

Forward

2023 ESG Report





About the report

OIA Global's annual Environmental and Social Governance (ESG) report, Forward, highlights ESG performance during the 2022 calendar year.

As a non-asset-based logistics and supply chain management provider, OIA Global works to ensure the ethical sourcing of raw materials, optimization of transit and retail packaging, and efficient storage and transportation of cargo.

This report contains ESG performance metrics for managed materials, packaging optimization, managed logistics, data security, safety, and employee engagement.

A year in numbers



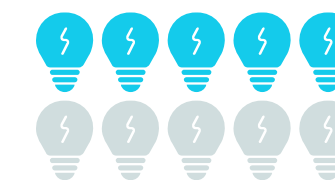
GHG Footprint

OIA Global's Scope 1 and Scope 2 emissions totaled 844.5 MT of CO2e. Scope 3 emissions from shipments managed on behalf of our customers totaled 521,045 MT of CO2e.



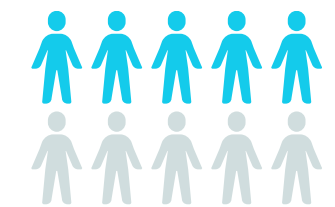
Customer Savings

In a new packaging optimization case study, one global retailer reduced transportation costs and emissions by 17%, including the reduction of 775 truck deliveries in their supply chain.



Renewable Energy

46% of office locations are powered by renewable energy.



Diversity, Equity, and Inclusion

Women represent 51% of our workforce, 10% above industry standard.



65%

Employee Engagement

91% of employees participated in the 2022 Employee Engagement Survey. Overall favorability was 65%, up 5% from the 2020 Employee Engagement Survey. Our employee engagement goal is 75%.



96%

OIA University

96% of all required OIA University courses were completed, including DEI, Harassment-free Workplace, Anti-corruption, CTPAT, GDPR, and leadership training. Our training goal is 100%.



A message from the CEO

Supply chain pressures continued throughout 2022, including COVID-19 impacts, worker shortages, port congestion, geopolitical tensions, trade disputes, and extreme weather events.

Adding to this pressure, the Intergovernmental Panel on Climate Change's latest [report](#) shows that the devastating consequences of rising greenhouse gas (GHG) emissions are unparalleled, with current carbon dioxide concentrations unmatched for at least two million years.

We recognize the need for decarbonization and robust contingency plans, and we are prioritizing the necessary collaboration between suppliers, customers, and stakeholders to create change. We also recognize our ability to influence and partner with customers to help them build more resilient supply chains. In 2022, we helped customers shift away from their reliance on air

freight, implement localization, optimize retail and transit packaging, and improve the quality of their supply chain partners. As a key highlight of our report, I'm proud to share a new [packaging optimization study](#), which helped one customer reduce emissions by 2,538 metric tons in just one year. This study proves the ripple effect of savings solved through packaging engineering and speaks to OIA Global's ability to find sustainable end-to-end supply chain solutions.

Our ESG report, Forward, documents our meaningful progress toward a more sustainable future by focusing on data collection and reporting, chasing science-based targets, creating a safe and rewarding workplace, and optimizing supply chains to minimize environmental impact while delivering value to our customers.

Together, we can drive change where it's so desperately needed.

2,538 MT

Total CO2e avoided by optimizing one retail customer's packaging

2.8 MT

Total CO2e avoided by moving to a paperless environment

88 MT

Total CO2e avoided by moving one customer's suppliers closer to their production facilities, moving freight by truck instead of ocean

8

Total number of business continuity plans, one for each department



In 2022, we helped customers shift away from their reliance on air freight, implement localization, optimize retail and transit packaging, and improve the quality of their supply chain partners.

