



# Creating a more sustainable future for all

Corporate Social Responsibility  
2022/2023

Delivering what matters.







# Contents

## Introduction

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The cornerstones of our strategy	4
About CitySprint	5
Our journey so far	6
The future is net zero	8
UN Sustainable Development Goals	9

## The programme

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Empowering our people	10
Supporting local communities	14
Backing business	19
Building a sustainable future	23



# The cornerstones of our strategy

Our Corporate Social Responsibility commitments are underpinned by four core pillars. These pillars stand for the colleagues behind our brand, the communities in which we work, the couriers and businesses who work with us and lastly, our commitment to a cleaner and greener future.



As part of a global brand we have a responsibility to ensure that the way we achieve our results is also underpinned by managing our business in a responsible way whether it's colleagues, customers or external stakeholders like couriers.

Our CSR framework continues to gain momentum and we've seen excellent progress in a number of areas - and rightly so. CSR is no longer an option for anyone - it's essential to everyone's future, and becoming carbon neutral 18 months ahead of our plan is just one way we have demonstrated our commitment.



Gary West, CitySprint CEO



## Empowering our people

Creating a great place to work by supporting the wellbeing and development of our colleagues. Celebrating diversity in our workforce



## Supporting local communities

Making a positive difference to the people and communities in the local areas we operate in



## Backing business

Helping businesses grow and succeed, especially our local couriers who provide services to us



## Building a sustainable future

Reducing the impact of logistics on the environment



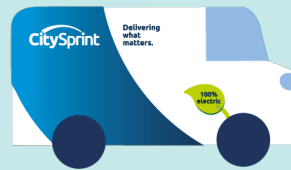
# About CitySprint

CitySprint is the UK's leading same day delivery company, providing businesses and consumers with a fast, flexible and secure same day service for time-critical shipments. With a UK network of 30+ service centres, 3,500 couriers, and an in-house team of local delivery experts, customers are given confidence that their items will reliably arrive on time the very same day.



**30+**

sites nationwide



**150+**

emission-free vehicles



**700+**

delivery experts



**13,000+**

customers across the UK



**80,000+**

deliveries made  
each week



**4+ million**

deliveries made in 2022

# Our progress in 2022

 **UKBA'22**<sup>TM</sup>  
UK Business Awards  
**GOLD AWARD WINNER**



## Awards success

We are incredibly proud to have been chosen as Gold Award Winners for 'Best CSR Initiative' at the UK Business Awards 2022, hosted by Awards International. Judges were particularly impressed by how employees are being involved in our journey, the results our initiatives have achieved, in addition to the amount and variety of activities implemented by our organisation.

Receiving recognition for our CSR achievements not only reflects the success of the strategy we have in place, but the outstanding contributions our teams have made towards our business being more socially aware and responsible.

## Expanding our EV fleet

In 2021 we set ourselves two ambitious headline targets that encompassed our entire CSR commitment. One of these was to have a fleet of 200+ green vehicles live in major cities throughout the UK by the end of 2023.

In 2022, we made a significant step towards this target by acquiring 30 new electric vans, with a further 10 arriving in January 2023. The vans are fully operational in several of our nationwide sites including London, Leeds and Manchester, where they carry out local pickups and collections for regular customers as well as ad-hoc bookings.

This investment brought our green vehicle fleet to a total of 100+ vehicles at the end of 2022. Since then we've increased this to 150+ green vehicles with plans for more e-vans, and cargo bikes to take us even closer to our target.







# Certified carbon neutral in March 2022

18 months ahead of schedule



**500k+**  
green miles  
travelled



**100%**  
renewable energy  
across all 34 office  
sites



**28k+**  
tonnes of CO<sub>2</sub>e  
offset in 2022



**100+**  
emission-free  
vehicles including  
40 new e-vans

£150k+ raised for  
charity, including  
partners Crisis and  
The Trussell Trust

eLearning portal  
launched to  
maximise courier  
earnings

An extra 34k  
out-of-area/return  
journey courier jobs  
created

Long serving  
colleague initiative  
and courier reward  
and recognition  
scheme launched

Cost-of-living  
support and pay  
increase provided  
to colleagues

# The future is net zero

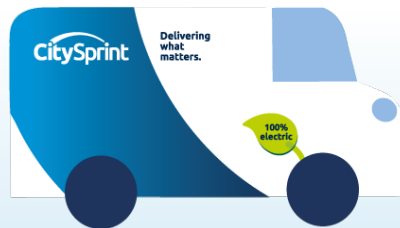
As a leader in the same day courier industry, it's crucial we address our carbon emissions and spearhead the way in sustainable delivery. Realising our sustainability strategy will ensure our greenhouse gas emissions reduce as the business grows and scales. That's why we are committed to becoming net zero by 2040, ten years ahead of the Paris Agreement target, something we are currently on track to achieve.

