



catering & hospitality division



Making hospitality happen for a sustainable future

Sustainable Future

SUSTAINABILITY REPORT 2024-25



catering supplies



LOCKHART
Catering Equipment



Tri·Star
PACKAGING



enviroPACK



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Foreword from Craig Nightingale



Reflecting on 2024, I am proud of the collective progress made across the Bunzl Catering & Hospitality Division. Every operating company has contributed, working closely with our people, customers, and suppliers to deliver meaningful action on climate change, social value, innovation, and responsible sourcing. Underpinned by science-based targets, we continue to make progress against our 2019 emissions baseline, supported by clear decarbonisation levers such as emission-free transport. In 2024, we expanded electric and hybrid adoption in our company car fleet so that only 17% now use internal combustion, with almost half fully electric.

Helping customers navigate Extended Producer Responsibility (EPR) remained a key focus. Alongside our Sustain (renewable) and Verive (reusable) exclusive brand ranges, we will launch ReGen in 2025, a recyclable packaging offer that meets EPR Recyclability Assessment Methodology (RAM) standards and give customers genuine choice. Responsible sourcing remained central in 2024, with members across our divisional purchasing teams visiting suppliers in China and India. These sourcing trips allowed us to meet both current and potential partners face-to-face, deepening understanding, and ensuring our supply chain meets our quality and ethical standards. Conducted in collaboration with other Bunzl businesses, they also help consolidate buying power and secure the best outcomes for customers.

Social value is delivered both globally and locally, and in 2024 our team came together to raise over £40,000 in support of charitable causes. Bunzl Catering Supplies' SHINE Games 2025 raised over £26,000 for its chosen partners, including Cancer Research UK and Nia Children's Foundation. This report reflects the combined efforts of our teams, customers, and suppliers. Together, we are taking practical, measurable steps towards a more sustainable future – and delivering change that matters.

Craig Nightingale, Managing Director, Bunzl Catering & Hospitality Division

About the division



Bunzl Catering & Hospitality Division is the longest established provider of non-food supplies to the UK foodservice industry. The division's specialist businesses: Bunzl Catering Supplies, Lockhart Catering Equipment, Tri-Star Packaging, AGGORA, Enviropack, and Packaging Environmental, combine to deliver a focused and unrivalled product and service offer to the market.



catering supplies



What we do:

- Source, consolidate and deliver
- Food packaging and hygiene solutions
- 8,500 actively stocked lines
- Global purchasing resources
- 7 branches and a NDC in Tamworth
- Own fleet of liveried vehicles

Our Vision:

To add value to hospitality by leading in sustainability, innovation and great service.

Our SHINE values:

- **Sustainable:** Working together for a sustainable future
- **Helpful:** Helping our customers every day
- **Innovative:** Innovating and continuously improving
- **Natural:** Naturally collaborative and respectful
- **Energetic:** Energetic and determined to deliver



What we do:

- Catering Equipment Specialists
- 12,500 actively stocked lines
- Exclusive brands and branded manufacturers
- Affordable innovation
- Next day nationwide delivery

Our Vision:

To inspire our customers by delivering innovation, value, and choice in the preparation and presentation of food and drink.

Our CATER values:

- **Creativity:** We are always innovating
- **Ambition:** We have the passion to achieve our goals
- **Teamwork:** We support each other
- **Empowerment:** We have the power to make a difference
- **Responsibility:** We all have a role to play



About the division



What we do:

- Sustainable food packaging
- Innovative solutions
- Over 4,000 product lines
- Bespoke and branded packaging specialists
- Flexible service offering with next day delivery
- Trusted experts provide a consultative approach

Our Mission:

To be the preferred non-food partner for entrepreneurial food service brands.

Our Vision:

To help our customers enhance their proposition by providing:

- **Innovative solutions**
- **Flexible service**
- **Trusted expertise**



What we do:

- Market-leading Catering Equipment Solutions
- National service with c.100 technicians nationwide
- Heavy catering appliance repairs and maintenance
- CAD design for front/back of house environments
- Equipment supply and installation

Our Vision:

To be the UK's most trusted and innovative commercial catering solutions provider.

Our SERVE values:

- **Supportive:** Focusing on customer experience
- **Efficient:** Promoting sustainability
- **Responsible:** Offering a dependable option
- **Versatile:** Delivering innovative solutions
- **Expertise:** Maintaining engineering capabilities



About the division

enviroPACK



What we do:

- Stock lines available for next day delivery with flexible order volumes
- Custom branding and bespoke packaging
- Innovative products and services based of customer feedback and market trends
- Exclusive brand products

Our Mission:

Our mission is to offer a comprehensive range of eco-friendly food-to-go packaging products and solutions with greater respect for the environment.

Our Values:

- Ethical and transparent sourcing
- Customer-centric approach
- Expertise and consultation (with over 20 years experience)



What we do:

- Reliable food packaging professionals since 2007
- Packaging storage and distribution solutions
- Custom branding
- Bespoke packaging
- Educating our customers and end consumers on efficient disposal of our packaging

Our Vision:

A world where all people and organisations receive outstanding commitment and support every day from their partners. We believe great service should be a normality not an exception.

Our Values:

- Work hard
- Seek fulfilment
- Be persistent
- Be transparent
- People centric
- Stay humble and hungry
- Practice loyalty



Sustainable Future Programme and UN Sustainable Development Goals

The Sustainable Future programme drives communication, collaboration, and stakeholder engagement on a range of corporate sustainability issues and 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).



“Our Sustainable Future programme, guided by the UN Sustainable Development Goals, gives us a clear framework to communicate our sustainability ambitions. In a fast-evolving environmental and regulatory landscape, it's essential we lead the conversation and promote best practice across the industry.”

Justin Turquet, Sustainability Director, Bunzl Catering & Hospitality Division



A sustainable future - our people, customers, and suppliers

At the heart of our mission is the pursuit of sustainability, driven by a collective focus on key areas such as environmental stewardship, carbon reduction, and delivering social value. Our aim is clear: to work with our people, customers, and suppliers to provide invaluable sustainability insight through rigorous analysis, measurement, and reporting, supporting our internal objectives and those of our customers.

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.



Well-being, training and development

Employee assistance programme

'My Learning' learning management system

Social value

Employee volunteer scheme

Supporting community and environment charities

Diversity and inclusivity

Inspiring ethnicity in Bunzl

Inspiring women in Bunzl

Our customers

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



Sustainable business solutions

Sustainable Future footprint tool

Science based carbon reduction and net zero targets

Expert, impartial advice

Data analysis and insight

Sustainable future reports and forums

Sustainable product solutions

Verive reusable food packaging

Cleanline Eco and Eco Star standard

Our suppliers

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



Responsible, ethical supply chains

Ethical sourcing policy

Global assessment and auditing

Material and design innovation

Innovation and sustainable products

Sustainability through design

Efficient distribution network

Ortec and Microlise route planning

Switch to HVO fuel

CLIMATE CHANGE

SUSTAINABLE FUTURE

Making hospitality happen for a sustainable future



Running on a renewable fuel that reduces
greenhouse gas emissions by up to **90%**

Joe Luke, Driver at Bunzl Catering Supplies,
Charlton, delivers 'Sustain' packaging in London.



Bunzl Catering Supplies

Case study - Chartwells Universities outlets at Bournemouth University

During 2024, Bunzl Catering Supplies helped market-leading university caterer, Chartwells Universities, to shape a planet-friendly future for students at Bournemouth University (BU) with the introduction of an innovative 'Returnable Cup Scheme'. A collaboration between Chartwells and BU, with the support of Bunzl Catering Supplies, the scheme's primary objective was to reduce the amount of disposable coffee cups being used on BU campuses each year.

Since its launch, the number of students and staff using a sustainable cup for their hot drinks has increased by 30%*

Designed to be lightweight but highly durable, the 'Returnable Circular Cup' is built to last over 500 washes, the equivalent of 1.5 years of daily coffee servings, and because of its clever use of materials, its CO2 is offset against a single use alternative after as little as 2 uses.

Students and staff can join the scheme by purchasing a reusable cup on campus. Cup returns are managed via a simple, yet highly effective, token system. When the cup is handed over for cleaning, the customer is given a token. When they purchase their next coffee, they just hand over their token for a replacement. It's so simple.

The 'Returnable Cup Scheme' has been enthusiastically supported by the BU sustainability team. Sustainability is at the heart of life at BU and its Climate & Ecological Crisis Action Plan (CECAP) target is to achieve net zero emissions by 2030/31.

*The 'Returnable Cup Scheme' was launched in 2023, with the 30% increase correct as of May 2024. By 'sustainable cup' we refer to both a traditional crockery cup or a reusable 'Returnable Circular Cup'.



Bunzl plc

Case study - Borrow Cup returnable cup initiative for Glasgow

Bunzl plc is supporting a pioneering, collaborative returnable cup initiative for Glasgow, enabling businesses to reduce disposable cups. 'Borrow Cup' is a shared system that enables customers to avoid disposable cups, by borrowing a returnable cup from any participating location. 'Borrow Cup' launched on 27 January 2025 at over 40 stores, including major brands and local cafes.

In consumer research*, 77% of people were open to using the scheme and 63% would be happy to pay at least a £1 deposit.

This not-for-profit scheme is being run by award-winning environmental charity Hubbub, specialising in creative behaviour change campaigns with expertise in the reusable packaging sector. Hubbub oversee project management, research, design, communications and measurement. Glasgow-based reusable packaging systems provider Reposit, will lead on the operational delivery of the scheme including logistics, washing and reporting.

