



# ESG Report 2023

Environmental

Social

Governance



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# 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 39 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. 2023 was another successful year, with the business obtaining multiple awards, including the coveted Retail Supply Chain Excellence Award.

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.

## The UK 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

I am proud to introduce our latest efforts in advancing sustainability across every aspect of our business. In today's world, it is no longer enough to succeed as a company; we must also ensure that our success is in harmony with the planet and the communities we serve. Sustainability is at the core of who we are, and it drives our innovation, decision-making, and long-term vision.

**Our commitment to sustainability extends far beyond reducing our environmental footprint.**

We believe that true sustainability is about creating shared value - balancing economic growth with social responsibility and environmental stewardship. Whether it's reducing our carbon emissions, minimising waste, or enhancing the livelihoods of those in our supply chain, we strive to lead by example and make a positive, lasting impact.

**This year, we have taken bold steps towards aligning our operations with the global goals set by the United Nations' Sustainable Development Goals (SDGs).** As a result, we have reduced our greenhouse gas emissions across all scopes and put ourselves on the right trajectory to meet our goal of Net Zero by 2050. Equally important has been our focus on diversity, equity, and inclusion, ensuring that sustainability extends to people as much as it does to the planet.

Our progress so far has been encouraging, but there is still much work to be done. We know that the journey toward sustainability is ongoing, and it requires collaboration across industries, governments, and communities. Together, we can foster a more sustainable, equitable future for generations to come.

Thank you for joining us on this journey.

**Gary Cobbing**

**Chief Operating Officer at Uniserve**





# Environmental Materiality assessment

At Uniserve, understanding the most critical issues that impact our business, stakeholders, and the planet is essential to advancing our sustainability strategy. By carrying out a materiality assessment we have been able to identify and prioritise the environmental, social, and governance (ESG) topics most relevant to our internal and external stakeholders. This exercise allows us to ensure that our efforts are focused where they will have the greatest positive impact. It allows us to build a stronger, more responsible business—one that meets the needs of today while safeguarding the future.

Through our most recent materiality assessment, we have identified key focus areas that will shape our sustainability strategy moving forward. These include diversity and inclusion, employee health and wellbeing, ethical behaviour, and reducing carbon emissions. As the global context changes, we are committed to regularly reviewing and updating our materiality assessment to remain responsive to emerging risks and opportunities. By doing so, we position ourselves not only to manage risks but also to drive meaningful change where it matters most.

**If you work with Uniserve, and would like to participate in our next assessment please contact [sustainability@ugroup.co.uk](mailto:sustainability@ugroup.co.uk)**

