HGV proposition is recorded as complete. Work with DAF and customers continues through trials, demonstrations and development of sales and aftersales capability for new technologies.

Next step: Maintain readiness for lower- and zero-emission HGV technologies and continue supporting customer transition.

Energy efficiency

Commitment: Improve energy efficiency across operations, including heating, ventilation and lighting.

Progress / activity: LED lighting and basic energy controls continue to be rolled out, and door-linked heating controls are being expanded where applicable. Planned electrification of workshop heating remains linked to site upgrade cycles.

Next step: Complete remaining lighting and control upgrades and prioritise avoidable heating losses using site energy information.

Renewable energy

Commitment: Increase investment in solar energy and supporting infrastructure across suitable sites.

Progress / activity: Solar PV business cases are being assessed against cost, payback, site ownership and lease strategy. Existing solar generation is being monitored and optimised. Solar-to-EV integration remains in development.

Next step: Progress the strongest viable solar business cases and improve use of existing generation, including charging integration where feasible.

Paper reduction and digitisation

Commitment: Reduce paper use through digital documentation and automated systems.

Progress / activity: Proof of Delivery, Customer Return Note and Warehouse Return Note processes have been digitised across 50-60% of locations. Further automation of workshop loading and customer relationship processes remains part of the development direction.

Next step: Continue practical digitisation where it improves process efficiency and reduces reliance on paper records.

Equipment, telematics and colleague energy engagement

Commitment: Support carbon reduction through operational efficiency and colleague awareness.

Progress / activity: Equipment-efficiency replacement, telematics and the energy-manager training programme are planned. Site energy engagement is recorded as on track.

Next step: Use planned equipment replacement, route and fuel information and practical site-manager energy routines to strengthen day-to-day control.

Climate resilience and responsible supply chain

Commitment: The Sustainability Statement identifies physical and transition risks, including extreme weather, heat, precipitation, flood risk, technology and supply-chain considerations, alongside enhanced supplier due diligence.

Progress / activity: Climate and environmental considerations remain within business planning, risk management and supplier governance. The current progress tracker is more developed for fleet, energy and site actions than for quantified climate-resilience measures.

Next step: Improve the evidence base for climate-resilience actions and continue integrating environmental and business-continuity considerations into supplier and operational reviews.

- People and communities
- Responsible governance
- Progress against our emissions action plan
- Challenges, next steps and reporting commitments

Reporting principles

- Accuracy over aspiration: only established activities and approved targets are presented as commitments.
- Transparency: delayed and developing actions are identified as such.
- Proportionality: the report reflects the operational maturity of a multi-site commercial vehicle dealership and aftersales business.
- Continuous improvement: targets and action plans will be refined as data quality and measurement improve.

Reporting boundary

Unless stated otherwise, this report presents activity and progress on a consolidated basis across Greenhous Group Truck Operations. Examples from individual businesses and locations have been brought together to provide a single Truck Group view. Some parent-company disclosures are included where they provide relevant group context.

Executive summary

Greenhous Group Truck Operations supports commercial transport through new and used truck sales, parts distribution, workshop maintenance and repair, and roadside assistance. Our sustainability priorities reflect the areas where we can make the most practical difference: improving energy efficiency, supporting the transition to lower-emission vehicles, developing our people, strengthening safety and wellbeing, supporting communities, and operating with responsible governance.

During the reporting period, we continued to move from broad commitments towards a clearer delivery plan. The emissions reduction tracker now includes defined milestones for company cars, delivery vans, lower-emission HGV sales, lighting and heating controls, workshop equipment, solar generation, telematics, and site energy engagement.

2030	2035	2050
Target for company cars to be EV or appropriate hybrid options	Target for delivery vans to be electric or PHEV, where operationally viable	Long-term net zero ambition
On track	Complete	Developing
Company cars, lower-emission HGV transition, lighting, heating and solar assessments	Use of VECTO and DAF targets within the lower-emission vehicle proposition	Equipment efficiency, telematics, energy training and solar-to-EV integration

Our approach is to report progress honestly and proportionately. Some actions can be delivered through operational improvements and colleague engagement, while others depend on technology, infrastructure, site condition and capital investment. Where activity remains in development or has been delayed, this is identified in the report.

Our business and sustainability approach

Truck Operations serves customers across a geographically dispersed dealership and service network. The nature of our activities means that energy use, vehicle fuel, workshop heating, parts logistics, waste, technical capability and customer transition to new vehicle technologies are central sustainability topics.

Our sustainability commitments

- Work towards net zero emissions by 2050, supported by measurable action plans.
- Improve energy and fuel efficiency across sites and vehicles.
- Increase renewable energy generation and make better use of existing solar generation where viable.
- Transition company cars and delivery fleets towards lower-emission options using realistic duty-cycle decisions.
- Support customer adoption of lower-emission and zero-emission HGV technologies in alignment with DAF.
- Reduce waste and paper use through digitisation, reuse and responsible recycling.
- Invest in colleague safety, wellbeing, training and development.
- Maintain ethical governance, supplier due diligence and regulatory compliance.