Jeff Barrie
CEO





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ESG Governance

Driving awareness, adoption, and change

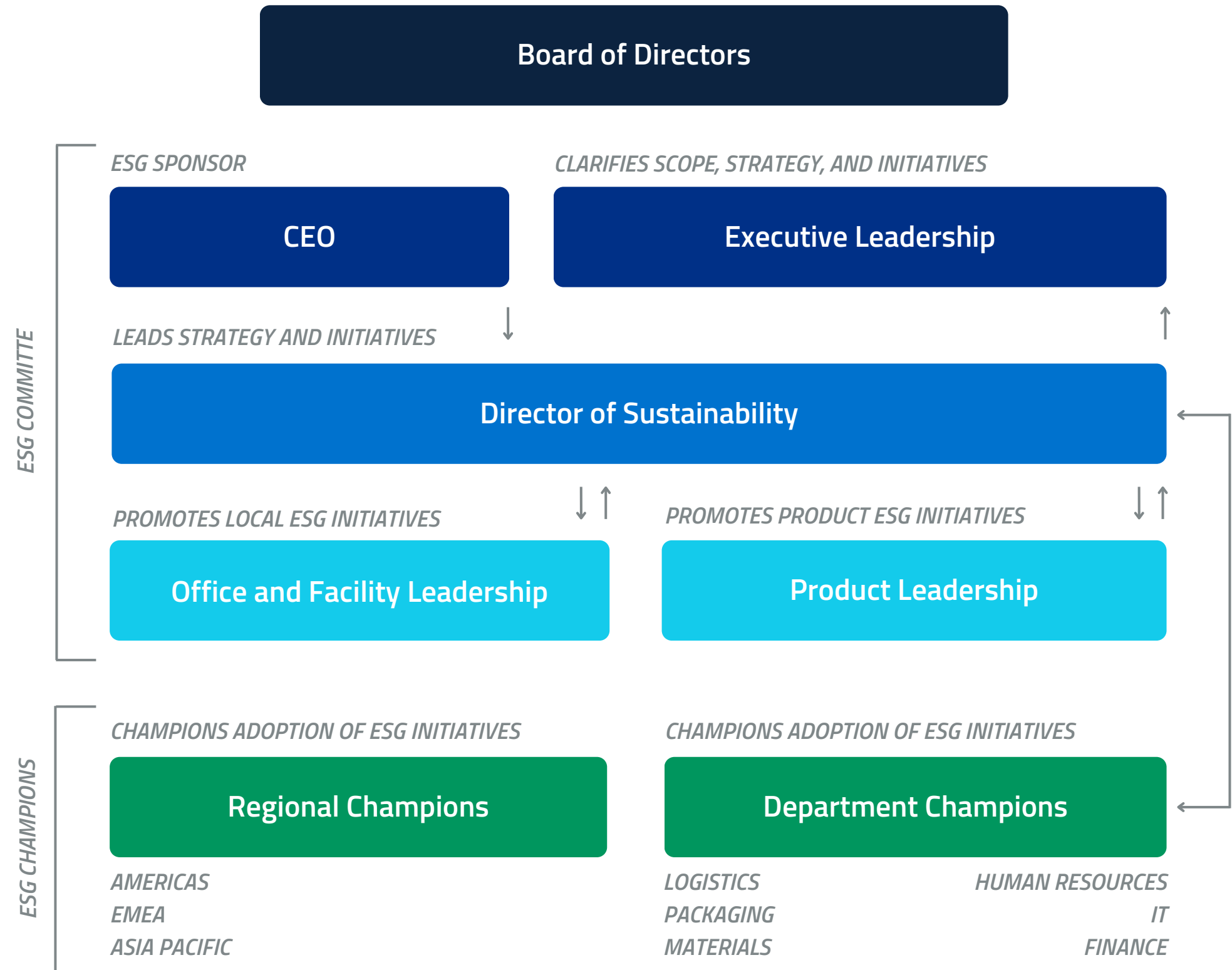
Our ESG governance provides a framework to support environmental and social responsibility initiatives while managing risks and identifying opportunities. Led by Matt Crouch, Director of Sustainability, and sponsored by Jeff Barrie, CEO, the ESG committee is composed of a diverse group of leaders across the organization. The ESG champions are composed of sponsors from all 55 locations and six departments. All employees are encouraged to voice ideas and solutions. Employees have been key in adopting environmentally friendly changes, from paperless processes to eliminating single-use plastics.

Industry Collaboration

Building ethical, sustainable supply chains

OIA Global collaborates with several organizations, including Smart Freight Centre, Sustainable Packaging Coalition, EcoTransIT World, Global Logistics Emissions Council, and EPA SmartWay, to ensure that our solutions align with industry standards.

ESG Governance





Scope 3 Reporting

Custom emissions reporting

In 2022, we provided customized emissions reporting and emissions management strategies to eleven key clients, using Power BI to provide intelligent reporting and custom dashboards. We are committed to continually enhancing the accuracy of and access to emissions reporting before shipments are booked and after cargo is delivered to its final destination.

