



Ligentia Group Sustainability Report

2024

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Welcome from our CEO

The logistics industry is undergoing continual transformation. Global supply chains are more dynamic, customer expectations are higher and sustainability is no longer optional. At Ligentia we believe technology holds the key to solving many of these challenges.

We're building smart, tech-enabled solutions that help modernise global logistics. From real-time visibility and predictive analytics to automated workflows and carbon-efficient routing, we are reimagining what efficient, scalable and sustainable freight solutions can look like.

As demand grows, we must move goods faster, cleaner and with greater transparency. Efficiency is about delivering value to our customers, whilst reducing environmental impact, improving resilience and empowering supply chains.

By building intelligent logistics solutions, we are creating a future where supply chains are not only more efficient, but also more responsible, adaptive and aligned with the needs of a changing world.



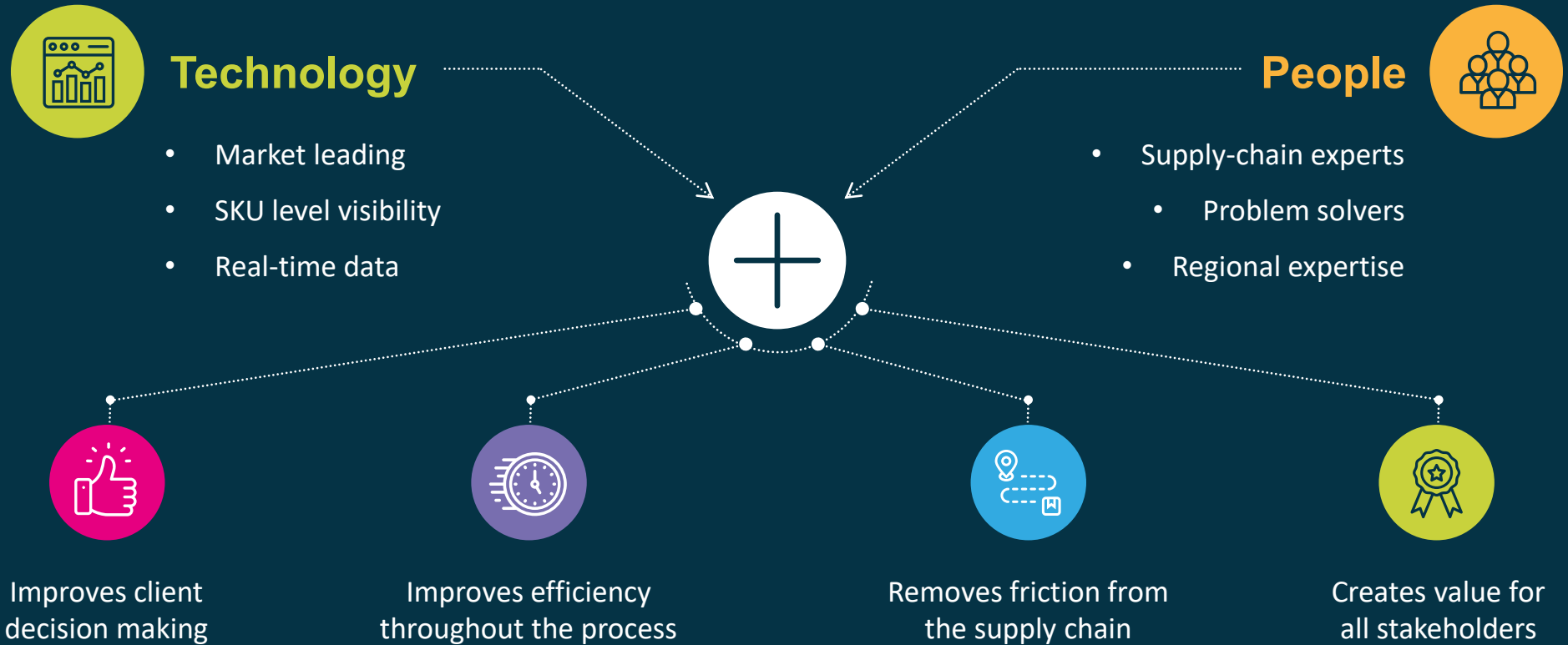
Dan Gill
Group CEO



Ligentia Group CEO, Dan Gill

What we do

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



Our operations

North America

Irvine, CA
Lewisville, TX
Schaumburg, IL
Canada

UK

Bristol	London
Felixstowe	Manchester
Glasgow	Romford
Heathrow	Tilbury
Leeds	

Europe

Gdynia	Olsztyn	Warsaw
Gdansk	Torun	Wroclaw
Gliwice	Poznan	Sosnowiec
Kielce	Rzeszow	Hamburg
Krakow	Szczecin	Rotterdam

Asia

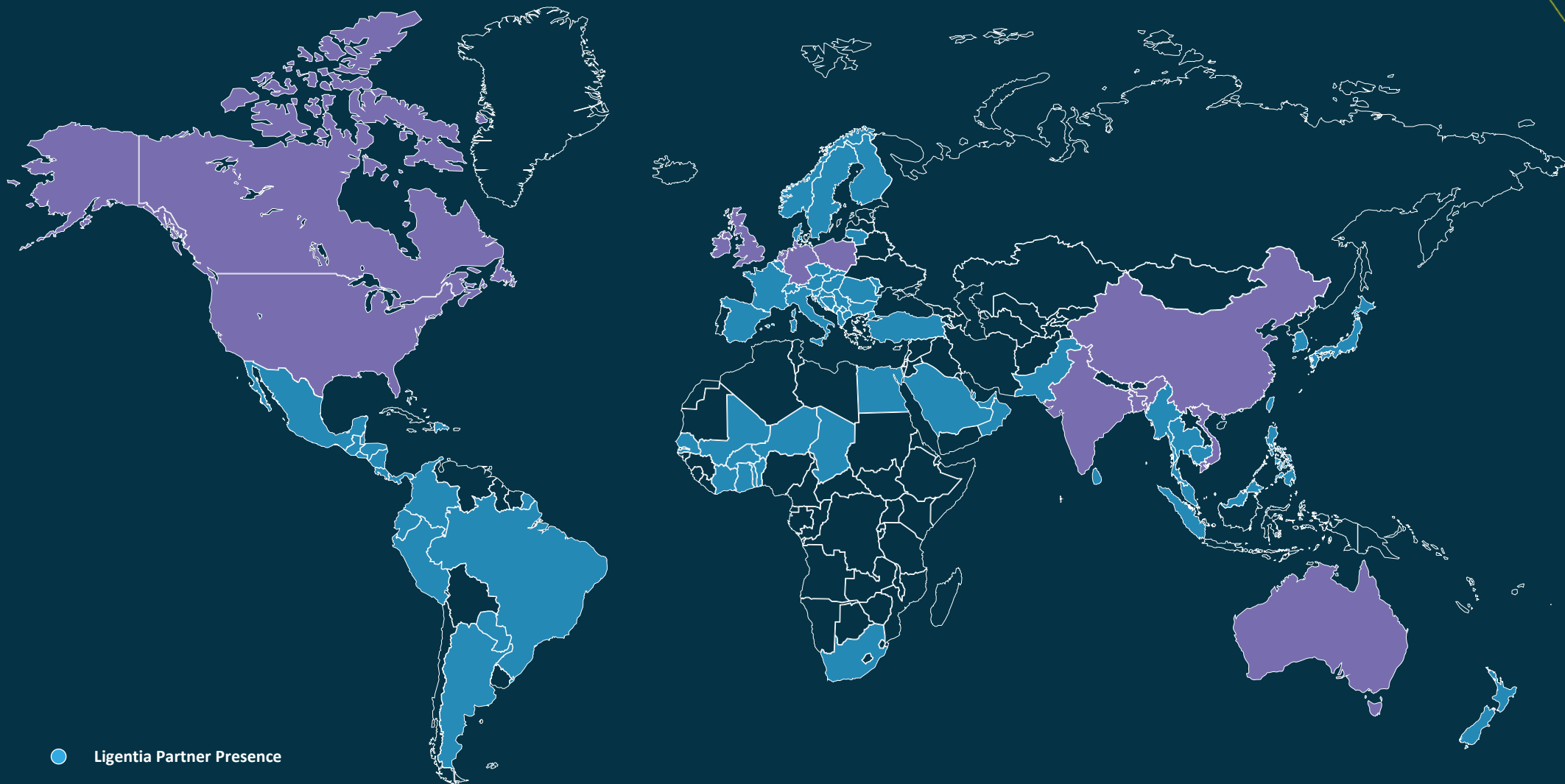
Guangzhou	Shenzhen
Hong Kong	Tianjin
Ningbo	Xiamen
Qingdao	Ho Chi Minh City
Shanghai	