Governance and accountability

Sustainability actions are allocated to named operational roles and tracked using priorities, milestones and red, amber, green status. The Board of Greenhous Limited reports that sustainability and responsible business practices remain on its agenda, alongside governance and risk management. The 2025 annual report also confirms that environmental performance is monitored annually and that an ESOS assessment was completed and notified to the Environment Agency.

Material topics

Environmental	Social	Governance
Energy, emissions and fuel	Health, safety and wellbeing	Legal and regulatory compliance
Vehicle and fleet transition	Training and apprenticeships	Risk management and oversight
Renewable energy and charging	Employee engagement and recognition	Supplier due diligence and modern slavery
Waste, paper and resource use	Community and charitable activity	Anti-bribery, data and cyber controls

Environmental progress

Decarbonising a commercial vehicle operation requires a combination of site efficiency, fleet transition, renewable energy, colleague behaviour and customer-facing capability. Our action plan therefore balances near-term controls with longer-term capital projects.

Fleet and vehicle transition

- Company cars: the approved direction is for EVs or appropriate hybrids to be the default, with a target of full transition by 2030.
- Delivery vans: urban and regional duty cycles will move towards electric vehicles, with PHEVs used where battery-electric operation is not yet viable. The long-term target is a fully electric or PHEV delivery van fleet by 2035.
- Customer transition: VECTO scores and DAF targets are used to strengthen the customer proposition for lower-emission HGVs. This action is recorded as complete in the tracker.
- Technology readiness: work with DAF and customers continues through trials, demonstrations and development of sales and aftersales capability for new technologies.

Sites, energy and renewable generation

- LED lighting and basic energy controls continue to be rolled out across workshops and similar high-load areas.
- Door-linked heating controls are being expanded where applicable to reduce heat loss when roller shutters are open.
- Workshop heating will be electrified through planned upgrade cycles where site condition and investment timing allow.
- Solar PV business cases continue to be assessed against cost, payback, site ownership and lease strategy.
- Existing solar generation will be monitored and optimised, and integration with EV charging will be progressed where feasible.

Resource efficiency and digitisation

Digitised Proof of Delivery, Customer Return Note and Warehouse Return Note processes support reduced paper use. Further automation and development of digital workshop loading and customer relationship processes are intended to improve operational efficiency and reduce reliance on paper records.

People and communities

Our original Sustainability Statement focused primarily on environmental commitments. This progress report also records the people and community activity that supports responsible and resilient Truck Operations.

92

Apprentices

43

Mental Health First Aiders

Training and development

- Training and development activity across Truck Operations continues to support technical competence, safety, management capability and colleague development across the business.
- The Truck Group has delivered a broad range of accredited and role-relevant training, including IRTEC, IVR Roadside Safety, HGV licence development, NEBOSH qualifications, IOSH Managing Safely, first aid, forklift, manual handling, banksman, electric vehicle and mental health awareness training.
- Management development has included appraisal training and health and safety qualifications, while role-specific e-learning supports colleagues across office, workshop and warehouse functions.
- PAS 43 training continues for DAfaid technicians, alongside banksman training for employees involved in workshop vehicle movements.

Apprenticeships and skills pipeline

Truck Operations currently supports 92 apprentices across technical, parts and service administration pathways. Our apprenticeship programme is an important part of our long-term skills strategy, supporting workforce resilience while creating accessible routes into careers across the commercial vehicle sector.

Wellbeing and engagement

- Truck Operations has 43 trained Mental Health First Aiders across the business. This network strengthens our wider approach to colleague wellbeing by increasing awareness and helping colleagues access appropriate support when needed.
- The wider employee offer includes an Employee Assistance Programme and wellbeing activity.
- Recognition initiatives include milestone awards, Star awards and internal communications that highlight colleague achievements.
- Survey feedback has informed training structures, one-to-one development conversations and succession planning in parts of the business.

Community contribution

- Truck Operations has supported charitable fundraising through customer and colleague events, including activity supporting hospice care.
- Across the Truck Group, community activity has included support for veteran-related causes, mental health awareness and respite care initiatives.
- Further Truck Group community activity has supported local charities, youth sport, hospices, homelessness initiatives and school road-safety engagement.
- The wider Greenhous business has also supported charity fundraising and work-experience opportunities for students.
- Further social-impact activity is shared publicly through community and colleague channels, providing examples of the Truck Group's support for community initiatives, local sport and charitable activity.

Responsible governance

Strong governance turns sustainability commitments into controlled, accountable activity. Our approach links sustainability to established compliance, risk, supplier and operational management processes.

