



Sustainability Report 2024

Welcome to Our First Sustainability Report

A Message from Our Managing Director

At WBS, sustainability is more than a responsibility—it's a mindset that shapes how we grow, how we serve, and how we lead. Since our founding, we've built our reputation on reliability and innovation in supply chain solutions. But as the world changes, so must we. We recognise that our long-term success depends on our ability to operate in a way that benefits not only our business, but also society and the environment.

That's why our approach to Environmental, Social, and Governance (ESG) is embedded across every part of our organisation. It's not an add-on—it's how we make decisions, how we engage with our people and communities, and how we plan for the future. We see ESG not just as a moral imperative, but as a strategic necessity in an increasingly conscious and interconnected world.

This report reflects the progress we've made so far, and the work still ahead. We're actively reducing our environmental impact—minimising emissions, improving energy efficiency, and managing resources responsibly. Socially, we're committed to building an inclusive, safe, and supportive workplace, while continuing to invest in the communities we operate in. And when it comes to governance, we're holding ourselves to the highest standards of transparency, ethics, and accountability.

We know that sustainability is not a destination—it's an ongoing journey. There is more to learn, more to improve, and more to do. But I'm proud of what our team has accomplished and confident in our direction.

As we look ahead, we remain committed to working collaboratively—with our clients, partners, and stakeholders to drive meaningful change.

Together, we're not just moving goods. We're **delivering your potential**—sustainably.



David Burnham
Managing Director, WBS



David Burnham
Managing Director

About US

Founded in 2003, WBS draws on decades of expertise as the leading UK and European supply chain specialist to the print and publishing industry. Over the years, we've developed and refined solutions that meet the evolving needs of some of the largest printers, publishers, and distributors in this fast-paced sector.

Sustainability is at the heart of everything we do. We believe that long-term business success goes hand in hand with environmental and social responsibility. From reducing waste and emissions in our logistics operations to sourcing more sustainable materials and optimising transport routes, we're committed to helping our clients achieve their goals without compromising the planet. As we grow, so does our responsibility—to our clients, our communities, and the environment.

Today, our expanding team, services, warehousing capacity, and international network allow us to support a diverse range of cross-sector brands. These clients trust in our integrated approach to supply chain management—an approach that not only improves efficiency but also supports sustainable growth for a better future.

Delivering **your** potential

"Delivering Your Potential" is more than a tagline — it's a guiding principle that shapes how we work, grow, and create value for everyone we serve.

It means creating an environment where everyone — from our team to our customers and stakeholders — has the tools, resources, and support to realise their full capacity.

This is central to our ESG approach, where growth is measured not just in financial terms, but in the positive impact we create on the environment, on society, and in the way we govern ourselves.

45

AVERAGE NUMBER OF EMPLOYEES IN 2024

Our Values

At WBS Logistics, our values are the foundation upon which we build every aspect of our business.

Our values are more than just words—they are the principles that drive our actions and reflect our commitment to integrity, innovation, and excellence.

In a rapidly changing world, staying true to our core values is more important than ever. They serve as a compass that helps us navigate challenges, seize opportunities, and remain aligned with our mission and vision.

Upholding our values means being responsible and ethical in everything we do. It means putting people first, striving for sustainability, and acting with transparency and respect. By embedding these principles into our daily operations, we build trust with our stakeholders, foster meaningful relationships, and create long-term value for all.

As we continue to grow and evolve, we remain committed to living our values in everything we do. We believe that by staying true to these guiding principles, we can make a difference—not just for our company, but for the world around us.

Approachable

We create a very friendly, warm and welcoming environment for all. We treat everyone the same, with respect and care.

Progressive

We think ahead and build solutions that make processes simple and growth easy. We are not afraid of change. We embrace challenges as opportunities. We believe in collaboration being the key to success.

Dedicated

We are dedicated to delivering excellence and care, whether working with each other or with our clients, partners, suppliers and communities. We are committed to supporting each other and our stakeholders.

Authentic

We stay true to ourselves. We encourage everyone's uniqueness and empower each other to speak our truth. We won't promise what we can't deliver. We celebrate each others successes and support each other through challenges.

Knowledgeable

We are experts in our fields but know that we don't know everything. We know when to collaborate and partner with others to achieve success. We empower each other and our clients to learn, grow, and stay agile throughout to find solutions of tomorrow that will benefit all.

Our Services



International Road Freight

Our offerings include both standard and express services, allowing us to meet urgent delivery needs without compromising our commitment to reducing environmental impact. By optimising routes and leveraging consolidated shipments, we minimize empty miles and lower emissions.



UK Domestic

We hold accounts with various UK Pallet Networks alongside our own vehicle fleet, enabling us to offer both direct and consolidated groupage deliveries. By combining shipments from multiple customers into a single load, our groupage services maximize vehicle capacity and reduce the number of trips required.



Customs

Experienced In-House Customs Team ensure seamlessness across borders. With deep knowledge of global customs regulations and procedures, they manage all documentation, compliance requirements, and clearance processes efficiently and accurately.



Air Freight

Efficient and reliable global air solutions worldwide. Our air services are designed to meet a range of needs, from urgent express deliveries to scheduled international shipments.



