

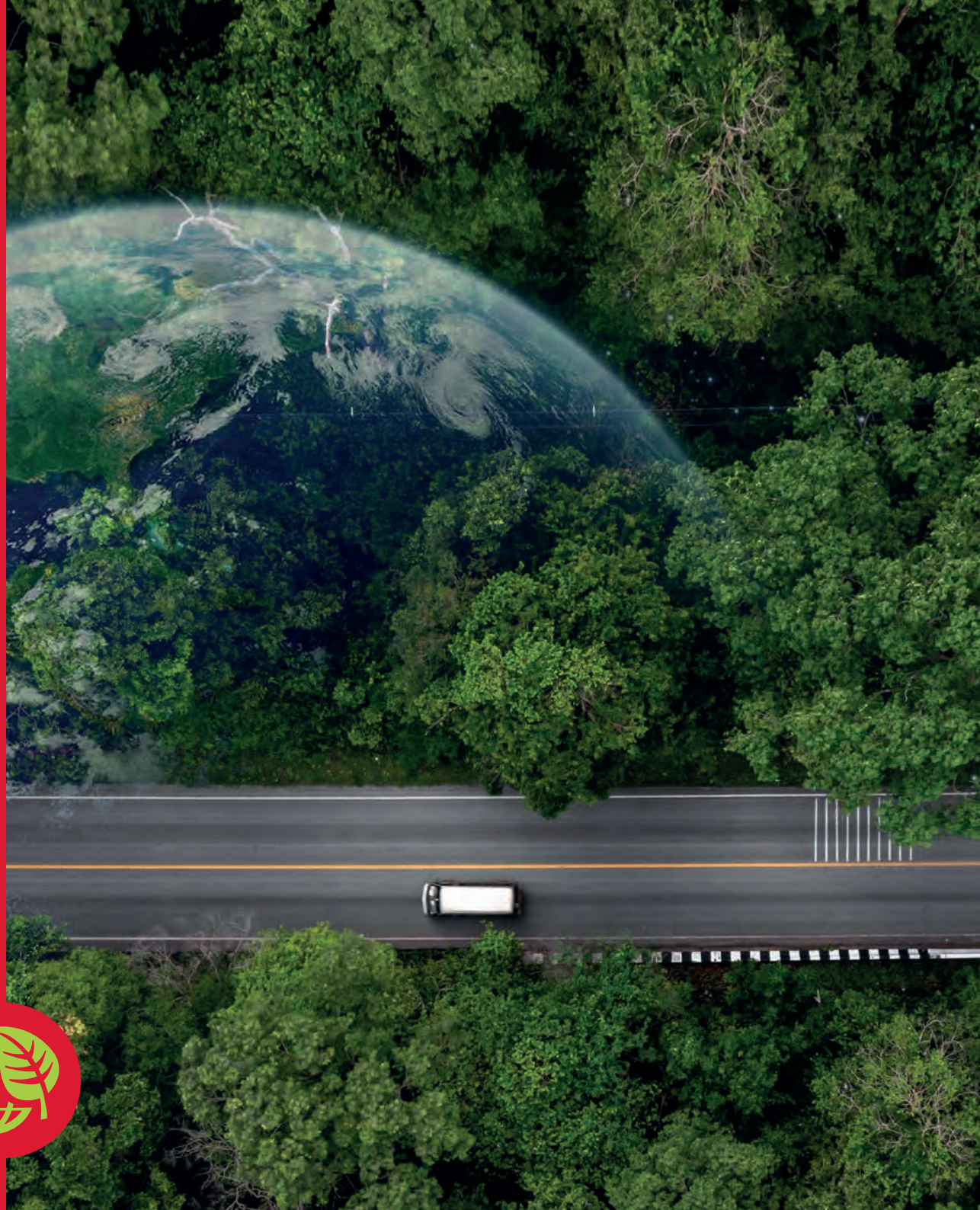


OUR

SUSTAINABILITY & SOCIAL RESPONSIBILITY REPORT

APG building a sustainable
future together with innovative
eCommerce solutions

2025 - 2026



CONTENTS

01	Message from our CEO
02	Who we are
03	Our Parent Company
04	Our Journey so far
05	Engaging with our Customers
06	Engaging with our Carriers
07,08	Engaging with our Global Network - Stakeholder Feedback
09	Our Strategic Focus
10,11	Commitment to Our People
12,13	Commitment to Our Planet
14,15	Commitment to Our Prosperity
16,17, 18,19	Next Steps
20	Index

A MESSAGE FROM OUR CEO



Both people and planet need us to make a positive impact quickly in order to prosper. A lot of retailers and consumers recognize the importance of reducing carbon emissions in order to protect our people and communities and keep thriving as businesses. Over the past couple of years we've seen this trend accelerating, and we anticipate to see more and more regulations coming to guide us. There is still lots to be done!

At APG, we want to streamline how we operate, as well as lead the way in supporting our customers own sustainability journeys. This is why we are committed to reaching APG's Net Zero targets by 2050.

Jui-I Lim,
CEO

WHO WE ARE

Since APG's inception in October 2016, sustainability is at the heart of our business and is embedded as a priority in everything we do. Advancements & breakthroughs in technology and infrastructure have changed the way we operate across our global network. It means it is now more important than ever that we work towards short and mid-term goals without compromising the ability of future generations to meet theirs.

Our sustainability report outlines our roadmap on securing a sustainable future, underpinned by the UN Sustainable Development Goals (SDGs), interconnecting our 3 pillars of focus: People, Planet and Prosperity.

Our ethics, values and behaviours play a key role in shaping our approach and enable us to create the right culture to deliver the initiatives and objectives outlined in this report.

We continue to engage and communicate with our global and local stakeholders to address what our people, customers and communities have expressed and expect from APG.

GROUP FACTS AND FIGURES

Today APG eCommerce Solutions is one of the leading suppliers of cross-border e-Commerce delivery solutions. With an established presence in key global markets, including Asia, UK & Europe and the USA, we help iconic brands and smaller businesses expand their reach globally.

With our extensive network and expertise in cross-border trade, combined with our bespoke technology platform, we simplify the complexities of international shipping and customs compliance and offer a unique delivery experience.

With 7 global offices, and over 130 employees, together we can open new markets and provide insights of customer needs and buying habits.

