

Sustainability Survey 2024

Q-Country: To begin, in which country / region are you based? [SINGLE CODE](#)

United States	1	India	11
Australia	2	Japan	12
Belgium	3	Malaysia	13
Bolivia	4	Mexico	14
Canada	5	Netherlands	15
China	6	Portugal	16
Colombia	7	Spain	17
England	8	Sweden	18
Germany	9	Taiwan	19
Iceland	10	None of these	20

1. How many individual physical locations does your organization have in total? [VERBATIM; ACCEPT NUMERIC CHARACTERS ONLY](#)

2. Which of the following best describes your organization's geographic coverage, including all locations? [SINGLE CODE](#)

Local (surrounding towns within 50-mile radius)	1
State-wide (in a single state)	2
Regional (e.g., 2 or more states)	3
National (across multiple regions in the US)	4
International (across multiple countries)	5

[DISPLAY IF CODE 5 IS SELECTED IN Q2:](#) For the rest of this survey, please answer only about your organization's locations in the United States.

3. What is your organization's annual revenue? *Your best estimate is fine.* [SINGLE CODE](#)

Less than \$5 million	1
\$5 million to under \$25 million	2
\$25 million to under \$50 million	3
\$50 million to under \$75 million	4
\$75 million to under \$100 million	6
\$100 million to under \$300 million	7
\$300 million to under \$500 million	8
\$500 million to under \$750 million	9
\$750 million to under \$1 billion	10
\$1 billion +	11
Don't know / not sure	12

4. How many people work for your organization? *Your best guess is fine. Please include all types of full-time employees that your organization employs.* [SINGLE CODE](#)

1 (I am the sole proprietor)	1
2 to 4	2
5 to 9	3
10 to 19	4
20 to 49	5
50 to 99	6
100 to 249	7
250 to 499	8
500 to 999	9
1,000 to 2,499	10
2,500 to 4,999	11
5,000+	12

5. Which of the following best describes your organization? [SINGLE CODE](#)

Warehouse distributor	1	DISTRIBUTOR
Retail distributor	2	
Jobber	3	
Parts and accessories supplier	4	SUPPLIER / MANUFACTURER
Manufacturer	5	
Remanufacturer	6	
Repair facility	7	SERVICE PROVIDER
Fleet or installer with an on-site repair facility	8	
Sales agency	9	SALES AGENCY
Service chain store(s)	10	RETAILER
Mass merchandiser	11	
Retail parts store(s)	12	
Other – SPECIFY:	13	OTHER

6. Please indicate your involvement in decisions about environmental Sustainability programs and practices at your organization. [SINGLE CODE](#)

I make the final decisions	1
I make decisions with another person, team, committee, etc.	2
I influence decisions by doing research, evaluating options, or sharing my perspective	3
I am not involved	4

7. How would you describe your organization's attitude towards environmental sustainability as a business priority? [SINGLE CODE](#)

We don't pay much attention to this; we only do what we have to	1	
We pay some attention to this, but it is a minor concern	2	
We make a significant effort to be more environmentally sustainable	3	
We are a leader in our industry on environmental sustainability	4	
Don't know / not sure [EXCLUSIVE]	5	

8. What are the top factors driving your organization's efforts to be more environmentally sustainable?
Please rank up to 5 top drivers of environmental sustainability initiatives within your organization, where 1 means the most powerful driver, 2 the second most powerful etc. [RANK UP TO 5](#)

Efficiency improvements – reduced operational costs, etc.	1
A sense of social responsibility / moral obligation	2
Health & safety – reduced pollutant exposure, improved air quality, etc.	3
Government policy / regulations	4
It is part of our corporate vision / image	5
Taking advantage of new markets for green / sustainable solutions	6
Being competitive – this is a differentiating factor for our brand	7
Public perception / consumer pressure	8
RFP or bid / customer / supply chain requirements	9
Current / prospective employees demand it	10
Shareholders demand it	11
Don't know / not sure [EXCLUSIVE]	12

9. What are your organization’s top environmental Sustainability priorities in the next 12 months? *Please rank up to 5, with 1 being the highest priority, 2 being the second highest, and so on.* [RANK UP TO 5](#)

