



# Ligentia Group Sustainability Report

2023

**ligentia**<sup>TM</sup>



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# Welcome from our CEO

Our industry must address critical challenges around the environmental and social impact of supply chains.

As our global population grows, so does the demand for products and services. Today's societal challenge is how to meet these needs in a way that is more sustainable, efficient, and harmonised with the needs and expectations of customers, regulators, and consumers.

For Ligentia, sustainability is both a strategic and operational imperative.

We are committed to the UN Sustainable Development Goals and are working to be part of the solution for the long-term sustainability of our business and society.

Our sustainability priorities and agenda reflect what's right for our organisation – addressing issues that matter to our customers, and where we are uniquely positioned to make a difference.



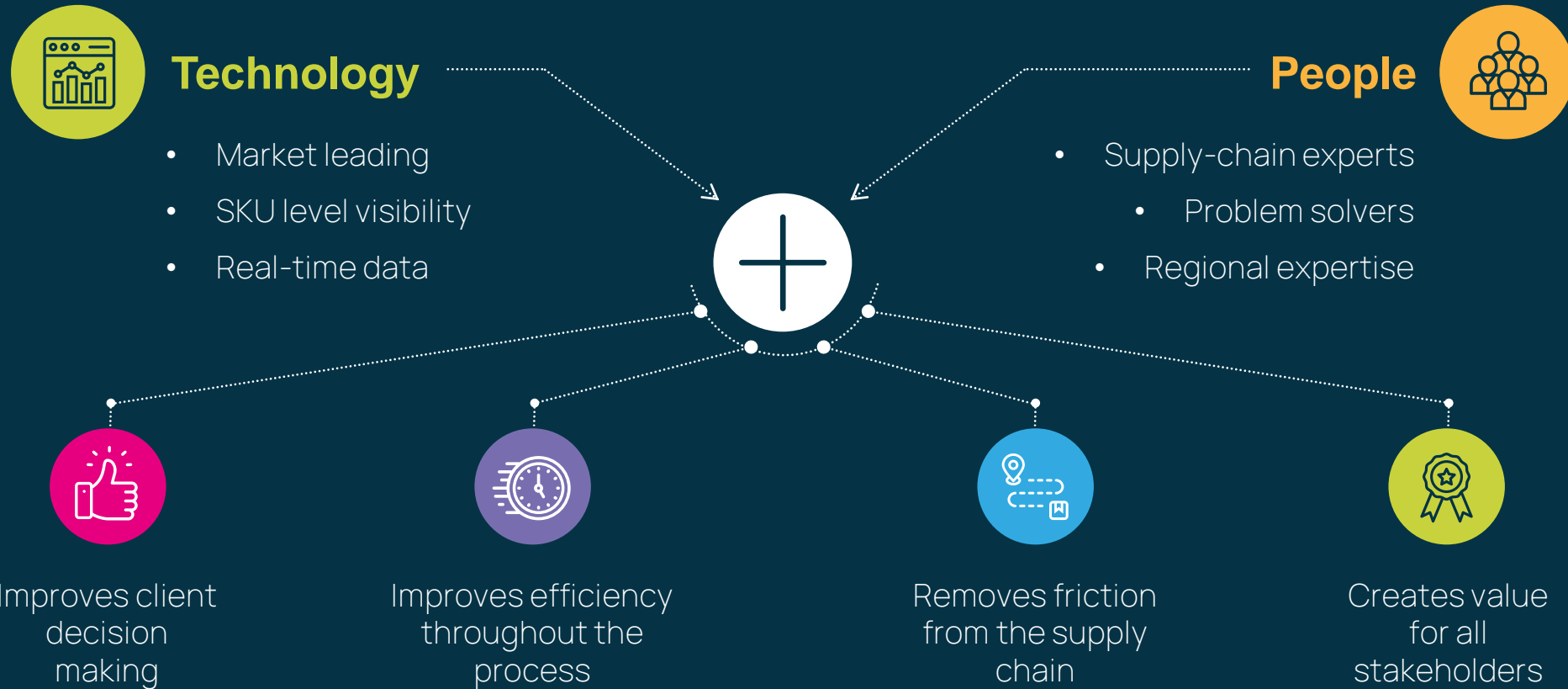
Dan Gill  
Group CEO



Ligentia Group CEO, Dan Gill

# What we do

We build innovative customer centric solutions that reduce inefficiency and remove friction from supply chains.



# Our business in 2023



1200+  
supply chain experts



437,000  
m2 DC



350,000  
ocean containers managed (TEU)



110,000  
road orders per year



10,000  
tonnes of air freight



28+  
years' experience



50  
Global locations



10,000+  
customers



760,000  
customers' orders managed



131,000  
customs clearances

## Global footprint

We implement global solutions covering import and export requirements across sectors including retail, healthcare, consumer and industrial.

## Open, independent model

Our costs and services are clear, without small print or additions.

## Technology

Our leading proprietary software builds agile and responsive supply chains.



# Our sustainability strategy

Increasing efficiency along the supply chain for our customers reduces environmental impact, this along with active efforts towards environmental and societal change ensures we work towards a sustainable future.



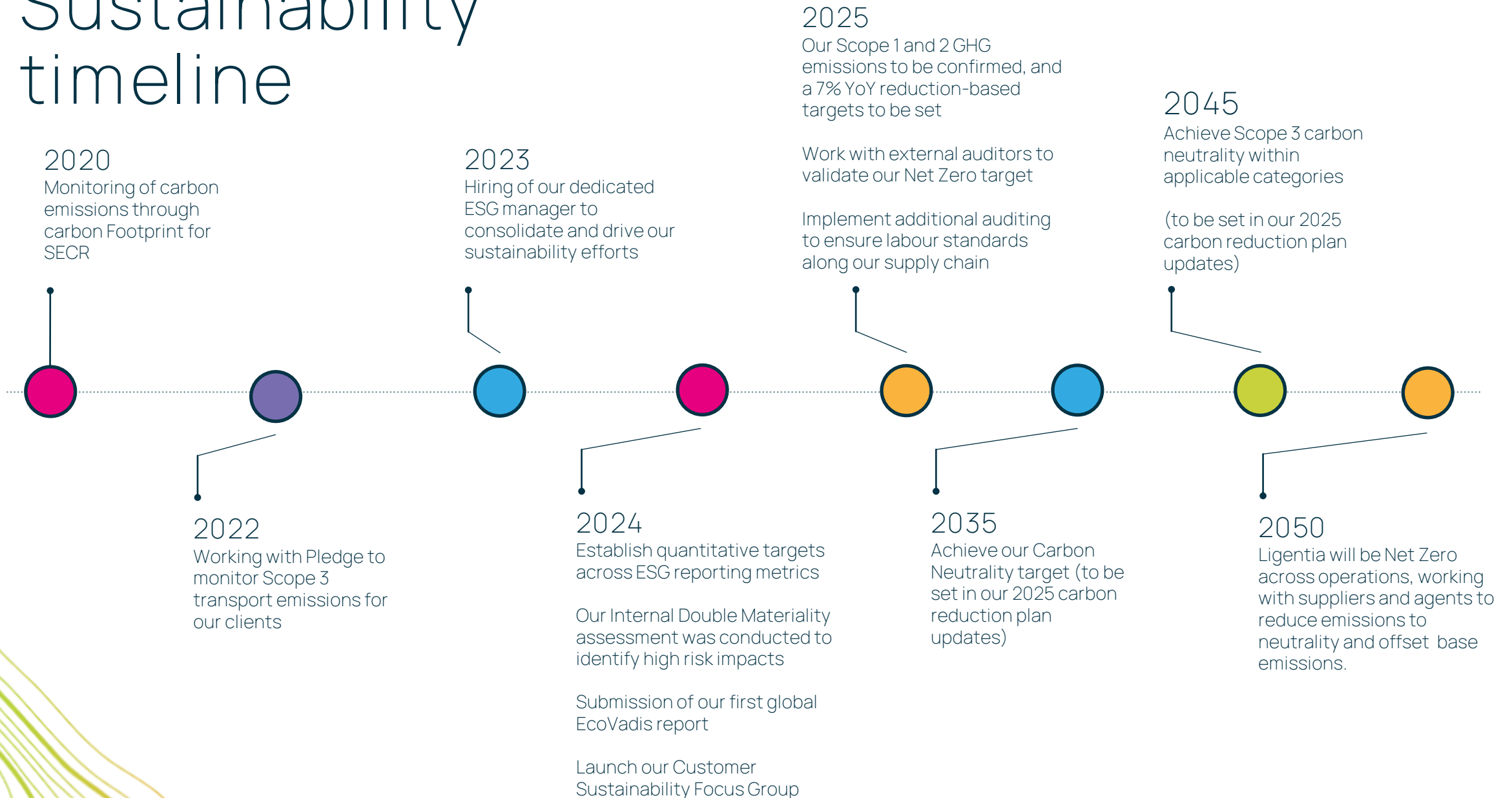
# A pivotal year in our sustainability journey