Indian Subcontinent

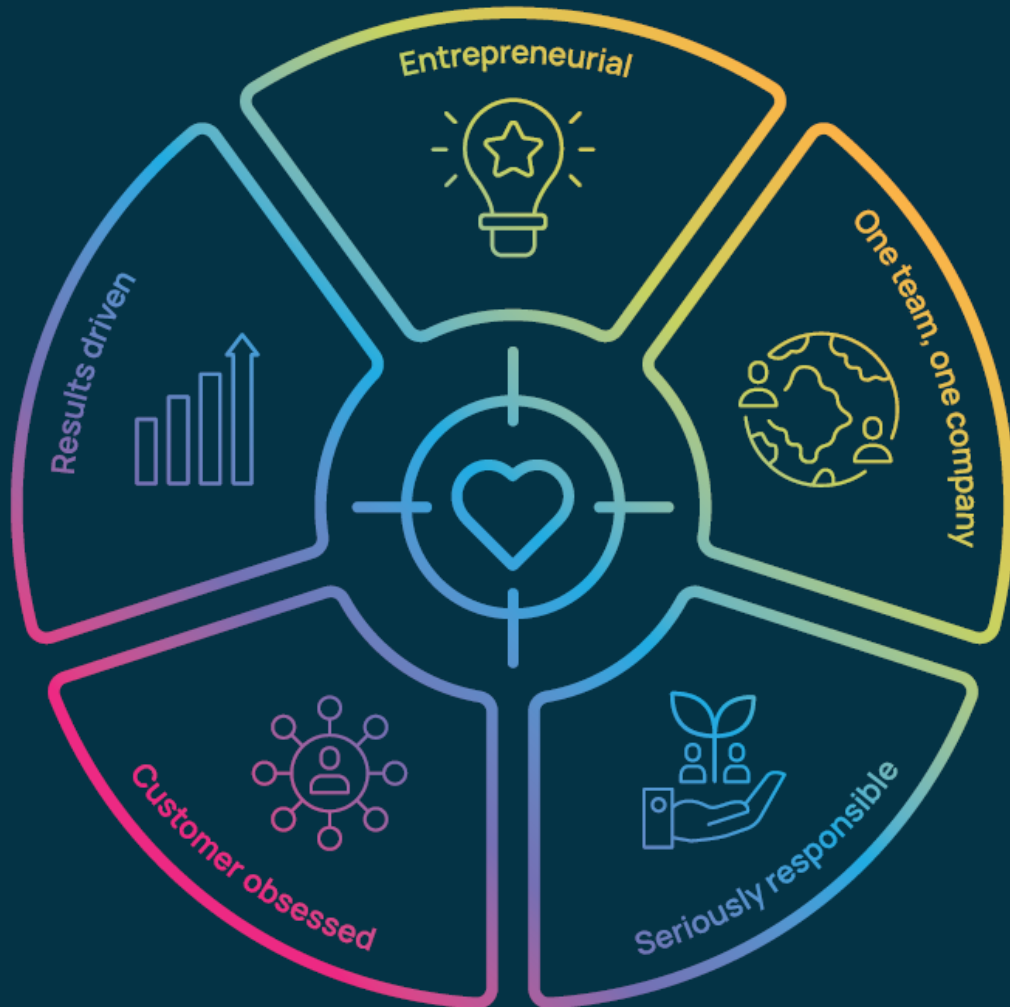
Dhaka
Chittagong
Mumbai
Tuticorin
Haryana - Delhi
Chennai

Australia

Brisbane
Melbourne



Our Core Values



Customer obsessed

Customers are at the centre of everything we do, and their success drives our success. We don't stop until we deliver on our promises to customers and to each other.

Results driven

We're clear on our goals and we go for them! Customer outcomes, commercial targets and personal development are all pursued with passion.

Entrepreneurial

We're innovative problem solvers: we spot opportunities and we're quick to act. We're flexible, resourceful and able to navigate through ambiguity. We're always thinking ahead.

One team, one company

Our diverse team is what makes us strong. We succeed because we connect, communicate and collaborate as one global team.

Seriously responsible

We consciously plan our actions to achieve our goals, taking particular care to do this in a way that supports sustainability. We have high standards and we hold ourselves to account.

Our business in 2024



1300+
supply chain experts



437,000
m2 DC



350,000+
ocean containers managed (TEU)



200,000+
road orders per year



25,000+
tonnes of air freight



28+
years' experience



50
Global locations



10,000+
customers



2m+
customers' orders managed



1m+
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.