Knowing the carbon footprint of parts purchased / sold	1
Environmentally friendly “smart parts delivery”	2
Energy efficient facility heating and cooling	3
<u>Sourcing</u> renewable energy (e.g., solar, wind)	4
<u>Producing</u> renewable energy (e.g., solar, wind)	5
Optimizing our material handling equipment sustainability	6
Optimizing our inventory management to minimize waste	7
Managing our hazardous waste generation and disposal	8
Understanding Greenhouse Gas Scope 1, 2, and 3 emissions	9
Monitoring State and Federal environmental <u>initiatives</u>	10
Monitoring State and Federal environmental <u>regulations</u>	11
Understanding what products are recyclable	12
Optimizing our product remanufacturing initiatives	13
Reducing the environmental impact of business travel	14
Promoting environmental sustainability in the industry (e.g., at tradeshow)	15
Optimizing our inbound and outbound freight	16
Other – SPECIFY:	17
None (my organization does not have any priorities related to environmental sustainability) [EXCLUSIVE]	18
Don't know / not sure [EXCLUSIVE]	19

10. What are the top challenges your organization experiences with regards to environmental sustainability? *Please rank up to 3, with 1 being the biggest challenge, 2 being the second biggest challenge, and so on.* [RANK UP TO 3](#)

Balancing financial or productivity goals with sustainability goals	1
Measuring our environmental impact	2
Getting employees to adopt / buy in to our practices	3
Getting senior leadership to set sustainability as a business priority	4
Developing clear action plans	5
Lack of knowledge about sustainability best practices	6
Ensuring sustainability throughout the supply chain	7
Lack of readily available and/or cost-effective technology to meet our sustainability goals	8
Other – SPECIFY:	9
None (my organization does not experience any challenges) [EXCLUSIVE]	10
Don't know / not sure [EXCLUSIVE]	11

In the next few sections of the survey, we will ask you about the types of sustainability activities and initiatives that your organization engages in. Upon completion of this survey, **your organization’s “Sustainability Score” will be displayed** using your responses to these questions.

To start, let’s review your organization’s approach to managing **Greenhouse Gas (GHG) emissions**.

11. Which of the following Greenhouse Gas emissions does your organization currently track or measure, if any? *Please select all that apply.* [MULTICODE](#)

Scope 1: Direct emissions from sources my organization owns / controls	1
Scope 2: Emissions from energy sources my organization purchases from	2
Scope 3: Emissions from other activities my organization does not directly own / control (i.e., further down the supply chain)	3
None of these (my organization does not currently track Greenhouse Gas emissions) [EXCLUSIVE]	4
Don't know / not sure [EXCLUSIVE]	5

12. Which of the following activities, if any, does your organization currently engage in to help reduce Greenhouse Gas emissions? *Please select all that apply.* [MULTICODE](#)

Fleet route optimization	1
Prioritizing US-based suppliers to reduce shipping distances	2
Requiring supply chain partners to track their Greenhouse Gas emissions (any scope)	3
Requiring supply chain partners to have reduction targets to become Greenhouse Gas neutral by 2050 (any scope)	4
Using renewable energy sources (e.g., installing solar panels)	5
Improving the energy efficiency of our facilities (e.g., LEED-certified buildings, energy efficient insulation, etc.)	6
SHOW TO SERVICE PROVIDERS ONLY : Providing service for electric vehicles, hybrids, and/or vehicles using alternative fuels (e.g., biodiesel, renewable diesel, or ethanol)	7
SHOW TO DISTRIBUTORS / MANUFACTURERS ONLY : Using electric vehicles, hybrids, and/or vehicles using alternative fuels (e.g., biodiesel, renewable diesel, or ethanol)	8
Conserving water (e.g., recycling / reusing water, using water-conserving water fixtures, etc.)	9
Going paperless / reducing paper documentation	10
LED lighting and light fixtures	11
Using energy-efficient equipment / machinery	12
SHOW TO SERVICE PROVIDERS ONLY : Performing engine maintenance / cleaning processes designed to improve vehicle efficiency	13
Other – PLEASE SPECIFY :	14
None of these (my organization has not yet taken active steps to reduce our Greenhouse Gas emissions) [EXCLUSIVE]	15
Don't know / not sure [EXCLUSIVE]	16

Let's now review your organization's approach to **supply chain management and materials sourcing** as it relates to environmental sustainability.

