



catering supplies

SUSTAINABLE FUTURE



Making hospitality happen for a sustainable future

SUSTAINABILITY REPORT JULY - SEPTEMBER 2022

OUR PEOPLE

We safeguard the wellbeing and development of our people. Putting sustainability first in everything we do, we are protecting our community and the environment.

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OUR CUSTOMERS

We share what we know about sustainability with our customers. Working together we can create solutions for a sustainable future.

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OUR SUPPLIERS

We buy responsibly and ethically from trusted, partner suppliers. We deliver products and services with integrity and confidence.

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SUSTAINABLE FUTURE PROGRAMME

LEADING DIALOGUE AND SHARING BEST PRACTISE IN SUSTAINABILITY.

Under its three pillars, people, customers and suppliers, the Sustainable Future programme drives communication, collaboration, and stakeholder engagement on a range of corporate sustainability issues, including:

- Fostering a working environment that is diverse, safe and supportive.
- Building links with, and supporting, local and international charities.
- Understanding environmental impact and using resources efficiently.
- Developing sustainable business solutions.
- Providing innovative, sustainable products under an ethical sourcing policy.

The Sustainable Future programme is underpinned by long-term objectives to deliver UN Sustainable Development Goals (SDGs), which provide a clear path for continual environmental improvement. The business is working across all core functions to deliver against SDGs numbered 3 (Good Health and Well-being), 12 (Responsible Consumption and Production), 13 (Climate Action), 14 (Life Below Water) and 15 (Life on Land).



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WELL-BEING,
TRAINING AND
DEVELOPMENT

CHARITY AND
COMMUNITY

DIVERSITY
AND
INCLUSIVITY

EMPLOYEE
ASSISTANCE
PROGRAMME

BUNZL
DRIVER
ACADEMY

EMPLOYEE
VOLUNTEER
SCHEME

INDUSTRY
AND
ENVIRONMENTAL
CHARITY

INSPIRING
ETHNICITY IN
BUNZL
INITIATIVE

INSPIRING
WOMEN IN
BUNZL
INITIATIVE

OUR CUSTOMERS

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SUSTAINABLE
BUSINESS
SOLUTIONS

EXPERT,
IMPARTIAL
ADVICE

SUSTAINABLE
PRODUCT
SOLUTIONS

SUSTAINABLE
FUTURE
FOOTPRINT
TOOL

COMMITMENT
TO CARBON
EFFICIENCY AND
NET ZERO

SUSTAINABLE
FUTURE
FACTSHEETS

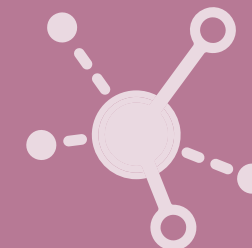
SUSTAINABLE
FUTURE
FORUMS

REUSE,
REVIVE AND
SUSTAIN

CLEANLINE
ECO AND
ECO STAR
STANDARD

OUR SUPPLIERS

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RESPONSIBLE,
ETHICAL
SUPPLY CHAINS

MATERIAL
AND DESIGN
INNOVATION

EFFICIENT
DISTRIBUTION
NETWORK

ETHICAL
SOURCING
POLICY

GLOBAL
ASSESSMENT
AND
AUDITING

INNOVATION
ON
SUSTAINABLE
MATERIALS

SUSTAINABILITY
THROUGH
DESIGN

ORTEC AND
MICROLISE
ROUTE
PLANNING

SWITCH TO
HVO FUEL



PEOPLE CHAMPIONS PROGRAMME

Bunzl Catering Supplies has revitalised its induction process with the development of the People Champions programme. On 5 and 6 April, the People Champions at Bunzl Catering Supplies attended a 2-day training event, delivered by Ryan Crawford, Creator of Opportunity at Potential Realised. The training was designed to equip the People Champions with the necessary skills to orientate and on-board new starters, giving them the best possible start and integration into the business.

There are now 9 fully trained People Champions in the business, working at 7 sites across the UK. Each People Champion makes initial contact with a new starter and ensures that the wider team is fully briefed on their arrival. A personalised plan ensures that key stakeholders are introduced early on and that new employees are fully orientated and equipped to start work safely and confidently. In addition to organising essential equipment for new starters, like uniform or laptops, the People Champions oversee initial training programmes via the YELP online training system and ensure that at least three induction reviews are completed in the first 12-week period.



