



Corporate Social Responsibility & Sustainability Report



Bringing positive change to all the communities we work in

With two objectives at heart, **the advancement of education** and **the prevention of poverty**, we are poised to make a substantial difference in our communities. Previous support includes:

- Monthly contributions to Food Banks
- Education grants for young adults entering higher education
- Partnership with Ireland based Children's Hospice, Laura Lynn
- Plus, much more.

Willing to give to evo Foundation?

All donations gratefully received. Simply visit: www.evofoundation.org.uk/donate

Looking for support from
evo Foundation?

Apply today!

Applications are now open, and we would welcome your submission. Simply visit www.evofoundation.org.uk

We have recently raised **£20k** upon completing the 'Ride of evo'. Find out more about our fundraising efforts by visiting our website.



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Our Priorities and Progress

The **evo** Evolution CSR strategy was launched in 2019 and has evolved considerably over time. Built around 4 key pillars, Evolution helps us focus on sustainability in our decision making.

1

Our Environment



2023/24 Progress

80% of all waste recycled

3

Our People



2023/24 Progress

22 Apprenticeships ongoing

2

Our Community



2023/24 Progress

Over 16K worth of product donated

evo Foundation donations of £29,295

4

Our Supply Chain



2023/24 Progress

22 Electric Vehicles in the Delivery Fleet

Andrew Gale, **evo** CEO



“ Having been part of **evo** Group for over 15 years, now more so than ever, I am proud to report that we have a clear direction and targets when it comes to corporate social responsibility (CSR) and sustainability.

As one of the largest distributors of products and solutions to the workplace and homes, we have a role to play in advocating, educating and acting in relation to our impact on the environment.

Evolution is our approach to sustainability, this defines the principles of how we conduct business in an open, honest and transparent manner, along with the behaviours and practices we expect of our suppliers and customers alike.

Each of our four pillars of CSR is underpinned by stakeholder collaboration. This further allows us to enhance our practices and build a business to be proud of, guided by governance, legislation and principles, such as, the United Nations Development Goals.

More recently, we have successfully launched our group charity, evo Foundation. Bringing positive change to the communities that we work in is our main aim, largely done via the advancement of education and the prevention of poverty. With a £100k fundraising goal for 2024, we are on track to achieve this, all whilst enjoying doing so, and bringing our employees, customers and suppliers on the journey with us.

We are committed to working in a way that ensures we achieve a far reaching social, economic and environmental impact, sharing our successes and the inevitable challenges along the way. ”

Reporting Frameworks

Sustainable Accounting Standards Board

evo is committed to transparency and accountability in its business operations. We are pleased to present our first Corporate Social Responsibility and Sustainability report, covering materially relevant topics for our industry sector and prepared with reference to Sustainable Accounting Standards Boards metrics and topics.

SASB standards help companies disclose relevant sustainability information to their investors and identify the sustainability-related risks and opportunities most likely to affect an entity's cash flows, access to finance and cost of capital over the short, medium or long term, and the disclosure topics and metrics that are most likely to be useful to investors.

A Materiality Assessment has been carried out against industry sectors:

- Multiline and Specialty Retailers & Distributors
- Road Transportation

Reporting takes account of key areas on energy management, data security, labour practices, employee engagement, diversity & inclusion and product sustainability, but extends far beyond this to cover areas outlined in the Evolution CSR Charter and our latest work with **evo** Foundation. Our aim is to provide a comprehensive and transparent overview of sustainable development through 2023 and 2024.

Data is summarised for **evo** Group and presented per business channel in the annex.

Data compilation methodology

Data in this report is gathered from a variety of internal sources and systems along with externally sourced data such as energy consumption and carbon emissions. Our aim is to improve our reporting year on year and any limitations have been identified within the narrative to ensure sustainability progress is communicated in a transparent and responsible manner.



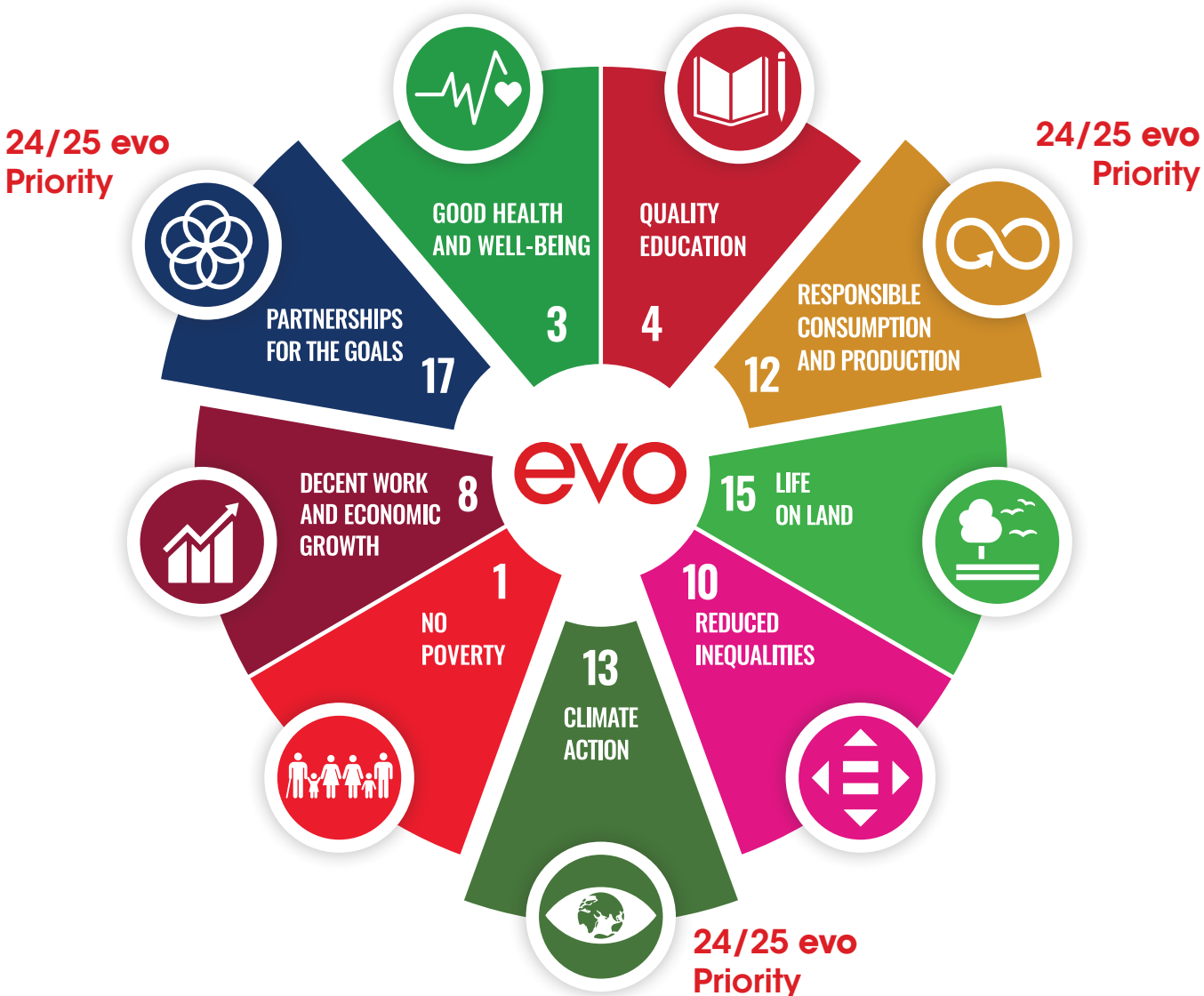
Julie Hadley
Head of CSR and
Social Value

"The Sustainable Account Standards Board (SASB) metrics are an excellent start point to frame our reporting, enabling our investors and board to understand our sustainability progress, enhancing confidence and transparency."



Sustainable Development Goals

The Sustainable Development Goals were adopted by the United Nations in 2015 as a universal call to action to end poverty, protect the planet, and ensure that by 2030 all people enjoy peace and prosperity. At **evo**, we recognise that our decisions and actions affect outcomes across the sustainability pillars and that the development of the business must balance social, economic and environmental sustainability, which is why we have begun to weave the goals throughout our policies, planning and reporting.



Partnerships for the Goals - Continue to establish alliances and collaborate with stakeholders to advance our sustainable development progress. Learn and teach in equal measure addressing key sustainability actions.



Responsible Consumption and Production - Increase the number of products with sustainable attributes. Maintain zero waste to landfill minimising secondary packaging. Continue reducing plastic packaging.



Climate Action - Net Zero target of 2045. Scope 1, 2 and 3 calculation to ISO14065-1 with targets to reduce. Commitment to SBTi near term targets.

Unrivalled scale and reach

At **evo** we connect suppliers with their consumers through our buying, distribution, marketing and sales platform. Our role is... **To Buy, To Store, To Sell and To Ship.**

As the UK and Ireland's leading supplier of business and people supplies, we have a stock holding of over £35 Million, delivering 30,000 products to over 24,000 customers (excluding eCommerce), the majority via our own fleet, offering UK nationwide next day delivery coverage.

With locations and employees across the UK and Ireland, we bring together expertise in Group Functions to serve the five Channels, ensuring everything from recruitment to IT infrastructure is led and implemented with a holistic approach.




WHOLESALE

No 1 Business Supplies
Wholesaler in the
UK and Ireland



No1 Supplier of
Workplace Solutions in
the UK and Ireland



One of the largest B2B
& B2C online
e-commerce platforms


Your business needs, covered

No 4 Business Supplies
Reseller in the UK

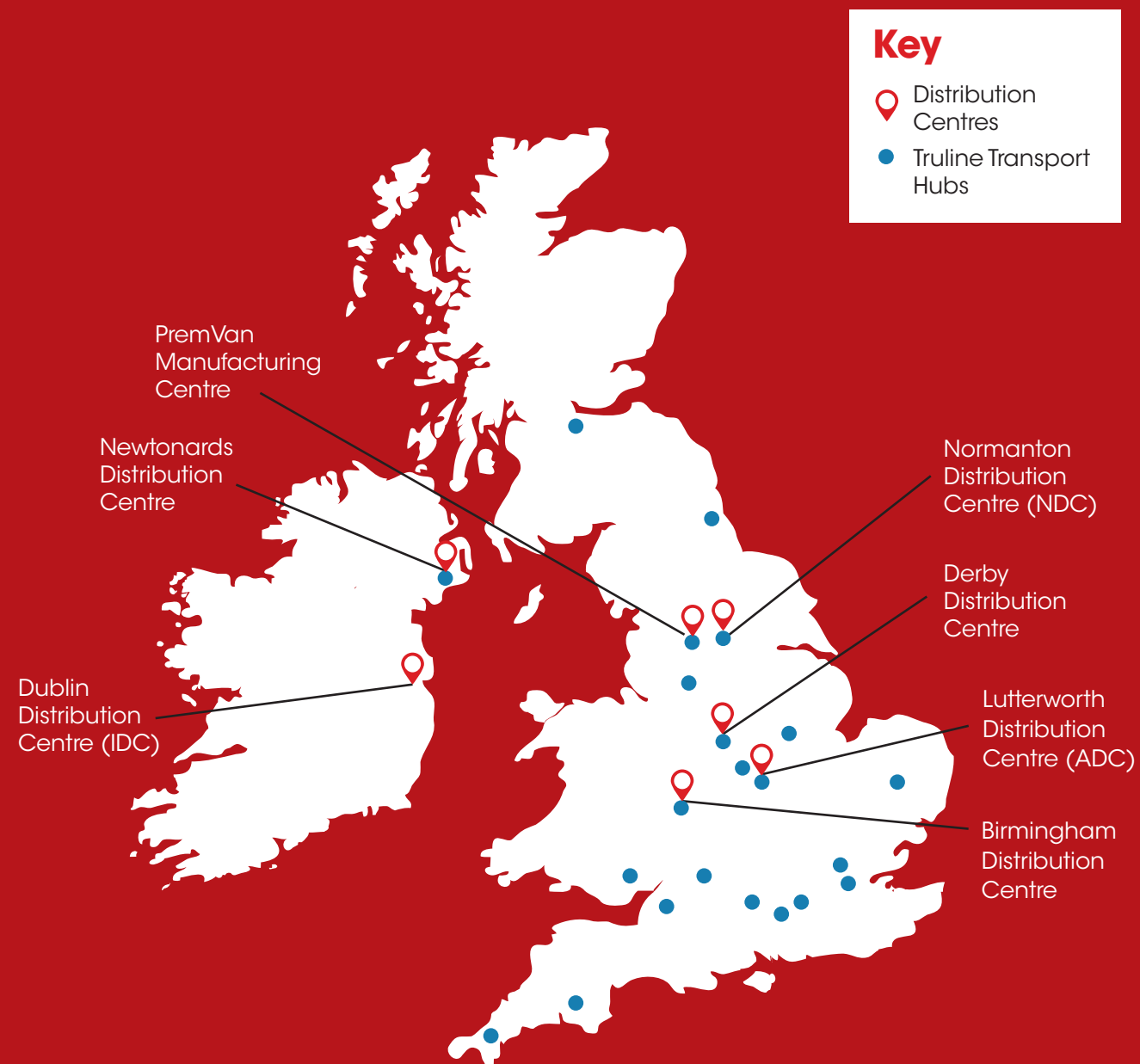


Goods Not for Resale
experts and major
producers of till rolls



evo logistics platform,
delivering over 11m
parcels per annum

> evo Logistics Network



Truline: Northern Ireland/ Republic of Ireland

- Newtownards

Truline: North West

- Droylsden
- Tuscan Park, Normanton

Truline: North East/Scotland

- Newbridge
- Birtley
- Normanton

Truline: Midlands

- Gilmorton Rd, Lutterworth
- Magna Park, Lutterworth
- Grantham
- Derby
- Birmingham

Truline: Central

- Basingstoke
- Guildford
- Gatwick
- Barking
- Hemel Hempstead

Truline: East of England

- Newmarket

Truline: South West

- Plymouth
- Cardiff
- Avonmouth
- Swindon
- Helston

evo Estate

The **evo** estate covers 32 locations throughout England, Ireland, Scotland, Wales and Northern Ireland.

evo
Head Office - Sheffield

7
Distribution
Centres

22
Truline
Hubs

Offices in London,
Birmingham, Cardiff
and Norwich

Our Environment



evo recognises the challenges and potential threats that climate change and resource scarcity pose, alongside the significant opportunity we have to make a difference on behalf of all our stakeholders.

Consideration for both environmental impact and opportunities, are now woven throughout each pillar and the group, and in recent years, our approach to measuring and managing our environmental impact has enhanced considerably. Carbon emissions reporting has allowed us to identify areas for improvement and provided a framework for targeting practical actions throughout the organisation, facilitating discussions in a proactive manner and being at the forefront of change.

Evolution frames our sustainability approach enables us to work collaboratively across our companies' operations, employees, supply chain and customers, challenging everyone to do what they can to protect our natural environment for the security of future generations.

In 2023, our group total emissions reduced by 5582 tCO2e* versus 2022

* tonnes of carbon dioxide equivalent



Carbon Emissions

evo’s carbon reporting is now the overarching measure for environmental accounting across our business activities. Reporting both group and business level emissions, we can monitor at site and activity level, enabling us to target projects for de-carbonisation across all scopes and meet customer requirements on specific disclosure platforms.

In the baseline year of 2021, evo calculated the carbon emissions across three scopes, moving beyond the mandatory elements of Streamlined Energy and Carbon Reporting (SECR) to consider 5 key categories of Scope 3 emissions. In 2023, Complete was included as a newly acquired business to evo along with the new category of Purchased Goods and Services (for internal use). This approach ensures we are continuously refining our calculation, ensuring a transparent approach to the complex area of Scope 3 emissions.

In 2024 Scope 3 accounts for 75.84% of our emissions as a Group and is made up from the following categories:

Scope	Category	Included
3	Indirect GHG emission from transportation	<ul style="list-style-type: none">• Business travel (grey fleet, air, taxi, rail)• Upstream transportation• Downstream transportation• Commuting
	Indirect GHG emission from services used by organisation	<ul style="list-style-type: none">• Purchased goods and services• Electricity transmission and distribution (T&D)• Well to tank (WTT)• Water supply• Water treatment• Waste
	Indirect GHG emission from other sources	<ul style="list-style-type: none">• Homeworking

In Scope 3, the biggest challenge lies in more accurately calculating emissions from purchased goods and their transportation, moving away from spend based methods, whilst being aware that the majority of product suppliers are unable to provide carbon data for their products. Scope 3 calculation and double counting up and down the supply chain remains a concern, but is likely to improve as guidelines become clearer and companies are able to better define boundaries around their emissions.

