



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**, it is 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.



Contents

About VOW 04

Priorities and Progress.....	04
Adrian Butler & Ashley Burke VOW MD's	05
VOW Scale and Reach.....	06
VOW Logistics Network	08
VOW Estate.....	09

Our Environment 10

Carbon Emissions.....	12
Emission Reduction Progress	14
Energy Efficiency.....	16
Waste Management	18
Environmental Stewardship.....	20

Our People 22

Our Workforce	24
Leanne Gregg - Group People Director.....	25
Employee Benefits.....	26
Diversity and Inclusion	30
Employee Development.....	34
Enhancing Employee Workplace	36
Health and Safety.....	38

Our Community 40

Employee Volunteering and Product Donations..	42
evo Foundation	44
evo Foundation Timeline	46
evo Foundation Fundraisers.....	48
evo Foundation Investments	54
Julie Hadley - evo Director of CSR	59

Our Supply Chain 60

Supply Chain Approach.....	62
Simon McLoughlin - Group Buying Director.....	63
Responsible Procurement	64
Progressive Product Range	66
Sustainable Product Range	68
Own Label	72
Catalogues.....	74
Compliance and Quality	76
Packaging Legislation.....	78
Working with Suppliers.....	80
Working with Customers	88
Truline and Decarbonisation	92

Ethics and Governance..... 96

Corporate Governance Policies	98
-------------------------------------	----

Achievements and Honours..... 100

ISO Certifications	102
Sustainability Platforms.....	104
Awards and Recognition.....	106

Our Priorities and Progress

The VOW 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



75% of waste produced is recycled

3 Our People



30% of our group employees are female and 33% of group top executive roles are held by women

2 Our Community



Over 16K worth of product donated
evo Foundation donations of £29,295

4 Our Supply Chain



22 Electric Vehicles in the Delivery Fleet

Adrian Butler, VOW UK Managing Director



I've been part of the VOW team for over 25 years, and I'm absolutely delighted to report that we have clear direction and targets when it comes to CSR and sustainability.

As the largest, broadline business supplies wholesaler in the UK we do have a important role to play in relation to acting on 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.

We have also successfully created the evo Foundation to help communities by improving education and preventing poverty. We're aiming to raise £100,000 this year and are happy to be doing it together with our employees, customers, and suppliers.

We at VOW 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.

Ashley Burke, VOW Ireland Managing Director



Having been an integral part of VOW Ireland for over 30 years, I'm especially proud to announce our reinforced commitment to corporate social responsibility (CSR) and sustainability, now fully aligned with VOW Wholesales objectives.

As the largest distributor of workplace and home solutions in Ireland, we understand our responsibility to lead by example in advocating, educating, and acting on environmental issues. A tangible demonstration of this is the successful establishment of our group charity, the evo Foundation. Our ambitious target for this year is to raise €20,000 to make a real difference in communities by improving education and preventing poverty, and we're excited to involve our employees, customers, and suppliers in this meaningful endeavour.

At VOW Ireland, we are committed to working in a way that delivers a significant social, economic, and environmental impact, openly communicating our successes and the challenges we face along the way.

Unrivalled scale and reach

At VOW 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.



No 1 Business Supplies Wholesaler in the UK and Ireland



A Group logistics platform, delivering over 11m parcels per annum

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 VOW, 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.

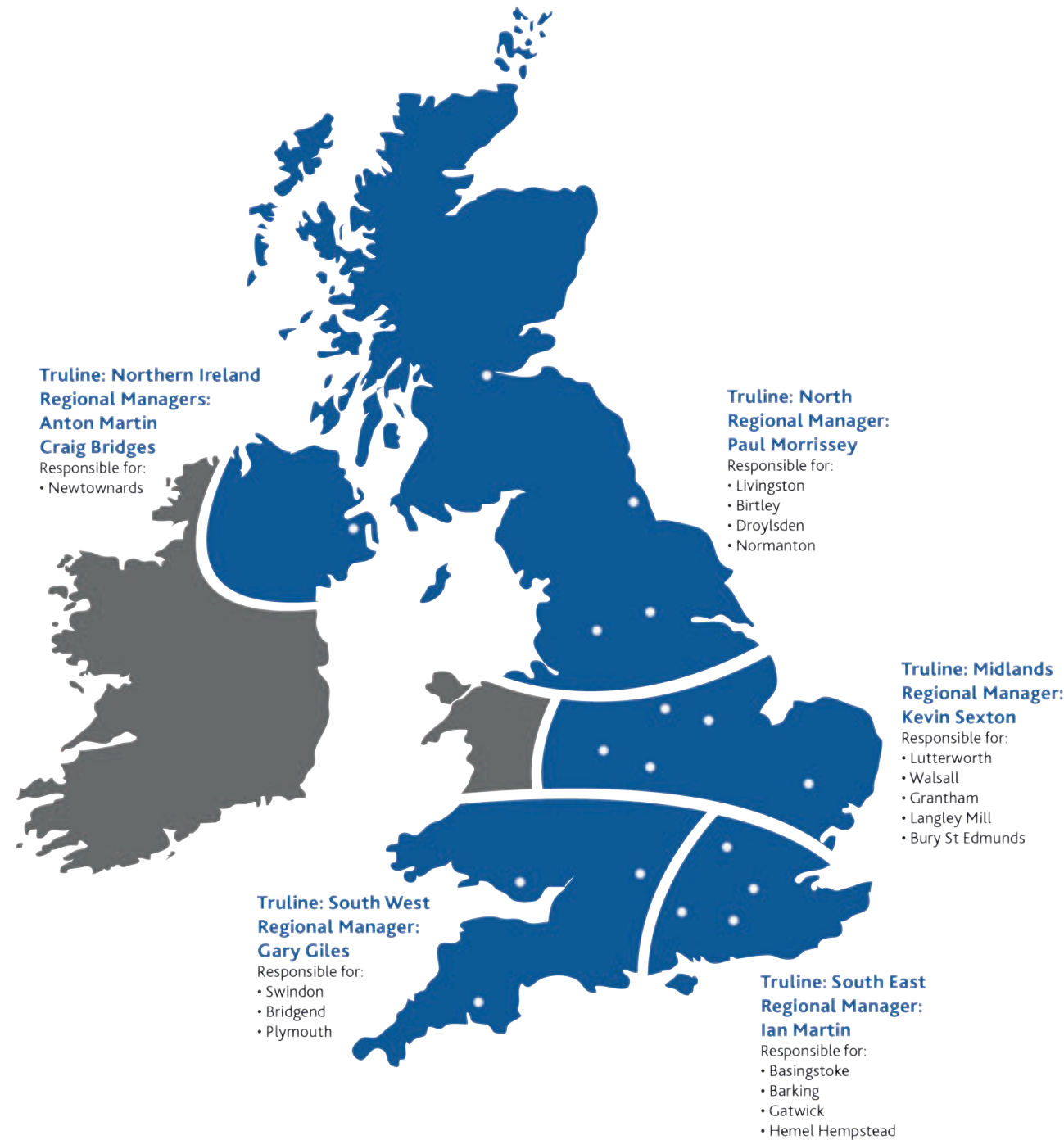


- 

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.