Standardised cups will be available in 8oz, 12oz and 16oz sizes, with one lid size for all cups. RFID chips and QR codes will enable the cup usage to be tracked and provide customers with information on the scheme. Current carbon modelling predicts that 'Borrow Cup' will have a lower environmental impact than disposable cups after 3 uses.



*Online surveying with 161 people in Glasgow, Feb 2024

Taking action on climate change

In a year of geopolitical instability, economic challenges, and extreme weather, resilience and adaptability have been crucial. At Bunzl, sustainability remains central to our operations, driving carbon reduction, social equity, and circular economy initiatives. Over the past five years, we've made significant progress, embedding sustainability across our value chain. While strategies vary by region, all efforts align with our Group-wide sustainability strategy, ensuring a collective impact towards a more sustainable future.

Our decarbonisation levers

To achieve net zero, we have identified five decarbonisation levers that we will use to reduce both near and long term emissions in line with climate science. Our immediate focus is to deliver our near-term carbon reduction targets and continue to take action where we can now. In the short term, to remain aligned to our net zero transition plan, we focus our efforts on two key decarbonisation levers: building a low carbon supplier network and more efficient operations.



Emission-free transport



Building a low carbon supplier network



Climate conscious decision making



Lower carbon commodities



Low carbon business and workforce

Decarbonisation impact by lever (2050)

We believe that long-term net zero targets must align with climate science, which is why our transition plan was developed in line with the SBTi's Net Zero Standard. In 2024, our net zero roadmap — alongside our near-term carbon reduction targets — was formally approved by the SBTi.

Achievements

against 2019 baseline

2021

Joined the United Nations' Race to Zero initiative

2022

Committed to SBTi approved targets with Scope 3 emissions included

2024

18% reduction in absolute emissions and 26% increase in carbon efficiency

Carbon targets

near term to long term

2027

80% of suppliers by emissions will have science-based targets (Scope 3)

2030

27.5% reduction in absolute Scope 1 and 2 emissions

2050

Net zero emissions across our value chain by 2050 in Scope 1, 2 and 3 emissions

Bunzl plc

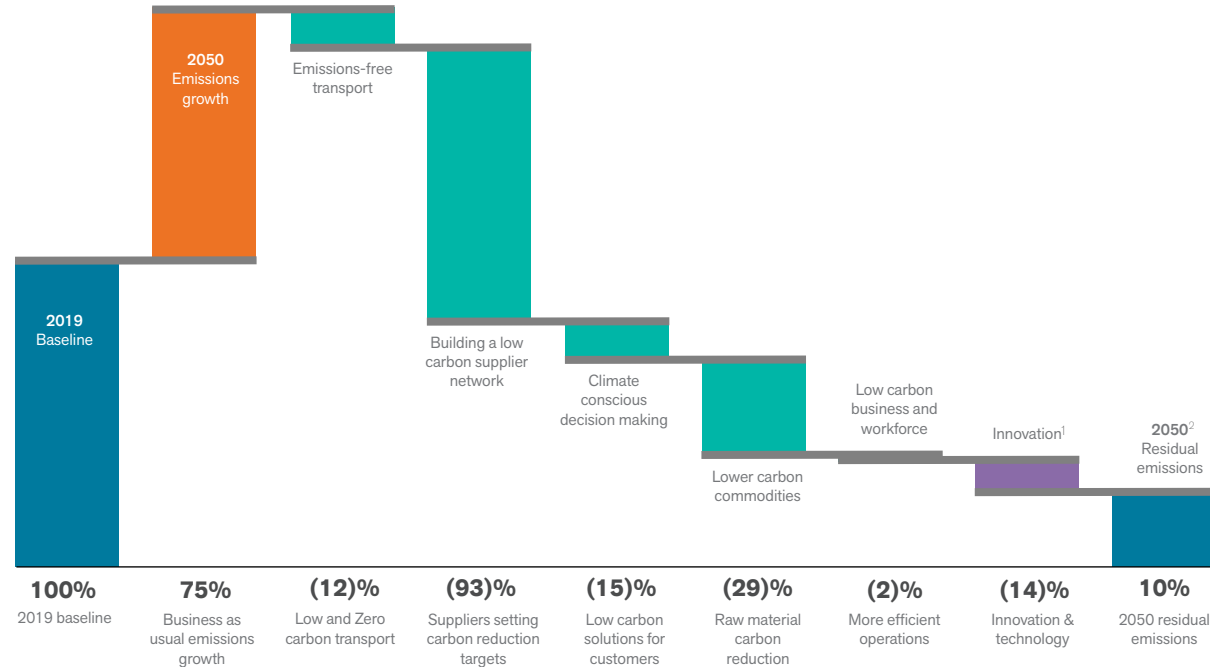
Working with our suppliers on climate change

Scope 3 emissions, with 83% of our total emissions embedded in purchased goods and services, are a primary focus. Partnering with the Avetta One platform for supply chain risk management, we have initiated an engagement programme with key supply partners. This programme facilitates the assessment of partner carbon reduction progress, gathering data, and communicating our policies and targets. In 2024, a supplier engagement programme was launched, with 33.4% of suppliers already committed. The focus remains on the top 100 suppliers (64% of emissions), with 82% of remaining suppliers pledging compliance. In 2025, engagement efforts will expand through meetings, webinars, and events, ensuring progress towards the 80% scope 3 supplier target.

SBTi

Approved

The company's Net Zero Transition Plan was approved by SBTi in 2024, upgrading its scope 3 target to ensure 80% of suppliers (by emissions) have compliant targets. Engagement efforts will continue into 2025 through meetings, webinars, and supplier events. Working with the Avetta One Platform we have engaged with 750 of our suppliers to help meet this target.

 Avetta One


1. We anticipate that beyond the reductions associated with the five key decarbonisation levers, further innovation and technology improvements, particularly related to product design and technology, transportation solutions and waste treatment will result in additional emissions reduction.

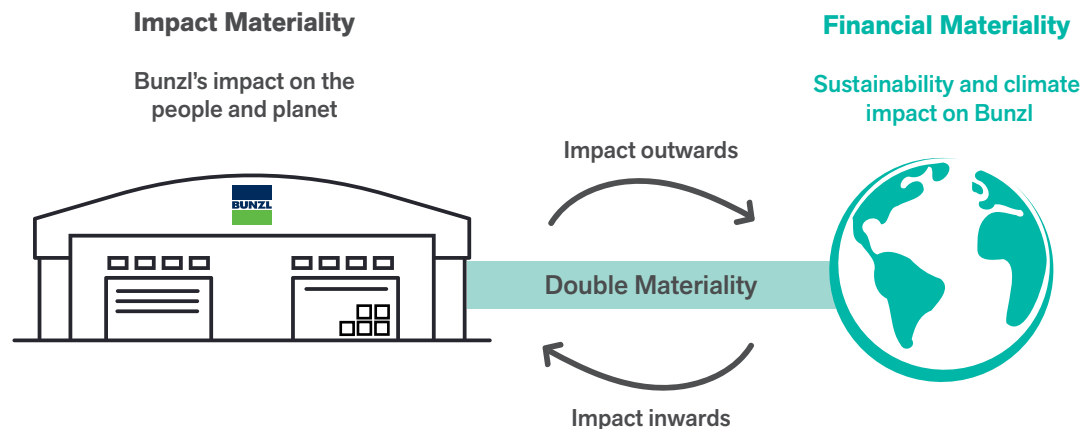
2. Residual emissions are those emissions that remain at the point of net zero, despite abatement efforts. We are committed to neutralising any residual emissions at the net-zero target year.

What is a materiality assessment?

As sustainability reporting standards evolve, double materiality is becoming the foundation for global frameworks, including the ISSB, CSRD, EU Taxonomy, and UK Green Taxonomy. To prepare for these requirements, Bunzl conducted its second materiality assessment in 2023, building on the initial 2020 review. This more comprehensive approach, aligned with European Sustainability Reporting Standards (ESRS), examines both impact materiality (how Bunzl affects the world) and financial materiality (how sustainability issues affect Bunzl).

Through our double materiality assessment, we gathered insights from large customers, key investors, major suppliers (plastics, pulp, paper, chemicals), and internal teams. The assessment identified 20 key risks and opportunities, with climate change and the transition to a circular economy emerging as top priorities. Additionally, stakeholders reached a consensus on eight key impacts, reinforcing our commitment to worker protection and promoting diversity, equity, and inclusion across our organisation.

By embedding double materiality into our sustainability strategy, we ensure our business remains resilient, focused on the right areas, and aligned with future reporting standards. This approach helps us identify emerging risks, meet regulatory expectations, and drive meaningful change across our value chain.