Sea Freight

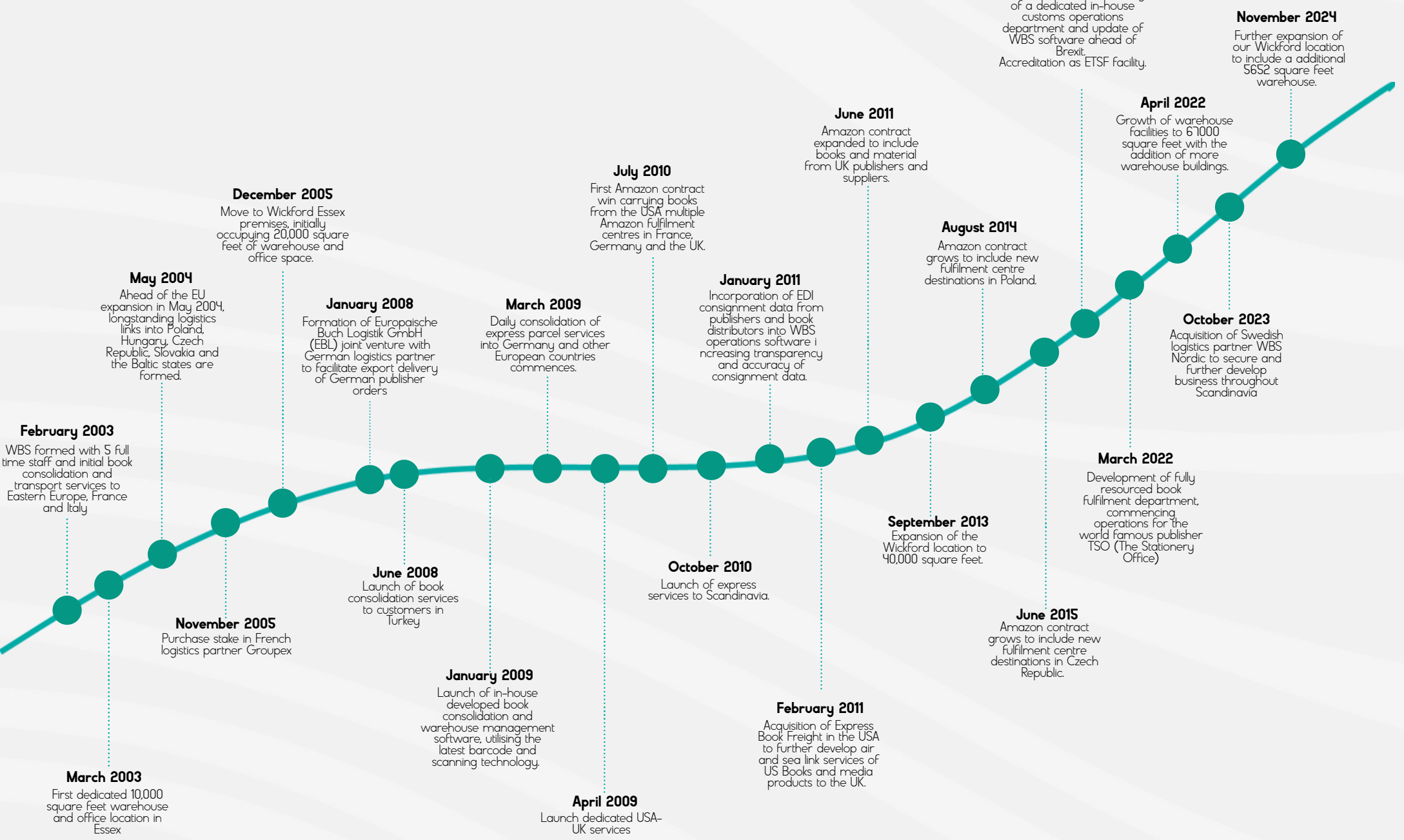
Comprehensive LCL and FCL services across the globe leveraging our network of trusted international partners. Our LCL services allow for the consolidation of smaller shipments, helping to maximise container space and reduce overall shipping emissions — a more sustainable choice for smaller volumes.



Warehousing and Fulfilment

We offer a full range of eCommerce, fulfilment, and warehousing solutions, from inventory management to pick, pack, and dispatch. Our operations are designed for efficiency and flexibility, with a strong focus on sustainability. We use eco-friendly packaging, reduce waste, and implement energy-efficient practices to minimise our environmental impact while delivering reliable service to our clients.





Our Vision:

To be the world's preferred local logistics partner, taking a personal approach to sustainable growth.

The United Nations Sustainable Development Goals (UN SDGs)

Our sustainability initiatives are guided by the principles of the United Nations Sustainable Development Goals (SDGs)—a global framework aimed at addressing critical environmental, social, and economic challenges. By aligning our efforts with key SDGs, we're ensuring that our actions support broader global objectives, such as reducing carbon emissions, promoting health and wellbeing, and encouraging responsible consumption.

We believe that doing business responsibly means looking beyond profit — it means making a positive impact on people, communities and the planet. For us, that means creating a fair, inclusive, and respectful workplace where everyone has the chance to grow.

We focus on equal opportunities in recruitment and make sure our people have access to meaningful development. Our commitment also extends beyond our own teams — we expect the same high standards from our suppliers. That includes safe working conditions, treating workers with dignity, and always acting ethically and within the law. We believe doing the right thing isn't optional — it's just how we do business.

Environment



Climate Action



Responsible Consumption and Production

Social



Quality Education



Good Health and Wellbeing

Governance



Peace Justice and Strong Institutions



Decent Work and Economic Growth

Progress with Purpose

Measuring What Matters

The 17 global goals give us a clear direction for how we can contribute — whether it's reducing emissions, promoting fair and safe working conditions, or supporting innovation in logistics. On this page, you'll find the goals that matter most to our business and the steps we're taking to support them, every day.



Delivering
your potential

Environment



Objective: Source more sustainable materials for company operations and client shipments.

Goal: Ensure that 80% of all materials (e.g., packaging, consumables) used in our logistics processes are made from recycled or sustainably sourced materials by 2026.



Objective: Minimize waste generation and promote a circular economy within our operations.

Goal: Reduce operational waste by 30% and increase recycling rates to 80% by 2026.

Social



Objective: Ensure employees are equipped with the knowledge and skills needed to support sustainability initiatives.

Goal: Provide sustainability training to all employees with 100% participation by 2026



Objective: Foster a safety-first culture and encourage active reporting of hazards.

Goal: Increase the number of reported near-misses by 25% by the end of 2026.



Objective: Obtain recognized safety certifications to ensure the highest standards of workplace health and safety.

Goal: Achieve ISO 45001 certification (Occupational Health and Safety Management Systems) by end of 2026

Governance



Objective: Strengthen our governance framework by implementing internationally recognized quality and environmental management systems.

Goal: Achieve ISO 9001 and ISO 14001 certification by the end of 2025.



Objective: Promote ethical and responsible business practices across our operations and supply chain.

Goal: Supplier Code of Conduct – assess 80% of suppliers for ethical compliance by the end of 2026.

We are actively exploring the development of a credible and achievable net zero plan. We recognise that reaching net zero is a complex process that requires careful planning, accurate data, and long-term investment. While we are in the early stages, we are taking the time to ensure that any future strategy is both meaningful and aligned with our wider sustainability goals.

Reducing Impact. Delivering responsibly

At WBS Logistics, we know we're part of something bigger. The way we move goods through the world has an impact—and we take that responsibility seriously. Caring for the planet isn't just good business; it's the right thing to do, for our people, our communities, and the future we all share.

Environmental responsibility sits at the heart of our ESG approach. We're focused on reducing our emissions, using resources wisely, and keeping waste to a minimum across everything we do—from warehouses to delivery routes. We set clear targets, track our progress, and keep adapting our approach to stay sharp and effective.

This isn't just about checking a box. It's about showing up with intent and integrity. We're working to build a logistics operation that's not only efficient and reliable, but also actively contributes to a more sustainable world.

And we're not going it alone. We collaborate with our customers, partners, and teams to find smarter, greener ways of working—because real change happens when everyone gets involved. Sustainability is a shared journey.

We believe in being open about our progress and honest about our challenges. That means sharing the numbers, staying accountable, and always striving to do better. This isn't about being perfect—it's about moving forward and learning as we go. Sustainability isn't just a strategy—it's a responsibility we all share.



% OF OUR WASTE WAS DIVERTED FROM LANDFILL



TONNES OF PAPER AND CARDBOARD RECYCLED



NUMBER OF GAS BOTTLES USED - OUR MHE IS FULLY ELECTRIC NOW!



Our eco-friendly initiative saw us partner with Mr Bamboo Cup to further reduce plastic waste across the WBS team.

