



uniserve

SUSTAINABILITY REPORT

2022

IN PARTNERSHIP WITH
BEYONDLY

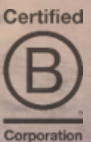


Table of Contents

Introduction3

Foreword4

Materiality Assessment5

Environment6

Carbon emissions7

Baseline Emissions Footprint8, 9, 10

Emissions Reduction Targets..... 11

Our completed Carbon Reduction Projects.....12

Our planned Carbon Reduction Projects.....13

Our Achievements 2022.....14

Ecovadis - Sustainability Assessment.....15

Sustainable Aviation Fuel (SAF) Initiative.....16

Governance17

Compliance, Privacy and Data Security.....18

Market Leadership.....18

People19

Professional Development20

Health and Wellbeing21

Diversity and Inclusion22

Community23

Future Focus24



Introduction

Founded by **Iain Liddell in 1984**, Uniserve has grown to become the **UK's largest privately-owned logistics and global trade management provider**. Over the last **37 years** the business has diversified its supply chain management offer significantly. We are now able to offer the most comprehensive range of freight transport and supply chain solutions on the market.

Driven by a relentless determination to deliver value to customers, Uniserve has become synonymous with **quality, reliability and innovation**, all delivered at the lowest possible cost. This, allied with continuous investment, has allowed Uniserve to grow and become the UK's largest privately owned logistics and global trade management provider. 2022 was another successful year, with the business obtaining multiple awards, including topping Logistics Managers Top 50 Logistics service providers list for the second year running.

This represents our first Environmental, Social and Governance Report. As a socially responsible company, we are committed to the principals of good corporate governance and ensure that our business is properly led for the benefit of its stakeholders; including its managers, employees and customers.

OUR MISSION STATEMENT

To be a recognised leader, by continuing to develop innovative and proven operations and services in logistics and global supply management. To become an integral part of our clients businesses, managing their products and expectations and ensuring they reach market without delay or issue. We will achieve this with a passionate workforce and quality partners around the world, who ensure our business is continually evolving and at the forefront of industry. Our Core Values are Pride, Improvement, Commitment, Reward, Involvement and Fair Treatment.

INTRODUCING THE UN SUSTAINABLE DEVELOPMENT GOALS...

We reference the UN Sustainable Development goals throughout this report. 17 Sustainable Development Goals were adopted by the United Nations in 2015, as part of a universal call to end poverty, protect the planet, and ensure peace and prosperity to all by 2030. Approximately 40% of the world's largest 250 companies acknowledge the SDGs in their corporate reporting. They are relevant to many businesses and can provide a standard framework for organisations to build their ESG programmes and disclosures around. Although SDGs are more thematic than ESG factors, they can help align company specific ESG factors with broader societal and environmental goals.



Foreword

Thank you for taking the time to read Uniserve's Sustainability report. At Uniserve, we are truly proud of who we are as an organisation. Driven by a relentless determination to deliver value to customers, Uniserve has become synonymous with quality, reliability, and innovation. Continuous investment has allowed Uniserve to grow and become the UK's largest privately owned logistics and global trade management provider. Through operational strategies, we have improved our processes, reduced our impacts, and realised Uniserve values.

Sustainability is central to our vision, mission, and values. To be sustainable, we must be efficient in the way we operate, promote a culture of safety, and protect the environment wherever possible by working to reduce the impacts of our activities. Our customers demand this, and Uniserve plays a critical role in the value chains of some of the world's leading companies, depending on us to deliver their products to market in an efficient and sustainable manner.

To achieve these goals, Uniserve's sustainability model focuses on the following four key areas:

Social Governance: Human Rights Risk Situations and Human Development and Training in the Workplace

Environmental Control: Preventing Pollution and Climate Change Mitigation.

Circular Product Life: Sustainable Resource Use and Recycling

Corporate Governance: Quality, Health & Safety at Work and Compliance

To be a valued partner to our customers, we must work with them to provide the services they need in a sustainable and high-quality manner. The Uniserve family makes this possible, taking the energy and ideas of our people to drive our organisation forward with the most talented and capable teams. The development of our teams is central to our success as a company they can be proud to work for.

For the future, Uniserve is committed to achieving our sustainability goals. As an organisation, we have set out our Carbon Reduction plan to achieve **Net Zero 2050**, and we aspire to be the best in our sector. Thank you again for reading this report.

