



SUSTAINABILITY POLICY 2025



Sustainability Policy

DPD UK is a leading provider of time-sensitive delivery services. Parcels are collected, sorted and distributed through centrally located hubs to a nationwide network of DPD depots. We operate, manage and maintain a large fleet of vehicles and a wide range of equipment and property.

We aim to be the UK's most sustainable delivery company and while fleet electrification is the main area where we can make a positive impact, we're also making huge strides forwards in waste management, energy usage and circular economy initiatives.

We now have an all-electric fleet of over 3800 vehicles, which represents over 35% of our final mile delivery fleet. In addition we utilise hydrogenated vegetable oil (HVO) across 84% of our HGV fleet which is up to 90% less polluting than diesel. We are also conscious of the energy our sites use, which is why we are committed to reducing the energy we use, generating electricity on site and only purchasing renewable electricity.

DPD has a plan to achieve net zero by 2040 which has been validated by the Science Based Targets initiative (SBTi) as clear proof of our intention to achieve our goals.

The SBTi is a global body enabling businesses to set emission targets in line with the latest climate science and is widely recognised as leading the way for setting corporate net zero commitments.

We believe in being a responsible partner for the people, businesses and communities whom we interact with and will focus our sustainability efforts in areas where we can make the biggest difference. Our skills and expertise put us in a strong position to have a positive impact on society. Change is difficult and demanding, but emerging new technologies give the current generation of leaders and decision-makers the tools to lead a large-scale cultural change.

To demonstrate our ongoing commitment to the environment, we are certified to the internationally recognised environmental management standard ISO14001:2015. We will develop objectives to enable the continual improvement of the company's environmental performance and we will adhere to all applicable environmental legislation and compliance obligations.

This policy sets out our commitment to use resources responsibly to contribute to the protection of the environment and pollution prevention.

We will communicate this policy to all of our employees and any contractors working for or on behalf of DPD and ensure it is available and promoted to all visitors. The Policy will also be reviewed annually or when there is any change to the company processes or structure, or when circumstances require.



A handwritten signature in white ink that reads "Elaine Kerr".

Elaine Kerr CEO | February 2025



The Fourth Pillar of Our Company Strategy

DPD's Company Strategy is paving the way to a more sustainable business. This programme is inherent to who we are and how we do business.

We focus our strategy on the areas where we feel we can make the most meaningful difference within parcel delivery and beyond: reducing our carbon footprint; providing smarter and more efficient urban delivery solutions; driving innovation inside and out; and building meaningful connections in the communities where we work.

At the heart of these four priorities is being an employer of choice. Providing a respectful and ethical workplace for all employees and partners forms the foundation of our business and an aim to which we all contribute in our day-to-day practices.

In early 2020, to support the Geopost sustainability programme, DPD UK introduced a fourth element to its 1-2-3 Strategy - be the UK's leader in sustainable delivery.



We map out and report the progress of our sustainability initiatives through our sustainability.dpd.co.uk website.

Net zero commitment

As part of Geopost we have a Science Based Targets initiative (SBTi) validated target to be net zero by 2040. This means we will reduce our absolute emissions by 43% by 2030 and by 90% by 2040 against a base year of 2020.

The SBTi is a global body enabling businesses to set emission targets in line with the latest climate science. Our net zero target is aligned to a 1.5°C warming pathway, the global warming temperature limit agreed through the Paris Agreement in 2015.

Our Fleet

We will reduce the impact of our vehicle fleet on the environment by reducing CO₂ emissions. We will achieve this through a combination of electrifying our final mile delivery vehicles, vehicle design and engineering, route optimisation, driver training and investment in alternative fuels.

We are continuing to invest in our all-electric delivery fleet and we currently have over 3800 electric vehicles.

We utilise HVO across a proportion of our HGV fleet. HVO is a diesel replacement which is made entirely from waste sources. It is a 100% drop-in replacement for diesel, meaning that it can be used in a standard diesel engine with no mechanical modifications. This creates reductions of up to 90% in carbon dioxide emissions compared to standard diesel and an up to 85% reduction in particulate matter.

As adoption of HVO cannot get us to our long-term net zero target there are likely to be multiple technologies that we will need to utilise in the future. We are committed to supporting vehicle innovation and will trial electric HGV units and other technologies as they become available.





Utility Management

We will reduce the impact of our current operations by managing our utility consumption through efficient use of electricity, gas, water and other resources and monitoring progress. We will install LED lighting and solar PV and use reusable materials wherever possible.

To reduce our electric, gas and water consumption, we will:

Strive to continue to reduce our energy consumption to contribute to achieving our net zero 2040 target.

Purchase our electricity from 100% renewable resources.

