



SUSTAINABILITY REPORT 2024

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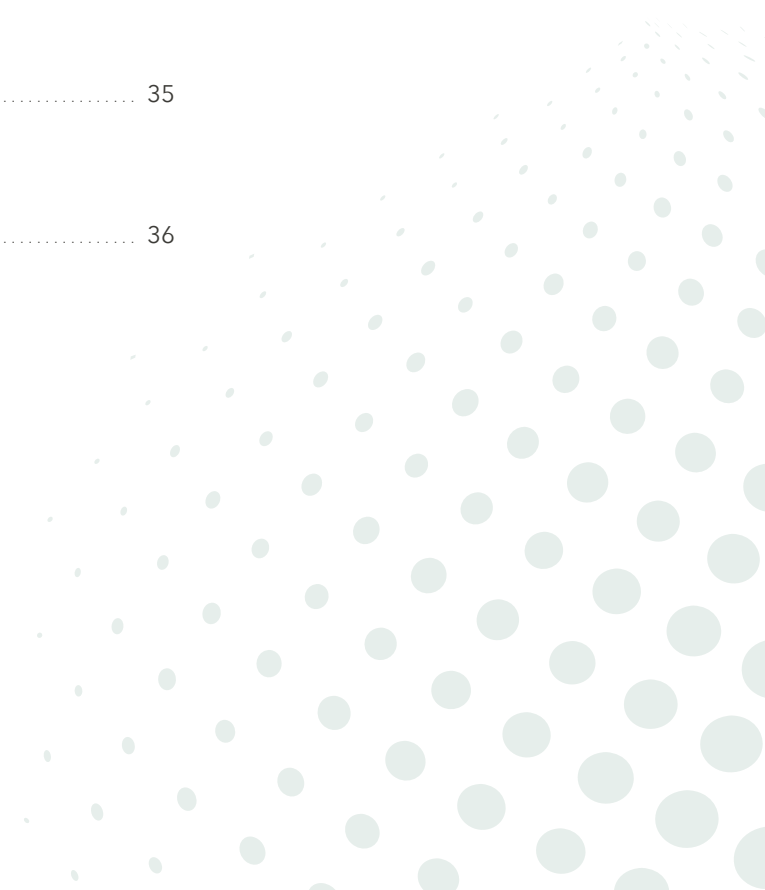
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ABOUT THIS REPORT



This is Gist Limited's third annual sustainability report, where we describe our achievements and future commitments to social, ethical, and environmental causes.

We aspire to be a leading sustainable logistics company and, in doing so, aim to be transparent with how we intend to achieve this. As this is Gist's only annual report, we have additionally chosen to use this opportunity to describe our business activities, vision and values.

We hope this report will provide some level of knowledge sharing on the topic of sustainability for other stakeholders in the logistics sector.

The information in this report covers Gist Limited and Gist Distribution Limited for the financial year 2024 (1st April 2023 - 31st March 2024). Any mention of '2024' refers to this financial year.



A MESSAGE FROM OUR CHIEF EXECUTIVE



Thank you for taking the time to read Gist Limited's third annual sustainability report.

The financial year ending March 2024 has been positive for Gist under the ownership of Marks & Spencer plc; Christmas 2023 was our most successful peak period and our teams have continued to get closer to our retail colleagues.

Gist has a crucial role in M&S plc's journey to net zero, Plan A, and we have fully embraced our role in meeting the goals and reduction targets. These targets encourage Gist to be progressive and hold us accountable for reducing our environmental impact.

This year, our sustainability programme has focussed on trialling non-diesel vehicle technology to fully explore and evaluate what is currently on the market to make evidence-based decisions when deciding on future fleet (see pages 18-19 to read more about our most recent trials). For the logistics sector, diesel HGVs remain the predominant technology, so there is still a long way to go in order reach net zero. However, as a team we embrace the challenge of eliminating GHG emissions from our key company assets and understand the importance of doing so.

Efficiency is a key business objective at Gist and it is factored into all business decisions. Whilst the make-up of our fleet profile has a significant impact on our ability to reach net zero, we also recognise the year-on-year benefit of continuing to improve our overall operational efficiency. This includes our warehouses by reducing overall energy consumption, and our transport by planning the most effective routes for our drivers.

Looking forward to our next financial year, Gist plans to further invest time and resources in investigating green technology and improving efficiency in our warehouse infrastructure and fleet. We will continue to collaborate with UK consortiums, governmental bodies and other logistics companies to progress our own sustainability journey alongside others.

Whilst there will be challenges along the journey to net zero, we will continue to commit to ambitious targets. I am proud that our progress was acknowledged as Gist won the 'Sustainable Cold Chain Transport Operator 2024' award from the Cold Chain Federation.

I hope you find this sustainability report 2024 an insightful and inspiring read.



NICK HAY
Chief Executive Officer
Gist Limited

SHEQ & SUSTAINABILITY UPDATE



The financial year 2023/24 has been a positive one for the wider SHEQ & Sustainability department where we have seen significant areas of improvement across the disciplines.

The safety of our colleagues remains at the heart of what we do at Gist. This year we have increased the number of dedicated safety specialist roles across every site and continued to deliver vital training across the network. We supported Gist in becoming a learning organisation by rolling out Kelvin Top-Set training to all managers and started targeting incidents with the highest frequencies. To do this we focussed on Manual Handling by investing in Pristine Training for all colleagues.

Health and Wellbeing continues to be important for us as a business and I am pleased to have appointed our first ever Lead Occupational Health & Wellbeing manager role within the business ahead of FY 2024/25. This will allow us to identify areas of improvement and set an industry leading Health and Wellbeing strategy to drive us forward in the coming years.

In Environment, waste continues to be a key focus area. We continue to track our progress in improving the percentage of recycling by site. We aim to make this more of a priority next

financial year by setting specific, network-wide reduction targets.

Finally, we have undertaken significant work around our governance of health, safety and environment management systems. We continue to align them to leading ISO standards and are now utilising our online reporting system for IMS audits and inspections.

Environmental topics are typically the focus of sustainability but under our ESG approach, Social is just as important. Under social, we have reviewed our processes and procedures to ensure we minimise the risk against modern slavery within the Gist operation and wider supply chain.

We also are proud that many of our sites continually go the extra mile to aid important causes in their local communities. This has been Gist's first full year in partnership with FareShare. We have donated an estimated 570,000 meals to over 1,000 charities across the UK.

This and other inspiring stories are always being shared in our internal magazine, 'GistWorld', and externally on our social media channels.

I look forward to sharing again next year the progress that the wider SHEQ and Sustainability team has made in FY 2024/25.



DAN PLATTEN
SHEQ & Sustainability Director
Gist Limited

ABOUT GIST



At Gist, we pride ourselves in delivering more than just food. With our passionate teams, we deliver the M&S magic through innovative solutions, environmental initiatives and the safest standards. Gist has worked with M&S as its principal customer for decades and has developed into a logistics centre of excellence for M&S Food across the UK and Republic of Ireland. Since being acquired by M&S in 2022, Gist has become fully responsible for M&S Food logistics - we hold ourselves to account for the full breadth of services and partnerships within the retailer. This isn't just logistics. This is M&S Food logistics.

Gist also provides a limited number of logistics services for third parties, as well as expertise in Global Freight Management. Our reach extends globally. We bring technology and freight professionals together, providing customers with the best possible end-to-end managed supply chains for the movement of chilled, perishable, ambient, and hazardous products by air, sea, and land.