Best Regards

Gary Cobbing
COO – Uniserve Group Chief Commercial & Operating Officer

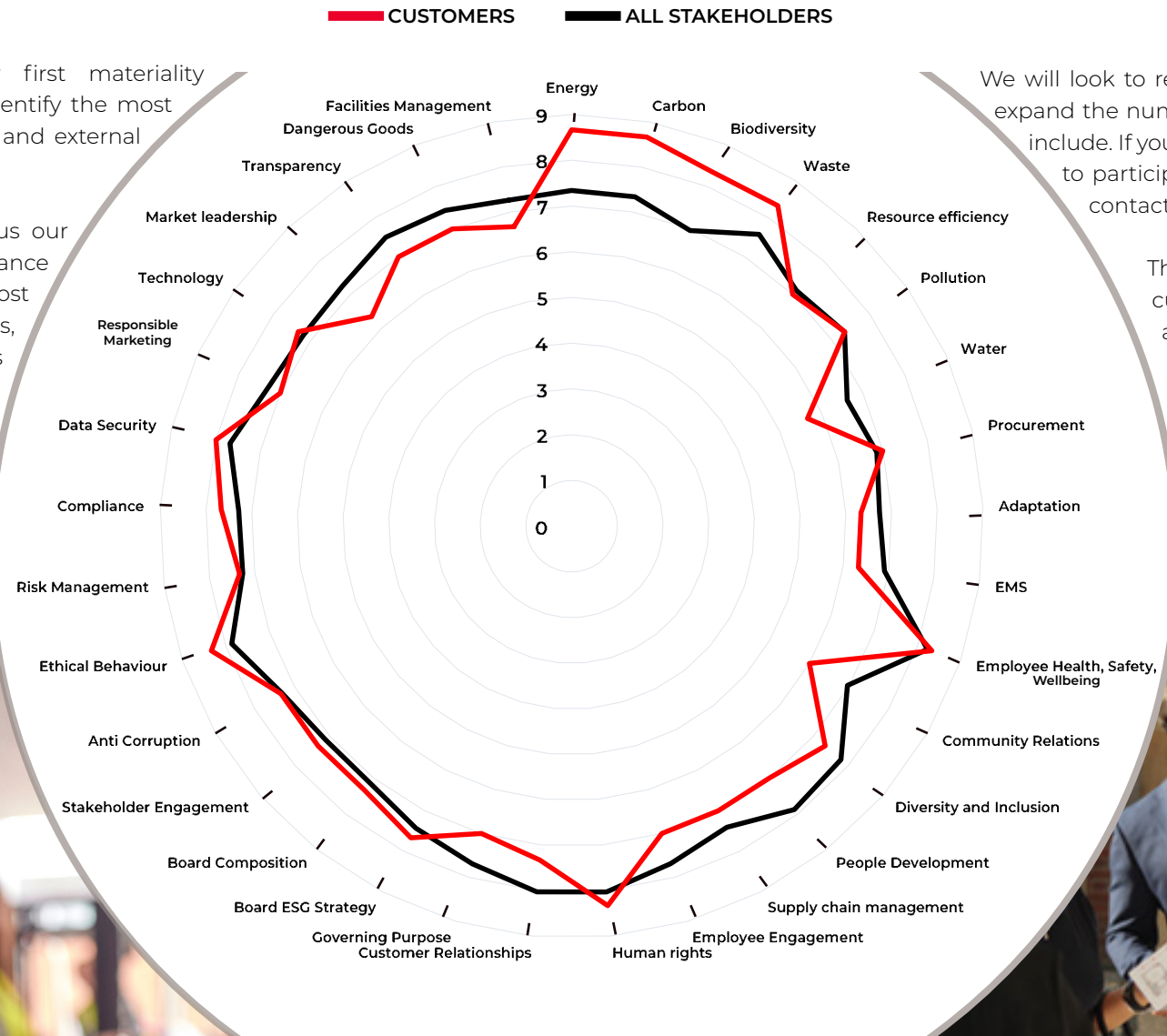


Materiality Assessment

Uniserve have conducted our first materiality assessment in 2022 in order to identify the most important issues to both internal and external stakeholders.

This exercise will allow us to focus our Environmental, Social, and Governance (ESG) reporting on the most significant topics to our business, whilst taking account of what is important to our stakeholders.

Uniserve has identified several stakeholders to our ESG strategy and began by asking: customers, board members and employees.



We will look to repeat this exercise periodically and expand the numbers and types of stakeholders we include. If you work with Uniserve, and would like to participate in our next assessment please contact Sustainability@ugroup.co.uk.

The most significant areas for our customers include Energy, Carbon and employee health and safety.

This assessment will form the basis for the development of our ESG strategy and objectives going forward.



Figure 1 - Materiality Assessment: Average Priority Score by Factor, on a scale of 1-10, 1 being the lowest, 10 being the highest). Total Responses 307 (Board 3, Customers 3, Employees 285, Senior Management 16). We will look to repeat this exercise periodically and expand the numbers and types of stakeholders we include. If you work with Uniserve, and would like to participate in our next assessment please contact Group Head of SHEQ Chris Chadwick cjc@ugroup.co.uk

ENVIRONMENT



Carbon Emissions

Uniserve recognise the need to reduce human impact on the planet. We also recognise there are some significant technological challenges for the logistics and distribution sector in the years to come. We are committed to measuring our impact and maintain pragmatic in our approach to carbon reduction and environmental protection whilst maintaining our commercial approach.

Our Materiality assessment shows us that:

- Management of energy consumption and actions to reduce energy use, sourcing of renewable energy.
- Ability to reduce organisational carbon footprint and minimising emissions throughout the supply chain, including Net Zero ambitions.

These factors are important to both internal and external stakeholders. We have focused in 2022 on measuring our baseline emissions footprint and setting targets for reductions.

