



SUSTAINABILITY REPORT

OUR JOURNEY TO NET ZERO: 2023

TABLE OF CONTENTS

About the Company

- This Report.....03
- Letter from our Chief Executive.....04
- Our Company Profile.....05
- Our Locations.....06
- M&S Acquisition.....07
- Our Vision and Values.....08
- Our Memberships and Affiliations...09

Our Sustainability Focus

- Our Focus Areas.....10
- Our Alignment to M&S Plan A.....11
- Sustainable Development Goals.....12

Governance

- Meet Our Sustainability Team.....14

Environment

- Introduction.....15
- Fleet.....15
 - Vehicle Design.....16
 - Driver Focus.....17
 - New Technology.....18
 - Network Planning.....19
 - Next Steps.....19
- Infrastructure.....20
 - Renewable Electricity.....20
 - Employee Behaviour.....20
 - Energy Efficiency and New Technology.....21
 - Next Steps.....21
- Waste.....22
 - Reducing Waste.....22
 - Colleague Behaviour.....22
 - Next Steps.....22
- Water.....23
 - Vehicle Wash Upgrades.....23

Social

- People.....24
 - Our Values.....24
 - Health and Safety.....25
 - Connecting our Colleagues.....25
 - Rewarding our Colleagues.....26
- Community.....26
 - Sponsorships & Charitable Causes.....26
 - Using Excess Stock for Good Causes.....27
 - The Crisis in Ukraine.....27
- Next Steps.....27

Our Accreditations

- EcoVadis.....28
- IEMA.....29

What's Next?

- 2023 and Beyond.....30

Appendix

- Carbon Emissions Data.....31

THIS REPORT

This is Gist Limited's second Sustainability Report where we describe our achievements and future commitments to social, ethical, and environmental causes. We aspire to be a leading sustainable logistics company and in doing so aim to be transparent with how we intend to achieve this.

As this is Gist's only annual report, in addition, we have chosen to use this opportunity to describe our business activities and purpose as one of the UK's leading logistics companies.

This Report

We have compiled this report to provide some insight into how Gist has made sustainability a business priority.

We also hope it will assist in providing some level of knowledge sharing on this topic for other stakeholders in the logistics sector.

The information in this report relates to our financial year 2023 (1st April 2022 until 31st March 2023). Any mention of '2023' refers to our financial year.



LETTER FROM OUR

CHIEF EXECUTIVE

Thank you for taking the time to read Gist’s annual Sustainability Report for the second consecutive year.

Our 2023 financial year was one of positive change for Gist, the biggest difference being our change of ownership to the Marks & Spencer Group plc. This is a natural next step in the evolution of the unique and long-standing partnership between two great businesses.

M&S’s Plan A is an inspiring and stretching aspiration towards reducing its environmental impact. Gist now forms part of that journey and embraces the goals and reduction targets laid out in Plan A.

Throughout 2023, our sustainability programme has been focused on embedding strong governance, ensuring workstreams are organised and target driven. Additionally, Gist has actively worked on understanding the current fleet technologies on the market to evaluate and plan for our future fleet profile (see page 18 to read more about our most recent trials).

There is still a long way to go

to reach net zero. As a logistics company we have always operated many diesel HGVs, but we embrace the challenge of eliminating GHG emissions from our key company asset. We will continue to make minimising our environmental impact a key business objective at Gist and will pose continually stretching environmental targets across every business unit.

Equally important are the other areas of sustainability; people and the community.

People will always be the driving force of Gist. 2023 has seen an increase in colleague training; from teaching drivers individually on Safe and Fuel-Efficient Driving, to leadership development for managers.

Safety is of paramount importance and this year we have increased the number of dedicated safety specialist roles across every site and are updating our internal management systems. The introduction of Kelvin Top-Set and Pristine Training are already making Gist a safer place to work, but as a team we each have a responsibility to ourselves and those around us to minimise risk

wherever we can.

I am proud that many of our sites continually go the extra mile to aid important causes in their local communities and I enjoy seeing the inspiring stories shared on our social media channels.

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

We hope you will continue to support and follow Gist’s endeavours and find this Sustainability Report 2023 an insightful and inspiring read.

Nick Hay
Chief Executive Officer
Gist Limited

OUR COMPANY

PROFILE

Gist Limited is one of the UK's leading logistics companies and in September 2022 was acquired by M&S plc.

Since we implemented the first centralised chilled distribution network in the UK 50 years ago, Gist's supply chains have been constantly evolving to meet the changing needs of our customers. Our customers can be confident that we understand the importance of consistent, high-quality service delivery.

As our name suggests, we see ourselves as being at the 'heart of logistics'. We are able to demonstrate our ability to maintain a successful and extensive transportation network across the UK.

We have more than 5,500 colleagues working together to transport chilled, frozen and ambient products from manufacturers to the UK's largest supermarkets daily.

Our business is primarily made up of large temperature-controlled warehouses and a fleet of approximately 1,300 HGV tractor units, 300 refrigerated rigids and 1,500 refrigerated trailers. We also operate several other smaller vehicles including fleet recovery vans and shunting vehicles for yard movement.



5,500+
EMPLOYEES



1,300+
VEHICLES



1,500+
TRAILERS



16
UK SITES



OUR LOCATIONS

Gist sites are located across the UK and Republic of Ireland. The strategic location of our Gist network has been developed over decades, providing the successful operation to M&S stores and third party customers across the countries.

