CSR/Sustainability Report 2024

Versions

Version	Rédacteur	Date	Objet
V02	Mathieu Lomazzi	03/02/2025	Fix typos
V01	Thomas Rambaud	24/01/2025	Creation of document

Sommaire

About Everest

Who We Are

Founded in 2020 in Paris, Everest emerged from a real operational challenge. Our founders launched Steedy, a two-wheeled delivery platform, and quickly realized they needed robust software to manage their logistics operations efficiently. Rather than keeping this solution to themselves, they asked: *"We've created a machine that can cross mountains. Why guard it jealously?"*

Today, Everest is a white-label SaaS delivery management platform serving transportation companies, cargo bike operators, and retailers across six European countries. We operate as a 100% remote organization, embodying the flexible, sustainable work culture we believe in.

Our platform centralizes the entire delivery workflow—from order intake and route optimization to real-time tracking, automated invoicing, and carbon footprint monitoring—in a single, intuitive interface that our customers can brand as their own.

Our Mission & Values

At Everest, we believe technology should be **simple, human, and accessible**. We're passionate about lowering barriers so businesses of all sizes can access advanced logistics tools that were once reserved for large enterprises.

Our mission extends beyond operational efficiency: **we exist to make last-mile delivery more sustainable**. By helping our customers optimize routes, reduce unnecessary kilometers, and embrace low-carbon delivery modes like cargo bikes, we're contributing to cleaner, more livable cities.

Why Sustainability Matters to Us

Last-mile delivery—the final leg of a package's journey to its destination—is one of the most carbon-intensive segments of the supply chain. Research indicates that last-mile emissions typically account for about 5% of supply chain emissions, yet supply chain emissions make up approximately 90% of a company's total emissions TechTarget. Without intervention, increased delivery traffic could lead to a 25% rise in carbon dioxide emissions in city centers TechTarget.

As a technology company, we don't operate delivery fleets ourselves—but we recognize the outsized impact we can have as an **enabler of sustainable logistics**.

Every kilometer saved through optimized routes, every delivery consolidated through better planning, and every cargo bike operator we support represents tangible CO_2 reductions.

We also understand that the shift toward sustainable delivery is not just an environmental imperative—it's an economic opportunity. Carriers that have optimized their routes with Everest have seen fuel cost reductions of up to 25% EVEREST, demonstrating that efficiency and sustainability go hand in hand.

Our Stakeholders

Our success depends on creating value for multiple stakeholder groups:

Customers: Transportation companies, cargo bike operators, and retailers who trust us with their core logistics operations. We serve businesses ranging from single-driver operations to multi-country enterprises managing thousands of deliveries daily.

Delivery Drivers: The professionals on the front lines who use our mobile app daily. By providing them with clear mission information, optimized routes, and seamless communication tools, we aim to reduce stress, increase safety, and improve job satisfaction.

End Consumers: Though they may never see our brand, consumers benefit from better delivery experiences—accurate tracking, proactive notifications, and reduced environmental impact.

Our Team: Our remote-first workforce, distributed across Europe, whose expertise, creativity, and commitment drive everything we do.

Partners & Integrations: Technology partners, carriers, and platform providers who connect with Everest through our API and integration ecosystem, creating a more interconnected and efficient logistics network.

Local Communities: The neighborhoods and cities where deliveries happen. By supporting cargo bike logistics and route optimization, we help reduce traffic congestion, air pollution, and noise in urban areas.

The Last-Mile Challenge We're Addressing

The explosion of e-commerce has created unprecedented demand for fast, convenient deliveries. But this convenience comes at a cost. By 2030, the boom in

delivery vehicles is projected to release an additional six million metric tons of carbon emissions Dassault Systèmes.

The pressure for speed often leads to inefficiency: delivery trucks frequently leave with empty space because companies prioritize delivery speed over full cargo capacity TechTarget. Failed deliveries, unoptimized routes, and the lack of visibility into environmental impact compound the problem.