5,700+
EMPLOYEES



1,400+
TRAILERS



16
UK SITES



1,000+
VEHICLES

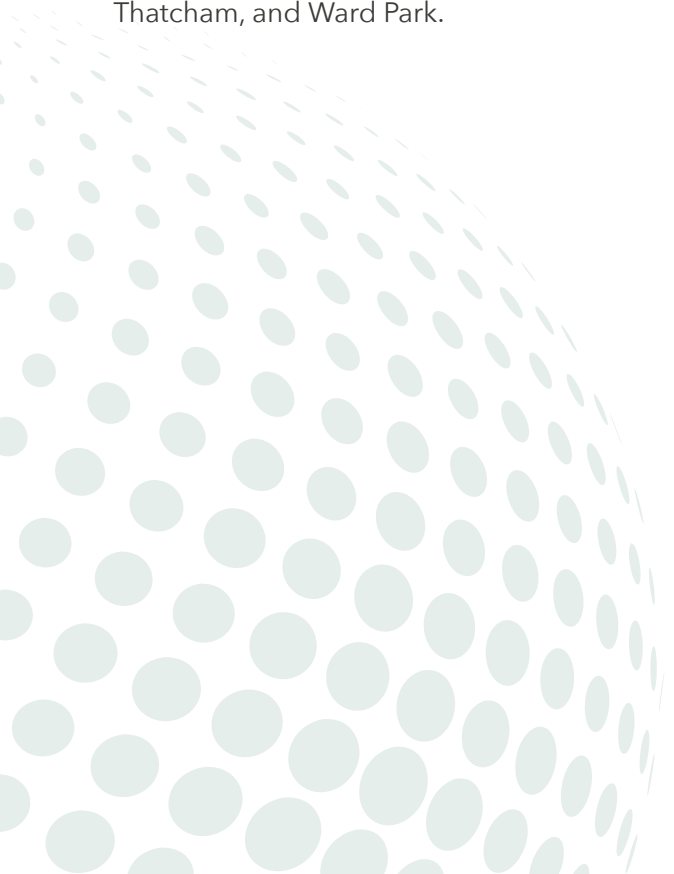
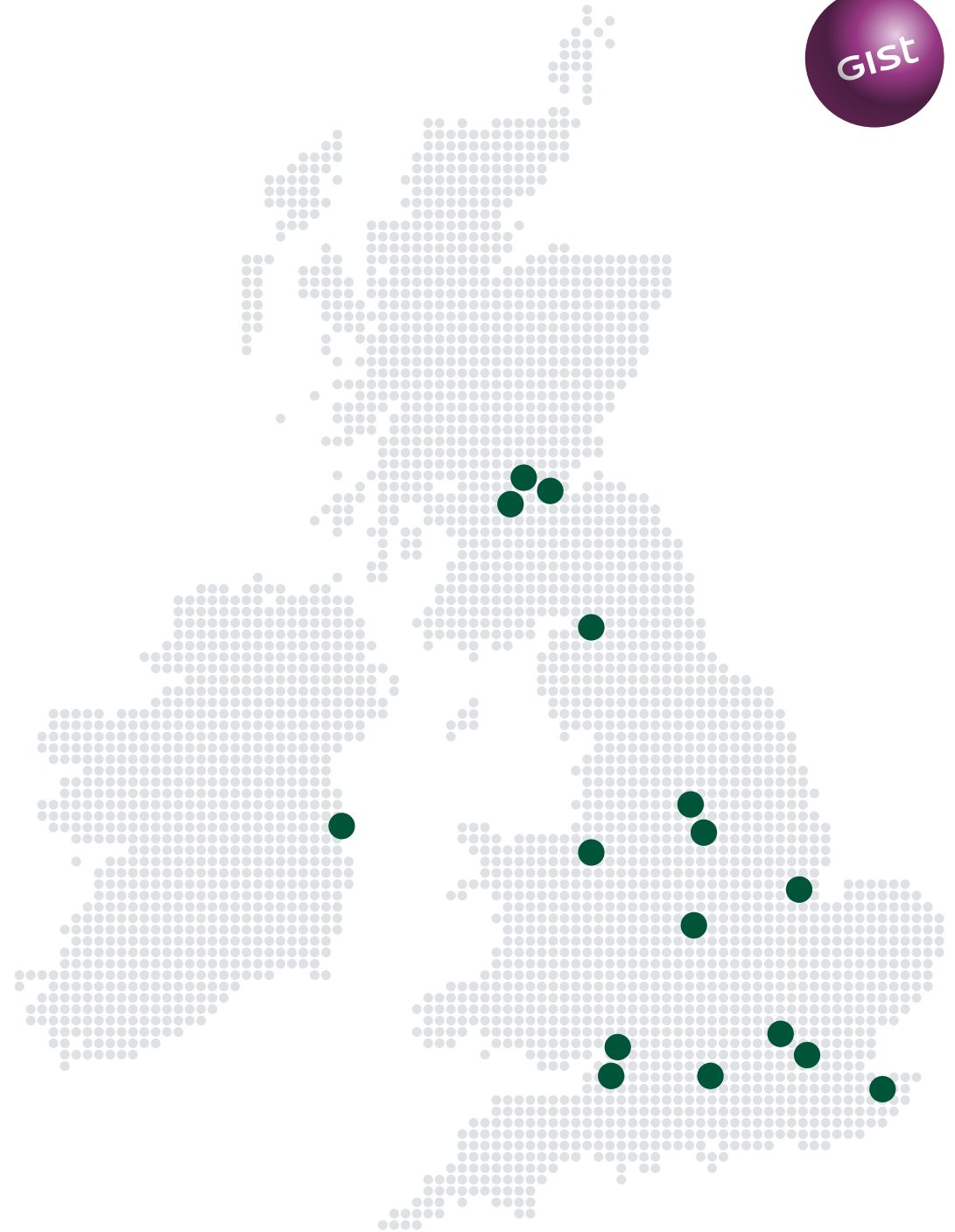
OUR LOCATIONS



Gist Limited has sites located across the UK and Republic of Ireland.

The strategic location of the Gist network has been developed over decades, providing the successful operation to M&S stores and third-party customers. Gist's head office is located just outside Basingstoke, at Rosewood, Crockford Lane, Chineham Business Park, Hampshire, RG24 8UB.

Our operational sites can be found in: Barnsley, Bedworth, Bristol, Carlisle, Chesterfield, Clonshaugh, Crewe, Cumbernauld, Enfield, Faversham, Hemel Hempstead, Motherwell, Portbury, Spalding, Thatcham, and Ward Park.





OUR VISION AND VALUES

Our vision and values have remained the same

We believe that our vision and values should underpin everything that our colleagues do. From drivers to warehouse operatives, to our central team at head office, we continue to share these messages through accessible and visual communications.

We place our values at the centre of every colleague's personal development review. This ensures that regular and meaningful conversations take place between each colleague and their manager - discussing how their behaviour and performance reflects Gist's values.

These leading behaviours are at the core of our management training programme. It is important for our managers to understand our vision and values before they can successfully encourage their teams to do the same. We believe our managers should lead by example.

OUR VISION & --- VALUES

Our vision is to deliver cost-effective, industry-leading logistics and supply chain services for the benefit of Marks & Spencer, Ocado and their suppliers.

WITH PEOPLE AND SAFETY AT THE HEART OF EVERYTHING WE DO, WE ARE:

PROGRESSIVE

We innovate and deliver change to make us better.

ACCOUNTABLE

We take responsibility for delivering exceptional performance.

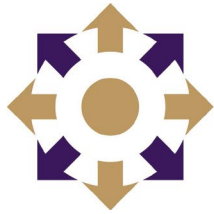
COLLABORATIVE

We work in partnership with our customers, colleagues and suppliers to achieve winning outcomes.

ETHICAL

We constantly do the right thing for our people, our customers and the environment.

OUR MEMBERSHIPS AND AFFILIATIONS



**The Chartered
Institute of Logistics
and Transport**

Corporate Member



Storage and
Distribution

CERTIFICATED

LOGISTICS UK

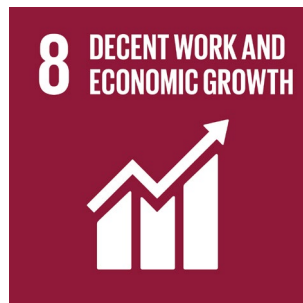
Member

UN SUSTAINABLE DEVELOPMENT GOALS



The Sustainable Development Goals (SDGs) are a set of 17 goals adopted in 2015 by the United Nations. These goals were a universal call for action to end poverty, protect the planet and ensure peace and prosperity by 2030.

At Gist, we understand the importance of the UN's SDGs and continue to support them. We have identified three key goals that Gist can directly impact and make positive contribution towards. These are:



SUSTAINABLE DEVELOPMENT GOALS



The table on the following page details how Gist is impacting these goals.

Other SDGs which relate both directly and indirectly to Gist's operations include Gender Equality, Affordable and Clean Energy, Reduced Inequalities, Climate Action, Life below Water and Life on Land.

The SDG icons have been included throughout this sustainability report. This indicates which SDG the content and achievement relates to.



UN SUSTAINABLE DEVELOPMENT GOALS

All 17 SDGs require action, however, Gist have had the most impact in the following areas.

