

ESG Strategy in Focus

For each topic, DTC defines clear focus areas, commitments, and key performance indicators (KPIs) to ensure accountability across the organisation. Responsibility for implementation rests with the relevant functional divisions, which are tasked with driving progress and delivering measurable outcomes.

Key Material Topics

These priority topics reflect the issues most critical to DTC’s ability to operate safely, maintain trust, and deliver reliable mobility services. They directly align with the Company’s ESG focus by addressing environmental impact, social responsibility for drivers, employees and customers, and strong governance through ethical oversight, data protection, and accountable decision-making.

- Health and safety
- Driver development and wellbeing
- Ethics and compliance
- Cybersecurity, data privacy, and innovation
- Corporate governance
- Customer service
- Employee development and wellbeing
- Business development
- Climate change

Strategy Topic	Focus Points	Commitment
Responsible Governance	Established Board governance and ethical business practices	Maintaining strong Board oversight and ethical standards through accountability, transparency, and responsible decision-making.
Sustainable Procurement	Sustainable supplier choices	Embedding sustainability and ethical standards into procurement to reduce environmental impact and support responsible supply chains.
Digitalisation	Technology tools for sustainable progress	Leveraging digital solutions to improve resource efficiency, reduce environmental impact, and enhance customer engagement.
Green Operations	Fleet decarbonisation	Reducing emissions through the electrification and hybridisation of the vehicle fleet.
	Green infrastructure and offices	Applying resource-efficient building practices and technologies to lower the environmental footprint.
	Waste and recycling	Reducing landfill waste through segregation, recycling partnerships, and automated waste processing.
	Digital ESG monitoring	Using digital tools to enable real-time monitoring of emissions, energy, and waste performance.
	Fleet decommissioning and circular economy	Safely retiring vehicles responsibly by maximising reuse, recycling, and material recovery.
Care for Our People	Employee and driver development	Delivering training and skills development to support safety, performance, and behavioural improvement.
	Employee and driver wellbeing	Supporting wellbeing and engagement through structured programmes and digital transparency.
	Road safety	Improving road safety through targeted training and first-aid capability.
	Diverse and inclusive representation	Promoting diversity, inclusion, and local employment across the workforce.
Community Impact	Support and development of local communities	Contributing to local social and economic development through employment, education, and infrastructure support.
Customer Happiness and Engagement	Promotion of green transportation	Encouraging adoption of sustainable transport options and greener mobility choices.
	Customer safety and happiness	Delivering safe, reliable, and sustainable transport to enhance customer satisfaction.

Alignment with Corporate Strategy

DTC's ESG strategy functions as the navigational system for its corporate journey. The corporate strategy sets the destination through growth, digital adoption, and market leadership – the ESG framework ensures the journey is resource-efficient, powered by a motivated and safe workforce, and conducted under rigorous, transparent oversight.

Each KPI within the ESG framework is designed to directly or indirectly support the achievement of broader corporate strategic KPIs, ensuring that sustainability initiatives align with and strengthen overall performance.

Strategic Objectives		ESG Topics	ESG Focus	Fundamental Enabler
	Ensure sustainable growth and maintain a leading market presence	Digitalisation	Technology tools for sustainable progress	Responsible Governance (essential for all strategic objectives and focuses)
	Ensure strong profitability and cash flow	Sustainable procurement	Sustainable supplier choice	
	Provide superior customer experience	Customer happiness and engagement	Promotion of green transportation	
			Customer safety and happiness	
	Create a positive impact on health, safety and the environment	Green operations	Fleet decarbonisation	
			Green infrastructure and offices	
			Fleet decommissioning and circular economy	
	Be the employer of choice across all functions	Care for our people	Support and development of local communities	
			Employee & driver development and wellbeing	
	Be the employer of choice across all functions	Care for our people	Road safety	
			Diverse and inclusive representation	
	Foster collaborative and high-value partnerships	Sustainable procurement	Sustainable supplier choice	

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