Emissions Reduction Progress

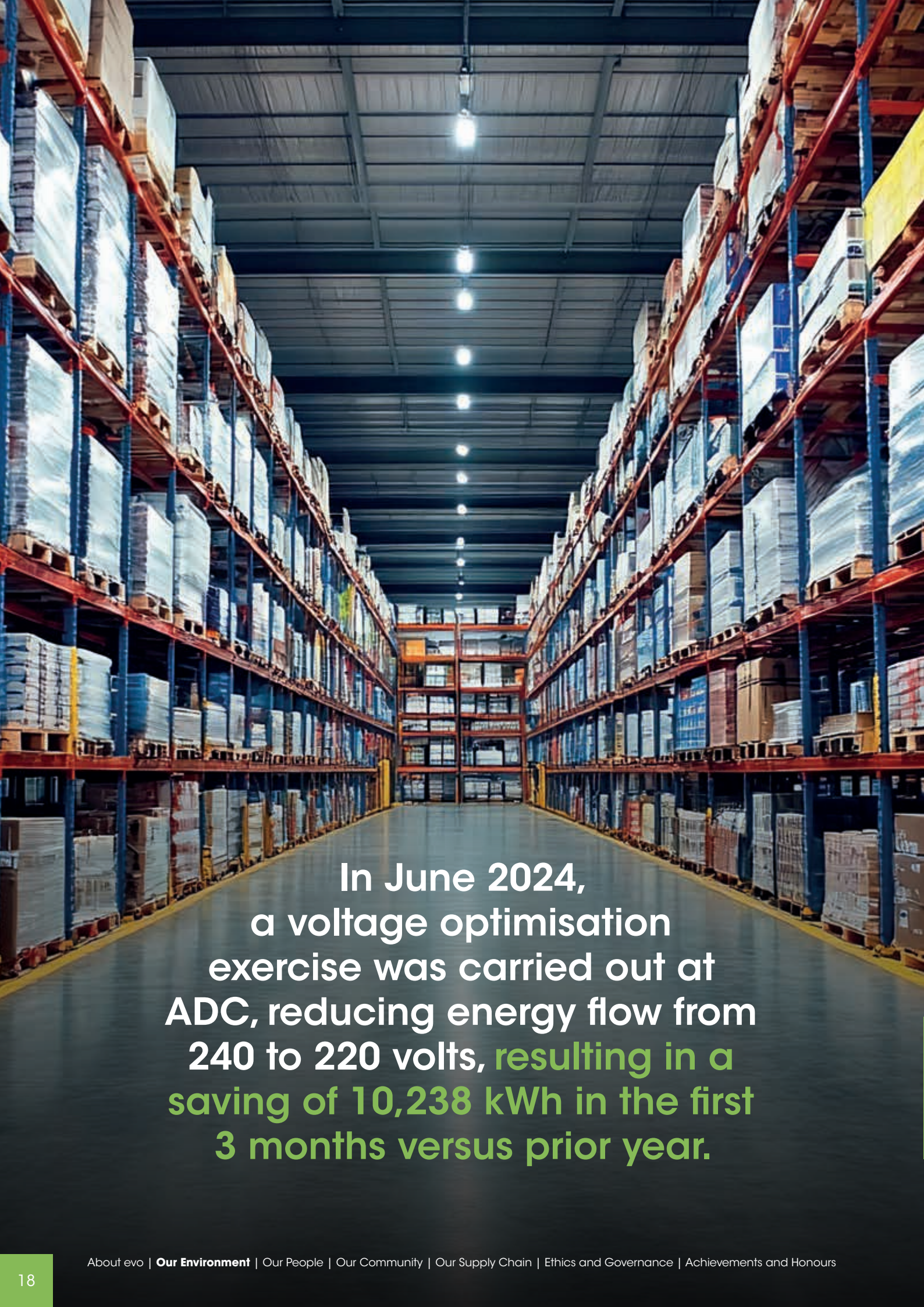
Overall, **evo emissions in 2024 decreased significantly versus 2023.** This is primarily due to a change in the method of calculating upstream transportation of branded goods for resale, retaining only the full transport distance from point of manufacture for our own brands of goods. A detailed explanation can be found in our GHG Report. Scope 1 emissions on transport increased, due to an increase in activity (deliveries and miles travelled), despite significant investment in fuel efficient vehicles in the same year. Scope 2 purchased electricity emissions reduced slightly.

2023 total emissions were 5582 tCO2e lower than 2022, despite many changes arising from a shift away from Covid19 homeworking patterns, greater employee mobility and the addition of Complete to the Group. The reduction is primarily due to decreased emissions from upstream transportation, resulting from a combination of:

- Lower total weight of goods purchased
- Fewer goods travelling the longest distances
- Minor passive reductions in emissions from vehicles
- Reducing business travel by promoting virtual meeting technology and the use of public transport where possible

Emissions	Total tCO2e-2021	Total tCO2e-2022	Total tCO2e-2023	Total tCO2e-2024
Scope 1	7,744.66	7,346.84	6,858.93	7,933.89
Scope 2 (Location)	1,053.87	881.36	928.81	926.49
Scope 2 (Market)	-	-	484.11	1,324.51
Scope 3	49,609.64	50,125.27	45,417.97	27,818.49
Total Emission (Location)	57,354.30	57,472.11	52,761.01	37,076.89
Total Emission (Market)	58,408.17	58,353.47	53,205.72	36,678.87





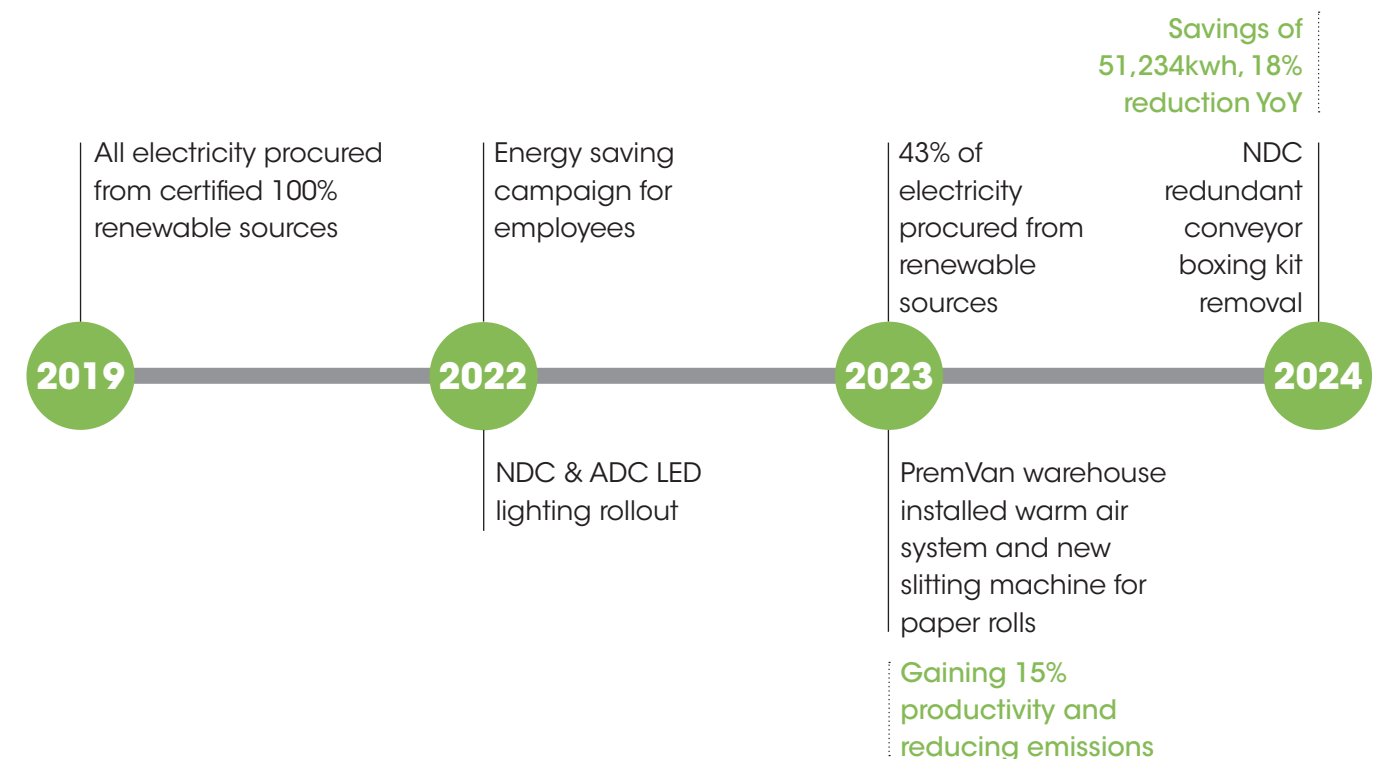
In June 2024,
a voltage optimisation
exercise was carried out at
ADC, reducing energy flow from
240 to 220 volts, **resulting in a
saving of 10,238 kWh in the first
3 months versus prior year.**

Energy Efficiency

Energy efficiency is a priority for **evo**. Carrying a high cost and carbon impact, energy consumption is directly within our control to manage and reduce.

We use energy to light and power all our buildings, with our 2 largest Distribution Centres (ADC and NDC) being the most energy intensive. The Distribution Centres vary in size with all using some form of Manual Handling Equipment such as Fork-Lift Trucks, which require battery charge areas, and ADC has automation for restocking and a conveyor to transport boxed orders. Much of the lighting within Distribution Centres was converted to LED some time ago and replacements are now phased in when replacement lamps are required. PIR Sensor Lighting is also fitted in many of our office environments.

Energy consumption is monitored carefully by the Facilities Managers and Maintenance Teams to identify opportunities to limit wastage, reduce use and cost wherever possible. Regular maintenance has a key part to play, and on-site teams carry out this work. Key highlights of progress to date:



Looking Forward 2025

Capital expenditure requests will include a review of the energy efficiency of equipment to be purchased as part of the Responsible Procurement Policy, bringing a more holistic approach to Scope 3 emissions and raising awareness of the impact of our spend on sustainability.

Waste Management

evo continues to focus on waste management, despite the increased tonnage in 2024.

Total waste tonnage produced			
2021	2022	2023	2024
1526	1349	1326	1768

Within the evo companies, the three top waste streams are;

- 1. Cardboard packaging and shrink wrap from supplier goods and intercompany movements
- 2. End of life or damaged product
- 3. General waste from our offices, catering facilities and warehouse cleaning



In Banner, Complete and PremVan, breaking down supplied goods into smaller unit quantities for customer consolidation generates waste cardboard and shrink wrap, which we bale for recycling, while general waste is incinerated off site to generate energy.



Pallets, pallet toppers and pallet collars are the most reused items for transporting goods from Distribution Centres to hubs. c50% of pallets leaving ADC and NDC are constructed using pallet collars saving 4 meters of shrink wrap each time it's used. Pallet collars have benefits in enabling operations to create taller pallets safely and fitting more product per trailer.



Ahead of the new legislation coming into play March 2025, evo already have recycling bin stations enabling easy separation of waste and have provided internal training to all employees, outlining clear housekeeping rules ensure that waste is segregated and managed correctly.



Since 2023, NDC and ADC have reduced the damaged product going to waste streams through creation of 'staff buy' packs.

evo waste tonnage increased in 2024. The increase is partly attributable to the addition of Premvan waste tonnage; diversification of product and expansion of suppliers to support new contract wins.

Recycling
80%
of waste produced

We are committed to our goal of zero waste to landfill at our Distribution Centres and will focus on reduction of general waste tonnage through several projects in 2025, including an audit on customer returned/damaged goods and high-volume wastes that currently have no route to recycling.

Managing our environmental performance ISO14001

The **evo** environmental policy applies across all sites and forms a key part of our ISO14001 certified management systems in the Distribution Centres, underpinning a long-standing commitment to continuous improvement of environmental performance.

Environmental Stewardship



Air Quality

Truline, **evo**'s dedicated delivery fleet, has c.550 vehicles located at strategic sites. They deliver to VOW, Banner and Complete customers, benefitting from the geographical concentration of the customer base and maximising efficiency. 96% of that fleet relies on diesel fuel which has a localised negative effect on air quality from emissions of sulphur oxides (SOx), Nitrogen oxides (NOx) and particulate matter (PM), alongside carbon dioxide. We continue to monitor our performance in this area.



Water

Water is used in a domestic capacity at **evo** sites, for handwashing, toilet flushing and drinking. Most sites are fitted with water saver taps and we are committed to monitoring water consumption on an ongoing basis and reporting it within our carbon emissions report.



Biodiversity loss has increased at a rapid pace as a result of industrialisation, agriculture and housing on a global scale. As a wholesaler, biodiversity impacts from operations are relatively low risk in comparison to other industry sectors. Most of the **evo** estate in the UK and Ireland is sited within industrial estates and office buildings, the majority of which are longstanding and brownfield sites that have not resulted in any recent habitat loss or direct impact to biodiversity.



B-Line Project

In early 2024, two projects kicked off at NDC to improve spaces for wildlife and people with the addition of pollinator plants, bird feeders and houses. NDC is on a B-line route within the UK, part of a national 'insect pathway' running through the UK's countryside and towns, to restore and create a series of wildflower rich stepping-stones' for pollinating insects. Two teams of volunteers from the warehouse and office have worked hard in the spaces which will be further developed in 2025.

Our People



evo's People are our most valuable asset.

Here at **evo**, we believe thriving colleagues make for a great working environment and a fantastic customer experience, so it's in our interests to continually improve as an employer.

Providing the right working conditions to ensure wellbeing and engagement is underpinned by a culture of safety, optimised career planning, and access to the right training and development.

Furthermore, our ethos is to encourage a workplace of support, respect and tolerance helping us to retain and attract the right people.

Our Workforce

Over 2,000 employees proudly represent **evo** across the UK and Ireland. They carry with them a wealth of knowledge, experience and creativity which we hope to enhance and develop during their time with us. **evo** brings together a real diversity of people executing a wide variety of roles.



Pickers



Packers



Data Analysts



Delivery Drivers



Sales People



IT Infrastructure Experts



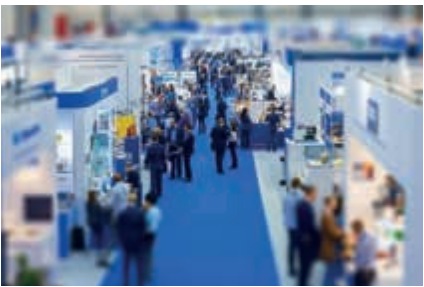
Social Media Specialists



Facilities Managers



Health & Safety Advisors



Buyers



Bid Writers



Designers

Leanne Gregg, People Director

“ We recognise that success depends on our people, therefore, we strive to create a safe and supportive culture that allows our employees to thrive.

*Empowering our employees is key to this success. We encourage our workforce to have a voice and that their voice is heard. Furthermore, we actively seek promotion from within, providing various opportunities for our employees to upskill. Currently over 20 of our employees are enrolled in a complimentary apprenticeship, funded by **evo**.*



*With over 2,000 employees, I am proud that our longest serving employee has been with **evo** for over 40 years. Throughout 2023 and 2024 we have improved employee benefits, most recently incorporating:*

- An enhanced offering of Maternity, Adoption and Paternity pay, along with reasonable paid time off for Fertility Treatment within the Family Leave category.*
- A paid day off, or a voucher, to celebrate on your Birthday.*
- Financial reward for long service, monetary recognition for employees who have reached significant milestones in their tenure with the company.*

*Retaining our talent is key. To do this, we recognise that **evo** needs to not only give back to our workforce but also reflect it as an employer. Becoming a diverse, inclusive, and innovative workplace that is representative of modern-day is a key factor in this. As one of three of the women on the **evo** trading board, I for one, look forward to **evo** continuing to increase the percentage of leadership roles held by women over the next 5 years.*

*Throughout HY2 2024 and as we enter 2025, the **evo** People team will introduce an enhanced Training and Development programme, to which we will deliver in our new Training and Development Hub, located at our Normanton HQ. Investing in this dedicated area showcases to our employees how committed we are to both upskilling them, as well as getting them to the next step in their career. ”*



37,091
training hours
completed

Longest server
with **47 years'**
service

4 on site shops
saving staff up to
£1,000 per annum

5 employees with over
40 years service

32% of top
executive roles
are held by
females

53 Mental Health
First Aiders

Over **679** employees
have completed
10-39 years of
service

Certified **ISO45001**
Management Systems
at Head Office and
100% of our National
Distribution Centres

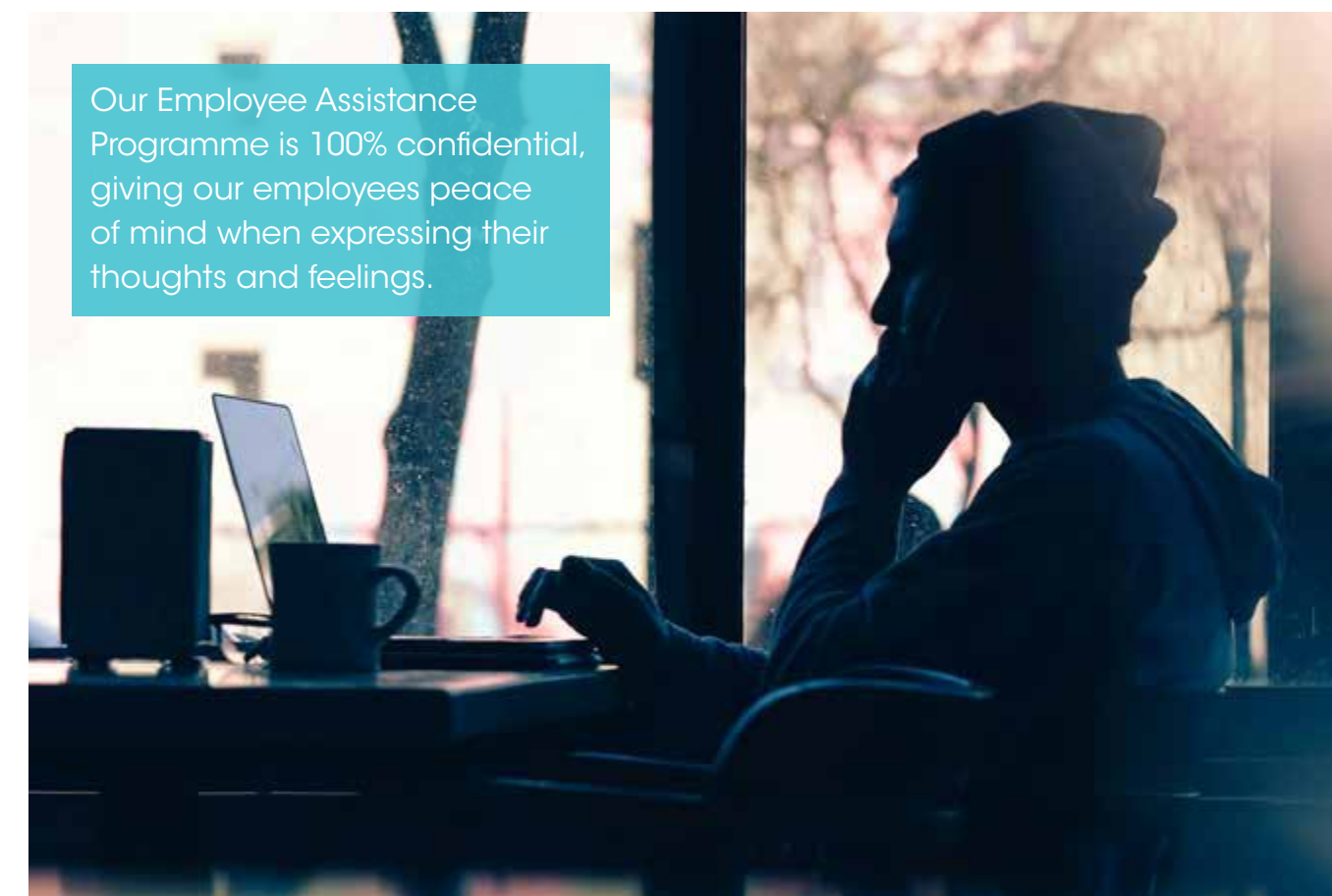
Employee Benefits

1 In 4 people will experience a mental health problem of some kind each year in England.* **evo** recognises this and are keen to ensure that our employees have the relevant support readily available to them.