Gist's head office is located just outside Basingstoke, at Rosewood, Crockford Lane, Chineham Business Park, Hampshire, RG24 8UB.

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



M&S ACQUISITION

In September 2022, Marks and Spencer Group plc acquired Gist Ltd (UK) and Gist Distribution Ltd (ROI).

Gist has been M&S' long-standing food logistics provider for many years. Since this acquisition, Gist has been welcomed into the M&S family, however will retain its identity and still operate as a separate business. Gist continues to work in partnership with all existing customers, delivering the same services and solutions as always.

Gist has been working hard to align with M&S in various aspects of their business, for example, the adoption of M&S Plan A targets and the shifting of our financial years to align with M&S. Gist is now included in M&S plc external reports and carbon data reporting.

The M&S Sustainability Report for 2023 can be found here: <https://corporate.marksandspencer.com/sites/marksandspencer/files/sustainability-report-2023.pdf>



M&S

EST. 1884

OUR VISION & --- VALUES

Our vision is to deliver industry-leading logistics and supply chain transformation for the benefit of Marks & Spencer

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

PROGRESSIVE

We innovate and deliver change to make us better

ACCOUNTABLE

We take responsibility for delivering exceptional performance

COLLABORATIVE

We work in partnership to achieve winning outcomes

ETHICAL

We consistently do the right thing

We created the Gist vision and values collaboratively, reflecting the way we encourage our colleagues to work together. They were discussed and critiqued by our colleagues including the chief executive, senior leadership team, and colleagues from a wide range of locations and roles.

We believe that our values should be at the heart of everything our colleagues do. From drivers to warehouse operatives, to our central team at head office, we have spread the message through widespread workshops and visual materials.

We have also placed our values at the heart of Gist's personal development review process to ensure regular and meaningful conversations take place with all colleagues relating to how their behaviour and performance can reflect our values in their role. Throughout 2022, these leading behaviours have been integrated into our new management training programme. This has been done because we believe that change starts from the top. Our managers must understand our vision and values before they can successfully encourage their teams to do the same.

OUR MEMBERSHIPS AND AFFILIATIONS



FOCUS AREAS



ENVIRONMENT

Our environmental impact(s) and risk management practises



SOCIAL

Our relationships with stakeholders – our colleagues, customers, suppliers, and communities



GOVERNANCE

Our leadership, management structure, and strategies

Sustainable development has been defined by the United Nations (UN) Brundtland Commission as “development that meets the needs of the present without compromising the ability of future generations to meet their own needs.”

This description is fundamental to way we see Sustainability at Gist and it is the starting point for leading conversations with colleagues.

At Gist, we talk about Sustainability in terms of Environment, Social, Governance (ESG) and have used ESG as the structure for our Sustainability Report.

OUR ALIGNMENT TO M&S PLAN A



Having strong connections with our customers and stakeholders is key to a smooth and effective flow of business at Gist. With our new ownership it is important we create synergy by aligning our sustainability goals to those of our parent company. Therefore, we have evolved our current sustainability plan to align with Marks and Spencer's Plan A, and associated roadmap to net zero. Plan A has been an inspirational and ambitious public sustainability plan for M&S since 2007. They were one of the first major retailers to go public with their net zero roadmap.

What is Scope 1?
Direct emissions from a business

What is Scope 2?
Indirect emissions released from energy purchased by the organisation

What is Scope 3?
Other indirect emissions – from sources not owned or controlled by the organisation

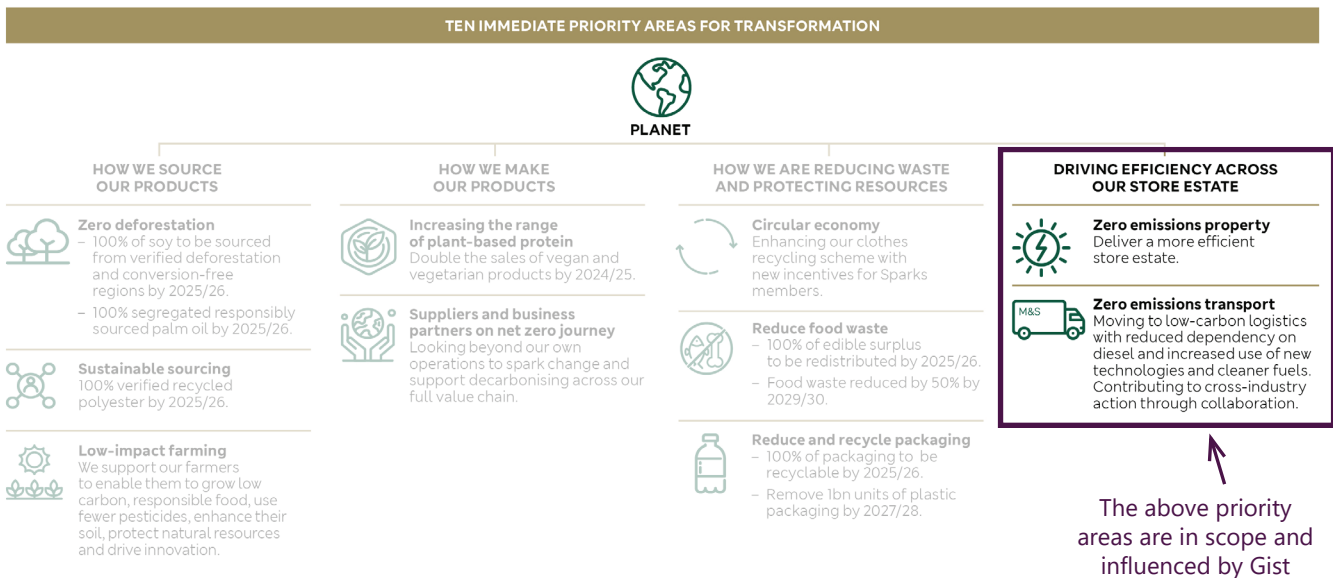
For further reading visit:
[What are scope 1, 2 and 3 emissions? | Deloitte UK](#)

