

**WELCOME TO
THE GOPHR
SUSTAINABILITY
REPORT 2020**

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**Message from
our Founder**

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Message from our Founder

Sustainability Report | 2020



We think of sustainability as being two-fold; people and planet.

We've always worked very hard at making sure we go further than others in our sector on the people side, making sure we do better by the people we work with; fully respecting their right to free agency, finding ways to provide benefits that go above and beyond with Collective Benefits, providing more open communication and a greater profit share.

Tackling emissions has always been a harder challenge as it's tricky to drive change when you're working with owner-drivers who all have their own arrangements in place. That said, we've taken the first, big step of offsetting all Gophr couriers' journey emissions, and doing it through the right kind of carbon partner in Pachama. And we're committed to going further, particularly through electrification and increasing our bike fleet over the coming months and years.

This, coupled with our commitment to building the smartest, and most efficient delivery network in the UK powered by highly advanced technology and executed by independent couriers who have a greater stake than with our competitors, means fewer journeys, utilising less fossil fuels than our competitors. We look forward to bringing more good news on this front in the years to come.

Seb

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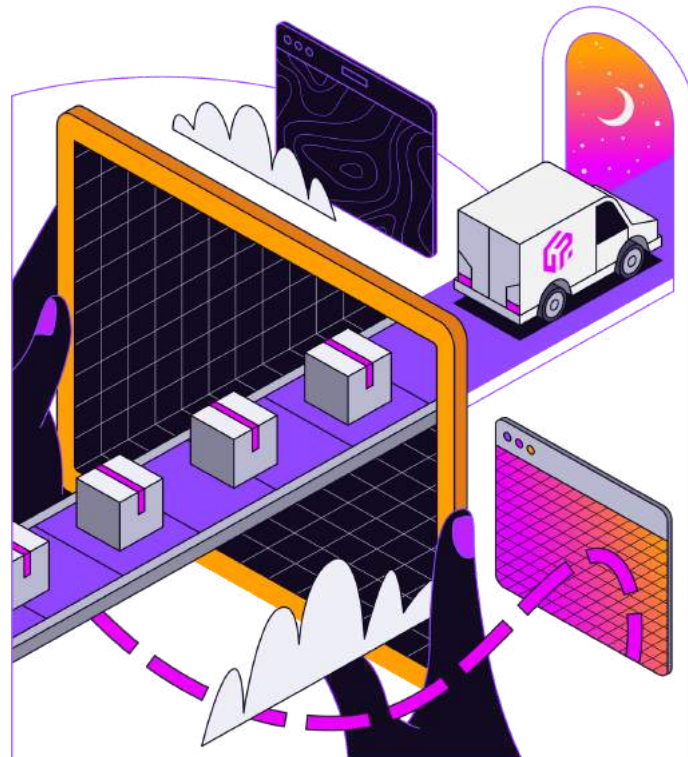


Grading system

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Grading System

Sustainability Report | 2020



We think it's important to grade ourselves as we know there is so much more to be done on our part towards running a more sustainable business.

Here's our grading system explained:

| | |
|---------------------|--------------------------------------------------|
| Excellent | Outstanding effort and performance |
| Very Good | Above average with minor room for improvement |
| Good | Generally sound with a few areas for improvement |
| Satisfactory | Fair but with significant room for improvement |
| Sufficient | Meets the minimum requirements |



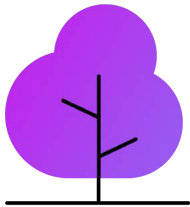
**Our view on
sustainability**

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Our view on sustainability

Sustainability Report | 2020

Sustainability at Gophr means sustaining the things we care about; which are:



The Planet

We're a leader in on demand delivery, so we're well aware that our industry is harmful to the environment. It's our responsibility to do something about this to reduce our carbon footprint. We're doing this by:

- Carbon offsetting
- Expanding our green fleet
- Storing our data sustainably
- Working on efficiency

There's lots of room for improvement, and we're working towards quantifying and measuring our efforts more effectively.



Our People

Supporting our employees and the couriers that work with us improves the outcomes for everyone involved. And, it's the right thing to do. We're doing this by:

- Courier benefits and fair pay
- Employee and courier feedback channels

We're going to start quantifying and measuring feedback to understand exactly what areas need improvement.