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We know that an excellent induction programme benefits both employers and employees. For employers, we see a reduction in turnover and absenteeism, and for employees we see increased levels of commitment and job satisfaction.

Stuart Fairbairn,
HR Director,
Bunzl Catering & Hospitality Division

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TRANSPORT EFFICIENCIES IN BRISTOL

BRISTOL TRANSPORT CONTROL TEAM INTRODUCES INTELLIGENT FLEET REMAP SOLUTION TO REDUCE CARBON FOOTPRINT EMISSIONS.

The transport control team at the Bunzl Catering Supplies Bristol distribution branch has introduced an intelligent fleet remap solution that increases vehicle fill and drops per route, to reduce carbon footprint emissions.

As part of the business's commitment to an efficient and consolidated delivery model, Bunzl Catering Supplies is using strategic vehicle routing and dispatch software, provided by Ortec, to identify areas in its Bristol network that can benefit from new and more efficient delivery patterns.

Consequently, the local fleet will be consolidated into 3 regional areas to maximise capacity and increase driver engagement. The expected results from the remap solution is a 5% increase in vehicle fill, a 4% increase in drops per route and a significant 4% reduction in carbon footprint emissions.

David East, Transport Planning Manager at Bunzl Catering Supplies comments: "We are constantly looking at how we might reduce our fleet's environmental impact, finding smart solutions to improve performance and reduce carbon footprint emissions. This remap builds upon the work we have already done on driver efficiency and training. What we have learned is now being shared with our transport teams nationwide."



5% INCREASE IN VEHICLE FILL



4% INCREASE IN DROPS PER ROUTE



4% REDUCTION IN CARBON EMISSIONS

ISO 14001 MANAGEMENT SYSTEM

ISO 14001 MANAGEMENT SYSTEM DELIVERS CONTINUOUS ENVIRONMENTAL IMPROVEMENT.

Bunzl Catering & Hospitality Division achieved ISO 14001 accreditation from an external certification authority in 1993. This accreditation was successfully renewed on 19 July 2022. Renewed accreditation confirms that we have implemented and maintained an environmental management system that delivers both compliance and continuous environmental improvement.

The standard requires companies to demonstrate compliance with their own stated environmental policy and with environmental laws and regulations.

Areas of improvement include working with our waste management partners to ensure the waste generated from our sites is proactively recycled with the balance disposed of with zero waste to landfill, achieving our target of 100% renewable energy procurement and our continued focus on emerging technologies - helping to reduce the impact of emissions from our fleet, such as route planning technologies, low carbon fuels and electric vehicles.

As part of our ISO 14001 accreditation, our target setting, monitoring processes, performance and compliance will continue to be externally audited by ISOQAR on an annual basis.





GREAT BRITISH BEACH CLEAN

On 21 September, 15 employees from Bunzl Catering Supplies and its customer, Japanese street food and sushi restaurant YO!, travelled to Worthing beach in West Sussex, to join the Marine Conservation Society's Great British Beach Clean, a week-long citizen science event, where hundreds of beach cleans take place up and down the UK.

Bunzl plc are a regular supporter of the Marine Conservation Society's beach cleaning and litter survey programme and also funded MCS Cool Seas initiative, a virtual classroom project that has been teaching children about the marine environment and pollution issues across the UK.

YO! is committed to responsible sourcing and all its seafood is rated 1-3 by the Marine Conservation Society.* The business has also committed to the Sustainable Seafood Coalition's voluntary code of conduct on environmentally responsible fish and seafood sourcing.

On every clean participants are asked to run a litter survey, recording all the items of rubbish they find in a 100m stretch. This litter data drives conservation work and also feeds into the International Coastal Clean-up (ICC). The Great British Beach Clean has been used to make a positive impact on the ocean - including the introduction of the plastic bag charge, banning microplastics in personal care products, better wet wipe labelling, and supporting a tax on single-use plastic items.



Sustainability is a key area of focus for YO! and we are always looking for ways to make a difference. Being involved in the Great British Beach clean with Bunzl Catering Supplies really brings home how important it is to protect our coast lines and oceans.

Paula Merrigan,
Head of Purchasing,
YO!



