

# GLS Spain presents its progress and ESG projects in its 2022-2023 Sustainability Report

**In a year in which the business level was maintained, GLS Spain has multiplied by 3.5 the number of deliveries with low- and zero-emission vehicles and has reduced emissions per parcel by nearly 9%.**

**Madrid, October 23<sup>rd</sup>, 2023** – GLS Spain strengthens its commitment to generating a positive impact on the environment by presenting a new edition of its Sustainability Report, corresponding to the 2022-2023 financial year (April 2022 to March 2023). The document compiles the actions, initiatives, and measures implemented by the company in the **three main areas of sustainability: environmental, social, and governance (ESG criteria)**.

## *More sustainable deliveries*

Under the umbrella of the GLS Group's environmental strategy, **Climate Protect**, the company has implemented improvements to move towards its two top priorities: the progressive reduction of emissions and the offsetting of unavoidable emissions through cooperation with Climate Partner.

On the one hand, actions such as the expansion of the electric vehicle fleet, which today accounts for 11.90% of the total, have resulted in **4,735,358 deliveries** with low- and zero-emission vehicles, 3.5 times more than in the 2021-2022 period. This evolution is particularly relevant in a year in which the business level has remained practically the same as in the previous year, with the delivery of 107 million parcels. In addition, expanding the Parcel Shops network in shopping centres through agreements with El Corte Inglés and Carrefour has also resulted in a more efficient last mile, reducing failed home deliveries.

Implementing digital innovations and advanced technology has also contributed to developing a more efficient business model. While boosting productivity levels and improving the user experience, continuously updating digital tools such as the **My GLS** app and the **Delivery App** also enables route optimisation, reducing the use of resources and associated emissions.

In turn, **energy efficiency** has increased, both in existing infrastructures and in the new facilities in Getxo (Bilbao), Urnieta (San Sebastián), Monforte del Cid (Alicante), and the

new GLS Spain headquarters in Madrid. This "KM 0" hub enables central operations to be optimised and consolidated in one single warehouse.

As a result, **GLS Spain has achieved an 8.78% reduction in emissions per parcel** compared to the previous financial year.

#### *ESG commitment throughout the value chain*

The company has updated its Corporate Social Responsibility (CSR) strategy and enhanced its sustainability management model by **creating the ESG Committee**, which is responsible for defining, among others, an Action Plan to ensure the implementation of ESG criteria throughout the entire value chain. This milestone represents a significant step towards the company's contribution to the Sustainable Development Goals (SDGs).

At the same time, specific measures were activated to ensure safe and sustainable operations, improving the effectiveness of internal control processes and compliance risk management. These measures include updating the responsible procurement management model by including ESG criteria in the supply chain assessment. This ensures that the company's agencies, subcontractors, and leading suppliers operate under these criteria.

#### *Quality employment and local actions*

In the social sphere, GLS Spain has developed new actions and policies aimed at **improving the working conditions of its workforce** (98.85% of which is permanent), guaranteeing equal opportunities, and fighting discrimination in the workplace. In this regard, **the Health & Safety Campaign**, with initiatives focused on promoting health and safety at work, and the update of the Equality Plan are some of the highlights.

Similarly, through collaboration with 14 Special Employment Centres, such as the Novaterra Work Enclave in Valencia, GLS Spain promotes inclusion by providing professional opportunities for people with some degree of physical and mental disability.

Support for local communities is also expressed through initiatives such as **Transporte Solidario (Solidarity Transport)**, which supports non-profit foundations by delivering health materials, food, and other basic necessities to vulnerable groups.

*"The milestones and indicators included in this new edition of our Sustainability Report show that we continue to progress in developing initiatives to reduce our environmental*

*impact, improve working conditions for our staff, and support our local communities. The hard work of our team, the involvement of our network of agencies and offices, and the trust of our clients allow us to move towards our goal of contributing to a more sustainable and equitable future for all,"* says Luis Doncel, Group Region MD Iberia.

The 2022-2023 Sustainability Report summarises the contents of the Non-Financial Information Statement (NFS) for the 2022-2023 financial year, prepared following Law 11/2018 requirements on non-financial information and diversity and the Global Reporting Initiative (GRI) standards. The main stakeholders were consulted on the most relevant issues for the company while developing the contents of both reports, and their assessments have been included in a materiality matrix.

**The full version of the 2022-2023 Sustainability Report is available [at this link](#).**

## **About GLS Group**

The GLS Group is one of Europe's largest independent parcel service providers, with a strong local presence in almost every country on the continent. It also operates through wholly owned subsidiaries in Canada and on the west coast of the US within a single GLS network. This allows the Group to seamlessly connect its customers and communities with millions of parcels and stories every day.

GLS proactively manages its network, flexibly connecting its markets to respond to their changing and dynamic nature. The company prides itself on offering its customers high-quality service that suits their needs in more than 40 countries. The GLS network comprises over 120 hubs and over 1,600 depots, supported by over 35,000 last-mile delivery vehicles and 4,700 long-haul trucks. This offers network resilience, enhanced flexibility, and greater reach. In 2022/23, GLS generated record revenues of EUR 5.4 billion and delivered 862 million parcels across all markets.

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