



Impact Report **2025**

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Foreword by our CEO

Spring Global Delivery Solutions is growing, not only in parcel volumes and people, but in ambition. In 2025, we expanded our operational network, strengthened our fulfilment footprint and welcomed more than 100 new colleagues. Each step forward reflects the trust our customers place in us as the cross-border logistics experts connecting markets responsibly and at scale.

As our business grows, so does our environmental and social responsibility. In 2025, our approach has matured into a new phase. With the launch of our Emission Tool, the introduction of our Book & Claim solution and the scaling of HVO100, we've moved beyond individual initiatives and into a structured roadmap. As part of the PostNL Group, we are contributing to the Group's Net Zero 2040 target by translating ambition into concrete action across our value chain.

This progress is increasingly recognised by our customers. Our Net Promoter Score rose to +51 in 2025, and sustainability continues to play a growing role in logistics partner selection.

The Spring GDS Impact Report is the first publication to consolidate all our environmental and social progress in one place. It reflects our belief that transparency is essential to progress, showing where we've made advancements with the support of our partners, and where further data maturity and operational change are required.

I would like to thank our customers, partners and colleagues for their continued trust and collaboration as we move forward together.

A handwritten signature in black ink, appearing to read 'Tijs Reumerman'.

Tijs Reumerman, CEO Spring GDS

Meet Spring GDS

Part of
PostNL



739 employees

Contributing to

**Net Zero
2040**

Spring GDS is an international delivery company specialising in cross-border e-commerce. We help businesses grow internationally by offering reliable, simplified cross-border shipping solutions.

Operating as part of the PostNL Group, we connect merchants to consumers worldwide through a coordinated network of digital platforms and logistics partners. Spring GDS operates primarily as an asset-light logistics orchestrator, designing and managing cross-border flows in collaboration with partner carriers and postal operators, alongside a growing fulfilment footprint.

We're tackling the complex challenges of environmental and social responsibility the same way we handle all areas of our business: using our logistics expertise, international network and people-focused approach to find solutions that take the complications away from our customers.

2,500+
sending customers



+51 NPS
score



20
hubs

Global reach



Located in

14 countries,
3 continents

About this Impact Report

Our first Impact Report shares insights from Spring GDS's 2025 environmental and social initiatives and results. It covers the reporting year ending 31 December 2025.

It covers activities under the Spring GDS brand, operating through G3 Worldwide Mail NV and 20 operational hubs across Europe, the Americas and Asia Pacific.

Standards and methodology

This report references selected GRI disclosures. The disclosures are partially addressed and may not fully meet all detailed requirements of the GRI Standards. GRI is used as a voluntary framework to support structured and transparent reporting, reflecting the scope and data maturity of Spring GDS.

The current report reflects Spring GDS's distinct operating model, international footprint, commitment to transparency, and data maturity. This report serves as our baseline. We collected primary data

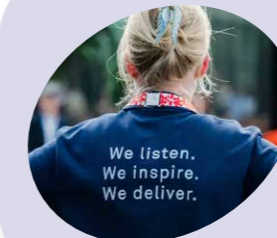
to the greatest extent possible and applied scaling methodologies to areas where primary data was not feasible to obtain. Going forward, we aim to expand the use of primary data across our most material categories.

Where relevant and feasible, disclosures align with PostNL Group definitions and methodologies, which reports according to the CSRD. In this report, we align with the outcome of PostNL's CSRD-compliant double materiality assessment, and focus on a selection of sustainability topics that are most relevant to our international business unit. This report has not been externally assured. However, selected data and narrative disclosures were also used as input for the PostNL Annual Report 2025.

This report is organised into 3 topics:



1. Decarbonising our value chain



2. The people behind the parcels



3. Responsible business conduct

1. Decarbonising the value chain

2025 at a glance - Environment

2025

4.1
million litres of
HVO100



reducing 11.9
kilotonnes of CO₂e

Improved our
measurements of

CO₂e



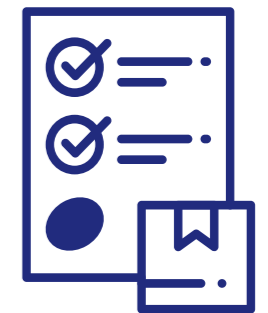
Launch of
Book & Claim
for air transport

349
donated bunds
to JustDiggIt

Launch of customer-specific
CO₂ reports

400 quarterly
reports

have been created for our
customers



70% of customers see us as a
sustainable partner
(+ 34% compared to 2024)



8,000
pallet boxes

saved over
90,000
single-use carton
boxes

EcoVadis bronze
medal



(top 20% rated companies)

Compensated
our remaining
CO₂e with

Gold Standard
credits

Overview of the Spring GDS approach to decarbonisation

Spring GDS is an asset-light, agile organisation working across the international logistics value chain. We're active from first-mile collection and linehaul to customs clearance, last-mile delivery, and returns. As a result, our most impactful sustainability action comes from influencing and decarbonising the transport ecosystem in which we operate. Our transition pathway towards Net Zero reflects wider industry developments and customer expectations across the international logistics sector.

Spring GDS has significantly reduced greenhouse gas emissions by 11.9 kilotonnes of CO₂e across our network through our HVO100 biofuel 'Out the Tank' solution. In addition, we have introduced orange pallet boxes as a zero-waste alternative to carton or wood packaging, and supported businesses in tracking their emissions through customer specific CO₂ reports.

Last year marked a significant shift in our operations from individual sustainability initiatives to structured decarbonisation management. Collaborating with

businesses and partners across our international networks, we're taking measurable decarbonisation actions across road and air transport.

Our shared commitment with PostNL

PostNL Group has the ambition to reach Net Zero by 2040, a target validated by the Science Based Targets initiative (SBTi). Spring GDS does not have a separate SBTi-validated target; we contribute to PostNL Group's targets through our decarbonisation roadmap and partner engagement across our value chain.

To deliver on this ambition, PostNL focuses on five key decarbonisation levers: electrification, renewable fuels, network efficiency, sustainable infrastructure and energy, and circular economy. As part of the Group, Spring GDS aligns its decarbonisation roadmap with these levers and contributes towards the 2040 Net Zero ambition of PostNL.

The PostNL Group is committed to:

- 1. Reducing Scope 1 and 2 emissions by 90 percent in 2030**
- 2. Reducing Scope 3 emissions by 45 percent by 2030**
- 3. Reducing emissions across all scopes by at least 90% by 2040**

These targets and their progress at group level are described in the PostNL Annual Report 2025 and are set against the 2021 baseline.

Greenhouse Gas emissions profile across Scopes 1, 2 and 3

Our CO₂ emissions are calculated in line with the GHG Protocol and reported in CO₂ equivalents (CO₂e) on a well-to-wheel basis.

A snapshot of Spring GDS's greenhouse gas profile in 2025:



Scope 1

Scope 1 emissions are direct emissions from sources we own or control

Direct Scope 1 emissions are limited and relate to:

- Mobile combustion from our small operational fleet.
- Stationary combustion for building heating.

Total Scope 1 emissions amounted to **0.3% of our total emissions** in 2025.



Scope 2

Scope 2 covers indirect emissions from purchased energy

Scope 2 emissions arise from purchased electricity used at our offices and operational hubs.

These emissions were zero in 2025, as purchased electricity is backed by Guarantees of Origin, ensuring renewable electricity sourcing.

This approach aligns with market-based accounting under the GHG Protocol.