## Geopost have 2040 net zero target approved by the SBTi

In July 2022, Geopost accelerated their fight against climate change and submitted ambitious targets to the Science Based Target initiative (SBTi) – a near-term 2030 decarbonization target and an ambitious long-term 2040 net zero target. After a careful and exhaustive review, Geopost have received a landmark approval of their targets by the SBTi, becoming the first global parcel delivery company to have both its near and long-term CO2 emissions reduction targets approved.

## To do this, we will focus on three key areas:

### Same day delivery



Electrifying our same day fleet by increasing the share of alternative transport solutions and low-emission vehicles, including electric vans, electric cars, electric motorbikes and cargo bikes, to 47% by 2030 (100% in 2040).

### Company cars



Electrifying the fleet of company cars by increasing the share of electric vehicles to 47% by 2030 (100% in 2040).

### Buildings



CitySprint switched electricity in 2010 and gas in 2019 to 100% renewable sources. Since then, all service centres have been powered by 100% renewable energy. We will continue to use renewable energy to power buildings and find further efficiencies.



# Shaping our strategy



We are proud to have linked our Corporate Social Responsibility programme with the United Nations Sustainable Development Goals (SDG) framework. The SDG blueprint is a call for action by nations and organisations globally to make impactful changes that help achieve a better and more sustainable future for all. Reaching these goals requires innovation and collaboration to promote solutions broadly classified as sustainable development.

## The seven SDGs supported by our strategy:

<p><b>People</b></p> 	<p><b>Ambitions</b></p> <ul style="list-style-type: none"> <li>• Ensure healthy lives and promote wellbeing for all at all ages.</li> <li>• Achieve gender equality and empower all women and girls.</li> </ul>	 	<p><b>Why?</b></p> <p>We recognise that our greatest asset is our people. To be an employer of choice in the logistics industry we must act as a socially responsible company by supporting the wellbeing of our people and listening to colleagues, encouraging colleagues to develop their talent through transparent and agile career opportunities, together with rewarding and recognising great work.</p>
<p><b>Communities</b></p> 	<p><b>Ambitions</b></p> <ul style="list-style-type: none"> <li>• Strengthen the means of implementation and revitalize the global partnership for sustainable development, systemic issues and multi-stakeholder partnerships.</li> </ul>		<p><b>Why?</b></p> <p>We want to get involved with local organisations, good causes and charities to make a positive difference to our stakeholders. We also want to build strong interpersonal relationships for our long-term success by engaging with the customer, NGOs and charities, industry networks and researchers.</p>
<p><b>Business</b></p> 	<p><b>Ambitions</b></p> <ul style="list-style-type: none"> <li>• Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.</li> <li>• Ensure sustainable consumption and production patterns.</li> </ul>	 	<p><b>Why?</b></p> <p>Proudly backing the UK SME community and local suppliers is crucial to who we are. We want to support the SME community to grow, innovate and thrive in their business by listening to couriers, helping couriers maximise their earnings, helping couriers to transition their fleet to electric vehicles, promoting reward and recognition schemes for the work they do and supporting the implementation of a health and safety management approach appropriate for their business.</p>
<p><b>Sustainability</b></p> 	<p><b>Ambitions</b></p> <ul style="list-style-type: none"> <li>• Make cities and human settlements inclusive, safe, resilient and sustainable.</li> <li>• Take urgent action to combat climate change and its impact.</li> </ul>	 	<p><b>Why?</b></p> <p>We aim to be the reference provider in sustainable same day delivery offering the largest zero/low emissions same day delivery network in UK urban areas and the most attractive business partner and committed brand to work with.</p> <p>These sustainable goals will be achieved by developing a comprehensive decarbonisation roadmap aligned with science-based targets (SBTi) and by having sustainability at the core of the customer proposition.</p>

# Empowering our people



It's no secret: our greatest asset is our people. Helping thousands of organisations requires a remarkable team, so our culture and people strategy has a few guiding principles and goals to ensure CitySprint remains a great place to work.

**Aim: to be an employer of choice**

**Key principles we live by:**





## CitySprint Heroes

We love celebrating the great work our colleagues do. Every quarter, we recognise and reward those who epitomise the company's core values - accountability, reliability, empathy and ambition - through the CitySprint Heroes awards. Colleagues nominate their peers for one of the four company values, and then four winners are chosen (one for each value) by our Heroes committee, with an additional team award selected too.