Data Security

Training and business continuity

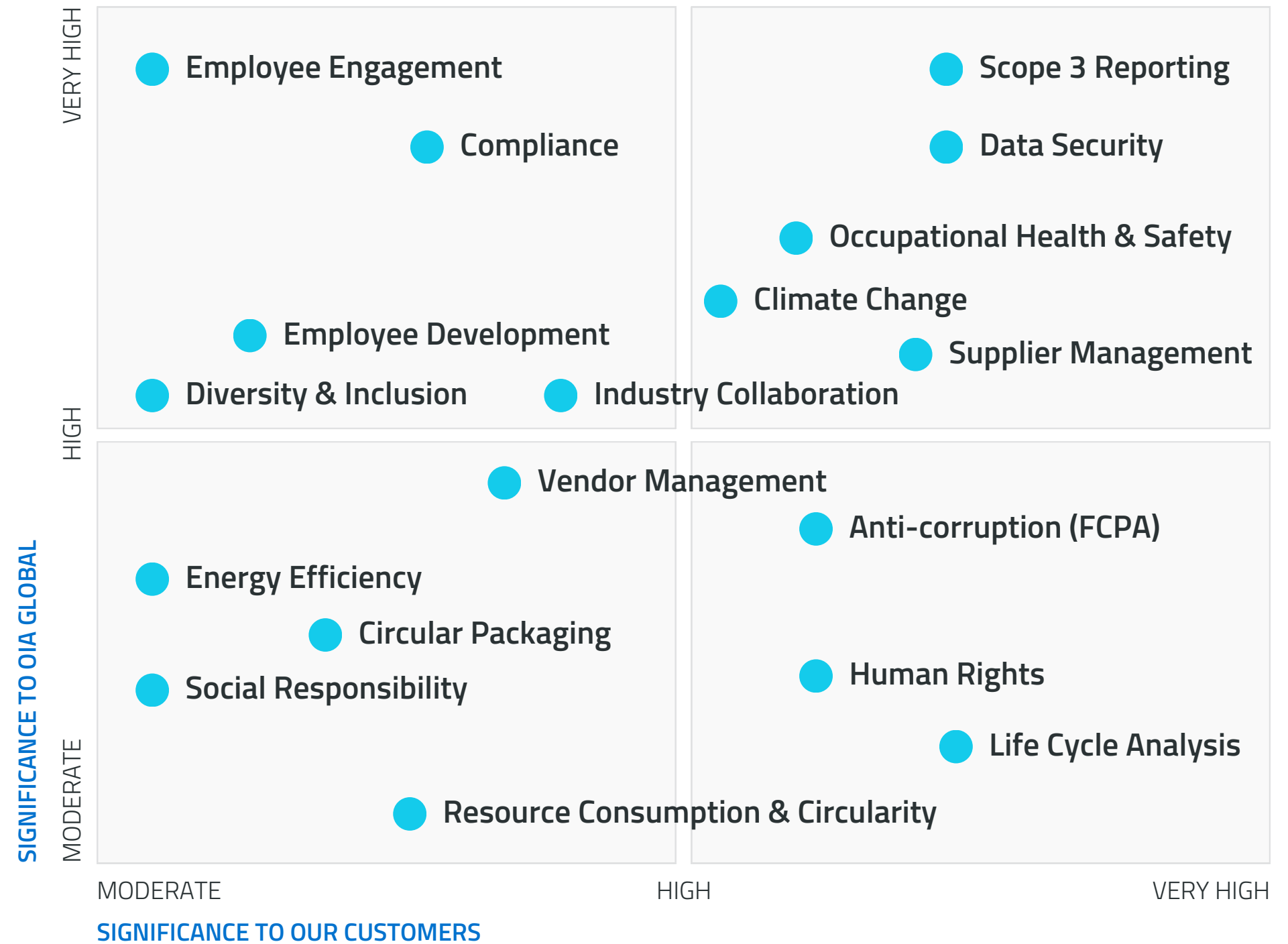
In 2022, we implemented and enhanced several security measures to protect against viruses, anomalies, and malicious attempts to compromise or access our data. We have a formal security incident response plan, an IT security roadmap, a cybersecurity response plan, and we provide ongoing employee training via Arctic Wolf.

