



# Sustainability Report

2023

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# Introduction

# A letter from our CEO

DPD's mission to be Net Zero by 2040 is crucial, not only to the success of DPD but for the good of the environment we all share. We are very aware of the impact a company of our size can have on the world around us, but we firmly believe that we can mitigate that and inspire other companies like ours to do more to protect our precious planet.

I want DPD to go even further than other businesses on similar missions. I truly believe that DPD can be a leader in sustainability, using the best technology available to forge a path for others to follow.

2023 has been a crucial year for our Net Zero 2040 mission, with many incredible achievements to celebrate.

For example, we saw a 34% reduction in carbon emissions compared with our 2020 baseline. Specifically, this amounts to a reduction of over 84,000 tCO<sub>2</sub>e last year alone.

Over 30% of our final-mile delivery fleet is now all-electric; that's over 3,600 electric vehicles (EVs) operating throughout mainland UK every day. This resulted in an astonishing 64-million-plus parcels being delivered by our EV fleet.

Elaine Kerr  
CEO DPD

An astounding 95% of our linehaul fleet transitioned to hydrogenated vegetable oil (HVO), a diesel alternative that also significantly reduces emissions.

We also saw the opening of London Docklands distribution centre, allowing us to make low-emission EV deliveries throughout the nation's capital.

And all of this is only the start. Whether it's tree planting, waste recycling, or our EcoLaunchpad programme, you'll learn more about the progress we've made this past year in our sustainability report.

Looking forward, there's a lot to be excited about. We're going to continue to expand our EV fleet alongside developing our EV charging infrastructure. We're also going to keep innovating in every area of the business, capitalising on the results of our EcoLaunchpad programme.

We're on track for our Net Zero 2040 goal, but we can only get there by continuing to work hard. This sustainability report will not only show the hard work we've invested but also lay out how we're going to go even further in the coming months.

Here's to a more sustainable future for DPD and Britain.



# Business hierarchy



La Poste is a state-owned public limited company, a subsidiary of Caisse des Dépôts and the French State. La Poste group is divided into four business units: Services-Mail-Parcels, Retail Customers and Digital Services, Geopost, and La Banque Postale, which, with its subsidiary CNP Assurances, is the 11th largest European banking and insurance company.

As a mission-driven company since June 2021 and a leader in environmental transition and sustainable finance, La Poste group aims to achieve zero net emissions by 2040. Through its strategic plan, 'La Poste 2030, committed to you', the public company has set itself on a course for profitable and responsible growth in France and abroad, based on a robust multi-business model.



Geopost, a European leader in parcel delivery and solutions for e-commerce, operates in more than 50 countries across all continents through its network of expert delivery brands.

With 57,000 employees, Geopost endeavours to make commerce more convenient, profitable, and sustainable for its customers and communities. Committed to becoming an international reference in sustainable delivery, Geopost is the first global delivery company to have its roadmap to Net Zero by 2040 approved by the Science Based Targets initiative (SBTi).



DPD is a member of Geopost, operates more than 10,000 vehicles in the UK from 84 sites and delivers over 360 million parcels a year. DPD has over 3,600 electric vehicles (EVs) on the road, accounting for over a third of its final-mile delivery fleet. DPD delivered over 64 million parcels on EVs in 2023, and aims to deliver 100 million in 2024. Additionally, 95% of its HGVs now operate with cleaner hydrogenated vegetable oil (HVO) fuel, and DPD is the first UK parcel company to deploy electric delivery robots.

Details of all of DPD's sustainability initiatives can be found on its dedicated green website: [green.dpd.co.uk](https://green.dpd.co.uk)

# Assurance

As part of Geopost, we supply our environmental KPIs on an annual basis. The Geopost SA full assurance statement can be found [here](#). We publish our DPD accounts on an annual basis following half-yearly assurance from KPMG. This year also includes our first non-financial sustainability information statement describing the activities and governance associated with our climate-related financial disclosures.

# Climate-related financial disclosures & our subsidiaries

As stated above, for 2023 we have included climate-related financial disclosures in our annual accounts filing. As per our notes to the financial statements we do not consolidate the accounts of our subsidiaries and therefore do not report on their sustainability activities here, and on an individual basis they do not meet the reporting threshold for climate-related financial disclosures. Pursuant to the requirements of section 414CB of the Companies Act 2006 we have, however, considered the risks and opportunities associated with our subsidiaries and, given they operate in the same sector as DPD, determine them to be in line with those described in our non-financial sustainability information statement.

# Strategy

# DPD strategy statement

330,049,479

Parcels delivered\*



10,093

Pickup points



Offering best-in-class delivery services, both international and domestic, we have maintained our outstanding levels of customer service while making great progress on our Net Zero transition.

