



BAXTER FREIGHT

IMPACT REPORT 2025



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BAXTER FREIGHT



Baxter Freight Impact Report 2025

Executive Summary

This year has been of great significance to Baxter Freight, one which has seen us realise our potential as an industry leader in sustainable logistics. The previous three years of development and investment within the Sustainable Freight Network (SFN) have carved out, so far, unoccupied space in our marketplace for us to advise and serve all our customers experiencing pressures from sustainability. The SFN uses a Report, Reduce, Remove framework to deliver carbon-smart logistics within global supply chains. We rely on and are accountable to the legislation of the Smart Freight Centre, which has proven vital as we continue to provide the most innovative GLEC-verified scope 3 reports, low-carbon fuel solutions and book and claim carbon inset credits.

B Corps Accreditation Journey

Over the course of the SFN's journey, the company reflected that our internal credibility around ESG needed to match the groundbreaking innovation from our product development. As such, we began progressing our B Corps accreditation in March this year. The project flagged many areas of improvement in our approach to ESG. There were cases where incumbent practices only needed appropriate policies surrounding them, but also aspects, such as our employee benefits packages, have had tremendous evolutions over the course of the year. An entirely new element to our responsibilities was to record and understand the company's impact across all three aspects of ESG. This involved the creation of infrastructure to conduct materiality assessments, energy and waste reports and an analysis of our three scopes of carbon production. The final, and ongoing challenge is to properly integrate the culture and teachings of B Corps and SFN companywide. We see this first being the responsibility of our senior leadership, something that will cascade throughout all employees over the coming years.

Quotation from Leadership

"We've always believed in being a force for good, whether that be by our customers, suppliers, employees, or wider community. Our B Corps journey has been one of revelation, opening our eyes to how we can do even more and putting the structure in place to facilitate Baxter Freight's ongoing contributions to the betterment of our workplace and impact, for all stakeholders" – Ian Baxter, Chairman.



Company Overview

Name

Baxter Freight Limited

Location

Abbeyfield Road, Nottingham, NG7 2SZ, UK

Structure

Baxter Freight Limited has one parent company and no further associations.



Baxter Freight's Board has four members, with an additional eight Associate Directors.

Board of Directors

Chairman: Ian Baxter

Managing Director: Peter Isler

HR Director: Lorraine Sutcliffe

Sales Director: Richard Jeggo

Associate Directors

Account Management: Ben Jeffrey

Customs and Compliance: Chris Roome

Finance: Dharmesh Raja

Accelerate UK: Jamie Reid

Accelerate EU and Consolidate: Jari Rasmussen

Navigate: Jill Anstey

Aviate: Sarah Powell

Key Accounts and Solutions Consultants: Lucy Adesina



Total Number of Employees

We currently have a total of 121 employees across several departments, including: Sales, Operations, Finance, Marketing, HR, IT and Sustainability.

Core Business Activities

Baxter Freight is an asset-free freight forwarder. Our large sales function is generating new customers and finding opportunities where we can add value to supply chains worldwide. We pair this with an Operations function, rich in knowledge, who orchestrate a vast network of suppliers to facilitate our customers' requirements. This is over four distinct products: Aviate, our air freight team; Navigate, our sea freight team; Accelerate, our EU and UK road freight team; Consolidate, our EU and UK groupage team.

Due to the nature of our ever-changing, heavily policy-driven industry, we also have a Customs and Compliance department, which serves as a necessary function to ensure frictionless transit between countries. It is from a similar line of thought that our Sustainable Freight Network (SFN) came into fruition. The SFN ensures customers are adhering to the new sustainability policies and facilitates them by adding value in an ever-pressured area of today's marketplace.

Mission

We use our creativity, relationships, and technology to transform our customers' supply chains and make our industry more ethical, people-orientated and planet-focused.

Governance

Baxter Freight has always run with a flat hierarchy, with all board members being accessible to all employees at any time. In line with our already open approach to Governance, the adoption of B Corps principles around this topic was easy to administer. We have adopted a great stance on transparency company-wide, issuing finance reports and education to help understand them at different points in the year. We are also transparent with important metrics like our gender pay, which has featured in our impact goals for 2026.

Our 2025 materiality assessment gave informative feedback for the board to make senior leadership more accountable for our ESG goals. This has manifested itself into a series of ESG presentations, hosted by senior leadership, throughout the year, which will see the culture of the B Corps accreditation further embedded into our business.



Employees

As 2025 is our first year considering the principles of B Corp accreditation, we have introduced several strong initiatives for our employees.