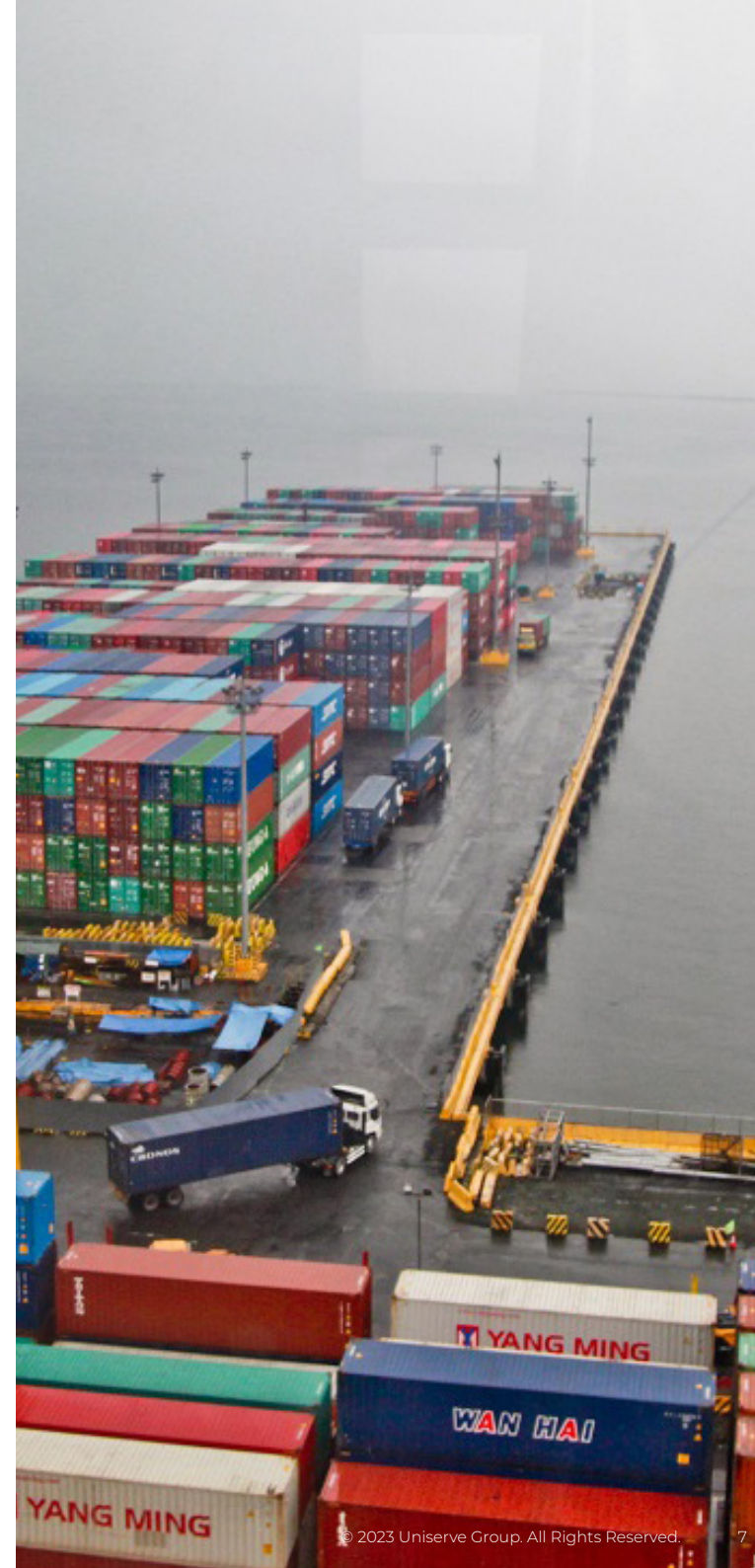
Our commitments:

We have opted to take a 2- phase approach to reducing our emissions. Phase 1: we are committed to a 2.5% annual reduction in our scope 1, 2, and our scope 3 emissions for categories included under PPN 06 2021 (Business travel; Employee commuting; Waste generated in operations; Upstream transportation and distribution; Downstream transportation and distribution). We will increase our reductions to 6.33% annually from 2035 reaching Net Zero (95% reduction in emissions) by 2050.

Annually reporting company wide GHG emissions to ensure that progress towards delivering on targets is tracked.

We also measure and calculate our Scope 3 emissions. Making reductions on scope 3 is more challenging, but we do aim to reduce our impact here too.

We are also in line with the UK's government commitments to net Net Zero by 2050.



Baseline Emissions Footprint

Our baseline emissions year is January to December 2022. Total emissions across all scopes and categories for period January – December 2022 for Uniserve Limited were 22,618 tCO₂e. Scope 1 emissions, also known as direct emissions, are emitted directly from Uniserve operations (as opposed to supply chain).

Scope 1 emissions accounted for 13,947 tCO₂e (62% of total emissions). Scope 2 emissions, or electricity consumption, across the 19 MPANs included, and the company EV fleet accounted for 1,868 tonnes of emissions (8% of total emissions). Our reporting includes all relevant Scope 3 categories. Scope 3 emissions are associated with indirect emissions in the supply chain. These categories were included as their calculation is required for PPN 06 2021 and for the Business Ambition for 1.5°C campaign. Scope 3 emissions across these categories accounted for 6,803 tCO₂e (30% of total emissions). See appendix for full details.

