

Asendia UK ESG Annual Report



asendia

100% CARBON NEUTRAL
THROUGH OFFSETTING

2023

Table of Contents

STENZENT CONTENTS

01.

Introduction

02.

About Asendia

03.

ESG Highlights in Numbers

04.

Environmental

05.

Social

06.

Governance

07.

SBTi

08.

Key Targets for 2024/25

INTRODUCTION

Welcome to Asendia UK's ESG Report 2023.

At Asendia UK, we empower businesses to grow and to meet their international customers' needs, as sustainably as possible. Our parent company, Asendia, is a world leader in e-commerce fulfilment and mail, delivering to over 200 countries and territories. We use air freight services and a network of postal partners to deliver packages, parcels, and documents. We help with customs administration and handle returns.

Due to our structure, very few vehicles are company-owned – we don't run lorry fleets or fly our own aircraft. However, we do select trusted transport partners who adhere to strict sustainability and social equity principles. These third party vehicles contribute 95% of our emissions.

In 2022, Asendia global announced an important milestone - 100% carbon neutrality through carbon offsetting projects. This applies across all shipments for all customers via our e-PAQ solution, a specialist range of international packet and parcel services designed for online retailers.

We're very proud of that achievement at group level, but this report digs deeper into the ESG progress and operational improvements being made at Asendia UK. Here we have improved employee engagement, and better environmental performance in the last year.

ABOUT ASENDIA

Asendia launched in 2012 as a 50/50 joint venture between La Poste and Swiss Poste. With operations around the world, the company empowers businesses to grow across borders with a range of international e-commerce and mail delivery services.

About Asendia UK

Asendia UK is one of 17 country subsidiaries within the Asendia global group. Our UK team is made up of around 350 people, working across three operational, processing and fulfilment sites located in Hounslow near Heathrow, Bedford and Southampton.

ASENDIA COMPANY VALUES

01 TRUST

We deliver on promises, fostering trust and goodwill among staff and customers

02 FRIENDLINESS

We are the Go-To Team, always open to suggestions and requests for help

03 EASE OF USE

We aspire to effortless interactions, internally and externally



Our values provide us with direction and inspiration on how we do our work and treat others. At Asendia we strongly believe that it's not just what you do that matters, it's how you do it.

INTRODUCTION

Improving ESG standards makes sound business sense, and complements our core business strategy and corporate values. We are committed to demonstrating to the industry that we can all make a positive impact. Hurdles lie ahead, but we're ready for the challenge.

About this ESG Report

This report relates to the period January 2023 to December 2023, for the company 'Asendia UK Ltd' registered in England and Wales under company number 05029372.

Registered office at Unit 9-12 The Heathrow Estate, Silver Jubilee Way, Hounslow, TW4 6NF, UK.

Website: www.asendia.co.uk

Our most recent independent ESG audit, carried out by EcoVadis in January 2023, scored 'Silver'.

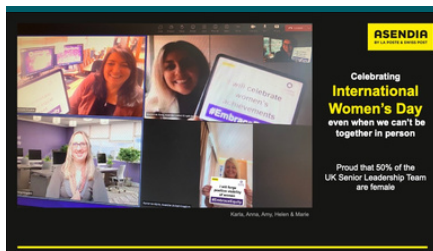


ESG HIGHLIGHTS IN NUMBERS



Asendia global is 100% carbon neutral through off-setting since 2022

In 2022, Asendia global offset 186,884 tCO₂e emissions by investing in a certified wind farm in China



The Asendia UK business has achieved 50% female representation on the board

In the UK, Asendia recycled over 247 tonnes of cardboard, paper, printed matter and plastic in 2023



We have moved half of our small UK collection fleet to electric vehicles, and half of our company cars are now hybrid

Our Heathrow and Bedford sites have been using 100% renewable electricity since February 2023



ENVIRONMENTAL

ENERGY CONSUMPTION

In 2023, Asendia UK introduced 100% renewable electricity in its Heathrow and Bedford locations. We will switch our Southampton site at the earliest opportunity in 2024/25.

We have adopted energy saving initiatives, including installing LED lighting throughout our sites, installation of destratification fans to better manage energy output from gas heaters in production areas. All office lights are on timers to reduce electric consumption and where possible electrical appliances are switched off over night.

	2020		2021		2022	
Asendia UK Energy	kWh	tCO2e	kWh	tCO2e	kWh	tCO2e
Electricity	1,212,725	283	1,442,388	462	989,044	318
Gas	3,506,387	645	5,130,479	940	2,437,394	449
Fuel for cars	240,004	64	193,250	52	233,758	63
Total CO2 emissions per £m revenue	Sales (£'000)	Ratio	Sales (£'000)	Ratio	Sales (£'000)	Ratio
	251,421	253	292,067	202	202,331	244

Consumption and cost data were determined using invoices from suppliers. Emissions were determined by applying the UK Government conversion factors to the energy consumption values and aggregating the total. 2023 statistics will be reported in the Asendia UK Annual Financial Report during 2024.

