



catering supplies

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SUSTAINABLE FUTURE

2018



Making hospitality happen for a more sustainable future

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INTRODUCTION FROM LORD DEBEN

Today, it is impossible to avoid the media coverage of plastics, packaging, and litter. Public attention on these matters has never been stronger and even the government feels impelled to act. It is therefore essential that the industry shows its commitment and faces up to the challenge.

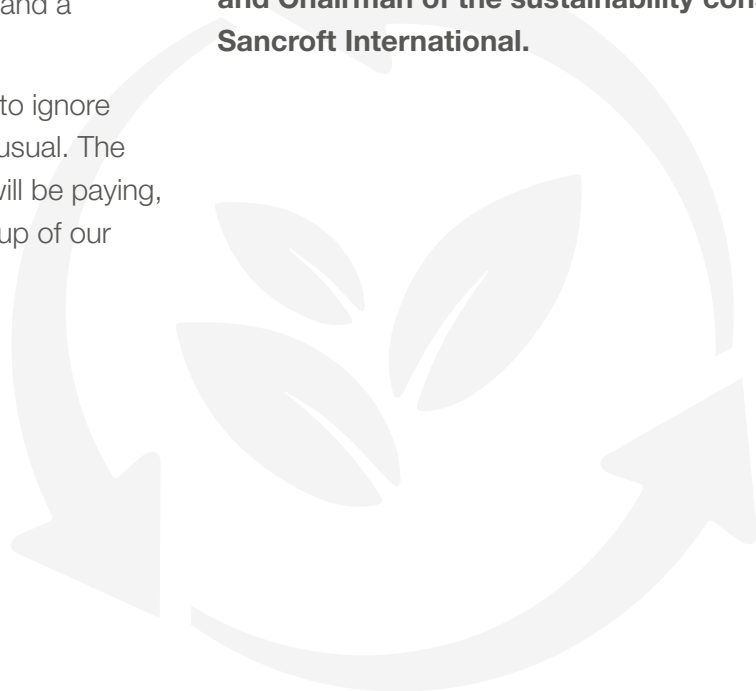
Customers and consumers are no longer simply expecting the cheapest possible service or product, delivered in the shortest possible time. Of course they still want that but, increasingly, they want more. There are clear, general, expectations around transparent supply chains, responsible sourcing, and forced labour. But for the industry in which Bunzl Catering Supplies operates, these demands crystallise in the pressure for effective disposal; product innovation; and a commitment to the circular economy.

It is simply not acceptable for companies to ignore these issues and operate as business as usual. The idea that our children and grandchildren will be paying, environmentally and fiscally, for the clean-up of our actions has become unacceptable.

As the industry leader, Bunzl Catering Supplies has taken the necessary proactive stance both to affect real change to our environment and to show customers and consumers that business can, and will do better. There is of course more to do, and scrutiny of business and its impact on the environment and society is bound to intensify.

But Bunzl Catering Supplies and other progressive businesses who show that they intend to lead the agenda, rather than being led by it, will find new opportunities and real commercial benefits.

**Lord Deben,
Former Secretary of State for the Environment,
Chairman of the Climate Change Committee
and Chairman of the sustainability consultancy
Sancroft International.**





ABOUT BUNZL PLC

DEVELOPING GLOBALLY, DELIVERING LOCALLY

Bunzl plc is a focused and successful international distribution and outsourcing group. We support businesses all over the world with a variety of products that are essential for our customers in the successful operation of their businesses.

Where we operate:

- North America
- Continental Europe
- UK & Ireland
- Rest of the world

Market sectors:

- Foodservice
- Grocery
- Cleaning & Hygiene
- Safety
- Retail
- Healthcare
- Other

Our deep understanding and extensive knowledge of the fragmented markets in which we operate and our ability to offer total solutions that provide quantifiable benefits to our customers have once again contributed to our success.

Frank van Zanten,
Chief Executive,
Bunzl plc

CUSTOMER BENEFITS

Our customers benefit from a lower cost of doing business by reducing or eliminating many of the hidden costs of in-house procurement and distribution and reducing carbon emissions.

EMPLOYEE BENEFITS

We provide our employees with career development opportunities and meet their training needs while providing opportunities for advancement within the business.

SHAREHOLDER RETURNS

We seek to deliver good returns for our shareholders over time with sustained improvement in profits and earnings which drive long term growth in Bunzl's share price and year-on-year increases in dividends.

ENVIRONMENTAL AWARENESS

Our continued focus on operational excellence allows us to reduce both our and our customers' environmental impact by reducing our warehouse footprint, introducing more sustainable products and business practices and providing a one-stop-shop consolidated product offering.

> [Annual report](#)

> [Corporate Responsibility report](#)

BUNZL PLC CHARITABLE DONATIONS

We support a wide variety of charities which positively impact local communities and environments. Where possible, we match fund the charitable endeavours of our employees, to encourage local engagement on fund-raising activities.

IN PARTNERSHIP WITH ST JOHN AMBULANCE IN 2017 WE DONATED £25,000 TO FUND A PURPOSE-BUILT, MOBILE FIRST AID VEHICLE FOR THE LONDON AREA.

Bunzl plc has supported St John Ambulance over the past five years, initially to help young people not in education or employment to access first aid skills, and more recently by donating two mobile treatment vehicles, including a bespoke mobile first aid unit.

In 2018, the five-figure partnership will support first aid training in schools, directed at young people in communities where Bunzl operates. Bunzl employees are being invited to nominate schools in their areas where St John Ambulance will be able to increase its delivery of lifesaving skills to young people.

Also in 2017:

- We donated £10k to scientific research into medicinal plants at the Royal Botanical Gardens.
- We donated £15,000 in support of Buglife - The Invertebrate Conservation Trust, regenerating green spaces to attract visitors and wildlife.



BUNZL CATERING SUPPLIES

LEADING SUPPLIER OF CATERING DISPOSABLES, FOOD PACKAGING AND HYGIENE SUPPLIES

Utilising our global resource, we offer customers in the catering and hospitality sector an unbeatable range of non-food consumables, including Bunzl exclusive brands and market leading brands in tableware, disposables food packaging, food safety & hygiene, paper hygiene & hand care, janitorial and cleaning supplies.

ISO 9001 and ISO 14001 Accreditation

We hold ISO 9001 and ISO 14001 accreditation – which means we have implemented and maintain a Quality Management System (QMS) and Environmental Management System (EMS).

National delivery network

Our national branch network, supported by a state-of-the-art National Distribution Centre in Tamworth, makes local deliveries on our own fleet of liveried vans with Bunzl uniformed drivers.

Account Management

We believe that personal relationships drive excellent customer service, which is why we have dedicated sales teams and account managers aligned to our regional and national customers.



OUR VALUE PROPOSITION

Helping our customers deliver outstanding hospitality every time is at the heart of everything we do.

We've built our value proposition on 4 pillars: our people, our customers, our suppliers and sustainability.

PEOPLE

How do we look after and develop our people?

- Attract and retain talented people
- Effective HR administration, compliance and governance systems
- Healthy, balanced working experience
- Learning and development opportunities
- Positive and supportive culture



CUSTOMERS

How do we help our customers deliver outstanding hospitality?

- Understanding the needs and challenges of our customers
- Secure and reliable long-term relationships
- Providing nationally-controlled consistency
- Helping to protect our customer's brand and reputation
- Network for international distribution



SUPPLIERS

How do we work in partnership with our suppliers?

- Long term partnerships with trusted suppliers
- Responsible procurement across global and UK sources
- Category expertise, product knowledge and efficient solutions
- Market leading brands and Bunzl exclusive brands
- Enabling innovation and supply chain solutions



SUSTAINABILITY

How do we operate for a more vvsustainable future?

- Adoption of Sustainable Development Goals
- Sustainable future programme
- Meaningful relationships with forward-thinking business partners
- Choice of environmentally responsible product ranges
- Environmental credentials including ISO 14001



SUSTAINABLE DEVELOPMENT GOALS

In 2018, we adopted the United Nations Sustainable Development Goals (SDGs) as our roadmap for action. The SDGs underpin our Sustainable Future programme and environmental targets for 2020.

SDGs have been developed by the United Nations and their business partners to identify, and start to address, the world's leading sustainability challenges. Crucially, SDGs have begun to establish a global common language for sustainability.

Underpinning the work achieved in our Sustainable Future programme, we are developing a strategy, including our own business targets, across all core functions in our business, to deliver against SDGs numbered 3, 12, 13, 14 and 15 – chosen because we believe it's here we can have the most meaningful impact.

These goals are: good health and wellbeing (3), responsible consumption and procurement (12), climate action (13), life below water (14) and life on land (15).

> [Sustainable Development Goals website](#)



SUSTAINABLE DEVELOPMENT GOALS - OUR TARGETS



ENSURE HEALTHY LIVES AND PROMOTE WELLBEING FOR ALL AT ALL AGES.

SDG Target 1: Halve the number of global deaths and injuries from road traffic accidents.

Business Target 2: Implementation of an ongoing well-being people strategy that enables and encourages our people to balance their personal and professional lives.

Business Target 3: Ensure all our people are offered ongoing education on the value of well-being.



