

Asendia UK ESG Report 2025

asendia



THE WORLD IS
YOUR ADDRESS

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About this ESG Report

This report reflects Asendia UK’s current ESG maturity and data availability. In some areas, particularly Scope 3 emissions and supplier-level ESG data, systems and processes are still being developed. Where data is not yet available, we have been transparent about limitations and have set out clear next steps. This approach reflects our commitment to credible, evidence-based reporting and continuous improvement.

In 2025, Asendia UK was awarded its third consecutive EcoVadis Silver Medal, maintaining our position among the top 15% of companies assessed globally. Our sustainability performance is rated Advanced, placing us in the 89th percentile overall and within the top 8% of companies in our industry sector.

This report also reflects our year on year ESG performance, building on progress made since our first EcoVadis assessment. The analysis highlights areas of improvement across environmental, social and governance themes, as well as the actions we are taking to strengthen our score ahead of our next submission in 2026.



Welcome to Asendia UK's 2025 ESG Report

With deep roots in international logistics, Asendia brings together the heritage and expertise of La Poste and Swiss Post, combining trusted postal foundations with modern cross-border e-commerce capability.

Today, Asendia is majority owned by Geopost, a leader in parcel delivery and commerce solutions, and a subsidiary of Groupe La Poste. This ownership structure strengthens our ability to scale responsibly while staying close to our customers and markets.

In the UK, we continue to refine cross-border logistics with customer-focused, reliable and cost-effective solutions, delivered by our people. As a trusted provider of technology-driven e-commerce logistics, we support seamless integration for home and out-of-home deliveries, returns and customs, helping businesses of all sizes trade internationally with confidence.

During 2025, we made further progress across our environmental, social and governance priorities, while also strengthening our long-term direction. Climate action remains a key focus. Asendia Group committed to setting carbon reduction targets with the Science Based Targets initiative (SBTi) in 2024. Following our transition to majority ownership by Geopost, we are now aligning our carbon reduction targets with Geopost's SBTi-approved ambitions.

Asendia UK operates in full alignment with the Asendia Group's global compliance and ethics framework, with all Group policies applying to UK operations. It strengthens the credibility of our climate commitments, ensures consistency in measurement and reporting, and enables meaningful emissions reductions at scale, particularly across road transport and operational infrastructure. For our customers, this provides confidence that our targets are grounded in proven data, supported by established reduction programmes, and designed to deliver long-term, measurable impact across international networks.

Our approach is underpinned by the wider commitments of Groupe La Poste, which has been an active participant in the UN Global Compact since 2003, submitting regular Communications on Progress and maintaining a public Net-Zero commitment. These principles help shape how sustainability is governed across the group and inform how we operate locally in the UK.

Beyond climate, our ESG approach in the UK remains rooted in real-world impact. In 2025, Asendia UK invested in the EcoVadis Sustainable Procurement Programme to strengthen how ESG is governed and applied across our supplier base. The programme has helped us move to a more structured, risk-based approach to supplier management, with clearer governance, defined responsibilities and improved use of independent ESG data. This provides stronger oversight of supplier risks, more consistent engagement and a clearer foundation for continuous improvement as we expand our sustainable procurement approach in 2026.

We continue to strengthen our culture of care and inclusion through family-friendly policies, wellbeing initiatives and employee engagement. Operationally, we are embedding more circular practices, improving recycling systems and increasing transparency across our supply chain. Strong governance, ethical standards and certifications ensure we remain a trusted partner to our customers.

ESG is not a standalone activity at Asendia UK. It is embedded in how we work every day. This report sets out our performance in 2025 and the actions we are taking as we look ahead to 2026 and beyond, focused on delivering lasting value for our people, our customers and the planet.

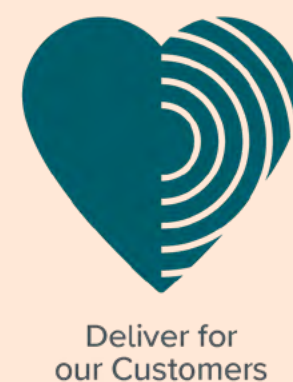
About Asendia

Since 2012, Asendia has been on a journey through the fast-evolving world of e-commerce, continually adapting to how businesses trade across borders.

Founded as a joint venture between La Poste and Swiss Post, and now majority owned by Geopost, we combine trusted postal heritage with the scale and innovation of a leading international parcel network. Asendia operates with a global team of around 1,200 across Europe, the UK, Asia Pacific and North America, supporting businesses with international e-commerce and mail delivery services to more than 200 destinations worldwide.

Our values have evolved as Asendia has grown. Since our inception in 2012, the business has expanded across markets, services and networks, while the way we work and collaborate has continued to mature.

In January 2025, we introduced an updated set of company values to reflect who we are today and what matters most as we deliver our 2025+ strategy. These values guide how we make decisions, how we work together and how we support our customers, every day.



Deliver for
our Customers



Strive for
Excellence



Collaborate
as One Team

Deliver for our Customers

Our customers are at the heart of everything we do. We focus on delivering reliable, high-quality services that help businesses succeed across international markets. We earn trust by doing what we say we will do, today and for the long term.

Strive for Excellence

We take ownership of our work and continually look for ways to improve. From the quality of our operations to the solutions we offer, we challenge ourselves to raise standards, learn from experience and deliver better outcomes every time.

Collaborate as One Team

We believe the best results come from working together. By sharing knowledge, respecting different perspectives and supporting one another, we build strong teams across countries, functions and cultures, moving forward with a common purpose.

About Asendia UK

Asendia UK is one of 17 country operations within the global Asendia group. Our UK team is made up of around 340 people, working across three operational, processing and fulfilment sites in Hounslow near Heathrow, Bedford and Southampton.

Charting our Future: Asendia UK's 2030 Strategic Direction

Asendia UK has set out a clear long-term strategic direction that aligns with and supports the wider Asendia Group strategy.

The UK strategic plan translates Group ambition into locally owned priorities, ensuring that growth, investment and operational decisions are aligned with shared objectives while reflecting the specific dynamics of the UK market.

This strategic direction supports sustainable growth in a rapidly evolving cross-border e-commerce environment. It focuses on strengthening customer experience, building operational resilience and ensuring the business is well positioned to meet future regulatory, environmental and social expectations.

The 2030 strategic direction provides a framework for growth that balances commercial ambition with responsible business practices. It recognises the need to innovate, improve data quality, strengthen governance and invest in people and partners as the business scales.

Our vision for growth

The UK cross-border e-commerce market is highly competitive, and Asendia UK is focused on growing in a way that is resilient, responsible and sustainable over the long term. By 2030, we are targeting revenue of £300 million with an EBIT of £9 million.

Delivery of this ambition is underpinned by six strategic pillars that guide decision-making, investment and execution:

Innovation and product evolution

Developing and enhancing e-commerce solutions that meet customer needs while improving efficiency, transparency and service reliability.

Customer expansion

Growing our customer base and entering new markets, supported by consistent service standards and credible sustainability information.

People organisation and culture

Creating a Great Place to Work by investing in engagement, inclusion, wellbeing and capability development.

Value creation with our family

Strengthening partnerships across the Asendia Group and fostering collaboration to support shared goals and long-term value.

Global network development

Expanding international delivery capabilities in a way that supports reliability, compliance and responsible growth.

Technological advancement

Investing in systems and digital solutions to strengthen data quality, reporting, security and operational control.

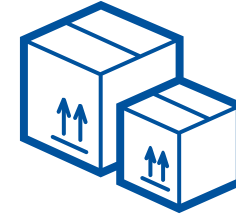


2025+ UK Strategy



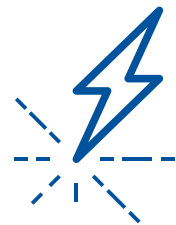
Global network development

Destination Canada
e-PAQ Plus enhancement
Destination USA



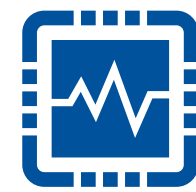
Customer expansion

New verticals via
Dangerous Goods
SMEs



Innovation and product evolution

PUDO Offer /
Out Of Home
Returns



Technological advancement

CyberSecurity
A1

£300m
revenue
with
£9m EBIT
by 2030



People, organisation and culture

Great place
to work



Licence to operate

CO₂ calculation
tool
Compliance

asendia

We are **redefining** cross-border logistics with **customer-focused**, consistently excellent, cost-efficient, and environmentally responsible end-to-end solutions **driven by our people**.



As the **UK's trusted leader** in technology-driven e-commerce logistics, we deliver unmatched excellence through **one seamless integration** for Home and Out-of-Home deliveries, easy Returns, and optimised customs.

UK Vision 2025+



By seamlessly bridging the gap between postal and deferred express services, we **empower businesses** to thrive globally.



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Licence to operate

A strong licence to operate underpins all areas of our strategy. Asendia UK is focused on maintaining high standards of compliance, sustainability and operational excellence as the business grows. This includes strengthening governance, improving transparency, managing risk across our supply chain and ensuring our operations remain secure, resilient and compliant with evolving expectations.

Key priorities for 2025 and beyond

To deliver our strategic direction, Asendia UK has defined 18 key priorities for 2025, supported by a longer-term roadmap to 2030. These priorities focus on embedding sustainability, strengthening governance, improving data and systems, supporting our people and delivering consistent outcomes for customers.

Together, they provide a practical bridge between long-term ambition and near-term action, ensuring that growth is supported by clear accountability, robust controls and continuous improvement.

Strategy rollout and engagement

During the first quarter of 2025, the UK strategic plan was rolled out across the business to ensure shared understanding and ownership. The strategy was introduced through leadership briefings, team sessions and internal communications, with a focus on translating long-term priorities into practical actions for teams and individuals.

Throughout the year, progress against the strategy has been reinforced through regular internal communications, helping to maintain visibility, support alignment and keep priorities front of mind as the business delivers against its objectives.

The Departmental Leadership Team (DLT) has played a key role in bringing the strategy to life. DLT members have been accountable for cascading the strategy across their functions, embedding priorities into team plans and ensuring consistent rollout across all teams. This approach has helped connect Group and UK strategy to day-to-day decision-making, reinforcing shared ownership and accountability across the organisation.



ESG Highlights

- Great Place to Work certified
- 3rd year EcoVadis Silver medal
- 100% renewable electricity across all three sites



What changed in 2025

- Phased out carbon offsetting
- Launched UK customer CO₂ reporting
- Invested in EcoVadis Sustainable Procurement Programme

EcoVadis Performance and Progress

EcoVadis performance and progress

In 2025, Asendia UK was awarded its third consecutive Silver EcoVadis medal, reflecting sustained improvement in our environmental, social and governance performance.

Our overall EcoVadis score increased to 73, up from 68 in 2024 and 59 in 2023. This year-on-year progress places Asendia UK in the 89th percentile of all companies assessed and within the top 15% globally. Within the postal, courier and logistics sector, we are ranked in the top 8%, with our sustainability performance rated as Advanced.

The assessment highlights strong performance across Environment, Labour and Human Rights, and Ethics, while also providing clear insight into areas where further progress is needed, particularly in Sustainable Procurement. These findings inform our ESG priorities and help ensure that improvement actions are focused, measurable and relevant.

EcoVadis remains an important external benchmark for Asendia UK. Beyond the rating itself, the process supports continuous improvement by strengthening governance, evidence-based reporting and cross-functional engagement. We are using the 2025 results to guide our improvement plan and prepare for reassessment in 2026, as part of our ongoing commitment to transparent and credible ESG performance.



Energy Consumption

Energy consumption

Asendia UK monitors and manages energy consumption across its operations as part of its environmental management approach, with a focus on reducing emissions intensity and improving energy efficiency over time.

All UK sites are supplied with 100% renewable electricity, sourced from wind, solar and hydro generation. This covers our Heathrow, Bedford and Southampton locations. In addition, the Heathrow processing centre operates on 100% renewable gas, reducing the use of fossil fuels within core operational activities.

While no significant new energy efficiency infrastructure was introduced during the reporting period, we continue to benefit from measures implemented in previous years. These include LED lighting across operational areas, destratification fans in production spaces, automated lighting controls and defined switch-off procedures for electrical equipment outside operating hours. These actions support the ongoing reduction and control of energy consumption.

Energy performance is reviewed annually using consumption data from utility providers. This enables us to track year-on-year trends, identify areas for improvement and support informed decision-making. Energy consumption and associated emissions are considered alongside operational demand to ensure a balanced assessment of performance.

Energy consumption and emissions

The adjacent table sets out Asendia UK’s energy consumption and associated greenhouse gas emissions for electricity, gas and fuel used in company vehicles for 2023, 2024 and 2025.

- Consumption data is based on supplier invoices
- Emissions are calculated using UK Government conversion factors
- Emissions are aggregated to provide total emissions and emissions intensity per £m of revenue

This approach supports consistency, transparency and comparability across reporting periods and aligns with EcoVadis assessment expectations.

Formal annual reviews of progress against defined emissions reduction pathways will commence once science-based targets have been validated. In the interim, emissions data is reviewed annually to support consistency, transparency and readiness for target-setting.

	2023		2024		2025	
Asendia UK Energy	kWh	tCO2e	kWh	tCO2e	kWh	tCO2e
Electricity	900,897	186	869,173	0	985,856	0
Gas	1,675,132	306	1,775,920	324	2,061,007	377
Fuel for transportation	144,291	74	149,042	77	151,900	39
Total CO2 emissions per £m revenue	Sales (£)	Ratio	Sales (£)	Ratio	Sales (£)	Ratio
	218m	2.60	194m	2.07	182m	2.29

Sustainable Procurement Programme

In Q4 2025, Asendia UK invested in the EcoVadis Sustainable Procurement Programme, covering vision setting, governance design, supplier risk mapping, assessment methodology and platform capability.

More thorough training will be undertaken after the Peak Period in Q1 2026, with the ambition to provide a structured, practical framework for embedding ESG more consistently into procurement and supplier decision-making, particularly across our top suppliers made up of road and transport suppliers and carrier network partners undertaking final mile deliveries in destination countries.

The programme focused on moving from rudimentary supplier sustainability checks to a governed, risk-based and measurable approach that is aligned with business priorities and customer expectations.

2025 actions taken

Asendia UK has taken the following steps to strengthen ESG governance and supplier management:

Strengthened governance and accountability

- Defined clearer ownership for sustainable procurement through named roles, including programme sponsorship, programme management and supplier-facing responsibilities
- Adopted a structured governance model, supported by RACI principles, to improve decision-making, escalation and accountability
- Began defining the processes for integrating sustainable procurement expectations into internal processes rather than treating ESG as a standalone activity

More targeted, risk-based supplier engagement

- Defined the process to enable a shift in 2026 from broad supplier coverage to prioritisation based on risk, spend, criticality and geographic exposure
- Introduced clearer criteria for selecting suppliers for EcoVadis assessment, ensuring focus on those with the greatest ESG impact or risk
- Established clearer expectations for supplier participation, performance thresholds and follow-up actions

Improved use of data and insight

- Built capability to use EcoVadis scorecards, IQ risk mapping and Vitals questionnaires to understand supplier ESG maturity
- Improved internal understanding of how policies, actions and results are weighted within assessments, supporting better supplier conversations
- Strengthened evidence-based decision-making using independent data rather than self-declared information

More consistent supplier engagement

- Clarified how and when suppliers will be invited, supported and followed up throughout the assessment process to be undertaken in 2026
- Introduced clearer guidance for supplier managers on how to discuss results, improvement areas and corrective actions
- Reinforced the importance of constructive engagement, capacity building and continuous improvement rather than one-off assessments

What this means for ESG governance in the UK

As a result of this investment, ESG governance within Asendia UK is becoming more structured, consistent and embedded. Sustainable procurement is now supported by:

- Clearer decision rights and escalation paths
- Measurable goals and KPIs linked to supplier performance
- Improved transparency and auditability of supplier ESG risks
- Stronger alignment between procurement activity and ESG commitments

This approach supports regulatory readiness, customer assurance and internal confidence in how supplier-related ESG risks are identified and managed.

2026 goals

Building on the foundations set in 2025, Asendia UK’s priorities for 2026 are to:

- Formally embed sustainable procurement governance into UK procurement policies and procedures
- Expand supplier coverage in line with a defined risk-based roadmap
- Introduce clearer performance thresholds and escalation routes for non-participating or underperforming suppliers
- Strengthen reporting and internal dashboards to track supplier ESG performance year on year
- Align supplier engagement more closely with group-level climate and ESG targets, including SBTi alignment
- Continue building internal capability so ESG considerations are consistently applied across supplier decisions



Reducing Environmental Impact

Our management approach focuses on reducing environmental impact through practical, operational controls and responsible sourcing decisions. The initiatives outlined below were implemented in 2024 and remained in place throughout 2025.