In 2023, we accelerated our efforts to become a more environmentally and socially responsible company by hiring a dedicated ESG Manager. This individual is responsible for coordinating our efforts and ensuring that sustainability is embedded throughout all our internal processes. Under the stewardship of our ESG manager, we began setting internal goals with our shareholders, focusing on optimisation, carbon emission reduction, and increasing our social impact.

Additionally, in 2023, we consolidated many processes across our global offices to establish a consistent standard of operations across all teams. This strategic move has not only streamlined our operations but also reinforced our commitment to maintaining high sustainability standards across locations worldwide. By unifying our practices, we have created a more efficient, cohesive, and environmentally conscious organisation, driving us closer to our sustainability goals.



# Sustainability timeline





# Sustainability approach



We are committed to becoming a leader in supply chain sustainability. As we continue to integrate sustainability principles into what we do, our actions roll up into two overarching goals.

1.

Implementing responsible business practices across Ligentia, leading the way and encouraging our customers, suppliers and the industry to follow suit.

2.

Driving sustainability by providing solutions that help our customers advance their own sustainability goals.

# Sustainability objectives

## Internal

### Carbon reduction

Reduce our operational carbon emissions and achieve Net Zero by 2030.

### Social impact

Ensure our labour standards are upheld throughout our supply chain.

### Reporting transparency

By increasing our data reliability and reporting practice, we intend to publish our sustainability efforts to demonstrate responsibility in the industry.

## Customer facing

### Increase supply chain efficiency

Work with customers to maximise container utilisation and optimise routes to reduce journeys, therefore reducing overall emissions.

### Drive innovation

We're exploring emerging technologies such as Inventory AI to help customers make more sustainable decisions and reduce waste.

### Empower customers to monitor and report

Support customers with accurate emissions data to facilitate their journey to net zero.

# Materiality: the areas where we can make the greatest impact

Double materiality is an essential assessment tool to understand specific ESG topics relevant to our business. It identifies the outward impact of the company and the inward impact of the planet and society, addressing both direct and indirect effects.

Using 2023 data, we conducted our first Double Materiality Report, engaging with internal stakeholders to identify how sustainability issues affect our organisation financially, and how we impact society and the environment.

From this assessment, we can prioritise sustainability initiatives that align with our values and stakeholders' expectations. This perspective ensures we address key sustainability challenges and create lasting value for our stakeholders and communities.



## Materiality focus areas

**Efficiency of our services**  
Work to imbed sustainability across all of our functions, reassessing historic processes.

**Climate impact**  
Assess how climate change affects our industry and how we impact the environment and contribute to climate change.

**Changing customer behavior**  
Increase our reporting transparency. Promote solutions to help support our customers' net zero journeys.





# Sustainable Development Goals

We strongly support the United Nations blueprint towards global peace and prosperity for people and the planet, now and in the future, and we intend to use this as guidance to ensure we improve year on year to achieve a sustainable future.

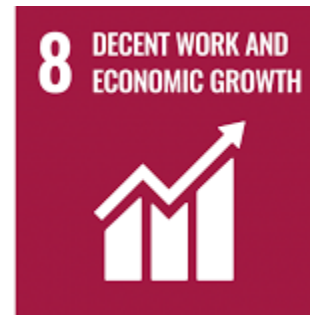
# Supporting the Sustainable Development Goals

We are committed to embracing and supporting the United Nations Sustainable Development Goals (SDGs). Established by the United Nations in 2015, the 17 SDGs offer a holistic blueprint for achieving a sustainable and equitable future.

We have identified goals on which we have the most direct operational impact on. It provides a guiding framework to integrate sustainability throughout our operational processes and to understand how we can impact our industry and communities.

While we acknowledge that our journey in supporting the SDGs is just beginning, we are dedicated to making meaningful progress. By aligning our strategies with the SDGs, we aim to play a pivotal role in fostering a more sustainable and inclusive world. We are working on data collection relative to the SDG KPIs and reporting on our improvements year-on-year.

By reviewing the Key Performance Indicators outlined for each SDG and aligning them to our operations, we have identified a group of SDGs where we believe we can make a significant impact:



# Further SDG influence

In addition to goals 8, 12, 16 and 17, we have identified a secondary group of SDGs where we are still able to impact and contribute positively. We still recognise the importance of addressing these goals and how we can influence them through our operations.

While our influence on these and the remaining SDGs may be indirect or incremental, we are committed to integrating their principles into our operations wherever feasible. By doing so, we strive to create a positive ripple effect that supports the broader global effort to achieve a sustainable and inclusive future.







# Environment

We move goods around the world, so we make it our business to protect it.

# Carbon Reduction Plan development

Upon confirmation of our Scope 1 and 2 figures, we will update our carbon reduction statement for YE2024 with precise data. Starting in 2025, we commit to an annual 7% emissions reduction, aligning with UN target through energy-saving initiatives and internal changes. Once this strategy is globally implemented, we will invest in carbon capture and environmental projects to offset our operational emissions.

## Broadening our carbon reduction strategy

Our updated carbon reduction statement will encompass additional crucial areas of environmental sustainability. Topics that will be detailed in this new version include optimising efficiency, collaborating with ethical suppliers, and reducing reliance on natural resources. New initiatives will also be launched, covering internal reduce, reuse, and recycle programs, achieving external certifications, and developing partnerships to support environmental projects, ecosystem restoration, and biodiversity promotion.

Additionally, we will establish a framework for regular internal evaluations to ensure continuous improvement in our sustainability efforts.

# Empowering customers with emissions insights



In 2022, we established our partnership with Pledge, an accredited global monitoring tool that helps freight and supply chain solutions providers to measure and report on carbon emissions for their customers. Throughout 2023, we worked on our system integration to ensure that all customers can benefit from knowing their transport and distribution Scope 3 carbon emissions, down to item level.