13. For each of the following product categories, which parts of the supply chain and life cycle is your organization currently monitoring as it relates to environmental sustainability (if any)? *For each product category, please select all that apply.* **MULTICODE EACH ROW**

	Production of parts and components (i.e., Tier 1 and Tier 2 suppliers)	Raw material acquisition and pre-processing (i.e., Tier 3 suppliers)	We do not monitor environmental impact when sourcing products in this category [EXCLUSIVE]	N/A – we do not source these products [EXCLUSIVE]	Don't know / not sure [EXCLUSIVE]
Metal	1	2	3	4	5
Personal protective equipment (PPE, e.g., safety glasses, gloves)	1	2	3	4	5
Absorbent rags	1	2	3	4	5
Batteries	1	2	3	4	5
Tires	1	2	3	4	5
Plastic	1	2	3	4	5
Cardboard	1	2	3	4	5
Paper	1	2	3	4	5
Wood pallets	1	2	3	4	5
Oil filters	1	2	3	4	5
Oil	1	2	3	4	5
Coolants	1	2	3	4	5
Lubricants	1	2	3	4	5
Other hazardous liquids (e.g., antifreeze)	1	2	3	4	5
Paint	1	2	3	4	5
Large components (e.g., engines, transmissions, alternators, clutches)	1	2	3	4	5
Packaging	1	2	3	4	5
Other – PLEASE SPECIFY:	1	2	3	4	5

14. **IF MONITOR ANY:** Which of the following criteria do you use when evaluating the environmental impact of your supply chain partners? *Please select all that apply.* **MULTICODE**

Certifications or adherence to recognized standards or partnerships	1
Clause(s) in our vendor agreements	2
Third-party audits or life-cycle assessments	3
Formal reviews of SEC climate disclosure filings	4
Informal reviews of sustainability content on provider website	5
Other – PLEASE SPECIFY:	6
Don't know / not sure [EXCLUSIVE]	7

Now let's review your organization's approach to **disposal methods** and **waste reduction**.

15. For each of the following product categories, which of the following activities does your organization engage in? *Please select all that apply.* **MULTICODE EACH ROW**

	Reusing, refurbishing or remanufacturing	Recycling	Sourcing parts or products made from sustainable / recycled materials	Taking measures to prevent fluid contamination (e.g., funnel drum covers, drip pans) [DISPLAY FOR OIL, COOLANTS, LUBRICANTS, & OTHER HAZARDOUS LIQUIDS]	Composting [DISPLAY FOR CARDBOARD, PAPER, WOOD PALLETS]	Waste tracking and record-keeping	Traditional waste disposal (i.e., landfill)	Don't know / not sure [EXCLUSIVE]
Metal	1	2	3	4	5	6	7	8
Personal protective equipment (PPE, e.g., safety glasses, gloves)	1	2	3	4	5	6	7	8
Absorbent rags	1	2	3	4	5	6	7	8
Batteries	1	2	3	4	5	6	7	8
Tires	1	2	3	4	5	6	7	8
Plastic	1	2	3	4	5	6	7	8
Cardboard	1	2	3	4	5	6	7	8
Paper	1	2	3	4	5	6	7	8
Wood pallets	1	2	3	4	5	6	7	8
Oil filters	1	2	3	4	5	6	7	8
Oil	1	2	3	4	5	6	7	8
Coolants	1	2	3	4	5	6	7	8
Lubricants	1	2	3	4	5	6	7	8
Other hazardous liquids (e.g., antifreeze)	1	2	3	4	5	6	7	8
Paint	1	2	3	4	5	6	7	8
Large components (e.g., engines, transmissions, alternators, clutches)	1	2	3	4	5	6	7	7
Packaging	1	2	3	4	5	6	7	7

16. **DISPLAY TO RETAILERS & DISTRIBUTORS:** Which of the following items, if any, can individuals or other businesses bring into your location(s) for recycling? *Please select all that apply.* **MULTICODE**

Metal	1
Batteries	2
Tires	3
Oil filters	4
Oil	5
Coolants	6
Lubricants	7
Other hazardous liquids (e.g., antifreeze)	8
Paint	9
Large components (e.g., engines, transmissions, alternators, clutches)	10
Packaging	11
Other – PLEASE SPECIFY:	12
Don't know / not sure [EXCLUSIVE]	13

Let's now review the **programs, resources, and documentation** your organization has in place to support its overall sustainability initiatives.