TUCO SUMMER CONFERENCE 2022

From 25 - 27 July, Bunzl Catering Supplies exhibited its sustainable range of food packaging and reusable products at the TUCO Summer Conference. Hosted at Keele University, the first in-person TUCO Summer Conference since 2019 focused on 'Breaking the Mould', encouraging members to think outside the box when it comes to addressing the challenges in-house university catering is facing today.

A customer of Bunzl Catering Supplies for over 10 years, TUCO is the leading professional membership body for in-house caterers operating in the higher, further education and public sector. The three-day conference programme was packed with keynotes

and events, alongside an exhibition providing the delegates with debates, discussion and invaluable networking.

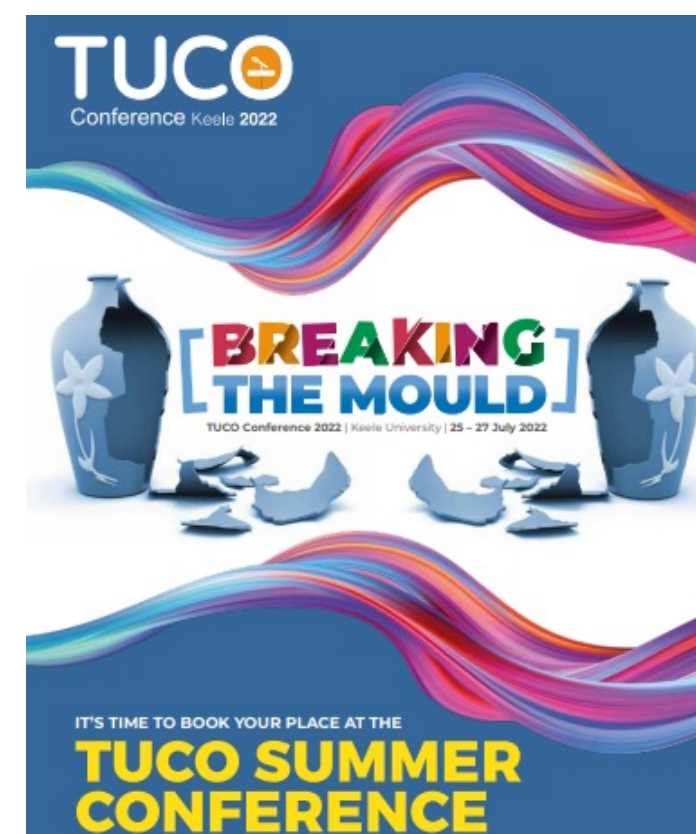
Overseeing the Bunzl Catering Supplies exhibition stand, sales team members Joanne Barr, Nicola Johnstone and Stacey Morgan took the opportunity to speak about the business's leading Sustainable Future programme and sustainable product ranges to a busy stream of over 400 engaged delegates.

The conference culminated with the annual Gala Dinner, which incorporated the TUCO Awards.



We had a fabulous three days showcasing innovation in sustainable food packaging products to current and prospective customers. It was really useful to get instant feedback on our newest products to market, including recycled PET Evolve by Faerch Plaza bowls and the reusable and recyclable Zero Waste Cup™ manufactured with an advanced EcoCore® technology.

Joanne Barr,
Regional Account Manager,
Bunzl Catering Supplies



*The Marine Conservation society provides ratings for most species however not all species have ratings today – YO! continue to monitor this.



REUSABLE TECHNOLOGY

According to a reusable packaging report published in June by environmental group, Hubbub, the main barriers to using reusables are hygiene concerns, price, and lack of convenience. Hubbub's research was funded by Bunzl plc, and involved in-depth interviews with 40 organisations and individuals in the reusable food and drink packaging ecosystem. It provides recommendations on how reusable packaging systems can work and what needs to happen for such systems to be used by consumers and become mainstream.

Launching in parallel with the REUSE SYSTEMS UNPACKED report, and as part of its Sustainable Future programme, Bunzl Catering Supplies has released a 10-page brochure dedicated to a market-leading range of hot drink cups and cold drink bottles. The brochure includes the latest in reusable technology and product innovation, with cups and bottles in the range designed for durability, long-term value and customer convenience.

