

ESG Report 2022



GLS!
Parcels to People

**Some words
from our CEO**

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Some words from our CEO



**Martin
Seidenberg**

Mr Seidenberg, since you have taken over as CEO of GLS Group, you have defined a clear strategic way forward for GLS, incorporating ESG topics in your growth strategy. Can you tell us more about this and why these topics are so important to you and the whole GLS organization?

When I took over during the pandemic, the parcel market was undergoing rapid changes. We saw trends that emerged prior to the coronavirus being strengthened during the pandemic, like e-commerce growth, and an increasing awareness for ESG topics in society and also in the business world.

Our strategy is therefore on the one hand focussed on enabling growth in a fast-developing market – improving customer experience, growing in private deliveries and strengthening cross-border shipping. On the other hand, and as a road-based transport service, reducing emissions in response to climate change is essential for GLS. Consequently, our commitment to environmental protection is central to our strategy. Our people strategy which focusses on our employees is also an important element as our workforce is one of our most important assets for our goal to deliver the quality expected from GLS.

How are you approaching these topics?

Our corporate and national functions have been working on these topics for some time already. To combine all our efforts into one coherent and powerful ESG strategy, I have recently installed a dedicated ESG function for the monitoring and reporting of these activities. This will help us focus Group-wide efforts where they can be most effective.

And how do you see GLS positioned for the future?

I see GLS well positioned for a successful future. We continue to stand out with the high quality of our network, our digitalisation approach and our focus on investing in the future. With our corporate ESG umbrella in place, I am confident that we are well placed to also meet the expectations of our stakeholders. I invite you to read this report and gain more insight into our ESG actions and ambitions.

→ ● Supporting the UN SDGs

We are fully committed to contributing towards the Sustainable Development Goals (SDGs). GLS has identified five SDGs where our business activities allow us to make the most significant contributions to sustainable development.



GLS.
Parcels to People



SDG 3

Ensure healthy lives and promote well-being for all at all ages

Health and well-being of our employees are our top priorities, which we ensure through an Occupational Health & Safety programme and a variety of local activities. We also locally support organizations in the health sector.



SDG 8

Supporting sustainable economic growth through decent work for all

In line with our commitment to our employees, we provide training and professional development opportunities, ensure adequate health and social security, and respect cultural diversity to promote a productive employment. We evaluate our employees on the basis of their qualifications and performance, independent of any personal characteristics such as origin, culture, religion, age and sexual identity.



SDG 10

Ensuring equal opportunities and reducing inequalities

We aim to provide equal opportunities to all employees and promote practices that eliminate any discriminatory behaviour. We also promote regional initiatives like free parcel delivery for charities and social organizations. GLS is also committed to a variety of external projects and institutions that we support in the countries.



SDG 11

Enhancing local quality of life in cities through safe and sustainable delivery

Together with our transport partners, we introduce zero and low emission vehicles and continuously explore new opportunities for environmentally friendly transport.



SDG 13

Reducing the environmental impact of our entire operations

Under the banner of our Climate Protect initiative we promote the responsible handling of resources. We seek to reduce emissions together with our transport partners through changing to zero and low emissions vehicles while also working on solutions to reduce energy consumption from buildings and offices. We have set clear emission reduction ambitions along all three scopes and implement measures and policies accordingly.

About us

**We don't see boxes,
We see emotions**

Today's expectations towards a parcel service provider go beyond parcel delivery alone. Our stakeholders need to be sure that we face up to our responsibility towards environmental, social and governance topics.

- We take responsibility for mitigating the environmental impact stemming from our logistics and transport processes
- We provide targeted trainings and professional development programmes to our employees to attract the best people, further enhance their abilities and enable them to reach their full potential
- We want to play an active and responsible part within the local communities at our more than 1,600 locations
- With our all-inclusive delivery service, we strive to be the supplier of choice for all our customers



A strong international network

GLS Group implements reliable, high-quality parcel services in Europe and North America and additionally offers express and logistics services.

The head office of General Logistics Systems B.V. is in Amsterdam. GLS is a hundred percent subsidiary of the British firm International Distributions Services (IDS).

Parcels on their way - our value chain



2020/2021*		2021/2022
More than 21,000	Employees	More than 22,000
840 million	Parcels	870 million
4.5 billion €	Revenue	5 billion €
About 250,000	Customers	More than 250,000
20	Countries covered by GLS subsidiaries	20
About 40	Countries covered by GLS subsidiaries and partners	About 40
About 90	National and regional hubs	More than 120
About 1,600**	Depots and agencies	More than 1,600
More than 35,000**	Delivery vans	More than 37,000
About 4,600	Long-distance trucks	More than 4,500
More than 26,000	Parcel shops	More than 33,000

* As of October 31st (revenues and parcel volumes are from March 31st)

** Including franchisees and agencies

→ ● Accelerate GLS

Our strategic approach

For more than 20 years, GLS has been a key player in the European parcel market and since 2016 we have also entered the North American market. Building on our strong road-based network, flexibility and local approach we have been servicing our customers with high-quality delivery services. Responding to the fast-changing market and the changing needs we have developed a strategy that will support us to continue our growth trajectory and adapt to the expectations of our customers and consignees. Our Accelerate strategy is focussed on three main areas and enabled by increased efforts in the areas of digitalisation, quality, people and environmental sustainability.

1. Strengthening our top position in the cross-border deferred parcel segment

We have further strengthened our international capabilities by significantly upscaling our network capacity and footprint. In the fiscal year 2021/22 we have been investing in building, extending and upgrading over 100 hubs and depots.

We have also expanded our offering to include more convenient services and products that enhance our customers' and consignees' experience. With our growing fine-meshed network of alternative pick-up points (parcel shops and parcel lockers), we provide a good omni-channel mix of last-mile delivery solutions to our customers.

2. Strongly positioning GLS in the 2C market and securing our position in the 2B segment

We see the customers and consignee in the centre of our activities. Innovation drives positive customer experiences and is essential if we are to enhance our competitive advantage, win in our growth markets and achieve our strategic ambitions. We are continuing to strengthen our connection with our customers through expansion of our digital offering.

3. Inspiring the market through innovative digital and sustainable customer-focused solutions

We have also strengthened our market position through our rebranding initiatives which helped to increase brand awareness and position GLS as a new, modern and fresh brand. In response to customer demand for more sustainable solutions we are intensifying our efforts to make all aspects of our business more sustainable. This shows in our approach towards sustainability where we do not only address environmental topics but also the overarching social challenges and responsibilities.



Focus on the consignees

The pandemic and the related increase in parcel volumes brought an increased focus on the CEP industry and its system relevance regarding the supply of the population and companies with goods and services. The growing importance of B2C during the pandemic has also changed how we see parcels and our position. We want to take on responsibility not only towards our customers but also towards their customers, the consignees. With our new branding and communication, we focus on the consignees and the meaning a parcel has for them with the aim to provide the best possible experience for all consignees.



Protecting the environment

We are aware of the urgent need to protect our environment and bring down the human impact on emissions. We observe stricter legal conditions such as emission standards, tolls, environmental zones and driving bans for fossil-fuelled vehicles. All these developments are important drivers for our climate strategy. Its main focus lies on the reduction of our emissions through an environmentally friendly fleet and modern buildings.

Being an attractive employer and a responsible partner

In the increasing competition for talents, our commitment to remain an attractive employer for our current and future employees takes on even greater importance. We aim to provide equal opportunities for all our employees and help our people to develop their individual careers. Our stakeholders are also increasingly aware of the social responsibility of GLS, including not only "classic" social topics related to Corporate Citizenship but also our responsibility for employees, transport partners and along the supply chain.

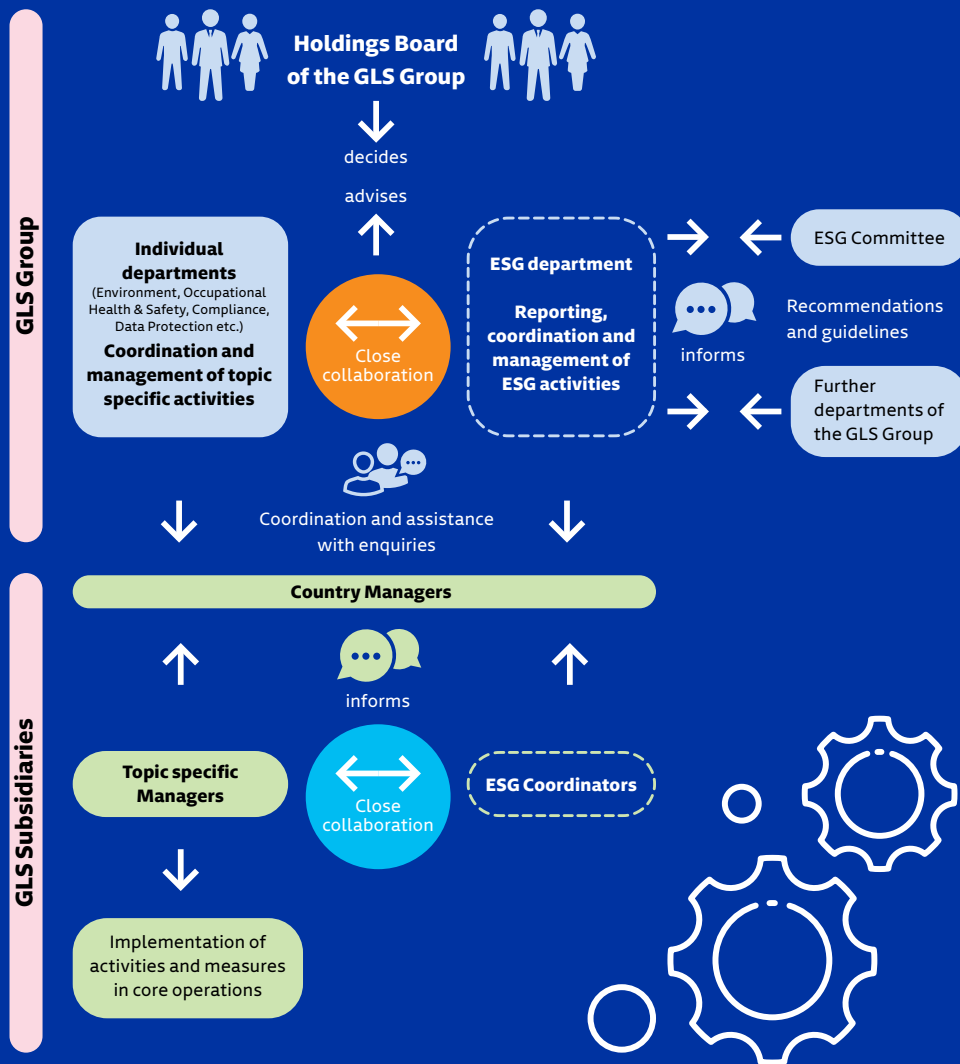
Grounded by strong Governance mechanisms

In the last years, GLS has already put a strong focus on Governance-related topics like Compliance, Data Protection and Information Security. In light of the tendency towards an increasing juridification of Governance topics, as seen for instance in the field of whistleblowing, we expect this development to continue. We also face overarching legal developments like the EU Corporate Sustainability Due Diligence Directive (the so-called supply chain law) and the upcoming EU Corporate Sustainability Reporting Directive (CSRD). Both will affect GLS and the way we address ESG strategically and in our daily work when discussing operational issues and also how we report on these topics.

Approaching ESG on Group level

In light of these developments, we have decided to ready our Corporate Responsibility function for the future by splitting the existing team into two parts – Corporate Environment & Climate Strategy and a newly established dedicated Corporate ESG team. The last years have shown that our environmental activities require a very detailed approach and so much attention that the creation of a dedicated department was appropriate. With the split, we ensure that all ESG-related topics receive the attention they deserve.

Our sustainability management is integrated cross-functionally into our overall corporate structure. The GLS Holdings Board bears the overall responsibility for our ESG strategy and actions taken. Our Corporate ESG and other teams develop key measures and provide guidance and expertise to the individual subsidiaries, which support the implementation of our strategy in their respective areas.



→ Interview

Focus on sustainability



Dr. Anne Wiese,
Senior Manager ESG GLS Group
Holger Immen,
Compliance & Directives Officer
GLS Group

Holger, what has happened in the last two years?

HI: Over the past years, we have seen customer expectations and legal requirements on all ESG topics increase. This trend will only continue, so we have decided to split our Corporate Responsibility team into specialised Corporate Environment & Climate Strategy and ESG departments to ensure we continue dedicating appropriate attention to each topic.

Anne, you used to manage the Corporate Responsibility team. What do you look most forward to in your new role as head of Corporate ESG?