	UN TARGETS	Gist's achievement in 2023/24
	3.6 By 2030, halve the number of global deaths and injuries from road traffic accidents.	<ul style="list-style-type: none"> • Slow speed manoeuvring course delivered to 85% of drivers. • Risk assessment completed on all routes/delivery points. Defined work instructions for load restraints. • Fleet safety technology on-boarded e.g., 360° vehicle cameras. • Kelvin Top-Set helps identify the root cause of incidents and create actions which reduce the likelihood or severity of it happening again.
	3.8 Achieve universal health coverage, including financial risk protection, access to quality essential healthcare services and access to safe, effective, quality and affordable essential medicines and vaccines for all.	<ul style="list-style-type: none"> • Free Employee Assistance Programme available to all employees. • Mental health training available for all line managers. • Mental health first aiders at all sites.
	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high value added and labour-intensive sectors.	<ul style="list-style-type: none"> • Fleet and warehouse technology continuously reviewed and upgraded to improve efficiency. • Diesel efficient and non-diesel vehicle technology trialled to investigate efficiency and carbon reduction opportunities.
	8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production with developed countries taking the lead.	<ul style="list-style-type: none"> • 100% renewable electricity purchased through a green tariff at all UK sites. • LED lighting and PIR sensors installed at majority of Gist sites. • Committed to M&S 'Plan A' which outlines specific carbon reduction targets. • Have electric pressure washers on site and vehicle wash facilities which use recycled water.
	8.5 By 2030, achieve full and productive employment and decent work for all women and men including for young people and persons with disabilities and equal pay for work of equal value.	<ul style="list-style-type: none"> • Unconscious bias training is included in leadership and development training.
	8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training.	<ul style="list-style-type: none"> • Early talent programme offers apprenticeship, industrial placement and graduate opportunities. • Gist warehouses are a safe working environment. Colleagues are provided with necessary training. • Implemented mandatory training on Code of Business Integrity and Dignity at Work.
	8.7 Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.	<ul style="list-style-type: none"> • Published a Modern Slavery Statement. • All suppliers are required to commit to our Code of Business Integrity, which explicitly details non-tolerance of human trafficking or modern slavery. • Externally managed Safe Line available to all colleagues/third parties to confidentially report any concerns.
	8.8 Protection labour rights and promote safe and secure working environments for all works, including migrant workers, in particular women migrants and those in precarious employment.	<ul style="list-style-type: none"> • Regular safety bulletins are shared with all colleagues. • All Health, Safety and Wellbeing managers are NEBOSH trained.
	12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.	<ul style="list-style-type: none"> • Waste flows through every site are monitored monthly via an online dashboard. Recycling over 50% of waste generated at sites - supported by the standardisation of internal segregation bins across the network. • Frequent internal communications to encourage environmentally positive behaviours. • Support FareShare and local communities by donating surplus food. • Recycled water vehicle wash systems.
	12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	<ul style="list-style-type: none"> • Third consecutive year publishing an annual Sustainability Report with transparent data sharing. Contribute to parent company, Marks & Spencer's, annual report. • Submission of streamlined energy and carbon reporting annually.



HIGHLIGHTS FROM 2024

REDUCING WASTE AND GIVING BACK TO THE COMMUNITY

- Approximately **240 tonnes** of food donations were sent to FareShare, providing **570,000 meals** to the local community.



SAFETY

- Kelvin Top-Set root cause analysis training available to all Gist managers.
- Pristine training delivered across the network.



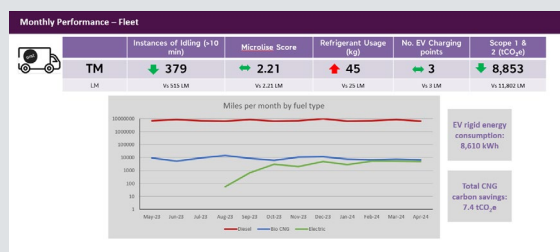
INFRASTRUCTURE & FLEET

- **87 electric fridge plug-in points** installed across the network and first **150kW electric rigid charger** installed at Enfield.
- Successfully trialed and introduced diesel alternative units/HGVs into the fleet.
- Conducted a full evaluation of diesel unit options on the market to ensure the most efficient vehicles are purchased for those which must be diesel.



DATA AND REPORTING

- Introduced visible monthly performance reporting to the SLT on sustainable performance of Gist.



AWARDS

- Gist was awarded **'Sustainable Cold Chain Operator 2024'** by the Cold Chain Federation in February 2024.



PEOPLE

- Hosted International Women in Engineering Day Event with local school in June 2023.





REFLECTIONS ON OUR 2023 SUSTAINABILITY REPORT

Last year we said we would focus on the following topics. Here is how we got on...



TRIAL ZERO AND LOW CARBON VEHICLES

We have trialled a variety of zero and low carbon vehicles including electric fridge rigs, compressed natural gas units and trailers retrofitted with solar panels. These trials have been closely monitored, with data being reported monthly, to understand whether these vehicles would suit Gist's operation.



WASTE RECYCLING

We have continued to share sustainable communications with our colleagues including the importance of recycling. We have increased the number of internal recycling bins across sites and now report monthly on waste KPIs to senior leadership teams.



WORK WITH INDUSTRY

Gist is now an established member of the Sustainable Logistics Forum. We continue to collaborate across the industry with like-minded businesses to achieve our net zero ambitions.



PREPARE INFRASTRUCTURE

Charging and plug-in points have been installed across the network to operate low carbon vehicles effectively. We have started to investigate ways to self-generate renewable energy and reduce our reliance on fossil fuels - including assessing sites for heat pump and solar panel installation.



DO MORE IN THE COMMUNITY

Gist has established a partnership with FareShare. This has reduced the volume of food going to waste and has given Gist the opportunity to give back to our local communities. The communications team now has an engagement calendar that ensures all holidays are being observed and celebrated across sites.



DRIVE PERFORMANCE

We now report Scope 1 and 2 emissions monthly for both fleet and infrastructure to the wider leadership teams. This drives accountability.



ENVIRONMENT

PLAN A



OUR NET ZERO STRATEGY

Since the acquisition in September 2022, we have worked hard to align our sustainability goals with those of our parent company. This means aligning to Marks and Spencer's **Plan A**.

OUR KEY TARGETS ARE:

<p>55% REDUCTION in carbon emissions versus our baseline BY 2029/2030</p>	<p>NET ZERO across our business operation BY 2034/2035</p>	<p>NET ZERO across our entire value supply chain BY 2039/2040</p>
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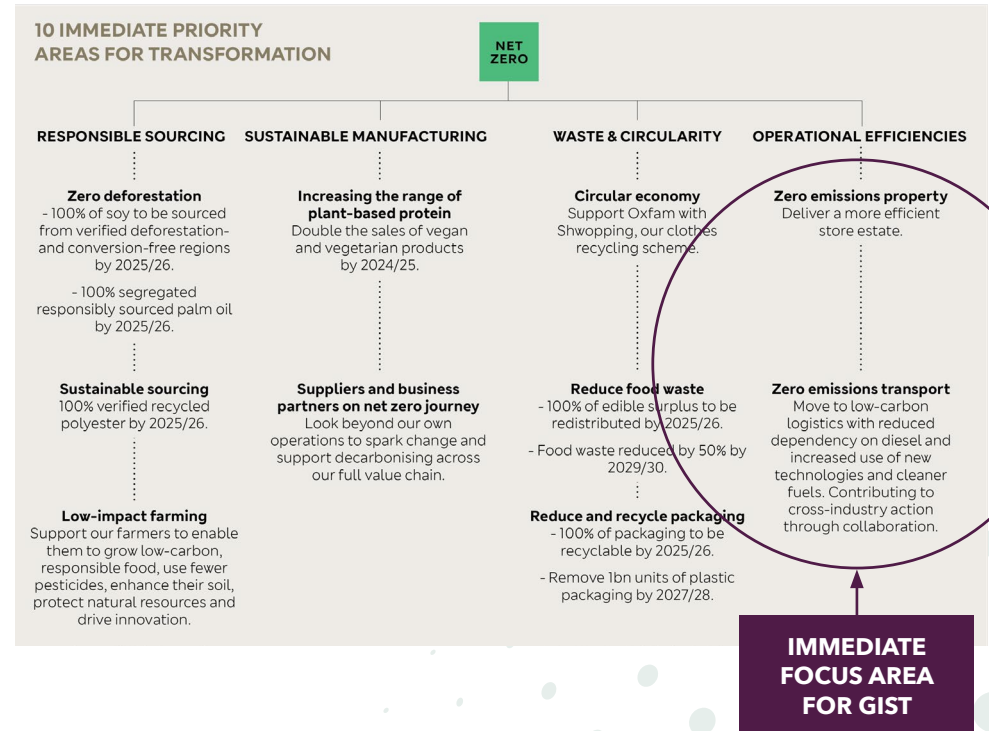
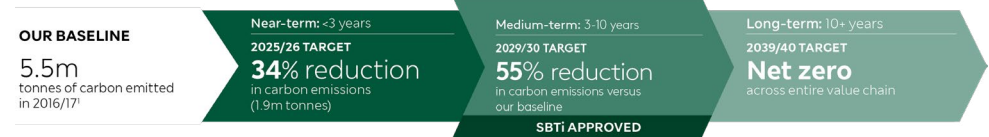
Whilst the government has pledged for the UK to be net zero by 2050, we aim to be there a decade earlier across our entire value supply chain.