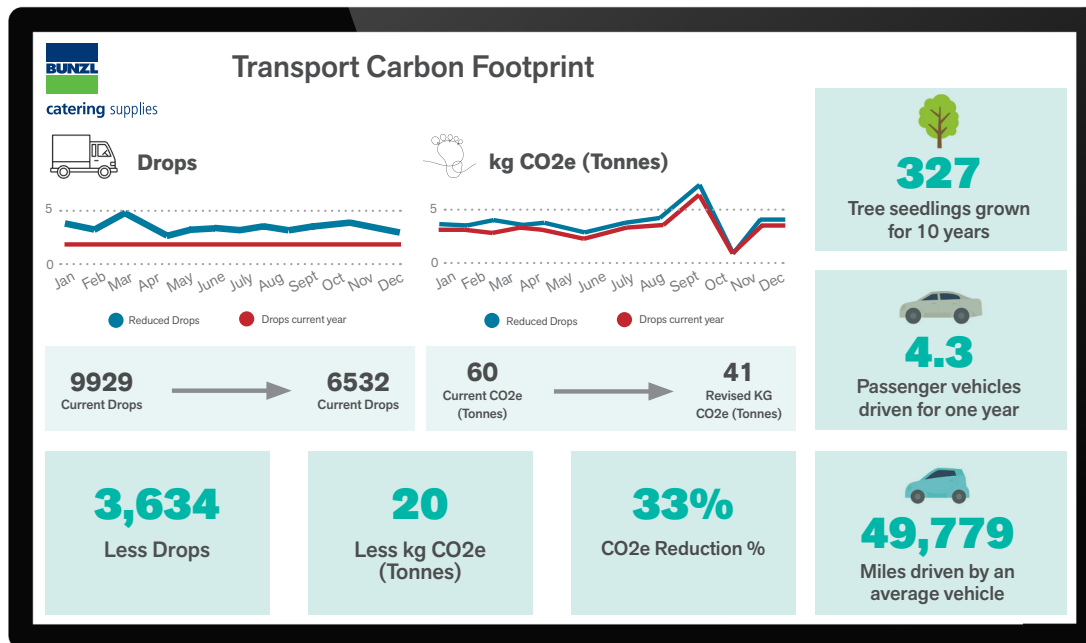
The following reporting legislation use double materiality as the starting point:

- International Sustainability Standards Board (ISSB)
- EU Corporate Sustainability Reporting Directive (CSRD)
- EU Taxonomy, UK Green Taxonomy

Bunzl Catering & Hospitality Division

Reducing fleet emissions

Bunzl Catering Supplies, Tri-Star, and AGGORA proactively manage their own fleets, investing in driver training, telematics, and route-optimisation software like ORTEC to reduce emissions. To strengthen this, Bunzl Catering Supplies has developed a Transport Carbon Calculator – a tool that analyses delivery activity by site and customer, identifying opportunities to reduce emissions through smarter logistics, such as increasing order values or reducing delivery frequency.



Emission Standards Adherence:

Our entire fleet adheres to Euro 6 emission standards, reducing pollutants by up to 55%, showcasing our commitment to environmental stewardship.

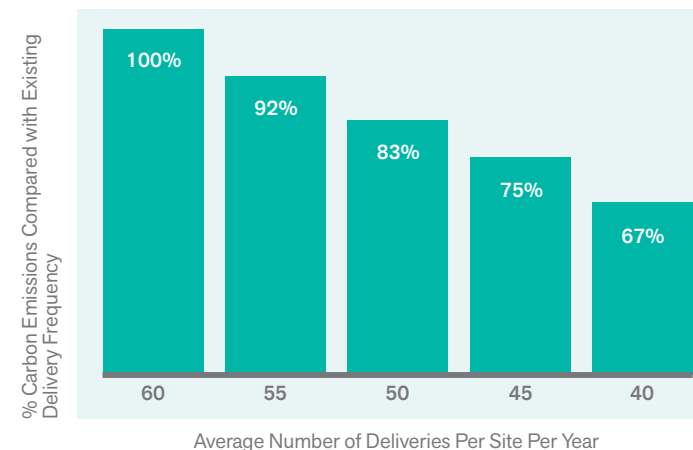
Delivery Network Optimization:

Bunzl Catering Supplies, Tri-Star, and AGGORA invest in training and route-optimising technology to cut carbon emissions across their transport fleets.

Low Carbon Fuels:

Bunzl Catering Supplies powers its London fleet with HVO fuel, significantly cutting fleet emissions by switching from diesel to this renewable, low-carbon alternative made from sustainable waste sources.

% Reduction in Carbon Emission Through Reduced Delivery Frequency



Bunzl Catering & Hospitality Division

Electric vehicle adoption

Emission-free transport has been identified as one of our five de-carbonisation levers for achieving near and long-term carbon reduction targets. Bunzl Catering & Hospitality Division continues to use alternative fuels and encourage the adoption of electric vehicles. In 2024, we continued to build on the increase in EV and Hybrid adoption in our company car fleet with only 17% of remaining vehicles using Internal Combustion (ICE), and nearly half of our vehicles fully electric.

In partnership with Monta, we have invested in a charging infrastructure for electric vehicles (EVs) at our sites.

69%

reduction in internal combustion engine cars in the division since 2022.

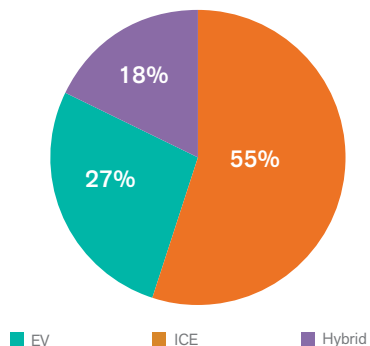
48%

increase in electric vehicles (EVs) in the division since 2022.

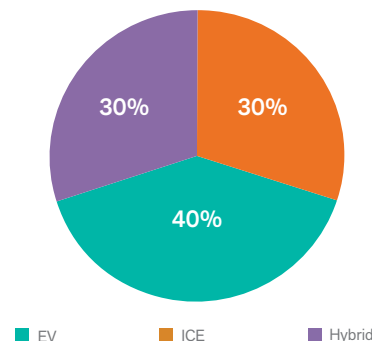
66%

increase in hybrid vehicles in the division since 2022.

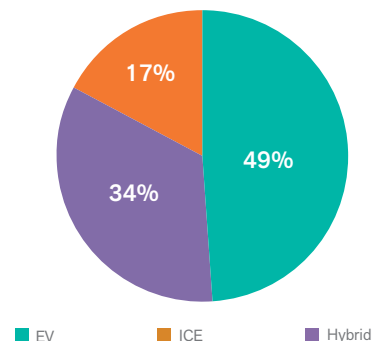
Divisional Car Fleet 2022



Divisional Car Fleet 2023



Divisional Car Fleet 2024



Bunzl Catering & Hospitality Division

Carbon reduction

Carbon efficiency is a core part of our business approach. Bunzl plc reports through the Carbon Disclosure Project, covering Scope 1 (direct) and Scope 2 (indirect) emissions, as well as waste to landfill and recycling performance. Within the Bunzl Catering & Hospitality Division, we track and report our carbon footprint quarterly at the operating company level. This rigorous process aligns with our internal targets and is externally verified through annual audits under ISO 14001 standards.

Scope 1 - 2024 (Tonnes CO₂e) Bunzl Catering & Hospitality Division

2.2%

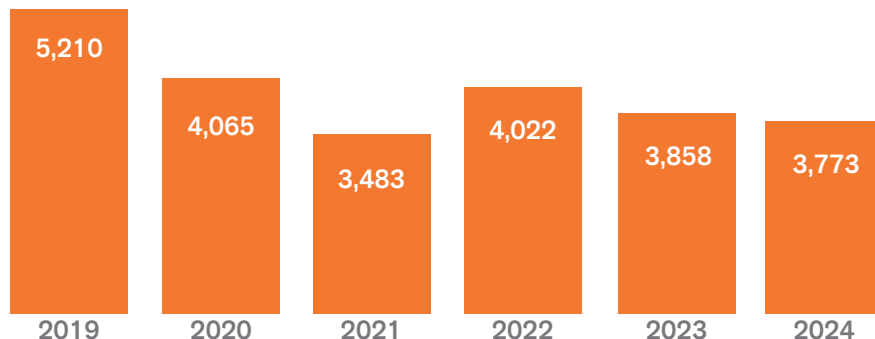
decrease in carbon
emissions YOY

27.6%

decrease in carbon
emissions since 2019

32.7%

increase in carbon
efficiency



Driven by enhanced route planning, optimal fleet utilization, increased usage of HVO fuel, and the increase in adoption of electric cars and commercial vehicles.

Scope 2 - 2024 (Tonnes CO₂e) Bunzl Catering & Hospitality Division

4.7%

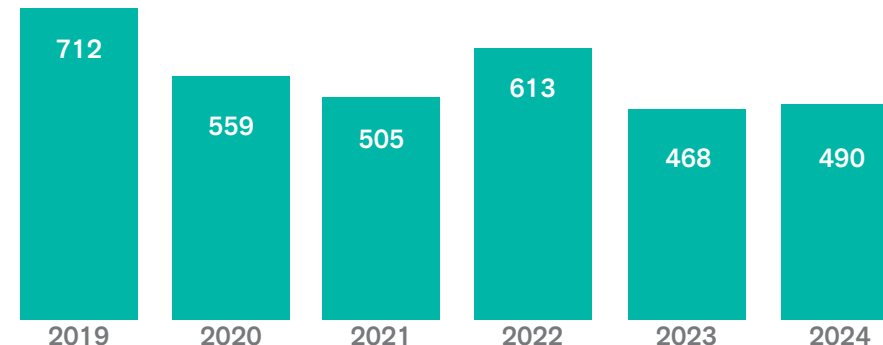
increase in carbon
emissions YOY

31.2%

decrease in carbon
emissions since 2019

36.1%

increase in carbon
efficiency since 2019



Achieved through our renewable, non-nuclear energy tariff, and the (now complete) installation of LED lighting in all operating sites.