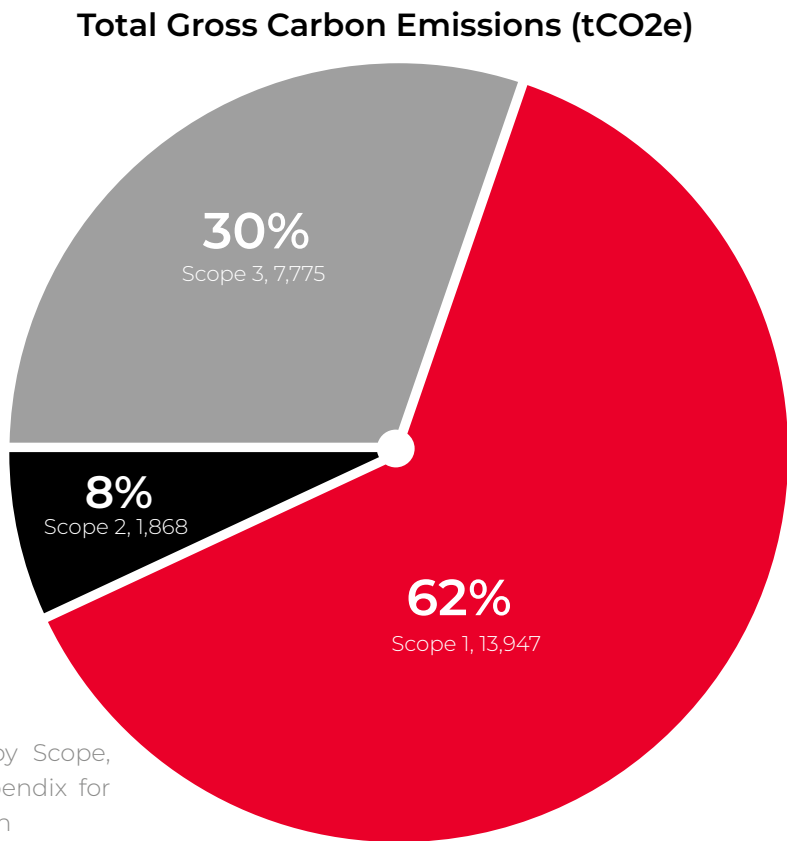
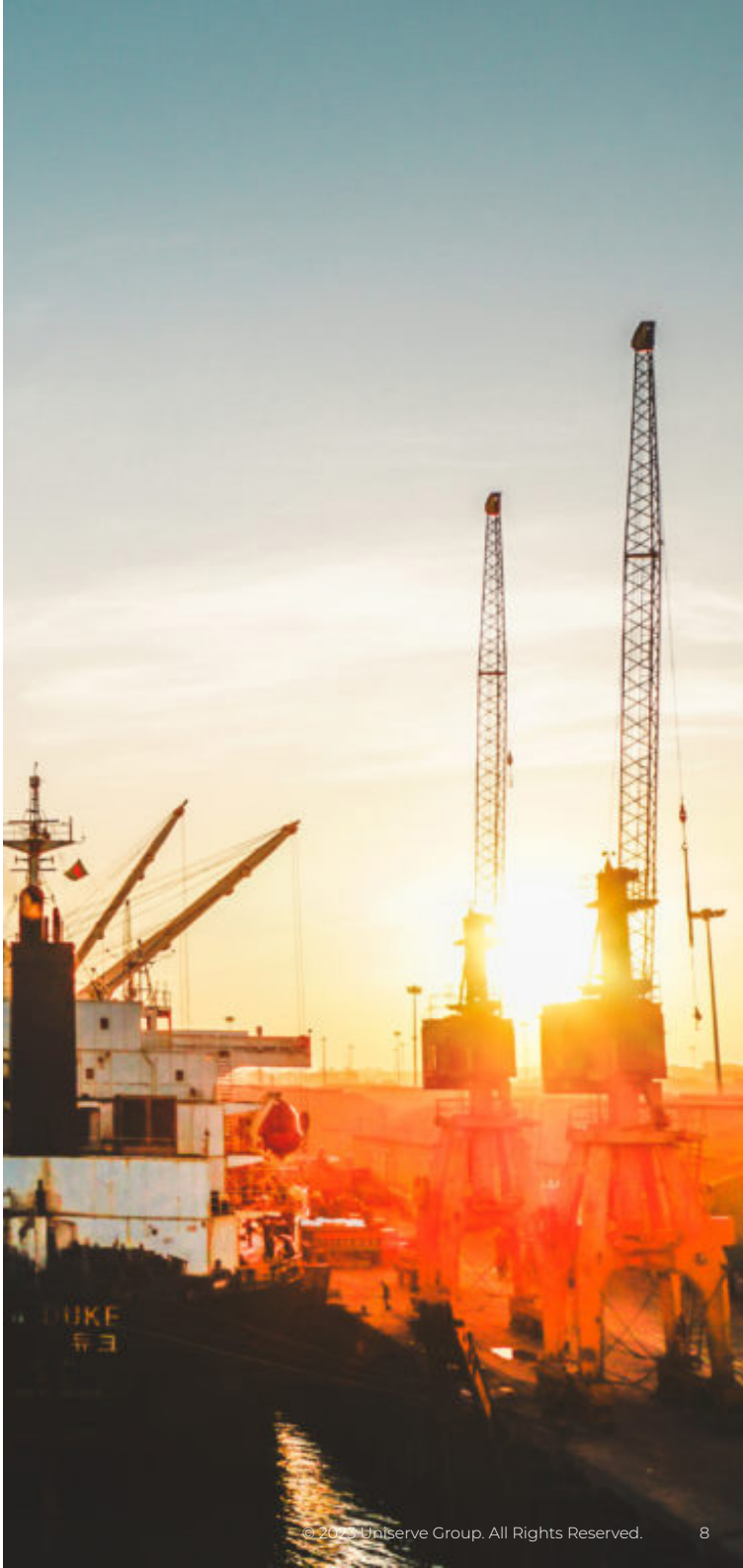


Figure 2 - Emissions by Scope, value = tCO₂e. See appendix for full emissions breakdown



Scope 1 and Scope 2

Scope 1 and 2 emissions are shown in Figure 3. Diesel for the HGV Fleet accounted for 86.31% of Scope 1 and 2 emissions and was by far the largest emissions source. Decarbonisation of the haulage sector is complex and the government position regarding a future approach remains unclear. We continue to pursue efficiency improvements in our fleet as outlined further below.

Scope 1 and Scope 2 Emissions Breakdown (CO2e)