AW: I am very excited to bring our approach on ESG to the next level. For instance, with regard to our commitment to the community and local social activities we already have a lot of great initiatives in the countries. With my new team we now have the chance to arrange further cross-border collaboration and knowledge exchange. I also look forward to working with our Corporate HR colleagues on enhancing the employee experience.

Are you also involved in reporting and ratings?

AW: Yes, this is my other major area of responsibility. We are aware that our customers are under increasing pressure to ensure sustainability in their supply chain. Hence, we will also focus on providing them with clear information on our ESG commitment and performance. Every customer should be able to rely on us as supplier of choice.

Holger, how do you feel about the recent progresses?

HI: All of us are very much aware of the growing importance of ESG. The support we get from our management team gives us the opportunity to bring things to next level. We have the chance to push certain topics via the stronger Group focus whilst still keeping responsibility on local level. And, we can make even better use of recent local best practices with a central function keeping an overview and enabling knowledge sharing between the countries.



Guided by strong company values

We see our GLS company values as a backbone for our daily business and review them on a regular basis. With our new strategy in place we will update our company values. The new company values will be centred around what we are doing to fulfil customer needs, building on our strengths such as flexibility and reliability and reflecting our ambitions.

Confirmed through external ratings

While increasing our efforts in the ESG sector, we are also participating in external certifications and ratings to prove our commitment and receive external feedback on our activities.



Our environmental management system is certified throughout all European subsidiaries in accordance with **ISO 14001**.



Our sustainability efforts have been rewarded with the **EcoVadis Gold Certificate**. EcoVadis looks at a range of metrics under the categories: Environment, Sustainable Procurement, Ethics, Labour & Human Rights, rating companies against the highest possible standard.



Together with our parent company IDS plc (then Royal Mail plc), we also participated in the **CDP rating** in summer 2021, in which companies are assessed with regard to emissions, targets and reduction strategies. The assessment was again completed with a "B" grade (on a scale of A to D-).

This helps us to monitor our activities and detect possibilities for future developments and improvements →



Working with our stakeholders to identify material topics

Our continuous dialogue with our stakeholders enables us to focus our ESG activities where they are most needed. We communicate with our stakeholders in a variety of ways, e.g. via a direct exchange with our customers via the Sales and Key Account teams which provide feedback to the specialist departments, as well as regular exchanges with our transport partners to enhance our collaboration.

In 2022, we have just completed a materiality analysis which addressed all stakeholders to provide input about the importance of a number of ESG topics. The analysis was conducted in accordance with the GRI reporting principles.

The survey with 3,000 participants from internal and external stakeholder groups confirmed our recent focus and activities, highlighting the importance of employee experience issues and robust Governance mechanisms. Environmental topics were also identified as highly relevant, reinforcing our recent path. **The identified material topics will receive a particular focus in this report and guide the development of our new ESG Framework.**



Environmental & Climate Protection

E S G - Climate protection | Emission reduction | Zero and low emission vehicles | Sustainable depots



Every day GLS transports millions of parcels. The related logistics and transport processes have an impact on natural resources and cause emissions. Climate and environmental protection are central components of our sustainability activities.

- As a future-oriented company, we define environmental sustainability as a fundamental driver of our strategy
- As a road-based transport company, we focus on reducing vehicle emissions together with our transport partners
- To lower our resource consumption and emissions stemming from our locations, we are upgrading our buildings with state-of-the-art technology



→ ● Climate Protect in a nutshell

Avoiding, reducing and compensating emissions



In 2020, we launched our Group-wide environmental strategy **Climate Protect**, aiming to maximize our impact on environmental protection and ensure knowledge and efforts are shared across our entire international network. Climate Protect is based on two pillars – reduction and avoidance of emissions wherever possible, and compensation of emissions that cannot be avoided.

We have set strong ambitions to pave the road for becoming a zero-emission company by 2045.

● Our Climate Protect programme



80 %

2022

80 % of GLS-operated sites in Europe use renewable electricity



Compensation programmes with Climate Partner



2022

100 % of CO₂ emissions compensated in Europe

100 %



50 %



2030

50 % zero & low emission transport vehicles and 100 % electric company cars

renewable

100 %



2035

100 % of new transport vehicles zero & low emission vehicles

0 %



2045

GLS Group zero emissions

Our clear priority is to reduce and avoid emissions, as this is crucial to our long-term goal of becoming a completely carbon-neutral business ●

Organization of environmental activities

The Corporate Environment & Climate Strategy team is in charge of developing and enhancing the Climate Protect strategy and monitoring overall developments across the Group. Local Environmental Managers adapt the measures to the local conditions and are pushing the implementation of the Climate Protect strategy.

Environmental Conference 2022 in Essen, Germany

Corporate Environment & Climate Strategy regularly organises Environmental Conferences with all Environmental Managers to focus on strategic issues, enable discussions and develop new ideas. This format has proven to be a successful way to facilitate an intensive exchange between our countries and learn from best practice case studies in an inspiring setting. After several online conferences due to the pandemic, we were finally able to organise a meeting at the EuropeanEcoHub in Essen in March 2022. Best practice presentations and discussions on the next steps of the strategy were livened up by one of the conference highlights – the tour of the Eco Hub. The colleagues working at the Hub explained its battery storage and photo voltaic system as well as all other green features. External experts presented their approaches to photovoltaic systems and charging infrastructure. Various exhibitors presented their latest electric vehicle models, which could be tested on site.



→ Interview

Pushing environmental protection forward



Robert Groh

Senior Manager Corporate Environment
& Climate Strategy

How important is environmental sustainability from the perspective of a logistic company?

As a road-based transport service, our highest liability is within emission reduction of our last-mile and linehaul transportation. Therefore, the environmental strategy is guiding all GLS countries with strong ambitions for sustainable transportation modes. In addition, we constantly lower our resource and energy consumption in our hubs, depots and offices with innovative technology. In a nutshell, as a future oriented logistics company, GLS defines environmental sustainability as a fundamental driver and primary responsibility.

What are the daily tasks of the Corporate Environment and Climate Strategy team?

First of all, every day is different since environmental sustainability is a topic at fast pace development from a customer and regulatory perspective. Our main tasks can be divided into 3 steps. The first step is creating transparency about the worldwide emissions and GLS Eco Footprint. The second step is setting ambitious targets for measures that reduce our emissions and continuously follow-up on the target achievement. The third step is supporting our GLS countries to achieve these targets by sharing best practices, giving incentives and providing guidance with blueprints. All this is only possible due to the great support from all the Environmental Managers in the GLS countries.

What are the challenges for the GLS transportation fleet and how does GLS cope with it?

Even though the mobility transition and electrification of transportation is ongoing, our transport partners still face very long delivery times. Together with our national Environmental Managers and our purchasing department, we constantly enhance our partnerships with global manufacturers and align our roadmaps in order to reserve capacities for our transport partners. Further, electrification is not only about switching vehicles, it is the change of an ecosystem. Therefore, GLS is investing in the modernization of electrical infrastructure, the rollout of intelligent charging solutions and the installation of solar power in order to cope with increasing renewable electricity demand.

Does this mean that GLS Group only focuses on electric transport solutions?

No, each country focuses on transport solutions that are available in their respective country and that have the biggest impact on CO₂ reduction. But the last-mile delivery largely depends on electric vans, bikes and scooters because they meet our demand. With the ongoing improvement of batteries in terms of range, weight and energy density, further tours can be reached in the future. For mid and long-haul operations, we believe that we will see different technologies. Therefore, we will test hydrogen and electric truck solutions with our transport partners.

What are the next steps planned in terms of environmental sustainability?

We are working hard to lower the emissions of our service. To get there we have started several projects and initiatives. For example, the collaboration with vehicle manufacturers and charging providers to initiate pilots and implement innovative technologies. But at the core we will focus on the exchange with and between our GLS countries. Because the strength of GLS is the vast experience that's being made in each country.

→ ● Monitoring our emissions

Emission calculation background

We are aiming for the responsible use of resources and the reduction of emissions. Precisely measuring and allocating the environmental impact of our activities helps us to identify potential for improvement. Our Group-wide Eco Footprint analysis monitors the development of our resource consumption and the related emissions.

All our emissions are calculated in Well-to-Wheel emissions, which means that we consider the full cycle, from fuel generation to its actual use.

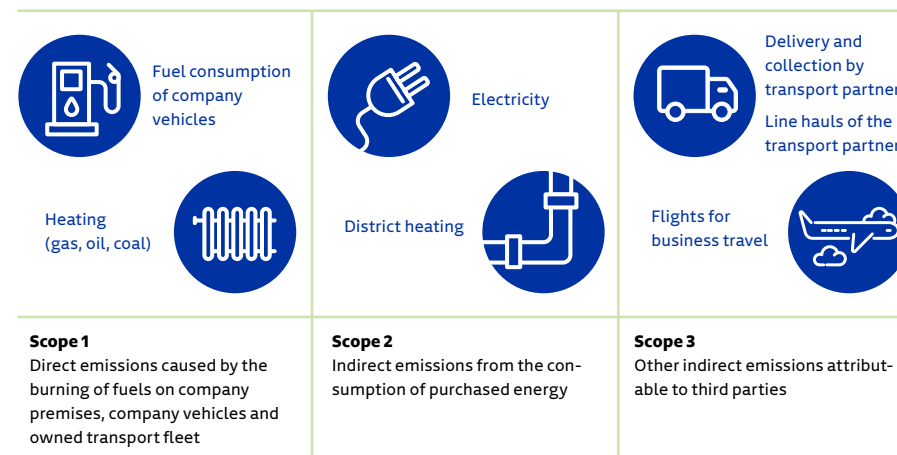


Well-to-Wheel explained

Our analysis shows the emission development in the areas of transport, buildings and business travel. As transport activities have by far the biggest impact on our emissions, we place particular importance on the professional and reliable calculation of our transport emissions.



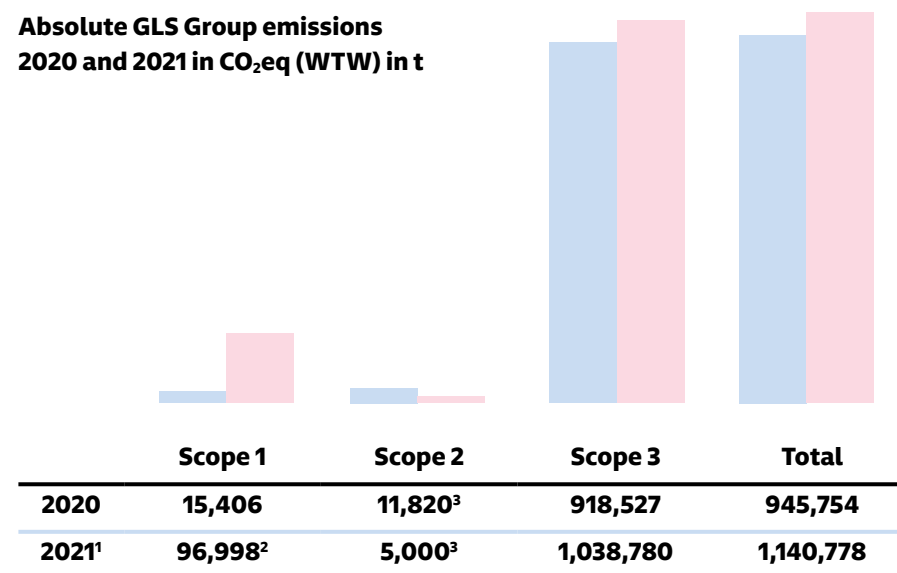
DIN EN 16258 is the primary standard to calculate and declare GHG emissions in transport logistics. We calculate our transport emissions based on this norm, which was externally certified in 2021 for all GLS national companies in Europe. We will integrate Canada and the US in this certification in 2022.



Analysing our emissions in detail

In absolute numbers, our emissions have increased due to our continuous growth and increasing parcel volumes.

Absolute GLS Group emissions 2020 and 2021 in CO₂eq (WTW) in t

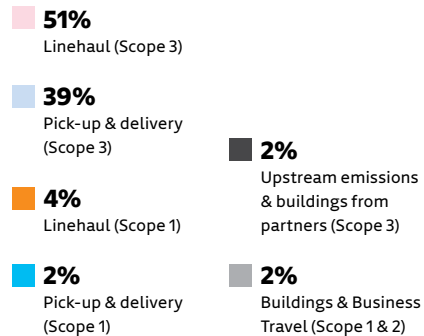


¹Emissions from buildings and business travel of Rosenau are not yet included and will first be taken into account in 2022.

²This number includes the vehicle emissions from GLS US, GLS Canada and Rosenau for the first time. These data have been prepared during the course of 2022 and has therefore not been included in the IDS (then still Royal Mail) Annual Report.