Since 2020, we've had a fantastic:



## Long service legends

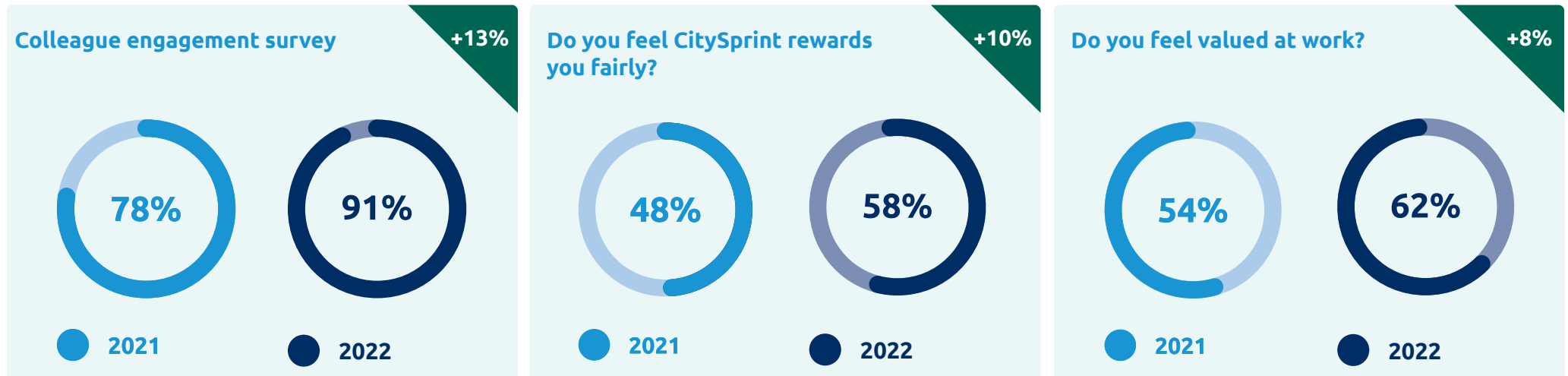
It's amazing to see colleagues who have proudly called CitySprint home for years and dedicated their knowledge and experience day after day to doing a great job. In 2022, we launched a new initiative to celebrate colleagues who achieve long service milestones. Each quarter, colleagues who hit any of the five-year milestones of continuous service between 5-40 years are rewarded and showcased across the business.



## Colleague voice survey

Listening to colleagues is crucial to ensure our understanding of what's important, what's working and what can be improved. Feedback from colleagues allows us to act and improve to reach our goal of making CitySprint a great place to work.

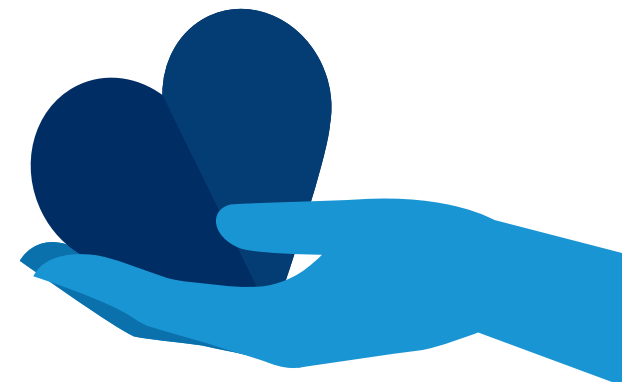
In 2022, we undertook a second colleague engagement survey to assess the employee experience, following the one taken in 2021. Over 650 colleagues participated in the survey, revealing an increase in our employee engagement score from 78% in 2021 to 91% in 2022. Feedback also highlighted that through improved reward and recognition schemes, top-down and peer-to-peer communication of strategy and success, and commitments to improved pay and progression, colleagues are feeling more confident and valued, and are committed to staying with CitySprint.



## Colleague wellbeing programme & benefits package

We have always recognised our responsibility to support colleagues through the good times and the bad. In April 2022, we launched our latest colleague wellbeing programme, partnering with a 3rd party organisation that provides therapy, training and e-learning to support colleagues with mental health concerns.

We also wanted to support colleagues better at different stages of their careers, so we have improved our overall benefits package to include increased maternity and paternity leave, as well as days off for those special family events, such as a graduation or first day of school.





We wanted a colleague wellbeing programme that would have a real impact on both the individual and on our business. Our programme is visible and human. Whether it's planning a webinar on team dynamics, extending the service to an employee's partner who's been having a tough time after childbirth, or activating their crisis service - our team are always there to help.