Employee Engagement

Improving the workplace experience

In 2022, 91% of employees participated in an annual Employee Engagement Survey, and 75% of employees participated in follow-up focus groups. As a result of feedback and conversations, our leadership team created 2023 action plans to improve the employee experience.

Materiality Matrix





ESG Roadmap

OIA Global's targets are aligned with the UN's Sustainable Development Goals (SDGs) and SBTi.

Target 12.5

Reduce waste generation

OIA Global tracks locations that recycle paper, metal, and glass. Here's a look at the number of locations that recycle now and our 2025 recycling targets:

Material	Recycling Now	Recycling Target
Paper	41	48
Metal	16	28
Glass	20	31

Target 13.2.2

Total greenhouse gas emissions per year

OIA Global is committed to lowering our Scope 1 and Scope 2 emissions by ending all leases for fossil fuel-powered vehicles and moving to renewable energy sources for 75% or more owned and leased locations. We are also targeting a 42% reduction in Scope 3 emissions for shipments managed on behalf of our customers.

2025 Targets



Scope 1 Emissions

Reduce Scope 1 emissions by 42%, from 135 MT of CO2e in 2022, by ending all leases for fossil fuel-powered vehicles.

Renewable Energy

Increase the number of locations powered by renewable energy to 75% of locations. OIA Global currently has 55 offices in 26 countries.

2030 Targets



Scope 2 Emissions

Reduce Scope 2 emissions by 42%, from 709.5 MT of CO2e in 2022, by switching to renewable energy sources and adopting energy saving technology.

Scope 3 Emissions

Reduce Scope 3 emissions by 42%, from 521,045 MT of CO2e in 2022, by moving 85% of customers' cargo with sustainable carriers.



Environment

2023 ESG Report



A Message from our Director of Sustainability

At OIA Global, we recognize that ESG is a collective effort where individuals cannot achieve success alone.

OIA attended the 2022 Smart Freight Week in Rotterdam to understand the industry's latest sustainable developments, ideas, and challenges. The event is an excellent place to connect with like-minded individuals and organizations who genuinely care about decarbonization. We fostered new partnerships and collaborations and addressed critical challenges:

1. Solutions are not keeping pace with increased environmental issues.
2. Business perceptions that see profit and sustainability as opposing business objectives.
3. There is a lack of infrastructure to transition to low-emission fuels and vehicles.

A key highlight of the work we've done in 2022 is the role we've played in managing our customers' suppliers. We strive to help customers find ethical and environmentally friendly suppliers to get the materials they need to the right place at the right time.

Last year, we helped one customer reduce CO2e emissions by 86.065 MT through localization efforts to move suppliers closer to production facilities. This supply chain optimization reduced their reliance on ocean freight, down 33% from 2021. Now, 85% of the customer's freight is transported less than 100 kilometers by truck rather than thousands of kilometers by ocean freight

Success stories like these are the result of the partnerships we have with our customers. I look forward to increasing our customer, industry, and internal collaboration in 2023.



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Matt Crouch
Director of Sustainability





Science-based Targets (SBTi)

We are an SBTi 1.5 °C campaign member

In 2022, OIA Global committed to setting science-based targets. Our targets aim to reduce emissions by 42% by 2030.

Emission	Baseline	Target
Scope 1	135 MT	78 MT
Scope 2	709.5 MT	411 MT
Scope 3	521,045 MT	302,200 MT

Key strategies in achieving these targets include replacing fossil fuel-powered vehicles with electric vehicles and converting office locations powered by non-renewables to renewable energy sources.

Going Paperless

95% complete in North America

OIA Global reduced Scope 2 CO2e emissions by 2.8 MT by adopting paperless processes. EMEA and Asia Pacific regional operations are targeted to be paperless in 2024.