³Scope 2 emissions (electricity) have been calculated using the market-based approach which relies on the emission factors of the purchased electricity as calculation basis. This approach has been selected to reflect our effort to switch to green electricity. Applying the location-based approach which uses the emission factors of the local grid as calculation basis would result in 22,881 t (2021) and 22,569 t (2020) of emissions. The slight increase in 2021 is due to a rise in electricity consumption.

A detailed look into our emissions in 2021



The steady growth of GLS is driving the rise in emissions. Parcel volumes increased by 4.8 percent up to 870 million parcels from 2020/21 to 2021/22, necessitating more delivery and collection trips in domestic and international traffic. Moreover, in 2021 the number of GLS locations included in the Eco Footprint increased significantly due to opening new sites and extending the eco footprint boundaries to buildings operated by our transport partners in Europe East.

The strong increase in Scope 1 is explained by the first-time inclusion of the transport fleets owned by GLS US, GLS Canada and Rosenau. Moreover, cold winter led to higher heating consumption in some countries. The reduction in Scope 2 market-based² emissions from 2020 to 2021 is the result of our increased efforts to purchase renewable electricity and to generate it ourselves through photovoltaic systems.

Positive development on CO₂ per parcel value in Europe

Despite the growing absolute emissions, we were still able to reduce the emissions per parcel by 8.8%³ in Europe in 2021. This reflects the increase in operational efficiency as well as the effectiveness of our climate strategy. In particular, this involves the use of zero and low emission vehicles for parcel transport, the electrification of company cars, and the use of renewable electricity.

³Based on emissions from European parcel business in relation to European parcel volumes

Environment-friendly parcel transport



As a road-based parcel service, GLS has long been committed to the consistent use of resource-efficient delivery vehicles. We are constantly reducing the resulting emissions by modernising the fleet in cooperation with our transport partners. We steadily work on electrifying the last mile delivery fleet and increasing the share of zero and low emission vehicles in all transportation sectors.

We monitor the status of the transport and company car fleet of all GLS countries on a quarterly basis, since the conversion of our fleet to zero and low emission vehicles is the core of our environmental strategy. In Q1 2022, **more than 2,200 zero or low emission vehicles were already in use across the Group**, with another 500+ ordered electric vehicles on the way.

In order to cope with the steadily increasing number of electric vehicles, we are constantly expanding our charging infrastructure. **More than 1,000 charging points** had been installed as of March 2022 and many more are planned.

For reducing CO₂ emissions and air pollution, various models of electric vans, light electric vehicles, cargo bikes and scooters are used to replace diesel vans for last mile delivery tours.



The future of parcel delivery

Electric vans

Electric vans have the largest loading capacity and range within the GLS last mile delivery fleet. They are used for inner- and outer-city delivery tours as well as for the transfer between depots and inner-city micro-hubs.



Light vehicle

Light vehicles are reloaded several times per tour in a micro or city depot in the delivery area, especially in city centres.



Electric cargo bikes

Cargo bikes with electric pedal assistance can be found especially in inner-city areas and residential areas, as they are best suited for this purpose.



Electric scooter

Compact electric scooters are particularly suitable for inner cities and old towns with narrow streets and the delivery of smaller consignments. In many cities, they have the advantage to be allowed to enter pedestrian zones at any time.



Walkers

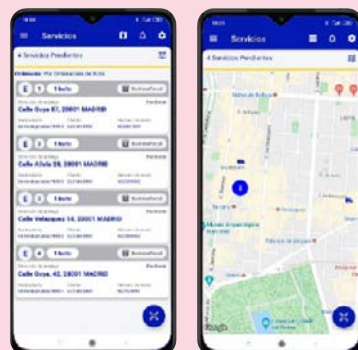
In Spain, smaller parcels are also delivered on foot. The walkers carry a bag or a trolley, depending on which option suits them best. They usually deliver in a small radius in densely populated cities and load at the depot several times a day.



GLS Poland as the first logistics company in Poland has launched its own courier bike. The courier bikes operate in a number of city centres like Kraków, Wrocław and Warsaw in zones with restrictions on car traffic. More bikes are planned to run in other cities in the future.



GLS Spain introduced a delivery app for drivers. This makes it possible to shorten distances and optimise routes through geolocation and tour management support.



GLS Italy's transport partner fleet has been expanded with 15 brand new IVECO S-WAY natural gas trucks. The vehicles are equipped with fuel-saving systems and devices and therefore emit significantly less emissions than conventional diesel trucks. Drivers of the new trucks received a specific eco-driving training, teaching them to adapt their driving style to reduce LNG consumption and thus further reduce the burden on the environment.



Interview

**Central approach
implemented nationally**

Nicolas Robert
Managing Director
GLS France
Cyrille Bouquin-Nicolas
Environmental Manager
GLS France



Nicolas, GLS France has pushed the environmental topics very much forward in the last years. How do you see this in your perspective as Managing Director?

NR: Yes, our environmental strategy is a key element in our fundamentals. In France, like in other countries, this topic is a top priority. This subject will not be a competitive advantage anymore but an obligation in most tenders. Our long-term competitors as well as new players are super pushy and also very quick-acting. Our environmental strategy helps us keeping the pace.

What is the feedback of your customers on the progress of GLS' Climate Protect?

NR: Our customers understand that environmental protection is not an issue which can be fixed in the short term and appreciate to see our trend of improvement and our vision.

Cyrille, can you explain your role as Environmental Manager in GLS France?

CBN: My role is to deploy the environmental strategy of the GLS Group in France. This deployment is both operational and steering and it concerns all the branches of our activity: Linehaul transport, last mile delivery and infrastructure.

And what are the biggest achievements since you started in this role?

CBN: Three important subjects have been implemented since I started in this position in the end of 2020. The first is the offset of all our emissions, offering a climate neutral service to our customers. The second is the energy transition for last-mile delivery vehicles by installing charging stations and solutions for electric vehicles in more than 50% of our depots and supporting our partners in deploying more than 100 new electric vehicles in our network. The third is to have more than 90 % of our depots supplied with 100 % renewable electricity since July 2021.

What will be your focus in the near future when thinking about bringing environmental activities to the next level?

CBN: One main priority will be to make our infrastructures less energy-consuming – installing solar panels, LED relamping, changing heating systems. Moreover, our goal is to reach 50 % electric vehicles in our own company car fleet by the end of 2025. Also, to implement the first linehaul electric and hydrogen heavy trucks while continuing to deploy zero emission solutions for last mile delivery.

Nicolas, talking about last mile, what is your vision of the last mile delivery within the next five years?

NR: We plan to deliver carbon free wherever possible in combination with a smooth experience for the consignees who can interact easily with us and our delivery partners. Consumer interaction and experience are the important keywords, thinking about parcel tracking, information on estimated arrival times or different delivery capacities until last minute like out of home delivery.

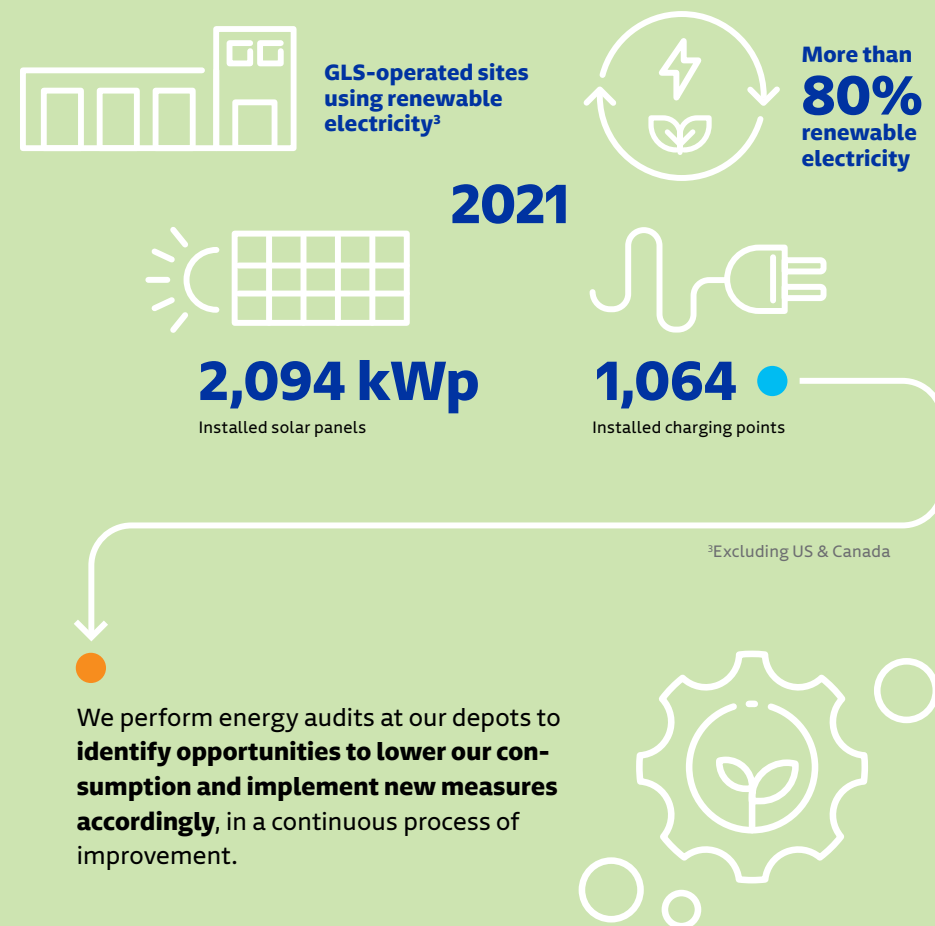


→ ● Upgrading our buildings



Our buildings are not just where we work together; they are also places where we have the responsibility to reduce CO₂ emissions and mitigate our environmental impact. We have rolled out sustainability requirements for all new construction and are improving existing buildings, and testing and installing new sustainability measures.

To future-proof our depot buildings, we increasingly use regenerative heating systems and solar panels to reduce carbon emissions from purchased heating or electricity. We are switching to renewable electricity and have set ourselves clear targets to increase the use of renewable electricity. We are moving to LED lighting to reduce our overall electricity consumption. We also install charging infrastructure and energy management solutions. All new buildings are planned to allow future expansion of charging infrastructure, while existing buildings are upgraded to serve the increasing electricity demand of electric vehicles.



Our ISO 14001 certification in all European countries certifies that we are taking the right approach towards our Environmental Management system.





Our **EuropeanEcoHub** in Essen, Germany, is the trendsetter for our sustainable building initiative. As of January 2022, it had 880 photovoltaic modules and that number continues to grow. The panels are connected to a battery storage system that allows to be largely independent in terms of energy demand. 1,800 sqm of green roof and 4,875 sqm of amphibian biotopes support the goal of protecting six local species.



The **Eco Hub** in Jihlava, Czech Republic, built in 2012, has additional insulation and LED lighting and is heated by a heat pump. During an expansion in early 2022, the hub was equipped with a photovoltaic system, covering approx. 39 % of the current demand. The expandable battery storage enables the lighting of the exterior area and the charging of the electric vehicles at night at the installed charging stations.



The head office of **GLS Canada** was designed to conserve energy and reduce water consumption. It received the LEED Gold Certificate, a globally recognized symbol of sustainability achievement and leadership.



The building is heated by geothermal power, consumes 26 % less energy than a building constructed to regular standards and has a planted roof. Furthermore, rainwater is stored to fill the toilet tanks, cutting the use of tap water by more than 66 %. Green spaces take up nearly 30 % of the total area.



Lowering the impact of business travel

As an international logistics company, we operate a large number of hubs, depots and offices across Europe and North America, necessitating regular travel between our locations. The Covid pandemic, however, has shown that flights and business travel are not always necessary. From 2019 to 2020, the number of business flights fell significantly and only increased slightly in 2021. We have used the Covid time to further expand our communication and collaboration tools. Meetings are largely held online and our employees have the opportunity to stay connected via various teamwork tools.



Decrease of business flights⁴

2019	2020	2021
6,291	1,550	1,969

⁴One-way business travel including national, international and intercontinental flights.

While the pandemic proved that business travel is not always needed, company cars remain an important aspect of our business in some areas, especially for our sales colleagues. Our ambition is to reduce business travel wherever feasible and to utilise electric vehicles where it is still considered necessary. **Our set ambition is to reach 100 % electric company cars by 2030.**



GLS France organized the Eco-mobilité Days in October 2021. Electric cars of various brands were presented to the employees using company cars who were also allowed to test them. In this way employees get a feeling for different electric vehicles and are familiarized with them.



GLS Denmark provides and installs free wallboxes at the homes of employees who utilize electric company cars.