Our Employee Assistance Programme, TELUS Health, is a fantastic resource for employees and their family members who may be suffering with poor mental health.

Benefits include:

- Access to Mental Health Toolkit including articles, podcasts and more on understanding mental illnesses, wellbeing tips and support guides.
- 24/7 telephone hotline (open to family members)
- Face to face counselling
- Legal advice
- Option to invite up to 5 family members



Our Employee Assistance Programme is 100% confidential, giving our employees peace of mind when expressing their thoughts and feelings.

“ Being a manager is so much more than managing a workload, it is about leading, supporting, and mentoring your team both within and outside of work. Knowing that I can offer my team the TELUS service, helps me as a manager as it ensures that I am directing my team to an expert in this field, that will be able to offer the specialist guidance that stretches further than the support I can offer. **”**

Louis Dobson, evo Group Stock Manager

*mind.org.uk

Employee Benefits



Contributory Pension

The company standard pension is 3% employer and 5% employee contribution with the opportunity to increase contributions, and to opt into a salary sacrifice scheme.



Enhanced Family Leave

An enhanced offering of Maternity, Adoption and Paternity pay. The Company also offer reasonable paid time off for Fertility Treatment.



Company Sick Pay

Once an employee successfully completes their probationary period, the company offers full pay during periods of illness for a duration that increases with length of service.



Annual Leave

An enhanced annual leave package for all employees, over the statutory minimum entitlement. A discretionary scheme the company runs that increases employees holiday entitlement as their length of service increases. An opportunity to purchase up to 5 additional days annual leave at the beginning of the holiday year (subject to local agreements).



Flexible Working Policy

We understand the importance of work-life balance for our employees and that circumstances can change, requiring a change in working pattern. As such, **evo** offers a flexible working policy.



Employee Assistance Programme

Through our EAP TELUS Health, there is an offering of confidential support services, a 24/7 telephone hotline, counselling, debt specialists, legal advice and information, as well as a perks scheme including discounts, offers and cashback.



Opt-in Medical Scheme

Access to a an opt in Medical Scheme, Westfield Health, that offer health and wellness plans that cover a range of medical treatments and services.



Remuneration

Our ambition is to pay 100% of our employees the Real Living Wage (above legal minimum) on an ongoing basis and we are committed to reviewing 100% of employee salaries annually against Real Living Wage rates*. We are bound by law to pay national minimum wage to employees under 21 and the National Living wage for employees 21 and over.



Charity Volunteering Days

The company offers 1 paid day off to volunteer for a charity of choice, and 1 paid day off to support the **evo** Foundation charity.



Ogilvie Car Lease Discounts

Through our offering with Ogilvie, employees have access to reduced rates on car leases, all run through a salary sacrifice scheme.



Staff Sales

Exclusive discounts on company products, available in person in the 4 Staff Shops, and online via the Staples Staff Shop.



Pension Financial Advisor

Professional financial advice on pension planning, helping you make informed decisions about your retirement savings.



Eyecare

Run through our Company expenses process, employees are entitled to claim back up to £30 for an eye test, and up to £50 towards the cost of glasses (for VDU or driving use only).



Childcare vouchers

Pre-existing Computershare users can continue to utilise their childcare vouchers whilst employed at **evo**.

*Increases to salaries remain dependent on business performance and affordability at the time of review and unfortunately not all employees will receive Real Living Wage every year



*"A key factor as to why I chose to return to **evo** after being out of the industry for nearly 6 years was the female representation on the board. As a young woman in business, it is empowering to see three women on the board, showcasing how to be a strong female leader, and succeed in a male dominated industry."*

Laura Hodges
Head of Product Marketing

Diversity & Inclusion

Diversity and inclusion are critical for positive interpersonal culture and employee well-being, contributing to the organisation's success. At **evo**, we recognise and embrace diversity and inclusion at all levels of the organisation. We believe that a diverse and inclusive workplace fosters creativity, innovation, and productivity, leading to better decision-making and problem-solving.

30% of our employees are female and we are proud that 32% of our top executive roles are held by women.

evo Female Leadership on Trading Board



Ashley Burke
VOW Ireland MD – Group Trading Board



Leanne Gregg
Group People Director – Group Trading Board



Viv Slater
Banner MD – Group Trading Board

*"At **evo**, we have zero tolerance towards any form of discrimination. Whether intentional or accidental, we ensure that all employees are treated with respect and dignity, regardless of their gender, race, religion, age, or sexual orientation. Our goal is to create a work environment that is safe, supportive, and inclusive for all employees."*

Millie Easton, Senior HR Partner

Gender Pay Gap

evo is committed to the principle of equal opportunities and equal treatment for all employees, regardless of sex, race, religion or belief, age, marriage or civil partnership, pregnancy/maternity, sexual orientation, gender reassignment or disability. In line with the Government's commitment to tackle gender inequality, we publish data showing the pay gap between our male and female employees across the businesses, where required.

Diversity & Inclusion

A green background with yellow sunflower graphics. The text 'HIDDEN disabilities' is in white and yellow. Below it, a paragraph explains the Hidden Disabilities Sunflower Scheme. A circular inset shows a woman wearing a sunflower lanyard.

HIDDEN disabilities

As a member of the Hidden Disabilities Sunflower Scheme, our employees can wear their sunflower lanyards to indicate any form of hidden disability, safe in the knowledge that their colleagues understand the purpose behind it. Recently, we have seen these used more frequently, throughout our sites.

Since 2021 **evo** have been signed to the Disability Confident Scheme demonstrating organisational commitment to those with disabilities and long-term health conditions wanting to work with us.

A background image showing silhouettes of people holding up a large rainbow flag against a bright sky. The text 'Embrace Diversity Days' is in white. Below it, a paragraph describes the company's commitment to diversity and inclusion.

Embrace Diversity Days

Each year we celebrate and promote a culture of inclusion and diversity through several successful companywide campaigns, including Mental Health Awareness week, Pride, International Women's Day and Black History Month.

We are committed towards improving our approach towards diversity and inclusion and are reassured by the fact that no cases of discrimination have been raised in any part of the group over the last 2 years.



In June 24, we facilitated the largest industry trade show, **evo LIVE**. With our employees in attendance, we took the opportunity to update and train them on various business topics including, launching our new HR system, Iris, as well as recent developments within CSR and Sustainability.

Employee Development

At **evo**, we understand the importance of continuous learning and development for our employees to keep up with the industry’s ever-changing landscape.

We have recently opened a new training and development facility at our NDC location, which will be our main location for employee training going forward. We provide our employees with opportunities to learn and grow through training programs, leadership development initiatives, and career advancement opportunities. We believe in investing in our employees’ futures and encouraging them to pursue their interests and passions within the company, subject to the environment in which people work.

Employees have access to the online training platform known as Percipio, through which they are able to provide self-serve training of their choice, including specialist training for specific job roles across various departments. On-the-job training in Operations is providing on site through trained specialists in areas such as manual handling, spills, picking and packing goods safely, and driving.

Year to date, 37091 training hours were recorded, averaging 18.5 hours per person.

Training hours were recorded by employees and reported via the former People Management System, CHRIS, to which employees in Operations did not previously have access. In 2025, per channel data will be readily available via the new People Management System, IRIS, which is accessible to all employees.



37,091 training hours were recorded during 2023 and 2024, averaging 18.5 hours per person. In 2025, per channel data will be readily available via the new People Management System, IRIS, which is accessible to all employees and will enable **evo** to track and monitor personal development more effectively.

Learn while you earn

Having invested in apprenticeship opportunities for our employees, there are hundreds of different courses available at various levels, no matter what stage in their career. With over 20 live apprenticeships currently ongoing, we offer study time whilst at work, ensuring that our employees maintain the ideal work-life balance.

Two of our apprentices were delighted to receive awards for their continued professional development and dedication within the business. Presented at the Federation of Wholesale Distributors (FWD) Wholesale Star Awards, Elle Butler & Rebecca Brook, **evo** employees, were amongst the winners on the day.

NVQ Level 5 - Distinction

Operational Management Apprenticeship



Joanne Harvey
Sales & Commercial Manager



Clive Andrews-Lewis
Studio Manager



Elle Butler
Marketing Executive
Multi-Channel Marketer V1
Apprenticeship

Rebecca Brook
Head of Group Inventory
Level 7 Apprenticeship in
Senior Leadership

Work Experience

Offering young people an opportunity to experience work is a fantastic way to improve their confidence and competence. During 2024 six young people have benefitted from work experience within **evo**.

In PremVan two students undertook one week of work experience each, supporting local schools through placements to enrich learning.

Banner partnered with Usel to offer work placements for students at its Newtownards Distribution Centre in Belfast, Northern Ireland. The program supports learners aged 17 to 20, providing valuable work experience in warehouse operations, such as goods-in, picking, packing, and dispatch. This initiative is part of a 3-year Skills for Life & Work programme aimed at helping young people overcome barriers in the labour market and secure full-time employment.

We are proud to contribute to the development of essential skills and career opportunities for these students, while also giving back to the local community with all students gaining 12 weeks experience.

Enhancing Employee Workspace

More recently, **evo** has invested in the NDC workspace, giving employees a working environment that they are comfortable to work in each day, whilst also being proud to show to key stakeholders, such as potential new business.



Saving employees up to £1,000 per year via our staff shops.

Employee and Visitor Shops

A total of four shops now exist across our sites, at ADC, NDC, PremVan and Derby. With over 21 square metres of retail shelving, offering 500+ products, processing around 120 staff purchases per day. The shops offer many essential everyday goods at subsidised prices to support staff with the ever-increasing cost of living.



Reducing unnecessary road miles and carbon emissions in our purpose-built and professional meeting space

NDC Boardroom

Having refurbished our boardroom and invested in the latest technology, we have created a professional meeting space that overall has cut costs and reduced carbon emissions by eliminating employees having to drive off-site for a room fit for purpose.

As a priority, we refurbished an unused area of the building and repurposed as a Training and Development Hub. Throughout 2025, our People team have a suite of training programmes to roll out with our employees and being able to undertake sessions within this inviting space, allows for further engagement and creativity. Furthermore, the space has been offered to local business for use, in return we kindly ask them to provide an optional donation to the evo Foundation.





ISO45001 certified Health and Safety Management Systems are live in six of our Distribution Centres and four major Transport locations in NDC, ADC, Birmingham and Derby. All locations achieved 95% or above on their internal H&S audits in 2024.

Health and Safety

The Health & Safety of our employees is priority. With just over 1,000 employees working in operational distribution centres and on the road delivering orders for Truline, we're conscious of the risks they face daily, which is why we take proactive measures to prevent workplace accidents and promote a culture of safety through extensive training and the support of H&S professionals.

Monthly Health & Safety Committee meetings are led by local management teams, supported by the Group QHSE Manager and a team of 5 QHSE trained specialists. Audits are carried out regularly by the team, across all operational sites including Truline hubs.

evo has invested in a full time QHSE team, with six individuals trained to National Examination Board level in Occupational Safety & Health (NEBOSH) with two having reached the challenging Diploma level:

Employee	Job Role
Stacey Bailey	Group QHSE Manager
Jayne Reather	Group QHSE Administrator
Richard Gartside	QHSE Representative NDC
Cheryl Upton	Group QHSE Advisor
Leanne Bennett	NDC QHSE Manager
Sabrina Ward	ADC QHSE Manager
Aaron Doyle	Truline QHSE Manager
Will Turner	Truline QHSE Advisor

146 First Aiders

165 Fire Wardens

48 Managers trained in Level 2, Institute of Occupational Safety and Health (IOSH)

48 Manual Handling Qualified Trainers

53 Mental Health First Aiders

Compliance Corner, the QHSE newsletter is circulated quarterly by this team, to keep all employees up to speed on developments in Health Safety and Environment.

Our Community



evo takes pride in being an active and integral part of the local communities in which we operate. Beyond providing employment opportunities and contributing to the local economy, we are committed to making a positive social impact through a variety of initiatives. Our efforts include fundraising, donating stock to local food banks and charities, and volunteer work, that benefits both our staff and communities around us.

Employee Volunteering



World Clean-Up Day
Employees from our Normanton head office took part in World Cleanup Day, collecting 11 bags of plastic waste using the Canal & River Trust's Plastic Challenge guidance. This effort highlights **evo**'s commitment to environmental stewardship and tackling pollution.



Jules Weaver fundraises with Child Bereavement UK
Banner employee Jules Weaver, alongside her daughter Abbie, volunteered at the Let's Rock 2024 Festival in Exeter, helping raise over £4,500 for Child Bereavement UK. Their efforts included managing ticket attendance and selling charity wristbands.

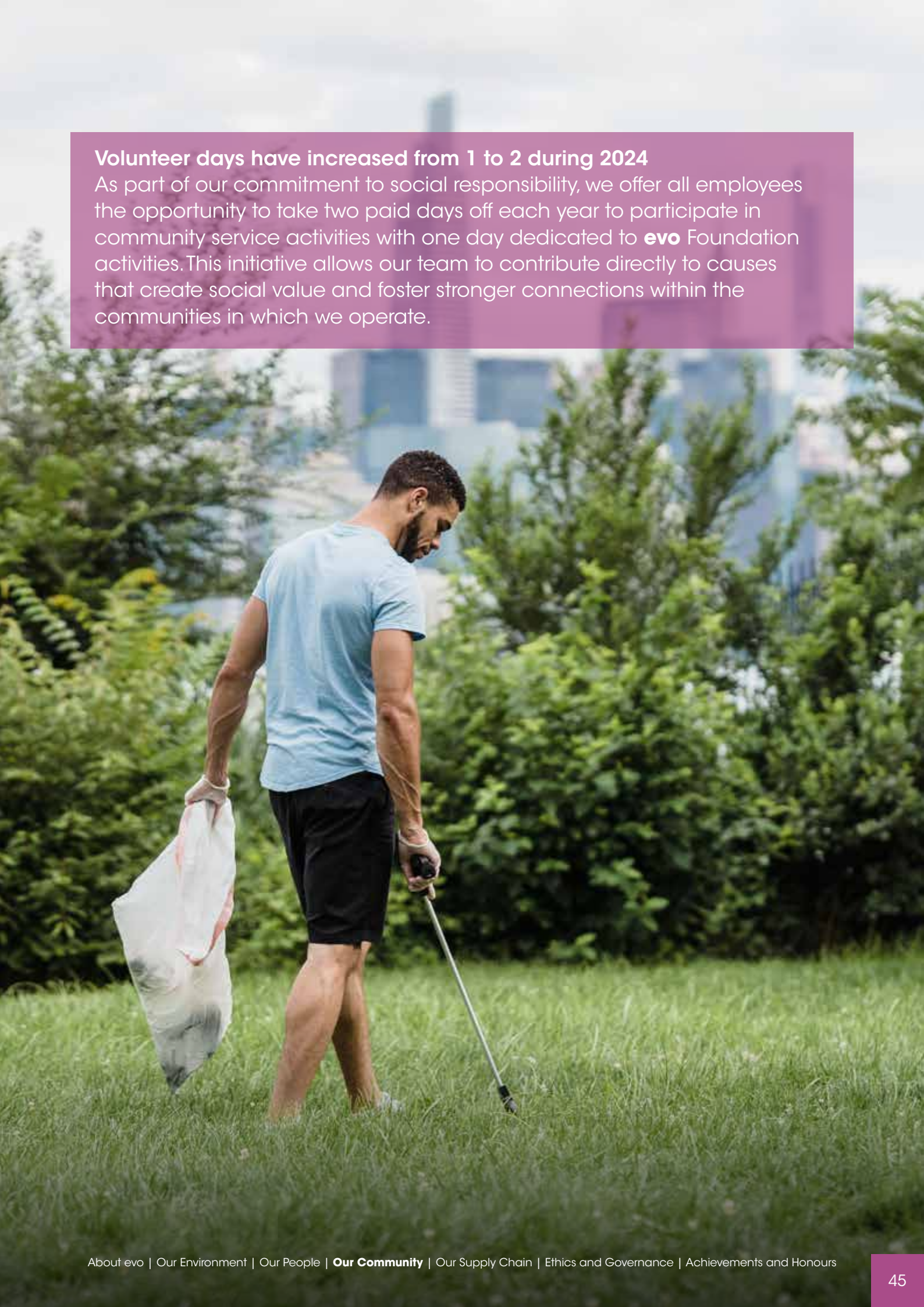


NDC Colleagues volunteered at RSPCA Leeds
Employees from our NDC site rolled up their sleeves at RSPCA Leeds, volunteering to paint, weed, and plant in the off-lead area for animals. In addition to their hard work, they donated much-needed supplies to further support the animals' care.



Complete Employees volunteered at Brunel Care
Leigh and Elina from Complete volunteered at Orchard Grove, donning their gardening gear on a very hot day to weed, plant flowers and repaint wildflower planters, beautifying the gardens for temporary residents transitioning from hospital to home.

Volunteer days have increased from 1 to 2 during 2024
As part of our commitment to social responsibility, we offer all employees the opportunity to take two paid days off each year to participate in community service activities with one day dedicated to **evo** Foundation activities. This initiative allows our team to contribute directly to causes that create social value and foster stronger connections within the communities in which we operate.





REDNOCK
SCHOOL

evo businesses are regularly asked to support projects and causes. We are proud to donate and deliver stock through our network, ranging from discontinued products through to donations for very specific requirements, amounting to over £15,000 at cost through 2023 and 2024.