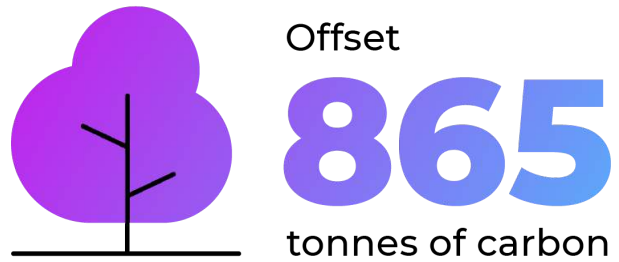
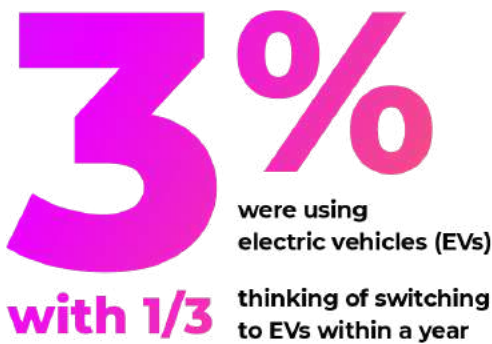
**KEY
FINDINGS**

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Key Findings

Sustainability Report | 2020

Planet



Employee feedback



96%
happy to work from home



94%
believe in Gophr and our mission



67%
believe Gophr offers career opportunities



89%
feel heard and involved in the direction of the company



Where
We're At

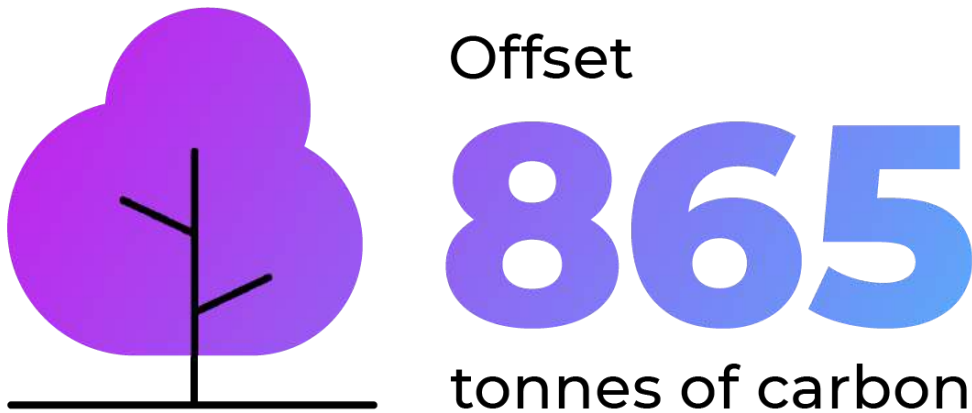
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Where We're At

Sustainability Report | 2020

Planet

Carbon Offsetting



We know that carbon offsetting isn't a quick fix to climate change. But it's the very least we can do to help whilst we work on a larger strategy to reduce our emissions.

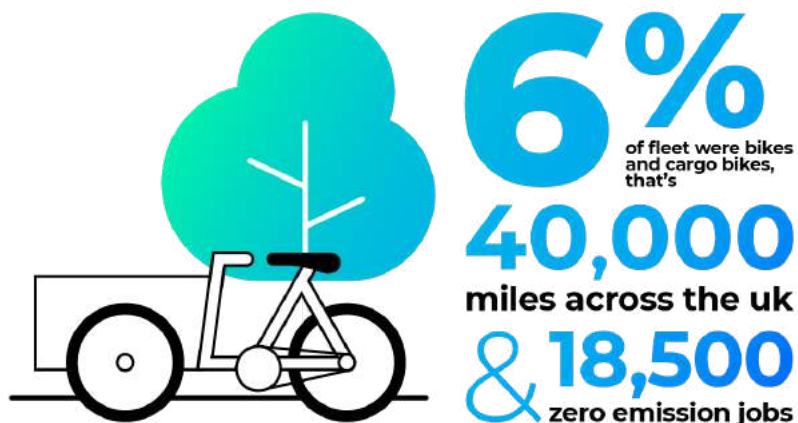
We chose Pachama as our carbon offsetting partner because they are:

- **Powered by tech:** Pachama uses satellite imaging with artificial intelligence to measure carbon captured in forests (pretty cool, right).
- **Focused on scale:** Their goal is to develop their tech to be used by organisations around the world, and we'd like to work with them to bring their projects to Europe.
- **Serious about monitoring & credibility:** Their projects are tracked closely and are validated to make sure they're effective in the long run.

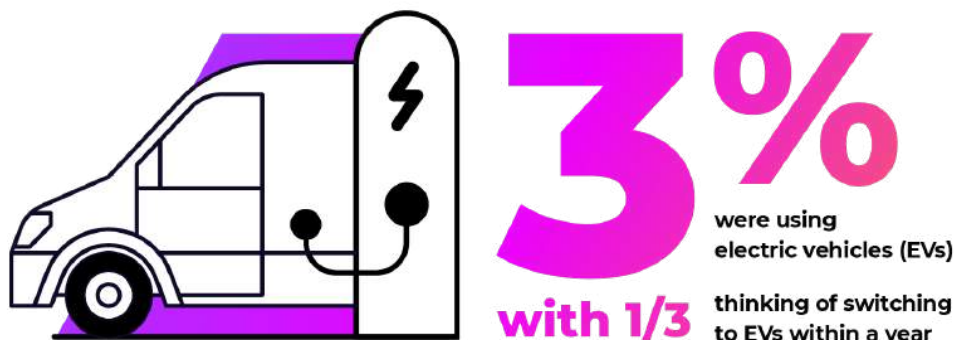
We've offset 865 tonnes of carbon by costing up our road, cloud server and office emissions and calculating it all by 1.25 which means we're carbon negative for 2020. Team Gophr voted to invest in an avoided deforestation project in the Amazon rainforest to help protect natural Brazilian resources and the well-being of local communities. This year, it's our aim to support projects closer to home in Europe.

