

## Low Carbon Truck Programme (LCTP) Frequently Asked Questions

### What is the programme and who can participate?

Phase 1- The Low Carbon Truck Programme (LCTP) is a pioneering initiative that supports HGV fleet operators in the UK in reducing transport emissions. Participants gain discounted access to Hydrotreated Vegetable Oil (HVO), a renewable, low-carbon diesel compatible with existing trucks, and attend carbon literacy training. LCTP is helping operators make tangible progress towards reducing their Scope 1 and Scope 3 carbon emissions.

Phase 2 – EVITA is the Electric Vehicle Introduction and Transition Accelerator. It is the electric truck trial phase of DP World UK's Low Carbon Truck Programme, giving participating hauliers access to fully electric HGVs for real-world operational testing.

### Who is the programme designed for?

LCTP is open to any company with HGVs moving through DP World London Gateway or Southampton ports at least 50 times over three months.

EVITA is designed for UK fleet operators accessing DP World London Gateway or DP World Southampton ports who want to understand whether electric HGVs can work within their operations before committing to long-term fleet investment.

### Where is the programme available?

DP World London Gateway and Southampton Ports.

### How does the programme work?

LCTP allows qualifying hauliers to drawdown fuel every quarter via a fuel card or bunker delivery.

EVITA allows hauliers to trial an electric truck for 12 weeks.

### How do I sign up to the programme?

To participate in LCTP, you must:

- Complete the official registration [form](#).
- Sign the programme Terms and Conditions
- Provide a current vehicle registration list



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- Confirm with your selected fuel supplier the agreed method of accessing the fuel

To register your interest in our EVITA programme, please fill out your details [here](#).

### LCTP Trial Process

#### How do businesses register and access HVO fuel through the low carbon truck programme?

Registration is completed online via the DP World Low Carbon Truck Programme form. Companies submit vehicle registration data and designate a point of contact. Once approved, DP World notifies your chosen HVO fuel supplier, who manages delivery and allocation. Each qualifying vehicle can claim up to 5,000 litres per port, with a programme cap of 50,000 litres or 10 trucks per port. Participants are also invited to the carbon literacy workshop.

#### How much HVO fuel can I receive through the programme?

The quantity of HVO you are eligible to receive depends on your chosen delivery method:

- If you have selected a **fuel card**, you will be entitled to receive **3,000 litres** of HVO at the price of conventional diesel.
- If you have opted for **bunker delivery**, you will be eligible for **5,000 litres** under the same pricing terms.

These volumes apply **per qualifying vehicle** and are subject to the programme's overall cap of 10 trucks per company per port, as outlined in the programme terms.

#### How does the Low Carbon Truck Programme help reduce emissions?

By switching to HVO fuel, participating trucks can cut CO<sub>2</sub>e emissions by up to 90% compared to conventional diesel. In addition, the programme provides carbon literacy training, helping fleet operators and logistics teams understand emissions reporting and plan further decarbonisation. Together, these measures support customers in reducing supply chain carbon intensity while contributing to DP World's broader sustainability targets, including net-zero by 2050.

#### Is there a cap on the amount of HVO a company can receive?



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Yes. During each qualifying period, up to 10 vehicles per Group of Companies per Port can qualify to receive up to 5,000 litres of HVO each, totalling a maximum of 50,000 litres per port.

### **If the fuel allocation is capped, which company within a Group receives the HVO?**

If multiple companies within a Group qualify during the same period, DP World will proactively contact you to confirm which specific entity within the Group should receive the allocated HVO volume. This ensures fuel is distributed in alignment with your organisational preferences. All companies in the same Group must choose the same fuel delivery method; Bunker delivery service or Fuel Card to use at pump.

### **When will I receive the HVO fuel?**

Fuel allocations will be made during the payout period, which takes place two months after the end of each qualifying period (See 'What are the registration, qualification and payout periods?' for more information). The fuel will be made available via your selected fuel supplier.

### **How do I participate in the trial?**

To participate, you must:

- Complete the official registration [form](#).
- Sign the programme Terms and Conditions
- Provide a current vehicle registration list
- Confirm with your selected fuel supplier the agreed method of accessing the fuel

Please note: You must register during the customer enrolment period to be eligible for the next qualifying period (See 'What are the registration, qualification and payout periods?' for more information).

