

Palletways Group

Sustainability Policy



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Throughout this document, 'Subcontractor' means a subcontracted Depot or Country within the Palletways Network.



Introduction

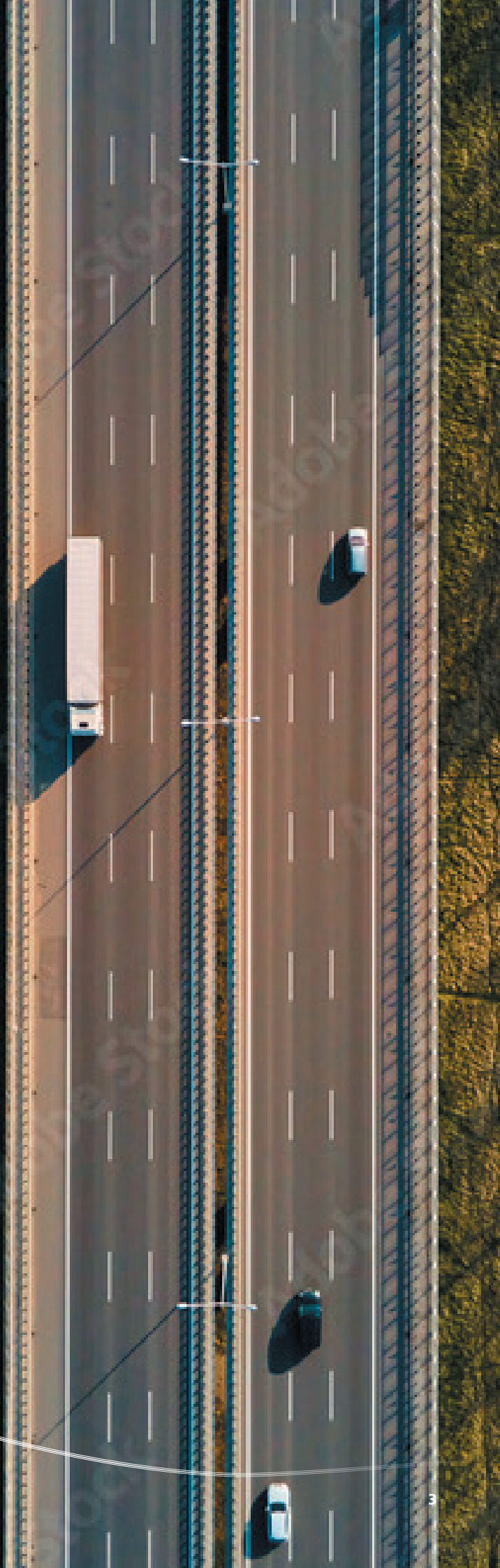
Palletways, a pioneer in palletised freight transportation services since 1994, is committed to integrating sustainability into every facet of its operations. As a member of the DP World family, we recognise the importance of sustainable practices not just for our business, but for the communities and environments we operate in.

Purpose

This policy sets the framework for Palletways' commitment to sustainability. It outlines our approach, objectives, and the measures we take to ensure a sustainable future.

Scope

This policy applies to all Palletways entities, departments, and employees across our European facilities, including the Palletways Members and Subcontractors.



Sustainability Policy at Palletways

Sustainability for Palletways consists of fulfilling the needs of current generations without compromising the needs of future generations, while ensuring a balance between economic growth, environmental care, and social well-being. Our Sustainability policy therefore encompasses the whole range of economic, environmental, and social values, set out by the following policy statement and business priorities.

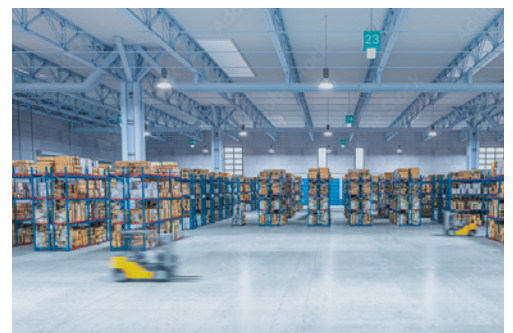
Policy Statement

Palletways is committed to sustainability through several key initiatives. The company's sustainability vision aims for minimal environmental impact in logistics, uplifting communities, and fostering a culture of sustainability for employees. To achieve this, Palletways is dedicated to reducing its carbon footprint through efficient transportation methods, waste reduction, energy conservation, and transitioning to a fleet of eco-friendly vehicles.

Community engagement is a priority, with programs focused on education, health, and local infrastructure development. Recognising that employees are the company's greatest asset, Palletways will provide training and education, ensure a safe working environment, and promote health and well-being initiatives. Furthermore, Palletways is committed to upholding high ethical standards in all its dealings with customers, members, and employees.

Overall, this Sustainability Policy supports the business needs and promotes sustainable growth through Palletways' Business Priorities.

AS PART OF
DP WORLD, THE
PALLETWAYS GROUP
SUSTAINABILITY
POLICY IS ALIGNED
WITH THE GENERAL
DP WORLD
SUSTAINABILITY
OBJECTIVES AS WELL
AS THE DP WORLD
**OUR WORLD OUR
FUTURE** PRINCIPALS.