Continue to report monthly meter readings at all our depots to identify wastage in our utilities. To improve the accuracy and availability of data, we will continue to install automated meter readers (AMRs) across all DPD sites for electricity, gas and water.

Reduce our consumption by retrofitting LED lighting systems in our current depots and installing them as standard in new build depots.

Install solar PV systems on viable depots in conjunction with landlords. We currently have 21,926 panels.

Use rainwater harvesting to store rainwater in underground tanks to be used in our toilet systems, where this is viable.

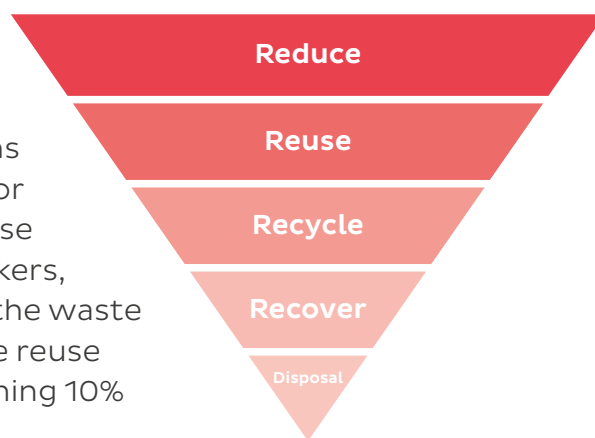
Consider a battery storage solution for network sites to store energy from renewable sources.

Achieve a BREEAM rating of 'excellent' for all new sites, ensuring they meet the required standards of energy efficiency.



Waste Management

DPD UK has a legal and moral obligation to apply the conditions of the waste hierarchy in accordance with Regulation 12 of the Waste (England and Wales) Regulations 2011, which states: “businesses that import or produce, collect, transport, recover or dispose of waste, or who operate as dealers and brokers, must take all reasonable measures to apply the waste hierarchy when the waste is transferred”. We reuse or recycle 90% of our waste, with the remaining 10% processed through energy recovery.



Our waste management commitment is to:

Produce the minimum amount of waste possible through our operations.

Eliminate single use plastics wherever possible, and where this is not possible establish a circular economy to use the waste material as a resource.

Avoid using landfills to dispose of material.

Reduce the waste generated per parcel delivered year on year.

Use new technology and innovations to constantly develop our waste management.

Communicate, educate and engage with our people so that they remain at the centre of our waste management approach.

Consider upstream and downstream impacts of our operations and continue to work closely with our customers and communities to minimise our environmental impacts.

Expand our food donation scheme by growing our partnerships, to lower food waste and help local communities. In 2024 we donated more than 73,000 equivalent meals* which is in excess of 30 tonnes of food.

*The equivalent meals calculation is based on WRAP's guidance around reporting the amounts of surplus food redistributed.



Smart Urban Delivery

Improving everyday urban life by boosting right first time deliveries through our Predict, Precise and Pickup services, while reducing our impact by investing in inner-city all-electric depots such as London Docklands, and increasing the number of alternative fuel delivery vehicles in our fleet.

The decarbonisation of our transport fleet is challenging, both operationally and financially. DPD has already made large financial commitments to purchase commercial electric vehicles and change operating models to help reduce emissions and congestion for the benefit of the society we live in.



We will give greater delivery choices to our customers by:



Offering enhanced services such as Predict and Precise that maximise right first time delivery success rates.



After exhausting the home delivery options (leave in a safe place or deliver to a neighbour) we will deliver to the nearest Pickup shop or locker, utilising our network of over 11,000 Pickup shops and lockers, reducing unproductive return journeys.



Reducing CO₂ emissions per parcel through route optimisation, using innovative technology via the DPD app, such as Predict, Precise and Pickup*.

*When a consumer collects a parcel on foot, this reduces the CO₂ emissions for that parcel delivery by 63% (taking into account all elements of the final mile delivery)

Circular Economy

Traditionally businesses have used a 'linear economy' which means that resources are used once and then disposed of.

DPD will maximise the number of 'circular economies' in which we keep resources in use for as long as possible, extract the maximum value from them whilst in use, then recover and regenerate products and materials at the end of each service life.

Our commitment to reusing resources is to:

Recycle plastic film from our operation to make new plastic film, alongside pallet recycling, with any revenues generated to be distributed to environmental projects through our Eco Fund.

Utilise RTP (reusable transit packaging) in the business. Material from end of life units is used to create polymer for manufacturing.

Pulp our confidential waste paper to convert it back into paper. Segregate steel waste at source and reuse as a raw material.

Dismantle end of life batteries and reuse the materials. Pulp cardboard and use it to make new recycled cardboard.