Although we are not required to report in accordance with the Global Reporting Initiative (GRI) standards, we recognise the value that reporting in this manner delivers to our stakeholders. We have chosen to prepare this report with reference to the guidelines of the GRI standards to demonstrate our commitment to providing honest and transparent reporting.

\* Delivered items include parcels delivered in Great Britain by DPD's network, excluding offshore delivery agents and DPD Local franchisees.



# Our 1-2-3-4 strategy

In 2020 we introduced a fourth element to our successful 1-2-3 strategy - **aiming to be the UK's leader in sustainable delivery.**

We have always focused on providing the best service in our industry, utilising the best technology. Our inclusive and diverse culture allows us to recruit, retain, and develop the most customer centric people and now, with our fourth pillar, we have set out how we will become the most sustainable delivery company.

These four elements of our strategy are shared with all our people and shape how we all go about our day-to-day business.

**1**  
DELIVER THE  
BEST SERVICE THAT  
MONEY CAN BUY

**2**  
USE THE  
BEST TECHNOLOGY  
AVAILABLE

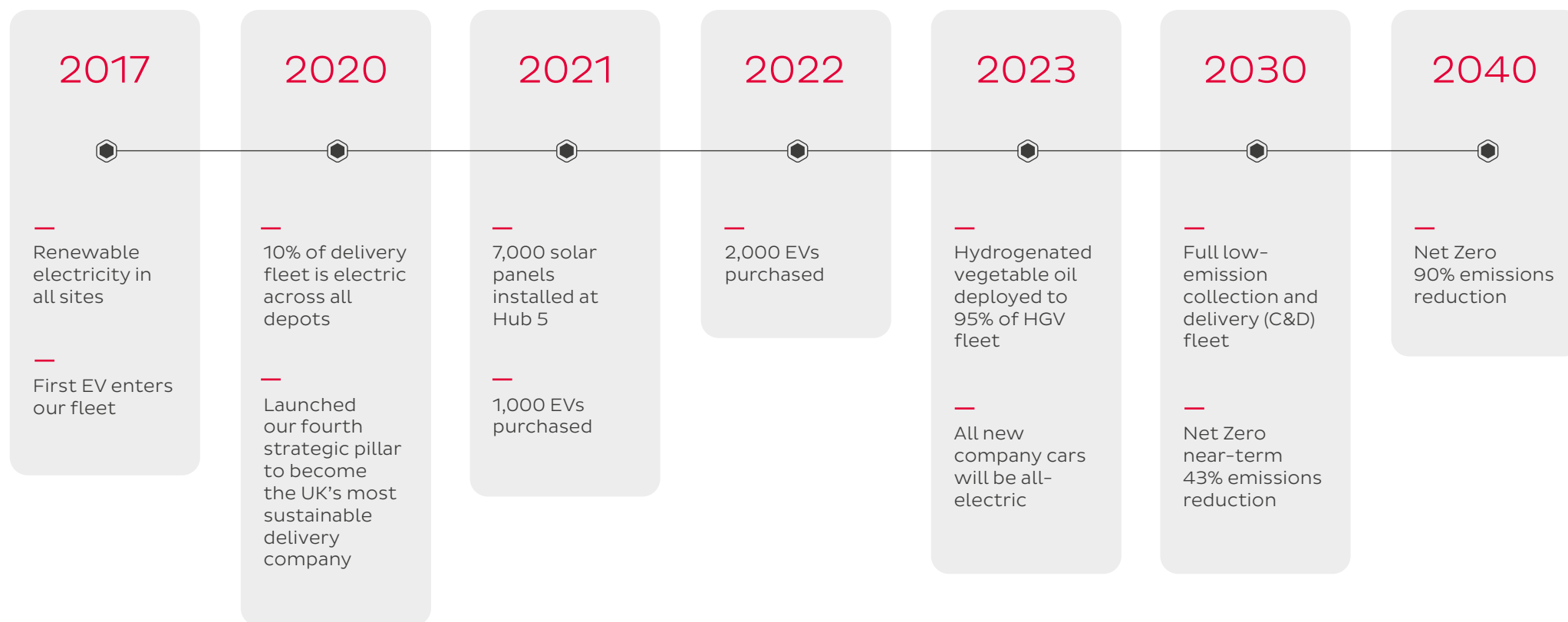
**3**  
RETAIN, RECRUIT AND  
DEVELOP THE MOST CARING  
AND CUSTOMER-CENTRIC  
PEOPLE IN THE INDUSTRY

**4**  
BE THE UK'S  
LEADER IN  
SUSTAINABLE  
DELIVERY

All elements of our strategy align with our environmental, social, and governance commitments and offer us an opportunity to embed sustainability across the organisation.