Risk and compliance

- Environmental and climate considerations are incorporated into business planning and action tracking.
- Regulatory compliance is monitored, with the Greenhous Limited annual report identifying regulatory compliance as a principal business risk.
- The Board reviews health and safety performance and strategy quarterly.
- Supplier governance includes due diligence, modern slavery oversight and anti-bribery and corruption controls.
- Customer trust is supported through training, surveys, mystery shops and director-level oversight of concerns.

Responsible employment

The 2025 Greenhous Limited annual report describes continued investment in apprenticeships, brand-specific training and school and college engagement. It also reports an overall mean gender pay gap of 14.0% for Greenhous Group (Holdings) Limited for 2025, compared with 14.6% for 2024, while recognising that further improvement is required.

Supply chain and ethical conduct

Greenhous aims to treat suppliers fairly and maintain relationships that encourage responsible trading and reduced supply-chain risk. Supplier due diligence, payment practice reporting, modern slavery review and anti-bribery controls provide the foundation for further integration of environmental and social expectations into procurement decisions.

Progress against our emissions action plan

The following summary reflects the status recorded in the emissions reduction tracker supplied for this report. “On track” indicates active progression against the stated direction; it does not mean the final target has been achieved.

Action area	Milestone / intention	Priority	Status
Company cars	EV or appropriate hybrid options as default; full transition by 2030	High	On track
Delivery vans	Electrify suitable duty cycles; target 100% EV by 2035	Medium	On track
Vehicle sales	Use VECTO and DAF targets in lower-emission HGV proposition	Medium	Complete
DAF transition alignment	Trials, demos and sales/after-sales readiness for zero-emission HGVs	High	On track
Lighting and controls	Complete LED and control upgrades in remaining workshop areas	Low	On track
Heating controls	Expand automated shut-offs linked to roller shutters	Low	On track
Equipment efficiency	Replace energy-intensive workshop equipment where alternatives exist	Medium	Delayed
Internal power sharing	Assess and optimise power sharing across suitable sites	Low	Delayed
Building heat	Electrify heating through planned site upgrade cycles	Medium	On track
Solar business cases	Assess cost, payback, tenure and lease strategy	High	On track
Solar and EV integration	Use on-site solar for charging where feasible	Medium	Delayed
Existing solar	Monitor, maintain and optimise on-site generation	Medium	On track
Telematics	Use route and fuel data to improve mileage and driver efficiency	Low	Delayed
Energy manager training	Pilot site-manager energy management programme	Medium	On Track
Site engagement	Link energy performance and good practice to management routines	High	On track

Challenges and next steps

Our transition is affected by practical constraints that are common across multi-site commercial vehicle operations. These include the suitability of electric vehicles for demanding duty cycles, charging and grid capacity, the timing of landlord or property investment, variable site condition, capital availability, and the quality and consistency of environmental data.

Priority actions for the next reporting cycle

1. Establish the reporting baseline

Confirm the organisational boundary and reconcile Scope 1 and Scope 2 data to the parent-company SECR disclosure. Select an intensity metric relevant to Truck Operations.

2. Strengthen site energy control

Complete remaining LED and control upgrades, prioritise heating losses, and use quarterly energy data to focus local actions.

3. Progress fleet transition

Maintain the 2030 company-car target and 2035 delivery-van target, recording exceptions where operational viability requires an interim hybrid solution.

4. Improve renewable energy use

Complete the strongest solar business cases, optimise existing generation and progress solar-to-EV charging integration where viable.

5. Build management capability

Pilot practical energy-management training for site managers and translate energy performance into routine workshop behaviours.

6. Improve evidence and assurance

Introduce an evidence register for each published claim, including owner, source, reporting period and approval.

Proposed reporting KPIs

Topic	Proposed measure
Energy	Electricity and fuel use by site; renewable electricity generated and consumed
Emissions	Scope 1, Scope 2 and intensity metric, with baseline and methodology
Fleet	Percentage of company cars and delivery vans that are EV or hybrid
Buildings	Percentage of workshop areas with LED and effective heating controls
Waste	Waste by stream, recycling rate and hazardous-waste compliance
People	Safety indicators, training completion, apprenticeships and wellbeing support
Community	Charitable support and community initiatives with evidenced outcomes
Governance	Actions completed on time; supplier due-diligence completion

Our commitment

This report records progress against the commitments set out in our Sustainability Statement and establishes the next actions for Truck Operations. Sustainability remains a long-term operational responsibility, requiring disciplined delivery across sites, vehicles, people, supply chains and customer support, together with honest reporting on what has been achieved and what remains to be done.

We will continue to develop our evidence base, improve the quality of environmental performance data and align capital decisions with practical emissions reduction. We will also continue supporting colleagues and customers through the transition to safer, more efficient and lower-emission commercial transport.

Approval

Role	Name	Signature	Date
Approving Director			
Report Owner	Katie Aitken - Head of Compliance - Truck Operations		October 2026

Document control

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