The consolidation of operational consumable purchasing across our three UK sites continued during 2025. This approach reduces delivery frequency and enables more efficient use of our existing inter-site vehicle network.

Pallet use remains a necessary part of our operations. Environmental impact is managed through a reuse-first approach, with all serviceable pallets reused wherever possible. Pallets that are no longer suitable for reuse are collected by our pallet provider and repurposed into animal bedding, ensuring no pallets are sent to landfill or incineration. This process continued unchanged throughout 2025.

At our Southampton fulfilment site, and with client approval, the use of biodegradable poly wrap for magazines and booklets remained in place during 2025. We also continued to use recyclable alternatives for envelopes and bubble wrap. These materials contain 70% recycled content and are fully recyclable, providing a lower-impact alternative to traditional cardboard outers and non-recyclable bubble wrap.

Impact on land and ecosystems

Asendia UK does not operate in or near biodiversity-sensitive areas. As a result, our activities present a low risk to land and ecosystems, including in relation to waste generation, water use and the use of scarce raw materials.



Responsible Paper Use and Print Reduction

Asendia UK continues to manage the environmental impact of paper use through its partnership with PrintReleaf, which converts paper consumption data into verified reforestation and carbon impact reporting.

Print data is automatically analysed through the PrintReleaf platform, with reforestation and carbon projects delivered in line with recognised verification standards and aligned to relevant UN Sustainable Development Goals (SDGs).

2025 impact

During 2025, Asendia UK offset the equivalent of 4,469,522 standard sheets of paper, resulting in the reforestation of 536 standard trees. This activity is associated with 181.716 tCO₂e through verified hydropower projects. Reforestation projects were delivered across France, Romania, Malaysia and Tanzania, with carbon projects located in Turkey and India.

Paper covered includes usage across letterheads, print and mailing activities on behalf of customers, as well as internal operational printing. This approach extends the scope of our ESG impact beyond carbon and transport emissions to include biodiversity and resource use.

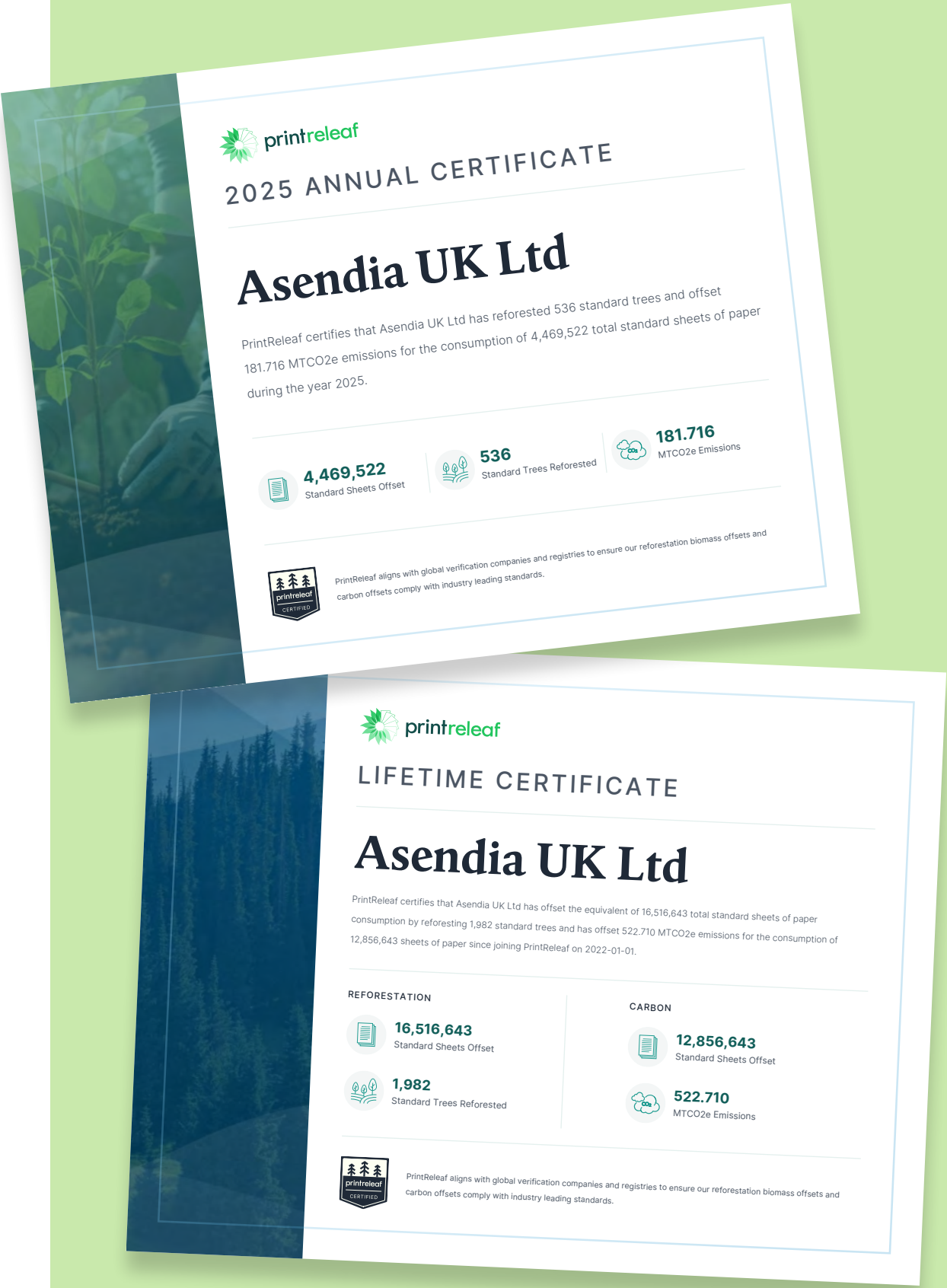
Lifetime impact

Since joining PrintReleaf in 2022, Asendia UK has offset the equivalent of 16,516,643 standard sheets of paper, supporting the reforestation of 1,982 standard trees. Over this period, 522.710 tCO₂e has been addressed through a combination of verified hydropower and wind energy projects across Turkey, Brazil and India.

Position within our climate strategy

While PrintReleaf provides transparency and accountability for the environmental impact of paper consumption, Asendia recognises that offsetting alone is not a long-term solution to climate change.

In line with Asendia Group’s transition away from carbon offsetting and its commitment to science-based emissions reduction, the use of PrintReleaf is positioned as a resource and biodiversity management measure, rather than a substitute for direct emissions reduction. This ensures alignment with our wider climate strategy, including our commitment to setting carbon reduction targets through the Science Based Targets initiative (SBTi).



Our commitment to a legal and deforestation-free supply chain

At Asendia UK, we are committed to ethical and sustainable business practices across our operations and supply chain. This includes taking a clear and responsible approach to deforestation and the legal sourcing of raw materials.

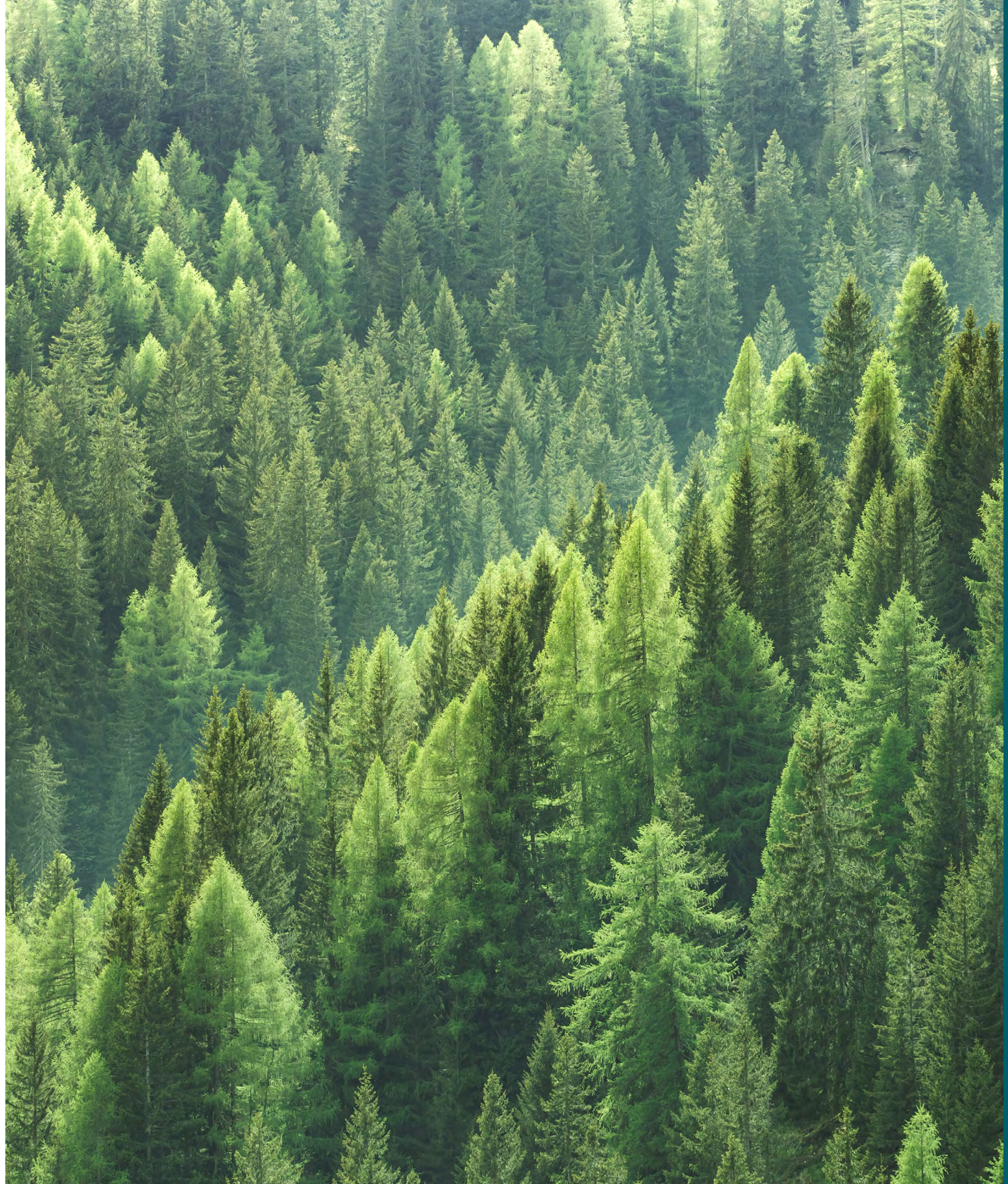
We recognise the environmental and social impacts associated with deforestation and continue to work only with partners and suppliers who share our values. This commitment remains in place and continues to guide how we select, assess and manage suppliers across Asendia UK.

As part of this approach, Asendia UK:

- Requires that all materials and products we source are legally produced and traceable, in full compliance with applicable environmental and forestry laws
- Actively seeks to avoid any involvement in deforestation or the degradation of natural forests, particularly in high-risk or conservation-sensitive areas

- Encourages the use of certified and responsibly sourced materials, including FSC or equivalent certifications where applicable
- Integrates sustainability and risk assessments into supplier onboarding and ongoing review processes
- Promotes transparency and continuous improvement by working with suppliers to address risks and improve practices
- Supports global efforts to reduce deforestation as part of our wider environmental and social responsibility objectives

This commitment aligns with our company values and our ambition to reduce environmental harm across our operations. As part of the wider Asendia group, we continue to strengthen our approach to sustainable sourcing and contribute to positive change within our industry.



Eco Pallet Boxes Project

Asendia UK uses reusable transport packaging as part of its approach to reducing waste and improving logistics efficiency. We participate in the International Postal Corporation (IPC) Eco Pallet Boxes programme, which supports circular use of transport packaging across international postal and logistics networks.

Eco Pallet Boxes are reusable, trackable and traceable through RFID (Radio Frequency Identification) technology. This enables boxes to be circulated across participating destinations without the need to return empty units to their point of origin, reducing unnecessary transport movements and associated emissions.

The boxes are designed for durability and repeated use. When empty, they can be folded flat, reducing storage space requirements and improving handling efficiency. When in use, they are stackable, allowing better use of trailer capacity and supporting more efficient road transport operations.

The introduction of Eco Pallet Boxes has improved both domestic and international transport operations. Compared with traditional cages and containers, the lightweight design reduces empty container weight while maximising usable load capacity. This contributes to lower transport inefficiencies and supports waste reduction and resource optimisation objectives.



“

The IPC Eco Pallet Boxes programme supports our focus on reusable packaging and transport efficiency. The boxes are durable, reusable and easy to store when empty, and their stackable design helps us maximise trailer capacity and reduce operational inefficiencies.

Simon Waine

Asendia UK Operations Director,
3PL Partners

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Reporting on Waste Reduction

Across our UK operations, we continued to focus on recycling and reuse as core elements of our environmental approach.

Total recycled volumes in 2025 were 244.6 tonnes, broadly in line with 2023 (247 tonnes) and representing an increase on 2024 (228 tonnes). As in previous years, fluctuations reflect changes in customer volumes and materials handled on site, rather than operational waste alone.

The data continues to highlight the importance of strong segregation and recovery processes to maximise recycling performance.

During 2025, we maintained established practices around pallet recovery and reuse, including the collection and repair of broken wooden pallets and the chipping of residual wood for alternative uses. Where practical, transit packaging such as cardboard, pallets, and plastic sacks continued to be returned to customers for reuse, helping to extend material life and reduce unnecessary disposal.

Our reusable transit cage programme also remained in place, supporting repeated use through regular refurbishment and reducing the need for single-use transport materials.

Looking ahead to 2026

In 2026, our focus will be on improving the quality and consistency of waste segregation across all sites.

Key priorities include:

- Embedding separate waste streams more consistently in operational areas
- Increasing awareness and engagement to reduce contamination
- Improving visibility of waste data to support better decision-making
- Continuing to prioritise reuse initiatives with customers and suppliers

By strengthening how waste is managed at source, we aim to improve recycling outcomes and reduce residual waste, while recognising the mixed nature of materials entering our operations.

The 2025 recycled tonnage included:





Company Fleet

Asendia UK is reducing carbon emissions from its company fleet through the phased adoption of lower-emission vehicles and supporting infrastructure across the business.

We have continued to review the composition of our UK collection fleet. In 2025, the fleet consists of seven vehicles: three electric, one plug-in hybrid and three diesel vehicles. Electric and plug-in hybrid vehicles now account for more than half of the fleet, supporting our ongoing efforts to reduce emissions where operationally viable.

In 2024 we installed electric vehicle (EV) charging points at our London Heathrow site. These charging points are available free of charge to employees, supporting the wider move towards lower-emission transport choices. EV chargers will be installed at our other two sites in 2026.

We are also committed to reducing carbon emissions across our UK sales team, including through the choice of company vehicles. By the end of 2024, 90% of our company car fleet was hybrid.

In 2025, the fleet comprises eight hybrid vehicles and three petrol vehicles. While some petrol cars remain in use, hybrid vehicles continue to make up the majority of the fleet, reflecting our ongoing intent to reduce emissions where practical and appropriate.

To complement fleet changes, we offer an employee car scheme through Tusker, enabling eligible employees to access low-emission and electric vehicles on competitive terms. This initiative supports both business travel requirements and personal transport choices, encouraging wider adoption of lower-emission vehicles beyond company use. In 2025, 10 employees were within the Tusker scheme (+1 from 2024).

Culture Champions

The Culture Champions network supports Asendia UK's ESG objectives by promoting responsible behaviours and reinforcing sustainability within day-to-day operations.

A broader overview of the Culture Champions' purpose, structure and governance is set out in the Social section of this report. The section below focuses on their contribution to environmental awareness and employee engagement during 2025.

Building on initiatives introduced in 2023 and 2024, Culture Champions continued to support environmental objectives throughout 2025 through structured awareness activities and practical site-based actions. Their role is to encourage consistent behaviours that support waste reduction, resource efficiency and environmental responsibility across the business.