# SBTi

As part of Geopost, DPD has a Science Based Targets initiative (SBTi) 2040 Net Zero target, meaning we will have reduced our emissions 43% by 2030 and 90% by 2040 compared with a 2020 baseline.



# Materiality

A thorough double-materiality matrix which included Geopost was completed in 2022 by La Poste.

As a subsidiary of Geopost and therefore considered during this materiality process, we can be confident that we share the same negative and positive impacts, risks, and opportunities. These were identified as: climate and the low-carbon transition; customer satisfaction and quality of service; and health, safety, and well-being.



# UN SDGs

The 17 United Nations Sustainable Development Goals (UN SDGs) were adopted by 193 UN member states in 2015 as a blueprint for the world we want to achieve for all by 2030. At DPD, we align with our group position on those goals we feel are best supported by our activities, namely:



# Environmental impact

UN SDGs:



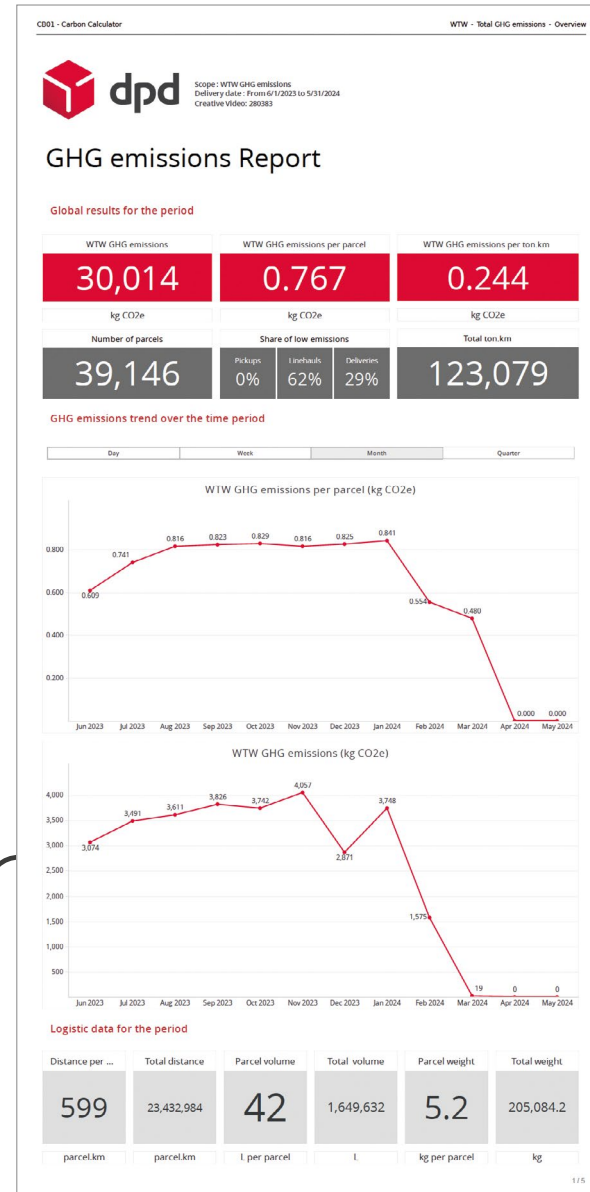
# Our carbon reporting

Throughout 2023 we have been developing our carbon calculator report. This report, which is accredited by the Smart Freight Centre as being in conformance with the Global Logistics Emissions Council (GLEC) Framework and ISO 14083, details the carbon emissions associated with the delivery of our customers' parcels and is able to be generated per customer on request. In 2024 we will be looking at how we can incorporate this service into our app to enable customers to access this information directly.

The carbon calculator report details the total greenhouse gas (GHG) emissions associated with a customer's deliveries, provided per parcel and per tonne/km. It also provides a graphical representation and further granular delivery information. This information is essential for our customers to accurately report on their own emissions and plan their decarbonisation actions.



We also continue to provide our electric delivery certificate detailing the number of deliveries received on an EV and the associated emissions saving.



# Our innovation

Critical to progressing with our sustainability strategy is recognising where there are challenges to implementation and thinking differently to tackle these. Innovation is a key component of our business strategy.



# EcoLaunchpad

In July 2023 we launched our EcoLaunchpad in partnership with L Marks. We recognise that we cannot reach our Net Zero target without investment in innovation, and the EcoLaunchpad provides a platform for us to trial innovative decarbonisation solutions in the areas of transport, delivery, and buildings.



**Transport** - Switching to HVO in our linehaul fleet is a short-term solution. Looking ahead we need to continue to trial alternative fuels, battery electric trucks, hydrogen fuel, and alternative delivery methods.



