

Thinventory

ESG Report 2026

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Introduction from Dave Wilson, Chief Executive Officer

At Thinventory, our purpose has always been clear: to address the challenges of a world facing increasingly tight Service Level Agreements (SLAs) by simplifying distribution, using technology to help manage inventory effectively and to secure critical parts closer to the point of use. As our business has grown, so too has our responsibility to operate in a way that supports our people, protects the planet, and strengthens trust with our customers, partners, and communities.

Environmental, Social and Governance (ESG) considerations are not an add on to our strategy, they are embedded in how we design our solutions, how we support our customers, and how we run our operations every day. From reducing carbon emissions through smarter inventory placement, to building a diverse and inclusive workplace where everyone can thrive, we are committed to being a trusted enabler of our customers' ESG ambitions as well as our own.

This report sets out our ESG ambition, highlights the progress we have made to date, and outlines the practical actions we are taking to deliver measurable, long term impact. I am proud of what our teams have achieved so far and excited about the role Thinventory will continue to play in building a more sustainable, inclusive, and responsible future.



Dave Wilson,
Chief Executive Officer

Our ESG Ambition and Strategy

ESG ambition:

Our ESG strategy is structured around four pillars:

- **Environment** – reducing our environmental footprint and enabling low carbon operations for our customers.
- **Social** – supporting our people, communities, and wider society.
- **Governance** – operating with integrity, transparency, and strong oversight.
- **Health, Safety & Wellbeing** – keeping our people, partners, and customers safe and healthy when using Thinventory products and services.

Our priorities are informed by a materiality assessment covering environmental, social, and governance topics, ensuring we focus on the issues that matter most to our stakeholders and our business.

Environmental Responsibility

Our Approach

We strive to lead by example in our own operations while empowering our customers, embedding sustainability across our products, logistics, and technology. Our focus areas include carbon reduction, transport optimisation, resource efficiency, and innovation in renewable and low impact infrastructure.

Key Achievements

Low carbon products and network design

- Launch of Pathfinder, using advanced data analytics to optimise inventory placement, reduce engineer travel, and lower emissions.
- Expansion of the Pick Up / Drop Off (PUDO) network, consolidating deliveries and minimising travel requirements.
- Deployment of micro FSLs within lockers, reducing van stock, vehicle weight, mileage, and associated emissions.
- Retention of Scotland bound parts in a local warehouse, cutting long distance freight and emissions.

Transport and logistics improvements

- Completion of electric vehicle trials across courier partners, including electric vans now operating on central London routes.
- Ongoing network consolidation and route optimisation to maximise efficiency.

Resource efficiency and waste reduction

- Removal of all legacy iBoxes, eliminating electricity powered infrastructure.
- Successful removal and reuse or responsible disposal of over 5,000 Pelipod lockers following acquisition.
- Transition from printed to digital customer starter packs, reducing paper use.
- Introduction of reusable plastic magnums for smart meter returns, significantly cutting single use cardboard.

Sustainable infrastructure and innovation

- Introduction of uniform & PPE recycling, where a massive 66.5kg was diverted from landfill.
- Lockers manufactured using 30% recycled metal and insulated with materials derived from recycled plastic bottles.
- In house component repair and salvaging to extend product life and reduce waste.
- Trials of solar powered relay boxes to increase network resilience and renewable energy use.

Looking Ahead (2026 and beyond)

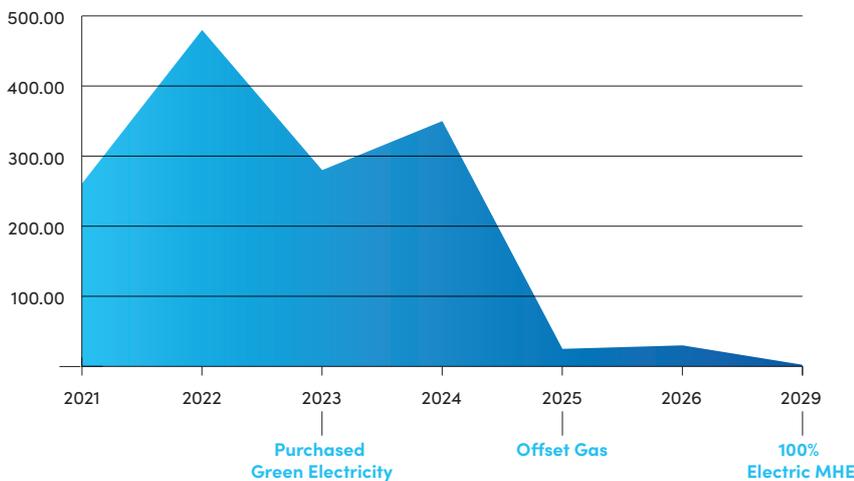
- Installation of EV charging infrastructure across all sites over the next three years.
- Supporting courier and FSL partners in transitioning to electric vehicles and improving carbon data reporting.
- Continued exploration of alternative fuels, including hydrogen.
- Eliminating remaining paper from operations through digital workflows and universal signature solutions.