At APG, we are passionate about eCommerce and are driven to deliver an outstanding experience and value to our customers and beyond.

186.6 MILLION
PARCELS DELIVERED TO DATE

521 GATEWAYS,
MAJOR TRADE LANES

180
DESTINATIONS

573 MILLION AU\$
REVENUE IN 2022

100% COVERAGE
OF AUSTRALIAN POST CODES





Our Parent Company



Australia Post (AP) is the biggest delivery company in Australia and has been delivering for more than 200 years. We have been the backbone of communities across the country and have seen the world evolve significantly during that time.

Advancements in technology and digitization have changed consumer behaviour, while the global pandemic has accelerated e-commerce. At the same time, more frequent extreme weather events have impacted how we live and work. There are growing inequalities and a need to do more to protect the health and wellbeing of people and communities.

As one of Australia's biggest and most trusted businesses, AP has a responsibility and opportunity to create a more sustainable future that benefits all Australians. AP 2025 sustainability roadmap outlines what we will do to deliver on that future. One that sees us meet the needs of the present without compromising the ability of future generations to meet theirs.

AP sustainability roadmap is underpinned by the UN Sustainable Development Goals, interconnects with our Post26 enterprise strategy, and is built around six key initiatives. Our ethics, TIES values and the AP Way describe the culture we need to deliver on those initiatives and will ensure we address what our people, customers and communities have told us they want and expect from Australia Post.

Since implementing the first public facing group corporate responsibility plan in 2020, we've achieved many milestones.

Our track record of creating a better tomorrow



Delivering for people

**Reduced vehicle
accident-related injuries**
and supported mental health
initiatives, including appointing our
first Chief Mental Health Officer.

Supported communities by delivering
mental health information to
7.1m+ letterboxes.

280,000
culturally appropriate books delivered
to children in 356 Indigenous
communities.

**Increased Indigenous
team member
representation to 3%**
of our workforce, providing further
support through the Emerging
Leaders Program.

Fostered
workforce diversity
and belonging through inclusion
networks including for team members
with a disability, LGBTIQA+ team
members and women.



Delivering for our planet

Invested in Australia's largest
delivery fleet of
4,635
electric delivery vehicles, which equates
to over 30% of the Australia Post fleet.

Offset more than
185 million
parcels, the equivalent of 260,000
tonnes of emissions or 108,000 cars
off the road, through our Carbon
Neutral Deliveries Program.

All Australia Post packaging contains
**recycled materials
and is recyclable,**
with plastic satchels recyclable
via REDcycle bins.

Installed
over 23,000
solar panels and 35,000 energy efficient
lights across our sites nationwide.

Diverted
85,000kg
of e-waste from landfill through
collaboration with our partners.



Delivering prosperity

Achieved
gender pay parity
for six consecutive years.

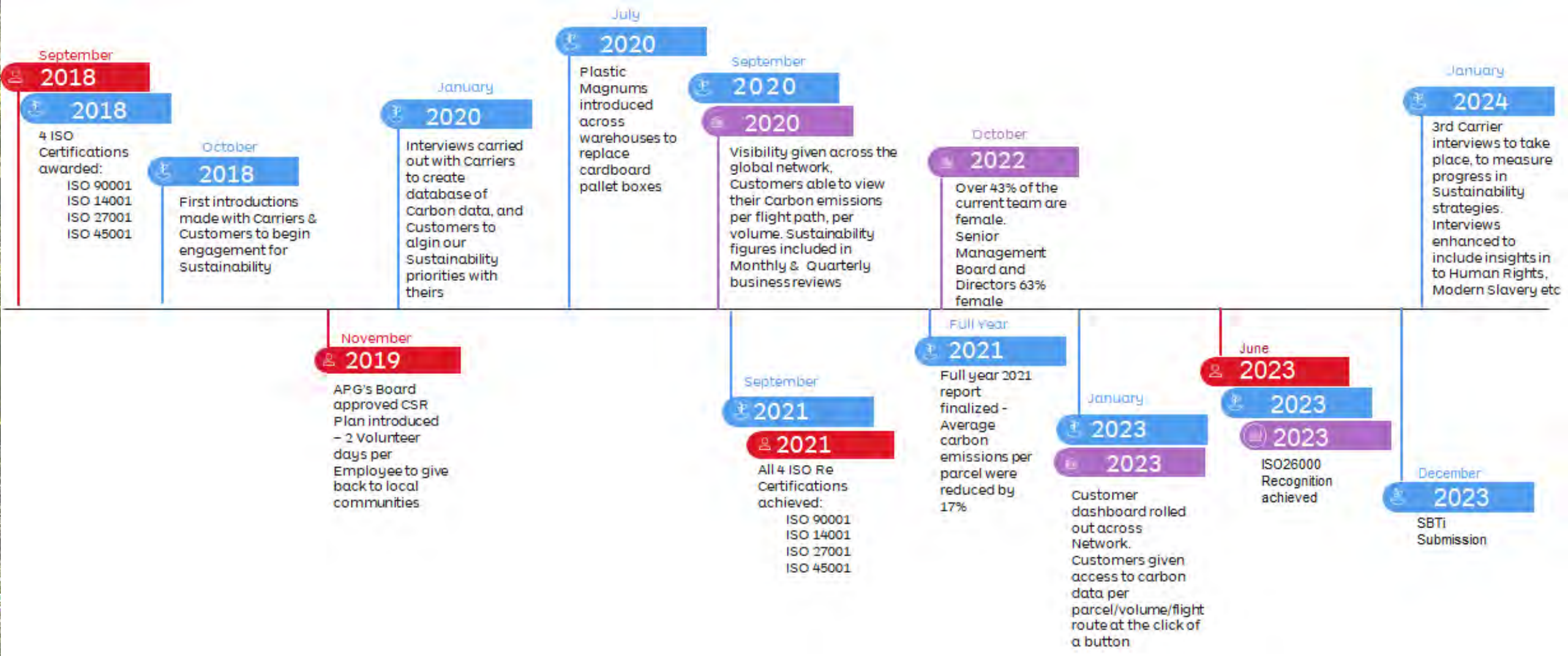
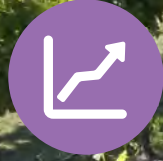
Spent
over \$76m
through social enterprise
and Indigenous business
procurement, exceeding our
2020-2022 target of \$60m.