**Debbie Bruce**, Head of Talent



We're now regularly talking openly about mindset, it's becoming part of our culture. The organisation we partner with know how to connect and talk to our people. They normalise the subject and ensure we see real uptake and benefit from our investment.

**Gary West**, CitySprint CEO



## What's next:

- ➔ Recruitment policy review to promote recruitment from within local communities around our UK sites
- ➔ Further work on our Code of Conduct and Supplier Code of Conduct
- ➔ Provide awareness training on equality, diversity and inclusion

# Supporting local communities



With over 30 sites spread across the UK, each run by a local team of experts who live and work in their local area, it's important that we make a positive difference to the people and communities in the places we operate in. We want to get involved with local organisations, good causes and charities to make a positive difference to our stakeholders.

**£150,000+ donated to 30+ charities**

## Food bank donation appeal

Food banks have seen an 81% increase in demand over the past 5 years and with the cost-of-living crisis adding to the complexities of the situation, donations have become more important now than ever. We were proud to be a corporate partner to anti-poverty charity The Trussell Trust, to support their mission for a future without the need for food banks in the UK. In 2022 we raised over £50,000 and delivered more than 3,500 items to local food banks in the Trussell Trust network.





## London to Brighton Charity Cycle Ride

In June 2022, during National Bike Week, the company announced its latest fundraiser – the first ever CitySprint Charity Cycle Challenge, joining the official London to Brighton bike ride later in the year. A total of 13 members from the company’s senior leadership team enlisted themselves on the 55-mile challenge, with an ambitious donation target of £20,000.

A grand total of £25,255 was raised for The Trussell Trust through CitySprint’s London to Brighton Charity Cycle Challenge surpassing the £20,000 target. More than 300 donors contributed to this figure with donations received from couriers, colleagues, friends, family, customers, suppliers and more!

£25,000+ donated



I wanted to say a huge thank you to everyone at CitySprint for your generous £25k donation and continued support of The Trussell Trust. Your generosity is vital in helping us work towards our vision of a UK without the need for food banks.

**Sophie Carre**, Head of Corporate Partnerships at *The Trussell Trust*

## Working to end homelessness

We have been a proud corporate partner to Crisis UK, the homelessness charity, for the last 12 years. During this time, we have donated over 100 vans to help the charity deliver emergency supplies and move repurposed furniture created by those in shelters, to then be sold in Crisis retail stores.

More recently, we supplied an extra eight vans across the UK, in addition to the four vehicles made available all year round, to help people move into safe accommodation, together with providing support to Crisis at Christmas hotels and day centres to deliver food and supplies for guests during the festive period.

**This year many people may be without a home for the first time due to the cost-of-living crisis, forced onto the streets in a time of extreme financial hardship. With the support of companies like CitySprint, we will be able to help those people and continue working to end homelessness for good.**

**Matt Downie**, Crisis Chief Executive

Along with the extra vans we donated to help Crisis support vulnerable people throughout Christmas, we also made a £12,000 contribution. This donation enabled more than 400 people to access centres with food, warmth and wellbeing support.

## On the ground in our local communities

Our teams have continued to show their enthusiasm about supporting local causes that are important to them. From charity runs and gaming marathons for Crisis UK, furniture donations for The British Heart Foundation and fundraiser raffles and bingo nights for local charities like Ayrshire Hospice and blood cancer charity Bright Red, the acts of kindness from colleagues have persisted throughout 2022. Read on to see a handful of goodwill gestures that highlight the importance of being involved with local organisations and good causes to us.





## Celebrating diversity and inclusion with MindOut

To raise awareness on equality, diversity, inclusion, discrimination and harassment, we supported Brighton-based LGBTQ+ mental health service MindOut to improve the mental health and wellbeing of LGBTQ+ communities and to make mental health a community concern.

