

oakland
INTERNATIONAL



IMPACT REPORT 2023/2024

November 2023 – November 2024



Content

01

Introduction

02

Highlights

03

**About Oakland
International**

04

**Our Journey to B
Corp Certification**

05

Our B Corp Mission

- B Corp Score
- Goals for Recertification

06

Impact Areas

- Progress, 2023
- 2025, Plans

07

**Our
Commitment**

08

**Impact Focus
2025 - 2026**

INTRODUCTION



Welcome to our debut B Corporation (B Corp) Impact Report, reflecting our journey towards sustainability excellence since we got certified in 2023 and an outline for our focus for the future. This impact report seeks to celebrate what Oakland International has achieved since our B Corp journey began and sets out how we aim to improve our existing impact in the next year.

In 2023, Oakland International became one of a handful of organisations in the Warehouse, Transport and Logistics sector to achieve Certified B Corp status in the United Kingdom. We are proud to be part of a global movement of companies that aim to contribute positive impact to a more sustainable and equitable world, and we are pleased to share with you our collective efforts across social responsibility, ethical business operations and community impact. Since we became a B Corp, we have assessed our performance based on the five pillars within the B Impact Assessment (BIA) and we have made some commendable progress against all these pillars. Our focus for 2025 will be on customer, environment and community impact. We must have focal areas while we strive to naturally improve on impact areas.

At Oakland International, our people are central to our success, and we will continue to embed a sustainability mindset within our growing team and business. We remain committed to reaching Net Zero by 2040 and breaking new grounds in sustainable practices. Through continuous improvements across all impact areas, we are well placed to achieve our target of 100+ points during our recertification in 2026 and maintaining our B Corp status.

I am proud of what our people have achieved and intend to achieve. In the midst of various global challenges, we recognize the enormity of what more we need to do to improve our impact, and we are committed to being a force for good. We will continue to honour our commitment to transparency and accountability to our stakeholders by sharing with you regularly the positive impact Oakland International creates.

Jeremy Hoare, Chief Financial Officer

November 2024



WHO WE ARE

Oakland International is a family-owned, leading total supply chain, logistics and distribution company. With over two decades of experience, we provide comprehensive, end to end logistics solutions, from warehousing to distribution, serving the food and beverage industry across the UK and the EU. Renowned for our excellent services as well as innovative and sustainable practices, Oakland International ensures efficiency, productivity, safety and environmental responsibility at every step of the supply chain, while helping our clients meet their own operational and sustainability goals.

We are part of the Science Based Targets Initiative (SBTI) where we have committed to stretching environmental and climate targets. We hold membership of the Brand Reputation Compliance Global Standards (BRCGS), British Frozen Food Federation and the Cold Chain Federation.

OUR VISION

As a responsible family business, we are focused on delivering sustainable growth and impacting our environment and socially, the most responsible way. Through sustainable innovation, responsible business practices, strong social and environmental stewardship, meaningful partnerships, we envision a future where our businesses not only grow, but also contribute positively to society, our communities and the planet at large.





OUR HIGHLIGHTS – What We Achieved So Far



Over the past year, as a B Corp, we have recorded several successes, and we are pleased to highlight some below.

Grew our Partnerships with various charities to tackle food waste, hunger and poverty.



Invested in People and Suppliers by empowering our people to act and collaborating with our supply chain partners to reduce waste and cut emissions.



Shared our Knowledge to inspire others via social media campaigns.



Reduced our Carbon Emission Intensity despite recording growth within the businesses.



Strengthened Overall Corporate Governance by putting together a sustainability governance management framework critical to the success of our sustainability agenda.



We expanded our Renewable Energy Generation Portfolio to provide around 30% of our energy needs.



Becoming a B Corp Strengthened our Relationship with our Supply Chain Partners, allowing us to share best practice and collaborate on impactful initiatives.