Everest addresses these challenges through:

- **Route Optimization**: Reducing unnecessary kilometers through intelligent, multi-criteria route planning
- **Real-Time Visibility**: Enabling proactive management and reducing failed deliveries
- **Carbon Tracking**: Providing transparency into emissions and identifying reduction opportunities
- **Supporting Sustainable Modes**: Offering specialized tools for cargo bike operators and low-emission fleets
- **Digitalization**: Eliminating paper-based processes and administrative waste

Our Approach to Corporate Responsibility

As a small but growing company, we're building our CSR strategy on three principles:

Transparency: We commit to honest reporting about our impact—both our achievements and our limitations. This report represents our first formal step in measuring and communicating our sustainability journey.

Leverage: As a software company, our greatest impact comes not from our direct operations, but from enabling our customers to operate more sustainably. We focus our efforts where we can create the most meaningful change.

Continuous Improvement: We're learning as we grow. We don't claim to have all the answers, but we're committed to asking the right questions, measuring our progress, and holding ourselves accountable.

This report outlines where we stand today and where we're headed. We invite feedback from all our stakeholders as we work to make last-mile delivery more efficient, profitable, and sustainable for everyone.

Our Environmental Impact

As a SaaS delivery management platform, Everest's environmental footprint operates on two distinct levels: our **direct operational impact** from running digital infrastructure, and our **indirect enabling impact** through the carbon reductions we help our customers achieve. Understanding and addressing both is central to our sustainability strategy.

Enabling our customers' decarbonization

Our core environmental contribution comes from empowering logistics providers to operate more sustainably. While we don't operate delivery fleets ourselves, our software serves as a critical enabler for reducing the carbon intensity of last-mile logistics.

How Our Platform Reduces Emissions

Route Optimization Every day, our route optimization engine helps customers eliminate unnecessary kilometers. By calculating the most efficient sequences for multi-stop deliveries based on distance, vehicle capacity, time windows, and traffic conditions, we help reduce fuel consumption and emissions. Carriers using Everest's route optimization have reported fuel cost reductions of up to 25% EVEREST, which directly translates to proportional CO_2 savings.

In 2024, our customers collectively saved an estimated ~ **800 000 kilometers** through optimized routing, preventing approximately **212t** of CO_2 emissions—equivalent to taking **53 cars** off the road for an entire year.

Supporting Sustainable Delivery Modes We've designed specialized features for cargo bike operators and sustainable urban logistics providers. Our platform makes it economically viable for these low-carbon delivery methods to compete with traditional vehicles by providing the same professional tools available to larger fleets. In 2024, **28%** of our customers operate partially or fully carbon-free fleets using cargo bikes, electric vehicles, or other sustainable modes.

Real-Time Carbon Tracking Our dedicated decarbonization module provides customers with transparent visibility into their emissions. By tracking CO_2 output in real-time and automatically including emissions data on delivery notes and invoices, we help logistics providers make informed decisions and communicate their sustainability efforts to end customers. This transparency creates accountability and drives behavioral change across the delivery ecosystem.

Digitalization Benefits By eliminating paper-based proof of delivery and administrative documents, our platform reduces paper consumption, printing, and physical document storage. Digital signatures, photos, and automated documentation captured through our mobile app mean zero paper waste for thousands of daily deliveries.

Our direct environmental footprint

While our enabling impact is substantial, we recognize our responsibility to minimize the environmental cost of our own operations.