17. Which of the following applies to your organization? *Please select all that apply.* **MULTICODE**

Sustainability goals are part of my organization's Key Performance Indicators (KPIs) (e.g., net Greenhouse Gas neutral by 2050, reduce amount of waste that goes to landfill by a certain percent)	1
Sustainability is a core responsibility for at least one of our senior leaders / execs	2
My organization reports publicly on our sustainability performance (e.g., financial reporting, sustainability progress report)	3
My organization has achieved certification or is part of national or international partnerships (e.g., ISO) – PLEASE SPECIFY:	4
My organization has an active roadmap for implementing sustainability initiatives to reduce its carbon footprint	5
None of these [EXCLUSIVE]	6
Don't know / not sure [EXCLUSIVE]	7

18. **IF TRACK ANY SCOPE OF EMISSIONS IN Q11, OTHERWISE SKIP:** Earlier, you mentioned your organization tracks Greenhouse Gas emissions. Which of the following emission reduction goals, if any, does your organization currently have? *Please select all that apply.* **MULTICODE EACH ROW; DISPLAY RELEVANT COLUMNS BASED ON SELECTIONS IN Q11**

	Scope 1 emissions	Scope 2 emissions	Scope 3 emissions
Midterm goal to reduce our emissions by 2030	1	2	3
Long term goal to become neutral by 2050	1	2	3
Other – PLEASE SPECIFY:	1	2	3
None of these (my organization does not have any goals to reduce Greenhouse Gas emissions) [EXCLUSIVE]	1	2	3
Don't know / not sure [EXCLUSIVE]	1	2	3

19. **IF SELECT CODE 3 IN Q17:** You mentioned your organization reports publicly on your sustainability activity. Which of the following types of reporting does your organization engage in? *Please select all that apply.* **MULTICODE**

My organization provides a publicly available report on our sustainability approach and activities, e.g., through our website	1
My organization includes emissions reporting as part of its financial reporting	2
My organization reports on its sustainability approach and activities through third-party sustainability assessment partners (e.g., CDP, EcoVadis)	3
Other – PLEASE SPECIFY:	4
Don't know / not sure [EXCLUSIVE]	5

Finally, let's review how your organization approaches **training, awareness, and incentivizing participation** in sustainability efforts.

20. Which of the following types of training or educational activities does your organization engage in (if any)? *Please select all that apply.* **MULTICODE**

My organization provides optional sustainability training for all employees	1
My organization requires sustainability training for all employees at least annually	2
My organization requires our supply chain partners to train their employees on sustainability at least annually	3
My organization provides publicly available educational content for our customers or other community members (e.g., website blog posts, videos, events)	4
None of these (my organization does not provide or require training or educational content) [EXCLUSIVE]	5
Don't know / not sure [EXCLUSIVE]	6

21. Which of the following types of incentives does your organization offer to encourage participation in sustainability activities? *Please select all that apply.* **MULTICODE**

All employees are required to include a sustainability goal in their performance goals	1
Environmental responsibility is a condition of being one of our vendors	2
Customers can earn rewards by participating in our sustainability programs (e.g., discounts or credits for recycling, etc.)	3
Other – PLEASE SPECIFY:	4
None of these (my organization does not provide incentives to encourage participation) [EXCLUSIVE]	5
Don't know / not sure [EXCLUSIVE]	6

Lastly, we'd like to understand what environmental sustainability resources would be helpful for you and your organization.