This collaboration resulted in 100 Mangrove trees being planted on behalf of the Eden Reforestation Project.



Our Approach

We recognise that addressing climate change requires more than just measuring emissions—it demands action. In this report, we also highlight the initiatives we have undertaken to reduce our carbon footprint,

In the Warehouse...

- **Lighting Upgrade:** We've now switched 98% of the lights in our warehouse to energy-efficient LEDs. It's a simple change that's already making a big difference.
- **Electric Machinery:** All our pump trucks, forklifts, cleaners, and pickers—12 machines in total—are now fully electric, helping us reduce emissions and noise on site.
- **Shrink Wrap Smarts:** By introducing robotic shrink wrap machines, we've cut our plastic usage dramatically. We now use just a quarter of the wrap we used to.
- **Eco-Friendly Packaging:** Our clients are on board too, using paper tape and biodegradable filling in their fulfilment packaging.
- **Recycling Practices:** We separate and recycle our waste to avoid it going to landfill. We have further plans to introduce additional waste streams in 2025.
- **Sustainable Pallets:** Our pallets come from local suppliers who focus on reuse and recycling.

On the Road...

- **A Cleaner Van:** We only operate one van, and it's ULEZ-compliant to help lower emissions.
- **Electric Car Scheme:** Our managers have access to an electric car scheme, and we've installed charging points at the office to support this shift. We plan to roll this scheme out to all staff in the near future.

Around the Office...

- **LED Lighting:** As part of our office refurb, all our lighting was switched to LEDs.
- **Ditching Plastic:** We've replaced bottled water and plastic cups with a filtered tap water machine and proper glassware—less waste and more convenience.
- **Greener Air Con:** Our refurbished office also came with new air conditioning units that use energy-saving inverter technology.
- **Better Insulation:** Insulated walls mean less energy wasted and a more comfortable workspace for everyone.
- **Recycling & Reduced Printing:** We separate our cardboard and plastics here too, and have made a big effort to reduce paper use—only printing when absolutely necessary.
- **Sustainable Stationery:** For the documents we do keep, we've switched to recyclable card files.
- **Furniture with a Story:** Instead of buying new, we sourced quality pre-loved furniture for our newly refurbished office—keeping usable items out of landfill.

Our Operations...

Consolidation Wins: Our customers are also reducing their carbon footprint by consolidating their goods in our warehouse.

fewer shipments = fewer miles = less impact.

We know we're not finished yet—but these steps mark real progress on our sustainability journey. There's still more we can do, and we're always looking for new ways to improve. Whether it's cutting waste, lowering emissions, or supporting our clients in making greener choices, we're committed to doing our part—step by step.

Tracking Our Carbon Footprint and Sustainability Efforts

In 2024, we made significant progress in understanding our environmental impact by initiating a full assessment of our greenhouse gas emissions across Scopes 1, 2, and 3. This process has been both a technical and collaborative effort, reflecting our commitment to transparency and continuous improvement in sustainability. To gather the data for this sustainability report, we took a deep dive into how our day-to-day operations impact the environment

Scope 1 emissions—our direct emissions from owned or controlled sources—were calculated using data from activities such as fuel use in company vehicles and on-site heating.

For Scope 2 emissions, which are indirect emissions from the energy we purchase and use, we focused primarily on our electricity consumption across all sites. By applying both location-based and market-based emission factors, we gained a more accurate view of our energy-related emissions and opportunities for efficiency.

Tackling Scope 3 emissions — the indirect emissions that occur across our wider value chain — has been one of the more complex parts of our sustainability journey. But it's also where we saw real opportunities to improve efficiency and reduce our overall footprint.

We started by looking at business travel: how often our teams travel, the ways they get there, and even the types of accommodation they use. We then turned our attention to commuting and homeworking. By speaking directly with our staff, we gathered data on how far people travel to work, the modes of transport they use, and how often they work from home.

We also assessed our use of paper and packaging materials, aiming to better understand the impact of the resources we use every day.

One of the biggest challenges came with calculating emissions from downstream transportation — in other words, the carbon impact of getting our customers' products where they need to go. To overcome this, we teamed up with our in-house IT experts, who developed a custom tool to automatically extract shipment data and upload it into EcoTransIT. Thanks to this solution, we were able to paint a much clearer, data-driven picture of our distribution footprint.

It's been a real team effort — and a meaningful step toward making our operations more transparent, efficient, and sustainable.

"Collecting comprehensive Scope 1, 2, and 3 emissions data is fundamental to building a credible and effective sustainability strategy. Scope 3 in particular presents challenges, but with the support of our IT team and the use of APIs and automation, we've been able to significantly improve the accuracy and efficiency of our data collection. Having reliable, system-driven insights puts us in a much stronger position to identify reduction opportunities and drive meaningful change."

– Jade Coventry, QHSE Manager



Clear Carbon Insights

EcoTransit has been an invaluable tool in helping us understand and quantify the environmental impact of our logistics. It calculates the carbon dioxide equivalent (CO₂e) emissions for each shipment by factoring in a range of variables, including the mode of transport (road, rail, sea, or air), distance travelled, type of vehicle, fuel type, energy efficiency, and how full the vehicle is (known as load factor). This level of detail gives us a much more accurate, route-specific picture of emissions, rather than relying on broad averages or assumptions.

What makes EcoTransit particularly valuable to us is that it's built on robust, internationally recognised standards. It follows the Global Logistics Emissions Council (GLEC) Framework, which is the globally accepted methodology for calculating logistics-related emissions. The GLEC Framework is aligned with the Greenhouse Gas Protocol, ensuring our data is consistent with best practices in carbon accounting and reporting. It also supports compliance with other major reporting standards and initiatives, including CDP (Carbon Disclosure Project), Science Based Targets (SBTi), and the newly introduced ISO 14083 standard for emissions accounting in transport chains.

By using EcoTransit, we can feel confident that the emissions data we report is accurate, comparable, and credible. This insight helps us go beyond just reporting numbers—it informs real action. It's one of the more complex areas of our sustainability work, but it's also one of the most impactful.

By building a more complete and reliable picture of our emissions across all three scopes, we're better equipped to identify where we can make the greatest impact.

This work marks an important milestone in our wider sustainability journey and strengthens our commitment to cutting carbon emissions and driving meaningful change in the years ahead.



We know how important it is to work towards net zero and fully support the global push to reduce emissions and protect our planet. That said, getting there is a big step that will take careful planning, deeper research, and a clearer understanding of how it fits with our operations. While we're not quite ready to commit to a net zero target just yet, it's something we're taking seriously and will be looking into as we continue to grow our sustainability efforts.

Environmental Policies

At WBS, sustainability is deeply embedded in our operations, and our commitment to protecting the environment is reflected in the policies we implement. Each policy is designed to not only reduce our environmental impact but to promote long-term sustainability across our entire business. These policies are more than just guidelines—they're part of our everyday practices, supported by everyone across the organisation.