VOW Estate

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

VOW
Head Office - Sheffield

7
Distribution
Centres

21
Truline
Hubs

Offices in Lutterworth,
Normanton, Dublin

Our Environment



VOW 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 2024, VOW's total emissions reduced by 11,843 tco2e* versus 2023

*Changes made to method of calculation for upstream transfer of goods



Carbon Emissions

VOW'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, VOW 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. This approach ensures we are continuously refining our calculation, ensuring a transparent approach to the complex area of Scope 3 emissions.

Scope 3 accounts for 75.84% of our emissions 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

Emissions Reduction Progress

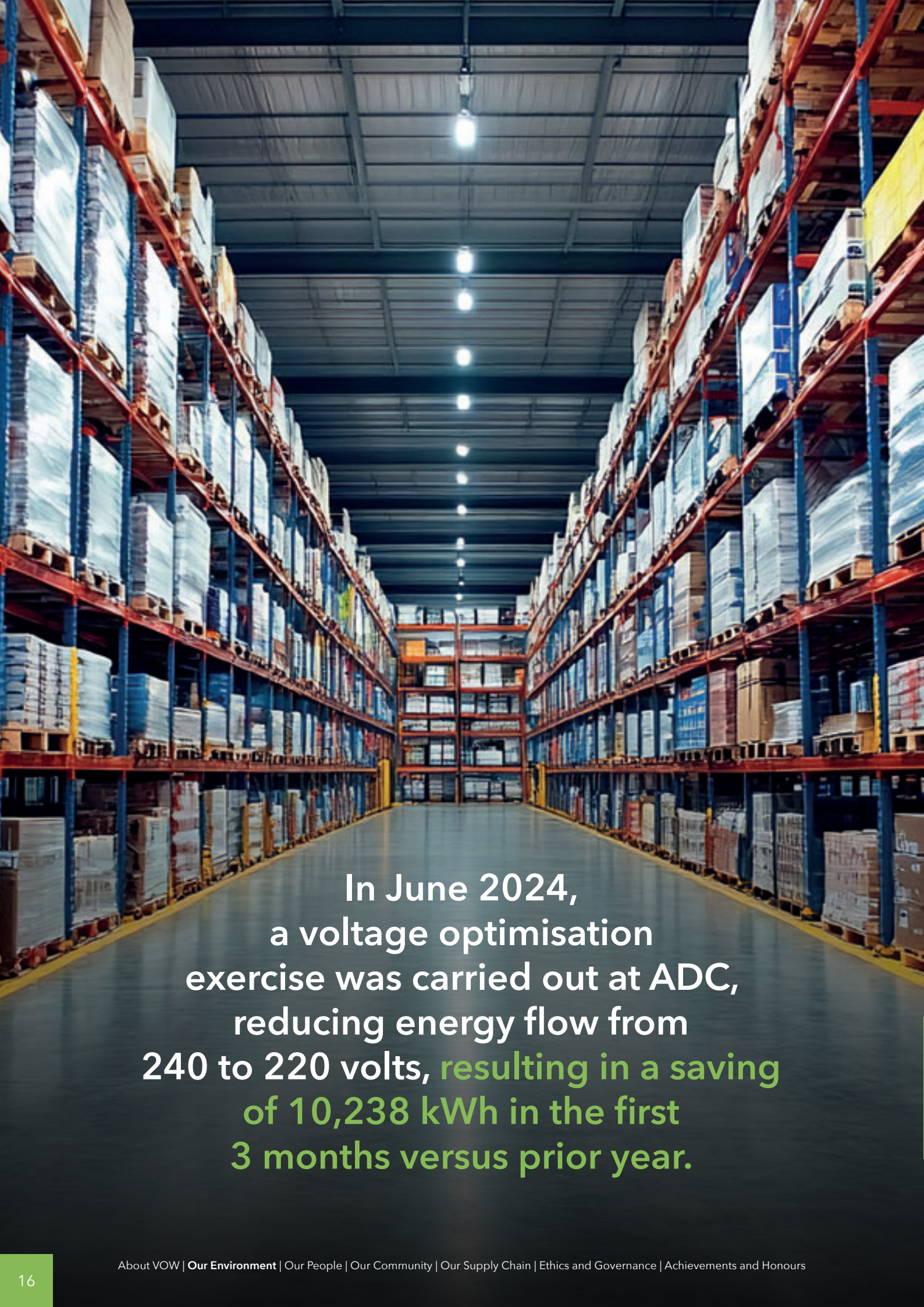
Overall, evo emissions in 2024 decreased significantly versus 2023. This is primarily due to a change in the method of calculating upstream transportation of branded goods for resale, retaining only the full transport distance from point of manufacture for our own brands of goods. A detailed explanation 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.

