



A fresh approach to CSR

# ANNUAL UPDATE 2014/2015



## Corporate Responsibility for the Environment, Society & Sustainability

Being a responsible corporate citizen is immensely important to us. That's why we have developed a detailed strategy to guide the business, ensuring that we are considerate to the environment within which we operate, the people with whom we engage, and the legacy our business practices will leave.

Our CRESS programme summarises our approach and inspires the business to keep setting new standards in responsible working.

### OUR MISSION

At CH&Co it is our mission to minimise our impact on the environment, provide an inspiring and safe place to work, contribute towards making the world a better place, and play an active role in ensuring the industry within which we work develops with a sustainable long term vision.

To guide our approach our CRESS programme sets out clear objectives which fall under five key areas, particularly close to our hearts:



#### HEALTH & WELLBEING

Supporting the wellbeing of our customers and staff through healthy eating initiatives and by raising awareness of the value of good nutrition are both at the heart of our organisation.



#### PEOPLE

We are passionate about developing our people and helping them build successful careers with us.



#### SUPPLIERS & SOURCING

We always strive for excellence in the way we source our ingredients and products and work closely with our suppliers to create a fair and sustainable supply chain.



#### ENVIRONMENT

We care about the environment and work hard to minimise the impact we have in all that we do as a business.



#### COMMUNITY

We enjoy being able to give back to and support those within the wider community and society in which we live and work.

We provide annual updates on the progress we have made as part of our Company reports.



## HEALTH & WELLBEING

**OUR GOAL:** To support the wellbeing of our customers and staff through healthy eating initiatives and raise awareness of the value of good nutrition. The promotion of healthy eating and the wellbeing of all those for whom we cater is at the very heart of our organisation and we place great focus on development and innovation in this area.

### WORKING WITH A TOP NOTCH NUTRITIONIST

We work closely with renowned nutritionist Amanda Ursell. She has weekly columns in The Sun, and is contributing expectations for the Healthy Food Guide. What's more, she has made numerous television appearances, including Tonight with Trevor MacDonald, Day Break, Sky News and This Morning. The most widely read nutritionist in the UK, with a combined readership of over 20 million a month, Amanda really knows her stuff!

### WELLBEINGBEINGWELL

Our award-winning Wellbeingbeingwell initiative was created in close collaboration with Amanda, and it offers a range of products and dishes which are nutritionally balanced for taste, health, and optimum performance at work. It also offers a bespoke website which focuses on all aspects of healthy eating.

We promote our "wellbeingbeingwell" concept by displaying literature and by labelling 'wellbeing' options on the weekly display menu. We also regularly promote Wellbeingbeingwell featured ingredients by providing literature, menus and recipes on display and takeaway booklets for employees. We then feature dishes on the hot counter that contain that ingredient.



UNDER  
OUR  
WELLBEINGBEINGWELL  
LIGHT LABEL.



**OUR WBBW LIGHT RANGE WAS INSPIRED BY  
THE GOVERNMENT'S RESPONSIBILITY DEAL TO  
IMPROVE PUBLIC HEALTH.**



**WE HAVE  
INTRODUCED  
A RANGE OF  
CALORIE COUNTED  
SALADS & CAKES.**

### AWARD WINNING

**IN 2012 WE WERE THE PROUD  
WINNERS OF A CATEY AWARD FOR  
OUR WBBW INITIATIVE. WE WERE  
DELIGHTED TO SCOOP THE TROPHY  
IN THE HEALTH AND NUTRITION  
CATEGORY OF THESE PRESTIGIOUS  
AWARDS – THE CATERING  
INDUSTRY'S EQUIVALENT TO THE  
OSCARS**



## NUTRITION TRAINING FOR ALL CH&CO CHEFS

In order to keep our chefs inspired and passionate about what they do, we have provided them with some fantastic training courses. Launched in early 2014, our nutrition training courses have been developed in partnership with our consultant nutritionist, Amanda Ursell. These courses ensure a whole new level of nutritional awareness from our chefs, from portion control to salt awareness, calorific values and gluten content in our food. The aim of the training is that our chefs will continue to set ever higher standards in providing nutritious yet delicious food with creativity and flair.