Scope 3

Scope 3 covers all other emissions from across the value chain

- Due to our asset-light logistics model, most of our greenhouse gas emissions arise from Scope 3.
- Outsourced road and air transport represented the biggest source of emissions. This includes our middle-mile truck and air transport, as well as last-mile deliveries. For last-mile activities, emissions related to our commercial flows are calculated with our newly introduced emissions tool. Emissions for postal routes are estimated using the same calculation logic.
- These transport activities account for roughly 75% of the overall footprint.
- Other significant Scope 3 categories are: purchased goods & services (17%), employee commuting (3%), waste generation (2%), business travel (1%).

Spring GDS GHG emissions overview 2025 (in tonnes CO₂e)

Scope 1	CO ₂ e (in tonnes)	% of total
	59	0.3%

Scope 2	CO ₂ e (in tonnes)	% of total
		0%
Location based	431	
Market based	0	

Scope 3	CO ₂ e (in tonnes)	% of total
		99.7%
1. Purchased goods and services	3,217	16.7%
2. Capital goods	7	0.0%
3. Fuel & energy related activities	13	0.1%
4. Upstream transportation & distribution	14,383	74.6%
Outsourced transport by road	8,672	
Outsourced transport by road	5,711	
5. Waste generated in operations	342	1.8%
6. Business travel (by air)	270	1.4%
7. Employee commuting	629	3.3%
8. Upstream leased assets	357	1.9%



Total	CO ₂ e (in tonnes)
Total location-based emissions	19,708
Total market-based emissions	19,277

Biogenic emissions

Biogenic emissions arise from the combustion of biomass-based fuels such as HVO100 renewable diesel. In line with the Greenhouse Gas Protocol, these emissions are reported separately from fossil CO₂ emissions.

Spring GDS reports biogenic emissions within Scope 3 only, relating to renewable fuels used in our contracted transport network. Where HVO100 is applied through insetting certificates, the associated biogenic CO₂e emissions are reported alongside the corresponding emission reductions.

Scope 1 biogenic emissions	CO ₂ e (in tonnes)
Biogenic CO ₂ e emissions biofuel	0.65

Scope 3 biogenic emissions	CO ₂ e (in tonnes)
Biogenic CO ₂ e emissions biofuel	10,737

Total biogenic CO₂e emissions	10,738
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Shift from offsetting to insetting

As our sustainability strategy evolves, we have shifted our focus from offsetting to insetting. This means moving away from compensating for our emissions through external projects that remove CO₂e from the atmosphere, and instead focusing on where we can directly reduce emissions from within the logistics value chain. While carbon offsetting was still applied to address residual emissions in 2025, this approach will be phased out from 2026 onwards as we prioritise direct emission reductions within our operations and value chain.

Energy usage	
Total energy usage (MWh)	1,597

Total energy consumption was 1,597.3 MWh, representing the primary input for the organisation's Scope 2 emissions related to purchased energy.



Transition pathway towards Net Zero

Overview

Our Scope 3 transition pathway towards reducing emissions and contributing towards PostNL's target of Net Zero 2040 reflects broader developments across the international logistics sector. Industry roadmaps, regulatory developments, and peer strategies consistently point to three structural shifts:

1. Renewable fuels will act as bridging solutions during this decade.
2. Electrification will progressively reshape road transport.
3. Sustainable Aviation Fuel (SAF) will scale as regulation and demand mature.

