

Impact Report

2024 – 2025



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What we are about



Exim is a privately owned independent freight forwarder, moving cargo across the globe, boasting exceptional network of... blah blah blah boring!

Instead of focusing on what we do, let's first talk about the how and why. In 2008, three very experienced freight operatives decided they disliked that the world of freight forwarding, was still so stuck in the 90's, governed by "the old boys club". They had a desire to do things differently.

So, they did just that. In their mid 20's they turned their back on a comfortable reliable monthly wage, it was time to start something new. Exim began in February 2008, working from the spare room of one of the founders, the rest as they say is history, except it isn't though, a lot of blood, sweat, tears, scary decisions and laughter, went into building Exim what it is today. Two changes of address, an office expansion, employee and client growth later, and here we are.

Never have we been a business purely for profit, always valuing our stakeholders, we are a business that pays our suppliers fairly for their products / services.

We provide a high quality service to our clients pre-empting any issues that may occur, while keeping an open and honest relationship with both our clients and suppliers.

We take care of our employees beyond a fair salary, although it is cliché to say, we really are a family, and being transparent with our employees is hugely important to us, as is being transparent with our clients and suppliers, this allows us to govern our business to be accountable.

All of this results in a business where service is provided at a high level of personal professionalism, transporting cargo, to and from, anywhere in the world, along with anything in between, doing so ethically.

"We send stuff, our clients stay happy"

Our services include:

Simple freight forwarding

Freight & logistics services

Customs clearance services

A Year of Progress and Purpose

2024

In 2024, we continued to build on the strong ESG foundations we laid the previous year, and took them even further. We've worked across every area of Environmental, Social, and Governance impact, while deepening our focus on people and customers. These principles lie at the heart of the B Corp movement, and we're proud to have met and exceeded these standards, holding ourselves accountable to an independent, globally respected framework.

This commitment is about more than compliance; it's about creating a clear, responsible, and forward-looking path for the future of Exim Group, our colleagues, our customers, and our suppliers.

Our Milestones in 2024

This year marked two defining moments in Exim's journey:

B Corp Certified – July 2024

Our Journey to Certification

Our B Corp journey began in January 2023, born from a belief that Exim was always meant to do things differently. Challenging convention has been part of our DNA since day one, and exploring B Corp confirmed that we were already on the right track.

After initial research, conversations with clients, and an early review of the B Impact Assessment (BIA), it quickly became clear that becoming a B Corp was the natural next step for us.

We started by mapping out the positive practices we already had in place (there were many!) and then focused on the areas where we could improve. In several cases, we realised the only thing missing was intentionality, we simply hadn't formalised the good habits and values we already lived by. Those are now deeply embedded in how we operate every day.

Some aspects of the process required deeper reflection. Strengthening our governance structure and enhancing transparency prompted important internal discussions, but they ultimately reinforced our belief that openness builds trust. For example, updating our Articles of Association to legally consider all stakeholders initially felt significant, but quickly became a natural step, we were already making decisions with all our stakeholders in mind.

Similarly, making our financial information publicly accessible felt like a moment of vulnerability at first, but it now stands as a symbol of pride. It demonstrates that Exim is a healthy, ethical, and responsible business, one that pays fairly, gives back to the community, and always honours its commitments.

Implementing new policies and enhancing existing ones was a smooth and rewarding process. Each improvement brought us closer to the kind of company we aspire to be, one that measures success not only by profit, but by positive impact.



Looking Ahead

We are incredibly proud to be a certified B Corp. This achievement places Exim among a global community of businesses using their influence as a force for good — balancing purpose with performance.

Our official B Impact Score in July 2024 was 94.5, a reflection of the hard work and dedication of our entire team. When we recertify in 2027, we'll do so under the new, evolved B Corp standards — a process we welcome. Because just like B Corp, we believe in continual evolution.

At Exim, we remain committed to progress over perfection - always striving to learn, improve, and lead with integrity.