We are working towards an absolute reduction in emissions from our baseline year 2016/17. This demonstrates the challenge we have at Gist, as whilst our business continues to grow, we must maintain net zero as a priority.

M&S' 2029/30 greenhouse gas emissions reduction target has been validated and approved by the Science Based Target initiative.

Due to the nature of our business, Gist's current focus is on the two key areas of the net zero transition roadmap; zero emissions property and zero emissions transport.

NET ZERO TRANSITION ROADMAP



REACHING NET ZERO



2023/24 PROGRESS

0.5% REDUCTION
in Scope 1 and 2 emissions versus
last financial year

Throughout this financial year there has been a strong focus on driving efficiency; through improvements to our route planning and providing individual driver training. We have increased our diesel alternative trials which have further contributed to our reduced environmental impact.

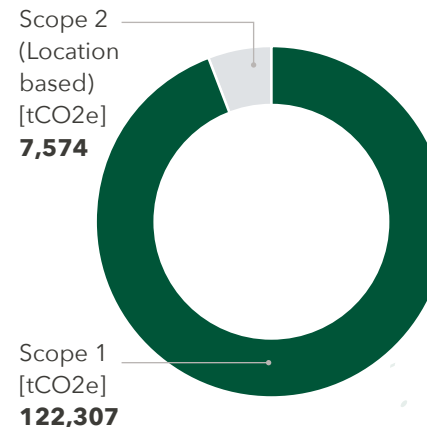
Both key focuses around fleet have been reflected in the carbon emission reduction Gist has achieved in 2023/24 when compared to the previous financial year. This demonstrates that the projects implemented in the last year have had a direct impact on total carbon emitted. Gist is moving in a positive direction towards our targets. If these projects hadn't been successful, our carbon impact would have increased at the same trajectory as operational growth.

Gist currently only reports Scope 1 and 2 emissions, of which fleet makes up 92%. The other 8% is derived from the energy used in our refrigerated warehouses and offices.

It is essential that Gist continues to reduce electricity and gas consumption across the network despite warehouses and offices making up a much smaller proportion of our Scope 1 and 2 emissions. By the end of 2034/35, Gist must be net zero across all facets, not just fleet.

GIST'S FY23/24 CARBON IMPACT

Scope 1 & 2 CARBON EMISSIONS FY23/24



Scope 1 & 2 CARBON IMPACT

Scope 1 and 2 emissions (tCO2e)	
2022/23	130,477
2023/24	129,881

WHAT IS SCOPE 1?

Direct emissions from a business (e.g. emissions from Gist's HGVs).

WHAT IS SCOPE 2?

Indirect emissions released from energy purchased by the organisation (e.g. Gist's purchased electricity).

WHAT IS SCOPE 3?

Other indirect emissions - from sources not owned or controlled by the organisation (e.g. emissions from those commuting to work).

REACHING NET ZERO



HOW WILL GIST REACH NET ZERO?

We remain confident that we will achieve our carbon reduction targets, however we recognise that there is still a lot of work to be done. We are proud to be transparent in sharing our progress on this journey

To reduce our Scope 1 and 2 emissions...

1

Ensure efficiency is a key priority for the next financial year.

2

As a result of successful vehicle trials during 2024, we will move from vehicle trials to vehicle implementation in the next financial year.

3

Continue to modernise our warehouse and transport technology so that it is fit for the future and continues to reduce carbon emissions.

To understand and reduce our Scope 3 emissions...

1

Scope and calculate Gist's Scope 3 inventory.

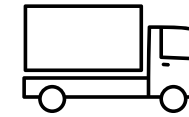
2

Begin developing a Scope 3 mitigation programme.

3

Document and share progress in next years annual sustainability report.

INVESTIGATING FLEET ALTERNATIVES



2023/24 PROGRESS:

135,300 MILES
driven by non-diesel HGVs

Planning for a future fleet profile that meets net zero targets and Gist's operational requirements is an essential part of our journey to 2040. This is a significant challenge for Gist, as fleet forms the largest source of Scope 1 and 2 emissions; approximately 92%.

In 2024, we have trialed vehicles running on electricity and bio-compressed natural gas (bio-CNG). Not only do these vehicles reduce carbon emissions, but also other harmful pollutants such as particulate nitrogen oxides (NOx), carbon monoxide (CO) and particular matter (PM). This section of the report details the progress made.

Where diesel vehicle purchasing has been required, Gist has conducted a full evaluation of diesel unit options to ensure the most efficient vehicles are purchased. This in-depth analysis has influenced the purchasing of over 190 vehicles at Gist.

SOLAR-POWERED REFRIGERATED TRAILERS

We are in the early stages of understanding alternatives to conventional diesel-powered refrigerated trailers. Currently, we have solar panels on the roof of two of our refrigerated trailers; one single deck and one double deck.

POWER TAKE-OFF TECHNOLOGY

During the financial year 2024, Gist purchased 54 rigids with power take-off (PTO) technology.

Typically, a diesel rigid with refrigerated trailer has two diesel engines onboard - able to power each component separately. PTO technology, on the other hand, converts energy from the diesel engine at the front of the HGV into electricity, which then powers the refrigerated trailer, reducing the requirement of needing two diesel engines onboard. PTO-driven electric fridges save on both fuel and air quality emissions. PTO has now become part of our standard specification.

FULLY ELECTRIC RIGIDS

During this financial year, Gist has onboarded the first fully electric rigids into the fleet. In August 2023, three fully-electric 19 tonne rigids joined Gist Enfield to support deliveries into central London. The vehicles are well suited to this depot's operation and the vehicles typically complete with three drops in one run.

Since implementation, they have consumed roughly 41,000 kW of electricity, and completed 24,200 miles. This is estimated to have replaced 11,400 litres of cab diesel.



INVESTIGATING FLEET ALTERNATIVES



SPOTLIGHT

BIO-CNG TRIALS AT CREWE

Bio-compressed natural gas (bio-CNG) is a fuel type which is gaining momentum in the logistics space. It is an alternative to diesel derived from biogas - significantly reducing Scope 1 emissions when compared to diesel. To be confident that the fuel is coming from a sustainable source, fuel companies provide assurance certificates for any fuel purchased.

In April 2023, Gist onboarded three bio-CNG units into Gist Crewe's fleet. This depot is located 1.5 miles from the nearest CNG fuelling station. The trial involved tracking key metrics including total bio-CNG used, distance travelled, efficiency measures, and gathering vital driver feedback.

IMPACT

By replacing a diesel HGV with an equivalent bio-CNG vehicle, we have seen significant carbon savings. Bio-CNG has resulted in a significant reduction in Scope 1 and 2 emissions when compared to diesel. On average per month, the bio-CNG units have completed the following:



8,700
bio-CNG miles
travelled

8.9
tonnes of
carbon saved

3,800
litres of diesel
eliminated

LOOKING FORWARD:

- Due to the success of the vehicle trials, Gist has committed to 20% of 2024's fleet replacement being diesel alternative fuel technology.
- Gist is committed to evaluating battery electric articulated vehicles in the next financial year.
- To ensure thorough understanding of all options, we will investigate other alternatives beyond our current trials.

DRIVER FOCUS AND EFFICIENCY



DRIVER STYLE

Our vehicles have fully integrated driver telematics onboard enabling us to work with our drivers to improve their driving styles. This has numerous benefits including improved safety and reduced environmental impact.