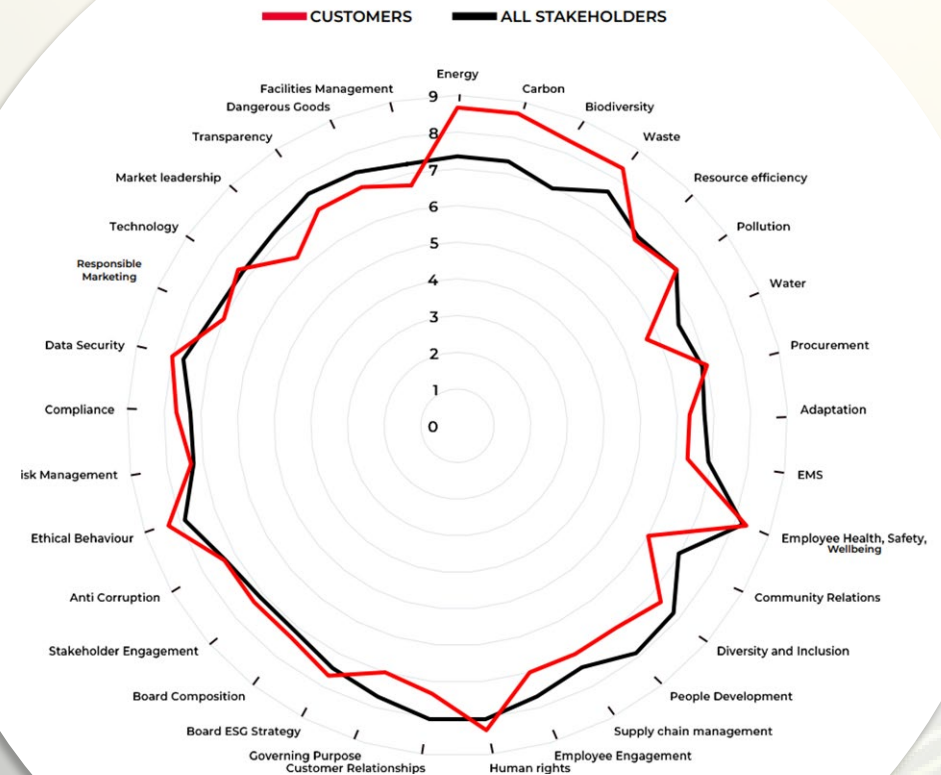


Figure 1.1.

**Figure 1.1.** - 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 [sustainability@ugroup.co.uk](mailto:sustainability@ugroup.co.uk)

# Sustainability model

A sustainability model is important because it provides a framework for balancing economic growth, social well-being, and environmental protection. To achieve our goals, Uniserve's sustainability model focuses on the following four key areas:



These key areas enable us to form mitigation strategies for any potential environmental and social risks that have been identified. Our sustainability model has helped us to build trust with key stakeholders and build resilience as an organisation by promoting systems that can adapt to changes, whether in the economy, environment, or society.

- **Social Governance: Human Rights Risk Situations, 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**

In summary, a sustainability model integrates the needs of the present with the well-being of future generations, supporting economic, social, and environmental health.







# Environment



# Carbon emissions

A total of 16,937 tCO<sub>2</sub>e of gross emissions were produced in 2023 across all scopes. However, during this period Uniserve procured 88% renewable electricity across all sites. Accounting for the avoided emissions from purchasing renewable electricity, the total emissions can be reduced to 16,110 tCO<sub>2</sub>e as seen in the pie chart below.