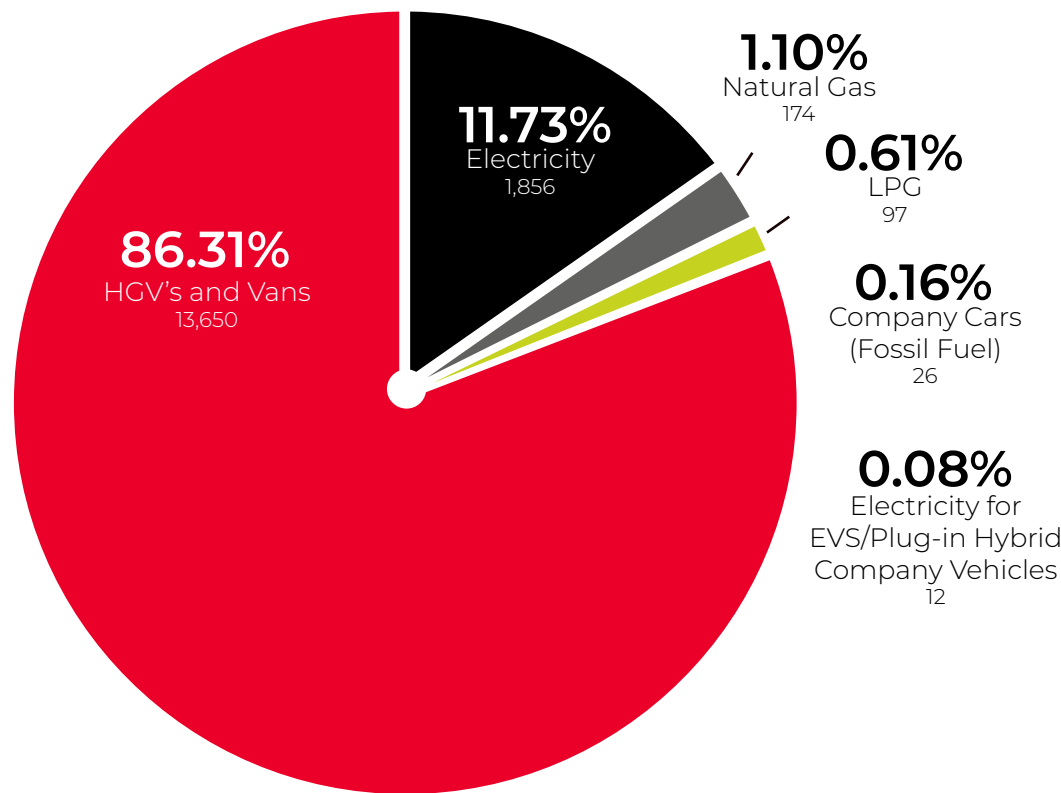


Figure 3 - Scope 1 and 2 Emissions by Category. Value = tonnes CO2e



Scope 3

Scope 3 Emissions are those which are a consequence of our activity, but which occur at sources which we do not own or control. Scope 3 is split into 15 categories. As with many organisations, we have a complex supply chain and measuring our scope 3 emissions will involve continuous improvement. Here we present baselines in all relevant categories. We will endeavour to increase the accuracy and coverage of scope 3 categories over time.

A breakdown of scope 3 emissions by category for Uniserve Ltd is outlined below. Categories contributing less than 1% of total scope 3 emissions have been excluded for clarity.

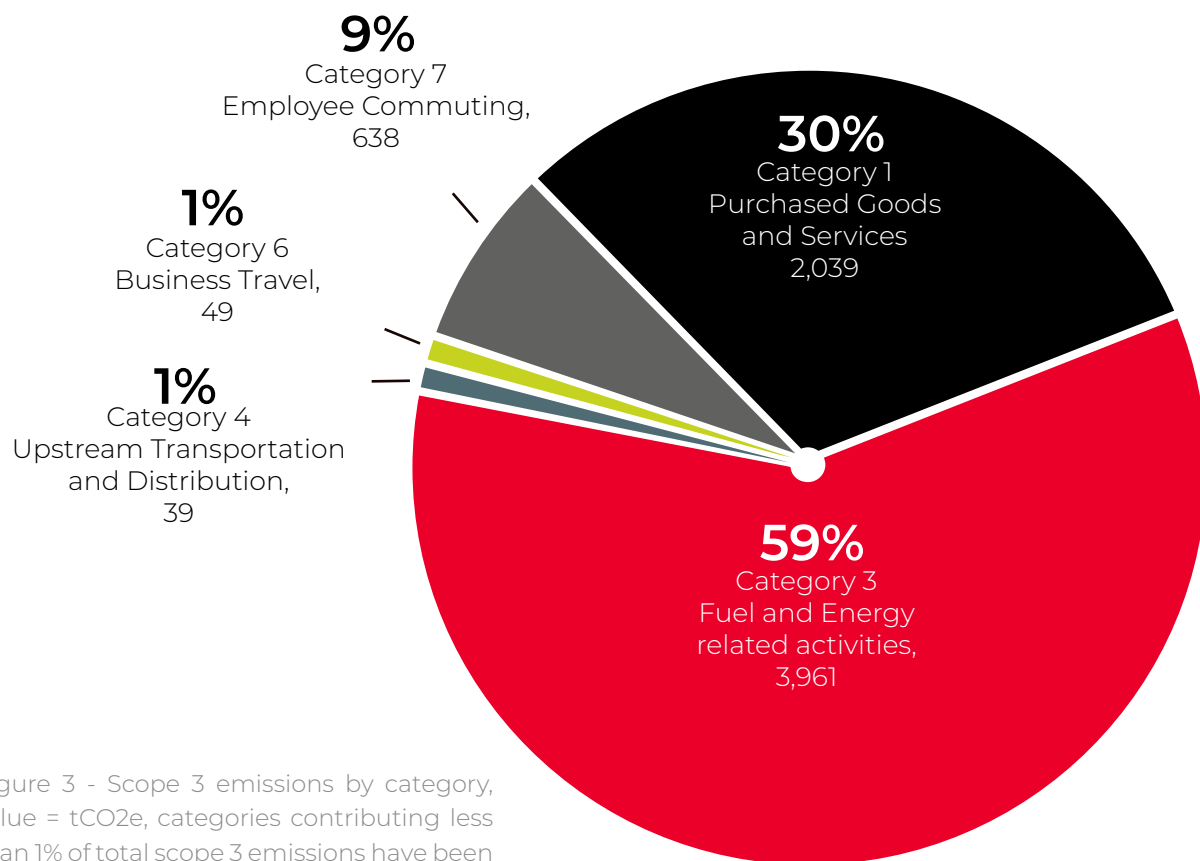


Figure 3 - Scope 3 emissions by category, value = tCO2e, categories contributing less than 1% of total scope 3 emissions have been excluded for clarity. See appendix for full emissions breakdown.



Emissions Reduction Targets

Uniserve have opted to take a 2-phase approach to reducing our emissions, Figure 5. 86% of our total scope 1 & 2 emissions footprint is attributable to diesel use in our fleet. Uniserve are committed to increasing efficiencies in our existing fleet, and examining alternative fuels. However, current technology for hydrogen, hydrogen fuel cell and electrification of HGV is some way off being viable. Greater emissions reduction will become accessible over time with advances in technology and infrastructure development.

