



SUSTAINABILITY

**ANNUAL REPORT
2022**



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INTRODUCTION & MESSAGE FROM OUR CEO

I am delighted to present our first Sustainability Report. This report outlines our approach, progress to date and some ongoing initiatives. As a global company we have a responsibility to support practices that contribute towards making a meaningful difference for a more sustainable world.

ESW is committed to being the leading advocate for sustainability in global DTC ecommerce. We strive to leverage our worldwide network of suppliers and partners to deliver high impact, low footprint solutions for our clients, drive change through innovation, efficiency through scale, and understanding through education. We strongly believe in providing our employees a safe, considerate, fair and diverse work environment that allows them to prosper and grow while supporting their identities, mental health and wellbeing. We give back to our communities through our local and international ESG initiatives, and we actively place sustainability among our core operating principles as a business.

We have made significant progress over the past year on a range of sustainable business initiatives. We recognise the role we can and must play in making a positive contribution to society.

Sustainability means different things to different people. Our perspective is that above and beyond commercial sustainability we have a duty to operate in an **Environmentally** and **Socially** responsible manner throughout our supply chain and we recognise that for that to succeed requires appropriate **Governance**, management and operational systems and data points to measure progress.



We must ensure that what's good for business is also good for the planet.

TOMMY KELLY
CEO

Our Environmental, Social and Governance ('ESG') focus is not a discretionary, lofty aspiration. COVID has shown how our world is changing. As new ways of working, engaging and consuming continue to evolve, consumers and brands increasingly view ESG considerations as a key differentiator.

Our overarching objective is to further define and execute an appropriate Sustainable Business Strategy. This functions as part of our overall Corporate Strategy and represents our leading role in global e-commerce and our ability to influence and affect change. Establishing consultative processes with internal and external stakeholders is critical to our strategy development and ensures we have considered all relevant.

AT A GLANCE, HERE ARE SOME KEY ACHIEVEMENTS



ENVIRONMENT

- 100% carbon neutral deliveries for all clients.
- LED lighting retrofit programme.
- Tree planting partnership – 1200 trees.
- Donation of end-of-life laptops to charity partner.



SOCIAL

- Community partnerships.
- Volunteering programme for all employees.
- D&I – Business in the Community Ireland Elevate Pledge.
- Accessibility of products.



GOVERNANCE

- 1st standalone sustainability report.
- ISO Certifications 27701 & 27001.
- Gender Pay Gap Report – first report published in 2022.
- Sustainability criteria included in our supply chain evaluation (where applicable).

MESSAGE FROM SUSTAINABILITY OFFICER

The importance of sustainability cannot be overestimated, we are at a critical point globally with the current climate situation, whether you're a producer, consumer or anywhere in between we all need to step up and reduce our emissions where possible. While the vast majority of our emissions are from scope three, which is from indirect emissions such as logistics and deliveries, we strongly believe that it is our duty to offset and reduce these emissions as this is a global issue and it's the right thing to do. ESW is proud to offer carbon neutral delivery to all of our clients and customers. We are working towards becoming a fully carbon neutral organization I believe this is a very important step for all companies as, in a world of finite resources we need to do what we can to reduce our impact on the planet.



ESW is proud to offer carbon neutral delivery to all of our clients and customers

DANIEL BLANCHFIELD
Sustainability Officer

HOW WE HELPED IN 2022



CARBON NEUTRAL DELIVERY

On January 1, 2022, ESW launched Carbon Neutral Delivery for all our clients. Carbon Neutral Delivery is achieved by offsetting the carbon emissions of first, middle, and last-mile deliveries. Over 57,000 tonnes of CO₂ offset in 2022



NEW HIRES

ESW hired over 360 employees across the organisation in 2022, all employees can avail of our hybrid working policy.



COMMITMENT TO PLANT 1200 TREES

ESW partnered with Hometree to plant 1,200 native Irish trees. The trees planted on behalf of ESW will not be felled or sold and will be part of a regenerative ecosystem.



INVESTMENT IN SUSTAINABILITY

As we further evolve, consider, and adopt practices to contribute towards sustainability, we recognised that ESW needs a dedicated and suitably experienced Sustainability Officer to further progress the work that has been done to date. Our Sustainability Officer was hired in Q3 2022.



CHARITY

Partnered with leading retailer to identify charity partners in Asia to donate products. ESW are proud to make a meaningful difference to many charities with sizable monetary and product donations



UNICEF is very grateful for the continued support of ESW for our humanitarian work throughout the world. By supporting UNICEF, you are contributing to the biggest humanitarian response in our history.

Peter Power, Uncief CEO

ESW's support is critical in enabling DCU to run Ireland's largest Access Programme, supporting 1,144 students in 2021/22, where 98% of Access students in 2021 graduated with a higher honours degree. The programme makes third-level education attainable to students from socio-economically disadvantaged backgrounds and enables them to thrive and succeed in their studies at DCU.

Jason Sherlock, DCU

ESW has been a valuable supporter of VOICE over the past few years, from its generous annual donations to our Picker Pals programme to its provision of refurbished laptops, screens and IT support. Thanks to you, we have been able to upgrade our laptops to newer generation versions, while still embracing the circular economy through using refurbished items. Lastly, being there to help us with our IT issues has been so helpful, saving us time and money trying to fix problems ourselves. Thanks so much for your continued support!

Mindy O'Brien, Voice Ireland CEO

LOOKING FORWARD



SCOPE 1 AND 2 EMISSIONS

We are monitoring our scope 1, 2 emissions and examining solutions to reduce them.



EDUCATIONAL SUPPORT

Continue support of the DCU Access Programme. Exploring further opportunities with DCU in 2023.



MATERIALITY

Completed internal materiality assessment in 2022. External assessment to follow in 2023.



VOLUNTEER DAY

Paid volunteer day for all employees launched in Q2 2022. This will be promoted in 2023 to increase participation.



CONTINUE WITH CHARITY WORK

ESW will continue to work with many amazing charities in 2023. ESW continues to provide IT Helpdesk support to Voice Ireland.



TRAINING

A series of sustainability training modules will be rolled out in 2023, starting with introduction to sustainability training for all employees in Q1.



DIVERSITY, EQUALITY & INCLUSION

ESW is committed to diverse employment and a culture of equality and inclusion which informs a number of continuous actions that focus on reducing our current Gender Pay Gap. Our strategy is rooted in two key pillars of Talent Acquisition, Policy & Practice and Talent Development.



ELEVATE PLEDGE

ESW has signed up the Elevate Pledge with Business in The Community. The purpose of this pledge is to build an inclusive workforce and to act as a catalyst for wider, complementary initiatives and actions, to assist and engage with other companies and business partners to achieve diversity, equality & inclusion targets.




EMPLOYEE WELLBEING

ESW Employee Assistance Programme is available to all employees inclusion targets.

ABOUT US

ESW is the leading global and domestic direct-to-consumer (DTC) ecommerce company, empowering the world's best-loved brands and retailers to expand their DTC channel. ESW acquired Scalefast in June 2022, and the combined organization offers brands and retailers a complete portfolio of technology and services that cost-effectively support any stage of a company's development. From compliance, data security, fraud protection, taxes and tariffs to demand generation, checkout, delivery, returns and customer service, our powerful combination of technology and human ingenuity covers the entire shopper journey across 200 markets, with 100% carbon neutral shipping to consumers. Headquartered in Dublin, Ireland, ESW has global offices in the US, UK, Spain, France, Italy, Japan, Hong Kong and Singapore. ESW is an Asendia Group company, a joint venture between La Poste and Swiss Post.



**For more info about this report please contact
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