Climate-neutral shipping through carbon offsetting



We are taking a variety of measures to reduce and avoid emissions, but we cannot immediately cut down all of our emissions. To fill the gap, we have set up a carbon emission compensation programme in Europe to offset currently unabated emissions. GLS cooperates with ClimatePartner, a leading international provider of climate protection solutions.

We support four high-quality climate protection projects. The projects protect the rainforest in Brazil and Peru and promote the expansion of renewable energies in India. These projects make an important contribution in several dimensions, as they expand local infrastructures, create workplaces and preserve biodiversity. In addition, each project contributes to the Sustainable Development Goals.

Several countries already had local approaches for offsetting and we brought this to a Group-level now. In this way, we have been compensating all CO₂ emissions in Europe since April 2022.⁵

⁵ This covers the Well-to Wheel emissions from all European GLS-operated sites as well as all parcels sold in Europe, from collection to delivery worldwide.

Certified compensation

The carbon offset projects are certified according to the highest and internationally recognised standards. The projects meet the Gold Standard or Verified Carbon Standard (VCS) in conjunction with the Climate, Community and Biodiversity Standard (CCBS). The standards ensure that the projects are certified and audited according to strict criteria. Through this process the climate protection impact of the projects is ensured and regularly confirmed.

Gold Standard (GS)

The Gold Standard was developed with the participation of WWF. The standard sets particularly strict requirements in terms of additionality, sustainable development and involvement of the local population.

Further information on the Gold Standard:
<https://www.goldstandard.org/>

Gold Standard

Verified Carbon Standard (VCS)

More than half of all voluntary emission reductions worldwide are validated and verified according to the Verified Carbon Standard (VCS). The standard contains clear specifications for determining the carbon savings for the different types of projects. Projects must be verified by independent third parties and calculated transparently and conservatively.

Further information on the VCS:
<http://verra.org/project/vcs-program/>

Verified Carbon Standard

Climate, Community and Biodiversity Standard (CCBS)

The Climate, Community & Biodiversity Alliance (CCBA) aims to support land use and forestry projects that meet other social and ecological criteria in addition to carbon reduction. The standard can only be awarded to projects in addition to other standards already awarded, such as the VCS. The CCB Gold Level status is additionally awarded to projects that achieve exceptionally positive effects in adapting to climate change, promoting local communities and preserving biodiversity.

Further information on the CCBS:
<http://verra.org/project/ccb-program/>

CCBA

Forest protection and renewable energy for the climate





Madre de Dios (VCS CCBS Gold Level) is an area of the Peruvian Amazon with some of the highest biodiversity in the world.

It is also under threat from the Transamazônica road project and deforestation for agriculture. We support a project that protects an area of 100,000 hectares while working with the local population to help manage the land sustainably.



The forest protection project in the Pacajá region (VCS CCBS) covers 148,000 hectares in the Brazilian Amazon and helps to prevent illegal harvesting of rainforest.

It promotes and supports local people in the use of sustainable agroforestry techniques. In addition, villagers are trained as surveillance personnel to work in patrol teams to ensure the monitoring of the project area.



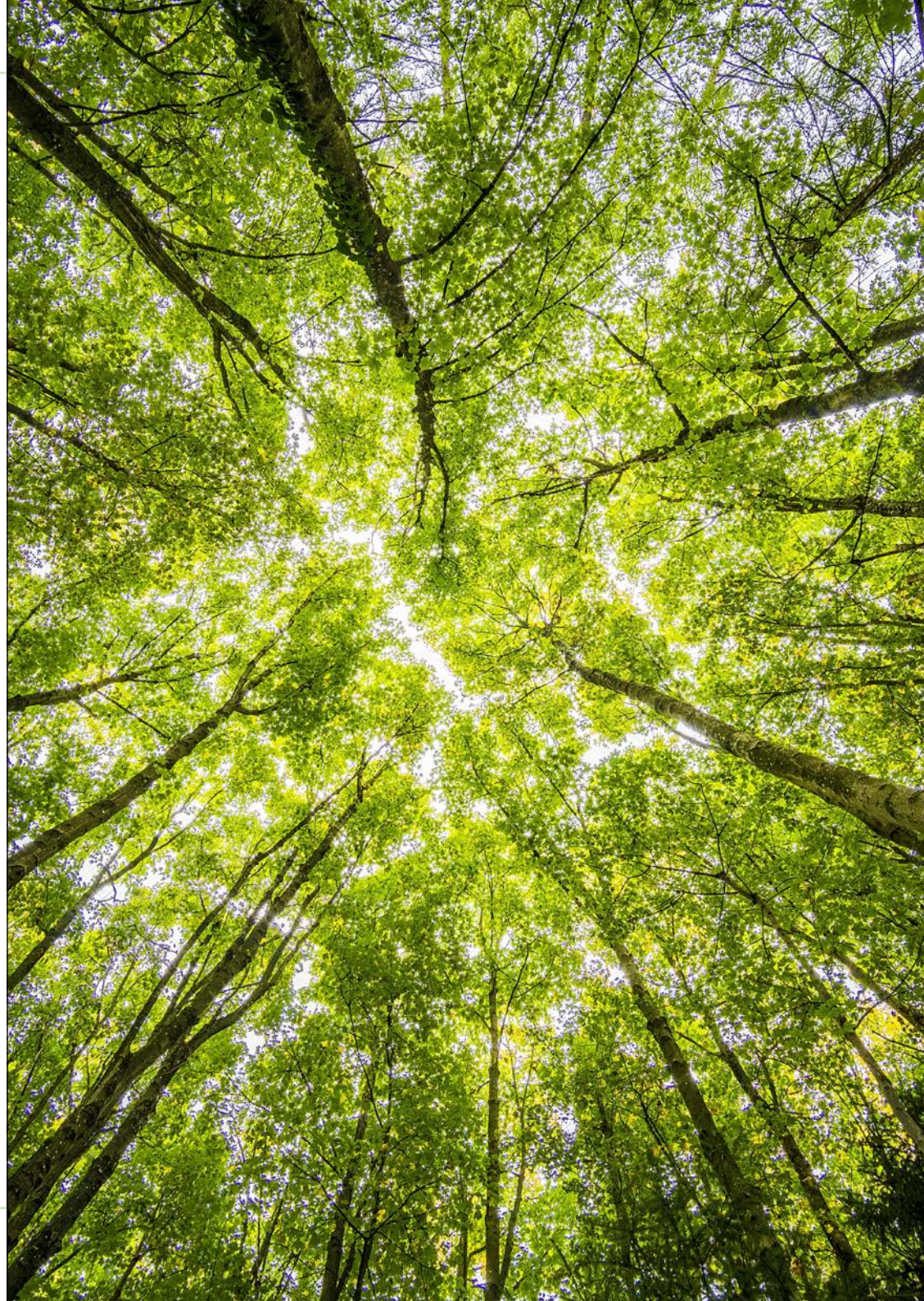
The Indian grid is almost exclusively fed with electricity from fossil fuels.

To contribute more energy from renewable sources, a 100 MW solar power plant was installed in the village as part of this project (Gold Standard VER). The emission-free solar electricity is fed into the Indian grid and replaces electricity from fossil energy sources. In addition, the project provides surrounding schools with books, furniture and other infrastructure.



With the help of the climate protection project in Maliya in India (Gold Standard VER), India's sustainable community development is promoted by means of electricity from wind power.

In addition to contributing to climate protection and increasing the share of renewable energy in the grid, the project contributes to sustainable development. The local population finds work in the operation and maintenance of the plant, and at the same time the local economy benefits from the improved electricity supply.



→ ● Local activities for environmental protection in the national companies



In addition to the overall Climate Protect strategy, the GLS country entities engage in local green initiatives that they are conducting locally. The aim is to further reduce the consumption of resources and to raise environmental awareness.



GLS Spain has opened a parcel shop in Madrid with a holistic approach to the environment and plans on opening many more. These environmentally friendly convenience points include emission-free delivery and ShopReturnService. Further, the shop has recycled furniture, sustainably painted walls, highly efficient electronics and computers, and offers plastic and chemical-free packaging.



GLS Poland reduced its paper consumption by 30 % through the introduction of a new application on hand-held scanners which makes printing delivery lists unnecessary.



GLS Netherlands actively participates in the Dutch Lean & Green initiative since 2019. They have managed to reduce their CO₂ emissions by at least 20 % in the current five-year period and therefore received the internationally recognised Lean & Green Star in June 2021.





To reduce plastic consumption, **GLS Spain** tested cages with tarpaulins to protect parcels in a plastic-free way, which turned out as a full success. This solution works well for the movement of parcels between regional hubs, which is why more tarpaulins will be ordered and used in the future.

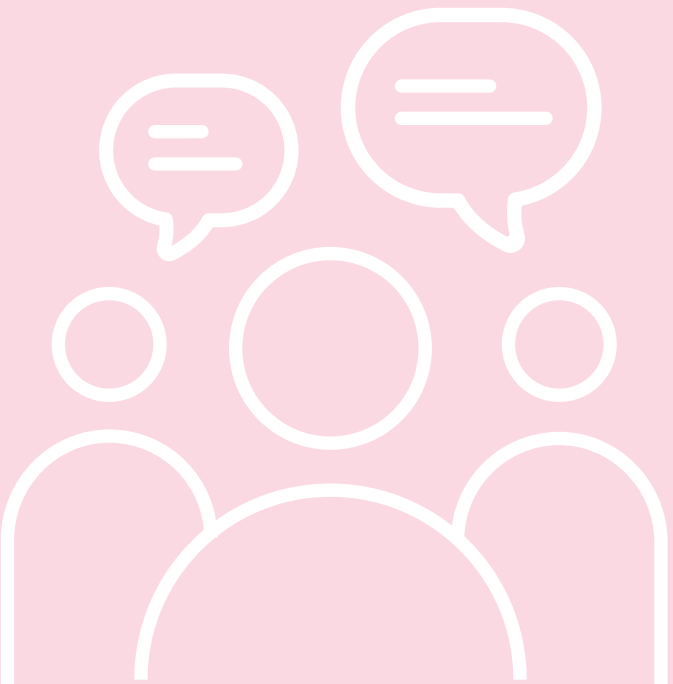


In 2021, **GLS Netherlands** participated in a tree planting day organised by Trees for All, an organisation that focuses on the management and restoration of forest areas, including in the Netherlands. The planting took place in a new forest area to be created in the province of North Brabant, where the cuttings were partly planted by our employees. GLS Netherlands made a total number of 7,800 trees available for this purpose, as an active contribution to the conservation and restoration of nature.



Social commitment

E S G – People | Occupational Health & Safety | Diversity | Community engagement



With over 22,000 employees from more than 100 nationalities, a global network and activities in more than 1,600 individual locations, we face up to our responsibility as employer, business partner and good corporate citizen.



- Our success depends on our people and we ensure our employees stay safe and healthy through comprehensive Health & Safety programmes
- We motivate and inspire our employees every day, offer a wide range of trainings and development opportunities and aim to provide a work place free from discrimination or harassment
- Road safety of our transport partners is one of our priorities
- We empower our local entities to support social activities and implement measures that benefit their local communities

→ ● Championing health, safety and wellbeing



For GLS Group to be agile and productive, our employees need to stay fit and healthy. By means of preventive health and occupational safety management, we help our employees to maintain their physical and mental fitness.

The Corporate Occupational Health & Safety (OHS) department has defined and implemented an OHS directive based on European Labour Law. This directive is mandatory for all subsidiaries within GLS Group. On the basis of these standards and applicable local legislation, the subsidiaries develop their own OHS systems. This ensures that all country companies comply with the safety standards set by GLS, while taking country-specific requirements into account. Regular reporting and on-site audits serve to verify compliance with the established directive.

Creating a safe and risk-free work place

We aim to reduce actual as well as near-miss work accidents and to increase health and safety awareness across GLS Group. Our OHS Policy is communicated to all employees. We ensure that all employees are regularly instructed regarding hazards in their individual workplaces. We put an emphasis on regular training for our management levels on their responsibilities regarding the health and safety of their employees. This is done through Occupational Health & Safety awareness trainings tailored to the job and hazards of the particular workplaces. In the FY 2021/22 we trained more than 3,700 managers and supervisors in all countries, ranging from our CEO to shift supervisors.

OHS campaign – Safety starts with you

In 2021, GLS Occupational Health & Safety launched the OHS awareness programme “Safety starts with you” to address occupational safety at all levels. The campaign includes numerous individual components, all aimed at creating a sustainable change in OHS mindsets to achieve an even better anchoring of Occupational Health & Safety within the whole Group.

Within the framework of this campaign, target groups were identified for which tailor-made training programmes were designed. As a result, we now conduct training specifically for all managers, have introduced regular staff briefings on health and safety topics and focus on the risk of road traffic through specially developed transport partner and driver training courses in cooperation with our transport partners.