Delivering a sustainable future

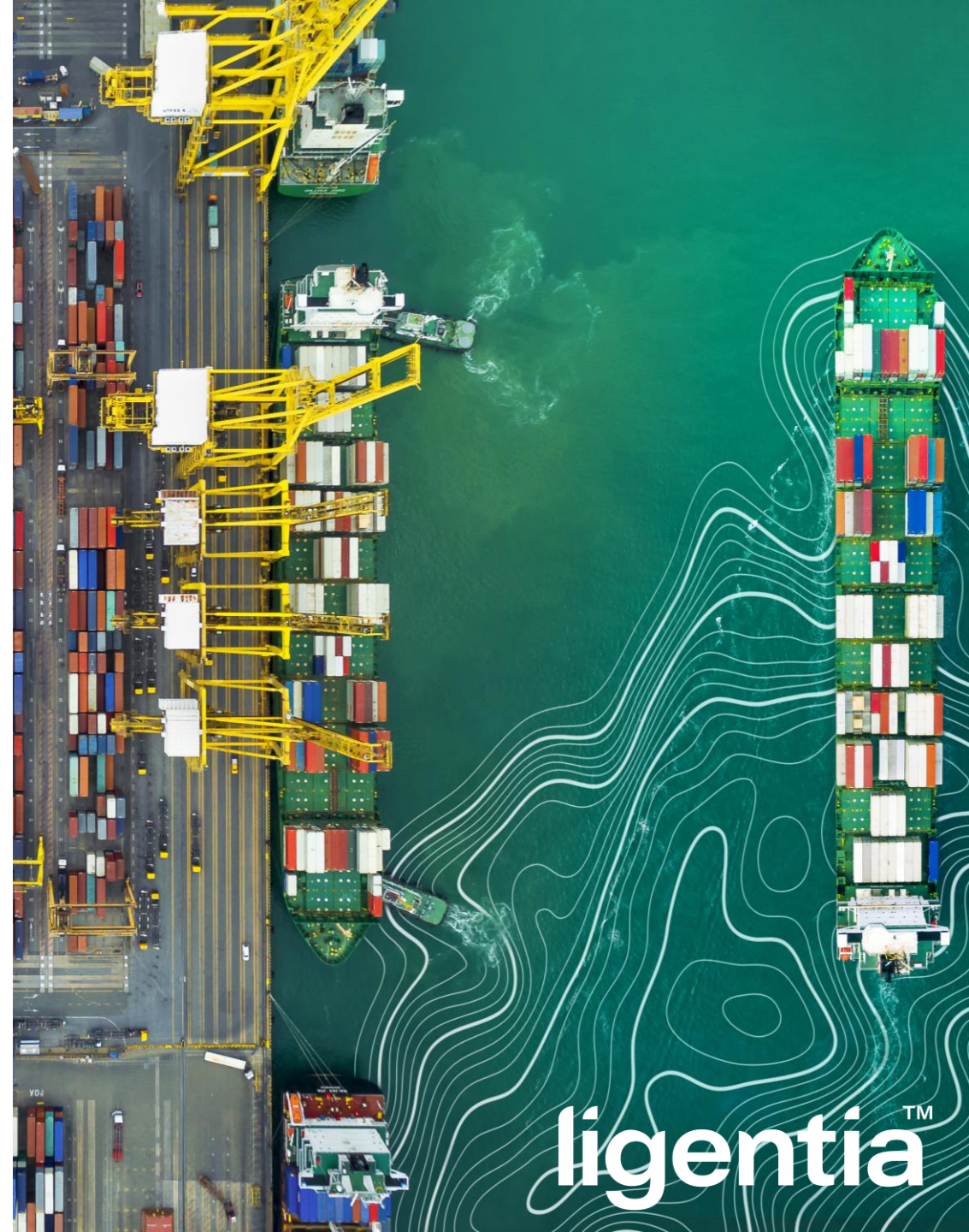
We aim to provide solutions that build thriving communities. We strive to deliver long-term value for clients, people and the planet. Through reducing environmental impact, contributing to societal development and working towards collaborative efforts, we aim to build an equitable future.

Continuing our sustainability journey

Throughout 2024, we have advanced our environmental and social efforts, establishing a baseline for future development. During this time, we committed to measuring and monitoring our global carbon emissions, developing a new reduction strategy to help achieve our short and long-term targets.

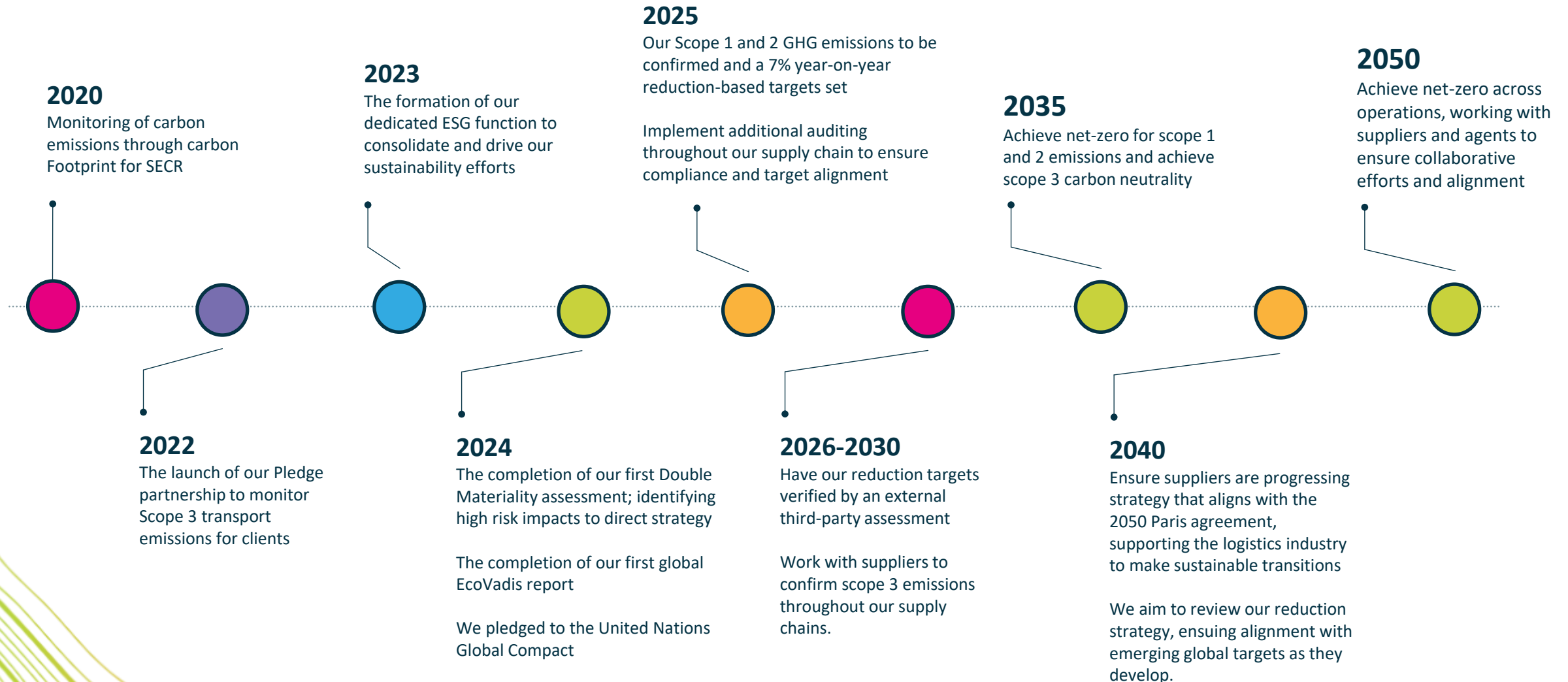
Strides in our platform development have enabled global supply chains to operate more efficiently, offering optimisation tailored to our customers' sustainability goals.

In 2024, we also enhanced our corporate governance, building more robust procedures to better manage and mitigate risks to employees, communities and the environment. Through the work of our ESG function and the integration of sustainability throughout operations, we have developed a strategy aligned with the United Nations Global Compact. With our pledge to the SDGs, we aim to ensure that our efforts contribute to delivering "peace and prosperity for people and the planet."



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Sustainability timeline



Our approach

We are committed to delivering solutions that help our customers address sustainability within their supply chains. This includes managing highly efficient supply chains on behalf of our customers, as well as providing carbon emissions data to support more sustainable decision-making. As we continue to integrate sustainability principles throughout operations, our actions are guided by two overarching goals.