Achievements 2025

Carbon footprint

Scope 1 & Scope 2 Experiencing a fall in the intensity ratio (tonnesCO₂e/2025 Turnover (£MM)) 5.4 a decrease year on year because of changes to Gas usage. Our two new depots no longer use natural gas as a source of energy and a change in gas usage for heating at our Coventry NDC and main warehouse facilities has reduced consumption by over 50%

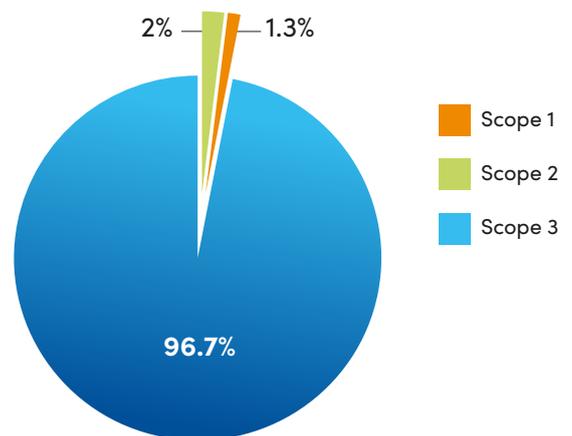
Scope 1 & 2



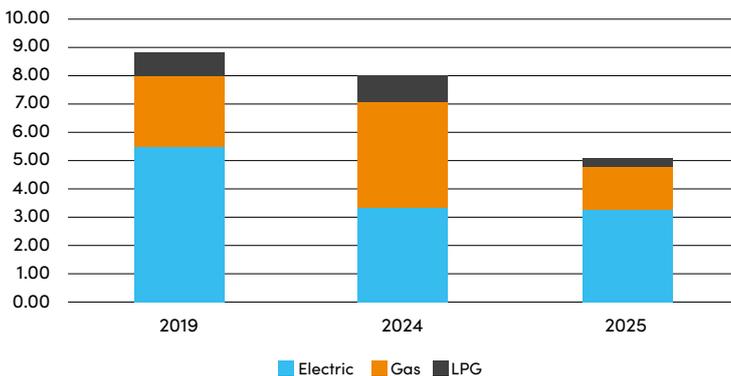
% for each scope

Scope 3: Saw a 10% decrease on 2024, however we expect to see an increase in 2026 as a business we confirm and lock in the specific scope we will be reporting on going forward, as well as refining and improving the data collection.

Reduction targets will be set for 2027 at which time we will lay our carbon reduction plan.



Average per Sq. ft.



Sustainable development goal alignment

Last 12 months we have been exploring the UN goals and looking at where & how as a business we can align.



Why are these important to us: Support healthy lives & promoting wellbeing inclusiveness

How we are aligning and contributing:

- Creating a safe working environment, driving down accident rates.
- Provide colleagues with access to employee assist and Medicash Mental health champions.
- More inclusive workplace bringing women into senior stakeholders, leadership & warehouse roles.
- Making a difference with our local communities through charity days and events.
- Providing free drinks and fruit to colleagues.



How we contribute

We're doing this by supporting our customers to achieve their sustainability goals by providing services and solutions that'll help them be net zero by 2050, whilst working to become a net zero business ourselves by 2050.

Why are they important? Climate change is one of the greatest challenges facing society.

We are building a quality reliable and sustainable infrastructure with our In night deliveries / FSLs / micro FSLs pathfinder, reducing unnecessary journeys by our customers engineers. We aim to have a locker location within 3 miles of engineers. This support and positioning is allowing our customers to transition to EV

Internally we are supporting our colleagues with salary sacrifice schemes for EV cars cycle to work schemes

Supporting the purchase of green electricity and moving our MHE from Calor gas to cleaner electricity. Strategic decision to move away from depots that have gas as an energy source

A dedicated development team looking for the next innovation in locker deliveries and placement.