Highlights from our Group-wide OHS Campaign projects:

36-Months Awareness Communication Plan

Aim: Increase awareness for OHS and the most common hazards within the organisation

More than

100,000

items of communication material

distributed to

all GLS locations until end of FY

Dedicated character naming contest marking the launch of the campaign

with more than

4,500

participants in various countries



CEO OHS Award

Aim: Introduce Group-wide contest and country-specific contests to increase awareness for everybody and honour achievements

Winners of

Best Improvement Challenges

GLS Poland, GLS Hungary, GLS Finland and GLS Slovenia



Mandatory Rear View Systems

Aim: Equip 90 % of permanent delivery fleet in Europe with Rear View Detection Systems to avoid reversing accidents

Some countries have already over-achieved the target by equipping

100%

of their delivery fleet



Due to the nature of our road-based logistics business, Road Safety plays a major role for GLS. Together with the transport partners, a growing number of GLS entities are therefore introducing Practical Road Safety trainings for pickup and delivery drivers.





GLS Italy invested further in Road Safety trainings by including linehaul drivers in practical training sessions.



GLS France conducted a safety event for transport partners where practical driving trainings were given on a private race track, aiming to encourage driving trainings in the network.



At GLS Poland all pick-up and delivery drivers are already trained since March 2022.



Prioritising health in the workplace

Preventive health programmes are intended to prevent work-related health hazards and ensure early detection of occupational illnesses. They are provided by consultation and, where necessary, by appropriate health screenings.

We undertake a range of small country specific-measures to encourage our employees to be more health-conscious and support an active and healthy lifestyle. We also attach great importance to mental health and aim to support our employees through local initiatives.



GLS Ireland implemented "Wellbeing Wednesdays" once a month on site to provide healthy meals to employees across all shifts. It also offers financial contributions for gym memberships as well as a cycling scheme.



GLS Canada comes up with creative ways of sharing wellness related tips with employees each month, such as support in staying cool during summer heat or in trying to quit smoking.

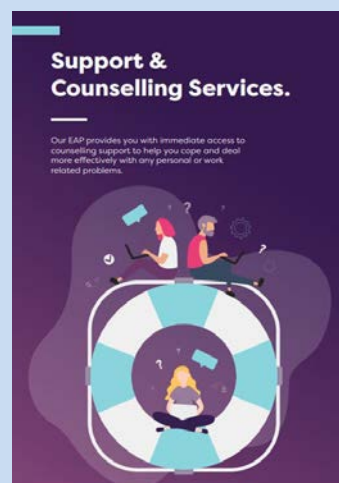




GLS Czech Republic supports the "Bike to work" initiative, which encourages people to cycle to work rather than drive. Similarly, GLS Austria offers employees a "job bike", a low-cost leasing option for electric bikes.



GLS Ireland provides free confidential counselling services to employees. The Employee Assistance Programme can be used for any mental health issue, grief, financial stress etc. GLS Ireland has also set up mental health toolbox talks to remind employees to look after their own mental health while at the same time being aware of the signs if someone at home or at work is suffering from a mental health problem.



Interview

**Together we can make
the GLS world even safer**



Adolf-Werner Hardt

Director Corporate Security
& Occupational Health & Safety

How important is occupational health and safety in today's world, especially for a logistics company?

Logistics is a business that cannot be fully automated. This means that our employees are right in the middle of the action every day. This presents hazards that must be countered with attention, expertise and appropriately structured measures. This is where occupational safety comes in. Without well-functioning occupational health and safety, our business would be unthinkable.

How does occupational health and safety in a logistics company differ from other industries?

The answer lies in the relatively high proportion of manual labour in our industry. When you send a parcel, this process is just as manual as the subsequent loading, unloading and delivery. Although sorting technology supports us, many processes are still carried out manually. This distinguishes us from other industries, where people increasingly control and monitor tasks but are mostly physically separated from the hazards. Hence, the measures for the logistics sector are much more focused on the organisational or personnel level and thus designed for the safe handling of the hazards that inevitably remain. Think of road traffic with all its risks – you cannot eliminate road traffic, so you have to make road users aware of the hazards and develop rules that they have to abide by.

What have you done within the last two years in the field of OHS?

GLS has been focusing on occupational health and safety in the entire value chain for years. About two years ago, we developed the Occupational Health & Safety campaign "Safety starts with you", which is designed to include all employees as widely as possible in this topic.

How have employees responded to the campaign?

Changing human behaviour takes time. We knew this when we developed the campaign, so we were surprised to see how fast and positively the measures have been accepted by our employees. This has also been reflected in a sustained positive trend in the number of accidents at work. However, we continuously aim to become even better. In particular, we see more potential for improvement in road accidents in the delivery area, something on which we want to work together with our transport partners.

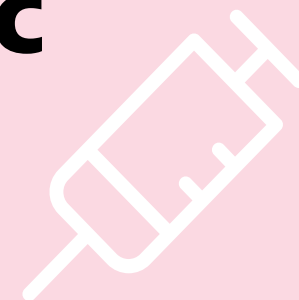
How can everyone contribute to a safe workspace?

We have called our campaign "Safety starts with you" for a good reason – working safely starts with each and every one of us. It is our declared goal that every employee always evaluates their actions and working methods through "safety googles", being aware of the potential risks and adapting their actions accordingly. This naturally includes our transport partners as well as their drivers. In short, GLS wants every employee to come home to their loved ones at the end of the working day just as healthy as when they left. Our management as well as our Occupational Health & Safety team are committed to this. Moreover, the support of all employees is an essential part.



The COVID-19 pandemic

and its impact on GLS



Throughout the financial years 2020/21 and 2021/22, the COVID-19 pandemic has been a dominant topic for all GLS subsidiaries. Protecting our employees, customers and consignees has been our highest priority. We have continued and further developed the safety measures implemented at the beginning of 2020.

Safety measures against the COVID-19 pandemic



Equipment

Equipping all locations and supplying all employees, transport partners and drivers with suitable disinfectant and other protective agents.



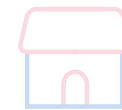
Hygiene

Strict implementation of the necessary hygiene measures in all areas.



Reduced travel activity

Meetings and conferences are conducted via telephone or video as far as possible.



Distribution of staff

Home office in administrative areas, otherwise spatial distribution and regular resting on site.



Contactless delivery

For our shippers and consignees we offer the possibility of contactless delivery.



Further measures

We constantly monitor relevant developments and immediately initiate necessary measures if required.

Increasing the number of vaccinated employees

We have put particular focus on motivating employees to get vaccinated against Covid-19 to protect their health in the best possible way.



GLS Germany organised a campaign offering vaccinations against Covid-19 to employees at German offices and depots. Throughout Germany, the GLS vaccine mobile stopped in 32 cities and vaccinated a total of 450 people, including 15 % first-time vaccinations.



GLS Croatia offered an extra day of vacation to every vaccinated employee.

Flexible work solutions

Our commercial employees were asked to work from home in all national subsidiaries whenever possible. This was a new experience for many and we gave support for home office setup wherever needed. We also greatly expanded our IT infrastructure to make working from home more convenient and allow employees to remain in close contact with their colleagues through video conferencing and other communication tools.

Supporting local communities fighting the pandemic

Numerous locally organized initiatives aimed to support local communities through the pandemic.



Across different cities in **Spain** 150 employees supported Movimiento Ultreya, a solidarity project where cyclists raise funds for small businesses struggling during the pandemic.



GLS Hungary supported hospital staff working in the Covid-19 department by buying and transporting food for them. GLS Hungary also launched the "GLS, love on four wheels" campaign together with the Hungarian Maltese Charity Service, to support families struggling due to the difficult Covid-19 situation. GLS Hungary supported 100 families selected by the Maltese Charity Service with durable food worth a total of HUF 5 m.



GLS Poland donated protective items such as masks and helmets to hospitals.

→ ● Being the employer of choice



Success for our company depends on the people working for GLS. Our employees enable us to deliver top performance and exceptional quality every day. At the end of the financial year 2021/22, GLS employed more than 22,300 people.⁶ 26 % of our employees work on the commercial side of the business, such as in various administrative areas. The other 74 % of our staff work on the operational side, such as in the warehouses of our depots.

GLS wants to be an attractive and appealing employer where employees feel appreciated. We aim to provide a respectful environment where all employees are able to live up to their full potential independently of their individual circumstances.

Promoting diversity and equal opportunities

People of more than **100 different nationalities** are employed across all GLS subsidiaries. We firmly believe that this diverse workforce enriches the company. To secure an environment that is respectful of different ethnicities and cultural backgrounds, GLS' Diversity Statement clearly sets out our expectations:

⁶Parcel delivery is handled by delivery drivers, who are employed by our transport partners and are therefore not included in the figures in this chapter

Our commitment to diversity and inclusion –

For the people of today and tomorrow

Diversity and inclusion are key principles at GLS Group. We know that success for our company depends on the people working for GLS. This is independent of their race, gender, age, sexual orientation or any other characteristics protected by law.

It is not only our ethical responsibility to promote a diverse and inclusive company culture, but also an essential element of the company we want to be. In order to fully support a diverse and inclusive working environment and achieve sustainable impact, we as GLS Group strive to achieve the following:

- **To create an inclusive work environment in which our employees feel valued for their contributions, are respected and treated fairly, and have a sense of belonging**
- **To provide equal opportunities for all employees, including access to trainings, development and growth opportunities and advancements**
- **To recruit open-minded applicants of all races, gender, ages, sexual orientations and any other characteristics**
- **To collaborate with a diverse range of partners to fuel our innovation and connect closer to the communities around us**



An important aspect of our diversity approach is to enable a balanced workforce in terms of gender. In the financial year 2021/22, women in management positions accounted for 15 % in operational functions and 36 % in administrative functions. Promoting a working environment that empowers women, particularly within male-dominated functions such as operational logistics, is an important focus area for us.

Employees by management level and gender FY 2021/22 (in %)⁷

Female		Male
13	Senior Management	87
24	Management	76
24	Other employees Operational	76
55	Other employees Administrative	45

⁷In the financial year 2021/22 we changed our Group wide HR data reporting to differentiate between employee categories in more detail. Data from previous years is not comparable and not included in this report



GLS Canada celebrated International Women's Day by raising money for the CURE Foundation, a foundation fighting against breast cancer. Female employees in different positions across the organization also participated in a video to explain what it means to be a woman in transport and talk about their daily job and experiences.



GLS is committed to the compatibility of work and family. In **Germany**, we are a member of the "Erfolgsfaktor Familie" network, committed to helping employees combine family and career. For this purpose, we offer, for example, individual part-time models, kindergarten subsidies or the possibility of home office.



One of our main goals is to provide equal opportunities to employees across all areas of our operations.

GLS is committed to actively promoting equal and fair career possibilities and to help employees reach their professional goals by providing development opportunities.



→ Interview

Offering opportunities
to grow



Busra Yurdaku
Depot Manager GLS Austria

Busra, you are only 27 years old and already a Depot Manager. Could you please tell us about your journey at GLS?

My journey at GLS started in 2015. First, I was working in the customer service for nearly two years. I was so amazed by the network how it works with all the systems and how everything is connected. That's why I was thinking to go one step deeper in the company and decided to change from the customer service to the disposition department. Since April 2022 I am the Depot Manager of the depot in St. Lorenzen im Mürztal, which makes me very proud.

What made this career possible?

I liked the position very much right from the start and my goal was to achieve a supervisor status, which I reached in just a few months. I was very motivated and enjoyed leading my own team, but I was hungry for more. I saw myself in another, higher position and the colleagues around me appreciated my work, so I received an offer for the Depot Manager position. GLS was very supportive from the beginning onwards and I was given a lot of responsibility and room to learn and grow.

What are your plans for the future?

My plans for the future are to stay focused with my team and to take over a second depot at GLS Austria.

Offering training and development opportunities

We can live up to the future challenges of the CEP sector only on the basis of continuous learning and commitment. It is essential that we offer ongoing qualifications for our new talents and develop our long-serving staff with training opportunities and personal support.

Welcoming new colleagues

We welcome new employees at our national subsidiaries with dedicated introduction programmes.



GLS Denmark invites new employees to the "GLS Learning Days". This two-day programme brings all new fulltime employees from the whole country to the head-quarter in Kolding to provide them with a solid onboarding and the opportunity to connect with other new joiners.



GLS Austria has launched a new onboarding programme to ensure new employees feel welcome at GLS and receive all necessary information to successfully start the job and build relationships with others from day one. Within the new onboarding programme, employees have a mentor by their side right from the start. Employees who want to become mentors receive a specialised mentor training from an external HR consultancy to adequately support all new joiners. The HR department will support all future mentors.