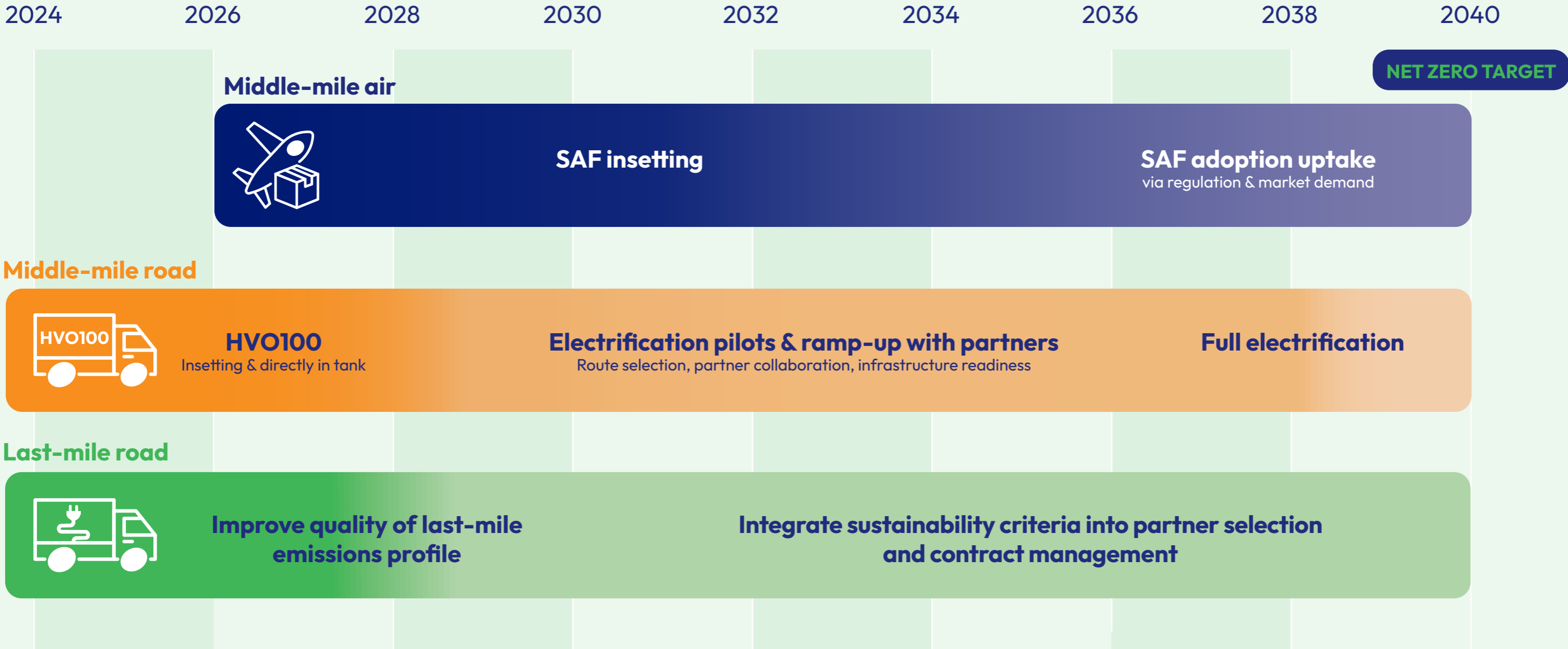
Our role

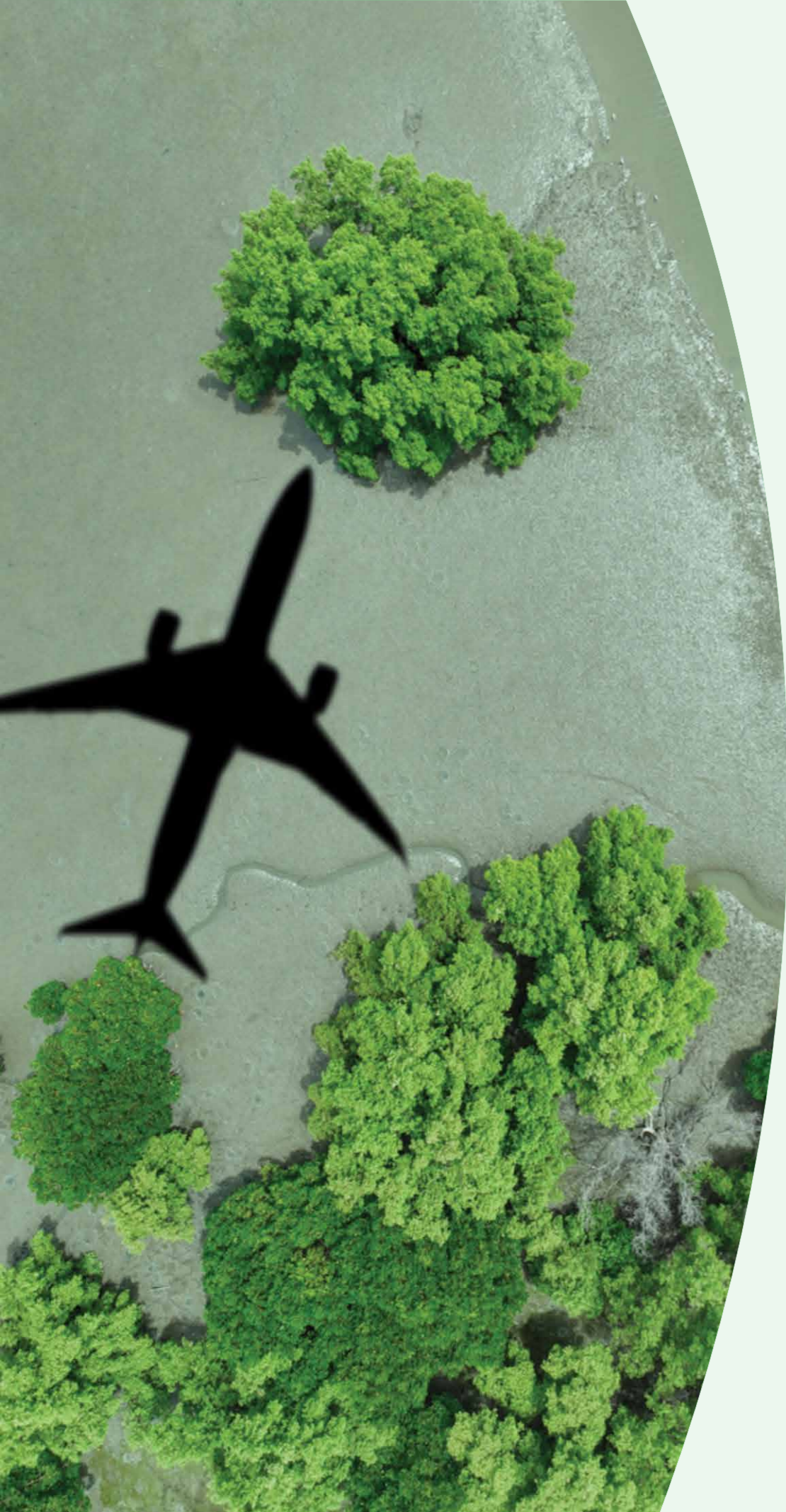
Spring GDS is committed to playing our role in accelerating this transition by steering fuel choices within our outsourced network, while remaining transparent about the limits of our direct operational control. Key areas where Spring GDS is actively influencing and decarbonising the transport ecosystem include:

- steering procurement toward lower-emission solutions.
- increasing the share of renewable fuels on road transport where feasible.
- supporting the scaling of SAF in air transport.
- optimising network design to reduce emissions.

Our transition expectations are aligned with recognised industry pathways. Decarbonisation is a complex, integrated shift that will occur in phases, shaped by technology maturity, infrastructure readiness, regulation, and market demand.

The 3 different pathways to reducing our transport emissions





Middle-mile air transport

Overview

Shipping by air produces high emissions and, in the short-term, Sustainable Aviation Fuel (SAF) is the primary decarbonisation tool available to the aviation sector. SAF is a renewable fuel that reduces CO₂e emissions by up to 80% compared to fossil jet fuel. Industry roadmaps, including those of IATA, recognise SAF as essential to achieving Net Zero aviation, supported by increasing regulatory blending mandates in Europe.

SAF production capacity is expanding as industry investment accelerates. However, scaling its use and impact requires stronger market demand.

We see it as our role to help generate this demand by enabling credible and accessible SAF adoption across our international air network. In collaboration with our customers, Spring GDS supports SAF uptake within our outsourced air network through our Book & Claim solution.

Book & Claim

Through our Book & Claim solution, we enable customers to lower the carbon footprint of their air shipments by choosing how much SAF to attribute to those shipments. This allows them to strengthen their sustainability commitments while directly investing in cleaner aviation across the logistics chain.

Customers receive verified, standards-aligned documentation of the resulting emissions reductions, enabling them to lower their air freight emissions and demonstrate measurable climate impact.



Middle-mile road transport

Our approach

Sustainability in middle-mile road transport combines:

- short-term: increasing use of biofuels to replace fossil fuels.
- long-term: transition to full electrification.

Biofuels

In the short-term, Spring GDS is reducing transport emissions by maximising the physical use of certified HVO100 biofuel across our European road network wherever operationally possible.

As we do not operate our own truck fleet, the ability to replace diesel directly in the tank depends on the availability of HVO100 within our partner network and regional infrastructure. Where in-tank supply is not available or coverage is limited, we apply our 'Out the Tank' HVO100 solution.

Based on verified biofuel procurement volumes, certification, and our own emissions calculations, this approach enables us to achieve equivalent life-cycle emission reductions to those that would be realised if our transport operations were physically running on HVO100.

This collaboration with our partners represents a substantial step forward in the adoption of biofuels within our value chain. Our 'Out the Tank' insetting solution was designed to shift our European road transport towards more sustainable operations at no extra cost for our customers.



Impact of our 'Out the Tank' HVO100 solution

In 2025, Spring GDS operations applied 4.1 million litres of HVO100 through insetting: equivalent to reducing 11.9 kt CO₂e.

Alongside renewable fuels, we are preparing for the longer-term shift to battery-electric trucking, focusing on partner collaboration, route selection, and infrastructure readiness.

Biofuels and certification

The HVO100 we procure meets EU RED II sustainability criteria and is certified under recognised schemes (including ISCC). For our 'Out the Tank' insetting solution, we purchase HVO100 with specific feedstock requirements and exclude POME-based pathways. While POME can be eligible under EU rules, we choose to go further with 'Out the Tank' to avoid linkage to the palm oil value chain and to align with stakeholder expectations

For direct fuelling ('in the tank'), trucks refuel through the regular fuel supply network (e.g., standard filling stations and multi-supplier depots). In these cases, we

can rely on RED II and ISCC certification, but we cannot guarantee the same feedstock-specific exclusions as in 'Out the Tank'.

Electrification (long-term pathway)

While HVO100 acts as a practical short-term solution, electrification is the route towards decarbonisation in road transport for the longer term. Currently, shifting towards electrification remains constrained by charging infrastructure availability and charging cost volatility.

Truck electrification is expected to become increasingly cost-competitive over time as battery prices decline, vehicle range improves, and policy incentives and carbon pricing accelerate price parity with diesel trucks. Battery-electric heavy-duty trucks are already commercially available, and adoption is accelerating across Europe.

BIO



Last-mile delivery

Overview

Emissions data from last-mile delivery and progress towards Net Zero 2040 varies highly across regions.