Environmental Policy Statement

Our Environmental Policy Statement, endorsed by our Board of Directors, serves as the foundation for our sustainability efforts. This formal commitment outlines our responsibility to reduce our environmental impact and continually improve our environmental performance. It ensures that environmental considerations are integrated into decision-making processes across the business. By formally committing to these principles, we hold ourselves accountable to not only comply with relevant environmental legislation but to strive for best practices in everything we do.

Sustainable Procurement Policy

Our Sustainable Procurement Policy is a vital part of our environmental strategy. This policy ensures that the products and services we procure are sourced in a way that is ethically sound and environmentally responsible. We are committed to working with suppliers who share our values and who are dedicated to reducing their environmental footprint. This extends to evaluating suppliers based on their sustainability practices, including energy use, waste management, and their overall approach to reducing environmental harm. By aligning ourselves with like-minded partners, we create a supply chain that supports our sustainability goals and drives positive change.

Waste Management Policy

Our Waste Management Policy plays a crucial role in managing the resources we use and ensuring waste is handled efficiently. We've implemented systems for sorting and recycling waste, focusing on diverting as much as possible from landfill. Our goal is to reduce the overall volume of waste produced and continuously improve our recycling efforts. This policy helps us manage our waste more responsibly, reduce environmental harm, and move towards a circular economy model where resources are reused and recycled instead of discarded.

Together, these policies demonstrate our ongoing commitment to environmental stewardship. They provide clear guidelines and actions that support our broader sustainability objectives, ensuring that we operate responsibly and sustainably, both within our organisation and across our supply chain. By prioritising these environmental initiatives, we are not only working towards a greener future but also fostering a culture of responsibility that drives positive change for the environment.

Waste and Recycling

At WBS, we know that how we manage our waste makes a real difference—not just for our business, but for the planet. That’s why we’ve partnered with Veolia to handle our waste services in a way that’s both efficient and environmentally responsible.

Right now, we separate and recycle paper and cardboard from our general waste, helping to reduce what ends up in landfill. And we’re getting ready to do even more. In line with the UK’s Simpler Recycling scheme, we’re preparing to introduce new waste streams in 2025, including food waste and dry mixed recycling (like plastics, glass, and metals). This will allow us to recycle even more and send less to waste.

What’s especially encouraging is how Veolia processes the waste that can’t be recycled. Instead of it going to landfill, much of it is used to generate heat and electricity for homes—a great example of turning waste into a resource and supporting local communities in the process.

We’re proud to be making steady progress toward more sustainable waste practices, and we’ll keep working on new ways to reduce, reuse, and recycle—because small changes add up to a big impact.



KGS OF PAPER AND CARBOARD RECYCLED



% OF WASTE RECYCLED



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Social

Empowering People. Enabling Progress

We believe that how we treat people is just as important as how we move goods.

Our business is built on relationships – with our team, our clients, our partners, and the communities we operate in. That's why the 'Social' pillar of our ESG strategy is focused on creating a safe, inclusive, and supportive environment where people thrive.

From ensuring fair and ethical labour practices to fostering diversity, supporting local initiatives, and investing in our employees' development, we're committed to making a positive impact well beyond our operational footprint.

In this section, we outline the steps we're taking to:

- Promote health, safety, and wellbeing across all levels of the business
- Build a culture of inclusion, respect, and equal opportunity
- Support community engagement and social impact programs
- Champion continuous learning and professional growth

We know that strong, people-first values are essential to sustainable progress. As we grow, we're holding ourselves accountable to high social standards – because success means nothing if it isn't shared.



19

NEW HIRES IN 2024

2476

MINUTES OF E-LEARNING COMPLETED

Training and Staff Development

E-Learning

We were pleased to join forces with Woodland Group to deliver their E-learning platform to all staff across our organisation. Working collaboratively, we tailored a range of modules to streamline and enhance our induction process, ensuring that all new employees receive consistent, high-quality training from day one.

The e-learning catalogue includes essential topics such as:

- Corporate Sustainability – highlighting our environmental responsibilities and the role each employee plays.
- Equality and Diversity – promoting an inclusive and respectful workplace culture.
- Modern Slavery – raising awareness and reinforcing our commitment to ethical practices throughout the supply chain.

Staff are required to complete several mandatory modules, including:

- **Sexual Harassment Training** – fostering a safe, respectful, and inclusive working environment.
- **Health and Safety** – ensuring everyone is equipped with the knowledge to maintain a safe workplace.

The platform also offers a variety of self-paced, optional modules, empowering employees to explore areas of interest and enhance their skills at their own pace. Aligned with our commitment to delivering your potential, we continue to invest in tools and resources that support our people's growth and development, helping every member of our team reach their full potential.



Soft Skills Training

In 2024, we placed a strong focus on supporting our people through meaningful staff development, with a particular emphasis on strengthening our team leaders and managers. Managers took part in engaging soft skills training sessions covering Coaching Skills, Emotional Intelligence, and One-to-One Meetings.



These workshops were designed to enhance communication, empathy, and leadership across the organisation, equipping our leaders with the tools to better support their teams and foster a positive working environment.

Looking ahead, we're excited to extend this focus in 2025 to include our wider team, ensuring everyone has the opportunity to grow and contribute to a more connected and resilient workplace.

100

Our Goal is to provide sustainability training to all employees, with 100% participation by 2026



Our Recruitment Process

At WBS Logistics, we believe that building a strong, sustainable business starts with the people we bring on board. That's why our recruitment process is designed to be open, inclusive, and aligned with our values. In 2024, we focused on attracting individuals who not only have the right skills and experience but also share our commitment to teamwork, integrity, and continuous improvement.



We are proud to be a Disability Confident Committed Employer and are dedicated to making our recruitment process accessible to all. As part of this commitment, we train our managers to conduct fair and effective interviews—ensuring they understand how to assess candidates objectively, reduce bias, and create a welcoming environment for every applicant. We've also placed greater emphasis on diversity, equal opportunity, and promoting internal development.

For us, recruitment isn't just about filling roles—it's about building a team that reflects our values, strengthens our culture, and supports a more inclusive and sustainable future.

We are committed to ethical employment practices and do not employ individuals under the age of 18, except in cases where they are engaged through a recognised apprenticeship scheme, with a minimum age requirement of 16.

To ensure full compliance with this policy, we have robust safeguarding procedures and verification processes in place. These measures help us protect young workers, uphold legal and ethical standards, and create a safe and supportive working environment for all.

Apprentices

We're proud to be long-time supporters of apprenticeship programmes—we believe in giving people a chance to learn, grow, and build a career from the ground up.

In 2024, we welcomed 4 new apprentices into the business, each bringing fresh perspectives and a willingness to learn.

Apprenticeships go beyond just training; they're about nurturing talent, fostering growth, and providing opportunities that lead to long-term success. Apprenticeships are a vital part of our culture, and we're excited to keep supporting the next generation of talent.

"As an apprentice, the hands-on learning has been incredible. I'm not just building my skills in IT—I'm also learning how technology can play a role in tackling real-world challenges like sustainability. It's exciting to see how the work we do can help shape a better future."