Grade = **Satisfactory**

Green Fleet



In 2020, 6% of our fleet were bikes and cargo bikes which covered 40,000 miles across the UK. That's 18,500 zero-emission jobs.



3% were using electric vehicles (EVs), with 1/3 thinking of switching to EVs within a year. It's our aim to increase that 3% to 10% by the end of 2021.

Most couriers didn't want to switch because of the cost. So we're going to help with costs and leasing models and recruit more electrically this year to reach our goal.

**Gophr courier pulse research survey, October 2020*

Grade = **Satisfactory**

Sustainable server

We generate a whole load of data. And it needs to be stored somewhere responsibly.

We chose Google Cloud because they've matched 100% of their electricity consumption with renewable energy purchases since 2017. Google Cloud offsets Gophr's digital footprint with clean energy, making our compute output net zero.

Grade = **Excellent**

Increasing efficiency

A massive part of what we do is running more efficient deliveries with the most efficient couriers, less dead space, and less dead miles. So as couriers go, we know we're more efficient. But, we don't know *how* efficient we're being.

It's our aim to quantify and measure our efficiency to figure out what this all means in terms of carbon and the environment. And, we've got a few new features coming out this year to improve our efficiency even more.

Grade = **Satisfactory**

People

Collective Benefits Partnership

We think of self-employed couriers as a talent, not a commodity.

Self-employed people have notoriously been undervalued and underpaid with 71% having <£200 to spend at the end of the month after meeting basic living expenses [Adcock Financial]. We pay couriers fairly and make sure they work under the best conditions in the industry because it's the right thing to do.

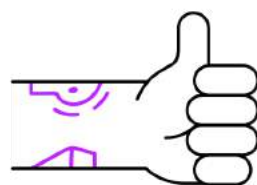
96% of the UK's self-employed have no income protection [LV=] and 93% have no health or critical injury cover [Scottish Widows]. So we've partnered up with Collective Benefits to be one of the first companies to offer their gig-workers a tiered benefits package that offers sick & injury pay, discounted fuel and compassionate leave.

See what Gophr couriers are saying about it:



**“First company
that is doing this
for the drivers...”**

**That's why Gophr
is a good company”.**



**“It's
brilliant...”**

**110% it's the best thing
they've done”.**

We currently have 120 couriers on the platform. In 2021 we'd like to get 100% of our active couriers covered by Collective Benefits and give them access to even more benefits.

Grade = **Good**

Feedback channels

For couriers:

We do our best to listen to the couriers. The Ops guys talk to couriers daily about how they're getting on, plus we have driver Q&As, live feedback, beta testing groups and a monthly Pulse survey about pressing issues of the day, mental health, stress levels, injuries etc.

We plan to continue to use these feedback channels, and work to quantify the data so we can prioritise the courier's main concerns.

For employees:

Looking after our employees has always been a priority of ours, but we stepped it up in 2020. We used anonymous surveys and quantified employee satisfaction levels which grew from 6.8 at the beginning of 2020 to 7.2 (very good) by the end.

Our transition to remote-first working in March was much smoother than we expected and we learned that:



96%

happy to work from home



94%

believe in Gophr and our mission



67%

believe Gophr offers career opportunities



89%

feel heard and involved in the direction of the company

The top words used to describe our company culture were

'hardworking', 'progressive', and 'collaborative'

Grade = **Good**

A large, stylized number '6' in a vibrant magenta color, centered on a black background. The number is composed of thick, rounded strokes. Inside the central hole of the '6', the text '2021 Sustainability Goals' is written in white, bold, sans-serif font. The text is arranged in three lines: '2021' at the top, 'Sustainability' in the middle, and 'Goals' at the bottom.

2021
Sustainability
Goals

6

2021 Sustainability Goals

Sustainability Progress Report | 2020

We'll be reviewing and updating our sustainability goals quarterly. There's a lot of them in the pipeline but here's what we've got so far...

| Goal | How we're going to get there |
|----------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Planet: reduce carbon emissions | <ul style="list-style-type: none">• Support 1 carbon offsetting project in Europe• Grow pushbike zone and number of bicycle and cargo bike couriers by 50%• Increase green fleet by 10% |
| People: continue to support our employees and the couriers that work with us | <ul style="list-style-type: none">• Get 100% of regular drivers on the Collective Benefits platform• Increase courier satisfaction rates from 7.7 (2020) to >8.0• Partner with 5 new charities• Get employee satisfaction up from 7.2 (2020) to >8.0• Offer 2 training masterclasses to couriers to help them with career development• Get >10% of couriers to bring on their own business |