During our onboarding process with Pledge, we measured and reported on 56,219.39 Tonnes of CO<sub>2</sub>e across 12 pilot customers and as our integration moves to full automation in the upcoming year, we will be able to accurately measure carbon across all our customers.

Moving beyond reporting for past cargo journeys, we have ambitions to guide customers to more sustainable decision-making, actively exploring ways to provide, live carbon emissions estimates for alternative routes and advanced real-time reporting. Enabling more sustainable decisions by our customers and our teams.

## GHG Report

Ligentia UK Limited report summary for the period  
Jan 01, 2023 – Dec 31, 2023

### Overview

Total emissions: 56,219.39 t CO<sub>2</sub>e

Scope 3

56,219.39 t



### Part 1: Descriptive information

Descriptive information	
Company name	Ligentia UK Limited
Reporting period	Jan 01, 2023 – Dec 31, 2023
Scope 3 activities included in this report	Category 4: Upstream Transportation and Distribution

### Part 2: Greenhouse gas emissions data

#### Scope and category

Scope 3: Upstream emissions	
Category 4: Upstream Transportation and Distribution	56,219.39 t CO <sub>2</sub> e





# Social

We work around the globe within many communities, and it's our goal to help these develop and thrive.

# Our people

## The key to our success

Operational expansion was a significant focus in 2023, with the opening of offices in several new locations, including India, Germany, and the Netherlands, and enhancements in the US. We established comprehensive people processes, policies, documentation, payroll, and benefits setup for these regions.

We also completed the integration of VGL Solid Group, acquired in October 2022, including the launch of updated global company values. These values, aligned with our new brand tone of voice, were rolled out through global and local campaigns.

As of December 31, 2023, we had 1,238 people employed globally. We welcomed 348 new members to our global team, including 44 new colleagues in our key regions of expansion: India, Germany, the Netherlands, and the US.

Our approach to recruitment was accelerated by a new employee referral scheme designed to reduce costs and foster a cohesive organisational culture.

As of 31 December 2023	Total
Total number of employees	1,238
Total number of new hires in 2023	348
Total number of men	584
Total number of women	654
Percentage of women in senior department head positions	37% - 37 women and 63 men

# Employee engagement and wellbeing

Cultivating a positive and supportive work environment

In 2023, we prioritised enhancing our employee experience and promoting professional growth, ensuring that Ligentia is seen as a great place to work. Our commitment to maintaining a strong customer-focused culture, embracing diversity, and respecting every individual guides our approach to employee engagement.



Internal recognition and values

Maintaining Ligentia's strong customer-focused and entrepreneurial culture is crucial, especially during rapid growth across new geographies. In May, alongside the launch of our updated values, we modernised our 'high five' categories to reflect these values. High fives, an online recognition tool on the homepage of Ligentia's intranet for News, Knowledge, and Social – also known as LINKS – allows anyone across the business to recognise the hard work and value-aligned behavior of a colleague. High Five nominations feed into the Be Bright program, our global recognition initiative that celebrates winners monthly.

Beyond our global recognition programs, regular acknowledgment from managers fosters open discussions for business and personal development, reinforcing our supportive work environment.

## Internal recognition in numbers

<b>425</b>	high fives
<b>100</b>	Be Bright winners
<b>8</b>	Employees of the year celebrated
<b>7</b>	Teams of the year celebrated
<b>81</b>	Long service anniversaries celebrated



# Employee engagement and wellbeing

## Celebrating together

As an ever-growing global team, it's never been more important for us to celebrate important milestones and cultural events together.

Our teams across the globe came together for a variety of celebrations – from the opening of new warehouse facilities in Shenzhen and new office locations in Tuticorin, Shanghai and Ningbo, to business focused celebrations such as International Women's Day and Freight Forwarders Day, to cultural events such as St Martin's Day in Poland. This is a day celebrated across Poland and inside our Polish offices with horse-shoe shaped croissants known as St Martin's Croissants.



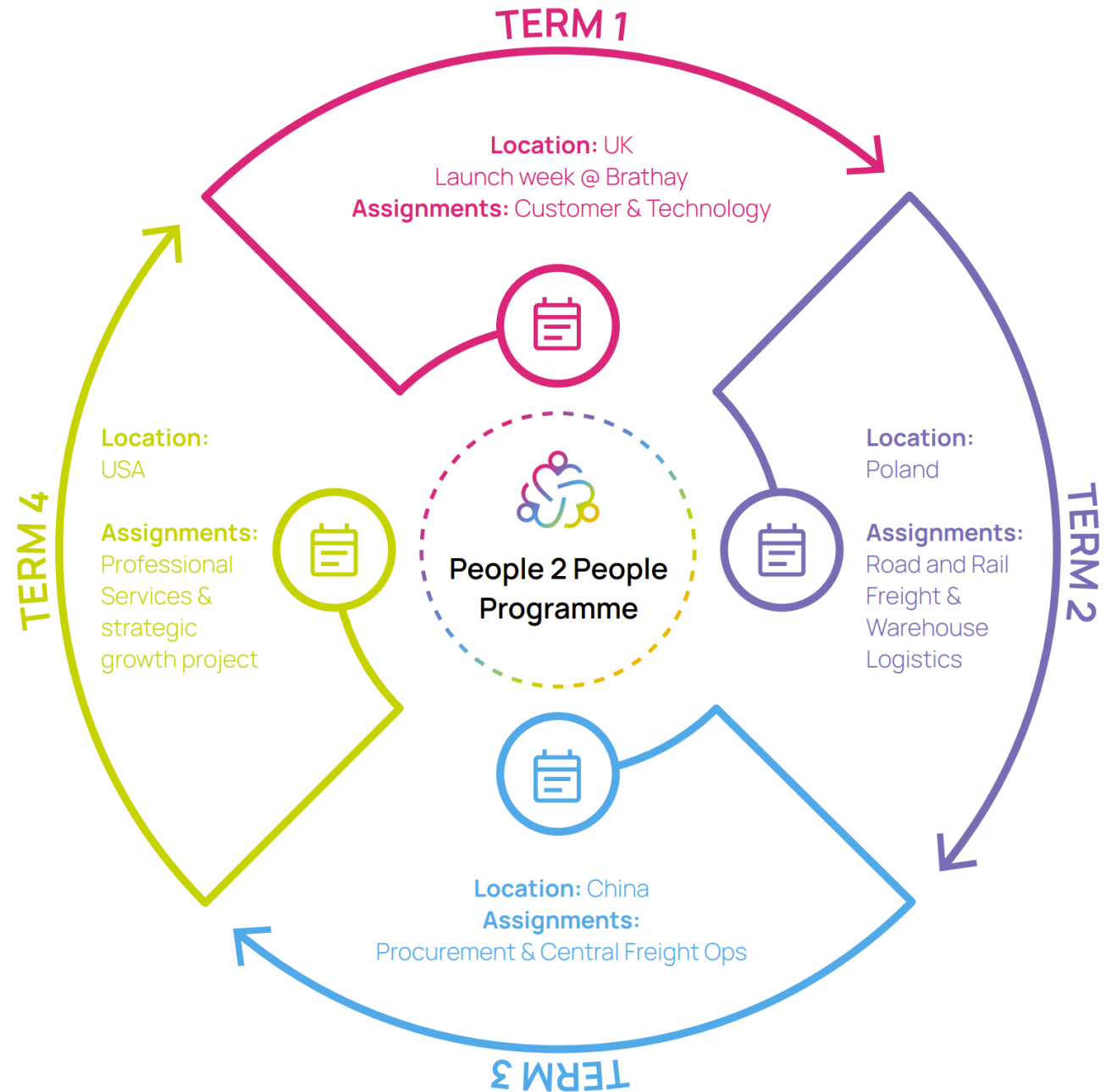
From left to right: Wendy He, Managing Director, Asia, Dan Gill, Group CEO and Jan Skovgaard, Group COO celebrate the opening of our new office location in Shanghai.