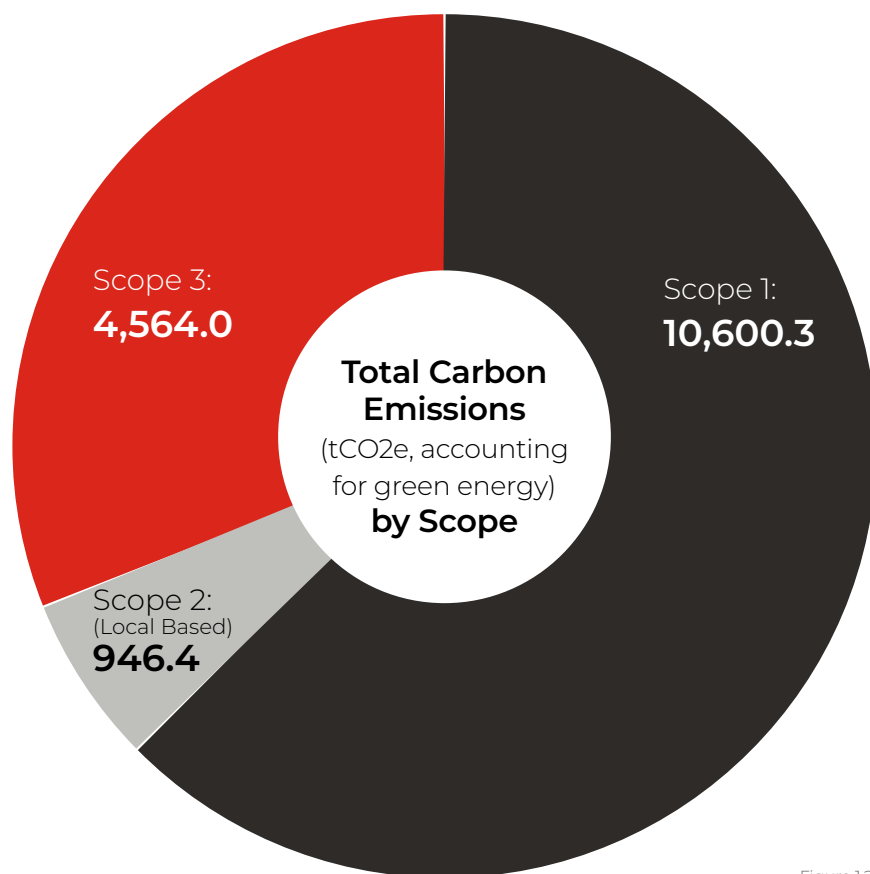
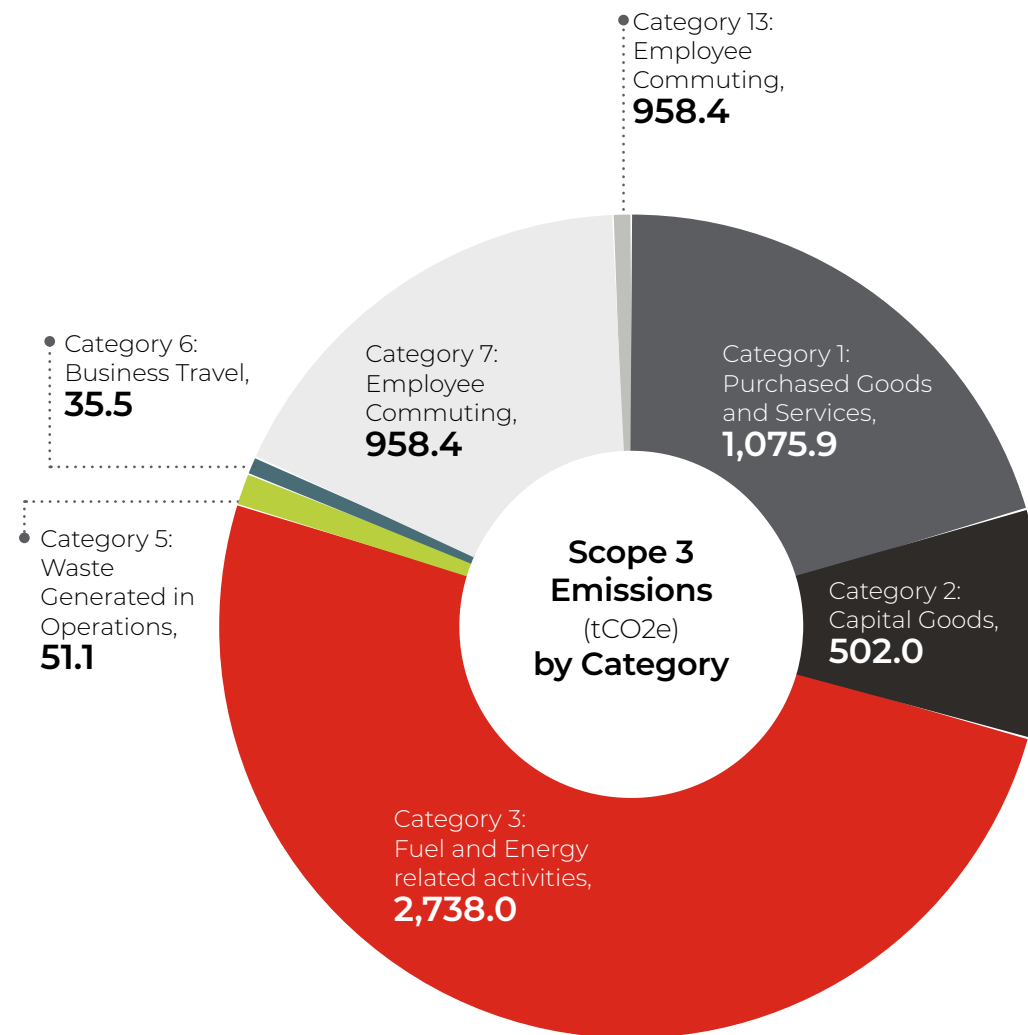


Figure 1.2.

**Figure 1.2.** Scope 1 emissions, also known as direct emissions, are emitted directly from Uniserve's operations. Scope 2 emissions are from electricity consumption across sites and the company EV fleet. Relevant scope 3 categories are associated with indirect emissions in the supply chain.





# Emissions reductions targets

We currently focus our reductions targets on the Scope 1, 2 and 3 categories included in PPN 06 2021. For Scope 3, the included categories are:

- Business travel
- Employee commuting
- Waste generated in operations
- Upstream transportation and distribution
- Downstream transportation and distribution

We are working on improving the accuracy of measuring our emissions in selected Scope 3 categories before setting specific targets for all Scope 3 categories, including purchased goods and services.