ENSURE SUSTAINABLE CONSUMPTION AND PRODUCTION PATTERNS.

SDG Target 1: By 2030, achieve the sustainable management and efficient use of natural resources.

SDG Target 2: By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment.

SDG Target 3: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

SDG Target 4: Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.



TAKE URGENT ACTION TO COMBAT CLIMATE CHANGE AND ITS IMPACTS.

SDG Target 1: Integrate climate change measures into national policies, strategies and planning.

SDG Target 2: Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.



CONSERVE AND SUSTAINABLY USE THE OCEANS, SEAS AND MARINE RESOURCES FOR SUSTAINABLE DEVELOPMENT.

SDG Target 1: By 2025, prevent and significantly reduce marine pollution of all kinds, in particular from land-based activities, including marine debris and nutrient pollution.



PROTECT, RESTORE AND PROMOTE SUSTAINABLE USE OF TERRESTRIAL ECOSYSTEMS, SUSTAINABLY MANAGE FORESTS, COMBAT DESERTIFICATION, AND HALT AND REVERSE LAND DEGRADATION, AND HALT BIODIVERSITY LOSS.

SDG Target 1: By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally.

SDG Target 2: Take urgent and significant action to reduce the degradation of natural habitats, halt the loss of biodiversity and, by 2020, protect and prevent the extinction of threatened species.

OUR SUSTAINABLE FUTURE PROGRAMME

Our Sustainable Future programme brings together and celebrates all the work our business undertakes for a more sustainable future in the catering and hospitality industry.

We launched our first Sustainable Future e-brochure in 2017 – recognising collaboration and innovation that's had a positive impact on the way we deal with waste in our business, and in the wider catering and hospitality industry.

Our Sustainable Future e-brochure 2018 forms a key part of our communication strategy, both internally and externally, celebrating our successes to date and sharing our plans in line with our Sustainable Development Goals (SDGs).

In 2018, our Sustainable Future programme is underpinned by our long-term objectives to deliver our SDG targets, which provide us a clear and measurable path for continual environmental improvement up to and beyond 2020.

Our Sustainable Future programme has helped raise the profile of Sustainability in our business. We know that Sustainability is not a 'nice to have', but rather a fundamental part of our core strategy, that protects and creates opportunity from the three things no business can survive without: a healthy environment, healthy people and healthy progress.

Joanna Gilroy,
Head of Sustainability,
Bunzl Catering & Hospitality Division



bins 7 million coffee cups every day

OUR SUSTAINABLE FUTURE PROGRAMME IS BUILT ON 3 PILLARS:

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.

OUR CUSTOMERS

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

OUR SUPPLIERS

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



“

We help our people with the long term in-mind, ensuring they understand the need to operate sustainably. From online training programmes that save unnecessary road miles, to investment in first aid training at local schools, we're working together to make a real difference to our people, our environment and our local communities.

Richard Gray,
HR Manager,
Bunzl Catering Supplies

”



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.

- **Training and development**
- **Sustainability training sessions**
- **Driver CPC training**
- **Bunzl benefits**
- **Apprenticeship roles**
- **Interview: Springboard Vietnam trek**
- **Health and safety**
- **Supporting charity and community projects**
- **Environmental accreditations**
- **Environmental targets and reporting**
- **Resource management**
- **Interview: Prudential 100 bike ride**
- **Reducing fleet emissions**

TRAINING AND DEVELOPMENT

We are committed to ensuring that all our teams, at all levels, have access to development and training programmes that can further their career and develop their skills.

In 2017, we invested significantly in a suite of over 1,500 online training modules, available to the whole team, this has reduced the amount of travelling required for classroom training sessions.

A new performance review process and training prospectus was introduced in 2017, ensuring that every member of our team, at every level, has a clear personal development plan.

Our Senior Managers continue to receive 360-degree feedback on their performance and our strong links with Henley Business School ensure that we offer the best interventions possible to continually develop their skills to meet the demands of a constantly changing market place.

SUSTAINABILITY TRAINING SESSIONS

In 2017, our sales teams attended four internal training sessions on Sustainability, with one session including a field visits to a Material Recycling Facility (MRF). Training included information on the environmental merits of different product and material types, as well as sustainable service solutions and end-of-life options.



The knowledge we picked-up in our training sessions allowed us to respond confidently to what's going on in our marketplace and in the media, allowing us to distinguish between fact and fiction. We pass on unbiased and accurate information to our customers to help them make fully informed decisions. I love it that our customers come to us and ask – what would you do?

Lee Ann Faulkner,
National Account Manager – Compass,
Bunzl Catering Supplies



DRIVER CPC TRAINING

The Certificate of Professional Competence (CPC) licence has been introduced across Europe with the aim of improving road safety.

For new employees that do not have the driver CPC licence, we can facilitate an externally run CPC course, made up of four modules. We also run in-house CPC training that enables our drivers to maintain the requirement to complete the designated 35-hours of periodic training within a 5-year period.

We are a registered training centre with the Joint Approvals Unit for Periodic Training (JAUPT) and we have around 12 trainers qualified to deliver CPC courses.

We have been independently audited by JAUPT on four occasions and have received very positive comments regarding both our course content and delivery.

All new drivers undertake an induction programme that includes health and safety, driver vehicle checks and manual handling. Drivers spend the first few days (depending upon experience) with another driver.

We monitor driving styles through the use of telematic systems and recognise and reward good performance through a 'Driver of the Month' scheme.



Bunzl driver using the GreenRoad safe driving programme.

BUNZL BENEFITS

Our continued investment into the development of our people includes the introduction of benefits that have made us an even better place to work:

- Enhanced maternity and paternity pay – we pay new parents in our team more and for longer during their maternity or paternity leave
- Employee Assistance Programme – we offer a 24-hour confidential counselling service for any of our team that has encountered domestic, health or financial problems
- Online payslips and holiday booking – online, making the process easier and reducing paper usage
- Holiday entitlement – an extra five-days holiday each year can be purchased for special holidays or childcare commitments
- My Bunzl app – special discounts from a host of retailers are now available on an app
- Cycle to work scheme – three times a year, an opportunity to take out an interest-free and tax-free loan to pay for a new bicycle
- Sharesave scheme – each year the whole team are offered the chance to buy company shares at a discounted rate
- Free fruit – our branches and offices offer free fruit throughout the week
- Flu jabs – those in our team who would like a free flu jab are now offered this service
- Great facilities – investments in the Basingstoke branch and Epsom office include new air conditioning and new office chairs. This will be followed by a similar investment in 2018 for our Cumbernauld branch



**COMING SOON!
WINDOW OPENS
5th March – 23rd March**

Save money on the new bike you want and spread the cost..

Cycle to Work allows you to save by spreading payments across a period of 18 months, coming directly out of your salary pre-tax.



APPRENTICESHIP ROLES

We continue to work with selected partners to engage with government initiatives regarding apprentices. Eight apprentices were employed across various disciplines in 2017.

BEN HIBBERD-SWEET AND CONNOR WINDSOR

Employees Ben Hibberd-Sweet and Connor Windsor secured full-time Apprenticeship positions at Bunzl Catering Supplies and received awards for their commitment and perseverance at the Talent Match Awards in Nottingham, in December 2017.

Bunzl Catering Supplies chose the local community led charity, Groundwork Greater Nottingham's employability programme, Talent Match, to facilitate Ben and Connor's work placement at Bunzl Catering Supplies. Talent Match, funded by the Big Lottery, supports 16-24 year-old NEETs (neither in education, training or employment) into work opportunities.

Ben Hibberd Sweet works as Admin Support and Coordinator for leave cover in the National Accounts Team, interfacing with multiple major accounts.

Connor Windsor, has become a valuable addition in his role as Warehouse Administrator and already owns certain tasks within the operation.

Connor comments, "I had been looking for work for a number of months and once this opportunity was offered, and after using the internet to research the company, it looked like a massive opportunity. I've enjoyed the variation in the daily admin tasks and the helpful nature of the team. The biggest surprise is how welcoming the team have all made me feel."



Ben Hibberd-Sweet at work.



There are nearly 800,000 young people in the UK that are currently not involved in education, employment or training. We want to have a positive impact on this number and think businesses can help and develop our young people to realise their potential within the workplace, giving them a stake in society.

Sophy Cox,
Senior National Account Manager,
Bunzl Catering Supplies



SUPPORTING LOCAL AND INTERNATIONAL CHARITY AND COMMUNITY PROJECTS

We look to recognise, celebrate and support people in our business who actively support local and international community and charity projects.



INTERVIEW:

Emma Powell

SPRINGBOARD VIETNAM TREK

*We walked through
jungles, bamboo forests,
paddy terraces, remote
villages, large towns –
it was a real eye opener.*

In March 2018, Emma Powell, National Account Manager for Bunzl Catering Supplies and Hira Sarma, Direct Marketing Manager for Lockhart Catering Equipment, joined 27 volunteers from the catering and hospitality industry for a once in a lifetime trek in Vietnam with industry charity Springboard.

Springboard helps alleviate poverty by supporting disadvantaged and underprivileged people into sustainable employment within hospitality, leisure and tourism. The Vietnam trek aimed to raise £135,000 to help support this work.