– Luke Toogood, IT Apprentice



4

NUMBER OF NEW APPRENTICES STARTING IN 2024

Diversity and Inclusion

In 2024, the company maintained a consistent gender distribution across its workforce. Based on monthly averages, **41.46%** of employees were women and **58.54%** were men. The average total monthly headcount was 42 employees. Additionally, **33.1%** of our staff came from non-British backgrounds, reflecting our ongoing efforts to foster a multicultural and globally representative team.

Gender	Average Monthly Headcount	Average Monthly Headcount
Female	17.5	41.46%
Male	24.75	58.54%

WBS ensures that employees are informed of significant operational changes with appropriate notice. We provide a minimum notice period of two weeks, or as required by applicable employment laws, depending on the nature and scale of the change. This includes changes that may affect roles, working conditions, or organisational structure.

Our approach reflects our commitment to clear communication, legal compliance, and respect for our workforce.

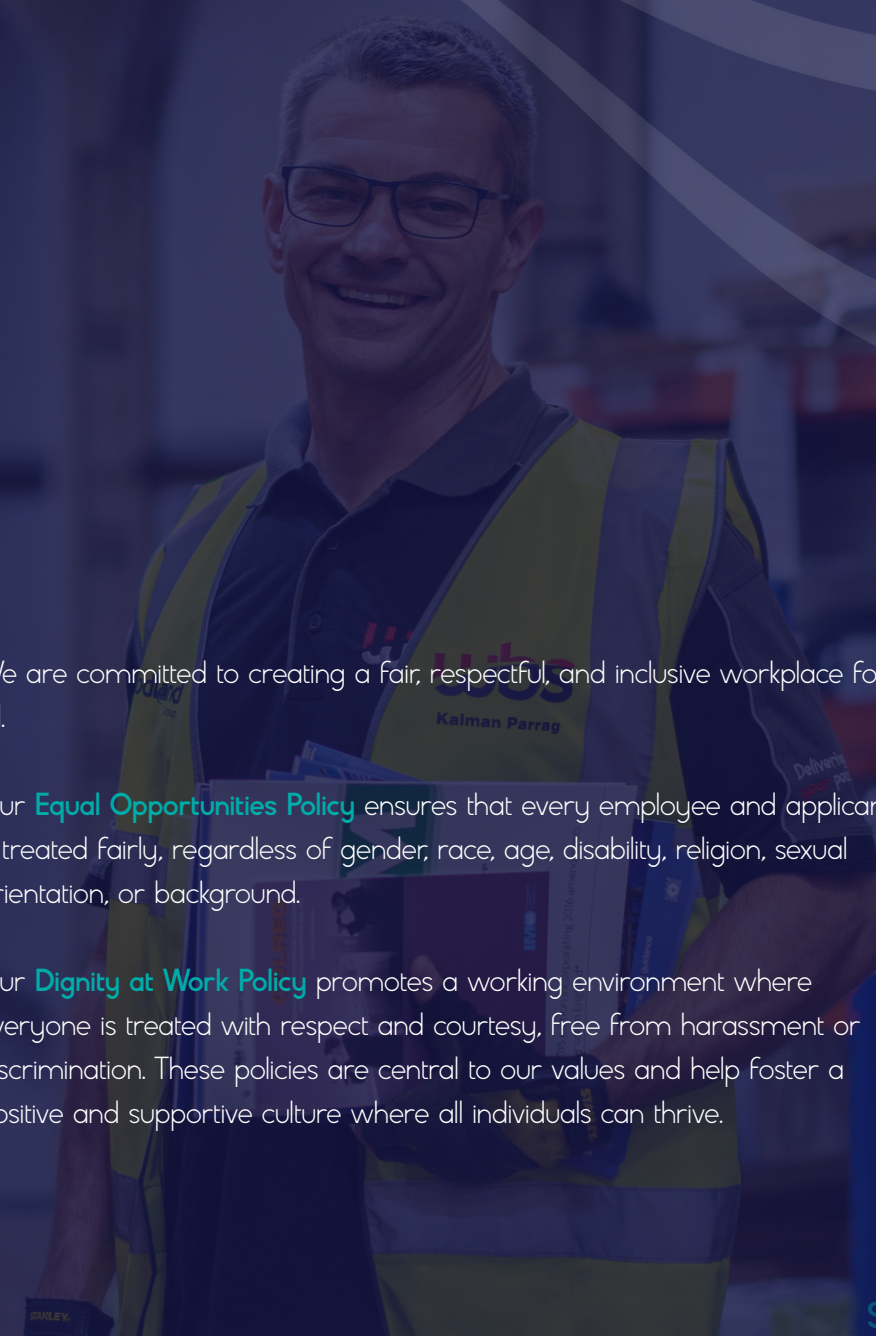
Our senior leadership team is composed of two on-site directors and four senior managers, representing a range of critical business areas including Finance, IT, Operations, and QHSE (Quality, Health, Safety & Environment). This structure ensures a broad and balanced knowledge base across the organisation, enabling well-informed and strategic decision-making.

We are proud to report that **50%** of our senior management team are female and **50%** male, reflecting our ongoing commitment to gender balance at the highest level of leadership.

We are committed to creating a fair, respectful, and inclusive workplace for all.

Our **Equal Opportunities Policy** ensures that every employee and applicant is treated fairly, regardless of gender, race, age, disability, religion, sexual orientation, or background.

Our **Dignity at Work Policy** promotes a working environment where everyone is treated with respect and courtesy, free from harassment or discrimination. These policies are central to our values and help foster a positive and supportive culture where all individuals can thrive.



Health and Safety

At WBS, the health, safety, and wellbeing of our people are at the heart of everything we do. It's a core part of how we operate and care for our people. We understand that a safe workplace doesn't just protect individuals—it supports better performance, stronger teamwork, and a more positive working environment overall.

Our health and safety processes are under constant review, ensuring they remain effective, relevant, and aligned with the latest legislation and industry best practices. By staying informed and responsive to regulatory changes, we're able to maintain full compliance while continuously improving the way we protect our people.

Each year, our Health and Safety Officer leads a formal audit to assess whether our procedures are being followed in practice and to identify any areas where updates or improvements are needed. This includes reviewing our Health and Safety Policy, Manual, and associated procedures to ensure they reflect the evolving needs of our business.

But good health and safety management is more than audits and paperwork—it's about people. At WBS, we encourage an open, proactive approach where everyone has a role to play. Our staff contribute by reporting issues, offering feedback, and helping to implement, monitor, and improve safety measures across the business. Whether it's carrying out a digital safety check, logging a near miss, or simply looking out for one another, every action matters.

We've also taken steps to make safety processes more accessible. With digital tools and QR-code reporting, staff can easily submit safety observations and upload photos, helping us respond quickly and effectively. These tools not only improve our internal processes but also support our sustainability goals by reducing paper use. By combining smarter tools with a people-first approach, we're building a safer, greener workplace—together.