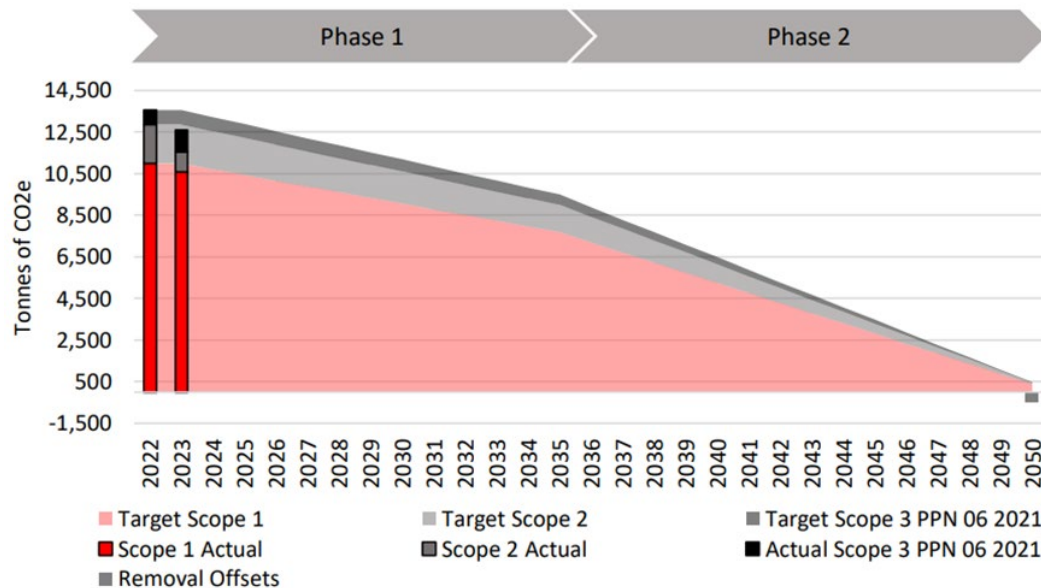


Figure 1.3.



In 2023, we reduced fossil fuel usage, cutting our Scope 1 emissions by **3.5%**, exceeding our **2.5%** target.

Our Scope 2 emissions dropped by **49%**, mainly because another business took responsibility for the electricity used for refrigeration at our FMDC warehouse, with energy efficiency efforts also contributing.

Additionally, we started purchasing green energy for 88% of our supply, leading to significantly lower market-based Scope 2 emissions of 109 tCO2e—a **94%** reduction compared to our 2022 baseline.

**Figure 1.3.** Target graph for Scope 1, 2 (location based) 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). This graph was updated in 2023 in line with the recalculation of our 2022 baseline.



# Our completed projects and ongoing measures

- **Driver eco performance** is monitored and linked to target and bonus systems. Ongoing driver training to utilise cruise control, telematics drive assessment and coaching via Samsara.
- **Cloud based transport planning system** for maximising route optimisation. Fleet managers monitor fuel performance and place best performing vehicles on the longest routes.
- **Replacement of vehicles** on a 3–5-year basis with fuel efficiency considered in purchase decisions. Whole fleet meets Euro VI standards.
- We 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.
- We have installed a network of **electric vehicle charging points** across 9 of our sites.
- We are transitioning our company car fleet to **electric vehicles**.
- We operate **electric Manual Handling Equipment** at FMDC over LPG alternatives.
- **Tracking carbon emissions** on an annual basis and setting targets.





# Our planned carbon reduction

Our planned carbon reduction projects are aimed at mitigating environmental impact and contributing to a more sustainable future. These initiatives focus on reducing greenhouse gas emissions through an achievable combination of energy efficiency improvements, renewable energy adoption, and culture changes across Uniserve sites. By implementing these projects, we aim to meet our carbon reduction targets, comply with environmental regulations, and promote corporate social responsibility. Some of our projects include:

- Implementing a formal supplier code of conduct to cover ESG topics such as environmental and social expectations
- The introduction of energy champions across sites
- The introduction of HVO as a more sustainable fuel alternative
- Compliance with ESOS Phase 3
- Commission of 5,500 solar panels at the FMDC
- Implementing a carbon credits scheme





# Powering FMDC with Solar Brilliance

As we continue to work towards Net Zero emissions by 2050, we're taking steps towards sustainability with the solar panel installation project at our 750,000 sq. ft Felixstowe Mega Distribution Centre (FMDC).