# People initiatives

People2People: Positioning our talent for growth

In 2023, Ligentia launched an innovative programme called People2People, aimed at fostering comprehensive employee development through structured global travel experiences. This internal development initiative, spanning 12 months, includes four short-term international assignments across Ligentia's global offices. Each assignment provides participants with immersive experiences, regional mentorship, and targeted training, enabling them to cultivate an expanded network and a depth of business understanding that uniquely positions candidates for professional growth.

Through the integration of assessments, coaching, and personal development resources, participants receive personalised skill advancement plans tailored to their strengths and areas for improvement. Moreover, they collaborate to identify real business challenges, crafting proposals with the potential for direct and substantial impact on the organisation. These proposals are presented to the board for approval, with successful projects transitioning into actionable initiatives led by the participants.



# People initiatives

## Bridging performance and potential

The People2People programme not only offers participants the opportunity to gain firsthand insights into Ligentia's end-to-end product and service offerings but also serves as a bridge between current performance and future potential.

Selected participants are also entrusted with the role of being a culture ambassador for Ligentia, tasked with promoting the programme, showcasing their achievements, and enhancing their personal brand through interactions with colleagues and leaders, as well as on professional networks such as LinkedIn.

This multifaceted approach underscores Ligentia's commitment to nurturing talent and driving meaningful organisational change.



The second phase of People2People saw participants visit Poland, including the Port of Gdansk.



# People initiatives

## Employee listening



In September 2023, we conducted the 'What Matters to You' survey, a key initiative designed to enhance our employee experience. The anonymous global survey aimed to identify the factors that motivate our colleagues in their roles. By gathering data on benefits, professional development, and career growth, we were able to design impactful employee programs. The feedback collected laid the groundwork for several activities launched at the end of 2023 and beyond.

Participation in this survey was boosted by tying this to charity fundraising. For every survey response we received, the business committed to donating £1 to charities – and our people chose between three – the World Wildlife Fund, UNICEF and the International Red Cross raising £624 in total for these organisations.

Planting the seed to learn, advance, succeed

One significant activity spawned from the global survey was the December 2023 global rollout of Ligentia University. Powered by Coursera, Ligentia University offers a diverse range of technical and professional courses, along with career development opportunities. We are also developing our own learning pathways and academies to support career progression and ensure a comprehensive understanding of Ligentia-specific global processes and systems.

Since its launch, our employees have embraced the opportunity to acquire in-demand, job-ready skills. By the end of Q1 2024, our staff had enrolled in 722 courses, completed 153, spent 1,289 hours learning on the platform, and undertook 1,862 assessments. Our team has upskilled in various subjects, including data analytics, leadership, supply chain logistics, and project management.

# People initiatives

## Developing young talent

We recognise the value that people at early stages of their career can bring to our organisation, and we actively develop talent through a number of regional programmes, aimed at students and apprenticeships in the UK, US, China and Poland.

While every regional process takes a slightly different shape, the aim of all of these is the same – to deliver a programme that equips participants with hands on knowledge of our sector as well as the skills to be future leaders.

Advance: our UK based flagship programme  
In the UK, we run a programme called Advance, a scheme that offers two different experience tracks, one for apprentices and the other for university graduates.

An apprenticeship is a paid job where the employee learns and gains valuable experience, while augmenting this with classroom-based learning. The whole experience, which on average takes about 18 months to complete, leads to a nationally recognised qualification.

The graduate programme, comparatively, is for students coming to the end of their undergraduate degree, offering them a 2-year experience that includes a calendar of phased development opportunities and the opportunity to take on and contribute to projects across our business.

In 2023, we welcomed 2 graduates and 3 apprentices into Ligentia. We also celebrated the external recognition of two former members of this programme. Former graduate, Ellie Allday, who was announced as the Robotics & Automation Awards 2023 Young Innovator of the Year, and Cameron Smith was announced as BIFA's 2023 Apprentice of the Year.



Above: Ellie Allday, Young Innovator of the Year 2023 at the Robotics and Automation Awards. Below: Cameron Smith, 2023 BIFA Apprentice of the Year.



# Governance

Sustainability is an urgent priority within our sector. Ligentia and our industry must operate with sustainability embedded within all functions to achieve a sustainable future.



# Governance activities

Effective governance is the cornerstone of a responsible and sustainable business. It ensures transparency, accountability, and ethical conduct across all levels of an organisation. By implementing strict processes throughout the organisation, businesses can foster trust among stakeholders, mitigate risks, and align operations with global legislation and ethical standards.

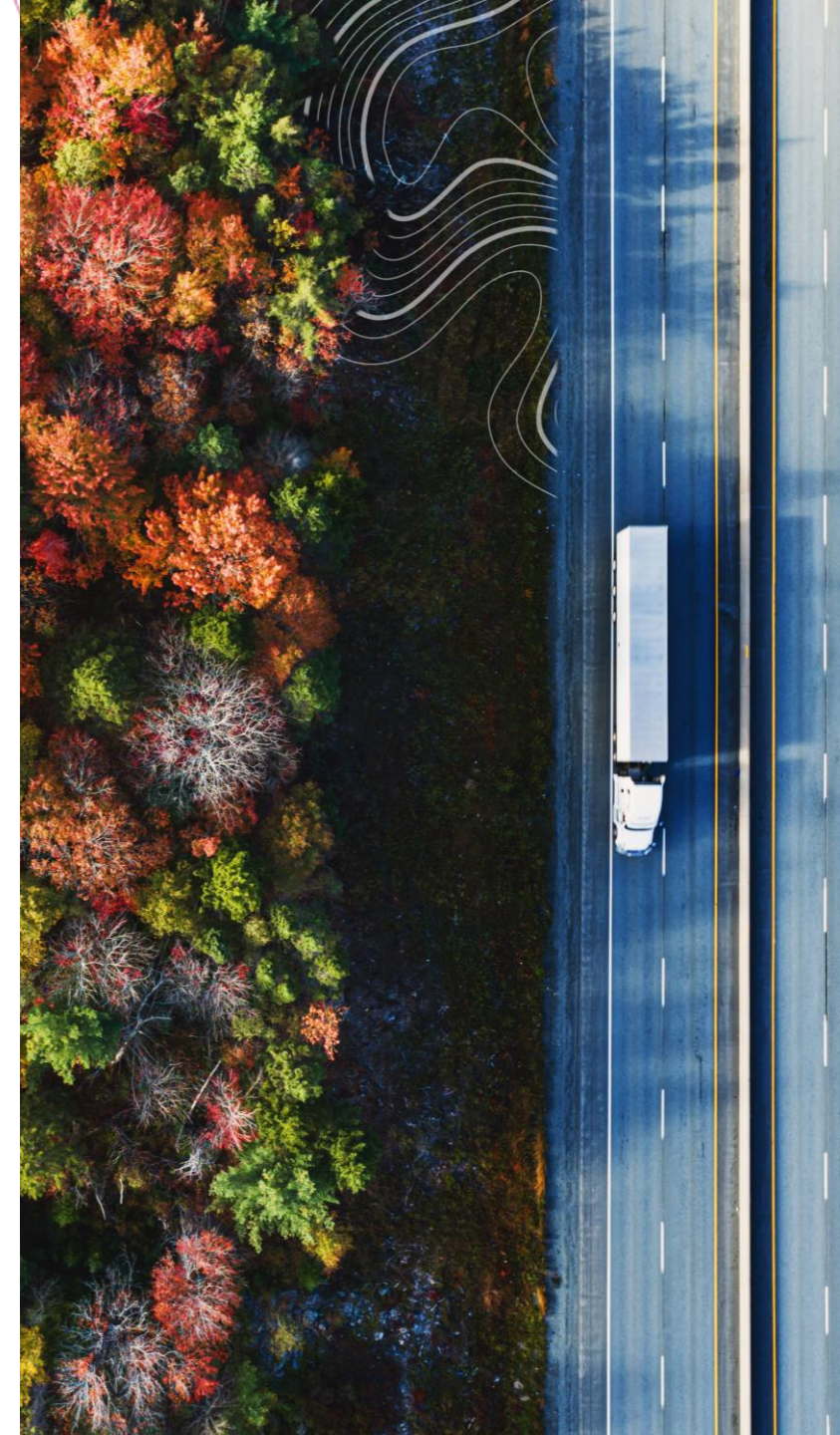
In 2023, we undertook several critical governance activities to enhance our operational optimization and integrity and, maintaining our commitment to excellence.