Read more about Plan A here:
<https://corporate.marksandspencer.com/sustainability/plan-a-our-planet>

To align with M&S, Gist has adopted the Plan A carbon emission reduction commitments of a 55% reduction by 2029/30, compared to our financial year 2017 baseline, and to achieve net zero within our own business by 2034/35. This target specifically focusses on the reduction of our Scope 1 and 2 emissions, i.e. our fleet, refrigerated warehouses, offices, and vehicle maintenance units (VMUs). The 2039/40 target of net zero encompasses our entire value chain – including all Scope 3 emissions.

The government have pledged that the UK will be net zero by 2050 - our target is much more ambitious being ten years earlier. M&S' 2029/30 corporate greenhouse gas emissions reduction target, which we fall under, has been approved by the Science Based Target initiative and as a subsidiary we will not submit our own to the organisation.

NET ZERO TRANSITION ROADMAP



Net zero transition roadmap



¹Restated in line with methodological changes and Gist acquisition.
²Marks and Spencer plc commits to reduce absolute scope 1 and scope 2 CHG emissions 55% by 2030 from a 2017 base year. Marks and Spencer plc also commits to reduce absolute scope 3 CHG emissions 55% within the same timeframe.





SUSTAINABLE DEVELOPMENT GOALS

The United Nations (UN) Sustainable Development Goals (SDGs) were adopted by all UN member states in 2015 to align the efforts of nations, companies, and people across the globe. The 17 goals, each with specific targets, aim to resolve global challenges of peace and prosperity, equality, and the environment.



At Gist, we understand the importance of the UN Sustainable Development Goals and support them. By engaging with stakeholders from across the business, we identified three UN SDGs that Gist directly impacts and can make a positive contribution towards. Page 13 describes the work done in 2023 towards these goals. Throughout the rest of the report, you will see that we use these UN SDGs to depict which of the goals our initiatives and efforts align to.

All 17 SDGs require action, however, Gist can have the most impact on the following areas:

	 UN SDG TARGET	GIST ACHIEVEMENTS IN 2023
 3 GOOD HEALTH AND WELL-BEING	3.6 By 2030, halve the number of global deaths and injuries from road traffic accidents.	<ul style="list-style-type: none"> • Safe and Fuel Efficient Driving (SAFED) training rollout for all drivers. • Risk assessment completed on all routes/delivery points. • Fleet safety technology onboard e.g., 360° vehicle cameras. • Created defined work instructions for load restraints.
	3.8 Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all.	<ul style="list-style-type: none"> • Free Employee Assistance Programme available to all employees, as well as a Health Cash Plan on offer. • Occupational health support in getting our colleagues safely returning to work, provided by Abbots. • Mental health training available for all line managers. • Mental health first aiders based at all sites.
 8 DECENT WORK AND ECONOMIC GROWTH	8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labour-intensive sectors.	<ul style="list-style-type: none"> • Fleet and warehouse technology continuously reviewed and upgraded to improve efficiency. • Diesel alternatives and technologies trialed to investigate viable long-term solutions to net-zero.
	8.4 Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-year framework of programmes on sustainable consumption and production, with developed countries taking the lead.	<ul style="list-style-type: none"> • 100% renewable electricity used at all UK sites. • LED lighting and PIR sensors installed at the majority of our sites. • Committed to M&S' 'Plan A' and the targets set from 2029/30 to ensure we are working towards reducing our environmental impact. • Communicated with our colleagues through multiple channels to encourage environmental focus. • Installed electric vehicle washers which recycle water and electric pressure washers.
	8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.	<ul style="list-style-type: none"> • Unconscious bias training included in leadership and development training.
	8.6 By 2020, substantially reduce the proportion of youth not in employment, education or training.	<ul style="list-style-type: none"> • Provided a safe work environment with training and career development opportunities for all employees. • Implemented mandatory training on Code of Business Integrity. • All colleagues participated in Dignity at Work training. • Continued to run business-wide graduate, apprenticeship and industrial placement schemes offering rapid career development.
	8.7 Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including recruitment and use of child soldiers, and by 2025 end child labour in all its forms.	<ul style="list-style-type: none"> • Published our Modern Slavery report. • All suppliers required to commit to our Code of Business Integrity, which explicitly details non-tolerance of human trafficking or modern slavery. • Externally managed Integrity Line available to all colleagues/third parties to confidentially report any concerns or potential irregularities.
	8.8 Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.	<ul style="list-style-type: none"> • 40% sustained reduction in accidents resulting in personal injuries over the last 15 years due to various initiatives. • Regular bulletins shared with all colleagues. • Institution of Occupational Safety and Health (IOSH) training for all managers.
 12 RESPONSIBLE CONSUMPTION AND PRODUCTION	12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.	<ul style="list-style-type: none"> • Recycling over half of waste generated at sites. • Constant monitoring of waste flows at all sites via online dashboard. • 100% of our tyres are recycled. • Support Fareshare and local communities by donating surplus food
	12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.	<ul style="list-style-type: none"> • Submission of Streamlined Energy and Carbon Reporting annually. • Publish our own annual Sustainability Report including transparent sharing of data. • Contribute to parent company, M&S', annual report.