Starting in Hanoi, the volunteers trekked through the Vietnamese jungle for 5 days, before spending three days in the Hòa Bình province helping the local community to build school classrooms.

AN INTERVIEW WITH EMMA POWELL – NATIONAL ACCOUNT MANAGER, BUNZL CATERING SUPPLIES

Why did you volunteer to take part in this trek?

I wanted an adventure and to visit a country I had never been to before. But importantly, whilst having this adventure, I wanted to give something back, to make a positive difference to the local community.

What part of the trek did you most look forward to?

I was most looking forward to the walking and to experiencing the diverse landscapes of rural Vietnam. We walked through jungles, bamboo forests, paddy terraces, remote villages, large towns – it was a real eye opener.

What fundraising activities did you organise to raise money?

I organised a fun day at our national distribution centre in Tamworth, where we had a tombola, a Bunzl 'bake off' competition and a cake sale. Our suppliers helped organise a raffle for my colleagues, friends and family, providing some fabulous prizes, including: a monster truck experience, a Google Home and a 6-person dinner set. I also received some fantastic support from a raffle kindly held at the Bunzl Catering & Hospitality Divisional conference in January.

What preparation did you do for the trek?

I am already a keen walker and have completed long-distance walks for charity in the past, in the lead up to this trek I did do the recommended 30 minutes of cardio three times a week to build up my stamina.

What was your favourite moment from the trek?

The appreciation that the teachers, school children and community showed us for our help. On the final day, they thanked us in a special ceremony where teachers and government officials made speeches, the children performed dances, and everyone got involved in some sporting activities.

Is there anyone you would like to thank for helping you achieve your fundraising goal?

I would like to thank my Bunzl colleagues and my friends and family, as well as many of our suppliers, who helped to organise various fundraising events and donated generously.

HEALTH AND SAFETY

Health and safety is our priority and it is our aim that no employee or other person should be injured because of our business activities. We continue to invest in premises and equipment to improve the safety of our employees and others. Our employees have access to a comprehensive induction programme and online training covering subjects such as fire safety awareness, manual handling, safe driving and use of tachographs.

2017 ACHIEVEMENTS

We continue to provide Safe Urban Driver training to all our commercial drivers, placing emphasis on the protection of vulnerable road users like cyclists and pedestrians.

We are a registered training centre with the Institution of Occupational Safety & Health (IOSH), delivering IOSH Working Safely and IOSH Managing Safely courses to our front-line management teams.

We are a participant member of the Fleet Operator Recognition Scheme (FORS), which is a voluntary accreditation scheme encompassing all aspects of safety, fuel efficiency, vehicle emissions and improved operations.

We currently hold Bronze FORS certification. During 2017, we provided training to our staff at each site to achieve FORS Practitioner status.

We are progressively fitting our vehicles with blind spot minimisation equipment, including multiple cameras, side proximity sensors, audible left turn warning and reversing alarms. This has significantly improved visibility for our drivers, particularly when involved in reversing and slow speed manoeuvring.

WE ARE WORKING TOWARDS:

- Updating our ISO 9001 to 2015 standard implementation
- Updating our ISO 14001 to 2015 standard implementation
- Implementation of phase 2 Energy Saving Opportunity Scheme
- Implementation of mandatory Environmental and Health & Safety training
- Implementation of CoreChex, a safety digitisation project, digitising paper-based inspection and reporting processes to drive compliance processes



Bunzl Harlow employees on Safe Urban Driver Training



85%

OF COMMERCIAL FLEET FITTED WITH
BLIND SPOT MINIMIZATION TECHNOLOGY

THIS IS A 65% INCREASE SINCE 2017

10%

REDUCTION IN REVERSING INCIDENTS
FROM COMMERCIAL FLEET IN 2017

18%

REDUCTION IN REVERSING AND SLOW
SPEED MANOEUVRING INCIDENTS IN 2017

2018 TARGETS

- Achieve a 5% improvement on our frequency accident rate and severity accident rate
- Full adoption of safety camera technology on 100% of commercial fleet



TARGET 1

Taking the lead on responsible and safe operational practice is paramount to our business. It's my number one priority to safeguard the well-being of our teams, both in the warehouse and on the road. Our investment in new technology and driver training has seen a significant reduction in driver manoeuvring incidents this year – this is a fantastic accolade to the work we have undertaken.

James Matthews,
Operations Director,
Bunzl Catering Supplies

SUPPORTING CHARITY AND COMMUNITY PROJECTS

IN KIND DIRECT

In Kind Direct was founded in 1996 by HRH The Prince of Wales to provide an efficient and easy way for companies to donate surplus consumer products to good causes.

In 2017, Bunzl Catering Supplies made five product donations to In Kind Direct, which included a wide range of catering products such as paper cups, plates and bowls, disposable products and as well as goods for a 20th anniversary picnic. The total estimated retail value of these donations was £180,000.

Bunzl Catering Supplies made its first donation of goods to In Kind Direct in 1998. Since then, we have donated a total of £965,000 in estimated retail value of products. The wider Bunzl group has donated a total of £2.4m in the same period.

2017:

- Estimated retail value of Bunzl Catering Supplies donations was £180,000
- 955 voluntary and community organisations benefited including 180 youth and child care organisations and 19 ethnic support groups



How it works





THE SPRINGBOARD CHARITY

From April 2017 to March 2018, we provided financial support to The Springboard Charity totalling £33,000 in the form of donations, fundraising and sponsorship.

Our support for Springboard's Food & Beverage (FAB) Programme and FutureChef helped support the secondary school curriculum and enabled over 14,000 pupils from over 700 schools to participate.

We also took part in Springboard's annual Trek in March 2018 to Vietnam. The funds raised from this supported Springboard's Into Work programmes, which help young people and those with barriers to employment develop their personal and career skills and to gain employment within the hospitality industry.

We are also a headline sponsor of Springboard's Awards for Excellence, which celebrate success in attraction, recruitment and retention.



Overall in 2017 and 2018, Springboard provided training and ongoing support to over 1,000 individuals. Through its unique partnerships with employers, most of these individuals moved in to entry level roles within the industry, at a time when skills shortages remain one of the sector's biggest challenges.

Springboard's education programmes with schools, colleges and universities provided vital curriculum support and mentoring from industry experts for thousands of students, whilst enabling hospitality employers to connect with young people and help build their future talent pipeline.

HOSPITALITY ACTION

Established in 1837, Hospitality Action, the Hospitality Industry Benevolent Organisation, offers vital assistance to all who work, or have worked within hospitality in the UK and who find themselves in crisis.

In 2017, Bunzl Catering Supplies donated £27,200 to Hospitality Action – this significant contribution has helped 54 households buy food and pay essential bills. We continue to support Hospitality Action in 2018, year to date we have donated £16,350.

Matt Johnson, Managing Director, Bunzl Catering & Hospitality Division, has been a Trustee since 2010 and brings a vast range of skills and expertise to the charity. Bunzl Catering Supplies are constant supporters of the charity and continue to raise both funds and awareness for Hospitality Action.

ENVIRONMENTAL ACCREDITATIONS

ISO 14001

Since 1992, we have implemented and maintained an Environmental Management System (EMS) which provides for continuous improvement in environmental performance.

FTSE4GOOD INDEX

Bunzl plc membership since 2001, The FTSE4Good Index is a tool for responsible investors to identify and invest in companies that meet globally recognised corporate responsibility standards.

SEDEX

We have A/B buyer and supplier membership in Sedex, an organisation dedicated to driving improvements in ethical and responsible business practices in global supply chains.

VALPAK

We use Valpak compliance services to ensure compliance with the UK Waste Electrical and Electronic Equipment (WEEE) Regulations and the Producer Responsibility Obligations (Packaging Waste) Regulations.



ENVIRONMENTAL TARGETS AND REPORTING

CARBON FOOTPRINT

Bunzl plc are participant members of the Carbon Disclosure Project and publicly report Scope 1 (direct) and Scope 2 (indirect) carbon emissions, waste to landfill and waste to recycling. Each year Bunzl plc sets key targets relating to Corporate Responsibility performance and publish them in the annual report.

At Bunzl Catering Supplies, we record our carbon footprint at site level monthly, with our target setting and reporting process audited annually via external ISO 1400 auditors.

The Scope 1 target for 2018 is to achieve a 2 per cent reduction compared with 2017 emissions through:

- Improved fuel efficiency through regular renewal of our fleet
- Increased vehicle aerodynamics
- Driver training and the use of telematics providing in-cab feedback on performance

Our Scope 2 target for 2018 is to achieve a 2 per cent reduction compared with 2017 emissions through:

- Increased use of renewable energy sources
- Investment in energy efficient LED lighting within our warehouses and parking areas
- Replacement of battery chargers with high frequency energy efficient chargers



20%

**REDUCTION IN SCOPE 2 CARBON
FOOTPRINT PER £m REVENUE**

2019 TARGET

2% reduction on scope 1 and
scope 2 carbon emissions



TARGET 1

RESOURCE MANAGEMENT

To achieve our internal environmental targets we have several resource efficiency initiatives underway within the business.