## Sustainability Integration

Our new ESG position for 2023 is cross functional role in the business. This is part of our commitment to integrate sustainability within all regional operations and functions.

## Ensuring supplier ethical standards

One of our significant initiatives was the review of our Supplier Code of Conduct. This comprehensive review enforced strict adherence to ethical conduct, labour standards, carbon reduction, and legal compliance for all our suppliers. By setting these stringent guidelines, we aim to ensure that our supply chain partners uphold the highest standards of ethical behaviour and sustainability.





# Governance activities

## Global centralisation for consistency

We achieved a major milestone with the global consolidation of employee records into PeopleHR. This initiative streamlined our processes by eliminating paper records and enhancing the efficiency of our human resource management. The centralised system provides a single source of truth for employee data, facilitating better decision-making and improving data security.

## Investing in operational excellence

We attained CargoWise global certification, underscoring our commitment to operational excellence and continuous improvement. This certification reflects our adherence to best practices in logistics and supply chain management, enhancing our credibility and competitive edge in the market.

## Promoting fairness and inclusivity

Lastly, we reviewed and standardised employee handbooks across all regions. This project ensured that our policies on equality and other critical areas were consistently applied throughout the organisation. By maintaining uniform standards, we promote a culture of fairness and inclusivity, reinforcing our commitment to equal opportunity for all employees.

## Enhancing employee performance and efficiency

We also prioritised the creation and implementation of a policy for global goal-setting for every employee. This policy was designed to align individual performance objectives with our overarching corporate goals, fostering a unified direction and enhancing employee engagement. By establishing clear, measurable goals, we aim to drive performance and accountability at every level.





# Governance activities

## Stakeholder reporting

We understand the importance of reporting to stakeholders as a crucial way to enforce accountability within operations. Enhancing our reporting of financial, environmental and social performance ensures that all parties are informed and that ethical decision-making and risk management are improved. With this, our corporate governance is strengthened by keeping our interests aligned with those of its stakeholders.

Additionally, we increased our board reporting with monthly updates on ESG KPIs, project updates and organizational needs.

## External Certifications

In 2023, we achieved EcoVadis certifications for the UK and Poland,

providing independent validation of our organisational practice and reporting. For 2024, we are conducting a global submission to ensure that all our operations are standardised to the highest level. This will set targets for improvements and foster the centralisation of all our regions as a global entity.

**ecovadis**

These governance activities not only enhance our operational efficiency but also reinforce our commitment to ethical practices and sustainable development. Through continuous improvement and adherence to high standards, we aim to build a resilient and responsible organisation capable of navigating the complexities of the modern business landscape.





# Our regions

With teams located across Asia, Oceania, North America and Europe, our people are supply chain experts and problem solvers, providing world-class sector and regional expertise backed by smart technology to help make supply chains more resilient.



# United Kingdom

## Going beyond, where it all began

Our founding market, the UK, was a significant focus area in 2023. We listened to the feedback from our people and provided guidelines for flexible working options. Consequently, we formulated a strategy to reduce our physical office space. This includes downsizing two locations and closing one in 2024, which will also help decrease energy consumption.

## Tracking our emissions

As part of our commitment to monitor and reduce energy consumption, we reported a total usage of 484,124 kWh, resulting in 39.2 CO<sub>2</sub>-eq tonnes of emissions. Including this and our total Scope 1 and Scope 3 business travel, this resulted in a total of 183.2 CO<sub>2</sub>-eq tonnes of emissions across our UK operations. We intend to expand this monitoring to other territories as part of our net zero strategy in 2024.

## Enhancing UK employee benefits

Another key area of focus was reviewing the UK benefit offering. With the support of employee benefits consultancy Aon, our two existing company pension schemes were comprehensively reviewed to ensure compliance and competitiveness for our people. As a result of this review, we launched a new pension scheme with our UK team in November 2023. The Aviva scheme enables contributions via Pension Salary Exchange, providing the most tax-efficient approach for individuals and employers to fund a pension in the UK.



# United Kingdom

## UK benefits: new and improved

Alongside the pension changes, our UK people team introduced a new benefits booklet to increase awareness about the benefits available to our UK employees. This includes important changes as well as emphasising existing benefits covering health and wellbeing, rewards and cashback schemes, and learning and development opportunities.

The key enhancements that were announced included an increase in paid holiday entitlement starting in 2024, changes to the life assurance benefit, and the launch of new family-friendly policies, which clarified our compassionate leave policy and enhanced maternity, paternity and adoption leave. Additionally, the business has committed to rolling out an Annual Leave Purchase Scheme from January 2025, allowing colleagues to buy up to 5 additional days of annual leave, as a further demonstration of our commitment to providing flexible working for our people.



# United Kingdom

## Community involvement

Alongside our programme of enhancing the employee experience through the review of benefits, we also enabled a range of community involvement and charitable support – instigated both by our people and our customers.

In support of our customer partnerships, we participated in the Poundland annual charity race day which raises important funds for charities that support children such as Make A Wish. We also partnered with Card Factory to donate gift boxes to the charity Restitute, a charity that supports survivors of sexual and violent crime and their families.

In Manchester, Ligentia is the proud sponsor of an Under 13 girls football team, coached by our very own Chris Finnegan, Regional Manager, North UK.

Other colleague-led charity fundraising activities raised money for McMillan and the Little Princess Trust, amongst others.