ENVIRONMENTAL

SUSTAINABLE PROCUREMENT

During 2023, we started to look at bulk buying operational consumables for all three of our sites, with the aim of reducing the number of deliveries and maximising the use of the existing vehicle that already operates between the three locations. Pallets are an unavoidable part of our business. We re-use any serviceable pallets to reduce the need to purchase further pallets. Any pallets that are beyond repair are collected by our pallet provider and turned into animal bedding. None go to landfill or incineration.

IMPACT ON LAND AND ECOSYSTEMS

Asendia UK doesn't have sites/operations located in or near biodiversity-sensitive areas and therefore has very low impact on land and ecosystems (including waste, use of water, use of scarce raw materials).

PRINT RELEAF

Assisted by Fleet MPS, we have established a partnership with PrintReleaf, which ensures we offset our entire UK paper usage, including that of our lettershop, print and mailing customers.

ECO PALLET BOXES PROJECT

Parcels in transit also require packaging, whether that be crates and pallets to be loaded into lorries and aircraft, or polymer films for protective wrapping. Asendia UK, is a proud participant in the [International Postal Corporation \(IPC\) Eco Pallet Boxes](#) project. The boxes can be traced and stock may be managed thanks to the RFID (Radio Frequency Identification) technology included in them. As the boxes arrive, they can be reused and transported to other destinations in the network, minimising the need for pallet boxes to be returned. They can also be used at all destinations in the scheme's network, fostering a circular economy.

The boxes are strong, long-lasting, and environmentally friendly. They can be flattened, making them easy to carry and store, and improving the efficiency of warehouse operations.

In the past, cross-border road transport methods were ineffective, due to the use of cages and other techniques. The development of the IPC Pallet Box simplified operations both domestically and internationally while reducing costs. The IPC Pallet Box maximises load capacity, while minimising equipment tare weight (weight of an empty container), allowing for more effective use of road transportation.



[Read more about Print Relief here](#)



ENVIRONMENTAL

REPORTING ON WASTE REDUCTION

We focus on UK recycling initiatives across our three sites. In 2022 we achieved over 325 tonnes of recycled cardboard, paper, printed matter and plastic.

In 2023 the total tonnage was 247 tonnes.

This recyclable waste is primarily made up of a mixture of our own waste and the material brought into the business by our customers, and this accounts for the reduction over the last two years of monitoring, and makes it complex for us to set year-on-year reduction targets. Some examples of recyclable waste are: baled cardboard, paper, magazines, and LDPE (low density polyethylene) plastics, which are used in products including dispensing and squeeze bottles, plastic bags and plastic film.

During 2024 we aim to determine a suitable metric to enable us to set targets for waste reduction that will align with the growth ambitions of the business.

Our UK Mail Sorting and Fulfilment Centres have dedicated Cardboard, Paper and Plastic Baling equipment installed. All recyclable material is collected, sorted, and baled, ready for collection by our Environment Agency registered recycling partner.

COMPANY FLEET

We encourage low-carbon impact cars for the UK sales team. Half the fleet of UK company cars is now hybrid (five of 10), and we have moved half of our small UK collection fleet of six, to electric vehicles.

UK CULTURE CHAMPIONS

To promote a more environmentally-conscious company culture, we appointed Culture Champions in 2023, to embed activities such as using re-usable drinking bottles, generating less paper waste, and using public transport to get to work.



[Asendia Group Sustainability website](#)

[Sustainability Assessment Report by EcoVadis](#)

[2022 Asendia Group Carbon offsetting certificate, EcoAct](#)

[Video intro to our small EV Collection Fleet](#)



[UK Environmental Policy](#)

ASENDIA'S GLOBAL 2023 CARBON OFFSETTING PROJECT

Asendia Global's 2023 offset emissions continued to support the Gaolin Wind Project in China.

Supporting wind power carbon offset projects:

- Stimulates economic and social development in communities
- Helps conserve natural resources including land and forests
- Helps with the initial costs of setting up a wind farm
- Promotes renewable energy

This project has been provided and certified by our partner EcoAct.

Asendia UK's Scope 1, 2 and 3 emissions are captured within this offsetting programme.

What emissions does Asendia offset?