### **How will I be informed of my qualification status and HVO allocation?**

After each qualifying period, you will receive an email from the DP World team ([energy.hub.uk@dpworld.com](mailto:energy.hub.uk@dpworld.com)) confirming:

- The total HVO volume allocated to your fleet
- The vehicle registrations that qualified by reaching 50 visits



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We will also notify you of any vehicles that fell slightly short of the 50-visit threshold, to help you track and manage future qualification opportunities.

### What are the registration, qualification and payout periods?

Please refer to Table 1 below, which outlines the full schedule of customer enrolment windows, qualifying periods, and fuel payout timelines.

Customer enrolment period	Qualification period	Change fuel supplier/ delivery method window	Calculations	Payout period
Sep 25 – Oct 25	Sep 25 – Nov 25	20 – 24 Oct 25	Dec 25	Jan 26 – Mar 26
Nov 25 – Jan 26	Dec 25 – Feb 26	19 – 23 Jan 26	Mar 26	Apr 26 – Jun 26
Feb 26 – Apr 26	Mar 26 – May 26	20 – 24 Apr 26	Jun 26	Jul 26 – Sep 26
May 26 – Jul 26	Jun 26 – Aug 26	20 – 24 Jul 26	Sep 26	Oct 26 – Dec 26
Aug 26 – Oct 26	Sep 26 – Nov 26	19 – 23 Oct 26	Dec 26	Jan 27 – Mar 27
Nov 26 – Jan 27	Dec 26 – Feb 27	18 – 22 Jan 27	Mar 27	Apr 27 – Jun 27
Feb 27 – Apr 27	Mar 27 – May 27	19 – 23 Apr 27	Jun 27	Jul 27 – Sep 27
May 27 – Jul 27	Jun 27 – Aug 27	19 – 23 Jul 27	Sep 27	Oct 27 – Dec 27

### How is the Low Carbon Truck Programme funded?

The Low Carbon Truck Programme is funded by the [Energy Transition Contribution](#) which is levied on all Import Laden Containers transiting DP World UK port facilities.

### What do I receive as part of my registration with the DP World Low Carbon Truck Programme?

If you reach the qualifying threshold, as well as receiving HVO for the price of diesel and a free 1-day Carbon Literacy workshop.

### What if I already have an account with my chosen fuel provider?

Participation in the Low Carbon Truck Programme is conditional upon the participant registering a new and separate account with the designated fuel supplier. This requirement applies irrespective of any existing accounts, agreements, or commercial arrangements the participant may already have with that or any other fuel supplier.



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### **What should I do if I no longer wish to participate in the programme?**

If you decide to withdraw from the programme, please contact the DP World team by emailing [Energy.Hub.UK@dpworld.com](mailto:Energy.Hub.UK@dpworld.com). A member of the team will assist you in discussing your next steps and guide you through the process.

### **Will drivers receive fuel receipts that show HVO usage?**

All fuel card transactions and bunker deliveries will clearly indicate HVO purchases for your records. These receipts will be issued directly by your selected fuel supplier.

### **About HVO**

#### **What is HVO?**

HVO stands for Hydrotreated Vegetable Oil. It is a renewable diesel fuel produced through the hydrotreatment of fats, oils, and greases, such as vegetable oils, animal fats, or used cooking oils. HVO is a clean-burning, low-carbon alternative to conventional diesel and can be used as a drop-in replacement in existing diesel engines without modifications.

#### **Who are the fuel suppliers supporting the DP World Low Carbon Truck Programme Trial?**

The programme is proudly supported by three leading UK-based renewable fuel providers: [Certas Energy](#), [New Era Energy](#), and [Shell UK](#). These suppliers are recognised for their commitment to sustainability and high standards in renewable fuel sourcing.

#### **Is the HVO supplied through this programme ISCC certified?**

All HVO supplied through the programme is ISCC-certified (International Sustainability and Carbon Certification), ensuring it meets strict sustainability and traceability standards. Each participating fuel supplier will provide the relevant certification documentation upon fuel purchase to you.

### **Purchasing HVO in the Programme**

#### **How do I access the HVO?**

At the stage of registering, you are asked which of our LCTP fuel partners you would like to use and if you will be utilising a fuel card or bunker service. Once registered the chosen supplier will be informed and get in touch directly with you to make the necessary arrangements and share a contract between your company and them.



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### What if I wish to change my fuel supplier or fuel delivery method?