**Addressed risks
of modern slavery
in our operations
and supply chain,**
and captured our approach in two
Modern Slavery Statements to date.

Published thought-leadership
whitepapers and practical
guidance to help our customers
and stakeholders grow sustainably
and support the achievement of the
**UN Sustainable
Development Goals.**

OUR JOURNEY SO FAR

We started our journey in the early days following our inception. From 2018 our strategy has evolved to have sustainability fully integrated. We started with securing our ISO certifications, which led us to engage with our stakeholders. This has enabled us to work on how we measure our carbon impact through our global network, taking consideration of our stakeholders feedback when looking towards our next steps.



**4
ISO**
CERTIFICATIONS

ANNUAL ENGAGEMENT
WITH CARRIERS AND
CUSTOMERS OVER THE
5 YEARS

ACROSS 2021, CARBON
EMISSIONS PER PARCEL
**REDUCED
BY 17%**

**PLASTIC
MAGNUMS**
INTRODUCED ACROSS OUR
WAREHOUSES

ENGAGING WITH OUR CUSTOMERS

As part of our ongoing commitment to sustainability, we have engaged with our customers over the past 5 years giving us a clearer picture as to their sustainability goals. Our annual engagement has allowed us to understand the priorities of our customers and therefore given us the opportunity to align our strategy accordingly. We now understand the key themes which our customers see as a priority area .



Interviews with our customers helped us to understand the areas of focus for our own strategy. Their priorities became ours as outlined throughout this report.

A priority area identified by customers was the continued improvement of carbon footprint reporting.

Customers expressed that they would like to see higher levels of granularity for their emission data, with the ability

to use data to influence favorably business designs and create positive impact on the environment. This led us to introduce a carbon calculator tool, offering customers access to large carbon data sets.

Over the years,our customers have developed their own sustainability strategies, and in recent years this has included looking at the sustainability of their own supply chains.

Our customers have started to incorporate sustainability as part of their procurement decision making processes when selecting carriers.

This encouraged us to look further into our own objectives and influenced our decision to add sustainability and corporate social responsibility questioning into our own supplier recruitment questionnaires.

Customers have suggested that it would be of value for APG to share the developments made towards the creation of their sustainability strategy. This will help APG’s customers have a better understanding of the direction APG are heading to, in terms of their sustainability journey and ambition levels.



Continued Customer Engagement

Through annual customer interviews, we have enhanced our sustainability strategy, to encompass key priorities of our Customers. We're confident with continued engagement with our Customers, we will be able to work together to enhance sustainability strategies across the industry.



ENGAGING WITH OUR CARRIERS

As a key stakeholder group, understanding the environmental impacts of our partners has always been a focus in our sustainability journey. Our 2023 carrier engagement evidenced that all of our top 10 carriers are reported exploring and engaging in a range of initiatives focused on reducing their emissions across scopes 1,2 and 3.



WHAT DOES BEING
'SUSTAINABLE' MEAN

TO OUR CARRIERS...

“ Operating in a way that meets the needs of the present without compromising the ability of future generations to meet their own needs. Making sure that we're utilizing resources now, and not having a damaging impact for the future. - **C.T Freight** ”

“ We take a holistic approach. So not seeing carbon reductions and emissions as separated, but as one big topic of transformation. We have the big social responsibility towards all our global employees, our suppliers, as well as APG and we cannot solve this problem or the climate crisis alone - **JAS Worldwide** ”

Engaging with our top 10 Carriers over the past 5 years has allowed us to understand trends and current strategies across our network. The reduction strategies currently introduced across our network can be summarized as a result of our carrier interviews between 2022 and 2025.

Our carriers across the board are implementing streamlined recycling and waste management practices, reducing waste generation and making more efficient use of resources (e.g recycling initiatives, waste segregation and material re purposing) across their supply chains. This includes incorporating renewable energy into their operations , either through on-site production (e.g solar power) or through the purchase RECs.

With a range of carriers, naturally this leads to varying fleet sizes. The larger carriers interviewed explained their attempts to decarbonise their fleets through the adoption of electric vehicles at specific stages of the delivery journey, as well as some engagement in environmentally friendly air , land and sea freight alternatives.

All carriers involved between 2021 and 2025 shared their aims to continue in collaboration at both local and industry levels, sharing and providing sustainability support and best practices, with the aim of reducing emissions across the supply chain..

Through regular engagement with our carrier network, we have established key areas of focus across our own journey. Noting our suppliers successful practices which have contributed to decarbonization and effective sustainable initiatives, we are replicating and enhancing these.

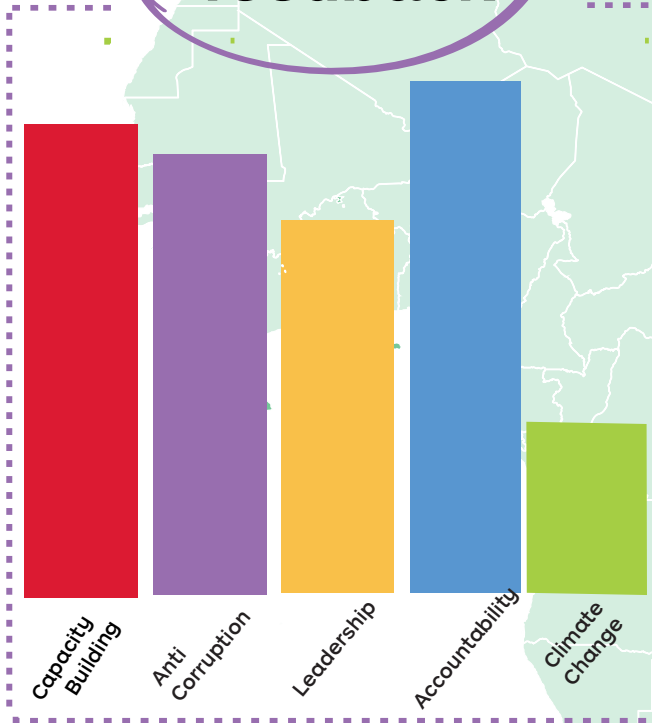


ENGAGING WITH OUR GLOBAL NETWORK

Our stakeholder's remain at the heart of all that we do, across our global network. When looking to achieve the goals across our sustainability strategy roadmap, our stakeholders priorities played a large part.