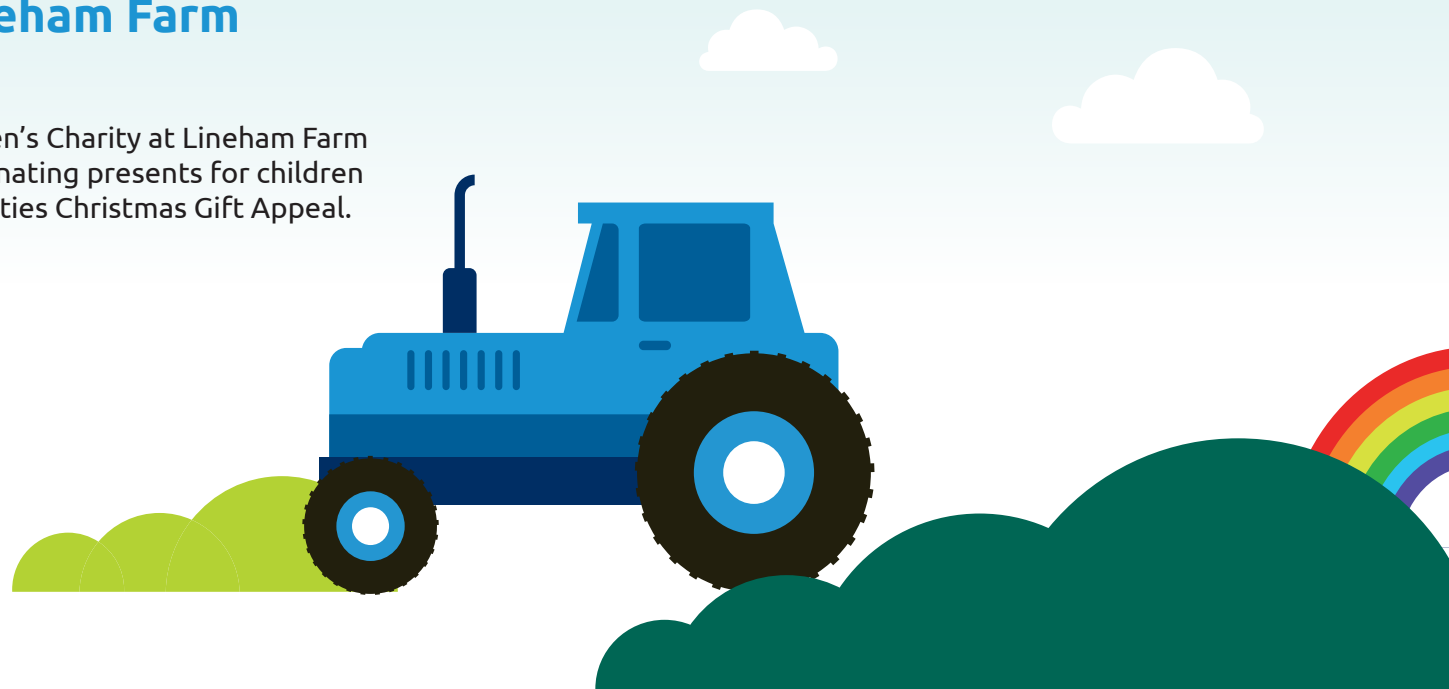


## Leeds Children's Charity at Lineham Farm

We have been a local charity partner to Leeds Children's Charity at Lineham Farm for over a year. In 2022 our local teams were busy donating presents for children from disadvantaged backgrounds as part of the charities Christmas Gift Appeal.



**Leeds  
Children's  
Charity at  
Lineham Farm**



## Colleague volunteer initiative

Since the launch of our colleague volunteer programme in 2021, which recognises and rewards individuals who donate a day of their free time to a great cause by reimbursing their activity with a day of annual leave, we've seen colleagues across the country getting involved with a diverse range of community and charity causes.

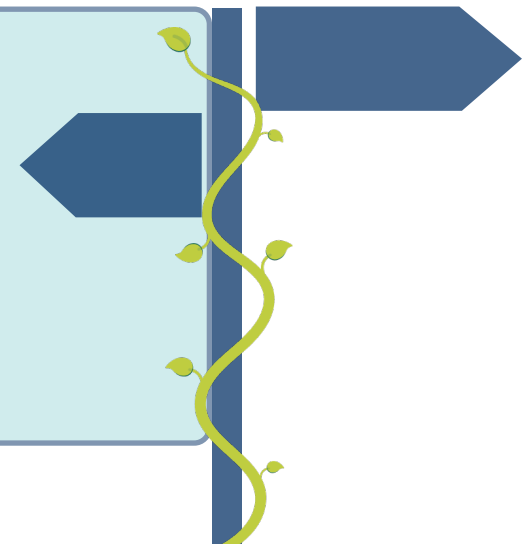


## Road Safety Week: supporting Brake, the road safety charity

Every year we support Road Safety Week, the biggest road safety awareness campaign in the UK, organised by Brake. The charity campaigns to make streets and communities safer for everyone and our annual £1,000 donation supports their work to help organisations that employ people who drive to manage work-related road risk.