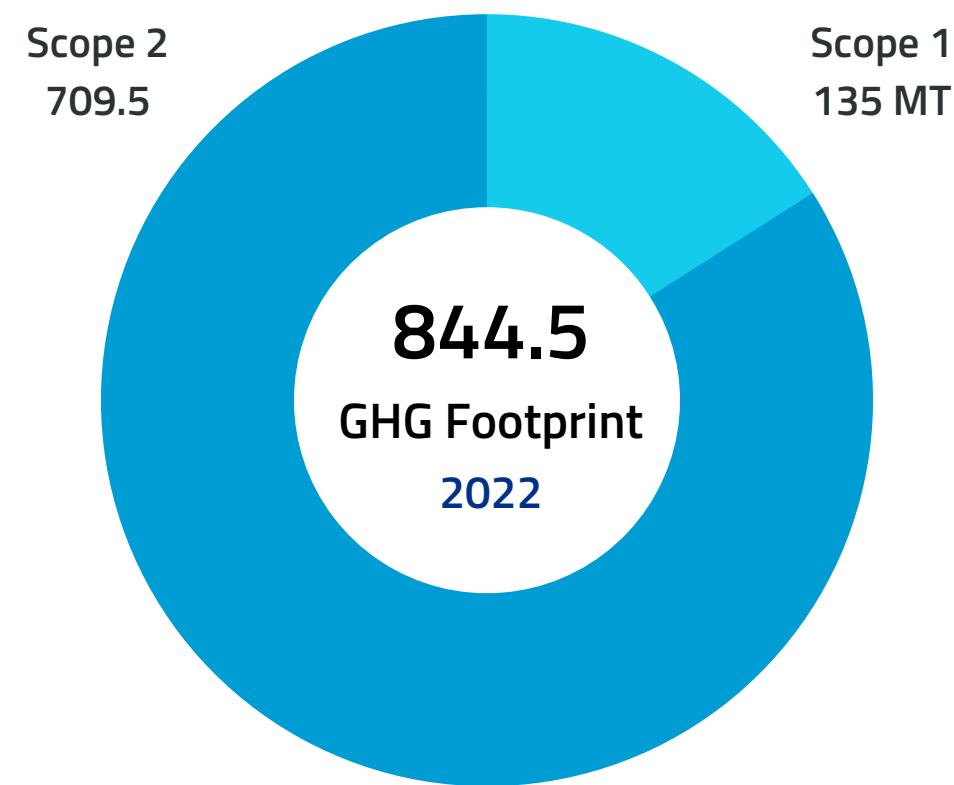
Scope 3 Emissions

Balancing cost and emissions

In 2022, our Scope 3 emissions totaled 521,045 MT CO2e. This number includes all cargo transported on behalf of customers.