Environmental credentials

ISO 14001 and ISO 9001

Since 1992, our commitment to environmental responsibility has been unwavering, as evidenced by the establishment and maintenance of our Environmental Management System (EMS), which drives continual enhancements in our environmental performance. In 2025, we will begin the recertification process for the next 3 years.

EcoVadis

Recognized as a leader in sustainable business practices, in 2024 the Bunzl Catering & Hospitality divisional sustainability team worked closely with Bunzl businesses across the UK to achieve a bronze rating, putting us in the 80th percentile of companies rated by EcoVadis. This highlighted our strengths in environmental policies, provision of environmentally responsible packaging materials, carbon emission reduction and actions to promote diversity, equity, and inclusion.

UN Race to Zero

Bunzl plc is supporting the recommendations made by the Task Force on Climate-related Financial Disclosures and has joined the UN Race to Zero campaign by formally committing to the Business Ambition for 1.5°C.

Sedex

As active members of Sedex, we uphold ethical standards and promote responsible practices in our global supply chains through A/B buyer and supplier memberships.

Valpak

To comply with UK regulations, we utilize Valpak compliance services for Waste Electrical and Electronic Equipment (WEEE) and Packaging Waste regulations, ensuring our operations meet legal requirements.



Bunzl Catering & Hospitality Division

Resource efficiency

Resource efficiency is central to our operations. By minimising waste, maximising recycling, and partnering with industry experts, we manage resources responsibly while reducing environmental impact across our business.



30%

reduction in
total waste (373 tonnes).



9%

reduction in
general waste.



45%

reduction in
wood waste.



20%

reduction in
paper and card waste.



16%

increase in
plastic wrap waste.

Renewable energy

The division's non-nuclear electricity procurement exclusively relies on 100% renewable sources, since the 12 months ending March 2025, in line with Bunzl group's commitment to achieving 100% renewable energy procurement globally by 2030.

Recycling partnerships

Throughout 2024, the division has partnered directly with recyclers, such as A&B Containers and Valpak, to treat recyclable materials as valuable resources. A&B Containers repair and recycle pallets, while Valpak collects used shrink wrap, cardboard, paper cups, and general waste from our branches and offices.

SOCIAL VALUE

Employees at Tri-Star Packaging enjoying some tasty treats during National Inclusion Week 2024.





Bunzl plc

Charity programmes

Launched in 2020, the Bunzl plc charity programme has focused on 3 areas; infrastructure projects, litter education, and supporting waste picker communities. In 2024, the programme has completed 5 projects, launched 4 infrastructure projects (supporting waste picker communities in India, Cameroon, South Africa and Uganda), and supported over 2000 individuals Group wide. During 2024, Bunzl donated a total of c.£200,000 to charitable causes, bringing our total donations to £1.8m since the programme began.



Marine Conservation Society

Bunzl supported the Ocean Friendly Schools (OFS) Award:

- 24 schools completed OFS Awards as part of their curriculum during the 2023/24 academic year (69% completion)
- 49% Schools classed as inland (10+ miles from coast)
- 8593 students attending schools working towards their ocean-friendly status, with a total of 808 students leading on the award



Sea Changers

- A total of 40 water bottle refill stations have been installed in coastal locations all over the UK.
- The 2025 fund is allowing a further 8 locations to be covered.
- Each fountain has the potential to prevent the usage of c.28,000 330ml bottles per year.

Supporting waste projects outside the UK



Plastics for change

- 332 tonnes plastic diverted from marine environments in 2024.
- 216 individuals benefited from our social programme where we work to improve the lives of waste collectors and their families by promoting better practices, improving incomes, and supporting communities with education and health programmes.

Wasteaid

The successful 2 year Wastreprenuer programme in South Africa progressed well across 2024, and has now been expanded to Uganda, with a focus on women and young people.

“I was blown away by the passion and commitment of the WasteAid members I met in person (Jessica, Angela and Rebecca) and virtually (Michelle), who are all such lovely people and so passionate about their business. The work that WasteAid is doing in marginalized communities is beyond inspiring.”

Melanie Harris, Key Account Manager, Bunzl Western Australia



Bunzl Catering Supplies

The 'SHINE Games' charity event

**£26,601 raised at the
'SHINE Games' 2024**



In June 2024, we launched our inaugural charity 'SHINE Games' to raise funds for our chosen charities, Nia Children's Foundation, Mind, and Cancer Research UK. In an intrepid effort to raise a donation target of £12,000, for 2 weeks, colleagues at Bunzl Catering Supplies took part in a plethora of sporting activities, including walking challenges, badminton, and basketball, alongside some respite ventures like cake-baking, to restore the calories!

With the generous support of our people, customers, and suppliers, we raised £26,601 during the event, which was split equally between our 3 chosen charities, and smashed our original £12,000 target. Our SHINE values were launched in 2023 to reflect our values and positively influence how we work together. The 'SHINE Games' illustrate our determination to engage with our people, customers, and suppliers to support local communities and charitable organisations.



Above (left to right): Craig Nightingale, Cristina Munteanu, Andrew Steele, and Jackie Bluck presenting a cheque to representatives from Cancer Research UK from funds raised at the 'SHINE Games' 2024.

"In 2021, I was diagnosed with head and neck cancer. This was an extremely difficult time for myself and my family, however, I would not be here today without the remarkable research and development that Cancer Research UK undertakes. Events like the 'SHINE Games' allow charities like Cancer Research UK to continue their life saving work."

Andrew Steele, Imports Manager, Bunzl Catering Supplies.

Bunzl Catering & Hospitality Division

Supporting charities - Nia Children's Foundation

£32,400

donations to Nia Children's Foundation since 2016 from Bunzl Catering Supplies

541

children receiving breakfast and lunch daily through Bunzl Catering Supplies donations



Shezmin Madhani, National Account Manager at Bunzl Catering Supplies (fourth from the left) getting sporty with colleagues at the Basingstoke branch, raising money for Nia Children's Foundation as part of the Bunzl Catering Supplies 'SHINE Games' event 2024.



Nia Children's Foundation's founder, Shezmin Madhani, won the 'We Believe Sustainability Award' at the inaugural Bunzl UK & Ireland Sustainability awards. The award was presented by Dale Stokes, Managing Director, Bunzl UK & Ireland, who commented:

"To have had the bravery, vision and commitment to begin such a bold project at just 21 [Shezmin Madhani] is simply inspirational. A true example of compassion and determination."

Run by Shezmin Madhani, National Account Manager at Bunzl Catering Supplies, Nia Children's Foundation works with local suppliers to provide food supplies and educational materials to schools in Kenya's poorest slums. This ensures that children attend school and receive regular meals enabling them to become healthier and more focused in class. Bunzl Catering & Hospitality Division are proud supporters of Nia Children's Foundation, donating £32,400 to the charity since 2016.

Supporting charities - Duchenne Dash



In May 2024, 5 Bunzl employees successfully took part in the Duchenne Dash, including Lois Love and Simon Britten from Lockhart Catering Equipment. Cycling from London to Paris in just 24 hours, the team raised £7725 in vital funds to help Duchenne UK find effective treatments for DMD. Additionally, Bunzl Catering Supplies supported with the safe transportation of the bike equipment to and from the event.

The Duchenne Dash is charity Duchenne UK's annual signature cycling event. Since 2011, the Dash has grown into the biggest and most challenging fundraising event of the year and has raised more than £8 million for DMD research. Duchenne Muscular Dystrophy (DMD) is a devastating muscle wasting disease and is the most common genetic killer of children worldwide. There is currently no cure for Duchenne, but there is hope. Duchenne UK are at the forefront of advancing treatments and care for everyone affected by the disease.



Lois Love and Simon Britten in Paris
for the charity Duchenne Dash 2024.

Bunzl Catering & Hospitality Division

Supporting charities across the division

In 2024, our team came together to raise over £40,000 in support of charitable causes that support communities both locally and internationally. We embraced challenges from open water swims to marathon running, as well as sponsoring local youth football teams, volunteering at food banks, and organising coffee mornings for cancer patients.

Toiletries
for overnight bags
donated to CRADLE

CRADLE charity

In 2024, Emma Sillery, Financial Controller at Bunzl Catering Supplies, co-ordinated the donation of 27 pallets of excess toiletries to CRADLE, a national Mental Health charity providing support to anyone affected by the death of a baby during pregnancy.

£524
raised for Macmillan
Cancer Support

Macmillan Cancer Support

Sheena Fowler, Studio Manager at Bunzl Lockhart, raised £545 for Macmillan Cancer Support by completing a 26-mile Wye Valley Mighty Hike in Wales on 7 September 2024.

£250
donated to The
Scottish Powerchair
Football Association

The Scottish Powerchair Football Association

Bunzl Lockhart made a donation of £250 to the Scottish Powerchair Football Association. Powerchair football allows individuals to gain from the social, physical and mental benefits that sports bring.

£250
raised for St Michael's
Hospice in Basingstoke,
Hampshire

St Michael's Hospice

Nikki Galifant, Administrator at Bunzl Catering Supplies, co-ordinated various activities to raise funds for St Michael's Hospice, an independent charity based in Basingstoke, supporting people who have a life-limiting illness.



£4,000
raised during Movember
for men's health issues

Movember for men's health issues

A divisional five-a-side football tournament held on 16 November 2024 raised over £4000 for Movember, an annual event where men grow moustaches to raise awareness and funds for men's health issues, including cancer, mental health, and suicide prevention.

