

**GLS**  
Parcels to People



**2025**  
**ESG Report**



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# Company Profile

GLS Group is one of the largest self-reliant parcel services providers in Europe, with a strong local presence in almost all countries across the continent. We also operate through wholly owned subsidiaries in Canada and the USA, all within one GLS network. This allows us to seamlessly connect our customers and communities with millions of parcels and stories every day, bringing together global expertise and local insights.

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<sup>1</sup>Unless specifically mentioned, GLS refers to all affiliated companies of GLS B.V., operating under the GLS trademark.



# Dear Reader

I am proud to present our 2025 ESG Report, not only because of what we have achieved, but because of the direction in which we are heading. Over the past year, we have put important things in motion: real steps toward a more sustainable and human-centred way of working.

At GLS, we are not just in the business of logistics, we are in the business of connecting people. And I have seen how powerful those connections can be when they are built on trust, shared values, and a deep sense of responsibility.



Whether it is our customers, our consignees, our colleagues, or the many employees of our partner firms, people are at the heart of everything we do. That is more than a statement; it is the foundation of how we work. The delivery experience is not just about speed, it is about doing things in a way that is clean, fair, and future-minded.

Environmental responsibility remains our most urgent priority. That is why we are proud to have received approval from the Science Based Targets initiative (SBTi) for our emissions reduction goals.<sup>2</sup> We have also introduced new company Vision, Mission, and Values, which define our identity, anchor our culture, and guide our actions as we move forward.

I am proud of what our teams have accomplished across our 21 countries. From the employees in our depots to the drivers on the road and our partners behind the scenes, GLS is built on people, not just systems and processes. We are deeply aware of the impact we have on the many people we serve and employ, on our communities, and on our surroundings. This awareness drives us. And it gives us the confidence to keep pushing ahead.

We know that on our path to net-zero<sup>3</sup> by 2045, toward stronger communities and a healthier planet, there is still a lot to do. But we are doing it. Thanks to the dedication of our teams, partners, and everyone who contributes to this journey, we are moving forward with a clear direction and the right foundation. With that, I invite you to dive into this year's ESG Report. I hope it offers insight, perhaps a bit of inspiration - and most of all, a clear view of what we stand for. I wish you an insightful and engaging read.

**Warm regards**

*Karl Pfaff*  
*CEO, GLS Group*

<sup>2</sup>Further information available on page 19 and 20.

<sup>3</sup>GLS B.V. is committed to reduce its absolute Scope 1, 2 and 3 greenhouse gas emissions by 90% by 2045, using 2021 as the base year. The residual emissions will be neutralized. This means the business counterbalances up to 10% of its CO<sub>2</sub>e emissions with investments in carbon removal projects outside its value chain, in line with the [SBTi Net-Zero Standard](#). The Science Based Targets initiative commitment of GLS B.V. encompasses all affiliated companies of GLS B.V. operating under the GLS trademark. Further information available on page 19 and 20.



# Highlights

Approaching sustainability mile by mile - these were the key stops this year.

**905 million** parcels delivered in 2024, reflecting our commitment to connecting communities worldwide.

**SBTs approved:** Since December 2024, GLS<sup>4</sup> has greenhouse gas emission-reduction targets in line with the Science Based Targets initiative.<sup>5</sup>

**55% increase** in electric- and low-emission vehicles<sup>6</sup> during 2024, bringing the total number to more than 6,600 as of December 2024.

**1,100 charging points** installed during the calendar year 2024, bringing the total number to more than 4,000 as of December 2024.

**Self-generated** renewable electricity increased by 31% in calendar year 2024 compared to 2023.

**GLS Spain** facilitates free parcel deliveries to Sant Joan de Déu Hospital, supporting childhood cancer initiatives and the Chocolatada Solidaria, a fundraising event aimed at raising money for cancer research.

**GLS Hungary** co-organized the Smile Backpack initiative, delivering over 1,000 school bags to children in need, ensuring they started the school year equipped with the essentials for learning.



<sup>4</sup>The Science Based Targets initiative commitment of GLS B.V. encompasses all affiliated companies of GLS B.V. operating under the GLS trademark.

<sup>5</sup>The publication of "General Logistics Systems B.V." SBTs can be found on the [SBTi target dashboard](#). Further information can be found on page 20.

<sup>6</sup>This means vehicles that during driving operation use only electricity or fuels that create lower emissions than diesel or gasoline fuel (e.g. HVO, biogas, natural gas such as LNG, LPG, CNG). Further, this also includes parcel deliveries on foot (as of today, only applicable for GLS Spain).





## About GLS

### Company History

The company was founded in 1999 as General Logistics Systems B.V., stemming from the roots of German Parcel, which was established in 1989. Based on over 35 years of experience, GLS is characterised by its proactive approach to network management. It dynamically and flexibly connects its markets to adapt to their ever-changing nature. Operating across Europe, North America and Asia, we take pride in providing our customers with high-quality services tailored to meet the unique needs of each of them.

### Global Presence

Headquartered in Amsterdam, GLS operates as a Besloten Vennootschap (B.V.) and is a subsidiary of International Distributions Services (IDS). Together, we are connected through a cross-border network spanning over 50 countries. As of April 2025, IDS was acquired by EP Group. As of June 2025, the company was subsequently delisted and registered as a private company

### Products and Services

Our comprehensive suite of services encompasses B2B, B2C, and C2X parcel delivery, freight, courier, and warehousing through a network spanning more than 120 national and regional hubs and over 1,600 depots.

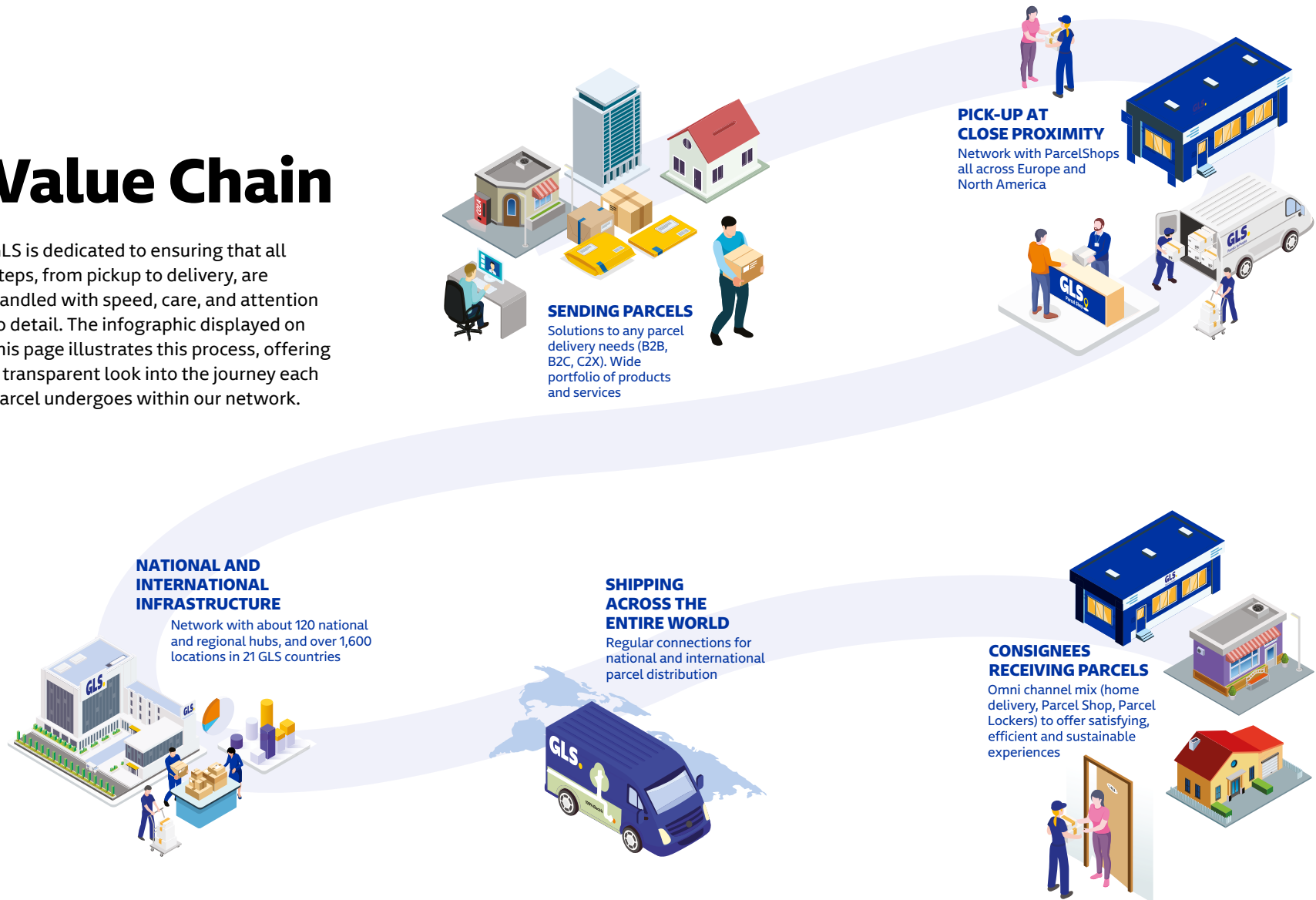
### Local and Regional Operations

Through our national affiliates and regional centres, we deliver localised service solutions tailored to the unique needs of each market we serve. This infrastructure supports a wide array of services, ensuring we meet the diverse needs of our customers and consignees efficiently and reliably.

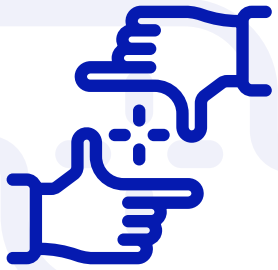


# Value Chain

GLS is dedicated to ensuring that all steps, from pickup to delivery, are handled with speed, care, and attention to detail. The infographic displayed on this page illustrates this process, offering a transparent look into the journey each parcel undergoes within our network.







# Vision, Mission, Values

In 2024, we introduced new company Vision, Mission, and Values to reflect our operational ethos. Together, these principles shape our identity, anchor our culture, guide our actions, and define how we connect with our customers, partners, and employees.





## Vision, Mission, Values

**Our vision statement outlines our shared ambition.**

We build connections to deliver world's potential.



## Vision, Mission, Values

**Our mission statement defines what we do, how we do it, and reinforces why our work is important.**

At GLS, we raise the bar at every step of a parcel's journey. By putting people at the heart of everything we do, we create smooth and delightful experiences that enable customers to focus on what really matters - and have them return for more.



## Vision, Mission, Values

**Our values guide us in everything we do and are the core beliefs that shape our culture.**

We put people first  
We think in opportunities  
We care  
We take ownership  
We turn ideas into action  
We're in it together



# GLS Key Facts Full Year 24/25



## Depots

2024/25 **More than 1,600<sup>7</sup>**



## Customers

2024/25 **About 250,000**



## Employees

2024/25 **About 23,000**



## Delivery Vehicles<sup>8</sup>

2024/25 **More than 36,700<sup>9</sup>**



## Trucks

2024/25 **More than 6,400**



## National and Regional Hubs

2024/25 **More than 120<sup>10</sup>**



## Parcel Shops

2024/25 **More than 73,000<sup>11</sup>**



## Parcel Lockers

2024/25 **More than 23,000<sup>12</sup>**



## Revenue

as of March 31, 2024

2024/25

**€5.9 billion**



## Parcels Delivered

as of March 31, 2024

2024/25

**926 million**

**As of 31 March, 2025**



<sup>7</sup>Including franchises and agencies <sup>8</sup>This includes parcel deliveries on foot (as of today, only applicable for GLS Spain).

<sup>9-10</sup>Including franchises and agencies <sup>11-12</sup>Owned and partners

# Strategy

For over 35 years, we have harnessed the strength of our flexible and resilient road-based network and market-specific approach to deliver exceptional services to our customers. In response to rapidly evolving market demands, we've developed a focused strategy that propels our continuous growth and resonates with the evolving needs of our customers.

In May 2025, we launched our CORE 2030 strategy, with ESG principles serving as a key foundational element underpinning our core performance. The new strategy focuses on four core pillars:

## Championing Our Core Business

Our strategic focus has been on growing both our B2C and B2B business lines. In B2C, we aim to grow profitably by delivering a delightful consumer experience through a premium delivery service. In B2B, we continue to strengthen our leadership position through high-quality services, expanding in the pan-European cross-border segment, and accelerating growth in Trans-Atlantic and Pan-Asian markets.

## Optimising Our Core Performance

By focusing on operational and commercial excellence, we look to extract the full potential from our business. In operations, we are committed to reinforcing our core competencies by upscaling our network capabilities, boosting productivity, and ensuring exceptional service quality for our customers and consignees. Integral to this is our commitment to sustainability. We have embraced eco-friendly upgrades and invested in renewable energy solutions, such as electric heat pumps and photovoltaic systems. Most importantly, we are expanding our fleet with electric- and low-emission vehicles<sup>13</sup>, from delivery vans to electric shunters, and are piloting hydrogen and electric long-haul trucks.

## Reinventing Our Core Capabilities

We are reinventing our core fundamentals by developing market-leading digital and AI solutions that revolutionize our ESG strategy. Our focus on digital solutions, especially our leading live-tracking technology, is transforming our operations. This technology has optimised our delivery routes, reduced stops, and improved transparency, resulting in shorter driver routes and a more sustainable, efficient last-mile delivery

process. We also continue to transform our last-mile by utilising and expanding our extensive out-of-home (OOH) network of parcel shops and lockers, increasing convenience for customers, cutting costs, and lowering our carbon footprint.

## Evolving Our Core

Finally, we are looking to broaden our business horizons and expand our reach within adjacent businesses - whether that means becoming a truly global parcel provider, offering tailored services in the fulfilment space, or enhancing our B2B offer through a strong freight business. At GLS, we continue to elevate our presence in the market and transform the way we do business, keeping people at the heart of everything we do.



<sup>13</sup>This means vehicles that during driving operation use only electricity or fuels that create lower emissions than diesel or gasoline fuel (e.g. HVO, biogas, natural gas such as LNG, LPG, CNG). Further, this also includes parcel deliveries on foot (as of today, only applicable for GLS Spain).



# Materiality Assessment

We take a proactive stance in regularly enhancing our sustainability efforts through targeted materiality analyses. These assessments at the Group level help us identify key ESG topics and areas for improvement.

## Our Approach

Our approach to assessing significant ESG topics involves engaging comprehensively with our stakeholders like employees, customers, transport partners, parcel shop partners or consignees.

The latest assessment was conducted in accordance with the GRI reporting principles and included over 3,000 stakeholders.

The assessment validated our ongoing strategies and shed light on critical issues within our environmental, social and governance practices, emphasizing the significance of environmental considerations.

As we prepare for reporting under the EU Corporate Sustainability Reporting Directive (CSRD), we are performing a new double materiality assessment according to the European Sustainability Reporting Standards (ESRS).

## Material Topics



### Environment

[Long term Emission-reduction Strategy](#)

[Environmental Friendly Transport](#)

[Energy Efficiency](#)



### Social

[Occupational Health and Safety](#)

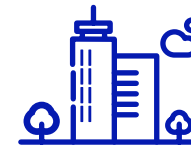
[Education and Training](#)

[Labour Standards at GLS](#)

[Diversity and Non-discrimination](#)

[Safe Driving & Driver Safety](#)

[Employer Attractiveness](#)



### Governance

[Compliance](#)

[Data Protection and Information Security](#)

[Transparency and Dialogue](#)

[Labour Standards in the Supply Chain](#)

# GLS ESG Framework

Based on the material topics we've implemented programs to ensure the topics are fully aligned with our core priorities. These programs have shaped the structure of our 2025 report and align with the UN Sustainable Development Goals (SDGs).



## Environment



## Social



## Governance

## ESG Activities

### Science-Based Targets

Electric- and low-emission vehicles<sup>14</sup>

Buildings and Business Travel

Renewable Energy

### Diversity, Equity and Inclusion

Health and Safety

Training and Development

Community Engagement

### Compliance

Data Protection

Information Security

Supply Chain Governance



SDG 11: Sustainable Cities and Communities  
SDG 13: Climate Action

SDG 3: Good Health and Well-being  
SDG 8: Decent Work and Economic Growth  
SDG 10: Reduced Inequalities  
SDG 11: Sustainable Cities and Communities

SDG 3: Good Health and Well-being  
SDG 10: Reduced Inequalities

<sup>14</sup>This means vehicles that during driving operation use only electricity or fuels that create lower emissions than diesel or gasoline fuel (e.g. HVO, biogas, natural gas such as LNG, LPG, CNG). Further, this also includes parcel deliveries on foot (as of today, only applicable for GLS Spain).