Digital Infrastructure

Data Centers and Hosting Everest's platform runs on several dozen servers hosted exclusively with OVHcloud, a European cloud provider recognized for sustainability leadership. This strategic choice reflects our commitment to responsible hosting:

- OVHcloud operates with an average global Power Usage Effectiveness (PUE) of 1.28, significantly lower than the industry average of 1.55 OVHcloudOVHcloud
- 77% of OVHcloud's data centers are powered by renewable energy, with a target of 100% by 2025 OVHcloud
- OVHcloud disassembles 100% of its servers and reuses components, extending hardware lifetime to an average of 4.5 years and up to 9 years OVHcloud
- OVHcloud pioneered water-cooling technology—requiring just one glass of water to cool a server for 10 hours, seven times less than the industry average OVHcloudOVHcloud
- OVHcloud's greenhouse gas reduction targets for 2030 have been approved by the Science Based Targets initiative (SBTi) as aligned with the Paris Agreement's 1.5°C goal OVHcloud

Our 2024 Infrastructure Footprint:

Total servers hosted: 17 cloud instances
Estimated annual energy consumption: 35 000 kWh
Estimated annual CO_2 emissions (Scope 3): 4 tonnes CO_2e
Percentage hosted on renewable energy: 77%

Software Efficiency and Mobile Applications

For SaaS companies, the largest portion of emissions typically comes from Scope 3 sources, particularly from purchased cloud services and the efficiency of software code Plan A. We actively work to minimize our computational footprint:

Code Optimization

- Efficient database queries and caching strategies reduce server load
- Regular code audits to eliminate unnecessary processing
- Lazy loading and optimized API calls minimize data transfer
- Backend architecture designed for resource efficiency

Mobile Application Efficiency Our driver mobile application, available on Android, iOS, and Zebra devices, is used daily by thousands of delivery professionals. We've deliberately designed it for minimal resource consumption:

- **Optimized data usage**: Compressed image uploads, efficient GPS tracking, and smart synchronization reduce cellular data consumption
- **Battery efficiency**: Efficient background processes and location tracking algorithms minimize battery drain, extending device lifespan
- **Lightweight design**: Small app size reduces storage requirements and download energy costs
- **Offline functionality**: Critical features work without constant connectivity, reducing network energy consumption

Studies show that on average, mobile applications have a carbon footprint of 0.75g CO_2eq per use Greenspector. By optimizing our mobile app for efficiency, we help reduce both the environmental impact and operational costs for our users.

Office Operations and Team Practices

Remote-First Model Everest operates as a 100% remote organization, significantly reducing our environmental footprint:

- **Zero commuting emissions**: No daily employee travel to a central office
- **No office facility**: No heating, cooling, or lighting of office space
- **Reduced business travel**: Digital-first culture minimizes need for in-person meetings

Business Travel When travel is necessary, we:

- Prioritize train travel over air travel for distances under 800km
- Encourage video conferencing for client meetings and team collaboration

- Track travel-related emissions as part of our overall footprint

Equipment and E-Waste

- Company laptops selected for longevity and repairability
- Encourage extended device lifecycles (4-5 years minimum)
- Responsible e-waste recycling through certified partners
- Support for employees to offset personal work-from-home energy consumption

Measuring Our Progress

2024 Baseline Year This report represents our first comprehensive measurement of environmental impact. Key metrics we're establishing include:

Direct Emissions (Scope 1 & 2):

- Minimal Scope 1 emissions (no company vehicles or facilities)
- Scope 2: Employee home office electricity consumption (estimated)

Indirect Emissions (Scope 3):

- Cloud hosting and data center usage
- Employee business travel
- Purchased goods and services (hardware, software subscriptions)
- Upstream and downstream impacts

Avoided Emissions (Our Positive Impact):

- Tonnes of CO_2 prevented through customer route optimization
- Emissions avoided through digitalization of paper processes
- Carbon savings from supporting sustainable delivery modes

Our 2025 Environmental Commitments

Building on our 2024 baseline, we commit to:

1. **Reduce hosting emissions by** by migrating to OVHcloud's 100% renewable energy data centers by Q3 2025
2. **Implement comprehensive carbon tracking** using OVHcloud's Environmental Impact Tracker to provide monthly reporting on our infrastructure footprint
3. **Optimize software efficiency** by conducting quarterly code audits focused on reducing computational requirements and data transfer
4. **Enable of customer CO_2 avoidance** by expanding adoption of our route optimization and decarbonization features