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

22 Electric Vehicles now form an integral part of Truline’s fleet, producing zero tailpipe emissions





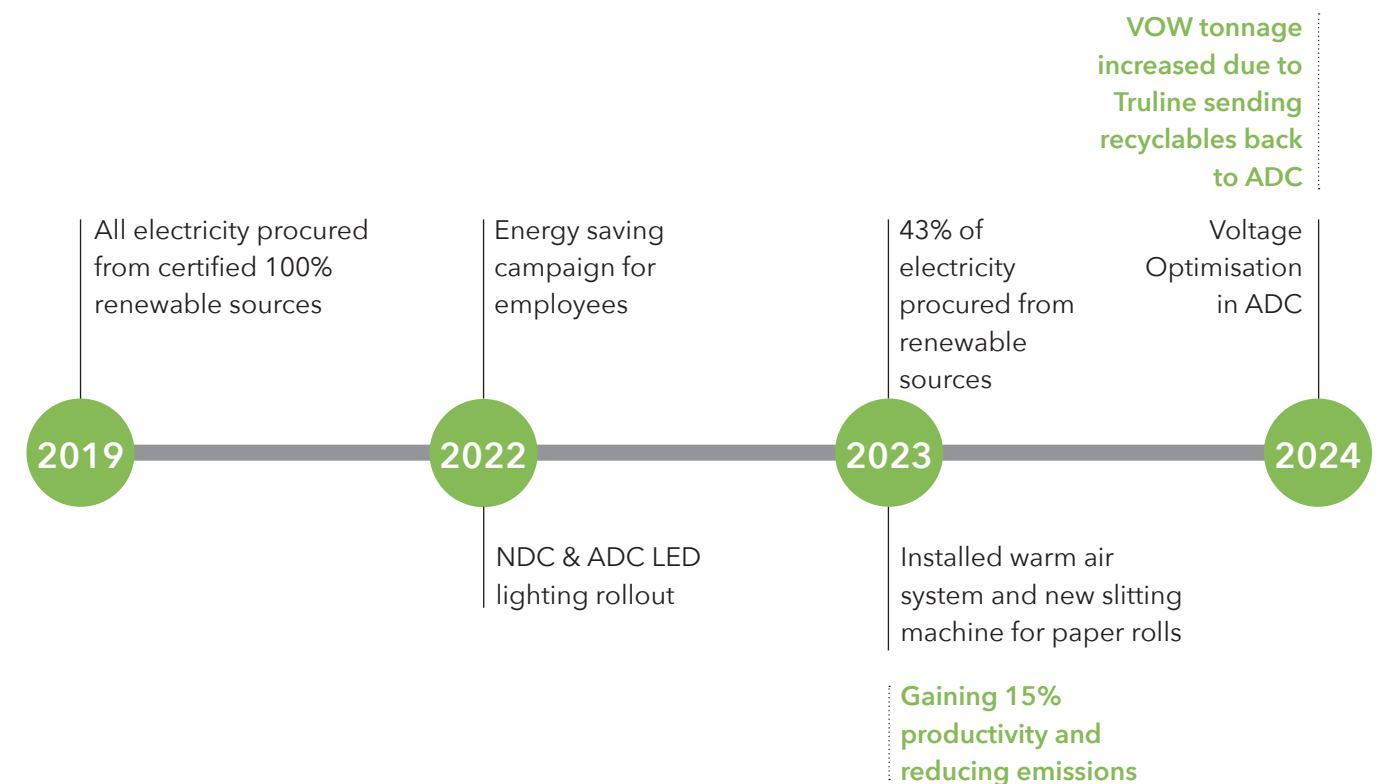
In June 2024,
a voltage optimisation
exercise was carried out at ADC,
reducing energy flow from
240 to 220 volts, **resulting in a saving
of 10,238 kWh in the first
3 months versus prior year.**

Energy Efficiency

Energy efficiency is a priority for VOW. 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

VOW continues to drive down waste production year on year.

Non-Hazardous recycled and incinerated wastes (tonnes)				
	2021	2022	2023	2024
VOW	690.31	338.97	793.43	760.01

Within VOW Wholesale, 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



At VOW, 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 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, VOW 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, VOW have reduced the damaged product going to waste streams through creation of 'staff buy' packs.





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 group environmental policy that VOW follows 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, VOW's dedicated delivery fleet, has c.550 vehicles located at strategic sites. They deliver to VOW, 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 VOW 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 VOW 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



VOW's People are our most valuable asset.

Here at VOW 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 360 employees proudly represent VOW 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. VOW brings together a real diversity of people executing a wide variety of roles.



Pickers



Packers



Data Analysts



Delivery Drivers



Sales People



IT Infrastructure Experts



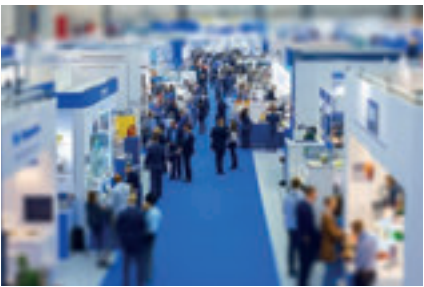
Social Media Specialists



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 360 employees, I am proud that our longest serving employee has been with VOW for 38 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 VOW 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.

Throughout HY2 2024 and as we enter 2025, the VOW 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. ”