FIRST MILE COLLECTION



BROUGHT TO
ASENDIA BY
SUPPLIER/PARTNER

ASENDIA LOGISTICS INTERNATIONAL TRANSPORT



LAST MILE DELIVERY



DELIVERED
BY A LOCAL
PARTNER

As of 2022, Asendia ensures that all emissions related to the provided services are offset, either by Asendia directly or by our founding companies La Poste/DPD or Swiss Post.

The scope covers all international transport emissions, including the last mile delivery by local partners for national and domestic deliveries. We also offset parcel returns, our building emissions, machinery, and necessary business travel.



[Asendia Group Sustainability website](#)

[2022 Asendia Group Carbon
offsetting certificate, EcoAct](#)



SOCIAL

Our SMILE strategy

At the heart of Asendia UK's HR strategy is SMILE, our framework for success. That stands for:

S sustainability and social responsibility;

M motivation with the right rewards and incentives;

I inclusion and diversity;

L learning and development;

E engagement and well-being.



DIVERSITY AND INCLUSION

At Asendia, we celebrate diversity. We are proud to employ a diverse workforce.

We have employees from around the world, who speak many different languages. We believe in equality and reject discrimination of all types. We value people for the way they behave and the contributions they make. We appreciate the individuality each person brings to our life. We want everyone in the team to be comfortable.

In pursuit of social diversity in our workplace, the Asendia UK business has achieved 50% female representation on the board, showcasing our dedication to gender diversity, inclusivity, and innovation, and to creating an environment where everyone can thrive. Through robust coaching and mentoring, we foster individual growth and collective progress, recognising that the growth of our employees is integral to our success.

Our UK Staff Handbook (link below), is designed to be a one-stop resource, where our team and new starters can access all the information they are likely to need in relation to their employment with us. It summarises our guiding principles, helping team members understand how we work, live and have fun together at Asendia UK.



[UK Staff Handbook](#)

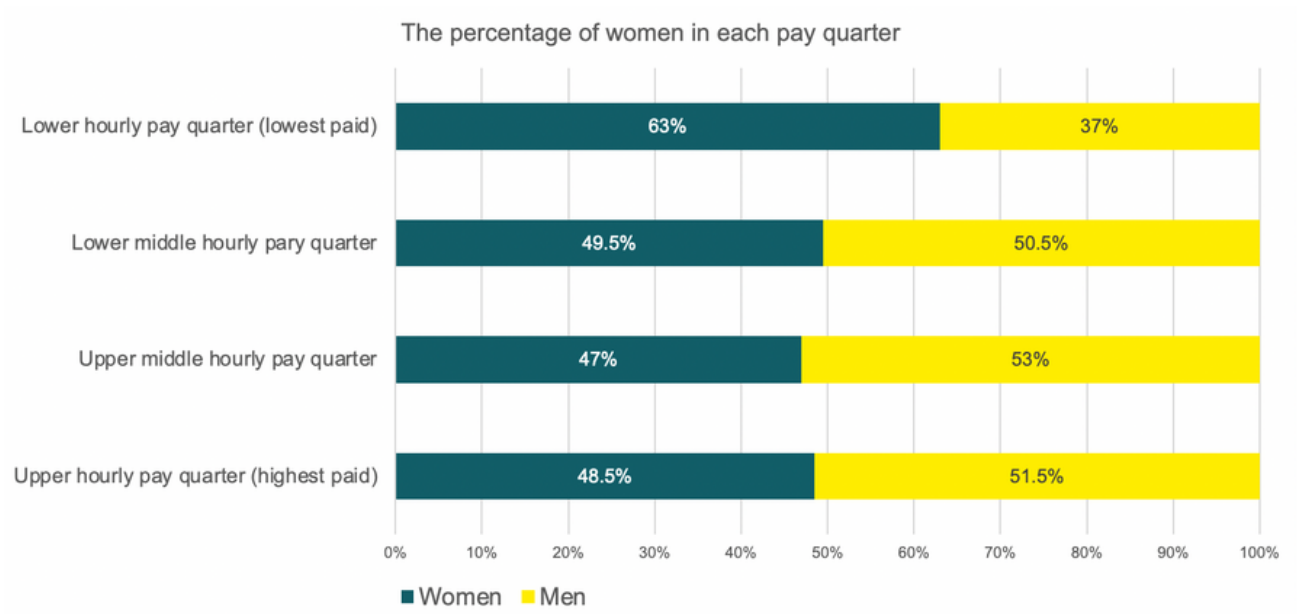
SOCIAL

GENDER PAY

Please see the link at the bottom of the page to the Asendia UK Gender Pay Gap summary. We recognise that women hold a disproportionate percentage of lower paid jobs in our organisation. The lower paid workers generally tend to hold blue collar roles in the warehouse. The variety of shifts we offer, with different start times, often appeal to women, as they can work around their childcare responsibilities by selecting shifts as per their personal needs.