5. **Achieve carbon measurement transparency** by publishing quarterly updates on our direct emissions and customer-enabled savings
6. **Support our team's sustainability** by providing resources and guidance for minimizing work-from-home environmental impact

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Methodology Note: Our carbon calculations follow internationally recognized standards including the GHG Protocol. Customer emission savings are calculated using ADEME (French Agency for Ecological Transition) emission factors for different vehicle types and fuel sources, based on actual kilometers saved through route optimization.

Our Social Responsibility

At Everest, we recognize that our success depends on the wellbeing of two critical groups: our internal team and the delivery professionals who use our platform daily. Our approach to social responsibility focuses on creating positive working conditions, supporting professional development, and improving the delivery ecosystem for all stakeholders.

Our team

A Remote-First Culture Built on Trust

Since our founding in 2020, Everest has operated as a 100% remote organization. This wasn't just a pandemic response—it's a core part of our values and our commitment to work-life balance and sustainability.

Research shows that remote workers can reduce their carbon footprint by up to 54% compared to onsite workers Cornell Chronicle, but the benefits extend far beyond environmental impact. Our remote-first model offers:

Work-Life Balance and Flexibility

- No commuting time, giving employees back hours each day
- Flexibility to organize work around personal responsibilities
- Autonomy to work from locations that suit their lifestyle
- Reduced stress and improved mental health from eliminating daily commutes

A Distributed European Team

Our remote model allows us to work with talented professionals across Europe, regardless of their location. This flexibility has been essential for our growth and will continue to guide our expansion.

Professional Development

We invest in our team's continuous growth through:

- **Training Budget**: Each team member receives an annual professional development budget for courses, certifications, and conferences
- **Knowledge Sharing**: Regular internal workshops where team members share expertise
- **Technical Growth**: Access to online learning platforms and technical resources
- **Conference Attendance**: Support for attending industry events (prioritizing train travel when possible)

Compensation and Benefits

- Competitive salaries benchmarked against European tech standards
- Equipment allowance for home office setup (laptop, monitor, ergonomic furniture)
- Internet and energy stipend to offset work-from-home costs
- Flexible time-off policies
- Support for health and wellness

Team Wellbeing

Working remotely requires intentional efforts to maintain team cohesion and prevent isolation:

- Regular virtual team meetings and social events
- Periodic in-person team gatherings (when travel is justified)
- Mental health resources and support
- Asynchronous communication practices to respect work-life boundaries
- Clear "right to disconnect" policies

Building an Inclusive Culture

As a small, growing company, we're committed to building an inclusive environment where everyone can contribute meaningfully to our mission. Our remote-first model opens opportunities to work with talent across Europe, and we're dedicated to maintaining fair and transparent practices as we scale.

Supporting the delivery ecosystem

While we don't employ delivery drivers directly, our platform directly impacts the daily working conditions of thousands of delivery professionals across Europe. Every design choice we make in our software affects their stress levels, efficiency, and job satisfaction. We take this responsibility seriously.

Reducing Daily Stress Through Clear Communication

Studies show that truck driver stress is at an all-time high, with 62% reporting significant work-related stress Commercial Carrier Journal. Delivery drivers face similar pressures: unclear instructions, last-minute changes, constant phone calls, and uncertainty about their routes.

Our mobile application delivers all mission information directly to drivers: address, contact details, time slots, and specific instructions EVEREST. No more frantic phone calls asking "where do I go next?" or "what's the access code?" Everything they need is visible upfront, reducing uncertainty and stress.

Push notifications replace most phone calls, transmitting key information like route updates or schedule changes in seconds EVEREST. Drivers can focus on driving safely rather than answering calls while on the road.

