



# Sustainability Report 2021

Parcel delivery  
network of 





## 2030 Vision

Become the international reference in sustainable delivery and a leading enabler of the e-commerce acceleration.



We all  
share  
the same  
address

GeoPost/DPDgroup, which posted revenue of €14.7 billion in 2021, is a holding company owned by La Poste group.

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“As we look back at 2021, sustainability has never been more in focus.”

People everywhere are taking personal action to adopt more sustainable lifestyles. They are reducing single-use plastics, switching to renewable energy and buying more local, seasonal produce. Consumers are actively searching out brands and corporations that have more sustainable practices. Our 2021 e-shopper barometer\* revealed that 69% of regular e-shoppers expect brands and manufacturers to be more sustainable.

**Sustainability has inspired a global movement** that is driving real and lasting change.

It is a movement that GeoPost/DPDgroup is very proud to be part of. Transport emissions represent 25% of the EU's total greenhouse gas emissions, so we know that we're part of the problem. But by innovating to deliver more sustainable services at scale across our business, we're also in a unique position to be part of the solution.

In 2020, we set out an ambition to deliver to 225 cities across Europe, using exclusively low-emission fleets by 2025. Having achieved this target in 52 cities by 2021, we renewed that ambition and increased our target to deliver to 350 cities in the same time frame. From our fleet and depots, to our buildings and

delivery infrastructure; from our community-based charity and solidarity initiatives, to city-based partnerships like our Air Quality Monitoring Programme, we are driving sustainable change in everything we do.

Our aspiration to become the international reference in sustainable delivery will only come from leading the way. That's why I want to express my continued support for the United Nations Global Compact.

It's a goal GeoPost/DPDgroup is fully committed to. Because wherever you live, wherever your parcels are delivered... **we all share the same address.**



Yves Delmas,  
CEO of GeoPost/DPDgroup

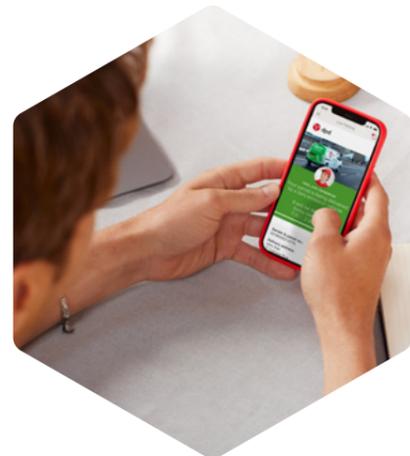
\* Our e-shopper barometer survey explores the latest trends in online shopping and delivery preferences in Europe and beyond.

# GeoPost/DPDgroup 2021 key facts and figures



As Europe's largest parcel delivery network, we offer shippers and shoppers an unmatched degree of flexibility and quality of service. Setting new standards of reliability for the industry, our **Predict** service offers customers the reassurance of knowing when an item will arrive and offers the option to **redirect** if necessary. Providing this greater level of control reduces the number of redelivery journeys we undertake and their associated emissions.

The numbers tell an impressive story: between the DPD, Chronopost, SEUR, BRT and Jadlog brands, we now have **120,000 delivery experts** and **70,000 Pickup points** handling **8.4 million parcels** daily. In 2021, this amounted to **2.1 billion parcels** delivered worldwide.



Revenue\*\*  
(14.8% growth vs 2020)  
**€14.7B**

Parcels delivered daily  
**8.4M**

Pickup points in 31 countries worldwide  
**70K**

B2C volumes (vs 55% in 2020)  
**58%**

Parcels delivered (14% growth vs 2020)  
**2.1B**

A new daily parcel delivery record\* of  
**12.2M**

Delivery experts  
**120K**

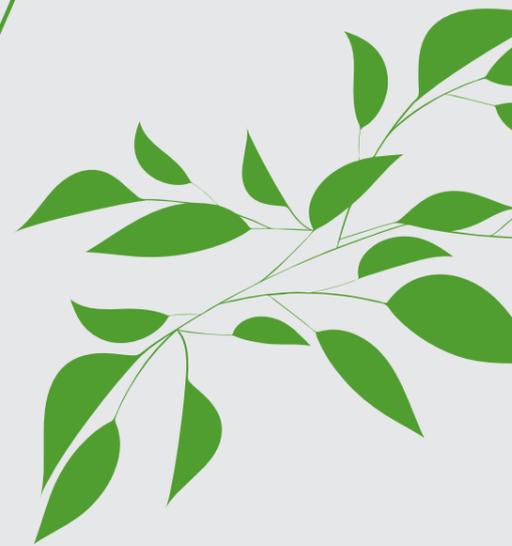
Largest parcel delivery network in Europe

\* Europe

\*\* Includes Ascendia BV



## 2021 sustainability achievements



3.8%  
reduction in our carbon emissions per parcel (vs 2020)

2,570 low-emission vehicles deployed across Europe



2,156 charging points installed across Europe



148 operational urban depots



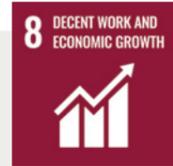
100% low-emission deliveries in 52 cities

✓ Reviewed by Mazars in accordance with ISAE 3000.

# Guiding our goals

The UN Sustainable Development Goals (SDGs) create a framework for businesses to make meaningful improvements that have a lasting impact. Innovation and collaboration are essential to achieving this. Because our aim is to improve the quality of life of all our customers, employees and stakeholders, we must look beyond our day-to-day activities in order to deliver positive change for the communities in which we work and for the environment upon which we all rely.

## The four SDGs supported by GeoPost/DPDgroup:



**Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.**



**Make cities and human settlements inclusive, safe, resilient and sustainable.**



**Take urgent action to combat climate change and its impacts.**



**Strengthen the means of implementation and revitalise the global partnership for sustainable development.**

### Why?

At every stage of the delivery chain, the commitment and expertise of our workforce are essential in ensuring that we meet the expectations of our customers. In turn, we are dedicated to ensuring that the 120,000 delivery experts that choose to work with us continue to enjoy safe and productive employment.

Our parcel delivery services reach every corner of the world. As the growth of e-commerce continues to drive delivery volumes, the impact on traffic congestion, noise pollution and air quality is felt in urban centres everywhere. By combining our innovative mindset and understanding of urban logistics, we can address these challenges constructively, and make vital progress in helping to make our cities more sustainable.

Recognising that transport emissions represent 25% of the EU's total greenhouse gas emissions, the European Commission has set the goal of achieving a 90% reduction in transport-related greenhouse gas emissions by 2050. Transportation is also one of the few sectors recognised for being extremely difficult to decarbonise. As delivery volumes continue to increase for GeoPost/DPDgroup, so does the scale of this challenge.

Sustainable development is not achieved in isolation. That's why it is vital for businesses to collaborate by reinforcing current partnerships and establishing new alliances that generate effective synergies to scale up innovation on key sustainability topics.

### That's why we:

Prioritise our support for high-quality jobs, innovation, entrepreneurship and achieving equal opportunities and pay. In pursuing all this, we also aim to ensure that the rights of every worker – especially vulnerable individuals – are respected in the workplace.

Aim to put our global expertise to local use by leveraging the latest and most innovative technologies and techniques to ensure improvements in urban quality of life, with a special focus on air quality in urban centres.

Aim to place actions to mitigate climate change at the heart of our operations and growth.

Aim to share our insights, skills and knowledge when working with our public and private partners.

### In 2021 we:

**Listened to our employees:** a total of 23 Business Units were surveyed in 2021.  
**Protected labour rights:** with new governance practices to include stronger policies on recruitment and average working hours per week, including overtime.  
**Created productive employment:** 23,000 new jobs across Europe in 2021.  
**Fostered a diverse and respectful environment** for all workers, including migrant workers.

**Deployed** 2,570 low-emission vehicles to European cities.  
**Collaborated** with cities and governments to find solutions to future mobility needs that minimise environmental impact while making delivery safer and more affordable for all.  
**Invested** in safe and sustainable infrastructure in the community by rolling out our 'Air Quality Monitoring Programme' to a further nine European cities in partnership with city authorities.

**Measured** our total carbon footprint to inform our climate risk management.  
**Sourced** 84.7% of electricity from renewable sources.  
**Reduced** greenhouse gas emissions per parcel by 21.9% with innovative transport solutions (in 2021 vs 2013).  
**Offset** 1,588,730 tCO<sub>2</sub>e (tonnes of carbon dioxide equivalent) on 2020 emissions by investing in clean energy projects.  
**Avoided** 412 tCO<sub>2</sub>e through our Carbon Fund which funded 20 carbon reduction projects to the value of €917,000 across 20 Business Units.

**Encouraged** public-private partnership: with our Air Quality Monitoring Programme's approach to addressing air pollution.  
**Entered** a partnership with FEBA (European Food Banks Federation) to deliver financial or in-kind donations and other joint activities.  
**Supported** more than 350 community initiatives in 19 countries.



# Respecting, listening and **responding**

People are at the heart of everything we do. Fostering mutual respect and strong interpersonal relationships is vital for our long-term success. Each of our 120,000 delivery experts, along with all our strategic partners and suppliers deserve to be respected, consulted and responded to. Doing so creates the solid cornerstone of trust which is essential for our future.

We achieve this by **engaging** with:



Employees, via training, development, regular surveys and social dialogue.



Customers, by using our proprietary e-shopper barometer.



Experts and researchers, to understand current thinking and developing trends.



Industry networks and agencies like EcoVadis, the sustainability rating agency. La Poste group, our parent company, also engages with the Carbon Disclosure Project (CDP), a not-for-profit charity that runs the global disclosure systems for investors, companies, cities, states and regions to manage their environmental impacts.



NGOs worldwide, for example in our support of organisations such as Ateliers du Bocage, which creates employment in recycling and e-waste management and our new partnership with FEBA.



Other notable agencies through La Poste group, these include Vigeo Eiris and Sustainalytics, which both provide environmental, social and governance research and services, and ISS ESG, which supplies climate data, analytics and advisory services.



## **Responding** to changing customer needs

While COVID-19 lockdowns drove the growth of e-commerce over the past two years, customer concerns about the associated sustainability issues also emerged. More than ever, consumers are thinking about their social and ecological responsibilities and the importance of limiting the impact of their purchases on local communities and the environment. Our e-shopper barometer has revealed this is a deciding factor that determines whether customers do business with one company rather than another.

By increasing the availability of more sustainable delivery options, we empowered businesses to respond to consumers' needs and concerns.

As consumer eco-awareness regarding everything from product safety to climate impact grows, we develop our suite of innovative solutions to minimise the environmental and social impact of our parcel deliveries.



### Key 2021 **e-shopper barometer findings:**

69%

of regular e-shoppers expect brands and manufacturers to be more sustainable.

41%

of regular e-shoppers are willing to pay a premium for sustainable products or services.

65%

of regular e-shoppers are willing to go to a different website to find a more sustainable delivery option.

47%

of regular e-shoppers believe a sustainable online purchase means buying an eco-friendly product.

## Scoring our sustainability commitment

EcoVadis is the world's largest and most trusted provider of business sustainability ratings. It provides sustainability intelligence that we can act on to make better business decisions for our people, our planet and the communities in which we work. In its most recent review of GeoPost/DPDgroup, EcoVadis awarded a gold rating with a score of 68/100. In global terms, this places the company in the top 6% of all companies in the postal, courier and multi-modal freight transport sector.

EcoVadis has also awarded a platinum medal to our parent company, La Poste group. This award honours companies that demonstrate the highest levels of commitment and effectiveness in raising their standards of sustainability.

In December 2021, the Carbon Disclosure Project also recognised La Poste group's dedication to reducing carbon emissions by awarding an A score in recognition of standards achieved across the transport, banking and insurance sectors. Also noteworthy is the fact that our achievements in limiting emissions merited special mention in La Poste group's 2021 submission to the Carbon Disclosure Project.