FOCUS AREA

GOVERNANCE

MEET OUR SUSTAINABILITY TEAM

Dan Platten, SHEQ and Sustainability Director

“Sustainability has been a part of how we work at Gist for many years, but our acquisition has provided us with much more stretching and aggressive net zero goals. We are currently undertaking an organisational transformation to underpin ESG in everything we do - starting by setting new standards of operation.”



Working on the day-to-day and reporting into Dan is Thomas Atterton, Lead Sustainability and Data Manager, and Yasmin Wilks, Sustainability Manager (both pictured, left).

Since September 2022, our team has supported a Sustainability Industrial Placement Programme. We will be continuing this programme for 2023's academic year.



Projects are managed, monitored, and executed by the relevant stakeholders in our Sustainability workstreams. Key decisions are taken upwards through our organisational structure and ultimate decision lies with the Senior Leadership Team.



FOCUS AREA

ENVIRONMENT



One of Gist's key business objectives is to minimise our impact on the environment as reflected in our corporate Environment Policy. To achieve this, we ensure we are measuring and monitoring the impact that our operations have on the environment. This includes looking at our Scope 1, Scope 2 and Scope 3 emissions across our business and supply chain.

INTRODUCTION

We are frequently collecting carbon emissions data for Scope 1 and Scope 2 emissions relating to all assets we have operational control over. This includes any fleet and warehousing that is managed or operated by Gist for product we deliver. A significant proportion of our carbon emissions derive directly from our fleet.

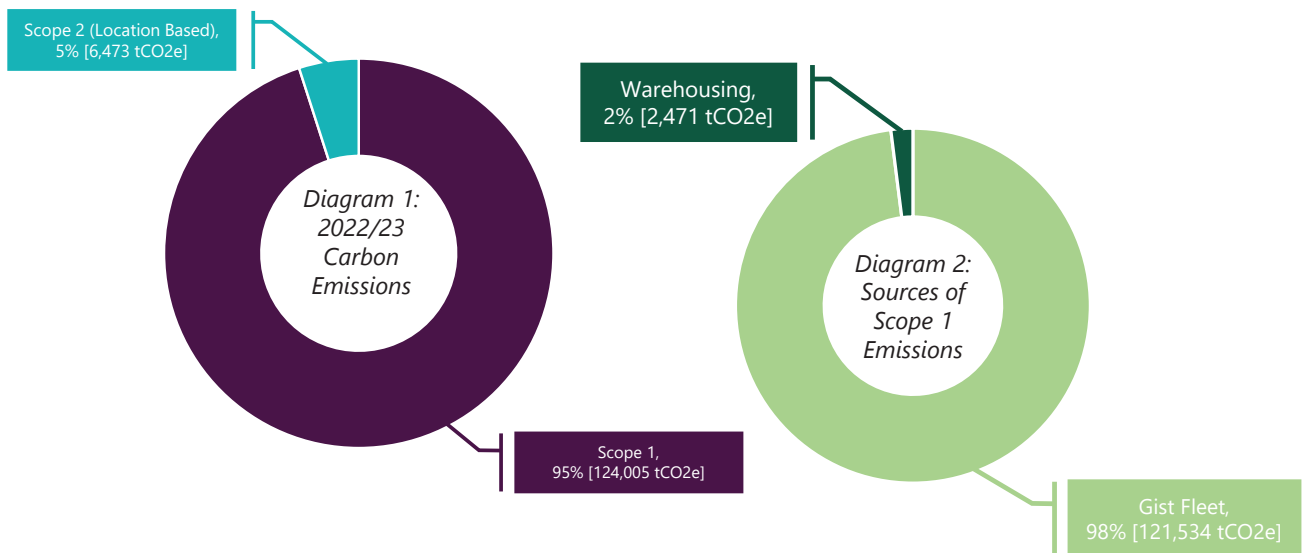


Diagram 1 shows the % of our Scope 1 and 2 emissions (location based) in tCO₂e. Diagram 2 shows the % source of Scope 1 emissions – whether it is emitted from fleet or warehousing.

Note: all Scope 2 emissions derive from warehousing.



FOCUS AREA

ENVIRONMENT

FLEET

We know there is a lot to do as we transition our legacy infrastructure to net zero and we are highly dependent on the timing of changes to national infrastructures - particularly around degasification and alternatives fuels. To ensure we are up to date on the progress being made, we are participating in industry collaboration and the testing and trialling of new innovations. The rest of this section in the report will discuss the key areas we have focused on regarding fleet.

VEHICLE DESIGN

Did you know...

90 million miles
could take you:

to Venus and back...

around Earth 3,600 times...

or to the moon and back
180 times!