As a business we consider all flexible working requests from our employees to help them achieve their work/life balance. We ensure that part time work and flexible working is available to all our employees to help increase opportunities, therefore giving our employees greater choice about the role they play both at work and at home.

In Asendia UK during reporting period 2021/2022, women occupied 48.5% of the highest paid jobs and 63% of the lowest paid jobs.



We note a higher percentage of men in the upper and upper middle quartiles. Generally, this is driven by IT based roles which statistically are more ‘male’ dominated. 75% of our IT employees are male.



[Asendia UK Gender Pay Gap](#)
[Asendia UK - Meet the Board](#)





In Asendia UK,
women occupy
48.5% of the highest
paid jobs and 63%
of the lowest paid
jobs

Renaud Marliere, Asendia UK CEO

ACTION PLAN

- To actively promote, encourage and support women to apply for more senior and tech roles within the organisation.
- To review Flexible Working Policies and publish our updated flexible working policy in Q1 2024, to make it clear that we will consider requests from all employees to work flexibly, regardless of their role and level of seniority, and that flexible working is not just part-time working.
- We will carry out job and pay grades evaluation to ensure fairness. This will be completed by the end of Q2 2024.
- We are committed to equal opportunities and equal treatment for all employees, regardless of sex, race, religion or belief, age, marriage or civil partnership, pregnancy/maternity, sexual orientation, gender reassignment or disability and conducting annual pay reviews to ensure that we are paying employees equally for the same or equivalent work, regardless of their sex (or any other factor listed above).



[Asendia UK Gender Pay Gap](#)

[Asendia UK - Meet the Board](#)



SOCIAL

SOCIAL DIALOGUE

Asendia UK does not currently participate actively in tripartite social dialogue at European or national level discussions with government departments as its workers are not unionized and it does not trade in an industry sector where government departments commonly liaise directly with, or seek input from individual businesses.

However, we were called upon by members of BEIS and HMRC in the run-up to Brexit to provide information about our postal business operations. These discussions were confidential and did not relate to ESG matters and so have not been disclosed, but illustrate that Asendia UK is willing to engage in tripartite social dialogue if called upon.

When other areas of the La Poste Group (e.g. DPDGroup or Geopost which are more actively involved in the UK domestic distribution market through the DPD brand) or Swiss Post, are contacted to provide dialogue with UK or EU government departments, Asendia UK, as a La Poste entity trading in the UK or as a subsidiary of Swiss Post, will collaborate to ensure an aligned response. For example when La Poste or Swiss Post are requested to provide responses to the Universal Postal Union, the opinions of Asendia UK will be sought to contribute to the holistic response given by the company.

Asendia UK is also an active participant in, and paid subscriber to, industry trade bodies such as AICES (Association of International Couriers and Express Services) which liaise with UK government bodies on various matters including social dialogue.



[AICES - Association of
International Couriers and
Express Services](#)



SOCIAL

SOCIAL DIALOGUE - continued

Social dialogue within Asendia UK is becoming more formalized. The UK Senior Leadership Team (SLT) is made up of representatives (Directors) from each team within Asendia UK and has fostered close relationships with workers.

Every year, a group-wide Asendia employee survey, the “Asendiameter”, measures ongoing employee satisfaction in a number of areas. The results are distributed and analyzed within each department, and each SLT Director takes their team through them and analyses the results in detail with further encouragement for dialogue and feedback; the survey responses often lead to changes within the business. For example, the recently developed enhanced Family Policies were a response to the demand for this improvement within the Asendiameter responses.

Asendia UK’s CEO also holds monthly face-to-face Strategy Snapshot ‘all hands’ meetings for the business teams at each site where there is an open forum (anonymous online input) to ask questions directly to the CEO and to challenge and open negotiation points for changes in the business. This has been a great tool to initiate further dialogue with workers, leading to improvements in the business, such as more inclusivity activities for the various cultures represented within our business.

In 2023, the “Asendia UK Culture Champions”, a voluntary body of representatives from every level, team and site of Asendia UK was formed to further support social dialogue at every level of the business and seek input for improvements from its workforce. This included conducting surveys and polls and seeking verbal and in-person dialogue with worker colleagues, to make Asendia UK a better, fairer and more inclusive place to work. The Culture Champion Group is segmented into sub-teams concentrating on Diversity and Inclusion, Wellbeing and Health, Employee Engagement and Sustainability, which mirror the Asendia Pillars of Behavior. This is gaining traction and trust as another way to initiate successful dialogue and change within our workforce.