ENERGY PROCUREMENT

In August 2017, we switched energy supply to 'green energy' generated via renewable sources, namely: wind 53%, photovoltaic (solar) 23%, biomass 19%. Approximately 30% of our consumed electricity supply during 2017 was through renewable sources.

30%
OF OUR CONSUMED ELECTRICITY
SUPPLY DURING 2017 WAS THROUGH
RENEWABLE SOURCES

11%
INCREASE IN RECYCLED
CARDBOARD DURING 2017

3%
INCREASE IN RECYCLED
SHRINK WRAP IN 2017

2018 TARGET

75% of electricity supply to be sourced from renewable sources



TARGET 1

2018 TARGET

To achieve zero waste to landfill



TARGET 3

Throughout 2017 and 2018 we have maintained our critical partnerships with our waste management partners, we work directly with the following partner recyclers to ensure that recyclable material is treated as a potential resource at the end of its life:

Giffords: repair and recycle excess or damaged pallets from our branches.

Smurfitt Kappa: collect used shrink wrap and cardboard from our branches.

Simply Cups: collect and recycle used and ex-stock paper cups from our branches and offices.

Simply Waste and Viridor: collect our mixed recycling and general waste.

SURPLUS STOCK

Where we have surplus or unwanted stock items, we look to donate them to charity or not-for-profit organisations:

In Kind Direct: re-distribute items to community projects, disability groups and overseas development, so, they can spend more of their money on support, rather than supplies.

Fareshare: save good food destined for waste and send it to charities and community groups, who transform it into nutritious meals for vulnerable people.

LIGHTING

Office and branch lighting is a significant component of our total electricity consumption. We progressively implement measures to improve energy efficiency, including use of ambient and energy efficient lighting across our sites.

Where appropriate, lighting plans include proximity sensors, ambient light harvesting and LED technology.

Between June and August 2017, we implemented LED lights across our Charlton, Basingstoke and Mansfield branches.

Through the implementation of LED lighting at our Epsom office and Mansfield, Charlton and Basingstoke branches, our network has so far saved 442,420 Kwh of electricity, the equivalent of 155 tonnes of CO₂e.

VOLTAGE OPTIMISATION

Voltage optimisation technology provides energy, cost and carbon savings by efficiently reducing a site's supply voltage. By optimising the voltage, electrical equipment operates more efficiently and consumes less energy.

**OUR CHARLTON &
BASINGSTOKE BRANCHES**

**42 & 34
TONNES**

**OF CO₂E EMISSIONS SAVED PER
ANNUM BY INSTALLING LED LIGHTING**

2020 TARGET

75% of all high-bay warehouse lighting to have LED lights and voltage optimisation installed



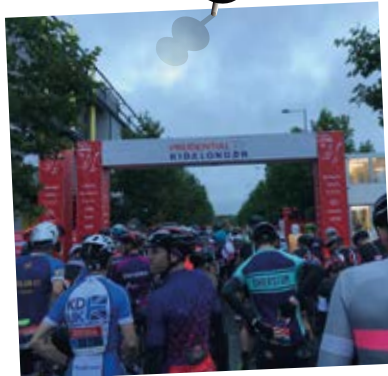
TARGET 1

SUPPORTING LOCAL AND INTERNATIONAL
CHARITY AND COMMUNITY PROJECTS

INTERVIEW:

Jody
Crawforth

PRUDENTIAL 100 BIKE RIDE,
FOR IN KIND DIRECT



In July 2017, two Bunzl Catering Supplies employees, Jody Crawforth, Category Manager and Martin Allen, Network Development Manager, took part in the Prudential Ride London-Surrey 100 to raise money for charity In Kind Direct. In Kind Direct is a charity that helps to ensure everyone has access to life's essentials and that no usable product goes to waste.

In total, Jody and Martin raised £5,315 on the ride, supported by generous sponsorship from fellow employees and partner suppliers: Tork, RPC bpi recycled products, Ecolab, Huhtamaki, Swantex, Akuma, Plastico, Gojo, and Wrapmaster.

AN INTERVIEW WITH JODY CRAWFORTH - CATEGORY MANAGER, BUNZL CATERING SUPPLIES

Why did you take part in the Prudential race?

I'd wanted to ride in the Prudential 100 for a while and doing so for a worthwhile charitable cause felt right. The 100-mile route goes through the Capital and into Surrey, I'd not ridden that far in a while, but as I live in Surrey I was sure I'd know many of the roads off-by-heart.

What was the atmosphere like when you arrived for the race?

My alarm was set for 3:30am and I was up and through to the riding holding area for 5.45am. There were lots of cyclists' keen to get going – so when the starting gun blasted, we charged off down the soaking wet A12 with much anticipation.



Bunzl Catering Supplies is a regular supporter of the charity In Kind Direct – so I'm chuffed that I did my bit to contribute too.

Tell us what the race itself was like?

I wanted to do the race in under 4 hours. The roads were soaking wet, so we lost lots of riders due to wheel punctures. I was comfortable with the pace and stayed with the first 20 to 30 riders, averaging about 27 miles per hour. I really struggled on the infamous Box Hill, but heading back to London it was flat, so I kept up a fast pace.

How did you feel finishing the race?

I was very tired, and my neck and shoulders were aching like mad. I did feel a real sense of achievement, especially as I'd travelled the last 15 miles on my own.

The end of the race was tough, I had no energy left, but managed to roll across the line. My final time was 4 hours 5 minutes, so I was really pleased.

How important do you think these events are for supporting charitable causes?

Over 30,000 riders participated in the Prudential Ride, the money raised during the event will make a huge difference to multiple charitable causes. Bunzl Catering Supplies is a regular supporter of the charity In Kind Direct – so I'm chuffed that I did my bit to contribute too.

REDUCING FLEET EMISSIONS

We deliver to our customers via our own fleet of 145 liveried vehicles, with uniformed drivers.

GREENROAD

Using the GreenRoad system we promote safer driving and encourage an environmentally responsible approach that reduces fuel consumption.

The system gives drivers instant feedback on the quality of their driving behaviour. During 2017, 11.5 per cent of our drivers achieved Fleet Elite status against the GreenRoad average of 5 per cent of drivers.

EURO 6 ENGINES

We have 29 7.5 tonne vehicles with updated Euro 6 engines operating as part of our fleet. When our vehicles are at the end of their lease, they are replaced with vehicles with Euro 6 engines.

The new Euro 6 diesel engine is the cleanest yet, with permitted Nitrous Oxide levels reduced by 75 per cent compared with the current Euro 5 standard.



**82%****OF OUR FLEET IS CURRENTLY
FITTED WITH EURO 6 ENGINES****2019 TARGET****100% of our fleet equipped
with euro 6 engines****TARGET 1****EURO 6 DIESEL ENGINES****99% REDUCTION****OF SOOT IN COMPARISON TO
EURO 5 STANDARD ENGINES****11.5%****OF OUR DRIVERS ACHIEVED
FLEET ELITE STATUS****THE GREENROAD AVERAGE IS
5% OF DRIVERS**

We are transitioning our fleet over to euro 6 engines, which are the cleanest diesel fuel vehicles on the road, and working with drivers to and reduce idling in built up areas. In the response to the challenge of more low emission zones being planned across the UK, we're working on a project to bring in night time deliveries to help reduce congestion in towns and cities.

Phil Haskew,
National Transport Manager,
Bunzl Catering Supplies



Bywaters

re...g made eas...

“

Operating in a global marketplace, the subject of sustainability, with its complexities, legislations, ethical principles and personal opinions, can be overwhelming. The Bunzl Catering Supplies Customer Forums are an essential platform to share the facts that really matter, to network with industry peers, to discuss the challenges we face and to ensure we are making the most sustainable decisions for our businesses.

Mike Jeffery,
Group Food Development Manager,
Merlin Entertainments

”



Our Vision

To be the UK's

Our Mission

We partner with
impact. We open
provide technical
We are committed
our most valued

CUSTOMERS

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

- Working with our customers
- What our customers say about us
- Mitchells & Butlers visit Bywaters MRF
- Key customer projects
- Marketing and communication
- Industry group action



WORKING WITH OUR CUSTOMERS

Over the past four years, we've been working with our customers to have a positive impact on the way foodservice packaging is treated at its end of life. To see it as a valuable resource, capable of having multiple lives as a useful product.

What we learnt very early on was that collaboration is key – waste is a shared problem, so it stands to reason that effective solutions are created when we work together.

Launching our Sustainable Future programme in 2016, we undertook an ambitious closed loop project with Lord's Cricket Ground. Our aim was to prove that spectators would correctly recycle their plastic cups if given the opportunity to do so in an easily accessible and understandable way. We created specially designed bins and employed an on-the-ground team to engage directly with spectators. Our partnership increased Lord's recycling rate of their plastic cups by over 80%.

A highlight of 2016 was the Square Mile Challenge with Simply Cups, a cup-recycling event in London's financial district, created and organised by environmental charity Hubbub and supported by us, that led to over 3.6 million paper hot cups being recovered and recycled.