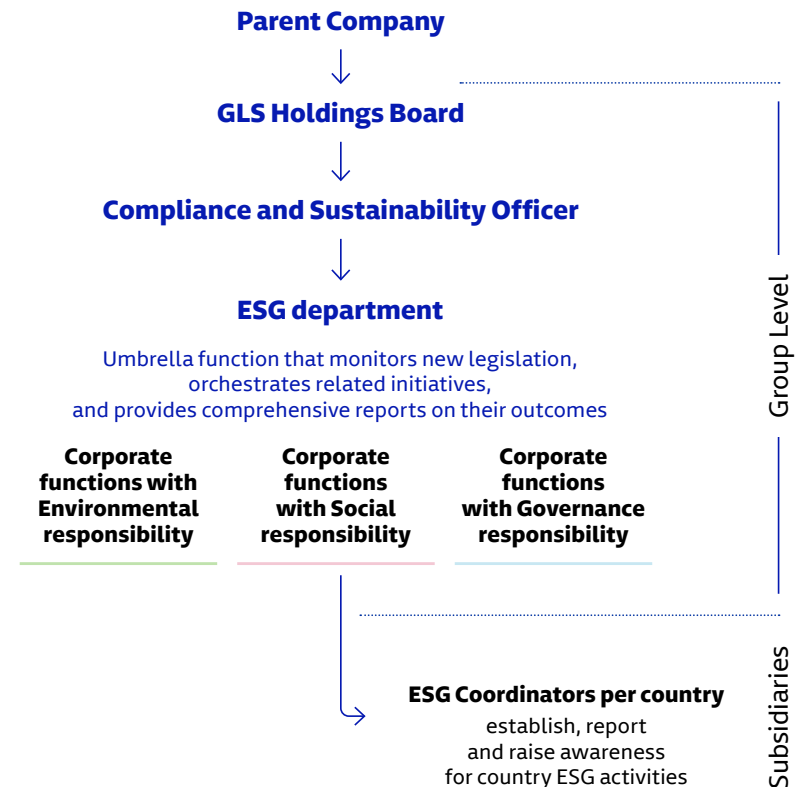
# ESG Governance Structure

To translate our ESG framework into action, our ESG management is integrated vertically, horizontally, and cross-functionally within our organisational structure. Our dedicated Corporate ESG Team sits as an umbrella function under the supervision of the Chief Compliance and Sustainability Officer. The GLS Holdings Board receives regular updates from Corporate ESG and guides the team's strategy and actions. Furthermore, the ESG Team provides regular updates to our parent company.

Cross-functionally, the Corporate ESG Team plays a pivotal role in steering the company through the evolving landscape of ESG legal compliance. They provide expert advice on new regulations, oversee external ESG ratings, and respond to customers and sales requests, and monitor market trends.

Our Corporate ESG Team maintains ongoing exchanges with our corporate functions, such as Human Resources, Environment and Climate Strategy, Occupational Health & Safety, and Compliance, to stay informed about their ESG-related activities, developments, and any necessary actions. While these content functions retain full responsibility for developing and implementing their ESG initiatives, our ESG Team monitors, reports, and communicates the progress and impacts of these initiatives.

Vertically, the ESG Team empowers our country ESG Coordinators to adapt and apply these initiatives locally. These ESG Coordinators are the central ESG interface within their respective countries and are responsible for reporting, horizon scanning, and raising awareness. This multilevel ESG management ensures our sustainability commitment is consistently implemented throughout all areas of our operation.



# External Assessment

Building on our strong internal ESG management framework, we reinforce our sustainability commitment by engaging in external certifications and ratings. Through liaising with independent third-party evaluators, we hold ourselves accountable and gain valuable insights for improvements. These assessments enhance transparency, provide critical feedback, and guide the effective implementation of our ESG strategy.

## Sustainability Ratings and Indices

### EcoVadis



In 2024, GLS was awarded the EcoVadis Silver medal with 70 points, positioning us within the top 8% of all companies assessed worldwide. EcoVadis evaluates companies on its holistic sustainability management system in four areas: Environment, Sustainable Procurement, Ethics and Labour & Human Rights. The certificate is renewed annually, and the latest one was valid until May 2025. A submission for the next annual period is being prepared.

### CDP



GLS, as part of IDS, once again completed the Carbon Disclosure Project (CDP) rating with a “B” grade (on a scale of A to D-). The CDP rating assesses companies’ progress towards environmental stewardship. The latest assessment was completed in October 2024. The answers to the questionnaire are submitted and reassessed annually.

### ISO 14001



All entities operating under the GLS trademark in the EU and Serbia<sup>15</sup> have gained the ISO 14001:2015 certification for their environmental management system, certified by DEKRA. The certification attests that all above-mentioned GLS entities have established and maintain an environmental management system. The conformity was attested with audit report no. A20011337. Our latest certificate was issued in September 2023 and is valid until September 2026, including yearly surveillance audits.

### EN 16258



All entities operating under the GLS trademark have gained the EN 16258 certification for the establishment and maintenance of a standardised methodology for calculating and declaring both energy consumption and greenhouse gas (GHG) emissions associated with transport services. The conformity was attested with audit report no. A-21011499. The latest certificate was received in December 2023 and is valid until December 2026.

### S&P



IDS, and therefore as an extension GLS, participated in the S&P Global Corporate Sustainability Assessment (CSA) in 2024, which evaluates various ESG aspects across industries. To be featured in the S&P Global Sustainability Yearbook, companies must rank within the top 15% of their industry and achieve a CSA Score within 30% of the industry’s top-performing company. IDS received a score of 67/100 in February 2024, continuing to perform within the top 10% of companies evaluated.

<sup>15</sup> With the exception of General Logistics Systems Italy S.p.A., which is certified by a local certification body (ANCIS).

# Environment

Every day, GLS transports millions of parcels, and we recognise the impact of our logistics and transport processes on natural resources and emissions. That's why climate and environmental protection are integral to our sustainability efforts. The metrics and targets for these efforts are outlined in the following chapter.

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# Environmental Highlights

**SBTs approved:** Since December 2024, GLS<sup>16</sup> has greenhouse gas emission-reduction targets in line with the Science Based Targets initiative.<sup>17</sup>

**Decreased group-wide absolute greenhouse gas emissions by 7%** in calendar year 2024 in comparison to 2023<sup>18</sup>.

**55% increase in electric- and low-emission vehicles<sup>19</sup>** in calendar year 2024 compared to 2023, bringing the total number to more than 6,600 as of December 2024.

**> 30% of company cars are electric** as of end of December 2024, meaning the share of full battery electric company cars increased by 88% since December 2023.

**Self-generated renewable electricity increased by 31%** in calendar year 2024 compared to 2023.

**1,100 charging points installed** during the calendar year 2024, bringing the total number to more than 4,000 as of December 2024.

**Total purchased green electricity increased by 10%** in calendar year 2024 compared to 2023.



Given our role in road-based transport, GLS is well aware of its impact on the environment and climate change. We are committed to reducing our carbon footprint from last-mile and linehaul transportation as well as enhancing energy and resource efficiency across our operated sites. Environmental sustainability is a core responsibility, driving our daily operations and long-term planning until 2045.

**Robert Groh**  
Director Corporate Environment  
& Climate Strategy

<sup>16</sup>The Science Based Targets initiative commitment of GLS B.V. encompasses all affiliated companies of GLS B.V. operating under the GLS trademark.

<sup>17</sup>The publication of "General Logistics Systems B.V." SBTs can be found on the [SBTi target dashboard](#). <sup>18</sup>Further information available on page 41.

<sup>19</sup>This means vehicles that during driving operation use only electricity or fuels that create lower emissions than diesel or gasoline fuel (e.g. HVO, biogas, natural gas such as LNG, LPG, CNG). Further, this also includes parcel deliveries on foot (as of today, only applicable for GLS Spain).



# Our Environmental Strategy

**Climate change is one of the most pressing global challenges, posing significant risks to our environment and communities. At GLS, we acknowledge our role in addressing this issue and are committed to reducing our greenhouse gas (GHG) emissions to net-zero by 2045<sup>20</sup>. To meet this science-based target (SBT), our environmental strategy is centred on reducing GHG emissions and enhancing energy and resource efficiency across all GLS countries.**

## Emission Reduction Targets

In December 2024, the SBTi has officially confirmed that GLS SBTs meet its requirements and align with the latest climate science, ensuring they are consistent with the goals of the Paris Agreement under the United Nations Framework Convention on Climate Change (UNFCCC).

Our overall target is to reduce our Group-wide GHG emissions to net-zero<sup>21</sup> by 2045 in line with the Science Based Targets initiative (SBTi). Further, GLS Group has set near-term and long-term carbon reduction targets.

## Emission Reduction Activities

Our Group-wide environmental strategy guides our efforts to meet our SBTs. We are actively reducing GHG emissions from the transportation of parcel and freight shipments through the transformation of the transport fleet to electric- and low-emission vehicles<sup>22</sup>. Additionally, we aim to continuously improve resource consumption and energy efficiency in our hubs, depots, and offices through the implementation of innovative technology and process improvements.<sup>23</sup> We take a holistic approach to these challenges and seek solutions both within our corporate boundaries and together with our business partners.

## Management Approach

The Corporate Environment & Climate Strategy Team leads our efforts, developing our environmental strategy and coordinating the Groupwide implementation. Within all GLS countries, local Environmental Managers ensure these measures are adapted to national conditions, facilitating the implementation in their national entities.



<sup>20</sup>GLS B.V. is committed to reduce its absolute Scope 1, 2 and 3 greenhouse gas emissions by 90% by 2045, using 2021 as the base year. The residual emissions will be neutralized. This means the business counterbalances up to 10% of its CO<sub>2</sub>e emissions with investments in carbon removal projects outside its value chain, in line with the SBTi Net-Zero Standard. The Science Based Targets initiative commitment of GLS B.V. encompasses all affiliated companies of GLS B.V. operating under the GLS trademark. <sup>21</sup>Ibid. <sup>22</sup>This means vehicles that during driving operation use only electricity or fuels that create lower emissions than diesel or gasoline fuel (e.g. HVO, biogas, natural gas such as LNG, LPG, CNG). Further, this also includes parcel deliveries on foot (as of today, only applicable for GLS Spain).

# Greenhouse gas reduction targets



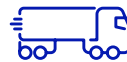
**SBT base year** for CO<sub>2</sub>e emission reduction (100% emissions)



**-42%** in scope 1 and 2



**-36.9%** gCO<sub>2</sub>e per ton-km in scope 3 for light commercial vehicles



**-31.7%** gCO<sub>2</sub>e per ton-km in scope 3 for heavy freight trucks

**Net-Zero<sup>24</sup>**  
-90% in scope 1, 2 and 3

2021

2030

2045

2022

2035

# Measures and ambitions



**80%** of GLS-operated sites in Europe use renewable electricity



**50%** electric- and low-emission transport vehicles<sup>25</sup>



**100%** electric company cars



**100%** renewable electricity consumed



**100%** of new transport vehicles are electric- and low-emission vehicles<sup>26</sup>

Further measures on national level, such as renewable heating or electric and low-emission shunting operations

<sup>24</sup>GLS B.V. is committed to reduce its absolute Scope 1, 2 and 3 greenhouse gas emissions by 90% by 2045, using 2021 as the base year. The residual emissions will be neutralized. This means the business counterbalances up to 10% of its CO<sub>2</sub>e emissions with investments in carbon removal projects outside its value chain, in line with the SBTi Net-Zero Standard. The Science Based Targets initiative commitment of GLS B.V. encompasses all affiliated companies of GLS B.V. operating under the GLS trademark. <sup>25</sup>This means vehicles that during driving operation use only electricity or fuels that create lower emissions than diesel or gasoline fuel (e.g. HVO, biogas, natural gas such as LNG, LPG, CNG). Further, this also includes parcel deliveries on foot (as of today, only applicable for GLS Spain). <sup>26</sup>Ibid.

# Science-Based Targets

Our science-based GHG emission reduction targets have been approved by the SBTi in December 2024 after a thorough review.

## Our Commitment

GLS is committed to reaching net-zero emissions<sup>27</sup> by 2045, reinforcing our role in addressing climate change and contributing to global decarbonisation efforts.

As part of this commitment, we have set both near-term and long-term targets from a 2021 base year to significantly reduce GHG emissions.

Our targets have been published on the [SBTi target dashboard](#) under "General Logistics Systems B.V."

A full overview of our current GHG inventory can be found on page 41. Information on progress against our near-term targets will be included in the next ESG report and in the 2025 CDP disclosure<sup>28</sup>.



DRIVING AMBITIOUS CORPORATE CLIMATE ACTION

## SBTi

SBTi is a partnership of [CDP](#), the [UN Global Compact](#), the [World Resources Institute \(WRI\)](#) and the [World Wide Fund for Nature \(WWF\)](#). It promotes best practices in setting science-based emission reduction targets and provides independent assessment and validation of targets.

Science-based targets provide a clearly defined pathway for companies to reduce their GHG emissions in line with the goals of the Paris Agreement.

<sup>27</sup> GLS B.V. is committed to reduce its absolute Scope 1, 2 and 3 greenhouse gas emissions by 90% by 2045, using 2021 as the base year. The residual emissions will be neutralized. This means the business counterbalances up to 10% of its CO<sub>2</sub>e emissions with investments in carbon removal projects outside its value chain, in line with the [SBTi Net-Zero Standard](#). The Science Based Targets initiative commitment of GLS B.V. encompasses all affiliated companies of GLS B.V. operating under the GLS trademark. <sup>28</sup> The CDP rating assesses companies' progress towards environmental stewardship. GLS completes the reporting as part of [IDS](#).



# Decarbonising our Business

We are aware that our commitment to reach net-zero in 2045<sup>29</sup> is only the first step in a long journey. To achieve our reduction targets, we approach emission reduction from various angles, empowering each country to tailor our strategy to their unique market needs. United in our commitment to reducing our emissions<sup>30</sup> our initiatives concentrate on three primary areas: the transport fleet, our depots, hubs and operations, and our business travel.

## **Our steps to net-zero<sup>31</sup>**

To achieve our ambitions and reduce our carbon emissions<sup>32</sup>, GLS is investing in various measures:

**Continuously increase the use of electric- and low-emission transport vehicles<sup>33</sup>** together with our transport partners by implementing transport modes such as electric vehicles, cargo bikes, and the usage of biofuels.

**Collaborate with vehicle manufacturers, infrastructure, and energy providers** to foster innovation in electric- and low-emission transport and charging infrastructure in our hubs and depots.

**Increase our use of renewable electricity** by installing solar systems on the roofs of our own buildings and purchasing electricity from renewable energy sources.

**Replace current company cars with electric vehicles.**

**Reduce carbon emissions in our buildings** by energy efficiency measures or converting fossil heating systems to renewable systems like electric heat pumps.

**Optimise our transport network efficiency** using digital technology to reduce routes and transport distances as well as carbon emissions. This includes implementing OOH delivery options, as expanding these options enhances transport efficiency. Additionally, if consignees choose OOH as their primary delivery method, GLS can further reduce transport distances and carbon emissions within our last-mile transport service.<sup>34</sup>

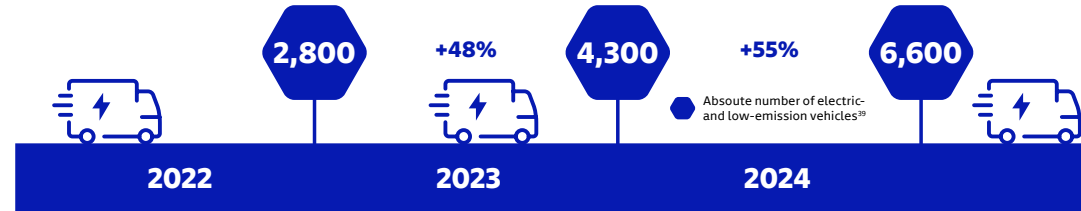
<sup>29</sup>GLS B.V. is committed to reduce its absolute Scope 1, 2 and 3 greenhouse gas emissions by 90% by 2045, using 2021 as the base year. The residual emissions will be neutralized. This means the business counterbalances up to 10% of its CO<sub>2</sub>e emissions with investments in carbon removal projects outside its value chain, in line with the SBTi Net-Zero Standard. The Science Based Targets initiative commitment of GLS B.V. encompasses all affiliated companies of GLS B.V. operating under the GLS trademark.<sup>30</sup>Ibid.<sup>31</sup>Ibid.<sup>32</sup>We disclose our carbon emissions in carbon equivalents (CO<sub>2</sub>e), which means that other greenhouse gases (e.g. methane) are also considered. Further information in the glossary.<sup>33</sup>This means vehicles that during driving operation use only electricity or fuels that create lower emissions than diesel or gasoline fuel (e.g. HVO, biogas, natural gas such as LNG, LPG, CNG). Further, this also includes parcel deliveries on foot (as of today, only applicable for GLS Spain).<sup>34</sup>Emissions generated by the consignee, such as those resulting from traveling to the OOH delivery point, are not included.



# Reducing Carbon Emissions in Parcel and Freight Shipments

In 2024, 90% of GLS' carbon emissions stemmed from transport services, making the reduction of transport emissions crucial in achieving our decarbonisation ambitions. Hence, transitioning the last-mile and long-distance transport fleet to electric- and low-emission vehicles<sup>35</sup> stands as a central measure within our environmental strategy to reduce carbon emissions from parcel and freight shipments.