## The importance of materiality

We are guided by the approach adopted by our parent La Poste group, which conducts materiality assessments in view of its responsibility throughout the entire value chain. The key focus areas of these assessments are energy use and climate change, air quality, circular economy and natural resource management, diversity and human rights.



## Vision 2030 Our framework for every action

Looking ahead to 2030, our goal is to become the international reference in sustainable delivery and a leading enabler of e-commerce acceleration. Our new sustainability strategy is driving change across the group, and we believe that it is the key enabler to fostering growth responsibly. It frames every action we take because it is a deciding factor for shippers, shoppers and society. As such, we believe sustainability is vital for our business to ensure relevance, to exceed expectations, and to secure our leadership position in the future of parcel delivery.

Doing so requires us to build our commitment to sustainability on three broad pillars: our people, our planet and our communities. These pillars are the lens through which we assess the impact of every initiative we undertake.

In setting out our ambition for 2030, we have four key areas of focus.

### Decarbonisation

We are accelerating our decarbonisation ambitions as we define both near- and long-term science-based targets.

### Circular economy

We will embrace circularity as a baseline in every aspect of our business.

### Air quality

We will become an air quality champion for all of Europe.

### Employer and partner of choice

We care about our employees and partners, and offer a safe, ethical and inclusive workplace.





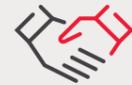
We rely upon and respect our team of **over 120,000 delivery experts** who fulfil our promise of excellence every day.

# Our people

Our greatest asset is our people. As an employer of choice, we cultivate talent. We engage with our team members. We make our people part of our development. Thanks to their unique contribution, we keep growing our international presence, and innovating in new services as we continue in our commitment to a sustainable future.

## Ambition

We aim to further bolster our position as an 'Employer of Choice' by nurturing a safe, ethical and inclusive workplace. As such, we encourage our people to grow their talent through transparent and agile career opportunities within a multicultural and entrepreneurial environment.



We recognise that our greatest asset is our people.



We embrace multiculturalism, encourage innovation and champion entrepreneurial spirit.



We encourage our people to develop their talent through transparent and agile career opportunities.



We offer a safe, ethical and inclusive workplace with equal opportunities for our employees.



We value and actively support employee empowerment and collaborative leadership.

Hours of health and safety training

114,027

Total number of training hours provided

346,291

Staff turnover rate

17.5%

Employees satisfied with their working environment

81%



of Business Units have implemented our Code of Conduct



Employees optimistic about the future of GeoPost/DPDgroup

79%



Employees satisfied with work-life balance

77%

## Being an **Employer of Choice**

The pandemic gave people everywhere time to reassess what's important to them. For many, establishing a better work-life balance became a priority. Employee expectations shifted to focus on purpose, health, well-being and flexibility.

At GeoPost/DPDgroup, this shift happened at a time of intense growth. Being recognised as an Employer of Choice became more critical than ever in achieving our ambitions for growth and sustainable transformation, and in both attracting and retaining talent.

Our key **priorities** are:



**Health and well-being**  
Providing the right working environment to ensure the safety and well-being of our employees.



**Diversity, equity and inclusion**  
Providing an inclusive workplace and equal opportunities for employees, with competitive pay and attractive benefits.



**Talent management**  
Providing opportunities to grow skills and develop careers.



**International mobility**  
Providing talent transfer opportunities for employees by leveraging our growing international presence.

## Recruitment and retention **begins with listening**

Just as we recognise and proactively respond to societal changes to ensure we are an 'Employer of Choice' for new recruits, we listen and respond to our employees to ensure we retain their talent and commitment.

Every two years, we conduct an employee opinion survey to identify areas for focus and improvement. The latest survey has been expanded to incorporate the views of more than 19,000 employees across 23 Business Units in Europe. For the first time, employees from BRT and Stuart participated.

The results this year revealed that 69% of employees would recommend GeoPost/DPDgroup as an employer to friends and acquaintances. This was a 13% increase on our 2019/2020 survey. They also showed that 77% of our employees enjoy a good work-life balance, an increase of 3% vs 2019/2020.



In the post-pandemic world, **being recognised as an Employer of Choice** is critical to achieving our growth and transformation targets.



## Empowering the professional development of our people

Our goal is to empower all employees by giving them the tools and means to grow both professionally and personally. This ambition requires strong leadership.



### GeoPost/DPDgroup Head Office | Manager Coach Training

Established in 2021 and run at our head office in Paris, our Manager Coach Training Programme is designed to strengthen the skills of our managerial collective. The skills acquired enable them to take ownership of all the tools at their disposal so they can help employees create a meaningful career path for themselves. Forty five managers were certified in 2021 and our goal is to expand the programme to train all new managers within GeoPost/DPDgroup.

## Employee training and development

Employees need to know that opportunities are available for their personal and career development. That's why we offer everything from training and well-being initiatives to random acts of kindness. Over the past five years, the number of training hours undertaken by employees has grown from 42,807 in 2016 to 346,291 in 2021.



### SEUR | Go Mentoring programme

Understanding the importance of effective mentoring, SEUR established a mentoring programme to develop leadership skills for employees who show genuine potential. The mentoring programme aims to accelerate their development, enhance personal growth and equip them to take on new responsibilities and challenges.

## Encouraging input from all

All our employees have a unique insight into the job they do and into the requirements of the customers they serve. As such, their ideas and understanding can stimulate valuable improvements in how we work and in the services we offer.

The GeoPost/DPDgroup Quality & Management Awards were established to encourage team members to share their suggestions about how we can work better. Recognising that even an apparently small idea can lead to enormous benefits when applied across the group, every innovation proposal is welcomed and given thorough consideration. Our 2021 winning ideas included an AI system to enable consignees to have direct management of parcel deliveries, a 'Voice of the Employee' programme in the UK to improve new starter retention rates and a GPS monitoring system to optimise transport options and delivery times.



### DPD Ireland | Encouraging connection and collaboration

To give every employee a voice and a sense of belonging, DPD Ireland introduced 'Out of the Box', an app that connects staff and enables easier collaboration. Acting like a mini social network, the app allows timely and targeted information to be shared and commented on. To create a sense of engagement and excitement at the app's launch, the Irish team sent a home pizza baking kit to every employee and invited them to share their creations via the app.



### GeoPost/DPDgroup | Employee empowerment and innovation

Recognising the depth of ideas, expertise and commitment that exists within the group, different countries now reward employees whose ideas will make a positive difference for our customers. Among these programmes, highly innovative concepts have emerged from DPD Baltics' 'Bright Minds' competition and DPD Germany's 'Innovation Challenge'.

In parallel, the importance of staff development is understood as a means of addressing the key challenge of employee retention. As a result, training hours have soared by over 650% across the group since 2016.

## In other Business Units

### DTDC India | Awarded Great Place To Work

On 14<sup>th</sup> April 2021, DTDC was recognised by the Great Place To Work Institute, which is the global gold standard for defining excellent workplaces. This award acknowledges the credibility of management, respect for people, fairness, pride, camaraderie and trust that inspire DTDC India employees to always give their best for the company and its customers.



# Creating a genuine sense of inclusion

Worldwide, the delivery industry is characterised by a lack of diversity, particularly in the number of females employed in the sector. Our challenge is to change this by sending a strong signal that we offer a positive working environment for everyone, regardless of gender, race or sexuality.

The International Labour Organisation's Fundamental Principles on Rights at Work, and the UN Guiding Principles on Business and Human Rights have established well-defined guidelines regarding inclusivity. Demonstrating its commitment to these, in 2021 DPD Germany signed the Diversity Charter, a voluntary public commitment to work towards establishing a more diverse workforce. Chronopost also made a public pledge in December 2021 to support the employment of people with disabilities.

While these represent specific examples of positive action to promote inclusivity, all our Business Units are striving to ensure all employees and subcontractors understand that they are respected and valued members of our global team.



## DPD UK | Inclusion Week

DPD UK launched an Inclusion Week in September 2021 to raise awareness of the importance of diversity, equity and inclusion. The HR team, along with the CEO and COO, created a podcast on the theme, and more than 70% of employees listened in. As a result of its success, a permanent diversity, equity and inclusion forum will be launched for employees.

## DPD Germany | Signing the Diversity Charter

Promoted by ex-Chancellor Angela Merkel while in office, the Diversity Charter encourages German businesses to embrace diversity and equal opportunities for all employees. By signing the Charter, DPD Germany has committed itself to welcoming everyone, regardless of social and ethnic origin, nationality, gender, age or sexual orientation. In practical terms, this step has prompted planning for the establishment of mentoring programmes, the creation of multi-aged teams and the encouragement of open dialogue between employees in an atmosphere of mutual respect.

## Chronopost | Promoting the employment of disabled people

In December 2020, Chronopost signed a pledge that commits the company to employing people with disabilities. Following this, a series of six company workshops was organised during the 2021 European Week for the Employment of People with Disabilities. These instructive sessions encouraged greater awareness within the company of just how much people with disabilities can offer, both as employees and suppliers.

## DPD Hungary | Joining the 'We Are Open' community

Demonstrating its commitment to inclusivity, DPD Hungary has become a member of the 'We Are Open' community. This is a coalition of businesses and organisations that judges everyone on their actions and performance alone.



## SEUR | Combining sustainable deliveries with social inclusion

In Spain, SEUR has a shareholding in Koiki, a specialist sustainable delivery company that carries out last mile deliveries on foot, by bicycle or by electric vehicle. Koiki is committed to offering equal opportunities, creating employment for vulnerable groups and for those who have difficulty finding suitable employment. **More than 176 Koiki drivers now deliver over 2,500 parcels a day in 30 cities for SEUR.**

## DPD Estonia | Multilingual inclusivity

Language is a marker of inclusion. As such, all of DPD Estonia's internal communications are now delivered in Estonian, Russian and English. Besides ensuring that each message is fully understood, taking this step is a signal to each employee that he or she is a respected and valued member of the team.

## DPD Switzerland | Wage equality analysis

Following its participation in Switzerland's mandatory gender pay analysis in 2021, DPD Switzerland obtained the best possible classification. This endorses of the company's commitment to ensuring pay parity.



## In other Business Units

### Jadlog | Implementing an extensive health care programme

A new health care programme was developed for employees and franchisees. It has two principal aims. The programme offers advice and care for those with existing conditions such as high blood pressure and diabetes. At the same time, it has a preventative dimension: if vulnerabilities are detected, care plans are offered to help prevent serious conditions from emerging.

### KeyOpsTech | Cynthia Aissy celebrated as a 'Young Leader'

From over 2,000 nominees, only five women were selected as Women in Africa 'Young Leaders' in 2021. Among these was Cynthia Aissy, Managing Director West Africa of KeyOpsTech. As a result, Cynthia will take part in training aimed at enhancing female leadership skills and developing networks. In addition to her personal development, she says this represents a wonderful opportunity to help KeyOpsTech grow further.

### DPD Romania | Karla Codrea profiled in national magazine

Highlighting our commitment to diversity and gender parity, DPD Romania's General Manager Karla Codrea is the only female CEO in the Romanian courier industry. Over the past two years, she has doubled turnover and, in a recent interview with Elle Magazine, she highlighted the characteristics she believes are essential for success: the ability to be "...fair, hardworking and dedicated" in addition to being "dynamic, organised and responsible".



## Meaningful **support** for subcontractors

Because subcontractors are essential to the service we offer, they play a vital role in achieving our sustainability targets. We strive to ensure that our subcontractors understand their value. We empower them to work efficiently, profitably and sustainably. Practical support includes help in creating their own companies, acquiring high-quality vehicles and contract flexibility.