Longest server
with **38 years'**
service

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

15% of top
executive roles
are held by
females

4 Mental Health
First Aiders

Over **108** employees
have completed
10-38 years of
service

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

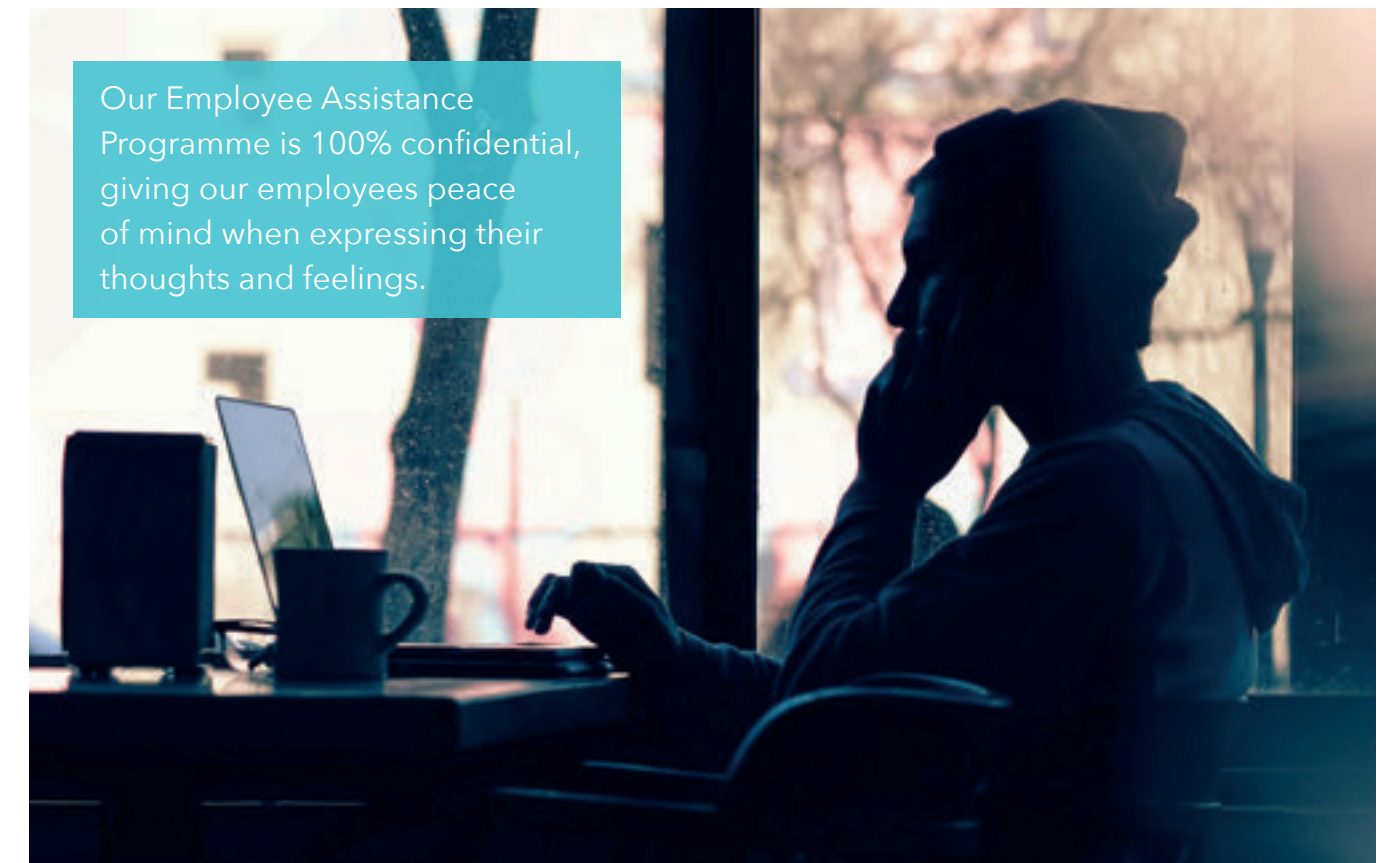
Employee Benefits

1 In 4 people will experience a mental health problem of some kind each year in England.* VOW 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 just managing a workload; it's about **leading, supporting, and mentoring your team**, both professionally and personally. I make sure my staff have the freedom to be themselves while also providing strong guidance. That's why I value the **TELUS service** so highly. Knowing I can direct my team to an expert in this field gives me confidence as a manager. It ensures they receive specialist guidance that goes beyond the support I can offer, helping them thrive. ”

Phillippa Wardlewoorth, Head of VOW Marketing

*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, VOW 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 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 VOW.

*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



Diversity & Inclusion

Diversity and inclusion are critical for positive interpersonal culture and employee well-being, contributing to the organisation's success. At VOW, 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.

40% of our employees are female and we are proud that 15% of our top executive roles are held by women.

VOW Female Leadership on Trading Board



Ashley Burke
VOW Ireland MD - Group Trading Board



Leanne Gregg
Group People Director - Group Trading Board

“ At VOW, 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

VOW 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

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, VOW 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.



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, VOW Amplify. 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 VOW, 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.

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.

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 4 live apprenticeships currently ongoing, we offer study time whilst at work, ensuring that our employees maintain the ideal work-life balance.

Level 7 Senior Leader Apprenticeship



Amy Remmer
Account Director - VOW UK Sales

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, VOW employees, were amongst the winners on the day.



Elle Butler
Marketing Executive
Multi-Channel Marketer
V1 Apprenticeship

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



37,091 training hours were recorded during 2023 and year to date in 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 enable the group to track and monitor personal development more effectively.

Enhancing Employee Workspace

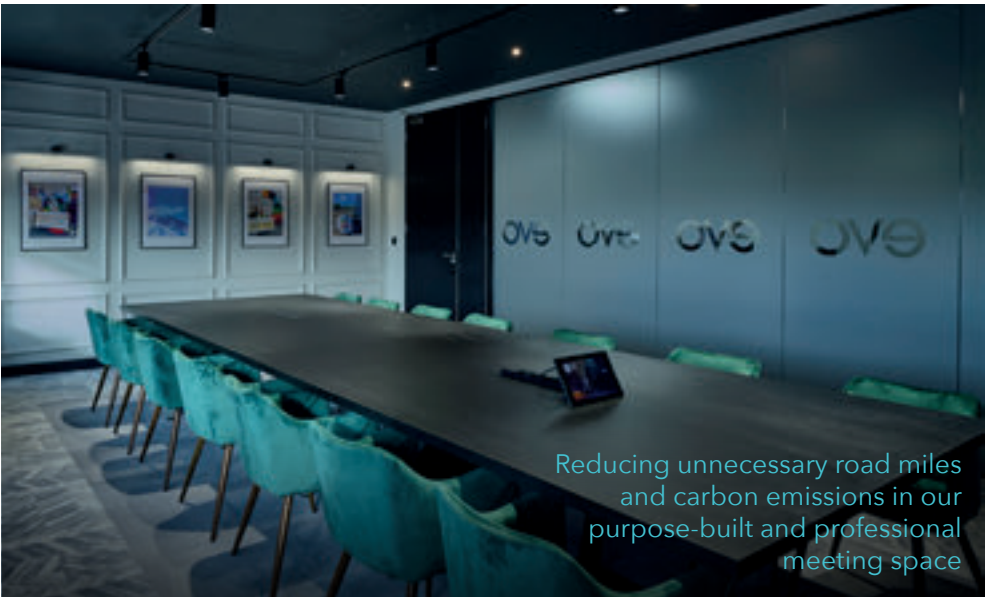
We have invested in the NDC workspace, giving employees a working environment that they are comfortable to work in each day, whilst also being proud to show to key stakeholders, such as potential new business.



Saving employees approx £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 and other locations. 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.

VOW 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:

22 First Aiders

18 Fire Wardens

20 Managers trained in Level 2 H&S in the workplace and 5 received IOSH training (Institute of Occupational Safety and Health)

4 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



VOW 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 VOW's commitment to environmental stewardship and tackling pollution.



Natalie Cummins and Nicola Fallon, Sales Executives for VOW Ireland both offers their free time to one of the evo foundation's chosen charities - Penny Dinners for the homeless. They work tirelessly to support anyone in her local area by taking a couple of evenings a week to actively go out and feed homeless people on the streets in their local area.



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.