Uniserve has partnered with Solar Solutions and Eden Sustainable, leading experts in renewable energy solutions, to implement the solar panel installation, which commenced in June 2023 and final commissioning will take place in early 2024.

The photovoltaic panels will be strategically positioned across the FMDC's vast rooftop and will ensure we're producing a remarkable output of clean, renewable energy.



## KEY STATS



**5,500** The number of photovoltaic panels positioned across the FMDC's rooftop



**2,500 MW** The amount of clean, renewable energy the panel will produce



**£2 million** Uniserve's investment into sustainability and commitment to a greener future



**26%** The electricity generated will cover over a quarter of Uniserve's electricity demand



**507,927 kg** The "Powerhouse" is projected to save this much of CO2 each year, equivalent to the weight of 42 London buses!



**86%** The energy produced will cover the vast majority of internal operational needs of the FMDC



**320,000 kWh** Estimated surplus power that the project aims to contribute to the grid





# Ecovadis Sustainability assessment

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

This Silver rating places us in the top 20% of companies evaluated by Ecovadis and demonstrates our strong commitment to sustainability and corporate social responsibility. It also acknowledges our efforts to reduce environmental impact, promote ethical practices, and contribute to the communities in which we operate.

**Our sustainability efforts include initiatives to reduce carbon emissions, minimise waste, and promote sustainable supply chain practices. We have also implemented a range of social and ethical policies.**



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



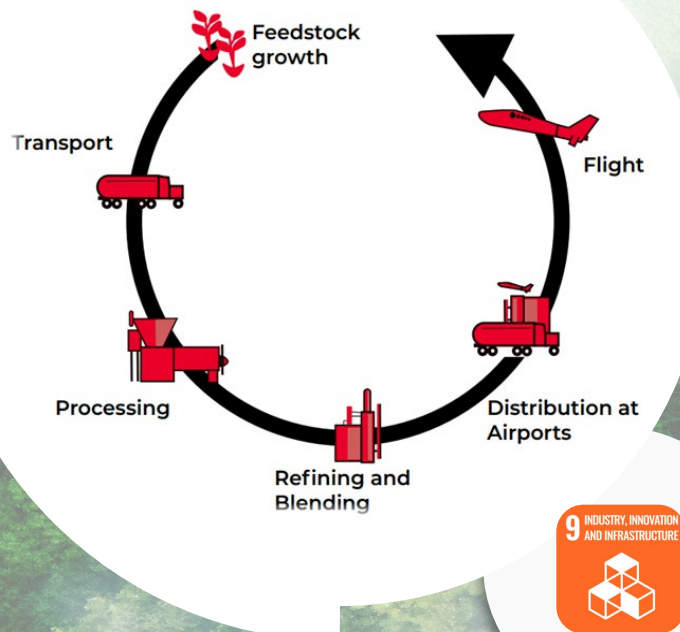
# Sustainable Aviation Fuel Initiative

This year, Uniserve has committed to the Air France KLM Martinair Cargo (AFKLMP Cargo) Sustainable Aviation Fuel (SAF) programme, which contributes to the development and creation of sustainable aviation fuel.

As an industry pioneer, our decision to invest in the SAF program has showcased a proactive approach towards sustainability and environmental stewardship. By embracing sustainable aviation practices, we aim to play a pivotal role in driving positive change within the industry, while aligning with the global goal of combatting climate change.



**“Air France and KLM have pioneered SAF since 2009 and continue to develop their technologies. Uniserve’s participation in the AFKLMP programme will help to fund the research and development enabling the SAF to become even more widely available which will make a positive impact in driving down CO2 emissions over the long term.” - Leighton Bonnett, Airfreight Director at Uniserve.**



**This partnership with Air France KLM Martinair Cargo** reaffirms our shared commitment to driving environmental progress and propelling the aviation industry towards a more sustainable future. Continuing our journey to achieve Net Zero emissions by 2050, we remain steadfast in our dedication to creating positive environmental change, all while delivering exceptional logistics and global trade management solutions.