Therefore, we continued to transform our transport fleet<sup>36</sup> and implemented innovative solutions across our transport services, adding more electric vans, light vehicles, and alternative fuel vehicles to the delivery network. As of the end of December 2024, over 6,600 electric- and low-emission vehicles<sup>37</sup> are in operation, marking a 55% increase since December 2023.



## Cutting emissions in last-mile delivery

With approximately 40% of our transport emissions attributed to last-mile transportation, we are dedicated to implementing measures aimed at reducing final-mile emissions and enhancing city logistics. Through the expansion of parcel lockers and other OOH solutions, we aim to minimise the need for multiple delivery attempts and offer greater flexibility to recipients. Furthermore, alongside OOH solutions, we continuously optimise our transport network efficiency through the application of intelligent and innovative digital technology. By streamlining routes and reducing transport distances, we not only lower carbon emissions<sup>34</sup> but also enhance delivery efficiency.

## Development of electric- and low-emission vehicles<sup>38</sup>

As of end of December of each calendar year

<sup>34</sup> Emissions generated by the consignee, such as those resulting from traveling to the OOH delivery point, are not included.

<sup>35</sup> This means vehicles that during driving operation use only electricity or fuels that create lower emissions than diesel or gasoline fuel (e.g. HVO, biogas, natural gas such as LNG, LPG, CNG). Further, this also includes parcel deliveries on foot (as of today, only applicable for GLS Spain).

<sup>36-39</sup> Ibid.

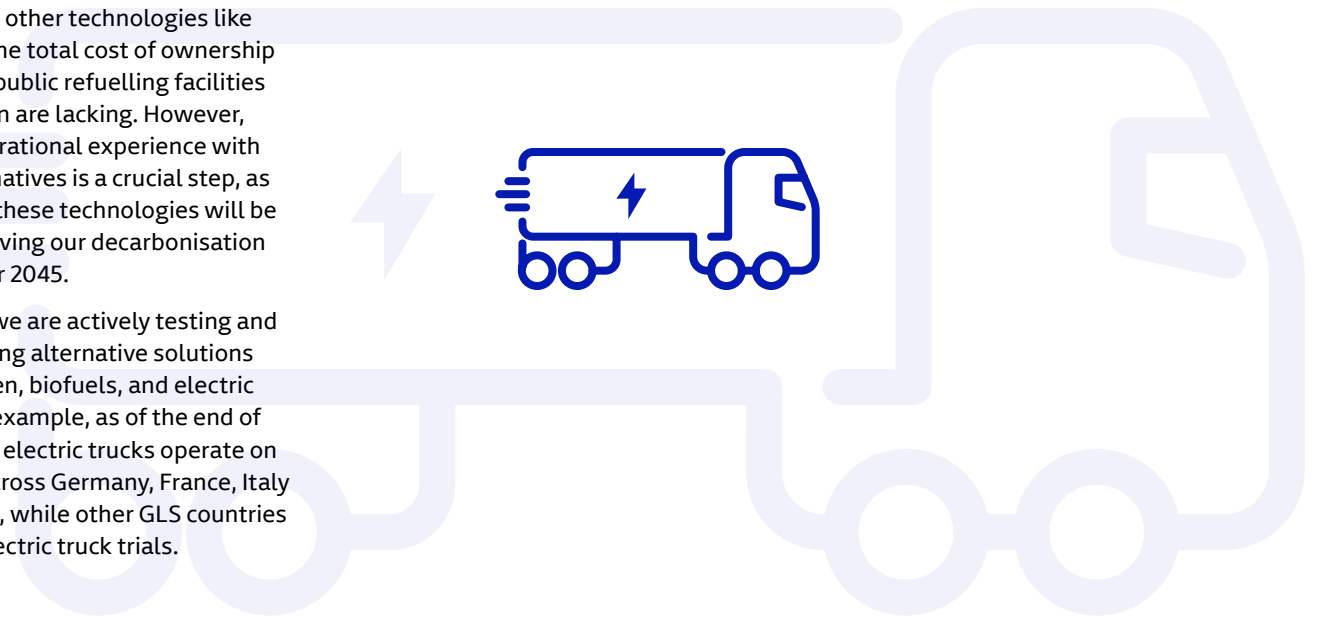
# Expanding the Electric and Low-Emission Linehaul Fleet

Since approximately 60% of our transport emissions from parcel transport originate from long-distance linehaul transport, we are actively pursuing the introduction of cleaner technologies for trucks.

The decarbonisation of the linehaul fleet remains a challenge. Unlike last-mile deliveries, where a variety of different technology alternatives are available, long-distance linehauls are currently still heavily reliant on fossil fuels. Implementing alternatives like electric trucks for linehauls presents specific challenges, such as insufficient battery ranges, a lack of public charging infrastructure, or grids that can't cope with the increased electricity demand.

When using other technologies like hydrogen, the total cost of ownership is high and public refuelling facilities for hydrogen are lacking. However, gaining operational experience with these alternatives is a crucial step, as we believe these technologies will be key to achieving our decarbonisation roadmap for 2045.

Therefore, we are actively testing and implementing alternative solutions like hydrogen, biofuels, and electric trucks. For example, as of the end of FY 2024/25, electric trucks operate on linehauls across Germany, France, Italy and Canada, while other GLS countries continue electric truck trials.



# Examples of Transport Fleet Transformation Activities in 2024/2025



**Fleet Electrification in Denmark:** one of GLS Denmark's transport partners converted its entire transport fleet to electric vans within 6 months, for this achievement GLS presented them with a special award in September 2024.



**Step Change in Fleet Electrification in Germany:** GLS Germany has further expanded its lastmile electric fleet by securing a contract for around 350 additional electric vans. With substantial government funding of a two-digit million amount, GLS Germany was able to enable attractive lease conditions to its transport partners and facilitated access to procurement, operationalisation, training, monitoring, and service handling during FY 2024/2025.



**Delivery with Electric Vans in Austria:** along with 31 other companies, GLS Austria, since September 2024, has joined an initiative of the Vienna Chamber of Commerce to deliver all parcels in the first and second districts with electric vehicles as part of the "Zero Emission Transport" project. Further, around 60 electric Peugeot Boxer vans have been introduced to the lastmile fleet through one transport partner in December 2024.

# Examples of Transport Fleet Transformation Activities in 2024/2025



**Leasing Electric Vehicles in the Netherlands:** in April 2024, GLS Netherlands partnered with Ayvens to offer transport partners an operational lease package for electric vehicles, including insurance, repairs, and maintenance.



**Driving Electric Fleet Expansion in Hungary:** in 2024/2025, GLS Hungary prioritized expanding its electric fleet through targeted initiatives for subcontractors and internal operations. Financial support was provided to subcontractors for electric vehicle procurement, complemented by a competitive operational leasing scheme developed in partnership with Ayvens.



**GRETA Project in Poland:** GLS Poland is a business partner of the 'Green Energy Transition Actions' (GRETA) project. The project aims to decarbonise the last-mile delivery in Central European cities and create liveable and accessible cities for all by 2030. As part of the implementation, the first micro hub was built in Poznan in October 2024, which has handled last-mile deliveries using cargo bikes since December 2024. Furthermore, since the beginning of February 2025, GLS Poland has been testing the Mercedes-Benz eActros 300, a fully electric heavy-duty truck, on the Wypędy-Stryków route in a four-month trial.



# Examples of Transport Fleet Transformation Activities in 2024/2025



**Electric Truck in France:** since January 2024, an eTruck commutes daily between the two GLS hubs in Paris. To support this, GLS France has outfitted the Paris-Sud hub with a 360 kW charging station, ensuring efficient charging for the eTruck.



**Roadshows with Vehicle Manufactures in Germany:** GLS Germany arranged a total of 11 roadshows during FY 2024/2025 with major vehicle manufacturer such as Mercedes Benz, Ford, Iveco, Maxus, etc. in several GLS depots (e. g., in Hamburg, Dortmund, Munich, Augsburg, Potsdam, Mannheim). As a result of these events, around 400 binding orders of electric vehicles from GLS transport partners have been placed between July and October 2024, making a big contribution towards the further electrification of the lastmile in Germany.



# Examples of Transport Fleet Transformation Activities in 2024/2025



**Idle Awareness Program in Canada:** this program, which was implemented in eastern Canada and modelled after a successful initiative in the western region, has significantly reduced idle time by 11,000 hours between October 2024 and end of March 2025.



**Metro Delivery in Spain:** from October 2024 until the end of March 2025, Metro de Madrid and GLS Spain have collaborated on a pilot project for the transportation of parcels via metro to reduce the number of vans in the city, thereby reducing pollution and traffic congestion.



# Case Study Linehaul GLS Germany



**Electric:** In June 2024, GLS Germany began operating its first electric truck in long-distance transport between Schweinfurt and Neuenstein, Germany. Since then, GLS Germany has added another two electric trucks (18t) to its fleet which are operating in customer pick-up and depot delivery in the cities of Limburg a. d. Lahn and Bernau by Berlin.

**Hydrogen:** The Hyundai Xcient Fuel Cell truck is used for linehaul operations and customer pick-up and delivery in the Cologne-Bonn area since end of 2023.

**Biofuel:** GLS Germany operates 16 trucks with biofuel HVO (Hydrogenated Vegetable Oil)<sup>40</sup> end of December 2024. Using HVO100 can reduce carbon emissions by up to 68% compared to regular diesel fuel.<sup>41</sup>

**Roadshow:** In July 2024, GLS Germany's region Centre hosted an event focusing on our linehaul sustainability strategy. The event featured the 40-tonne e-truck (Volvo), which has been in operation

since May, as well as the existing hydrogen truck (Hyundai) from region West and two new models of LNG trucks (Volvo). Several transport partners as well as Volvo and Hylane (provider of hydrogen trucks) were present.

**Experience:** In November 2024, GLS Group together with colleagues from Germany, France, Denmark, and Austria, as well as transport partners, visited the Daimler Trucks production facility in Wörth, Germany, to explore the range of electric trucks from Daimler Trucks and FUSO, as well as to learn more about Daimler's charging solutions and consulting services.

<sup>40</sup>Hydrogenated Vegetable Oil (HVO) is a renewable diesel fuel derived from waste and residue of vegetable oils, transformed through hydrodesulphurisation, allowing it to be used without modifications to diesel engines. Further, a distinction is made based on the purity of the alternative fuel. E.g., HVO100 consists of 100% HVO, whereas HVO50 consists of 50% HVO and 50% diesel fuel.

<sup>41</sup>The indicated reduction potential is based on the values for the emission factors and lower heating value from the [GLEC Framework 3.1](#) (p.77).

# Hub & Depot Operations

Our buildings also play a critical role in reducing GHG emissions and mitigating environmental impact. Sustainability measures are encouraged for new construction and enhancement of existing buildings. These include installing photovoltaic systems to produce renewable electricity, converting fossil heating systems to electric heat pumps, and implementing electric and low-emission solutions for shunting operations.

## Charging Infrastructure

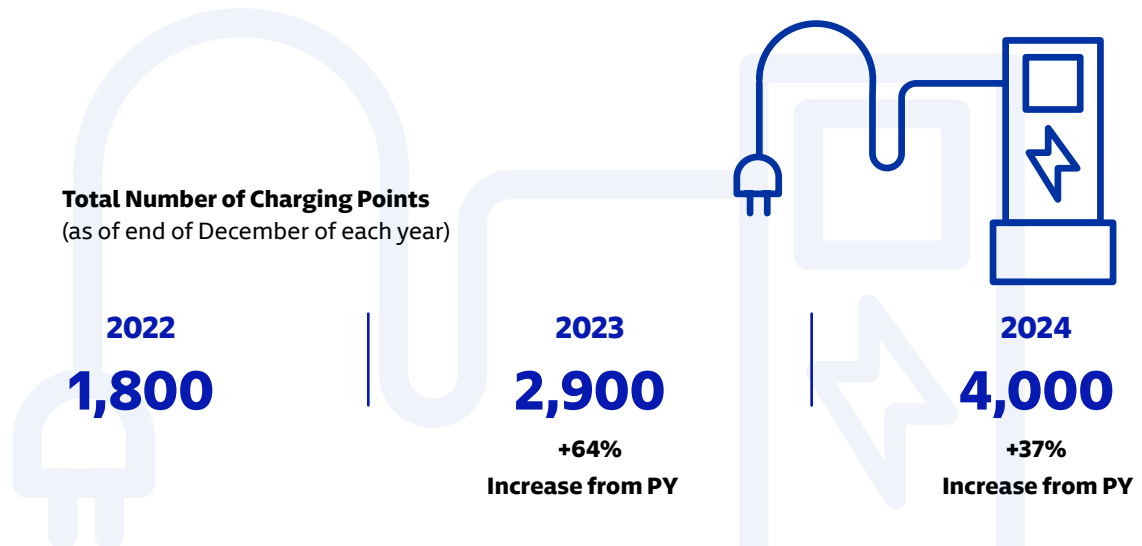
GLS supports the fleet transformation by investing in infrastructure upgrades in hubs and depots. This includes installing charging infrastructure, enhancing the power supply, implementing load balancing systems and electricity meters, and upgrading fire protection systems. In 2024, approximately 1,100 new charging points were installed, bringing the total to over 4,000 across the GLS network.

## Renewable Electricity

In 2024, 89% of GLS-operated sites in Europe were using renewable electricity and in relation to GLS' global electricity consumption, 80% are renewable. Further, GLS entities in Germany, Denmark, Spain, Finland, Portugal and the Czech Republic exclusively used renewable electricity in 2024, while Austria, Belgium, France, Ireland and the Netherlands sourced over 95% of their electricity from renewable sources.

Compared to calendar year 2023, self-generated renewable electricity increased by 31% driven by photovoltaic systems installed at GLS depots. The total purchased green electricity increased by 10%. As a result, GLS' Scope 2 (market-based) emissions, which are predominantly electricity-related, decreased by 13% in the last reporting period.

The ambition to consume 100% renewable electricity by 2030 across GLS Group will be reached by further increasing the generation of renewable electricity using solar panels and the purchase of Guarantee of Origin<sup>42</sup> or Renewable Energy Certificates<sup>43</sup> for GLS entities in Europe and North America.



<sup>42</sup> A Guarantee of Origin is an electronic document that proves that a specific quantity of energy was produced from renewable sources.

<sup>43</sup> Renewable Energy Certificates (RECs) are tradeable instruments that represent one megawatt-hour of electricity generated from renewable energy sources.



# Examples of Building Activities



**GLS Germany:** the depot in Potsdam, Germany, is equipped with a photovoltaic system, which supplies electricity to the 70 charging points. Rainwater is collected on site and is used to irrigate the property. In September 2024, the building was awarded the Gold certification by the DGNB<sup>44</sup> for its sustainable building approach.



**GLS France:** opened in September 2024, the Coudray-Montceaux depot in France is equipped with 1,200 photovoltaic panels, a rainwater recovery system with a capacity of 5,000 litres, and LED lighting. Additionally, the depot has 14 electric charging stations, including one supercharger for trucks.



**GLS Italy:** the new sorting center in Verona, which has been operational since June 2024, has infrastructure for charging electric vehicles, including 20 wall boxes, 3 fast charging stations with a total of 6 charging points for trucks and 4 for electric cars.

<sup>44</sup>The German Sustainable Building Council (DGNB) is a non-profit association that certifies sustainable buildings. Further information on the certification results of the GLS depot in Potsdam [available here](#).

# Examples of Building Activities



**GLS Spain:** since October 2024, the “Hub Km0” in Madrid features a 300 kW ultra-fast charger, to significantly reduce charging times for electric vehicles.



**GLS Spain:** in February 2024, GLS Spain has signed an agreement with Endesa, an electricity company and gas provider in Spain. The agreement focuses on three key areas: the renewable energy supply, the ramp up of charging stations at all GLS sites, and the increase of self-produced electricity through photovoltaic systems.



**GLS Croatia:** in May 2024, GLS Croatia partnered with the EV charging infrastructure provider Qelo to charge its electric company car fleet across Croatia.

# Examples of Building Activities



**GLS Hungary:** dedicated electric charging stations were installed at the headquarters, serving three depots and enabling optimised charging schedules. Partnerships with the energy provider E.ON, and Mercedes-Benz have provided tailored solutions for GLS Hungary, while government incentives have further supported electric vehicle adoption.



**GLS Denmark:** GLS Denmark partnered with Norlys, one of Denmark's largest energy providers, in November 2024 to deliver a complete charging solution for electric vans, company cars and future lorries.






