

## Challenges:

Some of the biggest challenges that Northgate has encountered when it comes to sustainability include making the business case to people; ensuring that the company acknowledges that sustainability is a good idea from a business and moral perspective; the development of suitable sustainability metrics to measure success; and getting all employees involved.

In relation to sustainability challenges, Northgate is now three times the size it was less than two years ago. This has therefore created massive challenges when trying to integrate a number of different businesses from a sustainability perspective, including reviewing and analysing arrangements in this area to have a clear idea of priorities in strategy.

## Impact:

The use of the School has had, and will continue to have, a positive impact within the business. Northgate is working with their Learning and Development team and introduced the School to the wider business, with the aim of giving all colleagues access to the e-learning resources and training materials. This will provide all staff members the opportunity to upskill and remain up to date with the current sustainability issues. The material which is available is priceless and will enable colleagues to further their development.

**Improved operations:** Northgate has found the action plans which are generated from the assessments to be hugely beneficial and accurate. The company is looking to incorporate learnings into their day-to-day operations.

**Company-wide training:** The company's Learning and Development department are looking to release the School to the wider business, enabling all employees to access resources.

## Value gained:

**Employee Engagement:** As a company, Northgate pride themselves on their ability to train their staff. Encouraging colleagues access to the School will add another avenue of development. The company will be combining the training material available within the School with internal training documents to create more in-depth bespoke action plans for members of staff.

**Competitive Advantage:** Within the vehicle rental industry, it is imperative that the company remains on top of all industry changes to be the market leaders in all aspects. The School enables Northgate to

## Fact box



### Company

Northgate

### No of employees

1671

### HQ

Darlington, County Durham

### Website

[www.northgatevehiclehire.co.uk](http://www.northgatevehiclehire.co.uk)

### Main contact

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### Services

Light commercial vehicle hire

### About

Northgate is the leading light commercial vehicle (LCV) rental business in the UK and Spain providing bespoke and fully managed vehicle hire solutions and ancillary services, including end-to-end vehicle supply, management, maintenance, and disposal services to operational and commercial fleets.

continue to be a market leader within the industry. A number of Northgate's customers also have access to the School - it is a priority for the company to make customers aware of the importance they place on sustainability and that they are willing to work with customers to help achieve their sustainability goals.

### **Future proofing:**

Northgate will continue to use the School moving forward, remaining abreast of all new material which is launched. The company will be instructing colleagues to create and complete their bespoke action plans to further their development. The School combined with the company's internal Learning and Development will allow to have a comprehensive training network which colleagues can rely on.

Northgate are committed to working alongside the School to ensure they are at the forefront of sustainability.