

euShipments Group

SUSTAINABILITY REPORT 2023





euShipments.com is a leading provider of eCommerce fulfillment and cross-border delivery solutions in the CEE region.

The company integrates services from over 50 top-tier local courier companies across Europe and offers more than 600 delivery methods. With a logistics network covering 27 European countries and operating 13 strategic fulfillment centers, euShipments.com is renowned for its innovative approach to developing solutions for the eCommerce industry.

The international euShipments group includes three other logistics companies: Croatian Pick&Pack, Romanian Helpship, and Slovak Swisspoint.

Recognized by:

Forbes

FT FINANCIAL
TIMES



МЕНИДЖЪР

WE CARE

„Sustainability is not just a goal or a task; it is a way of doing our business.

We are on our path to a more sustainable future, and significant work lies ahead. However, we will work tirelessly because we are heading in the right direction - for ourselves and our children. Our ESG policy is the initial step of our contribution to a more responsible approach to the environment and society. We strive to adhere to environmental standards, promote recycling, and support social initiatives aligned with our values. We believe that sustainability is the key to a successful future.”



Lora Dimitrova,
Managing Partner,
euShipments.com

WHAT MATTERS TO US

INNOVATIONS

We dedicate significant time and resources to software optimizations, aiming to improve our processes and maximize work efficiency. Thereby providing our clients and partners with the opportunity to evolve and grow alongside us.

PEOPLE

Our services aim to make the eCommerce world more accessible. We help our clients scaling up their businesses by providing support at every stage of the journey. The euShipments Group is evolving into a community of businesses that collaborate and succeed on a global scale.

ENVIRONMENT

Our goal is to set a positive example and cultivate a sense of responsibility among our clients and partners. Together, we can build a global community of socially responsible companies and increase our collective positive impact on the environment

ESG PERFORMANCE

HIGHLIGHTS

In collaboration with our investment partners from BlackPeak Capital, a private equity firm, focused in the growth of SEE, we have initiated our Environmental, Social, and Governance (ESG) strategy and actions in Bulgaria, with plans to expand to all regions, beginning in 2024. We have outlined a set of goals for 2024, showcasing our commitment to continuous improvement and sustainability. The data provided on the next pages, pertains specifically to euShipments.com in Bulgaria.

ENVIRONMENT

Practices implemented



Carbon footprint

GHG emissions monitoring. Measured Scopes 1, 2 & 3 GHG through spend-based method.



Environmental policy

The company follows an internal environmental policy.



Waste & Resource efficiency

Reuse or recycle cardboard packaging materials. Paper reduction policy. Equipped kitchen space with reusable cutlery. Single-use plastic ban.



Energy

LED lights in the office spaces.

Goals 2024



Waste

To achieve 40% reuse or recycle rate of cardboard packaging materials.



Energy

To switch to 30% renewable energy in operations.



Transportation

To collect data from the top 10 tier 1 partners.

SOCIAL

Practices implemented



No child or forced labour

Zero tolerance to child or forced labour equivalents.



Occupational health & safety

Employees receive the required attire and equipment per local law. External audits are routine. Certified training for equipment operations, alongside internal programs, is mandatory.



Human rights & non-discrimination

Internal human right and non-discrimination policy.



Diversity & inclusion

40% of BOD seats are held by female employees. 45.9% of all employees are female.



Training opportunities

Organized company training programs tailored to the specific job roles. Complimentary programs for personal development.

Goals 2024



No child or forced labor through the value chain

Implementation of a clause about zero tolerance for child or forced labour equivalents in all supplier contracts.



Human rights & non-discrimination

Human rights & non-discrimination to be implemented in the supplier Code of conduct.

GOVERNANCE

Practices implemented



Code of conduct

The company has its internal Code of conduct signed by the management team and every team member.



BOD

Monthly BOD meetings. Monthly reporting. ESG process is monitored and discussed on every Board of directors meeting.



Indirect economic impact

Enabling small businesses enter international markets.



Privacy of employee policy

Development of an employees privacy policy.

Goals 2024



AB&C, CoC and Customer privacy

To update and formalize a set of AB&C, Supplier Code of Conduct, Customer privacy policies



Public disclosure

Develop an ESG section on euShipments.com website.