Social Responsibility

Our People and Culture

We are committed to giving everyone the same opportunity to join Thinventory and to be treated fairly, respectfully, and inclusively once they are here. Our goal is to create a safe environment where all colleagues can bring their true selves to work and thrive.

Diversity, Equality & Inclusion

Our DE&I strategy focuses on:

- Building a diverse and sustainable talent pipeline.
- Embedding inclusive processes across recruitment, development, and progression.
- Raising awareness through education, communication, and leadership role modelling.

Key priorities include wellbeing, mental health support, disability inclusion, gender and ethnicity representation, and LGBTQ+ awareness. We support these priorities through targeted recruitment, mandatory inclusion and bias training, mentoring programmes, and regular engagement and reporting.

Achievements

- Introducing our Colleague Perspective team
- Pulse Engagement Survey feedback
- Internally promoted numbers
- Say no to bullying campaign & training
- Supporting International Women’s Day



Phillip Parker
2 Dec 2025, 12:37

Hello all,

We are pleased to introduce your **Colleague Perspective Representatives**, as voted for by you! These colleagues will act as a voice for your team, sharing feedback, raising questions, and helping ensure your views are represented across the business. Check out the full list of representatives for your area below. Keep an eye out for our brand new *Colleague Perspective* logo!

#PursueBetter #Actions #Together #Fun

Sai Kit Wong, Dawid Wator, Tony Cuff, Mohammed Sohail, Jesse Berkeley, Terry Sheridan, Wes Aitchison, Mick Dacres, Zayna Ahmad, Amanda Black, Ryan Dean, Nic Atkins, James Rowlinson, James McGann, Jack Wilson, Philip Shepherd, Jonny Cartwright Danny Walsh, David Montalto



Training



Phillip Parker
17 Jul 2025, 18:44

Today, I had the privilege of joining Module 3 of our Management **Matters Programme**, which focused on the development of high performing teams through coaching and mentoring.

Thank you to all who participated today and look forward to seeing you all again for Module 4, where we'll explore commercial awareness and the use of **data to drive decision making**, both of which are essential for today's leaders.

If you would like to see some of the content we covered today, go to **Documents > Company Documents > Management Matters**.

Chandra Rana, Adil Hussain, Paulina Grzelczak, Ambreen Aksar, Shelley Miller, Marina Tozer Topalovic, Ellen Davies, Laura Good, Julia Ocheanu, Mark Hogg, Rory McFarlane, Balwant Bhandal and Zeyna Ahmed.



Community and Social Impact

- Partnerships that support digital inclusion by refurbishing and redistributing legacy IT equipment through charities and local authorities.
- Ongoing commitment to doing the right thing for communities, aligned with our purpose of right product, right place, right time.

Achievements for 2025

- Introducing our Colleague Perspective team
- Pulse Engagement Survey feedback
- Internally promoted numbers
- Say no to bullying campaign & training
- Supporting International Women’s Day




Meet:
Andy Gamer
Account Director
Account Management

This April, Andy will be taking on an incredible 42 mile triathlon style endurance event across the South Downs, combining cycling, hiking and canoeing, all in a single day, to raise funds for Action Medical Research.

Action Medical Research is a children’s charity dedicated to funding vital research to:

- Help defeat rare and incurable diseases
- Develop innovative therapies
- Support babies, children and young people facing lifelong disabilities






Meet:
Zahoor Mohammad
Loss Prevention Supervisor
Operations

Our colleague Zahoor Mohammad is taking on a 2.5km Swimathon on 20 March 2026 to raise funds for Cancer Research UK and Marie Curie.

Zahoor has personal reasons for supporting these incredible charities:

- Cancer Research UK funds life-saving research to beat cancer sooner
- Marie Curie provides care and support to people with terminal illness and their families

You can support Zahoor by donating to the official page [HERE](#)

Our Employee Assistance Programme (EAP) is available for confidential support and guidance on 0800 015 5630 for anyone who has been affected by cancer.

Thank you!



Health, Safety & Wellbeing

Keeping people safe is fundamental to how we operate. Our health and safety objectives are supported by robust management systems, clear accountability, and continuous improvement.

We aim to:

- Maintain safe working environments across all sites.
- Protect the wellbeing of employees, contractors, and customers.
- Integrate health and safety considerations into governance and operational decision making.