Phase 1: Uniserve are committed to a 2.5% annual reduction in our scope 1, 2, and our scope 3 emissions for categories included under PPN 06 2021 (Business travel; Employee commuting; Waste generated in operations; Upstream transportation and distribution; Downstream transportation and distribution). Uniserve will increase reductions to 6.33% annually from 2035 reaching Net Zero (95% reduction in emissions) by 2050. With the remaining 5% offset in long term removal and storage projects. Our Targets are absolute, meaning Uniserve will aim to meet them, even as the business grows.

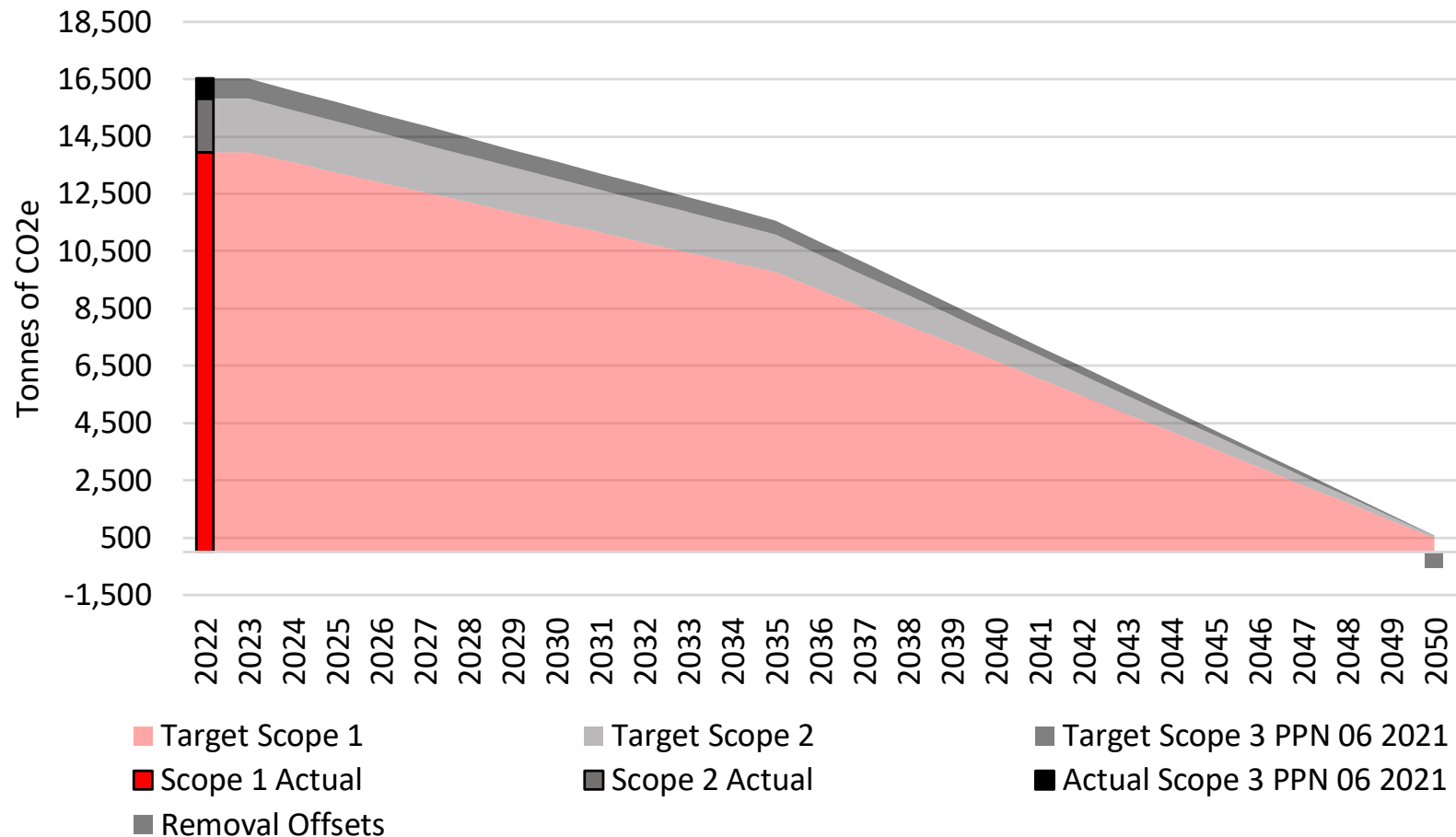


Figure 5 Target graph for Scope 1, 2 and 5 Categories of Scope 3. Phase 1: 2.5% annual reduction; Phase 2: 6.33% annual reduction; Starting in 2024; Phase 1 to 2035; Phase 2 to 2050; 30% reduction by 2035; 95% reduction by 2050. This to meet the requirements of PPN 06 2021 (Net Zero by 2050).

Our Completed Carbon Reduction Projects

Uniserve have **eliminated gas** at our Felixstowe Mega Distribution Centre, which consumes **electricity only**.

Driver **Eco performance** monitored and linked to target and bonus systems. Ongoing driver training – utilise cruise control, telematics drive assessment and coaching via Samsara.

Cloud based transport planning system for maximising route optimisation. **Monitoring of MPG**, fleet managers place **best performing vehicles on longest routes**.

Replace vehicles on a 3-5 year basis – consider **fuel efficiency** in purchase decisions and all fleet are Euro VI.

Uniserve are transitioning to **energy efficient** LED lighting at point of replacement across our sites.

All new builds have a building management system to **track energy performance**.

Where possible we **accommodate Hybrid working** to **reduce employee travel**

Increased use of software solutions for **virtual meetings**.

Bike to work scheme in place

Uniserve are transitioning our **company car** fleet to **electric vehicles**.

Uniserve have installed a **network of electric vehicle charging points** across 11 of our 18 group sites.

Uniserve operate **Electric Manual Handling equipment** at FMDC over **LPG alternatives**.