Efficient subcontractors underpin the service we offer. By supporting them in meaningful ways, we encourage them to remain with us, and inspire other committed individuals to join our team.

### **DPD Slovakia** | Giving new couriers a head start

Couriers are now offered a package of support designed to give them the best possible start in business. Support includes professional training, an experienced mentor, full information about every aspect of working with DPD and intelligent systems that help plan routes in their area. A professional benefits package is also available, including access to corporate events and even electric transport options for city centre deliveries. By assisting couriers in this way, we ensure they deliver a high level of professionalism and efficiency from the outset.



## Prioritising health and safety

Parcel delivery involves continuous physical challenges. Not only is constant lifting required but driving takes place around the clock and in all weather conditions. That's why the health and the safety of our workforce are non-negotiable. We maintain strict safety standards, reinforced with extensive training across the group.



### **DPD Czech Republic** | Tools and skills to protect our workforce

The mobile display units of all DPD couriers in the Czech Republic now carry the Zachranka emergency app, which offers direct access to emergency services including ambulance, mountain rescue and even information about nearby defibrillators. Consequently, if couriers experience an emergency themselves or need to help someone else, they know that assistance is close at hand.

To ensure everyone's safety, DPD Czech Republic expects all employees to call out any unsafe behaviour they may witness. The online 'Don't let it be' tool offers staff members the opportunity to confidentially highlight any workplace safety issues they believe need to be addressed by management.

Beyond that, DPD Czech Republic also offers staff self-defence lessons, training employees in the appropriate ways to react in dangerous situations – skills which are equally valuable in their personal lives.

### **DPD Estonia** | Free annual blood tests

Blood tests can reveal a range of medical issues and conditions that may not have been apparent otherwise. DPD Estonia now offers staff members a free annual comprehensive blood test. The option is voluntary and covers many key problems, from assessing the risk of cardiovascular disease and diabetes to checking the condition of the thyroid, liver and kidneys.



# Overcoming the COVID-19 challenge

The collective global experience of the pandemic emphasised the importance of parcel deliveries as a means of connecting people. It also redefined our workforce as essential workers. With deliveries becoming a lifeline during lockdowns, all of our Business Units were busier than ever and called upon to navigate unprecedented challenges. To protect staff, we adhere strictly to advice from the World Health Organization and national authorities.

- We continue to provide extensive training in, and communication about the basic hygiene protocols recommended by the World Health Organization. This includes reinforcing information about hand hygiene and social distancing.
- We supplied masks, hand gels and other protective equipment to all delivery workers, including temporary staff and subcontractors.
- We pioneered contactless delivery methods ahead of all other delivery companies.
- We introduced working from home for non-delivery employees in addition to revised shift arrangements.
- We adjusted our delivery practices to ensure that all national and local guidelines on travel were respected.



## DPD Ireland | Compensating employees who isolate

In Ireland, official guidelines stated that fully vaccinated people were not required to self-isolate if they were a close contact of someone infected with COVID-19. Nevertheless, DPD Ireland protected staff and customers by asking employees who were close contacts to stay off site for five days. In situations where remote working was not an option, employees were still paid as normal for this time to ensure they didn't lose earnings.



## DPD Portugal | Distributing COVID-19 screening tests

Understanding its responsibility to the wider community, DPD Portugal made 4,000 free COVID-19 screening kits available from its chain of 700 Pickup stores across the country. People could collect, use and return samples to the store at a convenient time after which these were analysed and results were shared via phone or email.



## DPD Czech Republic | Offering employees an extra sick day

In addition to their standard allowance, employees were offered an extra paid sick day. This policy was established to give employees time to fully recover from COVID-19; otherwise, they may have returned to work prematurely, putting colleagues and customers at risk.



## In other Business Units

### DPD Laser | Partnering with Renergen to transport COVID-19 vaccines

In South Africa, DPD Laser applied its specialist delivery expertise to assist communities without easy access to COVID-19 vaccines. mRNA vaccines require very low-temperature storage. DPD Laser partnered with Renergen who developed the Cryo-Vacc vaccine freezer. Powered by helium, this unit maintains temperatures as low as -150 °C for up to 25 days and includes GPS tracking, which allows its cold status to be fully audited.

### Biocair | Delivering COVID-19 vaccines across South Africa

Safely distributing South Africa's first 80,000 doses of the Johnson & Johnson COVID-19 vaccine across the country's nine provinces was an important responsibility. Following strict time- and temperature-sensitive regulations, Biocair's logistics specialists worked with trusted partners to ensure shipments were transported safely and arrived in perfect condition.



With 100% of deliveries by low-emission vehicles achieved in 52 cities across Europe in 2021, we are on track to deliver our increased target of 350 European cities by 2025.



# Our planet

## Protecting the planet we all share

The last IPCC (Intergovernmental Panel on Climate Change) report revealed that current climate policies are insufficient. To comply with the Paris Agreement and limit global warming to 1.5°C above pre-industrial levels, emissions must peak between 2020 and 2025 at the latest, and decline to net zero emissions by 2050.

While the delivery industry must alter the way it operates in order to achieve this goal, other factors are also encouraging the sector to undergo fundamental change. Greater awareness of the environmental impact of their purchase is prompting shoppers to demand that their deliveries become more sustainable. In response, we are making sustainability a core principle that guides all of our decision making. Recognising that we have contributed to the problem, we are now committed to leading actions that can help address it.

Our approach to reducing emissions began in 2012, when we launched our carbon neutral commitment. In the decade since, we have delivered 15 billion carbon-neutral parcels, and our ambitions to limit emissions continue to be aligned with the changing realities highlighted by climate science.

In practical terms, this has spurred the ever wider adoption of low-emission vehicles, the opening of urban depots, investment in recycled packaging and the development of our Air Quality Monitoring Programme. We are also reducing the incidence of failed deliveries with our Predict notification service.



**Ambition**  
We aim to become the international reference in sustainable delivery by placing actions to mitigate climate change at the heart of our operations and growth. As such, we will leverage our global expertise and innovative technologies to deliver meaningful improvements in urban quality of life.



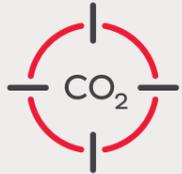
Alternative vehicles for pick-up and delivery (deployed by the end of 2021\*)

5,026



CO<sub>2</sub> emissions per parcel (kgCO<sub>2</sub>e/parcel)

0.756



Tonnes of CO<sub>2</sub>e offset in 2021

>1.58M

Our actions to become the industry benchmark for sustainable delivery span three areas.



**Decarbonisation**  
Investing in our alternative pick-up and delivery fleet. Innovating to ensure greater linehaul efficiency. Deploying urban depots to reduce overall distances driven by our vehicles and ample charging points to keep everything moving. Switching to renewable electricity to reduce the carbon impact of our buildings.



**Air quality**  
Measuring our air pollutant emissions. Reducing our air pollutant emissions per parcel. Partnering with city authorities to monitor air quality in cities across Europe.



**Circular economy**  
Maximising the reuse, refurbishment and recycling of as many materials as possible. Investing in recycled and reusable packaging.



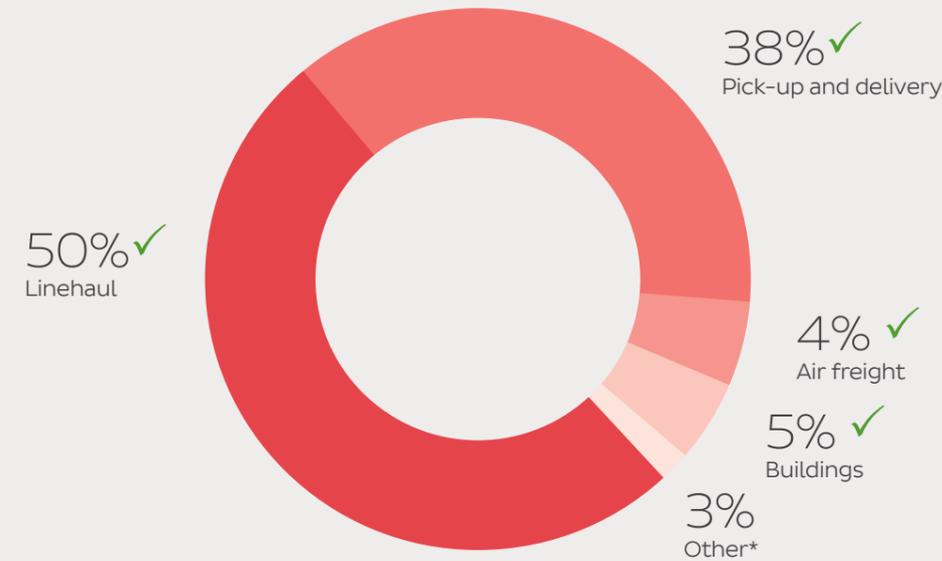
## Setting science-based targets

Science-based targets show organisations how much and how quickly they need to reduce their greenhouse gas (GHG) emissions to prevent the worst effects of climate change. The Science Based Targets initiative (SBTi) is a partnership between CDP, the United Nations Global Compact, World Resources Institute (WRI) and the World Wide Fund for Nature (WWF). Our carbon reduction targets are guided by the latest SBTi climate science on limiting global warming to 1.5 °C. These targets enable all Business Units to work towards the same goal. It also encourages fluid sharing of innovations and best practice across the group. We are currently working towards the definition of a science-based target in line with the 1.5 °C scenario and plan to submit our own in 2022, a key milestone in our sustainability journey.

## Measuring and managing

Accurate measurements are essential in order to manage and reduce our emissions as well as those of our subcontractors and partners. 'RESPIRE' is our internal reporting tool that collects energy consumption data relating to vehicles, depots and hubs across 20 of our subsidiaries in Europe. This information aligns with the most stringent international standards including ISO 14064, the European EN16258 standard and the French BEGES standard. It provides a comprehensive understanding of our carbon impact.

### Greenhouse gas emissions split by source ✓



### Greenhouse gas emissions per parcel (kgCO<sub>2</sub>e / parcel) ✓



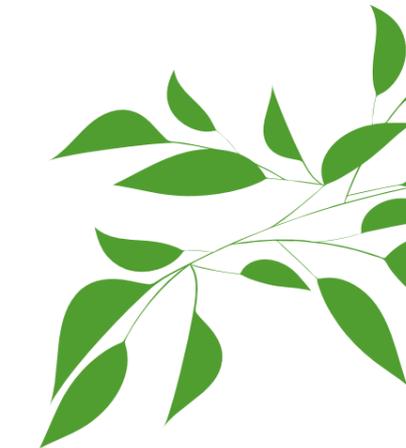
\*Includes paper, packaging, on-site freight and company cars

## Investing in faster change

As decarbonising requires extensive investment, our Carbon Fund was established to help individual Business Units fast-track their transition to doing business more sustainably. In the past year, the Fund has invested over €920,000 in 21 projects across 18 Business Units. 412 tCO<sub>2</sub>e has been saved through a wide range of decarbonisation initiatives ranging from transitioning to LED lighting to installing vehicle charging points.



From left: Armando Oliveira, Repsol Managing Director  
Olivier Establet, CEO of DPD Portugal  
Mário Neves, Managing Director of Mercedes-Benz Vans Portugal



### DPD Portugal | 100% low-emission deliveries in Lisbon

In Lisbon, DPD Portugal has become the first delivery company to achieve 100% low-emission deliveries within the capital. This has been enabled by a fleet of 55 Mercedes-Benz eSprinter electric vans powered by Repsol charging stations installed at DPD Portugal's Lisbon premises. Converting to electric deliveries has enabled DPD Portugal to cut the CO<sub>2</sub> it produces in Lisbon by 87%.