Throughout 2017 and 2018, we helped our customers identify and trial innovative sustainable products and develop life-cycling analysis tools. We have worked closely with our customers to understand their plastic packaging footprint and take beneficial action to reduce its environmental impact. We have been instrumental in helping our customers achieve this by recommending alternative materials types and consolidating ranges to either fully recyclable or compostable materials.

For our national customers, we have held our first Sustainable Future Customer Forum, a collaborative platform that helps both us and our customers better understand our environmental pressures and to find new ways of working together for a more sustainable future.

WHAT OUR CUSTOMERS SAY ABOUT US



Our partnership with Bunzl Catering Supplies and our access to their subject-matter experts has proved a great benefit to our business. Their expertise allows us to have meaningful discussions with clients and customers, and affords us the opportunity to showcase the options available to contracts. We look forward to a continued working relationship with the team in our endeavours to improve and provide leadership in fulfilling our sustainability commitments.

Patrick O'Loughlin,
Marketing Manager,
Sodexo Ireland



Bunzl Catering Supplies' knowledge on sustainability, products and legislation has proved a huge support to Rank. They have supported our recent transition from plastic to paper straws, and we are now working together to condense our range of disposable plastics, ensuring that they can all be successfully recycled by our waste management company. We look forward to future collaboration with Bunzl Catering Supplies in identifying our next sustainable opportunity.

Nicola White,
Buyer (Non-food),
Rank



MITCHELLS & BUTLERS VISIT BYWATERS MATERIALS RECOVERY FACILITY

In November 2017, we invited our customer Mitchells & Butlers, one of the largest operators of restaurants, pubs and bars in the UK, to accompany us on a visit to the Bywaters Materials Recovery Facility (MRF).

Bywaters MRF is a state of the art facility capable of processing up to 125,000 tonnes of co-mingled waste, which is analysed, captured and baled before being distributed to recycling and reprocessing centres across the UK. The facility processes a range of mixed recyclables from both the public and private sectors.



When Bunzl Catering Supplies invited us to visit Bywaters Materials Recovery Facility, we were excited to have the opportunity of seeing the recycling process first-hand. A comprehensive tour gave us real insight into the sorting system, and why some products are recycled and others not. Overall, it was a fabulous learning experience, helping us to continue making strides in material responsibility.

Nicola Perrins,
Procurement Manager,
Mitchells & Butlers



In order to help Mitchells & Butlers understand and improve upon the recyclability of their disposable food packaging, we invited Nicola Perrins, Procurement Manager and Stefanie Powick, Procurement Manager to view first-hand the important first stage of the recycling process.

Together we were given a comprehensive tour of the facility by the Bywaters' operational team who explained the sortation system and why certain products and materials are segregated for recycling and others are not.

Our goal was to ensure that Mitchells & Butlers had a practical understanding of the recycling process, which they could apply when planning their next steps to increase the percentage of waste actually recycled at its end of life.

We take responsibility for helping our customers gain accurate and well-informed information on waste management and the different end-of-life scenarios for various product material types.

KEY CUSTOMER PROJECTS

WAGAMAMA

Meeting regularly with Wagamama in 2018, we have recently undertaken a sustainable review of all their food packaging products, to reduce their plastic footprint and to introduce alternative materials from renewable resources.

“At Wagamama we believe in the Japanese philosophy; kaizen - every day in simple ways, striving to be better than the day before. We recognise a business need for us to tread lighter on the planet and reduce our environmental impact. We have been supported by the Bunzl Catering Supplies team on reducing our environmental impact, capitalising on their extensive sustainability and packaging expertise.”

Lloyd Sheppard,
Purchasing and Supply Chain Manager,
Wagamama

MERLIN ENTERTAINMENTS

In 2018, we worked closely with Merlin Entertainments to help them understand the associated challenges they face with their waste stream and to bring a sustainable product review to board level.

“At Merlin Entertainments we care about our planet and we are committed to managing our environmental impact. We are working closely with Bunzl Catering Supplies to deliver measurable packaging reduction in our food and beverage department.”

Dare ILORI,
Group Head of Sustainability,
Merlin Entertainments

GATHER & GATHER AND SKY

Since the beginning of 2017, we have been working closely with Gather & Gather to support the environmental ambition of their customer, SKY. As part of their Ocean Rescue campaign they have pledged to be plastic-free by 2020. We have undertaken comprehensive product reviews, researched and introduced alternative plastic free packaging products and keep items.

“Bunzl Catering Supplies has been instrumental in helping us at SKY to remove and reduce, where possible, the amount of single-use plastic in our nationwide catering operation. The Bunzl Catering Supplies team has been as passionate and committed as we are, to achieve our aims.

Providing expertise through their product knowledge, Bunzl Catering Supplies has advised impartially to ensure product alternatives deliver solutions to our challenges around single-use packaging removal, whilst factoring in wider impacts, like carbon footprint.”

Neil Mannell,
Head of Colleague Experience,
Property Service Group,
SKY

MARKETING AND COMMUNICATION

Our ongoing marketing objectives:

1. To initiate public dialogue on the issue of waste – and the need for sustainable change (raising awareness in the catering and hospitality industry and calling for action).
2. To highlight innovative food packaging waste and recycling schemes in the marketplace (providing credible solutions for foodservice operators).
3. To provide fact-based, jargon-free information on food packaging waste and recycling in the market place (to help foodservice operators make informed decisions - based on facts not myths).
4. To share how we are working closely with customers and how we are helping them engage with their end-users (sharing best-practice – and what we've learnt).



Following the success of the inaugural waste2zero Awards in 2017, Bunzl Catering Supplies is proud to once again support a platform that enables organisations to highlight their sustainability initiatives for a reduced environmental impact in the foodservice industry.

Matt Johnson,
Managing Director,
Bunzl Catering & Hospitality Division



HEADLINE SPONSORS OF THE WASTE2ZERO AWARD

Bunzl Catering Supplies is honoured to be Headline Sponsor for the waste2zero Awards for the second time, having developed a strategic leadership position in the marketplace on issues of sustainability over recent years.

The awards will showcase the excellent work achieved by the foodservice packaging industry to reduce waste, promote recycling and encourage environmentally responsible end-of-life solutions for disposable packaging products.



SUSTAINABLE FUTURE CUSTOMER FORUM

Providing thought-leadership and a forum for discussion on sustainability trends impacting our foodservice industry, our customer forums are widely attended by major national customers in the foodservice industry.

Our inaugural customer forum in April, at the Bunzl Lockhart Innovation Centre in London, hosted 14 of our national customers, including catering and support services providers Compass Group, food services and facilities management company Sodexo, and casual dining restaurant chain Nandos.

At the forum we discussed emerging government legislation on single-use plastics, and recent developments in the UK's recycling infrastructure. An extensive Q&A session explored how we might better collaborate to: reduce, reuse and recycle plastic packaging.

SUSTAINABLE FUTURE PRODUCT FACTSHEETS

As the public debate on single-use plastics continues to gain momentum, we've developed several Marketing strategies to clearly articulate a factual response to our customers' queries on Sustainability.

When these queries relate to individual product ranges, we have presented our customers with credible options for switching to an alternative material type via a series of product factsheets.

These factsheets form part of our commitment to providing our customers, and the wider industry, with fact-based, jargon-free information on food packaging waste and recycling as part of our Sustainable Future programme.

In 2018, we have launched factsheets on straws, sandwich packaging, cups and cutlery.



Joanna Gilroy and Robin Maxwell at our customer forum



The customer forum, expertly led by Joanna Gilroy, helped our customers separate fact from fiction...I could literally see the penny drop! Jo's passion and knowledge for this subject is clear for all to see and places Bunzl Catering Supplies in a market-leading position, demonstrating added value in terms of tackling the issues that affect our future. My understanding has increased, which means I am able to give customers information with confidence.

Sophy Cox,
Senior National Account Manager,
Bunzl Catering Supplies



INDUSTRY GROUP ACTION

FOODSERVICE PACKAGING ASSOCIATION PARTNER WITH SANCROFT

This year, we helped facilitate an important partnership between the Food Packaging Association (FPA) and international sustainability consultancy Sancroft, to help lead our industry in tackling the urgent problem of waste plastic in our oceans.

By working closely with Sancroft on developing a strategy for addressing the governmental and environmental challenges placed on the packaging industry, the FPA was able to unite its members and other organisations representing the UK's major retailers, supermarkets, distributors and manufacturers, behind a common vision for environmental reform.



We must invest in, and support, innovation in our recycling infrastructure and address the confusion regarding what can or cannot be recycled. I believe the increased funds raised through PRN reform can be used to create credible solutions for the problem of plastic pollution – and marks the commitment of the UK packaging industry to spearhead the change needed to make recycling simpler and more effective.

Joanna Gilroy,
Head of Sustainability,
Bunzl Catering & Hospitality Division



In a move that is to be highly commended, these industries, sent a united message to government to reform the Packaging Recovery Note (PRN) system.

These businesses want to pay more in order to improve recycling of single-use packaging products.