Responsibility

We embed responsible business practices across global operations, leading by example and encouraging industry peers to follow in suit.

We ensure:

- Ethical and transparent supply chain practices
- Compliance with global ESG standards
- Long-term value creation for all stakeholders

Collaboration

Progress is a team effort. We work alongside our customers to deliver solutions that help them achieve their sustainability goals.

We provide

- Customised carbon emissions reporting
- Lower-emission transport strategies
- Shared innovation through supply chain partnerships

An aerial photograph of a coastline. A road runs along the edge of a green, hilly area that meets the ocean. The waves are breaking, creating white foam. The overall tone is vibrant and natural.

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Our objectives

Service delivery

Supply chain efficiency

We work with customers to maximise container utilisation and provide optimised routes to reduce journeys and overall emissions.

Drive innovation

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

Empower customers to monitor and report

Through our network of partnerships, we support customers with accurate emissions data to facilitate their journey to net zero.

Operations

Emission reduction

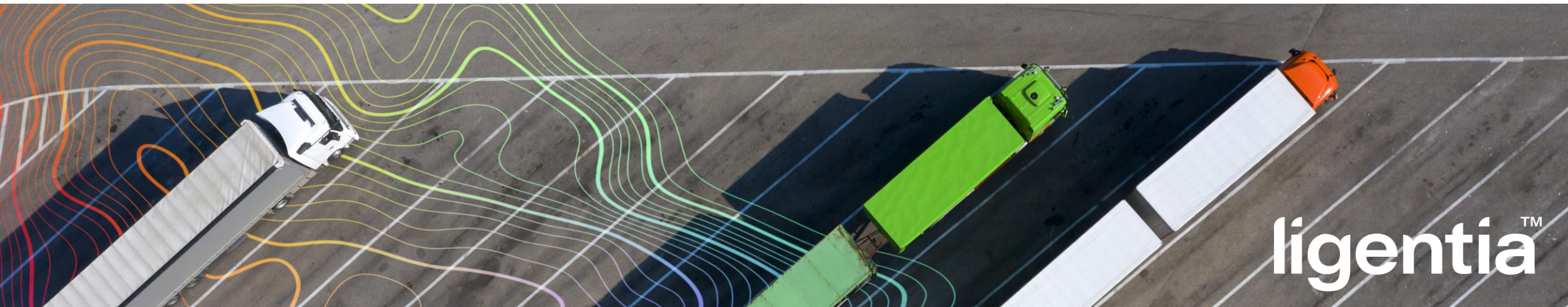
We are committed to reducing our operational carbon emissions and achieving Scope 1 and 2 net zero by 2035.

Social impact

We ensure labour standards and fair wages are upheld throughout our supply chain, helping to develop sustainable communities globally.

Reporting transparency

We aim to further develop our work with certification bodies to ensure transparency and provide assurance of our data, goals and reporting.



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UN Global Compact

As a signatory to the UN Global Compact, we are dedicated to transparency, accountability and advancing sustainable development through ethical business practices.

Our commitment to the UN Global Compact

Ligentia is proud to be a signatory of the United Nations Global Compact, a voluntary initiative that champions responsible business practices across human rights, labour standards, the environment and anti-corruption. By pledging to this global framework, we publicly affirm our commitment to operate with integrity, transparency and respect for the fundamental principles that promote a more sustainable and equitable world.

Being part of the UN Global Compact holds us accountable to the globally recognised standards. It requires us to embed the guiding principles into every aspect of our business, annually report on our progress and continuously improve our environmental and social impact. This commitment drives us to align our strategies with broader societal goals and ensures we contribute meaningfully to the Sustainable Development Goals (SDGs).

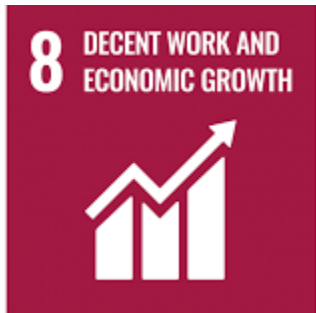
The importance of this pledge extends beyond compliance requirements; it demonstrates our belief that businesses play a vital role in solving global sustainability challenges. Through this framework, we engage with a global community of leaders dedicated to creating positive change and demonstrating that responsible business is not only good ethics, but also good business.

WE SUPPORT



Progressing our commitment to the SDGs

As part of our ongoing commitment to sustainability, we continue to align our business strategy and operations with the United Nations Sustainable Development Goals (SDGs). This year, we have deepened our focus on the goals where we have the most direct influence.



We support inclusive and sustainable economic growth by promoting fair, safe and empowering work environments across our global offices. From Europe to Oceania, our operations are underpinned by ethical employment practices. We continue to create job opportunities that contribute positively to local economies, while investing in training, development and wellbeing initiatives that help our people thrive.



Integrity, accountability and transparency guide the way we do business. We are committed to upholding strong governance frameworks, promoting ethical conduct and complying with global standards. Through clear policies, employee training and ongoing risk assessments, we support a culture of trust and responsibility, both internally and across our stakeholder relationships.



Responsible consumption and production are at the core of helping customers with their supply chains. We continuously working to streamline operations, reduce waste and optimise inventory management. This implementation of technologies that support transparency and sustainability. Our efforts help reduce environmental impact whilst delivering long-term value for our business and stakeholders.



Over the past year, we have expanded our network of partnerships and sponsorships with organisations that share our vision for a sustainable and inclusive future. These relationships help us amplify impact, share knowledge and contribute to collective solutions that align with the SDGs. From cross-sector initiatives to community-based collaborations, we continue to build meaningful connections that drive positive change.

The background of the slide is a dark blue field. On the right side, there are several concentric, wavy lines that resemble topographical map contours. These lines are colored in a gradient, starting with pink and purple on the left, transitioning through blue, and ending with yellow and green on the right. The lines are of varying thickness and form irregular, organic shapes.

Environment

We move the world forward by delivering goods efficiently and working every day to reduce our environmental footprint.

Our carbon emission baseline year

This year, we established our emissions baseline, including verified Scope 1 and 2 figures and a partial Scope 3. This inventory of emissions covers our global operations and is the start of commitment to transparent and comprehensive carbon reporting. We are expanding our efforts to increase our data quality across scope 1 and 2, as well as increasing further Scope 3 categories year-on-year.

The improvement of data will strengthen our climate strategy as we move forward with our target of a 7% annual emissions reduction from 2025 onwards. As we continue to implement carbon-reducing initiatives globally, we are also preparing for future investments in renewable energy technologies and projects to further reduce and mitigate our environmental impact.



Reporting Boundary	2024
Scope 1: Stationary Fuels, Mobile Fuels, Fugitive Emissions	395.0 tCO2 e
Scope 2: Electricity (market-based)	1,682.3 tCO2 e
Scope 3: Fuel and Energy Related Activates and Business Travel	904.8 tCO2 e
Total Market-based Emissions	2,982.0 tCO2 e
Measures Carbon Emissions Per Employee	2.3 tCO2 e

Advancing carbon transparency for our customers

Building on our partnership with Pledge established in 2022, we have made significant improvements throughout 2024 to enhance how we support our customers in understanding and managing their carbon footprint. Our system integration is now fully operational, enabling full measurement of Scope 3 carbon emissions for shipments across our customer base.