In our financial year 2023, our network of fleet travelled approximately 90,000,000 miles to transport high-quality, temperature-controlled product all over the UK. This equated to around 40,000,000 litres of fuel.

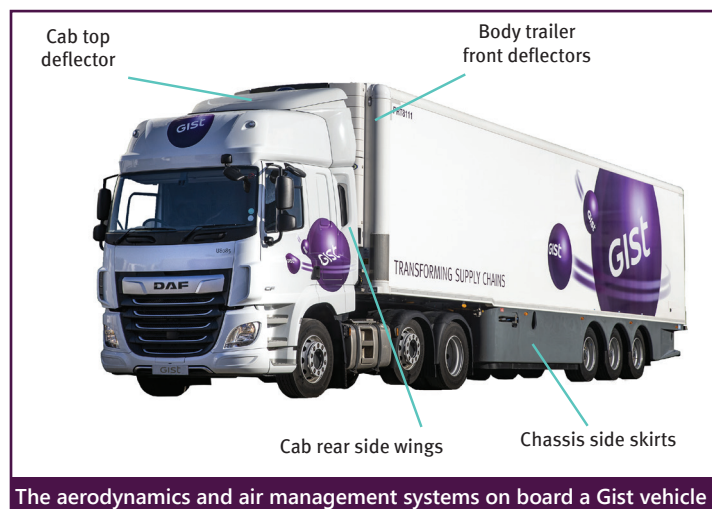
With so many miles being driven each year it is important that we do so in the most efficient way. We believe one important way of doing this is by utilising proven and available technologies. All our vehicles are equipped with Euro 6 engines. These engines release less harmful pollutants into the air than the comparative Euro 5 or below. Harmful pollutants include nitrogen oxides (NOx), carbon monoxide (CO) and particulate matter (PM).

Additionally, we have bespoke aerodynamics and air management systems fitted to our vehicles. These features reduce the vehicle's air drag and increase the miles per gallon (MPG). Our low-rolling resistant tyres also help to improve vehicle efficiency. Combined, these features are suggested to result in fuel savings of 7 to 15%.

One of our focuses this year has been on excessive idling as this topic has had little focus previously and could provide large benefits including; saving on fuel, vehicle wear, and emissions. The engineering department worked with drivers to identify an appropriate auto engine cut-off time to reduce unnecessary fuel use, while not inconveniencing the driver. As a result, all cut-off times were reduced from five minutes to two minutes.

This initiative has led to a 50% reduction in wasted fuel due to engine idling. This is a great example of how a relatively small change can have a big impact across the business, saving large amounts of fuel and subsequent emissions.

To ensure a continued focus stays on idling times, data on excessive idling, via our on-board telematics system, is made available on a weekly and monthly basis for site management teams to view and, if necessary, act upon.



The aerodynamics and air management systems on board a Gist vehicle

saving large amounts of fuel and subsequent emissions.

FOCUS AREA

ENVIRONMENT



DRIVER FOCUS

Our vehicles have fully integrated driver telematics onboard enabling Gist to monitor driving styles. Analysis of driver performance through telematics enables us to identify opportunities to improve driver techniques and fuel efficiency.

The telematics provide a rating for each driver based on a number of driving factors such as harsh braking, over-speeding, excessive idling and combined coasting. If a route is driven in a way where one or more of these factors are underperformed, the score will be lower.

Feedback is available for the driver and their teams to view – providing the opportunity for drivers to develop their skills whilst also reducing their fuel consumption on each route which in turn reduces our carbon emissions.

Throughout the last year, Gist has made it a business priority to invest money and time into our drivers. Every driver has received Safe and Fuel-Efficient Driving (SAFED) training. The course is taught on a 1 to 1 basis. The aim of the course, as described by its name, is to teach safe driving techniques that reduce the risk of collisions, and fuel-efficient techniques that will benefit the environment.

The SAFED roll-out was deemed a success across the business and we have attributed an MPG performance increase of nearly 2%. Our driver trainers were enthusiastic and worked hard to ensure every driver received a worthwhile course.

We are proud of our fantastic drivers at Gist and their talent has had national recognition. The Microlise Driver of the Year Awards are held annually and in May 2022 our drivers scooped awards in two categories. One colleague based in Hemel won the Short Distance category, while another at Portbury won the Most Improved award.





FOCUS AREA

ENVIRONMENT

NEW TECHNOLOGY

We are trialling the leading-edge technology and constantly seeking new ways to improve our assets and processes to reduce our emissions.

When new technology has launched onto the market Gist has been on the front-foot and has trialled the technology across our sites. In 2023, we have been focused on longer-term viability studies of technology we believe might have a future in our decarbonised fleet. Until this point, the majority of our trials have been short term commitments and used as a 'proof-of-concept'. Now, as technology has developed and vehicles are viable operationally we can test them over a longer period. Examples of the variables we are investigating include MPG, fuel usage, driver feedback and maintenance costs. The main aims of these studies are to provide data that can directly compare the diesel alternative technology with the vehicle it is replacing. There is no clear diesel alternative currently on the market that could work for our whole operation as we do a variety of work with different types of vehicles and mileage requirements. Therefore, we are looking at a varied portfolio of alternatives. Some of the vehicle technologies include rigids with power assisted take-off (PTO) technology, fully electric rigids, electric refrigerated trailers with onboard solar power generation and CNG vehicles.