These businesses would like to see the PRN system reformed under six guiding principles:

- Every organisation related to these industries must contribute
- Packaging products that are actually recyclable and contain recycled content should be encouraged
- That a universal labelling system is adopted and consistent recycling collections developed
- The money raised must be kept as a transparent fund, and invested where needed by an independent body
- New accreditations are developed to measure and report on more accurate recycling rates
- Domestic recycling is prioritised over exporting recyclable materials

Crucially, the FPA and Sancroft have been working hard to unite all major stakeholders behind this goal. The partnership convened a meeting with the major waste management providers, gaining their input and buy-in for principles of reform. The partnership also hosted and received positive praise from the key NGOs leading on the ocean plastic debate, including Friends of the Earth, Green Peace and the Marine Conservation Society.

ENABLING PAPER CUP RECYCLING - ACE UK AGREEMENT

In October 2017, with an investment of £40,000 over two years, Bunzl Catering Supplies collaborated with 13 other fully funding signatories from across the supply chain for disposable paper cups, to sign an agreement with the Alliance for Beverage Cartons and the Environment (ACE UK) to increase PE lined paper cup recycling. Over two stages, this initiative will offer consumers access to a network of Bring Banks to recycle their used paper cups, and crucially provide the right incentives and access for all waste contractors to deliver paper cups to the ACE facility.

As part of the agreement, consumers will have access to a network of 382 Bring Banks, where they can take their cups to be recycled. These Bring Banks are owned and managed by ACE UK and will cover 97 local authorities across the UK. Paper cups that have been disposed of at Bring Banks will be delivered to ACE UK's recycling facility in Halifax for reprocessing.

In the second phase of the agreement a further 33 recycling points across an additional eight local authorities are scheduled. Additionally, waste contractors will be able to deliver used cups direct to ACE's facility for recycling. This will deliver a marked increase in the opportunities for cups to be recycled.

The long-term focus for the agreement will be to get cups included in domestic kerbside recycling and to link into waste management company collection programmes. ACE UK has a proven track record of increasing kerbside collection of beverage cartons for recycling and currently these are collected in 66 per cent of local authorities. It is hoped to achieve similar levels of coverage for cups which when added to the Bring Bank service has the potential to cover 90 per cent of local authorities.

In 2018, as a result of this agreement, the UK now has 12 national waste providers offering a paper cup collection service.

This agreement represents the single most significant advance in the UK waste management infrastructure that I can recall in my 25 years in the industry. It will deliver a substantial and measurable advance in the number of cups which are reprocessed.

Neil Whittall,
Global Category Director
for Speciality Coffee,
and chair of the PCRRG,
Huhtamaki

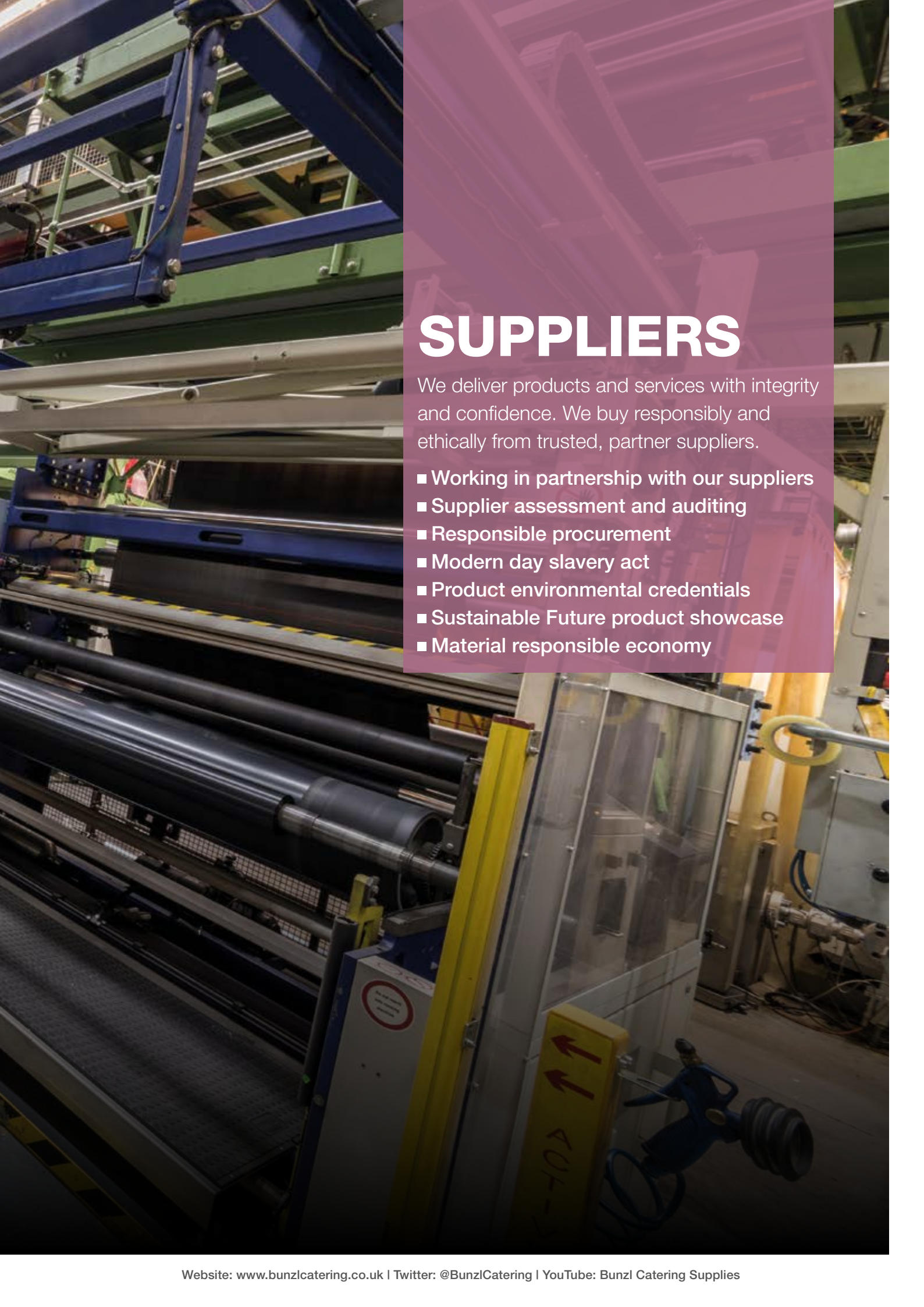




The Sustainable Future product showcase event presented us with the perfect opportunity to engage with the Bunzl Catering Supplies sales teams on the topic of Sustainability. We know that customers are increasingly turning to Bunzl Catering Supplies for answers - from product information to sustainable end-of-life solutions, so we came to the event to present what we know, but also to listen and get valuable feedback from the teams that are meeting the challenges of end-user customers every day.

John Young,
Managing Director,
KeCo



The background of the slide is a photograph of industrial machinery, likely a metal rolling mill. It features large blue and green structural frames, heavy rollers, and various mechanical components. A semi-transparent purple rectangle is overlaid on the right side of the image, containing the text.

SUPPLIERS

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

- Working in partnership with our suppliers
- Supplier assessment and auditing
- Responsible procurement
- Modern day slavery act
- Product environmental credentials
- Sustainable Future product showcase
- Material responsible economy

WORKING IN PARTNERSHIP WITH OUR SUPPLIERS

Many of our supplier relationships are very longstanding and consequently, we understand how to best work with one another. We work with our partner suppliers to ensure that the welfare of workers and labour conditions within their supply chain meet or exceed recognised standards, as well as encouraging them to adopt sustainable practices.



We have established and maintain long term partnerships with many trusted suppliers. We pride ourselves on our responsible and ethical procurement practices across global and UK sources. Our category expertise, product knowledge and efficient solutions ensures we are in the best position to provide our customers with a consistent supply of competitively priced market leading products. In 2018 one of our key focuses will be to deliver against key targets for the Sustainable Development Goal number 12 – responsible consumption and production.

Tony Sullivan,
Purchasing Director,
Bunzl Catering Supplies

SUPPLIER ASSESSMENT AND AUDITING

At Bunzl Catering Supplies we have a robust assessment process for new suppliers and the reassessment of existing suppliers. All suppliers are required to complete our Supplier Assessment document which covers:

- Expected supplier standards
- Responsible sourcing, policy and procedures
- Supplier operating practices and products
- Due diligence

Completion of this document is an absolute requirement of our suppliers and must be approved by our purchasing team before trading can commence. Key and high risk category suppliers receive re-approval on a rolling 2-yearly basis as part of our Quality Management System.

Our Supplier Assessment document gives us great visibility over key concerns such as:

- Production and product quality control systems
- Health & safety standards
- Hygiene & food hygiene standards
- Environmental accreditations and improvement programmes
- Carbon emissions (scope 1 & 2)
- Product environmental certifications like FSC or PEFC

In addition to our own internal process, the ethical sourcing of our own label products is supported by a Global Sourcing and Quality Assurance team operating out of Shanghai. Bunzl Shanghai executes a robust and professional quality assurance audit programme of Asian Suppliers which is in accordance with international standards, such as ISO 9001, ISO 13485, GMP and SA8000. The group actively works to finetune and improve the auditing programme which has resulted in independent 3rd parties acknowledging the programme to be of a high and professional standard

LOCAL GOVERNMENT AND INTERNATIONAL BUYING STANDARDS & REGULATIONS

We adhere to all local government and international buying standards and legislative requirements which apply to us as an operating company trading from the UK. Bunzl Catering Supplies work with many branded and leading industry suppliers; when using Far East supplier's facilities are periodically, independently audited by the Bunzl Group sourcing office in Shanghai.

