



sustainable fulfilment and delivery

at **diamond** we are committed to minimalising our environmental impact – in an industry that is not renowned for its environmental friendliness.

impact

creating change for the good of the planet

at **diamond**, we are very aware of our environmental responsibilities.

This is why we have focused on building our ESG (environmental, social and governance) pledge into our everyday running and wider activities. This document focuses on the environmental part. Logistics by its very nature is impactful to the environment yet essential, which is why we set ourselves the task of improving our footprint, investing in green projects, and encouraging others within our industry to make meaningful change.

why it matters

Sustainable logistics is important, not just because it's the right thing to do, but because your customers will demand transparency of it, it is part of modern purchasing process to check green credentials and even banks, financiers or purchasers of your business will demand to have transparency of your ESG policy.

It is important that your logistics partner can provide you with the reassurance that they take this seriously and you can rely on them to be as green as humanly possible.



our environmental pledge aligns with our core mission and values

Mission

To build businesses on our one stop logistics platform, **despatchlab**.

Our Values

- Shared Success – its all about partnerships
- Be a great company to work with, trust and belong to
- **diamond** delivers

And we do all of this with sustainability in mind. We regularly review the environment commitments and standards we have set for our business to make sure we are hitting our goals and finding new ways to improve.



our environmental pledge

- **Leave no trace** – to leave as little trace as humanly possible
- **Where there's impact there is recompense** – where we cannot remedy we will counter our carbon footprint
- **Only choose supply partners with the same environmental commitments** – looking at all supply chain partners – from packaging, to carriers to post – and making sure their green policies align with our own
- **To utilise technology to drive efficiency** – sustaining and developing cutting edge technology to minimise waste and maximise utilisation.



The action we have taken so far:

- We follow a business model that minimises mileage, maximises loads and efficiency to reduce our environmental impact. This is driven by our logistics platform, **despatchlab**, which maximises the efficiency of our people and fleet
- We have partnered with packaging companies who provide the most environmentally prudent products to our clients. We avoid single use plastics and utilise eco and recycle products where we can
- From sales prospecting to communication, we maximise digital utilisation across our network
- We have achieved our green office target for over 20 years running
- We are working towards our carbon neutral goal by 2030 and carbon zero by 2040
- We regularly promote a green agenda to our network, through the logistics industry and we award good environmental practices at our AGM
- We appointed our very own sustainability champion, Melanie, in 2023 to help us be greener, sooner
- Offset tonnes of carbon dioxide per month by supporting a Global Portfolio of Verified Carbon Reduction Projects via Carbon Footprint ©
- Only use suppliers who have active commitment to improving their environmental sustainability.

what about transferring to an EV network?

We continually monitor the advances in electric vehicles that can be used by the logistics industry, but unfortunately, so far, transferring our fleet wholesale to EVs (Electric vehicles) is neither practical or affordable. However, as this technology develops to provide greater capacity, range, recharge network reliability and affordability, it is our hope that the **diamond** fleet can make this transition. Until that time, we will continue to use the most fuel-efficient vehicles available for our fleet.

We also subscribe to the mantra that the least environmentally impactful vehicle is the one you are driving now, and to drive it until the end of its lifetime. So we stopped requiring couriers to have vehicles under 3 years old, and as long as they are neat, tidy and reliable then age doesn't matter.

environment

small changes lead to big results

- Moved to ecologically friendly cleaning products
- Contributed to papers for electric vehicle requirements for the logistics industry
- Built returns load functionality into our proprietary software, **despatchlab**, to minimise empty vehicle miles in our network of the future
- Added the Green Checklist to the **diamond** standards
- Changed lights in offices to LED and automatic switch off
- Committed to the Green Agenda being part of our company's objectives and key results
- Started our shift to electric vehicles acquiring the first for our fleet
- Supported the green agenda in IoC meets
- Promoted remote working, launch and meets to minimise road miles
- 'Right product right box right packaging' philosophy
- Only purchasing recycled, recyclable, reusable boxes and biodegradable inserts.



technology powering sustainability

By definition, sustainable logistics is the process of managing the flow of goods and services in a way that minimises the impact on the environment. This aims to reduce carbon emissions, minimise waste, and use renewable energy sources. And technology plays a big part in this.

diamondlogistics uses its home grown technology platform, **despatchlab** to manage operations, streamline the ecommerce fulfilment process, making it easier for businesses to manage their online orders –but also do it in the most environmentally friendly way.