### DPD France | New electric MAN eTGE vans acquired

Eight electric MAN eTGE vans have been added to the DPD France fleet, the first of 70 due to be delivered. With the same capacity as standard vans, these vehicles will initially serve Paris, which is now one of France's main low-emission zones.

### DPD Estonia | Enhancing the fleet with six electric vans

The first delivery company in the country to use fully electric vehicles, DPD Estonia has augmented its existing fleet of seven fully electric Volkswagen e-Crafter vans with six similar models.

### SEUR | Making the 'last mile' more sustainable

BoxLane operates electric delivery vehicles that cover the 'last mile' in the most sustainable way possible. SEUR is now partnering with BoxLane to take advantage of their vehicles' 50-kilometre range, 1,000-litre load capacity and 300-kilogram weight. This is cutting delivery costs by 35%, and reducing return trips to the warehouse to load parcels.



## Visibly more sustainable

In 2020, when we set out our ambition to have low-emission delivery solutions operating in Europe's 225 largest cities, it wasn't without challenges. Could we roll out low-emission vehicles at scale? Would the power resources of our depots be able to accommodate enough charging points? How would drivers respond, and importantly, would the business case be proven? With the support of our Business Units, the answers were resoundingly positive, and we found ourselves ahead of target.

In 2021, spurred on by early success, we increased our ambition to have low-emission vehicles operating in 350 cities of over 50,000 inhabitants. By the end of 2021, this has been achieved in 52 cities – almost 25% of our initial target. These low-emission vehicles can be identified by their attractive green livery, which will become an even more familiar sight on European roads over the coming years.

Our **expanded ambition** for low-emission delivery in 350 European cities by 2025:



Victoria Pendleton, Double Olympic and nine times world champion track cyclist

"To be able to say we can now deliver to a city the size of Oxford using only electric vehicles is a huge leap forward not only for us, but for the sector as a whole."

Olly Craughan, DPD UK Head of CSR

### DPD UK | 100% electric deliveries in Oxford

Oxford has become the first UK city where all of DPD UK's deliveries can be classified as low-emission. A fleet of 40 electric vehicles now deliver more than 15,000 parcels a week across the city, representing a significant step towards DPD UK's Vision 25 goal of achieving emission-free deliveries in 25 UK cities by 2025.

### BRT | Bologna leads the way in bringing low-emissions deliveries to Italy

Over 200 million parcels are delivered by BRT each year in Italy using more than 11,000 last mile vehicles. BRT has made the commitment to reduce the emissions it generates over the coming years. By 2025, emissions per parcel will have been cut by 27% compared to the 2020 figure, and 28 cities will be served by low-emission vehicles.

In February 2021, the transformation began. A decision was made to only purchase new electric or gas vehicles from that date\*. The rollout also began in Bologna with the opening of a new smart urban delivery depot enabling more sustainable last mile deliveries. BRT's low-emission fleet in Bologna grew from five to 57 vehicles. Thirty four charging points were also installed in three separate urban depots. These are complemented by two cargo bikes that operate in the city's historic centre, with over 30 pick-up and drop-off points now located citywide. As a result, BRT delivers every parcel in the city of Bologna using low-emission vehicles.

By the end of 2021, BRT had 667 low-emission vehicles in service across Italy.



Bologna urban Depot



Cargo bikes in Bologna

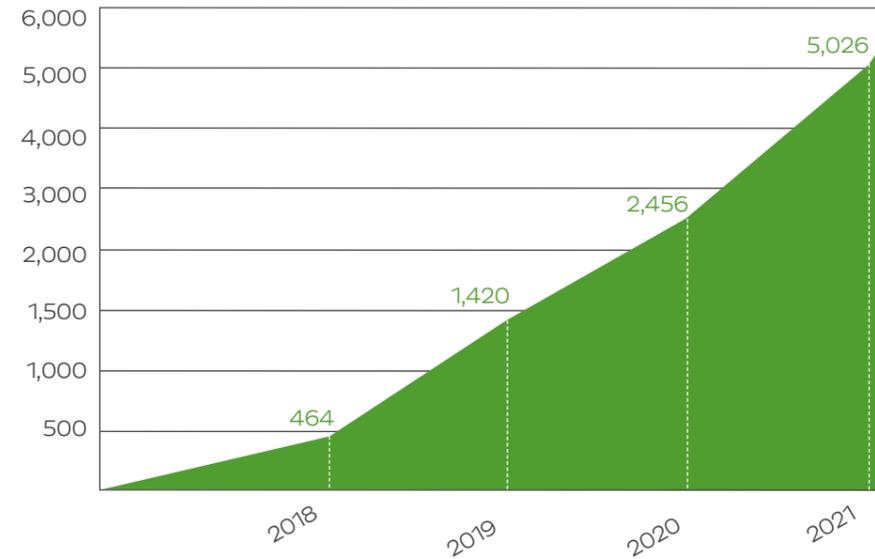
\*excluding exceptional circumstances



# Our alternative fleet is growing

Our alternative fleet is made up of pedestrians and low-emission vehicles including electric vehicles, natural gas vehicles, scooters and bicycles. In the last five years, it has grown steadily. In 2021, it more than doubled.

## Growth of our alternative fleet



### DPD Portugal | More sustainable deliveries for Nespresso in Oporto

Nespresso's commitment to sustainability has been highlighted by its pledge to ensure all its cups of coffee are carbon-neutral by 2022. As this requires removing emissions from its supply chain, all Nespresso's deliveries in Oporto are now low-emission. Using DPD Portugal's electric vehicles, this has led to Nespresso reducing CO<sub>2</sub> emissions by 13 tn annually.



### DPD UK | EV fleet doubled to almost 1,500 vehicles

By 2025, all of DPD UK's deliveries to 25 of the UK's largest cities will be via low-emission vehicles. To help achieve this and in a step that doubles the company's total EV fleet, a deal has been agreed with MAXUS to supply 750 electric vans, including long-range 88-kilowatt models that cover over 320 km on a single charge.

### SEUR | Europe's first hydrogen-powered delivery fleet

Hydrogen has long been identified as a sustainable alternative to current power sources. Madrid's INSPIRA project aims to encourage its use. SEUR has joined the programme, which is creating hydrogen production plant and at least five refuelling stations across the Spanish capital.



### DPD Czech Republic | A second urban depot opens in Prague

A new urban depot has been opened in Smichov, which offers the potential to triple the number of deliveries by e-bike annually. This step has been prompted by the success of the first urban depot located near the Florenc subway station, which has already handled the delivery of more than 38,000 parcels.

### DPD Netherlands | 100 new electric vans now on the road

Electric vehicles currently serve routes in six Dutch cities. Now, 100 new electric vans are being deployed as DPD Netherlands works towards providing low-emission deliveries in 44 cities with more than 50,000 inhabitants by 2025.

### DPD Latvia | Establishing Latvia's largest electric delivery fleet

In a €400,000 investment, DPD Latvia added ten new Volkswagen eCrafter electric vans to its fleet, bringing it to 27 vehicles in total – the largest electric delivery fleet in Latvia.

### DPD Poland | Fifty new electric vehicles added

Fifty new Mercedes-Benz eVito Furgon vans have been added to DPD Poland's already 100-strong electric vehicle fleet. The new vans offer a range of 150 km, making them ideal for low-emission urban deliveries.

### DPD Belux | An eco first for Belgium

In December 2021, DPD introduced the first cargo bike to Belgium and deliveries in the centre of Sint-Niklaas are now undertaken by this bike. The bike replaces a traditional van's 30 to 40 km delivery round, leading a daily drop of over 10 kg in CO<sub>2</sub> emissions.



### DPD Slovenia | Bigger and better bikes

A larger capacity 1.5 m<sup>3</sup> electric bike has been added to DPD Slovenia's existing electric tricycle fleet, an investment which allows even more parcels to be delivered sustainably.



\*Our alternative fleet is made up of pedestrians and low-emission vehicles including electric vehicles, natural gas vehicles, scooters and bicycles.



Kilometres travelled by alternative fleet\*  
**>64M**



### Chronopost | CO<sub>2</sub> reduction across France

In France, Chronopost has reduced CO<sub>2</sub> emissions by ensuring that 5% of routes are served by vehicles powered using low-emission fuels such as natural gas and biofuels. The aim in 2022 is to increase this number to 10%, which will cover 24 cities, while also implementing other CO<sub>2</sub> reduction initiatives. These include combining rail and road and switching to energy-efficient lighting in all Chronopost buildings.

### DPD Ireland | Committing a further €2 million to decarbonisation

The drive to decarbonise at DPD Ireland has already given rise to some impressive numbers. Since 2019, €3.2 million has been invested in electric vans and infrastructure. In 2021 alone, the electric fleet was expanded from 11 to 36 vehicles and saved 100,000 l of diesel. Another €2 million is now being invested in optimising routes, adding Compressed Natural Gas (CNG) trucks to the fleet and installing EV charging points at ten depots.

### DPD Germany | Launching a low-emissions urban depot in Berlin

The rapid growth in parcel delivery stimulated by the e-commerce boom has prompted the opening of a new handling centre in Berlin. Serving the Friedrichshain, Prenzlauer Berg, Pankow and Lichtenberg districts, the depot uses four low-emission cargo bikes supplemented by heavy-duty models supplied by local start-up, ONO. Having an all-electric Volkswagen eCrafter supply the new depot each morning ensures that local deliveries are low-emission at each stage of the delivery chain.



### In other Business Units

#### Urby | Investing in 20 all-electric vehicles

In response to customer demand and the introduction of low-emission zones in urban areas, Urby will deploy 20 electric Renault Trucks vehicles in 15 major French cities from 2022 onwards. These cities include Paris, Lyon, Bordeaux, Lille and Nantes.

"We believe that the future of delivery will be more sustainable. Our aim is to reinvent, and even rejuvenate, the delivery of goods, from an environmental point of view."

Frédéric Delaval, Managing Director of the Urby network

## Partnering to provide more sustainable solutions

Introducing effective sustainability initiatives can be challenging and that is why we actively seek out partnerships with public bodies and private enterprises. Collaborating in this way helps us to achieve more and deliver positive change faster at scale.



### DPD UK | An historic first for DPD UK and the Post Office

After 360 years tied exclusively to Royal Mail, the Post Office opened its network to roll out a new click-and-collect service with DPD UK in 2021. From an initial trial at 250 branches, the service expanded to 1,500 branches across the UK ahead of the peak Christmas period. Customers purchasing online could choose to pick up their parcel at their local Post Office, often only moments from where they live. A recent study of last mile deliveries via the DPD Pickup network showed a reduction of 63% in greenhouse gases per parcel compared to standard home deliveries. Achieving these savings depends on customers travelling to the Pickup point sustainably by walking, cycling or using an electric vehicle.

"Combining the biggest physical retail network with one of Europe's best-known logistics carriers offers enhanced customer convenience. As a society, we are increasingly considering the environmental impact of our activities. This will mean ensuring the last mile of delivery is 'carbon free'. Our physical network of branches helps make this a reality, encouraging people to walk or cycle to their local Post Office to collect their parcels."

Nick Read,  
Chief Executive at the Post Office

# Saving by innovating

Offering an array of delivery options has created measurable savings in the amount of CO<sub>2</sub> we generate. In addition to cutting the emissions associated with every parcel delivered, these solutions also boost our first-time delivery rates, an essential metric for ensuring customer satisfaction.

## Positive steps forward:

**Urban depots:** Smaller city-centre depots enable effective deployment of more sustainable vehicles such as cargo e-bikes, which lower the emissions per parcel delivered. Establishing them can be difficult in certain locations due to a lack of available central spaces. We work closely with city authorities to identify them.