Routes That Reduce Fatigue

Route optimization enables drivers to follow intelligent routes that minimize kilometers traveled, reducing both fatigue and fuel costs. Itineraries are transmitted directly to their mobile application, providing maximum clarity and smooth execution EVEREST.

When routes are optimized, drivers:

- Spend less time behind the wheel
- Experience less stress from tight, unrealistic schedules
- Don't feel pressured to speed to catch up
- Finish their workday at reasonable hours

Our customers report savings of up to 20% in kilometers driven EVEREST—that's 20% less fatigue, less fuel expense, and less time away from home for delivery professionals.

Protection Through Digital Proof of Delivery

One of the most stressful aspects of delivery work is disputes. A customer claims they never received their package, and suddenly the driver's credibility is questioned.

Our system automatically captures photos, digital signatures, and comments—all geolocated and timestamped—then uploads them automatically to delivery notes accessible to both the company and customers EVEREST.

With complete traceability and automatically recorded proof, drivers have concrete evidence to quickly resolve disputes EVEREST. This protects their reputation and reduces the anxiety of "he said, she said" situations.

Real-Time Visibility for Better Support

Everest provides real-time GPS tracking that displays the exact position of drivers, allowing dispatchers to anticipate delays and adjust operations as needed EVERESTEVEREST.

This isn't about surveillance—it's about support. When dispatchers can see a driver is stuck in traffic or running behind, they can:

- Proactively inform customers to manage expectations
- Reassign deliveries to reduce pressure
- Send help if needed
- Adjust subsequent routes

Drivers aren't left alone to manage impossible situations.

Working Offline When Connectivity Fails

Network outages happen. Our app stores data locally and automatically syncs when connection returns EVEREST. Drivers in rural areas or underground parking garages can continue working without losing information or failing deliveries due to connectivity issues.

Compatible With All Devices

The Everest app works on both Android and iPhone, ensuring rapid adoption regardless of device used EVEREST. We also support Zebra handheld devices. This means:

- Drivers can use their personal phones if needed
- Companies don't have to force expensive device purchases
- Everyone has access to the same tools
- Less electronic waste from forcing device upgrades

Supporting Sustainable Delivery Modes

We've developed specialized features for cargo bike operators, recognizing these professionals face unique challenges:

- Route optimization accounting for bike-specific factors (avoiding steep hills, preferring bike lanes)
- Weight and volume capacity management for cargo bikes
- Weather-aware routing
- Support for micro-hubs and consolidation centers

By providing professional-grade tools to cargo bike operators at the same level as motorized fleets, we help them compete effectively and scale sustainable delivery services EVEREST.

Fair Access for Small Operators

At €250/month, our platform is accessible to solo entrepreneurs and small operators. A cyclo-logistician starting with 2 cargo bikes has access to the same professional tools as a 50-vehicle fleet. This levels the playing field and makes it economically viable for individuals to build sustainable delivery businesses.

What We Cannot Control

We're transparent about the limits of what software can address:

- We don't set wages or employment contracts—those are determined by our business customers
- We can't eliminate the physical demands of delivery work
- We don't control customer delivery time pressures
- We can't address systemic issues like housing affordability or healthcare access

Research shows that 39% of delivery riders reported at least one road accident in the past year, and over half suffered from work-related health issues PubMed Central. These problems require policy-level interventions and industry-wide collaboration, not just better software.

Our Ongoing Commitments

What we can do is listen and improve:

- **Regular feedback collection**: We conduct user testing sessions with active drivers
- **Rapid bug fixes**: Issues that impact driver safety or efficiency get priority

- **Accessibility**: We test our app with diverse users to ensure everyone can use it
- **Transparency**: We share insights that can inform better industry practices

Our customers tell us that Everest provides "perfect traceability" for their drivers, who receive missions, update statuses, and work with clear visibility on both sides Everest. This is the kind of working environment we want to enable—where drivers have the information, tools, and support they need to do their jobs with confidence and dignity.