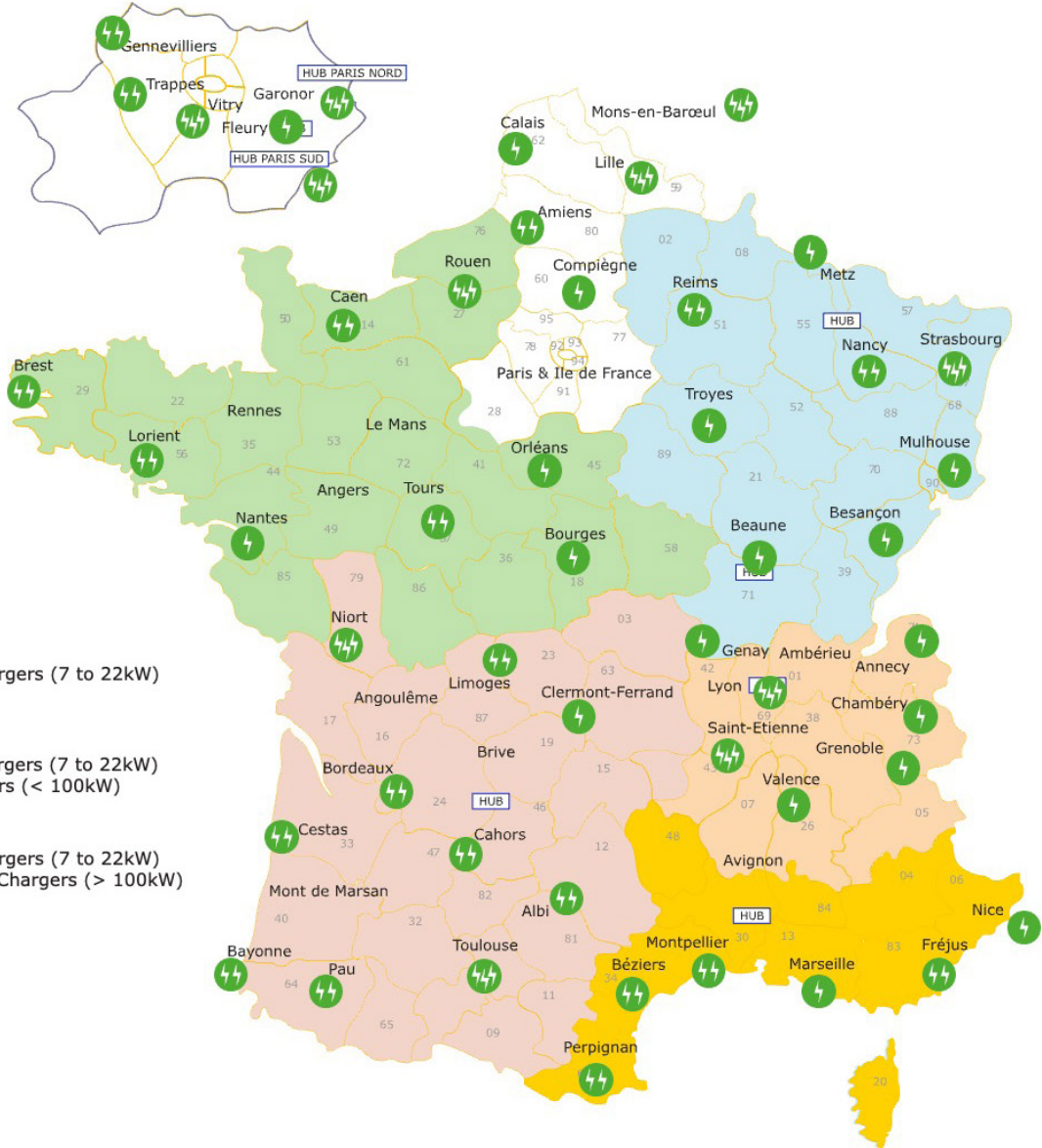
# Case Study:

## Expanding the Charging Infrastructure Network in GLS France

Through a systematic approach and strategic partnerships, GLS France was able to enhance the availability of charging stations at its locations in 2024.

Charging stations installed end of March 2025:

-  Semi-Fast Chargers (7 to 22kW)
-  Semi-Fast Chargers (7 to 22kW) & Fast Chargers (< 100kW)
-  Semi-Fast Chargers (7 to 22kW) & Super-Fast Chargers (> 100kW)





# Business Travel

As an international logistics company, GLS operates numerous hubs, depots, and offices across Europe and North America. We prioritise keeping our employees connected through online meetings and virtual teamwork tools. However, we recognise the importance of face-to-face interactions, especially for our management colleagues working in a multinational context.

In response to the environmental impact of our travel activities, we are committed to reducing business travel whenever feasible. Additionally, we prioritise the use of electric company cars for essential travel.

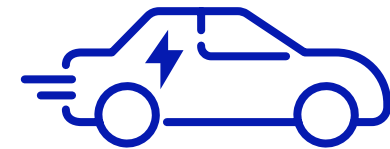
## Air travel

While we strive to reduce business travel whenever feasible, we recognise its necessity on certain occasions. In 2024, we observed a 5% increase in business travel by air in comparison to 2023. However, air travel makes up only 0.13% of our total emissions.

## Company Cars

As of the end of December 2024, the share of electric company cars in Europe has reached above 30%. To put this into perspective, we increased the share of full battery electric company cars by 88% since December 2023.

Following GLS Belgium's achievement of having over 50% of its company cars electric in the last financial year, GLS Austria, GLS Denmark, GLS Finland, GLS Ireland, GLS Netherlands, GLS Portugal, and GLS Canada have also reached this milestone.



Calendar Year	Share of electric company cars in GLS Group (as of end of December each year)
2022	5%
2023	16%
2024	30%

# Other Environmental Activities



**Environmental Conference:** in October 2024, the 7<sup>th</sup> Environmental Conference took place in Rüdeshheim, Germany. Environmental Managers from all GLS countries and the Corporate Team discussed topics like alternative linehaul solutions and science-based targets, held workshops about how to improve GLS' customer journey on carbon accounting and environmental data, and exchanged best practices about experiences with the electric and hydrogen truck operations. External participants including Milence and Heliox, a Siemens business, hosted discussions on the future of electric truck charging.



**GLS Spain:** Daniel López, Environmental Director of GLS Spain, participated in the round table 'Smart Urban Distribution of Goods', within the framework of Global Mobility Call, the international congress on sustainable mobility held in IFEMA MADRID in October 2024.



**GLS Denmark:** the political context is key for the decarbonisation of the transport sector, and on November 5, 2024, GLS Denmark appeared in a committee meeting of the Danish Parliament's Transport Committee. As participant in the interest organization DTLs network for electric vans and trucks operators, GLS had a 10-minute slot to debate barriers and challenges of implementing electric vehicles in parcel transport with the committee members and gave suggestions on how politicians could improve conditions.

# Other Environmental Activities



**GLS Germany:** to promote reusable packaging solutions, GLS Germany partnered with hey circle and Boomerang in August 2024. This initiative aims to reduce single-use packaging waste by introducing shipping bags that can be reused up to 50 times.



**GLS Denmark:** GLS Denmark won the Sustainable Brand Index 2025 in the 'Parcels & Logistics' category. This award, issued by SB Insight on April 2025, signifies that Danish consumers perceive GLS Denmark as the leading parcel distributor in terms of sustainability efforts. Read more about the Sustainable Brand Index 2025 [here](#).



**GLS Netherlands:** GLS Netherlands has been recognised as the top company in the Logistics category by MT/Sprout's Sustainable Development 400 for 2024, which identifies leaders in ecological and social sustainability and good corporate governance.

# Climate Protection Projects

In addition to reducing our own carbon emissions, in 2024 several GLS countries<sup>45</sup> invested in climate protection projects<sup>46</sup> outside our own supply chain. Although these projects do not have an impact on our own corporate carbon footprint, they contribute positively to global climate efforts. In 2024, the climate protection projects supported by GLS have protected the rainforest from deforestation in Peru and Brazil and promoted the expansion of renewable energy through wind and solar in India. These projects make an important contribution in several dimensions, as they preserve biodiversity, expand local infrastructure, and create employment

opportunities. In addition, each project contributes to the Sustainable Development Goals.

GLS worked with [ClimatePartner GmbH \(Munich, Germany\)](#) on multiple certified climate protection projects<sup>47</sup> to voluntarily offset emissions from the transportation of parcels and freight shipments, as well as buildings and business travel.

## Way Forward

Since the beginning of our compensation program, we have always seen compensation as a valuable complementary measure in our commitment to addressing the climate crisis, understanding that cooperation on multiple fronts, both within our own supply chain and beyond, is essential. This is especially important, when there is a lack of suitable technologies to decarbonise our carbon emissions, such as those from linehaul. However, our primary focus has consistently been on avoiding and reducing our own emissions. With our commitment to reduce GHG emissions to net-zero<sup>48</sup> by 2045 in line with the Science Based

Targets initiative, we are further strengthening this focus. This entails shifting our resources and efforts even more towards targeted emission reduction measures of our own and using the increasingly advanced technologies to decarbonise our business. We have therefore ceased our voluntary compensation activities as a component of our Group strategy at the end of FY 2024/2025.

Beyond our Groupwide initiatives, to gradually reduce emissions, some GLS companies have opted to continue compensating for carbon emissions at the national level in FY 2025/2026. For more details on countries' planned carbon offsetting activities spanning from April 1, 2025 to March 31, 2026, please visit [Carbon Offsetting](#).

<sup>45</sup>The companies in the following countries, operating under the GLS trademark, voluntarily compensated the carbon emissions caused by the transportation of parcels and freight shipments, as well as buildings and business travel: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Netherlands, Portugal, Slovenia, and Spain. <sup>46</sup>The climate protection projects, the respective GLS countries invested in, are listed on page 38. <sup>47</sup>Ibid.

<sup>48</sup>GLS B.V. is committed to reduce its absolute Scope 1, 2 and 3 greenhouse gas emissions by 90% by 2045, using 2021 as the base year. The residual emissions will be neutralized. This means the business counterbalances up to 10% of its CO<sub>2</sub>e emissions with investments in carbon removal projects outside its value chain, in line with the [SBTi Net-Zero Standard](#). The Science Based Targets initiative commitment of GLS B.V. encompasses all affiliated companies of GLS B.V. operating under the GLS trademark.



## Climate Protection Projects Invested in by GLS<sup>49</sup> in FY 2024/2025

Project Region and Country	Project Type	Certification Standard	Project Description
<a href="#">Madre de Dios, Peru</a>	Forest Protection	Verified Carbon Standard (VCS) <sup>50</sup> , CCBS Gold Level	Madre de Dios is an area of the Peruvian Amazon with some of the highest biodiversity in the world. It is also under threat from the Transamazônica road project and deforestation for agriculture. We support a project that protects an area of 100,000 hectares while working with the local population to help manage the land sustainably.
<a href="#">Pacajá, Brazil</a>	Forest Protection	Verified Carbon Standard <sup>50</sup> , CCBS	The project in the Brazilian Amazon covers an area of 148,000 hectares. To avoid the deforestation of native forests, the project promotes and supports the native population in using sustainable agroforestry techniques and provides them with land use rights for their contribution to nature conservation. In addition, villagers are trained as monitoring personnel working in patrol teams to ensure the project area is monitored.
<a href="#">Bhadla, India</a>	Solar Energy	Gold Standard <sup>51</sup> VER (GS VER)	By generating 832,550 MWh of electricity each year from solar energy, the GS VER-certified project contributes to increasing the share of renewable energy in India's electricity mix and improves the national energy supply. It further supports infrastructure development in the region, as roads are expanded and improved. This project creates permanent jobs with an above-average income in the region.
<a href="#">Jodhpur, India</a>	Solar Energy	Gold Standard <sup>51</sup> VER	Jodhpur, in the Indian state of Rajasthan, is a growing city of over 1.5 million people. Due to its desert location, it is well-placed to provide its industries electricity through solar power. To construct and operate a solar park, however, it needed additional support from companies like GLS. The project built a solar plant that covers 140 hectares of land and supplies 416,000 megawatt-hours of clean energy to the grid annually. As a result, 408,420 tonnes of CO <sub>2</sub> are saved each year.
<a href="#">Gadhsisa, India</a>	Wind Energy	Gold Standard <sup>51</sup> VER	This project generates energy with 143 wind turbines, which corresponds to a total capacity of 300 MW. It contributes to climate protection, as fossil fuel power plants would have otherwise generated the amount of energy. In addition, the region's sustainable development is supported through the creation of jobs in conjunction with training and the promotion of education, such as the opportunity for students to attend local schools.
<a href="#">Naranpar, India</a>	Wind Energy	Gold Standard <sup>51</sup> VER	120 wind turbines with a total installed capacity of 252 MW generate 556,508 MWh per year for the Indian energy grid. This amount of electricity would otherwise have been produced using fossil fuels. This increases the power supply, helping to close the region's energy gap. Furthermore, the wind power project promotes sustainable development through new long-term employment opportunities, combined with various training sessions for all employees.

<sup>49</sup>In FY2024/2025 the following countries, operating under the GLS trademark, voluntarily offset the emissions from the transportation of parcels and freight shipments, as well as buildings and business travel: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Netherlands, Portugal, Slovenia, and Spain. <sup>50</sup>Verified Carbon Standard (VCS), CCBS Gold Level: The VCS is a program that sets standards for certifying carbon emissions reduction projects. The Climate, Community & Biodiversity Standards (CCBS) Gold Level ensures projects deliver strong environmental and social benefits. For more information, visit: [VCS](#) and the [CCBS](#) <sup>51</sup>Gold Standard VER (GS VER): The Gold Standard VER (Voluntary Emission Reduction) is a certification for projects that reduce carbon emissions and promote sustainable development. It ensures that projects contribute to the well-being of local communities and the environment. For more information, visit: [Gold Standard Website](#)

# Corporate Carbon Footprint

To keep track of developments and identify areas for improvement, we must accurately measure the environmental impact of our activities. We consistently measure our impact through the annual corporate carbon footprint which quantifies the amount of carbon emissions generated by GLS<sup>52</sup> over the course of the calendar year. Through our corporate carbon footprint analysis, we monitor our Group-wide resource consumption and calculate associated emissions.

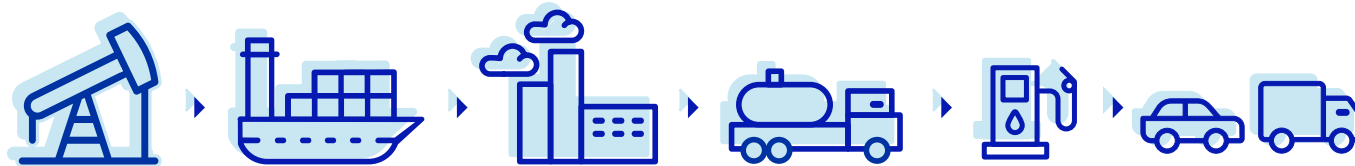
## Greenhouse Gas Emission Calculation

We report our carbon emissions Group-wide in accordance with the [Greenhouse Gas Protocol](#) (GHG Protocol) and include Scope 1, 2, and 3 emissions<sup>53</sup> in our calculation. Our emissions are calculated on a Well-to-Wheel (WTW) basis, meaning we consider the full life cycle, from fuel generation to its actual use. We disclose our

emissions in carbon equivalents (CO<sub>2</sub>e), which means that other greenhouse gases (e.g., methane) are also considered. A detailed overview of our Scope 1, 2 and 3 categories and our reporting approach is available in the [Basis of Reporting](#).

Given that transport activities account for 90% of our total corporate carbon footprint in 2024, they have the most significant impact on our emissions. Therefore, we place particular importance on the professional and reliable calculation of our transport emissions. Our calculation is based on and certified following [the EN 16258](#) standard for all national companies operating under the GLS trademark, ensuring precision and transparency in how we measure and manage our transport emissions. Furthermore, GLS aims to obtain the certification of ISO 14083, a new standard for quantifying and reporting GHG emissions from transport operations, during 2025.

## Well-to-wheel:



<sup>52</sup> Not included are CO<sub>2</sub>e emissions from recent M&A activities in 2024, the acquisition of E-Log Logística Insular, S.L. (Spain) and iLOGISTIC LOGISZTIKAI ÉS SZOLGÁLTATÓ Kft. (Hungary), as well as a 20% share of ACS Postal Services SMSA. These will be included in the reporting of 2025 CO<sub>2</sub>e emissions.

<sup>53</sup> GLS reports emissions related to its subcontracted transport fleet (Europe and part of North America) within Scope 3 and its own transport fleet (most of North America) within Scope 1. Scope 3 emissions are all indirect emissions (not included in Scope 2) that occur in the value chain of GLS, including both upstream and downstream emissions. Further details to be found under [GLS Reporting Criteria](#).



**Scope 1** - Direct

Direct Emissions from sources owned or controlled by GLS, including the combustion of fuel and operation of facilities. This also includes emissions from our own transport fleet (most of North America).