## IMPROVING SKILL-DEVELOPMENT FOR OUR TEAM

### TRAINING WITH RAYMOND BLANC AT LE MANOIR AUX QUAT' SAISONS!

One example of our inspiring training course is that a group of chefs from across our business took part in a salt master class with Raymond Blanc at his Michelin starred restaurant, Le Manoir Aux Quat' Saisons, in Oxfordshire. As a result and along with our other initiatives we have been able to reduce the use of salt by nearly 1 metric tonne (968 kg) over the past 3 years. This training has continued to influence our activities over the intervening period.

### THE UNDER-500-CALORIE CHALLENGE

During 2014 we challenged all the chefs in our business (more than 300) to come up with practical main course recipes that, firstly, weigh in at under 500 calories per portion, but more importantly, will sell themselves because they look and taste delicious. In these days of commercial considerations, this is of primary importance, coupled with the fact that we don't want to generate more food waste. Dishes that don't sell are no good to us.

We managed to narrow the choice from all the entries down to 20 and it was back to Le Manoir to hold a cook-off in order to find out if they really did taste as good as they sounded! The competition was literally hot but they all impressed our expert panel of judges with flavour, texture, and simplicity. These recipes really would work in our business! As a result we produced a booklet containing all the finalist's recipes and shared it right across our business.



## LEADING LIGHT IN THE GOVERNMENT'S PUBLIC HEALTH RESPONSIBILITY DEAL

In March 2012, the Government launched its Public Health Responsibility Deal with the aim to encourage businesses and organisations to improve the health of their employees. CH&Co voluntarily signed up to an initial set of pledges:

- Salt Reduction Targets 2012 (85% achieved before superseded by 2017 targets).
- Elimination of Artificial Trans Fats in our foods - achieved in 2012.
- Calorie Reduction - aimed at reducing average intake by 100 per day - ongoing development of initiatives in support of this.
- Fruit and Vegetables - aimed at increasing the amount of fruit and veg eaten by our customers - ongoing development of initiatives in support of this, including participating in academic research into new ways of engaging with customers, referred to below.

...and over the past year have added:

- Saturated Fat Reduction - our goal to remove saturated fat from our recipes wherever possible - ongoing development of initiatives in support of this.
- Salt Reduction Targets 2017 - we were the first contract caterer to sign up to play our part.
- Healthy Staff Restaurants - as part of our overall campaign to make it easy for our customers to eat more healthily.

## COLLABORATIVE RESEARCH PROJECTS IN PUBLIC HEALTH

We have been instrumental in carrying out some research projects that have started to be of interest to those concerned with public health. Within one of our sites we collaborated with the in-house team and external academics to run a study over 3 months aimed at seeing if a simple diet and exercise intervention could influence behaviour and improve weight loss rates.

The study was a success and is now being rolled out in a wider programme across the site. The academic world is continuing its interest to see if the experiment is repeatable and then may be used more widely.

Our work within the Responsibility Deal arena, has brought us to the notice of senior government advisors in public health, most notably, Professor Susan Jebb, and this connection has led us to become part of a further academic study in 2015. This aims to see whether a new approach to getting people to eat more fruit and veg might be more effective than what has gone in the past.



**OUR GOAL**  
**TO REMOVE SATURATED**  
**FAT FROM OUR RECIPES**  
**WHEREVER POSSIBLE**  
**MAKING INGREDIENT SWAPS**

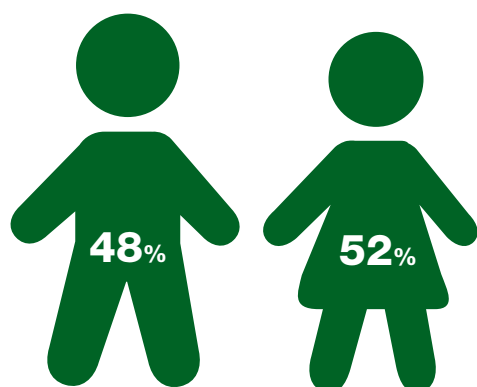


## PEOPLE

**OUR GOAL:** To build careers, create jobs and offer an inspiring working Environment.

We are passionate about developing our people and helping them build successful careers with us. By focusing on excellence and employee development we have shown that we can drive significant growth of the business without having to compromise on service quality, thus continuing to create jobs and new opportunities for existing employees.

### MALE / FEMALE RATIO



At CH&Co we encourage flexible ways of working that benefit us all and 48% of our workforce have contracts allowing this.