During the holiday season, we selected the Ocean Cleanup to receive a charity donation in lieu of UK customer holiday gifts to support its vital work developing and scaling technologies to rid the world's oceans of plastic.

## Ensuring Operational Excellence

In the UK, we hold AEO-F accreditation, ensuring adherence to security standards and responsibilities with partners and traders, and are certified with EcoVadis to manage ESG risks and compliance. Our Manchester operations are ISO9001 certified, guaranteeing that operational management controls are regularly monitored and improved. Additionally, we consistently review UK operational suppliers against SLAs to ensure high standards.



# Asia

## China & Vietnam environment initiatives

### Renewable energy and carbon reduction

Some of our Asia offices are located in buildings equipped with photovoltaic panels, a technology designed to offset some of our power needs, significantly reducing our carbon emissions in these locations.

### Office energy efficiency

In our office locations, we've implemented several measures to enhance sustainability. We've adjusted HVAC and thermostat setpoints to balance comfort and efficiency, installed energy-efficient LED lighting and water purifiers, and adopted paperless policies to eliminate the need for physical job folders. Our printers default to double-sided printing, and we reuse or recycle defunct paper for informal printing.

Additionally, we select native, drought-tolerant plants for landscaping and prioritise recyclable materials and secondhand office furnishings

### Sustainable practices in warehouse facilities

In our warehouse facilities, we prioritise the reuse of pallets and other materials to minimise waste. We also purchase or rent electric forklifts and trucks instead of gas-fueled equipment, reducing our reliance on fossil fuels and lowering our overall carbon footprint. These initiatives reflect our commitment to integrating sustainability into all aspects of our operations.

### Sustainable procurement practices

Our purchasing process ensures that we choose materials that are eco-friendly and recyclable. We make purchases uniformly through rational planning to avoid wastage of resources caused by excessive quantity and duplication of procurement.



# Asia

## China & Vietnam social initiatives

The start of 2023 marked China's official reopening following the Covid-19 pandemic, presenting the first opportunity in three years to reconnect with overseas colleagues and customers face-to-face. This reopening not only revitalised existing relationships but also paved the way for new opportunities, reigniting and strengthening our vibrant culture.

### Enhancing health and wellbeing

The return to work emphasised the importance of promoting health and wellbeing in office spaces, as such we aim to include biophilic design elements such as plants, natural light, and scenic views. We provide sit-stand desks and ergonomic equipment to support physical comfort. Additionally, we offer quiet spaces for relaxation and rejuvenation, as well as breakout and dining areas for meals, breaks and informal collaboration.

### Cultivating a vibrant workplace culture

We foster a vibrant workplace culture through regular team activities that encourage learning, creativity, and passion projects. New employees receive a welcome pack, and we focus on creating an environment where continuous learning and improvement are encouraged.

Pictured: Team celebrations and activities in China.





# Asia

## Championing inclusivity: building a diverse and equitable workplace

We are dedicated to upholding the safety of our employees, maintaining high ethical standards, and ensuring a discrimination-free workplace, all in compliance with local laws and regulations.

Fostering an inclusive environment

Our workplaces are designed to empower employees of all backgrounds, abilities, and life stages to thrive. We ensure that routes, furnishings, and office supplies are suitable for everyone, and we create an environment where everyone has the space to provide feedback.

Ensuring fair hiring practices in Asia

In the selection of candidates, we give equal opportunities regardless of gender and other protected characteristics, assessing candidates on the basis of competence and experience, with equal pay for equal work for all.

We are working towards a *Best Employer Award 2024* in China in recognition of our ongoing commitment to building an inclusive community that promotes equality and non-discrimination.



# Asia

## India initiatives

As we established our operations in India, we seized the opportunity to embed sustainable practices from the very beginning. One of our key initiatives focused on significantly reducing paper usage. We implemented a policy to print documents only when required for statutory purposes, thereby minimising our paper consumption and contributing to environmental conservation.

Additionally, we transitioned to fully electronic documentation systems. By eliminating physical job folders and filing all documents electronically in CargoWise or on shared drives, we streamlined our processes and enhanced operational efficiency. This not only

supports our sustainability goals but also improves accessibility and security of information.

Starting June 1st, we introduced an energy-saving measure across all our India offices by turning off lights during lunch hours, five days a week.

By integrating these sustainable practices into our daily operations from the outset, we aim to set a benchmark for environmental responsibility and inspire similar actions across our global network.



The Tuticorin office opening ceremony started with traditional prayers by Hindu & Christian priests.



# Australia

## Leading the way for sustainable warehousing

Our Truganina (Melbourne) facility exemplifies sustainable warehousing by operating entirely on a state-of-the-art solar energy system. It features efficient wastewater recycling, converting wastewater into grey water for garden irrigation and toilet facilities.

Across both our Australia locations, we've introduced a comprehensive recycling program ensuring all materials are recycled. This includes cardboard and plastics across all properties as well as steel and timber in the warehouse.

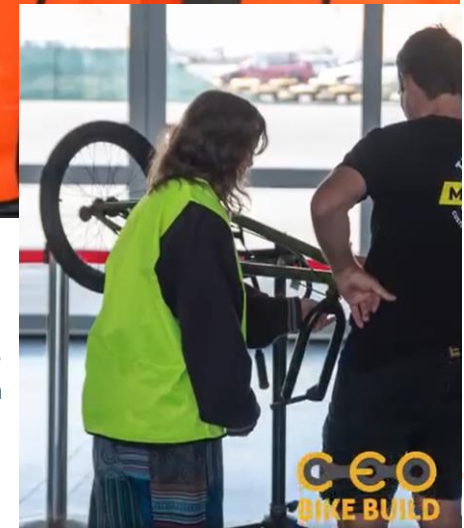
Additionally, the use of energy-efficient LED lighting significantly reduces our energy consumption and environmental impact.

### Empowering youth through Traction

We proudly support Traction, a Queensland community-based charity that aids in the development of young people through a skills training partnership. Our involvement includes participating in the annual CEO Bike Build, fostering skill development and community engagement among local young people. Additionally, in 2023 we were proud to be involved the Precious Metal Gala, an annual black tie fundraising event established by our customer, Myer. Both activities underscore our commitment to social responsibility and community support.



Australia MD  
Dean Neville  
(pictured above  
left) took part in  
the 2023 CEO  
Bike build.