During 2025, environmental initiatives included awareness campaigns linked to key environmental dates, promotion of correct waste segregation and recycling practices, encouragement of lower-impact commuting and lifestyle choices, and regular internal communications highlighting practical actions employees can take. This included targeted campaigns such as the Bumblebee conservation initiative, which helped raise awareness of biodiversity and pollinator protection through education and employee engagement activities. These initiatives were delivered through established internal channels, including the VIVA intranet, email updates, posters and team-level engagement.

Waste management remained a priority area. Reusable drinking bottles continued to be provided to employees to reduce single-use plastics. In parallel, waste systems were strengthened across all UK sites, with clear recycling streams in place for food waste, glass, recyclable materials and general waste. These measures are designed to support correct disposal and improve recycling outcomes.

Environmental expectations are also integrated into the employee lifecycle. Sustainability messaging is included in new starter onboarding, supported by digital-first communication and training materials to reduce paper use and reinforce responsible behaviours from the outset.

Together, these actions demonstrate a structured approach to employee engagement on environmental topics. By combining clear communication with practical measures, Culture Champions support continuous improvement and help embed environmental responsibility within Asendia UK's workplace culture.

Looking ahead to 2026

In 2026, Asendia UK will continue to build on the Culture Champions programme by strengthening coordination, expanding participation and further embedding environmental (social and governance) topics into internal communications and site-based activity.

Focus areas will include improving the consistency of environmental messaging across locations, supporting ongoing waste reduction and recycling behaviours, and identifying additional opportunities for employee-led initiatives that align with wider ESG priorities. This continued focus will help ensure environmental awareness remains embedded within our culture and supports measurable improvement over time.

Customer CO₂ Emission Reporting – enabled by ShipZero

CO₂ emissions reporting for UK customers

During 2025, Asendia UK made tangible progress in strengthening carbon emissions reporting for customers, responding to growing demand for accurate, credible and comparable logistics emissions data.

In collaboration with ShipZero, we implemented a UK CO₂ calculation capability designed to support emissions transparency for our key customers. The focus was on building a solution that is practical, scalable and aligned with customer sustainability reporting needs, rather than a purely theoretical model.

The project progressed through several critical stages:

- Mapping and validating operational data sources across the UK network
- Testing emissions calculations to ensure accuracy and consistency
- Successfully launching the reporting capability in line with customer requirements
- Preparing emissions data outputs for Asendia UK's Top 20 customers

A key priority throughout was data integrity. Significant effort was invested in ensuring that shipment, routing and activity data could be reliably mapped into the ShipZero platform, enabling meaningful CO₂ insights rather than estimates based on averages alone.

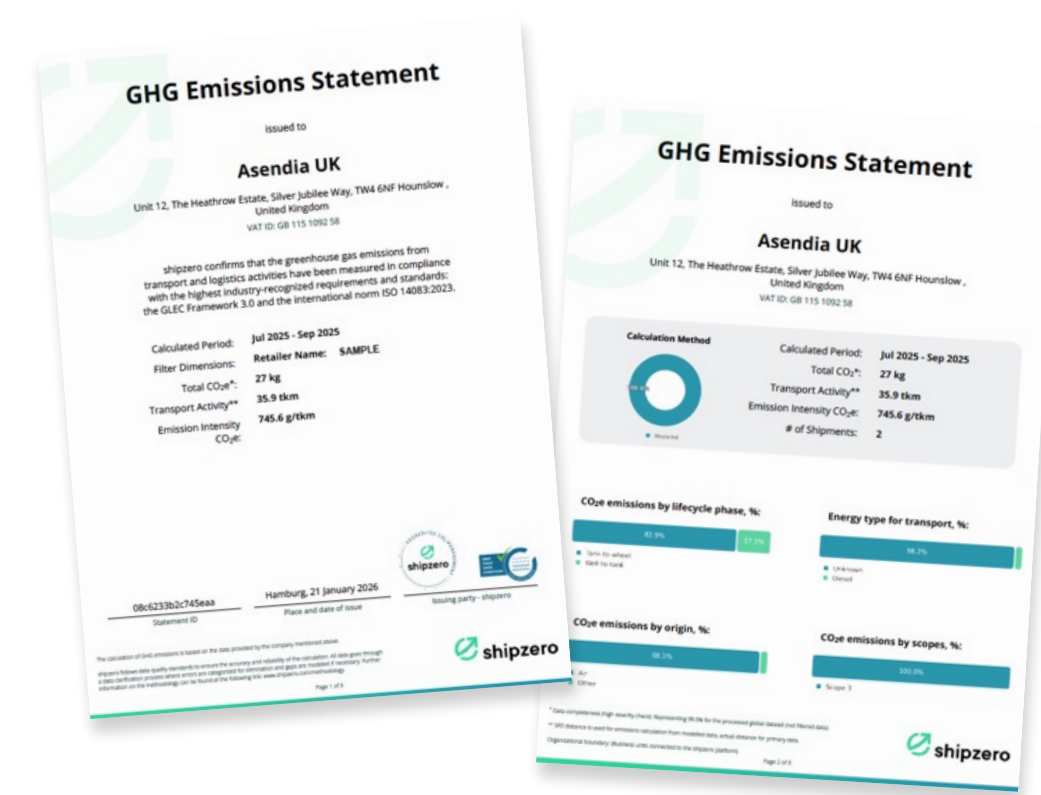
This capability will support emissions reporting for major customers throughout 2026 and beyond. It also strengthens Asendia UK's wider sustainability credentials, contributing directly to external assessments such as EcoVadis and supporting customer disclosure requirements.

Asendia UK has not yet undertaken third-party verification of its greenhouse gas emissions data. The need for external verification will be reviewed following the validation of science-based targets and as emissions reporting matures.

Scope 3 emissions represent the most complex and material component of Asendia UK's carbon footprint, particularly within transport and carrier networks. While full Scope 3 emissions totals are not yet available, 2025 focused on building the data, systems and supplier engagement needed to support credible Scope 3 reporting. This includes the introduction of customer

emissions reporting and the launch of a structured sustainable procurement programme. Expanded Scope 3 reporting will be developed in line with group-level methodologies and SBTi requirements.

Looking ahead, Asendia UK will continue to refine and expand this reporting capability, with a focus on improving data granularity, expanding the product range included, supporting additional customers, and embedding emissions reporting as a standard part of the customer experience. This work forms an important foundation for our longer-term ambition to support customers on their own decarbonisation journeys.



Next steps for 2026

In 2026, Asendia UK will build on the foundations established in 2025 to further strengthen CO₂ emissions reporting for customers.

Key areas of focus include:

- Expanding coverage beyond key accounts to support a wider customer base
- Improving data granularity across transport modes, routes and services
- Continuing to refine data quality and consistency in partnership with ShipZero
- Embedding emissions reporting more fully into customer onboarding and account management processes
- Supporting customers with clearer, more actionable insights to inform their own sustainability reporting and reduction efforts
- Commence annual 3rd party verification of our emissions data during 2026

This next phase is focused on moving from capability to consistency, ensuring emissions data becomes a reliable, repeatable and trusted part of the customer experience.

Creating a Culture where People Thrive

In 2025, Asendia UK achieved a key milestone in its people and culture journey by becoming a Great Place to Work® certified organisation.

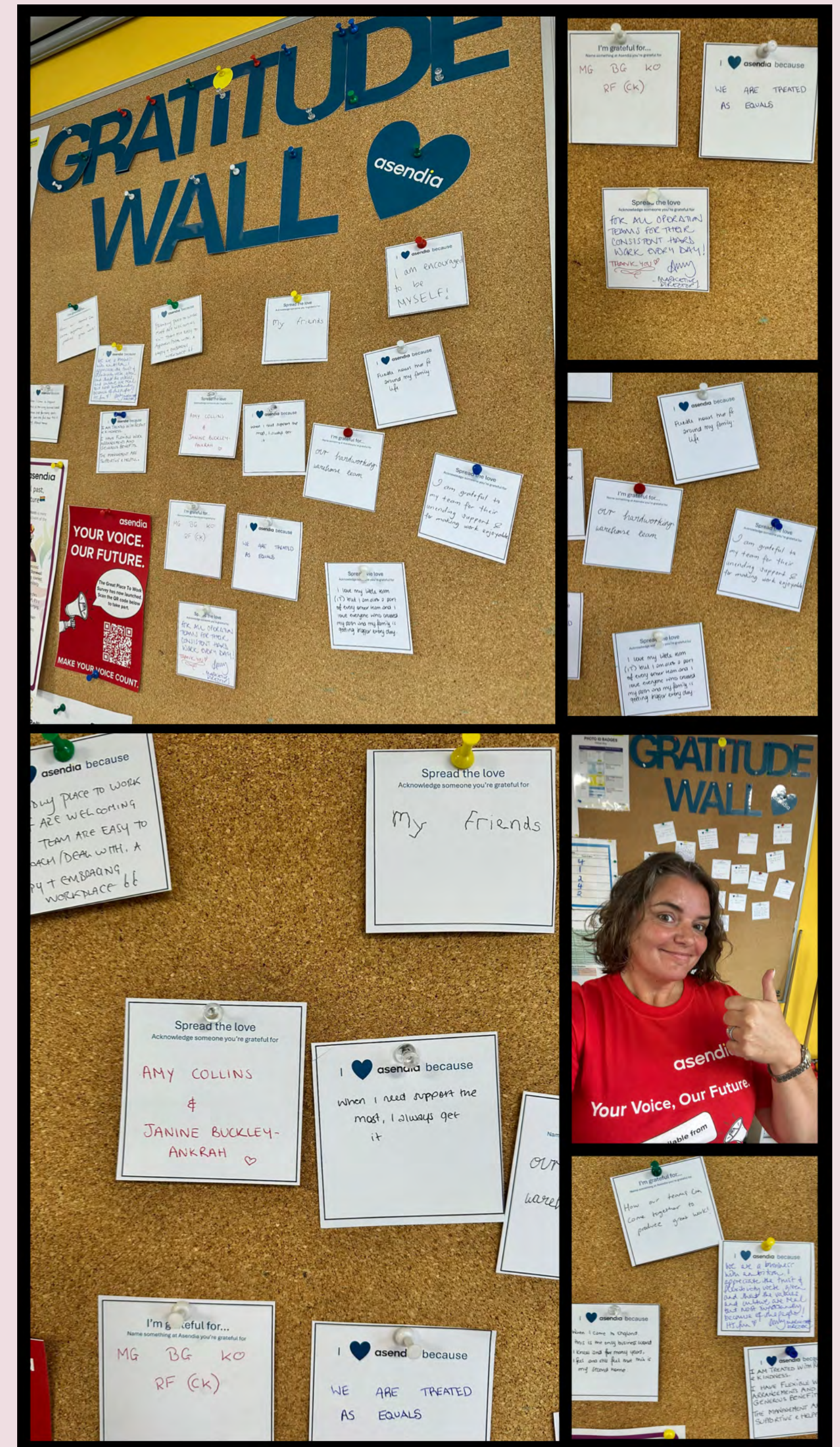
This followed the completion of our first Great Place to Work® Trust Index™ employee survey in July 2025, building on the foundations laid in 2024 through continued investment in leadership, inclusion and employee experience.

The survey provided an independent, data-led view of employee sentiment across the business and achieved a strong 82% participation rate, reflecting high levels of engagement and trust. Results highlighted strengths in areas such as communication, recognition and connection, with colleagues valuing the way achievements and milestones are celebrated and the clarity provided by leadership.

Based on this feedback, Asendia UK was recognised as one of the UK's Best Workplaces™ in Manufacturing, Production & Transportation 2025. This recognition is based entirely on employee responses and reflects the experience of working at Asendia UK, as described by our people.

At the same time, the survey identified areas where further progress is needed, including perceptions of pay fairness, communication during periods of change and ensuring inclusive hiring while maintaining cultural fit. These insights are being used to guide leadership discussion and inform next steps, with actions shaped through the Leadership Cohort and supported by the UK Culture Champions network.

Achieving Great Place to Work® certification is not seen as an endpoint, but as a foundation for continued improvement. The insights gained from the survey provide a clear evidence base to help prioritise actions, strengthen trust and ensure Asendia UK continues to develop as a workplace where people feel valued, supported and able to do their best work.





Departmental Leadership Team (DLT)

The Departmental Leadership Team (DLT) forms part of Asendia UK's wider leadership cohort, working alongside the UK Senior Leadership Team (SLT). Together, the SLT and DLT provide leadership across the business and support delivery of the UK strategy.

Introduced in 2024, the DLT is a cross-functional group of senior operational leaders responsible for delivering 2025+ strategic projects and modelling the values and behaviours we want to see across Asendia UK.

This structure supports a more inclusive and collaborative approach to leadership, strengthening transparency, empowerment and alignment between teams, functions and sites.

Looking ahead – focus for 2026

In 2026, Asendia UK will continue to build on the insight gained from its first Great Place to Work® survey, using employee feedback to drive targeted and meaningful improvement.

Key actions planned include:

- Running a further employee engagement survey to track progress over time and measure the impact of actions taken since 2025
- Holding departmental workshops and focus groups to explore survey themes in more depth and capture practical, team-level feedback
- Using these discussions to identify priority focus areas and agree realistic, achievable actions at both business and departmental level
- Maintaining oversight through the Senior Leadership Team, with ongoing input from the Departmental Leadership Team and Culture Champions to support engagement and communication

This approach will help ensure employee feedback continues to inform decision-making, supports accountability and strengthens Asendia UK's culture as the organisation evolves.



Social Responsibility

At Asendia UK, our approach to social responsibility is centred on creating a workplace where people feel respected, supported and able to perform at their best.

We focus on inclusion, leadership, engagement and development, recognising that a strong culture supports both employee wellbeing and business performance. Since launching our people strategy in 2022, we've been working hard to create a high-trust, high-performing workplace where colleagues feel valued, engaged, and motivated.

During 2025, our activity continued to focus on strengthening leadership capability, listening to employee feedback and embedding inclusive behaviours across the organisation.

In 2025 we also saw a significant improvement in employee retention, with staff turnover decreasing by 33.7% compared with 2024. This is an encouraging signal that colleagues want to build their careers at Asendia UK and feel positively about the culture we are creating together. Retention is an important indicator of engagement and trust within an organisation,

and this improvement supports our broader ambition to become a Great Place to Work. It also reflects the continued investment in leadership, development and listening to employee feedback that sits at the heart of our people strategy.

Diversity, inclusion and leadership

Asendia UK remains committed to equality, diversity and inclusion across all levels of the organisation. We value the individuality each person brings and work to create a workplace where everyone feels able to be themselves.

Female representation within the Asendia UK Senior Leadership Team and Board remained at 60% in 2025 (6 of 10 members). This reflects our ongoing commitment to balanced leadership and inclusive decision-making.

Employee engagement and Great Place to Work®

In 2025, Asendia UK undertook its first Great Place to Work® Trust Index™ survey, providing a structured, independent view of employee experience and engagement.

Based entirely on anonymous colleague feedback, Asendia UK was recognised as one

of the UK's Best Workplaces™ in Manufacturing, Production & Transportation 2025. This recognition highlights strengths across trust, inclusion, collaboration and pride in the organisation.

The results have helped us better understand what matters most to our people, identify strengths to build on, and highlight opportunities for improvement. Insights from the survey are being used to inform our people priorities and culture roadmap as we continue to develop as an employer.

“

It's a very flexible, fair, and multi-cultural organisation that does a lot to recognise success and hard work. When talking to friends about their workplaces, I feel lucky to work for Asendia.

[Employee feedback, Great Place to Work survey](#)

”



Our GPTW Future

While this is a brilliant achievement, our journey doesn't stop here. We'll keep building on this success throughout 2026 by:

- Expanding opportunities for learning and career growth
- Embedding wellbeing and inclusion into everything we do
- Continuing to champion sustainability and responsible practices

“

I feel right at home with my current job. It makes me feel like I belong, and I can rely on any and all of my colleagues. Even those who are not within my team.
Employee feedback,
Great Place to Work survey

”

Leadership development and ways of working

To support effective leadership and collaboration, we continued to invest in leadership development during 2025.

- The Departmental Leadership Team (DLT), introduced in 2024, continued to play a key role in delivering cross-functional strategic projects and modelling inclusive leadership behaviours
- Discovery Colour Insights was rolled out to the DLT to combine with the wider leadership cohort which includes the Senior Leadership Team (SLT Board members), supporting greater self-awareness, improved communication and stronger working relationships

These initiatives support consistent leadership behaviours and align leadership capability with our company values.