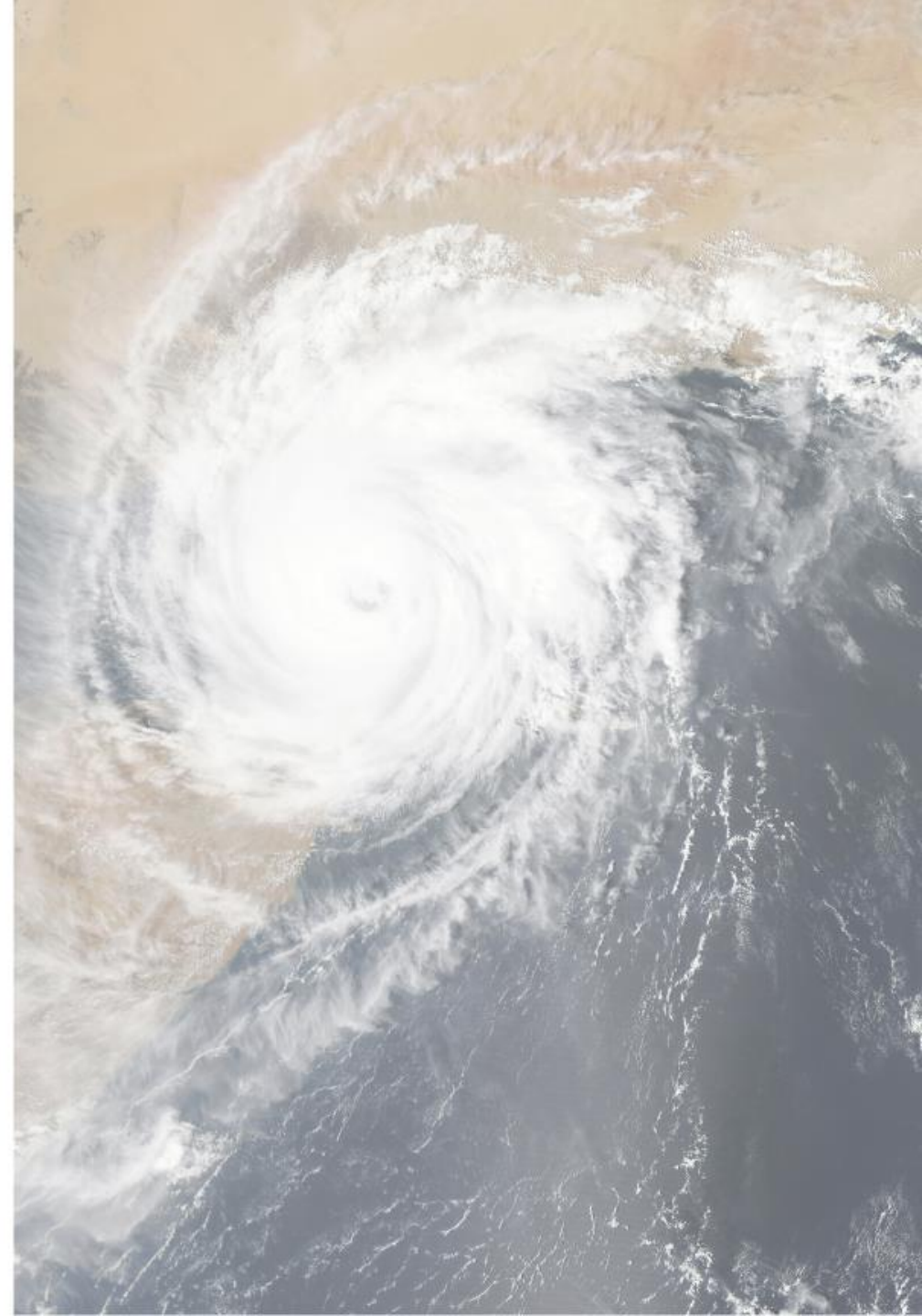
Third party verification

To identify and start working on obtaining a relevant ESG certification from a reputable and independently verified source.

CLIMATE

Supporting the environmental conservation cause is our responsibility, as we are aware of the impact of climate changes that significantly deteriorate the quality of life for the population. As a socially responsible company, we are committed to contributing to address this issue.

This is why we started measuring our greenhouse gas emissions and encouraging our partners in the whole value chain to do the same. To reduce our negative impact, we work towards emission reduction, efficient management of natural resources, the adoption of sustainable technologies and practices, as well as active participation in supporting environmental conservation projects and initiatives.



GREENHOUSE GAS EMISSIONS

We have measured our Scopes 1,2 and 3 emissions for 2022 through the spent-based method.