- Private Dental Insurance is offered to all full-time tenured employees
- £25 reimbursement a month for 3 times weekly gym visits
- £10 reimbursement a month for 3 times weekly environmentally conscious commuting
- Free weekly breakfasts and one monthly free lunch
- Rolled out an Employee Assistance Program
- Professional Development £400 annually

Employee satisfaction for 2025 is 64% over a 78% response rate.

Employee Diversity

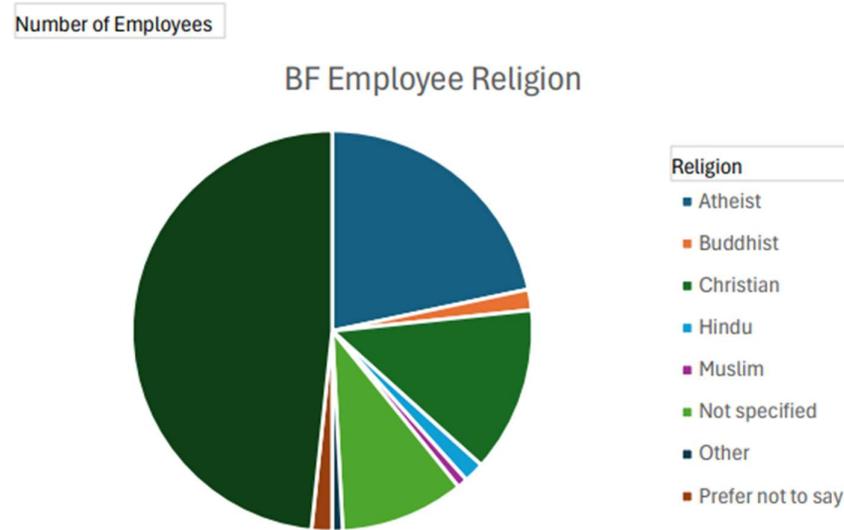
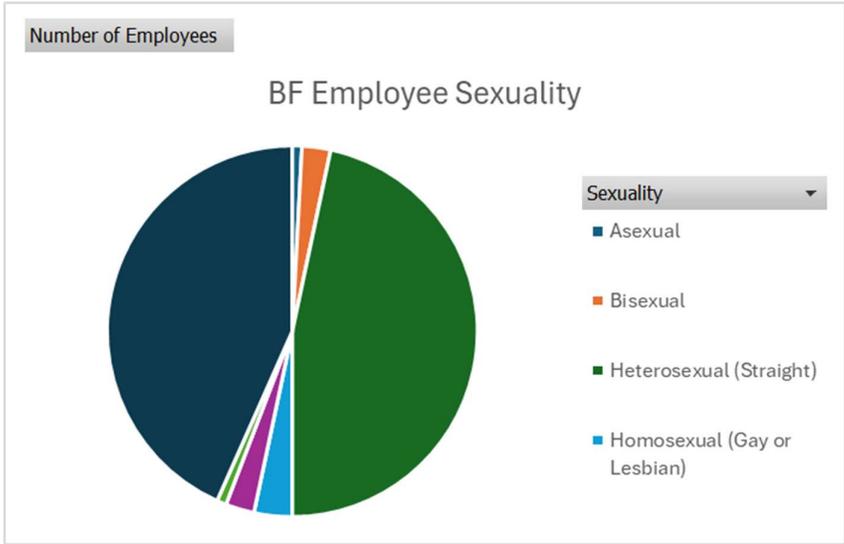
During the year, great efforts have been made to understand the diversity of our workforce, enabling us to set appropriate targets in this important area of Baxter Freight's impact.

Number of Employees

BFL Employee Gender



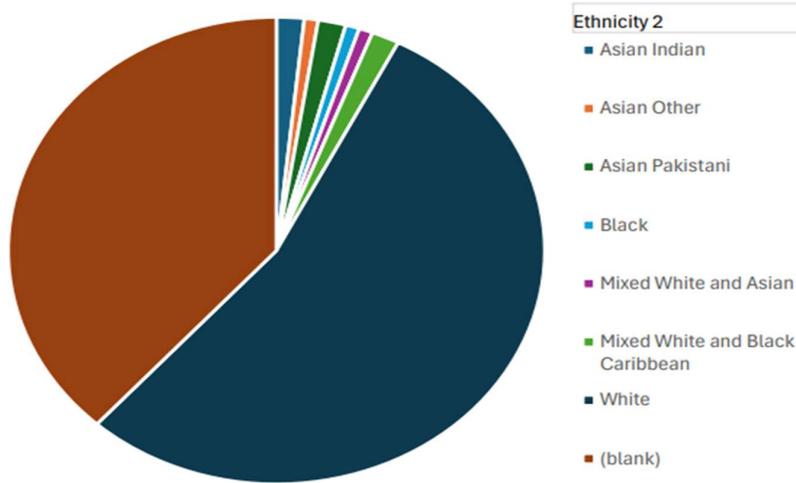
Gender
■ Female
■ Male





Number of Employees

BFL Employee Ethnicity



The percentage of ethnic minorities companywide is 12.16%, and within leadership roles is 16.6%