Number of nationalities represented in the business: 83

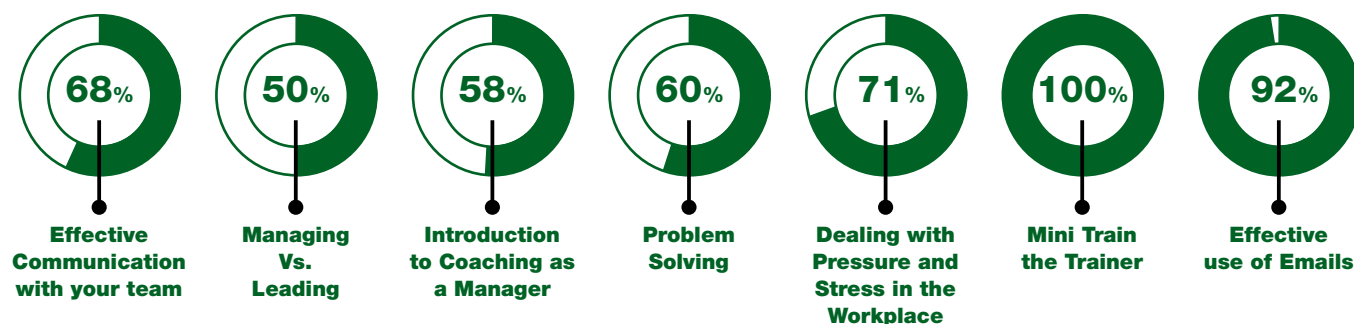
Number of promotions in year: 46



**NATIONALITIES REPRESENTED IN THE BUSINESS**

### TRAINING

In order to develop our employees and help them to progress in their careers we have a number of training programmes within the business. Each month Passport to Success, our induction for Managers and Head Chefs, is run. In addition we have key programmes that are run to develop our managers. Here we show what percentage of our managers have attended the courses this year:



### CH&CO CRAFT SKILLS DEPARTMENT

The creation of the Craft Skills department in May 2014 was a decision taken by CH&Co to protect and enhance its future. Across the industry for many years chefs and restaurateurs have complained of an ever increasing skills shortage. This has come about to a large degree through many catering companies, right across the board, relying on bought-in products to standardise and de-risk their operations.

CH&Co has always relied upon the creativity of the Head Chef in any unit to make food from raw ingredients. Whilst this has proved to be a successful model, it has become apparent that we need to make sure we have creative chefs ready to step up and replace Head Chefs. For this reason the Craft Skills department was created with the mandate of upskilling the existing kitchen work-force; identifying training routes for all kitchen workers; bringing in new fresh talent with apprentices; promoting CH&Co as the food company to work for; inspiring the chefs across the business with a series of informative days out, competitions and dining experiences. The department itself does not bring in money or generate revenue directly, nor is it legislative or necessary from a corporate responsibility point of view, this in effect demonstrates just how committed to their present and future work-force CH&Co are.

## NVQS

In March 2014 we had 61 employees studying towards NVQs with 'HIT'. But as of February 2015 we had 114 people studying towards an NVQ: an increase of 87%.



## INVESTORS IN PEOPLE: LAST YEAR'S REPORT SUMMARY

Our assessor said of CH&Co: "The culture of the company is well-established and maintained by the managers who act as role models and actively promote positive behaviours and address any examples of negative behaviours. This is important in a business sector that has a reputation for poor people management. This reputation tending to be perpetuated by some television programmes that appear to rate entertainment above education or information. A senior manager said, for example, 'our tolerance of 'shouty managing' is pretty much zero.' "

One of the key measures of our success in developing our people is the retention of our fantastic accreditation as an Investors In People Gold Champion status. We have retained this prestigious accolade since 2011.



**INVESTORS  
IN PEOPLE** | Gold

## ANNUAL CH&CO CONFERENCE

The annual CH&Co Conference took place in May 2014 at Heythrop Park in Oxfordshire. 288 management delegates attended the 24 hour event where they visited a supplier exhibition, listened to business messages from the Board, engaged in team building activities and attended a gala awards dinner. This is the one event each year where managers, chefs and support teams get together to celebrate the company's success.