SOCIAL

SOCIAL DIALOGUE - continued

In addition, Asendia UK engages in social dialogue with its site landlords on various ESG matters and with its utility providers, including ways to find greener and more sustainable solutions for energy supply and waste management. We also engage with our transportation partners to promote social dialogue and understanding on various environmental matters such as understanding the carbon footprint impact of each parcel that flows through the UK network, and how we could improve this.

UK WAREHOUSE ASSOCIATION

Asendia UK are proud members of the UKWA.



ACCIDENT FREQUENCY RATE

In 2023, our accident frequency rate was 4.3. Our target for 2024 is to maintain or reduce this level. The rate in 2022 was 15.9 and in 2021 was 11.5.

In 2023 we incurred 3 lost time incidents and our target for 2024 is 2 lost time accidents.

Each UK location already holds Health & Safety meetings with representatives from multiple teams. Training and legal guidance is supported internally (or through external consultants) as needed.

We aim to initiate a monthly Health & Safety steering committee from Q2 2024 to govern Health and Safety within Asendia UK. This approach will be ratified by the UK Senior Leadership Team during Q1. Committee members will include the Chief Operating Officer, the Fulfilment Director and the HR Director.



[UKWA membership](#)



SOCIAL

STAFF TRAINING

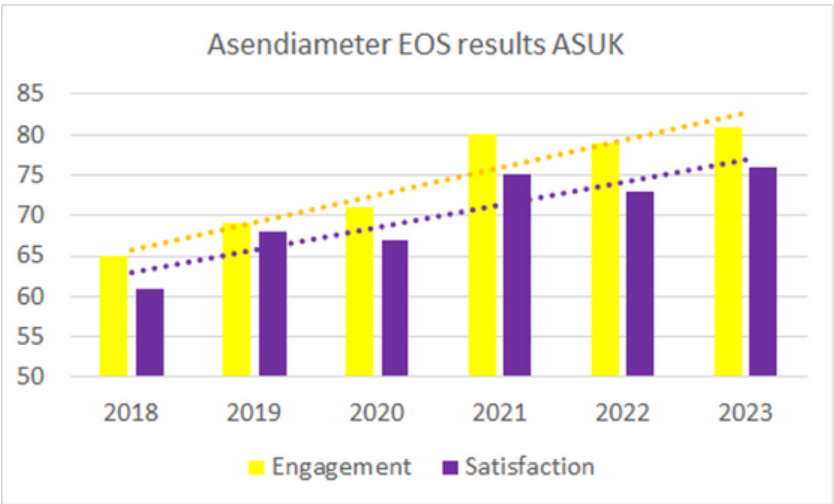
In 2021 we undertook 3,794 hours of training throughout the UK. In 2022 4,538 hours of training were undertaken, rising to 7,630 hours during 2023. Our staff training target for 2024 is a minimum of 8,000 hours across the UK team.

Around one third of the training hours across the year are accounted for by mandatory/ compulsory training such as GDPR, Modern Slavery or new staff onboarding. The remaining training hours support the tailored development needs and professional development of our team members.

ANNUAL EMPLOYEE SURVEY - THE ASENDIAMETER

In February 2023, we conducted our annual IPSOS-run employee survey at the Asendia global level which is known as the Asendiameter. It is completely independent, ensuring anonymity and confidentiality for everyone across all teams and sites, including operations. This year, Asendia UK received an impressive 87% response rate, providing us with meaningful and valuable insights.

Our engagement and satisfaction scores are improving year-on-year (as shown in the table below), and our targets for 2024 are to maintain this trajectory and achieve a 90% response rate for Asendia UK with a satisfaction score of 77.



Our improvement plan for 2024 includes actions relating to compensation, employee development and collaboration:

- Conduct an objective pay benchmarking review to understand Asendia’s position in the marketplace and seek further improvement recommendations
- Increase usage of our internal recognition rewards of £50 / £250 and actively promote these through our quarterly Strategy Snapshots, The Despatch (UK internal staff magazine) and Asendia Advantage portal
- Share ‘Total Package’ summaries in Q1 2024 to all UK colleagues (Total Reward Statement)
- Launch the new Learning Management System in the UK in Q1 2024
- Introduce a High Potential and High Talent review framework during 2024

SOCIAL

FOCUS ON WELLBEING AND FINANCIAL WELLBEING FOR EMPLOYEES

Since the pandemic we have enabled flexibility for all colleagues, including those whose work requires them to be onsite. We are committed to employee wellbeing, including financial wellbeing roadshows designed to help staff get the most from their benefits during the cost-of-living crisis. Our target is to hold two roadshows during 2024.