Within the Benelux countries, last-mile delivery is largely executed through the PostNL-owned network. Electrification in the last mile at PostNL has progressed significantly, with emission-free delivery accounting for 33% of total mail and parcel deliveries in 2025.

This transition greatly influences Scope 1 carbon reductions at Group level.

Outside the Benelux, last-mile delivery is carried out through a network of local carrier partners across Europe and international destinations. The level of electrification and emissions data availability differ greatly between markets and partners. As a result, reporting consistency and comparability remain a challenge.

Our role

Given the varying levels of electrification and data maturity across markets, our role focuses on two priorities:

1. Progressively improve the quality of our last-mile emissions profile over time.
2. Integrate sustainability criteria into partner selection and contract management.



Other initiatives

Customer-specific CO₂ reports

In April 2025 Spring GDS launched our Emission Tool, a key milestone in strengthening the accuracy and transparency of our climate reporting.

By linking detailed shipment data from our internal systems to the calculation methodology of our partner EcoTransIT, the tool enables us to generate customer-specific CO₂e reports for any selected period. It not only improves accuracy and comparability of emissions data, but also strengthens our ability to serve customers with clear, actionable insights into the carbon footprint of their cross-border shipments.

These reports provide granular insights into the emissions associated with each shipment, including:

- per item emissions.
- per destination emissions.
- a breakdown by transport mode.

EcoTransIT applies internationally recognised standards, including ISO 14083 and the GLEC Framework, using harmonised assumptions for vehicle type, load factor, empty running and biofuel share, ensuring alignment with leading logistics sector practices. Together, these elements make it a strong foundation for transparent and consistent emissions reporting, while also showing where further refinement is possible as we continue to improve data quality.

The Emission Tool marks a substantial step forward in our sustainability ambition. Looking ahead, we see potential to strengthen our calculations by increasing the share of actual activity data, particularly in the last mile. As collaboration with partners evolves, more detailed operational data will become available which will further enhance the accuracy of our footprint insights.



Orange Pallet Boxes

Spring GDS is replacing single-use corrugated boxes with reusable orange pallet boxes.

The pallet boxes are:

- a waste-free alternative to single-use packaging such as wood and cardboard.
- made from fully recyclable polypropylene.
- designed for long-term reuse.

Once a box reaches the end of its life, all components can be returned to the supplier for recycling, closing the loop and supporting a circular materials cycle.

Foldable design and double stacking capacity gives operational benefits such as:

- higher load efficiency.
- reduced empty transport volume.
- safer handling.

The orange pallet boxes transition was launched in 2023 and continues to expand across our European transport network.

In 2025:

- The system already includes over **8,000 pallet boxes** actively used across the Spring GDS linehaul network.
- Reusable pallet boxes are the more sustainable option after approximately **7 cycles of use** compared with single-use cardboard packaging.
- Based on current utilisation levels, we avoided up to **2,000 tonnes CO₂e** per year by the replacement of single-use corrugated boxes.*

Despite this progress, full adoption across our network remains a challenge. Achieving complete replacement of single-use cardboard boxes will require further operational alignment, partner integration, and consistent application of pallet boxes across all routes.

* Based on internal usage data and an internal lifecycle comparison analysis; calculations have not been externally verified.

2. The people behind the parcels

Our people and culture

At Spring GDS, our people are central to how we operate and deliver value. We work across continents and time zones, yet our strength lies in staying closely connected to the local markets where we operate. Our teams deeply understand their local markets, their customers, and their cultural context. This combination of global ambition and local expertise equips us to support businesses expanding into new markets by delivering responsive, responsible cross-border solutions tailored to regional needs.

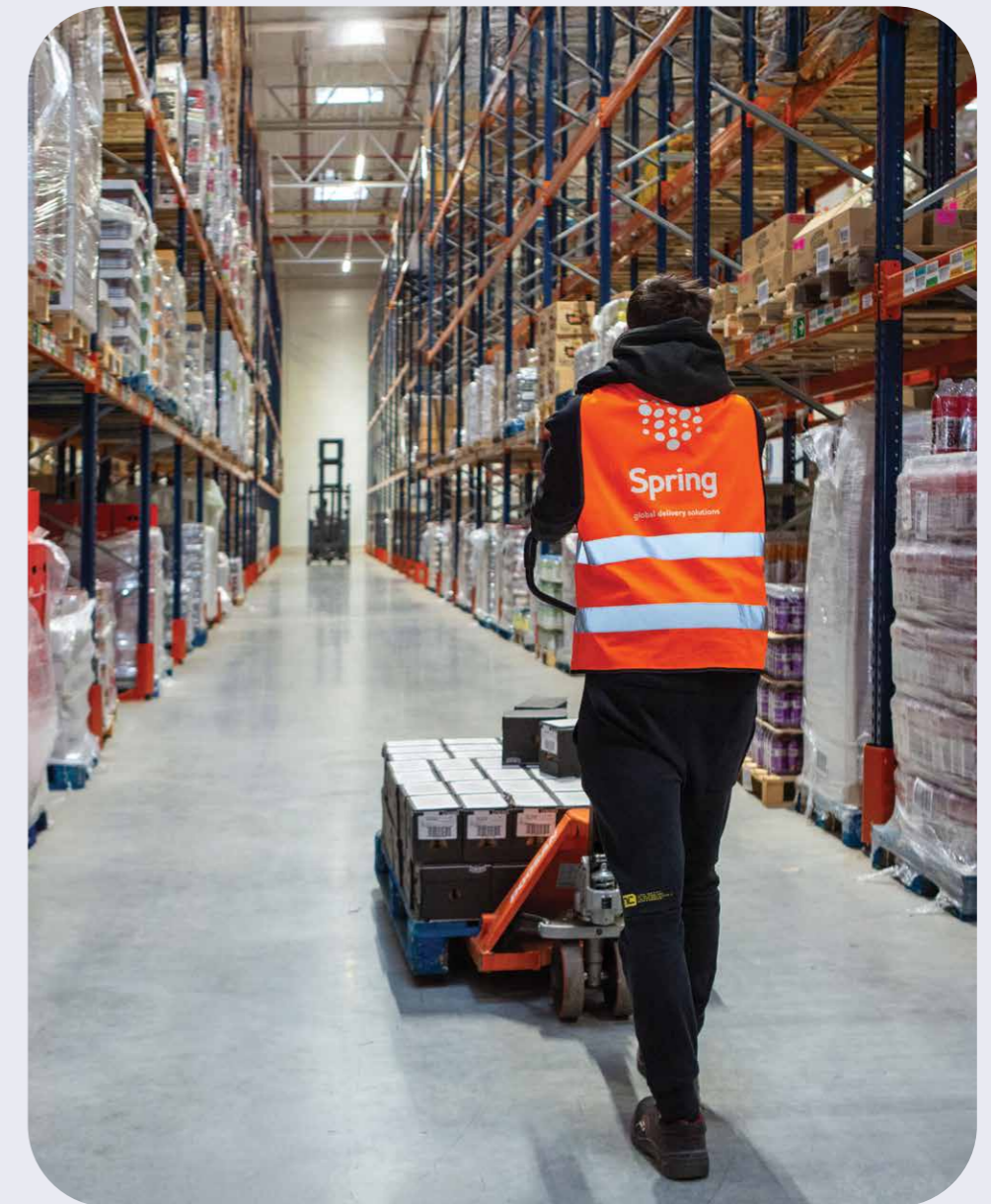
Our decentralised operating model reinforces this approach, supported by central HR foundations. Central HR provides clear policies, shared data insights, talent programmes, career pathways and training frameworks, and coordinates an organised HR community across all countries. Alignment is facilitated by a central HR manager and project manager.