To ensure we can fulfill the expectations of our key stakeholder groups, our Employees, Customers and Carriers, we requested their feedback to help us to understand our key priorities.

Our Stakeholder feedback



Accountability and transparency is considered a high priority across our stakeholder groups. This has allowed us to develop a strategy to increase engagement in sustainability with those in our global network. We uncovered where accountabilities lie and worked towards greater transparency. This report outlines where accountability has been highlighted through various internal stakeholders, including completing annual interviews with our carriers to establish our own carbon emissions which we share across our network, enhancing our overall transparency.



Capacity building was also noted as a priority area across our network. As we continue to establish accountability, this has improved our understanding to build capacity, strengthening and developing skills and resources of people and organizations involved.



Leadership is promoted through involvement in our day to day operations, aligning with our stakeholder feedback, viewing strong leadership as a priority. We view leadership as a key tool to ensure we are able to achieve the goals set, including those relating to our sustainability strategy as outlined throughout this report. Our Senior Management team plays a vital role in ensuring we are able to create a working culture that brings out the best in everyone, in an inclusive environment offering equal opportunities. This led us to work towards one of our sustainability pillars, our focus on our people. Having the buy in from our leaders is imperative to drive success across our sustainability goals. This is why, through ensuring accountability and capacity building, we engage our leaders across every step of our sustainability strategy.



Climate change and its mitigation were rated as lower importance when compared to social responsibility across our stakeholders.

Through receiving feedback across our network, in addition to highlighting the areas of greatest importance, we also noticed the opportunity to focus on areas marked as lower priority.

This was the case for Climate change and its mitigation. We have taken the opportunity to place continued focus on engaging with our key stakeholders, customers, carriers and employees to ensure visibility and to give greater insight in to our sustainability strategy in relation specifically to planet. We will use this opportunity to enhance our focus on sustainability.



Prevention of bribery and corruption was rated as high importance across our stakeholder groups. As noted in our APG Modern Slavery Statement, Slavery and Human Trafficking remain a hidden yet dangerous problem within our global society. We all have a responsibility to be vigilant in recognizing and responding to the risks, however small, in our business and in the wider supply chain.

As a company, we aim to encourage every stakeholder in our business to be attentive and careful, ensuring any concerns are reported and acted upon with immediate effect.

Prevention of bribery and corruption therefore remains a key priority throughout our network, as this is instilled across day to day work. We strive to work in a positive, encouraging, and safe business landscape, as highlighted across our company values.



“Building on stakeholder consultation and an analysis of key challenges that matter most”

ENGAGEMENT ACROSS OUR GLOBAL NETWORK



PROSPERITY



PEOPLE

OUR STRATEGIC FOCUS

From the stakeholders feedback, our three sustainability pillars were derived, People, Planet and Prosperity. This allows a strong focus towards both the pillars encapsulating the importance of sustainability globally, also incorporating the priorities across our growing global network.



OUR **THREE** SUSTAINABILITY PILLARS:



PEOPLE

Our people are our greatest asset and we have an important role to play in building and supporting an inclusive society, with safe, fair fulfilling work for our people. We create equal opportunities and encourage organic growth by developing skills for the future.

EMPLOYEE WELLNESS & CAREER DEVELOPMENT

DIVERSITY & INCLUSION



PLANET

Our aim is to meet the increased demand for cross border eCommerce solutions and reduce at the same time our environmental impact. We believe the climate crisis can only be solved through collaboration and sharing expertise. Therefore we are working closely with our suppliers to review our deliveries and operations and implement changes that will minimize our impact on the environment.

CLIMATE



PROSPERITY

When we operate responsibly, ethically and profitably, it generates positive outcomes for our customers and our business. We will create sustainable customer solutions that will enable them to measure their carbon footprint, increase awareness and make decisions.

SUSTAINABLE CUSTOMER SOLUTIONS

CONTINUED ENGAGEMENT & VISIBILITY



PEOPLE

Our people are our greatest asset and we have an important role to play in building and supporting an inclusive society, with safe, fair fulfilling work for our people.

We continue to offer equal opportunities and encourage organic growth by developing skills for the future. Our people are empowered to be ambitious and innovative to drive their career. All of this has been shaping APG to become the global and leading actor it is today.

“Our people are our greatest asset”

IN 2024, 88%

of our team believe they have e good opportunities to learn and develop in APG

6

MENTAL HEALTH FIRST AIDERS
in place across our 7 global teams

Access to over

16,000

online training courses

Employees engagement
rate of

74%

OVER

£4,500

Donated to selected
Charities in 2022

Donating enough food to provide

60 FAMILIES

with food packages

OUR COMMITMENT

Diversity & Inclusion

The nature of our industry allows for a diverse global presence e as weexpand into new origins and new destinations. Our team remains dynamic and diverse in nature, covering 6 global locations and we pride ourselves in ensuring everyone receives equal opportunities, no matter their background.

In 2023, an internal survey revealed that 91% of our team globally understand how they contribute to the success of APG.

This shows the opportunity for our team to be a part of the wider APG journey, every stakeholder, whether internal or external, is given the chance to develop with our fast growing business.

With strong female influence across APG, we hope to continue to inspire a team of empowered individuals, no matter their race, religion, gender, sexual orientation, socio - economic status or physical disability.

“We ensure people feel respected and included”

Our key diversity facts and figures show that across our team, **over 40% are female, with over 50% of our Senior Management team also being female.**

Providing equal opportunities expands into ensuring inclusion across our teams and beyond. Therefore, as part of our early commitment to corporate social responsibility, we introduced our 2 Volunteer days. This initiative offers every employee across all our entities two days per year to volunteer in their local community.

Whether individual acts of volunteering or group team building sessions, each volunteer day gives our team a chance to dedicate their time and provide a service to those who need it the most.

In addition to volunteer days, throughout the year we continue to donate to worthy causes selected by our stakeholders. In Christmas 2022 we donated over £4,500 to selected charities across the UK and USA. In addition, over the holy month of Ramadan, our team in Jordan volunteered at local food donation centre, which resulted in providing food packages for more than 60 families during this important time of the year.