Andy Wallis, Head of Art and Media at the Rednock School commented, "The photo paper donation has made a massive difference to the art department and allowed us to print out many more photographs celebrating the skills of our students."

Product Donations



Milton Keynes Foodbank

evo donated eight pallets of essential items, including reusable cups and cutlery, to the MK Food Bank, who distributed them to those in need within the area, like the Woburn Sands Night Shelter who help to support vulnerable individuals.



Banner Education Donate to Rednock School

Banner is committed to enhancing social value through community engagement. Recently, the Banner Education team donated essential paper supplies to Rednock School in Gloucestershire, with the donation significantly benefiting the art department.



Complete Donating and Supporting Brunel Care

Complete's Tim Woodley ensured three unwanted boardroom tables found a new home at Brunel Care, supporting their work with older people in the Southwest.



Eccleshill Adventure Playground

PremVan donated cardboard cores and paper ends to the Eccleshill Adventure Playground, providing materials for children to decorate and create with, supporting both creativity and sustainability through repurposing resources.



SALS Shoes Donation Initiative

Banner supported the SALS Shoes "Toe to Toe" program by donating shoes to children in need, helping improve their quality of life and school attendance.



University Collaboration

In direct partnership, the University of Dundee and Banner collaborated to address the urgent need for support among homeless individuals facing harsh winter conditions. Together, they sourced and donated warm kits, which include essential items like thermal mugs, hand warmers, hot water bottles, gloves, socks and thermal blankets. These kits, distributed through food banks and volunteers, are vital for providing comfort and security during the cold winter months.

Charity Collaborations



Donation to Wakefield Street Kitchen
In response to an urgent appeal from Wakefield Street Kitchen, Banner employees came together to donate essential items, including food, water, children’s toys, and clothes. This local charity, near Banner’s Normanton office, provides 300 meals and 50 food parcels each week, but demand has surged, surpassing supply. Banner is proud to support this vital cause, collating and delivering the products, including a company donation of essential period products, helping the community in a time of great need.



Complete Fundraise for Hope 4 Kidz
Complete’s Newcastle team, led by trustee Jason Devison, actively supports Hope 4 Kidz. Last year, they participated in a Halloween party and raised funds at the charity’s Christmas Ball.



Banner Employees Fundraise for Save the Children
Banner Sales team in London participated in Christmas Jumper Day last year, raising £266 for Save the Children UK. This charity supports children in over 100 countries, providing essential food, shelter, and education.



Pretty in Pink
In honour of Breast Cancer Awareness Month, many members of the Complete team embraced the “Pretty in Pink” theme to raise funds. The Derby branch led the charge, hosting a series of fun games and activities, which raised £145 for the cause. Some participants even walked away with prizes, making the day both enjoyable and impactful.



Children In Need
The Complete team donned their favourite fancy dress to raise funds along with Pudsey the Bear, for Children in Need. With £78 raised throughout the day.

evo continues to support employees to raise funds for charities close to their hearts, promoting events, encouraging sponsorship and giving praise for a positive action.



evo Foundation has
raised **£98k**
of our **£100k**
year one target

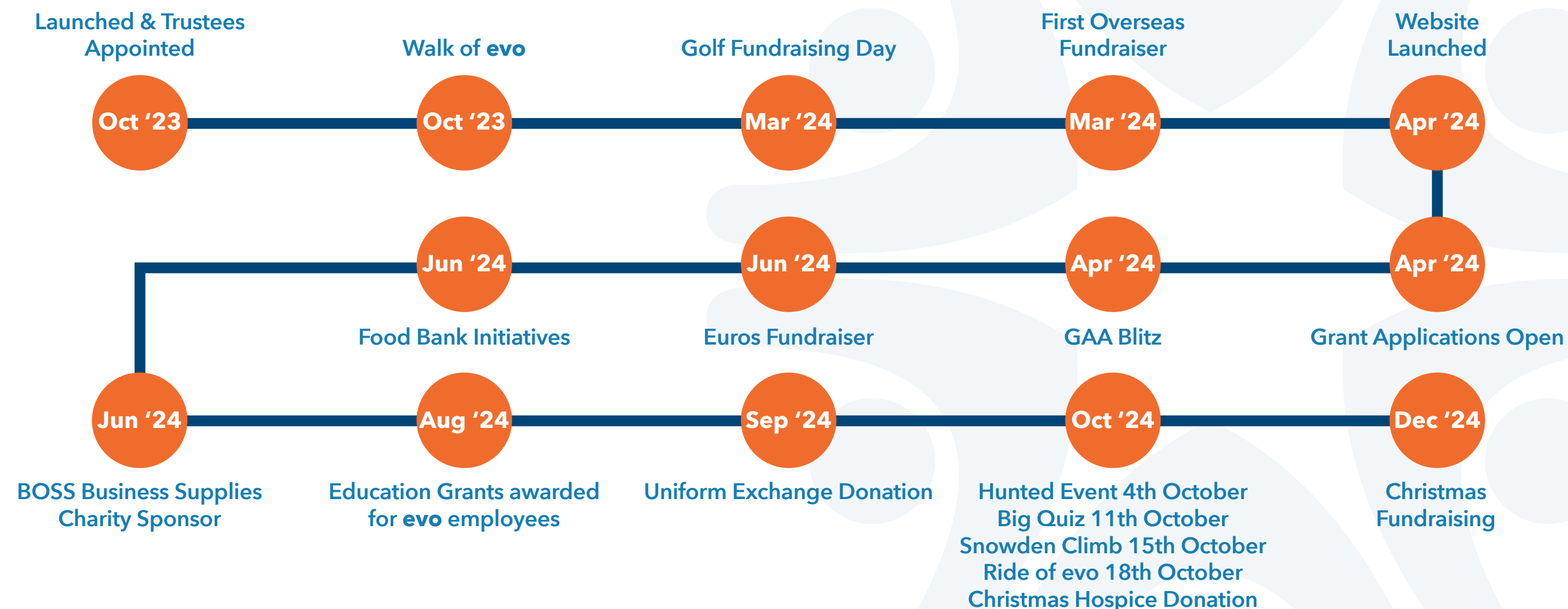
Bringing positive change to the communities we work in

The **evo** Foundation, founded in August 2023, is committed to making a meaningful impact on the lives of individuals globally.

With two objectives at heart, the advancement of education and the prevention of poverty, it is poised to make a substantial difference in our communities.



TIMELINE



FUNDRAISING ACTIVITIES



Employees across **evo** Group came together across ten days, trekking 274 miles across the country, equivalent to over 10 marathons. Steve Smith, **evo**'s Operations Director, took on the entire 10-day walk between evo's UK locations. The 'Walk of evo' route saw them reach key milestones in Sheffield, Lutterworth, Aston, Bradford, Leeds and Normanton. All communities where **evo** has a significant presence.

10
days

274
miles

Walk of evo

£35k raised

FUNDRAISING ACTIVITIES



March 2024 welcomed our first overseas charity fundraiser. Stunning Chamonix was the chosen destination, as Adrian Butler, VOW Wholesale MD, took to the skies and paraglided off Mont Blanc.

Gliding over the snowy landscapes, and across the shimmering slopes, Adrian overcame his nervousness in aid of the evo Foundation.

Mont Blanc Paraglide

£2k raised

FUNDRAISING ACTIVITIES



Led by Andrew Gale, **evo** Group CEO and evo Foundation Trustee, as well as Adrian Butler, VOW Wholesale MD, the first evo Foundation charity golf day was a huge success. Taking to the course to hit over 1400 golf balls, each golf ball was sponsored by an **evo** Group employee. If their ball got a 'hole-in-one' or landed nearest to the pin, they won one week's annual leave. With help from supportive suppliers and customers, all 1400 golf balls were hit and they kept smiling with every swing.

Golf Day

£14k raised

FUNDRAISING ACTIVITIES



The GAA Blitz became the first fundraising activity in Ireland for evo Foundation and from the throw-in, it was a huge success. Hosted by Ashley Burke, VOW Wholesale Ireland MD, Ashley, and her selected team, played against VOW's suppliers in a competitive game of Gaelic football. The match was feisty and fun as the teams battled to become the GAA greatest. **What's more, evo Foundation have pledged to spend all the funds raised during this activity in Ireland only. Giving back to another evo local community.**

GAA Blitz

€10k raised

FUNDRAISING ACTIVITIES



Employees throughout **evo** came together across 7 days, riding over 900 miles in aid of evo Foundation. Kickstarting in Leeds and concluding at **evo** Normanton HQ, the route was carefully planned to reach communities in which **evo** has significant presence, thus allowing **evo** employees to undertake legs of the route. Led by Phil Sibson, **evo** Complete Furniture Director, the fundraiser was made accessible for all, with family friendly routes incorporated, as well as desk bikes, allowing those located in an office to help clock up the miles.

The Ride of **evo**

700 miles in 7 days

£20k raised

FUNDRAISING ACTIVITIES



Throughout December, **evo** will embark on a Christmas Countdown challenge, giving employees the opportunities to partake in various fundraising activities. The main activity will be the opportunity for children within **evo** families to design the official evo Foundation Christmas card, within the winning design being printed and sold in our **evo** shops, with proceeds going towards evo Foundation. Other activities include the opportunity for the children of **evo** families to visit Santa at a fraction of the cost of local establishments, a grotto will be opened on-site at the **evo** Normanton HQ, for employees to bring their loved ones to visit and experience the magic of Christmas, whilst generating funds for evo Foundation.

Upcoming!

Christmas Countdown...

Aim to raise £2k



Food Banks

evo Foundation is proud to be supporting three food banks all located within local communities in which **evo** are based. Investing £/€500 monthly from July 24, as well as donating period products, sexual health essentials, cleaning and hygiene supplies, and back to school stationery. **evo** Foundation are maximising the mechanisms of these food banks to make a positive change to local communities.

feeding
720
families **£9k**
invested

Invested in Learning Essentials

Advancement of Education is one of evo Foundation's core objectives, which is why we have recently put aside £10,000 to support with education essentials for young adults and mature students in higher education. We recognise the commitment required to achieve in higher education and want to support people taking on that challenge. As an employer of over 2,000 people, we want to give back. **evo** employees have recently been encouraged to submit applications and receive a grant to support them or their dependants when embarking on the journey of further education.

Supporting
young adults
in education **£10k**
invested



Invested in Period Equality

Over one in four girls (aged 14-21) in the UK are struggling to afford period products. evo Foundation is supporting young females within our local communities by donating feminine hygiene products. Should products be unsaleable due to outer carton damage or where the group is holding excess stock, these products are kindly donated to evo Foundation, allowing us to further support the food banks we align with.

Supporting **disadvantaged women** and tackling **period poverty**



Giving back to Children's Hospice

The evo Foundation has recently had the pleasure of donating €2k to the LauraLynn Foundation. LauraLynn, Ireland's Children's Hospice provides specialist palliative and supportive care services to meet the needs of children with life limiting conditions and their families in Ireland. Since opening in September 2011, LauraLynn Children's Hospice has cared for over 680 children and their families including parents, brothers, sisters, grandparents and wider family members. This was possible following the recent evo Foundation fundraisers that have taken place in Ireland, the GAA Blitz and The Big Quiz. Both were a huge success raising over €11k, to which evo Foundation has pledged to spend all funds raised by these activities, in Ireland only, giving back to another local **evo** community.

Helping **children** with **life-limiting** conditions

€2k
Donated



Supporting The Uniform Exchange

The average cost of secondary school uniform in the Wakefield district is a staggering £267, making schemes like the Normanton Uniform Exchange so important to local communities. Since opening in 2020, the Normanton Uniform Exchange has handed out over 4,000 items of free clothing to approximately 800 families. Academies and high schools have requirements for pupils to wear branded garments, should they not, they are penalised. With more and more parents struggling to meet the cost, government legislation is supposed to be addressing the problem, but this doesn't take effect until next year. Therefore, evo Foundation have pledged to donate £100 per month, allowing the scheme to utilise this donation to purchase one-off requirements for families, this could be branded blazers, footwear or school bags, should they not currently have it in stock.

Helping **families** overcome the **ever-rising** costs of education

£1,200
Pledged

> Julie Hadley, Head of CSR and Sustainability

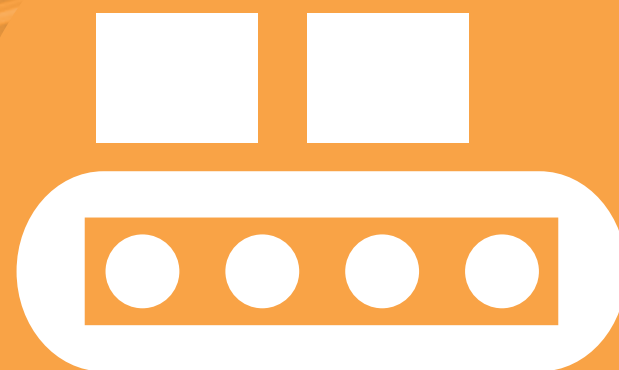


“As the name indicates, Evolution, our approach to CSR and Sustainability continues to change as it matures. Over the last couple of years, we've seen a surge of interest in how our business conducts itself in this area with carbon accounting, ESG metrics and supplier compliance coming to the fore as a result of changing external factors.

Delivering meaningful change across this large umbrella piece takes real tenacity and this report is testament to the commitment and transformation weaving its way through our organisation. It's a journey on which we continue to be transparent, communicating our successes and challenges so our stakeholders know that we are doing our best to support them in a way that ensures our business continues to thrive.

Working closely with our CSR Steering Committee and Senior Leaders, I am convinced that our programmes of activity will continue to make a difference to our stakeholders and the environment, especially as they embed and mature. It's a great pleasure to be influential in evo's sustainability journey and I look forward to seeing our plans for 2025 come to fruition.”

Our Supply Chain



Supply Chain at **evo** runs from manufacturer through our operations to the customer and forms the most significant part of our economic, social and environmental footprint. **evo** is committed to ensuring sustainable and ethical procurement through partnership and due diligence. We work collaboratively with a robust and diverse supply base to bring about innovation in product, increase operational efficiency, and wider accreditation.

evo Approach

At **evo** we connect suppliers with their consumers through our buying, distribution, marketing and sales platform. Our role is...To Buy, To Store, To Sell and To Ship. As the UK and Ireland's leading supplier of business and people supplies, we have a stock holding of over 30,000 products, that are delivered from around the world. We then process, consolidate and deliver them through an advanced multi-site transport network to over 24,000 customers. Therefore, our complex supply chain and our role in the overall industry supply chain is where we can make the biggest impact to sustainability. The suppliers that we choose to partner with, the product ranges that we sell and how we support the choices our customers make, all play a significant role in our overall impact.

We have created **evo** policies to give our buying teams a framework to engage with existing and potential suppliers, find practical solutions, and agree meaningful long-term agreements. Within our Responsible Procurement Policy we have committed to:

Our Commitments

- Expand our selection of products that have improved sustainability performance
- Transition our approach in line with the principles set out in ISO20400 Sustainable Procurement
- Act as an advocate for responsible practices within our industry

ZERO Air Freight

Ship deep sea containers with a minimum **85%** fill rate

85% of product sold in Ireland to be delivered direct to IDC in Dublin

Engage with the supplier base to expand the volume our fleet can collect on return journeys

Establish a 6 month remedial plan with manufacturers on products with a returns rate **5%** or more.

Simon McLoughlin, Buying Director



“ Our approach to responsible procurement is based on having meaningful targets and reporting. We underpin them with a set of company policies and documents that set out our clear expectations. In addition, in 2024 we have 3 focus areas:

1. Number of products/% of lines with 3rd party certification or high recycled content
2. Working with suppliers who comply with our code of conduct on Modern Slavery & Child Labour
3. Improving our approach to packaging – specifically reducing unnecessary plastics

Supported by more detailed targets and projects to reduce carbon emissions, reducing empty miles, and reducing product waste from returns. Delivering on these overall, as well as our focused, objectives is an engaged team that are motivated to make a difference and a supplier base that has been open to change and sharing best practice.

In addition to our targets for change, we remain diligent about the importance of compliance within responsible procurement. This is an area that has developed in recent years, with the devolution of power and UK/EU divergence. We have embedded compliance knowledge across the Buying team and remain vigilant to change across the different jurisdictions we operate in.