Donations

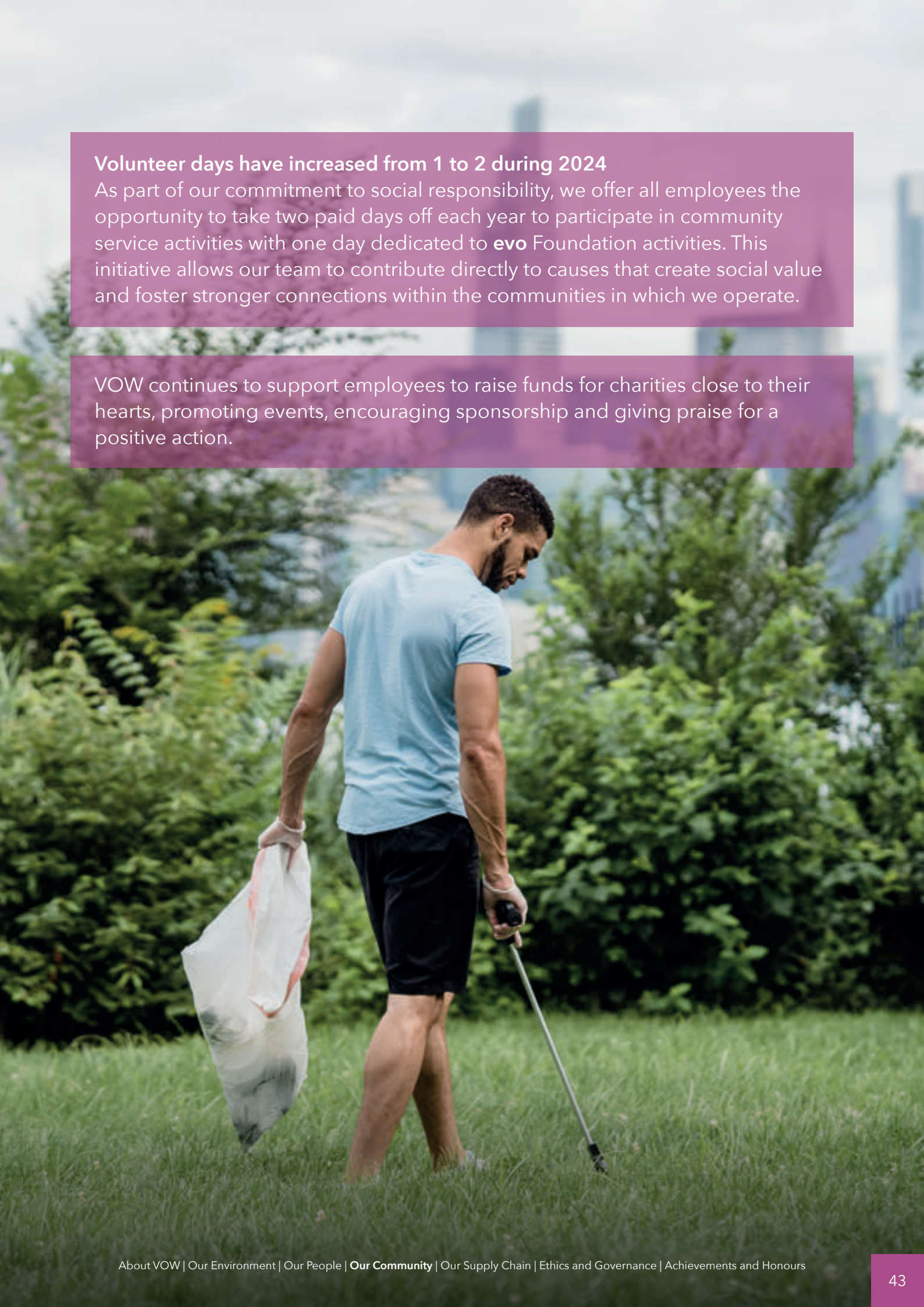
VOW IRE in support with the evo foundation has had the pleasure of donating €2k of funds raised to the LauraLynn Foundation.

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. This was possible through Ashley Burke, VOW Wholesale Ireland MD hosting a GAA Blitz day. 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.

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.

VOW 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** 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** embarked on a Christmas Countdown challenge, giving employees the opportunities to partake in various fundraising activities. The main activity was the opportunity for children within **evo** families to design the official evo Foundation Christmas card, within the winning design was printed and sold in our **evo** shops, with proceeds going towards evo Foundation. Other activities included the opportunity for the children of **evo** families to visit Santa at a fraction of the cost of local establishments, a grotto was 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.

Christmas Countdown...

Almost **£1k**
Raised



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 & Sustainability

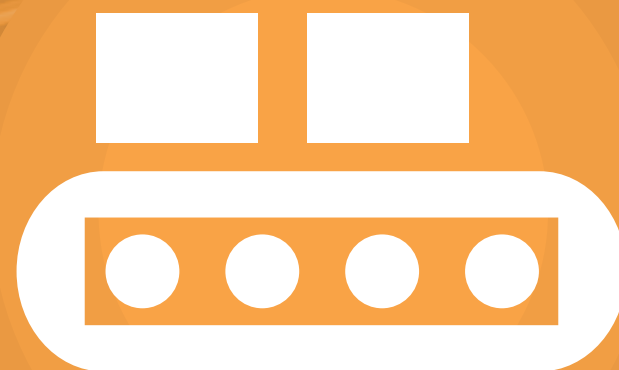


“As the name indicates, Evolution, our approach to CSR and Sustainability continues to change as it matures. Over the last couple of years, we've seen a surge of interest in how our business conducts itself in this area with carbon accounting, ESG metrics and supplier compliance coming to the fore as 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 VOW runs from manufacturer through our operations to the customer and forms the most significant part of our economic, social and environmental footprint. VOW 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.

VOW Approach

At VOW 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 VOW 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 VOW we have a huge opportunity to make a difference through the power of our purchasing. The VOW buying team works centrally procuring products ensuring we:

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

Control onboarding of suppliers

Maximise cost benefit through volume

Support manufacturers to produce products efficiently

The £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 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.



Progressive Product Range

VOW 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, VOW 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 VOW our new furniture offering allows VOW to be the procurement partner of choice, when enhancing our customers workspace. 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).

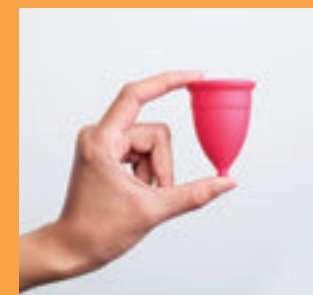


Workwear

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.*

VOW 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.

VOW 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 stainable 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. VOW'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.



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.



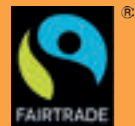
Carbon Neutral

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 means that information about the products has not been accredited or independently verified to a particular criteria or standard. VOW 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. VOW advise that you check your workplace for biodegradable waste stream management in order to best manage this category of product.