### What's next:

- ➔ Build interpersonal relationships by developing Stakeholder Engagement Plans
- ➔ Further development of our colleague volunteer initiative
- ➔ Identifying key local community projects that colleagues can make donations to





# Backing business



Described as the engine of growth in our economy, there are over 5.7 million SMEs in the UK. Many of these are classified as independent contractors. More than 3,500 self-employed couriers deliver on behalf of CitySprint. A significant proportion of these deliveries support our SME customers in the UK to grow their businesses.

## In relation to the couriers who deliver services on behalf of CitySprint, the initiatives we are focused on include:

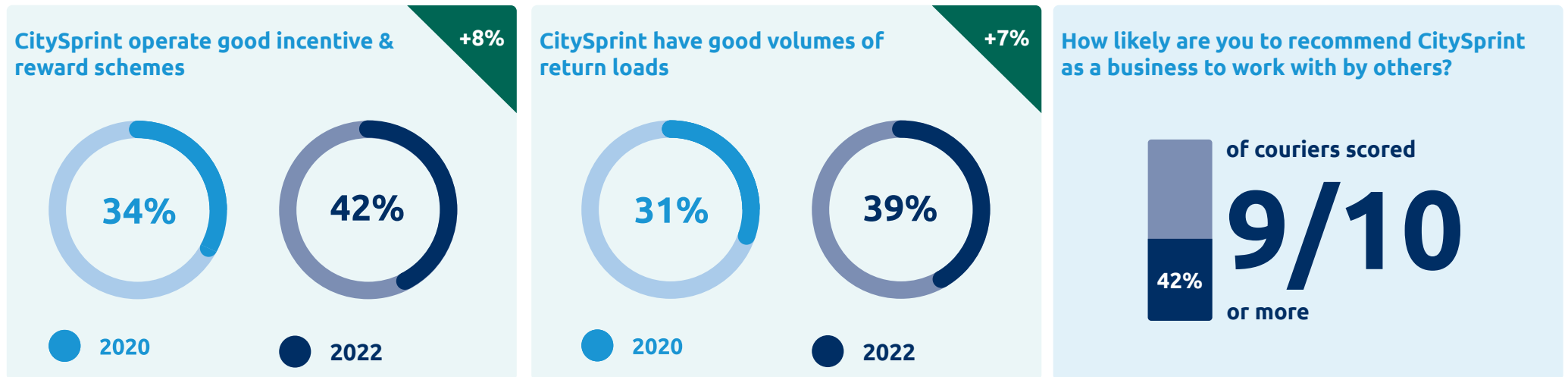
- Listening and understanding what matters to couriers
- Helping couriers to transition their fleet to electric vehicles
- Promoting reward and recognition schemes for the work they do
- Supporting the implementation of a health and safety management approach appropriate to their business



## Courier engagement survey

Learning how couriers feel about improvements and initiatives we launch is key to understanding what matters to them and whether the work we do makes a positive difference. Because of this, we launched our second courier engagement survey in June 2022 to gather feedback from more than 1,000 self-employed couriers. Results from this were compared to the first survey undertaken 18 months prior and score improvements were made in all areas where couriers were asked their views on working with CitySprint, particularly with incentive and reward schemes and volumes of return loads.

Feedback from our second survey also highlighted improvements in courier advocacy when respondents were asked about the probability of recommending CitySprint to others.



## Courier champions

We know that many of the couriers that work with us pride themselves on delivering a great service for our customers. With this in mind, we want to celebrate the great work they do for our brand, so in March 2022, we launched our courier champions recognition and reward scheme.

Similar to our colleague CitySprint Heroes initiative, this scheme is run each quarter and allows colleagues to nominate self-employed couriers in one of four categories.

## Launched in 2022

**160**  
nominations

**12**  
winners

## Courier hub

In March 2022, we launched a new website dedicated to helping couriers save money, manage their company and stay informed.

### The hub includes:



Exclusive deals to help couriers run their business



Online accreditations to increase earning potential



Latest courier-related news and updates



Advice, guidance and help section



Online feedback surveys with the chance to win vouchers



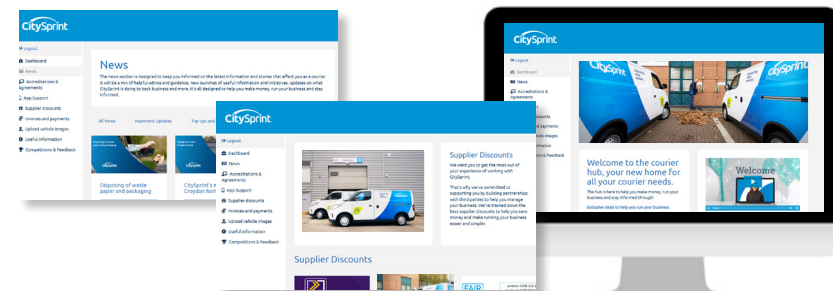
Useful links and information on invoices and uploading vehicle images

## Courier app improvements

To make life easier for self-employed couriers, we rolled out major changes to the 'Help & Support' options in our bespoke courier app. The new screen now offers more information to speed up the resolution process for queries allowing couriers to have more time to focus on earning.