Within this structure, local HR professionals play a key role in shaping daily people practices, from wellbeing

and development to safety and team culture. They understand the realities of their market and have the autonomy to act on them. This combination of central support and local ownership allows us to stay close to our colleagues, respond quickly to their needs, and ensure that our global commitments translate into meaningful action locally.

Within Spring GDS as part of Cross Border Solutions, a Works Council enables structured dialogue between employees and management on organisational, social, and operational matters, supporting transparent and consistent engagement.

In 2025, our approach to people management is reflected in our key workforce indicators. We recorded an Absenteeism Rate of 3.70%, signalling a healthy and stable workforce, and achieved a Retention Rate of 86.16% for employees with more than one year of service. These figures reflect organisational continuity and a workplace where colleagues choose to grow with us.



2025 at a glance – Social

Employee count	739
Engagement score	83%
Retention rate	86.16%
Share of female employees	46%
Safety training coverage	97.88%
Training hours per employee (avg)	14.93
Absenteeism rate	3.70%

customer NPS **+51**

100+ new colleagues
joined in 2025

Number of Spring GDS employees across the globe

Spring GDS America

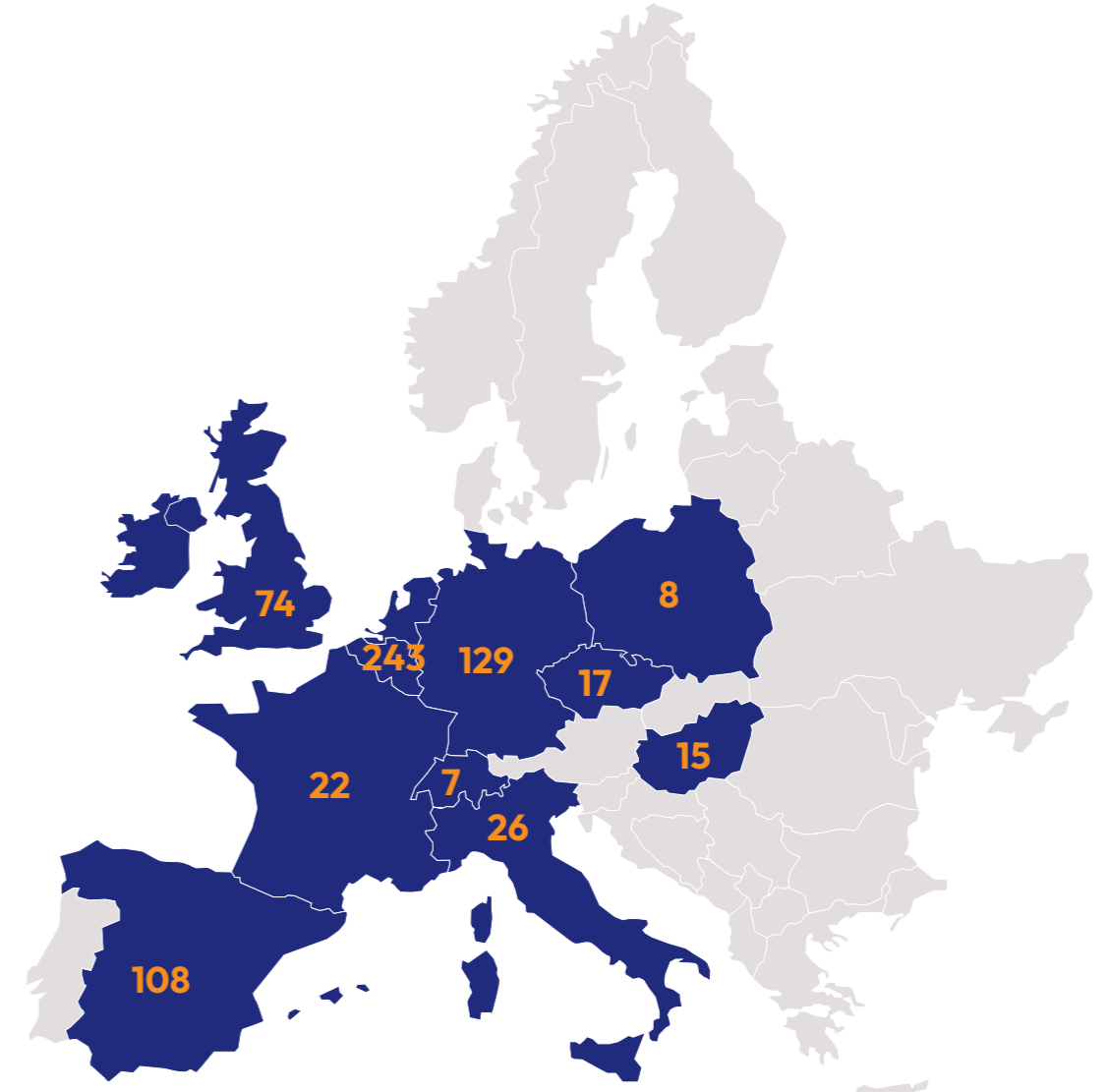
Canada



Spring GDS Asia Pacific



Spring GDS Europe



Development of our people

Building a future-ready organisation starts from the moment colleagues join Spring GDS and continues throughout their careers.

We apply a structured onboarding framework across our international network to ensure consistent integration and early engagement. By standardising key milestones, from pre-start preparation to probation follow-up, we accelerate time-to-productivity and reduce operational risk across hubs.

Beyond onboarding, we invest in continuous learning to strengthen employability and operational excellence. In 2025, employees completed an average of 14.93 training hours, strengthened by the introduction of new e-learning modules that were followed by the majority of Spring GDS employees. Through programmes such as Spring GDS Connect, our ten-month self-development track for ambitious professionals, we build leadership capability, communication skills, and cross-functional collaboration.

As logistics becomes increasingly digital and data-driven, we prioritise digital and commercial capability

development. Responsible AI awareness training and modular sales and product programmes equip our teams to operate securely, compliantly, and with strong customer focus.