Site Relocation – October 2024

Since our founding in 2008, Exim Group has evolved significantly and by 2022, it became clear that we had outgrown our original home. We loved our rural setting and were determined to remain close to nature, so the search began for a new space that reflected both our growth and our values.

We discovered what seemed like the perfect location: a new collection of converted barns overlooking the River Orwell. It was everything we had hoped for. Unfortunately, due to circumstances beyond our control, the developer withdrew from the project, and the move had to be cancelled.

While the setback was disappointing, it also reaffirmed something fundamental about Exim, our resilience and determination to shape our own path. Rather than compromising, our three co-owners decided to take full ownership of our next chapter. The decision was made to purchase a Grade II listed converted barn, giving us the freedom to design a workspace that truly reflected who we are.

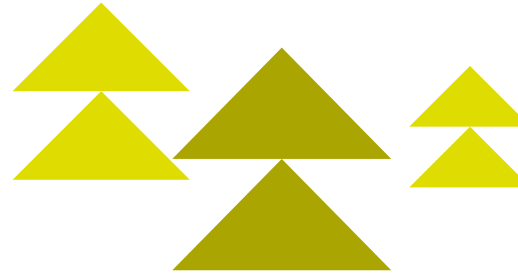
Plans were drawn up swiftly, building work began in late 2023, and by October 2024, we proudly moved into our beautifully renovated new home.

Designed for People and Planet

Our new site has allowed us to bring sustainability and wellbeing to the forefront of our everyday operations. The space now includes:

- Solar panels to generate renewable energy.
- Motion-sensor, low-energy lighting throughout the building.
- EV chargers to support sustainable commuting.
- Low-flow taps and toilets to reduce water consumption.
- A communal kitchen that feels more like home — encouraging shared meals and proper breaks away from desks.
- A garden designed by our own team, creating a space that supports biodiversity while offering a calming view from the office.
- A composting system for organic waste, with plans to install a rainwater harvesting and irrigation system in the near future.

Environmental



Paper Use

What we said

We committed to further reducing our paper usage and moving closer to a fully digital workplace.

What we did

Several members of our team made strong progress toward working paper-free, with some now operating 95% digitally. While our overall paper usage hasn't yet decreased, this remains a clear area of focus for us, and we're confident that the steps we've taken to modernise our systems and workflows will soon translate into measurable reductions. In the meantime, all of our paper is now 100% recycled and sourced from a local supplier, helping to cut unnecessary delivery miles and support local business.

What is next?

We're committed to a fully digital, paper-light environment while recognising that change impacts everyone differently. Guided by our JEDI (Justice, Equality, Diversity & Inclusion) principles, we'll ensure progress through empathy and inclusion—not pressure or perfection.

Recycling

What we said

We aimed to increase our overall recycling rate and introduce a food waste bin linked to a composter.

What we did

While delays in moving to our new site meant the composter launch was postponed, our team took great initiative in the meantime. One colleague introduced a supermarket recycling scheme, personally managing the "recycle at store" drop-offs every six months — preventing around 4 kg of additional plastic waste each year. Another colleague began collecting used batteries from the office (and even from home) to ensure proper recycling.

What is next?

With our new site now operational, our onsite composter will officially be introduced in the coming year — allowing us to manage food waste more sustainably and further reduce our environmental footprint.

Carbon Calculating



What we said

We committed to recalculating our emissions from 2023 to 2024 and working toward measurable reductions.

What we did

In the spirit of transparency (a core B Corp value) we acknowledge that this area didn't go as smoothly as planned. Our carbon recalculation process experienced delays and inconsistencies. However, we've taken the opportunity to pause, re-evaluate our methodology, and ensure our next calculations are even more robust and comprehensive. We remain fully committed to measuring and reducing our emissions and have dedicated a full page later in this report to explain our progress, learnings, and next steps in detail.

What is next?

A complete recalculation covering 2024–2025, with renewed focus on reduction actions and data accuracy.