This means that every customer, regardless of size or shipment volume, has access to detailed carbon data, using the GLEC Framework, delivered seamlessly through our platforms. By transforming raw data into clear, emission insights, we empower our customers to make more informed, sustainable transportation and distribution decisions.

Beyond providing comprehensive reporting on historical emissions, we are actively developing tools that offer live carbon estimates for alternative routing options. This capability will enable customers to evaluate environmental impacts before shipments are made, fostering proactive choices that reduce emissions.

Our commitment extends beyond measurement. We aim to integrate sustainability into everyday decisions for our customers and teams alike. Through ongoing collaboration and innovation, we continue to refine our carbon data services, making sustainable logistics accessible.

Data we reported for our customers

1,231,655	Total Kg of CO2e
213,009,075	T-km of activity
1,106,348	Kg CO2e by sea
41,368.70	Kg CO2e by road
1,900.73	Kg CO2e by Rail
82,037.64	Kg CO2e by air



Social

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

Developing our teams

We believe that investing in our people creates positive impacts in and out of Ligentia, enhancing business performance, strengthening communities and building a sustainable future.

New Compliance Training System

Across our group, we have introduced a comprehensive compliance training platform designed to equip all employees with the essential knowledge of ethical standards, safety protocols, and regulatory requirements. This initiative fosters a culture of accountability and continuous learning, ensuring our teams operate with integrity and confidence.

Employee Development and Social Engagement

We are committed to creating an engaging and inclusive workplace by offering a broad range of social activities and professional development opportunities. These programs strengthen our teams, promote wellbeing and empowering our people to grow both personally and professionally. Through these efforts, we are building a resilient and motivated workforce that drives the long-term sustainability of our organisation and positively impacts the communities we serve.



One team, one company

Following our global expansion in 2023, we have continued to invest in the development of our international presence and infrastructure throughout 2024.

We opened four new office spaces designed to foster collaboration, employee wellbeing and regional growth. These new locations support our growing teams, reflecting our commitment to create inclusive, high-quality work environments.

Throughout 2024, we focused on strengthening operational capabilities in our newly established regions, with continued improvements to local processes, systems and employee support structures. This included refining people operations, enhancing region-specific policies and benefits, and scaling procedures to support sustainable long-term growth.

Employee Overview	YE2023	YE2024
Total number of new hires	348	282
Total number of employees	1,238	1,302
Total number of men	584	644
Total number of women	654	658
Percentage of women in senior department head positions	37%	38%



Commitment to our people

We are proud to announce that in 2024, we were officially certified as a Great Place to Work following our comprehensive global employee survey. This recognition reflects our ongoing commitment to fostering an inclusive, supportive and engaging workplace across all our locations worldwide.

A great work environment is foundational to our social sustainability goals. When our teams feel valued, motivated and empowered, they deliver their best work and drive innovation. Our award is not just a badge of honor; it's a testament to our dedication to create meaningful opportunities and a nurturing culture where everyone can thrive.

Through the survey, our employees shared valuable feedback, highlighting multiple areas where we excel, including leadership, collaboration, wellbeing and career development. Receiving multiple accolades in different regions reaffirms the strength of our people approach and the positive environment we continue to build together.

As we look to the future, we remain committed to listening to our people, evolving our workplace environment and strengthening the foundation that supports our employees and continual success.

The logo for Great Place To Work, featuring the words "Great Place To Work" in a white, sans-serif font, stacked vertically, with a registered trademark symbol (®) at the end of "Work". The text is set against a solid red square background.

Great
Place
To
Work®

Ligentia University



**625 Regular
Active Members**



**1,042 Courses
Completed**



**4,823 Total
Learning Hours**



**4.5 out of 5 Average Star
Rating**

In January 2024, we partnered with Coursera to support the continual learning and personal development of our employees. Coursera offers thousands of online courses, professional certificates and specialisations from leading universities and institutions worldwide, covering topics such as data science, leadership, sustainability, digital skills and more.

Through this initiative, all employees have full access to Coursera's extensive catalogue and are encouraged to explore areas that align with their career goals or personal interests. To support this commitment, we provide dedicated time for learning and skill-building, reinforcing our belief that professional growth is essential to both individual success and long-term organisational sustainability.

Top skills developed

Business analysis

Data visualisation

Data analysis

Supply chain analysis

Communication

Data management

Project management

Logistics

Operating systems

Databases

Employee engagement and wellbeing

Supporting our employees goes beyond day-to-day operations, we strive to create a workplace where our people feel valued, connected and inspired. In 2024, we continued to strengthen our internal recognition and communication channels to promote workplace community and celebrate success at every level.

Our Be Bright awards remain a core part of how we acknowledge the great work across the business. Through our intranet, employees recognise peers for demonstrating company values, going above and beyond, or making everyday positive impact. These moments of appreciation are shared openly, encouraging a culture where contributions of all sizes are seen and celebrated.



We also launched a refreshed Service Excellence of the Year Awards, designed to recognise standout performance across our regions. Employees from every location were invited to nominate individuals. Regional finalists were selected across key categories, with top performers advancing to a global stage for final recognition.

Beyond recognition, our intranet continues to serve as a central hub for news, updates and celebration. From employee spotlights to business milestones, we ensure that teams across all regions stay informed and included, no matter where they are in the world.

Together, these initiatives reflect our ongoing commitment to building a workplace where people are seen, supported and empowered to thrive.

Internal recognition in numbers 2024

755	High fives
104	Be Bright winners
21	Regional service excellence awards of 2024
9	Global service excellence awards of 2024
70	Long service anniversaries celebrated

People2People

Our People2People initiative is an international programme designed to connect participants across global office placements. Launched in November 2023, the first iteration saw four of our colleagues travel to key operational regions around the world. Through a series of four fortnightly assignments, the group gained a deeper understanding of our global operations.

Karol Kozak, Mateusz Szerechan, Ryan Moorhead and Cameron Smith formed the inaugural cohort. Their journey began with two weeks in the UK, followed by placements in Poland, China, Hong Kong and the USA. Each location provided exposure to diverse business models and operational practices, whilst also fostering cross-cultural exchange and team-building activities.

Focusing on its goal of talent development, the 2024 People2People programme sets actionable projects aligned with Ligentia's long-term sustainability goals. During assignments, participants tackle industry challenges and develop innovative solutions to enhance efficiency and sustainability across our supply chains.

The People2People programme is a key driver in building a more sustainable and connected workplace. By equipping emerging leaders with the tools, knowledge and experience to inspire change, we empower them to advance both personally and professionally whilst championing Ligentia's commitment to an inclusive and sustainable future.





Governance

Continually improving our operations, procedures and impact, good governance is the foundation for impact, accountability and achievement of our mission.

