

April 2025



Business Sustainability Trends to Know

Becoming an environmentally conscious employer is an increasingly important factor for business success. Not only can adopting sustainable practices help organisations reduce their carbon footprint and contribute to the government's goal to become net zero by 2050, but it can also offer several other benefits. Sustainable workplaces may witness reduced costs and higher productivity, which can positively affect profitability. Additionally, staff may show increased engagement and loyalty. In fact, almost half of UK employees want the company they work for to demonstrate a commitment to environmental, social and governance (ESG) factors.

Employers can consider the following workplace sustainability trends to inform their own practices:

- **Artificial intelligence (AI) and other evolving technologies**—Organisations will increasingly leverage AI and other technologies to tackle the complexities of ESG data. Specifically, AI can enhance ESG automation and forecasting and suggest strategies for decarbonisation. In addition, workplaces may gradually install “smart” building systems with automated sensors to adjust lighting, heating and other processes to improve energy consumption and reduce carbon emissions.
- **Upcycling and recycling**—Instead of discarding office furniture when it's tired, upcycling has emerged as a popular strategy for reducing waste. Sustainable materials such as reclaimed wood and recycled plastics can be used to upcycle furniture, and bamboo, cork, and recycled carpet tiles offer sustainable flooring options. Organisations could also consider modular furniture when revamping office spaces. This furniture type allows individual components rather than the entire piece to be replaced when damage occurs.

- **Low-carbon green retrofitting**—According to the UK Green Building Council, commercial buildings contribute 23% of the UK's carbon emissions. As such, significant improvements must be made to these buildings' energy efficiency if the government's net-zero goal is to be achieved. Green retrofitting, where existing buildings are renovated to reduce their carbon emissions, may become more common going forward.
- **Sustainable supply chains**—Organisations are increasingly scrutinising their supply chains to ensure their suppliers prioritise eco-friendly practices. Collaboration with supply chain partners can help organisations understand the origins and impact of their products and drive improvements across the production cycle.
- **Agile working practices**—Some organisations are investigating the benefits of agile working environments, such as co-working spaces. Reducing dedicated office space in favour of agile working environments and shared spaces can decrease energy consumption and material use.

Conclusion

Taking steps to operate sustainably can help organisations reduce their carbon footprint, enhance workplace culture and improve company reputation. Organisations should scrutinise the risks associated with implementing eco-friendly practices and ensure compliance with workplace regulations.

For further risk management guidance, contact us today.

Managing Fleet Maintenance and Repair Costs

Fleet maintenance is critical for organisations that rely on vehicles in their operations. However, rising costs driven by inflation, supply chain disruptions and evolving vehicle technology have made keeping fleets in optimal condition increasingly challenging. Despite these obstacles, maintaining safe and efficient vehicles is essential—not only for operational performance but also for reducing long-term expenses, including insurance costs.

Trends

The key trends impacting employers' fleet maintenance and repair costs include the following:

- **Inflation**—Although cooled from its peak, inflation's lingering effects continue to increase costs in multiple aspects of many operational areas, including vehicle maintenance and repair.
- **Supply chain issues**—Supply chain issues can cause delays in receiving parts and materials needed to maintain or repair a vehicle, which could leave fleets requiring the use of expensive rental vehicles.
- **Labour shortages**—A shortage of skilled technicians has driven the cost of vehicle repair services and caused delays in maintenance tasks, compounding operational challenges.
- **Complex vehicle technology**—Modern vehicles feature advanced technologies that often require specialised parts, knowledge and tools for repair. While these features can sometimes lower insurance premiums by reducing accident risk, they often lead to higher repair costs.

Strategies

Despite these challenges, organisations can take the following proactive steps to manage fleet maintenance expenses:

- **Track maintenance trends** to identify recurring issues and inform decisions, such as switching to

higher-performing parts or retiring ageing vehicles in favour of more reliable models.

- **Adopt preventive and predictive maintenance**, including regular vehicle inspections and scheduling routine preventive maintenance. Utilising analytics can also help identify potential issues, improve efficiency and reduce costly repairs.
- **Hire safe drivers and invest in driver training.** Drivers should be thoroughly vetted during the hiring process and routinely trained on safe driving practices, vehicle maintenance and issue reporting.
- **Standardise the fleet** by using uniform vehicle models within a fleet. This can streamline repairs, enable bulk part purchases and enhance driver familiarity, reducing costs and improving safety.
- **Use fleet management software** to optimise routes, monitor driver behaviour and track vehicle health. Using digital tools can reduce fuel consumption, improve driver safety and prevent breakdowns.
- **Build strategic partnerships** by partnering with third-party vendors and service providers that can enable access to specialised expertise, lower costs and enhance operational efficiency.

Insurance Benefits

Well-maintained fleets improve operational efficiency and safety and can positively impact commercial motor insurance premiums. Insurers may offer discounts to organisations with strong maintenance programmes because a reliable fleet reduces accident risk.

Additionally, keeping detailed maintenance records demonstrates a commitment to safety and operational excellence, which insurers may reward with favourable underwriting evaluations. Telematics data that tracks driver behaviour and vehicle performance can further support risk assessment, potentially resulting in additional premium reductions.

Conclusion

An effective fleet maintenance programme is a vital investment for businesses, offering benefits beyond reduced repair costs.

For more risk management guidance, contact us today.



A proactive approach to fleet maintenance can improve safety, enhance efficiency and even lower insurance premiums.