Training and supporting employees

To continue to meet the needs of our customers and other stakeholders and to provide our employees with the opportunity to grow in the company, we need to promote the individual strengths and talents of each employee. Therefore, we support our employees with personalised training courses and development programmes, helping them to develop in a professional way.

Since October 2021, **GLS Poland** and **GLS Germany** were the first countries to implement the Better Manager coaching programme. **Austria**, **France** and **Italy** followed during 2022. This programme aims to support the development of our managers becoming modern leaders and provides participants with the opportunity to take part in confidential virtual coaching sessions. Topics can vary individually and each participant has access to six individual one-on-one coaching sessions as well as team leadership and target achievement discussions. Further countries will introduce this programme shortly.

Individual employee development measures are the responsibility of our national subsidiaries. The national subsidiaries regularly offer a wide range of in-house training sessions, seminars and talks covering all areas of our work.





GLS Poland implemented a new culture of ongoing feedback based on a new competency model, supporting the implementation of the Accelerate business strategy.

GLS Denmark has developed a customized and flexible approach to feedback meetings using a game. The employees can choose different cards with certain topics like e.g. job satisfaction and thereby can set an own focus on topics they want to discuss with their manager.

GLS US offers employees a platform with over 700 learning modules, providing suitable trainings to all employees.

Through a special rotation programme, **GLS Austria** gives employees the opportunity to get to know different GLS locations and departments. Participating employees can switch location and department for a couple of days at a time to learn more about other jobs in the entity.

Supporting inclusion

We recognize that certain groups of employees require specific support to be able to benefit from the work and development opportunities we offer. For example, our Spanish organization is particularly active in this regard.

GLS Spain collaborates with around 500 agencies in its network, whereof 14 are integrated as Special Employment Centres. The main target of these centres is to provide opportunities to develop a professional life to people with a mental and/or physical disability, in an appropriately designed and supportive work environment.

Among these we want to highlight the example of **Juan José Fijo de Cabo** who is the owner of several agencies in León, Salamanca and Valladolid within the network of GLS Spain.



→ Interview

Providing equal opportunities to all



Juan José Fijo de Cabo

CEO of 7 GLS Agencies, one of them Leon Trabajo

Juanjo, you are very active in supporting the integration of people with disabilities in the workplace. Could you please tell us more about your situation and initiatives?

Currently, our team exceeds 140 people and we are present in three provinces. More than 96 % of our staff are people with disabilities. We are committed to achieving the maximum balance between the socio-occupational integration of people with disabilities and business interests. To make best use of the legal possibilities offered by the Spanish State, we decided to opt for a Special Employment Centre.

What measures are taken to ensure that employees' needs are fully addressed and they receive equal opportunities?

In our organisation, support and early detection of the specific needs of new employees is key, as well as accompanying employees during their career path. It is especially important that people feel they are in a sphere of sufficient trust to be able to communicate their problems and concerns.

A successful management of opportunities can lead, in the medium and long term, to a substantial increase in the employee's productivity and feeling of involvement with the company.

Please explain why all companies would benefit from employees with disabilities?

Employment experiences are an opportunity to continue building a society based on solidarity and the common good. We are aware that people with disabilities face barriers or difficulties in accessing employment. It is well known that their difficulties derive to some extent from bad past experiences in their professional careers, in which they were not provided sufficient job opportunities. However, the Spanish government has developed a wide range of tools available for businesses to overcome and compensate for these difficulties. We also know that the collaboration with colleagues with disabilities is good for the other employees and creates a feeling of belonging for all employees.

There are many people in our teams who have had to climb (or continue to climb) some real heights. They deserve all our recognition and that of society as a whole. Life itself is a wonderful challenge ● ←

Listening to the employee voice

In order to include the ideas and opinions of our employees in corporate decision-making, several of our national subsidiaries carry out staff surveys. **The surveys look at issues such as overall employee satisfaction, feelings about the working environment, and questions on health and safety or professional development.**



The leading employer rating platform kununu has awarded **GLS Germany** with its TOP COMPANY seal for a high level of employee satisfaction. This award is given exclusively by employees. Only an exclusive circle of 3.8 % of kununu rated companies have qualified for this seal.



Similarly, **GLS US** conducts annual employee surveys to analyse whether the efforts put into employee engagement activities, such as improved work processes and leadership training, have made a positive difference in our workforce. There were more than 800 submissions in 2021 and 85 % agreed that GLS is engaging their workplace and moving in the right direction with their programmes to support employees and customers.



In 2022, **GLS Austria** became certified as a "Great Place to Work", a certification involving an independent employee survey and confirming that GLS Austria is an attractive workplace. Similarly, **GLS Poland** received the "Great Place to Work" certification for the third time in 2021.



In spring 2021, **GLS Denmark** used a survey to better understand the impact of the pandemic on the work-life balance and job satisfaction. It showed that the employees have been very satisfied with their work-life balance during the pandemic, even higher than before.

→ ● Taking social responsibility in local communities



We want to give something back to society and use our local strength and knowledge to support people in need. **With our agencies and franchisees, we operate around 1,600 locations in 20 countries.** With so many opportunities for local interaction and the high awareness GLS receives locally, we see our social responsibility in particular in the support of local communities.

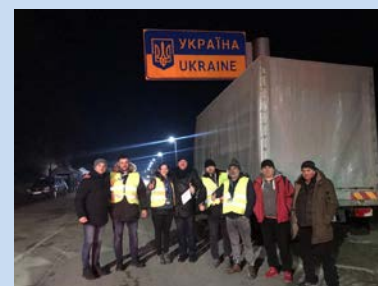
Therefore, our strategic approach is to empower activities in the individual countries, leaving each national subsidiary free to engage in its own social activities and to focus on the topics it considers most relevant.

Supporting people in Ukraine

As the war in Ukraine is an issue that currently moves us very much, a number of GLS institutions have implemented specific support projects and fundraising measures in addition to their regular local activities.

A number of GLS subsidiaries, including GLS Germany, Italy and Finland, donated to the Red Cross to purchase needed goods.

GLS Poland, Slovenia, Germany and Romania have also provided transit of goods to the country.



Acting for local communities

Inspired by the many ideas of our employees, we support a diverse range of local projects and regional as well as nationwide initiatives. These include free parcel shipping for aid organisations and sponsorship for charitable foundations. We also provide financial contributions to local charitable projects like hospitals and kindergartens.

3

GLS Canada has a number of community partnerships such as helping to power the fight against breast cancer as official transportation provider for the CURE Foundation. GLS Canada has also been joining the Make-A-Wish Foundation for several years as an institutional ambassador. Every year, GLS encourages its employees to take part in fun activities to collect donations for the Foundation. The GLS Canada Christmas truck sponsored 163 children from families who used foodbanks in Quebec and Montreal.



1

GLS Austria has supplied the residents of Haus Miriam organisation with new furniture and supplies such as computers and printers. For many years Haus Miriam has offered women in emergency situations a place to stay. Every year our GLS Austria Advent calendar is a welcomed surprise at the children's cancer ward at the Linz General Hospital. GLS Austria regularly delights children with small gifts at Christmas and Easter.



3

11

GLS Ireland is supporting Volunteer Ireland in celebrating, appreciating and saying thank you to volunteers from all over the country. GLS provided free delivery services for the Volunteer Ireland Awards ceremony and delivered all 40 awards even in the demanding peak-season.

12

GLS Italy is involved especially in health projects. They financially support the Umberto Veronesi Foundation to further research a cure for cancer, intending to contribute in a practical way to scientific research. GLS also supports numerous social initiatives such as summer camps for children and sports events for athletes with disabilities.



13

GLS Poland supported the Poland Business Run in 2020 and 2021, which helps people who underwent an amputation. About 200 employees from GLS took part in these events. In addition to financial support, GLS also participated as a logistics partner with free shipping. They also supported numerous charity projects, including the initiative "healthy growth" for which parcels containing materials to set up home gardens were sent to schools and other educational institutions around the country. Altogether, 10,000 free seed packages were donated.

16

GLS Slovakia engages in a number of organisations and supports these through donations. For example, at the end of 2021, goods were donated to Zvolen charity, an organisation supporting families in need. On International Children's Day, GLS Slovakia also regularly donates goods to the orphanage Trnité.

17

GLS Slovenia sponsors organisations that are supporting our society in numerous ways, such as an organisation that offers summer camps for children with special needs, the sponsorship of an organisation that offers basketball lessons to children whose parents are not able to cover the costs of training. It also provides donations in the form of free distribution to a humanitarian organisation that sends food packages to people in need.

2

GLS Belgium supports Younited Belgium, an organisation fighting vulnerability in areas such as housing, mental health, welfare, poverty or addiction by bringing together people from different backgrounds through football. GLS Belgium participated in the gala tournament organised for the benefit of Younited Belgium.



4

GLS Czech Republic has supported the "Give a toy" project since 2011, fulfilling wishes of children from children's homes. GLS is the logistic partner of this project and provides free transport of Christmas presents from the donors to the children's homes.

5

GLS Croatia offered free transportation for all parcels that benefited those affected by the earthquake near Petrinja in 2021, a total of approximately 600 parcels from all over Croatia to the affected area. At the same time, the Red Cross was supported in the transport and distribution of relief goods.

7

GLS Finland donates traditional chocolate advent calendars to all Iceheart children each Christmas season. Icehearts is a Finnish organisation that supports children at risk of social exclusion by providing them with a stable and long-term sports community.

6

GLS Denmark has sponsored the shipment of 5,000 Superliga replica footballs for an initiative organized by the media company Viaplay which is the main sponsor of the Super League. All Danes who donate at least DKK 200 to the Children's Cancer Foundation have the opportunity to receive one of the unique footballs.

10

GLS Hungary supported the children's charity "Taita Foundation" with free parcel deliveries for World Children's Day in 2021. GLS Hungary also helped to deliver more than 8,000 parcels last year as part of the Segítségem (HelpWithMe) Christmas gift collection campaign.



9

GLS Germany is involved in a variety of projects. For many years, the GLS depots in Hamburg and Tornesch have supported the Hamburg "Bio Brotbox" campaign. In 2021, we delivered around 16,000 boxes in 300 packages to Hamburg's schools. Thousands of children were happy to receive a healthy breakfast in cool, reusable boxes. GLS Germany also organised a number of volunteer activities. For example, the trainees at the GLS head office in Neuenstein set up a rubbish collection campaign and collected rubbish from various places.



8

For the third year now, **GLS France** has organised a large toy collection campaign for the organisation Les Restos du Cœur which distributes food packages and hot meals to those in need. All divisions participated in this initiative, with two parallel collections taking place in the South and North of France.

18

GLS Spain supported several NGOs, city councils, and other associations in transporting key items such as clothes, blankets and toys to those affected by a volcanic eruption in La Palma. There was also a collaboration with a school in Northern Spain, where children sent books to create a library for the pupils in La Palma whose school was swept away by the lava flow.

15

GLS Romania engages in numerous social activities, for example cooperating in the preparation of education material for children. GLS Romania also hosted a family day event to raise money for the partner organisation Red Cross Sibiu, specifically to support children with autism.

Interview

Local commitment at GLS Canada

Mary-Ellen DeForest Donaldson

Vice President Human Resources GLS Canada



How important are social initiatives at GLS Canada?

Social initiatives are very important to all the team members at GLS Canada. We want to give something back to the communities we are operating in and have a lot of local activities.

Do you focus on any particular area within your social activities?

The main focus is on our corporate charities – Make a Wish, Cancer Society and supporting the communities our employees live in. This is done with the support of our employees and the leadership team. We often do contest fundraising initiatives at the workplace or social media awareness posts etc. We have a wide range of activities here – from fundraising matches to sponsor a child at Make-A-Wish or team community support for local children's sports team events. We also had a Denim Day donation to support Cancer Society or team building for a spin class fundraiser for Make-A-Wish Foundation.

You have also organised a great initiative during Christmas 2021, could you please tell us more about it?

Yes, our Christmas Truck! In collaboration with several teams – Marketing, Fleet, Operations and HR – we designed and decorated one of our GLS tractors and its trailers. Two volunteers dressed as Santa and Elf and made three special trips delivering presents. The first two stops were at food

banks in Lachine, Quebec, and in Quebec City. We had been working with them earlier to recruit employees for our local terminals. We provided a night with Santa and Elfie for 75 children in each location, including a present, homemade cookies and endless mugs of hot chocolate. Santa and Elfie made their final stop in Ottawa, where we presented our Make-A-Wish child with a surprise visit and a Santa bag of gifts. Our Christmas truck then continued to deliver cheer to some of terminals while making deliveries. It was a grand success for all.