Bunzl Catering & Hospitality Division

Supporting charities across the division

In 2024, we will continue to support charities through donations and volunteering, and every employee will be offered a day each year to volunteer for a charity of their choice.

£250

donated to Sutton Coldfield Town 'The Royals' football team

The Royals U12's youth football team

Bunzl Lockhart made a donation of £250 to Sutton Coldfield Town 'The Royals' U12's football team to support the purchase of training aides, mannequins, bibs, and match balls.

£536

raised for the mental health charity - Mind

Mind mental health charity

Michael Stejskal, Credit Controller at Bunzl Catering Supplies, completed a 250km walk whilst recovering from a foot injury in August 2024 to raise £536 for Mind, a mental health charity that works to improve the lives of people with mental health problems.

£648

raised for Crisis via Christmas Jumper Day

Crisis homelessness charity

On 12 December 2024, colleagues at Bunzl Lockhart raised £648 for their nominated charity, Crisis, by donating money to wear Christmas jumpers at work.

Cups

tea, coffee, cutlery, and tableware donated to Alcoholics Anonymous

Alcoholics Anonymous

David Heeps, Key Account Manager at Bunzl Catering Supplies, facilitated donations of cups, tea, coffee, cutlery, and tableware to Alcoholics Anonymous (AA) for a convention in Derbyshire in June 2024.



£3,500

sponsorship for the Costa Foundation Bike Ride

Costa Foundation Bike Ride

In October 2024, we were proud to support the Costa Coffee Bike Ride, where riders completed a gruelling 160-mile journey from Costa HQ in Loudwater to their roastery in Basildon. The event raised significant funds for the Costa Foundation, contributing towards building a new school in a coffee-growing community and helping provide children with life-changing education.

Bunzl Catering & Hospitality Division

Investing in our people

We are committed to enhancing social value through our business activities, prioritising support for our people and positively impacting the communities in which we operate. Central to our social value initiative is our focus on encouraging and empowering individuals in the workplace, including the provision of training and development programmes.



983 employees with 86% living locally

With a workforce of 983 members across our division, we proudly serve as a local employer, with 86% of our team residing within a 15-mile radius of our operational sites.

£130,622 allocated to the apprentice levy

In 2024, we allocated £130,622 to the apprentice levy, employing 2 apprentices across our division and delivering 9,568 hours of apprentice training.

Over 23,000 hours training facilitated including:

160 hours
Mental Health First Aider training

1,400 hours
unconscious bias training

9,568 hours
apprentice training

We facilitated 23,619 hours of training through various channels, including our online E-learning platform, mental health first aid training, the Bunzl Leadership Academy, the Bunzl Sales Academy, as well as CPC and Equipment Technical Skills training days for our Aggora team.

94% of employees benefit from the real living wage

Demonstrating our commitment to fair compensation, we ensure that all our employees receive at least the minimum wage, with 94% of them now benefiting from the real living wage.

25 long-term unemployed hired

In 2024, we provided employment opportunities to 25 long-term unemployed individuals aged between 18 and 24, contributing to their professional development and economic stability.

AGGORA

AGGORA wins Bunzl UK & Ireland Sustainability Awards 2024

AGGORA has won the 'People and Communities Award' at the inaugural Bunzl UK & Ireland Sustainability Awards for its AGGORA Training Academy. To support long-term growth and address skills gaps in the hospitality engineering sector, AGGORA's Training Academy is designed to develop a diverse, skilled, and future-ready workforce, the Academy provides structured learning, mentoring, and career pathways aligned with AGGORA's operational standards and values.

The UK engineering workforce remains predominantly white, male, and over 50, with limited new entrants into the hospitality sector. To address this and future-proof the business, AGGORA has created its own engineering training programme, actively working to diversify the industry.

The AGGORA Training Academy currently has 17 trainees, with two graduates in permanent engineering roles. In September 2024, the business welcomed its first two female trainees—an important milestone in a sector where women remain significantly underrepresented. This year's trainee intake was 40% female and 60% male, with 33% of all trainees under the age of 20.

City & Guilds and ILM Assured, the academy is led by Rachel Stevens (Talent and Training Manager) and Andrew Whitehurst (Engineering Training Manager), supported by Regional Service Directors and nine Regional Service Managers. The programme also offers growth opportunities for existing engineers through mentoring roles.



"This is an innovative, strategic and brilliantly executed initiative that is creating a highly skilled future workforce for AGGORA drawing on typically lower socio-economic groups who might otherwise not have that opportunity."

Paula Eavis, Human Resources Director, Bunzl UK & Ireland.



Diversity and inclusion - Inspiring Women in Bunzl (IWIB)



Globally, all Bunzl business areas now have an Inspiring Women in Bunzl (IWIB) network, providing professional and personal development opportunities, belonging, and empowering Women at Bunzl to flourish and reach their full potential. These groups also provide thought leadership to the senior teams of our operating companies, to support our strategic efforts to improve our gender balance across our businesses.

In the UK & Ireland, 32% of our leadership roles are now held by women and the Bunzl plc board has achieved gender parity amongst its Directors. In 2025, the founding members of the IWIB network in the UK & Ireland will participate in a programme to mentor our next generation of High Potential Women at Bunzl, to support their development of their careers and accelerate their progression.



International Women's Day 2025 - 'Accelerate Action'

"This year's theme "Accelerate Action" reminds us that although we have made great progress across our businesses, particularly in the gender balance in our leadership teams, there is always more we can do. Our Inspiring Women in Bunzl network and our business leaders are committed to championing and accelerating the progress of gender diversity in Bunzl and all the benefits this brings. Women are instrumental to our collective achievements at Bunzl and their talent, dedication and unique perspectives are essential to continued success. It is great to see that our teams across our businesses are taking the opportunity to celebrate International Women's Day. I want to thank everyone who is playing their part to challenge stereotypes, break down barriers and support each other to 'Accelerate Action', ensuring everyone has the chance to flourish and reach their full potential."

Dale Stokes, Managing Director, Bunzl UK & Ireland

Tri-Star Packaging

Diversity and inclusion - National Inclusion Week

Employees at Tri-Star Packaging took part in an array of exciting activities to mark National Inclusion Week in 2024, reaffirming its dedication to building a more inclusive culture. In a dress down day employees wore clothing to represent their nationality, culture or individualism. Recipe sharing provided an opportunity for employees to share their favourite dish with others, with a vote held on the tastiest contribution, and the creation of a company-wide recipe book. The week was rounded off with a special 'inclusion' quiz, and a delectable multicultural buffet, with some delicious treats from around the world.

Inclusion learning opportunities

"I was proud to see our entire team unite for a week of activities designed to deepen their understanding of inclusion, with a special emphasis on LGBTQ+ awareness. Throughout the week, we launched a series of short training modules on our 'My Learning' portal, giving every colleague the chance to explore, reflect, and grow in their knowledge."

Steve Norris, Managing Director, Tri-Star Packaging

'Lunch & Learn' sessions

"I'm delighted we were able to include our Lunch & Learn sessions as part of National Inclusion Week, reinforcing our ongoing commitment to helping team members connect, share ideas, and strengthen their professional development. These sessions gave colleagues the opportunity to visit other departments, deepen their understanding of different roles, and build stronger connections across the business."

Mike Clough, Sales Director, Tri-Star Packaging



Employees at Tri-Star Packaging enjoying some tasty treats during National Inclusion Week 2024.

Bunzl Catering & Hospitality Division

People benefits

All employees at the division benefit from a number of financial, health and well-being schemes.

Over 35,000 savings
made via Bunzl Benefits app



Bunzl Personal Pension Plan

Helping employees save for retirement through contributions from both the employee and the Company. Employees can choose an investment option tailored to their needs or a default option if preferred.

My Bunzl Life Assurance

A free scheme providing the equivalent of one year's basic salary to beneficiaries in the event of an employee's demise. Available to colleagues without life assurance cover associated with a Bunzl Pension Plan.

Bunzl Sharesave Scheme

Employees are offered the chance to buy company shares at a discounted rate.



Holiday Buying Scheme

Employees can buy up to five extra holiday days in a calendar year, which can also be carried over to the following year.

Cycle to Work Scheme

Providing the opportunity to take out an interest-free, tax-free loan to pay for a new bicycle, encouraging healthy commuting options.

Retail Discounts

Special discounts from various retailers are available via a handy 'Bunzl Benefits' app, providing additional savings for employees on everyday purchases.

Bunzl Catering & Hospitality Division

Employee well-being

The division offers an Employee Assistance Programme (EAP) that provides all employees accessible guidance and support 24/7. Additionally, a Mental Health First Aider scheme, ensures colleagues have a safe space to seek help and support on mental health issues.



Employee Assistance Programme (EAP)

Supportive Guidance: Bunzl's EAP offers confidential counselling and advice, accessible 24/7, to assist employees facing personal, health, or financial challenges.

Comprehensive Support: It addresses various issues, including stress, health concerns, and financial difficulties, fostering employee well-being and reducing stigma.

Accessible Help: Available round-the-clock, the EAP ensures employees can seek assistance without fear of judgement, promoting a supportive work culture.

Professional Assistance: Trained experts provide personalised guidance, empowering employees to address their concerns effectively and navigate challenges with confidence.



Mental Health First Aiders

Promoting Awareness: Bunzl's Mental Health First Aiders raise awareness and provide initial support for colleagues facing mental health challenges.

Empathetic Support: Equipped with specialised training, they recognise signs of mental health issues and offer empathetic support using the MHFA action plan.

