

# Impact Report

2023 – 2024



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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, lets 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  
doing right!**

**2023**

In January 2023 we decided it was time we started showing that we are not sheep. Exim have never just followed the crowd, waiting for Mr A N Other to make brave choices & repeat their steps

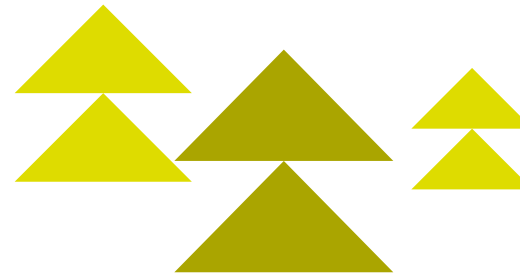
This was the year we will show what we are about, especially within our ESG scope, but beyond ESG too, something that is typically shied away from in our industry.

Having built solid foundations since 2008, 15 years on, and with the whole world looking at sustainability, the environment, inclusion, equality, accountability etc, Exim decided this is the year

that we begin to really put ourselves forward, see how we fair when comparing ourselves with other SME's, both within our industry, and out of it.

Not something to be taken lightly it needed dedication. We delved into our talent pool of clever colleagues, promoted from within and created the role of Project Manager in January 2023, together this is how we have done so far;

# Environmental



## What we said.

We would use less paper.

## What we did.

We looked at easy way's to reduce paper usage, implemented an easy to use digital format, arranged in house training explaining how we are going to use less paper and why. **Over a year we have cut our paper usage by 30,000 sheets.**

## What is next?

We will reduce paper use even further.

We will start recycling.

Arranged for a recycling bin at our site, with fortnightly collections. We asked our colleagues to begin paying more attention to items that can be recycled and use the bin provided, **we have recycled 310kgs of waste.**

Continue and look to increase waste recycling, introduce a food waste bin that will be emptied into a composter.

It is time to look at our carbon emissions as a business.

Calculated our carbon emissions 2022 to 2023 scopes 1, 2, & 3, our emissions total was 28.34 tonnes, **we have offset the emissions, making us a carbon neutral business.**

Reduce emissions and re-calculate emissions for 2023 to 2024!

Should we and could we formalise an official environmental commitment?

Compiled a formal environmental commitment, agreed by the board circulated to all colleagues and requested their commitment.

Review the commitment annually!

# Social



## What we said.

We want to help a charity local to our community.

## What we did.

We asked our colleagues to nominate a local charity for Exim to partner, we wanted to find a charity that resonated with us and that we could help directly. We reached out to a few charities, but settled on Brave Futures, whom we have made a formal commitment to for three years, as well as fundraising at events **we have donated £3000.00 to help towards the annual salary of their newly appointed education officer.**

## What is next?

Keep working with and supporting our chosen charity, attending fundraising events both socially and as volunteers. Increase donation amount.

We want to help within our local community via sponsorship etc.

Sponsored three local football teams with new kits  
Sponsored a local breakfast club for children, donating funds so that the breakfast club can **serve food to children helping with the cost of living crisis.**

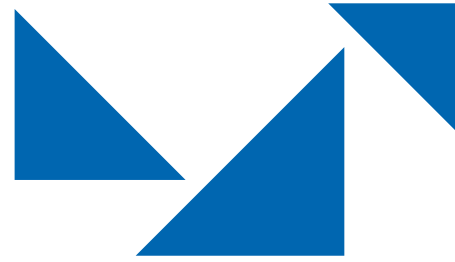
Measure the impact of our involvement.

What could we do to encourage our colleagues to get involved in the community.

We offered staff day of leave to volunteer with a charity of their choice, **if volunteering day is at a weekend then they can take a leave day in lieu.**

Investigate why the volunteering day's have not been taken up.

# Governance



## What we said.

We need to be held accountable on our decision making.

## What we did.

Changed our articles of association with companies house to state that the board make business decisions only after the board have considered it is the correct decision for all stakeholders .

## What is next?

Review the impact of stakeholder considerations on business decisions.

Look into employee satisfaction and engagement.

Asked our colleagues to complete a satisfaction and engagement survey.  
This survey was then compared to similar sized business's for a result comparison, and received a silver accreditation.

Maintain current levels of satisfaction at a minimum, and try to elevate them.

As well as having our own house in order we want to know how our suppliers are doing regarding governance .

Compiled a supplier equality and diversity survey, emailed to all suppliers.

Review responses to compile an ethical list of preferred suppliers.

# Our best bits so far

Carbon  
calculated and  
offset.

"It's the least  
we can do"

B Corp  
assessment  
submission.

"Business for  
good not just  
for profit"

Silver  
accreditations  
eastern region  
best employers.

"Happy  
colleagues"

Carbon neutral  
business.

"Because it is  
the right thing  
to do"

Charity donation for  
School education  
programme.

"Starting the  
conversation  
earlier"

Sponsored  
sports team  
kits.

"Making kids  
happy"

90% of all  
donations to  
local charities &  
sponsorship.

"Community  
matters"

Took part in  
Sponsored  
fundraising  
charity events.

"Exim dream  
team"



# **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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