A wide-angle photograph of a busy container port at sunset. The foreground is filled with stacks of colorful shipping containers (red, blue, green, yellow) and several large orange gantry cranes. In the background, a prominent cable-stayed bridge with a tall central pylon spans the water. The sky is a mix of orange, yellow, and blue, with some clouds. The overall scene depicts a major logistics hub.

Our Planned Carbon Reduction Projects

Upgrade Fleet to latest engine variants and **fuel saving** features. Two new Renault Turbo Compound trucks offering **10% fuel efficiency** savings on standard Renault trucks joining the fleet in 2023.

Load weights and tyre pressure email **alerts** on 90% of trailers by end of 2023 (tyre pressure significantly impacts fuel efficiency).

Explore options to **generate electricity from Solar Panels** on Felixstowe Mega Distribution Centre.

To continue to evolve robust and consistent data collection systems to insure **consistent and transparent reporting** of our performance.

We have commissioned a review of our assets to ascertain the current levels of **energy efficiency and identify opportunities for improvement**.

We are obligated under the Energy Savings Opportunity Scheme to conduct energy efficiency audits of our buildings and fleet. We have commissioned a leading fleet expert to identify opportunities to improve energy efficiency improvements across the fleet with a view to enacting these opportunities where economically and operationally viable.

Our Environmental Achievements 2022

Conducted our first Materiality Assessments to inform our ESG Strategy.

Baseline carbon footprint for Uniserve Ltd across scope 1, 2 and 3 emissions. Our footprint in 2022 equates to 22,618 tCO₂e across Scope 1, 2 and 3.

146,430 miles travelled in electric vehicles in 2022, saving 37 tCO₂e against the same mileage completed in equivalent diesel vehicles.

Scope 1, 2 and selected scope 3 category reduction targets in place. Net Zero by 2050 commitment.

All new developments are BREEAM excellent and have an EPC **rating of A or A+**

Achieved **ISO14001 accreditation at 7 major distribution sites**: Warrington, South Kirby, Chepstow, Heathrow, Manchester, FMDC and Tilbury with a plan to extend certification to all sites by 2024.

Introduced environmental awareness into induction for new employees.

Our Materiality Assessment shows Waste management: Managing waste responsibly and promoting the use of reuse and recycling is important to our customers and stakeholders. We diverted almost 90% of waste from Landfill in 2022. There have been efforts made to increase recycling – swapped bins at Heathrow from general to recycling, baling cardboard at Tilbury, and segregation of wood and metal.



Ecovadis - Sustainability Assessment

Uniserve has been awarded the Ecovadis Silver rating for its commitment to sustainable business practices. Ecovadis is a global organisation that assesses and rates companies on their sustainability performance based on a range of criteria including environmental, social, and ethical practices.



The Ecovadis Silver rating places Uniserve in the top 25% of companies evaluated by Ecovadis, and demonstrates the company's strong commitment to sustainability and corporate social responsibility. The rating also acknowledges Uniserve's efforts to reduce its environmental impact, promote ethical practices, and contribute to the communities in which it operates.

Uniserve's sustainability efforts include initiatives to reduce carbon emissions, minimise waste, and promote sustainable supply chain practices. As a company we have also implemented a range of social and ethical policies.

The Ecovadis rating system evaluates companies on a range of sustainability criteria, including environmental management, labor and human rights practices, ethics, and sustainable procurement. The ratings are based on a thorough assessment of a company's policies, procedures, and performance data, as well as external stakeholder feedback.

"Uniserve have been awarded a Silver medal from EcoVadis, putting the organisation in the top 25% of all companies assessed. The accolade benefits customers by demonstrating an improvement in sustainability practises and transparency across environmental, social and ethical performance."

"Uniserve are committed to the principals of good corporate governance and will continue partnering with EcoVadis to progress further."

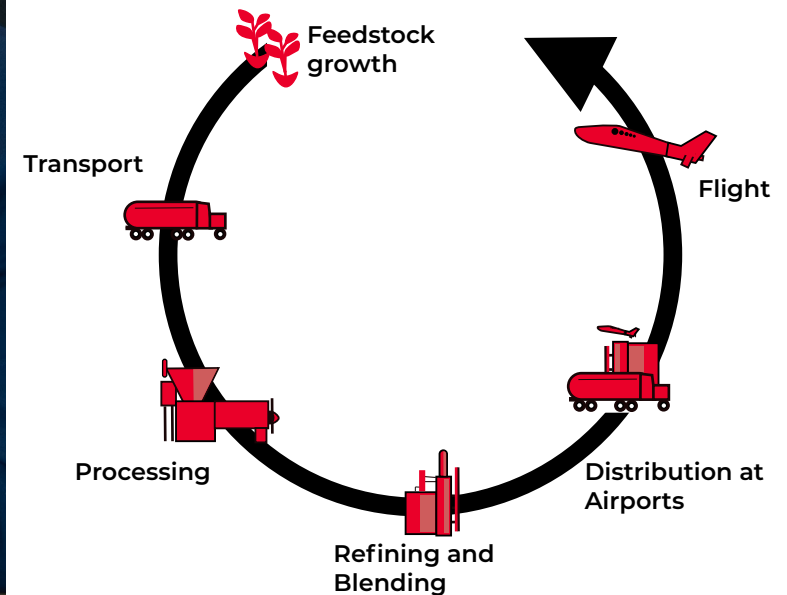
For further Group support please email sustainability@ugroup.co.uk

Sustainable Aviation Fuel (SAF) Initiative



"As an organisation, Uniserve is focused on their Net Zero 2050 commitment. We have recently strengthened this commitment by partnering with major airfreight partners to support the use of sustainable aviation fuel for our airfreight operation."

Leighton Bonnet -
Uniserve Airfreight Director



SAF PRODUCTION

A cyclic production method that utilises biological feedstock to recycle CO₂ from the environment.



GOVERNANCE

Governance

As a socially responsible company, we are committed to the principals of good corporate governance and ensure that our business is properly directed and managed for the benefit of its stakeholders; including its managers, employees and customers. 2022 saw numerous challenges for global supply chains including the Ukraine conflict, and port strikes we worked closely with customers on risk management and contingency.