For every trip that a driver undertakes, they are given a Microlise score. The score is based on acceleration, combined coasting, harsh braking, engine idling, speeding and green band driving. Drivers are recognised and rewarded for consistent grade A driving.

DRIVER TRAINING

In 2023 every driver has received Safe and Fuel-Efficient Driving (SAFED) training. The aim of the course is to teach safe driving techniques that reduce the risk of collisions, and fuel-efficient techniques that will benefit the environment. The SAFED roll-out was deemed a success across the business and we have attributed an MPG performance increase of nearly 2%. This financial year, Gist began rolling out Slow Speed Manoeuvring Training to all drivers with the aim of reducing the total number of incidents. As of March 2024, 85% of Gist drivers have completed this training.

PLANNING EFFICIENTLY

We have always been proud of having a dedicated National Planning Centre which operates 24/7 out of our head office. Using the latest logistics optimisation software, the team can plan the most efficient routes across the network, factoring in vehicle fill, distance and time.



Where possible, double deck refrigerated trailers are planned on routes rather than single deck trailers. This reduces our overall environmental impact by utilising the increased fill of a double deck and reducing the number of trips back to depot.

DID YOU KNOW?

- All Gist units have Euro 6 engines which release less harmful pollutants into the air. These include Nitrogen Oxide, Carbon Monoxide and Particular Matter.
- The aerodynamics and air management systems reduce the vehicle's air drag and increase the MPG which result in fuel savings of 7 - 15%.
- Gist pay a premium so that when any trailer is plugged in, it is powered by green tariff electricity.



The aerodynamics and air management systems on board a Gist vehicle

INFRASTRUCTURE



SUPPORTING VEHICLE INFRASTRUCTURE

There is still a long way to go regarding the supporting vehicle infrastructure currently available for diesel alternatives, but Gist has made significant advances this year by installing:

- 87 x 32 amp, 3 phase fridge plug in points
- 2 x 22 kW charging points
- 1 x 150kW supercharger



SWITCHING TO LEDS

During 2023, Gist launched an LED programme across all Marks and Spencer dedicated warehouses. This involved replacing all older light fittings in the warehouses to new, more energy-efficient LEDs with the aim of reducing energy consumption.

In this large-scale roll-out programme, over 8,500 light fittings across the sites were replaced with LEDs in a six-month period. Switching to this type of light source is beneficial because they produce very little heat compared to traditional fluorescent or filament bulbs and, therefore, use less energy.

This project has seen an average reduction of 7% in electricity usage over the last four months of the financial year when compared to 2021. This equates to approximately 200 tCO₂e Scope 2 emissions reduction annually across five sites.

VEHICLE WASH

In 2024, Gist concluded a vehicle wash programme which has involved installing either partial or full water reclaim systems. This year we installed systems in Portbury and Motherwell. Both systems not only capture, filter and re-use water used during washing, but they also harvest rainwater.



Each new, full-reclaim system is estimated to save around 1.5 million litres of water per annum, which is the equivalent of filling three 25-meter swimming pools. This water saving comes with a carbon saving too - data from Water UK suggests it will save 1.5 tonnes of CO₂e annually. Additionally, the washers improve energy efficiency, thanks to the newly installed motor systems and gearboxes.

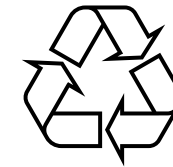
ELECTRIC PRESSURE WASHERS

As part of the vehicle wash project across sites, we have converted our diesel pressure washers to electric power. By transitioning from diesel to electric, each system can save over 7,000 litres of diesel per system annually. This is equivalent to 20 tonnes of CO₂e.

PIR MOTION SENSORS

Passive infrared (PIR) motion sensors have been installed in many of our warehouses, offices and vehicle maintenance units (VMU). The technology uses motion detection, to turn on lights only when required. As a result, there is improved energy efficiency.

REDUCING WASTE AND INCREASING RECYCLING



TARGET

- Committed to diversion from landfill
- Increase recycling rate year on year

2023/24 progress
54%
 of waste is recycled across our UK sites.

In this section we provide an overview of our waste management strategies, initiatives undertaken, and progress achieved in minimising waste generation and maximising resource efficiency across our operations. Through innovative approaches and collaborative partnerships, we strive to mitigate environmental impact from the items we waste.

2022 VS. 2023 WASTE PERFORMANCE

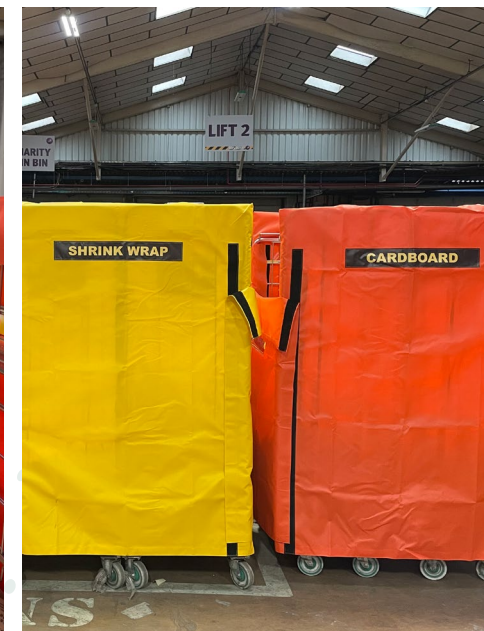
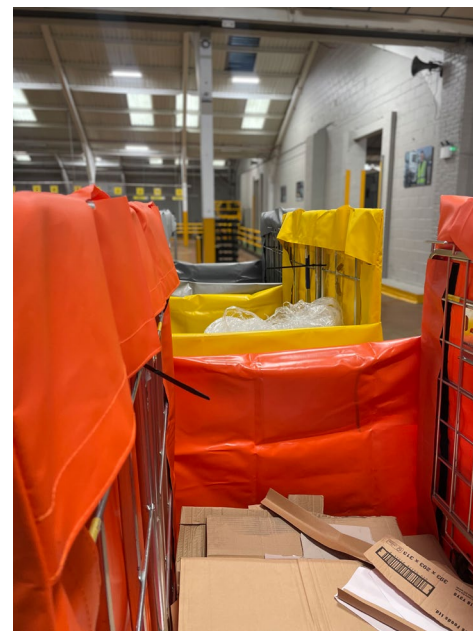
	2022*	2023*
Total waste generated (kg)	3,006,503	3,960,011
Recycling (%)	37%	54%
Rebate generated (£)	n/a**	£80,574

* 2022 and 2023 in this table refers to calendar year data i.e. January - December.

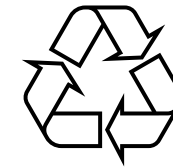
** Gist did not collect rebate data in 2022.

INCREASING RECYCLING

Gist Crewe depot has led the way by implementing innovative cage covers to clearly signpost colleagues to recycling stations in the refrigerated warehouse. These stations make use of the cages already used in our operation and can be easily maneuvered to external waste areas. In quarter one of this financial year, Crewe’s recycling volume increased by 13% from the previous year. During 2024/25 we aim to implement these visual covers across the network and track the impact on waste performance.



REDUCING WASTE AND INCREASING RECYCLING



Recycled vs. Non-Recycled



MAKING DATA VISIBLE

We are proud of our Sustainability Scorecard, a tool available to every depot in the network which reports on key ESG metrics. Promoting responsibility for the environmental impact and transparency of data. Waste is a key feature for sites, for which they can view changes in volume of waste, their recycling progress and value of rebate. As each sites progress is visible to each other, this promotes healthy competition.

Additionally, through internal communication platforms, we create and promote messages related to waste. Reminding colleagues of why it's important to recycle, what they should be doing at work and ideas on how to reduce waste in their personal lives, if they are interested.

SPOTLIGHT



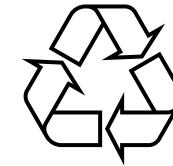
BACKHAULING WASTE

Over the last financial year, Gist has begun working with Marks & Spencer Simply Foods stores to make use of empty Gist trailers returning from stores by collecting clean recycling waste, such as cardboard and shrink wrap. This waste is then collected from a Gist depot via an external waste contractor.