Culture Champions and employee voice

Our Culture Champions network continued to play an important role in strengthening engagement, inclusion, wellbeing and sustainability across the business. Representing sites, teams and roles across Asendia UK, Culture Champions help ensure employee voice is reflected in initiatives and internal communications.

Champions act as cultural ambassadors, helping to foster connection, representation, and shared values across all teams. Their efforts directly support employee morale and create a more inclusive and dynamic workplace.

As planned, re-elections took place in Q2 2025, with a significant proportion of existing Culture Champions choosing to continue for a further term. This has provided continuity, retained experience and helped maintain momentum across Champion-led initiatives.

Looking ahead – 2026 onwards

From 2026 onwards, the Culture Champions network will continue to evolve, balancing continuity with fresh perspectives. Focus areas will include strengthening coordination across sites, supporting longer-term initiatives, and aligning Champion activity more closely with Asendia UK's ESG priorities, Great Place to Work action plans, and employee engagement goals. This approach will help ensure the network remains relevant, effective and well-embedded within the business as it continues to grow.

To support clearer communication and consistency across sites, we will develop a dedicated Culture Champions digital hub on SharePoint/Viva. This central space will host all key resources, including toolkits, posters, campaign materials, and event calendars. Having a single, easy-to-access location will simplify collaboration, speed up campaign rollout and ensure Champions have everything they need to deliver effective, well-coordinated activities.

Their environmental contribution is covered in detail within the Environmental section of this report, while their broader purpose and impact support our social and cultural objectives.

Policies, onboarding and access to information

Throughout 2025, priority was given to reinforcing and embedding existing people policies and guidance. The Asendia UK Staff Handbook therefore remained unchanged during the year.

Looking ahead, work is planned for 2026 to improve accessibility and consistency by moving key people policies and guidance to 'Navigator' a dedicated SharePoint portal, providing colleagues with clearer, digital access to up-to-date information.

Looking ahead

In 2026, we will continue to build on the foundations set in 2025 by:

- Using Great Place to Work® insights to guide targeted improvements
- Strengthening leadership capability and engagement across teams
- Improving access to people policies and information through digital channels and eLearning
- Continuing to support inclusion, wellbeing and employee voice as core elements of our culture

By listening to our people and acting on feedback, we aim to create a workplace where individuals feel supported to grow and contribute to shared success.

Gender Pay Gap

Asendia UK is committed to creating a fair, inclusive and supportive workplace where all employees have equal opportunity to develop, progress and succeed. We recognise that transparency around pay and representation is an important part of this commitment.

For the 2025 reporting year, Asendia UK's gender pay gap increased, with women earning 13.20% less than men on a median basis and 22.63% less on a mean basis. The mean hourly pay for men was £29.43 compared with £22.77 for women. These figures are based on the Government's required snapshot date of 5 April 2025 and have been calculated in line with the Equality Act 2010 (Gender Pay Gap Information) Regulations.

The gender pay gap reflects the overall distribution of men and women across different roles and levels within the organisation rather than unequal pay for equal work. Asendia UK remains fully committed to equal pay and operates consistent pay structures and governance processes across comparable roles.

The increase in the pay gap during 2025 was primarily influenced by changes in workforce composition and the continued under-representation of women in certain senior and specialist positions, particularly within technical and IT-related functions, which traditionally attract a higher proportion of male employees. Women also remain more strongly represented within the lower and lower middle pay quartiles. Bonus gaps similarly reflect differences in role type, seniority and organisational structure.

While our gender pay gap remains above the UK national average, it is broadly aligned with wider industry trends within logistics, operations and technology-led sectors, where technical and operational leadership roles continue to be male dominated.

Encouragingly, Asendia UK continues to maintain strong female representation within senior leadership positions:

- Women hold 60% of UK Senior Leadership Team (SLT) positions
- 41% of leaders across the Departmental Leadership Team (DLT) and broader leadership population are women

This reflects continued progress in building a more inclusive leadership structure and strengthening opportunities for career progression across the business. However, we recognise that further work is needed to improve representation across mid-level, technical and specialist roles to support long-term reduction of the gender pay gap.

Actions and priorities

Closing the gender pay gap requires sustained and long-term action. During 2025 and into 2026, our focus remains on addressing the structural factors influencing pay outcomes across the organisation. Key priorities include:

- Continuing pay equity analysis to identify and address any inconsistencies across roles and levels
- Strengthening mentoring, leadership development and career progression opportunities to support more women into senior and specialist positions
- Embedding clearer and more transparent compensation frameworks and pay bands
- Promoting flexible and inclusive ways of working to support retention and career progression at all stages

Asendia UK remains committed to reducing its gender pay gap over time and ensuring fair, equitable and inclusive opportunities for all employees.

Apprenticeship Programme – Developing Talent and Career Progression

In 2025, our UK team had five live apprenticeships underway, demonstrating our ongoing commitment to growing talent and supporting career development across the organisation.

These included:

- Senior Leader (Level 7)
- Supply Chain Practitioner – Fast-Moving Consumer Goods (Level 3)
- Business Administrator (Level 3)
- Information Communications Technician (Level 3)
- Solicitor (Level 7)

Most programmes are on track for completion in 2026/2027, with the exception of the Level 7 Solicitor apprenticeship, scheduled for completion in 2030. This structured approach ensures colleagues benefit from in-depth, long-term professional development while strengthening organisational capability and succession planning.

Looking ahead to 2026, we have already onboarded two new HR Level 3 apprentices and are actively exploring further opportunities in Business Administration (Level 3) and Operations Management (Level 5).

For 2027, we plan to enrol an additional seven employees onto the apprenticeship scheme. This expansion will further reinforce our commitment to providing structured learning opportunities, enabling colleagues to develop new skills, progress in their careers, and contribute to the ongoing success of Asendia UK.

Through our apprenticeship programme, we continue to invest in our people - strengthening our talent pipeline and ensuring colleagues have the skills to excel in their roles and beyond.





Staff Training

In 2025, the UK team completed 18,553 hours of staff training, a 46.6% increase on 2024.

This continued growth reflects our ongoing commitment to developing our people, building capability across the organisation and supporting a culture of learning.

Around one third of all training hours were focused on mandatory compliance, ensuring colleagues remained up to date with essential regulatory and policy requirements. This included areas such as GDPR, Modern Slavery, Code of Conduct, Anti-Bribery, Equality, Diversity & Inclusion and Health & Safety.

The remaining training hours supported personal and professional development, delivered through a mix of digital learning, classroom-based workshops, leadership development and self-directed learning. This blended approach allowed colleagues to build skills aligned to their role, experience and career aspirations.

During 2025, we also began developing Pathways, a new Learning and Development programme designed to bring training, guidance and development opportunities into one clear and accessible framework. This work laid the foundations for a more consistent and joined-up learning experience across the UK business, with further detail on Pathways and its rollout to be shared in the 2026 report.

Alongside our broader compliance training, operational teams also undertook Dangerous Goods training during 2025, ensuring colleagues responsible for handling regulated shipments are appropriately trained in the safe identification, processing and transport of these items. To date, 9 colleagues have completed Dangerous Goods Awareness Certification, with a further 9 completing specialised Lithium Battery Training. This training supports Asendia UK's licence to operate by helping ensure compliance with international transport regulations and recognised safety standards, while strengthening operational governance and risk management across our logistics network.

Employee Voice and Engagement

Asendia UK does not operate formal collective bargaining or works council structures. Instead, employee voice and engagement are supported through direct engagement models, including leadership briefings, employee surveys, Culture Champions, and regular communication with the Senior Leadership Team.

This approach reflects the size, structure and operational context of the UK business and supports open, direct dialogue with employees.

Asendia UK supports open and constructive engagement with employees and relevant stakeholders through established leadership, governance and communication channels. Our approach focuses on listening to feedback, maintaining transparency and encouraging continuous improvement across the business.

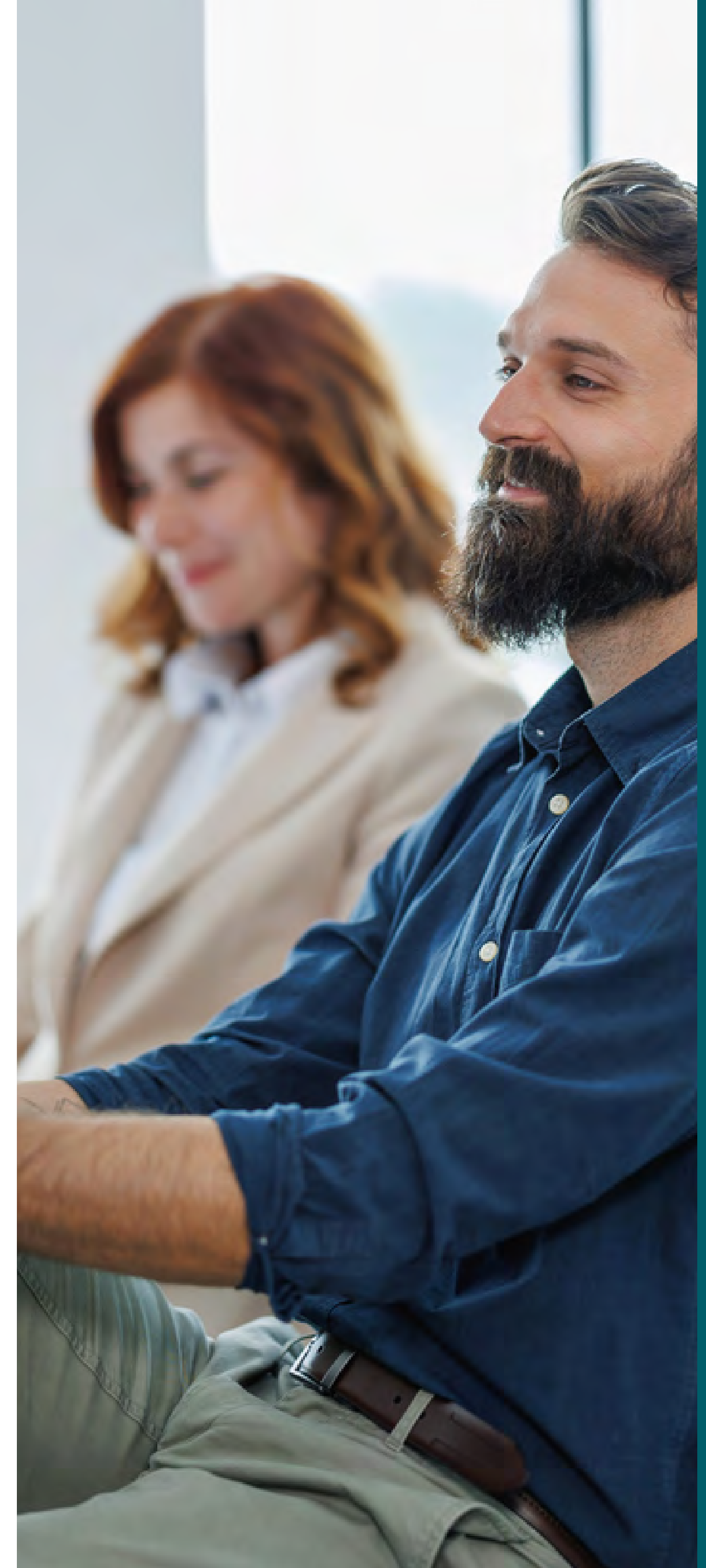
We maintain a range of certifications and regulatory approvals that support safe, compliant and responsible operations. These are reviewed, renewed or audited by the relevant authorities and form part of our wider approach to governance, risk management and employee wellbeing.

Key certifications and approvals include:

- ISO 14001 Environmental Management System
- ISO 9001 Quality Management System
- ISO 13485 Medical Devices (continues to be in progress for Southampton during Q1 2026)
- ISO 27001 Information Security (scoping for Heathrow in 2026)
- ISO 45001 Health and Safety (scoping for Heathrow in 2026)
- Cedex Ethical Audit for Bedford (passed end of 2024, valid for three years)
- EcoVadis Silver rating (3rd year award)
- HSE registration for the use of X-ray equipment
- Environment Agency registrations as waste carriers
- Authorised Economic Operator (AEO) Customs & Safety and Security approval
- Transit Authorised Consignor and Consignee status
- Customs Transshipment and Export Memoranda of Understanding
- Customs Comprehensive Guarantee (CCG)

- External Temporary Storage Facility (ETSF)
- Fulfilment House Due Diligence Scheme (FHDDS)

Employee engagement is supported through a combination of structured feedback mechanisms and ongoing day-to-day communication. Oversight is provided by the UK Senior Leadership Team (SLT), made up of Directors from across the business, who maintain regular engagement with teams across sites and functions.



Employee engagement and participation

In line with wider group alignment, Asendia UK, alongside Asendia Group, transitioned from the Asendiameter survey to the annual IPSOS-run Geopost Employee Engagement Barometer in 2025. This provides a consistent, group-wide approach to measuring employee engagement and sentiment. The survey is fully independent, ensuring anonymity and confidentiality for all employees across every function and site, including operations.

Results from the Barometer inform our people, culture and wellbeing priorities and support targeted action planning at both Group and local UK level.

2025 participation and key UK insights

- Target participation rate 85%
- Actual participation rate in Asendia UK 79%, providing a robust and representative dataset across teams and roles
- Participation was lower than in 2024, reflecting normal year-on-year variation seen across the Group, but remained strong enough to support meaningful analysis
- Participation levels can be influenced by survey timing. In 2025, the UK team had also recently taken part in the Great Place to Work survey in July, with the Geopost Employee Engagement Barometer following in September. This may have contributed to some response fatigue, while still delivering a strong and reliable set of insights
- Overall engagement results in the UK were positive across all core themes
- Many engagement measures sat in the mid-80% range, indicating strong levels of pride, commitment and advocacy

- Employees highlighted a positive working environment, supportive management and confidence in the organisation's direction

These results provide a clear evidence base to inform ongoing people, culture and wellbeing priorities in the UK, with actions focused on maintaining engagement, supporting employee experience and responding to feedback raised through the survey.

Survey insights are reviewed in detail in Q1 2026 by the Global Management Board and at UK Business Unit level to ensure both a strategic and local understanding of the results.

Priority actions will be agreed by the UK Senior Leadership Team, focusing on the core drivers of employee engagement, and aligned with our Great Place to Work second year action plan.

A summary of key insights and planned actions will be shared with colleagues by the CEO and HR Director through quarterly Strategy Snapshot sessions throughout 2026, supporting transparency and shared understanding across the business.

Looking ahead, continued focus will be placed on sustaining high levels of trust, open communication and effective cross-functional collaboration as these actions are taken forward.

Why it matters

High engagement is critical to productivity, retention, and cultural strength. Through consistent measurement, dialogue, and visible follow-up, Asendia UK aims to maintain a workplace where employees feel heard, valued, and supported.

Beyond formal surveys, employees are encouraged to share feedback and raise questions through:

- Regular team briefings and site-level engagement
- Open and anonymous Q&A sessions during all-staff meetings and leadership updates
- HR Roadshows and dedicated Business Partner availability across all departments
- Direct communication channels with the CEO and members of the SLT
- Ongoing internal communications via email and intranet content and posters

The Culture Champions network further supports employee engagement by acting as a link between colleagues and leadership. Champions represent a wide range of roles, departments and sites, helping to surface ideas, feedback and concerns, and supporting initiatives linked to engagement, inclusion, wellbeing and sustainability.



UK snapshot: year-on-year positives

Employee advocacy remains a clear strength

- The UK continued to record a very strong employee Net Promoter Score in 2025 of +38
- Employees remain highly likely to recommend Asendia as a place to work, reflecting sustained pride and advocacy year on year

Consistently positive engagement themes

- Engagement results in the UK remained positive across core areas including pride, commitment and confidence in the organisation’s direction
- Scores across many questions continued to sit in the mid-80% range, indicating stability rather than volatility in employee sentiment

Strong foundations despite survey intensity

- Positive engagement outcomes were maintained despite a higher level of survey activity in 2025, with the Barometer following shortly after the UK’s Great Place to Work survey
- This suggests engagement levels are embedded rather than driven by short-term initiatives

Mental Health First Aiders

Mental health support remains an important part of our approach to employee wellbeing.

Since appointing eight Mental Health First Aiders across our three UK sites in 2022, the network has continued to provide a visible and accessible first point of contact for colleagues who may be experiencing mental health challenges or emotional distress, either personally or on behalf of someone else.

All Mental Health First Aiders have completed formal training and are equipped to offer initial support, listen without judgement and help signpost colleagues to appropriate professional support. While they are not therapists or clinicians, they play an important role in encouraging early conversations and reducing stigma. Awareness of the network continues to be supported through on-site posters and internal communications.