Global GHG Footprint

Emissions management



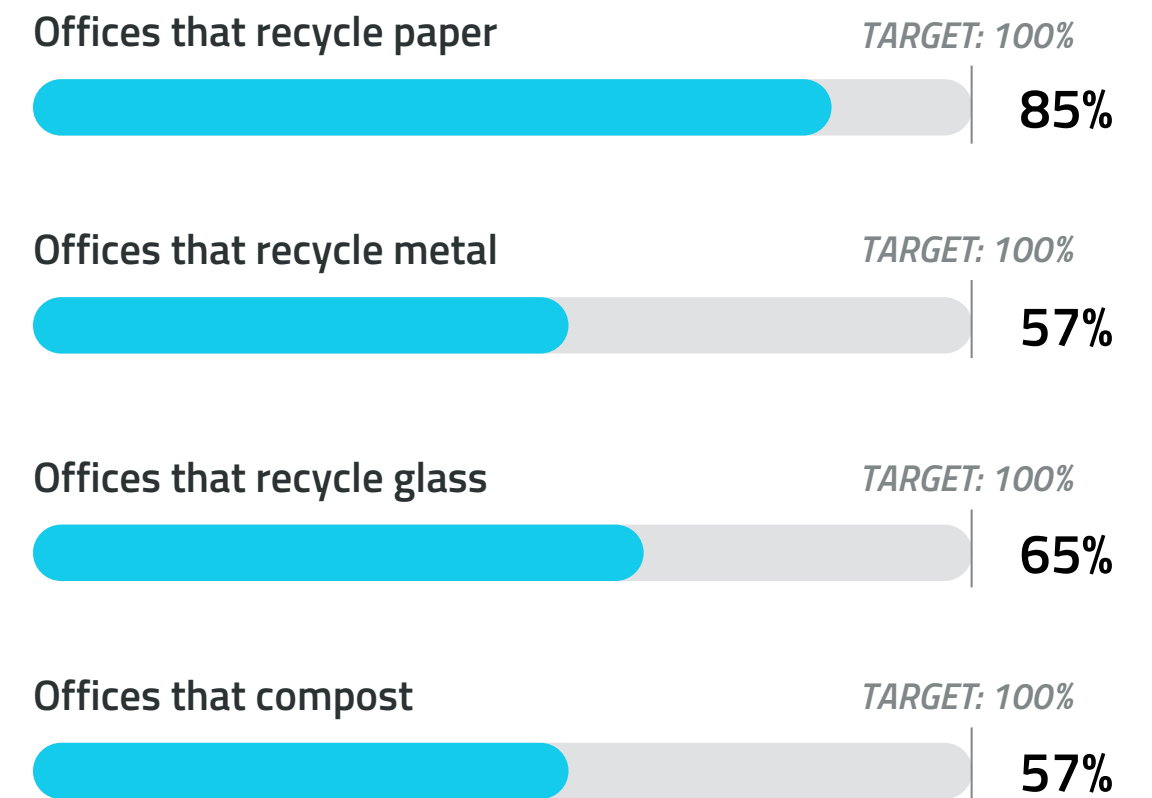
Scope 2: Purchased Electricity

Region	kWH	Electricity CO2e lbs	MT
Americas	1,130,133.36	966,264.00	438.3
Asia Pacific	595,932	509,522.00	231
EMEA	103,260	88,287.30	40
Total	1,829,325.36	1,564,073.20	709.5

Scope 2: Energy Sources

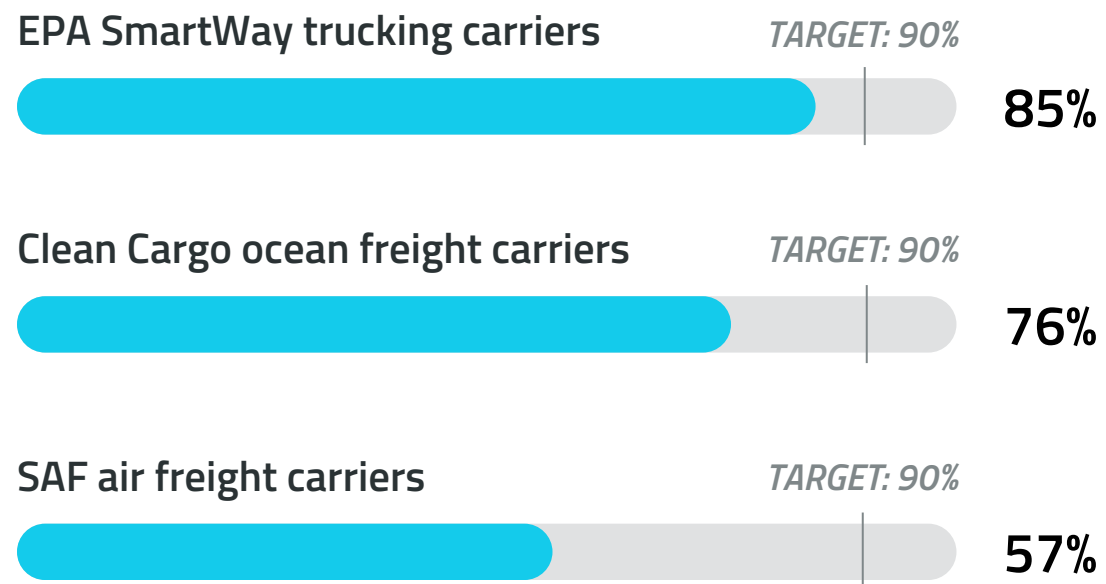
Source	Office Count
Renewable	25
Non-Renewable	30

Waste management





Procurement targets



Members since 2017



Members since 2017

Procurement Policy

Working with responsible carriers

Our procurement policy, released in the Summer of 2022, was created to influence the marketplace and encourage responsible, secure, and sustainable business practices.

The policy focuses on helping employees qualify potential transportation vendors to ensure they align with OIA Global's sustainability strategies. As part of our subcontractor screening policy, we screen potential vendors on their:

- Formal sustainability strategy.
- Participation in sustainability-focused working groups.
- Business practices that promote decarbonization, data security, and diversity.

As a non-asset-based supply chain provider, OIA Global partners with 541 vendors to ensure the timely and secure delivery of customers' cargo. We recognize our responsibility to support and incentivize vendors with our established, responsible business practices.