*Overall, at **evo**, we have embraced the challenge and look forward to reporting more success in the future.”*

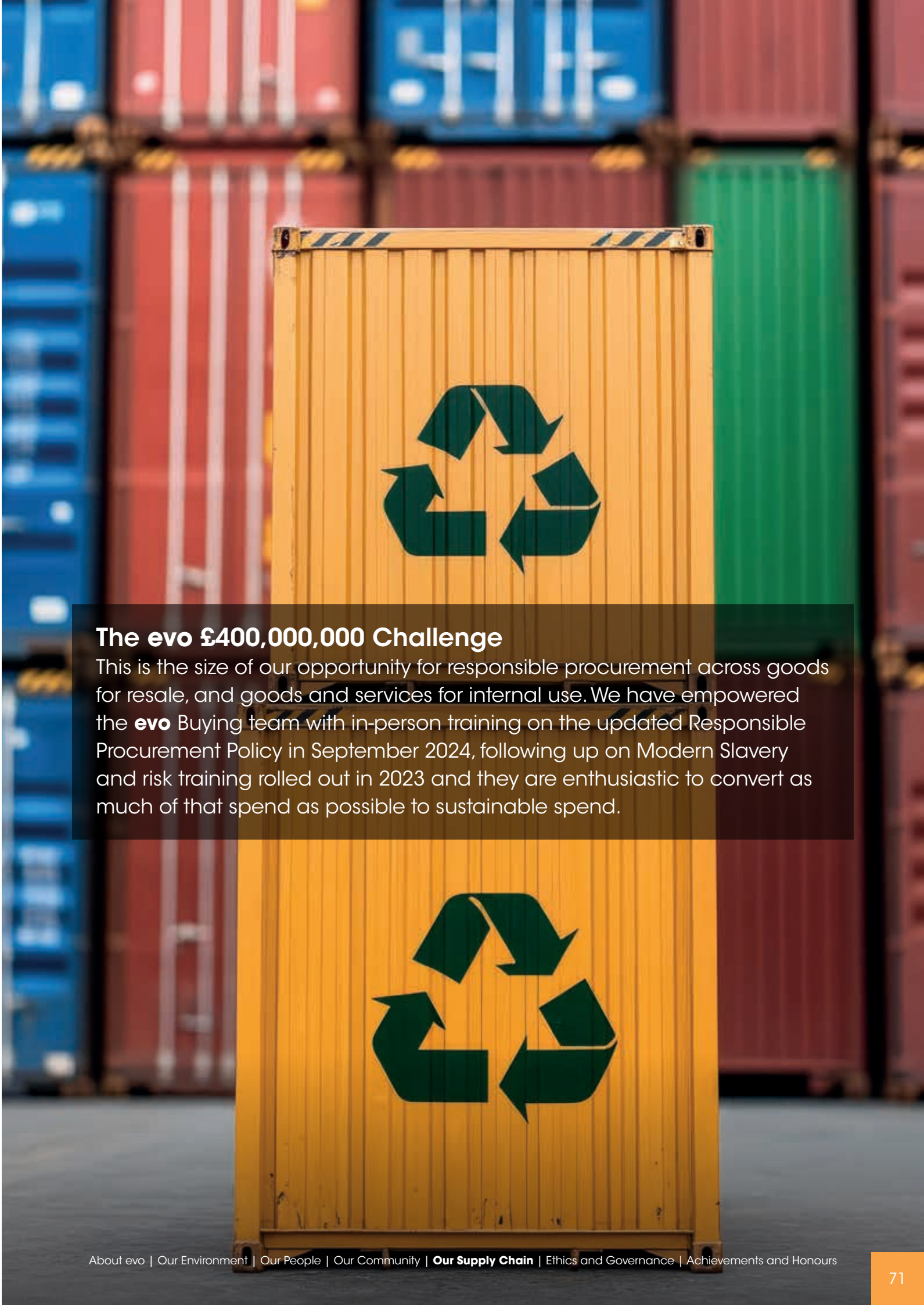
Responsible Procurement

At **evo** we have a huge opportunity to make a difference through the power of our purchasing. As an **evo** buying team working centrally, procuring products for all the channels, we can:

- | | |
|--|---|
| Reduce supply chain and human rights risks | Leverage environmental sustainability through our product selection process |
| Reduce carbon through managing an efficient supply chain | Ensure quality, value and compliance |
| Maximise cost benefit through volume | Control onboarding of suppliers |
| | Support manufacturers to produce products efficiently |

The **evo** £400,000,000 Challenge

This is the size of our opportunity for responsible procurement across goods for resale, and goods and services for internal use. We have empowered the **evo** Buying team with in-person training on the updated Responsible Procurement Policy in September 2024, following up on Modern Slavery and risk training rolled out in 2023 and they are enthusiastic to convert as much of that spend as possible to sustainable spend.





Within **evo** is FSC certified thermal paper rolls converter PremVan. Based in Bradford, UK and certified since 2011, PremVan produce four grades of thermal roll.

Progressive Product Range

evo offers over 35,000 product lines at any given time, including the Sustainable Choice range, which highlights products designed with sustainability in mind. Over 2024 the group has continued to diversify product ranges to meet workplace needs and continue to offer consolidation solutions.



This LED corner cabinet is the ideal learning nook for children on the autism spectrum, with ADHD and sensory processing disorders.

Furniture

Throughout 2024, **evo** has successfully enhanced our furniture supplier base by over 80. This has allowed us to better serve our customers with not only their niche business requirements but further support their CSR and sustainable goals. Catering to an array of verticals throughout the group, our new furniture offering allows **evo** to be the procurement partner of choice, when enhancing our customer's workspaces. Our enhanced range of ergonomic furniture can prevent bad working habits and risks, enabling employees to stay productive and engaged in work with the optimum workstation. More recently, we have increased our range of SEND related products, ensuring that buyers within education, can fully support all pupils within their learning establishments, including those with special educational needs and disabilities (SEND).



Workwear

31% of respondents during a recent survey expressed that they have had to adjust their behaviour because of the PPE they use. Including, skipping break times to finish tasks quicker to reduce the time spent in ill-fitting PPE.*

evo has recently launched Workwear, one key demographic we were keen to accommodate was women within various workplaces. Providing adequate workwear to female employees is no longer a nice to have but now necessary. What's more, our Workwear range has a wide selection of eco friendly options available.

*Women's engineering society, PPE survey results



Period Products

Approximately 200,000 tonnes of waste in just one year is driven from single use Period Products.

evo listed Period Products into our range January 2023, with a keen emphasis being sustainable products. With most traditional Period Products being made from 90% plastic, our channels actively encourage their customers to select reusable Period Products, to not only mitigate use of plastic but also reduce raw material consumption, harmful chemicals, and reduced volumes of packaging. Our sustainable products listed include:

- Organic Cotton Pads
- Reusable Pads
- Period Pants
- Menstrual Cups
- Organic Cotton Tampons

Sustainable Product Range

Demand for sustainably sourced products continues to increase as customers review their responsible procurement options. **evo**'s sustainably sourced product range meets strict criteria based on third-party accreditations and data from manufacturers about recycled content.



To receive one of our in-house sustainable choice icons, products must have at least 50% recycled content or have one of nine third party certifications.

evo source and supply a selection of products that carry various accreditations and sustainable attributes, these include all those listed. As there are so many, we understand that our customers might find it difficult deciding which products to select, therefore, we ensure that we clearly highlight the criteria throughout our publications, unless licensing prohibits us from doing so.



Program for the Endorsement of Forest Certification

PEFC the world's largest forest and wood product certification system ensuring forest based products are produced with respect for the highest ecological, social and ethical standards. PEFC now accounts for over 311 million hectares of certified forests worldwide and its certifications system is recognised in over 51 countries.



Blue Angel

Established by the German Government in 1978, the Blue Angel Ecolabel sets a high standard for environmental product design. It compares similar products with the same purpose and awards those which have reduced environmental impacts or increased environmental benefits. A 100% recycled paper for example, saves the entire raw materials compared to virgin paper production, this would be considered a reduced environmental impact and increased environmental benefit.



Carbon Neutral

A carbon neutral company or product will have measured and reduced the carbon emissions arising from their processes and manufacturing, then offset remaining emissions through an accredited offset scheme, bringing them to a carbon neutral position.



Energy Star

Office equipment and electronics with an Energy Star rating have met specific criteria on the energy consumed by the products. It is an energy efficiency mark, which not every appliance has and indicates that the product consumes less energy in its usage, which is important for those looking to reduce energy bills and carbon footprint.



Fairtrade

Fairtrade is a system of certification that aims to ensure a set of standards are met in the production and supply of a product or ingredient. For farmers and workers, Fairtrade means workers' rights, safer working conditions and fairer pay. Choosing Fairtrade means standing with farmers for fairness and equality, against some of the biggest challenges the world faces. It means farmers creating change, from investing in climate friendly farming techniques to developing women in leadership.



EU Ecolabel

EU Ecolabel is a label of environmental excellence awarded to products and services meeting high environmental standards throughout their life-cycle: from raw material extraction, to production, distribution and disposal. The criteria for Ecolabel is designed to ISO standard 14024 for environmental labelling and is widely within use in Europe



The Forest Stewardship Council

The Forest Stewardship Council helps to take care of forests and the people and wildlife who call them home. Products with an FSC label come from well managed forests and/or recycled sources and covers certified forests in over 80 countries with 7% of the world's forest area.



The Nordic Swan Ecolabel

The Nordic Swan Ecolabel is applied to sustainable solutions based on a life cycle assessment and an overall goal to reduce the environmental impact from production and consumption of goods.



Rainforest Alliance

Choosing a product with the Rainforest Alliance Seal means choosing products that contribute toward a better future for people and the planet. The seal means that the certified product or ingredient was produced using methods that support three pillars of sustainability: social, economic, and environmental. Farmers are evaluated by independent audits against requirements in all three areas before being awarded or renewing certification.

Within our product listings, we have included products that do not have certifications or accreditations. Sustainable claims against these products are made by the manufacturers and known as self-claims. This mean that information about the products has not been accredited or independently verified to a particular criteria or standard. **evo** works with reputable suppliers and sets the expectation that products with self-claimed sustainable criteria are informed by ISO14021, the guidance standard that helps to ensure claimants avoid 'green wash' and remain relevant.

Contain Recycled Content of 50% or above

Products containing recycled content use less raw material and generally less energy to produce. This is particularly important in plastic based products. Many of the products falling within this category contain a higher recycled content – see product detail for further information.

Plant Based

Products made of plant based ingredients are usually kinder to skin, water courses and the environment in general. In some cases they are not tested on animals.

Fully biodegradable

Many items are made of ingredients that can be decomposed by bacteria or other living organisms when they are disposed of and thereby avoid pollution. Specific conditions may be required for a product to decompose, such as contact with water or placement in an industrial composter. In the absence of correct disposal conditions, the product may not decompose and therefore will still be damaging to the environment. **evo** advise that you check your workplace for biodegradable waste stream management in order to best manage this category of product.

Recyclable

Many items are made of raw ingredients that are easily recyclable. It is a legal requirement to dispose of wastes carefully at the end of their life so that the maximum product is recycled. Recycling your wastes means they can be used to make new products and this takes less energy and uses less raw materials. Often there are specific bins and labelling for recycling your wastes at work, so **evo** advise that you check the recyclability of the product you are purchasing within your workplace and your local authority. Choosing a product which has the ability to be recycled at the end of it's life is a sustainable choice.

Remember, some products are legally required to be recycled at the end of their life, such as electrical and electronic equipment, and batteries - known as WEEE. These products should not enter standard waste streams.

6697 sustainable products across the whole range accounted for 24% of total sales in 2023, with sales increasing in 2024, as we continue to support our customers to meet their responsible procurement agendas.



Own Labels

evo Group is a joint shareholder of Interaction, the owner of Q-Connect, and the licensee for the UK and Ireland. Q-Connect has undergone a major change in approach that culminated in launching the Q-Conscious programme. The Q-Conscious programme focusses on 7 UN Sustainable Development Goals (4, 5, 8, 12-15). Interaction has backed up these commitments by joining Amfori to provide BSCI social audits, and provide factories with a BEPI environmental assessment tool that encourages factories to produce in a more environmentally friendly way.



More than
400 Q-Connect toners
have moved to plastic
free packaging in 2024



"At this point we would like to thank our supplier community for the work that they do to bring new sustainable solutions to market. The innovation within the supplier community means that in 2025 we will review the range of environmental attributes to reflect these new solutions whilst expanding our overall sustainable range."

Simon McLoughlin - **evo** Buying Director



Looking Forward

In the second half of 2024 **evo** Group acquired the 5 Star brand and relaunched the range into the UK and Ireland. During 2025, we will review the positioning of the brand and bring it fully into our Responsible Procurement Policy.



Catalogues

Conscious that the production, printing, packaging and transportation of our catalogue has an impact on the environment, we took the following steps to produce our 2023/2024 catalogue:

- Selected a UK printer, ensuring limited road miles and carbon footprint
- Used a highly responsible printer accredited to ISO9001 and ISO14001
- Reduced the size of our catalogue saving approximately 6 tonnes of paper (equivalent to over 3,700kg of CO2 emissions)
- Used paper that is PEFC chain of custody certified

In addition, Banner's catalogue was packaged in recyclable cardboard boxes, avoiding any plastic wrap.

Compliance and Quality

With an ever-expanding product range comes the challenge of ensuring that products comply with legislation for our Irish and UK customer base. Specialist product and category managers ensure that products are not only the right quality for our customers but also compliant with new and existing legislation and standards, ranging from plastic tax requirements to biocides.

We aim to keep our customers informed and reassured about compliance matters and upcoming regulatory changes through clear communications, producing regular statements.

Safety Data Sheets

In 2024, 6650 products across various categories were classified as requiring a Safety Data Sheet (SDS). These hazardous items, which typically include cleaning products, inks, toners, and certain office supplies, are carefully managed from the point of product setup. SDS sheets are collected and made available to customers through our website and via the Customer Experience team, while our Operations team use them to ensure that these products are stored and shipped safely. Special attention is given to liquids, (such as cleaning products) to prevent spills and mitigate health and safety risks to both our employees and customers.



Mercury added to Product

Some lamps and batteries contain small amounts of added mercury within legal limits. Data has been gathered during 2024 and will be made available to customers online in 2025.

Recalling product

Recalling product on behalf of suppliers, OEMs and own brands is rare. There has not been an incident of product recall during 2023 or 2024, but our processes enable us to quarantine stock in our Distribution Centres and readily identify customers for notification of issues if necessary.

Product Safety

Compliance with legislation, quality of product and the safety of our customers remains at the forefront of our sourcing process. With ever-expanding ranges of product, we are conscious that risk could be increased., which is why our data attributes for product are regularly reviewed. Customers who experience accidents or incidents related to the usage of any of the products we supply are able to contact our Customer Experience teams to report their issues and gain advice.

Monitoring product returns from customers is a key mechanism to determining quality issues in products and packaging. Fortunately accidents and incidents arising from product faults are rare. **Reporting trends on suppliers and products regularly**, we are quickly able to identify problems and **avoid unnecessary waste**, addressing issues with suppliers and manufacturers getting to root causes and resolving issues quickly.



At NDC 12 of 15 Cardboard boxes sizes are **FSC certified** and **100% recycled**, sealed with **paper tape**, avoiding any **form of single use plastics** in our containment packaging.

Packaging

evo is committed to reducing the environmental impacts of packaging we use to ship orders within our network and onto our customers. We are also committed to working with customers to identify opportunities to reduce transport packaging where possible.

The majority of our customers receive orders in cardboard boxes, sized to the order. Infill is used minimally and made from crosscut paper, with plastic infill replaced around five years ago.

Orders are amalgamated to pallets secured either with shrink wrap or wooden pallet collars then shipped onward from Distribution Centres to hubs in most cases, where they are broken down for onward delivery to customers. Shrink wrap and pallet collars return via our networks to our Distribution Centre for recycling or reuse.

Brand manufacturers design packaging materials to ensure integrity of products on arrival, typically using cardboard and plastic films. All manufacturers are seeking design and cost efficiency; therefore, many products now have minimal packaging and single use plastic films continue to be phased out.

Within our own brand ranges, for example, Q-Connect, the 'Q-Conscious' range has undergone substantial changes to eliminate plastic packaging. Plastic infills have been replaced with cardboard moldings, and plastic film outers have been swapped for cardboard alternatives.

Packaging Legislation

The Plastic Packaging Tax came into effect in England, Wales and Scotland in 2022 with **evo** ensuring full compliance with the regulations, registered with HMRC and submitting regular returns. To assure customers of our compliance with the process across 1400 impacted products, the **evo** Buying Director, Simon McLoughlin, issued a statement detailing the steps taken and implications.



Working with Suppliers

Working with suppliers

Since 2020, global supply chains have faced unprecedented disruptions and cost inflation, presenting significant challenges for our organisation. Achieving our sustainability objectives requires collective effort, which is why we collaborate closely with our value chain partners, suppliers, contractors, and service providers. We prioritise long-term relationships based on mutual trust, respect, and shared values of sustainability, recognising that these partnerships are vital to extending our reach and ensuring our operations are both responsible and resilient.

100%
of master range suppliers
onboarded in 2024
have signed contracts with
sustainability clauses

Supplier Due Diligence and Onboarding

To foster sustainable and robust supplier relationships, the onboarding process is centrally managed and applied per channel. Suppliers are required to provide comprehensive information, including their organisational size (whether they qualify as a Small or Medium Enterprise) and their compliance with Modern Slavery actions, along with their official statements. Every supplier must sign a contract that includes stringent terms related to environmental stewardship, labour practices, and human rights, as outlined in the **evo** terms of purchase available on our website. For suppliers who require us to sign their contracts, we ensure their terms meet or exceed those of our own.



At the end of 2024, evo buying visited key partner Nestle Professional at their York offices, to reflect on a successful year to date and commence planning for 2025.

In 2023, **evo** managed relationships with over 1000 suppliers for products and services intended for resale, with **evo** Buying team overseeing the majority of partnerships. By the end of the year, 76% of new suppliers set up during the year had **committed to our Supplier Code of Conduct** with 73% committing year to date in 2024.



evo requires audits for all suppliers outside the UK and EU, predominantly those who manufacture products under our own labels. Our goal is to ensure that all factories have a valid Labour & Human Rights audit.

Factory Audits, Labour and Human Rights

Undertaken by reputable organisations such as BSCI, SEDEX, and SGS, **evo** conducts audits for all suppliers with whom we have a direct manufacturing relationship, outside the UK and EU, predominantly those who manufacture products under our own labels. The frequency of these audits is determined by the external auditor's findings, typically ranging from once a year to every three years. This means that not every factory is audited annually, but rather on a cyclical basis as recommended based on audit findings.

Our goal is to ensure that all factories maintain a valid Labour & Human Rights audit at all times.

100% of targeted factories had valid Labour & Human Rights audits in 2023 and 2024. While no instances of modern slavery or child labour were reported, many factories were given action plans to address issues such as health and safety improvements or managing excessive voluntary overtime.

Remediation & Capacity Building

Working with suppliers to support issues identified through audit is a key part of improving conditions within the supply chain. In 2023, visits were undertaken by the UK Buying Team, covering 17 factories, along with visits from our local representative. In terms of capacity building and implementing corrective actions, 88% had some form of action plan ranging from improvement to H&S conditions, such as emergency escape signage through to reducing voluntary overtime hours to within legal limits. By the end of 2024, 60% of factories audited had some form of action plan to improve.

Our local representative regularly reviews the outcome of Labour & Human Rights audits, following up during his visits and providing feedback.

During 2024 we have had one report of a supplier being referred for a potential breach in the USA. We are liaising with the supplier whilst they have taken legal action against the referral to demonstrate their compliance. We await the outcome of that legal case or the evidence of the breach being made public.

Supply Chain Mapping and Risk Assessment

During 2023, we revamped our risk assessment process for suppliers to align with our new Modern Slavery policy. This update is reinforced by Supply Chain Mapping, which helps verify the resilience of our supply chain in the face of potential issues, mapped for **evo** Group and separately for VOW and Banner.