Recyclable

Many products are made from easily recyclable raw ingredients, and it's a legal requirement to dispose of waste responsibly to maximize recycling. Recycling conserves energy and raw materials by allowing waste to be repurposed into new products. VOW advises checking the recyclability of products within your workplace and local authority guidelines, as specific bins and labels for waste segregation are often available. Opting for products that can be recycled at the end of their lifespan is a sustainable choice. It's important to remember that some products, like Waste Electrical and Electronic Equipment (WEEE) and batteries, are legally mandated for recycling and should not be disposed of in standard waste streams; to VOW Ireland adheres to the WEEE by ensuring all electrical appliances and batteries have a full-loop recycling program.

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

As 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.



"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

Selected a UK printer, ensuring limited road miles and carbon footprint

Package this catalogue in recyclable cardboard boxes, avoiding plastic shrink wrap

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

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 this 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.

Monitoring product returns from customers is a key mechanism to determining quality issues in products and packaging. **Reporting trends on suppliers and products regularly**, we are quickly able to identify problems and **avoid unnecessary waste**, addressing issues with suppliers and manufacturers.



At ADC 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

VOW is dedicated to minimizing the environmental impact of its packaging throughout its shipping network and in deliveries to customers. The company also collaborates with customers to identify opportunities for reducing transport packaging.

Most orders are shipped in right-sized cardboard boxes with minimal crosscut paper infill, a change made five years ago to replace plastic infill. Orders are consolidated onto pallets secured with either shrink wrap or wooden collars, then shipped from Distribution Centres to hubs for onward delivery. Both shrink wrap and pallet collars are returned to Distribution Centres for recycling or reuse.

Brand manufacturers design product packaging, typically using cardboard and plastic films, with a focus on product integrity. They are increasingly seeking design and cost efficiency, leading to minimal packaging and the phasing out of single-use plastic films.

VOW's own brands, such as the Q-Connect 'Q-Conscious' range, have undergone significant changes to eliminate plastic packaging, replacing plastic infills with cardboard moldings and plastic film outers with cardboard alternatives.

In addition to these efforts, evo Ireland has aligned its product range with DRS (Deposit Return Scheme) and Single-Use Plastics requirements. They are transforming their handling of beverage containers by locally sourcing most affected products to prioritize sustainability. Ireland has banned certain single-use plastic items from its market, and evo Ireland ensures all single-use plastics provided in Ireland comply with the relevant legislation.

Packaging Legislation

The Plastic Packaging Tax came into effect in England, Wales and Scotland in 2022 with VOW 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 group 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

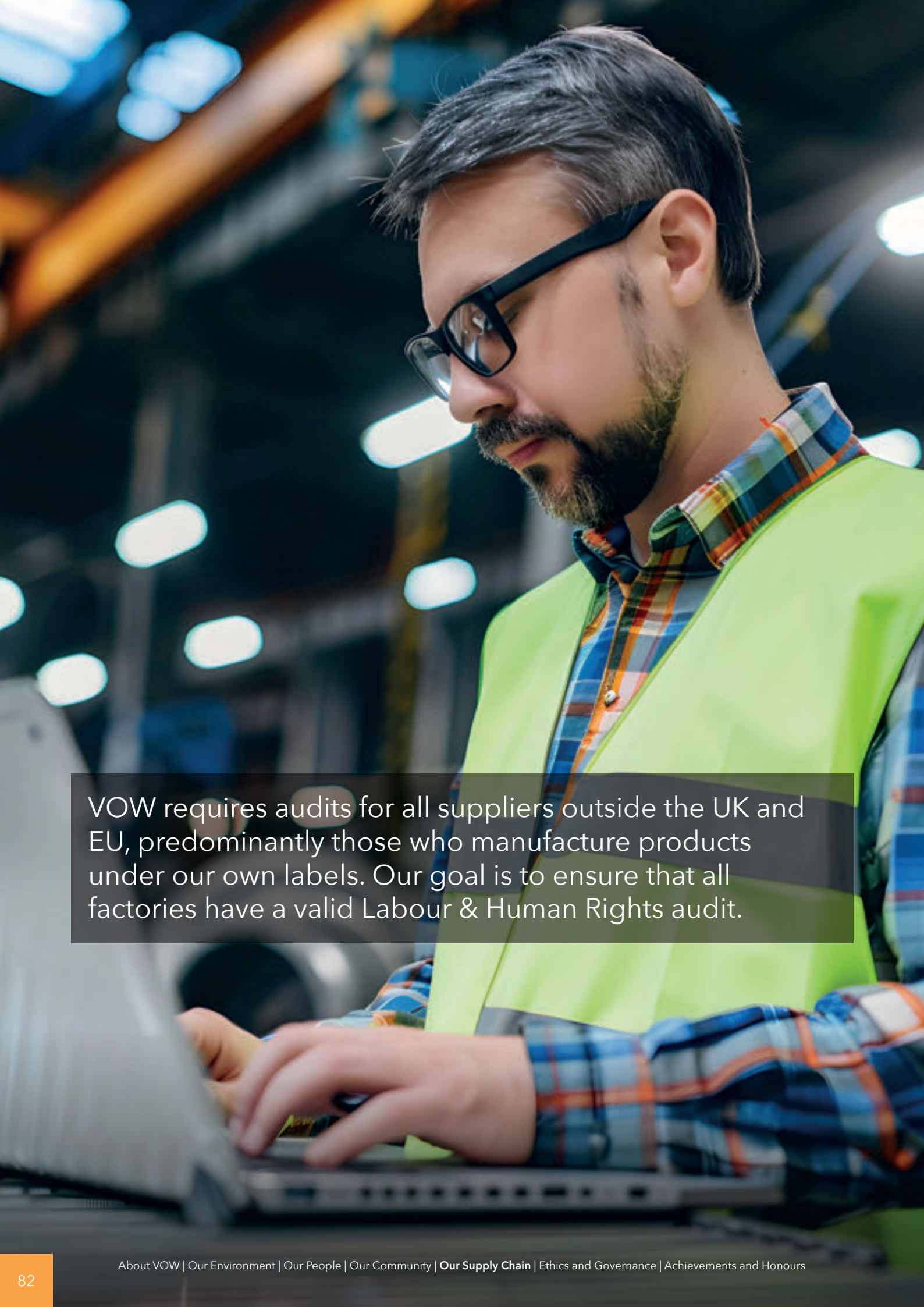
Supplier Due Diligence and Onboarding

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 VOW 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, VOW buying visited key partner Nestlé Professional at their York offices, to reflect on a successful year to date and commence planning for 2025.