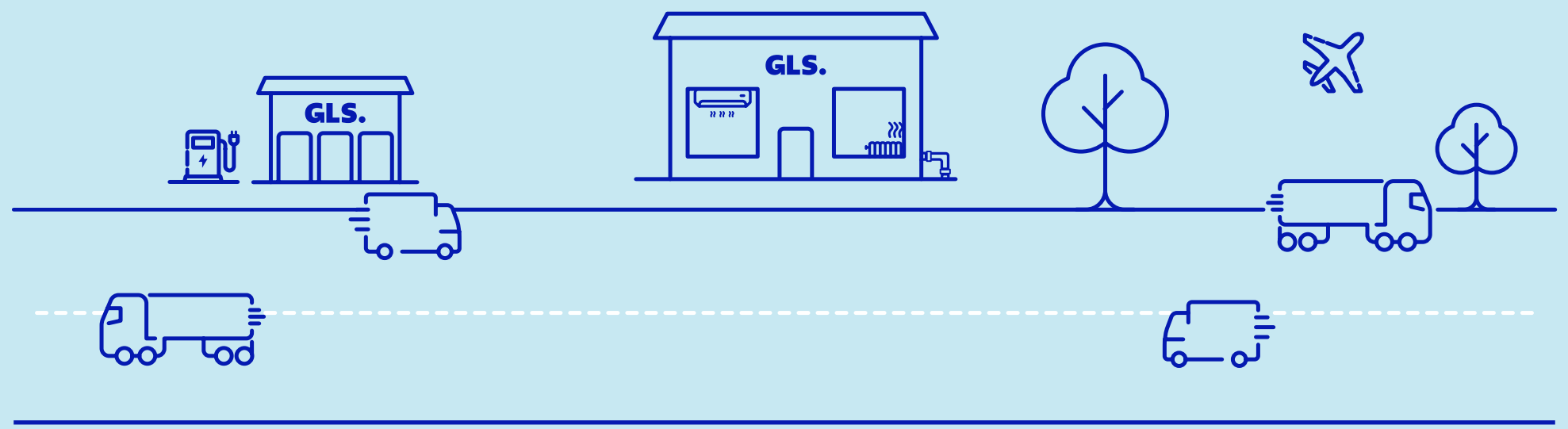
**Scope 2** - Indirect

Indirect Emissions from the consumption of purchased electricity, heat, steam, and cooling for own use.



**Scope 3** - Indirect

All other indirect emissions that occur in GLS's value chain, including those related to our subcontracted transport fleet (Europe and part of North America).



# Carbon Emissions Performance

Our corporate carbon footprint, along with our corporate transport emissions per parcel, demonstrates the progress achieved through the implementation of our strategy and reflects both environmental and business developments.

Compared to last calendar year we reduced the Group-wide CO<sub>2</sub>e transport emissions per parcel and experienced a decrease in our absolute greenhouse gas emissions.

## Absolute Carbon Emissions

Compared to last calendar year we experienced a decrease in our absolute market-based<sup>54</sup> emissions by around 7%, despite for the first time including the emissions of the new subsidiary Altimax that was purchased by GLS in 2023. This shows that the implementation of our decarbonisation measures has had an effect on our carbon footprint.

This positive development results from decreases in absolute market-based CO<sub>2</sub>e emissions in all three categories: Scope 1, Scope 2 and Scope 3. Scope 1 emissions have decreased due to the expansion of the company's electric vehicle fleet. Additionally, emissions were further reduced by the sale of a US subsidiary that previously operated its own fleet of vehicles. Although we have observed an increase in electricity consumption of 7%, we were able to reduce the Scope 2 (market-based) emissions, as we increased the proportion of green electricity, among other things. Finally, adjustments such as emission factors for capital goods led to a decrease in the Scope 3 emissions.

Taking these factors into account, **GLS' total market-based carbon footprint in 2024 was 1,210.3 KtCO<sub>2</sub>e**, representing a decrease of absolute emissions by around 7%.

## Carbon Emissions Performance (CO<sub>2</sub>e '000 tonnes)<sup>55</sup>

Scope	2023	2024
Scope 1	109.8	73.9
Scope 2 (market-based)	5.3	4.6
Scope 2 (location-based)	24.5	27.5
Scope 3 (market-based)	1,188.1	1,131.8
Scope 3 (location-based)	1,192.5	1,157.3
Total (market-based)	1,303.2	1,210.3
Total (location-based)	1,326.7	1,258.7

<sup>54</sup>The location-based method is "a method to quantify Scope 2 GHG emissions based on average energy generation emission factors for defined locations, including local, subnational, or national boundaries." (World Resource Institute, 2015) whereas the market-based method is "a method to quantify Scope 2 GHG emissions based on GHG emissions emitted by the generators from which the report contractually purchases electricity bundled with instruments, or unbundled instruments on their own." <sup>55</sup>GLS' emission data reflects the calendar year rather than the financial year. A detailed description of the Scope 1, 2 and 3 calculation methodology is available at [reporting criteria](#). Not included are CO<sub>2</sub>e emissions from recent M&A activities, the acquisition of E-Log Logística Insular, S.L. (Spain) and iLOGISTIC LOGISZTIKAI ÉS SZOLGÁLTATÓ Kft. (Hungary), as well as a 20% share of ACS Postal Services SMSA. These will be included in the reporting of 2025 CO<sub>2</sub>e emissions.



# Carbon Emissions Per Parcel

This figure represents the relative development of transport emissions from local traffic and linehaul operations in comparison to the amount of parcels transported within our network. Since 90% of GLS's carbon emissions stem from transport services and 78% from parcel transport services, reducing these emissions is crucial for achieving our decarbonisation goals.

In calendar year 2024, we reduced the transport emissions per parcel by 1% compared to 2023. However, this figure does not fully reflect the successful progress made in decarbonising the transport operations during 2024. Updated emission factors for fuels such as diesel and gasoline increased by about 7%<sup>56</sup>, which, together with other methodological changes, reduced the decrease in transport emissions per parcel. In a like-for-like comparison, when applying 2023 emission factors to both years, GLS' groupwide CO<sub>2</sub>e emissions per parcel decreased by around 8% in 2024 compared to 2023.

This result shows the success of GLS' collaboration with its transport service providers, as a large part of the reduction is driven by the expansion of electric- and low-emission vehicles<sup>57</sup> by adding more electric vans, light vehicles and alternative-fuel vehicles to its delivery network.<sup>58</sup> In total, more than 6,600 electric- and low-emission vehicles<sup>59</sup> are now in operation, representing a 55% increase in such vehicles compared to the end of 2023.



<sup>56</sup>The increase stems from previously unquantified methane venting in the production of fossil fuels. See [GLEC Framework 3.1](#), p. 76. <sup>57</sup>This means vehicles that during driving operation use only electricity or fuels that create lower emissions than diesel or gasoline fuel (e.g. HVO, biogas, natural gas such as LNG, LPG, CNG). Further, this also includes parcel deliveries on foot (as of today, only applicable for GLS Spain).<sup>58</sup>More information and current examples of activities to transform the transportation fleet can be found on p. 25ff.

<sup>59</sup>See footnote 57.

# Carbon Emissions Breakdown by Category

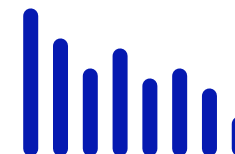
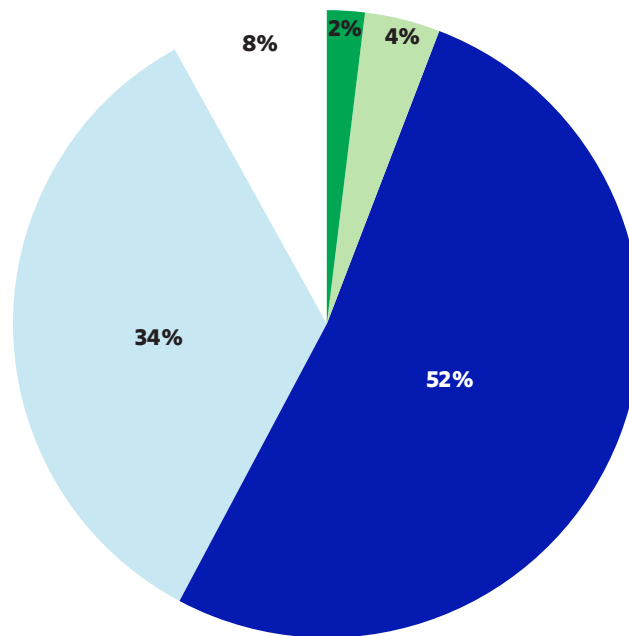
## Scope 1 & 2 Carbon Emissions

A large proportion of our Scope 1 and 2 emissions stems from transport emissions of our own fleet, which we operate at GLS Canada. The remaining Scope 1 and 2 emissions come from the operation of GLS locations. This includes on-site vehicles like shunters, but also the heating and cooling of our buildings.

## Scope 3 Emissions

Due to our business model and the fact that we primarily work with transport partners, a large part of the transport emissions is allocated to Scope 3 and respectively the total carbon footprint.

The remaining Scope 3 emissions include, for example, capital goods, employee commuting, franchises, and business travel with vehicles that do not belong to GLS, such as business air travel.



2024 Emissions Breakdown by Category (market-based)<sup>60</sup>

- Scope 1 & 2 - GLS buildings & company cars
- Scope 1 - GLS-owned transport vehicles
- Scope 3 - Linehaul
- Scope 3 - Pick-up & delivery
- Scope 3 - Other

<sup>60</sup>Further details about the basis of reporting are available at [basis of reporting](#)

# Social Commitment

With over 23,000 colleagues from diverse backgrounds and a network across 50+ countries, we are committed to being an inclusive employer and trusted business partner, making a positive impact on the communities we serve.

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# Diversity

Our workforce of more than 23,000 employees, representing a range of cultures, backgrounds, and roles, reflects the diversity and scale of GLS' operations.

Approximately 23% of our employees work in commercial roles, while the remaining 77% are responsible for core operational tasks such as parcel handling and sorting at our depots.

To manage this broad and varied workforce effectively, our Corporate HR Team develops strategies at Group level, while local HR teams tailor them to each country's specific needs.

## Our DEI Ambition

We strive to be the employer of choice, a workplace that values and empowers everyone. Committed to providing equal opportunities without discrimination based on race, gender, age, or sexual orientation, we are dedicated to celebrating the unique backgrounds and circumstances of our team.

## Our Diversity Commitment

To support this vision, GLS is committed to:

Cultivating an inclusive environment in which every team member feels their contributions are valued, ensuring fair treatment, respect, and a sense of community.

Ensuring equal opportunities by providing access to training, development paths, and advancement opportunities without bias.

Actively recruiting open-minded employees from diverse backgrounds to enrich our collective perspective and drive innovation.

Encouraging cross-function and cross-country collaboration to better value employees' diverse backgrounds and experiences.



We prioritise our people, guided by our GLS values, from candidate experience and new hire onboarding to development and offboarding. Through open dialogue and dedicated programs, we support our diverse employees in reaching their full potential. Together, we can go anywhere!

**Andrea Eckhardt**  
Head of GLS Group HR



# Equity

**Recognising the historical male dominance in the logistics sector - often due to the physical demands of operational roles and unconventional working hours - we are committed to fostering change. In the administrative domain, where tasks are less physically demanding and more flexible, we have observed a higher representation of women. Our goal is to increase female representation across all levels, including both operational and management positions, to ensure a balanced and inclusive workforce.**

To strengthen our equity efforts, GLS launched a dedicated cross-functional and cross-country workgroup in November 2024. The group began with an in-depth data analysis and is preparing equity-focused actions to ensure meaningful measures. We're learning from countries like France, Austria, Denmark, and Poland-where women hold over 30% of leadership roles-and using those insights to guide our next steps.

## Local Equity Initiatives

GLS Spain expanded its internal guidelines to explicitly protect LGTBI+ employees and rolled out regular training on equality and harassment prevention. As part of its commitment to creating safe and inclusive workplaces, awareness-building trainings have focused on depot and hub environments, ensuring that blue-collar teams fostering support for their LGTBI+ colleagues.

GLS Netherlands introduced an enhanced policy addressing discrimination and (sexual) harassment, along with an improved complaints procedure for inappropriate behaviour.

## Embracing Flexible Work Models

As the world of work continues to evolve, we support flexible arrangements that help employees better balance their jobs with caregiving and personal responsibilities. To make this possible, we've invested in modern IT tools and platforms that keep teams productive and connected- no matter where they work.

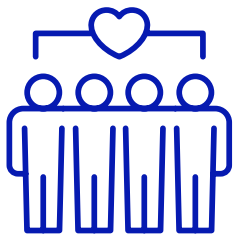
Management level	FY 2022/23 (%)		FY2023/24 (%)		FY 2024/25 (%)	
	♀	♂	♀	♂	♀	♂
Senior management	15%	85%	16%	84%	19%	81%
Management	26%	74%	26%	74%	27%	73%
Other employees: operational	24%	77%	23%	77%	26%	74%
Other employees: administrative	56%	45%	55%	45%	49%	51%

Due to rounding, totals may not always add up to 100%

# Inclusion

**At GLS, our team comprises individuals from diverse cultural backgrounds, age groups, and varying abilities, enriching our work environment with a wide range of perspectives and experiences.**

**Inclusion isn't just a feature for us; it's a fundamental aspect of our daily operations. Recognising that each of our locations has specific needs and unique cultural compositions, we prioritise inclusion initiatives at the country or depot level.**



## Supporting Employees with Disabilities

GLS Spain collaborates with around 600 agencies, including 14 Special Employment Centres, to support the integration of individuals with disabilities. Its approach combines early-stage support, trust-building, and a commitment to equal opportunities. In 2024, the company established a dedicated Diversity Department, led by a Chief Diversity Officer and a Diversity Manager, to coordinate inclusive hiring practices, and strengthen partnerships with external organisations like Fundación ONCE and Eurofirms.



# Training and Development

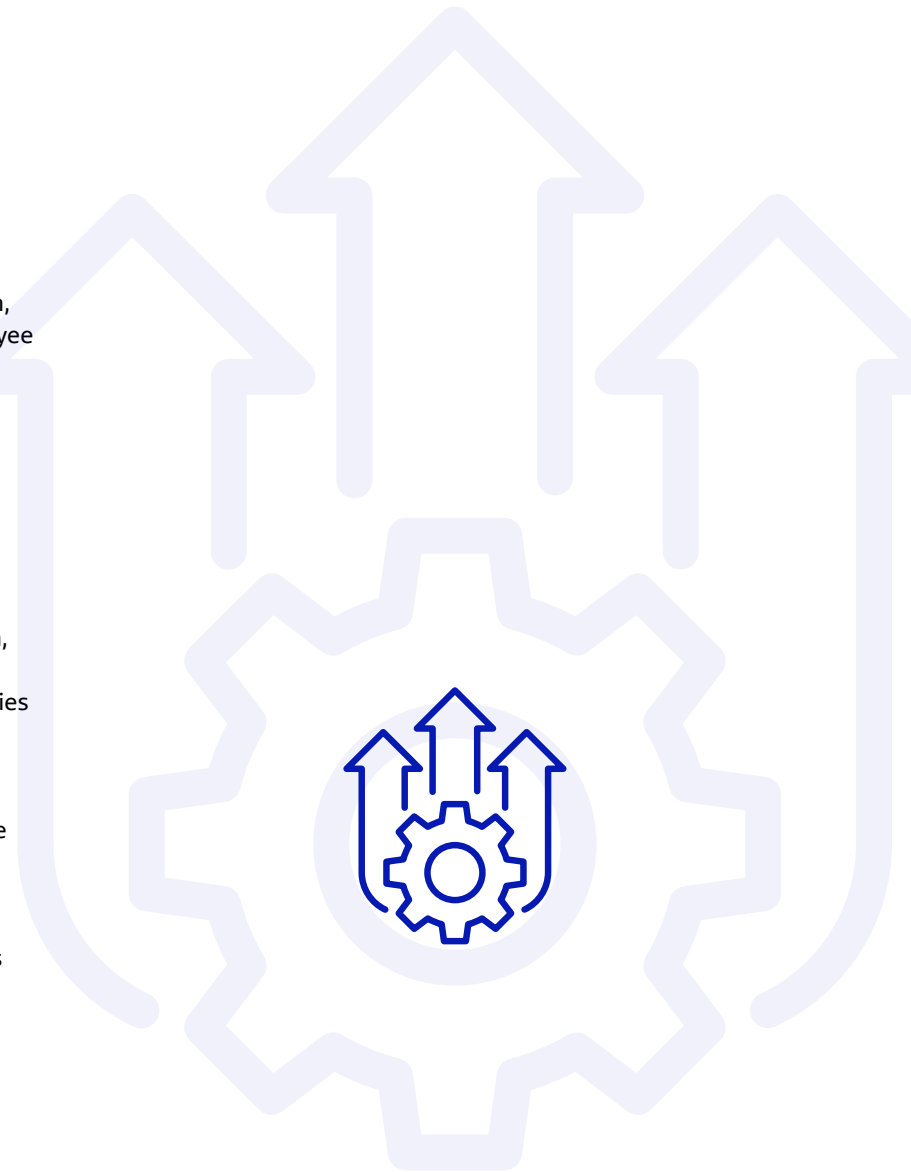
**GLS provides a range of targeted training and professional development programmes to enhance employees' abilities and enable them to reach their full potential. The 'New Level Work' coaching programme aims to support the development of managers and help them become effective leaders; it is offered across all GLS countries. In addition, the business runs interactive leadership development sessions to support leadership in a number of areas including transformation, recruitment and onboarding, development and succession planning.**

Each of GLS' subsidiaries implements tailored employee training programs, including talent development initiatives to support employees' growth and development.