IMPROVED BENEFITS

During 2023, we reviewed and enhanced our ‘family friendly’ policies available to all UK team members. The initiative was instigated following our quarterly Strategy Snapshot session in Q2 2023, and supported by the UK Senior Leadership Team. The new policies will be launched with the support of the UK Culture Champions in Q1 2024; the policy enhancements outlined in the infographic below include Carer’s Leave, Neonatal Leave and Fertility Treatment leave.

The two infographics below are shared with staff and new starters as a reminder of all the UK initiatives available.

Carer's Leave
Paid leave for up to 5 days per year. To be taken in full or half day blocks.

Miscarriage, Still Birth and / or Termination
10 days paid leave & additional paid time off for medical appointments. Ongoing support via Asendia's Employee Assistance Program (EAP) and Mental Health First Aiders.

Compassionate Leave
Up to 5 days paid leave + 1 day to attend the funeral. Flexible working to support arranging affairs. Ability to use holiday / unpaid leave for additional time off if required.

Care of Dependents
Unpaid ad-hoc leave to support with emergency care of your dependents.

Family-friendly support offered to UK employees

Neonatal Leave
Up to 12 weeks paid time off.

Paternity Leave
4 weeks to be taken as the employee wishes (no one size fits all).

Adoption Leave
Ability to work flexibly, a minimum of 6 days paid time off for workshops and 1 day for the final panel hearing.

Maternity / Surrogacy
26 weeks enhanced SMP to full pay. 13 weeks SMP, 13 weeks unpaid. Phased return over 4 weeks.

Fertility Treatment / IVF
5 days of additional paid leave per treatment round and flexible working to support appointments.

ASENDIA
BY LA POSTE & SWISS POST

If you have any questions or would like further details of anything referenced here, please speak to a member of the HR Team.

Cycle to Work
will save you from **32% to 47%** on the total cost – find more on Asendia Advantage.

Pensions contributions

Tusker Car Benefit
Receive Tax and NI savings, manufacturer and fleet discounts and fixed cost motoring.

Employee Assistance Programme

Life Assurance
x3 base salary

FREE EYE TEST

Simply Health Cash Plan

Enhanced maternity and paternity pay

Sabbatical

Learning & Development

A brief summary of our recognition and reward benefits offered to UK employees

Asendia Advantage Platform
Asendia Advantage is an employee discounts scheme that saves you money. Accessed via laptop or iPhone and Android app. Extending your disposable income through significant savings and cashback options on 900+ top retailers.

Recognition Awards
Thank you voucher, "You are a star" shopping vouchers, £250, Congratulations, Happy Birthday, Thank you!

Long Term Service Awards
5+
Flowers, wine and chocolates at five years. 1 week extra holiday* or cash bonus at 5 year intervals from year 10-25. 1 week extra holiday* plus 0.5% extra employer pension contribution thereafter p.a. at year 30.

Annual Bonus
Front Line 500 for non-managerial operational front line colleagues. Discretionary Bonus for office-based colleagues. Group Profit Share** hitting profit targets means we can reward all employees.

Buy and Sell holiday

ASENDIA
BY LA POSTE & SWISS POST

If you have any questions or would like further details of anything referenced here, please speak to a member of the HR Team.

MENTAL HEALTH FIRST AIDERS

Eight mental health first aiders were appointed in 2022, across our three sites. All have undertaken training and any conversations are treated in confidence. They are a point of contact if one of our employees, or someone they are concerned about is experiencing a mental health issue or emotional distress. We recognise they are not therapists or psychiatrists, but they are able to give initial support and signpost our team members to appropriate help if required. There are posters around all sites to introduce the mental health first aiders. In 2024, we will continue to promote these individuals to the business and continue their training.

SOCIAL

ASENDIA ADVANTAGE PORTAL

Asendia Advantage is a benefits platform exclusive to employees of Asendia UK which launched in 2019. Here our team can find all the information they might want about our existing exclusive benefits, but there is also a section that is dedicated to saving them money. They can save money instantly or earn cashback at over 800 retailers from groceries to holidays. In summer 2023, we ran nine HR roadshows to give financial wellbeing advice to employees at all sites of the business. HR roadshows to give financial wellbeing advice to employees at all sites of the business. Our target is to run another nine roadshows during 2024.



CULTURE CHAMPIONS

We want people to choose Asendia as an employer and excel with us. Our 15 UK Culture Champions from across our workforce were self-nominated in April 2023, to embed wellbeing and other cultural initiatives throughout the business. They also ensure employees' voices are heard from the frontline of the business. Acting on these learnings will drive the company's overall performance and success. The Culture Champions have a comprehensive diary of initiatives planned to run throughout 2024.