Creating Safe Spaces: Mental Health First Aiders engage in non-judgemental conversations, creating a safe space for colleagues to seek help and support.

Guiding to Resources: They guide colleagues to professional resources when needed, ensuring ongoing support beyond the initial aid and fostering a supportive environment.

RESPONSIBLE PROCUREMENT

Simon Wilson, Buyer at Bunzl Catering Supplies and Tri-Star Packaging on a visit to the Canton Trade Fair in Guangzhou, China in October 2024.



Bunzl plc

Ethical supply chain

With almost 50 million people worldwide estimated to be living in slavery and nearly 28 million of those in forced labour situations, human rights violations in manufacturing supply chains pose a significant risk, necessitating robust due diligence and governance systems to mitigate issues and address concerns.

To address the most material supply chain risks, we conducted a comprehensive risk assessment in 2024, expanding beyond modern slavery to include bribery, environmental impact, health & safety, and business ethics. This ensures alignment with evolving legislation and public expectations.

In partnership with supply chain assurance expert, LRQA we developed a methodology using inherent risk data at both country and product levels to accurately predict risk likelihood. Our country ESG risk ratings assess high-risk regions based on 38 metrics across five key areas: labour, health & safety, environment, business ethics, and management systems. Each country receives an overall supply chain risk rating, reflecting a worst-case scenario without mitigation.

Product risk follows the same five-pillar approach, incorporating country risk alongside data from The Bureau of International Labor Affairs (ILAB) List of Goods Produced by Child Labor or Forced Labor. This highlights products and industries linked to exploitative practices, allowing us to proactively address ESG risks across our supply chain.



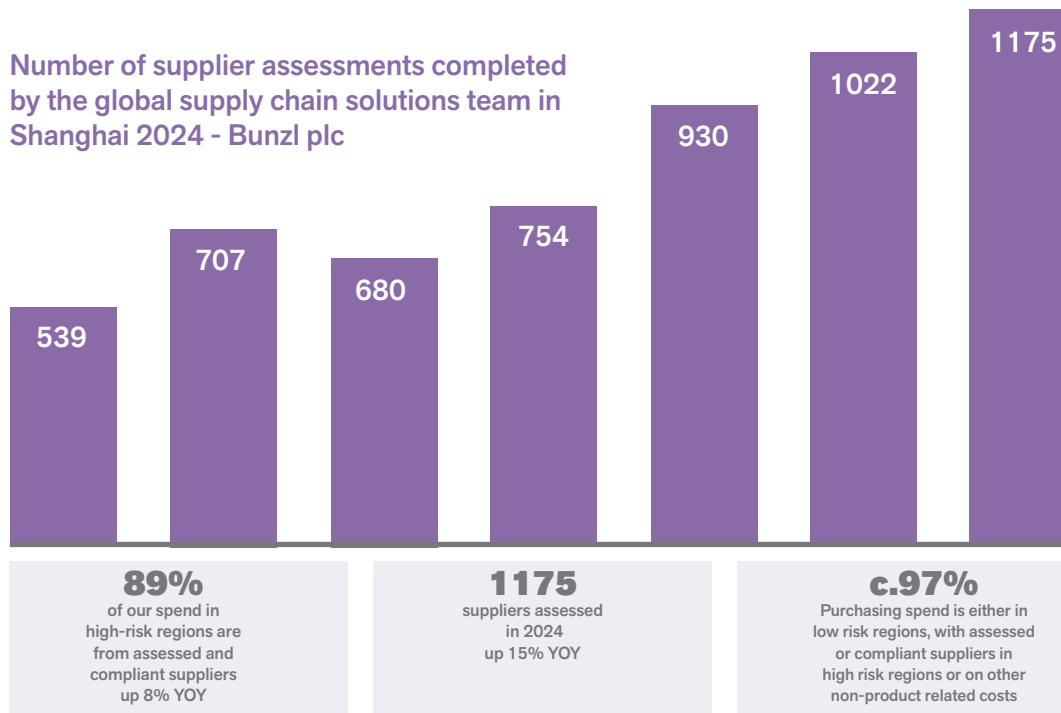


Bunzl plc

Supply chain auditing

In 2024, we assessed 1,175 suppliers, with 1,075 meeting required standards. For the 100 suppliers needing remediation, we implemented targeted action plans, with 81 successfully completing improvements and 11 still in progress. Zero-tolerance issues (e.g., wage violations, forced labour) are addressed through in-depth engagement, but if unresolved within six months, we terminate the relationship. This approach ensures ethical and responsible sourcing across our supply chain.

Number of supplier assessments completed by the global supply chain solutions team in Shanghai 2024 - Bunzl plc



For over 15 years, we have taken a risk-based approach to auditing, more than tripling the number of suppliers assessed since 2015. In 2024, we expanded our supplier audit programme, achieving 89% high-risk spend coverage.

Our risk-based methodology evaluates ESG risks at both country and product levels, leveraging audit data, public domain insights, and real-time monitoring through LRQA's EiQ sentinel system. Our framework assesses risks across five key pillars—labour, health & safety, environment, business ethics, and management systems—ensuring we focus on the most pressing concerns. Modern slavery remains the most significant risk, with forced and child labour, working hours, and occupational safety among the top risks.

This approach enables us to prioritise interventions where they are most needed, reinforcing our ethical auditing programme and shaping the evolution of our responsible sourcing strategy beyond 2026.



Bunzl Catering & Hospitality Division

Sourcing globally - visit to China 2024



Above (left to right): Jody Crawford, Simon Wilson, Gabriel Farinello and Katie Shaw, from the purchasing team at Bunzl Catering Supplies at the Canton Trade Fair in Guangzhou, China.

In October 2024, key members of the Bunzl Catering Supplies purchasing team, led by Katie Shaw, Procurement Director, undertook a sourcing trip to China. Also in attendance was Mark Lombard, Managing Director, Bunzl Lockhart, as well as purchasing colleagues from Bunzl Retail Supplies and Bunzl Netherlands. Sourcing trips are increasingly conducted on a Bunzl-wide basis to ensure we consolidate our potential spend and volumes to secure the best possible prices from suppliers.

During the trip, the purchasing team visited the Canton Trade Fair in Guangzhou, firmly established as the oldest and largest trade fair in China. Its scale means it is the perfect place to see the very latest developments in product innovation and sustainability.

The purchasing team held meetings with a number of existing and potential suppliers, some of whom, once audited by the Bunzl Global Supply Chain Solutions office in Shanghai, will be given the opportunity to bid in forthcoming tenders for catering products, including foil, wood, bagasse, cups and lids. In early 2025 the purchasing team returned to China to visit new factories that were successful in the tendering process and took the opportunity to visit some potential suppliers.



Bunzl Lockhart

Sourcing globally - visit to India 2024

In Spring and Summer 2024, Lockhart's Managing Director, Mark Lombard, Purchasing Director, Iain Hicks, and Head of Back of House Equipment, Tiffany Ko, visited India to strengthen supplier relationships and assess new sourcing opportunities. The trip included a trade show in Delhi and follow-up visits to manufacturing hubs in Chennai, Ahmedabad, and the northern Mumbai region.



"India has become a vital part of our global sourcing strategy. The progress we've seen, both in terms of product innovation and supplier sustainability, is impressive. We're now working with a new supplier that offers excellent quality, competitive pricing, and strong ethical credentials, and we continue to build relationships that will support our long-term goals."

Iain Hicks, Purchasing Director, Bunzl Lockhart

India has been a valued sourcing location for Lockhart for many years, but recent improvements in capability and quality have strengthened its role as a strategic supply hub. The 2024 visits enabled the team to meet existing partners, explore untapped domestic suppliers, and assess production facilities first-hand.

The Delhi trade show, although not targeted at export customers, proved a valuable discovery ground for emerging manufacturers focused on the domestic market. These lesser-known suppliers often present significant long-term potential when engaged early. Following the show, visits to regional sites allowed the team to assess suitability and standards on the ground. As a result, one promising new partner has now been onboarded. This supplier will help us deliver improved value to customers, expand our exclusive product ranges, and aligns with our sustainability and ethical sourcing commitments.

The trip concluded with a visit to our key ceramic partner, where the team saw first-hand how investment in renewable energy and workforce development is driving sustainable growth. The supplier's solar installation now powers 100% of its office and 30% of its factory operations, with phase two set to generate surplus electricity to support the local community.

Bunzl Catering & Hospitality Division

Extended Producer Responsibility (EPR)

Extended Producer Responsibility (EPR) places greater reporting requirements on businesses for the packaging they place on the UK market, with a focus on how well that packaging works within the UK's recycling infrastructure. The regulations require reporting on both household and non-household obligations, with detailed information on materials, weights, and volumes. As EPR evolves, it introduces significant complexity — from data collection and material classification to modulated fees and labelling — making robust systems and cross-functional collaboration essential.

Our Sustainability, Compliance and Purchasing teams at Bunzl Catering & Hospitality Division have continued to lead the way on Extended Producer Responsibility (EPR) compliance. Working closely with DEFRA, compliance partners, and industry bodies such as the Food Packaging Association (FPA), the team has ensured a thorough understanding of evolving regulations and how they affect both our customers and our own reporting obligations.

Throughout 2024, team members attended Government-led workshops and compliance briefings to navigate the complexity of EPR data requirements, including the 'Recyclability Assessment Methodology (RAM)', ahead of 2025 reporting requirements. We engaged with customers, delivering tailored presentations, expert-led forums, and practical factsheets to help them prepare for phased implementation.