We have trained the entire Buying team on this updated policy in 2024. This follows the first phase of Responsible Procurement training conducted last year, where 38 members of our buying team received training.

At **evo**, ensuring the safety and legal compliance of the products we offer is a top priority and a complex responsibility. Our systems are designed to manage over 90 key attributes related to legislative and sustainability requirements, ensuring that every product meets the necessary standards. This process is overseen by a dedicated Product Compliance Manager within our Buying Department, who closely monitors legislative changes and ensures that all relevant data is collected and available.

To manage the risks associated with complex or high-liability products, we have a dedicated Committee, led by the Group Buying Director, which reviews product onboarding. This team, supported by our QHSE (Quality, Health, Safety, and Environment) Team and Operations, ensures compliance with regulations and mitigates potential risks.

During 2023, we revamped our risk assessment process for suppliers to align with our new Modern Slavery policy. This update is reinforced by Supply Chain Mapping, which helps verify the resilience of our supply chain in the face of potential issues, mapped for **evo** Group and separately for VOW and Banner.

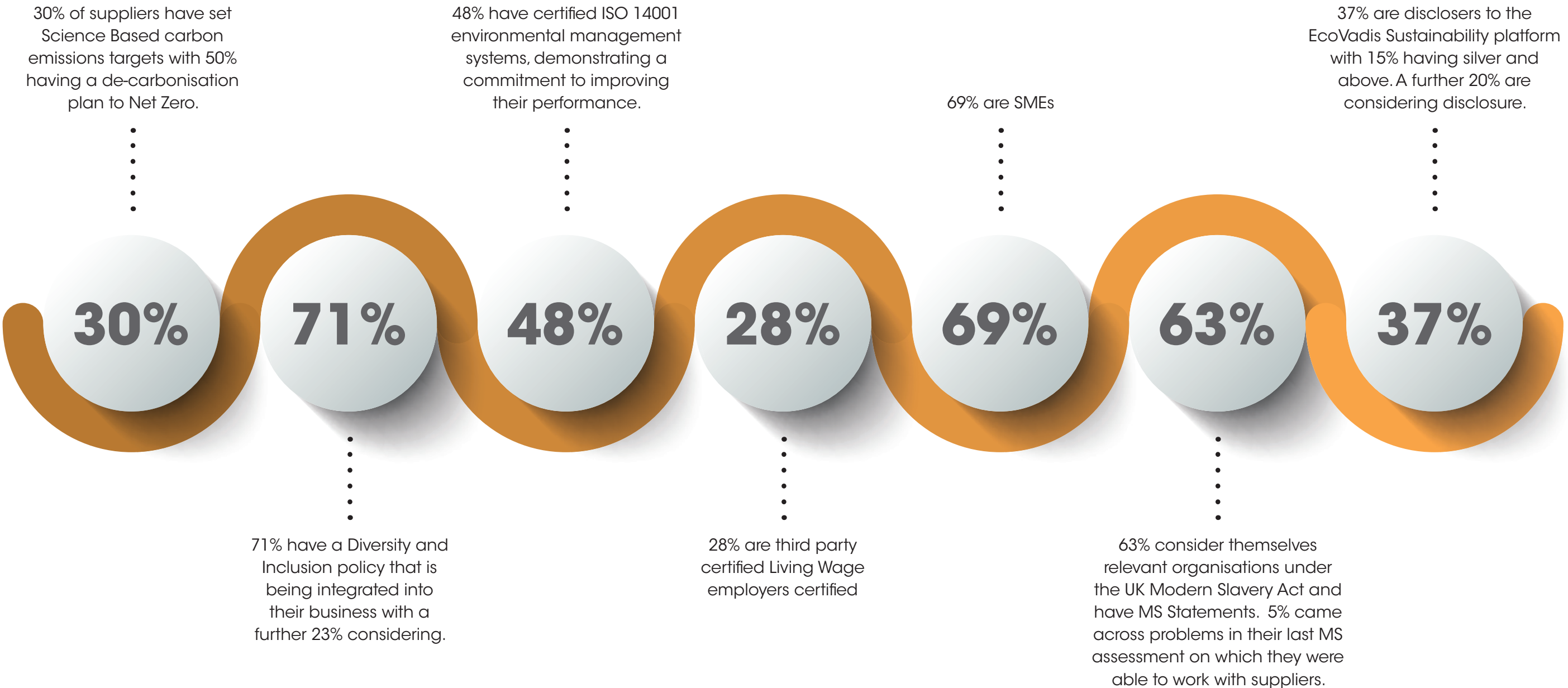
In 2024, the Supply Chain Mapping was updated to include Modern Slavery Risk and Corruption Index references by Country, followed by mitigation measures



Supplier Annual Sustainability Assessment

During 2024 **evo** Buying Team expanded and improved the sustainability questionnaire for suppliers. Surveying the top 100, accounting for **83%** of our spend, we are confident that our suppliers are on a sustainability journey with us and that we can work with them to improve their performance, combining efforts throughout the value chain.

Key findings included:



Working with Customers

evo companies sell across the Business-to-Business wholesale and contract space with expanding sales in the Business to Consumer market via Staples.co.uk. Our customers vary from family resellers of products where we offer a warehouse and wheels service, to large public and private sector organisations.

Our aim is to support customers to meet their day-to-day business needs, offering consolidated deliveries and all the benefits that entails, from reducing processing cost to reducing packaging on parcels and numbers of vehicles delivering to sites.

Supporting customers to:

Drive down low value orders

Provide financial method carbon emissions reporting

Consolidating deliveries

Introducing circular solution relationships

Driving down delivery miles

Offer 'sustainable alternatives' such as plastic free product or packaging

Deliver presentations and host webinars on sustainability based on customer need where we have experience.

Reducing packaging

Offering progressive new product ranges

Supporting those customers in higher education to meet their goals of easing period poverty, we have worked extensively with customers, driving the expansion of our product range to include period products. Sustainability of period products, especially in Banner, has been a huge focus during 2024.



Circular Solutions for Customers

Implementing circular economy solutions is core to developing more sustainable and efficient practices. By focusing on specific products and working with suppliers, **evo** businesses assist their customers to transition from linear models to circular practices.

Current offerings include:

Batteries
recycling

Mattress
recycling

Upholstery service to
recover chairs

Envirowear
sustainable
workwear

Workwear
Recycling

Toner
recycling
service

Furniture
upcycling
and
recycling
scheme

Remanufactured
toner range

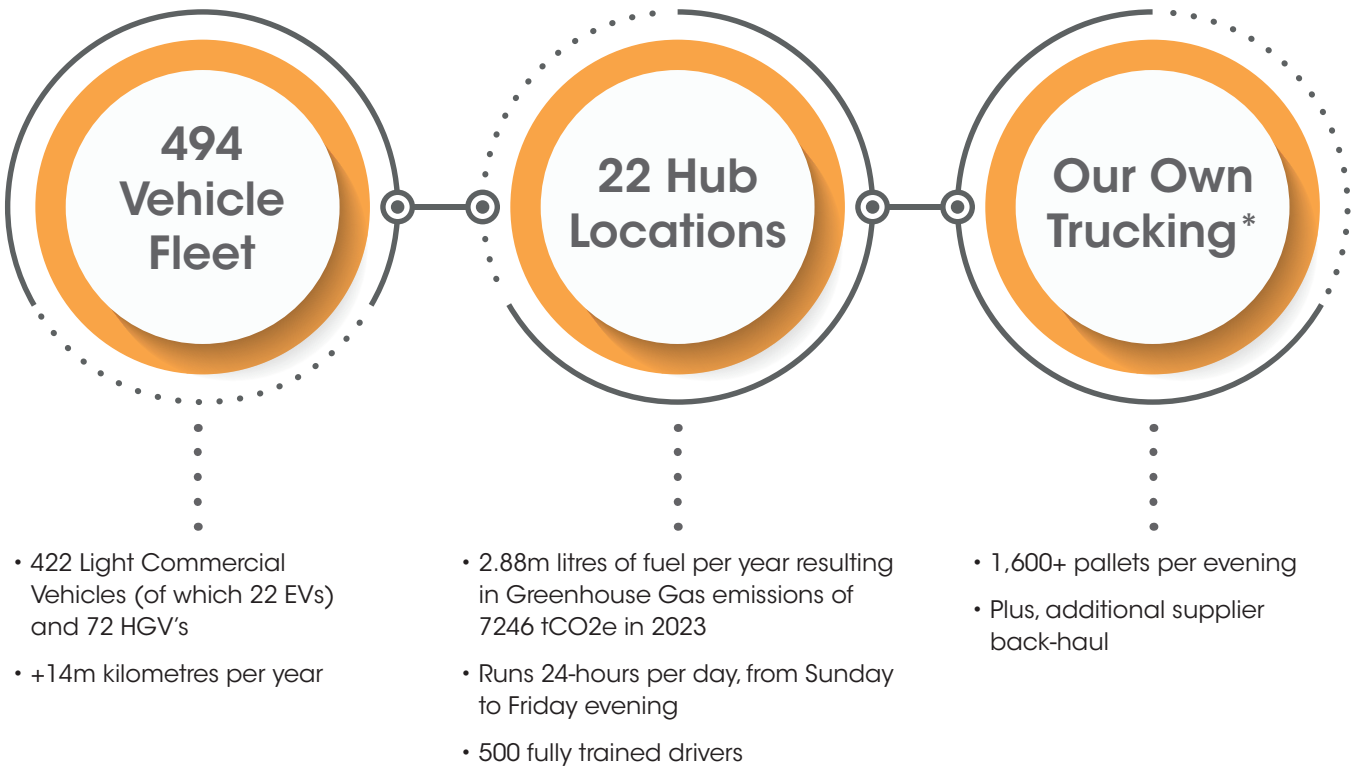
Banner provides a **mattress recycling scheme**, with collections adhering to **duty of care legislation**, ensuring the customer has a **secure chain of custody** for their waste movements. Undergoing a **waste acceptance procedure**, mattresses are dismantled into 19 components. These are then used to manufacture new products in a range of industries, including walling insulation, carpet underlay, automotive felt and new mattresses.



Truline

Truline is a pivotal link between customers and the businesses. Delivering a vast range of goods to our customer base, consolidating deliveries, reducing their value chain emissions and road miles, whilst providing a familiar friendly face for deliveries.

As Truline is our own in-house transport fleet, we can provide added value for our customers, making Truline a key USP for **evo**. Truline will handle parcels and pallets, offer early morning drops, deliver directly to desk-tops or in-room locations, manage security-sensitive items, and design bespoke solutions for unique requirements.



*Except for Newbridge, Scotland

Truline Deliveries account for the largest portion of **evo** Scope 1 emissions, with the final mile delivery of goods from hub to customer accounting for the largest proportion of Truline emissions.





We track the average emissions of our deliveries including internal movements of goods, not just final mile to the customer, providing a holistic view of downstream transport emissions.



De-carbonisation Journey

Truline Deliveries account for the largest portion of **evo** Scope 1 emissions. Final Mile deliveries, from hub to customer, account for the around 25% of the mileage covered and fuel consumed.

In 2024, Truline's 45-strong HGV fleet was replaced with the latest fuel-efficient diesel technology:

**13 DAF New Generation FTG XF,
44 tonne tractor units**

**33 new 7.5 tonne, 12 tonne
and 18 tonne diesel trucks**

The new vehicles are delivering 20% fuel savings versus the previous vehicles and producing a reduction in CO2 emissions per mile travelled.

Truline's fleet of light commercial vans have also been updated with 58 long wheelbase Maxus Deliver 9s and six more Ford E-Transit E425 vans to its EV fleet. This is part of a rolling programme to replace existing diesel vehicles in asset classes where high-performing EVs are already available.

Our focus is to remain a highly efficient and cost-effective delivery fleet. **evo** is committed to reducing the carbon emissions of the Truline fleet and will continue to invest in the right vehicles and locations, adapting operations to suit the shifts in customer requirements. Working in tandem with our fleet providers, we will transition to the next generation of alternative fuels for each vehicle class as they become available. We will also work with customers to decrease low value orders and unnecessary next day deliveries, consolidating services and supporting customers to reduce their scope 3 value chain emissions.

Intensity Metrics

Truline are passionate about efficiency, carbon and cost. They are working on intensity metrics to reduce transport emissions per delivery mile, reflecting a 3-year growth plan with intensity performance metrics allowing for business growth:

- Emissions per million of turnover
- Emissions per delivery mile



25% of London deliveries are covered by our EV fleet and produce zero tailpipe emissions. Our EVs are located in four key delivery hubs: Lutterworth, Barking, Birmingham and Newmarket.

Ethics and Governance



evo's board of directors has adopted a comprehensive set of corporate governance policies to guide the management team in implementing effective governance practices. These policies cover key areas such as Anti-Bribery and Corruption, Anti-Competition, Conflict of Interest, Money Laundering, Information Security and Whistleblowing. Regular reviews are conducted by the Company Secretary to ensure these policies remain relevant with legislation and aligned with **evo's** needs.

Corporate Governance

To promote understanding and compliance, **evo** has established multiple communication channels for stakeholders to access and engage with these policies, starting at Induction. These efforts strengthen the governance framework, fostering accountability and responsible conduct across the organisation. Policies are issued at **evo** level and applicable to all businesses in **evo**, assuring fair and equitable treatment of employees and security for the business.



A circle of continuous improvement is applied to ensure good governance and ethical business practice.

evo promotes transparency and accountability through its Whistleblower Policy, allowing stakeholders to report concerns about unethical behaviour or policy violations across all subject areas without fear of retaliation. All reports are confidentially reviewed, ensuring necessary action. **There were zero reports under the Whistleblowing Policy in 2023 or 2024.**

The **evo** Competition Policy ensures compliance with competition laws, prohibiting practices like price fixing and bid rigging. It promotes fair business conduct and encourages reporting concerns without fear of retaliation.

A Conflict of Interest occurs when someone's personal interests' conflict with their responsibility to act in the lawful best interests of the business. Introduced in 2024, this policy assists with the process of declaring interests and enabling the businesses to manage them, given the complex relationships across our industry sector.

evo upholds the highest ethical standards with a zero-tolerance Anti-bribery and Anti-corruption policy, prohibiting any form of bribery by employees, affiliates, or suppliers. **No incidents of corruption or bribery were reported in 2023 or 2024 within our own organisation.**

The **evo** Quality Policy outlines the company's commitment to delivering high-quality products and services through continual improvement and compliance with ISO 9001 standards. It emphasises meeting customer expectations, adhering to relevant legislation, and ensuring all colleagues follow quality responsibilities. The policy includes regular reviews, audits, and communication to maintain high standards of service and product delivery

The Information Security Policy ensures the protection of all company information and data against breaches, failures, and interruptions. It complies with BS/ IEC 27001: 2013 standards and emphasises confidentiality, integrity, and availability. The policy is regularly reviewed and improved, with specific objectives and controls in place. Given our predominantly B2B sales model, personal data held within systems is limited. **There were zero breaches of data during 2023 and 2024.**

The newly introduced Anti-Money Laundering Policy outlines how the Business and its staff will manage money laundering risks, through supporting Risk Assessment processes; apply KYP ('Know Your Payer') principles and comply with the relevant legislation.

Achievements and Honours



Receiving feedback and continuously improving our performance is key to growing our business at **evo**. Ranging from the certified ISO Management Systems that underpin Health & Safety, Quality and Environment throughout our operations; reporting to external sustainability platforms through to winning industry awards, we are proud of the external recognition that **evo** receives.

ISO Certifications

In our commitment to sustainable practices, we continue to uphold rigorous standards enabled by our investment in the QHSE Team and their continuous work. Underpinning business as usual, our management system approach to H&S, Environment and Quality runs throughout the business and is certified to the International Standards Organisation by our auditors British Standards Institute at our major operational sites.

All of the following operational sites and our registered Head Office are certified to the following standards:

ISO 14001: Environmental Management System

ISO 45001: Health & Safety Management System

ISO 9001: Quality Management System

ISO 27001: Information Security Management System
(Normanton Distribution Centre Only)



evo HQ
1st Floor, 1 Europa Drive,
Sheffield, S9 1XT



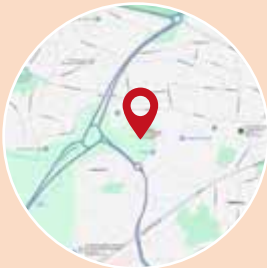
Normanton Distribution Centre (Banner)
Newland House, Tuscany
Park, Wakefield, WF6 2TZ



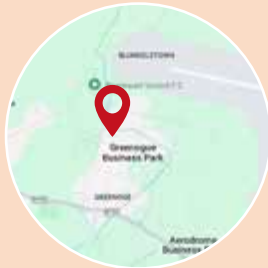
Arrow Distribution Centre (VOW)
Harrier Parkway, Magna Park
Lutterworth, LE17 4XT



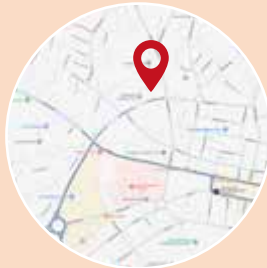
Birmingham (Aston) Distribution Centre (Complete)
Units G, H1 & H2 Nexus Point,
Elliot Way, Halford Industrial
Estate, Birmingham, B6 7AP



Derby Distribution Centre (Complete)
Units 1A, 1B & 2B, Kingsway Park
Close, Kingsway Industrial Park,
Mackworth, Derby, DE22 3FT



Ireland Distribution Centre (VOW & Banner Ireland)
Greenogue Business Park,
Rathcoole County Dublin, EIRE



Newtownards Distribution Centre (Banner)
16a Crawfordsburn Road,
Newtownards, Co Down,
BT23 4EA, Northern Ireland

Six of our Distribution Centres have certified management systems for **ISO 14001**, **45001** and **9001**. NDC is certified to **ISO 27001**.



Sustainability Platforms

evo businesses take pride in their strong track record on external reporting platforms, a key aspect of our commitment to supply chain due diligence. By leveraging these platforms, we not only validate and showcase our sustainability efforts to stakeholders but also gain valuable insights to align with best practices and industry benchmarks. Our CSR team actively utilises feedback and guidance from these globally recognised frameworks to drive transparency, ensure accountability, and foster continuous improvement throughout every facet of our operations.

