

A close-up photograph of an electric vehicle charging station with a white charging cable plugged into a port. The background is a blurred view of the vehicle's side.

Results+ Achieving Carbon Neutrality

A healthcare services company in Canada embarked on its sustainability journey in 2020, following a global mandate. The company set ambitious goals to become carbon neutral by the end of 2025 and carbon negative across its entire value chain by 2030. For their fleet, the target is to transition to 100% electric vehicles (EVs) by the end of 2025. The current goal for the fleet is 16% Battery Electric Vehicles (BEVs), with an end-of-year goal for 2023 set at 36%. The challenge in Canada is the limited selection of electric vehicle models available.

Strategy: Implementing Change Management

After extensive collaboration with Wheels, the account team, and the analytics group, the company secured support from senior leadership. The next step involved addressing driver resistance in moving from hybrids to BEVs. To understand the concerns, a Driver Assessment Survey was deployed to identify drivers best suited for electric vehicle orders. The company also facilitated charger installations through their chosen provider in Canada, transitioning from a

previously manual, in-house management system to a provider-managed program.

Results: Progressing Towards Sustainability Goals

The company has established itself as a sustainability leader in Canada, with 65% of its active vehicles being Hybrid Electric Vehicles (HEVs), Plug-in Hybrid Electric Vehicles (PHEVs), or BEVs. As of now, they have achieved 16% of their BEV sustainability goal. Plans for Model Year 2024 include ordering additional electric vehicles for delivery by December 31st. An analysis requested by the CFO has enabled them to consider remarketing older vehicles and upgrading drivers to newer models in 2025.

Currently, 23% of electric installations are completed. The company is on track to meet its 36% BEV goal by the end of 2023 and is well on its way to achieving 100% BEV by the end of 2025. This progress positions them as a continuing national leader in sustainability and on target to fulfill their corporate mandate for a fully electric fleet by the 2025 deadline.

PROJECT SERVICES: Electric Vehicles, Vehicle Acquisition

FLEET SIZE: 440

VEHICLE TYPE: SUVs

INDUSTRY: Healthcare Services

Savings/Improvements:

65%

of active vehicles employ
Electric Technology

100%

BEV goal by the end
of 2025 is on track