Invested in and Embraced Sustainable Innovation



OUR JOURNEY TO B Corp CERTIFICATION

Our journey to certification started in July 2023 and we officially become a B Corp in November 2023 after going through a series of rigorous verification processes. B Corp is more than a badge to Oakland International and we are delighted to be part of the global community. We look forward to a future of sustainability excellence. B Corp is rooted by a philosophy of achieving a balance between people, planet and profit. It is a community of purpose driven businesses achieving the highest standards of environmental and social practices, leading the global movement for an equitable, inclusive and regenerative economy. We decided to become a B Corp because we wanted to meet the highest standards of social and environmental performance across our business as well as continue to balance people, planet and profit. We know we must consider the impact of our decisions on a wide range of stakeholders, including our employees, clients, environment and the wider community.

OUR B Corp MISSION

We are all about doing business responsibly and that inspires change for good and working together to make a difference. Our mission is to play our part in delivering innovative solutions and lending a big voice to resolve critical issues in our industry, give back to the communities we operate in and beyond, commit to secure employment and development of our people, and to be a force for good. Through our partnerships and collaborations with our stakeholders, we are transforming the future of our industry, getting recognized for impact and embracing innovation along the way. We join a rapidly expanding network of organizations using business as a force for good, meeting the highest standards of verified social and environmental performance, transparency and accountability.

OUR B Corp VERIFIED SCORE



Our most recent B Corp score is 84.6. This reflects our strong commitment to creating a positive impact and we recognise that there is more to do. As we continue to grow, we will work hard to implement more changes to better this score before our next assessment in 2025.



To become a B Corp, a business must achieve a minimum verified score of 80 on the BIA.

Median Score of ordinary businesses 50.9

GOALS FOR RECERTIFICATION



To continue to meet the BIA's evolving standards, all B Corps committed, go through a recertification process every three years. They are required to complete an annual report to show the progress they are making against the goals they have set for themselves.

Ahead of our recertification in the next few years, we are committed to further improving our score by focusing on some key areas of growth:

- Enhance and embed a series of philosophies to establish Oakland International as an employer of choice in our sector including direct employment (minimising reliance on contingent workers) flexible pay and benefits, attracting a workforce that reflects the communities we serve, learning for all who wish to grow and promote from within.
- Continue to innovate and reduce our carbon footprint, while strengthening partnerships with our supply chain partners to elevate our environmental performance.
- Commit to actively managing and nurturing relationships with workers through Oak Alliance (an employee engagement partnership initiative), customers and suppliers to promote sustainability, ethical behaviour and long-term value creation across our business operations.

Our plan is to achieve a 100+ score during recertification in 2026. We know it is not going to be easy, but we are committed, and we will continue to work towards that.



IMPACT AREAS



1. ENVIRONMENT

This impact area focuses on our responsibility to contribute to the protection of the environment. It assesses our environmental impact of our business operations on the air, climate, water, land and biodiversity.

What we said we'd do

What we did

Enhancing our environmental purchasing policy

We made more conscious decisions to procure or specify purchasing with green credentials in mind.

Lower our carbon emission intensity

Our carbon emission intensity went down from 0.33 to 0.26kgCo2e per turnover.

Reduce our energy consumption

We lowered our energy consumption by 5% and we have proactively engaged in further housekeeping practices and operational improvements to drive energy efficiency.

Increase our percentage of energy use that is produced from low impact renewables

We expanded our renewable energy generation by 17% and are actively looking to further expand our generation capacity in 2025

Responsible business travel

We are actively promoting sustainable business travel and have a range of green initiatives in place for the benefit of our employees for example cycle to work scheme, EV vehicle packages and free charging onsite, electric mobility schemes.

Plans for the next 12 months

- Board review of our environmental performance annually.
- Implement an environmental management system and explore environmental standard certification opportunities.
- Reduce our carbon footprint across all categories of emission.
- Reduce waste and paper usage.
- Investigating the viability of anaerobic digestion plant and battery storage, to boost our clean energy generation capacity.
- Improve carbon and sustainability literacy throughout the business.