0

NUMBER OF SIGNIFICANT SPILLS

4

WORK-RELATED MINOR PERSONAL INJURIES IN 2024

All incidents are fully investigated, and results were used to enhance our safety practices.

Health and Safety Policy and Procedures

At WBS, safeguarding the health, safety, and well-being of our employees and contractors is a fundamental part of our sustainability strategy and our commitment to the Social aspects of ESG.

We have established a comprehensive Health and Safety Management System that includes regular risk assessments, incident reporting, employee training, and preventive controls across the company.

We promote a culture of safety through open communication, participation, and feedback from workers at all levels. Roles and responsibilities are clearly defined, and the system is regularly audited for effectiveness.

All staff receive mandatory health and safety training during onboarding and through regular refresher sessions.

Near Misses

At WBS, the health and safety of our staff, clients, and communities remains a top priority. Over the past year, we have taken significant steps to modernise and enhance our safety practices by fully digitising our near-miss reporting, accident logging, maintenance tracking, and routine safety checks.

This digital shift not only improves the speed and accuracy of reporting but also contributes to our environmental goals by reducing paper usage across operations. Employees can now scan QR codes placed in our office and warehouse to access the relevant online forms instantly. The system also allows for photo uploads, helping teams document hazards or incidents in real time with greater clarity and transparency.

First Aider Training

Our First Aiders complete multi-day First Aid in the Workplace training with St John Ambulance, equipping them with the skills and confidence to handle real-life emergencies.

Our online safety management system enables our first aiders to carry out digital audits of our first aid boxes—so we can be sure our kits are maintained, fully stocked, and compliant with current health and safety standards.

"Being a First Aider means I can be there for someone when things go wrong—whether it's a cut, a fall, or just someone feeling unwell. It's reassuring to know you can make a difference in that moment. It's not just about safety, it's about looking out for each other."

– Hayley Saunders, Operations Manager



Mental Health Resources

We know that mental health is just as important as physical health—and we want everyone to feel supported, heard, and never alone.

As part of the Woodland Group, all our team members have access to trained Mental Health First Aiders who are available for a confidential chat whenever someone needs someone to talk to.

Our e-learning platform offers a range of mental health modules, including resources specifically designed to help managers support their teams with empathy and confidence.

Looking ahead, we plan to invest further in this area by sending more team members for certified Mental Health First Aid (MHFA) training—helping us grow a culture where looking out for each other is second nature. We believe in building a workplace where it's okay to not be okay, and where we all look out for one another.

MHE Training

WBS, safety comes first—especially when it comes to operating Material Handling Equipment (MHE). In line with our company policy, only trained and certified personnel are permitted to operate forklifts and other MHE on-site. We offer Forklift and Reach Truck training to ensure our team members have the knowledge and hands-on experience they need to work safely and confidently.

To maintain high standards and ensure ongoing compliance, all trained staff also undergo refresher training every three years.

Pre-Use Inspections

Every day, our trained forklift operators carry out a thorough inspection of their MHE vehicles before use. Using a quick and simple QR code, they complete a digital checklist that helps us stay on top of any issues before they become a risk. If something isn't quite right, it's instantly flagged to management so it can be addressed without delay. It's a small step in the day, but it plays a big role in protecting our people and keeping our operations running safely and responsibly.

Risk Assessments

We carry out detailed risk assessments across all areas of the business, leaving no department or activity overlooked. Wherever a risk is identified, we work to reduce it as far as is reasonably practicable, putting practical and effective measures in place to protect our people, our operations, and the environment.

Our comprehensive Health and Safety Manual provides clear guidance and expectations for everyone, and we back this up with well-established Safe Systems of Work. These systems ensure that tasks are carried out in a controlled and consistent way, minimising the chance of incidents while supporting a culture of care and accountability.

We don't just look at risks—we also look for opportunities. Whether it's improving a process, introducing safer materials, or refining a task, we treat every assessment as a chance to do things better.

DSE Assessments

At WBS, we care about the health and wellbeing of our team, which is why all staff are required to complete regular Display Screen Equipment (DSE) checks. These simple assessments help ensure that everyone's workstation is set up in a way that's comfortable and safe, reducing the risk of strain or injury.

Fire Marshals

Every one of our Fire Marshals is trained to at least Level 3, giving them the knowledge and confidence to take the lead if there's ever a fire or emergency situation.

But their role goes far beyond just responding in a crisis. They help identify risks before they become problems, support regular safety checks, including call point and alarm testing as well as ensuring their teams know what to do to stay safe.

We believe that sustainability extends beyond environmental impact—it's also about fostering strong communities and creating a positive social legacy

In 2024, WBS Logistics participated in the KidsOut Giving Tree initiative, supporting children living in refuge across the UK. Each employee selected a tag from the Giving Tree, which represented a child currently living in a refuge. These tags included the name of the child and a special gift request—something chosen either by the child or their parent to bring a sense of normalcy and joy during the festive season.

From toys and books to warm winter clothing, our team enthusiastically embraced the opportunity to make Christmas a little brighter for children who have experienced difficult and sometimes traumatic circumstances.

Throughout the year, WBS Logistics actively participated in a range of fundraising events, including charity boxing nights and golf days, to show our support for a variety of worthwhile causes. These events provided meaningful opportunities to contribute to local and national charities, raise awareness for important issues, and connect with others in our community who share a passion for making a difference.

Our involvement goes beyond donations—we believe in showing up, taking part, and using our platform to support causes that matter. Whether it's funding vital research, supporting vulnerable groups, or backing grassroots initiatives, these efforts reflect our ongoing commitment to social sustainability and giving back to the communities we operate in.



We're proud to support causes that uplift the most vulnerable members of our society—especially children. As part of our continued commitment to social responsibility, we dedicated Friday, November 15th, 2024, to raising funds and awareness for BBC Children in Need, a vital charity that supports disadvantaged children and young people across the UK. Our teams baked cakes and savouries and completed challenges to raise over £400 for Children in Need.





WBS Logistics proudly sponsored Redstones FC, a local football team competing in the Chelmsford Sunday League Premier Division.

Throughout the season, the WBS Logistics logo was displayed on the team's shirts, representing our support for local initiatives that promote teamwork, physical well-being, and community spirit. Redstones FC demonstrated the same dedication, collaboration, and passion that we value at WBS. We were proud to stand behind a team that brought people together and made a positive impact in our local area.

As part of our commitment to building stronger, more inclusive communities, WBS proudly entered a 3-year sponsorship agreement with Essex Cricket Club—a partnership that aligned closely with our core values of equity, opportunity, and impact.

Throughout the partnership, Essex Cricket demonstrated a deep commitment to community development and inclusivity. With an ambition to become the most inclusive team sport in the country, Essex Cricket has led by example. The club engaged over 10,000 pupils in primary school competitions, supported over 300 school teams, and achieved a 54% increase in participation among Year 5 and 6 students—remarkable progress, especially among underrepresented groups including girls and ethnically diverse communities.