Our People are our greatest asset, and therefore we understand the importance of working to cultivate a strong, engaging culture with the personal and professional development of our team at its core. We work together to facilitate personal growth, and through increased training opportunities, we will further engage with our employees to facilitate our commitment to a sustainable future.

Our goal is to keep promoting a culture of wellbeing and an open door policy through enhancing our employee engagement initiatives and sustaining a strong collaboration across our 6 entities.

Empowerment plays a large part at APG as this is one of our company values, and therefore we work to empower our people by giving them the tools to make informed decisions, and by promoting career development. With a greater offering by training platforms, we will enhance our commitment to career development as we strive to give accessible, agile career opportunities. We have access to thousands of training courses, from soft skills to role related courses and beyond, and we've seen a positive increase in promotions across our global teams, with improved engagement on training.

OUR COMMITMENT

Employee Wellness & Empowering Career Development



PLANET

Making a better tomorrow has always been a part of our DNA. Since there is an ongoing urgency in protecting our planet, we're making progress towards a sustainable future.

We've already introduced Carbon emission reports, initiatives to reduce our emissions throughout our network and continue to prioritize engagement globally.



“We're making progress towards a Sustainable future”

25% DECREASE
IN MOST CARBON INTENSIVE ROUTES

APG's sustainability journey is already well underway, with good engagement with carriers and a full network carbon footprint performed each year to identify where we need to reduce emissions.

Our business success is built on our customers relying on us to deliver their goods where needed with maximum speed, efficiency and convenience, although we recognise that this has an impact on the environment, and it is our ambition to reduce this impact wherever possible, within our operations, network and customer engagements.

Working towards ambitious climate goals has remained a key focus since 2016. A close collaboration with consultants allowed us to engage with our key stakeholders to collect

data and share our sustainability goals as we understand it will be key to reduce the environmental impacts on our planet.

APG believe in accountability which is why we calculate the environmental impact of our entire network each year to identify where we need to reduce our carbon footprint.

From collecting data across our global network we have now introduced a carbon calculator which has been shared with our customers to give them full visibility of their APG carbon footprint on a parcel basis.

This breaks down carbon emissions per parcel, per destination and services and in 2021 it highlighted a reduction of 17% on average emissions per parcel.



OUR COMMITMENT



Our areas of focus at the beginning of our sustainability journey included:

EDUCATING:

Across our network. At this stage we shared our sustainability updates and milestones on our website. This enabled companies and people within our network to be educated in ways to reduce their own carbon.



SUPPORTING:

SME's often have limited resources or incentive to act on sustainability. Engaging across our network on an annual basis showed our ongoing support to our stakeholders, no matter their size in the industry.



ENGAGING:

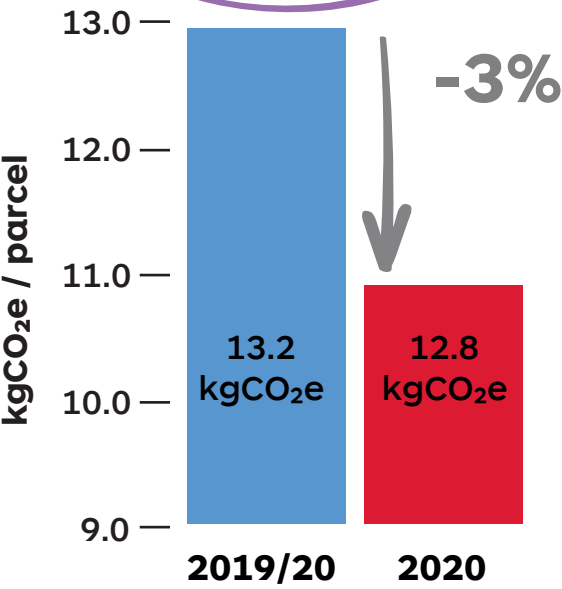
We continue to place great emphasis on the importance of data collection across our network. This allows us to understand the positive and negative trends over the year and act accordingly for environmental gain. To reduce and act upon emission reductions, you need to measure first. Regular engagement across the area of sustainability will also encourage others to work towards their own sustainability goals, giving greater understanding. Our stakeholders feedback highlighted the desire for greater communication, engagement and understanding around our sustainability strategy, and therefore we continue to share regular updates regarding changes to our global emissions.

2020

2020 saw our first full year of reporting as we engaged with our top 9 Carriers across the network. Through all of this APG's total carbon footprint reduced by 37% from the year before, driven predominantly by a decrease in the weight of goods transported. We also experienced changes in the distribution of volume through our APG lanes.

The most carbon intensive route (UK to Australia) accounted for only 50% of total volume, down from 70% the previous year. Lanes to the Middle East and Europe made up a greater portion of volume, bringing down the carbon impact per parcel in 2020.

Carbon footprint per parcel 2020

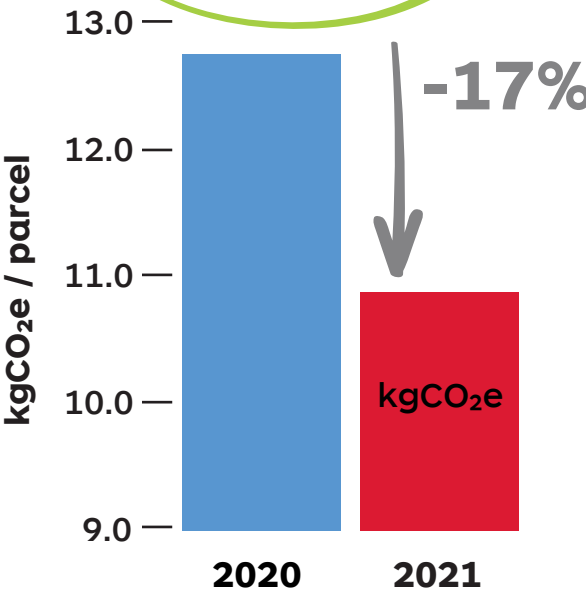


2021

Through the 2021 calendar year APG's total carbon footprint increased by 47% from the previous 2020 reporting year. This sharp increase was driven by a 78% increase in total volumes of parcels, fueled largely by the COVID-19 pandemic consequences. In spite of this, average emissions per parcel reduced by 17%. Notable trends across 2021 included the most carbon intensive route (UK to Australia) accounting only for 32% of total volume, down from 57% from 2020.