In 2023, a Sustainable Procurement committee will be initiated to ensure all vendors are screened and rated in our transportation management system, CargoWise, to ensure full vendor compliance with our new procurement policy.

Strengthening our sustainable procurement commitment will help drive vendor engagement and boost progress toward our procurement targets.



OIA Global managed more than **5.5 billion** units of packaging in 2022.

89% of packaging that we manage is composed of recycled material.

80% of packaging that we manage is recyclable at curbside.

Packaging Optimization

New study finds **17% reduction** in emissions and transport costs

At OIA Global, we believe that packaging optimization is a supply chain differentiator. Through our empirical process, we have achieved remarkable results by quantifying the impact of increased product density throughout the supply chain.

Starting with a successful pilot study in 2021, we conducted a comprehensive analysis of a global retailer's retail and transit packaging. Our packaging engineers then modified the packaging materials and dimensions, resulting in stronger shipping cartons that hold more products while using less fiber.

By packing more products into a box, our customer reduced the number of trucks and containers required for transportation and minimized the warehouse space needed to store products.

After implementing the changes and collecting data throughout 2022, we are pleased to report substantial cost and emissions savings:

Customer Savings

Service	Emissions	Cost
Ocean freight	1,137 MT	\$1.670m
Transload	807 MT	\$1.340m
Distribution	594 MT	\$954k
Total	2,538 MT	\$3.964m



Fiber savings reduced materials needed, leading to **9% fewer** boxes for factories to buy and **9% less** fiber in the waste stream.



Space optimization led to **17% more** products in shipping containers.



Space optimization reduced transportation costs by **17%**, eliminating 775 trucks in the supply chain.



Space optimization reduced storage space and handling fees by **15%**.



Overall, the customer's optimized packaging reduced transportation and infrastructure emissions by **17%**.



Social

2023 ESG Report





Our Workforce

1,350 **55** **26**

Employees Offices Countries

This year, we are pleased to expand our ESG reporting to include employee demographics and safety data. In 2022, women represented 51% of OIA Global's workforce, proving that more women are joining the supply chain industry. According to Gartner, women represent approximately 41% of the supply chain workforce.

Tracking and sharing this data reflects our ongoing commitment to creating a diverse and inclusive workplace where everyone feels valued, safe, and respected.

Employee demographics by job level

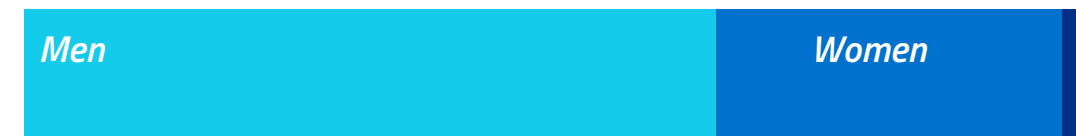
Individual Contributors *41% men, 57% women, 2% undisclosed*