Official Environmental Commitment

What we said

We pledged to review our formal environmental commitment each year.

What we did

Our board reviewed our policy and agreed that, at this stage in our journey, it remains fit for purpose, accurately reflecting both our values and current level of environmental maturity.

What is next?

We'll continue our annual review cycle to ensure our commitment evolves alongside our business and the wider sustainability landscape.

New Environmental Initiatives

What we said

We asked ourselves whether we could make more sustainable choices in our office supplies and daily operations.

What we did

We reviewed our most frequently used products and switched to more ethical, planet-friendly alternatives from purpose-driven suppliers.

- Toilet tissue and kitchen towel now come from Who Gives a Crap, helping fund global sanitation projects.
- Hand soap has been swapped for Faith in Nature 5-litre refill bottles, cutting down on plastic waste and supporting refill culture.

What is next?

Continue reviewing and replacing everyday supplies with environmentally responsible alternatives that support social good.

Client-Facing Environmental Impact

What we said

We wanted to explore how Exim could make a measurable environmental impact within our core business model.

What we did

We developed a freight audit programme, enabling us to calculate carbon emissions across full product journeys, including materials, packaging, and transport modes. Through collaboration with clients, we've advised on route and mode changes that reduce Scope 3 emissions. Even with a late 2023 start, our audits have already helped some clients cut emissions by up to 13 tonnes of CO₂ per year.

What is next?

We plan to expand this programme, reaching a wider client base and generating even greater Scope 3 reductions across our network.

Carbon Calculating: Our Learning Journey

What Happened

At Exim, we believe progress isn't always a straight line, and that real impact comes from learning, adapting, and improving. It should be perfectly normal to say "*we tried something, and it wasn't quite right.*" When intentions are good, we see these moments not as mistakes, but as educational wins.

Our eagerness to accelerate our carbon reduction and offsetting journey led us to move a little too quickly in our first calculation cycle. In our initial assessment (reported in our previous impact report), we calculated emissions from August 2022 to July 2023. However, we later realised that this period didn't align with our financial year, which made consistent data collection difficult.

To ensure greater accuracy and comparability going forward, we made the decision to start fresh, this time working closely with our sustainability partners at Seedling Earth. Our latest carbon footprint now covers March 2023 to February 2024, providing a more robust baseline for future tracking. Although the overlap between the two periods meant some duplication (including offsetting), it also helped us build a more complete and transparent picture of our total impact.

Key Learnings and Improvements

One of the most valuable lessons from this process was the importance of Scope 3 emissions. Before beginning our carbon calculations, we hadn't fully appreciated how significant Scope 3 can be, particularly in relation to transportation and distribution facilitated on behalf of our clients.

Originally, we believed these emissions would be recorded only by our suppliers (as Scope 1) or our clients (as Scope 3). Through our collaboration with Seedling Earth, we've learned that including these figures in our own reporting provides a fuller view of our influence footprint, even if we don't directly control those emissions.



This adjustment caused a noticeable change in our results. Our most recent calculation totals:

Category	2022–2023 (Reported Previously)	2023–2024 (Recalculated)	Notes
Scope 1 & 2 (Operational)	51.0 tCO ₂ e	50.99 tCO ₂ e	Represents emissions from our premises, company vehicles, and energy use.
Scope 3 (Upstream Transport & Distribution)	Not previously included	1,265.78 tCO ₂ e	Represents indirect emissions from freight activities facilitated by Exim on behalf of clients.
Total Footprint Reported	51.0 tCO ₂ e	1,316.77 tCO ₂ e	Increase reflects inclusion of Scope 3 transport emissions for full transparency.

Rather than viewing this as a setback, we see it as a major step forward in accuracy and accountability. The data now reflects both our direct operational footprint and the much larger area where we can influence change, through mode shifts, efficiency gains, and client collaboration.