2021 also saw significant changes in the distribution of volumes through APG's lanes. Notably, two new routes increased in volume in 2021 (Hong Kong to Australia and USA to Australia) which accounted for 27% and 20% of APG's 2021 footprint respectively. These routes had a shorter flight distance, which drove down the average emissions per parcel. organic reduction through increase in parcels - unintentional.

Carbon footprint per parcel 2021

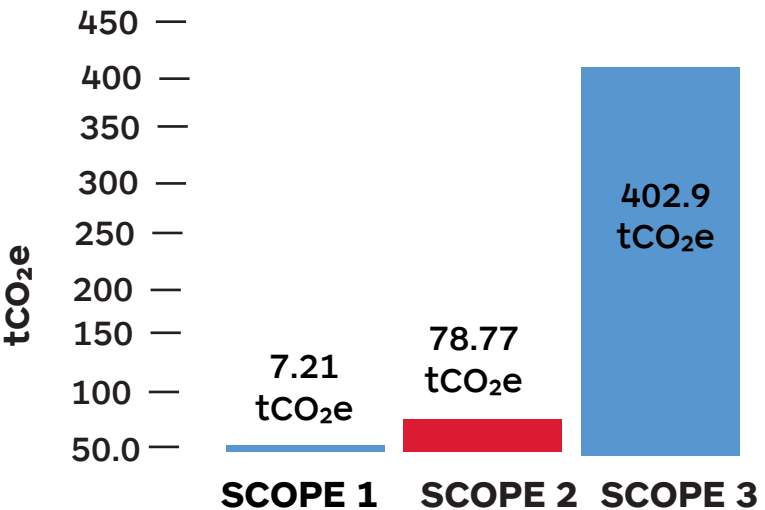


2022

Across 2022 we conducted our annual carbon reporting, ensuring extensive data testing to include our scope 1, 2 and 3 emissions. Upstream transportation and distribution was the largest source of emissions, responsible for 98% of total emissions across Scope 1, 2 and 3. Air freight accounted for the majority of

emissions in this category, representing 393,230 t CO₂e. Sea freight followed with 1,035 tonnes CO₂e, while HGV freight had the lowest emissions at 871 t CO₂e.

Carbon footprint per parcel 2022



PROSPERITY

When we operate responsibly, ethically and profitably, it creates values and generates positive outcomes for our customers and our business. We will offer sustainable eCommerce solutions that will enable our customers to measure their carbon footprint, increase awareness and make decisions.

Working closely with our suppliers we will reduce environmental and modern slavery risks.



“We've enabled visibility of our CO2 emissions”



Carrying out interviews with carriers over 2020 and 2021 has provided us with a wealth of data about the carbon emissions across our Global network, enabling us to pinpoint the amount of carbon emitted per parcel per lane.

Through collecting data across 2020-2022, we are able to elicit positive changes across our Customer network as providing visibility can offer sustainable customer solutions.

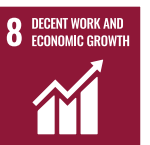
Progress made so far includes all carriers having improved their sustainability initiatives since our first engagement. Improvements from 2020 include notable

investment in fleet decarbonisation across our carriers, including working directly with EV manufacturers to pilot the use of new delivery vehicles in hot climates, as well as sharing information on human rights and modern slavery.

These improvements have inspired our own initiatives within APG, as we are able to share with our key stakeholders emissions per parcel per flight path based on parcel weight and volume.

In addition, we have integrated further modern slavery questioning, obtaining such information in the earliest stages of our engagement with our key stakeholder groups, our Employees, Customers and Carriers.

Our Customers have visibility of their emissions



OUR COMMITMENT

We understand that when we operate responsibly, ethically and profitably, it generates positive outcomes for our customers and our business.

We continue to create sustainable customer solutions that will enable our key stakeholders to obtain visibility on their own carbon footprint, increase awareness and make decisions. Working closely with our suppliers we will reduce environmental and modern slavery risks.

CONTINUED ENGAGEMENT
& VISIBILITY

SUSTAINABLE CUSTOMER
SOLUTIONS

CUSTOMER DASHBOARD

Our team have created a bespoke dashboard which gives our customers access to large sets of data, ranging from transit times, to carbon emissions per parcel per flight path and per service.

Using simple metrics that our network can easily download in just one click provides a full access to their data, giving them greater visibility on how to work towards reducing their emissions, and continues our education and engagement efforts across our stakeholders.

We strive to ensure all stakeholders across our global network have full and productive and most importantly safe working environment.