**UNiserve**  
your **global** business

**People**





# 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.



## supply chain academy

In 2023, a total of 6,912 hours were dedicated to upgrading employee skills through apprenticeship qualifications. On average, enrolled employees each spent 288 hours working towards their chosen qualification:

- Level 6 Supply Chain Leadership Professional
- Level 3 Supply Chain Practitioner
- Level 3 Safety, Health and Environment Technician
- Level 3 Installation and Maintenance Electrician
- Property Maintenance

Online training programmes were utilised by 793 employees who spent a total of 4,128 hours carrying out training on ESG topics such as modern slavery; equality, diversity & inclusion; and stress awareness. Employees also benefitted from CIPD and AAT professional courses, ESOL courses to upskill current levels of English, and IT training.

Over the year, 27% of male employees and 23% of female employees took part in the Career Development Review process.

# Health & 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. This year, we launched a wellbeing calendar to highlight some key wellbeing events throughout the year and look forward to involving our employees in these initiatives throughout 2024.





# Community

The company engages in various community outreach programs, supporting local charities, school with visits and career talks. Whether through financial contributions, in-kind donations, or volunteer efforts, our group is an active participant in bettering the lives of those in need.

**Uniserve is a long-term supporter of Great Ormond Street, Little Havens and Antenatal Results & Choices (ARC)**

## Great Ormond Street Hospital (GOSH)

As a proud supporter of Great Ormond Street hospital we are delighted to provide support in enabling the development of The Children's Cancer Centre, which will commence construction in 2024.

As part of the "Build it, Beat it" project, the new Children's Cancer Centre will house a brand-new Critical Care Unit.

**BUILD IT.  
BEAT IT.**

GREAT ORMOND STREET  
HOSPITAL FOR CHILDREN

## Little Havens

Little Havens provides invaluable specialist care and support for babies, children and young people who are living with complex or incurable conditions, from Essex and the surrounding boroughs.

A number of colleagues from across the group will be taking part in the Race4Business charity run in Essex to help raise further funds for the charity.

## Antenatal Results & Choices (ARC)

ARC is the only national charity helping parents and healthcare professionals through antenatal screening and its consequences.

ARC offer impartial information and support to expectant parents facing decisions about antenatal tests and results.

ARC support throughout the expecting parents journey – before, during and after tests, receiving unexpected or difficult news from tests and making decisions about what to do.



**Antenatal  
Results &  
Choices**

# Community

## Group Charity Committee

Uniserve is proud to be involved with and support many charities across the Group. We have established a Group Charity Committee, with employee representation throughout the Group, and the committee's ultimate role is to review donation request applications and to then collectively select/vote for the successful submissions.

## Charities supported include:

- Thurrock Foodbank
- Diabetes UK
- Friends of Essex & London Homeless
- YMCA
- The Hope Centre
- The Scotty Elliot Cup
- Cure Leukaemia
- KIND
- Cystic Fibrosis Trust
- Addie Brady Foundation
- Treetops Learning Community
- Aching Arms Crohn's & Colitis UK

“

### Aching Arms

Dear **Uniserve** and members of the Charity Committee.

Thank you so much for your support. It ensures we can continue to bring continued comfort to more bereaved parents. It was very kind of you to make a generous donation to our charity.

Thank you  
**Leanne Turner**  
CEO Founder

”





# ESG Survey

Carrying out a regular employee engagement survey provides us with valuable insights into job satisfaction, morale, and areas for improvement. We have been able to identify issues and target solutions effectively to boost productivity and foster better communication between employees and management.

We're proud to give our employees the opportunity voice their opinions and we view the engagement survey as an opportunity to strengthen a culture in which feedback is valued. Together we can work towards a more motivated, engaged, and productive workforce.