This trailer (pictured, above) is the first electric refrigerated trailer in our fleet. It has a roof-mounted solar panels to replenish the onboard batteries whilst on the move and a small diesel tank onboard as a back-up if required. We see this as a brilliant stepping stone to 100% diesel-free refrigerated trailer technology and the next step will be to investigate the potential for this technology on double-deckers.



FOCUS AREA

ENVIRONMENT



NETWORK PLANNING

Our network planning team operate 24/7 to optimise our vehicle schedules and routes. By using detailed schedules and specialist software, we focus on specific KPIs such as fill rates to provide our customers with the most efficient service.

Our network planning team also ensure that double decker refrigerated trailers are optimally used in our routes to reduce the number of vehicles going to the same or similar destinations, therefore reducing fuel usage.

Thanks to a successful network-wide, dynamic integration project implemented this year, we are now using approximately 106,000 litres less diesel for the same volume of product. This will reduce approximately 270 tonnes of CO₂e annually.



NEXT STEPS: FLEET

Looking into the financial year 2024, we plan to continue trialling vehicle technologies as part of a longer-term viability study. This includes fully electric rigs, gas-powered vehicles and trailers with electric fridges. Currently, we are held back by the lack of availability and development of HGV technology – in particular for 6x2 42-44 tonne trucks – as our operations rely on the use of these heavier vehicles.

We will continue to integrate ourselves in forums, consortiums, and events to stay up to date on our sector's developments and to share knowledge with our peers. We will also stay close to the vehicle manufacturers to keep us up to date with the latest technology on the market and their progression with net zero.



FOCUS AREA

ENVIRONMENT

INFRASTRUCTURE

The carbon emissions from our infrastructure form approximately 7% of our Scope 1 and Scope 2 emissions. Whilst this is not Gist's largest carbon emitter, as part of our road to net zero, it is still hugely important that we find solutions for how we will power our infrastructure with renewable energy to hit our 2035 target.

At Gist, on our 16 sites, you primarily find large, refrigerated warehouses, office blocks, vehicle maintenance units (VMUs) and vehicle washing facilities.

When discussing net zero infrastructure we are considering new, efficient technology, working with current technology to ensure that it is being used in the most efficient way and focussing on colleague behaviour. We have used these focus areas to structure this section of our report.

RENEWABLE ELECTRICITY

Our temperature-controlled warehouses must constantly maintain optimal low temperatures, as required for food quality and safety. A significant supply of electricity is required to ensure this, especially because the external temperature is typically above the set-points of our fridges.

Therefore, it is important that the energy we use is from sustainable sources, which is why we have continued to choose to purchase 100% renewable electricity for our Gist UK sites. As a result, all UK market-based carbon emissions from electricity use are eliminated.

EMPLOYEE BEHAVIOUR

With over 5,500 colleagues across our sites, we have the opportunity to work together and collectively reduce our impact on the environment. This year we have done a lot of work regarding positive behavioural change by utilising our internal communication channels to try and encourage our colleagues to be more sustainable both at work and at home. Examples of this include videos, screensavers, posters, and articles encouraging our employees to reduce consumption of energy and materials, consider sustainable alternative ways of doing things and understand the positives of acting more sustainably.

FOCUS AREA

ENVIRONMENT



ENERGY EFFICIENCY AND NEW TECHNOLOGY

Our sites consume a lot of energy and, therefore, we must be efficient with how we use it. Examples of how we are doing this include:

Electric Pressure Washers

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

LED Lighting

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

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

Reducing the energy consumption at our sites also reduces our overall carbon impact and forms part of our net zero by 2034/35 strategy. This project has seen an average reduction of 7% in electricity usage over the last 4 months of the financial year when compared to 2021. This equates to approximately 200 tCO₂e Scope 2 emissions reduction annually across five sites.

Plug-in Point Roll-out

To remain on track with our net zero targets, we are working to future proof all of our sites to accommodate new fleet assets and technologies. As part of this, we have upscaled the roll-out of our electric vehicle charging points across 8 of our sites to prepare for new electric trailers and rigid vehicles entering our fleet. We aim to continue the roll-out of these charging points across our entire network of sites.

NEXT STEPS: INFRASTRUCTURE

We look forward to commencing trials of new technology of the next financial year. Specifically with the focus on generating our own renewable electricity and increasing the accuracy of data capture for utility use. We believe accurate data collection is extremely important – both for the benefit of end of year reporting and for sites to understand energy hot spots across their operation.



FOCUS AREA

ENVIRONMENT

WASTE

REDUCING WASTE

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



It is inevitable that our operational sites will produce waste. However, we can work together to reduce its environmental impact. Over the last financial year, our main aims have been to increase the percentage of recycling across our network, ensure we are diverting 100% of waste from landfill and increase engagement with our colleagues.

	JAN 2021 - DEC 2021	JAN 2022 - DEC 2022	% REDUCTION (2021 vs 2022)
VOLUME OF WASTE GENERATED	3,529,940 kg	3,006,503 kg	14.8%
VOLUME OF GENERAL WASTE GENERATED	2,066,471 kg	1,898,208 kg	8.1%

Gist has implemented several initiatives to reduce the amount of waste produced. These include:

- Completely removing paper-based pick lists in our warehouses by using a voice pick system.
- Removing all single use plastics from our canteens ahead of the government ban coming into place in October 2023.
- Increasing the number of sites which are baling and recycling waste shrink wrap, significantly reducing our amount of general waste.
- 100% of our tyres and oil being recycled.
- Only purchasing shrink wrap which contains at least 30% recycled material.

