

Changing the way the world shops, for good

Ocado's Sustainability Framework

2024 was an exciting year for Ocado, as we refreshed our sustainability based around four pillars:

- Circularity
- Conduct
- Climate
- Community

This framework shapes our approach to responsible business, where we are focussing on creating a more circular business model, reducing our carbon footprint, ensuring we adhere to the highest ethical standards, all whilst building the skills for the future across our community.



Read our 2024 Annual Report to find out more about Sustainability at Ocado

Circularity

Our targets

Zero

waste to landfill from our operations by 2030

95%

of end-of-life MHE recycled by 2030

We're committed to lasting success through innovative solutions that reduce waste and promote resource efficiency. By adopting circular principles in our approach, we focus on smarter design and are continuously working towards reuse and minimising unnecessary materials.

Highlights

- Signed agreement with LiBatt to recycle end-of-life lithium-ion batteries from our first-generation warehouse robots.
- ORL and Ocado Logistics worked together to become the first major UK supermarket to pilot a reusable packaging scheme designed specifically for online grocery shopping.



● Cardboard & paper	59%
● Food	14%
● Plastics	13%
● MHE - metal, batteries & electronic	2%
● Wood	1%
● Other/general waste	10%



● Recycled	76%
● Anaerobic digester	13%
● Incineration & other treatments	11%
● Landfill	0.04%
● Unknown	0.19%

Battery recycling with Recyclus

Since July 2024, we've partnered with LiBatt to recycle end-of-life lithium-ion batteries from our first-gen warehouse robots. Using their UN-certified LiBox containers, we safely transport batteries to the UK's first industrial-scale Li-ion recycling facility. So far, 3,500 battery packs have been processed, helping reduce environmental impact.



Conduct

Our targets

>95%

completion of Ocado Code training annually by 2030.

80%

spend with bronze medal suppliers on EcoVadis by 2030.

100%

of high risk suppliers complete social audit and critical non conformance remediated by 2030.

We are committed to maintaining trust with our stakeholders and building resilience in our operations and supply chain. We do this through our commitment to rigorous governance of data privacy, responsible sourcing, cybersecurity and the responsible use of AI and robotics. We are also committed to worker safety through strong health and safety policies and expect the same high standards from our suppliers.

Highlights

- Launched a refreshed Ocado Code of Conduct training.
- Developed an integrated multilingual online Health, Safety and Environmental training package for all employees.
- Improved our position on the CCLA Modern Slavery UK Benchmark score.
- Achieved ISO 45001 and 14001 for five of our Technology Development Centres.



Our responsible AI and robotics commitments



Fairness



Transparency and explicability



Governance



Robustness and safety



Impact

Read more about our responsible AI and robotic commitments here



Climate

Our targets

2035

Net zero in our own operations
(Scope 1 and 2)

2040

Net zero in our value chain
(Scope 3)

40%

Reduction in Scope 1, 2 and 3
emissions intensity by 2030

We are committed to advancing net zero and innovating for energy efficiency. Our Net Zero Roadmap, which can be found below, identifies six critical areas of activity to reduce carbon emissions across our operations, to help reach our net zero commitment. Alongside these six areas of focus, Ocado is also working to manage and minimise water usage, integrate biodiversity and nature considerations into operations, and cut air pollution.

Highlights

- Increased the number of electric vehicles in our fleet from 1.2% to 5%.
- Through the procurement of Renewable Energy Certificates, 97% of our electricity use is renewable.
- In our Barcelona development office, approximately 40% of electricity use is now directly supplied by Ocado's onsite solar Photovoltaic Systems, with any surplus energy freely shared back to the grid.
- Engaged suppliers representing approximately 50% of our 2023 scope 3.2 GHG emissions to gain deeper insight into their sustainability efforts.

Net Zero Roadmap

Net zero in operations			Net zero in value chain	
Baseline 2023	2025	2030	2035	2040
Scope 1 and 2 intensity reduction		40%	97%	
Fleet	Rolling out ZEVs and alternative fuels for internal combustion engines			
	Reducing diesel usage per order			
	Net zero refrigeration			
Buildings	Maintain renewable electricity use			
Scope 3 intensity reduction		40%	80%	97%
Fleet	Replacing fossil fuels with electricity through our EV roll-out			
	Installing solar PVs at CFCs to reduce grid usage			
	Reducing fossil fuel usage per order			
Buildings	Renewable electricity and solar PVs			
Freight	Supplier engagement			
	Supplier choice			
Product manufacturing	Supplier engagement			
	Supplier choice			
	Low-carbon product design principles			
General procurement	Supplier engagement			
	Supplier choice			
	Circularity options for waste management			
People	Promote low-carbon business travel			
	Promote low-carbon commuting			
Carbon offsets				Carbon removal or avoidance



● Scope 1	39%
● Scope 2	0.3%
● Scope 3	61%

Scope 3 emissions

Fleet	15%
Buildings	5%
Freight	3%
Product manufacturing	33%
Procurement	17%
People	24%
Investments	3%



Community

Our targets

Increase
employee
engagement
by

+2 eNPS

above benchmark by 2030.



Increase
diversity
in our senior
leadership.

We aim to be an employer of choice and drive positive impact through our people and communities. Attracting and retaining diverse, engaged talent is key, because we believe diversity drives innovation.

Highlights

- 62 employees participated in our Advancing Leaders Programme.
- Launched a new Disability and Accessibility community that fosters connection and drives change around shared characteristics, bringing the total to 14 communities.
- Expanded our Mental Health Champion Network across Technology Solutions and Logistics.



● UK	90%
● International	10%



● Male	80%
● Female	17%
● Not disclosed	3%

Code for Life

2024 marked 10 years of Code for Life, a not-for-profit, free coding and teaching resource from Ocado Group. Since its inception we have empowered over 700,000 users through visit schools visits, robotics workshops and career talks, helping bridge the gap between coding and real-world applications and showcase the exciting and diverse career opportunities that exist in technology.