- We utilise the carriers spare capacity rather than establishing our own network, minimalising wasted miles and maximising vehicle utilisation of all our carriers
- We also utilise our own returns loads system so we minimalise empty van mileage
- Our warehouses mean hundreds of businesses share space and resources maximising efficiency – rather than them all running their own sites
- The consolidations of despatches from these site means carrier have less stem mileage to pick up from us exponentially reducing collection carbon impact
- Our collection vans utilise technology to create efficient local runs to consolidate locally with no additional trucking reducing stem mileage.



sustainable packaging

Sustainable packaging is the use of materials and design techniques that minimise the environmental impact of packaging.

This includes reducing waste, using renewable materials, and minimising the use of non-renewable resources. Sustainable packaging is becoming increasingly important as businesses look for ways to reduce their environmental impact.

Three ways we have improved our packaging:

- #1. We use biodegradable materials. Biodegradable materials are materials that can be broken down by natural processes, such as bacteria or fungi.
- #2. We use recycled materials. Recycled materials are materials that have been used before and then processed to create new packaging.
- #3. We use packaging that is designed to be reused. This can include using reusable containers or packaging that can be easily disassembled and recycled.

It's also about not wasting resources. Our packaging is utilised in a 'right product, right box, right packaging' philosophy so no huge boxes are used for smaller items. Considerable time is taken at contract establishment to make sure the right boxes are in for the right stock including measuring product and reviewing internal packaging needs, and team trained to make right packaging choices to ensure low wastage

Checklist for environmentally friendly packaging:

- Use biodegradable or recycled materials: Biodegradable materials can be broken down by natural processes, such as bacteria or fungi, and recycled materials can be processed to create new packaging.
- Design packaging for circularity: This involves designing packaging that can be reused or recycled, reducing waste and minimising the use of non-renewable resources
- Optimise packaging size and shape: This can help reduce transportation-related emissions by minimising the amount of space required to transport products
- Reduce the amount of packaging used: This can include reducing the number of layers of packaging, using lower mass packaging, and using packaging with a lower volume

By adopting these sustainable packaging practices, we can reduce their environmental impact and improve our sustainability efforts.



circularity

our ESG goals

– linked to the 17 UN Sustainable Development Goals

Following the 17 UN Sustainable Development Goals we are working on a company wide basis in order to start doing all we can, to minimise our impact on this planet and to be better contributors to our team and partners, and the wider world.

Title	Details
Collisions, Emissions and Prohibitions	<p>We are producing a fleet sustainability strategy to include:</p> <ul style="list-style-type: none">● A roadmap to plan for the entire fleet (including company cars) are zero emission by 2040 (i.e., 2031 for cars and vans and 2040 for HGVs).● Actions the company is taking to minimise and reduce fossil fuel as part of the transition period● Details of systems it uses to monitor fuel efficiency and driver performance (e.g., telematics, route optimisation software to reduce route times and driver hours)● Electric Vehicle (EV) Charging Infrastructure Strategy and installation of EV charging units on-site
Recruitment and retention	<ul style="list-style-type: none">● Ensuring staff are paid the UK Living Wage as a minimum● Frequent check-ins on performance and personal plans to align team's personal goals with business needs● Flexibility in working to adapt to personal circumstances – work from home, flexible hours etc
No poverty	<ul style="list-style-type: none">● Provision of a charity donation boxes for staff to donate food, winter coats or clothing● We make financial donation to charities that are working to eradicate poverty
Zero hunger	<ul style="list-style-type: none">● Provision of a regular fresh food to the workplace as part of a healthy diet to support energy, performance, metabolism and concentration● Provide employees with information on how to minimise food waste – and all left over food is taken home for them or their families to enjoy.

goals

<p>Good health and well-being</p>	<ul style="list-style-type: none"> ● We have a wellbeing programme that embraces all aspects of physical, mental, financial and emotional health ● We provide staff with details of service providers that can provide helpful guidance on wellbeing if they are going through a difficult time (e.g. Mind, Samaritans)
<p>Quality education</p>	<ul style="list-style-type: none"> ● Inhouse ongoing training supported by diamond helpdesk ● Support team in further formal tertiary education and training in support of career progression
<p>Gender equality</p>	<ul style="list-style-type: none"> ● We pay the same salary for the same position, with the same qualifications and experience ● We report on the company's Gender Pay – no 'gap' here! ● We have a passionate anti-discrimination/equal opportunities policy ● We promote a strong culture of mutual respect and zero tolerance for all forms of workplace harassment
<p>Clean water and sanitation</p>	<ul style="list-style-type: none"> ● Providing drivers with reusable cups and refillable water bottles ● Sponsorship of water projects in areas that suffer from droughts or need sanitation. diamond has a pump in Cambodia and sponsors toilets in Malawi