Our Ongoing Commitment

In line with our values of transparency and continuous improvement, we’ve reported our carbon footprint in two parts:

- Operational Emissions (Scopes 1 & 2): Direct emissions from Exim’s offices, energy use, and vehicles.
- Influence Emissions (Scope 3 – Transport & Distribution Upstream): Indirect emissions from third-party carriers moving goods on behalf of our clients.

We’ve continued to offset our operational footprint through verified nature-based projects with our partners at Earthly, adding an additional 10% buffer to account for any data uncertainty.

This refined approach gives us a strong, accurate baseline for future improvement. More importantly, it allows us to focus our efforts where we can have the greatest influence, helping clients shift to lower-carbon transport modes, reduce Scope 3 emissions, and collectively move toward a net-zero logistics network.



Our Environmental Investments

At Exim, we believe that meaningful climate action means supporting solutions that create both environmental and social value. Through our partnership with Earthly, we've invested in projects that not only remove or avoid carbon but also empower communities, restore ecosystems, and protect biodiversity. Each initiative we support is carefully chosen to align with our values of regeneration, fairness, and long-term impact.

Agroforestry – Mount Kenya, Kenya

Our investment in the TIST (The International Small Group and Tree Planting) Project reflects our commitment to long-term, community-led change.

For over two decades, TIST has championed sustainable agroforestry across Kenya, enabling farmers to integrate tree planting into their land management practices.

What makes this initiative special is its holistic approach: while carbon payments take time to deliver financial rewards, participating farmers receive support from day one. This ensures their early efforts are recognised and sustained - helping build resilience, restore local ecosystems, and create lasting economic opportunity.

Agroforestry – Upper Tana, Kenya

The Upper Tana–Nairobi Water Fund (UTNWF) is Africa's first water fund, pioneering the use of green infrastructure — forests, wetlands, and natural landscapes — to protect vital water sources.

Working with more than 165,000 local farmers, the project promotes agroforestry techniques such as fruit orchards, alley cropping, and boundary planting to prevent soil erosion and enhance biodiversity. So far, over 3 million trees have been planted, helping to stabilise soils, sequester carbon, and restore critical forest habitats.

By improving water quality for millions of people downstream - including the city of Nairobi - this initiative beautifully demonstrates how environmental restoration and community prosperity can go hand in hand.



Mangrove Restoration – Indus Delta, Pakistan

The Delta Blue Carbon Project is the world's largest mangrove restoration programme, and one of the most inspiring examples of ecosystem recovery on the planet.

Located along Pakistan's Indus Delta, the project is bringing life back to a once-thriving mangrove forest that had suffered years of degradation from overharvesting and livestock grazing. Today, the focus is on replanting and protecting mangroves, which play a crucial role in carbon sequestration, coastal protection, and biodiversity conservation.

These efforts not only revive a vital natural habitat but also provide sustainable livelihoods for local communities - showing how environmental restoration can protect both people and planet.



Social



Charity Partnerships

What we said

Continue supporting our chosen charity, Brave Futures, through both fundraising and volunteering, and aim to increase our total donations.

What we did

In 2024, our team truly went all in. From bake sales to sponsored events, our colleagues threw themselves into fundraising with incredible energy and heart. Together, our small but mighty team of 15 helped raise an impressive £3,964, while also donating £2,150 directly to Brave Futures to help fund their own awareness-raising event. Beyond the funds raised, what matters most is the awareness we've helped spread for this remarkable organisation, which supports children and young people affected by sexual abuse.

What is next?

We'll continue to grow both our fundraising and direct donations to Brave Futures, while also helping them attract more corporate partners to strengthen their mission. In addition, we'll invite our colleagues to nominate other causes close to their hearts so we can broaden our social impact across a wider range of community needs.

Community Sponsorship

What we said

Measure the impact of our local sponsorships and ensure they're genuinely making a difference.