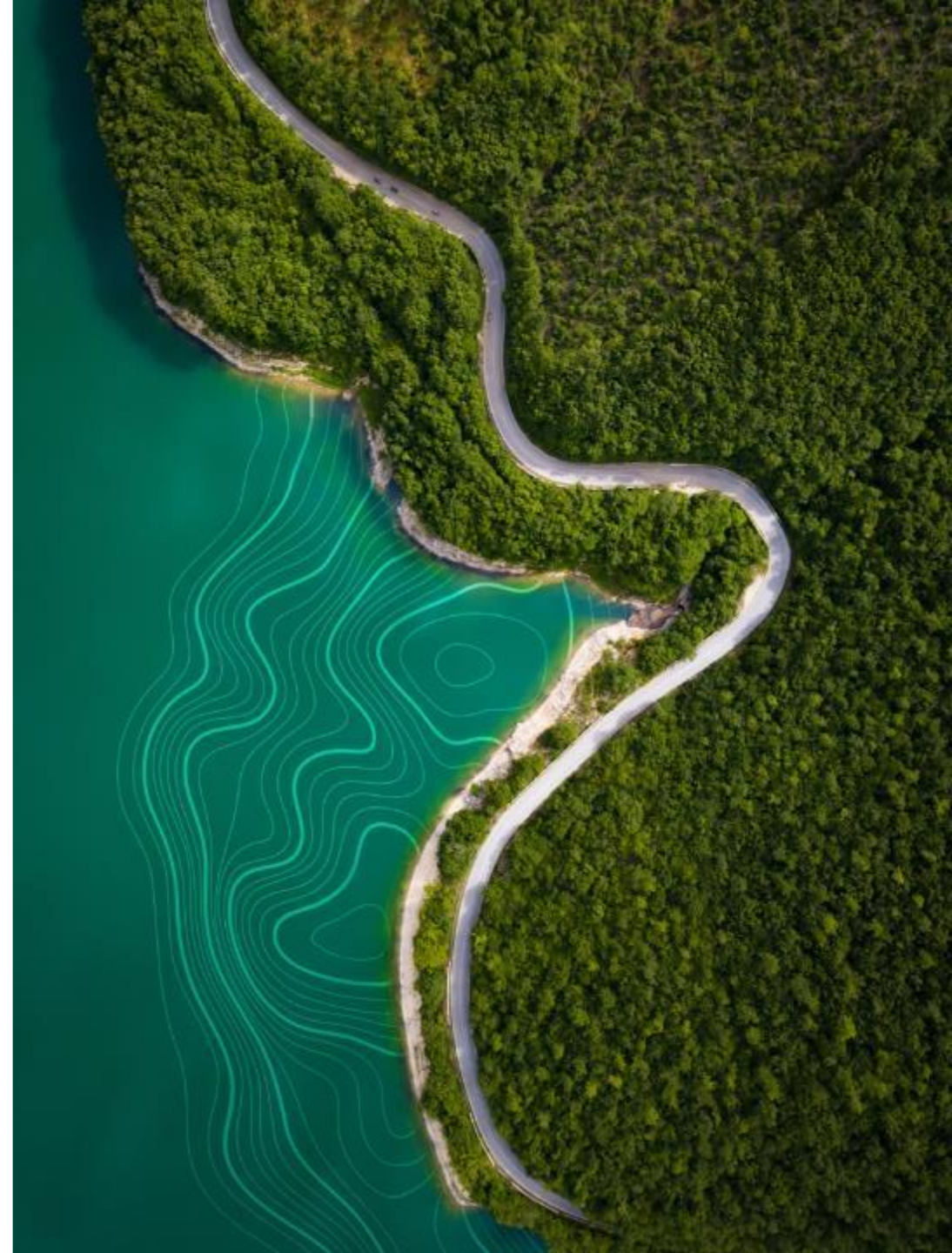
# Australia

## Certified excellence in governance

To ensure the highest operational standards, we maintain a range of certifications, including a formally documented, externally audited, and accredited Quality, Health, Safety & Environment (QHSE) Management System.

Our company's long-standing QHSE management system, in place since 2016, addresses environmental and governance matters, particularly for our Truganina warehouse and office, and our Brisbane corporate office.

Our certifications include ISO 9001 (Quality Management), ISO 14001 (Environmental Management Systems), and ISO 45001 (Occupational Health & Safety). These certifications reflect our dedication to excellence in governance, ensuring responsible and sustainable operations.







# North America

Established in 2022, our US operations saw accelerated growth in 2023, with the opening of a new head office in Southern California, located on Orange County's premier campus for innovation at University of California at Irvine's Research Park.

Where innovation and industry unite

Being a part of the UCI campus provides Ligentia a direct connection with UCI's STEM talent, partnership opportunities and more. In 2023, we finalised our participation in UCI's Division of Continuing Education Professional Internship Program, a three-month program that offers post-graduate students the chance to directly apply their knowledge in a practical setting. We welcomed our first cohort of interns in January 2024.

From an environmental sustainability standpoint, the UCI location is LEED® Gold & ENERGY STAR® certified. Our people have access to a range of amenities including two fitness centres, open air and outdoor workspaces and direct access to a 60-acre nature preserve, hiking and biking trails.

# Netherlands

Introducing our Netherlands operation

Established in June 2023, the Netherlands market represents one of our newest endeavors. Situated within a dynamic co-working space, we've strategically selected a location to stimulate innovation and creativity. This setup not only provides our small yet burgeoning Dutch team with exceptional shared facilities but also fosters invaluable networking opportunities within the community of businesses.

Environmental initiatives

Our Netherlands office incorporates various environmental initiatives. All office rooms are equipped with motion sensors, ensuring efficient energy use, while conference room TVs are set on auto switch-off timers to minimise power consumption. Through the location, natural light is prioritised and LED lighting exists only where necessary. Office cleaning is facilitated through an environmentally responsible cleaning service provider and materials. Recycling practices, encompassing all paper, plastics, and glass materials are adopted across the premise.

# Poland

## Employee benefits

A significant milestone in 2023 involved transitioning our team in Poland to digital employee files, aligning them with our global system. This shift enhances efficiency among colleagues, reduces our environmental footprint by minimising paper use for HR administration, and strengthens our governance through streamlined, centralised data management.

### Employee benefits

We prioritise employee well-being through a range of benefits tailored for our Poland team. These include private medical health services and access to MyBenefit Cafeteria which gives our people access to a variety of perks that suit their needs, with Ligentia covering the costs. This includes perks to suit all preferences – reduced price cinema or concert tickets, yoga passes, discounts on family activities such as ten pin bowling or go karting... and much, much more.



#### Medical care

All employees are covered by a basic medical package and can choose to enhance the package with additional financing from Ligentia. Family members can also be included.



#### Sports package

Each employee may choose a sports package co-financed by Ligentia. The employee may include family members in the package too.



#### MyBenefit Cafeteria

A platform with a wide range of additional benefits for our people. Every month, Ligentia credits the cafeteria account with a pool of points that can be used for any benefit on the platform.



#### Lunch at work

Our people choose lunch via an online platform from a range of restaurants. Ligentia subsidises some of the meal cost and lunch is delivered to the office on the same day with no delivery charge.



#### Fruit at work

Every Tuesday, a fresh fruit delivery arrives at each office, and during the autumn, honey and fresh ginger are also available.

# Poland

## Employee engagement

### Employee engagement

We foster a vibrant and inclusive workplace culture in Poland through various engagement initiatives. Celebrating both business and cultural holidays, we unite our team and strengthen social bonds. Our Christmas competitions engage employees and their families, fostering a sense of togetherness and community spirit.

We actively promote a healthy lifestyle through initiatives like the #BeActiveWithLigentia summer sport challenge, which not only encourages physical activity but also contributes to environmental sustainability through tree planting. Regular employee volleyball tournaments and football matches provide opportunities for friendly competition and team building.

To support overall wellness and togetherness, an annual healthy breakfast nourishes and energises our entire team. Moreover, our Poland headquarters features a dedicated chillout room equipped with comfortable seating and recreational equipment, providing a space for relaxation and rejuvenation. Our Polish team also have access to coaching programs to support their personal and professional development.

### #beactivewithLigentia challenge

Running for 3 months, 124 colleagues participated and by their actions contributed to the charitable goal of planting 700 trees.