**Collection and delivery (C&D)** - Focusing on the challenges we have already faced in our transition to a fully electric C&D fleet, we need to find solutions for increasing the available power on site for charging our EV fleet and making driving EVs easier for our drivers.



**Buildings** - Operating more than 100 buildings across the network presents its own challenges with data collection and carbon reduction. Addressing these challenges requires technology to facilitate centralised data storage, analysis, and operation of building management systems.

Following multiple rounds of presentations and feedback, we took five companies through to a ten week pilot stage having identified potential innovations in each of the target areas. We look forward to quantifying the impact of these innovations in 2024.

## Alternative delivery methods

We have been trialling delivery robots in Milton Keynes and Raunds since 2022. Due to the success of the trials we are planning to expand this to cover ten further cities. While currently the robots only carry one parcel each, there are plans to progress to robots that can carry three parcels at a time and have extended battery life. This will reduce the number of return journeys to the depot, increasing the delivery productivity of the robot.

We recognise that this solution will not be deployable in all locations and is only a contributor to our Net Zero journey. However, it is important that we trial and deploy a number of different solutions where they can add the most value as part of our decarbonisation pathway.

In Oxford we have a network of delivery bikes in partnership with Pedal & Post, delivering over 110,000 parcels in 2023. Following the success of this initiative we launched a similar project in Edinburgh in partnership with Zedify, delivering over 29,000 parcels in the first six months of operation. We hope to grow our bike parcel deliveries in these two regions and replicate the initiative in other suitable locations across the UK.

## Out of home deliveries

We grew our out of home network to over 10,000 Pickup locations, offering customers more options for receiving their parcels and reducing the number of second delivery attempts and therefore the mileage of our delivery vehicles.



# Our planet

We have made good progress on our decarbonisation pathway throughout 2023. Transitioning the majority of our transport fleet to HVO fuel and increasing our EV fleet to over 30% of our total final-mile delivery fleet has resulted in an emissions reduction of 34% compared with our 2020 baseline, putting us well on the way to achieving our near-term 2030 target.

Our key focus areas for decarbonisation remain unchanged:



Electrifying the last-mile delivery fleet



Diversifying the transport fleet to include alternative options such as biogas, biofuel, electric, and hydrogen-powered trucks



Switching to 100% renewable energy, both gas and electricity



Electrifying our fleet of company cars

We have been calculating our emissions across Scopes 1, 2, and 3 for a number of years. We are still developing our methodology for gathering and analysing data for a number of Scope 3 categories, but are pleased to publicise our current emissions inventory which includes all those emissions included in our near-term 2030 target.

GHG emissions (tCO <sub>2</sub> e)	FY2020	FY2021	FY2022	FY2023
<b>Scope 1</b>				
Fuel use from our own vehicles and buildings	119,597	136,972	122,855	58,758
<b>Scope 2</b>				
Market-based	214	1,149	425	639
<b>Scope 3 - Category 3</b>				
Fuel- and energy-related (upstream emissions of Scope 1 fuel consumption)	30,314	34,634	30,237	27,977
<b>Scope 3 - Category 4</b>				
Upstream transport (WTW emissions of subcontracted transport: PUD, LNH, AIR, SEA, RAIL)	213,684	211,736	168,512	148,697
<b>Scope 3 - Category 8</b>				
Upstream leased assets (subcontracted buildings)	906	665	2,286	3,738

#### A note on our subsidiaries

As mentioned earlier in the report, DPD has a number of subsidiaries for which we do not consolidate accounts, as per the statement in our annual accounts filing. This means that they also do not form part of our Streamlined Energy and Carbon Reporting (SECR) emissions reporting within our accounts filing. However, the subsidiary DPD Local forms part of our emissions calculations for the SBTi target. This is also why we do not present an intensity metric here. Much of the operations of DPD and DPD Local overlap and our emissions are closely intertwined with each other. We are currently in the process of buying the franchise back, so by the end of 2025 they will be fully integrated into our business and, therefore, will be an integral part of our near-term SBTi target. Our Scope 1, 2, and 3 emissions listed here contain some emissions of DPD Local and should therefore not be used as a base of comparison for our SECR emissions report. All energy and waste data listed here is applicable to DPD only.

# Scopes 1 & 2

The actions we have taken to reduce our emissions across Scopes 1 and 2 are detailed below.

## HVO

During 2023, 95% of our transport fleet transitioned from diesel to hydrogenated vegetable oil (HVO). HVO is a type of biofuel that is produced from waste vegetable oils and fats and can be used as a drop-in replacement for diesel. Depending on the source, it can reduce emissions by up to 90% when compared with diesel.