- ➔ Support contacts
- ➔ Invoicing queries
- ➔ Delivery issues/availability

- ➔ Online training
- ➔ Courier offers
- ➔ FAQs





## Celebrating success

Every year, the government stakeholder for express, final mile and last mile delivery, Institute of Couriers (IoC), hosts the National Courier Awards to celebrate exceptional service in the courier industry. The awards are judged by an independent panel of operators and sector stakeholders, and are open to national, regional, and local companies from network to franchise and independent.

A total of five couriers and colleagues were recognised at the 26th annual National Courier Awards held in October 2022, with three in particular awarded to self-employed couriers who work with CitySprint in Brighton, Southampton and Edinburgh. Every nomination that was entered showcased the exceptional skills and contribution of individuals, not only to CitySprint, but to the courier industry as a whole.

**We are very proud to see so many individuals associated with CitySprint being recognised for all their hard work, dedication and determination — a massive congratulations to all the winners! These awards showcase the high calibre of CitySprint colleagues and couriers and it's extremely rewarding to see these hard-working individuals being recognised for going above and beyond to deliver an excellent service to our customers every single day.**

**Rosie Bailey**, CitySprint Commercial Director and IoC Fellow



## What's next:

- ➔ Design a plan to encourage self-employed couriers to take up electric vehicles
- ➔ Implement a courier engagement and wellbeing plan
- ➔ Develop courier app function to report incidents and near misses
- ➔ Develop a supplier Code of Conduct and provide training to implement in company culture

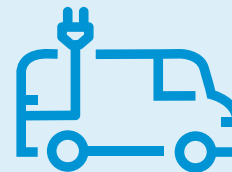
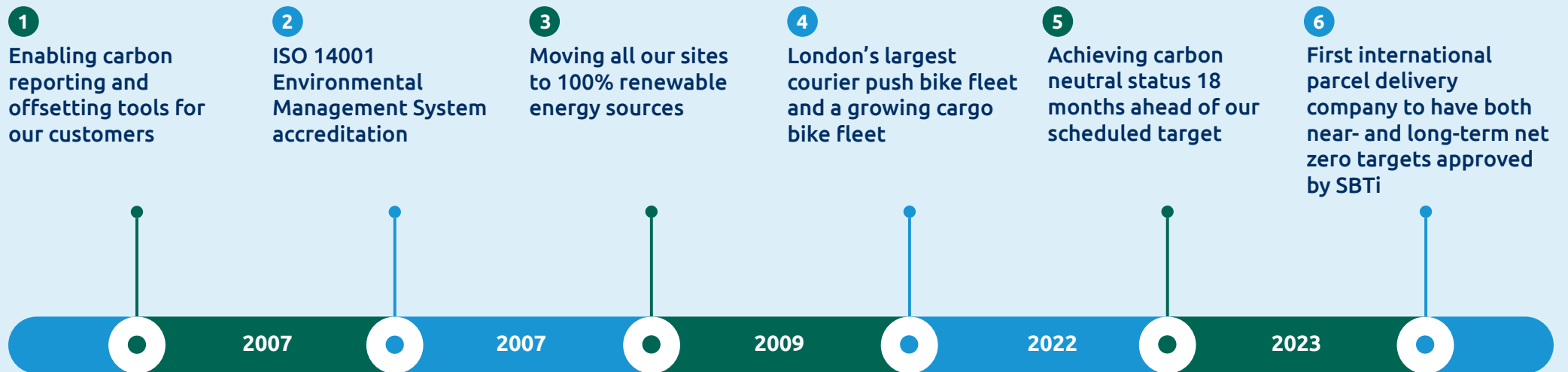


# Building a sustainable future



Businesses across the world are facing continued pressure to reduce their carbon footprint in response to growing concerns about the sustainability of our planet. By reducing the impact of logistics on the environment and being a sustainable consumer and supplier, offering sustainable choices for our customers, we aim to be a reference player in the same day delivery sector.

