

GLS Spain achieves nearly 45% growth in sustainable deliveries in the latest fiscal year

GLS Spain's 2023-2024 Sustainability Report outlines the company's progress in three main areas of sustainability criteria: environmental, social, and governance (ESG).

Madrid, 1st September 2024 – GLS Spain, a leading logistics and transport company, has released its 2023-2024 *Sustainability Report* detailing the major actions undertaken to fulfil its commitment to have a positive impact on the environment. The Report covers activities from the 2023-2024 fiscal year (April 2023 to March 2024), during which time GLS Spain handled 125 million parcels, representing an uptick of nearly 17% over the previous period.

Alongside this growth, GLS Spain has also aligned with key sector trends, including the rise in Out of Home (OOH) deliveries, the continued growth of e-commerce, the integration of artificial intelligence as a tool for data management and analysis, and the reinforcement of sustainability as a key decision factor for customers and recipients.

"Sustainability is a core and non-negotiable element of all the projects we developed in the 2023-2024 fiscal year, a period marked by high market demand and competitiveness. The milestones we have achieved, as well as increasing awareness across the entire value chain towards a shared goal of a more sustainable and equitable future, show that we are on the right track," said Roberto Martínez, Managing Director of GLS Spain.

More sustainable deliveries

The recent Report highlights the initiatives and measures implemented by GLS Spain in line with the three ESG (environmental, social, and governance) sustainability criteria. The actions taken in the environmental sphere are part of GLS Group's **Climate Protect** strategy, which aims to reduce Scope 1, 2, and 3 emissions to net zero by 2045.

As part of its commitment to minimising CO₂ emissions, GLS Spain has invested in various measures, including promoting low and zero-emission deliveries in city centres, expanding Out of Home (OOH) delivery options by increasing the number of Parcel Shops and Parcel Lockers, purchasing green electricity, and applying energy efficiency criteria and continuous improvement in its facilities.

A standout feature is the **collaboration between GLS Group and the Science Based Targets initiative (SBTi)** to establish science-based targets (SBTs), ensuring the company's emission reduction strategy aligns with the latest climate science.

Key environmental indicators also include a **45% increase in sustainable deliveries** (using low and zero-emission vehicles) compared to the previous period, significantly outpacing the 17% rise in parcel volume. In total, over 68 million sustainable deliveries were made, compared to 47 million in 2022-2023.

Furthermore, **the network of Parcel Shops (convenience points) and Parcel Lockers (automated lockers) surpassed 6,000 locations**, helping to reduce emissions linked to failed deliveries and offering recipients more flexible collection options. The development of Out of Home delivery options remains one of the company's strategic priorities, following recent partnerships formed with platforms such as Wallapop and Vintered to enhance this delivery method.

High-quality employment and local initiatives

On the social front, GLS Spain continues to implement policies and measures to ensure sustainability and transparency throughout its value chain, including ongoing assessments, data protection measures, information security, and satisfaction surveys for clients and agencies.

Notable initiatives aimed at continuous improvement in working conditions and professional development include the **creation of a Diversity Department** focused on promoting a diverse and inclusive company culture, and the signing of an **agreement with the ONCE Foundation** to encourage hiring individuals with special abilities within the company. Additionally, the new **School of Excellence** has opened, providing training designed to achieve the highest standards of quality in goods management and distribution. By the end of the 2023-2024 fiscal year, GLS Spain had 1,783 employees, with 98.49% on permanent contracts.

As regards local involvement, the **Solidarity Transport** initiative has continued to support and collaborate with new NGOs, foundations and other non-profit organisations to facilitate sustainable shipments (including medical supplies, food, and other essential items) in the pursuit of a fairer social environment.

Strengthening corporate governance

Finally, regarding governance, GLS Spain has adopted new policies and measures to improve corporate governance and ensure the integrity of its business operations. Internal control processes have been strengthened, and risk management practices have been

enhanced to ensure that business operations comply with current regulations while remaining safe and sustainable.

The *2023-2024 Sustainability Report* summarises the information included in the *Non-Financial Information (NFI) Statement* for the 2023-2024 fiscal year, which has been prepared in accordance with the requirements of Law 11/2018 on non-financial information and diversity, and the standards of the Global Reporting Initiative (GRI). Key stakeholders were consulted during the preparation of both Reports to determine the most important topics for the company, and their input has been reflected in a materiality matrix.

The full version of the 2023-2024 Sustainability Report is available as an interactive PDF via [this link](#).

About GLS Group

The GLS Group is one of Europe's largest independent parcel service providers, with a strong local presence in every country on the continent. It also operates through wholly owned subsidiaries in Canada and on the west coast of the US within a single GLS network. This allows the Group to seamlessly connect its customers and communities with millions of parcels and stories every day.

GLS proactively manages its network, flexibly connecting its markets to respond to their changing and dynamic nature. The company prides itself on offering its customers high-quality service that suits their needs in more than 40 countries. The GLS network comprises over 120 hubs and more than 1,600 depots, supported by over 36,600 last-mile delivery vehicles and 6,500 long-haul trucks. This offers network resilience, enhanced flexibility, and greater reach. In 2023/24, GLS generated record revenues of EUR 5.6 billion and delivered 905 million parcels across all markets.

For more information, visit gls-group.com