RESPONSIBLE PROCUREMENT

EU NO 995/2010 – EU TIMBER REGULATIONS

We comply with EU Timber Regulations 2013 (EUTR) to combat international trade in illegal timber within the European market and recognise that good forest management can have benefits on climate control change, as well as other environmental aspects including social, political and economic betterment.

REGISTRATION, EVALUATION, AUTHORISATION AND RESTRICTION OF CHEMICALS (REACH)

REACH addresses the production and use of chemical substances, and their potential impacts on both human health and the environment. Bunzl Catering Supplies works with leading brands and manufacturers that comply with the requirements of REACH.

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS 2002 (COSHH)

COSHH legislation requires employers to assess the risks of substances and take appropriate measures to inform and train employees regarding their controlled use and provide effective protection to reduce any risks associated with their use. Bunzl Catering Supplies work with suppliers and customers to meet the requirements of COSHH legislation through provision of:

- Personal protective equipment
- Information and training
- Safety Data Sheets (SDS) for all listed chemical products
- Online COSHH awareness and product resource tools from exclusive brand Cleanline
- Working with suppliers to offer appropriate training and additional support

EU NO 1935/ 2004 MATERIALS & ARTICLES INTENDED TO COME IN CONTACT WITH FOOD

Bunzl Catering Supplies trade with manufacturers, who comply with the specific requirements of EU No 1935/2004 (and any subsequent amendments).

EU No 1935/2004 lays down common rules for packaging materials which come into contact with food, protecting human health and consumers' interests.

It also incorporates EU No 2023/2006 Regulation on Good Manufacturing Practice.

EU NO 10/2011 PLASTIC MATERIALS & ARTICLES INTENDED TO COME IN CONTACT WITH FOOD

Bunzl Catering Supplies are dedicated to working with a range of disposable food packaging manufacturers, who comply with the specific requirements of EU No 10/2011 (and any subsequent amendments).

Our suppliers manage migration testing of the specific materials used within their products to demonstrate compliance.

MODERN SLAVERY ACT

Bunzl's current modern slavery statement, which is made in accordance with Section 54, Part 6 of the Modern Slavery Act 2015 and sets out the steps that Bunzl plc, its subsidiaries and operating divisions are taking with a view to ensuring that slavery and human trafficking is not taking place in Bunzl's supply chain or in any part of its business, can be downloaded below.

[Bunzl modern slavery statement](#)

OUR COMMITMENT

Bunzl is wholly committed to respecting human rights across both our own operations and our supply chain. We also take appropriate action to ensure that all our employees understand our policy of eliminating forced labour, child labour and human trafficking and aim to ensure that our suppliers apply this standard within their operations and their own supply chains.

POLICIES IN RELATION TO SLAVERY AND HUMAN TRAFFICKING

For over ten years, Bunzl has adhered to a comprehensive suite of corporate responsibility policies that cover key impacts to our business. Our Employees policy requires all businesses to develop policies which reflect the UN Universal Declaration of Human Rights and local legislative requirements together with other Group standards. Our Suppliers policy and Supplier code of conduct also require compliance with internationally recognised minimum requirements for workers' welfare and conditions of employment as defined by the International Labour Organization or the Ethical Trading Initiative, which specifically prohibit forced labour i.e. slavery and human trafficking.

Our Employees policy is implemented and monitored by a team of human resource professionals and is reviewed by our internal auditors who periodically visit Bunzl locations and audit the operations to ensure that they meet the relevant standards. In addition, we have a "Speak Up" policy providing a dedicated confidential reporting mechanism where employees can raise issues of concern.

LOOKING AHEAD

Our main objectives for 2018 are the following:

- Continue to refine our global risk assessment process to establish direct and indirect social risks, including modern slavery risks in our supply chain. This includes a review of our global supplier base, taking into account geography and product category.
- Further expand our social risk audit programme into geographies with medium levels of social risks.
- Complete the process of writing to all suppliers in countries with medium or high social risks and our main suppliers by value in other countries with relatively low direct social risks.
- Further expand capacity building and training of our suppliers in Asia.

PRODUCT ENVIRONMENTAL CREDENTIALS

A CHOICE OF SUSTAINABLE PRODUCTS

We provide tools and training to equip our sales and purchasing teams with knowledge and resources, that in turn can help our customers make informed choices on buying sustainable products.

We lay-out market-leading insight on current sustainability issues, we provide impartial recommendations on product material types with the best environmental credentials, and we present our customers with multiple product options to fit their in-house waste streams.

Bunzl Catering Supplies are committed to:

- **Sourcing products that offer a range of sustainable solutions**
- **Providing factually-based information on material substrates**
- **A clear internal and external communication policy under the Sustainable Future programme**
- **Helping customers make informed choices on sustainable products**
- **Supporting customers to promote consumer awareness on end-of-life disposal**
- **Working with Suppliers to reduce transit packaging**
- **Promoting controlled dispensing systems to minimise waste**

We offer our customers a range of products with sustainable attributes. We have a diverse range of products on offer, from fully recyclable products, those which contain a percentage of recycled content, and fully compostable products.

We carry a range of compostable products which are certified EN13432 and paper and card based products which are FSC and PEFC certified.

PRODUCT ACCREDITATIONS

We are supportive of trade within developing countries to improve ethical, social and environmental trading conditions. Bunzl Catering Supplies work with leading food and beverage brands and manufacturers, who supply a range of products accredited as:

Fairtrade - helping producers in developing countries to achieve better trading conditions and promoting sustainability. "Every bean can be traced back to the farmers' cooperative that produced it."

Rainforest Alliance - the Green Frog certification seal indicates that a farm, forest, or tourism enterprise has been audited to meet standards that require environmental, social, and economic sustainability.

Ethical Tea Partnership (ETP) - organises regular inspections of social and environmental conditions on tea estates and work to tackle key issues from gender discrimination to safe use of pesticides.

PALM OIL

Many of our suppliers are moving away from using palm oil or palm oil kernels within their manufacturing processes. The use of palm oil is specific to individual products and in these circumstances the suppliers work with Sustainable Palm Oil Manufacturers, part of the Roundtable on Sustainable Palm Oil (RSPO), committed to increasing the use of sustainably sourced palm oil.



SUSTAINABLE FUTURE PRODUCT SHOWCASE

In 2017, we hosted our first Sustainable Future product showcase, an event attended by 14 suppliers. Designed to bring our partner suppliers and sales teams together, group presentations and one-to-one discussions explored the environmental merits of new and established products from a manufacturing perspective.

In September 2018, our second showcase was based on material responsibility. The Sustainable Future product showcase will be an annual event.



With all the Bunzl Catering Supplies sales team under one roof, interaction with the sales team at the Sustainable Future product showcase event was fantastic. Such a great opportunity for us to present the latest innovation from GOJO – we had fantastic feedback about our new PURELL surface spray, made with 100% natural ingredients.

Tim Harris,
National Account Sales Manager,
GOJO Industries-Europe Ltd



MATERIAL RESPONSIBLE ECONOMY

We are committed to enabling a Material Responsible Economy. Successful solutions which halt and reverse the pollution caused by waste must be designed with a holistic mind set. In a Material Responsible Economy, buying decisions are influenced by the full life cycle of the material a product is made from, rather than a single factor. The Material Responsible Economy is one where product stewardship balances social, environmental, economic and material considerations of all products and packaging.

We are committed to helping our customers make material responsible product choices by driving innovation through 3 crucial steps:

1. REDUCTION

- Offering a range of alternative materials with reduced environmental impact in terms of carbon, water, chemical, and material footprint
- Consolidating materials to either fully recyclable or fully compostable ranges
- Removal of unnecessary and/or unrecyclable materials
- Introduction of dispensers to prevent excessive use

2. REUSE

- Developing our range of 'keep' or reusable products
- Offering reusable products that can also be recycled for a second life
- Driving customer education around the importance of reuse

3. RECYCLE

- Offering products which are fully recyclable and recycled
- Offering products which contain recycled content
- Driving innovation to increase the use of recycled materials used in product manufacture



reCUP™ - A FULLY RECYCLABLE HOT CUP MADE WITH 48 PER CENT LESS PLASTIC

Made with an innovative barrier coating for paper cups called EarthCoating™, the reCUP uses 48 per cent less plastic than a standard PE lined paper cup and is fully recyclable when disposed of in a dedicated paper cup waste stream.



As the debate over a potential latte levy intensifies, operators are looking for ways to protect their business and at the same time take their environmental responsibilities seriously.

Terry Fox,
CEO,
Cup Print (manufacturer of reCUP)



rCUP – A REUSABLE HOT CUP MADE FROM USED PAPER CUPS

rCUP from supplier ashortwalk, an award-winning design company, led by former Dyson designer and inventor Dan Dicker is the world's first reusable cup made entirely from used paper cups

Innovators in circular design processes and materials, ashortwalk together with partners at Nextek, developed a way to recycle whole used cups, blending their fibres to create a useful polymer. Using this polymer, rCUP became the world's first cup to be recycled, reusable and 100 per cent recyclable.