## Enhancing Employee Experience

We believe that integrating our Vision, Mission, and Values (p.10) throughout the entire employee journey is key to strengthening our culture of diversity, equity, and inclusion, ultimately fostering greater employee engagement and retention. By aligning our internal practices closely with our company values, we reinforce our commitment to being an inclusive and responsible employer.

To strengthen the employee experience, GLS Group launched a new recruiting platform, in 2024, that makes it easier for candidates to explore and apply for international opportunities across our network. The platform offers a more accessible, user-friendly experience and reflects our commitment to attracting diverse talent. In parallel, we introduced a Group-wide onboarding platform designed to help new colleagues integrate into GLS from day one. It provides essential orientation, promotes early engagement with our values, and fosters community commitments from the very start of each employee's journey.



# Employee Wellbeing

**At GLS, we regularly assess workplace sentiment to better understand employee needs and improve the overall work environment. Through surveys and initiatives across different regions, we aim to gather insights that help guide our ongoing efforts to support employee wellbeing.**

## Internal Assessment

**Eastern Europe:** In 2024, the Common Employee Engagement Survey was conducted across the Eastern Europe region, which covers individual surveys in Hungary, Slovakia, Czech Republic, Serbia, Croatia, Romania, and Slovenia. The survey featured 52 scaling questions across 13 key workplace topics to gather insights into employee engagement and workplace experiences. Results showed strong employee engagement and a high sense of belonging. Employees also expressed trust in leadership and a sense of security within the organisation.

**GLS Denmark** also reported record-high employee well-being in its annual survey, with an 85% response rate across nearly 1,000 employees. Motivation reached 80 out of 100 points - up two points from the previous year - and all core indicators such as meaning, leadership, and work-life balance either improved or remained high. The employee Net Promoter Score (eNPS), which measures how likely employees are to recommend their company as a place to work, also rose significantly, from 40 to 46 (on a scale from -100 to +100).

## External Assessment

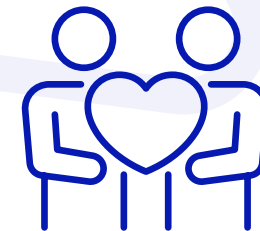
External evaluations from other countries reinforce these results, such as:

**GLS Germany** received the Best Recruiters Silver Award 2025, following an external audit of its career website, social media HR activities, recruitment processes, and applicant experience. GLS Germany met the required benchmark of 70 out of 100 points for Silver status.

**GLS Poland** was certified as a Great Place to Work® for the sixth year in a row, based entirely on anonymous employee feedback. With 83% survey participation and 76% engagement, the results reflect a strong culture of trust and team spirit.

**GLS Germany** was also awarded the Top Company Award 2025 by Kununu for the fourth consecutive year, with only 5% of participating companies earning this award. The award criteria include ratings from current and former employees, as well as applicants, combined with our Net Promoter Score recommendation rate.

**GLS Denmark** received the Corporate Responsibility People's Prize - an annual award hosted by Horsens Municipality, a local government authority in Denmark which awards prizes to companies that demonstrate a strong commitment to social responsibility. A wide range of criteria is considered, including flex jobs, internships, educational days, social company events, and hiring individuals on the fringes of the job market, among others.



# Health and Safety

## Our Approach

**Our organisation's ability to thrive is closely linked to the wellbeing of our employees. Ensuring their health and safety isn't just a policy, it's a core part of our culture. The foundation of our health and safety initiative is the Corporate Occupational Health & Safety (OHS) directive, which provides a structured framework for identifying risks and preventing accidents.**

Guided by this directive and the applicable local legislation, each subsidiary develops its own tailored OHS system, ensuring alignment with GLS safety standards while addressing country-specific requirements. We are enhancing our approach by integrating insights from Behaviour-Based Safety (BBS), which emphasizes positive reinforcement to encourage safe workplace practices

Statistics indicate that 85-90% of all occupational accidents worldwide are due to behavioural causes – a challenge that we also face. In order to sustainably improve safety in the workplace, GLS relies not only on comprehensive training measures but also on insights from behavioural psychology. One key aspect here is the positive reinforcement of safe employee behaviour. By recognizing and providing constructive feedback when safe behaviour is displayed, we promote a culture in which Occupational Health & Safety is not perceived as a duty, but as a mindset.

Our goal is to motivate employees to behave safely out of inner conviction, OHS is non-negotiable. The positive accident trend of recent years indicates that this approach is being embraced by employees.

## Our Safety Objective

Our objective is clear: minimise work-related accidents and foster a culture of health and safety awareness throughout GLS. We achieve this through proactive communication of our OHS policy to all employees. We further use comprehensive training and continuous education about workplace hazards, ensuring every employee, from our CEO to our warehouse staff, is equipped with the knowledge and tools to work safely.

## Coverage and Commitment

OHS management encompasses all employees, including those on temporary and contract arrangements. Coverage extends to all work areas within GLS facilities, wherever legally possible.

However, because GLS operates with a Transport Partner model, where delivery staff are typically subcontracted through third-party transport partners, many last-mile drivers are not directly employed by GLS. This limits the enforceability of training obligations and, as a result, road transport activities fall outside the scope of H&S coverage in most locations. To help close this identified gap, GLS supports transport partners by offering road safety trainings, wherever this is legally permitted.



Logistics is a "people business," which is why we consider Occupational Health & Safety to be an integral part of our corporate culture.

### Adolf-Werner Hardt

Director Corporate Security & Occupational Health & Safety

## Health and Safety Highlights

Over 3,900 OHS Awareness Trainings were assigned to managers and supervisors.<sup>61</sup>

More than 2,900 drivers received practical safety training across 15 GLS countries.<sup>62</sup>

<sup>61</sup> Serbia excluded, as rollout began in November 2024.

<sup>62</sup> Participating GLS entities: Serbia, Portugal, Spain, France, Ireland, Austria, Slovakia, Hungary, Germany, and Italy. This number includes only hands-on training and excludes theoretical driver training figures due to inconsistent reporting across entities.





# Evaluation

Our approach to managing health and safety is assessed through industry-standard metrics like the Lost Time Accident Frequency Rate (LTAFR), which tracks the frequency of work-related injuries.

To discuss operational topics, including health and safety metrics, all our country organisations conduct regular performance review meetings with the GLS Holdings Board. Audits by both the Corporate Occupational Health & Safety and the country Health & Safety teams help us gauge the effectiveness of our safety measures.

## Employee Involvement

We are committed to ensuring that every GLS team member has a voice in our Occupational Health and Safety initiatives. Mechanisms such as suggestion forms, wellbeing surveys, and employee feedback stations enable our team to express their ideas and concerns, with direct influence on management actions and decisions.

## Accidents

Our OHS Team particularly concentrates on enhancing safety in offices and operational facilities, with a special emphasis on the latter where the highest number of work-related accidents occur. Given the nature of our business, many incidents arise in areas involving physical handling, especially manual lifting and carrying. Our approach involves actively engaging employees and their representatives to ensure consistently high safety standards across all GLS locations. Through meticulous reporting and ongoing job hazard assessments and risk evaluations, we continuously enhance and update our safety protocols to better protect our team.

## Health and Safety Performance

Metric <sup>63</sup>	2023/24	2024/25
Fatalities	0	0
LTAFR (per 100,000 hours worked)	1.98	1.72
Sickness absence <sup>64</sup>	4.73%	5.12%

<sup>63</sup> Refers to GLS employees only.

<sup>64</sup> The sickness absence rate is the percentage of working hours lost due to sickness.



# Local Safety Initiatives

Local safety initiatives are tailored to the unique needs of each country, driving GLS's commitment to a safer, healthier workplace. From promoting employee wellbeing to digitalizing weekly safety briefings, these initiatives reflect our ongoing efforts to improve safety and support across the network.

## **Safety Corner: A GLS Best Practice**

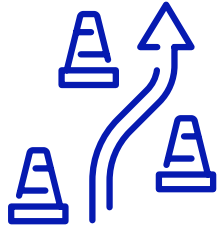
The Safety Corner initiative, originally introduced by GLS France, has now been successfully implemented across several GLS countries. These Safety Corners serve as dedicated spaces within workplaces to provide safety updates, share incident learnings, and promote best practices. By making safety information easily accessible, this initiative fosters a culture of continuous improvement and awareness

throughout the GLS network. Countries such as Portugal, Italy, and Spain have embraced this best practice, with Spain being the most recent to complete their implementation.

## **Back Health Days**

To promote musculoskeletal health and prevent back pain, GLS Austria launched the Back Health Days at key locations including Linz, Graz, and Salzburg. The initiative combined ergonomic equipment trials, posture workshops, and personalized muscle screenings via a mobile health unit. Employees received tailored tips to improve posture and prevent strain. The success of the program, marked by strong participation and positive feedback, has led to its continuation as an annual event.





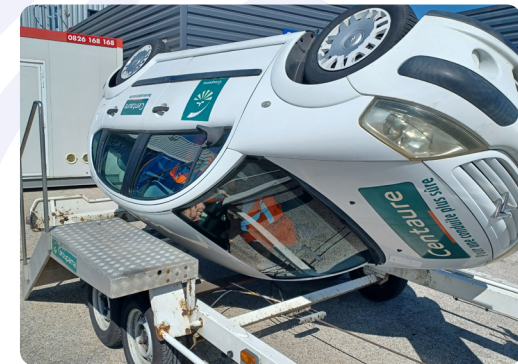
# Driver Safety Training

Although most drivers are employees of our transport partners, ensuring their safety remains a top priority for us. We recognize our responsibility to reduce accidents.

To help reduce accidents, GLS integrates road safety into our Occupational Health & Safety (OHS) Programme. We provide tailored training materials for transport partners and their drivers, ensuring compliance with local legal frameworks. Where legally possible, we also actively encourage and support our partners to offer practical road safety training.

These sessions typically include guidance on essential topics such as vehicle checks - including lighting and load security - as well as braking distance, reaction time, and the impact of poor weather on road conditions. Drivers also learn how improper loading can affect vehicle handling, and how to respond to challenges like slippery surfaces, sudden braking, or evasive manoeuvres. The goal is to help every driver understand which factors can influence their driving behaviour - and how to stay safe on the road.

As part of this effort more than 2,900 drivers across eligible GLS entities participated in practical road safety trainings during FY 2024/2025.<sup>65</sup>

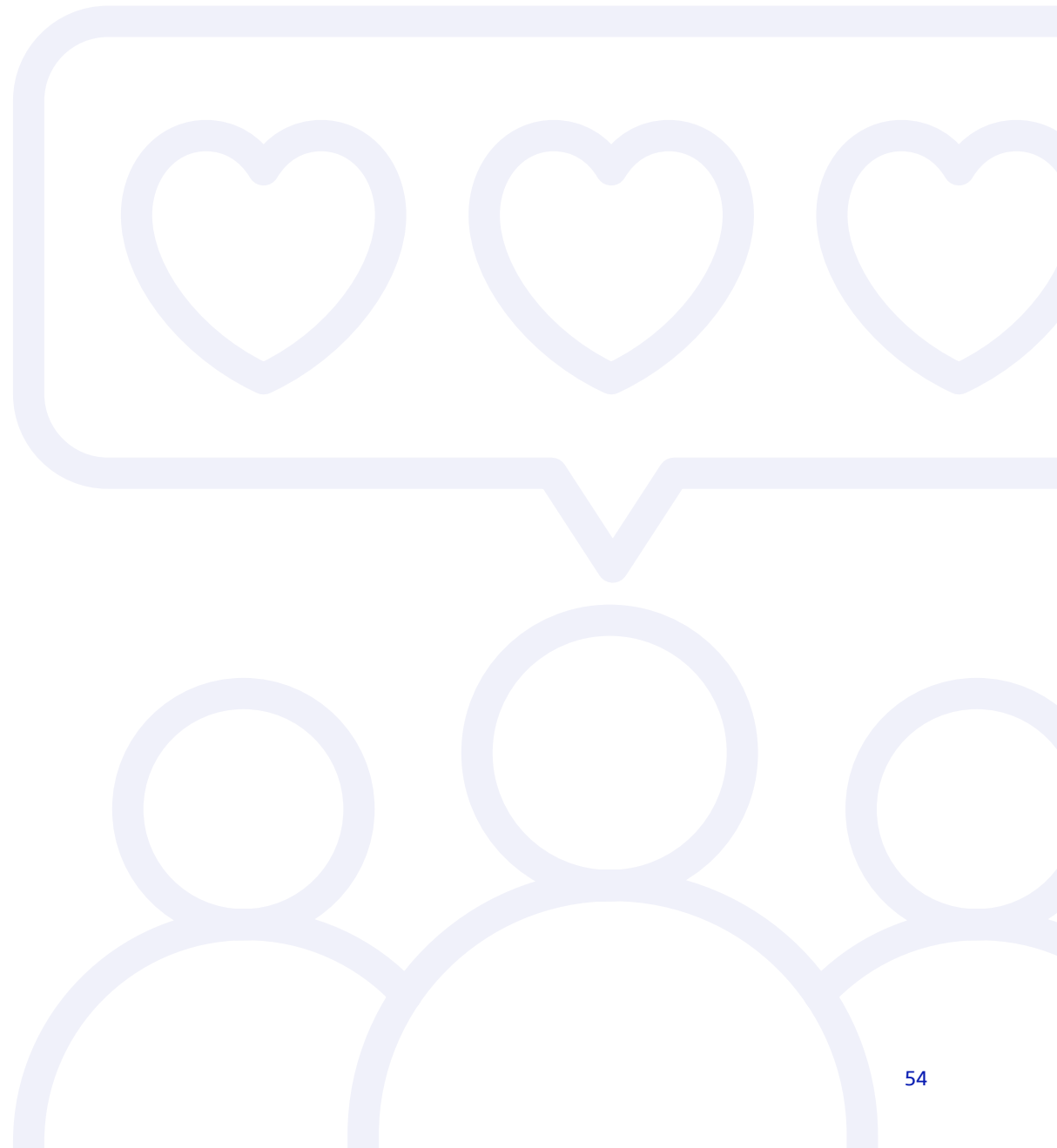


<sup>65</sup> Participating GLS entities: Serbia, Portugal, Spain, France, Ireland, Austria, Slovakia, Hungary, Germany, and Italy. This number includes only hands-on training and excludes theoretical driver training figures due to inconsistent reporting across entities.



# Community Engagement

At GLS, our approach to community engagement is grounded in the belief that our local subsidiaries are best equipped to understand their communities' needs. This understanding guides our commitment to empowering each national subsidiary to lead its own social initiatives. Our decentralised strategy ensures that our efforts address the most pressing local challenges and opportunities and thereby have the strongest impact. This tailored approach not only enhances our ability to give back effectively but also strengthens community ties, making GLS a trusted and integral part of the communities we serve.

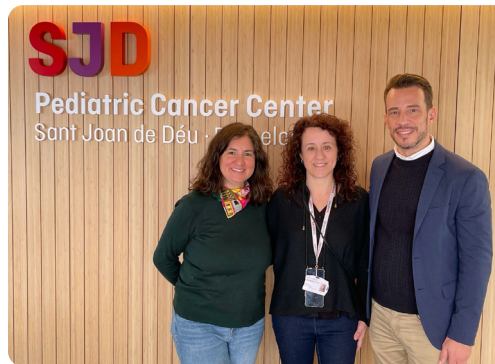


# Free Parcel Shipping

Offering free parcel shipments allows us to make a positive impact as part of our everyday business.



**GLS Ireland:** runs its Toy Appeal in partnership with the Children's Health Foundation. The initiative involved the collection of toys at all GLS locations across Ireland and delivering them free of charge to Crumlin Hospital, bringing holiday joy to children in need. Due to its success, this initiative will continue this year.



**GLS Spain:** facilitates free parcel deliveries to Sant Joan de Déu Hospital, supporting childhood cancer initiatives and the Chocolatada Solidaria, a fundraising event aimed at raising money for cancer research. GLS Spain provides transport services for event logistics and supplies, ensuring essential materials reach the hospital efficiently and free of charge.



**GLS Hungary:** co-organized the 'Smile Backpack' initiative, delivering over 1,000 collected school bags to children in need. The initiative focused on providing essential school supplies to children in underprivileged communities, ensuring they have the tools necessary for their education. GLS supported the logistics of the program, covering transportation costs and facilitating the smooth delivery of the backpacks.



# Donations

GLS supports charitable projects through financial contributions, focusing on impactful causes. Below are recent examples of our donations:



**GLS Canada:** continues to support CURE National Denim Day, which raises funds for breast cancer research across Canada. In May 2024, the Canadian team facilitated the shipping of CURE’s pink ribbons, ensuring they reached participants across the country. In addition, GLS Canada contributed through the sale of pink GLS baseball caps, with all profits going directly to the CURE Foundation.



**GLS Finland:** chose to donate to Cancer Foundation Finland as their Christmas gift for 2024. Cancer Foundation Finland is a charitable organization and the largest private funder of cancer research in the country. GLS Finland selected this foundation due to its impactful contributions to individuals and the broader community, aiming to support vital cancer research efforts.