Alongside the Mental Health First Aider network, our Culture Champions have continued to play an active role in supporting wellbeing across Asendia. This has included promoting the 'Ask Twice' campaign to encourage

more meaningful check-ins with colleagues, supporting our "Let's Talk About Menopause" initiative to raise awareness and reduce stigma around menopause and perimenopause and contributing to activity around World Suicide Prevention Day by sharing key messages about early support, compassionate conversations and available resources. Their presence across sites has helped embed a culture of openness and support, ensuring colleagues feel comfortable reaching out when they need help.

During 2025, no new Mental Health First Aiders were appointed and no additional training programmes were introduced. The focus remained on maintaining the existing network and ensuring colleagues continued to be signposted to available support, including the Employee Assistance Programme (EAP) and Simply Health. Their services give colleagues practical help with everyday health needs, including 24/7 access to a virtual GP, mental health and counselling support and cashback on essential treatments such as dental care, eye tests, physiotherapy and more. The Simply Health platform also includes tools, advice and wellbeing resources designed to help colleagues and their

family stay healthy, manage stress and access care quickly when they need it.

Looking ahead, we will keep the Mental Health First Aider network under review as part of our wider wellbeing approach, alongside ongoing access to the EAP and education and engagement supported by the Culture Champions. As the business evolves, we remain committed to ensuring our people have access to timely, relevant and compassionate wellbeing support.



Wellbeing and Financial Wellbeing

Asendia UK continues to offer a wide range of benefits designed to support employee wellbeing, family life and financial security.

The family-friendly policies introduced and enhanced in 2023 and launched in Q1 2024 remained in place throughout 2025 and continue to be available to all UK employees.

These include Carer’s Leave, Neonatal Leave and Fertility Treatment Leave, alongside a broader package of support covering parental leave, adoption leave and flexible working options. These benefits are supported by the UK Senior Leadership Team and form part of our ongoing commitment to creating an inclusive and supportive workplace.

In addition to policy-based benefits, Asendia UK continues to offer a 50% subsidised canteen at operational sites, helping to make convenient, balanced meals more affordable for colleagues.

While no new core benefits were introduced during 2025, a number of enhancements and reward mechanisms remain in place:

- Where a discretionary bonus is awarded, employees now have the option to allocate this directly to their pension through payroll
- Operational colleagues continue to receive the annual Frontline 500 payment, with £500 paid through payroll each December in recognition of their contribution
- UK employees also participate in Asendia Group profit share initiatives, which are aligned to the Group’s overall financial performance and vary year on year

These benefits sit alongside our wider recognition and reward framework and are communicated regularly through internal channels. The accompanying infographics continue to be shared with colleagues and new starters to provide clear visibility of the support and benefits available across Asendia UK.

Carer's Leave

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

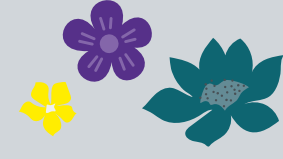


Care of Dependents

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

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.

Family-friendly support offered to UK employees

Neonatal Leave

Up to 12 weeks paid time off.



Maternity / Surrogacy

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



Paternity Leave

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



Fertility Treatment / IVF

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



Adoption Leave

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



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

Participation in these schemes is subject to employees fulfilling the eligibility criteria, in accordance with Asendia company policies.

Cycle to Work

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



Tusker Car Benefit

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



Employee Assistance Programme



Life Assurance

x3 base salary



Pensions contributions

Simply Health Cash Plan



FREE EYE TEST

FREE EYE TEST

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.



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.

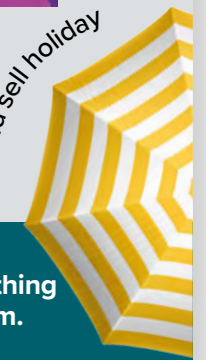


Recognition Awards

Thank you voucher "You are a star" shopping vouchers



Buy and sell holiday



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

*Holiday to be used within the financial year. **Dependent on hitting EBIT locally and globally. Eligibility may apply.

Asendia Advantage Portal

Asendia Advantage is our employee benefits platform, available to all Asendia UK colleagues.

The portal brings together information on our full benefits offering, alongside tools designed to support everyday wellbeing and help colleagues save money through instant discounts and cashback at hundreds of retailers, covering essentials such as groceries, travel and leisure.

During 2025, the platform continued to be actively promoted across the business and forms part of the standard onboarding process for all new starters. Engagement with Asendia Advantage remained strong across the business. We continued to ensure all new starters were introduced to Asendia Advantage during onboarding and regular reminders were issued throughout the year to encourage colleagues to explore the savings available.

2025 Platform Engagement Highlights

- **100% of eligible employees are registered on the platform.** All colleagues across the UK are now fully onboarded.
- **95.3% of registered employees logged in during the year.** Demonstrates consistent and active usage.
- **36.2% of colleagues made at least one saving.** Over a third of our workforce benefited financially from the platform.
- **20.2% are repeat savers.** Meaning one in five employees used the platform multiple times to access discounts.

These figures show that Asendia Advantage continues to offer tangible value for our people, with strong ongoing engagement across all sites.

The portal’s wellbeing centre continues to provide access to resources across the four key themes of Move, Munch, Money and Mind, alongside a dedicated reward and recognition area.

Recognition activity during 2025 was aligned to Asendia’s updated company values. Peer-to-peer eCards within the platform now reflect these values, allowing colleagues to recognise behaviours that demonstrate how we work together. In addition, the Senior Leadership Team continues to award recognition gifts to colleagues nominated by their peers for actions that exemplify our values in practice.

Asendia Advantage remains an important tool for supporting financial wellbeing, promoting positive behaviours and recognising contribution across the organisation.

Looking Ahead to 2026

Our focus for the year ahead is to continue building awareness of the platform’s full range of benefits and to encourage even more colleagues to take advantage of the available savings. We will also introduce new content and update the recognition section to better align with Asendia’s refreshed values.



Asendia Advantage Appreciate – Recognising Everyday Excellence

Asendia Advantage Appreciate is our peer-to-peer recognition platform, available to all Asendia UK employees.

It enables colleagues to recognise and thank one another for behaviours that reflect how we work and the contribution people make each day.

During 2025, the reward eCards available through Asendia Advantage were updated to reflect Asendia’s new company values and associated behaviours. This ensures recognition is closely aligned to what matters most to the business and reinforces positive, values-led actions across teams.



Colleagues can send recognition cards with a personalised message to mark a wide range of moments and behaviours, including:

- Wellbeing and personal support, such as Get Well Soon or Thinking of You
- Celebrations, including birthdays, work anniversaries and new babies
- Recognition and thanks, including appreciation for collaboration, support and effort
- Inclusion and awareness, linked to key moments such as International Women’s Day or Ramadan
- Welcoming new starters and recognising early contributions

In addition to peer-to-peer recognition, members of the Senior Leadership Team continue to award Instant Rewards to colleagues nominated by their peers. These rewards are accompanied by digital cards and are used to recognise behaviours that clearly demonstrate our values, such as collaboration, flexibility, generating new ideas, helping others, stepping up, delivering for customers and going above and beyond.

Alongside values-based reward cards, a broad range of non-monetary recognition eCards remains available, supporting frequent, inclusive recognition across the organisation and helping to build a positive and connected workplace culture.

Asendia Advantage Appreciate continues to play an important role in reinforcing our values, recognising everyday excellence and supporting a culture of appreciation across Asendia UK.

Looking ahead to 2026, we will continue to actively remind colleagues of the benefits available through the Asendia Advantage portal and regularly signpost teams to the platform to support ongoing engagement, recognition and wellbeing.





66% of colleagues participated in our Christmas toy appeal

226

gifts donated
across our
UK sites

120

from
Heathrow

60

from
Southampton

46

from
Bedford

Supporting local children and families in the communities
surrounding our operations.

Supporting Local Food Banks and Toy Gifting Initiatives in 2025

Supporting local communities is an important part of Asendia UK's social responsibility.

During 2025, colleagues across our UK sites came together to support local food banks and toy gifting initiatives through employee-led activity, coordinated with the support of our Culture Champions.

Throughout the year, food bank collections were organised at multiple sites, encouraging colleagues to donate essential items to support individuals and families facing food insecurity in their local communities. Donations included non-perishable food items, household essentials and toiletries, responding directly to the needs shared by local community organisations.

During the Christmas period, colleagues also took part in a toy gifting campaign to support children and families in the communities surrounding our Heathrow, Bedford and Southampton sites. In total, 226 gifts were donated across the three locations, including 120 from Heathrow, 46 from Bedford and 60 from Southampton. When compared with our overall headcount, this represents around 66% workforce participation,

demonstrating strong colleague engagement and a genuine commitment to supporting local families during the festive season.

These initiatives were promoted through internal communications, site posters and team engagement, helping to build awareness and encourage participation across the business. By focusing on practical, everyday contributions, colleagues were able to support their local communities in a simple but meaningful way.

Together, the food bank and toy gifting initiatives reflect Asendia UK's commitment to acting responsibly within the communities where we operate. They show how employee-led action, supported by clear communication and strong local engagement, can create a positive impact beyond our core operations.

Global Cultural Diversity Initiative – Access for UK Colleagues

In 2025, Asendia launched a Global Cultural Diversity Initiative designed to strengthen inclusion, cultural understanding and collaboration across its international network.

As a UK operation working closely with colleagues across Europe, Asia Pacific and North America, Asendia UK employees have access to and actively participate in this initiative.

UK colleagues are part of the global “We love cultural diversity” Viva Engage community, which connects over 1,200 employees worldwide. The platform provides a space to share articles, interviews and practical insights, and encourages open discussion on cultural differences, communication styles and the experience of working across borders.

UK teams also had access to a three-part global webinar series, delivered in partnership with Akteos, focusing on practical skills for cross-cultural collaboration. Topics included building trust in international teams, the role of language and communication clarity, and how cultural expectations can influence working relationships and decision-making.

For leaders and managers, including those based in the UK, the initiative provided access to cultural profiling and development tools through the Akteos Academy. Around 250 managers globally, including UK leaders, were able to complete a personalised cultural profile and access learning resources to help anticipate differences, reduce misunderstanding and adapt their leadership and collaboration approach when working internationally.

UK colleagues were also represented in peer storytelling and cultural insight content, including interviews and short videos sharing practical advice on communication styles, formality and expectations across different countries. These insights helped encourage reflection, shared learning and greater awareness of cultural diversity within everyday work.

Overall, the initiative supports Asendia UK employees by providing practical tools, shared learning opportunities and accessible global platforms that strengthen inclusion, improve cross-border collaboration and support effective teamwork in an international environment.

Announcement

posted in We ♥ cultural diversity



Nakkas Aya, Asendia Management SAS

13 Oct 2025

Seen by 779



Missed the webinar “Trust in Intercultural Teams” with Ian King on October 8th?
No worries—we’ve got you covered with a quick summary!



About the Speaker
Ian King, originally from the UK and now based in Paris, works with Akteos, a leading expert company in intercultural management. Ian helps organizations navigate cultural and professional differences to improve collaboration.



Session Highlights
Ian explored how to build authentic, inclusive, and sustainable collaboration in international teams. He emphasized that trust—though widely discussed—is culturally nuanced and can either boost or hinder team performance.



Three Key Chapters

- 🔍 Maximizing Credibility
- 🕒 Building Reliability Together
- 💖 Developing Intimacy and Authenticity

 Detailed content for each topic is attached.

We hope you found the session insightful—or enjoy catching up now!



Trust in Intercultural Teams_Summary.docx

We ♥ cultural diversity > Files

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Trust in Intercultural Teams_Ian King.pdf

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Asendia UK ESG Report 2026

38

International Men’s Day and International Women’s Day

Asendia UK uses recognised awareness days as an opportunity to encourage reflection, recognition and meaningful conversation across the business.

In 2025, Culture Champions led activities to mark both International Men’s Day and International Women’s Day, focusing on inclusion, wellbeing and appreciation.

International Men’s Day – Ask Twice

For International Men’s Day, Asendia UK continued to promote the Ask Twice campaign, encouraging colleagues to look beyond surface-level responses and check in more meaningfully with one another. The campaign highlighted the importance of listening without judgement and creating space for honest conversations, particularly around men’s mental health.

Colleagues were encouraged to use conversation prompts and campaign materials shared through Viva Engage, site posters and internal communications. The messaging reinforced awareness of the support available at Asendia UK, including Mental Health First Aiders and the Employee Assistance Programme, helping to normalise conversations about mental health and reduce stigma.

International Women’s Day – recognising and celebrating contribution

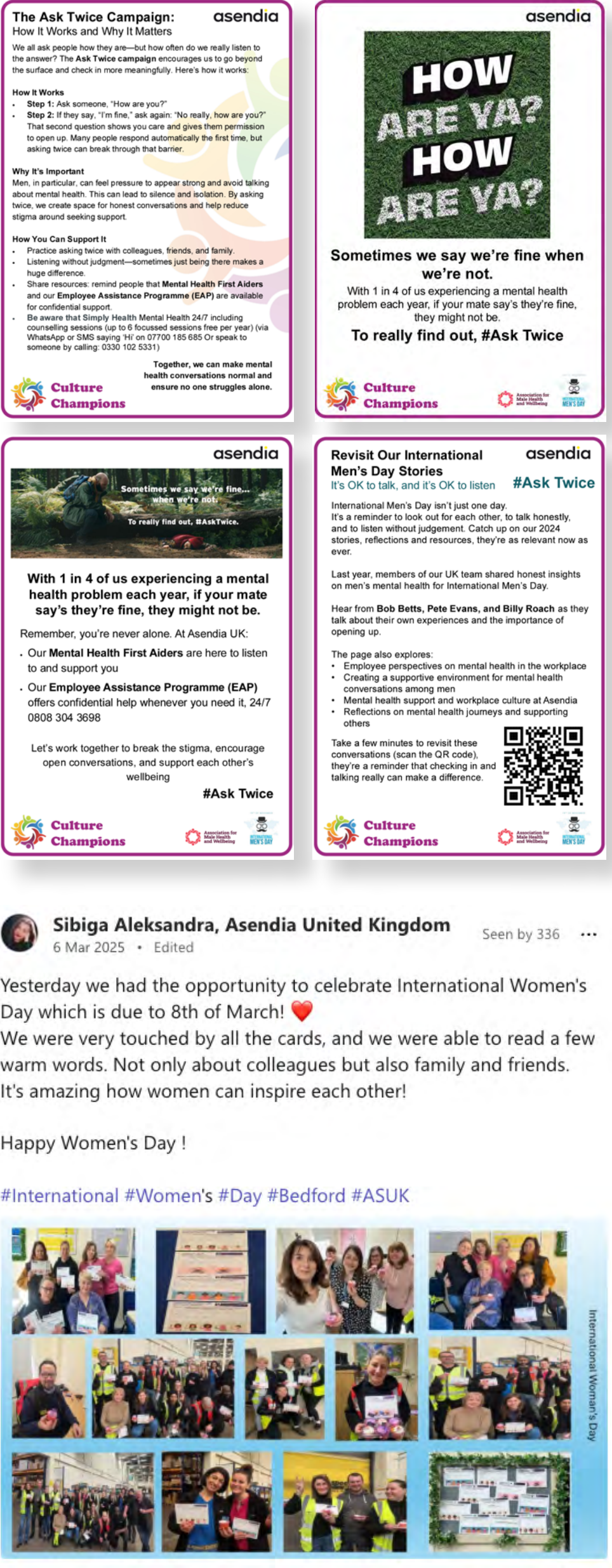
To mark International Women’s Day, colleagues were invited to recognise women across Asendia UK who inspire, support others or make a positive difference through their work. Culture Champions created and shared recognition cards that colleagues could write, display on gratitude walls, share in person or post within the Viva UK community.

These activities encouraged peer recognition and reflection, celebrating everyday contributions and reinforcing a culture where appreciation and inclusion are part of how we work. The focus was on acknowledging impact, support and leadership in all its forms, rather than formal titles or roles.

Creating space for reflection and appreciation

Across both awareness days, the use of written cards, shared messages and gratitude walls provided simple and inclusive ways for colleagues to participate. These initiatives supported employee engagement, encouraged open dialogue and helped reinforce Asendia UK’s commitment to wellbeing, inclusion and respect.

Together, these activities demonstrate how Culture Champions help bring ESG principles to life through practical, people-focused initiatives that strengthen connection and awareness across the workplace.