clean

<p>Affordable and clean energy</p>	<ul style="list-style-type: none"> ● We don't choose our energy supplier currently, as its part of our service charge, but when we move our HQ, we will use a green energy provider. ● We carried out an Energy Audit ● We installed LED lighting to improve efficiency
<p>Decent work and economic growth</p>	<ul style="list-style-type: none"> ● We proactively employ people from diverse backgrounds and ages, provide great work conditions and our core values support this. ● We support flexible work hours and where feasible, the possibility to work from home as and when needed ● We monitor the well-being of team members
<p>Industry, innovation and infrastructure</p>	<ul style="list-style-type: none"> ● We invested heavily in technological innovation to maximise efficiency and sustainability ● Our business model with local service centres, minimalising road miles and utilising spare capacity, reducing wastage and empty miles ● We encourage innovation by providing opportunities for all stakeholders to offer innovative solutions to the operator's sustainability challenges. ● We are carrying out a Supply Chain Review and issuing a Guide for Suppliers to align with our goals
<p>Reduced inequalities</p>	<ul style="list-style-type: none"> ● We are an award winning, equal opportunities employer – leading the way in the logistics industry
<p>Sustainable cities and communities</p>	<ul style="list-style-type: none"> ● We have just started the process of auditing our bankers from an ESG perspective and looking to place savings in ethical investments. ● We support team members if they wish to volunteer on local community projects

responsible



<p>Responsible consumption and production</p>	<ul style="list-style-type: none"> ● Where possible we shop locally and use local suppliers ● We've adopted the '4Rs' to reduce waste – Reduce at source, Re-use and repair, Recycle and Responsibly dispose of items
<p>Climate action</p>	<ul style="list-style-type: none"> ● We have assessed the company's credentials in terms of carbon foot printing and impacts per head, and are developing guidance for staff on how they can reduce their impacts ● We have carried out a carbon impact assessment of all business practices – from packaging to vehicle emissions – and offset our carbon via Carbon Footprint ● We are producing the roadmap for our journey to Net Zero
<p>Life below water</p>	<ul style="list-style-type: none"> ● We installed a water purifier to stop our use of bottled water ● We provide reusable cups to discourage the use of single plastic vessels
<p>Life on land</p>	<ul style="list-style-type: none"> ● We've installed plants in and outside our building. ● We are identifying a charity to plant trees on behalf of the company to further offset our carbon footprint
<p>Peace, justice and strong institutions</p>	<ul style="list-style-type: none"> ● We provide fair and impartial support for all sorts of workers' feedback
<p>Partnerships for the goals</p>	<ul style="list-style-type: none"> ● Establish partnerships with other companies or network partners working in the same sector ● Create a Social Value Plan

climate



our suppliers

We select our carriers not just for their performance but also for their commitment to minimalising their impact on the environment.

Here's a sample of their green policies:



DPD

DPD's carbon budget is how they map out the annual reductions required to reach their near-term 2030 reduction target of 43% compared to their 2020 baseline. Achieving this target puts them in an excellent position to achieve their 2040 net zero target.

The main contributors to their decarbonisation efforts are the roll-out of electric vehicles (EVs) in their collection and delivery fleet, deployment of renewable energy generation and procurement, and the use of hydrogenated vegetable oil (HVO) in their transport fleet.

By the end of 2023 more than 32% of their C&D fleet was electric. They have seen this number increase slightly to 34% through the first half of 2024 due to de-fleeting of some of their diesel vehicles; however, they have spent considerable time this year ensuring that the infrastructure they need to expand our electric fleet is in place.

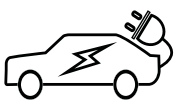
Operating an electric fleet is more than just buying and deploying vehicles: they consider route mileage, charger availability, both at home, in public, and on their sites, and the transition of their drivers from diesel to electric vehicles.

Some of these transition risks were formalised as they went through their first climate-related disclosure, and they have needed to order a small number of diesel vehicles this year alongside new EVs to maintain fleet numbers as they work to overcome some of the challenges associated with the deployment of EVs.

DPD's environmental statistics:

V Fleet (%)

33.95%

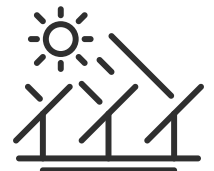


CO₂ saved from electric deliveries (tonnes) (YTD)*

13,692

PickUp Point locations – saving delivery miles

11,047



Power Generated from Solar Panels (kWh) (YTD)

2,394,725

Electric Deliveries (YTD)

51,050,443



% of HGV fleet using Hydrogenated Vegetable Oil

95.00%

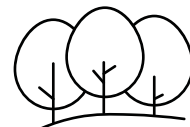
Trees planted Go Zero be a Hero (YTD)

65,941



tCO₂e saved using HVO (Hydrogenated Vegetable Oil) (YTD) *

54,774



sustainable



DHL Go Green Initiatives

Sustainable Aviation

Sustainable aviation is a critical part of achieving DHL Group's mission 2050. Approximately 90% of DHL Express' carbon footprint is emitted by their air network, so improving aviation sustainability is crucial and an area they're heavily invested in. Their initiatives include Sustainable Aviation Fuel (SAF) blending, investing in the most fuel-efficient aircraft, optimising fuel, and driving innovation such as the development of electric planes.