22. Which of the following topics would be most useful to know more about as it relates to your organization's environmental sustainability programs and initiatives? *Please rank up to the top 3, with 1 being the most useful topic, 2 being the second most, and so on.* [RANK UP TO 3](#)

Implementing a sustainability program	1
Expanding and improving an existing sustainability program	2
Staying up to date on best practices, regulations, and innovations	3
Understanding the business case for sustainability	4
Tracking and/or reducing Greenhouse Gas emissions	5
Reducing my organization's waste (e.g., circular product or material life, recycling)	6
Managing the environmental impact of material sourcing throughout the supply chain	7
Environmental standards, certifications, and/or partnerships	8
Building awareness, education, and participation in sustainability efforts	9
Using a carbon footprint "calculator" designed specifically for businesses like mine	10
Other - PLEASE SPECIFY:	11
None of these (my organization is not seeking more information about environmental sustainability) [EXCLUSIVE]	12
Don't know / not sure [EXCLUSIVE]	13

23. [DISPLAY IF "NONE OF THESE" IS NOT SELECTED IN Q22:](#) Which of the following resources do you consider most useful for learning about environmental sustainability as it relates to your organization? *Please select all that apply.* [MULTICODE](#)

Auto Care Association website	1
Other websites (i.e., besides the Auto Care Association website)	2
Newsletters	3
Social media posts / content	4
Virtual or online events (e.g., webinars, e-conferences)	5
In-person events or conferences	6
Whitepapers	7
Infographics	8
Short videos (under 2 minutes)	9
Long videos (more than 2 minutes)	10
Self-paced online training / eLearning (e.g., Auto Care Academy)	11
In-person instructor-led training (e.g., University of the Aftermarket)	12
Virtual or online instructor-led training	13
Other - PLEASE SPECIFY:	14
Don't know / not sure [EXCLUSIVE]	15

24. [DISPLAY IF CODE 2 IS SELECTED IN Q23:](#) Which websites do you consider most useful for learning about environmental sustainability as it relates to your organization? *Please list up to 5.* [VERBATIM](#)

25. What can the Auto Care Association do to further support your organization as it relates to environmental sustainability? [VERBATIM](#)

Thank you! There are just a few final questions to help classify your answers.

26. In which state are you based? [SINGLE CODE; BACKGROUND CODE INTO REGIONS](#)

27. Which of the following best represents your job function? [SINGLE CODE](#)

Business leadership (e.g., owner / C-Suite)	1
Finance	2
Health & Safety	3
Marketing / Communications / PR	4
Operations	5
Procurement / Sourcing	6
Sustainability	7
Human Resources	8
Sales	9
Other – PLEASE SPECIFY:	10

28. Which of the following best describes your level of seniority? [SINGLE CODE](#)

President / Owner / C-Suite	1
Vice President / Senior Vice President	2
Director / Senior Director / Department Head	3
Senior Manager	4
Manager	5
Analyst / Associate	6

29. For how long has your organization been operating? [SINGLE CODE](#)

Less than 1 year	1
1 year to less than 3 years	2
3 years to less than 5 years	3
5 years to less than 10 years	4
10 years to less than 20 years	5
20 years or longer	6

30. For how long has your organization had an environmental sustainability program in place? [SINGLE CODE](#)

Less than 1 year	1
1 year to less than 3 years	2
3 years to less than 5 years	3
5 years to less than 10 years	4
10 years to less than 20 years	5
20 years or longer	6
Don't know / not sure	7
N/A (my organization does not have a formal program in place)	8

31. Finally, is there anything else you'd like to share about your organization's environmental sustainability programs or goals that we haven't already covered? [VERBATIM](#)

INITIAL RESULTS

Thank you for taking this survey. We appreciate the time and attention you have invested into this important exercise. As a small token of gratitude, we will reach out in the months ahead to share key insights from this research. For now, you can already have a glance at your organization's "Sustainability Score" which has been calculated using your responses in this survey.

First, to help ensure you receive the future insights report, let's confirm your contact information.

[SHOW ALL](#): To receive access to the insights report in the coming months, please provide your name and email address below. [INCLUDE OPTION FOR "Prefer not to share contact information / decline to receive insights report \(you will still see your organization's initial "Sustainability Score" on the next page\)"](#)

Name

Email Address

[SHOW ALL](#): Thank you! Below is your organization's "Sustainability Score" which has been calculated using your responses in this survey.

Note, the below figures are scores (not rankings). The industry averages shown below are based on aggregated survey responses to date, so stay tuned for the coming insights report.

[\[SHOW DASHBOARD\]](#)

[\[END OF SURVEY\]](#)