Andreea Sandor
17 Oct 2025, 13:31

The **World Mental Health Day** was celebrated on 10 October 2025, but we believe mental health should be prioritised every day. It is a well known scientific fact that exercise has a positive impact on mental health.

At Thinventory, we offer the below benefits that you can use to take care of your mental health through physical activity and appropriate rest:

Medicash - Check out the app for exercise plans which are accessible for all abilities, gym discounts or healthy food recipes.

Perkbox - On the app, under Wellbeing, you will have access to workout or meditation videos, recipes and discounts on gyms and smart watches to help you achieve your goals.

Cycle to Work - You can save almost half on a bike and accessories which is a great way of keeping active.

Holiday Purchase - All colleagues are entitled to purchase 4 days annual leave per year, for that extra time off to relax and switch off from work. If you have any questions about these benefits, please get in touch with us in the HR team.

Achievements 2025

- Reportable accident rate: 0.00 per 100k work hrs
- RTI incident rate: per 100k miles travelled 0.15
- Near miss ratio: 1:6
- Audit score: 94.6%
- Days since last lost time accident: 467 days (as of 31st December)
- Safety walks and colleague engagements completed: 244 an increase of 26% on 2024
- In year mandatory safety training completed sits at 97% with a target of 100% for 2026
- Supporting & raising awareness of mental health through campaign



Our Governance Framework

Strong governance underpins trust in our business. We focus on:

- Ethical behaviour and anti corruption practices.
- Data protection and cyber security.
- Supplier standards and codes of conduct.
- Effective ESG reporting and oversight through management systems and steering committees.

Our ESG roadmap is overseen by senior leadership, with clear ownership across environmental, social, health and safety, and governance workstreams.

Measuring Progress

We track progress through defined KPIs, regular reviews, and stakeholder engagement. Our approach ensures transparency, accountability, and continuous improvement as our ESG programme matures.

Thinventory

DOCTORS & PHYSIO

VIRTUAL GP
IT'S NOT ALWAYS EASY TO SEE A GP, SO BOOK AN APPOINTMENT THAT SUITS YOU.

BEST DOCTORS
ACCESS KNOWLEDGE AND EXPERIENCE OF MEDICAL CONSULTANTS WHEN YOU NEED A SECOND OPINION ON A RECENT DIAGNOSIS OR TREATMENT PLAN.

PHIO
DIGITAL PHYSIOTHERAPY

HEALTH CHECKS

EARGYM
IN-DEPTH HEARING CHECKS, TRAINING & SUPPORT

HEALTHLENS
MONITOR KEY INDICATORS LIKE BLOOD PRESSURE, HEART RATE AND CARDIOVASCULAR DISEASE RISK.

DNA INSIGHTS
100 UNIQUE INSIGHTS INTO YOUR GENETIC DNA

SKINVISION
ASSESS SKIN SPOTS & MOLES FOR SIGNS OF SKIN CANCER DIRECTLY THROUGH YOUR SMARTPHONE.

MENTAL HEALTH

EMPLOYEE ASSISTANCE PROGRAMME (EAP)
ACCESS TO SUPPORT WITH ALL OF LIFE'S EVENTS. IMPARTIAL ADVICE AND SUPPORT 24/7, 365 DAYS A YEAR.

HEALTH & STRESS SUPPORT
0345 565 1851 OR WWW.MEDICASH.ORG/WELLNESS

FITNESS

GYM DISCOUNT
DISCOUNTED MEMBERSHIP AT OVER 3,000 GYMS, POOLS, STUDIOS AND OUTDOOR FITNESS EVENTS.

IMPROVE YOURSELF
OVER 70 GUIDED FITNESS VIDEOS AND OVER 50 HOURS OF MINDFULNESS AND MEDITATION COURSES, MENTAL WELLBEING TOOLS, AND A RANGE OF YOGA AND WELLBEING EXERCISES. A HUB FOR BOTH MENTAL AND PHYSICAL WELLBEING.

HOW TO ACCESS:

VIA THE **MEDICASH APP**
TEL 0345 565 1851
ONLINE WWW.MEDICASH.ORG/MY-EAP

Conclusion

Thinventory's ESG journey is ongoing. We have made meaningful progress in reducing environmental impact, supporting our people and communities, and strengthening governance, while recognising there is more to do. By embedding ESG into our products, services, and culture, we will continue to create long term value for our customers, colleagues, and society.



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thinventory.com