Spring GDS Connect 2025

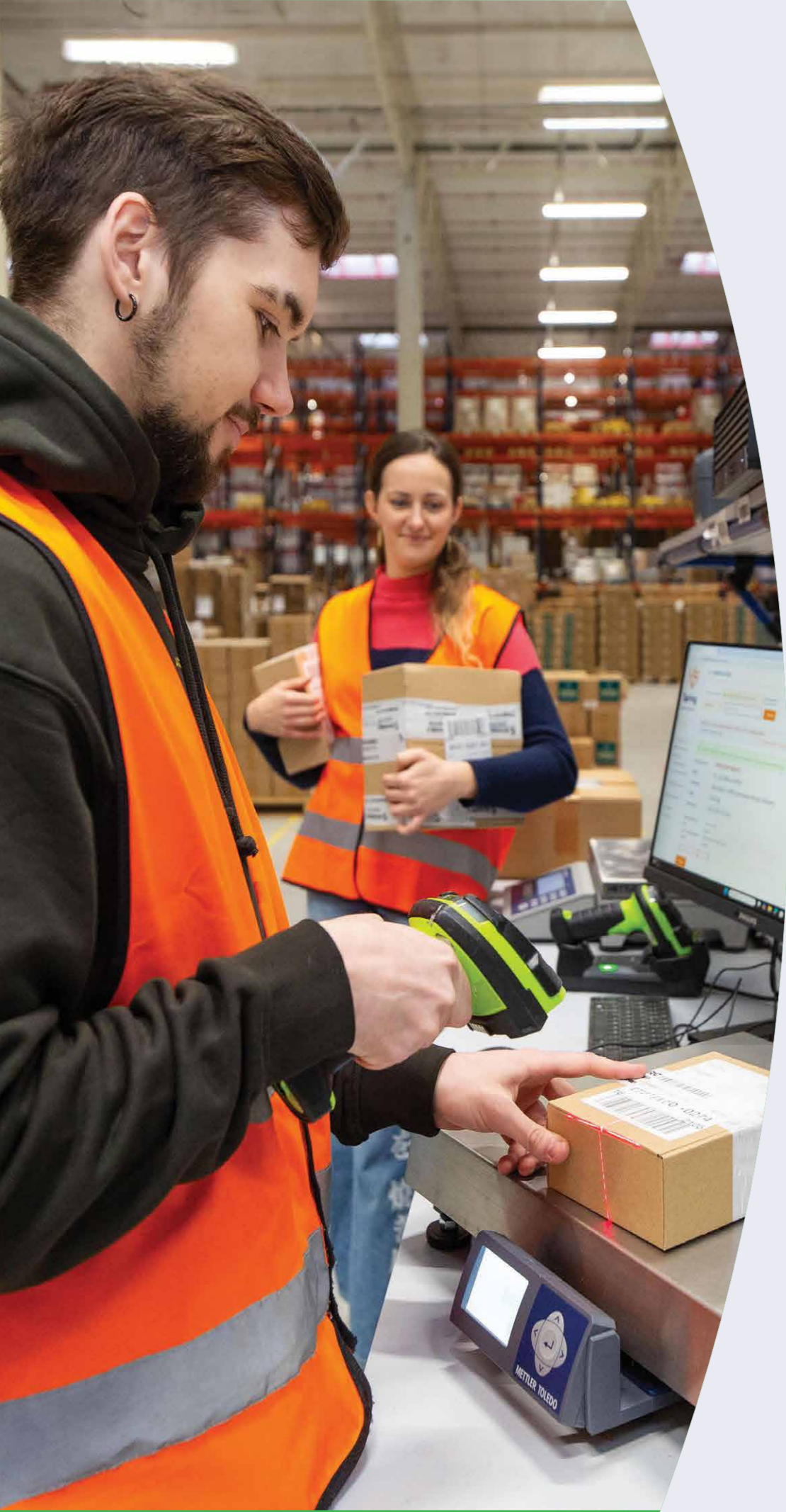
In 2025, the Spring GDS Connect initiative was launched as a horizontal development programme bringing together colleagues from across Europe, Asia, and the Americas.

The programme was structured around three modules, each lasting three days, and was designed to encourage the exchange of experiences among colleagues from a wide range of departments, including Operations, IT, Customer Service, Sales, HR, and Marketing. Participants focused on their personal development by strengthening key skills, while also gaining a deeper understanding of the overall business model and their individual impact within the broader organisation.



‘Spring GDS Connect truly lived up to its name: it connected! It brought me into contact with colleagues I would most likely never have had the opportunity to engage with otherwise, while also fostering a stronger internal connection with myself. Throughout the programme, I was able to clearly identify my development needs and consciously apply theory to practice addressing them. One of the programme’s greatest strengths was the buddy system, which provided opportunity for reflection, feedback, and mutual support. Having a dedicated partner to discuss progress and challenges significantly enhanced the learning experience. I genuinely believe that Spring GDS Connect strengthened me as a professional and broadened both my perspective and my network across the organisation.’

- Anna Holod, HR Project Manager



Safety and wellbeing at work

As a people-driven organisation, the safety and wellbeing of our employees is a core priority.

In line with PostNL Group's Health & Safety Policy, Spring GDS focuses on preventing workplace incidents, identifying risks early and fostering safe behaviour across all operations. This includes regular risk assessments, clear roles and responsibilities, structured incident reporting and practical training designed to support safe working practices.

In 2025, Spring GDS recorded 26 work-related injuries across its international operations, with half resulting in time away from work. Each incident is reviewed to identify root causes and ensure targeted follow-up actions. As this report establishes a baseline, ongoing harmonisation of definitions and reporting methodologies across countries will further enhance the consistency and interpretability of these figures over time.

To reinforce a strong prevention culture, 97.88% of employees completed mandatory safety training during the year, supporting consistent awareness and safe operational behaviour.

At Spring GDS, we also emphasise wellbeing and psychological safety on a day-to-day basis by encouraging open communication. We are committed as an organisation to ensuring that employees have access to appropriate support when needed. Together, these measures help maintain a safe, positive and collaborative workplace culture and drives continuous improvement in how Spring GDS invests in our people.



An international and inclusive workforce

Diversity, equality, and inclusion are an essential part of how Spring GDS operates across our international network.

As part of the PostNL Group, we align with the group's Diversity, Equity & Inclusion Policy, which emphasises balanced gender representation, multicultural talent development and creating a workplace where everyone feels safe, respected and accepted.

Reflecting our global footprint, Spring GDS brings together colleagues from a wide range of cultural backgrounds across Europe, the Americas, and Asia Pacific. This multicultural environment strengthens our ability to understand diverse customer needs and supports our decentralised way of working, where local teams apply their market knowledge to shape daily people practices.

Within our workforce, **46% of colleagues are women**, reflecting a relatively balanced gender ratio. At leadership level, **27% of top management positions are held by women**, demonstrating progress while also highlighting the importance of continued focus on gender representation in senior roles.

To support collaboration across borders, we also bring together colleagues through eight communities on the domains of product management, marketing, sales, ESG, operations, HR, commercial and rating & billing. These communities connect people from all our geographies, strengthening alignment, knowledge sharing and shared culture.

Together, these elements build the foundation of an inclusive people culture at Spring GDS.

Local community initiatives

We're building partnerships across our countries with not-for-profit organisations making a positive social impact.

Spotlight on: tackling food insecurity in Como, Italy

Spring GDS Italy colleagues based in Como are collaborating with Banco di Solidarietà, a local organisation that provides food and essential goods to individuals and families experiencing food insecurity.

In 2025, the team organised four collection initiatives, including a Christmas campaign that combined food donations with gifts for families and a financial contribution to support the organisation's work. Several employees also volunteered on-site, helping to collect food directly in supermarkets.

Through this partnership, Spring GDS Italy contributes financially and socially to meeting a concrete local need, strengthening our positive impact within the Como community.

Spotlight on: relief from natural disasters in Morocco and Spain

Spring GDS Spain colleagues have provided humanitarian and financial support to communities affected by food insecurity and natural disasters.

Since 2022, Spring GDS Spain colleagues have raised over financial support to enable local food banks, through donations raised from individuals and the organisation.

Following the earthquake that affected Morocco in 2023, Spring GDS Spain organised a donation of essential supplies for our neighbouring communities. Clothing, hygiene products and other necessities were collected to support those impacted by the disaster.

When severe 'DANA' flooding hit the Valencia area in October 2024, two Spring GDS Spain Operations colleagues volunteered their time to support those in need on the ground and assist the relief efforts. This was assisted by an additional donation from Spring GDS Spain to help provide further humanitarian support to communities facing significant challenges.



Spring GDS Italy supporting Banco di Solidarietà with donations.