## Renewable energy, building improvements, & energy champions

During 2023 we generated 3.8m kWh of renewable energy from 15,784 photovoltaic panels across our hub locations. Some of this energy is fed back to the grid, as our main hub operations occur overnight and we have a renewable energy contract in place that covers 99% of our purchased electricity.

DPD energy use (kWh)	2020	2021	2022	2023
Energy generated via solar panels	-	1,339,989	4,317,477	3,888,238
Renewable energy purchased	33,654,282	37,495,735	37,026,320	38,958,660
Standard electricity purchased	-	432,195	469,409	1,029,105
Gas	37,252,892	47,811,313	32,548,890	29,658,150
LPG	1,077,447	1,057,017	508,360	636,795

Extension of our centralised gas controls across more of our portfolio was a direct contributor to us achieving a 38% year-on-year reduction in gas usage. As our loading bay doors are open for specific periods due to our operations, this control system prevents the heating from being operational while the doors are open, thus reducing wastage.

We have a network of energy champions across our sites who help us to identify areas where we could improve our energy efficiency, such as behavioural changes related to the use of air conditioning or where manual intervention is required to turn off electrical equipment. Energy champions also play a crucial role in helping us to identify where our automated systems are not functioning as they should and preventative or reactive maintenance is required.

## Vision 30

We have been growing our fleet of electric delivery vehicles since 2017. Having over 3,600 vehicles in 2023 enabled us to deliver over 64 million low-emission parcels. Alongside our ambition to reach a 43% reduction in our emissions by 2030, we also have an ambition to deliver all-electric in 30 towns and cities across the UK. We are going to continue to drive this initiative through 2024 to contribute to Geopost's target of delivering all-electric to 350 cities in Europe by 2025 (95% of all deliveries on EV). This will achieve the target of a 83% reduction in carbon emissions and a 95% reduction in air pollutants in targeted cities.

### Cities

Reading	Liverpool
Portsmouth	Leeds
Nottingham	London
Leicester	Cardiff
Kingston-upon-Hull	York
Oxford	Cambridge
Newcastle	Newcastle-Under-Lyme
Birmingham	Bath
Kettering	Gateshead
Coventry	Southampton
Brighton & Hove	Carlisle
Bradford	Glasgow
Stoke-on-Trent	Bristol
Birkenhead	Edinburgh
Manchester	Shipley



## Carbon budget

In 2023 we began reporting internally against a carbon budget, reported monthly to the Senior Leadership Team and across the business. This process is designed to ensure we can plan our decarbonisation activities in line with our Net Zero trajectory and allocate capital accordingly. Where this will be especially important is when factoring in projected business growth, especially within our international business, for which we rely on third-party carriers. Growing our International business gives us more opportunities to influence change.

# Scope 3

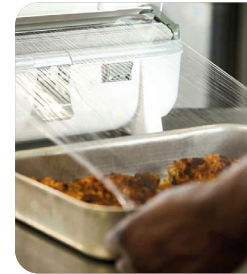
While we do not currently report on all categories of Scope 3, we are working hard on improving our data quality across those categories we will report on from 2030. We are also looking at ways to reduce our emissions in those areas where our data quality is already excellent.

## Waste

Having established excellent waste management procedures in previous years, we are proud to have maintained our 100% landfill diversion rate, with 90% of waste reused or recycled and the rest being used to generate energy over the last three years.

We are also actively looking to reduce the volume of waste that we generate, through circular economy initiatives.

Year	Total weight (kg)	Reuse	Recycle	Energy	Disposal
2021	36,209,203	68.3%	22.2%	9.5%	0.0%
2022	32,489,977	67.5%	23.1%	9.4%	0.0%
2023	33,623,912	68.1%	22.2%	9.7%	0.0%



### Case study PVC cling film in DPD canteen operations

By switching to a non-plastic cling film across our hub canteen sites we have saved enough plastic to wrap 1,287 of our trucks and trailers!



### Case study Linerless labels

In 2023 we implemented linerless labels for our packaging. Not only does this remove the plastic backing from the labels, resulting in labour savings through roll changes, but it also reduces transport requirements and cuts CO<sub>2</sub> emissions by 50%.



### Case study Tote box redesign

We have redesigned our tote box to reduce the number of damaged boxes, keeping the boxes in circulation for longer. We have always recycled damaged totes into new totes, but reducing the frequency of this reduces the emissions associated with the recycling process.

There is further design work underway to remove the cable ties from the tote box closures, which is estimated to save up to 4 million cable ties per year. A new unit for transiting large items within hub sites and onto trailers to prevent damage to plastic pallet boxes is also going to be introduced early in 2024. This will further reduce our Scope 3 waste emissions and reduce the need to purchase replacements.