In collaboration with our purchasing teams and partner suppliers, we reviewed more than 8,000 products to identify obligated household and non-household packaging, including material types and product weights. This robust approach supports accurate reporting and ensures our business remains fully compliant. As the EPR framework develops, including upcoming phases such as modulated fees and mandatory labelling, we will continue to monitor changes, support our customers, and adapt our reporting approach to remain ahead of requirements.

Understanding EPR in 2024

Extended Producer Responsibility (EPR) is reshaping how organisations account for the recovery and recycling of packaging. The regulations apply to all packaging placed on the UK market, including own brand goods and imported packaging, placing greater responsibility on producers to report accurately and contribute to waste management costs.

"In 2024, navigating Extended Producer Responsibility required significant time and collaboration. The Bunzl Catering Supplies team invested real effort in understanding the evolving requirements, engaging with suppliers and building the systems needed to support accurate customer reporting. Their commitment helped us, and our customers, prepare with greater confidence for what's ahead."

Katie Shaw, Procurement Director, Bunzl Catering Supplies

Customer case study - SSP UK & Ireland

Our customer, SSP UK & Ireland, create and run food and drink outlets in travel locations. As part of their sustainability journey, they are working to remove plastic from their business. Where it is particularly difficult to remove plastic, they are focusing their efforts on shifting the mix away from virgin polymers and towards recycled plastic.

To enable SSP to gain better visibility of their virgin plastic consumption, Bunzl Catering Supplies conducted a detailed assessment of SSP's plastic footprint using its own, unique 'Material Footprint Tool'. Using these insights, SSP have trialled and rolled-out swaps for the biggest virgin plastic drivers with Bunzl Catering Supplies, for example refuse sacks with a higher percentage of recycled content.

“Sustainability is a key strategic priority at SSP, and strong partnerships with our suppliers are essential to deliver our ambitious goals. One of our commitments is to transition to sustainable packaging. To that end, we are eliminating single-use plastic from our own brands, and transitioning all remaining own brand packaging to be reusable, recyclable or compostable (we are currently at 94% on both metrics in our UK&I business). Going further than that, we’re also trying to reduce the amount of plastic we use overall, and shift the mix towards more recycled plastic. Bunzl Catering Supplies have enabled us to conduct a detailed assessment of the plastic footprint associated with our purchases, to then identify, trial and then scale the highest impact swaps.”

Meredith Ford, UK&I Head of Sustainability, SSP UK & Ireland



Bunzl Catering & Hospitality Division

Sustainable Future Footprint Tool – mapping and understanding legislation

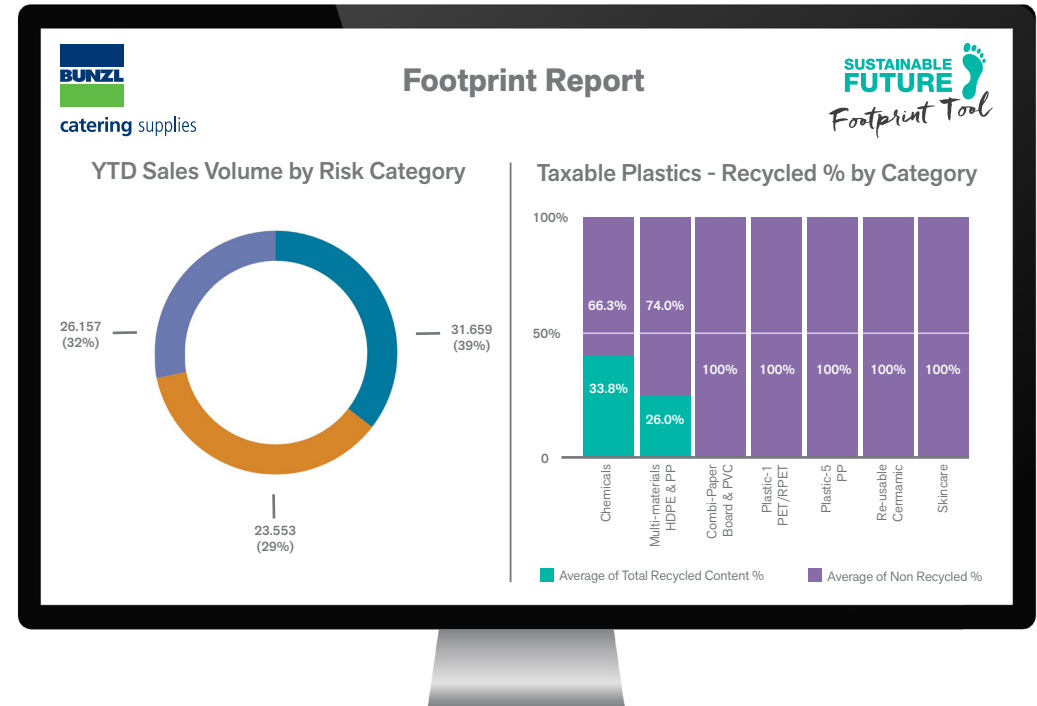
Since 2019, when the UK Government first announced bans and restrictions on single-use plastic products, our Sustainable Future Material Footprint Tool has helped customers navigate the evolving regulatory landscape. In 2024, as legislation becomes increasingly complex, the tool continues to support our account teams and customers by providing clear insights into material choices, enabling compliance, reducing waste, and responding confidently to new and emerging requirements. Looking ahead, in 2025 we will enhance the tool further to include tailored support for Extended Producer Responsibility (EPR) reporting, helping customers meet their obligations under the new UK regulations.

Utilising our market-leading 'Sustainable Future Material Footprint Tool', which has been helping customers to navigate complex product legislation since 2019, we provided our customers with detailed analysis on material type classification, cross referenced to legislation like the Single-Use Plastics Directive, to provide an instant overview of at-risk products that required switching to alternative material types.

In 2024, the division ran Material Footprint Reports for our customers, reviewing 1000's of products and materials against their risk of legislative impact, including any banned materials and the Plastic Packaging Tax.

“We continue to support our customers in making legislatively compliant and materially responsible purchasing decisions. In 2025, we will develop our Material Footprint Tool to ensure it remains a fully up-to-date dashboard for our customer's sustainability insight.”

Orla Smith, Sustainability Executive, Bunzl Catering Supplies



Bunzl Catering Supplies

Exclusive brand sustainable food packaging - Verive

In March 2024, we launched a new range of reusable food packaging called Verive, supported by Verive 360° - a pioneering service solution that helps customers use reusables in a fully circular system.

verive



Verive - reusable food packaging

Specifically designed for a circular take-use-return programme, Verive products are suitable for repeat cleaning in a dishwasher. After multiple reuse and at the end of its full lifespan, Verive products identified as recyclable can be placed in a dedicated recyclables bin to be sent to a material recovery facility for recycling.

Verive 360° helps customers implement and utilise reusables in a circular system, by providing deposit return with QR code and/or RFID technology and a fully supported collect, wash and return system.

“Our Verive 360° service solution will play a significant role in helping catering operators cut down landfill waste, contributing to improved waste management, by utilising automated product tracking, and wash and return systems.”

Robin Maxwell, Sales Director, Bunzl Catering & Hospitality Division

Verive - study with the University of Exeter

To help customers make informed, evidence-based decisions about when and where to use reusables or disposables, Bunzl Catering Supplies partnered with the University of Exeter to conduct comparative lifecycle assessments (LCAs). The study evaluated a cup and container from the Verive reusable range with similar best-selling disposable products, taking into account the full lifecycle of each item - including production, washing, transportation, and end-of-life.

The results provided guidance on the number of reuse cycles needed to deliver a lower carbon footprint than disposables, offering practical insight for customers exploring circular models. These findings now underpin our exclusive Verive range and Verive 360° service, a complete packaging, technology, and infrastructure solution that supports wash-and-return, deposit schemes, and digital tracking.

Bunzl Catering Supplies

Exclusive brand sustainable food packaging - ReGen and Sustain



ReGen - recyclable food packaging

ReGen is a range of recyclable foodservice packaging in line with OPRL (on-pack recycling labels) guidelines. ReGen products are suitable for direct contact with food. All recyclable products should be cleared of food waste and placed in a dedicated recyclables bin to ensure they are sent to a MRF (Material Recovery Facility) for recycling.

Clear signage on recycling bins can sign-post customers to more easily dispose of recyclable food packaging in the correct bin. This may be a bin for mixed recyclables, or a bin dedicated to one material substrate, like plastic, board or aluminium.

"With a good recycling infrastructure already in place in the UK, ReGen recyclable food packaging is simple to dispose of correctly. When sent to a MRF (Material Recovery Facility) for recycling, ReGen food packaging diverts waste from landfill by giving the recyclable material a chance for a second life."

Lara Hodgson, Sustainability and Innovation Buyer, Bunzl Catering Supplies



Sustain - renewable food packaging

Made from renewable resources and/or compostable with EN13432 certification. Sustain products labelled compostable are fully compostable in commercial composting facilities and will break down into compost within 12 weeks. All compostable products should be placed in a dedicated compostables bin to ensure they are sent for composting.

New for 2024, the Sustain Agri Bag, made from agricultural waste fibres, has a carbon footprint 28% lower than a standard paper bag, and is 100% recyclable.



"Sustain appeals to environmentally conscious consumers, signalling responsible purchasing practices, it aids compliance with legislation, and offers alternatives to products affected by government restrictions."