**Automated parcel lockers:** Providing customers with access to parcel lockers offers them greater flexibility when collecting deliveries. The increased availability of lockers also means more parcels can be delivered to more people with fewer vehicles.

**Predict:** Our 'Predict' notification service lets customers choose a convenient delivery time and reschedule if necessary. This results in fewer failed deliveries and reduces last mile greenhouse gas emissions per parcel by 5% when compared to standard home deliveries.

**Green Notifications:** Sent via the Predict service, Green Notifications inform customers in the UK, France and Germany if a low-emission vehicle will deliver their item. This raises awareness that more sustainable delivery options are available and encourages shoppers to actively seek them out.

**Pickup:** 70,000 easily accessible Pickup points are now located across Europe. They offer the choice to be more sustainable for customers travelling to collect by foot, bicycle or public transport. Pickup points mean more parcels can be dropped at each stop. This guarantees a 100% first-time delivery rate and optimises route planning, reducing the number of kilometres travelled per parcel delivery.

Pickup points also offer customers predictability, reliability and flexibility. For all of these reasons, we plan to double our Pickup point network by 2025. Doing so will ensure that 90% of the European population can access a Pickup point in less than ten minutes.



### SEUR | Locking in more Pickup point lockers

To scale up its Pickup network for Spanish customers, SEUR has invested in PUDO (Pick Up and Drop Off), the largest independent national network of smart lockers. While 10% of European buyers choose lockers to receive their parcels, citing the speed, comfort and privacy they offer<sup>1</sup>, lockers are a more sustainable solution since they reduce CO<sub>2</sub> emissions by increasing parcel drop rates. In 2021, the SEUR Pickup network grew the number of points to 3,000, consisting of 2,500 parcel shops and 500 lockers.

"Our relationship with SEUR, which began in 2019, highlights the importance of smart lockers in the last mile. Not only do they facilitate delivery, they also offer comfort and privacy to end consumers."

Juan Lozano, CEO of PUDO



### DPD Germany | Cutting CO<sub>2</sub> by requesting alternative delivery options



As redelivering an item creates another journey, thus generating more CO<sub>2</sub>, DPD Germany has redesigned the email it sends customers, predicting their parcel's arrival time. This now asks the customers to indicate a redirection option if they're not home – for example, having the item left with a neighbour. Doing this reduces repeat deliveries and cuts CO<sub>2</sub> emissions.

### DPD Latvia | Expanding the locker network

Parcel lockers are playing an important role in helping to minimise overall CO<sub>2</sub> emissions by reducing the distances that DPD Latvia's vehicles must cover. In 2021, the company's locker network capacity was increased from 149 to 213 sites, an expansion which has boosted the number of individual locker compartments from 10,835 to 14,879.



# Rethinking linehaul

As the cornerstone of long-distance delivery, linehaul presents particular challenges when attempting to combine sustainability with efficiency and cost management. There are few mature low-emission vehicle solutions and the solutions that are available are expensive. However, with 50% of our GHG emissions coming from linehaul, we can't afford to wait. Rethinking our approach means embracing a wide range of innovative solutions.

Our Business Units are trialling alternative energy solutions that are available, including biogas, biofuel and fully electric trucks. We're already seeing success. DPD Switzerland has set a new world record for distance travelled on a single charge using a Futuricum e-truck equipped with Continental tyres. We're also testing the efficiency of rail vs road, and we are increasing the capacity of our trailers by introducing double deck configurations and long-combination options.

## DPD France | Alternative fuel trucks

The commitment to reducing CO<sub>2</sub>e emissions is illustrated by the fact that DPD France now operates seven natural gas-powered trucks, with another 22 running on biofuel.

## DPD Ireland | Maximising the potential of natural gas

In 2021, DPD Ireland introduced two trucks running on compressed natural gas with the launch of the new Scania P410 CNG powered tractor unit to its linehaul fleet. As well as reducing emissions by 20% compared to traditional diesel HGV (heavy goods vehicles) trucks, they also reduce noise pollution, nitrogen oxide (NOx) and particulate matter (PM) emissions.



## DPD Switzerland | Setting a new electric truck distance record

The impressive ability of electric motors to power long distance deliveries was recently proved by DPD Switzerland. In September 2021, a Futuricum e-truck equipped with Continental tyres broke the world record for the longest run without recharging. Despite less-than-ideal weather conditions, the truck covered 1,099 km on Continental's test track near Hanover in just under 23 hours.

Having proved the ability of an electric motor to compete with the ranges achievable by internal combustion engines, DPD Switzerland has highlighted that low-emission deliveries are a realistic aspiration beyond urban settings. Currently operating between the DPD depot in Möhlin and the Buchs distribution centre, the truck will cover at least 80,000 km a year exclusively powered by renewable energy and save an average of 72 tn of CO<sub>2</sub> per year. Equally importantly, it offers proof of electric vehicles' ability to compete with traditional vehicles on challenging long-distance routes.

## DPD Switzerland electric trucks are used for L'Oréal collections

"Operating a linehaul with an electric truck is fully in line with our sustainability commitments to transform our activities. By 2030\*, we want to reduce by 50% on average and per finished product, the greenhouse gas emissions linked to the transport of our products. In the long-term, our ambition is to deploy this solution in other cities whenever it is appropriate."

Marieke De Pooter, Supply Chain Director, L'Oréal Switzerland

\*Compared to 2016



Alternative linehaul trucks (deployed by the end of 2021\*)

100



84.7%  
of our consumed electricity comes from renewable sources



## Bright ideas for buildings

In addition to minimising the impact of our vehicles on the environment, it is equally important to ensure that our buildings operate as sustainably as possible.

Particular challenges exist when attempting to lessen the environmental impact of the specialist buildings used by our Business Units. Reducing heat loss is challenging, as is balancing our demand for adequate lighting with the goal of reducing overall energy consumption.

Switching to LED lighting, which consumes 85% less energy than traditional lamps, and harnessing the sun's power using photovoltaic panelling are just some of the solutions we are rolling out in addition to adopting other renewable sources of electricity. We set a goal for 2025 that 80% of all electricity used across the group would be sourced sustainably. We have already met this target as 84.7% of our electricity now comes from renewable sources.

To ensure we achieve this efficiently across the group, we launched a Sustainable Buildings Scorecard in 2021. It monitors the implementation of our environmental guidelines in new and rehabilitated sites. This provides guidance and helps prioritise when planning the most impactful environmental issues to be addressed in other existing sites.



**DPD UK | Powering Hinckley by the sun**  
6,500 photovoltaic panels mean DPD UK's new Hub 5 building in Hinckley will run entirely on solar power during the day.

**DPD UK | New solar power source in Leicester**  
A 450-kilowatt photovoltaic system consisting of 1,150 panels has been installed on the roof of DPD's Leicester Distribution Centre.

**SEUR | Energy and water saving project**  
By 2022, 100% of SEUR's depots and offices will benefit from energy-efficient LED lighting and water-saving devices. Five depots and offices will also be equipped with photovoltaic panels generating solar power.

**BRT | Boosting energy efficiency across 31 depots**  
Energy efficiency measures, including LED lighting and employing the highest energy saving construction standards in new buildings, are being introduced in 31 BRT depots.



**DPD France | Making the Colmar depot more energy-efficient**  
By switching to energy-efficient lighting, DPD France is cutting energy consumption in its Colmar depot by 33%.

**DPD Ireland | Energy reduction in action**  
Significant steps have been taken to achieve DPD Ireland's goal of becoming the country's most sustainable parcel delivery company. In Athlone, the company's head office and central sorting hub now uses 100% LED lighting. By 2023, 100% renewable energy will be used in all DPD Ireland depots.



**DPD Germany | Opening a new more sustainable depot in Holzgünz**  
The remarkable new 10,000 m<sup>2</sup> depot in Holzgünz is virtually self-sufficient in its use of energy. 7,000 m<sup>2</sup> of photovoltaic panels generate 750 KW of electricity, while heating and cooling is provided by biomass fuels and a carbon-neutral well. When it reaches its peak capacity, the new depot will handle 50,000 parcels a day in an effective, cost-efficient and highly sustainable way.

**100% renewable electricity now achieved**  
Since the beginning of 2021, all the electricity used by DPD Germany has been generated by renewable sources. This is regularly certified by TÜV Rheinland, one of the world's leading testing service providers.



## Sharing data to drive better air quality decisions

It is an undeniable fact that the delivery sector has contributed to air pollution. While our efforts to reduce CO<sub>2</sub> positively impact air pollution, in 2019 we also launched an Air Quality Monitoring Programme to measure air quality in key cities across Europe.

Working in association with Pollutrack, we mounted laser sensors on vehicles and static sites to measure the presence of harmful particulate matter (PM 2.5) in the air. By the end of 2021, the programme had been extended to another 9 cities, bringing the number to 14 cities in total. The real-time data the programme generates is used to create live city air quality maps. These show pollution hotspots in real time and are accessible to the public.

This useful data empowers local authorities to make informed decisions to help mitigate the issues. Traffic plans and commercial developments can all be assessed with air quality in mind. Citizens, especially those with breathing difficulties such as asthma, can also access the data to make better decisions for their own well-being.



### DPD Ireland | Ireland joins Air Quality Monitoring Programme

CEO Des Travers describes the company's Air Quality Monitoring Programme in the capital as "our gift to Dublin". 102 vehicles now carry air quality monitoring sensors, and static sensors have also been fixed to 22 buildings in the city. The data these are generating is being analysed by Dublin City Council, universities and stakeholder organisations because, in the words of CEO Des Travers, "information inspires action."

From left: Asthma Society of Ireland CEO, Sarah O'Connor, DPD Ireland Sustainability Director, James Atkinson and DPD Ireland CEO, Des Travers

"We are delighted to collaborate with DPD Ireland to roll out a comprehensive real-time air quality monitoring network across Dublin City. This is a fantastic example of how smart technologies can be used in partnership with business for public benefit. We are confident that the data generated from this sensor network will benefit local communities and policy makers in how we deliver cleaner and more sustainable city living."



Jamie Cudden, Smart City Lead, Dublin City Council



### BRT | Gathering data on air quality in Bologna

Since October 2021, BRT has installed more than 100 mobile and 9 static sensors to monitor air quality in Bologna. Using the information, local authorities can identify specific pollution hotspots and compare Bologna's performance with other cities across Europe. The programme will be rolled out to other major Italian cities, and its data is being made available via an easy-to-access website.

### DPD UK | Air quality now being monitored in six cities

Six major UK cities including London, Birmingham, Leeds, Manchester, Glasgow and Cardiff are now participating in our Europe-wide Air Quality Monitoring Programme. Over 400 sensors on vehicles and fixed sites are now delivering more than 1.5 million air pollution readings a day. Analysing this data allows local authorities to easily identify areas with critical air quality issues and take effective action.



### DPD Czech Republic | Monitoring Prague's air quality

Using devices installed on 20 buildings and 70 vehicles, DPD Czech Republic is now monitoring Prague's air quality and sharing real-time data with city residents via an interactive online map. CEO Miloš Malanik says the aim is to give everyone information about air quality while also optimising drivers' routes and introducing more sustainable delivery options.