EMPLOYEE BEHAVIOUR

To improve recycling habits, any new office bins that are ordered are now the same across all sites, making waste disposal a simple and uniform process wherever you are within the Gist network. To accompany this, we have created posters for all office areas to help colleagues sort their waste and we are consistently releasing internal communications to remind staff of the importance of recycling.

NEXT STEPS: WASTE

Our overall target going forward is to reduce the volume of general waste generated and further increase the percentage of waste recycled. On top of this, we are always looking to reduce the carbon footprint of anything we do have to dispose of by evaluating the resources we are buying.

FOCUS AREA

ENVIRONMENT



WATER

VEHICLE WASH UPGRADES

Over the last year, Gist rolled out a programme to upgrade the current vehicle washers – moving from a partial water reclaim to full water reclaim. Almost every site has had a new vehicle wash installed.

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





FOCUS AREA

SOCIAL

At Gist, it is our people that make all the difference. To ensure we recruit, develop, and retain the best people in the industry, we focus on creating a safe and positive environment and provide programmes for developing people's skills and knowledge.



3 GOOD HEALTH AND WELL-BEING

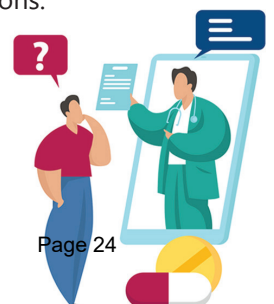


PEOPLE

We aim to create a performance focused environment that is fair and inclusive, where everyone can develop, and connect meaningfully to their manager, our purpose, and M&S.

OUR VALUES

Our values at Gist remain the same and they are lived by all of our colleagues. We are also regularly conducting our new Personal Development Reports (PDRs) which focus on our values and business objectives, to encourage meaningful development conversations.



FOCUS AREA

SOCIAL



HEALTH & SAFETY

We are fiercely protective of everyone's health, safety, and wellbeing. This enables our entire management team to improve their knowledge and confidence in leading their teams with safety as a clear priority.



We are fiercely protective of everyone's health, safety, and wellbeing

We have worked hard to improve safety across our business this year. This has been achieved through:

- Rebuilding a dedicated Health and Safety function with NEBOSH-trained resource that is accessible to every site.
- Load restraint work instructions.
- Weekly incident learning reviews and safety calls.
- Reset monthly Gist Health, Safety and Wellbeing (HSW) committees.
- Positive assurance pre-peak checks.
- Mental health first aid training.
- Behavioural change – toolbox talks, safety topic of the month, walk in discussion sessions.
- Enrolled managers on the accredited IOSH Managing Safely course.

In 2023, Gist launched a new Safety Incident Management System, EcoOnline. EcoOnline provides a simple, user friendly reporting system that allows users to log Safety, Vehicle, Premises and Environmental incidents. By simplifying the reporting process and leveraging new functionality EcoOnline supports Gist's transition to a 'reporting culture' and enables evidence based decision making. EcoOnline provides better visibility of Gist's key risks as well as root cause analysis. All data can be displayed via interactive dashboards.

3 GOOD HEALTH AND WELL-BEING



CONNECTING OUR COLLEAGUES



Our colleagues are kept up to date and connected through a number of communications channels and external resources:

- Digital signage across all sites that is updated weekly with both central and local content.
- An employee app (The Gist Hub) providing access to the latest news, company information, benefits, and wellbeing.
- Wellbeing resources including an EAP and integrity phone line.
- Trained Mental Health First Aiders available at all sites.



FOCUS AREA

SOCIAL

REWARDING OUR COLLEAGUES

2022 saw the launch of our internal PACE awards. Their purpose is to reward our colleagues for winning behaviours that reflect Gist's values. Nominated by senior managers, colleagues who receive a PACE award, are celebrated on our 'Wall of Fame' – which is accessible to all. Additionally, each colleague receives a monetary voucher as a 'thank you' for their efforts.



COMMUNITY

We are committed to giving back to the communities local to our sites through a number of programmes and initiatives. It is important for us to use the resources we have available to make a positive difference to as many people as possible.

SPONSORSHIPS & CHARITABLE CAUSES

Each year, the vast majority of our sites opt to join in national fundraising causes, including Red Nose Day, Macmillan Coffee Mornings, and Children in Need. Funds are raised through bake sales, fun days, and other charitable events. Many of our sites also choose to sponsor local community children's clubs and sports teams. Around half of our sites have sponsored a local children's football team.



FOCUS AREA

SOCIAL



USING EXCESS STOCK FOR GOOD CAUSES

This year, Gist launched a new programme with M&S around good faith receipting where M&S chose to no longer accept any excess stock delivered in from suppliers. When the supplier dispatches the goods, they get a systemic message advising them of any overs. They then have to decide if they wish to collect the stock or not, otherwise it will go to charity.

When suppliers choose not to collect this stock, it is re-distributed where possible to good charitable causes, reducing the amount of waste generated in operations. Gist have partnered with FareShare who collect the majority of this additional stock from our depots.