Segregate at source seals and cable ties and recycle them to create polymer for reuse.

Support the ReLove scheme - an industry leading initiative reducing clothing waste as well as helping charities by onboarding appropriate customers.



Our Packaging

We design our packaging with the full life cycle in mind, using the maximum levels of recycled materials possible without compromising quality and therefore risking increased waste through damage and loss.

We use waste material from agriculture to produce our packaging and are working with our waste service provider to maximise the recyclability of our packaging using the infrastructure available today.



Our commitment to sustainable packaging is to:

Ensure our DPD 'expresspaks' are made from 80% recycled material, and are 100% recyclable.*

Work with our customers and suppliers to design and implement innovative packaging solutions to increase recycled content, whilst meeting quality requirements that prevent waste through damages and loss.

Investigate new sustainable raw material technologies and use them to deliver genuine environmental and carbon benefits.

Continue to lead our sector in the tracking and management of re-usable transit packaging.

*check that you can utilise kerbside recycling or recycle with bags at large supermarkets

Ethics

The **Sustainable Procurement Charter** is to advocate excellent labour and environmental standards in the goods and services supply chain.

DPD UK is committed to meeting the following ethical standards in dealings with suppliers and throughout its supply chain:

Employment is freely chosen. There is no forced, bonded or involuntary prison labour.

Freedom of association and the right to collective bargaining are respected.

Working conditions are safe and hygienic taking into account the industry type and any specific hazards.

Children are not exploited.

Wages and benefits paid for a standard working week meet national legal standards or industry benchmarks.

Working hours are not excessive and comply with national laws and industry standards. Adequate health and safety training is available to all employees.

There is no harsh or inhumane treatment. Physical abuse or discipline, the threat of physical abuse, sexual or other harassment and verbal abuse or other forms of intimidation are prohibited.

No discrimination is practised. There is no discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, caste, national origin, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

Sustainable Procurement

DPD will meet their need for goods, services, works and utilities in a way that generates benefits not only to DPD, but also to society and the economy, whilst minimising damage to the environment.

DPD will use innovative initiatives and technology to push forward the sustainable procurement programme and only work with companies that meet and uphold DPD's core values and Ethical Policy.

Closer Communities, Health and Wellbeing

As delivery experts, DPD UK connects closely with local communities on a daily basis. We have a unique opportunity to support the communities in which we work and offer expertise to fulfil their vision. DPD UK employees are able to put forward local solidarity projects that are important to them. On a voluntary basis, our people are committed to sharing their time, skills and resources to support communities and grow together. Our ambition is to make a positive contribution to the communities to which we are closest.

We will commit to positively impacting communities, internally and externally, by:

Delivering a mental health wellbeing programme. Championing our gender equality and equal pay initiatives.

Supporting high impact projects and forming multi year partnerships, supported by our EcoFund, with charities such as Forestry England, Woodland Trust and the RSPB.

Planting trees in collaboration with TreeApp – for every 20 all-electric deliveries we make to a consumer, we will plant a tree in their honour.

Promoting our 'Cycle to Work' scheme.

Certifications

ISO14001:2015

We are certified to the internationally recognised environment management standard ISO14001:2015 that specifies requirements for an effective Environmental Management System and provides a framework that an organization can follow, rather than establishing environmental performance requirements.



DPD will continue to maintain its ISO14001:2015 certification across all its sites.

EcoVadis

EcoVadis reviews companies' sustainability management systems across the areas of environment, labour and human rights, ethics and sustainable procurement. As part of Geopost we are proud to have a silver EcoVadis rating.



DPD will continue to comply with the requirements of the standard to ensure that we maintain the certification.

Communication

Our people are at the centre of our approach to sustainability and we will engage with them through excellent communication.

To achieve this we will:

Communicate this policy to all staff, stakeholders and customers.

Ensure preventive or corrective action is taken in cases of non-compliance.

Continue to implement the Sustainable Procurement Charter and only work with suppliers that uphold DPD's core values.

Review the policy annually or when there are changes to the company's processes or structure.

Report to and share achievements with customers and stakeholders.



Awards



Motor Transport

- Best Use of Technology
- Urban Operator of The Year
- Customer Care



edie Awards

- Net-Zero Innovation



GeoPost Excellence Awards

- Business Development



Better Society Award

- Green Energy



Business Continuity Award

- Diversity

Here at DPD we
are committed to
becoming the UK's
leader in sustainable
delivery.

Our Sustainability Policy is our roadmap
to achieving that goal, and it will be
updated every year to stay relevant to
our ambitions and achievements.

For more information please visit
sustainability.dpd.co.uk.

February 2025