WBS couldn't have been more thrilled to support a club whose mission so strongly reflects our own. As part of our sponsorship, the WBS logo was proudly displayed on the back of Essex Cricket's playing shirts, with additional pitch-side branding as well as the branded container bar reinforcing our visible support throughout the season.

This partnership not only expanded our presence in the community but also allowed us to contribute meaningfully to a shared vision: making sport more accessible, inclusive and sustainable for all.



Governance

that builds trust

We know that doing things the right way—consistently and transparently—is what builds real, lasting trust. Good governance isn't just a set of policies for us; it's how we stay accountable to our people, our partners, and the planet.

Strong governance is the foundation of both our success and our sustainability. It guides how we make decisions, manage risks, and lead with integrity across every part of our business. It's not just about meeting legal or regulatory requirements—it's about creating a culture where ethical behaviour, clear communication, and long-term thinking are the norm.

We have robust systems in place to make sure we stay on track, from clear policies and internal oversight to regular reviews and open dialogue. But governance also shows up in how we lead—with fairness, responsibility, and a deep sense of purpose.

By keeping these principles front and centre, we're able to adapt quickly, stay resilient and continue delivering value—not just for our shareholders, but for everyone connected to our business.

As we look ahead, we're committed to strengthening our approach even further, always aiming to be a company that people trust to do what's right—for today, and for the future.

"Good governance isn't just a business necessity—it's how we make sure WBS stays a company people can believe in. It's about leading with integrity and keeping our promises, every step of the way."

– Johann Visagie, Operations Director

50

% OF SENIOR MANAGEMENT TEAM ARE FEMALE

816

MINUTES OF STAFF TRAINING SPECIFICALLY ON COMPLIANCE, HUMAN RIGHTS, ANTI-CORRUPTION, ANTI-BRIBERY

Ethics and Compliance

At WBS, doing the right thing is at the heart of how we work. Our core values guide us to be an ethical, respectful, and responsible organisation, and we're committed to creating a workplace where everyone feels safe, valued, and treated with dignity.

We don't tolerate harassment or bullying in any form, and our Dignity at Work policy, along with the support of our managers, helps ensure a positive and respectful environment for all. If concerns do arise, we take them seriously. Our Whistleblower Policy provides a confidential and secure way for people to speak up, and we make sure every issue is handled with care and integrity.

In 2024, WBS received three external complaints. While the number was small, we know that every concern matters. We're committed to being transparent and accountable, and each complaint was independently investigated and addressed in line with our established policies. Our goal is always to find fair, effective solutions that support the wellbeing and trust of everyone we work with.

Formal Grievance Procedure

We're committed to creating a fair and transparent workplace where every employee feels heard and respected. That's why we've put in place a clear and supportive grievance procedure to address any concerns that may arise. We want to make sure that everyone has a process they can rely on to resolve issues in a fair and timely manner.

Stage 1: Submitting a Formal Grievance

If an employee has a grievance, we encourage them to submit it in writing, outlining the issue, their desired outcome, and any relevant details. The grievance should typically be addressed to the employee's line manager, but if the issue involves the manager, it can be submitted directly to the Operations Director. We take confidentiality seriously, and both managers and directors are trained to ensure that the process is handled with care, protecting the employee's privacy throughout.

Stage 2: Grievance Hearing

Once a formal grievance is received, a hearing will be scheduled within five working days. During this meeting, the employee will have the opportunity to fully explain their concern and provide any supporting evidence to help clarify the situation.

Stage 3: Appeal Process

If the outcome of the grievance hearing doesn't resolve the issue to the employee's satisfaction, they have the right to appeal. The appeal will focus specifically on the points of disagreement, and the employee will receive the final decision in writing within seven working days.

At every stage of this process, our goal is to ensure that issues are addressed fairly, transparently, and with respect for everyone involved.

3

EXTERNAL COMPLAINTS RECEIVED IN 2024

0

INCIDENTS OF CORRUPTION

Ethical supply chain and Human Rights

We believe that building a sustainable business goes beyond our own operations — it extends to the partners and suppliers we choose to work with. Our aim is to develop and maintain an ethical supply chain by collaborating with suppliers who share our values, particularly those committed to reducing their environmental impact.

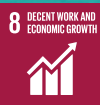
We understand that carbon reduction in the logistics and transport industry is complex and varies greatly depending on company size, infrastructure, and geographical reach. However, we also believe that meaningful change starts with shared responsibility. That's why we actively seek to engage with suppliers who acknowledge their role in addressing climate change and are taking steps to reduce their carbon footprint.

As part of our commitment to maintaining an ethical and sustainable supply chain, we require all suppliers to complete a detailed Supplier Questionnaire aligned with our Supplier Code of Conduct. This questionnaire covers key areas of environmental, social, and governance (ESG) performance and ensures our partners share our values and standards. Suppliers are asked to provide information on a range of topics, including whether they report annual emissions, hold environmental accreditations or ISO certifications, and operate in line with human rights and workplace laws. We also review their measures to prevent corruption and bribery, as well as their commitment to diversity, equity, and inclusion.

Compliance with our Supplier Code of Conduct is non-negotiable. Any violations—such as failure to meet minimum ESG expectations or breaches of legal and ethical standards—will not be tolerated and may result in the termination of our business relationship.

By holding ourselves and our suppliers to high standards, we aim to drive positive impact throughout our supply chain and contribute to a more sustainable, responsible future.

These questions go beyond box-ticking — they help us identify suppliers who are genuinely committed to sustainability and responsible business practices. By understanding their efforts and priorities, we can build stronger partnerships based on shared values and a joint commitment to continuous improvement.



Objective: Promote ethical and responsible business practices across our operations and supply chain.

Goal: Supplier Code of Conduct - assess 80% of suppliers for ethical compliance by the end of 2026.

Policies

At WBS, we believe in doing business the right way, with integrity and respect for everyone involved. That's why we have clear policies in place to guide our actions and ensure we're always operating in a fair and ethical manner.

Our **Whistleblowing Policy** gives our employees a safe space to raise concerns if they ever spot something wrong, knowing they'll be heard and protected.

Our **Anti-Bribery Policy** ensures we maintain transparency and fairness in all our dealings.

Our **Dignity at Work Policy** makes sure everyone feels valued and respected. It promotes a respectful and inclusive workplace, free from harassment or discrimination.

Our **Freedom of Association Policy** guarantees that employees can freely join or form unions, allowing them to advocate for their rights and interests without fear of retaliation.

Additionally, our **Supplier Code of Conduct** holds our partners to the same high ethical standards, promoting fair labour practices and respect for human rights throughout our supply chain. We require our suppliers to complete a supplier questionnaire, which evaluates their compliance with our Supplier Code of Conduct. The questionnaire collects information on their credentials related to compliance and ethical standards.

These policies reflect our commitment to creating a workplace and business environment where fairness, respect, and accountability are always at the forefront of everything we do.

We are fully committed to ensuring that modern slavery and human trafficking have no place in our business or supply chain.