## YAMMER AND LYNC INTRODUCTION:

Yammer has been introduced to the business as a new communication tool. This tool is a secure online site that allows for our employees to connect and share content in a similar way to external sites such as Facebook. Recipes, promotions, pictures and ideas are shared across brands on a daily basis. Further supporting the Company's drive to improve communication and collaboration, Lync / Skype for Business has also been introduced. This allows remote workers to connect to their colleagues through instant messaging and video calls that mean meetings can take place in any location at any time with less travel costs and time implications.

## ATTRACTING & NUTURING NEW TALENT

### Working in partnership with Bournemouth University

During 2014/15, 6 placement students were recruited into the business from Bournemouth University for their 40-week industrial placement. The students are gaining experience across both the Commercial & B&I sites we operate. The 2015/16 intake process has also just been completed and there will be a further 9 placement students across all our business brands from June 2015.

It is anticipated that 2 graduates will be recruited into the business in Summer 2015, from the previous year's placement intake.

### EAST BERKS COLLEGE

CH&Co have entered an exciting partnership with East Berks College and 'Gigneys' Restaurants.

Gigneys is a new restaurant in Windsor near East Berks College which is staffed by approximately 80% new graduates from the college and apprentices both front and back of house. The ethos behind the project is to give newly trained Hospitality Industry Professionals some valuable real life work experience for a few months before they find permanent employment of their own. We have committed to interviewing all their graduates that are interested in a role with CH&Co. We will be sending our leading senior exec chefs there from time to time to take a service and to explain what CH&Co is all about.

CH&Co's Head of Craft Skills is taking over the restaurant at East Berks on the 14th May to run a one night only pop-up seasonal restaurant. This is done to expose the students to different ways of working, a higher level of pressure and technicality and to experience what a restaurant environment can be like.





## SUPPLIERS AND SOURCING

**OUR GOAL:** To work with our suppliers to create and maintain a fair and sustainable supply chain. It is our commitment to work with our suppliers to create a supply chain which is built on a principle of sustainable and, wherever possible, local sourcing.

### WORKING WITH OUR SUPPLIERS:

We seek long term relationships - fixed term contracts where all parties know the expectations of the agreement and understand the need for both sides to play their part. All tenders are carried out in a transparent and fair manner, with all suppliers receiving due consideration and feedback.

We operate openness within our core fresh food categories - for example all of our meat suppliers are aware of their competitors' pricing on a basket of core products which acts as an internal marketplace to ensure value and quality of both product and service.

We have never sought extended credit from suppliers and are preferred business partners to much of our supply chain. All our suppliers are fully vetted for their CSR credentials and their products and practices are examined in line with our own policies.

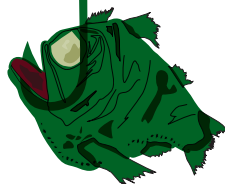
### MARINE STEWARDSHIP COUNCIL (MSC)

CH&Co achieved MSC Certification across all sites in 2014, and all our seafood suppliers are MSC accredited. This forms a direct and traceable link between the fishermen and our customers - assuring both parties a fair price and a sustainable approach.

Working in partnership with our supply chain, CH&Co conducts regular reviews of the products consumed at our premises, comparing our activities with the most up-to-date data provided by the Marine Conservation Society and other leading industry sources.

The use of day-boat catches within our business is on the increase, allowing us to utilise some of the freshest and less-commonly consumed seasonal fish from UK waters - something exemplified in our award-winning Ugly Fish Friday campaign.

# UGLY FISH FRIDAY





## LOCAL SOURCING

- We seek to balance the financial and logistical factors against the impact our supply chain has on the local businesses and the environment.
- We encourage the minimization of the number of deliveries to site each week to reduce delivery miles.
- Small suppliers are channelled via those with more comprehensive delivery networks to both reduce delivery miles and increase the availability to our sites, for example:
  - ♦ Marshfield Ice Cream (Wiltshire); distributed as part of our partnership with Stratford Fine Foods.
  - ♦ Fairfield Crisps (Norfolk); distributed to CH&Co by DDC Foods.
  - ♦ Tom's Pies (Devon); distributed throughout the business by Southover Foods.

Maintaining of choice for our chefs and competition between our suppliers remains of paramount importance - no one-drop deliveries for us!

## SUPPORTING SMALL SCALE PRODUCERS

We support an urban community farm called Surrey Docks by being part of their 'Pig Tales' project, whereby we sponsor a number of pigs each year, and pay for their upkeep and care. These pigs live a happy, free life; their tails are not docked, their teeth are not clipped and they live outdoors in a natural, spacious environment.