Spring GDS Spain colleagues helping during the flooding in the Valencia area.

3. Responsible business conduct

Overview

Spring GDS operates in a complex international logistics environment where responsible conduct, transparency, and compliance are essential to maintaining trust with our customers, partners, and regulators.

As part of the PostNL Group, Spring GDS embeds ethical standards, governance structures, and management systems into our daily operations. This ensures consistent and accountable business practices across our global network.

Code of Conduct

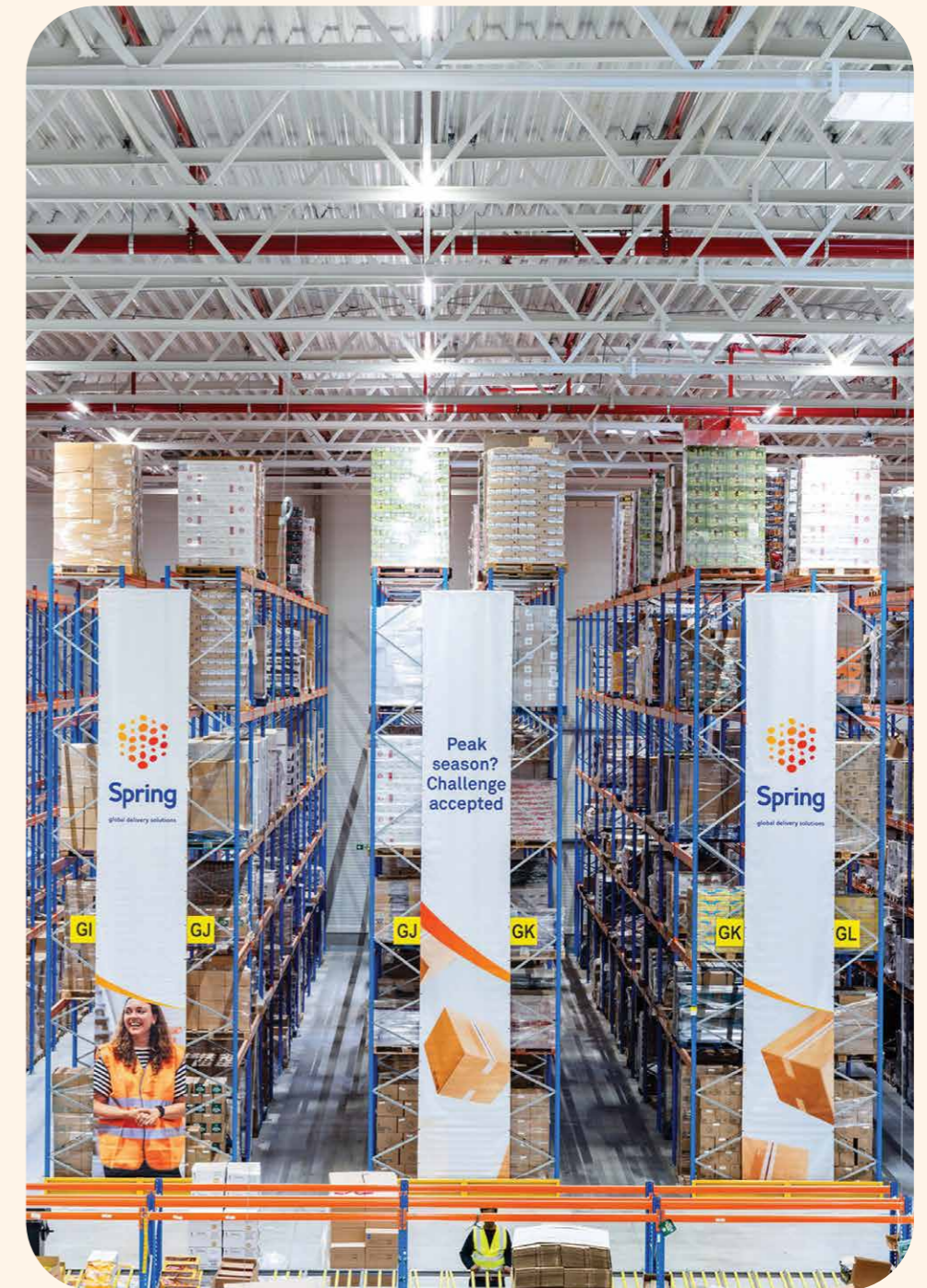
Spring GDS operates under the PostNL Group's Code of Conduct. The Code defines ethical and compliance standards that guide behaviour and sets clear expectations regarding:

- integrity.
- anti-corruption.
- fair competition.

- human rights.
- data protection.
- responsible decision-making.

The PostNL Code of Conduct is publicly available and supported by internal training and awareness initiatives. In 2025, PostNL Group renewed and implemented an updated Code of Conduct.

The Code applies to all Spring GDS activities. By anchoring our operations in this shared ethical framework, Spring GDS ensures that responsible business conduct is not an isolated policy, but an operational standard embedded throughout our organisation.





How we organise ESG at Spring GDS

At Spring GDS, ESG is embedded in our strategy and decision-making. Sustainability is not managed as a standalone function, but integrated into how the business is governed and developed.

Our ESG strategy is aligned with the PostNL Group framework and targets. At Group level, ESG ambitions and targets are defined and cascaded into the business units, including Spring GDS, where they are translated into unit-specific roadmaps and actions.

The Spring GDS Management Team holds overall accountability for executing the ESG strategy and performance. Country heads and functional heads are responsible for embedding ESG within their areas, including procurement, operations, customer solutions and supplier management. This ensures that sustainability priorities are reflected in both day-to-day decisions and long-term development.

The ESG team coordinates execution, supports roadmap development and works closely with ESG professionals across PostNL's international organisation to ensure alignment and consistency.



“At Spring GDS, we organise ESG within the Strategic Development department because we see it as a core value of our business not a standalone programme. Placing ESG at the heart of our strategy function ensures it is embedded in how we set direction, evaluate opportunities, and make trade-offs, so ESG is considered alongside growth, governance and risk. This enables consistent, responsible decision-making and ensures long term value creation across our international operations and products.”

- Abbi Swindin, Director Strategic Development



Due diligence

Given Spring GDS's asset-light and partner-driven model, responsible supply chain management is a central governance priority.

In 2025, Spring GDS focused on aligning its due diligence approach with PostNL Group's international standards. A portion of Spring GDS shipments is handled through PostNL's international network, where established due diligence documentation and supplier requirements already apply.

In 2026, Spring GDS will introduce dedicated due diligence documentation tailored to its international operating model. These documents will define expectations for ethical business conduct, social standards, and environmental performance across the supply chain.

The revised expectations will be integrated into supplier onboarding and contract management processes. This ensures that ESG criteria are assessed when selecting and managing partners, and that responsible business standards extend beyond contractual clauses.

Management systems and certifications

Spring GDS applies structured management systems to support quality, environmental management, occupational health and safety, and information security across its operations. Where applicable, Spring GDS operates within the PostNL Group's certified management systems, which provide a governance backbone for sustainability, risk management and compliance.

ISO certifications are held at group, country or site level and apply to defined operational scopes. Certification status and scope are disclosed transparently in Appendix A.

Together, these systems ensure that responsible business conduct is supported by documented processes, risk controls and continuous improvement mechanisms.