What we did

We spoke directly with the teams we sponsor, who proudly wear Exim-branded kits. Players and coaches said our support made them feel valued and proud—just like professional teams. For many grassroots clubs, sponsorships make participation possible for children whose families might struggle with costs. After reviewing a previous community contribution to a local breakfast club, we found it was a parent-funded service rather than a charitable initiative, so we've redirected our future support to communities with greater need.

What is next?

We'll continue supporting our local youth football teams and seek out new community schemes where our contribution can have a tangible, positive impact.

Volunteering

What we said

Encourage every colleague to use their annual volunteer day, and find out why uptake had been low.

What we did

We asked our team for open and confidential feedback about why the volunteer days hadn't been used. Responses varied - some simply forgot, others weren't sure where to start, and a few remote colleagues found it difficult to find local opportunities. We appreciated the honesty and saw this as a chance to make volunteering easier, more accessible, and more visible to everyone.

What is next?

We'll keep gently reminding colleagues of their volunteer day and share a calendar of upcoming opportunities, including remote-friendly options for those outside our local area. We want everyone to feel supported and inspired to give back in a way that works for them.

Supporting the Next Generation of Entrepreneurs

What we said

Exim was founded by three young adults who started a business with no prior experience — just ambition, vision, and the willingness to learn. We wanted to explore how we could give others that same opportunity to grow and build something of their own.

What we did

We brainstormed practical ways to offer support without the need for financial investment or large time commitments. The idea we loved most was simple but powerful: offering advice, encouragement, and a sounding board for anyone with a business idea who just needs guidance to take the next step.

What is next?

We're launching a social media campaign with local charities and youth programmes to invite aspiring entrepreneurs to a networking and mentoring evening at Exim. Attendees can connect with our directors and gain practical advice to help turn their ideas into action.

Governance



At Exim, good governance isn't just about compliance — it's about accountability, transparency, and shared responsibility. We want every decision to reflect our values and consider the people and partners it affects.

Accountability

What we said

Review the impact of stakeholder considerations on business decisions.

What we did

We proactively reached out to customers and suppliers, inviting them to take part in a survey assessing how our key business decisions align with their values and expectations. Respondents rated, on a scale of 1 to 10, how much they felt our decisions had a positive impact on them as stakeholders.

While we didn't receive enough responses to form a meaningful data set, this exercise highlighted the importance of strengthening engagement and communication across our network.

What is next?

We'll reissue the survey later this year, this time with personal follow-ups from our account managers and supplier contacts to encourage participation. We'll also simplify the format to make it quicker and easier to complete.

Employee Satisfaction and Engagement

What we said

Maintain our high levels of employee satisfaction and look for ways to elevate them further.

What we did

We continued to nurture the areas our team told us were most important, from flexible working and wellbeing initiatives to opportunities for learning and development. A few planned improvements were delayed slightly while we focused on our office relocation, but these remain active priorities.

What is next?

In 2025, we'll launch a confidential employee survey to gather feedback on satisfaction, communication, and engagement. Our goal is to listen, learn, and ensure Exim remains a place where everyone feels valued and empowered.

Supplier Equality and Diversity

What we said

Review supplier responses and create an ethical, preferred supplier list aligned with our JEDI (Justice, Equality, Diversity & Inclusion) principles.

What we did

We successfully compiled a preliminary list of preferred suppliers who share our values. However, some partners were slower to respond than we'd hoped, reflecting the challenge of operating in a fast-moving, multi-partner industry.

What is next?

We're introducing a mandatory ethics survey for all new suppliers to ensure every partnership meets our ethical and environmental standards. The policy will be supported by our Board and enforced across Operations and Sales for consistency and accountability.

What's New

As Exim continues to grow, we want to ensure our governance remains dynamic and inclusive. In 2025, we'll introduce a "Stakeholder Voice" initiative, creating regular touchpoints with key groups - employees, customers, and suppliers - to gather feedback and insights before major company decisions are made.