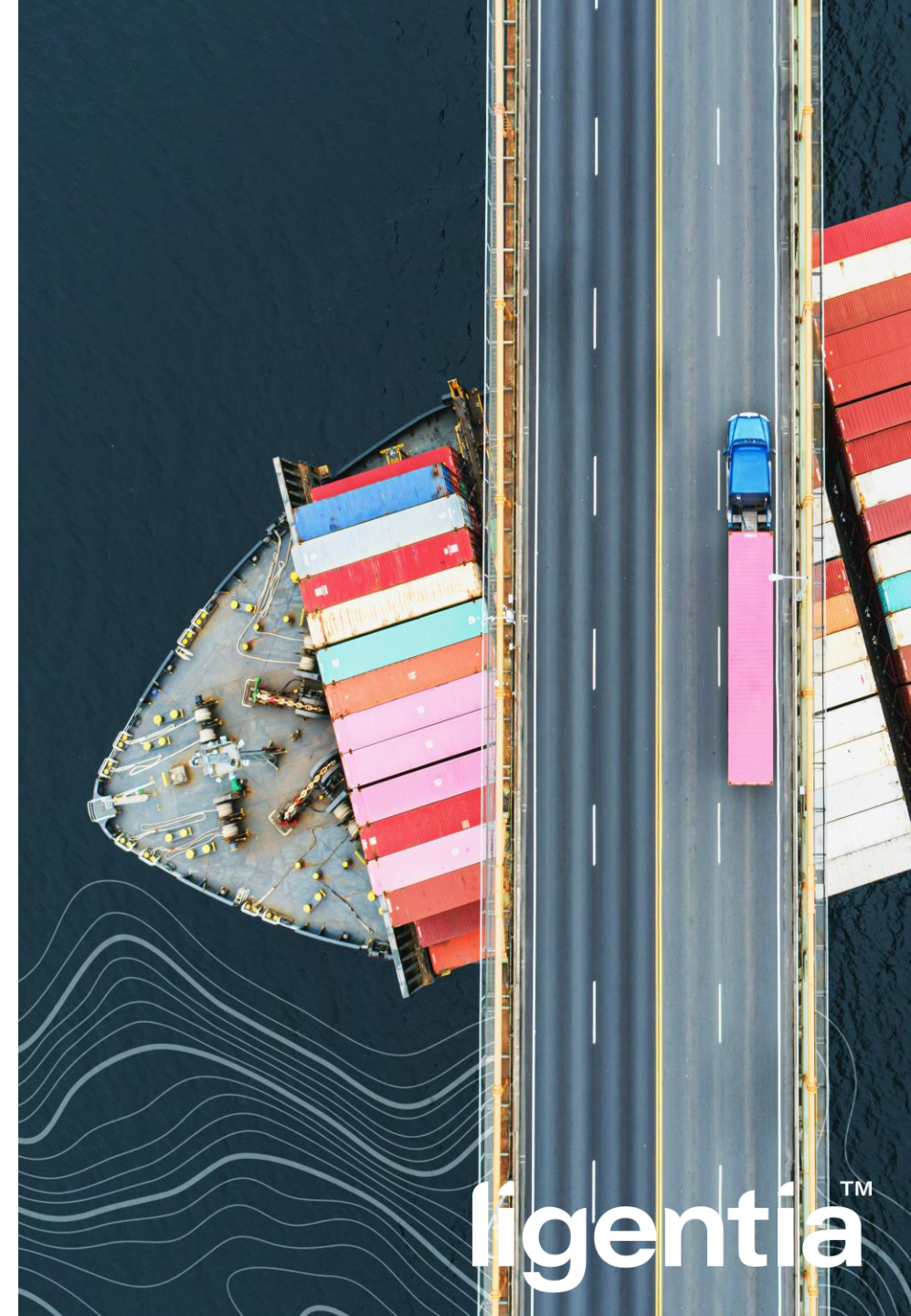
Governance development

Good governance remains the cornerstone of our sustainability strategy, and 2024 continued to focus on enhancing transparency, accountability and ethical conduct across every aspect of our operations.

Accountability across the organisation: As we continue to prioritise good governance, we are strengthening mechanisms for accountability across all levels. This includes more rigorous compliance frameworks, regular data and procedural audits and clearer reporting systems. These actions ensure that we uphold our commitments and meet the high standards that we set for ourselves and suppliers.

Ethical conduct and compliance: We are committed to maintaining ethical behavior in all our operations, from sourcing services to managing employee relations. With the global EcoVadis submission, we will further align our operations with international standards for ethical conduct and compliance, promoting transparency and accountability.

Governance structure enhancements: In 2024, we are continuing to evolve our governance structure by reinforcing roles and responsibilities across functions, ensuring that there is alignment between regional, functional and organisational objectives. This holistic approach allows us to make more informed decisions and build a business that thrives on integrity.



Global Standards: EcoVadis

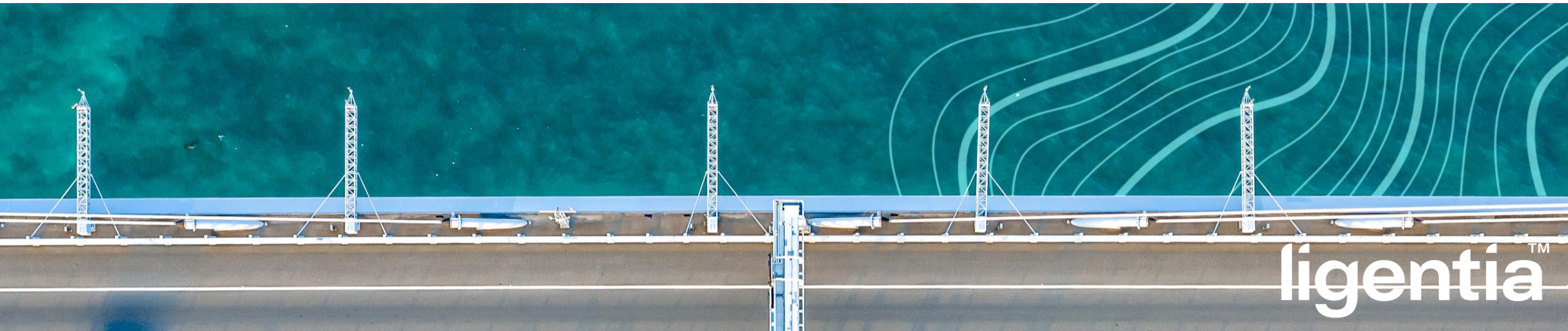
In 2024, we are proud to announce our first global submission to EcoVadis, furthering our commitment to ethical practices, sustainability and operational excellence across all our regions.

This submission will provide an independent, third-party evaluation of our business practices across all markets, ensuring that our operations are aligned with global best practices.

With transparency comes trust. The global EcoVadis certification process will validate our ongoing efforts and demonstrate to stakeholders that we are serious about upholding ethical standards, minimising environmental impact and promoting sustainable practices.

This submission represents a significant step toward our vision of operating as a unified, ethically responsible organisation, helping guide our efforts to make meaningful, measurable improvements.

By centralising our submission, we've created a framework for unified improvement across all regions. It also allowed us to identify gaps, establish new goals and set a clear roadmap for raising our performance further in 2025.



Continual improvement

At the center of our key focus areas is a relentless commitment to continuous improvement. In 2024, we are not just aiming for compliance, but for excellence across all areas of our operations and impact.