In 2023, **VOW** managed relationships with over 1000 suppliers for products and services intended for resale, with the 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.



VOW 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, VOW 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. Year to date in 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 VOW.

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 VOW, 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.

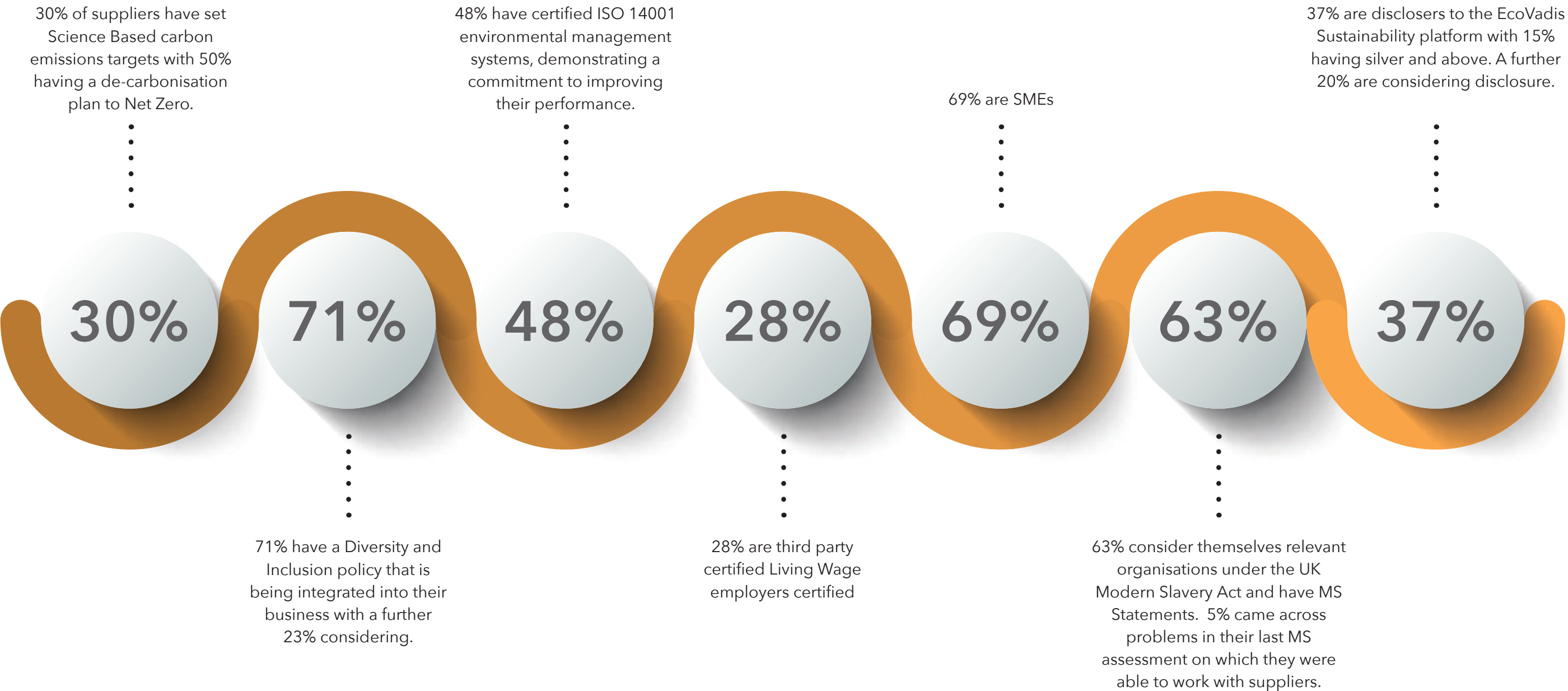
To manage the risks associated with complex or high-liability products, we have a dedicated Committee, led by the Group Buying Director, which reviews product onboarding. This team, supported by our QHSE (Quality, Health, Safety, and Environment) Team and Operations, ensures compliance with regulations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



Supplier Annual Sustainability Assessment

During 2024 The 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

VOW sells 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, 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, group 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