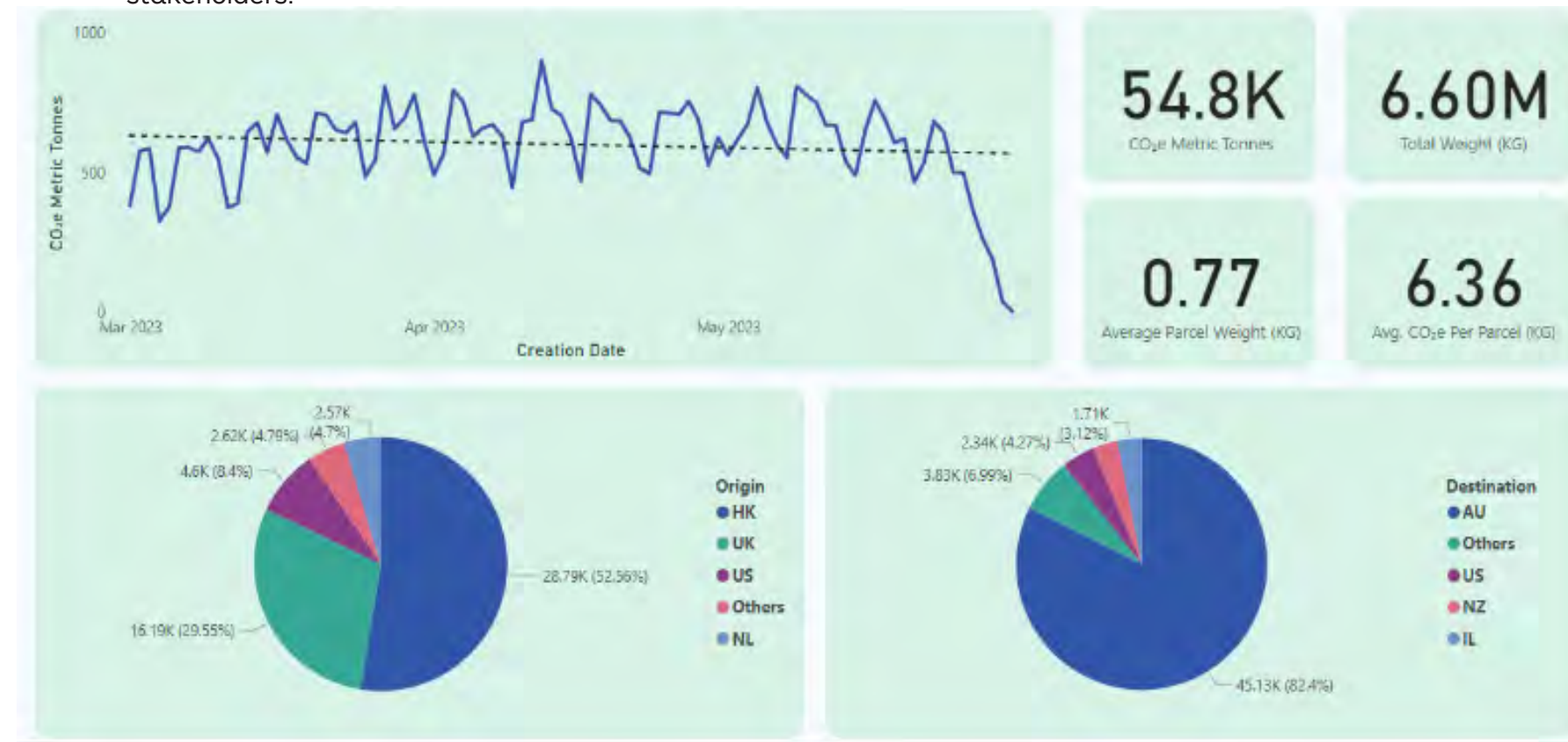
At APG eCommerce Solutions, we always make sure to engage with our suppliers on a regular basis via a multitude of channels. We continually monitor our suppliers on all aspects and in the case of finding any gaps, we work with them to set improvement plans and amend the policies.

We are very aware of the potential risks of Human Trafficking and Modern-Day Slavery across the supply chain, and

no matter how small these risks may be, we are taking active steps to identify and correct them as quickly as possible.

We have worked hard to incorporate extensive questioning into our carrier interviews giving us a greater understanding of the ethical practices across our immediate network.

Receiving feedback gives us confidence in the partnerships we currently have as we understand the strong practices each and every external stakeholder holds.



LOOKING AHEAD



OUR NEXT STEPS

A code red alert has signalled to the world that climate action needs to be accelerated. The time for action is now.

Our aim is to meet the increased demand for cross border eCommerce solutions and reduce our environmental impact at the same time.

We believe the climate crisis can only be solved through collaboration and sharing expertise, therefore we are working closely with our suppliers to review our deliveries and operations and implement changes that will minimise our impact on the environment.

Although we have made significant steps to a sustainable future, reducing our overall environmental impact across our People, Planet and Prosperity, there is still much more to be done.

PLANET

CLIMATE

Carbon Neutrality by
2030

Carbon Net Zero by
2050

HOW TO APPROACH OUR ENVIRONMENTAL CHALLENGES

Our Planet sustainability strategy moving forward will be tailored towards conquering the challenges highlighted across our stakeholders' feedback.

We are convinced that top down accountability and investment in sustainability at a senior level is crucial for driving meaningful change within our organisation.

By prioritising sustainability at the highest level, empowering employees throughout the organisation, and implementing effective measurement and tracking systems, we will increase the overall effectiveness of our sustainability initiatives and continue to foster a culture of environmental responsibility.

TOP-DOWN ACCOUNTABILITY



INDUSTRY COLLABORATION



INTERNAL ENGAGEMENT



UNDERSTANDING THE TRENDS

SENIOR LEADERSHIP COMMITMENT

Our suppliers found that having strong commitment from senior leadership is crucial for the success of sustainability initiatives. As outlined by our stakeholders, capacity building and accountability are of top importance and can be achieved when top level management is involved actively. Across APG, the support of our Senior Management team sends a clear message about our company's priorities and ensures that resources are allocated accordingly.

CLEAR COMMUNICATION OF GOALS & EXPECTATIONS

To further ensure accountability and capacity building, communication is key across our teams. Our suppliers also emphasized the importance of clearly communicating sustainability goals and expectations throughout the organisation. All our stakeholders, both internal and external, understand the responsibility they have in delivering a clear message on our sustainability objectives.

Through our strong approach across the 3 pillars, People, Planet and Prosperity, by involving employees at all levels, APG top management can drive a culture of sustainability and ensure that everybody knows their role to successfully achieve our goals.

INTERNAL ENGAGEMENT

Through aligning across our network and adopting a 'Communicate, Compromise, Consequence' framework, similar to what is used by our Carriers, we can effectively engage employees and external stakeholders in sustainability initiatives as well as demonstrate industry best practice. To us, this seems to be the natural evolution of our original Educate, support and engage focus.

The 'Communicate, Compromise, Consequence' framework encourages open communication, collaborative decision making and a focus on the consequences of actions, empowering employees to continue actively to sustainability goals.



PLANET

Looking ahead, our goal is to work towards achieving continued reductions in our environmental impacts, through engaging across our networks to achieve carbon neutrality by 2030, and as a step further become Carbon net zero by 2050.

CARBON

We are committed to work with our carriers to drive decarbonisation throughout the transportation and logistics value chain. We work closely with our carriers to determine the lowest carbon delivery option which meets the customers requirements.

PACKAGING

Through our close partnerships with our carriers, we drive innovation and change in our global network to introduce new transport packaging solutions for our customers. Our aim is to increase reuse, recycling and circularity, and decrease packaging waste. Efficient packing of transport vehicles also reduces the transportation carbon impact per parcel.

SCIENCE BASED TARGETS

Science-based targets are **best practice initiative** for business to align emissions reductions with climate science and the global **1.5°C goal for climate change mitigation**

Currently many Air Freight Transportation and Logistics companies have committed to the SBTi, and we aim to join them.