EcoVadis

Carbon Disclosure Project

SEDEX

Supplier Registration

Novata

Net Positive Futures

EcoVadis

EcoVadis is a leading platform that assesses companies on their ESG practices. It evaluates sustainability performance across 21 criteria in the pillars of Environment, Ethics, Labour Rights and Sustainable Procurement, helping businesses identify improvement areas and enhance transparency. 3 **evo** businesses currently disclose to EcoVadis and we are striving to improve our scores in the knowledge that this improves the sustainability of our company. Early 2025 saw significant improvements in scores across the evo companies as follows:



Overall Score: 76/100
Percentile: 95th



Overall Score: 71/100
Percentile: 90th



Overall Score: 71/100
Percentile: 90th

Awards and Recognition

We're proud to showcase some of the many nominations and successful awards for **evo** businesses across the last two years:



evo was shortlisted in 2024 for the Boss Federation Sustainable Leadership Awards and achieved 'Highly Commended' for its sustainability initiatives.



VOW Wholesale achieved Wholesaler of the year award by the Boss Federation.



Banner Named Best Medium supplier at the CPC Excellence Awards.



Staples UK have been shortlisted for two European Office Products Awards.



Complete win partnership award with leading Workwear supplier, Portwest.



Complete receives CHAS Verified Supplier and Constructionline GOLD standard.



HP Amplify Impact FY24-25. Banner recognised as a 5 Star Partner



Banner shortlisted for Scotland Go Awards for Social Value

People Awards

evo are proud of our employees and how they continue to represent us and themselves. Just a selection of their successes are highlighted here:



Leanne Gregg wins EOPA Award and Scott Ellis is Highly Commended.



Vivian Slater and Julie Hadley listed under Top 30 influential Women in the UK Workplace Supplies Industries.



Boss Federation awarded Vikki Smith, Senior Customer Service Representative from VOW the unsung Hero Award along with Sarah Findley, Senior Implementation Project Manager at Banner.



Ashley Burke, Managing Director, VOW Ireland. Recognised in 2023 as a female leader breaking workplace barriers in Ireland.

Materiality

Reporting within this annex and **evo** Group Sustainability report are based on the pillars of the Evolution Corporate Responsibility & Sustainability Strategy:



Environmental



People



Supply Chain



Community



Ethics and Governance

The sectors in which we operate are wholesale, B2B contract sales and online retail (no physical retail stores are present), and our operations involve warehousing, distribution and transport.

In consideration of material relevance for sustainable practice across our group we have considered:

- Feedback and requirements of Sustainability Frameworks and Standards including:
 - SASB (Sustainability Accounting Standards Board) for:
 - Multiline and Specialty Retailers & Distributors v:2023-12
 - Road Transportation v:2023-12
 - Ecovadis
 - Carbon Disclosure Project (CDP)
 - United Nations Sustainable Development Goals
 - ISO14001 Environmental Management System on Significant Aspects identification and applicable legislative register
 - ISO20400 Responsible Procurement Guidance
- Company risks and risk management processes as informed by the regulatory and legislative landscape.
- Stakeholder requirements across a wide range of customers in public and private sector from large corporates to micro-businesses, our investors and suppliers.

Greenhouse Gas Emissions



Gross Global Scope 1 Green House Gas Emissions

SASB reference: TR-RO-110a.1

Scope 1 emissions in tCO2e (Tonnes of carbon dioxide equivalent)				
	2021	2022	2023	2024
Banner	322.84	227.91	57.80	35.00
VOW	490.56	352.40	454.55	522.91
Complete	-	-	28.43	28.95
Truline	6,917.74	6,753.06	6,311.52	7,333.54
PremVan	13.51	13.47	13.50	13.50
Total	7,744.66	7,346.84	6,858.93	7,933.9

*VOW figures include VOW Ireland throughout emissions tables.

Scope 1 Emissions Reduction Targets

Emissions reduction targets at the group level are based on a 2021 baseline year. evo Group are working with external partners to understand how we will align to SBTi target criteria for near-term and long-term targets having committed to SBTi in 2024. It is our intention to set intensity targets per million of turnover to allow for group growth, and to commit to SBTi aligned reduction targets as follows, but this remains to be validated.

- Reduce emissions from delivery fleet by 4.2% each year in line with SBTi near term targeting
- Reduce emissions from gas by 5% each year with gas phased out across the business by 2037

SASB reference: TR-RO-110a.2: Transport (Truline)

Discussion of long and short-term strategy or plan to manage Scope 1 emissions, emissions reduction targets, and analysis of performance against those targets.

Long- and Short-Term Emissions Reduction Strategy

1. Emissions Reduction Targets:
- **Base Year:** 2021, with Scope 1 emissions of 6213.30 tCO2e.
 - **Reduction Target:** A 4.2% year-on-year linear reduction from 2024 to 2034, aligning with the Science-Based Targets initiative (SBTi) for a 1.5°C pathway, resulting in a cumulative 43.34% reduction.
 - **Fleet Transition:**
 - 50% electric vehicle (EV) final mile fleet by 2035.
 - 100% EV or alternative fuel fleet by 2045.

2. Mechanisms for Achieving Targets:

- Strategic simplification of operations (2023/24), including:
 - Site consolidation.
 - Merging activities.
 - Insourcing third-party arrangements.
- Upcoming **Network Optimisation Phase** in Q1 2025.

3. Key Focus Areas:

- Prioritizing emissions reduction in the **HGV and trunking fleet**.
- Continuing investment in final-mile fleet EV replacement to meet customer visibility expectations.

Activities and Investments

1. Fleet Investments:

- £2.6 million over 5 years to replace tractor units, achieving a 25% saving (e.g. adopting DAF and Renault T vehicles with aerodynamic improvements and next-gen engines).
- £3.2 million investment to upgrade HGVs, transitioning to Iveco 7.2t Daily, reducing emissions by 30% and improving fuel efficiency by 3–6 mpg per vehicle.

2. Technology and Operational Enhancements:

- **Route and Load Optimisation:**
 - Initiating optimisation projects (Q4 2024) to refine delivery strategies and customer buying behaviours.
- **Driver Training:**
 - Specialised coaching to maximize EV efficiency and address driving styles that impact emissions (e.g. harsh braking, idling).
- **Geotab Monitoring:**
 - Monitoring driver behaviour to reduce carbon-intensive practices.

3. Risks and Limitations:

- Challenges with biodiesel/alternative fuel costs and availability.
- Geographic variability in business demand.
- Payload and range limitations of EVs for long-haul routes.

Scope of Strategies and Alignment

1. Scope:

- Focus on transportation emissions, with intensity performance metrics allowing for business growth:
 - Emissions per turnover.
 - Emissions per order.
 - Emissions per mile.
- Reduction strategies vary by fleet type (HGVs vs. final-mile fleet) and geographic business needs.

2. Regulatory Alignment:

- Strategies to align with initiatives, emissions zones such as ULEZ and SBTi for carbon reduction (whole group strategy).

Ongoing and Completed Activities

- Fleet modernisation completed through 2024, with ongoing emissions reductions expected from:
 - Optimisation and consultant-led reviews.
 - Expanded collaboration with vehicle manufacturers.
- Transition to alternatively fuelled vehicles remain a priority for decarbonisation.

Scope 1 Fuels Consumed – Gas for heating and Diesel for vehicles

SASB reference: TR-RO-110a.3.

Fuels consumed – Gas for Heating and Diesel for Vehicles						
	Metrics	Unit	2021	2022	2023	2024
Banner	Total Fuel Consumed (Gas for heating)	GJ	6,345.39	4,494.82	1,137.58	688.85
		MWh	1,762.61	1,248.56	315.99	191.34
	Natural Gas %		100	100	100	100
	Renewable %		0	0	0	0
VOW	Total Fuel Consumed (Gas for heating)	GJ	9,642.32	6,949.83	8,810.83	7,660.46
		MWh	2,678.31	1,930.51	2,447.45	2,127.91
	Natural Gas %		100	100	100	100
	Renewable%		0	0	0	0
Complete	Total Fuel Consumed (Gas for heating)	GJ	-	-	559.51	770.79
		MWh	-	-	155.42	214.11
	Natural Gas %		-	-	100	100
	Renewable		-	-	0	0
Truline	Total Fuel Consumed (Gas and Diesel)	GJ	109,314.33	104,362.03	97,671.95	104,447.31
		MWh	30,362.96	28,989.77	27,120.08	29,021.48
	Natural Gas %		100	100	100	100
	Renewable %		0	0	0	0
PremVan	Total Fuel Consumed (Gas)	GJ	265.62	265.62	265.62	382.06
		MWh	73.78	73.78	73.78	106.13
	Natural Gas %		100	100	100	100
	Renewable %		0	0	0	0
Total evo	Total Gas Consumed	GJ	125,567.66	116,072.3	108,445.49	113,979.47
		MWh	34,377.66	32,168.84	30,112.72	31,660.98
	Natural Gas %		100	100	100	100
	Renewable %		0	0	0	0

*VOW figures include VOW Ireland

Gross Global Scope 2 Greenhouse Gas Emissions

Scope 2 emissions in tCO2e (Tonnes of carbon dioxide equivalent)								
	2021		2022		2023		2024	
	Location 100% renewable	Market	Location	Market 100% renewable	Location	Market 43% renewable	Location	Market 43% renewable
Banner	379.78	0.00	322.07	0.00	268.96	129.79	240.22	343.42
VOW	555.13	0.00	451.20	0.00	468.98	235.38	488.27	698.04
Complete	-	-	-	-	92.12	73.02	98.28	140.50
Truline	87.52	0.00	79.45	0.00	72.67	34.42	70.21	100.38
PremVan	31.44	0.00	28.63	0.00	30.66	15.61	29.51	42.18
Total evo	1,053.87	0.00	881.36	0.00	933.39	488.23	926.49	1,324.52

*VOW figures include VOW Ireland

Scope 2 Emissions Reduction Targets

Emissions reduction targets at the group level are based on a 2021 baseline year as follows:

- Reduce emissions from electricity by 12% each year
- Zero leaks from HVAC systems (achieved from 2021 to 2024)

Energy Consumption (Electricity)

SASB reference: CG-MR-130a.1

	Metrics	Unit	2021	2022	2023	2024
Banner	Total Energy Consumed	GJ	6,439.00	5,995.70	4,675.87	3,946.94
		MWh	1,788.63	1,665.47	1,298.85	1,096.37
	Grid Electricity %		100	100	100	100
	Renewable energy contract (market-based) %		100	100	43	43
VOW	Total Energy Consumed	GJ	9,012.16	8,399.70	8,153.17	8,489.59
		MWh	2,614.49	2,333.25	2,264.77	2,358.22
	Grid Electricity %		100	100	100	100
	Renewable energy %		100	100	43	43
Complete	Total Energy Consumed	GJ	-	-	1,601.59	1,708.81
		MWh	-	-	444.89	474.67
	Grid Electricity %		-	-	100	100
	Renewable energy %		-	-	43	43
Truline	Total Energy Consumed	GJ	1,483.85	1,479.13	1,263.34	1,247.90
		MWh	412.18	410.87	350.93	346.64
	Grid Electricity %		100	100	100	100
	Renewable energy %		100	100	43	43
PremVan	Total Energy Consumed	GJ	533.03	533.03	533.03	513.05
		MWh	148.06	148.06	148.06	142.51
	Grid Electricity %		100	100	100	100
	Renewable energy %		100	100	43	43
Total evo	Total Energy Consumed	GJ	17,468.04	16,407.56	16,227.00	15,906.29
		MWh	4963.36	4,321.44	4,507.50	4,418.41
	Grid Electricity %		100	100	100	100
	Renewable energy %		100	100	43	43

*VOW figures include VOW Ireland

Total Scope 3 Greenhouse Gas Emissions

Scope 3 Summary (tco2e)				
	2021	2022	2023	2024
Banner	18,261.48	17,288.94	16,189.85	7,579.55
VOW	28,014.45	28,679.11	26,655.84	15,949.87
Complete	-	-	4,413.15	3,168.91
Truline	8,437.43	9,581.04	3,636.51	5,396.67
PremVan	101.09	64.24	123.10	754.13
Total evo	49,492.88	50,029.22	45,320.00	32,849.13

* VOW figures include VOW Ireland

Total Gross Scope 3 Downstream GHG emissions

Scope 3 Summary (tco2e)				
	2021	2022	2023	2024
Banner	2,795.98	2,801.49	2,399.75	3,017.39
VOW	3,417.31	3,424.04	2,584.35	4,492.28
Complete	-	-	1,169.11	1,160.21
Total evo	6,213.29	6,225.53	6,153.21	8669.88

** VOW Ireland excluded from downstream calculation at present - 3rd party carrier

Total Gross Scope 3 Upstream GHG emissions

Scope 3 Summary (tco2e)				
	2021	2022	2023	2024
Banner	7,615.61	4,978.39	7,702.78	1,488.13
VOW	11,727.29	10,025.71	14,831.10	6,898.18
Complete	-	-	-	470.27
Total evo	19,342.90	15,004.10	22,533.80	8,856.58

* VOW figures include VOW Ireland

- Reduce emissions from grey fleet by 5% each year
- Reduce emissions from upstream transportation by 3% each year
- Zero waste to landfill from Distribution Centres (achieved 2021 - 2024)
- Reduce emissions from commuting by 8% each year
- Reduce emissions from purchased goods and services by 8% each year

Water Consumption



Water consumed (metres3)				
	2021	2022	2023	2024
Banner	26,184.40	34,107.26	14,156.72	9,208.36
VOW	9,325.91	6,255.08	7,230.68	3,926.00
Complete	-	-	503	583
Truline	4,865.94	3,715.96	1,134.00	1,344.00
Total evo	40,376.25	44,078.3	16,521.4	14,478.36

*VOW figures include VOW Ireland

Waste Management

Non-Hazardous recycled and incinerated wastes (tonnes)				
	2021	2022	2023	2024
Banner	147.66	696.54	392.36	314.38
VOW*	690.31	338.97	793.43	1,234.58
Complete	n/a	n/a	140.55	165.45
PremVan	-	-	-	77.31
Truline	688.85	294.47	**	**
Total evo	1,526.82	1,329.98	1,326.33	1,791.72

*VOW figures include VOW Ireland

** Recyclates from Truline sites now returned to ADC and NDC for bailing.

Recovered/ recycled wastes (tonnes)				
	2021	2022	2023	2024
Banner	110.16	424.5	267.87	176.4
VOW*	547.8	201.2	626.82	628
Complete	-	-	-	48.62
PremVan	-	-	-	39.5
Truline	51.94	19.98	**	**
Total evo	709.9	645.68	894.69	892.52

*VOW figures include VOW Ireland

**Recyclates from Truline sites now returned to ADC and NDC for bailing

*Recovered / recycled wastes are segregated within operations and bailed for recycling.
Recovered / recycled wastes include cardboard, polythene, paper and wood.

Hazardous waste (tonnes)				
	2021	2022	2023	2024
Banner	0	0	7.2	1.2
VOW	0	0	0	0
Complete	0	0	0	0
Truline	0	0	0	0
PremVan	0	0	0	0
Total evo	0	0	7.2	1.2

*VOW figures include VOW Ireland

Spills

SASB reference: TR-RO-540a.3

	Metric	2021	2022	2023	2024
Banner	Number of spills and release to the environment	0	0	0	0
VOW		0	0	0	0
Complete		0	0	0	0
PremVan		0	0	0	0
Truline		0	0	0	0
Banner	Aggregate volume of spills and release to the environment	0	0	0	0
VOW		0	0	0	0
Complete		0	0	0	0
PremVan		0	0	0	0
Truline		0	0	0	0

*VOW figures include VOW Ireland

People

Health and Safety



KPI/Measure	Year	VOW	VOW Ireland	Banner	Complete	Premvan	Truline
Percentage of all operational sites for which an employee health & safety risk assessment has been conducted	2023	100%	100%	100%	100%	100%	100%
	2024	100%	100%	100%	100%	100%	100%
Lost time injury (LTI) frequency rate for direct employees: LTI (number of days lost x 1,000,000/Hours worked)	2023	1.9	0	4.1	0	0	5.4
	2024	3.03	8.2	2.8	1.6	0	13.8
Lost time injury (LTI) severity rate for direct employees: LTI (number of days lost x 1,000/Hours worked)	2023	0.03	0	0.01	0	0	0.12
	2024	0.052	0.04	0.02	0.08	0	0.04
Number of work related accidents (injury plus damages)	2023	27	29	56	13	2	35
	2024	25	18	45	11	4	56
Number of days lost to injuries, fatalities and ill health	2023	31	0	13	0	0	166
	2024	52	5	18	5	0	634
Fatality rate: SASB reference: TR-RO-320a.1 - for direct employees & contract employees	2023	0	0	0	0	0	0
	2024	0	0	0	0	0	0

Road Accidents and Safety Management in Truline

Business Channel	Metric	2023	2024
Truline	No of road accident and incidents	391	525
	SASB reference: TR-RO-540a.1		
	Total recorded Incident Rate (TRIR) for direct employees	5.44	9.79
	for contract employees SASB reference: TR-RO-320a.1	n/a	n/a
All disclosed rates shall be calculated as: (statistic count x 200,000) / total number of hours worked by all employees in the year reported			

Description of approach to managing short-term and long-term driver health risks in Truline

SASB reference: TR-RO-320a.3

Truline employs drivers for two primary tasks:

- 1. Long-distance drivers: Involved in trunking trailers to Distribution Hubs across the UK and Northern Ireland.
- 2. Multi-drop delivery drivers: Responsible for active delivery of packages to multiple locations on a "job-and-finish" basis.

Each type of role presents unique health risks based on the nature of the work.