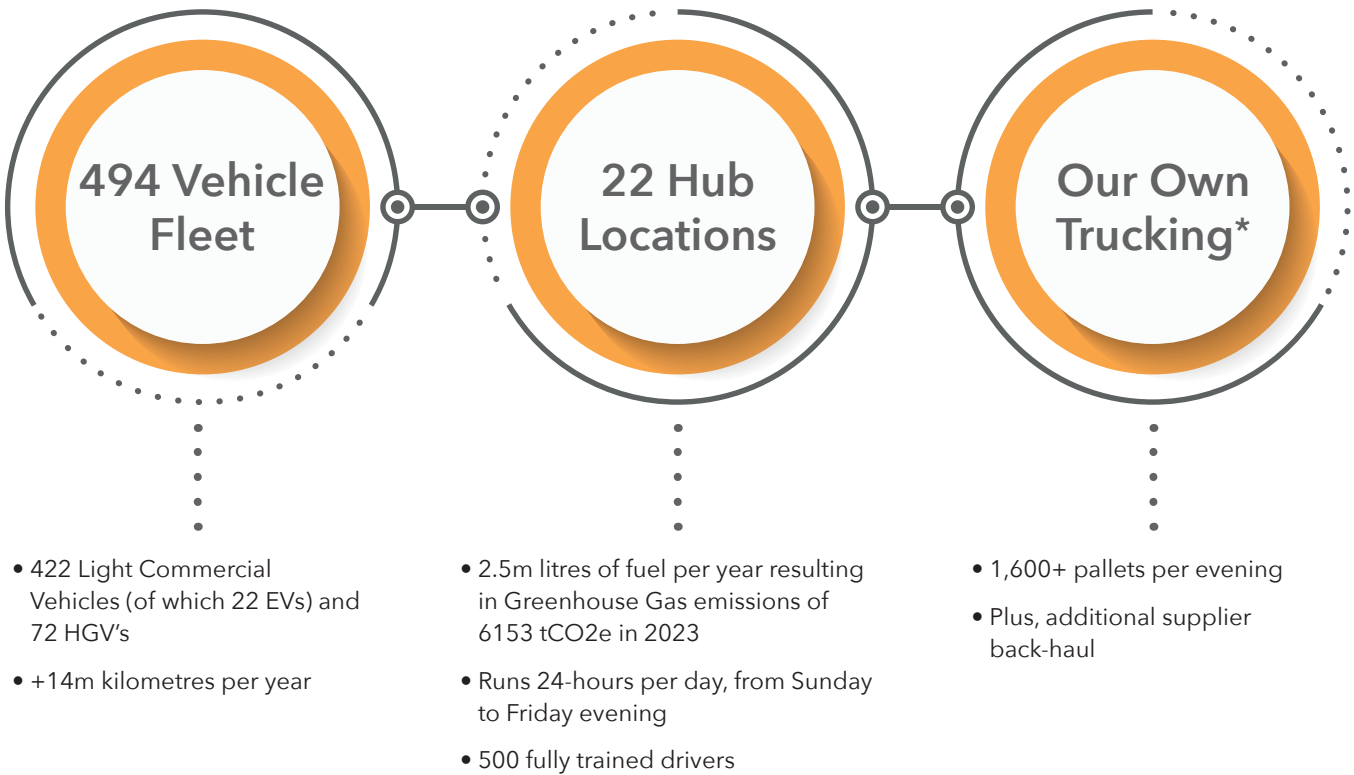
Remanufactured
toner range



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 VOW. 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 VOW Scope 1 emissions, with the trunking of product from Distribution Centre to hub via HGV and tractor unit 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 VOW Scope 1 emissions, with the trunking of product from Distribution Centre to hub via HGV and tractor unit accounting for the largest proportion of Truline emissions.

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 and a significant reduction in CO2 emissions.

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. VOW 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.

Ethics and Governance



VOW'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 VOW's needs.

Corporate Governance

To promote understanding and compliance, VOW 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 group level and followed by VOW, assuring fair and equitable treatment of employees and security for the business.

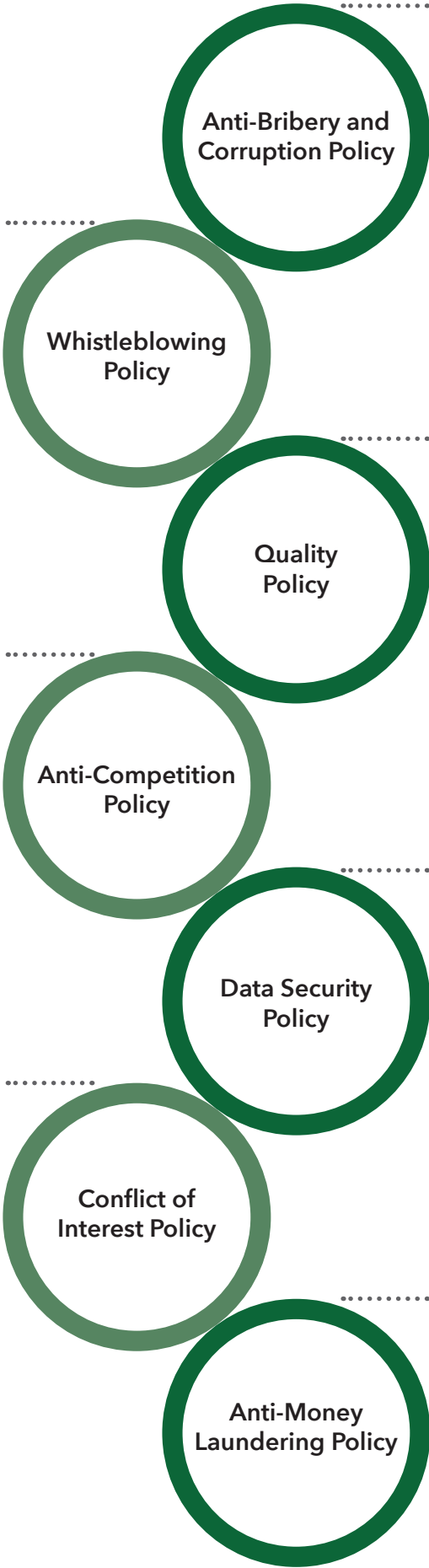


A circle of continuous improvement is applied to ensure good governance and ethical business practice.

VOW promotes transparency and accountability through the group 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.**

VOW follows the groups Competition Policy ensuring 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.



VOW follows and 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 Quality Policy that VOW follows 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 VOW. 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 VOW receives.

ISO Certifications

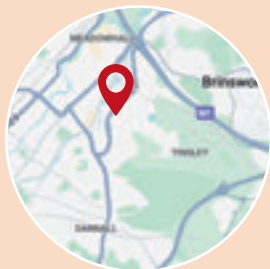
In our commitment to sustainable practices, we continue to uphold rigorous standards enabled by our investment in the QHSE Team and their continuous work. Underpinning business as usual, our management system approach to H&S, Environment and Quality runs throughout the business and is certified to the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

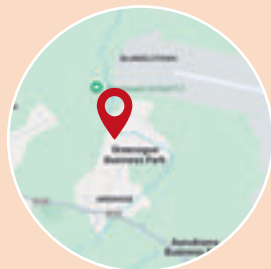
ISO 9001: Quality Management System



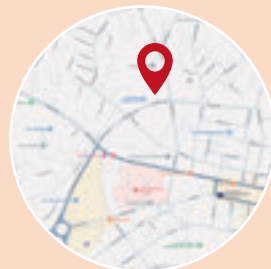
VOW Head Office
1st Floor, 1 Europa Drive,
Sheffield, S9 1XT



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



Ireland Distribution Centre
Greenogue Business Park,
Rathcoole County Dublin, EIRE



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



Sustainability Platforms

VOW takes pride in its 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. VOW currently discloses to EcoVadis and we are striving to improve our scores in the knowledge that this improves the sustainability of our company. In April 2025 VOW received the below score:

VOW
WHOLESALE



Overall Score: 71/100
Percentile: 90th

Awards and Recognition

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

2024



Leanne Gregg - EOPA Award (European Office Products Awards) Executive of the Year 2024

EcoVadis 2024
Bronze Ranking
Overall Score: 58/100
Percentile: 69th

2025



Andrew Gale - Business Leader of the Year - EOPA (European Office Products Awards)



Ashley Burke (VOW IRE Managing Director) OPI's 50 most Influential Women 2025



EcoVadis 2025 - Silver Ranking



Julie Hadley - Top 30 Influential Women in the UK Workplace Supplies Industries



VOW Wholesale Wholesaler of the Year 2024Boss Awards 2024



Vikki Smith (Senior Customer Experience Agent) Unsung hero - Boss Awards 2024

2023



Mandalin Farmer (Business Development Manager IRE) Unsung Hero- Boss Awards 2023



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

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:

 : **vowwholesale**

VOW
WHOLESALE