2. WORKERS



This impact area emphasises the benefits and opportunities offered by the business to its people. It underscores health and safety, financial security, career development, wellbeing and general satisfaction.

WHAT WE SAID WE'D DO

WHAT WE DID

Provide mental health and wellbeing support

We have continued to provide confidential support and training to our people to deal with mental health or work life pressures. All staff have access to this, and we are continuously looking at ways to do more as time continues to become challenging. Our partnership with Better Pathways, Birmingham, is bringing opportunities for economically inactive participants, as well as signposting MH support to our people when required.

Improve our inclusive diversity hiring policies and strategies

Inclusive diversity is now a critical focus for us. As a result, we are measuring our equality, diversity and inclusivity statistics more closely and are reported to the Board monthly. In the 6 months to this assessment, Oakland has been recognised by Inclusive Worcester for inclusive leadership, identified as a Disability Confident employer and signed the Armed Forces Covenant.

Evaluate the social and environmental impact of our outsourced staffing services

Our attitude towards employment has shifted significantly to an “employed” first mindset. Additional shifts will be offered to our own workforce as a priority with contingent, agency workers being limited to <7% of headcount and wage bill. Preferred supplier of agency staff complies with BRCGS standards that includes having a Gangmaster Licence to comply with our Modern Slavery Policy.

Empower our people to reach their full potential

We are investing in learning and development for all, giving everyone the opportunity to realise their desired level of potential. Women continue to rise within the business with our First-Degree Apprenticeship at Aston University and a scholarship awarded by the Cold Chain Federation.