Between January and March of 2023, FareShare redistributed 36 tonnes of surplus M&S product from Gist sites to 1,060 frontline charities and community groups. This is the equivalent of 85,763 meals for people facing hardship. This also prevented 57.7 tonnes of embedded CO2e and 54.1 million litres of embedded water from going to waste*.

For items that couldn't be used by FareShare, such as flowers and dog food, Gist employees worked to redistribute these in other ways. In Q4 2023, 400 packs of dog food per depot were sent to local animal shelters and over 7,000 bouquets of flowers were donated to care homes, churches, and hospices across the country.



THE CRISIS IN UKRAINE

Following the invasions of Ukraine, Gist ran its first ever centrally coordinated matched-giving fundraising scheme. Through a combination of company and colleague donations, Gist raised more than £63,000 for the disaster emergencies committee through the British Red Cross.



The company made an initial £25,000 donation to the appeal. A donation page was then opened up to colleagues, with more than 350 individuals donating £19,339 of their own money to this incredibly worthy cause. As promised, Gist matched every donation made to the page by colleagues during the campaign, meaning a further £19,339 was added.

NEXT STEPS: SOCIAL

Gist will continue to develop colleagues, create a positive environment, and engage with our local communities. Over this next financial year, we plan to create a strategy for Diversity, Equality and Inclusion that will increase our engagement in this space. We also aim to communicate out more frequently the work that our sites do in their local communities and support the work where possible.

*The CO2 and water factors used are based on an average of all surplus food types received into FareShare UK warehouses.

OUR ACCREDITATIONS

ECOVADIS

EcoVadis provides evidence-based sustainability rating for over 90,000 companies globally. The rating covers four key areas of sustainability:

- Environment
- Labour and Human Rights
- Ethics
- Sustainable Procurement



OUR RATING

This year we achieved a silver award—ranking in the 88th percentile*.

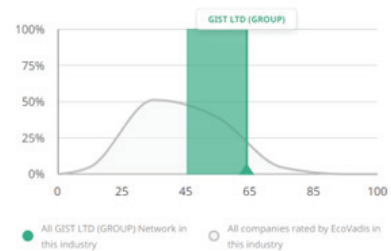
At Gist, we pride ourselves on being accountable. We choose to undertake a sustainability rating annually because it provides us with an external measure of our sustainability progress that can be globally understood. Additionally, it gives us purposeful direction through the visibility of our strengths and improvements section - received as part of our results.

We will be continuing to complete an EcoVadis submission every year and publish our achievement.

Overall score

4% GIST LTD (GROUP) is in the top 4% of companies rated by Ecovadis in the Freight transport by road industry.

Overall score distribution



Environment

5% GIST LTD (GROUP) is in the top 5% of companies rated by Ecovadis in the Freight transport by road industry.

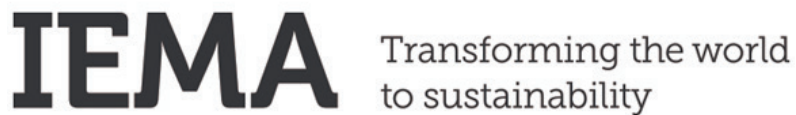
Labor and Human Rights

5% GIST LTD (GROUP) is in the top 5% of companies rated by Ecovadis in the Freight transport by road industry.

Sustainable Procurement

13% GIST LTD (GROUP) is in the top 13% of companies rated by Ecovadis in the Freight transport by road industry.

*88th percentile means your score is higher than or equal to the score of 88 percent of all companies rated by EcoVadis.



All our central sustainability team are members of IEMA.

IEMA is the Institute of Environmental Management and Assessment. It is “the global, professional body for 20,000 individuals and 300 organisations working, studying or interested in the environment and sustainability”.

The organisation provides our sustainability team with the latest learning and training opportunities within the sustainability and environmental management space and connects us with likeminded individuals and organisations.

WHAT'S NEXT?

2023 AND BEYOND



TRIAL ZERO & LOW CARBON VEHICLES

We will run trials of low carbon vehicles across the network to produce data that is comparative to their diesel equivalent.



WASTE RECYCLING

We will continue to empower our colleagues to make sustainable choices and increase our level of recycling across the network.



WORK WITH INDUSTRY

We will work with like-minded businesses in our sector to find a solution to Net Zero.



PREPARE INFRASTRUCTURE

We will ensure our sites are equipped to manage and operate low-carbon vehicles effectively and investigate ways to self-produce renewable energy.



DO MORE IN THE COMMUNITY

We will ensure surplus stock finds a worthy home. We will use resource to give back to the local communities and make a positive difference.



DRIVE PERFORMANCE

We will empower our sites to take ownership of the emissions they produce and take pride in driving down energy usage as a team.

DATA

ENVIRONMENTAL DATA	FINANCIAL YEAR	
	2022	2023
CO₂e emissions		
Scope 1 [tCO ₂ e]	120,677	124,005
Scope 2 - location based [tCO ₂ e]	6,976	6,473
Scope 2 - market based [tCO ₂ e]	413	542
Total Scope 1 and 2 location based emissions [tCO₂e]	127,653	130,477

NOTE: A financial year runs from April – April.

The carbon emissions we report on for Scope 1 and 2 are emitted by any asset we have operational control over. This includes any fleet and warehousing managed or operated by Gist for product we are delivering