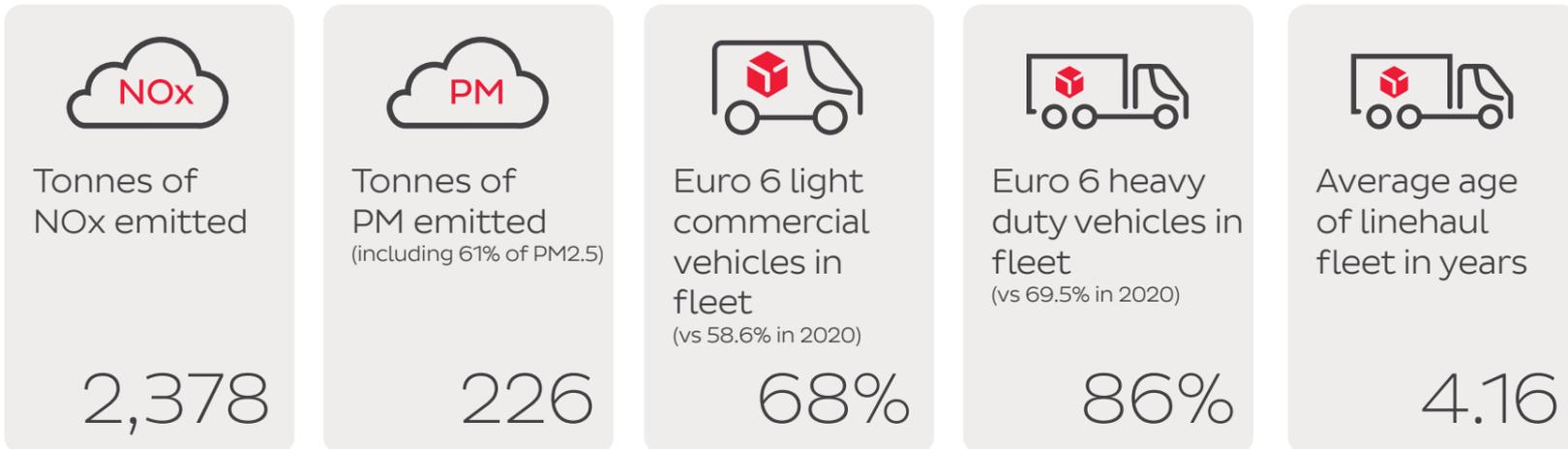


## Low-emission vehicles mean less air pollution

As a parcel delivery company, we will always rely on vehicles to meet the commitments we make to our customers. Our challenge going forward is to minimise our vehicles' environmental impact whilst working to reduce our emissions. We've made great strides forward to reduce our air pollutants in the hope that we can help improve air quality and urban quality of life as a whole.

### Understanding our own air pollutants

Climate expert EcoAct conducts an annual assessment which examines the extent of air pollutants emitted by our fleet. Advanced technology is harnessed to measure key variables that include vehicle age, speed and loading rates in order to quantify the pollution associated with our operations. The challenge is to foster growth without increasing our air pollutants.



#### DPD Germany | Real-time air quality monitoring in Hamburg

Information about Hamburg's air quality is collected every 12 seconds via laser-based sensors mounted on 100 DPD vehicles and 20 Pickup points. By making this information freely available, DPD Germany is empowering Hamburg's citizens and authorities to tackle air pollution effectively.

#### DPD Belux | Delivering air quality data for Brussels

Acting as a logistics partner, DPD Belux was responsible for the delivery and return of measuring kits to CurieuzenAir, the largest citizen science project on air quality ever carried out in Brussels.



At the end of 2021, our Air Quality Monitoring Programme was live in 14 cities across Europe.

## Less waste means greater sustainability gains

The circular economy has both environmental and business benefits. By reducing the waste we generate, reusing materials wherever possible and recycling at every opportunity, we lessen our impact on the environment while maximising the value we obtain from our business resources and assets. It helps remove waste from the overall system.

Consequently, embracing circular economy thinking and principles – from our purchasing decisions, to how we work with suppliers and the services we offer – is opening opportunities across GeoPost/DPDgroup.

Throughout Europe, our Business Units are finding creative and inspiring ways to **reduce, reuse and recycle**.



Twelve tonnes of disposable bottles were transformed into a 50-metre-long 'sea monster' that symbolises the crisis.



### DPD UK | Saving clothing and packaging from landfill

Around 350,000 tn of clothing worth £130 million is sent annually to UK landfill. Demonstrating its commitment to circular economy principles, DPD UK will now collect unwanted clothing when it makes an ASOS delivery and donate this clothing to one of five charities nominated by the customer. At the same time, DPD UK or ASOS packaging can also be collected for reuse.

### DPD Czech Republic | Reusing packaging foil

Foil packaging is now being compacted at DPD Czech Republic depots and returned to manufacturers for reuse. This capacity increased in 2021 when another compactor was deployed.

### DPD Portugal | A sea monster made from 12 tn of disposable bottles

To highlight the massive volume of plastic now polluting the world's oceans, DPD Portugal teamed up with ECO who produce more sustainable water bottles and fountains. 12 tn of disposable bottles were collected across the country and transformed into a 50-metre-long 'sea monster' that symbolises the crisis. Appropriately, the dramatic sculpture has been displayed in the water alongside Lisbon's Oceanarium, the largest indoor aquarium in Europe.



### DPD France | Working with Armor Lux to reuse old uniforms

In partnership with fashion brand Armor Lux, old DPD France uniforms are being given a new life with their fibres repurposed by the car industry and quilting manufacturers. In 2020, 429 kg of clothing was reused, 85% was recycled, and the other 15% was burned to produce heat and electricity.

### BRT | Switching to sustainable fillings, cartons and pallets

More sustainable materials are now being used by BRT for package fillings, cartons and pallets. Plastic filling products have also been replaced with paper where suitable, and 40% of carton packaging now consists of recycled paper. Pallets are now produced or repaired using wood waste and are recycled rather than being sent to landfill sites.

### DPD UK | Partnering with Gousto to combat food waste

Gousto supplies recipes and ingredients to customers across the UK. In August 2021, DPD UK began to redirect any failed Gousto deliveries to FareShare, a food distribution charity, which then donates this food to charities that supply vulnerable people with nourishing meals. In total, Gousto has donated 79.7 tn of surplus food, which DPD UK has redistributed to 1,679 charities.

### Financing an Eco Fund from the circular economy

An Eco Fund is now being financed by DPD UK with revenues generated by recycling materials such as plastic shrink wrap and wooden pallets. This fund has already donated £220,000 to worthy environmental projects, including Forestry England, which is planting thousands of trees across four different sites.



### DPD Poland | Polish consumers demand more sustainable deliveries

In response to customer demand for more sustainable delivery options, DPD Poland is developing its low-emission fleet and has introduced other innovations including sustainable packaging and biodegradable foil packs.



# Ensuring every delivery is carbon-neutral

A decade ago, GeoPost/DPDgroup made a voluntary commitment to ensure that every parcel we deliver is carbon-neutral.

Then, as now, the necessary technology – most notably electric vehicles – was not sufficiently advanced to fully meet this pledge by solely focussing on reduction initiatives. So we also invested in carbon offsetting projects. Fully accredited and certified by the VCS standard, these initiatives allowed us to meet our goal. We receive no tax advantages and have no equity connection with any of the carbon offsetting projects we support. Nevertheless, all the parcels we deliver remain 100% carbon-neutral at no extra cost to our customers.

## Offsetting in action

Working with carbon neutrality expert South Pole, we financially support 647 wind turbines in India that deliver renewable energy to 837,580 people. We also support 11 biogas turbines in Brazil that transform landfill waste into renewable electricity for 28,341 people. In Sumatra, Indonesia, we're contributing to the generation of renewable energy with a hydro power plant that has the potential to supply electricity to 513,118 people a year.

In addition, the above projects enhance educational opportunities and skills development for people in the localities they serve. Project activities include the preservation and restoration of green areas, community environmental awareness sessions and the elimination of waste spots.

Wind turbines funded in India  
647

Indian people provided with renewable electricity  
837,580

Biogas turbines funded in Brazil  
11

Brazilians provided with renewable electricity  
28,341

 People provided with renewable electricity in Sumatra  
513,118

These figures relate to clean energy projects funded to offset 2020 emissions.

Renewable energy from wind power - India



Brazil Landfill Gas VCS Project



From backing young scientists and funding medical research to gifting toys and laptops to children in need, **we continue to support community initiatives** all over Europe.

# Our communities

## Contributing to more connected communities

Operating in the delivery sector gives us a special insight into how we are all connected and depend on each other. After all, no matter where you live or where your parcels are delivered, we all share the same address. As such, our Business Units understand that they are each part of a larger local community.

Consequently, we are glad to support the communities where we operate and where our employees live. We do so by constantly looking for opportunities to assist charitable initiatives and programmes that enhance people's lives, particularly the most vulnerable and those in need.



Employees engaged in Closer Communities initiatives

>30K



Community organisations supported

>300



**Ambition**  
We support our employees and business partners to become catalysts for positive social change in all the communities where we operate.



**SEUR** | Fundación SEUR is supporting those who most need it

Fundación SEUR reaches out to help those in need, wherever they are and wherever they live in Spain. Recently, those it has assisted include the Red Cross, numerous groups that help disadvantaged children in Spain and the Dravet Syndrome Foundation, which funds research into a rare form of epilepsy. Fundación SEUR also supports the children of SEUR employees by providing educational grants.

**Chronopost** | Proudly supporting important charity initiatives

In October 2021, Chronopost supported France's national breast cancer month by distributing more than 26,000 pink cotton 'Chemo Caps' to over 210 cancer care centres. Sewn by volunteers for women who experience hair loss following treatment, the caps were delivered free of charge. In July, Chronopost also sponsored 25 employees who ran ten km to support Premiers de Cordée, a charity that organises sporting activities for hospitalised children.

**DPD Croatia** | Supporting the VIDIX project's commitment to schools

Understanding how to work with information technology has become an essential life skill. To help develop this amongst Croatia's youngest students, DPD Croatia is supporting the VIDIX project which equips schools with VIDIX computers, the first computers completely developed and built in Croatia. These machines offer students an ideal way to learn basic programming and teamwork skills.



## Enhancing communities everywhere

The passion of our employees and partners to make a positive difference in their communities is inspirational, and, wherever possible, we make resources available to help transform smart ideas into life-enhancing initiatives. From backing young scientists and funding medical research to gifting toys and laptops to children in need, in 2021 we continued to support community initiatives all over Europe.



### DPD Germany

#### Making a display for Children's Hospice Work Day

For many years, the DPD Germany depot at Raunheim has supported the Bärenherzstiftung, a children's hospice in Wiesbaden. To mark Children's Hospice Day on 10<sup>th</sup> February 2021, the DPD team decorated delivery vehicles with green ribbons in order to offer a public display of solidarity with the local hospice and to raise awareness of its important work.

#### DPD Germany supports the Stolperstein project

'Stolpersteine' ('stumbling blocks') are cobblestone-sized memorials set into pavements across Europe to mark the last self-chosen residences of Nazi victims. Over 90,000 are already in place, with hundreds more added annually. In 2021, DPD Germany was chosen to deliver these in Germany and across Europe, a responsibility the company undertakes free of charge to honour those who suffered.

#### DPD Ireland | Making Lough Ree accessible to all

The head office and sorting centre of DPD Ireland is located close to beautiful Lough Ree in the heart of the country. 'Access for All' is a local initiative supported by DPD Ireland that provides wheelchair-friendly dock and boat access to the lake. With three daily sailings, the 'Access for All' project provides an adapted integrated water-based experience for people with disabilities.

#### DPD Poland | Supporting the E(x)plory competition

Highlighting its commitment to innovation, DPD Poland continues to support E(x)plory, the country's key competition for young scientists and innovators, by providing logistical assistance and funding a special award.

Pārgājienu maršrutus iesaka

# Elīna Herberta



#### DPD Slovakia | Learning to minimise waste

To help schoolchildren learn about minimising waste, 19,000 waste sorting bins (made from recycled brushes!) have been delivered by DPD Slovakia to 380 schools across the country.

#### DPD Latvia | Encouraging engagement with nature

The DPD Dabā ('DPD Nature') campaign has been created by DPD Latvia. It encourages people to engage with nature by following hiking trails suggested by well-known Latvian personalities.