Last year, we sponsored a litter of ten piglets, raised by the farm until ready for slaughter. Meanwhile, our chefs learned butchery skills and created a bespoke Lusso sausage recipe in readiness for the meat our pigs would produce. This meant that once slaughtered, we were able to butcher the pigs ourselves, and use appropriate cuts for different products, from roasting joints to sausages.

We recognise this initiative as a great opportunity for our chefs to learn new skills and support a great community cause. In recognition of this we donate all profits made from our Pig Tales products back to Surrey Docks Farm, to support their apprenticeship scheme, making this a really wonderful way to support several of our CSR objectives in one fantastic project.

Forgotten Fruits is another niche-produce project we run. This sees us work in conjunction with Brogdale Farm, near Faversham in Kent, home to the world's largest collection of fruit trees and plants. This link allows us to offer their wide range of fruits, particularly rare apple varieties, for sale in our London sites. Through this method we awareness amongst our customers about the importance and interest of maintaining these rarer varieties and together protect of our fruit heritage from dying out.

**RED TRACTOR  
LICENSEE**



### RED TRACTOR

We have been Red Tractor licensees for 6 years now, and are licensed users of this widely-recognised food mark, which confers confidence about the provenance of food. Red Tractor guarantees 100% British Source, a focus on widely-accepted standards of animal husbandry, concern for the natural environment, and methods of horticulture.

**SUPPORTING BRITISH FARMERS**



## ENVIRONMENT

**OUR GOAL:** To minimise our impact on the environment in all that we do. We continually strive to improve our environmental performance and work hard to ensure we comply with all applicable legislation. Our success in doing this is reflected in our achievement of the ISO 14001:2004 standard across the business.

### OUR ENVIRONMENTAL OBJECTIVES ARE

- To reduce the amount of non-recyclable disposable goods used by units.
- To work with our clients to encourage recycling and other “green” initiatives at a local level.
- To work with CH&Co-approved suppliers to encourage supply-chain traceability and the procurement of sustainable and fair-trade food and drink items whilst not entailing excessive costs.

We have set targets and performance levels which are regularly monitored to assist in achieving our objectives.

**THESE OBJECTIVES ARE SET OUT IN OUR CH&CO ENVIRONMENTAL MANAGEMENT SYSTEM, WHICH ALL OF OUR UNITS WORK TO. ALL OF OUR NEW STARTERS RECEIVE ENVIRONMENTAL TRAINING AS PART OF OUR “DISCOVER” TRAINING PROGRAMME.**

### HOW WE MONITOR HOW WE ARE DOING

All of our units and sites have completed an Environmental Aspects and Impacts Risk Assessment. Control measures are put into place to reduce the impact each site has on the environment. Our unit managers also complete a biannual unit environmental review to ensure compliance.

We have attained Integrated Management System (IMS) accreditation for our entire multi-site business this incorporates ISO 14001, OHAS 18001 and ISO 9001.



### RECYCLING OF USED COOKING OIL

CH&Co purchased 9,000 barrels of UK-produced rapeseed oil in 2014. The vast majority of our waste oil is re-collected by the producer, then refined and converted to biofuel. This is then used to run the machinery on his rape seed farm.

## SUSTAINABLE RESTAURANT ASSOCIATION

Lusso, part of the CH&Co business, is an accredited member of the SRA and underwent the rigorous audit involving an analysis of our sourcing, our society and our environment. Lusso was delighted to be awarded “two star champion” status. The Lusso business impressed the assessors with its commitment to using locally sourced fresh produce in season, the development of its people and its overall commitment to working towards a more sustainable future.

The SRA also highlighted Lusso’s food sourcing awareness campaigns such as Ugly Fish Friday, Forgotten Fruit and Urban Dog, as well as our ethically-minded approach to employment practices and its commitment to extensive staff training and development.

## REDUCING EMISSIONS

### CAR FLEET

The CH&Co car fleet is selected with reduced CO2 emissions in mind. Our fleet currently consists primarily of BMW and Mini vehicles as these perform particularly well in terms of CO2 emissions compared to other models on the market. In 2014, we reduced our CO2 emissions by 11% when compared with the previous year.