Your selected fuel supplier and fuel delivery method (e.g. fuel card or bunker service) are fixed for the upcoming payout period once enrolled. If you wish to request a change, you must submit your request via email to [energy.hub.uk@dpworld.com](mailto:energy.hub.uk@dpworld.com) during one of the designated change request windows (see table below for specific dates). Provided your request is received within the appropriate window and approved by the relevant fuel supplier(s), your updated preferences will take effect in the next eligible payout period.

Please note: Requests submitted outside the designated windows will not be processed, and changes can only be made during the specified periods.

Change Fuel Supplier/Delivery Method Window	Payout Period
20-24 October 2025	January - March 2026
19-23 January 2026	April - June 2026
20-24 April 2026	July - September 2026
20-24 July 2026	October - December 2026
19-23 October 2026	January - March 2027
18-22 January 2027	April - June 2027
19-23 April 2027	July - September 2027
19-23 July 2027	October - December 2027

### How are the diesel rates agreed and communicated?

The diesel pricing structure is detailed in the contract you hold directly with your chosen fuel supplier. You will receive weekly updates from your supplier specifying the applicable diesel rate for that period.

### Are there penalties for not using the allocated HVO quota?

No, there are no penalties for unused fuel. However, please note that any unused allocation does not carry over into the next payout period. You will have three months from the start of the payout period to utilise your HVO—either via fuel card transactions or to complete a bunker delivery.



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## Carbon Literacy Workshop

### How do I register for the Carbon Literacy Training?

Once your organisation has been recognised as qualifying for HVO, you will receive an official invitation to register for the training via our Eventbrite booking page. Training courses will commence from October 2025 and will be delivered in person at both DP World London Gateway and DP World Southampton.

If your organisation qualifies for HVO during a given training qualification period, you will be eligible to attend training from the corresponding month listed in the schedule provided (see table below). Once you have qualified, you will have six months to complete your Carbon Literacy Training.

Training Qualification Period	Training From
June - August 2025	October 2025
September - November 2025	January 2026
December 2025 - February 2026	April 2026
March - May 2026	July 2026
June - August 2026	October 2026
September - November 2026	January 2027
December 2026 - February 2027	April 2027
March - May 2027	July 2027
June - August 2027	October 2027

### How many colleagues from my company can attend the free workshop?

Under the programme's terms and conditions, your organisation commits to having at least one team member complete the training. In addition, up to two more colleagues may attend the workshop at no additional cost, bringing the total number of free participants to three per company.



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**Can I send more than three employees to the carbon literacy workshop from my company?**

Our primary goal is to ensure that all qualifying companies have access to the training. If additional capacity is available, we will notify interested companies. In such cases, extra attendees may be accommodated for a modest fee on a first-come, first-served basis.

**Will I gain a certificate upon completing the Carbon Literacy Workshop?**

Yes. To achieve certification, attendees must complete a series of tasks during the eight-hour course, including making individual carbon-reduction commitments to be actioned within their organisation. Upon successful completion, participants will be awarded an official Carbon Literacy Certificate.

**What if I can't attend the Carbon Literacy Workshop that I have booked?**

Participants are expected to attend their scheduled training session. If a confirmed attendee cancels within 48 hours of the session and no nominated substitute attends, DP World UK requires the company to make a donation equal to the amount of the missed session to Transaid via [Make a Donation - Transaid](#)

Transaid is an international development organisation that works with the transport industry to improve road safety and access to healthcare in sub-Saharan Africa. This request is intended to help offset costs associated with late cancellations and unfilled training places.

This programme underscores DP World's commitment to supporting the road freight industry in its journey towards a more sustainable future and is accessible to participants of the Low Carbon Truck Programme.

### **EVITA**

**How do I register for the EVITA trial?**

To register your interest in our EVITA programme, please fill out your details [here](#).

**How long is an EVITA trial?**

Most EVITA trials run for 12 weeks, giving operators time to test electric vehicles across live routes, payloads and duty cycles.



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### **Is EVITA replacing HVO?**

No. HVO remains an important near-term emissions reduction option for existing diesel fleets. EVITA builds on this by helping operators understand the practical requirements of full electrification.

### **What will participants learn from EVITA?**

Participants can assess range, charging needs, payload suitability, route planning, driver experience, operational resilience and total cost of ownership considerations.

### **Will I need to sign a separate agreement to join EVITA?**

Yes, a separate EVITA hire agreement will need to be authorised between the haulage company, DP World and the truck provider. The agreement outlines the trial period, costs, associated charging facilities and data sharing requirements.