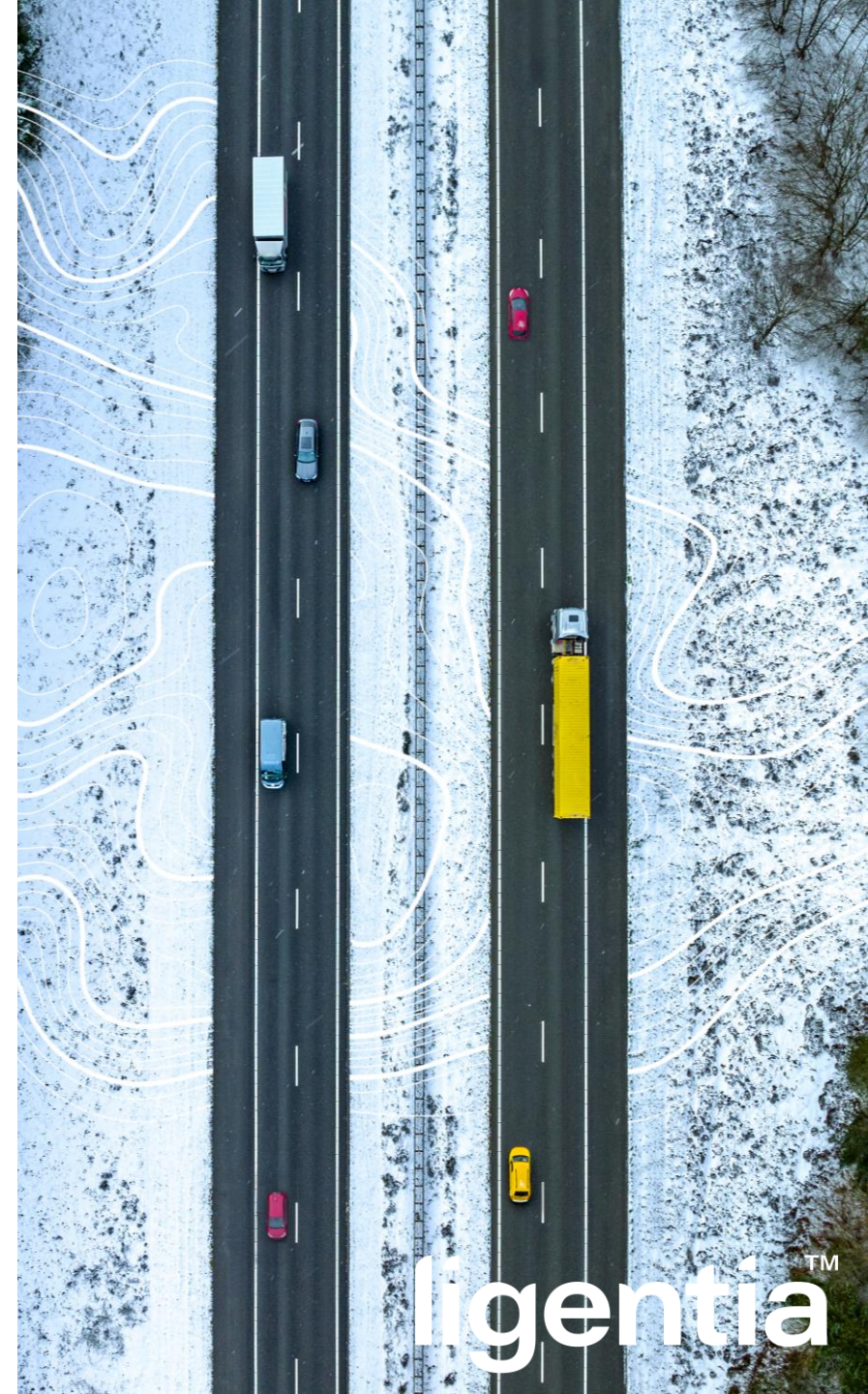
Data-Driven Insights for Better Decision-Making: By improving our data reporting, we can make better decisions that align with our sustainability goals. The integration of technologies has enabled us to streamline operations and enhance data security. In the coming year, we'll expand our use of data analytics to drive more efficient governance and decision-making.

Setting and Achieving Ambitious Goals: As we progress, we are setting ambitious, measurable targets in all key areas of operational sustainability. From carbon reduction to employee engagement, our goal-setting framework aligns individual efforts with broader corporate objectives.

Benchmarking and External Validation: In addition to EcoVadis, we are seeking external validation from other recognised standards and certifications. This will allow us to gauge our progress relative to peers and identify areas for improvement.

Our progress and commitment will allow us to evolve as an organisation that is resilient, transparent and responsible.

We aim to maintain the highest standards of operational integrity, making a lasting, positive impact on society and the environment.



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Our regions

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

Expanding reach

As our teams grow, so does our commitment to making a positive impact beyond the workplace. Regional offices continue to deliver social initiatives, supporting causes that matter most to our people and their communities. From fundraising efforts to employee focused events, these activities reflect our belief that business success and social responsibility go hand in hand.

Employee wellbeing has remained a central focus. We've invested in training, engagement programs and initiatives designed to empower colleagues. By putting people first, we're building a culture where sustainability is not just a corporate goal, but a shared value across our regions.

Together, our efforts show that growth at Ligentia is about nurturing our teams, furthering our social impact and creating positive value for customers and communities.



United Kingdom

Student and graduate development

We continue to recognise the value that early-career professionals bring to our organisation and invest in their development. These initiatives provide hands-on experience in supply chain management and equip participants with the skills to become future leaders.

Advance: Our UK flagship programme

The second year of our UK programme offers:

- Apprenticeships - Paid roles combining on-the-job experience with classroom learning, leading to nationally recognised qualifications.
- Graduate Programme – A phased development experience with opportunities and project involvement across the business.

These programmes strengthen our business, foster innovation and support Ligentia’s long-term goals by developing leaders who champion efficiency and responsible practices.

	YE2023	YE2024
Graduates	2	3
Apprentices	3	6

5% Club Membership

In 2024, we achieved Gold Membership of The 5% Club, a recognition of our commitment to investing in the next generation of talent. This prestigious status is awarded to organisations that have at least 5% of their workforce in earn-and-learn positions, such as apprenticeships, graduate schemes and sponsored students. This award reflects our ongoing dedication to creating meaningful career pathways and fostering inclusive growth.

Being part of The 5% Club aligns with our broader social sustainability goals. By prioritising skills development and long-term employability, we are helping to build a resilient workforce equipped for the challenges of the future. This investment strives to benefit individuals and communities, as well as strengthening our business by cultivating a pipeline of skilled, motivated professionals.

By empowering people through education and training, we are contributing to a fairer, more sustainable future for all.



United Kingdom

Electric Vehicle Salary Sacrifice Scheme

This year we introduced a new employee salary sacrifice scheme to support employees making the transition to electric vehicles. With this, we're helping colleagues reduce their carbon footprint and benefit from cleaner, cost-effective travel.

Celebrating women in tech

Through regular events, we've highlighted the achievements of women in our work who are shaping the future of logistics and innovation. Their contributions demonstrate that diverse perspectives drive stronger, smarter solutions.

Collaborative spaces

Another milestone has been the opening of our new office space at the Nexus building in Leeds. Designed with collaboration in mind, the space provides a modern environment for our teams. It's a hub where people, ideas and partnerships can thrive.

Supporting communities

Our commitment to sustainability extends beyond the workplace. We've supported charities and local initiatives that matter to our people and communities. This includes sponsoring a UK grassroots football team, helping to provide opportunities for young players to thrive.