The Despatch 2025 Overview and Purpose

The Despatch is Asendia UK's printed employee magazine, posted to the home address of every UK employee. It plays a dual role in 2025:

- A formal channel for sharing strategy, performance and operational progress
- A human channel that recognises people, celebrates culture, and shows how values show up day to day

Across the 2025 editions, the tone is open, inclusive and people-first, balancing business updates with community, wellbeing, sustainability and recognition. The magazine reinforces belonging, pride and transparency, especially for colleagues in operational roles who may not be office-based.

2025 editions summary

May 2025 edition

This edition anchors the year around direction, delivery and values in action.

Key themes covered:

- Launch of the UK 2025+ strategy and long-term vision to 2030
- Customer performance, including strong NPS results and major contract wins
- Operational excellence through in-sourcing, automation and collaboration
- Recognition of long service, promotions, apprenticeships and training
- Strong focus on sustainability through biodiversity action and community engagement
- Inclusion initiatives including International Women's Day
- Introduction of Culture Champions to support engagement, wellbeing and inclusion
- Community action through food bank partnerships and Mapathon volunteering

Overall, this edition positions Asendia UK as a growing, resilient business with clear ambition, while keeping people, customers and responsibility front and centre.



August 2025 edition

This edition deepens the story around innovation, inclusion and social impact.

Key themes covered:

- Engineering-led innovation in automation, data and predictive maintenance
- Continued biodiversity work with the Bumblebee Conservation Trust, including schools outreach and employee volunteering
- Pride Month celebrations reinforcing inclusion and psychological safety
- Ongoing recognition through Asendia Stars and collaboration awards
- Employee wellbeing, family-friendly policies and flexible support
- Community, culture and personal milestones that strengthen connection across sites

This edition shows progress in action, with tangible outcomes, employee voice and practical examples of how strategy, technology and culture come together.

November 2025 edition summary

The November 2025 edition of The Despatch focuses on recognition, resilience and responsibility as Asendia UK heads into Peak. It brings together people, performance and governance, showing how progress on culture, sustainability and operational maturity has been sustained throughout the year.

Key themes include:

- External recognition as one of the UK's Best Workplaces in Manufacturing, Production & Transportation 2025, based entirely on employee feedback, reinforcing trust, inclusion and engagement
- Achievement of a third consecutive Silver EcoVadis Medal, with a score of 73, placing Asendia UK in the top 15 percent of companies globally and top 8 percent of the sector
- Strong governance and risk management through a dedicated focus on IT security and cyber awareness, highlighting shared responsibility, training and practical guidance for employees

- Continued investment in people through promotions, apprenticeships, training and long-service recognition
- Operational progress across international routes, customs compliance, systems integration and new product development, supporting reliable, scalable growth
- Ongoing community and social impact through charitable fundraising, wellbeing support and employee-led initiatives

Overall, the November edition reinforces consistency and maturity in Asendia UK's ESG approach, showing measurable progress, external validation and a strong link between culture, responsibility and performance.



Sustainable Procurement and Supplier Engagement

In late 2025, Asendia UK initiated a structured sustainable procurement programme to strengthen how environmental, social and ethical considerations are managed across our supply chain.

This marked an important step in moving from internal ESG performance to greater visibility and responsibility across the partners who deliver our services.

Our transport and carrier suppliers account for a significant proportion of Asendia UK's environmental and social impact, particularly in relation to Scope 3 emissions, safety, labour standards and ethical practices. Until now, sustainability information across this part of the supply chain has been inconsistent, making it difficult to assess risk, prioritise action or support credible customer conversations.

Anti-bribery and ethical expectations are embedded within supplier onboarding and contractual arrangements. While a standalone third-party anti-corruption due diligence programme is not yet in place, ethical risk is considered through supplier selection, contractual controls and ongoing relationship management. Further formalisation of third-party due diligence will be reviewed as part of the sustainable procurement programme as it matures.

Social, environmental and ethical expectations are incorporated into supplier contracts and onboarding processes. As part of the sustainable procurement programme, these requirements will be reviewed and strengthened to ensure greater consistency and clearer expectations across key supplier groups.

The sustainable procurement programme was launched to address these gaps, using EcoVadis as a recognised, independent framework to improve transparency and consistency across our supplier base.

During 2025, the focus was on establishing governance, prioritisation criteria and assessment methodologies. Formal supplier assessments and audits will commence in 2026, following supplier segmentation and onboarding to the EcoVadis framework.

Asendia UK has begun developing a risk-based approach to identifying adverse environmental and social impacts within its supply chain. This approach considers factors such as spend, criticality, geography and service type and will be further embedded as part of the sustainable procurement programme in 2026.

Targeted training for procurement and supplier-facing roles is planned for 2026. This will support consistent understanding of ESG requirements, supplier engagement expectations and the use of EcoVadis insights in procurement decision-making.

What changed in 2025

Governance

- ISO 13485 certification achieved
- Ethics results explicitly reported
- Clear scoping for ISO 45001 and ISO 27001

Why this matters

Building a sustainable procurement approach is critical to Asendia UK's long-term resilience and credibility.

- It helps us better understand and manage ESG risk in high-impact logistics activities
- It supports improvement in the quality of carbon and sustainability data over time
- It raises minimum standards across our carrier and transport partners in a fair and proportionate way
- It strengthens our ability to respond to customer, regulatory and reputational expectations with evidence rather than assumptions

Importantly, this programme is not limited to environmental performance alone. It reflects a balanced ESG view, covering environmental, social and ethical standards together, recognising that in logistics, risk often sits as much in labour practices, safety and ethics as it does in emissions.

Our vision

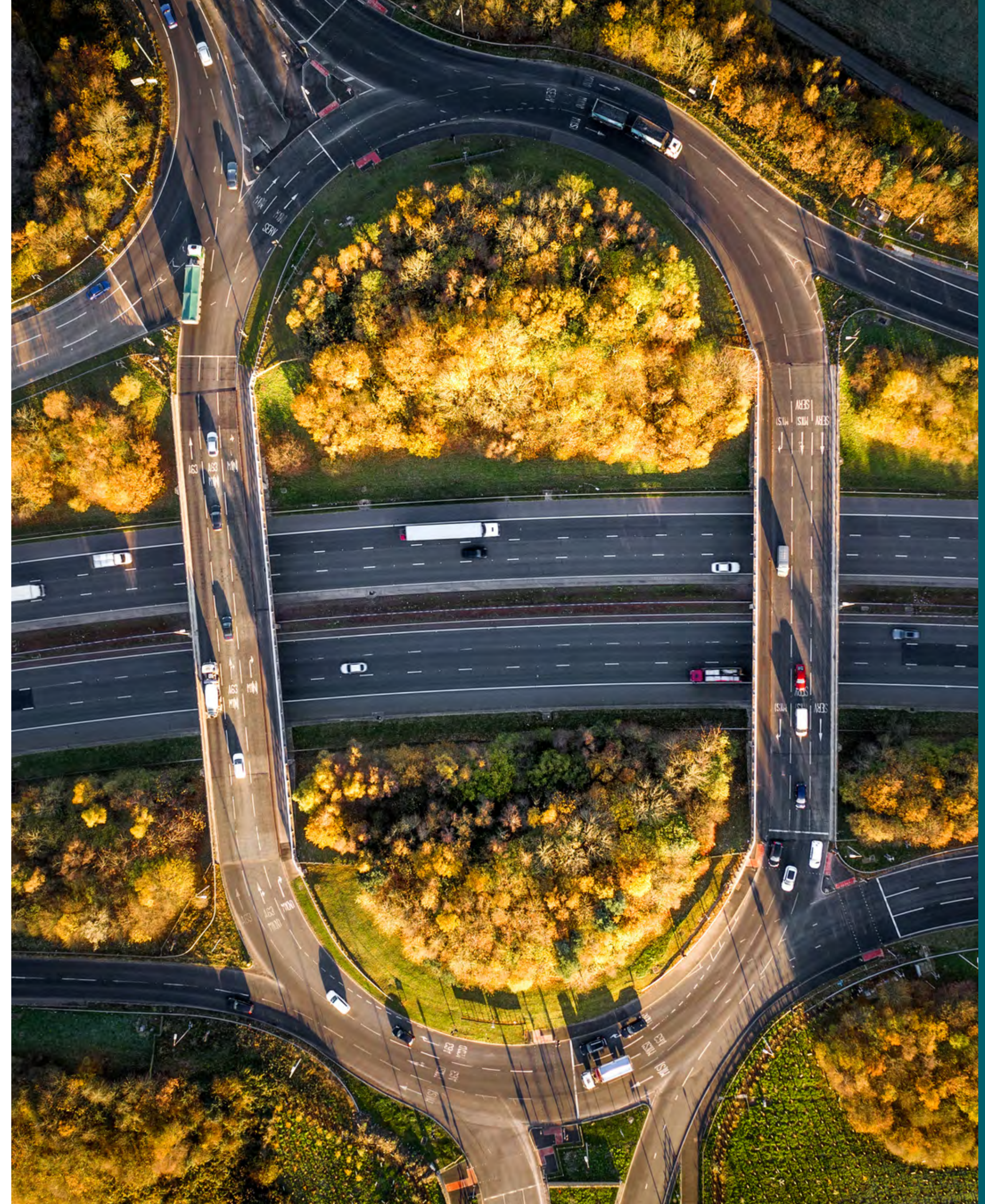
Asendia UK's sustainable procurement vision is to work in partnership with our carrier and transport suppliers to improve environmental, social and ethical standards across our delivery network.

We use EcoVadis as a consistent and transparent framework to help us build visibility, understand risk and support improvement over time. Our focus is on engagement and learning rather than enforcement, recognising that suppliers are at different stages of their ESG journey.

By embedding ESG considerations into how we select, manage and develop suppliers, we aim to:

- Make better-informed procurement and operational decisions
- Build stronger, more resilient supplier relationships
- Support credible sustainability conversations with customers by product and destination

This approach aligns with Asendia Group's wider ESG commitments and translates them into practical action at UK level, particularly in areas where our impacts and risks are greatest.



Our goals

The initial phase of the programme, launched in late 2025, is focused on building a solid foundation rather than driving immediate outcomes.

Our short-term goals are to:

- Improve visibility of ESG risk and maturity across our key suppliers
- Prioritise engagement with high-spend, high-criticality and higher-risk partners
- Establish a consistent baseline using appropriate EcoVadis tools
- Integrate ESG insight into procurement, contract renewal and supplier discussions

Over time, this will enable Asendia UK to:

- Track progress year on year rather than relying on one-off assessments
- Encourage continuous improvement across our supply chain
- Strengthen performance in the EcoVadis Sustainable Procurement pillar

This programme supports Asendia UK's ambition to continue improving its EcoVadis performance, building on three consecutive Silver medals and progressing towards Gold through structured, credible and measurable action.

In preparation for supplier assessments in 2026, Asendia UK has identified an initial priority supplier population representing approximately 90% of UK transport-related spend. This group will form the first phase of EcoVadis supplier engagement.



AEO Accreditation

Authorised Economic Operator (AEO) is a quality certification that confirms a business operates to recognised best practice in Customs and Security. It provides assurance that suppliers comply with all relevant rules and regulations.

Asendia UK holds full AEO accreditation, also known as AEOF (Full), covering both Customs Simplifications and Safety and Security. This accreditation has been in place since 7 November 2022.

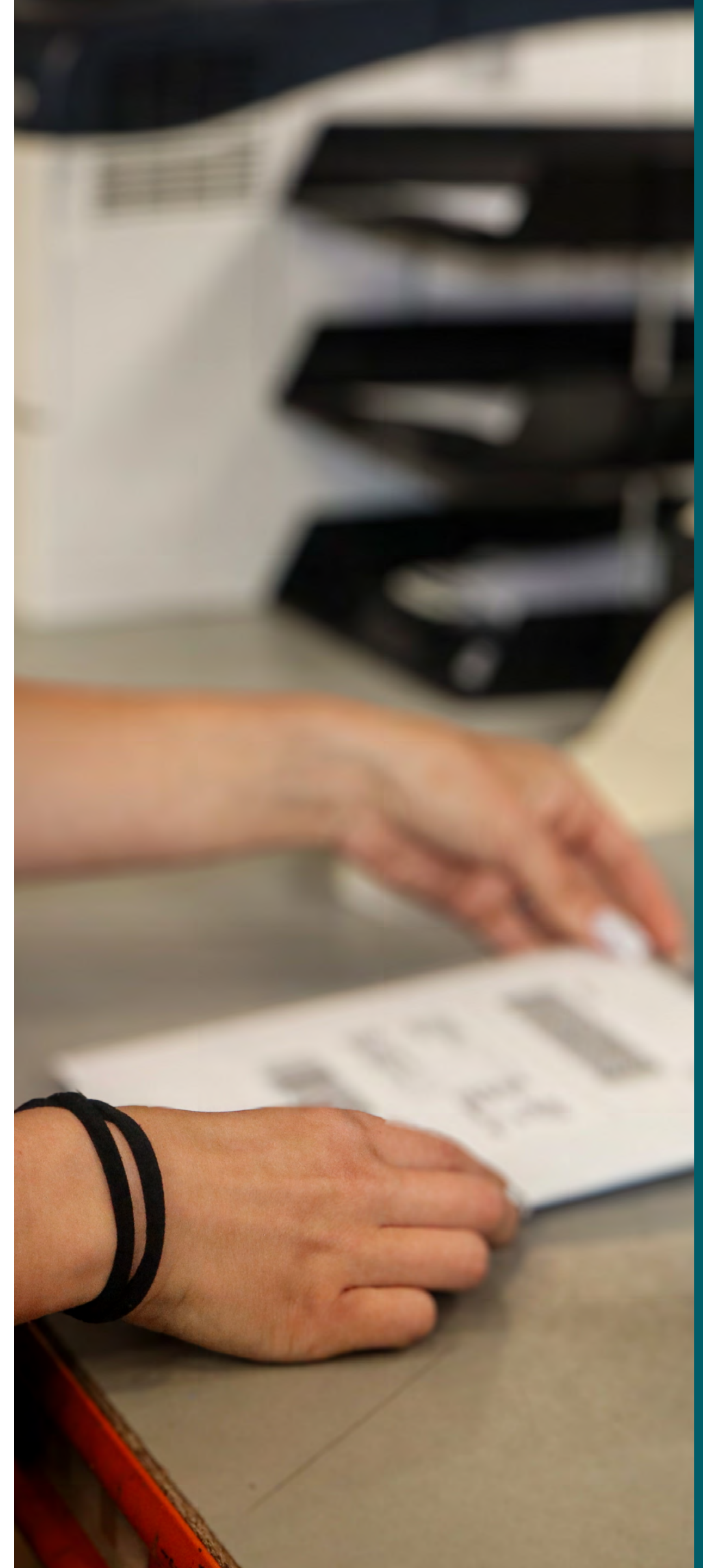
AEO status is an internationally recognised quality mark that demonstrates our role in a secure international supply chain, supported by robust customs control procedures that meet defined AEO standards and criteria.

While AEO accreditation is not mandatory, it is increasingly viewed as a benchmark among leading logistics providers. To achieve and maintain AEO status, operators must meet strict requirements covering customs compliance and taxation, security and safety measures, proven competence or qualifications, and accurate record keeping.

By operating with AEOF status, Asendia UK benefits from faster customs procedures, the ability to move goods into temporary storage between different member states, and recognition by trading partners that adopt WCO SAFE Framework Standards. Our AEO status provides reassurance and confidence to our customers, supporting business continuity.

For our clients, AEO accreditation offers peace of mind that customs-related shipments can be released more quickly, helping to accelerate supply chains. As an approved customs processor, Asendia UK is recognised by HMRC as a trusted operator that meets all required standards, with appropriate checks and balances in place. We go beyond minimum requirements by ensuring our supply chain operates to a high standard. This recognition is also valid internationally, including across the EU.

Our Heathrow site also holds a Regulated Agent Licence. Maintaining high standards of governance is part of our day-to-day business approach, with everyone working towards best-in-class processes and procedures. As part of this commitment, all holders of AEO standards are reviewed regularly and tested to ensure standards are maintained, supply chain security is protected, and the UK Senior Leadership Team remains informed through regular review.



Strengthening Quality and Compliance with ISO 13485

In 2025, we achieved ISO 13485 certification, marking an important step in strengthening our support for customers operating in the medical device sector.