Using UK Index of Multiple Deprivation (IMD) Income Decile data matched to employee postcodes, we identified that 18.64% of our workforce live in areas ranked in Income Deciles 1–3. These deciles represent the lowest-income neighbourhoods in the UK according to government definitions.

Employees living in decile 1–3 locations: 22

Customers

Baxter Freight has always been customer-centric. We pride ourselves on being solution architects for whatever challenges our customers’ supply chains face. The solutions we create are often based on the feedback we receive:

Communities – A self-serving portal, powered by Salesforce, enables our customers to access their account details and orders.

Custom event-based tracking email notifications – This project allows our customers’ end customers to receive email notifications with tracking information for their parcel.



Baxter Freight is also proud of our continuously high customer satisfaction record. We survey our customer base quarterly. Customer satisfaction in 2025 is 90% over a 13.5% response rate.

Community

Baxter Freight has always had our surrounding community in mind. Before our B Corps journey started, we had a monthly litter picking scheme, strong relations with the local Nottingham Hospital and sponsored our local football team.

Over the course of the B Corps accreditation, we've formalised our commitments to our community as follows:

Charitable Partner: Hope Nottingham, with a commitment of £3,000 per annum in donations.

Volunteering: Our volunteering policy is also in partnership with Hope Nottingham. This gives our workers the opportunity to help on the charity's allotments and sensory gardens.

Suppliers

As Baxter Freight is an asset-free freight forwarder with a global reach, applying the principles of B Corps to our supplier base has been a difficult task. Nevertheless, we have found success in building the structure for annual ESG surveying, particularly onboarding procedures and the facilitation of ESG educational services. 80% spend annually, all new suppliers 26%.

Environment

Baxter Freight already has a minimal impact on our environment as we are an asset-free freight forwarder with only one office. That is not to say that the pursuit of B Corps has not flagged significant areas of improvement. Throughout 2025, we have ensured all lighting is LED, that all printers are upgraded to more efficient models, and introduced a new air quality monitor, with matching usage policies to integrate the changes. Further, we had a lot of work to do in understanding the numbers behind our energy and water usage, waste, and carbon footprint.



Greenly report breakdown by scope 2024			
	Scope 1	Scope 2	Scope 3
Absolute tCO2e	18	42	3900
Employee tCO2e/employee	0.1	0.3	33
Revenue tCO2e/M£	0.6	1.3	123

2025 Actual Waste (tonnes)			
General waste	Mixed Recycling	Glass	Food
3.2	2	NOT RECORDED	NOT RECORDED

Electricity 2025 (Kwh)	
Annually	Per Capita
230040.16	164.67

Water 2025 (CBM)	
Annually	Per Capita
515.30	0.37

RAG Rating Analysis

Workers	
Customers	
Community	
Supplier	
Environment	



Future Commitments: 2026

2026 will be a year of settling into our new responsibilities as a B Corps-accredited organisation doing business for the betterment of our stakeholders. From our journey this year, there are some obvious improvement areas in our reporting and the way we integrate the culture of the accreditation into the wider business. As such, our Impact goals for 2026 are as follows:

Employees

- Employees: Improve employee satisfaction to not less than 70% based on the current questions while adding a Net Promoter Score.
- Reduce the gender pay gap to less than 12.5% based on average pay.

Customers:

- Maintain customer satisfaction at not less than 90% while improving engagement to 15%, based on customer survey scores and participation.
- Implement a new customer feedback mechanism to identify actionable areas of improvement.

Community

- Conduct 350 hours of volunteering in partnership with Hope Nottingham.
- Include Community as a further stakeholder group in our materiality assessment for 2026, in the form of an in-person event, to gain insight as to how Baxter Freight can be a force for good in our community.

Suppliers

- Increase participation rate in the surveying of significant suppliers to 33%.
- Commit to 75% newly onboarded suppliers to be compliant with Baxter Freight's policies on ethics, whistleblowing, anti-bribery and environmental.

Environment

- 10% reduction per capita across all scopes, electricity, and water usage.
- Work with waste disposal to gain recorded weights on glass and food waste.