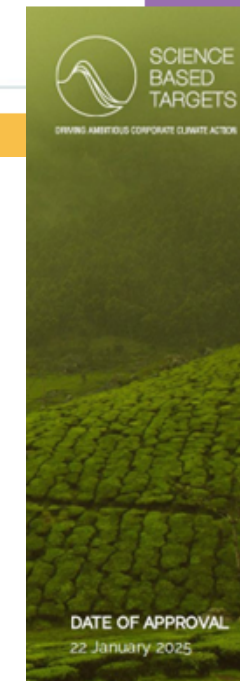
APPROVED NET-ZERO SCIENCE-BASED TARGETS

The Science Based Targets initiative has validated that the science-based greenhouse gas emissions reductions target(s) submitted by Australia Post Global eCommerce Solutions (UK) Ltd conform with the SBTi Corporate Net Zero Standard.

SBTi has classified your company's scope 1 and 2 target ambition as in line with a 1.5°C trajectory.

The official net-zero science-based target language:

Overall Net-Zero Target: Australia Post Global eCommerce Solutions (UK) Ltd commits to reach net-zero greenhouse gas emissions across the value chain by 2050.
Near-Term Targets: Australia Post Global eCommerce Solutions (UK) Ltd commits to reduce absolute scope 1 and 2 GHG emissions 42% by 2030 from a 2022 base year. Australia Post Global eCommerce Solutions (UK) Ltd also commits that 75% of its suppliers by emissions covering upstream transportation and distribution, will have science-based targets by 2028.
Long-Term Targets: Australia Post Global eCommerce Solutions (UK) Ltd commits to reduce absolute scope 1 and 2 GHG emissions 90% by 2050 from a 2022 base year. Australia Post Global eCommerce Solutions (UK) Ltd also commits to reduce absolute scope 3 GHG emissions 90% within the same timeframe.



APPROVED NEAR-TERM SCIENCE-BASED TARGETS

The Science Based Targets initiative has validated that the science-based greenhouse gas emissions reductions target(s) submitted by Australia Post Global eCommerce Solutions (UK) Ltd conform with the SBTi Criteria and Recommendations (Criteria version 5.2).

SBTi has classified your company's scope 1 and 2 target ambition as in line with a 1.5°C trajectory.

The official near-term science-based target language:

Australia Post Global eCommerce Solutions (UK) Ltd commits to reduce absolute scope 1 and 2 GHG emissions 42% by 2030 from a 2022 base year. Australia Post Global eCommerce Solutions (UK) Ltd also commits that 75% of its suppliers by emissions covering upstream transportation and distribution, will have science-based targets by 2028.



PROSPERITY

With sustainability at the forefront of our strategy, it allows every stakeholder to understand the impacts their shopping habits may have on their wider environment. From engaging with our carriers and customers over the past 6 years, we realise that the end consumer also plays a big part.



WHAT NEXT?

Our longer term solutions include carbon reductive solutions via our IPRS platform (APG consumer facing portal). This will give the end consumer visibility and the responsibility to act upon their own spending habits. We will continue to educate and communicate through our social media channels with regards to sustainability, both the environmental and ethical impacts, and reduce our impact across all our value chain.



INCENTIVISING SUSTAINABILITY

Encouraging sustainable action across the industry, especially among contractors and small business owners, is crucial.

This may involve offering incentives, to adopt specific decarbonisation strategies (like vehicle electrification) or providing support to ensure that all participants are committed to sustainability efforts.

Sharing experiences and knowledge around effective or challenging reduction efforts is also key i.e. viable air freight or fleet alternatives).

ESTABLISHING A SHARED VISION FOR THE SECTOR...

EXTERNAL COLLABORATION

Achieving greater decarbonisation in the logistics and shipping sector requires extensive internal industry collaboration. The complex nature of the industry, with multiple stakeholders, emission scopes and diverse business models presents significant challenges in fostering effective partnerships. We will continue to engage in cross industry dialogue, share experiences and emissions data across the supply chain, promote global education on the benefits and decarbonisation, and help establish a shared vision for the sector.

Wellbeing

- Achieve 65% or above in employee engagement survey
- Quarterly updates from Management team to cover business updates, strategy updates to aid change management

Supporting Development

- Creation of training matrix to make training more accessible
- Succession planning to support future organic growth and internal opportunities
- 90% target across Employee engagement survey - learning & development

Community Commitment

- Deliver 2 team group volunteering opportunities for global team

Diverse, Inclusive Culture

- 40% Females in Mid/Senior level positions across APG maintained into 2025
- 50% Females in Mid/Senior level positions by 2025

PEOPLE

Our focus is aligned with our aim to support and empower our talented, diverse and motivated workforce. In addition we promote a safe, fair, inclusive and fulfilling working environment not only for our internal team, but also for our global network.

INDEX



Material topic

Organisation details

Sustainable development

Accountability & transparency

Ethical behaviour

Our stakeholders

Rule of law and international norms

Governance

Human rights

Labour practices

The environment

Fair operating practices
Consumer issues

Community involvement

Our CSR journey

ISO 26000 Ref

4.3

3.3

4.2, 4.3

4.4, 6.6

4.5, 5.3

4.6, 4.7

6.2

4.8, 6.3

6.4

6.5

6.6

6.7

6.8

7

Reference

Who we are

Our parent company

Our 3 sustainability pillars

Sustainable solutions

Delivering prosperity

Sustainable prosperity

Accountability

Our customers have visibility

Preventing bribery & corruption

Engaging with our carriers & global network

Educating, supporting, engaging

Internal engagement

Stakeholder alignment

Incentivizing sustainability

Guiding regulations

Leadership

Leadership commitment

Preventing bribery & corruption

Employee wellness

Diversity & inclusion

People – our greatest assets

Delivering for people

Climate change

Carbon reduction

Emissions management

Delivering for our planet

Preventing bribery & corruption

Retailers and consumers

Volunteer days

Our journey so far

Our next steps

Communications of goals & expectations

Looking ahead – carbon & packaging

Establishing a shared vision

Page

3

4

10

4

15

8, 18

15, 16

8

7-8

14

18

19

19

2

8

18

8

10

11

4

8, 10

13-14

19

4, 10

8

2

12

5

17

18

19

20