### DPD Czech Republic

#### Partnering with the Association of Social Responsibility

In the Czech Republic, the Asociace Společenské Odpovědnosti (Association of Social Responsibility) promotes the adoption of the UN's Sustainable Development Goals. Having recently joined the Association, DPD Czech Republic now offers free delivery of sustainable gifts from the Association's online shop. Instead of paying for their delivery, buyers can now donate the standard shipping fee towards the planting of a tree.

#### Delivering flowers for the League against Cancer

For over 30 years, the Liga Proti Rakovině (League Against Cancer) has worked to reduce the impact of cancer in the Czech Republic. Understanding the importance of this work, DPD Czech Republic partners with the League to deliver yellow May Flowers free of charge for the Czech Day Against Cancer. Volunteers nationwide then sell to raise much-needed funds for the League.

#### Ongoing help for the disabled

From free transport of products that are then sold by volunteers to delivering handmade goods created in sheltered workshops, DPD Czech Republic has been a long-term supporter of organisations that support disabled people.

#### DPD Poland | Sponsoring 'Focus on Self-Reliance'

Working with subcontractors gives DPD Poland a particular appreciation of self-reliance. This underpins its support of Nasz Dom, a charity that assists children in institutional and foster care. DPD Poland has sponsored 'Focus on Self-Reliance', the charity's programme that helps talented students achieve their life goals.





**DPD Slovakia** | Sponsoring the training of guide dogs

Guide dogs transform the lives of visually impaired people by offering practical assistance and real companionship. Each year, DPD Slovakia proudly sponsors the training of a guide dog by the Únia Nevidiacich a Slabozrakých Slovenska (Union of the Blind and Visually Impaired of Slovakia). Marking this partnership, each sponsored dog's harness displays the company's red and black logo.

**DPD Lithuania** | Together we run

To unite DPD teams and promote healthy living among its employees, DPD Lithuania sponsored a five x five relay fun run. This is just one of the sponsored healthy living and local community events that allow DPD to play an active role in the community.

**DPD Croatia** | Helping to make 'Hakl Na Taksiju' happen

Hakl Na Taksiju is Croatia's popular three-on-three street basketball tournament. In 2021, it was held in the 101 Brigade Park in Gajnice near Zagreb where DPD Croatia helped organisers renovate the court as well as sponsoring the event itself. At the park, DPD Croatia's logo is now a permanent reminder of the company's involvement in the 2021 tournament's success.



**DPD UK** | Providing 1,000 new home schooling laptops

During the COVID-19 lockdowns, home schooling was especially tough for anyone without a suitable computer. To help employees who needed one for their children, DPD UK made a £200,000 fund available to buy Chromebooks. This initiative, financed by the GeoPost/DPDgroup Community Fund that supports a wide range of causes, delivered over 1,000 devices during a particularly challenging time.

**DPD France** | Still supporting the fight against cancer

RoseUp is a French charity that supports women with cancer, and DPD France has assisted its important work in different ways since 2012. These range from making financial donations to delivering well-being products that help women during treatment and recovery. Marking the annual October campaign for breast cancer prevention in 2021, DPD France made its resources available to deliver 180,000 magazines free of charge to over 1,200 cancer departments.



**SEUR** | PortAventura World joins Fundación SEUR's programme to help sick children

One of Fundación SEUR's many goodwill initiatives to support those in need is 'Caps for a New Life', a fundraising programme that helps children with rare medical conditions by recycling plastic bottle caps. In 2020, Caps for a New Life raised over €64,000 by recycling 387 tn of bottle caps and recently Europe's largest vacation destination, PortAventura World, joined the programme.

**Supporting displaced Syrian people**

In 2020 and 2021, Fundación SEUR applied SEUR's specialist expertise to co-ordinate the delivery of over 1,000 kg of food, toys, educational materials and sanitary supplies by volunteer drivers to camps for displaced people in northern Syria.

**Supporting La Palma after the eruption**

The Cumbre Vieja volcano eruption in La Palma in September 2021 led to over 7,000 people being evacuated. In response, SEUR highlighted its commitment to local communities by supporting the Red Cross, which organised leisure activities for affected children. They also made donations to Cáritas, which helped rehouse newly-homeless people. For every shipment delivered on Black Friday and Cyber Monday, five cents was donated and Fundación SEUR supplemented this with a €5,000 grant.





## Supporting **social and community** entrepreneurs

Across GeoPost/DPDgroup, innovative thinking is encouraged and fostered as a means of identifying new and effective ways to work more sustainably and efficiently. Our support for innovation extends into the wider community, and we actively seek out community entrepreneurs whose aims and ideas mirror our innovation pillars. These are the key areas that enable us to work more effectively, sustainably and in a way that makes life better for everyone.

### Our **innovation** pillars

- 

**Digital transformation and e-commerce**  
We support the development of technologies that give consumers full control, including those that enable on-demand deliveries and real-time notifications.
- 

**Smart urban logistics**  
We encourage the creation of technologies that help us meet customers' needs while enabling us to be more flexible, efficient and sustainable.
- 

**High technology markets**  
We foster ideas that help unlock new markets and opportunities, for example, innovations that enable fresh and frozen food deliveries.



## Strength from synergies

Collaboration can create synergies that benefit everyone. That's why we seek out like-minded individuals and organisations with whom we can work productively.

Across Europe and elsewhere, we collaborate with a wide range of organisations including local authorities, high schools and universities. These alliances are sparking meaningful changes and identifying better ways to overcome today's biggest challenges, particularly in the area of sustainability.

**In other Business Units**

**Biocair | Giving back to the community**

As part of its festive charity campaign #WeCare, Biocare staff have been fundraising globally for charities around the world. From men's health to homelessness and from education to day care for children, they're making meaningful differences to the communities in which they operate.

### DPD Switzerland | Empowering Swiss start-ups

As a partner of Venturelab and a sponsor of the Swiss Startup Champions, DPD Switzerland supports Swiss entrepreneurs as they meet potential investors and customers during a Silicon Valley roadshow.

### SEUR

#### Establishing an award-winning Operations School

Working with a dedicated logistics business school, SEUR has developed an online training platform for employees. This delivers an in-depth understanding of logistics and recent participants have scored the course four out of five. The platform also received the 2021 Best Practice in Learning and Development award from Cegos, a global leader in learning and development and HR magazine Equipos & Talento.

#### Partnering with a city council to promote employment

Operating a 35,000 m<sup>2</sup> logistics hub in Illescas, south of Madrid, SEUR highlighted its commitment to local communities when it signed an agreement with the local council that creates training opportunities for unemployed city residents.

### DPD UK | Innovation in children's health

Alder Hey Children's Hospital in Liverpool is one of Europe's largest and busiest children's hospitals and is also a global centre for innovation. Each year, the Alder Hey Innovation Lab invites companies to pitch solutions to challenges faced by the hospital. These challenges are categorised under various headings, and this year, DPD UK is highlighting its commitment to supporting innovation and the wider community by sponsoring Category two: 'Bringing UX to the patient experience'.





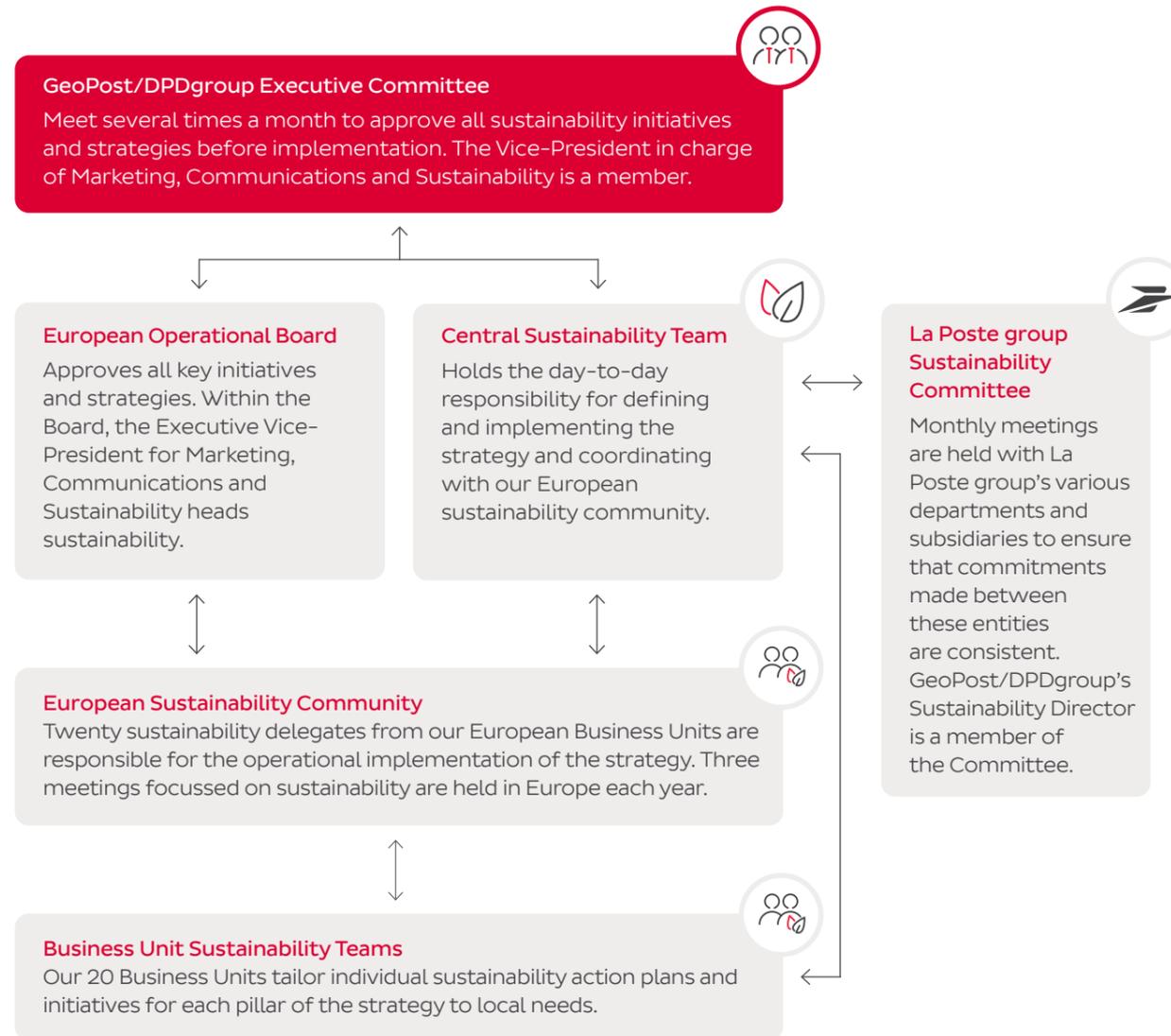
# Our commitment

## Sustainability governance

A solid governance and reporting structure underpins GeoPost/DPDgroup's sustainability programme. The Executive Committee of GeoPost/DPDgroup steers our sustainability strategy. The role of our Central Sustainability Team is to define key directions, provide expertise and tools, manage the sustainability reporting framework and help Business Units connect and share practices.

Our European Sustainability Community facilitates best practice and information sharing for delegates from our European Business Units. As a decentralised organisation, our 20 Business Units tailor individual sustainability action plans and initiatives for each pillar of the strategy to local needs.

GeoPost/DPDgroup is represented on La Poste group's Central Sustainability Committee. As a subsidiary of La Poste group, our efforts are also governed by the high standards and sector-leading ambitions of our parent.