Compliance, Privacy and Data Security

Uniserve have ISO 9001 standards in place across seven locations.

Achieved ISO14001 accreditation at five major distribution sites: Warrington, South Kirby, Chepstow, Heathrow, Manchester, FMDC and Tilbury with a plan to extend certification to all sites by 2024. Risks and opportunities register in place.

We are obligated under the Energy Savings Opportunity Scheme to conduct energy efficiency audits of our buildings and fleet. We chose to act early for Phase 3 of the scheme. Undertaking energy audits on our sites during 2022 working with our partner Beyondly. We have commissioned a leading fleet expert to identify opportunities to improve energy efficiency improvements across the fleet with a view to enacting these opportunities where economically and operationally viable.

Awarded wholesale distribution authorisation: The accreditation, awarded by the Medicines and Healthcare Products Regulatory Agency (MHRA) recognises Uniserve as having the correct quality systems and processes in place for storing and distributing pharmaceuticals.

Received BRC AA Rating: our 750,000 sq. ft Felixstowe Mega Distribution Centre (FMDC) has been awarded the British Retail Consortium (BRC) food safety AA rating. The BRC Global Standard for Food Safety is one of the most recognised certification standards and provides organisations working in the food industry, or with food products, a framework for managing the safety, integrity and quality of products and services.

Whistleblowing policy in place.

We continue to take the privacy and data security of our stakeholders data seriously and have achieved ISO 27001 Information Security accreditation. We have Data protection, GDPR, and cyber security policies in place and operate a whistleblowing policy.

Market Leadership

Continuing in our mission to be a recognised leader, developing innovative and proven operations and services in logistics and global supply management. 2022 saw the launch of a new dedicated short sea service seamlessly connecting Iberia with the UK and Netherlands and the development of a new partnership with United Pallet Network (UPN).

In addition, 2022 saw industry recognition for the group through a number of shortlists and awards:

Finalists in the Supply Chain Excellence Awards: The Healthcare & Pharmaceuticals Award; The Warehouse Initiative Award; and The Customer Service Award (UniOcean).

Winners of the BIFA Ocean Services Awards: Uniserve were recognised for our dynamic strategic development to provide the capacity, reliability and certainty that our customers needed to run their global businesses, something shipping lines were failing to deliver.

#1 UK Logistics Provider for the second consecutive year: topping Logistics Managers Top 50 Logistics service providers list for the second year running.

FMDC Infrastructure project won a prestigious UKWA Excellence award for both innovation and a requirement to meet with the ever changing market demands.

PEOPLE



People

Today the Group employs over one thousand people in the UK and many more around the globe. Our commitment to continuous improvement is not just aimed towards our own staff but also towards advancing our profession.

Employee numbers at Uniserve Ltd grew from 261 in 2020 to just under 1000 in 2022. We continue to invest in the development of talent internally.

OUR CORE VALUES

Pride: Our people are proud of the fact they work for Uniserve and in everything they do.

Improvement: Our people are encouraged to constructively challenge so they reach their full potential.

Commitment: Our people are committed to delivering exceptional service.

Reward: Our people are rewarded for contribution and for value they provide us and our customers.

Involvement: Our people are well informed of progress in our trade, company and customers.

Fair Treatment: Our people are respected and encouraged to respect others, whoever they are.

We have built our business on imagination, initiative, energy, discipline, experience, knowledge and passion for what we do. We have an in-depth knowledge of local markets and trends and base our planning on foresight and understanding of your business. We are proud to employ experienced professionals who are amongst the best in the industry enabling us to run a disciplined round-the-clock service of the highest standards.

Our latest employee survey:

93% of employees felt they were treated with respect at work. With a further 7% neutral.

80% of employees agreed or strongly agreed that there was someone at work who encouraged their development.

80% of employees agreed the organisation cared about their overall wellbeing.



Professional Development

At Uniserve we promote and reward exceptional service and encourage innovation, which gives employees the chance to advance their careers in rewarding and fulfilling ways. The group encompasses two training companies **CP Training** and **Supply Chain Academy**, which as well as serving the industry, are used as programmed in house resources.

80% of employees agreed or strongly agreed that there was someone at work who encouraged their development.

2022 saw the launch of a new and innovative degree apprenticeship for supply chain leaders by the Uniserve Group in partnership with the University of Suffolk. The Group hopes the new Senior Leadership Apprenticeship will become an important career route for future supply chain leaders, in collaboration with the University.



Health and Wellbeing

Our people are at the heart of our core values. We recognise the need not only for fair treatment but also to support the health and wellbeing of our workforce. We operate the Mental Health First Aider scheme throughout the business. We have a dedicated Health and Safety team who manage risk assessments, auditing, and training. We also offer an employee assistance program, with interest free loan options.



Community

As a large employer we recognise the importance of operating in a socially responsible manner toward our stakeholders; including customers, suppliers, employees and our wider community. Highlights from our community in 2022 include:

383.8kg of food donations collected and donated to local foodbanks.

Collection and **donation of essential items to Ukraine** by our Tilbury operation.

Donation of unused Christmas **Food to local Homeless Charity**.

Uniserve continues to support **Little Havens Hospice** and **Great Ormond Street Hospital** Children's Charities.

Uniserve is proud to **partner with MB Motorsport** for a third year in a row, and will be supporting them throughout the 2023 British Touring Car Championship.

Connecting with schools and colleges to **promote apprenticeship scheme**.

GREAT ORMOND STREET
HOSPITAL FOR CHILDREN



Future Focus

This represents our first ESG report. This year we have baselined our carbon emissions and we detail specific initiatives for the future with regard to this area above. Throughout 2023 we plan to refine our ESG approach and strategy based on the Materiality Assessment and baseline measurements included in this report.



uniserve

Head Office

Upminster Court
133 Hall Lane
Upminster
Essex, RM14 1AL