### DELIVERIES

Our supplier 3663 currently deliver grocery products, frozen products, confectionary, and janitorial products, as well as chemicals (Ecolab products) and coffee (Paddy & Scott and vending) to our units. By utilising the 3663 vehicles to deliver other suppliers’ products, we are reducing the number of deliveries made to sites and in turn reducing the CO2 emissions. We are working hard to reduce the number of deliveries per site per week to bring greater efficiency but without compromising on service.

### FOOD PACKAGING

In 2014, we purchased 547 packaging lines from Tri-Star, of which 92 lines are made from recycled materials, 243 lines can be recycled and 52 lines compostable.

This shows an improvement on the previous year where we were at 89,231 and 46 respectively.

However it is important to say that of our top 10 purchased lines, 70% are recyclable or compostable.





## COMMUNITY

**OUR GOAL:** To give back to and support the wider community and society in which we live.

We feel strongly about giving back to and supporting communities, both local and in some of the most deprived areas in the world. To do so we have a number of initiatives within the business:

### CORPORATE CHARITY

Each year CH&Co nominates its corporate charity which it supports with fundraising initiatives throughout the year.

In 2014 we backed Seeds for Africa's Breakfast Club initiative which puts in place a regular meal for school-age children for two years, while simultaneously providing the tools and skills to be able to start their own garden. The premise is that in the third year of the programme they are growing their own food!

We raised over £10,600, aside from our water sales (see below), in donations. Plus an impressive input of more than £4k from our team in Lusso as they walked the Thames Path Challenge. In December 2014 we used National Christmas Jumper Day to prompt our teams around the business to get creative with their fantastic jumpers, creating a blaze of colour for our customers and clients, while raising over £1k!

### COMMUNITY FACT: KIDS COMPANY

We supported Kids Company as our corporate charity for two years 2012-14, a worthy cause supporting some of the most deprived children in London with day-to-day support, both emotional and practical, and through provision of meals for those whose parents are unable to feed them.

We raised over £38,000 through a wide range of fund-raising initiatives and sponsorship for various sporting challenges. The aim of this money is to create a purpose built mobile kitchen that will take the charity's services out into the wider community, teaching children about good nutrition and giving them some basic life-skills so they can take care of themselves and their siblings at home.

## OTHER INITIATIVES

### SEEDS FOR AFRICA - DRIP-FEEDING AN ONGOING PROJECT

We have our own-label bottled water for sale in our sites, and use this to raise money for Seeds for Africa in their wider project work in some of the most desperate parts of the world. With each bottle sold we are supporting their goal of helping families gain long-term independence in spite of the developing-world's challenges of famine and drought, by providing them with seeds for crops, training and agricultural equipment.

More recently we have initiated a contribution of 50p per 20 litre drum of our UK-grown cooking oil. This is made from rapeseed and so contributes to our CRESS programme in multiple ways - a healthier oil that is sustainably produced in the UK, and, with this latest initiative, now sees it make a difference further afield too.



## CRISIS

In December, one of our Executive Chefs, Mike Brown, set about supporting Crisis at Christmas at their London centre. He also collected more than 14 bags of warm clothing from our generous teams, and passing them directly on to those who will benefit most during the winter months.

## SPONSORSHIP OF LOCAL INITIATIVES THAT SUPPORT THE COMMUNITY

- We support budding chefs at grass roots level by sponsoring the 'Young Berkshire Chef' competition every year.
- We sponsor the annual 'Sue Ryder - Women of Achievement Awards' which champion and highlight the achievements of some of the most inspiring women in our local community.
- Our New Apprenticeship scheme also adds another layer of support for young people, giving them real options for work experience and training so they can build a productive life for themselves. Currently we have more than 100 New Apprentices working with us.





## HEALTH & WELLBEING

- Introduce at least one new Wellbeingbeingwell product or initiative.
- Introduce at least one initiative encouraging sedentary workers to become more active.



## PEOPLE

- Build relationships with universities other than Bournemouth as potential recruitment sources.
- Increase the number of staff studying for NVQ qualifications.
- Maintain the number of Apprentices we employ as a minimum.



## SUPPLIERS & SOURCING

- Achieve 100% usage of UK-sourced back bacon.
- Achieve 100% usage of MSC-certified frozen white fish.
- Continue work on competitively priced and consistently high quality free range eggs and fair-trade bananas.