# Poland

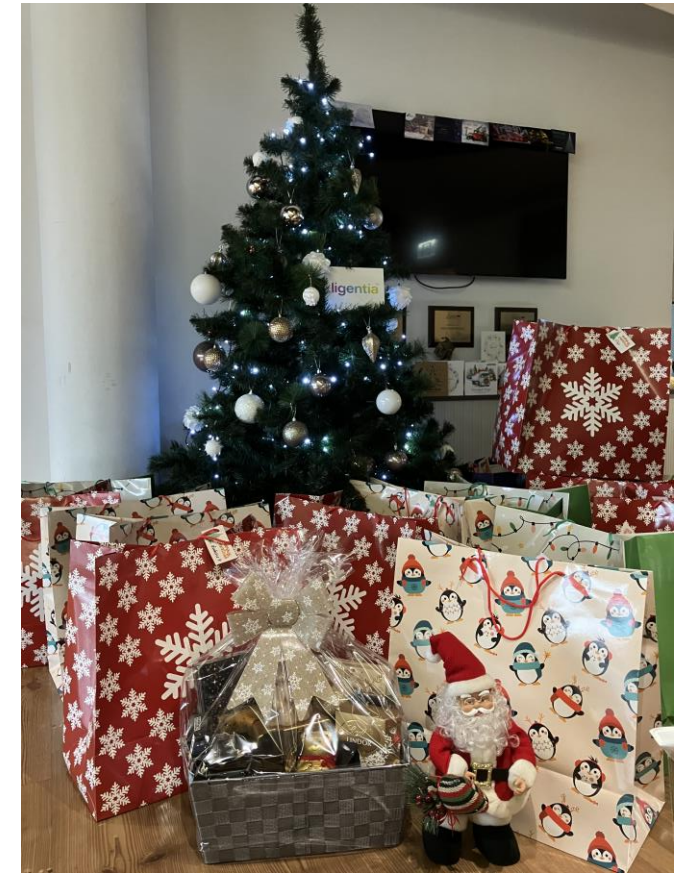
## Community engagement

A number of corporate social responsibility activities are efforts for and with the participation of local communities.

Some are business activities, and we also encourage ad hoc projects initiated by our employees supporting initiatives they are passionate about.

One meaningful community engagement that we've committed to for several years running is fundraising for a local orphanage, Magnolia. The orphanage is managed by the Gdańska Fundacja Innowacji Społecznej (GFIS), which implements solutions targeting children and youth in difficult social and economic situations. Magnolia is one of the Foundation's six small orphanages. Ligentia aids throughout the year, sponsoring equipment that the orphanage needs (this year purchasing household appliances), and every Christmas we collect money in the office to answer children's letters to Santa. Ligentia Poland supports the fundraising by doubling the established minimum amount of funds collected by employees.

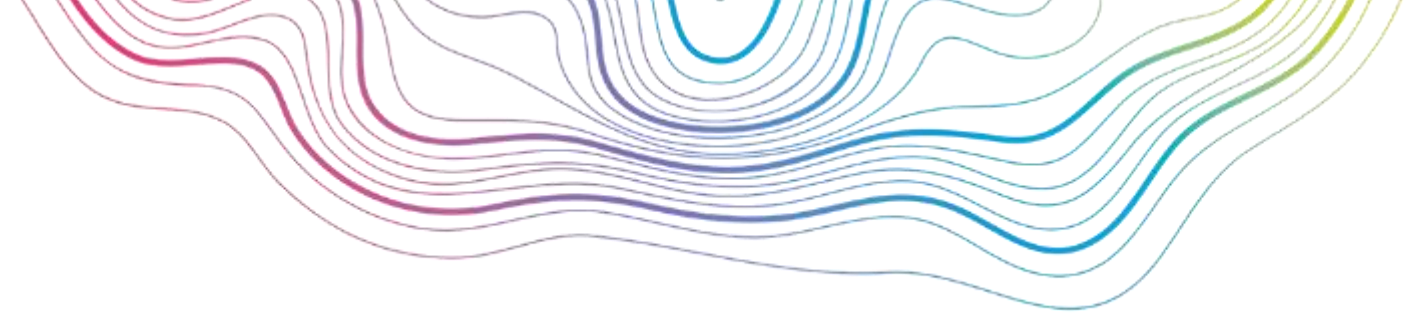
In addition to supporting Magnolia, we also engage with the local community through our sponsorship of Arka Gdynia, the local professional football club in Gdynia where our head office in Poland is located.



Christmas presents for the children at Magnolia Orphanage

# Poland

## Environment and governance



In Poland, our environmental efforts are focused on several key initiatives. We prioritise waste management by implementing a segregation system for plastics, wastepaper, bio-waste, and mixed waste. This approach not only promotes recycling but also ensures responsible disposal practices. Additionally, we work to reduce energy consumption by increasing environmental awareness among our team members and implementing cost-saving solutions that lead to lower energy usage. Management of our ESG risks and compliance is certified by EcoVadis to measure our procedures and impact.

In our warehouse operations, we utilise reusable packing materials to minimise waste. For goods damaged in transit, we support our customers in organising the proper disposal of these items, handling them in the most sustainable way possible.

Health and safety are also crucial areas in our Poland operations. We conduct cyclic health and safety mandatory trainings in compliance with legislation requirements to ensure that all employees are equipped with the necessary knowledge and skills to maintain safe working practices. Furthermore, the safety of our work conditions is closely monitored by our health and safety specialists. Through regular inspections and assessments, we identify and address potential hazards to create a secure and healthy workplace environment for all employees.

On the governance front, we prioritise non-discrimination and promote an inclusive organisational policy. Through training programs for leaders and ongoing monitoring of our human resources structure, we ensure that equal opportunities are available to all members of our team. By analysing and promoting non-discrimination, we strive to create a work environment that is fair, inclusive, and supportive for all our colleagues in Poland.

# Contact us

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## Basis of this report

This document has been prepared by Ligentia Group Holdings Limited, a company registered in England and Wales (company number 10650773), with its registered office at Ligentia House, 6 Butler Way, Stanningley, Leeds, UK, LS28 6EA ("Ligentia") on behalf of itself and its affiliates ("Ligentia Group").

This is Ligentia Group's first Sustainability Report and covers its sustainability activities and performance in 2023.

As part of our continuous improvement of data collection, we aim to verify and publish our data collection methods and selected KPIs and establish third-party verification in future reports. Our reported UK GHG emissions methodology was based on gas and electricity consumption data and mileage and expenses, along with estimated usage per employee for which data was unavailable. Tonnes of CO2e were calculated using the DEFRA conversion factors.

All information in this report was gathered from various sources that Ligentia believes but does not guarantee, to be reliable. Neither Ligentia nor any of its affiliates guarantee the accuracy or completeness of the information contained in this document.

This report reflects current information as of the date published and is not intended to create legal rights or obligations. Such information is subject to review and change.







## About Ligentia

We're a leading supply chain solutions provider with over 28 years' experience delivering more sustainable and agile supply chains. Our customers include some of the world's most sophisticated retailers and best-known brands in manufacturing, healthcare, and consumer goods. With teams located across Asia, Australia, North America, and Europe, our people are supply chain problem solvers who provide world-class sector and regional expertise, backed by smart technology. We give businesses the tools they need to transform their supply chains, proactively manage disruption, reduce supply chain waste, and deliver exceptional experiences for their customers.

**ligentia**<sup>™</sup>