## Our packaging

The world produces 141 million tonnes of plastic packaging each year. It is important we all work to keep this out of landfills and our oceans.

We provide plastic packages to protect our customers' goods. We want to do something about this, which is why we are working with our customers to reduce the number of bags used. Since 2022, the material we have used for our bags is 80% recycled material from the agricultural industry, and the bags are 100% recyclable\*.



\*Some local councils recycle plastic bags. Alternatively, some large supermarkets accept bags for recycling.

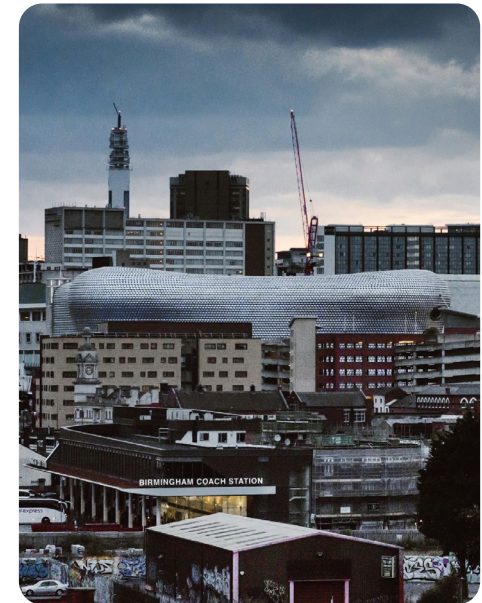
## Additional projects

### Project Breathe and air quality

In 2020 we launched project Breathe, aiming to measure air quality across six cities in the UK. This was part of a wider project with Geopost to measure air quality across major European cities with a view to using this information to drive down our own contribution to air pollution and to make previously limited data available more accessible for research purposes.



The sensors measure harmful PM2.5 (particulate matter) levels every 13 seconds. We have both fixed sensors across our depot and Pickup shop locations and mobile sensors on our vans, and we look forward to analysing the data once the project completes at the end of 2024.



# Social action

## UN SDGS:



# Our people & communities

We have people champions across all of our locations and departments. They are a pivotal resource in aiding us to communicate effectively to all areas of the business, and provide opportunities to support our local communities where it is most needed. Assisting with the rollout of our engagement campaigns such as 'Grows Green' and acting as a conduit for two-way communication between the network and central functions means our people champions are a crucial asset for maintaining the well-being of our colleagues.

Through our Community Fund we donated over **£190,000** to local good causes nominated by our colleagues across the business.



## Stoke Christmas tree collections

Working with local charities, Stoke depot provided support in collecting used Christmas trees. Customers were able to book a collection with the charity to have their tree collected from their home on a specific date. DPD Stoke ran four vans over the course of three days. The total collected by the charities was over 3,000 trees. Providing the vehicles and people to help carry out this operation made a huge difference to these charities.



## Hounslow Christmas project

This is an annual project carried out with support from DPD Feltham which provides Christmas gifts to children from deprived families who attend 42 different schools in the area. A few years ago, DPD Feltham was approached to assist in making the project bigger and better by providing resources and logistical support. Feltham provided the cardboard boxes for packaging the presents, and once the boxes were ready the depot delivered them to the list of schools provided. It took approximately two weeks from the start of the project to deliver the presents. In 2023 more than 2,500 gifts were delivered. After completion the depot was visited by MP Seema Malhotra of Felton and Heston to thank the people for their efforts.

## Pride 2023

DPD was delighted to deliver with pride during the 2023 Birmingham and Glasgow Pride parades. Shouting loud and proud about DPD's commitment to diversity and inclusion in our workplace and the communities that we serve, our people marched through the city centres showing how strongly we feel about that. We also pulled our float, decorated in support of the theme 'delivering disco with Pride'!



## DPD Grows Green

As part of DPD's well-being initiatives, everyone at Team DPD received rainbow carrot seeds so that all our people could grow colourful carrots in their gardens - with lots of families getting involved!

## FareShare

Since 2021 we have worked with FareShare and our food delivery customers HelloFresh, Mindful Chef, and Gousto to ensure any food waste is donated to frontline charities and community groups.

During 2023 we donated over 30 tonnes of food, equating to 72,977 equivalent meals\*.

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



## Inspire

At DPD we believe that everyone should be given the opportunity to flourish in a job they love. In 2018 we launched our Inspire programme, removing barriers to employment for those in marginalised communities.

It was important to us that we were able to offer career-building opportunities prior to the cessation of funding provided in the UK for young people with special educational needs and education, health, and care (EHC) plans. Since its launch we have supported 20 students through our internships, many of whom have gone on to complete further training and secured permanent employment within our business.