IMPACT:

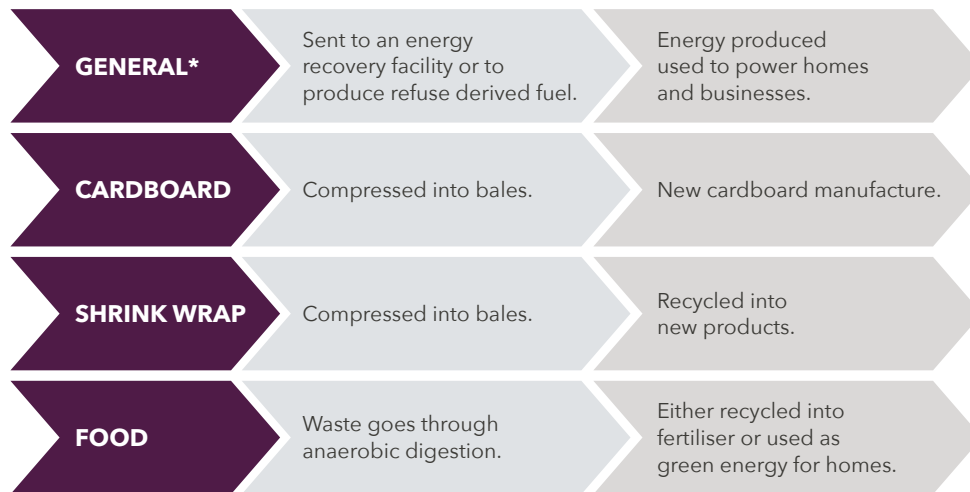
This has reduced Scope 3 emissions for M&S plc as external waste contractor trips to individual stores are eliminated.

REDUCING WASTE AND INCREASING RECYCLING



WHAT HAPPENS TO GIST WASTE?

We separate our waste to maximise our recycling volume. The following are the key waste streams from our warehouses and offices:



*General refers to non-recyclable and non-hazardous waste.

Gist has other waste streams such as metal, wood and glass. These make up a much smaller percentage of overall waste and are also still recycled through our waste contractor.

DID YOU KNOW?

- Gist removed all single use plastics in the canteens ahead of the government ban in October 2023.
- The hygiene team across three Gist depots is now using sustainable cleaning products with zero chemicals, zero waste, zero emissions in production/distribution and zero single use plastic bottles.
- All Gist equipment is washed and sent back to depots to be reused and kept within our network. This ensures we are maximising the lifespan of all Gist equipment, which in turn reduces our waste.

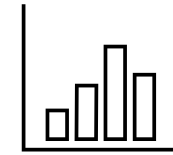
MAKING SUSTAINABLE PROCUREMENT CHOICES: SHRINK WRAP

In our current operation, there are some instances where shrink wrap is required to ensure stability of products, for example when transporting product on wooden pallets. In these areas, where we currently do not have another solution, we are ensuring that any product we must buy is of optimal performance for our operation.

To find the best product, a test was performed using a range of shrink wrap products and suppliers. Results were compared and we have found that we could save 2,600 kg of plastic by switching to 5-micron, pre-stretched film. This will be rolled out as the standard choice of product across the network.



DATA AND REPORTING



TARGET

- Perform Scope 3 GHG emission mapping.
- Begin reporting on Scope 3 emissions by 2025.

CALCULATING GIST'S CARBON EMISSIONS

This section of the report explains how Gist measures and reports on environmental impact. As of January 2024, Gist has been calculating and reporting Scope 1 and 2 carbon emission data actively every month for one annual year. To ensure we have confidence in our data, the sustainability team follow a rigid process each month. The below flow chart depicts this.

This process is aligned to our parent company's methods of reporting emissions. We use a centralised reporting system which makes sharing data simple.



SPOTLIGHT

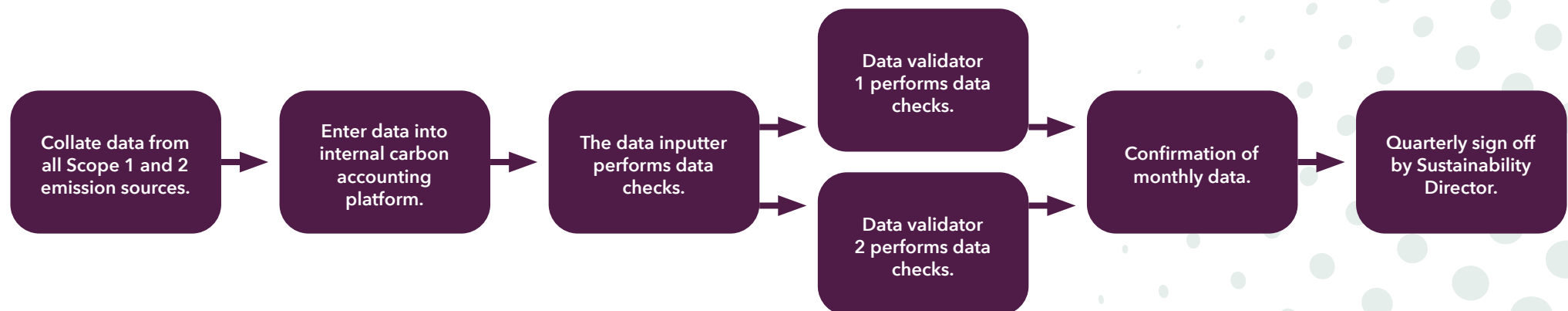


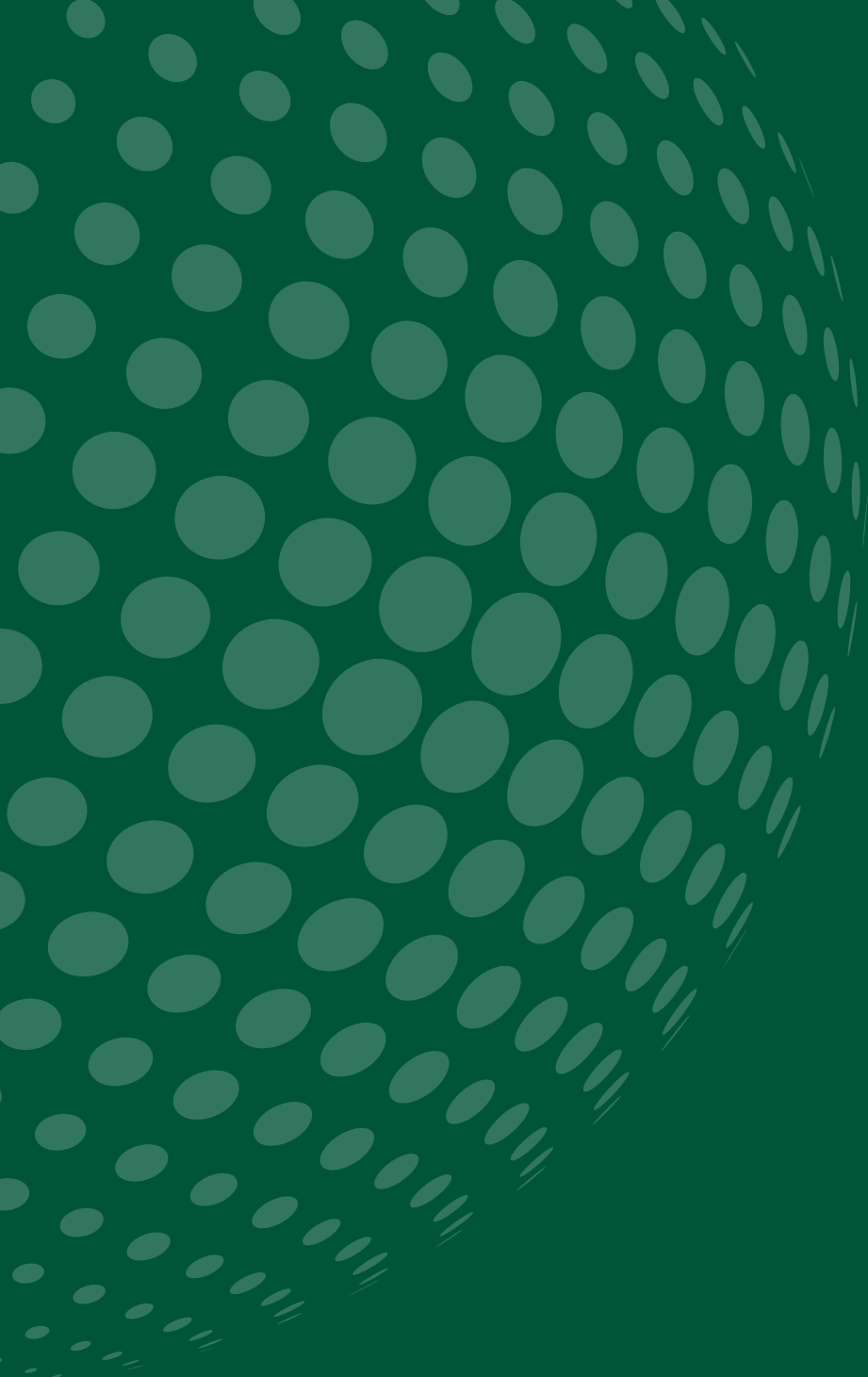
MONTHLY PERFORMANCE REPORTS (MPRS)

Since October 2023, we have been producing MPRs to share sustainability data for the business with the senior leadership team.