## Ethics are at the core of our DNA

Our purpose is to improve quality of life as the most trusted sustainable delivery partner for our clients and employees. In aspiring to meet our purpose, we live by five core values: **solidarity, transparency, respect, accountability and open-mindedness**. These values drive our approach to sustainability, underpinned by our robust governance.

Our **ethical business practice** is also reflected in the four commitments of our service culture.



Care about the person, not just the parcel.



Think ahead and act fast to reassure.



Recognise and respond to each customer's needs.



Create a smile with every customer contact.

## Compliance governance

Our governance system is the mechanism by which we rigorously apply our Governance Rules and the principles set out therein. Adhering to the highest international compliance standards is fundamental to our international expansion ambitions.

At group level, Compliance and Governance are overseen by a senior executive team. This comprises a Chief Compliance Officer, a Deputy Chief Compliance officer for market integrity compliance (anti-competitive practices, anti-corruption, duty of care), a Data Protection Officer, a Deputy Chief Compliance Officer for trade compliance, and an Ethics Officer.

Our Governance Rules extend to all of our Business Units and provide the CEO of each Business Unit with a practical guide for operating an effective and compliant organisation within GeoPost/DPDgroup.

Ethics officers appointed within individual Business Units manage ethics, compliance and related issues that may occur locally.



## Code of Conduct

Our commitment to ethics forms the basis of Our Code of Conduct. It is notably based on internationally defined rights (e.g. Conventions of the International Labour Organisation, Principles of the UN Global Compact), and best market practices. It is up to each Business Unit to adapt the Code of Conduct to its environment, notably in accordance with national law.

The Code of Conduct is mandatory for all our employees in all Business Units. It also forms a key component of decision-making for employees. The Code of Conduct is regularly reviewed, and a new expanded version will be issued in 2022 along with the sustainable procurement charter applicable to suppliers and subcontractors.

All our employees have access to a whistleblowing system.

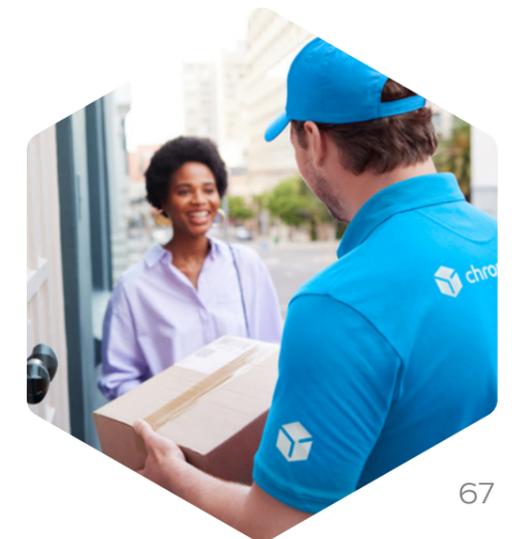
## Anti-corruption

GeoPost/DPDgroup prohibits all forms of corruption in our interactions with stakeholders in line with our Code of Conduct and our commitment to the Principles of the UN Global Compact.

Being a subsidiary of La Poste group, we have integrated its three key principles governing anti-corruption in our plan: Zero Tolerance, Everyone Concerned and Everyone Vigilant.

Beyond this, we have been developing our new anti-corruption programme since 2019. Fully compliant with the Sapin II Law introduced in France, this rigorous programme is based on a thorough and comprehensive risk-mapping exercise. In September 2021, we provided anti-corruption training and issued anti-corruption policies applicable to each Business Unit (e.g. gifts and hospitality policy and prevention and management of conflict of interest policy).

This has helped us to identify and measure all the risks connected to our activities. In a continual improvement approach, together with an expert third party, we have been developing a strategy and roadmap to prevent and address any instances of corruption within the group.



## International trade compliance

Like every business in the transport industry, GeoPost/DPDgroup is subject to international obligations such as sanctions decided by the UN, the European Union and national authorities. We take a strict approach to trade compliance and support all Business Units in complying with all relevant restrictions and economic sanction laws and regulations related to embargoes. Within this framework, we have implemented a compliance programme to ensure that we trade with legitimate partners. This includes the application of our global sanctions policy, a defined compliance framework, and the implementation of the GeoCheck screening tool.

## Personal data protection

To comply with the European Union General Data Protection Regulation (GDPR), which came into force in May 2018, we have implemented a major data protection initiative, integrating data protection changes throughout our organisation's processes and culture.

In 2019, we implemented our action plan, underpinned by strong governance mechanisms. We are maintaining a global overview of the group's data developments, while each European Business Unit has appointed a GDPR point of contact. To help our European businesses remain compliant with GDPR, we have developed tools to evaluate all new projects from a data perspective. To support our continued progress on GDPR compliance, we conducted an audit of our previous two years' efforts in 2019 and created a committee to oversee ongoing efforts. The committee meets regularly, follows regulatory updates and directs our data protection strategy. In order to ensure efficient compliance coverage, all

European Business Units were audited between 2019 and 2021. Data protection governance was also reinforced at holding level in order to support our business plan expansion in the coming years.

Compliance is a topic of growing importance for the protection of GeoPost/DPDgroup. Our objective is, at all times, to foster the compliance culture and strengthen our business ethics.



## Reporting standards and guidance

In preparing this report, GeoPost/DPDgroup focuses on the issues which are most relevant to our business and industry. In this context, we examined the Global Reporting Initiative (GRI) guidelines which determine our focus on sustainable reporting. See appendix pages 70–71.

This report serves as an Advanced Level Communication on Progress (COP) on our commitment to the ten principles set out in the UN Global Compact (UNGC). Specifically our ongoing commitment to meet the fundamental responsibilities relating to human rights, labour, the environment and anti-corruption.

We take into account the information needs of the Sustainable Accounting Standards Board and ratings agencies. We have also mapped our plans against the Sustainable Development Goals defined by the United Nations.

## Independent third-party reviews

The environmental review was conducted by Mazars in accordance with ISAE 3000.

✓ This symbol indicates reviewed content.

Other third-party auditors  
Our carbon calculator is independently checked by SGS.



# Appendix: Global Reporting Index (GRI)

1st January to 31st December 2021

GRI standard	Disclosure	Location
<b>GRI 2</b> General disclosures 2021	2-1 Organisational details	GeoPost/DPDgroup 2021 key facts and figures – Page 6
	2-2 Entities included in the organisation's sustainability reporting	About this report – Page 72
	2-3 Reporting period, frequency and contact point	About this report – Page 72
	2-5 External assurance	Our commitment – Independent third party reviews – Page 69
	2-6 Activities, value chain and other business relationships	GeoPost/DPDgroup 2021 key facts and figures – Page 6
	2-7 Employees	GeoPost/DPDgroup 2021 key facts and figures – Page 6
	2-8 Workers who are not employees	Our people – Meaningful support for subcontractors – Page 24
	2-9 Governance structure and composition	Our commitment – Sustainability governance – Page 65
	2-22 Statement on sustainable development strategy	Introduction – Page 4
	2-23 Policy commitments	Vision 2030 – Page 33
	2-24 Embedding policy commitments	Vision 2030 – Page 33
	2-27 Compliance with laws and regulations	Our commitment – Ethics are at the core of our DNA – Page 66
2-29 Approach to stakeholder engagement	Respecting, listening and responding – Page 10	
<b>GRI 201</b> Economic performance 2016	201-1 Direct economic value generated and distributed	GeoPost/DPDgroup 2021 key facts and figures – Page 6
<b>GRI 205</b> Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Our commitment – Anti-corruption – Page 67
	205-2 Communication and training about anti-corruption policies and procedures	Our commitment – Anti-corruption – Page 67
<b>GRI 206</b> Anti-competitive behaviour 2016	206-1 Legal actions for anti-competitive behaviour, anti-trust, and monopoly practices	Our commitment – Compliance governance – Page 66
<b>GRI 301</b> Materials 2016	301-1 Materials used by weight or volume	Recycled cardboard: 1,600,482 kg Cardboard: 301,324 kg Recycled plastic: 677,012 kg Plastic: 1,575,529 kg Certified paper: 3,373,943 kg Recycled paper: 266,433 kg Standard paper: 2,467,786 kg
	301-2 Recycled input materials used	2,543,927 kg

In this appendix, we voluntarily provide detail on the progress we have made under the guidance of the GRI sustainability reporting standards. We report on the topics and focus on the criteria for which we have elements to share.

GRI standard	Disclosure	Location
<b>GRI 302</b> Energy 2016	302-1 Energy consumption within the organisation	419 826 052 kWh (incl. buildings energy consumptions)
	302-3 Energy intensity	135.3 kWh/m <sup>2</sup>
<b>GRI 303</b> Water and effluents 2018	303-5 Water consumption	521 418 381 l
<b>GRI 305</b> Emissions 2016	305-1 Direct (Scope 1) GHG emissions	193,602 tCO <sub>2</sub> e
	305-2 Energy indirect (Scope 2) GHG emissions	47,926 tCO <sub>2</sub> e
	305-3 Other indirect (Scope 3) GHG emissions	1,347,202 tCO <sub>2</sub> e
	305-4 GHG emissions intensity	Our planet – Setting science-based targets – Page 32
	305-5 Reduction of GHG emissions	Our planet – Setting science-based targets – Page 32
	305-7 Nitrogen oxides (NOx), sulphur oxides(SOx) and other significant air emissions	Our planet – Low-emission vehicles mean less air pollution – Page 48
	<b>GRI 306</b> Waste 2020	306-1 Waste generation and significant waste related impacts
306-3 Waste generated		83,267,949 kg
306-4 Waste diverted from disposal		72,306,427 kg
306-5 Waste diverted to disposal		10,961,522 kg
<b>GRI 401</b> Employment 2016		401-1 New employee hires and employee turnover
<b>GRI 403</b> Occupational health and safety 2018	403-1 Occupational health and safety management system	Our people – Prioritizing health and safety – Page 25
	403-3 Occupational health services	Our people – Prioritizing health and safety – Page 25
	403-5 Worker training on occupational health and safety	Our people – Prioritizing health and safety – Page 25
	403-6 Promotion of worker health	Our people – Prioritizing health and safety – Page 25
	403-8 Workers covered by an occupational health and safety management system	24,570
	403-9 Work-related injuries	48,485 days lost to work accidents
<b>GRI 404</b> Training and education 2016	404-1 Average hours of training per year per employee	Our people – Page 17
<b>GRI 405</b> Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	Our people – Creating a genuine sense of inclusion – Page 22
<b>GRI 413</b> Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programmes	Our communities – Page 56

## About this report

Published in June 2022, this is GeoPost/DPDgroup's sixth sustainability report. This report covers 20 Business Units across Europe, all of which are under our full ownership. These businesses represent 90% of the Group's revenue.

We are working on a progressive inclusion of other Business Units fully owned or under our financial control within the DrivingChange™ programme. Unless otherwise stated, this report only includes information related to 2021.

GeoPost/DPDgroup operates under the following brand names: DPD, Chronopost, SEUR and BRT. The information in this report has been gathered through reporting tools, documented information and internal and external stakeholder interviews.

We would like to thank all those who contributed to this report.

Please direct any questions about this report or topics related to our sustainability programme to [drivingchange@dpdgroup.com](mailto:drivingchange@dpdgroup.com)

Visit our sustainability webpage: [dpd.com/group/en/sustainability](https://dpd.com/group/en/sustainability)

### Business Units covered in this report

Chronopost, SEUR, BRT, DPD France, DPD Germany, DPD UK, DPD Belux, DPD Ireland, DPD Portugal, DPD Poland, DPD Hungary, DPD Czech Republic, DPD Croatia, DPD Switzerland, DPD Slovenia, DPD Slovakia, DPD Lithuania, DPD Latvia, DPD Estonia, DPD Netherlands