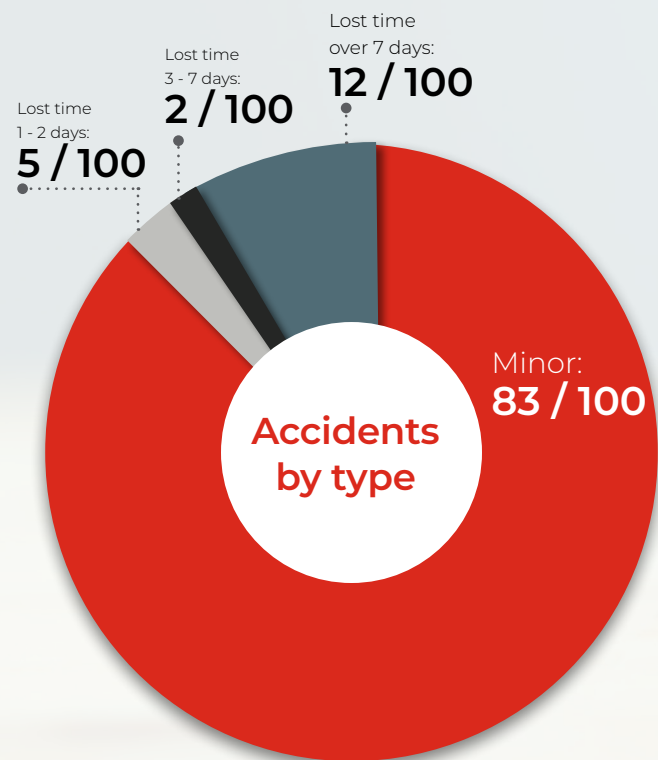
## Our most recent employee engagement survey shows that:

- **80%** of employees agreed or strongly agreed that there was someone at work who encouraged their development.
- When asked if they felt they were treated with respect at work, **100%** of respondents replied positively, or remained neutral.
- **80%** of employees agreed the organisation cared about their overall wellbeing.

Based on 311 respondents; 52% male, 47% female, <1% did not say

# Health and Safety

Uniserve has a dedicated health and safety team responsible for ensuring a safe working environment by identifying potential hazards, assessing risks, and implementing preventive measures. We ensure compliance with safety regulations and provide safety training for employees on proper equipment use, material handling, and emergency procedures. In collaboration with the wider operational teams, we develop and update health and safety policies, and aim to foster a culture of safety embedded firmly within the workforce.



An important part of health and safety is to monitor safety performance by conducting regular inspections, investigating accidents, and generating reports on incidents and near-misses.

**In 2023 Uniserve recorded 104 accidents. Of these, 80% were classed as minor.**

Incident frequency rates per 100,000 hours	
Accident	19
Lost time injury	2.7





# Health and Safety

**“Safety management** is not just a legal requirement; it is a fundamental responsibility that reflects our commitment to the health, well-being, and lives of everyone involved in our organisation. At Uniserve our primary focus is to ensure that our work environment is as safe as possible, allowing everyone to perform their duties without compromising their health or safety.

Our robust safety management system actively mitigates risks before incidents occur. By identifying hazards, conducting regular inspections, and providing comprehensive training, we create a proactive culture of awareness. This not only prevents injuries and illnesses but also minimises downtime and increases productivity. When employees feel safe, they are more engaged and motivated, which translates into improved performance and job satisfaction.

A key component of our safety management system is fostering a culture of openness where everyone feels responsible for each other's safety. Safety is not the responsibility of just one department: it's a collective responsibility throughout our organisation. Encouraging employees to report hazards and participate in safety discussions empowers them to contribute actively to a safer work environment. When employees see that their concerns are taken seriously, it builds trust and reinforces a positive safety culture.

In summary, managing safety is about protecting our employees, enhancing operational efficiency, and ensuring regulatory compliance. It is a continual process that requires vigilance, adaptability, and a commitment to learning and improvement. By prioritising safety, we are not just following protocols; we are upholding our values and caring for every individual in our organisation.”