As part of our **Modern Slavery & Human Trafficking Statement**, we've put clear processes in place to actively prevent and address these serious issues.

We believe that every individual deserves to be treated with dignity and respect, and we take this responsibility seriously. That's why we work closely with our suppliers and partners to make sure that everyone in our workforce, and across our supply chain, is free from forced labour or exploitation. We regularly assess and audit our partners to ensure they share our values and adhere to ethical practices.

This is an ongoing journey, and we're committed to continually improving our efforts to create a business environment that's both transparent and responsible. By keeping these issues at the forefront, we aim to make a positive impact and ensure that our operations reflect the highest standards of human rights and respect.

"Given the nature of the logistics industry, it's crucial that we make the necessary checks to ensure human rights are upheld at every stage of the supply chain. It's our responsibility to ensure that everyone involved, from transportation to warehousing, is treated fairly and ethically."

David Burnham, Managing Director

Data Privacy

Protecting personal and sensitive data continues to be a top priority. We follow a clear set of data privacy policies to ensure information was handled responsibly and in line with legal requirements.

Our [Data Protection Policy](#) outlines how we collect, use, and safeguard data in compliance with UK GDPR.

Our [Data Classification Policy](#) helps us identify and manage different types of data—whether public, internal, or confidential—so the right level of protection is always applied.

Additionally, our [Data Retention and Destruction Policy](#) ensures that data is only kept for as long as necessary and is securely disposed of when no longer needed.

All employees receive regular training to stay informed about their responsibilities when it comes to data privacy. These policies and practices help us protect information, maintain trust, and ensure we handle data with the care it deserves.

Our in-house software development team is truly the heartbeat of our innovation efforts. Their ability to respond swiftly to any challenges ensures our systems run smoothly without missing a beat. But beyond just troubleshooting, they work hand-in-hand with senior management, fostering a collaborative environment where fresh ideas and improvements are constantly explored. One exciting example is the bespoke warehouse locationing system, set to launch in 2025, which promises to transform the way we manage our operations. Their dedication not only keeps us agile but also drives our commitment to sustainable growth through smarter, more efficient technology.

Cyber security

“As we continue to grow and rely more on digital systems, keeping our data and operations secure has never been more important. Cybersecurity isn't just about firewalls and software — it's about people, processes, and culture. We've put strong systems and protocols in place to protect our infrastructure, including regular monitoring, threat detection tools, and secure access controls. But just as importantly, we invest in our people.

Our staff training programmes are designed to build awareness across all levels of the business — from spotting phishing attempts to understanding best practices for data handling. We run regular workshops, refresher sessions, and real-world scenario training to make sure security is second nature to our team. Cybersecurity is everyone's responsibility, and by creating a culture of awareness and accountability, we're building a more resilient and secure organisation for the long term”

- Marius Zurbenka - IT and Systems
Development Manager



Risk Management

At WBS Logistics, effective risk management is central to how we operate and make decisions. We recognise that in a fast-moving industry like ours, being proactive about risk is essential. That's why we hold regular management meetings where we review our risk register in detail, assess emerging trends, and ensure any changes in regulation or compliance are addressed quickly and effectively.

We don't view risk management as a one-off task, but as an ongoing process that's built into our everyday way of working. It's something we approach collaboratively, with input from teams across the business to make sure we're capturing a wide range of perspectives and potential issues.

By building a culture where risk awareness is part of everyday decision-making — not just something reviewed annually — we're better equipped to respond to challenges, minimise disruptions, and protect the interests of our people, customers, and stakeholders.



Regulatory Compliance

We're proud to be part of both the British International Freight Association (BIFA) and the International Federation of Freight Forwarders Associations (FIATA).

Through BIFA and FIATA, we have access to valuable insights, training, and global best practices that help us grow and improve.

We are actively working towards meeting the ISO 9001 and ISO 14001 standards as part of our commitment to quality management and environmental responsibility. These internationally recognised frameworks guide us in improving our processes, enhancing customer satisfaction, and minimizing our environmental impact.

We are preparing thoroughly for our assessments scheduled in 2025, ensuring that our systems and practices align with the rigorous requirements of these standards to support continual improvement and sustainable growth.



100 % OF MANAGEMENT, INCLUDING DEPARTMENT AND SENIOR MANAGEMENT HIRED FROM THE LOCAL COMMUNITY

Environmental KPIs

In this report, we account for emissions across our owned and controlled operations, covering Scope 1 (direct emissions) and Scope 2 (indirect emissions from purchased energy). We also include key Scope 3 categories, such as waste generation, warehouse packaging, paper usage, business travel, employee commuting, and downstream freight emissions. This comprehensive approach helps us better understand our overall environmental footprint and identify opportunities for meaningful reduction.

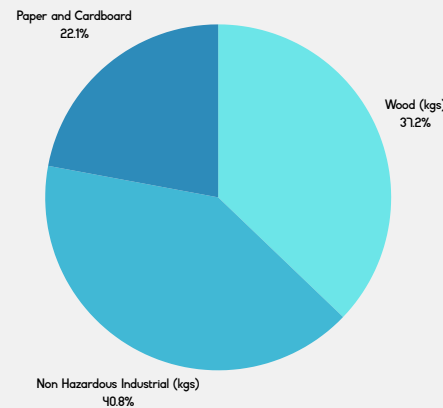
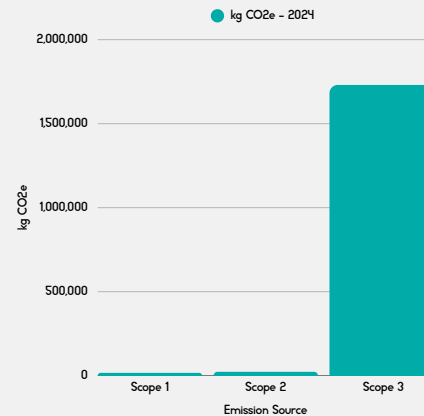
These environmental metrics represent our starting point—a baseline from which we can measure our progress. By tracking this data over time, we'll be able to identify areas for improvement, set meaningful targets, and hold ourselves accountable as we work towards reducing our environmental impact.

Emission Source	kg CO2e - 2024
Scope 1	16,894.51
Scope 2	23,038.35
Scope 3	1,730,545.46
Overall	1,770,478.32

Scope 1	
Fuel Consumption - Diesel (Litres)	6347.62

Scope 3 - Downstream Emissions	
Total CO2e (wtw)	1578.268801

Energy Usage (Kwh)	
Total kwh	111,269.49



Business Travel	KM
Road	14,558.00
Air	66,780.00
Rail	1,828.00
Overall	83,166.00

Employee Commuting	259,991 KM
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Waste	
Wood (kgs)	16,760.00
Non Hazardous Industrial (kgs)	18,385.00
Paper and Cardboard	9960
Total Waste (kgs)	45,105.00

Diverted From Landfill	100%
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WBS Van	
Fuel Consumption	6347.32 litres
Distance travelled	69128.80 km