VARIOUS CHARITABLE EVENTS

are run by the UK Culture Champions such as the annual MacMillan Coffee Morning.



SOCIAL

UK RETURNS PROJECT

Due to the amount of waste that the returns process was producing, we agreed with several key clients that any returns where it wasn't cost-effective to return to their business could be given to local charities rather than sent to landfill.

To this end, we have sent over 100 bags to charities in our local community; examples include toys to children's homes, food to local food banks and electronic goods to help children learn from home during the pandemic.

e-PAQ Returns



APPRENTICESHIPS

During 2023, 3 members of the UK team completed Supply Chain Warehouse Operative Apprenticeships (two Level 2 and one Level 5).

We currently have five Apprenticeship courses running, which are due to complete in 2024 or 2025: Senior Leader Level 7, Supply Chain Practitioner Level 3, Business Administrator Level 3, Paralegal Level 3 and Operations Manager Level 5. Apprenticeship courses running, which are due to complete in 2024 or 2025: Senior Leader Level 7, Supply Chain Practitioner Level 3, Business Administrator Level 3, Paralegal Level 3 and Operations Manager Level 5.

Our target for 2024 is to enroll an additional four people on to apprenticeship courses.

HEALTH & SAFETY ISO COMPLIANCE

We value everyone's contribution equally and are committed to providing a healthy and safe working environment. Asendia has a duty of care to look after, as far as is reasonably practicable, the safety and welfare of our employees while at work. To achieve this goal, appropriate information, training, and supervision is provided.

Asendia UK holds the following ISO accreditations: [ISO 9001](#) and [ISO 14001](#) across all sites.

In addition, our cleaning contractors hold ISO 14001 and ISO 9001.



[Health and Safety ISO certification](#)

GOVERNANCE

AEO ACCREDITATION

AEO (Authorised Economic Operator) is a quality certification that confirms that a business operates under best practices (for Customs and Security topics) and assures that all their suppliers abide by the applicable rules and regulations.



Asendia UK has achieved full AEO accreditation, sometimes known as AEOF (Full), which covers both Customs Simplifications and Safety and Security. It is effective from 7 November 2022.

AEO status is an internationally recognised quality mark that shows our business's role in the international supply chain is secure and has customs control procedures that meet AEO standards and criteria.

Although AEO is not mandatory, it is becoming a quality standard among highly competitive logistics partners, allowing us to continue exceeding client expectations. Operators wishing to achieve AEO status must meet strict criteria around compliance with customs legislation and taxation rules, security and safety measures, proven standards of competence or qualifications and record keeping.

By operating with AEOF, Asendia UK accesses quicker customs procedures, is able to move goods into temporary storage between different member states, and is recognised with trading partners that adopt the WCO SAFE Framework of Standards. Our AEOF status provides security and confidence to our customers, who can rest assured that it's business as usual in a post-Brexit world.

AEO gives our clients great peace of mind and certainty that Asendia UK can speed up their supply chain by accelerating release for customs-related shipments, as an approved processor of customs shipments. Asendia UK as an AEO accredited entity, is recognised by the authorities (HMRC/Customs in the UK case) as a trusted operator that meets all required standards, has all the right checks and balances in place, recognises the benefits of having the right procedures and – in some areas – also goes above and beyond, by checking the supply chain is operating to a high standard. It's also recognised internationally, including within the EU.

Our Heathrow location also maintains a Regulated Agent License, and part of our 'daily business' mindset is that everyone is working together on a common goal of best-in-class processes and procedures. As part of the process, all holders are reviewed on a regular basis and will be tested to ensure the AEO standards are maintained, protecting supply chain security, and regular meetings are held to ensure the UK Senior Leadership Team's attention.

GOVERNANCE

BUSINESS ETHICS INCLUDING CODE OF CONDUCT

Asendia UK is committed to responsible corporate behaviour. To that end, our Business Ethics Code of Conduct Policy summarises all the elements that are part of ethical behaviour. This covers areas such as Human Rights, Equal Opportunities, Bullying and Harassment, Environmental, Conflict of Interest, Open and Fair Competition, Gifts and Hospitality, Bribery and Corruption and Whistleblowing.

All Asendia UK employees have a mandatory requirement to attend Business Ethics and Code of Conduct training on joining the Company. We achieved a 100% completion rate for this in 2023 and our target remains at 100% for all UK new starters during 2024. We also plan to update our Business Ethics and Code of Conduct training for all UK staff via our online training platform during Q1 2024, with the aim of completing it by year end.