Electric Fleet

DHL Express UK has a goal to run a 100% electric courier vehicle fleet by 2030. Electric courier vans are an important step towards making city streets greener and reducing the impact of commercial vehicles on the environment. Electric courier vans are in use at all major locations with the roll out continuing across the UK. This is alongside the installation of scalable integrated charging infrastructure at their Service Centres.

Courier Bicycles

By 2025 DHL Group is striving to achieve 70% zero-emission first and last mile services through clean pick-up and delivery solutions globally. Since 2017, they have launched 27,000 bicycles, cargo bikes and cubicycles worldwide to reduce and avoid the emissions of greenhouse gasses and local air pollutants.

Greener Hub Operations

All new DHL Express Service Centres are built to the highest required BREEAM and EPC environmental standards. This includes using green electricity, LED daylight-controlled lighting, and emission-free air conditioning.

Electric Ground Service Equipment

They have introduced 100 pieces of new electric ground service equipment at their East Midlands Airport site, as they aim to make our ground-handling operation fully electric by 2032. The new equipment includes 28 electric tugs, 5 state-of-the-art electric 'nose lifter' vehicles which lift aircrafts to push them back from their parking stands, five high-loaders and 6 electric belt-loaders to loose load shipments.



Royal Mail

Sustainability – powered by posties

As the Royal Mail transform their business and drive towards Net-Zero, they want to be the sustainability leader in our industry – one that is respected by communities in every postcode and valued by our people, customers and wider stakeholders.

Royal Mail states it is the UK's greenest* delivery option for letters and parcels. Thier posties walk up to a billion steps a day and just over half of our delivery routes are either purely or largely on foot. But we want to go even further to reduce emissions and improve air quality. They:

- Operate the UK's largest electric van delivery fleet with around 5,000 electric vans.
- Have deployed 10 million of litres of biofuels in our fleet of heavier trucks.
- Purchase 100% renewable electricity across our entire estate.
- Are significantly reducing use of domestic air transport in favour of lower emission alternatives.



*Based on average gCO2e emissions per parcel delivered by UK parcel operators, as published by Citizens Advice 2023 Parcels League Table.

Check out their Green Initiatives, from 100% recyclable bags to 100% sustainably sourced electricity at their 50 sites.

Conscious of their impact on the environment and ensuring they are a sustainable and forward-thinking business is high on their agenda. Big efforts being made to reduce their CO2 emissions through identifying alternative delivery methods and to use alternative fuels plus have smaller initiatives internally where big steps are being made to be green at Yodel.

All their sites – national sorts, local depots or support function offices are well-equipped with everything needed to safeguard our colleagues' health, wellbeing and safety when working. They identified key areas where they could impact Yodel's sustainability efforts and made it a key part of their procurement strategy. Yodel are leading the way in using 100% recyclable post bags. Thier bags are produced using shells that would previously have been discarded, reducing our reliance on plastic and are able to be recycled.

They've secured 100% recyclable bin bags and security bags, which means we are currently on track to remove all plastic bags within Yodel by December 2024. This will mean they have removed 1,295,000 plastic bags a year. Next on the agenda is introducing recyclable shrink-wrap with an aim to remove all single-use plastic within their operations in the next 12 months.

They've consolidating their cleaning products and purchasing larger quantities and decanting into smaller, multi-use vessels. These products are powerful, effective and safer than many cleaning chemicals. All are non-toxic, non-flammable, non-carcinogenic and non-harmful to marine and aquatic life and made from plant based, environmentally friendly ingredients.

Across their sites, they have 25 forklift trucks, which are run on gas. They are in the process of migrating all their gas-powered vehicles within depots and national hubs over to BioLPG, reducing other carbon emissions by 40% this year and reducing further year on year. They recently updated their electricity source across 50 sites.



go green

making your eCommerce fulfilment sustainable

– a checklist

checklist

Environmental checklist to ask your next fulfilment or delivery partner

- Does your fulfilment partner have a Green Policy?
- Is it published and do they report on it frequently so you can see their continued commitment?
- Do they provide sustainable packaging?
- Do they use a Green checklist for their offices?
- Do they recycle, use ecologically sound cleaning products and minimise energy usage?
- Do they use electric vehicle where possible?
- Do they Carbon Offset?
- Do they record and monitor their suppliers green policies and select those based on their commitment to net zero goals?

If you are environmentally conscious and want a fulfilment and delivery partner with all the right answers to the above, then **diamondlogistics** is a very good choice.