- **Chris Chadwick, Group Head of SHEQ**





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your **global** business

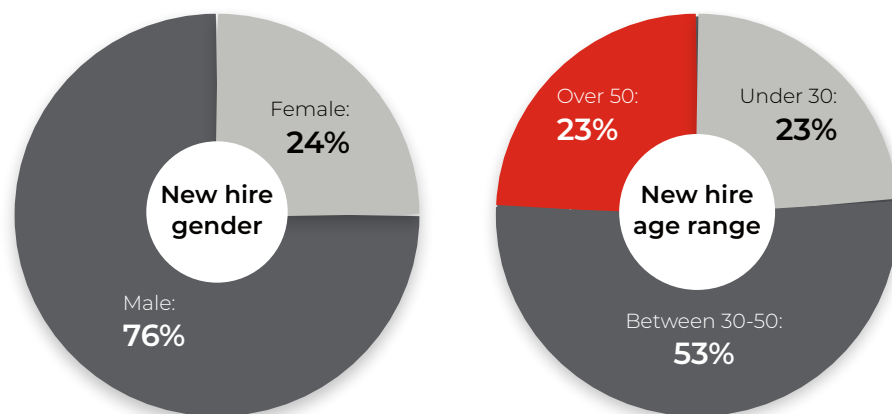
# Corporate Governance & Integrity





# Diversity and Inclusion

In 2023, Uniserve hired 164 new employees represented by 13 different nationalities. The age and gender breakdown can be seen below:



Diversity and inclusion are fundamental pillars of our Environmental, Social, and Governance (ESG) strategy. We recognise that fostering a diverse workforce and inclusive culture is not only a moral necessity but also a key driver of resilience and long-term success.

By embracing individuals from different backgrounds, experiences, and perspectives, we are better equipped to solve challenges and meet the needs of our diverse stakeholders.

Our commitment to diversity and inclusion at Uniserve ensures that everyone has equal opportunities to thrive and contributes to creating a more sustainable future for both our company and the communities we support. At our significant locations of operation:

- **8.3%** of the workforce is comprised of people from ethnic minorities.
- **33%** of all employees are female, **67%** are male.
- Employee age range:
  - o Under 30: **20%**
  - o Between 30-50: **49%**
  - o Over 50: **31%**

We believe in fair compensation for employees and are committed to review apprentice rates and annual changes to minimum wage.

To help us support a more equitable society and contribute to the well-being of our employees, roles all carry the age 21 minimum rate and none are variable, most are paid higher.

## On average males paid:

Female	Male
	grade 2
	32% higher
	grade 3
	31% higher
	grade 4
	9% higher
	grade 5
	3% higher
	grade 6
	1% higher
	grade 7
	1% higher

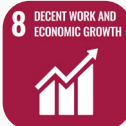


# Labour, Human Rights and Ethical behaviour

Uniserve encourages all individuals to raise any concerns that they may have about the conduct of others in the business or the way in which the business is run. A whistleblower policy is in place which sets out the way in which individuals may raise any concerns that they have and how those concerns will be dealt with. Two cases were raised and resolved over the last 12 months. Communication of our Employee Assistance Programme is regularly sent out and we also reserve the support of CIPD Inform and ACAS to support employees or managers where appropriate.

**Employees, including those working on a full time, part time and temporary basis, can benefit from:**

- Life Assurance (Death in Service) Cover
- Private healthcare (grade 7+)
- Annual flu jabs
- Eye care vouchers
- Employee Assistance Programme
- Interest free company loan
- Referral bonus





# Cybersecurity and ISO 27001

The global cybersecurity landscape is facing several key threats. Staying ahead of these threats requires us to adopt more robust cybersecurity measures at Uniserve. **In October 2023, we achieved certification for ISO 27001:2023 Information Security, Cybersecurity and Privacy Protection.**

We have established an Information Security Management System to provide a framework for processes which guarantee that the risks and opportunities which can affect conformity of products, services, and the ability to enhance customer satisfaction are determined and addressed. The scope of Uniserve's application to this accreditation incorporates 'the provision of IT support solutions including infrastructure and line of business applications for Uniserve Group globally.'

Working to these standards ensures our information security management system preserves the confidentiality, integrity and availability of information, giving confidence to interested parties that risks are adequately managed.

As part of our cyber security measures, we also make sure to teach our employees about the important part they play in keeping emails secure and protecting personal information. **Employees spent 1,426 hours completing training courses around anti-bribery, cyber security awareness and GDPR in 2023.**





# About the report

The 2023 Uniserve Sustainability Report outlines the company's goals and progress in environmental sustainability, social initiatives, and governance performance. This document reflects Uniserve's activities and initiatives throughout 2023, and the company plans to continue issuing annual sustainability reports. Reporting is based on the Global Reporting Initiative (GRI) Sustainability Reporting Standards: Core option. 'Significant locations of operation' refers to all Uniserve sites in the UK.





# UNiserve

your **global** business

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