Estimated total emissions

tonnes CO₂e

268

Country
Bulgaria

Sector
Warehousing and support activities for transportation

Scope 1	% of emissions	tonnes CO ₂ e
Fuel combustion	100.0 %	153

Scope 2	% of emissions	tonnes CO ₂ e
Electricity	100.0 %	28,9

Scope 3	% of emissions	tonnes CO ₂ e
Capital goods	44.5 %	38,5
Purchased goods and services	23.6 %	20,4
Upstream transportation and distribution	31.9 %	27,6

The methodology follows the widely-used international protocol for carbon accounting Greenhouse Gas Protocol. The engine of the Business Carbon Calculator by Normative uses science-based emissions data and a combination of spend-based and activity-based methods to calculate a company's greenhouse gas emissions.

Calculations based on the costs of services and goods always include some uncertainty. The produced emissions results with the Business Carbon Calculator by Normative are emissions estimates, that we use to understand our impact better and base our actions on data. The results are not verified by Normative, but are self-reported data.

To achieve even more accurate results, we have set ourselves a goal to improve the data quality and use the more accurate activity-based method. As a first step, we have already started a data collection process in our supply chain - reaching our top 10 TIER one suppliers as a start.

PACKAGING AND STORAGING

We are constantly looking for better options to increase this percentage of recycled materials while maintaining their durability to ensure the safety of all products packaged within them. Our long-term goal is to introduce reusable envelopes to reduce waste according to the European waste hierarchy.



The courier envelopes used by our company, which package a substantial portion of our clients' shipments, are crafted from 40% recycled materials. In the long term, we are looking to replace them with high quality durable biodegradable packaging.

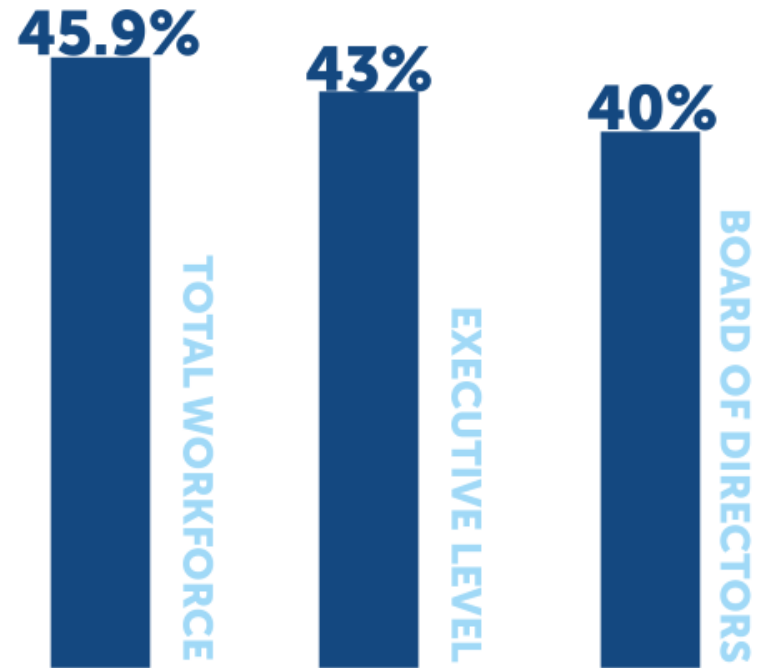
All plastic storage boxes in our warehouses are reusable. As our warehouses grow, we have initiated a process to obtain new ones made from 100% recycled cardboard. This way, we significantly enhance our positive impact on the environment.



WE ARE FAIR AND EQUAL

FEMALE REPRESENTATION

Percentage of female employees in the workforce:



WE ARE ALL TOGETHER

PARTNERS



GROUP MEMBERS



Our synergies pool resources, improve supply chain sustainability, and lead to much more impactful outcome in addressing complex ESG challenges.

WHAT IS NEXT?

EUSHIPMENTS FOUNDATION

The concept for the euShipments foundation was born during one of the team's regular meetings, and everyone unanimously embraced the idea. Our main objective is to actively contribute to the establishment of better living conditions for the future generations.

We invite all our partners to join us as we believe that together we can achieve remarkable results.

Stay tuned.

If you have any questions or need assistance in finding information,
please contact us at office@eushipments.com

Your feedback is always appreciated.

THANK YOU!