The common factor in Bunzl Catering Supplies' reusables brochure is the emphasis on design and durability. As highlighted in Hubbub's report, 'clever design is about more than aesthetics', it's imperative that reusable products are fit for multiple reuse without loss of function or hygiene, that the customer experience remains practical and positive, and most importantly, that the product is produced with its whole life-cycle properly considered, from point of manufacture to disposal at its end of life.



With partner suppliers and brand-leaders, we are building exciting reusable ranges that have the potential to play an important role in encouraging the use of reusable products that have a reduced impact on the environment.

Justin Turquet,
Head of Sustainability,
Bunzl Catering & Hospitality Division



CUSTOMER FORUMS

On the 18 and 19 May, Justin Turquet, Head of Sustainability for Bunzl Catering & Hospitality Division and Katie Borton, Sustainability Co-ordinator for Bunzl Catering Supplies, hosted two Sustainable Future forums at the divisional London Innovation Centre.

A popular event with Bunzl Catering Supplies and WKT Travel customers, the forums welcomed over 25 national customers over the two days. The agenda included an overview of Government environmental legislation, providing a re-cap on the Single Use Plastics Tax and a preview of forthcoming Extended Producer Responsibility (EPR).

As consumer interest in sustainability has grown, it has prompted a significant rise in bogus environmental claims, recent findings suggest that as many as 1 in 2 environmental claims are misleading or inaccurate. At the forums, Justin Turquet introduced the new Green Claims Code (GCC) that came in to effect in January. Published by the UK's Competition and Markets Authority (CMA), it is intended to provide businesses with guidance for making genuine environment claims about products. The code also strengthens the legal framework for consumer protection law in relation to product environmental claims.

A third online forum took place on 28 June for Tri-Star customers and had over 60 regional and national customers in attendance.

LOCKHART REDUCES PACKAGING



As part of its continuing initiative to identify and reduce excess outer packaging on catering equipment products, Bunzl Lockhart has removed a significant volume of plastic packaging from its exclusive brand tableware ranges Crème and Artisan, and exclusive brand food preparation and storage range Prepara.

In the Crème and Artisan tableware ranges, plastic packaging has been reduced by an estimated 109 kilograms each year by removing the plastic sheets in between flatware items and replacing them with recyclable corrugated paper. Annually, it is estimated that over 300,000 plastic sheets have been removed from the supply chain of Crème and Artisan tableware due to this initiative.

There are over 78 gastronorm containers in the Prepara food preparation and storage range, by removing the outer plastic sleeves on each gastronorm pan, an estimated 84,000 plastic sleeves, weighing 23 kilograms, have been removed from the supply chain annually.

Crème is a simple and beautiful range of ivory colour tableware, innovatively shaped with profiles that create an ideal canvas for food presentation. Crème offers world-class standards in quality and performance with a lifetime edge chip warranty. Artisan tableware combines shape, texture, and colour to elevate the dining experience. Inspired by the hand-thrown style of pottery design studios, Artisan partners a hand-crafted look with strength and durability.



Faerch

WAGAMAMA LAUNCHES CPET BOWLS



On 15 August, restaurant chain Wagamama, launched an initiative to replace its delivery bowls with a range of new bowls made from CPET. By replacing its traditional packaging with CPET bowls, Wagamama estimates a 62% reduction in carbon footprint on its most popular dish alone, the katsu curry.

A key supplier to Wagamama for over 10 years, Bunzl Catering Supplies supported this initiative, working in partnership with sustainable food packaging manufacturer Faerch.

CPET packaging is, on average, made from 70% recycled content and can be fully recycled into new food grade products. Liam Fitchett, Key Account Manager at Faerch UK Ltd says "Faerch are delighted to be part of this initiative to create a Foodservice industry first. By Wagamama choosing CPET as the base material for this new product launch, they have made the right decision using fact-based sustainability information and ensured the quality of their food will not be compromised."

Bunzl Catering Supplies is also working with Wagamama on a 'Bowl Bank' scheme, enabling customers to bring back used packaging to its restaurants to be collated and segregated on-site and placed into dedicated 'Bowl Bank' bins for recycling.





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Making hospitality happen for a sustainable future



Our market-leading Sustainable Future programme drives environmental improvement in our business and remains integral to our value proposition. Working with our customers and our suppliers, we pioneer innovative product and service solutions for a sustainable future in the hospitality industry.

Helen Cockerham,
Managing Director,
Bunzl Catering & Hospitality Division



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