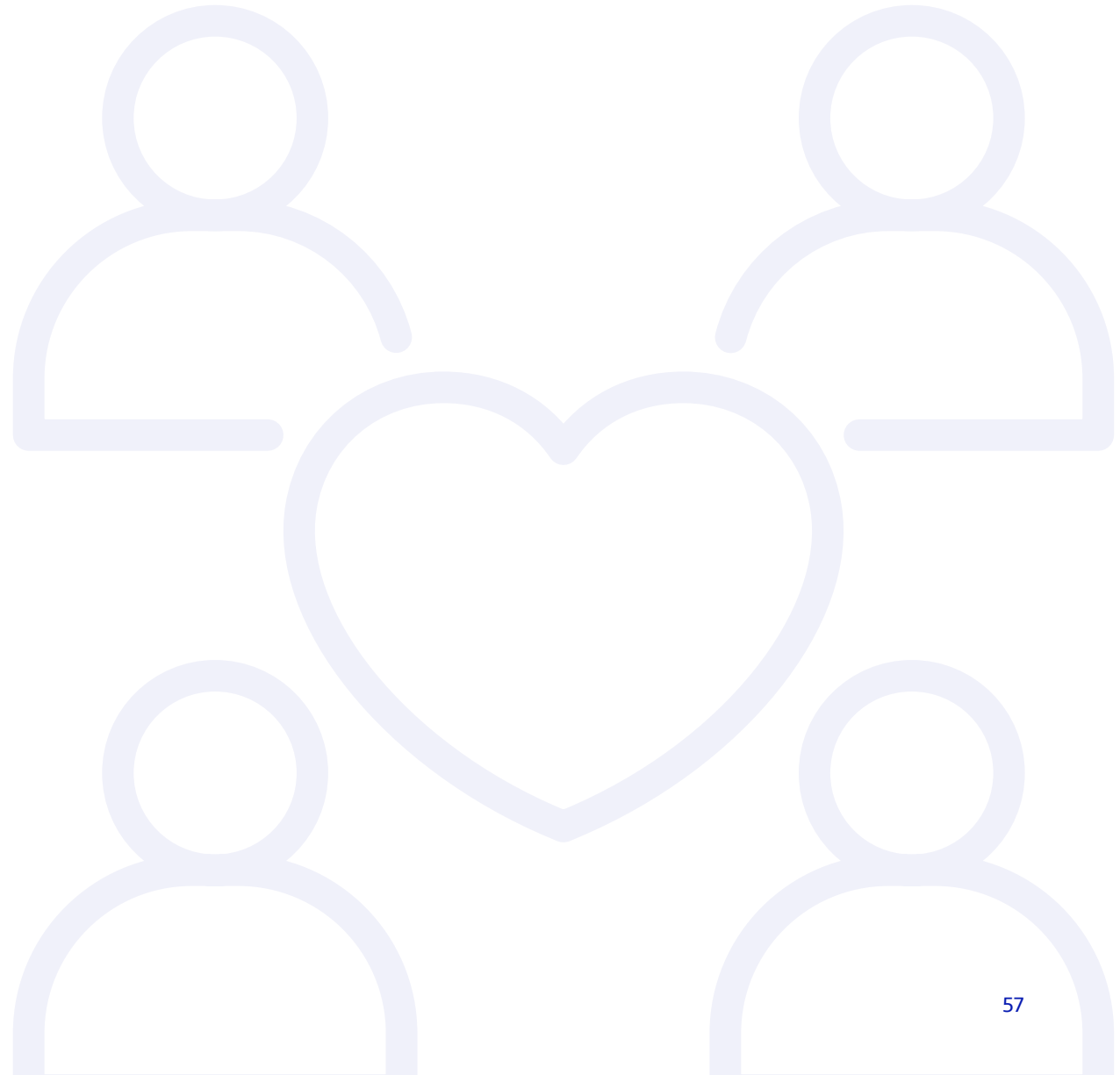


**GLS Denmark:** partnered with Børneulykkesfonden (Children’s Accident Foundation) to support the Kids Tour, an event aimed at strengthening children’s understanding of road safety and reducing child traffic accidents across Denmark. GLS actively participates by bringing a branded GLS van to each event, teaching children practical road-safety skills such as correct positioning on cycle paths and preventing right-turn accidents through interactive activities, and engaging approximately 2,500 children annually in a traffic-themed treasure hunt. All profits from the Kids Tour are donated directly to road-safety education projects, helping to reduce child accident rates across Denmark.



## Involving Employees

Many GLS entities focus on giving employees the opportunity to participate in the social activities they organize. In this way, we can involve our people in our social commitment and create a sense of belonging.





**GLS Poland:** sponsors the Poland Business Run, a nationwide charity event that supports amputees and people with mobility disabilities. In September 2024, GLS employees participated across several cities, with proceeds funding prostheses and rehabilitation efforts.



**GLS Czech Republic:** in 2024, GLS Czech Republic employees once again volunteered in the Cista Vysocina initiative, which aims to rid the landscape of garbage, concentrated mainly along the roads. Since 2016, GLS volunteers have been actively participating in the event, helping to remove waste along a 2 kilometre stretch of road near the location of the GLS Czech Republic headquarters in Jihlava.



**GLS Italy:** supported the social agricultural initiative “CUORICINO SOLIDALE” by purchasing gastronomic gift baskets as Christmas presents for employees in December 2024. This directly funded the “Pappaluga Project,” a social agricultural enterprise in Varese, providing stable employment for young people with cognitive disabilities. The funds contributed to building agricultural greenhouses helping workers maintain steady employment year-round despite climate-related challenges to agriculture.

# Sponsorship

Sponsoring activities allow us to engage with the communities in which we operate, particularly through sports initiatives.



**GLS Spain:** sponsored the “Partit dels Famosos” charity football match as part of La Marató de 3Cat, which in 2024 focused on respiratory diseases.

The event, in December 2024 at the Estadi Olímpic de Terrassa, brought together artists, athletes, and media personalities to raise awareness and funds for medical research.



**GLS Germany:** is proud to partner with Borussia Dortmund for the fourth season in a row. Together with the BVB foundation, GLS supported the charitable organisation Grenzenlose Wärme by providing swap bodies to store and distribute essential goods to people in need.

# Crisis Relief

Our subsidiaries provide immediate, practical support during times of crisis by mobilizing funds and logistical expertise, and delivering essential aid swiftly.



**GLS Italy:** raised €85,000 to support recovery efforts following severe flooding in Emilia Romagna in May of 2024. The funds were directed towards rebuilding homes and infrastructure. GLS Italy also provided logistical support by transporting essential supplies, including food, water, medical aid, and building materials, to the impacted areas.



**GLS Spain:** contributed €50,000 to the Red Cross and worked with them to raise additional funds for the Red Cross's disaster relief efforts in response to severe flooding in the Valencia region in October 2024. GLS mobilised its logistics network to deliver critical supplies, including food, medical equipment, and other necessities, to affected communities. GLS also launched a donation page to facilitate further contributions from employees and the public.



**GLS Poland:** responded to the devastating floods in 2024 by donating €105,000 to support the renovation of a local school and provide aid to the communities affected. The initiative focused on rebuilding infrastructure severely impacted by the flooding. GLS Poland also facilitated the delivery of essential supplies such as food, water, and medical items to the most affected regions.





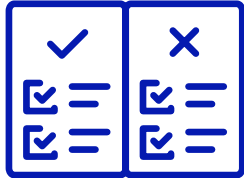
# Governance

Responsible corporate governance is essential for our long-term business success.

This ensures the trust placed in us by our stakeholders is continuously earned through our integrity and reliable service.

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# Compliance

GLS is committed to fair competition, integrity, and responsible business practices. We have a strict zero-tolerance policy on corruption. Together with our parent company IDS plc, we join in the fight against all forms of forced labour and modern slavery. To ensure that our high compliance standards are upheld in all parts of our business, we have implemented a Group-wide Compliance Framework.



### **Compliance Leadership**

Compliance managers across all GLS locations offer support to their organisations. At the core, our central Corporate Compliance Team is dedicated to the ongoing development and enhancement of our Compliance Framework. They also monitor its implementation and effectiveness throughout the Group.

### **Tailored Guidance**

Our behaviour standards are defined in our Group-wide policies, which cover topics like anti-corruption and competition law, as well as trade and/or financial sanctions. These policies are supported by specific guidelines, procedures, and both online and in-person training. These efforts are customized for different internal audiences to ensure every employee receives the exact guidance and training necessary for their role.

### **Reporting Compliance Concerns**

We value the courage of our employees, business partners, and the public in reporting misconduct or serious issues. It is crucial that they can trust their concerns will be treated with the utmost confidentiality and investigated thoroughly. Our whistleblowing system is designed for confidential and secure reporting. Both the use of the GLS Integrity Line and contacting our ombudsman offers the reporting person the necessary protection through secure communication channels, confidentiality, transparent feedback, and the prohibition of reprisals.



# **Compliance Framework**

### **Compliance Risk**

A comprehensive annual compliance risk assessment is conducted for each operational entity, drawing insights from all levels of the hierarchy. This ensures that we clearly identify and address critical issues, enabling us to continuously enhance our systems and maintain high standards of compliance.

### **Third Line of Defence Monitoring**

In addition to the internal approval processes, compliance controls, and monitoring measures managed by our local and corporate compliance functions, GLS' Corporate Internal Audit includes compliance controls in country audits, providing a valuable additional perspective.

### **Investigation and Disciplinary Action**

We take all reports of significant incidents seriously and investigate them diligently. Verified allegations result in decisive procedural and disciplinary actions, including contract terminations where appropriate.



# Information Security

In the logistics sector, handling sensitive information - including personal data of customers, consignees, business partners, and our employees - is a daily responsibility. As digitalisation continues to expand within our business, so does the potential for cyber threats. To protect this sensitive data from misuse and theft, we have implemented comprehensive, Group-wide information security.

## Cybersecurity Governance

Our Corporate Information Security Team is driving Group-wide information security activities through its security policies, standards, and guidelines. A governance framework based on ISO27001 has been established and is continuously being improved.

Supported by the GLS Holdings Board's mandate for increased digitalisation and continual improvement, our Information Security department is implementing a comprehensive security program. This program is designed to boost our global security maturity.

## Evolving Regulatory Framework and Necessary Adjustments

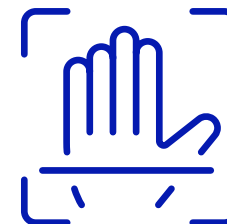
As part of our ongoing efforts to enhance cybersecurity, we are updating our systems to align with evolving regulatory frameworks, including the Network and Information Security (NIS) 2.0 European Union Directive.

## Collaborative Approach

Corporate Information Security actively collaborates with stakeholders to standardise processes and technologies, incorporating security by design and deploying advanced services such as identity and access management and public key infrastructure.

As cyber threats grow more sophisticated, we leverage automation and artificial intelligence to support the correlation and analysis of

security events and anomaly detection processes. These capabilities enhance system monitoring for our Global Security Operations Centre with Security Information and Event Management (SIEM), Security Orchestration Automation, and Response (SOAR), and Extended Detection and Response (XDR) solutions. This strategy not only addresses the complexity of IT and the speed of attacks but also ensures quick and efficient responses, allowing us to continue delivering exceptional service securely.





# Data Protection

Data protection is a critical concern in parcel logistics, as the use of personal information is unavoidable in the shipping process. GLS prioritises the protection of personal data to meet the expectations of customers, consignees, employees, and other stakeholders. We have established a comprehensive, Group-wide Data Protection Framework that encompasses all relevant entities, ensuring robust data protection practices are in place across our organisation.

### **Employee Training & Awareness:**

Clear guidance for all employees through our Group-wide Data Protection Policy, mandatory online training for all employees with computer access, and awareness measures designed to reach employees on all levels and in all functions.

### **Data Protection Management:**

A dedicated Corporate Data Protection department is in charge of further developing and continuously improving this framework, while responsible Data Protection managers in all operative entities ensure that it is implemented and brought to life.

### **Integrated Data Processing Protocols:**

Clear mandatory processes for setting up data processing activities ensure that data protection is built into our digitalisation approach by design and by default.

### **Rapid Data Breach Response:**

A data breach response process is set up between the Data Protection and Information Security functions to ensure a speedy and effective response when needed.



# Supply Chain Governance

In today's business landscape, companies are increasingly held accountable not just for their own adherence to laws and ethical norms, but also for the conduct of their entire supply chains. At GLS, we embrace this responsibility wholeheartedly. We understand that to our customers we represent the beginning of a crucial supply chain journey.

## Setting Clear Expectations

Our Supplier Code of Conduct outlines the expectations we hold for our suppliers, covering compliance with laws as well as environmental and social responsibility. This code is publicly available in local languages on each GLS entity's website, shared with potential business partners, and included in supplier contracts when appropriate.

## Empowering Our Team

It's essential to ensure that all our colleagues collaborating with partners understand their responsibilities and can identify relevant issues, such as potential concerns regarding labour practices in our supply chain. Therefore, we mandate Compliance in the Supply Chain training for all GLS employees with purchasing or depot supervising functions.

## Choosing Our Partners Wisely

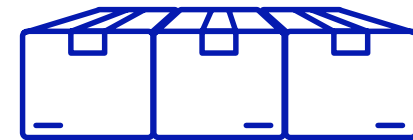
GLS has a dedicated Business Partner Approval Process, which mandates that staff responsible for selecting business partners conduct background checks, including on red flags indicating potential corruption or modern slavery risks. If indicated, appropriate mitigating measures must be defined before a contract may be concluded. Our Business Partner Approval policy instructs staff to also closely monitor ongoing relationships to spot any signs of a deteriorating risk profile as early as possible. Each relevant active business partner must undergo re-evaluation at least every three years.

## Working Together Across Borders

Our most significant business partners include transport partners, agencies, franchisees, and our international network partners. Together, we provide comprehensive logistics services, extending across countries where GLS does not have a presence of its own. When our partners provide services on our behalf, they represent the GLS brand, and we hold them to the highest compliance standards.

Standard contracts with all such partners outline specific compliance obligations, focusing particularly on corruption and labour law. Our international network partners undergo thorough compliance checks before we establish any business relationship and continue to undergo scrutiny throughout their network membership.

National GLS subsidiaries take additional measures tailored to local circumstances, such as establishing specific national partner codes of conduct for their transport partners.



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# About this Report

This report was composed in reference to the Global Reporting Initiative (GRI) framework, incorporating the 2016 standards with updates from 2021. Referencing this framework is intended to provide stakeholders and the public with insights into our objectives, endeavours, and advancements in all ESG topic areas. The information in this report relates to GLS Group's financial years **2024/2025**.

## Scope and Comparability of Environmental Data

Unless specified otherwise, the presented metrics encompass the entirety of GLS Group. Unless otherwise stated, reporting on emissions and resource consumption from the 2024 calendar year are based on the following data delimitation:

**all activities,**  
products and services and

**all companies** that we have included in the scope of consolidation in accordance with the applicable financial reporting rules as at the respective balance sheet date or those that have a significant environmental impact in this context.

## Reporting Frequency

The GLS Group ESG Report is released annually in English, and is available via [our sustainability](#).

## Data precision

Figures in tables and graphs are rounded for presentation purposes. However, changes compared to the previous year or proportional percentages are based on exact values. Thus, while a figure may remain the same as the previous year, a relative change may still be reflected. Due to rounding, cumulative proportional percentages might differ from the sum of non-rounded percentages.

# Glossary

**B2B (Business to Business):** Business transactions or services conducted between businesses rather than between businesses and consumers.

**B2C (Business to Consumer):** Business transactions or services conducted directly between a business and consumers who are the end-users of its products or services.

**CCBS (Climate, Community & Biodiversity Standards):** Standards ensuring projects deliver strong environmental and social benefits, focusing on climate, community, and biodiversity impacts. [CCB Standards](#)

**CDP (Carbon Disclosure Project):** An organisation that supports companies and cities to disclose their environmental impact. It is a comprehensive disclosure system for measuring and managing environmental impacts. [Carbon Disclosure Project](#)

**CNG (Compressed Natural Gas):** A fossil fuel substitute for petrol, diesel, or propane, used in the transportation sector.

**CO<sub>2</sub> equivalent (Carbon dioxide equivalent; CO<sub>2</sub>e):** The universal unit of measurement to indicate the global warming potential (GWP) of each of the six greenhouse gases, expressed in terms of the GWP of one unit of carbon dioxide. It is used to evaluate releasing (or avoiding releasing) different greenhouse gases against a common basis. The six greenhouse gases covered by the Kyoto Protocol and considered in the GHG Protocol are: carbon dioxide (CO<sub>2</sub>), methane (CH<sub>4</sub>), nitrous oxide (N<sub>2</sub>O), hydrofluorocarbons (HFCs), perfluorocarbons (PFCs), and sulphur hexafluoride (SF<sub>6</sub>). At GLS we disclose our emissions in CO<sub>2</sub>e. Further details about the basis of reporting are available at [Reporting criteria](#).