Short-Term Risks and Mitigation Efforts

- 1. Short-Term Risks Identified:
 - o Slips, trips, and falls: Particularly common for multi-drop delivery drivers who navigate various terrains and handle packages.
 - o Musculoskeletal injuries (lifting/RSI): Arising from manual handling of packages.
 - o Stress: Due to tight schedules and physical demands of multi-drop deliveries.
- 2. Mitigation Measures:
 - o Risk Assessments (RAs): Comprehensive risk assessments are conducted for all roles and tasks. This includes role-specific hazards, such as those faced by night-shift workers or multi-drop drivers.
 - o Health and Safety Training: Drivers receive regular training on manual handling, proper lifting techniques, and workplace ergonomics to reduce physical injuries.
 - o Compliance with Legislation:
 - HGV drivers operate under EU driving hours and tachograph regulations.
 - LCV drivers comply with UK driving hours legislation.
 - Monitoring is conducted via vehicle telematics and time sheets to ensure adherence.

Long-Term Risks and Mitigation Efforts

- 1. Long-Term Risks Identified:
 - o Fatigue and Sleep Deprivation: Particularly prevalent for nightshift and long-distance drivers.
 - o Obesity and Related Diseases: Due to sedentary nature of driving.
 - o Hypertension and Stress: Associated with the demanding schedules and irregular hours.
 - o Mental Health Challenges: Resulting from isolation and irregular work-life balance.
- 2. Mitigation Measures:
 - o Night Worker Health Assessments: Drivers working between 11 PM and 5 AM are required to complete health assessment documents. This helps gauge whether abnormal hours are impacting their health, enabling early intervention.
 - o Monitoring and Data Collection:
 - A running spreadsheet tracks injuries and hours lost, allowing for continuous monitoring and trend analysis.
 - Vehicle telematics provide insights into driving patterns and potential fatigue risks.
 - o Health and Wellness Programs: All employees have access to TELUS Health Employee Assistance programme, offering many support services. Regular health checks and monitoring cycles for drivers are in place.

Legislative Compliance

Truline complies with all relevant jurisdictional laws and recommendations to ensure driver safety:

- EU Driving Hours Regulations for HGV drivers, monitored via tachographs.
- UK Driving Hours Legislation for LCV drivers, monitored via telematics and time sheets.
- Efforts to address fatigue management through scheduling and adherence to hours-of-service laws.

Labour and Human Rights

Remuneration & Turnover



KPI/Measure	VOW	Banner	Complete
	2024	2024	2024
Percentage of internal employees covered by Living wage* benchmarking analysis	100%	100%	100%
Ratio of the annual total compensation for the highest paid individual, to the median annual total compensation for all employees	600%	466%	470%
Average Hourly wage SASB reference: CG-MR-310a.	£14.52	£14.60	£16.14
Percentage of Distribution Centre employees earning minimum wage SASB reference: CG-MR-310a.	32.97%	20%	23%
Voluntary and Involuntary turnover rate for DCs employees SASB reference: CG-MR-310a.2 *Reported data per whole channel, not limited to Distribution Centres due to systematic change and limitations on historic reporting (IRIS). Available 2025 onwards.	1.6%	2.93%	3.03%

*Benchmarking is carried out for employees against Real Living Wage Foundation’s rates, which are higher than the UK Government’s National Living Wage or Minimum Wage. All employees are paid at least the minimum wage for their age group according to regional variations within the UK and Ireland. **Agency staff are not included within the benchmark as this information is not available.

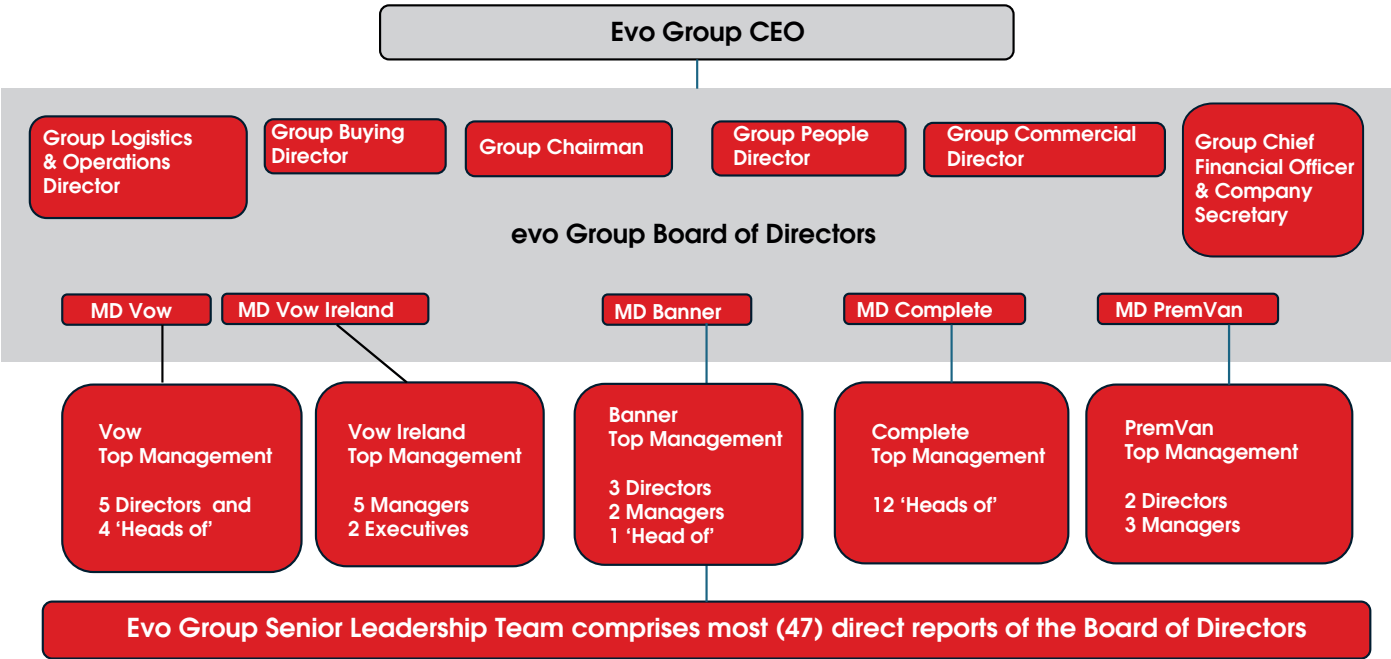
Training and Development

KPI/Measure	VOW	Banner	Complete
	2024	2024	2024
Percentage of the total workforce across all locations who received career or skills-related training	100%	100%	100%
Percentage of the total workforce across all locations who received training on diversity, discrimination, and/or harassment	0	1.06%	0
Average hours of training provided per employee at evo	18.5 for 2023 and 2024		

Legal & Human Rights

KPI/Measure	VOW		Banner		Complete	
	2023	2024	2023	2024	2023	2024
Total amount of monetary losses as result of legal proceedings associated with labour law violation SASB reference: CG-MR-310a.3	0	0	0	0	0	0
Percentage of all operational sites that have been subject to human rights reviews or human rights impact assessments	0	0	0	0	0	0
Percentage of employees covered by a Joint Consultative Committee (Social Dialogue)	0	0	37%	38%	0	0

evo Group Organogram



This organogram is included to provide clarity on company structure and definitions of roles for Diversity Reporting in Workforce Diversity & Inclusion.

SASB reference: CG-MR-330a.1



Executive and Non-Executive Management 2024			
Business Channel	Metric	Gender Representation (%)	Diversity Representation (%)
Banner	Executive Management (MD)	100% female	Data not reportable
	Non-Executive Management (SLT)	50% female 50% male	
VOW	Executive Management (MDs)	50% female 50% male	
	Non-Executive Management (SLT)	62.5% female 38.5% male	
Complete	Executive Management (MD)	100% male	
	Non-Executive Management (SLT)	58% female 42% male	
Truline	Executive Management (MD)	100% male	
	Non-Executive Management (SLT)	100% male	
PremVan	Executive Management (MD)	100% male	
	Non-Executive Management (SLT)	40% female 60% male	

KPI/Measure	VOW 2024	Banner 2024	Complete 2024
Percentage of women within the evo Group Board of Directors	27%		
Percentage of women employed in the whole organization	15.00%	9.31%	6.99%
Percentage of women in top management positions *See Organogram on page 129 for 'Top Managment' Positions per Channel	62.5%	50%	58%
Percentage of women within the organisation's board. We have included only the Channel MD's see organogram chart on page 129	50%	100%	0%
Percentage of women within evo Group's Senior Leadership Team	32%		
Average unadjusted gender pay gap	-5.4	-2.9	n/a; *
Percentage of employees from minority and/or vulnerable groups in the whole organization (if applicable)	0	26%	0
Percentage of employees from minority and/or vulnerable groups in top executive positions (excluding boards of directors) (if applicable)	0	0	0
Number of identified discrimination or harassment incidents or corrective actions	0	0	0

*No Gender Paygap report was required for Complete in 2024



Supplier Due Diligence

KPI/Measure	Year	VOW	Banner	Complete
Percentage of targeted suppliers that have signed the sustainable procurement charter/supplier code of conduct Target: 80%	2023	80.72%	80.2%	66%
	2024	72.2%	86%	76.9%
Percentage of targeted suppliers (newly onboarded each year) with contracts that include clauses on environmental, labour, and human rights requirements Target: 100%	2023	100%	100%	100%
	2024	100%	100%	100%
Percentage of targeted suppliers (Top 100 evo suppliers by spend) that have gone through a CSR assessment	2023	99%	98%	51%
	2024	100%	98%	58%
Percentage of Direct evo suppliers (targeted) that have gone through a Social and Labour Rights audit reports on-site audit <small>(refer to Supply Chain Pillar for detailed information on Direct Suppliers)</small>	2023	86%		
	2024	88.5%		
Percentage of Direct evo suppliers (targeted) that have valid Social and Labour Rights audit reports ongoing audit reports	2023	100%		
	2024	91.4%		



Product

KPI/Measure	VOW		Banner		Complete	
	2023	2024	2023	2024	2023	2024
Revenue from products 3 rd party certified to environmental or social sustainability standards SASB reference: CG-MR-410a.1	£64,793,926	£65,020,746	£57,458,765	£48,311,258	£51,643,105	£21,470,640
Number of products listed with a 'sustainable choice' icon	-	3243	3873	2342	-	3243

Sustainable Choice (formerly Green Choice) products extracted from catalogue pagination each year

Discussion of processes to assess and manage risks or hazards associated with chemicals in product

SASB reference: CG-MR-410a.2

1. Identification and Assessment of Chemicals

- Chemical Inventory Management:
 - We maintain a comprehensive inventory of all products through our warehouse management system.
 - We regularly review Safety Data Sheets (SDS) for each product to understand potential hazards and make them available to employees in order to safely handle, pick, and deal with spills if they arise.
- Risk Assessment Protocols:
 - We conduct regular assessments to identify hazardous chemical products – usually cleaning products sold to our customers and assess their ADR impacts. (e.g., flammability, toxicity, environmental harm).
 - Evaluate risks during storage, handling, and potential spillage or accidents and transportation, especially ADR.

2. Regulatory Compliance

- We ensure all products comply with applicable regulations, such as:
 - REACH (Registration, Evaluation, Authorization, and Restriction of Chemicals) in the EU.
 - GHS (Globally Harmonized System of Classification and Labelling of Chemicals).
- We monitor updates to chemical regulations through our Legislative Register Process aligned to ISO14001 and ISO45001 and adjust practices accordingly.

3. Risk Management Processes

- Storage and Handling Protocols:
 - We store chemical products n appropriate conditions and locations (e.g., temperature, ventilation, away from food products) to minimize risk.
- Worker Safety Measures:
 - We provide adequate training to employees on chemical handling and hazard recognition.
 - We provide access to SDS Sheets
 - We ensure the availability of personal protective equipment (PPE), such as gloves, goggles, and masks
- Spill Response and Mitigation:
 - We establish and train staff on spill response plans.
 - We equip the warehouse with spill kits and containment tools, with full details of locations of those kits and a list of all spill trained employees

4. Hazard Communication

We ensure that the products we source from suppliers comply with legislative requirements meaning:

- Products are clearly labelled with hazard classifications, using standardized symbols where applicable.
- Provide accessible SDS documentation for all employees.
- Risks are communicated transparently to customers through product labelling, online product descriptions and online sds sheets which are updated and verified regularly.

5. Monitoring and Continuous Improvement

- We perform routine audits of chemical storage and handling practices as part of internal and external audits.
- We regularly review and update risk assessments based on sourcing of new product lines, regulatory changes, or incidents.
- We gather feedback from employees on the effectiveness of safety protocols and refine as needed throughout H&S Committee Meetings and Employee Engagement.
- Each business has a product recall process, which is triggered by the manufacturer or suppliers

should they advise of a batch safety issue.

- Returns of product and the reason for return is monitored through Merchandising and Buying Team regularly to ensure that any trends of returns on safety or faults are identified and acted on accordingly.

6. Engagement with Suppliers and Stakeholders

- Contract terms and conditions require that suppliers provide the correct life cycle information, SDS sheets and dosing information to ensure the safe use of products by our customers.
- Customers are able to report complaints and issues with product safety and any incident/accident arising from product faults to Customer Experience teams, who escalate according to our process.

Product Recalls and Customer Health & Safety

KPI/Measure	VOW		Banner		Complete	
	2023	2024	2023	2024	2023	2024
Number of product recalls	0	0	0	0	0	0
Number of customer H&S incidents	0	0	0	0	0	0

Discussion of strategies to reduce the environmental impact of packaging

SASB reference: CG-MR-410a.3 - see Supply Chain 'Packaging' and Environment – Waste Management

Procurement Training

	Metric	2023	2024
Banner	Percentage of buyers (FNR) across all locations who have received training on sustainable procurement	100	100
VOW		100	100
Complete		100	100
Banner	% of buyers receiving Modern Slavery Policy Training	100	100
VOW		100	100
Complete		100	100

Circular Economy Services

Number of recycled products			
		2023	2024
Banner - B Respectful Toner Recycling	Number of Banner customer sites taking up recycling service	561	207
	Total number of units returned	65070	55386
	Percentage of units recycled / reused	47 / 53	46 / 54
VOW - Q Connect Toner Recycling	Number of Vow customer sites taking up recycling service	273	102
	Total number of units returned	44656	41558
	Percentage of units recycled / reused	49 / 51	49 / 51

Ethics and Governance

KPI/Measure	VOW 2024	Banner 2024	Complete 2024	PremVan 2024	Truline 2024
Percentage of total employees trained on business ethics issues: GDPR; Information Security	0.3	18.73	6.3	0%	0
Number of reports related to whistleblowing procedure	0	0	0	0	0
Number of confirmed corruption incidents	0	0	0	0	0
Percentage of all operational sites with certified anti-corruption management system	0%	0%	0%	0%	0%

Data Security

SASB reference: CG-MR-230a.2

Information Security Asset Risk Management (Risk Assessment and Risk Treatment)

The company has implemented a risk assessment methodology that:

- Can produce comparable and reproducible results.
- Identify criteria for accepting risks and identify the levels of risk.
- Develop a Risk Treatment Plan to bring all identified risks to an acceptable level.
- Manage specific risks through an action management process.
- Demonstrate Risk Based thinking regarding the quality of service provision for operational process control.

Risk Assessment is managed by the Information Security Officer who shall carry out using the following process to ensure consistency:

Risk Management Process

1. Consider all identified information assets, business processes and environmental factors and work with asset owners to compile a Risk Register.
2. Assign functional owners to each risk (normally the asset owner).
3. With the management team and risk owners, identify combinations of threats and vulnerabilities relating to the environment, business process or information asset, and then identify the impacts confidentiality, integrity, availability.
4. Ensure the impacts take into account the business, legal or contractual obligations that the company has.
5. The assessment shall then assess the frequency of the threat and likelihood of the risk occurring combined with the impact of the risk being realised.
6. A combination of the impact and likelihood of the security failure provides a level of the risk in scoring.
7. Each risk shall be assessed in order of risk level score looking at the level of controls already in place.

8. The above Risk management process shall take place within the PRISM compliance platform, which enables the definition of risk scoring criteria and associated actions, links to control objectives within the SoA and has the ability to record and assign Risk treatment tasks/activities in order to ensure that risks are mitigated.
9. The PRISM compliance platform is intuitive and easy to use and does not require any additional process steps to support this Risk Management process.

Risk Assessment and Risk Treatment

The Risk Assessment and Treatment Plan identify the actions, resources, responsibilities and priorities that evo will take to manage its quality, environmental and information security risks.

The Risk Assessment and Treatment Plan also lists the specific ISO 27001 Control Objectives and Controls that have been selected as the basis for how the Company's BMS will be implemented and operated.

The effectiveness of the selected Control Objectives and Controls will be measured in accordance with the Key Performance Indicators described in Section 6.2.

The actions and controls that evo implements and operates to manage risks can be summarised under the following 3 broad headings:

- **Operating Procedures** – The Operating Policies and Procedures defined as part of this BMS document the day-to-day working practices that will be adhered to in order to:
 - Satisfy the selected Control Objectives established for Quality, Environmental and Information Security.
 - Reduce risks identified in evo processes and procedures.
 - Ensures intended outcomes are achieved.
- **Roles and responsibilities** – A representative has been appointed to hold overall responsibility for ensuring that the ISMS is implemented, operated, monitored, maintained and improved in accordance with the requirements of the ISO 9001, 14001 and 27001 standards.
 - All staff will be responsible for complying with the defined Operating Procedures, Company Policies, Standards and Guidelines.
- **Staff training and awareness** – The Operating Procedures mentioned above include procedures to ensure that all staff members (including contractors and temporary staff) are aware of their obligations and responsibilities to comply with the Company's Information Security Policy.

KPI/Measure	VOW 2024	Banner 2024	Complete 2024	PremVan 2024	Truline 2024
Percentage of all operational sites with an information security management system (ISMS) certified to ISO 27001	0	25 (NDC)	0	0	0
Number of confirmed information security incidents	0	0	0	0	0
No of data breaches SASB reference: CG-MR-230a.2	0	0	0	0	0
Percentage of personal data breaches SASB reference: CG-MR-230a.2	0	0	0	0	0
No of customers affected SASB reference: CG-MR-230a.2	0	0	0	0	0

**Thank you for taking the time to read and learn
more about how evo continue to further achieve
our CSR and sustainability goals.**

As we enter 2025, keep up to date with our latest
achievements by following us on LinkedIn:

 : evo foundation

 : evo

v3.0 - Updated December 2025