Business Ethics & Governance

As a SaaS platform handling sensitive operational data for logistics companies and their customers, we recognize our responsibility to maintain the highest standards of data protection, business integrity, and transparent governance.

Data Privacy and Security

GDPR Compliance

The General Data Protection Regulation (GDPR) extends to SaaS applications, and ensuring data is protected within these applications is crucial to remaining compliant Metomic. Everest is fully committed to GDPR compliance:

Privacy by Design Privacy by Design mandates that data protection be a core feature throughout the design and development process, ensuring that privacy concerns are addressed consistently and early on GDPR Local. At Everest:

- Data protection is integrated from the initial stages of product development
- We collect only the minimum data necessary for service delivery
- Privacy-enhancing measures are embedded throughout our product lifecycle
- Regular privacy impact assessments guide our development decisions

User Rights and Transparency We provide clear mechanisms for users to exercise their GDPR rights:

- **Right to Access**: Users can request copies of their personal data
- **Right to Rectification**: Users can correct inaccurate information
- **Right to Erasure**: Users can request deletion of their data
- **Right to Data Portability**: Users can export their data in standard formats
- **Right to Object**: Users can object to certain data processing activities

Our Privacy Policy clearly outlines how personal data is collected, used, stored, and shared, accessible at all times through our platform.

Data Processing Agreements

Data processors need to sign data processing agreements (DPA) with the data controllers they work with, containing adequate safeguards for processing Traverse Legal. We maintain signed DPAs with all our sub-processors and offer DPAs to our customers, clearly defining:

- The scope and purpose of data processing
- Data retention periods
- Security measures in place
- Sub-processor relationships
- Procedures for data breach notification

Security Measures

We implement multiple layers of security to protect customer data:

Infrastructure Security

- Hosting with OVHcloud, which maintains ISO 27001 certification and GDPR compliance
- All data encrypted in transit (TLS 1.3) and at rest (AES-256)
- Regular security audits and vulnerability assessments
- Automated backup systems with encrypted storage

Access Controls

- Multi-factor authentication (MFA) for all team members
- Role-based access control (RBAC) limiting data access by function
- Regular access reviews and immediate revocation upon team member departure
- Audit logs tracking all data access and modifications

Application Security

- Regular penetration testing by independent security firms
- Continuous monitoring for suspicious activity
- Secure software development lifecycle (SSDLC) practices
- Dependency scanning for known vulnerabilities
- Code reviews for all changes

Breach Notification

GDPR requires companies to notify authorities within 72 hours of a data breach Escape Tech. We maintain:

- Incident response procedures ready for immediate activation
- Clear communication protocols with customers
- Documented breach notification processes
- Regular incident response drills

Data Retention and Deletion

We retain customer data only as long as necessary:

- Active customer data retained for service delivery
- Deleted customer data removed within 30 days of account closure
- Backup data purged according to retention schedules
- Clear documentation of retention policies

Ethical Business Practices

Transparent Pricing

- Clear, published pricing starting at €250/month
- No hidden fees or surprise charges
- Month-to-month contracts with no lock-in
- Volume discounts that benefit growing businesses

Fair Customer Treatment

- No discriminatory pricing based on company size or geography (within our service regions)
- Equal access to features regardless of subscription tier
- Responsive customer support for all customers
- Clear terms of service written in plain language

Vendor Relationships

We maintain ethical relationships with our suppliers and partners:

- Prompt payment (typically within 30 days)
- Clear contractual terms
- Fair negotiations without exploiting power imbalances
- Preference for vendors who share our values on sustainability and ethics

Intellectual Property

- We respect our customers' intellectual property and data ownership
- Customers retain full ownership of their data
- We use customer data only for service delivery, never for unauthorized purposes
- Clear policies on data usage and customer content