In 2023 we teamed up with the WoodMor Foundation, which offers employability initiatives designed to improve participants' self-confidence and demonstrate their skills. Our most recent applicants have the opportunity to experience one of these initiatives through two bee hives supplied by the WoodMor Foundation and situated at our Smethwick hub. Alongside their work for DPD, any interns joining us will help to care for the bees and harvest and market the honey. Once they have completed their time on this beekeeping programme they will be provided with a 'Me Movie' - a digital CV that showcases their newly acquired skills.



## Eco Fund

Our Eco Fund was established to utilise the revenue from recycling specific waste streams generated by our operations to support business and charitable endeavours in the fight against climate change.

### Treeapp

Our partnership with Treeapp allows us to plant a tree every time a consumer using the MyDPD app reaches ten parcels delivered by an EV. Recently we surpassed 200,000 trees planted through this initiative since it began in 2021. To date we have supported projects in Brazil, Indonesia, Burundi, and the UK to restore ecosystems, stabilise soil, fight drought, and improve biodiversity. All of these projects are focused in areas where there is a direct benefit to the local community.



"By planting over 100,000 trees in 2023, DPD has played a crucial role in advancing our global tree planting activities. This support has allowed us to expand our planting efforts and enhance our monitoring solutions, ensuring proper post-planting supervision for all trees."

Godefroy Harito  
Founder, Treeapp

## Forestry England

Building on our four year partnership with Forestry England, we have completed planting schemes in Colliers Wood and Pleasant Forest, contributing to increasing biodiversity and resilience to climate change.



### RSPB

In 2023 we worked with the RSPB to restore a sand and gravel quarry on the banks of the River Trent in Nottingham. New sluices were required to manage water levels at the site, an essential process to keep the reedbed healthy and attractive to wildlife. Funding was provided to install two new double-leaf penstock sluices to aid the ongoing establishment of the reedbed and increase the biodiversity of the site.

### Future funding

In 2023 an Eco Fund committee was established to make the final decisions on funding applications for future projects. From Q1 2024 any projects requesting funding will be considered by the committee to ensure the organisations and projects align with the core values and strategy of DPD.

# Learning & development

## Internal engagement

We can only achieve our ambition of being the UK's most sustainable delivery company if all of our colleagues are part of that journey with us. In the latter half of 2023 we focused on increasing awareness within the business of the actions we are taking to decarbonise and how each individual can contribute to our success.

We have been rolling out Climate Fresk training to our central function departments, with the intention of building this over the course of 2024. This is an excellent way of upskilling individuals with knowledge of climate change and its impacts, providing context for the decarbonisation actions and future changes proposed by the business.

Our energy champions cover every hub, depot, distribution centre, and office location across our network, enabling us to gain insight into how energy is being used at site level. This helps us to identify and address any behavioural actions, such as leaving monitors or computers switched on when not in use, but also helps us to identify preventative maintenance.



## Warehouse to Wheels

The UK has a well-documented HGV driver shortage. According to [epraining.co.uk](https://epraining.co.uk), there is a deficit of around 40,000 HGV drivers, exacerbated by Brexit, increased demand for online shopping since Covid-19, and other factors. The average age of an HGV driver is 55, and fewer than 2% are under 25, which is expected to worsen the crisis. Another cause of the shortage is that the acquisition of an HGV licence has become more complex over the years. While previously the process of acquiring the licence was simple, the introduction of the Driver Certificate of Professional Competence in 2009 made the process more complex and resulted in some existing truck drivers leaving the industry.

To combat this crisis, DPD launched its Warehouse to Wheels (W2W) scheme. This programme is designed to not only address the driver shortage for us but also to leave us in a strong position entering the peak period of November and December. After the driver shortage in 2021 received significant news coverage, we invested in W2W. Through W2W, we offer pathways for our warehouse staff to transition into HGV roles. Our people who work in our warehouses but seek to develop a new career as a linehaul driver are encouraged to join our W2W scheme, provided they have passed their probationary period and have a clean DVLA check. W2W sees in-house RTITB-qualified instructors conduct training at two of our hubs, Smethwick and Hinckley.

The W2W programme continues even when we are at capacity for HGV drivers. Those who pass remain in their warehouse roles 'on the bench', ready to move into a driving position as soon as a vacancy becomes available or during the peak period when demand is higher. The aim has been to have at least two people trained through W2W at each depot, which would cover holiday, absence, and other ad hoc requirements.

The results of this initiative gave a significant benefit during the peak period at the end of 2023: for the first time, we went into the pre-Christmas rush with zero HGV vacancies. This was a direct result of the groundwork that W2W laid.