Impact

Together, these initiatives show that social sustainability at Ligentia is about more than policies, it's about creating opportunities, celebrating people and building spaces where our colleagues can flourish. By investing in our teams, supporting social impact and embedding sustainability into everyday choices, we're shaping a future that delivers long-term value for our customers, our people and the planet.



Poland

Everyday impact

At Ligentia Poland, everyday practices are designed to make a tangible difference. From the way we handle waste to the way we conserve energy and manage resources. It's a practical, people-driven approach that reflects our commitment to building a more sustainable future.

Sustainable warehousing

In our warehouses, reusable packaging is now the standard, helping to reduce single-use materials and promote circular practices. We also take responsibility for goods damaged in transit, organising their disposal in a way that minimises waste and ensures compliance with environmental standards.

Energy usage and efficiency

Our offices and warehouse spaces located in Poland represents the largest part of our operational footprint. As such, energy efficiency here is a critical priority. We are implementing reduction solutions to ensure energy is only used when and where needed. At the same time, we are raising awareness among teams about the impact of everyday actions, encouraging behaviours that collectively reduce consumption. By combining technology with people-driven responsibility, our teams in Poland are setting the benchmark for sustainable performance across the business.



Poland

Building strong communities

Each year, Ligentia organises a fundraising initiative for the Magnolia orphanage. Thanks to the generosity of our employees, we provide dedicated Christmas presents for children as well as household appliances that make a real difference to daily life. Ligentia Poland strengthens this impact by doubling the minimum amount raised, ensuring that the collective effort of our people delivers even greater support.

Employee wellbeing

We focus on our employees with activities designed to help take care of their health and wellbeing. From awareness sessions to practical initiatives, we provide opportunity to pause, reflect and invest in the personal resilience of our people.

Restoring our environment

The second year of our Be Active With Ligentia challenge once again showed the power of collective energy and purpose. Employees across the business took part in running, cycling, swimming, and other activities, combining fitness with impact by contributing to our charity goal of planting 700 trees each year. Participants across nine teams covered more than 36,600 kilometers, enabling the planting of 900 trees.



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China and Hong Kong

Governance alignment

Ligentia aligns with the judicial interpretation of the PRC Supreme People's Court, which protects employees from discriminatory treatment based on characteristics not directly related to work requirements. In circumstances where discrimination occurs contrary to the PRC Labour Law or other provisions, employees have the right to raise a civil claim at the People's Court. This framework ensures our workplaces remain safe, inclusive and legally compliant.

Employer recognition

Ligentia was honored with the Best Employer Award in China, affirming our commitment to equality and inclusion. We also received the Outstanding Employer Award at the 51Job TOP HRM Awards, which recognise excellence in organisational improvement, talent strategy innovation and employer branding. These honors celebrate our achievements and encourage us to continue setting high standards for governance and workplace culture.



China and Hong Kong

Across China and Hong Kong, we continue to build inclusive workplaces while celebrating culture and supporting employee wellbeing.

Culture and engagement

Celebrations play an important role in reinforcing our culture. We marked the Year of the Dragon with office-wide celebrations strengthening cultural pride and belonging. Additionally, our annual dinner brought together our teams for an evening of talent shows, recognition of high-performing teams and lively competitions, highlighting creativity and appreciation across branches.

Health and wellbeing

Employee wellbeing is central to our sustainability strategy. We incorporate biophilic design including plants, natural light and outdoor views to create healthier workplaces. Sit-stand desks and ergonomic equipment support physical comfort, while quiet spaces to allow for relaxation and reflection. Social connection is encouraged through shared spaces where employees break.

Workplace sustainability

We continue to integrate sustainability into our operations. From adopting efficient lighting and water systems to promoting paper reduction and recycling, we are lowering our footprint while maintaining comfortable and productive workplaces. Warehousing operations also contribute by reusing materials and transitioning to cleaner equipment.



Vietnam

In September, the Super Typhoon Yagi struck Vietnam after devastating parts of China and the Philippines. Thousands of families were displaced, with many taking shelter in schools and public buildings.

Recognising the urgent need to support affected children, our committed team in Vietnam acted swiftly organised and donated gift packs containing notebooks, pens, milk, mooncakes and lamps to children in remote areas of Phuong Thing commune, Dong Thap province.

This initiative brought comfort to young people facing hardships due to the typhoon and reinforced our commitment to community resilience in times of crisis. The efforts were formally acknowledged with a thank you letter from the President of Hung Thinh Commune, underscoring the positive local impact of the team's contribution.



India

One year in

It's been just over a year since we established our presence in India, and the journey so far has been incredible. To capture this story, we sent a film crew to Delhi and Tuticorin to showcase our growth and the capabilities we've built since mid-2023.

Office efficiency

Our offices have implemented a range of sustainable practices, maintaining air conditioning at 24°C, shut down procedures during lunch and operating paperless systems with electronic filing except where customs or statutory regulations require physical documents.

Celebrating Diwali in the community

This year's Diwali celebrations in Tuticorin were shared by spending the day with local disabled children. Our team provided new clothes, shared meals and celebrated together, creating lasting memories and strengthening community spirit.

Humanitarian spirit

On World Humanitarian Day, colleagues in Tuticorin office organised a group blood donation, voluntarily donating blood to a patient in urgent need. Their kindness reflects the unity and compassion that define our team.



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Australia

Team culture

In 2024, our teams across Australia continued to demonstrate a strong commitment to wellbeing and community engagement. One highlight was our participation in *R U OK? Day*, a national suicide prevention initiative dedicated to encouraging meaningful conversations and checking in on those around us. The day served as a reminder that it is always the right time to ask how someone is doing. Our teams in Brisbane and Melbourne gathered to reflect on this message, enjoying time together while reinforcing the importance of everyday support and connection.

Continual excellence

We continue the highest operational standards through our accredited Quality, Health, Safety & Environment (QHSE) Management System, in place since 2016 and externally audited to ensure compliance. With renewed certifications in ISO 9001, ISO 14001 and ISO 45001, we remain committed to responsible governance, sustainable operations and continuous improvement across our Truganina warehouse and Brisbane office.



North America

Fostering talent

We are proud to partner with the University of California - Irvine through our intern program, designed to foster talent and encourage innovation. By offering hands-on experience, mentorship and exposure to real technology and innovation projects, we help students build skills that prepare them for long-term success in the logistics, service delivery and technology industries.

This commitment was recognised with the Career Growth Support Award at University of California - Irvine Employer Appreciation Day. Hosted by the Division of Continuing Education, the event celebrated employer achievements and connected us with talented students. This recognition highlights our commitment to nurturing young talent and supporting students as they begin their professional journeys.

Through three monthly placements, we welcome between 5-10 interns per cycle, four times a year. This structure means dozens of students gain valuable exposure annually, building skills and confidence that extend well beyond their time with 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 3rd Floor, 52 Jermyn Street, London, SW1Y 6LX (“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 2024.

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 GHG emissions methodology was developed and verified in partnership with a third-party provider. Data sources included gas and electricity consumption, mileage and expenses, along with estimated usage per employee where direct data was unavailable. Tonnes of CO₂e were calculated by the third-party provider ensuring accuracy, consistency and alignment with international reporting standards.

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.

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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.

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