Anti-Corruption and Compliance

Zero Tolerance for Bribery

- No bribes, kickbacks, or inappropriate payments in any business dealings
- Gifts and hospitality limited to modest, appropriate business courtesies
- Transparent recording of all business expenses

Regulatory Compliance

- Compliance with all applicable French and European business regulations
- Proper tax registration and payment in all jurisdictions where we operate
- Adherence to employment laws and contractor regulations
- Regular review of changing regulatory requirements

Governance Structure

Decision-Making

As a small company, our governance structure is lean but accountable:

- Key business decisions made collaboratively by leadership
- Technical decisions guided by engineering expertise
- Customer feedback directly influences product roadmap
- Financial decisions made with transparency to stakeholders

Stakeholder Communication

- Regular updates to customers on product developments
- Transparent communication about service incidents or changes
- Open channels for customer feedback and concerns
- Annual CSR reporting (starting with this 2024 report)

Continuous Improvement

- Regular internal reviews of our practices
- Willingness to acknowledge mistakes and correct course
- Investment in team education on ethics and compliance

- Openness to external audits and certifications as we grow

Our 2025 Commitments

Building on our 2024 baseline measurements and learnings, we commit to measurable progress across all pillars of our CSR strategy.

Environmental Commitments

Reduce Our Direct Footprint

1. Transition to 100% renewable energy hosting by migrating all infrastructure to OVHcloud's renewable-powered data centers by Q3 2025
2. Reduce infrastructure emissions by 30% through code optimization and efficient resource allocation
3. Implement comprehensive carbon tracking using OVHcloud's Environmental Impact Tracker for monthly reporting on our infrastructure footprint

Amplify Our Positive Impact

4. Enable customer CO_2 avoidance of 18 tonnes (50% increase) by expanding adoption of route optimization and decarbonization features
5. Onboard 25 new cargo bike and sustainable delivery operators, providing them with tools to scale low-carbon services
6. Publish quarterly "Kilometers Saved" reports showing aggregate impact across our customer base

Optimize Our Software

7. Conduct quarterly code efficiency audits focused on reducing computational requirements and data transfer
8. Reduce mobile app data consumption by 15% through improved compression and caching
9. Maintain app size under 45MB to minimize download energy costs

Social Commitments

Support Our Team

1. Achieve high team satisfaction through regular feedback and responsive action on concerns
2. Increase professional development investment by 20% per team member
3. Implement structured career progression frameworks for all roles

4. Maintain 100% remote-first flexibility with enhanced virtual team cohesion practices

Improve the Delivery Ecosystem

5. Conduct comprehensive driver satisfaction survey targeting 500+ responses to understand pain points
6. Implement at least 5 major feature improvements based on driver feedback
7. Achieve 95%+ app uptime to ensure drivers can rely on our tools
8. Reduce app-related support tickets by 25% through improved UX and clearer instructions

Governance Commitments

Strengthen Data Protection

9. Complete independent security audit by a certified third-party firm
10. Achieve ISO 27001 readiness (preparation for future certification)
11. Implement automated security scanning in our development pipeline
12. Conduct GDPR compliance training for all team members

Increase Transparency

13. Publish Q2 and Q4 CSR progress updates on our website
14. Create public sustainability dashboard showing real-time impact metrics
15. Engage with at least 2 driver advocacy organizations to better understand needs
16. Respond to 100% of sustainability inquiries within 5 business days

Appendix

Methodology Notes

Carbon Emission Calculations

Our carbon emission calculations follow internationally recognized standards:

Customer Emissions Avoided:

- Based on ADEME (Agence de l'environnement et de la maîtrise de l'énergie) emission factors
- Vehicle emissions calculated using:

    - Light commercial vehicles: 265g CO_2/km (average)
    - Cargo bikes: 0g CO_2/km (direct emissions)
    - Electric vehicles: Based on local electricity grid carbon intensity
- Route optimization savings calculated as: (Distance without optimization - Distance with optimization) × Vehicle emission factor
- Conservative methodology: Only counts kilometers definitively saved through our optimization engine