**“We want to
give something
back to the
communities we
are operating in and
have a lot of local
activities”**



Responsible Corporate Governance

E S G – Compliance | Data protection |
Information security | Supply chain governance



Good and responsible corporate governance is the foundation of long-term business success. Strict compliance with all applicable laws must guide all decision-making, to ensure the trust of our stakeholders.



- GLS relies on every employee to take responsibility for complying with the law and our ethical standards, supported by our Group-wide Compliance Framework
- Our business involves handling customer information and our stakeholders can be assured that we fully protect all data
- Our customers can rely on us to extend our Governance approach across our entire network

→ ● Addressing compliance across the Group

GLS is committed to fair competition, integrity and responsible business practices. We have a strict zero tolerance policy on corruption. Together with our mother company IDS plc, we join in the fight against all forms of forced labour and modern slavery.

To ensure that our high compliance standards are upheld in all parts of our business, we have implemented a Group-wide Compliance Framework.



A strong compliance organisation

Compliance Managers in all GLS countries provide guidance and support to their organizations. Our central Corporate Compliance team focuses on continuously developing and improving our Compliance Framework and monitoring its implementation and application across the Group.



Clear understanding of compliance risk

A comprehensive annual compliance risk assessment in every operative entity, drawing information from all layers of the hierarchy, ensures that we know which issues to tackle and where to focus our continuous efforts to improve our systems.



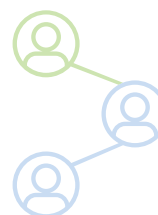
Tailored guidance for every function

Our standards of behaviour are set out in our newly revised Group-wide policies on such topics as anti-corruption, competition law and trade/financial sanctions, which were rolled out to all GLS employees in 2021. These policies are supplemented by guidelines and procedures, dedicated online and face-to-face trainings and awareness measures, all tailored to specific internal audiences, to ensure that every employee receives the precise guidance and training required in their function.



Monitoring by the third line of defense

In addition to the internal approval processes, compliance controls and monitoring measures managed by our local and Corporate Compliance functions, GLS Corporate Internal Audit includes compliance controls in all country audits, providing a valuable additional perspective.



An open ear for compliance concerns

We appreciate the willingness of our employees and business partners and of members of the public to raise concerns of misconduct or other serious issues. They must be able to have full confidence that their concerns will be taken seriously and appropriately investigated, while their legitimate interests are protected. Our whistleblowing system therefore aims to make confidential reporting as easy and secure as possible – with independent lawyers serving as our external Ombudspersons, whistleblowers are afforded the protection of legal confidentiality and privilege.



Conscientious investigation and clear measures

All reports of potentially significant incidents are taken seriously and will be appropriately investigated. Where allegations are verified, we take clear procedural and disciplinary measures, including terminating contracts with relevant entities and individuals.

→ ● Protecting the data of our stakeholders



In our daily business, we use information – including personal data – regarding various stakeholders: our customers, consignees, business partners and not least our employees. **GLS' Group-wide information security and data protection activities ensure that such data are handled responsibly and safeguarded against abuse and theft.**

Maintaining Group-wide information security

Information security remains an ongoing concern to all companies, especially in the logistics industry, which has to contend with an increased risk of attacks by cyber criminals. With digitalisation advancing, our focus on safeguarding and protecting information is central to maintaining our brand and the trust of our customers.

The Group-wide Information Security team drives and steers Group-wide information security activities through its security policies, standards and guidelines, which are audited in all GLS subsidiaries. A governance framework based on ISO 27001 has been established and is continuously being improved.

With the mandate of the GLS Holdings Board towards increased digitalisation and continuous improvement, Group-wide information security is driving a comprehensive security programme to further improve our global security maturity and posture. These measures are the further implementation of the Zero Trust principles in our systems. Strong security monitoring of our systems is performed with the help of our Global Security Operation Centre and industry-leading tools, enabling us for example to analyse over 600 m system events per day for possible signs of attackers. Corporate Information Security collaborates with relevant stakeholders to work towards more standardization in processes and technologies by deploying state-of-the-art services such as Identity and Access Management and Public Key Infrastructure.

While we expect that threats of cyber-attacks will continue to increase, enhanced usage of automation and artificial intelligence to improve scalability of security measures enable us to keep up with the complexity of IT, speed of attacks and fast response needs, be efficient with our resources and continue to provide excellent services.

Our focus on safeguarding and protecting information is central to maintaining our brand and the trust of our customers ● ←

Protecting personal data

As parcel logistics relies on the use of personal data, data protection has always been a priority for GLS. We are aware that this is a major interest of our customers and consignees, as well as of our employees and other stakeholders. We have therefore taken the opportunity of the introduction of the EU General Data Protection Regulation (GDPR) to combine our pre-existing data protection activities into a comprehensive Group-wide Data Protection Framework covering all relevant entities.

Our Data Protection Framework

Clear guidance for all employees through our Group-wide Data Protection Policy, mandatory online training for all employees with computer access and awareness measures designed to reach employees on all levels and in all functions.

Clear mandatory processes for setting up data processing activities ensure that data protection is built into our digitalisation approach by design and by default.

A data breach response process is set up between the Data Protection and Information Security functions, to ensure a speedy and effective response when needed.

A dedicated Corporate Data Protection department is in charge of further developing and continuously improving this framework, while responsible Data Protection Managers in all operative entities ensure that it is implemented and brought to life.



→ ● Ensuring compliance in our network and along the supply chain



More and more, companies are being held responsible not only for their own compliance with the law and with ethical standards but also for how these topics are treated within their supply chains. **GLS not only faces up to this direct responsibility; we also recognise that to our customers, we are the head of an important supply chain.** They rely on us to provide assurance that our high standards are also upheld further down the line.

Setting clear expectations

Our Supplier Code of Conduct sets out the expectations we have of our suppliers, not only on their compliance with the law but also in such areas as environmental and social responsibility. The Supplier Code of Conduct is publicly

communicated in local language via each GLS entity's internet presence, provided to prospective business partners and included in supplier contracts where appropriate.

Selecting the right suppliers

GLS has a dedicated Business Partner Approval Process, which requires staff responsible for selecting business partners to conduct background checks, including on red flags indicating potential corruption or modern slavery risks. If indicated, appropriate mitigating measures must be defined before a contract may be concluded. Our Business Partner Approval policy instructs staff to also closely monitor ongoing relationships to spot any signs of a deteriorating risk profile as early as possible. Each active business partner must be re-checked after three years at the latest.

Collaborating with transport partners and network partners

Our most important business partners are the transport partners, agencies and franchisees as well as our international network partners, with whom we work to offer our logistics services, including across countries where we are not present with entities of our own.

When partners perform services on our behalf they represent the GLS brand – we expect them to live up to the high compliance standards this entails. Standard contracts with all such partners therefore contain specific compliance obligations, with particular focus on corruption and labour law topics. Our international network partners, in particular, are also subjected to in-depth compliance checks before any business relationship is initiated, as well as throughout their network membership.

National GLS subsidiaries take additional measures according to local circumstances where appropriate; e.g. by establishing specific national partner codes of conduct for their transport partners.

Enabling employees to identify issues

We need to make sure that all our colleagues who collaborate with partners are aware of their responsibilities and able to identify relevant issues like potential concerns regarding labour practices in our supply chain. A dedicated Compliance in the Supply Chain training is therefore mandatory for all GLS employees with purchasing or supervising functions.

→ Outlook

Within our GLS strategy, we will continue to place emphasis on promoting growth and digitalisation. We will also continue to work on our ESG activities to tackle today's challenges and face our responsibility.

Environment

We will continue to focus on the expansion of our environmentally friendly operations

Social

- We will set a focus on providing development opportunities to our employees
- We will pursue our Occupational Health & Safety activities to make our work places even safer
- We will proceed as good corporate citizen to engage in local activities supporting the communities

Governance

We will continue to adapt to new legal as a trusted supplier to our customers and consignees

We are on an exciting journey to transform GLS: more global, more digital and more sustainable and responsible.



About this report

This report has been prepared in accordance with the GRI Standards (core option) to inform our stakeholders and the interested public about our goals, activities and progress in the areas of environment, social affairs and governance. The information in this report relates to GLS Group's financial years 2020/21 and 2021/22.

Data delimitation and comparability

Unless otherwise indicated, the key figures refer to the entire GLS Group. The reporting on emissions and resource consumption refers to all activities and services and to all companies that we have included in the scope of consolidation as of the respective balance sheet date in accordance with the rules applicable in financial reporting.

Reporting cycle

The GLS Group Sustainability Report is published bi-annually in English with a yearly update in between and can be accessed online. The reporting period of this report is from 01.04.2020 to 31.03.2022.

Additional information on the Internet

In addition to this report, the GLS Group also provides information on its sustainability activities on the Internet: <https://gls-group.com/GROUP/en/our-responsibility>.

Accuracy

For presentation, the figures in the tables and graphs are rounded. However, the changes compared to the previous year or proportional percentages refer to the respective exact values. For this reason, it can happen that a figure remains the same as in the previous year, but a relative change is nevertheless shown. Due to the rounding of proportional percentages, it can happen that their addition, compared to the addition of the non-rounded percentages, leads to deviating results. For example, due to rounding, proportional percentages may not add up to 100 per cent, although this would have been logically expected.



GRI Content INDEX

GRI 102 GENERAL STANDARDS DISCLOSURES 2016

	Organizational Profile	Page																		
GRI 102-1	Name of the organization	About us, p. 10																		
GRI 102-2	Activities, brands, products and services	About us, p. 10																		
GRI 102-3	Location of headquarters	About us, p. 10-11																		
GRI 102-4	Location of operations	https://gls-group.eu/GROUP/en/about-us/our-facts																		
GRI 102-5	Ownership and legal form	About us, p. 10																		
GRI 102-6	Markets served	https://gls-group.eu/GROUP/en/about-us/our-facts																		
GRI 102-7	Scale of the organization	About us, p. 10																		
GRI 102-8	Information on employees and other workers	<p>Total number of employees by employment contract:*</p> <table> <tr> <th></th><th>Fixed term</th><th>Permanent</th></tr> <tr> <td>Male</td><td>3,011</td><td>12,425</td></tr> <tr> <td>Female</td><td>1,028</td><td>5,860</td></tr> </table> <p>Total number of employees by employment type:*</p> <table> <tr> <th></th><th>Part-time</th><th>Full-time</th></tr> <tr> <td>Male</td><td>5,479</td><td>9,957</td></tr> <tr> <td>Female</td><td>2,594</td><td>4,294</td></tr> </table> <p>We are faced with increasing parcel volumes during autumn / Christmas season, causing a relatively high share of fixed-term contracts. GLS collaborates with independent transport partners for the majority of linehaul transports and pick-up and delivery tours. Therefore, the drivers employed by our transport partners are not included in these numbers.</p> <p>* The information is collected on country level, but not displayed here due to complexity. The dataset is collected once per year via the national HR Departments in all subsidiaries.</p>		Fixed term	Permanent	Male	3,011	12,425	Female	1,028	5,860		Part-time	Full-time	Male	5,479	9,957	Female	2,594	4,294
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GRI 102-9	Supply chain	See graphic „Our supply chain”, p. 11 We collaborate with independent transport partners for all linehaul transport and delivery tours.																		
GRI 102-10	Significant changes to the organization and its supply chain	GLS acquired Rosenau Transport in Canada in October 2021.																		
GRI 102-11	Precautionary principle or approach	<p>We apply the precautionary principle within all relevant fields to secure the long-term success of GLS.</p> <p>About us, p. 12-15 Environment, p. 23 Social, p. 55 Governance, p. 89</p>																		