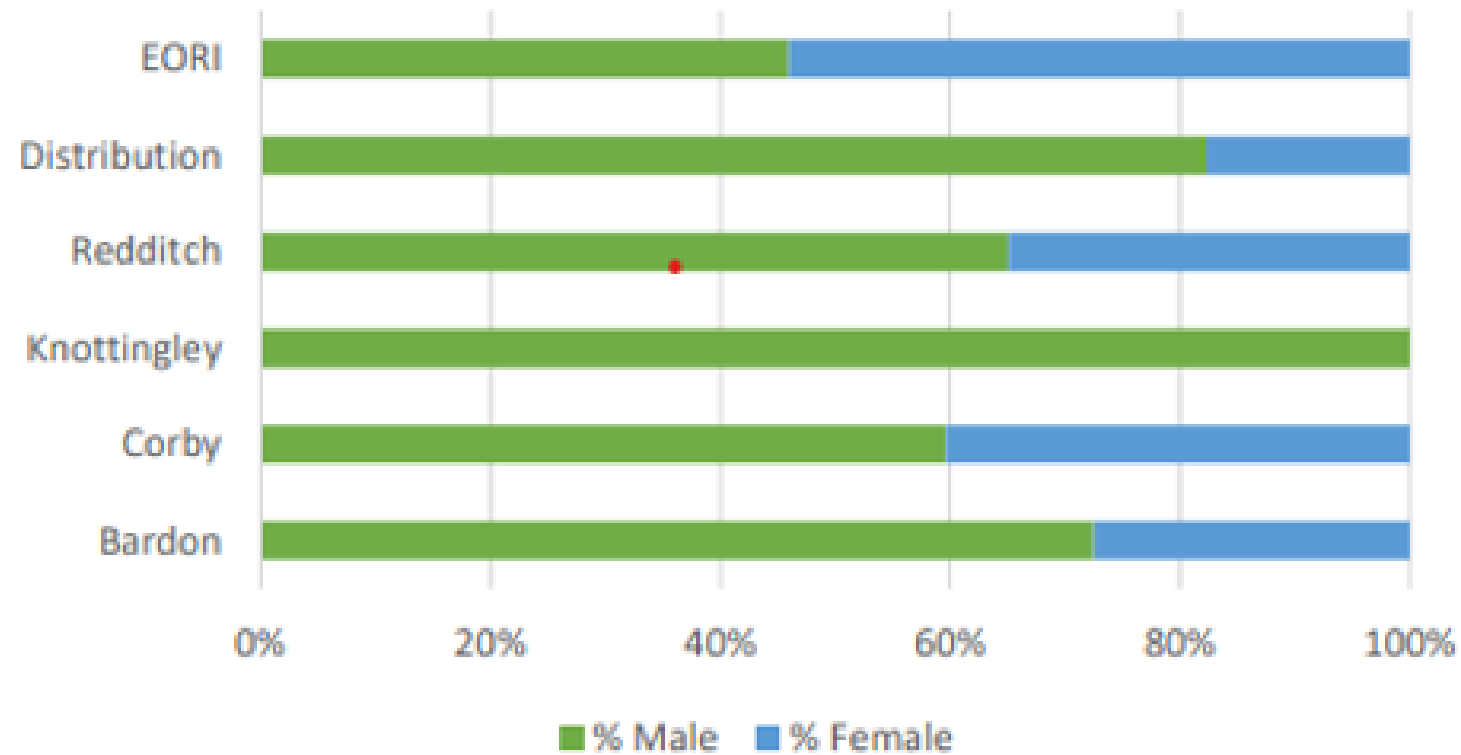
Plan for the next 12 months

- ❖ Learning curriculum by technical discipline and role level including leadership and management, apprenticeships and specialist skills training, unconscious bias and other diversity awareness bite-sized learning
- ❖ Women in Logistics and Warehouse to Wheels hiring and promotion programs
- ❖ Mental Health First Aiders (aiming for 1:50 employees) and neuro-diversity champions
- ❖ Oak Alliance Partnership and Affinity Groups to supplement local Employee Forums
- ❖ Reward and recognition review to close gap to real living wages, introduce flexible pay and enhance benefits for all

OUR WORKFORCE



Headcount by Gender



Board Constitution

The Board has a 68 – 32 % male to female split.

Gender Pay Gap Results

| | 2022 | | 2023 | |
|-------------------|------|--------|------|--------|
| | Mean | Median | Mean | Median |
| Hourly pay | | | | |
| Pay gap | 12% | 6% | 15% | 8% |
| Bonus gap | -9% | -55% | 12% | -1% |

3. GOVERNANCE

This impact area refers to the establishment of transparent, ethical and accountable practices that guide the business's operations as well as strategic direction.

| What we said we'd do | What we did |
|---|--|
| Prioritise accountability, fairness and transparency in our decision-making processes | We have demonstrated this by ensuring we communicate our actions, make our processes clear and ensure fairness for all. There is scope to do more, and we are committed to doing that. |
| Commit to ethical conduct | Demonstrate, support and encourage ethical behaviour and conduct across the business. |
| Financial transparency | We have taken proactive steps to be open to our finances by making all aspects of our financial and operational data available/accessible to all employees. |
| Enhance our stakeholders' sustainability goals | Providing support, thought leadership and sharing best practices with our stakeholders. |

Plans for the next 12 months

- Board review of social and environmental performance Continue to lead the way in sustainable and ethical businesses practices.
- Improving the reporting and disclosure of environmental and social targets.
- Strengthening policies and processes in line with the B Corp framework.
- Adjust management roles and responsibilities to explicitly incorporate social and environmental performance.



Oakland International Is Governed By Its Board Of Directors, And It Publicly Discloses Its Financial Results And Progress Annually And Integrate Social And Environmental Factors Into Business Wide Decision Making. We Adhere To Our Group Financial Reporting Framework To Ensure Full Transparency In Our Accounting And Management Practises.

Our Culture

At Oakland International, Fostering An Inclusive, Diverse And Collaborative Culture Is Important. We Have An Impressive Average Length Of Service And Low Staff Turnover.