The next step is to provide site-specific MPRs. This will give senior leadership teams the tools to share and discuss their own environmental performance with their colleagues.

We have found that sharing data openly helps to drive change, inspires colleagues, and encourages positive conversation about sustainability.





SOCIAL

PEOPLE



OUR COMMITMENT TO OUR COLLEAGUES

Our workforce across Gist Limited and Gist Distribution Limited is primarily made up of drivers, warehouse operatives, administrators and central operation functions.

People are key to our business, and thus our values start **“with people and safety at the heart of everything we do...”**. It remains a priority to care for the safety and wellbeing of our colleagues.

TRAINING

We provide several training opportunities for our colleagues to ensure that our values are understood. Training also presents Gist colleagues with the opportunity to develop and unlock new skills. These include:

- Code of Conduct
- Anti-Bribery & Corruption
- People Behind the Product
- Dignity at Work
- Leadership training for all managers

CONNECTING WITH OUR COLLEAGUES

Our colleagues are kept up to date and connected through several communication channels including:

- Digital signage across all sites that is updated weekly with both central and local content.
- A monthly digital internal magazine, GistWorld, sharing business news and colleague stories.

- An employee app (The Gist Hub) providing access to the latest news, company information, benefits, and wellbeing resources.

We also have additional wellbeing resources for our colleagues to connect with if required:

- 24/7 access to a confidential Employee Assistance Programme (EAP).
- Anonymous integrity phone line.
- Trained Mental Health First Aiders at all sites.

GENDER STATISTICS 2023 VS. 2024

A key value of Gist is to be *inclusive*. We are proud to provide a workplace where everybody feels welcome.

We track representation of women in our business to drive change and hold ourselves accountable. Whilst the data shows improvement, there is still more that we can do

	March 2023	March 2024
% of women in workforce	15.2	15.4
% of women in senior management	14.0	22.0
% of women in Leadership Team	0.0	20.0

PEOPLE



APPRENTICESHIP, GRADUATE AND INDUSTRIAL PLACEMENT SCHEMES

Gist's early talent schemes enable people to develop their business and people management skills within a structured development programme. The schemes are critically important to Gist's growth strategy, aiming to produce our managers of the future who will challenge the way we do things and help drive our business forward.

These schemes offer hands-on management experience and leadership training. We are proud to say that many of our apprentices and graduates have rolled off their schemes and later become senior leaders within Gist.

NEXT STEPS:

- Launch Gist's 'Your Voice' employee feedback survey across the network.
- Continue to develop diversity, ethics and inclusions strategy.

SPOTLIGHT

INTERNATIONAL WOMEN IN ENGINEERING DAY EVENT

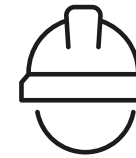
In June 2023, we celebrated International Women in Engineering Day at Gist Chesterfield by inviting young women from a local secondary school to the depot for the day. These women already take mathematics, physics or engineering as GCSEs or have an interest in pursuing an Engineering career in the future.

As a business which relies on our engineering team to ensure our vehicles remain safe and operational on the road, we believe it is our responsibility to offer opportunities to encourage young women into a STEM career.

Students had the opportunity to sit in our new DAF units and experience what it feels like to be in the driver's seat. They also met the engineering team, understood more about what they do, had a site tour and took part in fun engineering activities related to real-life problems faced by our engineering team.



HEATH, SAFETY AND WELLBEING



ENSURING OUR COLLEAGUES GO HOME SAFELY

Safety is our top priority and we have dedicated Health, Safety and Wellbeing managers across every site in the network.

We want Gist to be a place where our colleagues can be their best and go home safe and well to their families every day. To further support colleague wellbeing, we have implemented some significant changes, including the introduction of a Lead Occupational Health & Wellbeing Manager. Work is currently underway to develop our wellbeing strategy, which will support all areas of colleague wellbeing, including mental health. The strategy will then be implemented across the network.

EcoOnline launched in March 2023 as Gist's new incident reporting system. It has provided Gist with simplified incident reporting and enabled greater data collection. Since EcoOnline launched Environmental incident reporting has been added as well as Near Miss and Observations and Audits and Inspections. The improved functionality has provided greater visibility of Gist risks and more detailed data to support key initiative such as the roll out of Pristine.

By the end of the 2024 financial year, we saw a reduction and downward trend in both our Lost Time and RIDDOR* injury frequency rates.

Our safety performance has been strengthened through the implementation of key initiatives:

- The delivery of Kelvin Top-Set root cause analysis training to our operational team upholds our commitment to being a learning organisation. It drives changes aimed at creating a safer work environment.
- Launch of Pristine manual handling training program that will target one of the highest incident causations in our sector.
- Increase of manual handling equipment that significantly reduces the wear and tear of the body.
- Launch industry leading, sustainable personal protective equipment.
- Launched our captive load restraint trial, which seamlessly integrates our load restraint equipment into the trailer. This innovative approach ensures that loads are secured and provide notable reduction in the quantity of lost equipment.

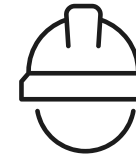
ECOVIZ PPE

Gist has launched a new range of personal protective equipment (PPE), including items from the Leo Workwear EcoViz range. All EcoViz products fully conform to ISO 20471 ensuring our colleagues can be seen and are safe. They are constructed from fabrics derived from recycled plastic bottles or recycled post-consumer clothing.



A single high-vis 360 vest is created using between three to five recycled plastic bottles!

* Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR).



SPOTLIGHT

PRISTINE TRAINING

Through Pristine manual handling training, which was launched in April 2023, we've introduced scientifically proven techniques delivered through engaging and relevant training methods. Recognising manual handling incidents as one of the most significant risks in our sector, this investment demonstrates our proactive approach to mitigating risks, enhancing colleague wellbeing, and minimising physical strain.

Throughout 2024, all operational colleagues underwent this mandatory Pristine training and the positive feedback received shows the effectiveness and importance of this training initiative.

We anticipate a notable reduction in manual handling incidents by 50% over the next three years, reinforcing our commitment to create a great and safe place to work.

NEXT STEPS

- Go beyond best practice, become industry leading in safety.
- Introduce an innovative, evidence-based wellbeing programme.
- Continue to enhance and refine the knowledge and skills of the safety team.

COMMUNITY



OUR COLLEAGUES

People are at the heart of everything we do here at Gist.

It is vital that we continue to recognise our colleague's hard work. To do this, we launched internal PACE awards in 2022. The letters in the word 'PACE' stands for each of our values: progressive, accountable, collaborative and ethical.

If a colleague has demonstrated any of these values, a senior manager may nominate them. Each nomination is posted on our 'Wall of Fame' accessible to view by everyone. Additionally, each colleague receives a monetary voucher as a thank you for their efforts.

Between April 2023 and March 2024, approximately 1,200 PACE awards were given to colleagues across the network.



Gist also rewards colleagues for their continued long service with the company through the long service awards. Once someone reaches 21 years of service with Gist, they become eligible to a monetary reward as a thanks for their commitment and loyalty to the company.

SPOTLIGHT

FELIX PROJECT X GIST

Our London-based depots, Enfield and Hemel, both work closely with the Felix Project. On occasion, colleagues at these depots have visited the Felix Project Enfield to see where Gist's donations end up and give back to the local community. The Felix Project collect fresh, nutritious food that cannot be sold. They then deliver this surplus food to charities and schools so they can provide healthy meals and help the most vulnerable in local communities.



COMMUNITY



FARESHARE PARTNERSHIP

This year has marked a full year of Gist's partnership with FareShare.