ISO 13485 is the internationally recognised standard for quality management systems specific to medical devices. It sets a rigorous framework for organisations to consistently meet regulatory requirements and ensure the safety and reliability of products throughout the supply chain.

For our customers, this certification provides added assurance that we operate to the highest standards when handling medical devices and healthcare-related shipments. It supports:

- Improved quality and consistency across processes
- Stronger alignment with global regulatory requirements
- Enhanced risk management and traceability
- Greater confidence in our ability to safeguard sensitive and critical products

For Asendia, achieving ISO 13485 strengthens our position in a highly regulated and growing market. It reflects our commitment to operational excellence and enables us to better support customers whose products have a direct impact on people's health and wellbeing.

By embedding these standards into our operations, we are building a more robust, compliant and trusted service offering for the medical device industry.



Digitising our Air Cargo Security Compliance

In 2025, Asendia UK introduced the **SPX.TTC Hub**, a web-based compliance platform developed by our security partner, **TTC – The Training and Compliance Hub Limited**.

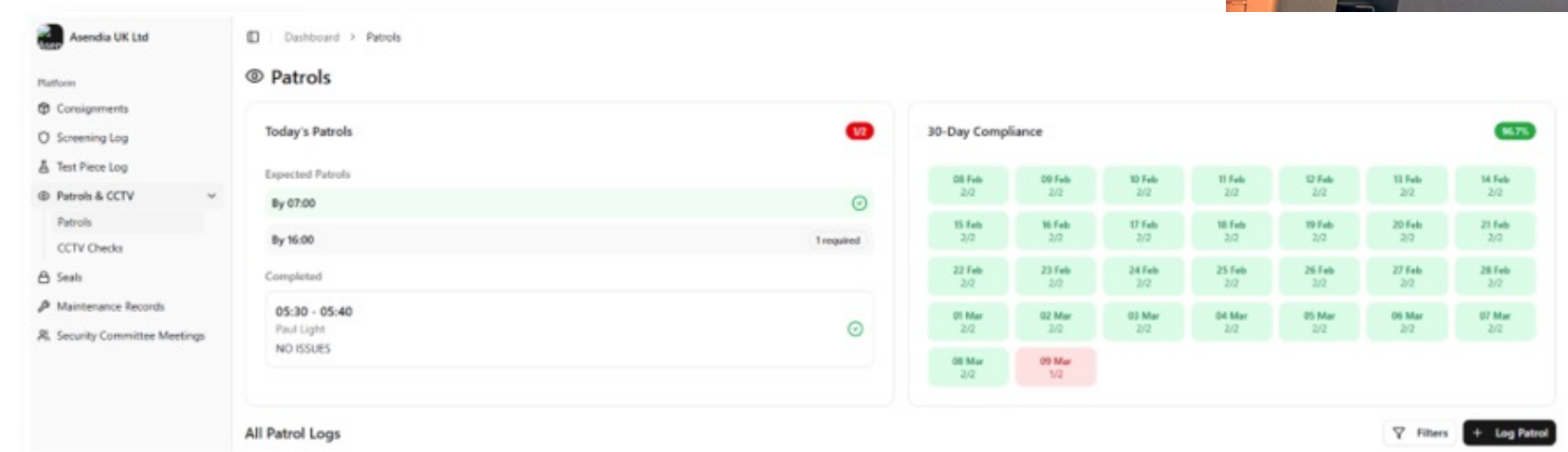
TTC specialises in digital compliance and security management systems designed to support organisations operating in regulated environments, helping businesses manage operational controls, training and audit records through secure digital platforms.

The SPX.TTC Hub has replaced a number of previously paper-based processes used to manage air cargo security and operational compliance activities. Through the platform, key operational and security checks such as patrol logs, CCTV verification checks, screening logs and security committee documentation can now be recorded, monitored and stored digitally.

This enables teams to capture information in real time, improving data accuracy, traceability and oversight while reducing administrative effort.

The transition has also significantly reduced our reliance on printed records. Historically, the Air Conveyance team consumed approximately one pallet of paper every two months to support these compliance processes. With the introduction of the SPX.TTC Hub, we expect this to reduce to one pallet every four months, representing a meaningful reduction in paper consumption alongside operational improvements.

This initiative forms part of our wider effort to digitise operational compliance processes, improving the quality, accessibility and sustainability of our data management.



Patrol Monitoring Dashboard

- Real-time patrol logging with full visibility of checks and compliance

CCTV Verification Checks

- Daily CCTV checks logged digitally with secure records and clear audit trail

Security Committee Documentation

- Centralised digital records replacing paper, improving accuracy and compliance

Risk, Compliance and Ethical Conduct

Asendia UK operates within the Asendia Group's global risk and compliance framework, ensuring consistent standards of legal, ethical and regulatory compliance across all markets.

This framework is overseen at Group level by the Risk & Compliance function, led by the Group Compliance Officer, and is supported locally within the UK by designated compliance representatives.

All Asendia UK employees are required to adhere to Group-wide policies, which are accessible via the internal policy library and apply consistently across the organisation. These policies are regularly reviewed and updated to reflect evolving regulatory requirements and best practice.

Governance framework

The Asendia compliance framework covers a broad range of risk and governance areas, including:

- Code of Conduct and ethical business behaviour
- Anti-bribery and corruption

- Data protection and privacy
- Conflict of interest management
- Gifts and hospitality controls
- Third-party due diligence and screening
- Internal control systems and risk management
- Whistleblowing and "Speak Up" processes

This integrated approach ensures that risks are identified, managed and monitored consistently across all business units.

Code of Conduct and ethical standards

All employees are expected to act with integrity and in line with the Asendia Group Code of Conduct, which defines the principles guiding business behaviour across the organisation. This includes commitments to ethical conduct, compliance with laws and regulations, and responsible business practices across areas such as anti-corruption, modern slavery and environmental responsibility.

Employees are supported through clear guidance, training and access to compliance resources, ensuring they understand their responsibilities and can apply them in day-to-day decision-making.

Speak Up and whistleblowing

Asendia promotes a culture of openness and accountability, where employees are encouraged to raise concerns about potential misconduct or unethical behaviour.

Employees can report concerns through multiple channels, including:

- Line management
- HR or Risk & Compliance teams
- A confidential whistleblowing hotline

All concerns can be raised confidentially and, where appropriate, anonymously. Reports are investigated thoroughly, and Asendia maintains a strict non-retaliation policy to protect those who raise concerns in good faith.

Third-party risk management

To protect the integrity of its operations and supply chain, Asendia applies a structured third-party screening process. This includes:

- Risk profiling of partners and suppliers
- Reputational and compliance checks
- Ongoing monitoring based on risk level

This process supports responsible partner selection and helps mitigate legal, financial and reputational risks.

Internal controls and accountability

Asendia maintains an internal control framework covering financial, operational and technological processes. This framework is designed to:

- Ensure the accuracy and integrity of business operations
- Support compliance with applicable regulations
- Provide oversight and accountability across all functions

The Group Internal Controls function works closely with local teams to continuously strengthen processes and support effective governance.

Employee Health, Safety and Wellbeing

Sickness absence management and reporting

Asendia UK is committed to supporting the health and wellbeing of its employees through clear policies, proactive support, and consistent monitoring of absence trends.

Sickness absence is managed through a structured and transparent process, designed to ensure appropriate support for employees while maintaining operational continuity. All sickness absence is recorded, monitored and reported monthly through HR reporting processes. These metrics form part of Asendia’s global reporting, with consolidated data shared with Geopost to support group-level oversight of employee health indicators, including accident frequency and absence trends.

Policy framework and approach

Our UK sickness absence approach is underpinned by formal policies and procedures, including:

- Self-certification for absences of up to seven calendar days
- Requirement for medical certification for absences exceeding seven days
- Mandatory return-to-work interviews following each absence
- Ongoing monitoring of absence frequency and patterns by managers and HR
- Escalation and support mechanisms where repeated or long-term absence is identified

This structured approach ensures consistency, fairness and early identification of any underlying health or workplace-related issues.

Return-to-work discussions play a key role in supporting employees, enabling open conversations about wellbeing, identifying any required workplace adjustments, and ensuring employees are fit to resume their duties safely.

Wellbeing and employee support

Beyond absence management, Asendia UK provides a range of wellbeing support services to help prevent illness and support employees during periods of difficulty. These include:

- Access to trained Mental Health First Aiders across the business
- A confidential Employee Assistance Programme (EAP), offering counselling and practical support
- Health and wellbeing policies covering areas such as mental health, menopause, neurodiversity and domestic support
- Access to occupational health referrals where appropriate

This holistic approach reflects our commitment to creating a supportive working environment where employees feel able to seek help early and maintain their wellbeing.

Monitoring and performance

Sickness absence and workplace health indicators are closely monitored at both local and group level. For Asendia UK, key metrics include:

- Total days absent due to sickness: 924
- Average days lost per employee: 6.03
- Number of sickness absence instances: 277

These indicators are reviewed regularly to identify trends, inform interventions and support continuous improvement in employee wellbeing.

To improve sickness absence performance in 2026, Asendia UK will focus on enhancing manager capability and promoting proactive wellbeing initiatives. This will be supported by the comprehensive health and wellbeing resources available through Simply Health, along with the financial, lifestyle and wellbeing benefits offered via Asendia Advantage, ensuring employees have accessible, practical support to maintain their health and stay well at work.

Health and Safety Performance 2025

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 ISO 9001 (Quality Management) and ISO 14001 (Environmental Management) certifications across all sites. In addition, our cleaning contractors also hold ISO 9001 and ISO 14001 certifications.

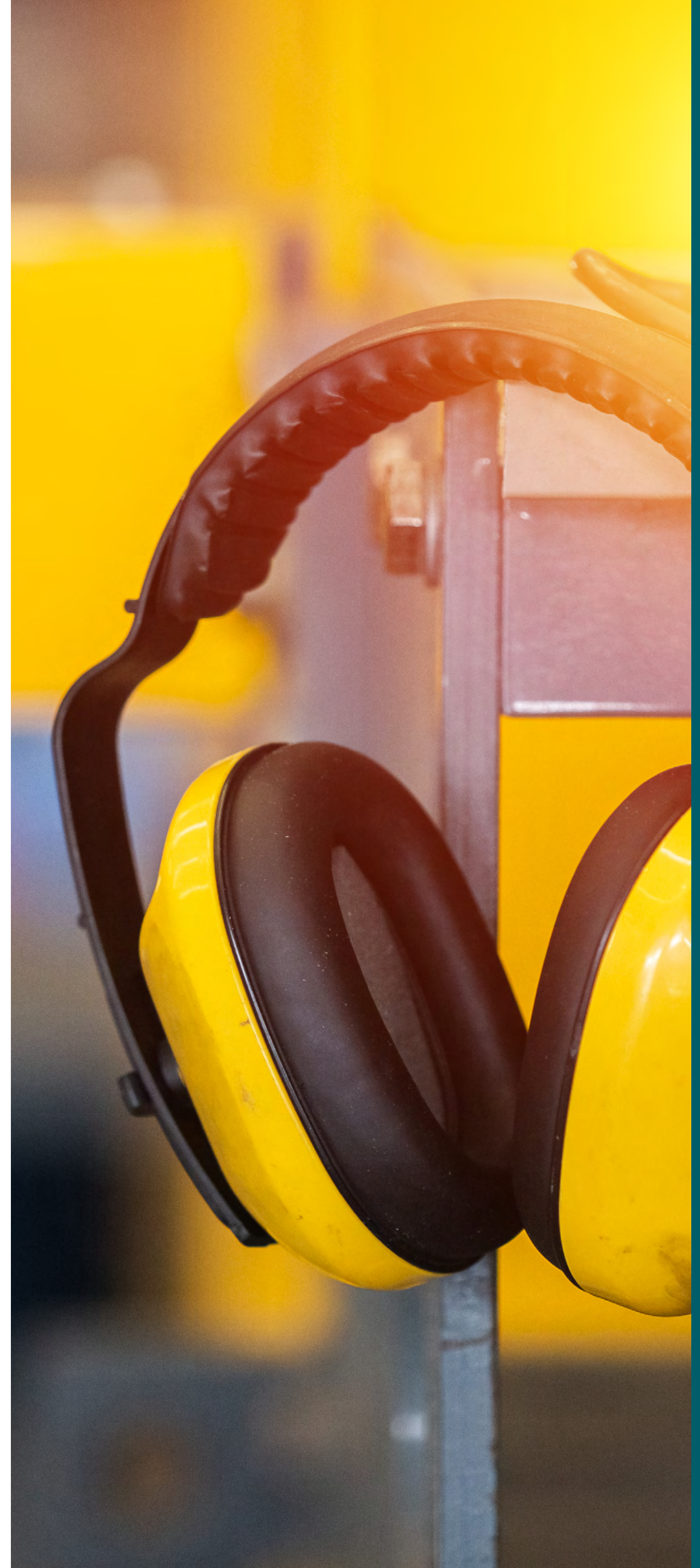
In 2025, our Southampton site achieved ISO 13485 certification for Medical Devices. In line with UKAS requirements, this is referred to as a certification rather than an accreditation. This certification enables Asendia UK to tender for work involving the kitting and shipping of medical device products within the UK, supporting our ability to serve regulated sectors with confidence and compliance.

In 2025, Asendia UK recorded an accident frequency rate of 0.6, continuing the positive trend seen in recent years and reinforcing our focus on workplace safety. The accident frequency rate is calculated based on lost time accidents only and does not include minor incidents requiring first aid, such as cuts or abrasions.

During the year, there were two lost time accidents, both related to manual handling activities. These incidents were assessed and determined to be the result of operator error rather than a failure in process or controls.

Analysis of wider incident data showed that manual handling, particularly moving and lifting, remains a key risk area. In response, Operations Managers instructed Supervisory teams to deliver targeted Toolbox Talks focused on safe manual handling practices. These sessions reinforced correct techniques, raised awareness of risk, and encouraged colleagues to pause and assess tasks before starting work.

Health and Safety meetings continued to take place regularly with representatives from across the business, supported by internal training and external guidance where appropriate. This ongoing approach helps ensure that health and safety remains a shared responsibility across all teams.





Aspirations for 2026

Asendia UK does not currently hold ISO 45001 certification. Scoping work is planned for the Heathrow site in 2026 to assess readiness and feasibility.

In 2026, our focus will be on strengthening prevention through education, consistency, and early intervention.

Our key aspirations include:

- Maintaining an accident frequency rate at or below 2025 levels
- Further reducing manual handling related incidents through regular, practical Toolbox Talks
- Embedding safe behaviours as part of everyday operational routines
- Continuing strong engagement between Health and Safety representatives, Operations, and leadership
- Ensuring lessons learned from incidents are shared clearly and promptly across teams

By keeping safety conversations active and practical, we aim to create an environment where everyone feels confident to work safely and to speak up when something does not feel right.

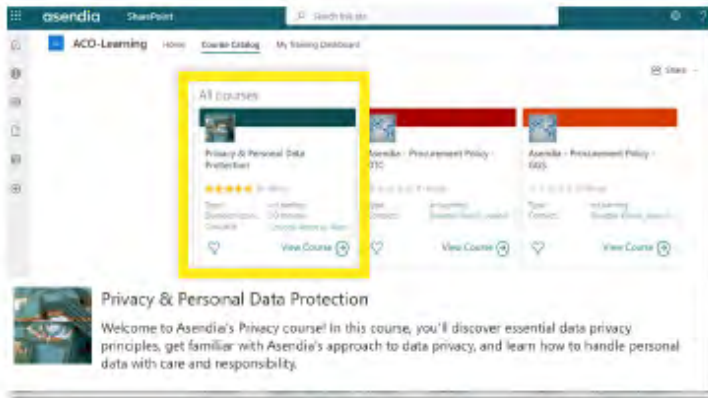
Business Ethics / Code of Conduct and Whistleblowing

In 2025, Asendia UK maintained a low exposure to corruption risk due to the nature of its operations, customer base and regulatory environment. Corruption risks are reviewed as part of wider business risk management processes, supported by internal controls, segregation of duties and audit activity. No material corruption risks were identified during the reporting period.

During 2025, no confirmed incidents of bribery, corruption or ethical breaches were identified within Asendia UK. No substantiated reports were raised through internal reporting channels or the Speak Out whistleblowing mechanism relating to bribery or corruption.

eLearning | Group and UK

Asendia Learning platform via Teams & PodWISE



Privacy & Personal Data Protection Course
93% completed
6% not started (around 19 UK team members)



Whistleblowing

Report wrong-doing

Independent confidential reporting regarding:

- Illegal and unethical conduct
- Theft, abuse of company assets
- Bribery and corruption
- Theft and fraud
- If you suspect criminal actions are going on within Asendia
- Threat, coercion, any kind of misuse of power

Safe call





Modern Slavery, Human Rights and Controls

Modern slavery

At Asendia UK, we are committed to playing our part 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 where fundamental human rights are respected, and that the partners we work with uphold the same principles.