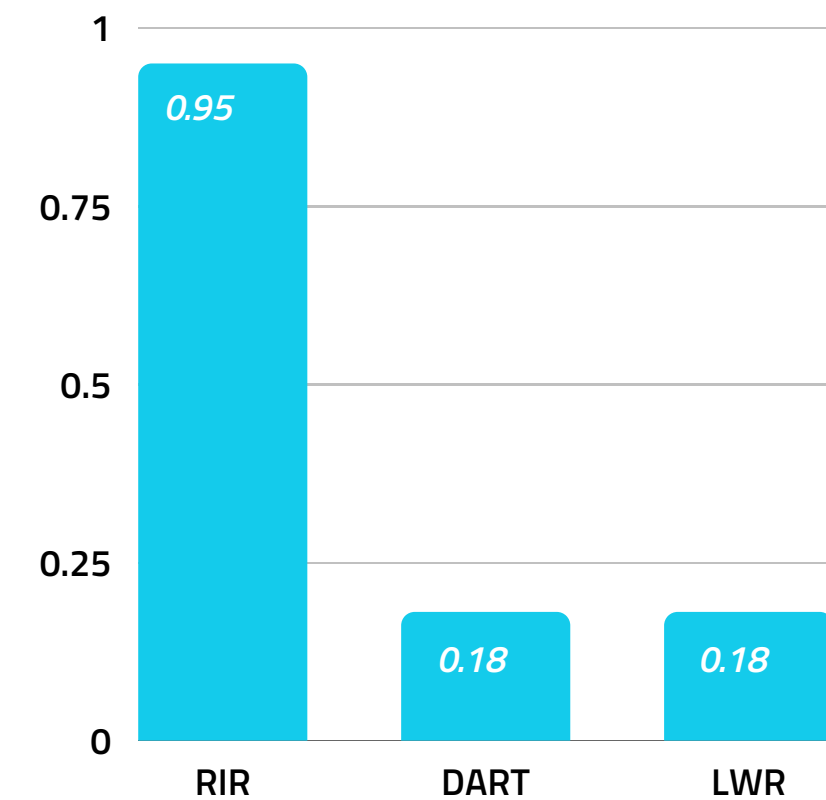
Managers *52% men, 48% women*



Leadership *64% men, 32% women, 4% undisclosed*



Safety metrics



'Leadership' is represented by director level employees and above. Safety metrics include: Recordable incident rate (RIR), Days away and restricted time (DART), Lost workday rate (LWR). [Gartner study.](#)



CargoWise Certified Logistics Partner

CargoWise is OIA Global's transportation management system that freight forwarding employees use manage customers' shipments.

In 2022, OIA Global became a CargoWise Certified Logistics Provider (CCLP), demonstrating employees' ability to efficiently manage customers' shipments. This certification was accomplished when more than 100 employees from 30 branches achieved their CargoWise certification during a three-month global training initiative.

The initiative ensured that operational employees across the globe progressed in the platform's core features and functionality.

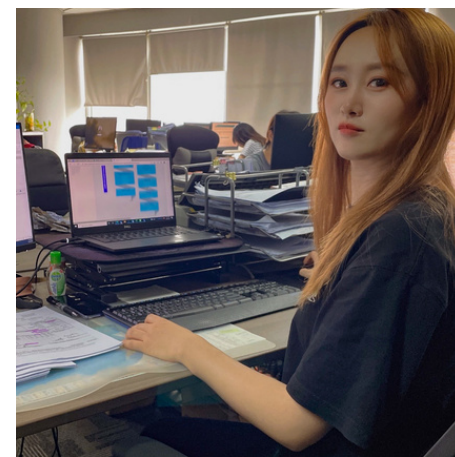
OIA Global Achieves CCLP Certification

100

Employees achieved their CargoWise certification

30

Number of locations that participated in the training initiative





Shoe Donation in South Africa

The Most Valuable Branch competition is a recognition program for freight forwarding employees that awards monthly prizes and an annual grand prize for the best-performing branch. OIA Johannesburg won the 2022 prize, which also included a USD **\$2,000** donation to a charity of their choice. The branch chose to invest in the rural communities where many of them grew up, so the team purchased high-quality shoes and delivered them to school children.

'It's very common for people to move to a big city to find work, which leaves many rural areas disadvantaged. We come here; we have our nice jobs; everything is going well for us, but there are still kids out there who are trying to make it. We want to give them hope that I was once that little girl coming from this village but look at me now! I've made a name for myself and I'm working for a company where my branch is thriving.' - Khanya Mlonyeni, Freight Forwarder



Humanitarian Aid for Ukraine

At the start of the war in Ukraine, OIA Poznań immediately demonstrated the company's values as they rushed to purchase and ship humanitarian aid for Ukrainians.

Many other colleagues wanted to support, so OIA Global launched a [GoFundMe](#) campaign to collect and match donations. In total, USD **\$14,840** was donated to two Polish charities providing daily necessities, food, and urgent medical assistance:

- [Polish Humanitarian Action](#)
- [Polish Medical Mission](#)

A sincere thank you to all OIA Global teammates for coming together to act, show compassion, and support Ukrainians during uncertain times.



Road Trip to Deliver Humanitarian Aid

OIA was proud to sponsor a humanitarian road trip in which an OIA Budapest intern and his friends transported and delivered 40+ kilograms of surgical items across Europe.

Starting 29 July 2022 in France, the group traveled through Italy, Slovenia, Croatia, Bosnia, Serbia, Bulgaria, and Turkey, ending in Armenia on 8 August 2022 to help young Armenians at the "SOS chrétiens d'Orient" association.