**C2X (Consumer-to-Any Other Party):** In the parcel business, refers to a model where individual consumers send parcels to a variety of recipients, including other consumers, businesses, or organisations.

**CSRD (Corporate Sustainability Reporting Directive):** A directive of the European Union aimed at increasing the transparency and comparability of sustainability information disclosed by companies operating within the EU.

**DEKRA:** A globally active testing and certification company based in Germany. In addition to vehicle inspections,

DEKRA provides services in auditing (e.g. ISO standards), certification, safety consulting, and sustainability.

**EcoVadis:** A platform providing holistic sustainability ratings of companies. It evaluates companies based on four themes: Environment, Labor & Human Rights, Ethics, and Sustainable Procurement. [More Information](#)

**Emissions or carbon emissions:** Used in this document as an equivalent for CO<sub>2</sub>e. See entry "CO<sub>2</sub> equivalent" in the glossary.

**EN 16258:** The primary standard for calculating and declaring greenhouse gas emissions in transport logistics. [GLS Certificate EN 16258:2012](#)

**European Sustainability Reporting Standards (ESRS):** The standards that EU businesses must report against as part of the disclosure requirements dictated by the Corporate Sustainability Reporting Directive (CSRD).

**ESG (Environmental, Social, and Governance):** Refers to the three central factors in measuring the sustainability and ethical impact of an investment in a company or business.

**GLS Financial Year:** Financial Year, covering the period from beginning of April to end of March.

**GHG emissions (Greenhouse gas emissions):** See entry "CO<sub>2</sub> equivalent (CO<sub>2</sub>e)" in the glossary.

**GS VER (Gold Standard Voluntary Emission Reduction):** Certification for projects that reduce carbon emissions and promote sustainable development, ensuring contributions to the well-being of local communities and the environment. [More information](#).

**GRI (Global Reporting Initiative):** An international independent standards organization that helps businesses, governments, and other organizations understand and communicate their impacts on issues such as climate change, human rights, and corruption.

**HVO (Hydrogenated Vegetable Oil):** A renewable diesel fuel derived from waste and residue of vegetable oils, transformed through hydrodesulfurization, allowing it to be used without modifications to diesel engines.

**ISO 14001:** An international standard that specifies requirements for an effective environmental management system (EMS). It provides a framework that an organization can follow, rather than establishing environmental performance requirements. [More information](#).

**LNG (Liquefied Natural Gas):** Natural gas that has been cooled down to liquid form for ease of storage or transport.

**LPG (Liquefied Petroleum Gas):** A type of fossil fuel used as an alternative to petrol and diesel, often in transportation.

**OOH (Out-Of-Home):** Delivery solutions that take place outside of the recipient's home, such as parcel lockers and other alternative delivery locations. This method aims to reduce the need for multiple delivery attempts and offers greater flexibility to recipients.

**S&P Global Sustainability Yearbook:** An annual assessment that ranks the world's largest companies based on their sustainability practices. Companies must score in the top 15% of their industry to be included. [More information](#)

**SBTi (Science Based Targets initiative):** Organization that helps companies set greenhouse gas emissions reduction targets in line with climate science to meet the goals of the Paris Climate Agreement. [More information](#)

**SDG (Sustainable Development Goals):** Set of 17 global goals established by the United Nations in 2015 to address a broad range of sustainable development issues, including poverty, inequality, climate change, environmental degradation, peace, and justice. [More information](#)

**TCO (Total Cost of Ownership):** A financial estimate intended to help buyers and owners determine the direct and indirect costs of a product or system.

**VCS (Verified Carbon Standard):** Program setting standards for certifying carbon emissions reduction projects, ensuring strong environmental and social benefits. [More information](#)

**WTW (Well-to-Wheel):** Approach considering the full life cycle of fuel, from generation to its actual use, in the calculation of carbon emissions.

# Reference to GRI

Disclosure	Reference 2022	Contents	Page
<b>Standard Disclosures</b>			
GRI120 GENERAL STANDARDS DISCLOSURES 2016	GRI 102-1	Organisational Detail	GLS entities
	GRI 102-2	Activities, brands, products and services	6,7,10,11
	GRI 102-3	Location of headquarters	6,72
	GRI 102-4	Location of operations	GLS entities
	GRI 102-5	Ownership and legal form	6
	GRI 102-6	Markets served	GLS entities
	GRI 102-7	Scale of the organization	GLS entities
	GRI 102-8	Information on employees and other workers	45-50
	GRI 102-9	Supply chain	66
	GRI 102-10	Significant changes to the organization and its supply chain	Entry into e-Log (July 2024, Spain)   Acquisition of 20% of ACS Postal Services (AKS) (August 2024, Greece)   Acquisition of iLogistics (October 2024, Hungary)   Sale of the US Freight Business (September 2024, United States)   Opening of New Paris Hub (September 2024, France)   Opening of Berlin Regional Hub (2024, Germany)
	GRI 102-11	Precautionary principle or approach	We apply the precautionary principle in all relevant field to secure the long-term success of GLS.
	GRI 102-12	External initiatives	With our mother company we have signed the UN Global Compact. <a href="#">More information here</a> . Since December 2024, GLS has greenhouse gas emission-reduction targets in line with the Science Based Targets initiative. The publication of "General Logistics Systems B.V." SBTs <a href="#">can be found here</a> .
	GRI 102-13	Membership of associations	Bundesverband Paket- und Expresslogistik (BPEX), GLS Germany   Cityhall of Bordeaux on urban logistics., GLS France   FNTR (fédération nationale des transports routiers), GLS France   Danks Erhverv (Danish Chamber of Commerce), GLS Denmark   DTL Danish Transport and Logistics Association, GLS Denmark   FPE (FORUM PRZEWOŹNIKÓW EKSPRESOWYCH), GLS Poland   Federazione Italiana Trasportatori (FEDIT), GLS Italy   Consorzio Netcomm, GLS Italy   FEDERLAZIO - Associazione delle piccole e medie imprese del Lazio (Rome region), Italy (GLS Enterprise)   FEDERLAZIO - Associazione delle piccole e medie imprese del Lazio (Rome region), Italy (GLS Enterprise)   Wirtschaftskammer/ Chamber of Commerce, GLS Austria   BeCommerce (not a membership, but listed as business partner with this organization), GLS Belgium   Koninklijke Federatie van Belgische Transporteurs & Logistieke Dienstverleners (FEBETRA), GLS Belgium   Vereniging voor Inkoop en Bedrijfslogistiek (VIB) [not full membership, but partnership], GLS Belgium   VOKA, GLS Belgium   Vlaams Instituut voor de Logistiek (VIL) [not full membership, but partnership], GLS Belgium   Centrale Raad voor het Bedrijfsleven (previously organised within the BIPT (Belgian Regulatory for Postal Services)), GLS Belgium   APEK (Assosiation for e-commerce), GLS Czech Republic   Regional Chamber of Commerce Jihlava (Okresní hospodářská komora Jihlava), GLS Czech Republic   APOE (Associação Portuguesa de Operadores Expresso), GLS Portugal   UNO ORGANIZACIÓN EMPRESARIAL DE LOGÍSTICA Y TRANSPORTE ("UNO"), GLS Spain   CEOE (Confederación Española de Organizaciones Empresariales), GLS Spain   ASOCIACIÓN ESPAÑOLA DEL EXPRESS Y DE LA CARGA AÉREA INTERNACIONAL ("AECI"), GLS Spain   Huolintayhdistys, GLS Finland   Logy, GLS Finland   Ontario Truck Association, GLS Canada



# Reference to GRI

Disclosure	Reference 2022	Contents	Page
GRI 102 GENERAL STANDARDS DISCLOSURES 2016	<b>Strategy</b>		
	GRI 102-14	Statement from senior decision-maker	4
	GRI 102-15	Key impact, risks, and opportunities	4,1
	<b>Ethics and Integrity</b>		
	GRI 102-16	Values, principles, standards, and norms of behavior	8
	<b>Governance Structure</b>		
	GRI 102-18	Governance structure	14
	GRI 102-19	Executive-Level Responsibility	14
	GRI 102-20	Delegating Authority	14
	GRI 102-21	Consultation Between Stakeholders and the Highest Governance Body	14
	<b>Stakeholder Engagement</b>		
	GRI 102-40	List of stakeholder groups	12,14
	GRI 102-41	Collective bargaining agreements	As an international operating company GLS orients itself by the frameworks and legal requirements of the respective countries. Remuneration is guided by the local job market, including any applicable collective agreements.
	GRI 102-42	Identifying and selecting stakeholders	12
	GRI 102-43	Approach to stakeholder engagement	12,54
	GRI 102-44	Key topics and concerns raised	13
	<b>Reporting Practice</b>		
	GRI 102-45	Entities included in the consolidated financial statements	71
	GRI 102-46	Defining report content and topic boundaries	68
	GRI 102-47	List of material topics	12
	GRI 102-48	Restatements of information	No restatement needed
	GRI 102-49	Changes in reporting	68
	GRI 102-50	Reporting period	68
	GRI 102-51	Date of most recent report	68,72
	GRI 102-52	Reporting cycle	68
	GRI 102-53	Contact point for questions regarding the report	72
	GRI 102-54	Claims of reporting in accordance with the GRI standard	72ff.
	GRI 102-55	GRI content index	72ff.
	GRI 102-56	External assurance	see Assurance Statement <a href="#">here</a>

# Reference to GRI

Disclosure	Reference 2022	Contents	Page
<b>Economy</b>	<b>Economy</b>		
	GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	
	GRI 204-1	Proportion of Spending on Local Suppliers	Transport activities as major share of our purchasing are purchased on local level via our local organizations
<b>Gouvernance</b>	<b>GRI 205 Anti-Corruption 2016</b>		
	GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	11
	GRI 205-1	Operations assessed for risks related to corruption	62,63,66
	GRI 205-2	Communication and training about anti-corruption policies and procedures	62,63,66
	GRI 205-3	Confirmed incidents of corruption and actions taken	No incidents of corruption taken
<b>Enviroment</b>	<b>Enviroment</b>		
	GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	18
	<b>GRI 302 Energy 2016</b>		
	GRI 302-1	Energy Consumption Within the Organization	18,21,25,29,31,32
	GRI 302-3	Energy Intensity	18,21,25,29,31,32
	<b>GRI 305 Emissions 2016</b>		
	GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	18,19,20
	GRI 305-1	Direct (Scope 1) GHG emissions	19,39,40,41,43
	GRI 305-2	Energy indirect (Scope 2) GHG emissions	19,39,40,41,43
	GRI 305-3	Other direct (Scope 3) GHG emissions	19,39,40,41,43
	GRI 305-5	Reduction of GHG emissions	18,19,20
<b>Enviroment</b>	<b>GRI 307 Environmental Compliance 2016</b>		
	GRI 102-41	Management approach (including GRI 103-1, 103-2, 103-3)	All entities operating under the GLS trademark in the EU and Serbia* have gained the ISO 14001:2015 certification for their environmental management system, certified by DEKRA. The certification attests that all above-mentioned GLS entities have established and maintain an environmental management system. The conformity was attested with audit report no. A20011337. Our latest certificate was issued in September 2023 and is valid until September 2026, including yearly surveillance audits. *15With the exception of General Logistics Systems Italy S.p.A., which is certified by a local certification body (ANCIS).
	GRI 307-1	Non-compliance with environmental laws and regulations	no fines or sanctions have been identified
	<b>Social</b>		
	<b>GRI 401 Employment 2016</b>		
	GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	44-48
	GRI 401-1	New employee hires and employee turnover	Total New Hires: 2,450 Total Employee Turnover: 11% This data refers to the reporting period of Q4 ending on March 12, 2025.

# Reference to GRI

Disclosure	Reference 2022	Contents	Page
<b>GRI 402 Labor/Management Relations 2016</b>			
	GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	Our management approach is to adhere to all legal requirements.
	GRI 402-1	Minimum notice period regarding operational changes	see above
<b>GRI 403 Occupational Health and Safety 2018</b>			
<b>Social</b>	GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	50
	GRI 403-1:	Occupational health and safety management system	50
	GRI 403-2	Hazard identification, risk assessment, and incident investigation	51
	GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	51
	GRI 403-5	Worker training on occupational health and safety	52,53
	403-6	Promotion of worker health	52,53
	403-8	Workers covered by an occupational health and safety management system	50

# Reference to GRI

Disclosure	Reference 2022	Contents	Page
	403-9	Work-related injuries	51
	<b>GRI 404 Training and Education 2016</b>		
	GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	48
	GRI 404-2	Programs for upgrading employee skills and transition assistance programs	48
	<b>GRI 405 Diversity and Equal Opportunity 2016</b>		
	GRI 102-2	Management approach (including GRI 103-1, 103-2, 103-3)	45
	GRI405-1	Diversity of governance bodies and employees	45
	<b>GRI 408 Child Labour 2016</b>		
	GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	We address potential human rights risks through our Codes of Conduct and our Supplier Code of Conduct, as well as the IDS Modern Slavery Act Statement. A whistleblowing hotline and a Compliance Risk Assessment process are in place to identify and manage relevant risks.
	GRI 408-1	Operations and Suppliers at Significant Risk for Incidents of Child Labor	Under our GLS Group Supplier Code of Conduct we expect our suppliers to prohibit any kind of child labour in their company.
	<b>GRI 409 Forced or Compulsory Labor 2016</b>		
	GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	62
	GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Our Business Partner Approval Process covers also modern slavery risks.
	<b>GRI 412 Human Rights Assessment 2016</b>		
	GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	15 (EcoVadis)
	GRI 412-1	Operations that have been subject to human rights reviews or impact assessments	We conduct a yearly Compliance Risk Assessment for each country where modern slavery is included.
	GRI 412-2	Employee training on human rights policies or procedures	No trainings have been given.
	<b>GRI 418 Customer Privacy 2016</b>		
	GRI 103	Management approach (including GRI 103-1, 103-2, 103-3)	65
	GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the reporting period, we have dealt with a number of complaints from data subjects and queries from Data Protection Authorities. There have been no major substantiated concerns.

Social

# GLS Entities

The following list includes only the specific entities within the GLS Group that are deliberately named and referenced in this report. This is not a complete list of all entities within the GLS Group

GLS entities	Mentioned in report as
<b>Austria</b>	
General Logistics Systems Austria GmbH, Ansfelden, Austria	GLS Austria
<b>Belgium</b>	
General Logistics Systems Belgium N.V., Drogenbos, Belgium	GLS Belgium
<b>Canada</b>	
GLS Logistics Systems Canada Ltd., Vancouver, Canada	GLS Canada
Rosenau Transport Ltd, Alberta, Canada	Rosenau
<b>Croatia</b>	
General Logistics Systems Croatia d.o.o., Donji Stupnik, Croatia	GLS Croatia
<b>Czech Republic</b>	
General Logistics Systems Czech Republic s.r.o., Jihlava, Czech Republic	GLS Czech Republic
<b>Denmark</b>	
General Logistics Systems Denmark A/S, Kolding, Denmark	GLS Denmark
<b>Finland</b>	
General Logistics Systems Finland Oy, Turku, Finland	GLS Finland
<b>France</b>	
General Logistics Systems France S.A.S., Toulouse, France	GLS France
<b>Germany</b>	
General Logistics Systems Germany GmbH & Co. OHG, Neuenstein, Germany	GLS Germany
<b>Holding</b>	
General Logistics Systems B.V., Oude Meer, the Netherlands	GLS BV
<b>Hungary</b>	
GLS General Logistics Systems Hungary Kft., Alsónémedi, Hungary	GLS Hungary
<b>Ireland</b>	
General Logistics Systems Ireland Limited, Dublin, Ireland	GLS Ireland

<b>Italy</b>	
General Logistics Systems Italy S.p.A., San Giuliano Milanese, Italy	GLS Italy
<b>Netherlands</b>	
GLS Netherlands Holding B.V. Utrecht, the Netherlands	GLS Netherlands
<b>Poland</b>	
General Logistics Systems Poland Sp. z o.o., Komorniki, Poland	GLS Poland
<b>Portugal</b>	
General Logistics Systems Portugal Lda., Venda do Pinheiro, Portugal	GLS Portugal
<b>Romania</b>	
GLS General Logistics Systems Romania SRL, Selimbar, Romania	GLS Romania
<b>Slovakia</b>	
GLS General Logistics Systems Slovakia s.r.o., Budča, Slovakia	GLS Slovakia
<b>Slovenia</b>	
General Logistics Systems d.o.o., Ljubljana, Slovenia	GLS Slovenia
<b>Spain</b>	
General Logistics Systems Spain S.A., Coslada, Spain	GLS Spain
<b>USA</b>	
General Logistics Systems US, Inc., Stockton, USA	GLS US
<b>GLS Group</b>	
GLS Group	All affiliated companies of GLS BV, Amsterdam
<b>International Distributions Services</b>	
International Distributions Services plc, London, UK	IDS
Royal Mail plc, London, UK (Former name of IDS until October 2022)	Royal Mail
<b>EP Group a.s.</b>	



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**GLS.**  
Parcels to People