Palletways Business Priorities

Partnerships

Forming strategic alliances and partnerships that not only enhance business capabilities and reach, but also actively involve and benefit the community, fostering a culture of collaboration and shared growth.

Advancement

Prioritising agility and pro-activity to evolving market trends and customer needs, we invest in innovative logistics solutions to enhance service excellence. Our focus is on optimising returns, ensuring both financial gains and operational outputs contribute to long-term business growth and stability.

Lean

Focusing on improving operational efficiency through the adoption of advanced technologies and streamlined processes.

Leadership

Guiding the business with a pioneering spirit, setting the standard for operational excellence, reliability, and customer satisfaction in our industry.

Ethics

Ensuring ethical business practices and minimising environmental impact through sustainable and responsible operations. Striving to reduce emissions and embrace eco-friendly alternatives to contribute to a healthier planet.

Technology

Embracing digital transformation by integrating cutting-edge technologies into various aspects of the business for increased efficiency, competitiveness and a future-oriented approach.

Well-being

Prioritising the mental and physical well-being and safety of employees through comprehensive health and safety policies and initiatives, creating a workplace that values and supports the overall well-being of its workforce.

Adding Value

Delivering exceptional value to members and customers through innovative solutions, excellent services, and a commitment to exceeding expectations.

You

Empowering and investing in the personal and professional development of our team, recognising that their growth, motivation, and satisfaction is integral to the success and sustainability of our business.

Security

Implementing comprehensive and advanced security measures across all operations to ensure the safety of goods, data, and personnel, and to maintain member and customer trust and business integrity.





Palletways focus areas for Sustainability

All the following initiatives are group wide, however there are multiple individual network initiatives, and the objective should be to push these out to the group, especially with regard to the ISO Standards 14064 greenhouse gas (GHG) verification, 14001 environmental management system and 26000 Guidance on social responsibility.



- **Decarbonisation**

Reduction of Emissions, Net Carbon Footprint Project, permanent traffic optimisation.

- **Environmental Impact**

Examples include LED lighting for hubs, returnable and reusable products, waste separation, reduction and recycling, and in best case certification of ISO 14001.

- **Social**

Examples includes mental health first aid training, physical health initiatives, Health&Safety standards, principals of Investors in People, and in best case certification of ISO 26000.



- **Economical growth**

Members, Customers and Volumes



Implementation & Strategy

- **Group Service Quality & Sustainability**

The Palletways Group Sustainability Department will oversee the implementation of this policy, set annual sustainability targets, and ensure these targets are met.

- **Training & Development**

Regular workshops and training sessions will be conducted to keep our employees informed and engaged in our sustainability initiatives.

- **Stakeholder Engagement**

We will actively engage with our stakeholders, including customers, partners, and local communities, to gather feedback and collaborate on sustainability projects.

- **Member Commitment**

Our aim is to include our network members in our sustainability vision to bundle our strength and achieve maximum impact.





Annual Sustainability Monitoring & Internal Reporting

- **Annual Sustainability Report**

Palletways should prepare an annual sustainability report detailing our achievements, challenges, and future plans.

- **Third-party Audits**

We will engage experts (could be external or from DP World) to conduct audits and ensure our operations align with our sustainability goals.

- **Depot and Hub audits**

We will begin to engage the depots and Hubs in future auditing processes as part of the standard Palletways audits.



Alignment with the United Nations' Sustainable Development Goals (SDGs)

Palletways aligns with the United Nations' Sustainable Development Goals (SDGs), a set of 17 global goals established to address major societal and environmental challenges by 2030. These goals, effective since January 1, 2016, require the participation of businesses, individuals, and governments. For Palletways, the SDGs are crucial as they align with the company's commitment to sustainable and responsible business practices. They offer a framework for shaping, guiding, communicating, and reporting on its sustainability strategies and measuring its contributions.



ESG Performance & external Reporting

Palletways will be part of the DP World ESG reporting.

DP World adheres to Environmental, Social, and Governance (ESG) criteria used by the investment community to evaluate companies' impact on environmental, social, and governance factors. ESG performance assessments rely on publicly available data and focus on measurable results that inform investors and consumers. By reporting on ESG performance, DP World demonstrates transparency, effective management, and enhances its appeal to long-term capital and institutional investors. DP World publishes its sustainability strategy and ESG performance annually on its website.



Related Standards, Policies and Processes

This Policy should be read in conjunction with the following:

- DP World's Code of Ethics
- Gender Equality Statement
- Community Engagement Strategy
- Guidelines and Procedures for Community Investment
- Human Rights Statement
- Human Rights Policy
- Modern Slavery & Human Trafficking Policy
- Vendor Code of Conduct
- Group Health, Safety & Environment Policy
- DP World's Group Procurement Policy
- DP World's Charity Partnerships Policy
- Palletways Audit Guidelines

Conclusion

Palletways is not just in the logistics business; we are dedicated to shaping a sustainable future.

This commitment involves all parties, including Palletways, its Members, and Subcontractors, who are all held to this policy.

We will ensure their active engagement and compliance. Through this policy, we pledge to take meaningful steps toward making this vision a reality.

Review

This policy will be reviewed annually to ensure it remains relevant and effective. Feedback from stakeholders will be integral to this review process.