Appendix A – ISO certifications

Group-level certifications (PostNL Group)

ISO standard	Certification level	Scope (summary)
ISO 9001	PostNL Group	Quality management system covering relevant logistics, mail and e-commerce services
ISO 14001	PostNL Group	Environmental management system covering defined sites and operations
ISO 45001	PostNL Group	Occupational health and safety management system covering defined operational activities
ISO 27001	PostNL Group	Information security management system covering central IT systems and data processes

Country-level certifications

Country	Legal entity	ISO 9001	ISO 14001	ISO 45001	ISO 27001	Scope (summary)
United Kingdom	G3 Worldwide Mail (UK) Limited	✓	✓	–	–	Defined operational and customer-facing activities
Germany	G3 Worldwide Mail (Germany) GmbH	✓	✓	✓	–	Defined logistics and operational processes
Italy	G3 Worldwide Mail (Italy) Srl	✓	✓	–	–	Defined operational and fulfilment-related activities

Appendix B – Legal Entities within Scope

Ultimate Legal Entity

Legal Entity	Status	Ownership	Geographic Scope
G3 Worldwide Mail N.V.	Active	100% owned by PostNL N.V.	The Netherlands

Europe (Active)

Legal Entity	Country
G3 Worldwide Mail (UK) Ltd	United Kingdom
G3 Worldwide Mail GmbH	Germany
G3 Worldwide Mail S.r.l.	Italy
G3 Worldwide Mail SAS	France
G3 Worldwide Mail SL	Spain
G3 Worldwide Mail Sp. z o.o.	Poland
G3 Worldwide Mail (Switzerland) AG	Switzerland
G3 Worldwide Mail (Czech Republic) s.r.o.	Czech Republic
G3 Worldwide Hungary Kft	Hungary

Americas

Legal Entity	Country
G3 Worldwide (Canada) Inc.	Canada

Asia Pacific

Legal Entity	Geographic Scope
G3 Worldwide Hong Kong Limited	Asia Pacific
G3 Worldwide Mail Pte Ltd	Asia Pacific

Wholly Owned Subsidiaries (Active)

All entities on the left are:

- 100% owned by **G3 Worldwide Mail N.V.**
- Consolidated in the **PostNL Group**
- Operating under the **Spring GDS brand**



All entities on the left are:

- 100% owned by **G3 Worldwide Mail N.V.**
- Which is 100% owned by **PostNL N.V.**

All listed entities were active and fully consolidated within PostNL Group at 31 December 2025. No liquidated or dissolved entities are included in this reporting boundary.

Terminology list

Absenteeism rate

The percentage of total available working time lost due to employee absence, typically because of illness, over a defined reporting period.

Biogenic emissions

The release of greenhouse gases and other substances from natural biological processes, primarily involving living organisms and organic matter.

CO₂e / CO₂ equivalent

A CO₂, carbon dioxide, equivalent (CO₂e) is a unit of measurement used to standardise the climate effects of various greenhouse gases.

Compliance

The adherence to various regulatory requirements, laws and standards that govern the movement of goods across borders.

Cross-border

The management of transporting goods across international borders, involving complex processes related to customs, compliance and transportation.

Decarbonisation

The process of reducing or eliminating carbon dioxide and other greenhouse gas emissions from human activities to mitigate climate change.

Diversity, Equity & Inclusion (DE&I)

Policies and practices that promote workforce diversity, ensure fair and equal opportunities, and foster an inclusive workplace where everyone feels respected and valued.

Due diligence

An ongoing process to identify, assess, prevent and address actual and potential risks related to human rights, labour standards, environmental impact and business integrity in own operations and the value chain.

EcoVadis

EcoVadis is an international organisation that assesses companies on their sustainability performance and corporate social responsibility with a focus on sustainable procurement.

Fossil fuels

Natural fuels such as oil or gas formed in the geological past from the remains of living organisms.

Fulfilment

The complete process of receiving, processing and delivering customer orders.

Greenhouse Gas Protocol

The Greenhouse Gas Protocol (GHG Protocol) was established in 1998 to develop internationally-accepted accounting and reporting standards for greenhouse gas emissions of companies.

Human rights

Fundamental rights and freedoms to which every person is entitled, including fair treatment, safe working conditions, and protection from discrimination, forced labour and child labour.

Hydrotreated Vegetable Oil 100% (HVO100)

is a renewable diesel made from certified waste and residue feedstocks, such as used cooking oil and animal fats. It can replace fossil diesel and offers significantly lower lifecycle greenhouse gas emissions.

Terminology list

HVO100 Out the Tank solution

A Spring GDS initiative where a fixed number of litres of the biofuel HVO100 is purchased and injected into the European fuel networks and used by third parties, shifting the sector towards renewable fuel rather than standard diesel.

Last-mile

The last part of the journey of a consignment to the receiving customer. This starts from the last distribution sorting moment and ends at the final destination. This may include transshipments to a depot as an intermediate step before final delivery.

Middle-mile

The logistics operations that occur between the origin hub and the local destination hub.

Renewables

Usable energy derived from naturally replenishing sources such as the sun, wind, flowing water (rivers and tides), geothermal heat (hot springs), and biomass. These sources are continuously restored by natural processes.

Retention rate

The percentage of employees who remain employed with the organisation over a specified period.

SBTi

The Science Based Targets initiative (SBTi) defines and promotes best practice in emissions reductions and Net Zero targets in line with climate science.

SBTi Net Zero

Is achieving greenhouse gas emissions reductions (typically at least 90) across a company's value chain in line with climate science, and neutralising only the small residual emissions with permanent carbon removals.

Sustainable Aviation Fuel (SAF)

A renewable alternative to conventional jet fuel made from sustainable feedstocks that significantly reduces lifecycle greenhouse gas emissions.

Well-to-wheel

Life cycle assessment approach that measures greenhouse gas emissions from the extraction and production of an energy source ("well") through to its final use in the vehicle ("wheel"), covering both well-to-tank and tank-to-wheel emissions.

GRI reference table

GRI disclosure	Topic	Section in report
2-1	Organisational details	Meet Spring GDS
2-2	Entities included in reporting	About this Impact Report; Appendix B
2-3	Reporting period, frequency and contact point	About this Impact Report
2-5	External assurance	About this Impact Report
2-6	Activities, value chain and other business relationships	Meet Spring GDS
2-7	Employees	The people behind the parcels – Data
2-12	Role of highest governance body in overseeing impacts	Responsible business conduct – How we organise ESG
3-1	Process to determine material topics	About this Impact Report
3-3	Management of material topic: GHG emissions	Overview of the Spring GDS approach to decarbonisation
3-3	Management of material topic: own workforce	Our people and culture
3-3	Management of material topic: supply chain responsibility	Responsible business conduct – Due diligence
Decarbonising the value chain		
302-1	Energy consumption within the organisation	Energy usage
305-1	Direct (Scope 1) GHG emissions	Greenhouse Gas Emissions
305-2	Energy indirect (Scope 2) GHG emissions	Greenhouse Gas Emissions
305-3	Other indirect (Scope 3) GHG emissions	Greenhouse Gas Emissions
305-5	Reduction of GHG emissions	Transition pathway towards Net Zero 2040
The people behind the parcels		
401-1	New employee hires and employee turnover	Data
403-9	Work-related injuries	Safety and wellbeing at work
404-1	Average hours of training per employee per year	Development of our people
405-1	Diversity of governance bodies and employees	An international and inclusive workforce
413-1	Operations with local community engagement	Local community initiatives
Responsible business conduct		
308-1	New suppliers screened using environmental criteria	Due diligence
414-1	New suppliers screened using social criteria	Due diligence



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