Jody Crawforth, Head of Consumables, Bunzl Catering Supplies

Exclusive brand Cleanline Pure



Launched in 2024, the Cleanline Pure cleaning product range is made up of probiotic, enzymatic and lactic acid-based biotechnology, all of which encompasses the power of nature to successfully tackle a wide range of cleaning and disinfecting tasks, whilst minimising impact on the environment. Made in the UK, Cleanline Pure is market-leading innovation in natural cleaning.

The next generation in natural cleaning

NEW
2024

- Probiotic products are non-toxic and their continued use provide a safe and efficient choice for cleaning in professional environments.
- Biological-based cleaning products contain natural beneficial microbes, which reach deep into surfaces and offer long-lasting cleaning results.
- The application-specific beneficial bacteria have been selected to release enzymes that provide an effective long-term approach to odour control and degradation of organic compounds such as grease, fats, proteins, starch and sugars.



"Our suite of Cleanline professional cleaning products prides itself on offering customers complete and transparent test data for all its biocides. Promoting transparency, Cleanline Pure is no exception, with market-leading contact times for disinfection and ground-breaking concentrations that bring efficiencies and cost savings to your business, whilst significantly reducing the carbon emissions associated with transporting heavy ready-to-use products."

William Tambling, Head of Sector, Bunzl Catering Supplies



RENEWABLE
RESOURCES



PLANT-BASED
TECHNOLOGY



MADE IN
THE UK

Bunzl Lockhart

Bunzl Lockhart 'Sustainable Supplier of the Year Awards'

The Lockhart Sustainable Supplier of the Year awards at our annual supplier conference recognised efforts to further sustainability initiatives introduced by our supply base throughout 2024. The awards were designed to reward the work undertaken by our suppliers, celebrating best practice and collaboration, as well as sharing success stories for others to follow in the future.



Emile Henry 
FRANCE

**Light Equipment Sustainable
Supplier of the Year**

**Emile Henry - 'Responsible
Manufacturing'**

Our project focused on the construction of a state-of-the-art 7,000 square metre facility with an 80-metre kiln optimized for reduced gas consumption, with 100% of water used being filtered and recycled, and the ability to recycle more than 1/3 of excess glaze and non-fired clay - reducing our reliance on virgin materials by at least 15%.

"We are very grateful to Bunzl Lockhart for this sustainability award. Our latest investment is proof of our commitment to sustainability, and we are glad that important partners, such as Bunzl Lockhart, recognize that this makes our products special, beyond their great function and quality. Of course, this is a ongoing process, and some more key projects are already planned to pursue producing as sustainably as possible. Once again, many thanks to Lockhart for this prize, it means a lot to us."

Jean-Baptiste Henry, CEO, Emile Henry France



**Heavy Equipment Sustainable
Supplier of the Year**

**Falcon – 'World's First Commercial
Hydrogen-Powered Kitchen'**

We are pioneering the future of hydrogen-powered commercial catering as part of the transition to low-carbon energy solutions. In collaboration with our partners, we have successfully opened a fully operational hydrogen-powered kitchen at Tyseley Energy Park.

"We're incredibly proud to be recognised by Bunzl Lockhart with this sustainability award. Developing and launching the world's first hydrogen-powered commercial kitchen has been a major milestone in our journey toward decarbonising professional catering. This project demonstrates what's possible when innovation, collaboration, and a clear focus on sustainability come together. We believe hydrogen has a key role to play in the transition to net-zero, and this installation is just the beginning. With partners like Lockhart, we're confident we can help shape a more sustainable future for our industry."

Lawrence Hughes, Sales and Marketing Director, Falcon

AGGORA

instarinse® - cup, mug and glass washing



At just 50ml of water per cycle, instarinse® uses 95% less water than a hand-wash and a fraction of the energy.

instarinse®, is an ultra-efficient, hygienic new way to get reusable cups, mugs and glasses clean in just 15 seconds. Launched by Aggora in 2025, instarinse® helps businesses break free from the costs and waste associated with disposable cups and traditional washing methods.

Each year, the UK uses 2.5 billion disposable coffee cups, but less than 0.25% are recycled*. With many businesses now switching to reuse, we estimate they spend over £700 million annually washing up cups and glasses.

Pilots proved the strong public attitude for reuse, and demonstrated how instarinse® can finally enable offices, cafés and high-demand hospitality environments to embrace it. instarinse® offers a smarter solution - cutting costs, reducing waste and making a real difference to your business and our planet.

* House of Commons Environmental Audit Committee 2018.



**NEW
2025**



WSH Innovation Day 2025

On 12 March 2025, leading industry stakeholders gathered at the iconic Business Design Centre (BDC) in Islington, London, to attend the WSH Innovation Day, organised by Bunzl subsidiaries; Bunzl Catering Supplies, Lockhart Catering Equipment, and AGGORA. The groundbreaking event brought together key people from all operating companies of WSH to explore innovative solutions, discuss sustainability legislation, and build meaningful connections.

The event saw over 60 attendees from all WSH brands; BaxterStorey, Benugo, Holroyd Howe, Searcy's and many others, including category experts, innovators, and sustainability advocates, all united by a shared commitment to creating a sustainable future. Through networking opportunities, attendees exchanged ideas and best practices while witnessing firsthand the latest innovations transforming the industry.

"As businesses continue to face mounting pressures to innovate and integrate sustainability into their operations, this gathering of experts and forward-thinkers marked an important step in driving industry-wide change. The success of the event reaffirms the growing importance of collaboration in addressing sustainability challenges and positioning the industry for a future that balances innovation with responsibility."

Michael Wrigley, National Account Manager, Bunzl Catering Supplies



Innovation and communication

'Purchasing Insight' newsletter

Bunzl Catering Supplies quarterly 'Purchasing Insight' newsletter provides customers with a knowledge of industry trends, and highlights how we are ensuring compliance with the legislation affecting our industry.

'Innovate' product innovation

Bunzl Catering Supplies launches material and design product innovation via its 'Innovate' brand. Recent launches include Lifevac, a non-invasive airway clearing device, and the Aluminium Ball Cup, designed for short term reuse.

'Sustainable Future' magazine

In 2024, Lockhart launched the Sustainable Future Digital Magazine — a twice-yearly publication offering insights into how suppliers are reducing their environmental impact, delivering lower-energy catering solutions, and navigating incoming legislation and key sustainability terminology.

'Pocket Guide to Sustainability - new 2025

A handy guide with a helpful 'jargon' buster, Bunzl Lockhart's 'Pocket Guide to Sustainability' outlines its carbon targets, and provides information on warehouse packaging developments.



Left to right (clockwise): Bunzl Catering Supplies 'Purchasing Insight' newsletter, Bunzl Catering Supplies 'Innovate' product launch, Bunzl Lockhart 'Sustainable Future' magazine, and Bunzl Lockhart 'Pocket Guide to Sustainability'.

Empowering teams and customers through training and collaboration

At Bunzl Catering & Hospitality Division, we know that staying ahead of legislation and innovation is essential to supporting both our customers and our teams. In 2024, we ran a nationwide programme of in-person and online events designed to share insight, build confidence, and encourage collaboration on today's most pressing sustainability challenges.



Customer forums

Our Sustainable Future Customer Forums and training sessions reached over 40 clients and hundreds of colleagues, providing a platform to explore key topics including packaging legislation, water stewardship, and biodiversity. These events played a vital role in turning complex developments into clear, actionable guidance.

Tailored training via an AI avatar

In a first for the Division, the sustainability team also delivered a tailored training module to the Lockhart Catering team via 'Suzie Sustainability', our engaging AI avatar - offering a fresh, interactive learning experience. Through open dialogue and shared knowledge, we're helping our partners make confident, future-ready decisions in a fast-changing landscape.

"Creating the script for 'Suzie Sustainability' was an exciting opportunity to bring sustainability training to life in a new way. Using AI to engage the Lockhart team made the learning experience interactive and memorable, helping complex topics feel accessible and relevant. It's rewarding to see how innovative approaches like this can inspire confidence and spark meaningful conversations about sustainability across our teams and customers."

Phoebe Collins, Sustainability and Purchasing Assistant, Bunzl Lockhart

Recognising and celebrating excellence



Bunzl Catering Supplies win waste2zero Awards 'Best Recycling Project Award 2024'

The annual Footprint waste2zero awards recognise excellence in Waste Management and Prevention in the out of home sector and specifically give the waste industry a platform to showcase best practice and initiatives in this vital area. An elite panel of judges, experts in waste, packaging, and sustainability, awarded Bunzl Catering Supplies the 'Best Recycling Project Award 2024' for its Verive range of reusable food packaging and Verive 360° service offer. The latest in reusables technology and exclusive brand product innovation, the Verive range is fit for multiple reuse in a catering and hospitality environment without loss of function or hygiene. It is designed for durability, long-term value and customer convenience and it is produced with the whole life-cycle properly considered, from point of manufacture to end of life.

"We are delighted to have won the Best Recycling Project Award 2024 for our exclusive brand range of reusable packaging – Verive. Backed by life cycle analysis, wash and return, and digital solutions, Verive helps us and our customers understand how and where these products can reduce waste and carbon footprint."

Justin Turquet, Sustainability Director, Bunzl Catering & Hospitality Division



waste2zero Award winners celebrating at the Awards Dinner held at the 'In and Out Club' in central London, 2024.

SUSTAINABILITY REPORT 2024-25

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