This was introduced after the launch of good faith receipting where M&S chose to no longer accept any excess stock delivered in from suppliers. When suppliers choose not to collect this excess stock back, it is re-distributed where possible by FareShare.

The results between January - March 2024 were impressive:

60 tonnes of food	1,469 charities received deliveries	142,500 meals created
127 tonnes of embedded CO2e prevented from being produced	235,000,000 litres of embedded water prevented from being wasted	

CHARITABLE CAUSES

Throughout the year, sites can support national fundraising causes.

These include:

- Macmillan Coffee mornings
- Children in Need
- Red Nose Day

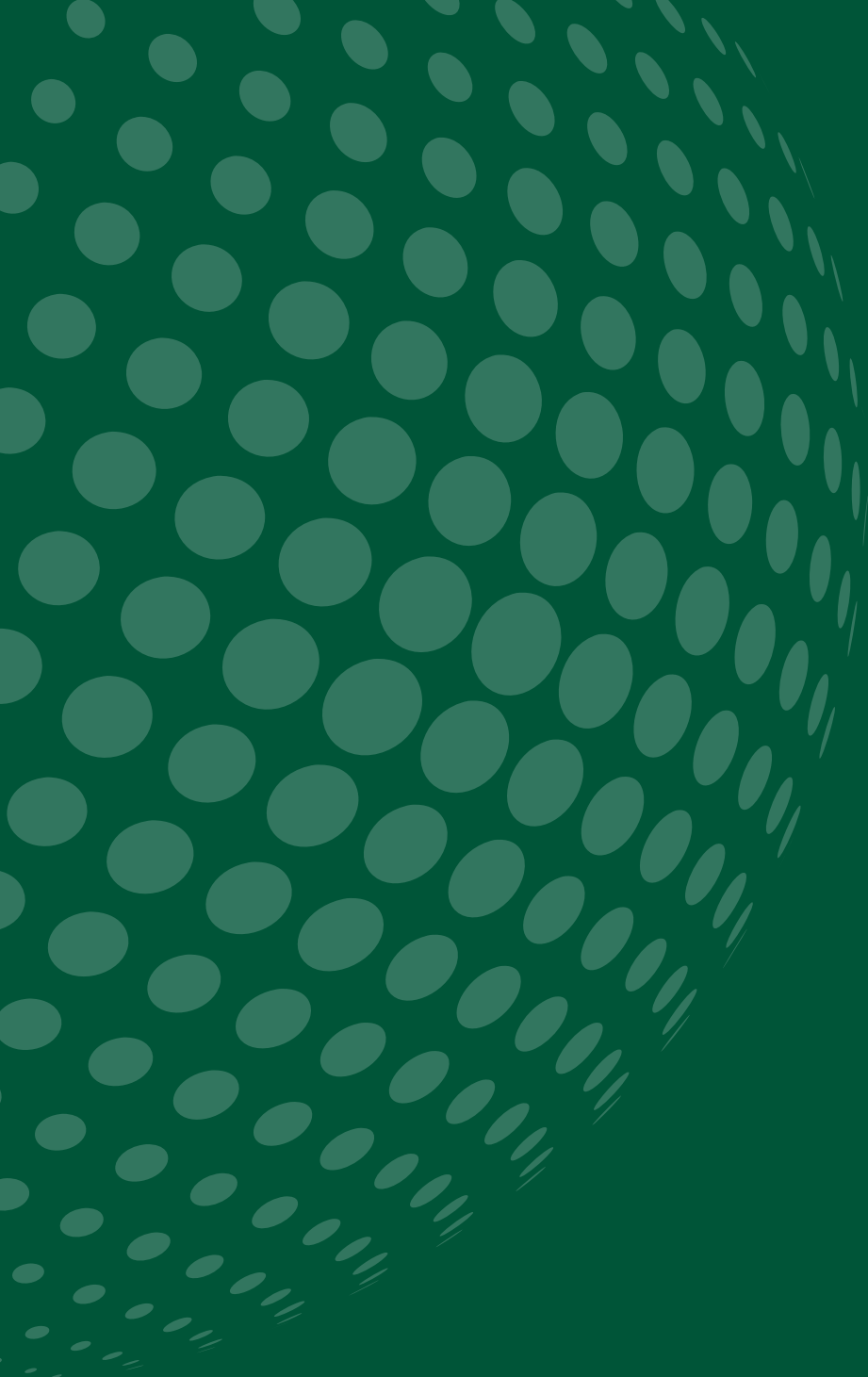
SITE ENGAGEMENT EVENTS

To enhance colleague engagement, we now have a network-wide engagement calendar, and all sites are encouraged to celebrate or promote an agreed theme or event each month.

Topics include:

- International Women's Day
- Mental Health Awareness Week
- Pride Month
- Men's Health Awareness Month.

In addition, sites host local fundraising events and observe religious holidays and celebrations.



GOVERNANCE

GOVERNANCE



The Gist sustainability team has five key workstreams in which regular meetings are held with other stakeholders across Gist: fleet, infrastructure, communications, waste, and data/reporting. These allow sustainability to be ingrained into Gist's operations and ensure it is present in all decision making.

GIST & PLAN A

As a subsidiary to M&S, Gist's sustainability targets and ambitions feed into those of M&S. When referring to M&S Ten Immediate Priority Areas for Transformation, the 'Driving Efficiency Focus' falls into Gist's remit. This includes:

- Zero emissions property
- Zero emissions transport

Meeting the M&S plan A targets are key business priority for Gist. We are held accountable for making actionable change towards these goals by reporting quarterly into the ESG committees alongside other business units.

COLLABORATION WITHIN THE INDUSTRY

Gist also work with other industry leading experts.

- Sustainable Logistics Forum
- Logistics UK events and forums
- Attend Cold Chain Federation events which hosts insightful panels and allows us a more holistic view of the industry.

NEXT STEPS

- Have a 'Green Champion' at each site to cover sustainability issues at a site level and create more site-specific objectives and focus.
- Undertake ISO 14001 & 50001 gap analysis.

GIST'S SUSTAINABILITY TEAM AND HOW IT FEEDS TO PLAN A TEAM



WORKING WITH OUR PEERS: SUSTAINABLE LOGISTICS FORUM

The Sustainable Logistics forum was created in 2020 and supports leading UK supply chains to collaborate on fleet decarbonisation, new technology trials and energy efficiency projects to hit their carbon reduction targets. Gist have been a member of the Sustainable Logistics forum since 2022. Other members include Gist's parent company M&S and other leading logistics companies. It is a great opportunity to share progress, debate legislation and gain knowledge from our peers.



WHAT'S NEXT: 2024 AND BEYOND



DEVELOP OUR NET ZERO ROAD MAP

We will continue to develop our net zero road map and explore new technologies. 50 out of 241 incoming vehicles in the next financial year will be non-diesel.



PILOT CARBON REDUCTION TECHNOLOGY

Continue to explore the technology available on the market and pilot these in our warehouses and fleet to improve our efficiency. We will closely monitor these pilots and collect accurate data.



INCREASE RECYCLING VOLUME

We will continue to focus on our waste improvement plan. We aim to increase our recycled waste volume year on year.



DO MORE IN THE COMMUNITY

We will continue to ensure surplus stocks finds a worthy home and use Gist resources to give back to local communities. We will host more ESG events throughout the year.



SCOPE 3 EMISSIONS

Understand and reduce our Scope 3 emissions. We will make sustainable supplier choices.



INCREASE ESG AWARENESS

We will continue to send out internal sustainable communications including updates on our sustainability progress.

DATA SHEETS



CURRENT FINANCIAL YEAR PERFORMANCE

ENVIRONMENTAL DATA	FINANCIAL YEAR		
	2022	2023	2024
CO2e Emissions			
Scope 1 [tCO2e]	120,677	124,004	122,307
Scope 2 - location based [tCO2e]	6,976	6,473	7,574
Total Scope 1 and 2 location based emissions [tCO2e]	127,653	130,477	129,881
Water Consumption			
Total water consumption (cubic metres)	n/a	n/a	92,064

NOTE

- Financial year runs from April - March. Refer to the 'About this report' section for more information.
- Gist reports carbon emissions based on 'Operational Control'. Therefore, environmental data covers sites operated by Gist and those which fall under the scope of M&S Food Logistics.
- Carbon emissions data has been assured by DNV. For more information, refer to the Marks & Spencer ESG Report 2024.