This initiative will help us:

- Strengthen two-way communication across our network.
- Ensure our decisions consistently reflect our B Corp values.
- Build a culture of shared ownership and trust across all stakeholder groups.

Our Best Bits of 2024

2024 was a year full of milestones, teamwork, and proud moments that reflect the spirit of Exim - bold, community-minded, and always striving to do better. Here are some of the highlights that made this year truly memorable:

May 2024 – Wing Walk for Brave Futures

Some of our bravest team members quite literally took to the skies, completing a sponsored wing walk to raise funds and awareness for Brave Futures. Their courage perfectly captured what we stand for — taking bold action to support meaningful causes.



June 2024 – Boat Race Fundraiser

Our team swapped freight for oars and joined a local charity boat race, again raising vital funds for Brave Futures. It was a fantastic example of teamwork, community spirit, and a healthy dose of friendly competition — all for a great cause.



Community Sponsorships – Football for All

We proudly continued to sponsor our local youth football teams and were thrilled to extend our support even further by sponsoring an additional girls' team. For us, sport represents inclusion, confidence, and opportunity — values that mirror our own.

July 2024 – B Corp Certification Achieved

Becoming officially B Corp Certified was one of the proudest moments in Exim's history. It's proof that purpose-led business isn't just possible in our industry — it's powerful. This recognition formally places us among a global community committed to using business as a force for good.



October 2024 – The Whole Hog Challenge

A muddy, messy, and massively fun team event! Our colleagues tackled the Whole Hog obstacle race to once again raise money for Brave Futures, showing that when it comes to helping others, we're always ready to get our hands (and boots) dirty.



Living Wage Accreditation

In 2024, we were proud to become an Accredited Living Wage Employer, reinforcing our commitment to fairness and respect for every member of our team.



Signing the Better Business Act

We joined thousands of other purpose-driven companies in signing the Better Business Act, showing our support for changing UK law so that every business is legally required to align its interests with those of people and planet.



Carbon Calculated

This year also saw us complete our most accurate and comprehensive carbon footprint assessment to date. By expanding our reporting to include Scope 3 emissions, we've built a stronger foundation for meaningful reduction and accountability in the years ahead.

Conclusion: Building a Better Future Together

2024 has been a defining year for Exim - one of reflection, growth, and meaningful progress. Becoming B Corp certified reaffirmed what we've always believed: that business can be a powerful force for good when people, purpose, and planet are placed at the heart of every decision.

Across every area of our work, environmental impact, social engagement, and governance - we've embraced transparency and continuous improvement. From refining our carbon calculations to supporting community projects and deepening our commitment to our colleagues, each step has brought us closer to the kind of company we aspire to be.

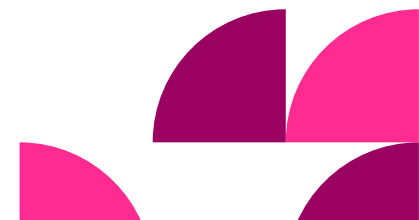
Our move into a new, sustainably designed home marks the start of an exciting new chapter, one where we can further reduce our footprint and create a workspace that supports wellbeing, innovation, and collaboration. Our environmental partnerships are delivering measurable impact across the globe, while our social initiatives are helping to empower people right here in our community.

Looking ahead, we'll continue to:

- Strengthen our reporting accuracy and data integrity.
- Set measurable reduction targets for both operational and client-influenced emissions.
- Grow our support for charities, youth initiatives, and local causes.
- Embed stakeholder feedback more deeply into our governance.

We know that sustainability isn't a destination - it's a journey of learning and leadership. As we move forward, our focus remains on progress over perfection, acting with integrity, and using our business as a catalyst for positive change.

Together with our colleagues, clients, suppliers, and partners, we'll keep driving towards a greener, fairer, and more inclusive future - one shipment, one conversation, and one action at a time.



Our mission

**Thinking differently
about logistics, Exim
are committed to
creating value, beyond
the business, and to act
ethically for the good
of people and planet.**



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