Perhaps the most significant accomplishment W2W has brought us, however, is lowering the average age of HGV drivers at DPD. After the past three years of promoting W2W in our depots, the average age of an HGV driver at DPD is 46. This is a huge, significant lowering of our HGV age and means that DPD's driver pool is future-proofed.



# Ethics & governance

# Sustainability governance

Our overarching Net Zero strategy is defined by Geopost SA and cascaded through their Central Sustainability Team to the European sustainability community. The UK Sustainability team participates in the European sustainability community, meeting multiple times a year and being responsible for operational implementation of the strategy.

Our UK company strategy, including progress on our Net Zero ambition, is overseen by our Executive Board. The board comprises three executive directors of DPD, two members of our parent company, Geopost SA, and the General Counsel and Chief Compliance Officer of DPD. Representatives of the Executive Board also sit on each of the boards at the next reporting level, ensuring strategic actions for review by the Executive Board are raised promptly. Specific actions relating to climate risk and the achievement of the carbon budget in the following financial year are agreed by the Operations Board.

Following the implementation of climate-related reporting by DPD and the increase in our EV fleet, we have created a number of new committees that represent stakeholders from across the business, addressing the requirements of our reporting obligations and supporting the rollout of our Net Zero strategy. For full details of our updated governance arrangements and our non-financial sustainability information statement, please see our annual accounts filing.



# Sustainable sourcing

Our DPD sustainable procurement charter aligns with both the ten principles of the UN Global Compact and the eight fundamental conventions of the International Labour Organization. This ensures that our suppliers agree to adhere to the tenets set out in relation to human rights, labour rights, anti-corruption, and the environment.

We also perform due diligence around alternative fuels. HVO is a 100% biodegradable renewable diesel cutting up to 90% of emissions compared with traditional fossil fuel derived diesel. We ensure our HVO is responsibly sourced through a Proof of Sustainability certificate.

# Human rights & code of conduct

DPD is proud to uphold the principles outlined in the Geopost code of conduct, ensuring we contribute to the achievement of sustainable development. Promoting human rights, health and safety at work, diversity and inclusion, and protection of the environment are key considerations in all business decisions that we make. We provide all our employees with training to ensure their understanding of the code and their awareness of the appropriate channels to utilise should they require advice or assistance in this area.

# EcoVadis

As part of Geopost we have a silver EcoVadis rating.

As one of the largest sustainability ratings providers, EcoVadis provides us with a way to demonstrate our performance in the categories of environmental impact, labour and human rights standards, ethics, and procurement practices. This comprehensive assessment also enables us to see in which areas we can make improvements.

# Appendix

# GRI index alignment

GRI standard	Disclosure	Location in this report
GRI 2: General disclosures 2021	2-1 Organisational details	Business hierarchy - page 5
	2-2 Entities included in the organisation's sustainability reporting	About this report - page 32
	2-3 Reporting period, frequency and contact point	About this report - page 32
	2-5 External assurance	Assurance - page 5
	2-9 Governance structure and composition	Sustainability governance - page 28
	2-22 Statement on sustainable development strategy	A letter from our CEO - page 4
	2-23 Policy commitments	Our 1-2-3-4 strategy & SBTi - pages 8 & 9
	2-24 Embedding policy commitments	See detail in multiple report sections, e.g. Our planet on page 15 and Ethics and governance statements on pages 28 & 29
	2-27 Compliance with laws and regulations	Sustainable sourcing - page 29
GRI 1: Material topics 2021	3-1 Process to determine material topics	Materiality - page 10
	3-2 List of material topics	Materiality - page 10
GRI 201: Economic performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	Climate-related financial disclosures & our subsidiaries - page 5
GRI 302: Energy 2016	302-1 Energy consumption within the organisation	Scope 1 & 2 -page 16
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Our planet - page 15
	305-2 Energy indirect (Scope 2) emissions	Our planet - page 15
	305-3 Other indirect (Scope 3) emissions	Our planet - page 15
	305-5 Reduction of GHG emissions	A letter from our CEO -page 4
GRI 306: Waste 2020	306-3 Waste generated	Waste - page 18
	306-4 Waste diverted from disposal	Waste - page 18
	306-5 Waste directed to disposal	Waste - page 18
GRI 413: Local communities 2016	Operations with local community engagement, impact assessments, and development programmes	Social actions - pages 21 & 24



## About this report

This is DPD's first sustainability report guided by the requirements of the GRI reporting framework. It covers the period 1 January 2023 - 31 December 2023 and, unless otherwise stated, refers to the activities of DPDgroup UK.



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August 2024

For further information about anything covered in this report, please visit [green.dpd.co.uk](https://green.dpd.co.uk) or contact [team-sustainability@dpd.uk](mailto:team-sustainability@dpd.uk)