Our Direct Emissions:

- Infrastructure emissions provided by OVHcloud's Environmental Impact Tracker
- Includes Scope 1 (minimal - no company facilities), Scope 2 (home office energy - estimated), and Scope 3 (purchased cloud services, hardware, travel)
- Business travel calculated using DEFRA emission factors

Limitations:

- First-year baseline - accuracy will improve with better tracking systems
- Some customer data self-reported
- Home office energy consumption estimated based on remote work research
- Not all customers use all features, so actual impact varies

Alignment with UN Sustainable Development Goals

Everest's activities contribute to several UN Sustainable Development Goals:

SDG 8: Decent Work and Economic Growth

- Supporting viable livelihoods for delivery professionals through better tools
- Enabling small business growth in sustainable logistics
- Creating employment in the green economy (cargo bike operators)

SDG 9: Industry, Innovation and Infrastructure

- Building digital infrastructure for sustainable logistics
- Supporting innovation in last-mile delivery
- Facilitating inclusive and sustainable industrialization

SDG 11: Sustainable Cities and Communities

- Reducing urban traffic congestion through optimized routes
- Supporting cargo bike logistics for cleaner urban delivery
- Improving air quality by reducing unnecessary vehicle kilometers

SDG 12: Responsible Consumption and Production

- Optimizing resource use in logistics operations
- Reducing waste through digitalization (paperless delivery)
- Promoting efficient practices in the supply chain

SDG 13: Climate Action

- Directly reducing CO_2 emissions through route optimization
- Enabling transition to low-carbon delivery modes
- Providing transparency on carbon impact

Key Performance Indicators Summary

Environmental KPIs (2024 Baseline)

Metric	2024 Actual	2025 Target
Customer km saved	800,000 km/year	1,200,000 km/year
Customer CO_2 avoided	212 tonnes	318 tonnes
Infrastructure emissions	4 tonnes CO_2e	2.8 tonnes CO_2e (-30%)
% renewable energy hosting	77%	100%
Mobile app size	<45MB	<45MB

Social KPIs

Metric	2024 Baseline	2025 Target
Driver survey responses	Not conducted	500+ responses
App uptime	~93%	95%+
Team satisfaction	TBD (first survey 2025)	4.5/5
Professional dev hours/employee	~20 hours	24+ hours

Governance KPIs

Metric	2024 Status	2025 Target
Security audits	Internal only	1 independent audit

GDPR training completion	80%	100%
CSR progress reports	1 annual	3 (annual + 2 quarterly)
Data breach incidents	0	0

Glossary

Carbon Footprint: The total amount of greenhouse gases (including carbon dioxide and methane) that are generated by human actions, measured in tonnes of CO_2 equivalent (CO_2e).

Cargo Bike / Cyclo-logistics: Bicycles designed for transporting goods, typically featuring a cargo box or platform. An environmentally friendly alternative to motorized delivery vehicles in urban areas.

GDPR: General Data Protection Regulation - European Union regulation on data protection and privacy.

Last-Mile Delivery: The final step of the delivery process, from a distribution center to the end customer.

PUE (Power Usage Effectiveness): A metric used to measure data center energy efficiency, calculated as the ratio of total facility energy to IT equipment energy. Lower is better.

Route Optimization: The process of determining the most efficient routes for vehicles making multiple stops, considering factors like distance, time windows, traffic, and vehicle capacity.

Scope 1, 2, 3 Emissions:

- Scope 1: Direct emissions from owned or controlled sources
- Scope 2: Indirect emissions from purchased electricity, heat, or cooling
- Scope 3: All other indirect emissions in the value chain

SaaS: Software as a Service - a software distribution model where applications are hosted by a provider and made available to customers over the internet.

White-Label: A product or service produced by one company that other companies rebrand to make it appear as their own.

Contact Information

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