All employees are required to complete mandatory Anti-Modern Slavery training as part of their induction. This ensures our people understand the risks of modern slavery, how it can present within our industry, and the role they play in identifying and reporting concerns. Our first Modern Slavery Statement was published in December 2016, and we continue to publish an updated statement annually, in line with the Modern Slavery Act 2015.

Logistics supply chains are complex and global by nature, which increases exposure to modern slavery risks, particularly within third-party labour and international partner networks. We recognise that the greatest risks sit within supply chains rather than our direct operations, and we take a proactive approach to identifying, preventing and mitigating these risks.

To date, we have not identified or been made aware of any instances of modern slavery or human trafficking within our business or direct supply chain. Our ongoing objective is to maintain this position, while recognising that modern slavery risks require constant vigilance and proactive management.

Due diligence and internal controls

Asendia UK aligns with its shareholder's internal control requirements. These are monitored through regular internal and external audits, alongside annual refreshment exercises involving the senior leadership team.

We operate a robust due diligence framework that includes

- Risk assessment across our operations and supply chain
- Modern slavery clauses within supplier contracts
- Supplier onboarding and ongoing due diligence questionnaires
- A refusal to engage new suppliers without appropriate audit and review

We work closely with recruitment agencies, which we recognise as a higher-risk area due to labour market pressures within logistics. Agencies are required to provide their Modern Slavery policies and demonstrate how they prevent trafficking and exploitation. Enhanced audits of temporary labour providers are conducted to ensure compliance with modern slavery legislation, health and safety standards, and right-to-work requirements.

We have also introduced automated screening tools to check senders, recipients and supply chain partners against international sanctions and denied party lists, helping to reduce the risk of association with unethical or illegal activity.



Speaking up and training

All employees are encouraged to raise concerns, either directly or via our confidential Speak Out whistleblowing hotline, which is available 24/7 in multiple languages. Anonymity is guaranteed, and all reports are taken seriously and investigated.

Modern slavery awareness is reinforced through regular communications and ongoing training. Supervisors and managers are trained to recognise indicators of exploitation and are encouraged to build open, trusting relationships with workers, particularly in warehouse environments.

Human rights

Respect for human rights is fundamental to the sustainability of Asendia UK and the communities in which we operate. Our Human Rights Policy is guided by internationally recognised frameworks, including

- The Universal Declaration of Human Rights
- The International Labour Organization’s Declaration on Fundamental Principles and Rights at Work
- The United Nations Global Compact
- The UN Guiding Principles on Business and Human Rights

We are committed to treating people with dignity and respect, both within our own operations and across our supply chain. This includes fair recruitment practices, lawful working conditions, respect for diversity, and zero tolerance for discrimination, harassment or abuse.

Any findings relating to working conditions identified through external audits are addressed through corrective actions and follow-up reviews. Asendia UK continues to monitor working conditions across its operations and supply chain and has not identified any unresolved major or critical non-compliances within its own UK sites during 2025.

Our aspiration for 2026–2027 is to strengthen formal reporting, increase transparency across our supply chain, and gather more structured data from partners to support future target-setting.

Looking ahead

Asendia UK recognises that modern slavery cannot be eliminated overnight. Our focus is on continuous improvement through stronger due diligence, deeper supplier engagement, regular training, and ongoing review of risks as our business and supply chains evolve.

We remain committed to understanding our supply chain, being transparent about what we find, and working collaboratively with partners to prevent exploitation and protect human rights.

Anti-bribery & Corruption

Asendia UK is committed to conducting business with integrity and in full compliance with applicable anti-bribery and anti-corruption legislation.

Preventing bribery and corruption remains a core part of how we manage risk across our operations and supply chain.

In 2025, our focus is on strengthening awareness, consistency and accountability. All employees are required to comply with our Gifts and Hospitality Policy, which sets clear expectations around acceptable behaviour and reinforces legal and ethical standards. This policy continues to form part of our induction process and is supported by ongoing communication to ensure it remains understood and applied in practice.

We continue to monitor compliance through internal controls and audit activity, and we expect our suppliers and partners to operate to the same ethical standards. Where concerns are identified, they are investigated promptly and addressed appropriately. Our Speak Out whistleblowing mechanism remains available to employees and third parties to raise concerns confidentially and without fear of retaliation.

Cyber Security

Cyber security remains a key risk area for Asendia UK, given the nature of our operations and the importance of protecting customer, employee and partner data. Safeguarding information and systems continues to be treated as a business priority.

In 2025, we are focused on maintaining and strengthening our cyber resilience. This includes ongoing internal and external audits, regular penetration testing, and continued review of controls to ensure they remain effective against evolving threats.

We are also placing increased emphasis on employee awareness, recognising that cyber security is a shared responsibility. Training and guidance help ensure our people understand how to protect systems, identify potential threats, and respond appropriately.

Our approach is one of continuous improvement. We regularly review incidents, emerging risks and industry best practice to ensure we adapt and improve, rather than standing still, as part of our commitment to keeping our systems, data and operations secure.

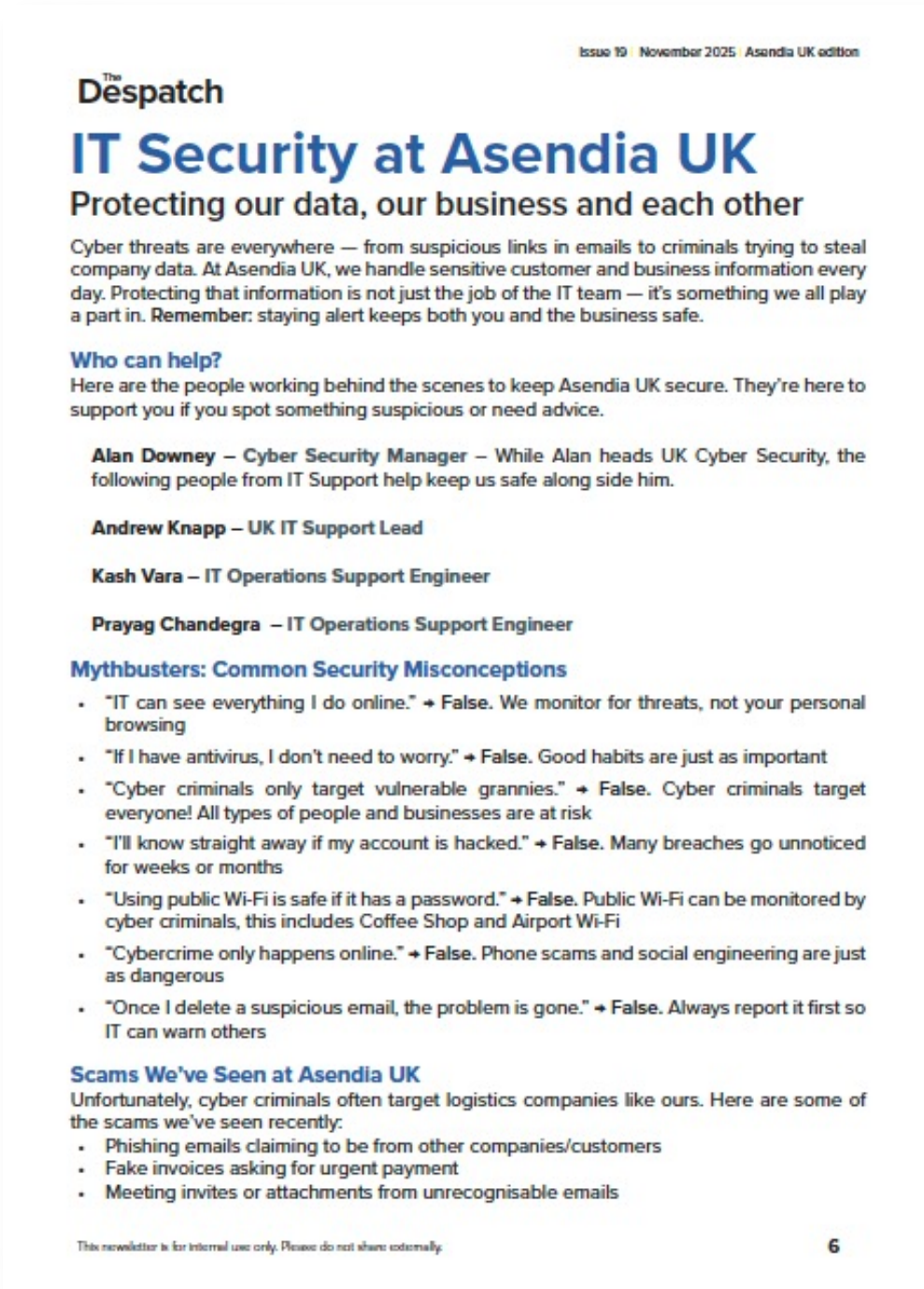
Strengthening our cyber security capability
In Q4 2024, Asendia UK further strengthened its cyber security capability through the appointment of a dedicated Cyber Security Manager. This role reflects the increasing importance of cyber risk within our operations and supports a more structured, proactive approach to protecting our systems, data and customers.

The Cyber Security Manager is responsible for overseeing the ongoing development of our cyber security framework, including threat monitoring, risk assessment, incident response and employee awareness. Given the rapidly evolving nature of cyber threats, this role provides focused expertise and leadership to ensure that our controls, processes and behaviours continue to adapt in line with emerging risks.

Working closely with Group IT and security teams, the role also ensures alignment with Asendia’s global cyber security policies and standards. This includes contributing to the implementation of group-wide controls, supporting audits and compliance activities, and reinforcing a consistent approach to data protection and information security across all markets.

Alongside technical controls, a key focus of the role is strengthening employee awareness. Through training, guidance and internal communications, employees are supported to recognise potential threats, such as phishing or social engineering, and respond appropriately. This is an important part of our wider approach, recognising that cyber security is not only a technical issue but also a shared responsibility across the organisation.

The introduction of this role marks an important step in enhancing our resilience to cyber risk and reflects our ongoing commitment to safeguarding customer, partner and employee data.



Science Based Targets Initiative (SBTi): Progress and Next Steps

In 2023, Asendia group publicly committed to joining the Science Based Targets initiative (SBTi), marking a shift towards a more accountable, science-led approach to emissions reduction.

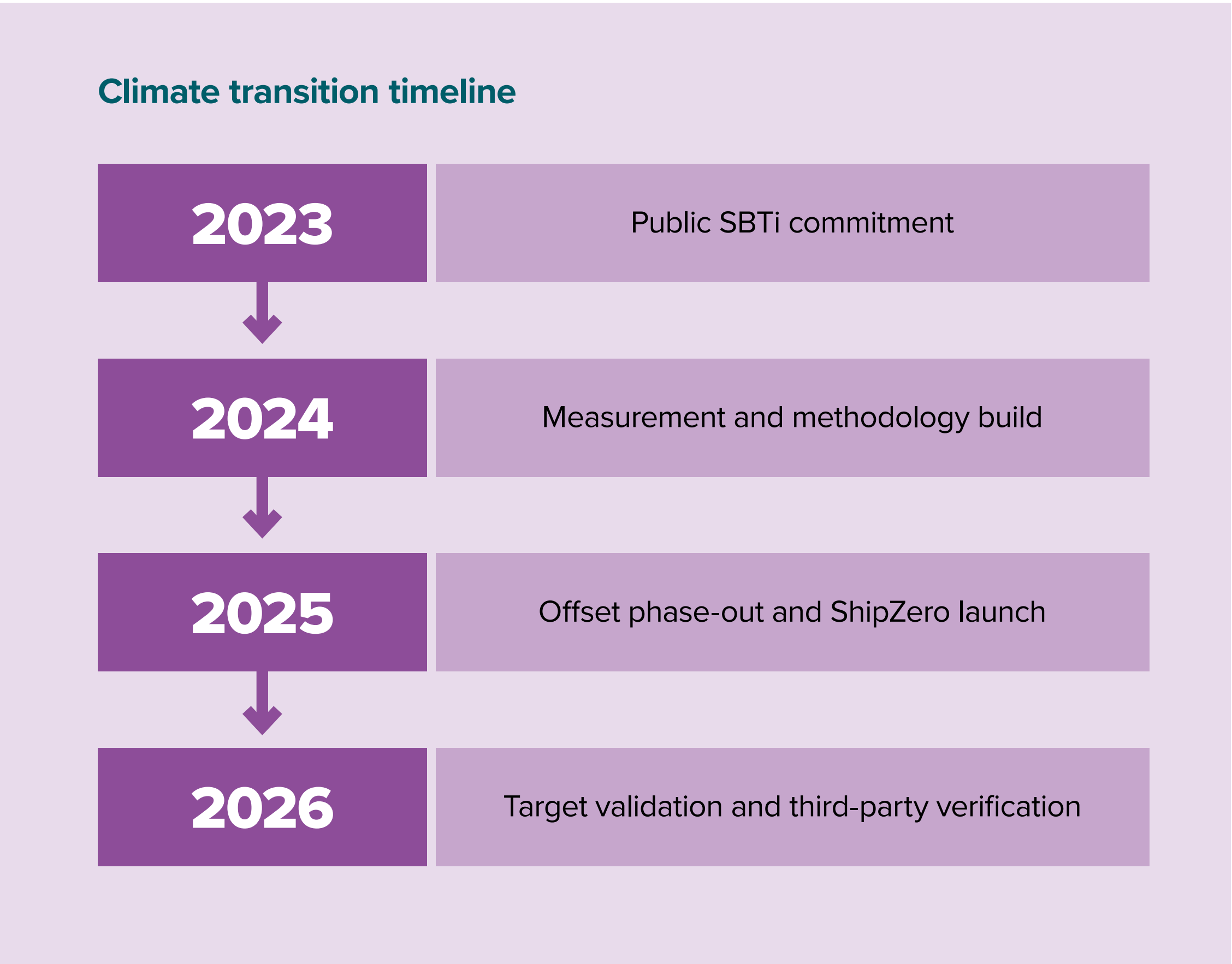
Our initial focus was on building the internal tools and processes needed to measure CO₂ emissions across the Asendia network. This included developing manual methodologies to support client-specific analysis. The aim was to formalise our SBTi commitment by the end of 2024, providing a two-year window to define and submit measurable, science-based carbon reduction targets by the end of 2026.

During 2024, Asendia strengthened this ambition further. Our approach evolved to place greater emphasis on transparency, circular economy principles and genuine emissions reduction. As part of this shift, Asendia officially phased out carbon offsetting from 1 January 2025, while continuing to progress towards full SBTi alignment and the submission of validated targets by the end of 2026.

Formal annual progress reviews against defined reduction pathways will commence once targets are validated

Asendia’s direction aligns with the broader sustainability ambition of our majority shareholder, GeoPost, which has publicly committed to science-based climate action. While Asendia’s ambitions are to define and submit its own targets, this shared direction supports consistency and momentum across the wider Group.

Where group-level targets, methodologies or platforms are referenced, these are applied to Asendia UK in a way that reflects local operations, data and regulatory context. Asendia UK remains accountable for its own ESG performance and reporting.



Key ESG Priorities for 2026/27

→ Progress alignment with GeoPost's science-based emissions reduction targets, while continuing to improve emissions data, governance and readiness for third-party verification.

→ Expand Scope 3 emissions coverage and UK customer reporting.

→ Launch supplier assessments under our RSVP Sustainable Procurement Programme.

→ Progress ISO 45001 and ISO 27001 scoping at Heathrow processing centre.

→ Use Great Place to Work and employee barometer insights to drive targeted people actions.

→ Prepare for EcoVadis reassessment with a focus on Sustainable Procurement and Reporting.

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We're proud of the progress we've made to date, but sustainability requires continuous evolution. By moving towards a more comprehensive ESG approach, we are focused on delivering meaningful, measurable impact for the environment, our people and the communities we serve.

Renaud Marliere
Asendia UK CEO

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For further information, visit
www.asendia.com/esg

asendia

This report has been prepared using internal data, established management systems and recognised external frameworks, including EcoVadis. While the report has not been independently assured, content has been reviewed internally by senior leaders across operations, HR, finance, IT, legal and compliance to ensure accuracy and completeness.