RPET POLARITY TUMBLERS – NOW WITH 50 PER CENT RECYCLED CONTENT

Recently, supplier Huhtamaki has increased the recycled content of its RPET Polarity Tumblers range to a minimum of 50 per cent. RPET Polarity Tumblers are a range of tumblers and lids which are clear, crack-resistant and shatterproof, available in a range of sizes, with the option of flat or domed lids.

Made from RPET, not only do Polarity Tumblers contain recycled material – they are also 100 per cent recyclable. PET is currently the only plastic material that can be recycled back into food grade material.

LONDON BIO PACKAGING

YOUR FOOD TO GO. BUT EVEN BETTER.

Within Bunzl Catering Supplies we have a dedicated specialist business for sustainable packaging products called London Bio Packaging.

There's nothing more important to us than the planet's health. Being part of the solution for significant waste reduction (and more broadly climate change) is why we started our business, and it's why we are committed to growing it: to amplify our impact. In every action we take, we first consider whether it does right by the planet. From every paper clip we use, to every cup we sell, we choose the most sustainable option out there. At London Bio Packaging, we are committed to helping our customers do even better for their business, their customers, and the planet - and that's called a win-win-win.

London Bio Packaging –
extract from their Brand DNA.

SUSTAINABLE DEVELOPMENT GOALS (SDGS)

At its foundation, London Bio Packaging is dedicated to achieving the targets set out in Sustainable Development Goal (SDG) number 12 (Responsible Consumption and Production), specifically the fifth target: to reduce waste generation through prevention, reduction, recycling and reuse.

London Bio Packaging works primarily with independent cafes, street food vendors, quick service restaurants, caterers, and pubs. Often, its packaging is a small business' first step into the world of sustainability, so education is a key part of its service offering.

In support of SDG 13 (Climate Action), London Bio Packaging is creating new tools and materials, including a new set of FAQs that aim to honestly inform on the current situation of sustainable disposables today.



SUSTAIN AND REVIVE

London Bio Packaging knows that one size doesn't fit all when it comes to sustainable packaging. That's why they offer two ways to sustainability with their ranges Sustain and Revive. Both are designed to help the food service industry eliminate packaging waste entirely.



Packaging in the Sustain brand is made from renewable resources and is certified as 100 per cent compostable in a commercial composting facility meaning once it gets to a commercial composter it can be turned into compost after use – ready to help grow more plants. Our high-volume product lines under the Sustain brand are certified EN13432.



Packaging in the Revive brand is made using at least 50 per cent recycled materials (such as recycled plastic, made from the old water and fizzy drinks bottles we've thrown away). It's also widely recyclable, so after use it can be collected with paper and plastics for recycling.



Our dream is a world where packaging waste is no longer wasted. We know there isn't one perfect solution, but we're here to provide the best there is today. Our Sustain and Revive packaging is high quality, great value and always follows the golden rule: we only supply packaging that we would use ourselves.

Mike Hoare,
Sales Director,
London Bio Packaging



2017/2018 HIGHLIGHTS:

JULY 2017

EMPLOYEE ASSISTANCE PROGRAMME (EAP) LAUNCHED

A free, confidential counselling service available to all 24/7

OCTOBER 2017

ACE UK AGREEMENT SIGNED

A significant investment to increase PE lined paper cup recycling in the UK

DECEMBER 2017

NEW APPRENTICES WIN TALENT MATCH AWARDS

Ben Hibberd-Sweet and Connor Windsor secure Talent Match awards

JANUARY 2018

ADOPTED SUSTAINABLE DEVELOPMENT GOALS (SDGS)

A roadmap for action to address the world's leading sustainability challenges

APRIL 2018

INAUGURAL SUSTAINABLE FUTURE CUSTOMER FORUM

Thought-leadership and a forum for discussion with our national customers

JUNE 2018

LED LIGHTS IMPLEMENTATION

Implemented LED lights at our Charlton, Basingstoke and Mansfield branches

AUGUST 2018

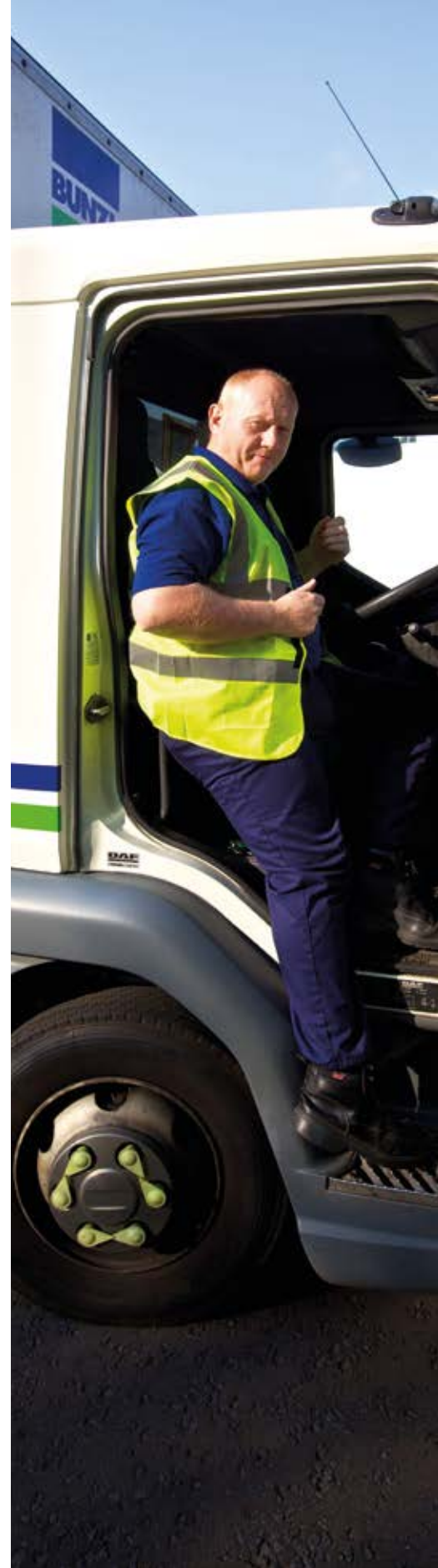
SWITCHED TO 'GREEN ENERGY'

Switched to 'green energy' generated via renewable resources

SEPTEMBER 2018

SUPPLIER 'MATERIAL RESPONSIBILITY' PRODUCT SHOWCASE

Bringing our suppliers and sales teams together on material responsibility



SUMMARY FROM MATT JOHNSON

In 2018, we've taken the significant step to adopt United Nations' Sustainable Development Goals, so between now and 2020, we'll be addressing the goals where we can have maximum impact, and this will underpin our ongoing Sustainable Future programme.

In collaboration with 13 other signatories from across the supply chain, in October 2017 we made a significant investment with ACE UK to increase PE lined paper cup recycling. This was a great step forward in bringing the right incentives to waste contractors to deliver paper cups to the ACE UK facility, and we were very pleased to lend our support.

Continuing our activity around the issue of waste, we are working with our supply chain to eliminate un-recyclable plastic products and to present our customers with the latest sustainable products in the marketplace, like the innovative reCUP, which we launched in June 2018 and contains 48 per cent less plastic content than a standard PE lined paper cup.

It's our ongoing objective to drive industry-leading dialogue and to articulate a fact-based response to all questions on sustainability. To do this, we publish regular blogs and hold customer forums providing thought-leadership and an open platform for discussion. In March 2018, we issued our first product factsheet, which provided advice to customers looking to switch from plastic to paper straws. It was so widely appreciated, that we have since published factsheets for cups, sandwich packaging and cutlery.

We've always seen the support of local and international charity as an integral part of our Sustainable Future programme, so it's a delight to see so much fund-raising activity throughout our business. A particular highlight in March 2018, was the fund-raising Springboard Vietnam Trek, which saw two of our people, Emma Powell and Hira Sarma, trek through the hills, jungles, paddies of remote North Vietnam, stopping for three days in the Hòa Bình province to help the local community build school classrooms.

As we look ahead to 2019, we will continue to work in partnership with our people, our customers and our suppliers, to help make hospitality happen for a more sustainable future.





catering supplies

Visit our blog at:

INNOVATE

www.bunzlcatering.co.uk



At Bunzl we're committed to making hospitality happen for a more sustainable future – to any of our customers who want to know more, I'd say please come and talk to us.

Robin Maxwell,
National Account Director,
Bunzl Catering Supplies

We're always delighted to hear from our people, customers and suppliers; so if you've read this brochure and have any unanswered questions – or if you'd like to talk to us about how you can get involved, please contact us via a national account call centre or regional telesales team below:

CONTACT US - NATIONAL

If you are a national customer - please contact your dedicated national account call centre.

NATIONAL ACCOUNT CALL CENTRE

Contract Catering
& Healthcare

T: 0845 301 7610

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NATIONAL ACCOUNT CALL CENTRE

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