WHISTLEBLOWING

This policy encourages our employees and anyone within our supply chains to report concerns of illegal or unethical malpractice within our business or supply chains and ensures their protection for speaking up. Anonymity is guaranteed for whistle-blowers and anyone raising concerns or bringing to our attention practices that do not comply with our policies.

The policy outlines how an individual can access a confidential 'Speak Out' hotline managed by our partner Safe Call (available in nine languages, 24 hours a day) to report any concerns about behaviour or practices within our organisation, including breaches of company policy.

MODERN SLAVERY

At Asendia UK, we are committed to playing our role in eradicating modern slavery in all its forms from our business and supply chain. We want to ensure that everyone who works for us benefits from a working environment in which their fundamental human rights are respected and that anyone we do business with, also upholds these principles.

All employees have a mandatory requirement to attend Anti Modern Slavery training on joining Asendia UK, to ensure our people fully understand. Our first statement was published in December 2016. This statement and subsequent statements can be viewed on the Asendia UK website (link below).



[Anti-Modern Slavery Statements](#)
[Safe-Call - Whistleblowing hotline](#)



[Whistleblowing Policy](#)
[Business Ethics Code of Conduct Policy](#)

GOVERNANCE

HUMAN RIGHTS

Respect for human rights is fundamental to the sustainability of Asendia UK and the communities in which we operate. We are committed to ensuring that people are treated with dignity and respect. Asendia UK's Human Rights Policy is guided by international human rights principles encompassed in the Universal Declaration of Human Rights, the International Labour Organisation's Declaration on Fundamental Principles and Rights at Work, the United Nations Global Compact and the United Nations Guiding Principles on Business and Human Rights. We are committed to working with and encouraging our partners to uphold the principles in this policy and to adopt similar policies within their businesses.

To date we have had no reports of any human rights issue within our organisation. Our target moving forward is to remain at 0%.

Our aspiration for 2024/2025 is to report formally on this – the data is not currently available and therefore targets cannot yet be set.

PROCUREMENT POLICY & WORKING WITH SUPPLIERS

Asendia UK follows the Group Procurement Policy for the purchase of goods and services, see link below. This ensures that any services and goods acquired are the result of transparent, objective, time and cost-effective decision-making and risk management, and includes a focus on human rights, environmental & sustainability, anti-modern slavery, data protection, gifts and hospitality anti-bribery and anti-corruption regulations. Adhering to this policy is mandatory and we perform regular internal audits mandated by the Asendia Group Audit & Governance Council.

ANTI BRIBERY & CORRUPTION

As a responsible company, Asendia Group recognises the importance of all legislative measures taken against global corruption in every country in which it operates and is dedicated to ensuring the prevention of bribery and corruption within its business and its supply chain. Our Gifts and Hospitality Policy informs all Asendia employees of the best practices and good behaviours to adopt, in order to adhere to legal and ethical rules.



[Anti Modern Slavery Statement](#)



[Human Rights Policy](#)

[Whistleblowing Policy](#)

[Staff Handbook](#)

[Ethics Code of Conduct](#)

[Anti Bribery & Corruption Policy](#)

[Gifts and Hospitality Policy](#)

[Procurement Policy for General Goods and Services](#)

TARGETS FOR 2024/25

ENVIRONMENTAL

Science Based Targets Initiative (SBTi)

We are happy to announce that Asendia will be joining the Science Based Targets Initiative (SBTi), which will guide us in setting and monitoring measurable targets aligned to the GHG Protocol, to reduce our carbon emissions, including those caused by our transport suppliers.

By entering the SBTi process, Asendia will commit to submitting concrete and measurable science-based carbon reduction targets before the end of 2024 and will consequently be officially listed as “committed” in the SBTi dashboard by the end of 2024

We are currently creating an automated tool to enable us to measure client-specific CO2 emissions generated by parcel volumes passing through the global Asendia network. In the meantime, we can support our clients with this analysis using a manual calculation methodology.



Asendia will commit to submitting concrete and measurable science-based carbon reduction targets before the end of 2024

Simon Batt, Asendia Global CEO



[Asendia Group Sustainability website](#)



KEY TARGETS FOR 2024/25

01

SBTi targets set

Align to Asendia global targets

02

Asendiameter | employee survey

Ambition to achieve a target of 90% engagement and a satisfaction score of 77 for Asendia UK staff survey in 2024

03

Launch LMS training portal

Align to Asendia global's new LMS training portal, launch a module specific to UK New Starters

04

All UK sites 100% renewable electricity

Ensure all UK processing sites and office locations are using 100% renewable electricity by the end of 2024



CONTACT

Asendia UK

Unit 12 The Heathrow Estate
Silver Jubilee Way
Hounslow
TW4 6NF

www.asendia.co.uk