Employee Forum

Our Employee Forum Acts As THE VOICE Of Our Colleagues In Shaping Our Culture And Provides An Avenue For Employees To Engage Directly With THE Senior Management Team

4. CUSTOMERS



This impact area evaluates our stewardship through the quality of our services to our customers.

| What we said we'd do | What we did |
|---|---|
| Provide feedback and resolve complaints within a month | Listening to our customers, implemented a robust feedback channel and linked customer services employee performance KPIs. |
| Charge our suppliers to improve their social and environmental impact | Better engagement and collaboration with our suppliers have resulted in better outcomes amongst all stakeholders, however there is still so much more to do. |
| Grow our customers with the ambition to make positive change | We are proud to work with a diverse customer base across different sectors. We have strengthened our existing customer relations and onboarded new customers who take social and environmental excellence to heart. |

Plans for the next 12 months

- Improve communication and feedback processes to learn from our customers on how we can
- improve Collaborating with our customers to advance and drive sustainability excellence
- Development of a supply chain charter to identify focus areas to partner our supply chain partners for improvement and efficiency along the value chain
- Exploring how we can support our customers on their own sustainability and B Corp journeys
- Regularly monitor customers' satisfaction and wellbeing
- Continue to drive customer stewardship by extending warranties to customers.

5. COMMUNITY



This impact area evaluates how our business supports the economic and social wellbeing of the communities we operate in. It also touches on where we hire from or source our suppliers.

| What we said we'd do | What we did |
|---|---|
| Implement a screening practice for charitable contributions | This has resulted in bigger and targeted impact across various communities. |
| Support our staff to spend more time volunteering to help the communities we operate and serve. | Reviewed our staff volunteering allowances and encouraged our staff to get involved. |
| Diversity, Equity and Inclusion (DEI) | Through improved communication with people from different backgrounds within our community, referral schemes and target recruitment drives, we have been able to improve DEI across the organisation. |
| Support for local supply chains | We are supporting more local businesses which has allowed us to improve our circular economic goals and leveraged on local knowledge for employment. |
| Provide opportunities for young people in our community | Through our charity foundations and other community initiatives, we have provided opportunities for training, mentoring and financial assistance to young people from disadvantaged backgrounds. |
| <p>Plans for the next 12 months</p> <ul style="list-style-type: none"> • Improve our civic engagement. • We are engaged in talks with EcoVadis which provides a marketplace sustainability assessment to see how they can support us in choosing and managing our suppliers wellbetter. Make it easier for our customers to engage with us for the better of the communities we operate in and beyond • Make our community activities and associated impact more transparent. | |

OAKLAND FOUNDATION



Is a registered charity that works with disadvantaged children under the age of 16 and their families. The aim is to support a range of beneficial projects to children in the areas of education, sports, nutrition and health.

In 2023 the foundation has raised over £110,000 for good causes and over 3,000 children have benefitted from its grants.



OUR COMMITMENT



At Oakland International, we place sustainability, responsibility and transparency at the heart of everything we do, and we remain deeply committed to embedding sustainable practices throughout our operations, ensuring that our actions positively impact the planet, our people and our customers. We pledge to serve as a big voice, reaching beyond social media with our campaigns and expanding our message through our partnerships and the communities we operate in.

We take pride in our progress to date and are excited to continue our journey of collaboration with stakeholders, constantly exploring new opportunities to amplify our impact. We are committed to improving our B Corp score and transparently communicating our journey, sharing both successes and challenges, as we work towards achieving meaningful, long-lasting change.

IMPACT FOCUS FOR 2025-2026

Community

- Continue to support local businesses and suppliers
- Do more charitable initiatives
- Deepen our community engagement and civic responsibilities

Workers

- Continue to support our people to achieve their full potential.
- Widen our range of health and wellbeing support programmes.

Environment

- Promote responsible energy and utility usage.
- Promote sustainable travel.
- Deliver biodiversity net gains.
- Reduce our carbon footprint and invest in sustainable project

Governance

- Empower our people to act.
- Strengthen our governance structures.
- Communicate better and establish accountability

Customers

- Deepen our collaboration with our supply chain partners to achieve sustainability excellence
- Expand on our reporting obligation

Thank You



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