**Our journey to a sustainable future began in 2007 with forward-thinking ideas and unconventional initiatives. Some of the key milestones on our green journey include:**



# We are committed to doing more

CitySprint want to be known as green leaders in the same day delivery sector. Our 2022 sustainability achievements included:



1

30 new EVs to support same day logistics in major cities



These vans have a range of 213 miles/ 344km on a full charge



2

Six electric motorbikes to support same day and critical healthcare logistics in London



These bikes are ULEZ compliant, save 2.5 tonnes of CO2 annually, and have a range of 137 miles



3

96% of waste diverted from landfill



We also launched a monthly recycling performance report with KPIs for each of our sites

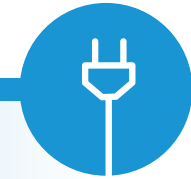


4

A carbon offset programme helping our customers to achieve their sustainability goals



We want to ensure we're offsetting our carbon, and our customers' carbon, to build a better future in the UK



5

An energy efficiency campaign across all 30+ nationwide sites



By doing this we can keep a close eye on energy consumption by site and make small changes to ensure we're consuming less



# Verified carbon neutral



We partnered with Carbon Neutral Britain to offset carbon emissions from our business operations for each quarter of 2022. The partnership was formed as a proactive measure to counter the greenhouse gases we emit into the earth's atmosphere.

We were proud to have delivered our first headline CSR target 18 months ahead of schedule, achieving carbon neutral status by offsetting our carbon emissions across the company since January 2022.

To receive our certification as a carbon neutral company, we calculated and offset the whole carbon footprint of our operations (scope 1, 2 and 3 – see next page) from the period stated through four Certified Emissions Reductions (CER) offsetting initiatives.

## 2022 results breakdown\*



 **Total carbon emissions for 2022:**  
**28,164.48 tCO<sup>2</sup>e** 

\*These results have been verified by our carbon offset provider Carbon Neutral Britain and were completed on 27/01/2023. The figures cover the period of 01/01/2022 - 31/12/2022.



**An important part of our CSR commitment is to significantly reduce the carbon emissions emitted by couriers and drivers. By 2030 we plan to reduce emissions by 43% against our 2020 emissions baseline – and by 2040 we will achieve a 90% reduction. This won't be easy - but we have no choice if we are going to build the sustainable future that we all need.**

**Mark Footman**, CitySprint Chief Operating Officer

# Measuring our carbon footprint

Using the ISO 14064 and GHG Emissions Protocol Standard, our emissions are identified using three scopes of emissions:



## Scope 1: Direct Emissions

Stationary and Mobile Source Emissions (equipment and quantity combusted), Company Owned and Leased Vehicles (vehicle type and distance travelled).



## + Scope 2: Energy Emissions

Energy (electricity, imported heat, steam in kwh) using the market-based method. Electric vehicles charged off site.



## + Scope 3: Indirect Emissions

Business Travel (vehicle category and mileage). Electricity Transmission and Distribution using the market-based method. Self-employed fleet (vehicle category and mileage).



## = Total emissions

## EcoVadis sustainability rating

EcoVadis is the world's most trusted provider of sustainability ratings, intelligence and collaborative performance improvement tools. It operates the first collaborative platform to allow companies to assess the environmental and social performance of their suppliers.

In July 2022, CitySprint earned silver status with an overall rating of 63/100, placing the company in the 86th percentile. This means our score is higher than or equal to the score of 86% of all companies rated by EcoVadis.

ecovadis



63/100

86th percentile



# Offsetting our emissions

With the help of Carbon Neutral Britain's Climate Fund, we have offset our total carbon emissions through multiple internationally-certified carbon offsetting projects throughout the year, including:



## Andes Mountains Hydro Power, Chile



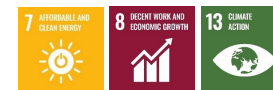
## Burgos Wind Farm, Philippines



## Rice Husk Power Project, Cambodia



## Huaneng Changyi Wind Farm Project, China



Find out more about each project on the Carbon Offsetting section of our website.

## What's next:

- ➔ Add 110 new emission-free vans to our fleet by 2024
- ➔ The conversion of all operational single-use plastics to recyclable or biodegradable products by 2025
- ➔ Develop a decarbonisation plan to achieve net zero
- ➔ Deploy energy efficiency standards across all sites by 2023
- ➔ Develop a project to promote circular economy

## About this report

This is CitySprint's second CSR guide and was published in March 2023. It highlights the progress we have made against our CSR strategy in 2022 including key achievements and performance statistics in addition to our goals for 2023.

For more information, please visit the CSR section on our website.

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