GRI 102-12	External initiatives	Via our mother company IDS plc, we have signed the UN Global Compact: https://www.unglobalcompact.org/what-is-gc/participants/8084-Royal-Mail-Group																										
GRI 102-13	Membership of associations	<table><thead><tr><th>Business Unit Name</th><th>Trade Association Name</th></tr></thead><tbody><tr><td>GLS Austria</td><td>Wirtschaftskammer/ Chamber of Commerce</td></tr><tr><td>GLS Belgium</td><td>Koninklijke Federatie van Belgische Transporteurs & Logistieke Dienstverleners (FEBETRA) Vereniging voor Inkoop en Bedrijfslogistiek (VIB) [not full membership, but partnership] BCA (Belgian Courier Association) Vlaams Instituut voor de Logistiek (VIL) [not full membership, but partnership] BeCommerce (not a membership, but listed as business partner with this organization)</td></tr><tr><td>GLS Canada</td><td>Freight Carriers Association of Canada (FCA)</td></tr><tr><td>GLS Czech Republic</td><td>Hospodářská komora České republiky</td></tr><tr><td>GLS Denmark</td><td>DTL Danish Transport and Logistics Association</td></tr><tr><td>GLS Finland</td><td>Huolintayhdistys Logy</td></tr><tr><td>GLS France</td><td>FNTR (fédération nationale des transports routiers)</td></tr><tr><td>GLS German</td><td>Bundesverband Pakete & Express Logistik(BIEK)</td></tr><tr><td>GLS Italy</td><td>Federazione Italiana Trasportatori (FEDIT) Consorzio Netcomm Italy (GLS Enterprise) CONFAPI - Confederazione italiana della piccola e media industria FEDERLAZIO - Associazione delle piccole e medie imprese del Lazio (Rome region) CONFCOMMERCIO Vicenza - Associazione del commercio del turismo e dei servizi della provincial di Vicenza</td></tr><tr><td>GLS Poland</td><td>FPE (FORUM PRZEWOŹNIKÓW EKSPRESOWYCH)</td></tr><tr><td>GLS Portugal</td><td>APOE (Associação Portuguesa de Operadores Expresso)</td></tr><tr><td>GLS Spain</td><td>UNO ORGANIZACIÓN EMPRESARIAL DE LOGÍSTICA Y TRANSPORTE" ("UNO") ASOCIACIÓN ESPAÑOLA DEL EXPRESS Y DE LA CARGA AÉREA INTERNACIONAL" ("AECI")</td></tr></tbody></table>	Business Unit Name	Trade Association Name	GLS Austria	Wirtschaftskammer/ Chamber of Commerce	GLS Belgium	Koninklijke Federatie van Belgische Transporteurs & Logistieke Dienstverleners (FEBETRA) Vereniging voor Inkoop en Bedrijfslogistiek (VIB) [not full membership, but partnership] BCA (Belgian Courier Association) Vlaams Instituut voor de Logistiek (VIL) [not full membership, but partnership] BeCommerce (not a membership, but listed as business partner with this organization)	GLS Canada	Freight Carriers Association of Canada (FCA)	GLS Czech Republic	Hospodářská komora České republiky	GLS Denmark	DTL Danish Transport and Logistics Association	GLS Finland	Huolintayhdistys Logy	GLS France	FNTR (fédération nationale des transports routiers)	GLS German	Bundesverband Pakete & Express Logistik(BIEK)	GLS Italy	Federazione Italiana Trasportatori (FEDIT) Consorzio Netcomm Italy (GLS Enterprise) CONFAPI - Confederazione italiana della piccola e media industria FEDERLAZIO - Associazione delle piccole e medie imprese del Lazio (Rome region) CONFCOMMERCIO Vicenza - Associazione del commercio del turismo e dei servizi della provincial di Vicenza	GLS Poland	FPE (FORUM PRZEWOŹNIKÓW EKSPRESOWYCH)	GLS Portugal	APOE (Associação Portuguesa de Operadores Expresso)	GLS Spain	UNO ORGANIZACIÓN EMPRESARIAL DE LOGÍSTICA Y TRANSPORTE" ("UNO") ASOCIACIÓN ESPAÑOLA DEL EXPRESS Y DE LA CARGA AÉREA INTERNACIONAL" ("AECI")
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	Strategy																											
GRI 102-14	Statement from senior decision-maker	CEO Foreword																										
GRI 102-15	Key impact, risks, and opportunities	About us, p. 12-15 Environment, p. 23 Social. p. 55 Governance, p. 89																										
	Ethics and Integrity																											
GRI 102-16	Values, principles, standards, and norms of behavior	About us, p. 14-15, 18 Governance, p. 90-97																										

	Governance Structure	
GRI 102-18	Governance structure	The highest Governance function is the GLS Group Holdings Board. Graphic "ESG organization", p. 16
	Stakeholder Engagement	
GRI 102-40	List of stakeholder groups	Graphic „Our stakeholders“, p. 20
GRI 102-41	Collective bargaining agreements	As an international operating company GLS orients itself by the frameworks and legal requirements of the respective countries. Remuneration is guided by the local job market, including any applicable collective agreements.
GRI 102-42	Identifying and selecting stakeholders	About us, p. 20-21
GRI 102-43	Approach to stakeholder engagement	About us, p. 20-21 Social, p. 80-81 We are in constant exchange with our stakeholders through appropriate communication channels.
GRI 102-44	Key topics and concerns raised	About us, p. 20-21
	Reporting Practice	
GRI 102-45	Entities included in the consolidated financial statements	About this report, p. 100-101
GRI 102-46	Defining report content and topic boundaries	About this report, p. 100-101
GRI 102-47	List of material topics	About us, p. 21
GRI 102-48	Restatements of information	No restatement needed
GRI 102-49	Changes in reporting	About this report, p. 100-101
GRI 102-50	Reporting period	About this report, p. 100-101
GRI 102-51	Date of most recent report	About this report, p. 100-101
GRI 102-52	Reporting cycle	About this report, p. 100-101
GRI 102-53	Contact point for questions regarding the report	Imprint
GRI 102-54	Claims of reporting in accordance with the GRI standard	About this report, p. 100-101
GRI 102-55	GRI content index	About this report, p. 100-101
GRI 102-56	External assurance	In 2022, Royal Mail Plc engaged PricewaterhouseCoopers LLP (PwC), an independent auditor, to provide independent limited assurance over selected information in the Royal Mail Annual Report and Financial Statements. Information that was within PwC's limited assurance scope is marked with the symbol † within the Royal Mail Annual Report and Financial Statements. See pp. 33, 35, 37, 40 and 45 for details https://www.internationaldistributionsservices.com/en/investors/annual-reports .

SPECIFIC STANDARD DISCLOSURES		
	Economy	
	GRI 204 Procurement Practices 2016	
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Each country has a procurement management approach of its own.
GRI 204-1	Proportion of spending on local suppliers	Transport activities as major share of our purchasing are purchased on local level via our local organizations.
	GRI 205 Anti-Corruption 2016	
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Governance, p. 91-92
GRI 205-1	Operations assessed for risks related to corruption	Governance, p. 91-92
GRI 205-2	Communication and training about anti-corruption policies and procedures	Governance, p. 91-92
GRI 205-3	Confirmed incidents of corruption and actions taken	One confirmed case to the detriment of GLS. Contracts with individuals involved were terminated.
	GRI 206 Anti-Competitive Behavior 2016	
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Governance, p. 91-92
GRI 206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	No incidents known.
	Environment	
	GRI 302 Energy 2016	
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Environment, p. 24-29
GRI 302-3	Energy intensity	We calculate a CO ₂ per parcel value based on EN 16258 for all European countries. The basis for this calculation is the fuel consumption. For this, the fuel consumption from our transport partners is included.
	GRI 305 Emissions 2016	
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Environment, p. 24-29
GRI 305-1	Direct (Scope 1) GHG emissions	Environment, p. 30-32 see Update to the 4th report for numbers on 2019/20
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Environment, p. 30-32 see Update to the 4th report for numbers on 2019/20

GRI 305-3	Other direct (Scope 3) GHG emissions	Environment, p. 30-32 see Update to the 4th report for numbers on 2019/20												
GRI 305-5	Reduction of GHG emissions	Environment, p. 30-32 see Update to the 4th report for numbers on 2019/20												
	GRI 307 Environmental Compliance 2016													
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	A management system is implemented in all European GLS entities to ensure all relevant environmental laws and regulations are obeyed. The system is based on three steps: 1. Identify: Local legal registers track all legal norms related to environmental topics and are kept up-to-date 2. Communicate: Every local and country management knows which norms to obey, based on its legal register 3. Monitor: Internal reporting and a surveillance system are complemented with internal audits monitoring the communication and accordance to the system. The ISO 14001 audit controls the effectiveness of the system annually.												
GRI 307-1	Non-compliance with environmental laws and regulations	No fines or sanctions have been identified.												
	Social													
	GRI 401 Employment 2016													
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Social, p. 68-72 Governance, p. 90-91, 94												
GRI 401-1	New employee hires and employee turnover	New employees by gender and age group FY 2021/22:* <table> <tr> <th></th><th>Female</th><th>Male</th></tr> <tr> <td><30</td><td>1240</td><td>3842</td></tr> <tr> <td>≤30 - <50</td><td>924</td><td>2664</td></tr> <tr> <td>≥50</td><td>216</td><td>749</td></tr> </table> <p>* The information is collected on country level, but not displayed here due to complexity. The dataset is collected once per year via the national HR Departments in all subsidiaries.</p>		Female	Male	<30	1240	3842	≤30 - <50	924	2664	≥50	216	749
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≥50	216	749												
	GRI 402 Labor/Management Relations 2016													
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Our management approach is to adhere to all legal requirements.												
GRI 402-1	Minimum notice periods regarding operational changes	See above												
	GRI 403 Occupational Health and Safety 2018													
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Social, p. 56-67												
GRI 403-1	Occupational health and safety management system	Social, p. 56-59, 61-64												

GRI 403-2	Hazard identification, risk assessment, and incident investigation	Social, p. 56-57 Structured processes are established in all areas: <ul style="list-style-type: none"> • Each workplace is analysed for risks and effective corrective actions are assigned. • All employees have the right to a say and the duty to cooperate in OHS matters. This requirement is implemented in every GLS entity and verified by Occupational Health & Safety as part of the Occupational Health & Safety audits in each country. • All job tasks are assessed by competent personnel prior to commencement of work within the applicable jurisdiction. • Investigation of all work accidents and consideration of the findings from such investigations is carried out in accordance with the specific national legal norms. OHS professionals are included as part of the investigation team.
GRI 403-6	Promotion of worker health	Social, p. 61-67
GRI 403-9	Work-related injuries	We regret to report 1 fatality of a GLS employee that had a car accident during a business travel. Rate of high-consequence work related injuries measured by LTAFR for GLS employees was 2.28 in FY21/22 (rates have been calculated based on 100.000 hours worked). The LTAFR in FY 2020/21 was 2.39.
	GRI 404 Training and Education 2016	
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Social, p. 72-79
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Social, p. 73-79
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	The organization of performance and career development reviews lies within the countries, who follow different approaches adopted to local requirements.
	GRI 405 Diversity and Equal Opportunity 2016	
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Social, p. 77-79



GRI 405-1	Diversity of governance bodies and employees	Employees by management level and gender FY 2021/22 (in %):*			
			Female	Male	
		Board	0	100	
		Senior Management	13	87	
		Management	24	76	
		Other employees - Operational	24	76	
		Other employees - Administrative	55	45	
		Employees by age and employee category FY 2021/22 (in %):*			
			<30	30≤- <50	≥50
		Board	100		
Senior Management	1	54	45		
Management	9	62	29		
Other employees - Operational	30	45	25		
Other employees - Administrative	26	53	20		
*In the financial year 2021/22 we changed our Group-wide HR data reporting to differentiate between employee categories in more detail. Data from previous years is not comparable and not included in this report.					
GRI 405-2	Ratio of basic salary and remuneration of women to men	Within GLS Group, HR is an entity-level responsibility. Therefore, this is monitored on local level in the subsidiaries due to differences in positions, job descriptions, etc.			
	GRI 406 Non-discrimination 2016				
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Within GLS Group, HR is an entity-level responsibility, therefore discrimination issues are dealt with on local level.			
GRI 406-1	Incidents of discrimination and corrective actions taken				
	GRI 407 Freedom of Association and Collective Bargaining 2016				
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Under our GLS Group Supplier Code of Conduct we expect our suppliers to respect the right of collective bargaining and freedom of association.			
GRI 407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk				

	GRI 408 Child Labor 2016	
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Under our GLS Group Supplier Code of Conduct we expect our suppliers to prohibit any kind of child labour in their company.
GRI 408-1	Operations and suppliers at significant risk for incidents of child labor	
	GRI 409 Forced or Compulsory Labor 2016	
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Governance, p. 96-97
GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Our Business Partner Approval Process covers also modern slavery risks.
	GRI 412 Human Rights Assessment 2016	
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Governance, p. 90-91, 96-97
GRI 412-1	Operations that have been subject to human rights reviews or impact assessments	We conduct a yearly Compliance Risk Assessment for each country, where modern slavery is included.
GRI 412-2	Employee training on human rights policies or procedures	Governance, p. 96-97
GRI 412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	We include the Compliance clause in every contract where we have identified a potential risk of human rights violation.
	GRI 418 Customer Privacy 2016	
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Governance, p. 92-94
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the reporting period, we have investigated a low double-digit number of potential incidents and notified relevant issues to authorities. We have also dealt with a number of complaints from data subjects and queries from Data Protection Authorities, all of which have been resolved to the satisfaction of the authorities.
	GRI 419 Socioeconomic Compliance 2016	
GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	
GRI 419-1	Non-compliance with laws and regulations in the social and economic area	No relevant incidents known.





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