## ENVIRONMENT

- Launch food waste monitoring across the business.
- Move towards more environmentally friendly chemicals.



## COMMUNITY

- Introduce an initiative working with / for school children.
- Start the 'Spring Green' clothing collection initiative - 2 per annum.
- Support nominated Company Charity to achieve total financial target set of £30k.

# cress TARGETS & ACHIEVEMENTS 2014/15



## HEALTH & WELLBEING

Discounted health club memberships for all Grade 2 and 3 staff:

- ☑ Now available to all.

To introduce two new products or initiatives within our Wellbeingbeingwell range, focused on further improving health and nutrition in the workplaces we cater for:

- ☑ Under-500 calorie main course recipe booklet from competition.
- ☑ Bang & Shake chip initiative - reducing fat content by 20%.

Sign the Public Health Responsibility Deal for Healthier Staff Restaurants:

- ☑ Signed.

Sign the Public Health Responsibility Deal for Salt Reduction 2017:

- ☑ Signed.



## PEOPLE

Double our front of house and kitchen apprentices:

- ☑ 114 apprentices working with us via HIT Training (previous year number was 61).
- ☑ 11 college release apprentices in place.

Introduce two travel and transport initiatives to reduce carbon emissions for Head Office staff:

- ☑ New supplier of car fleet agreed with target of continually improving environmental credentials.
- ☑ Lync video/audio conferencing system has been launched across our business saving on unnecessary travel and aiding collaboration and idea sharing.

To centrally report all accidents, monitor lost working time and act accordingly:

- ☑ Achieved using a system called 'Invisio'.

Recognise and celebrate employee success through a national employee recognition scheme:

- ☑ Achieved with the introduction of Unsung Hero monthly reward programme.



## SUPPLIERS & SOURCING

Introduce English white and sparkling wine for Lusso house wine:

- ☑ In progress actually right across our business as new wine lists are implemented. Working in conjunction with our wine suppliers to achieve this.

Move to Free Range shell eggs:

- Not achieved for commercial reasons as yet but will continue to be a target for us.

Move over to British bacon:

- Not achieved for commercial reasons as yet but will continue to be a target for us.

Sign the UK wide Sustainable Fish City Pledge:

- Not achieved for as yet but will continue to be a target for us.

To move towards paperless invoicing, which will allow us to save time and money:

- Has become part of a larger project but with this as one of the goals.



## ENVIRONMENT

Achieve food waste collections across 10% of the business:

- ☑ Achieved for 14% of our B&I business, for composting or an anaerobic digestion business.

In association with WRAP, reduce food waste by 5% by 2015 when compared to the 2012 baseline:

- ☑ We removed the need for food sampling within our business this year, thereby achieving the target but we continue to work with WRAP to make better practises a routine part of our business.

Launch a program of food waste reduction training across the business:

- ☑ "Waste It" training has been introduced across the business, raising the awareness of our staff about the importance of reducing the waste we generate.

Maintain 2013 packaging waste volume as turnover increases:

- ☑ Achieved, in fact we have bettered this ratio.



## COMMUNITY

Invest in environmentally economical equipment for our new Central Production Unit (CPU):

- ☑ Walk-in fridges and freezers have self-closing doors to reduce energy consumption.
- ☑ Some equipment from previous facility has been salvaged / recycled for the CPU.

Provide recycling boxes at Bryant's and the London office for spectacles and old mobile phones and provide units details on how they can partake:

- ☑ In progress and working with various charities to find the most effective solution. Also investigating same for used batteries.

Have 2 clothes recycling days for Charity at Bryant's and the London office:

- ☑ Clothing collection for Crisis held Christmas 2014.
- ☑ Old ties recycled and made into aprons for function.

Used children's books to be collected at Bryant's and the London office and donate to local centres - held once per year:

- In progress and working with various charities to find the most effective solution. Local hospice holds regular sales to which we intend to donate at least twice a year in future.

Raised £33k for charity - Seeds for Africa:

- Amount raised to date excluding historical water sales is almost £20k. Work in progress.





## HEALTH & WELLBEING

To provide focused nutrition training for all of our chefs:

- ✓ 163 senior chefs trained in 2013/14 by our nutritionist.
- ✓ Plan drawn up for quarterly ongoing sessions for new starters.

To introduce two new products or initiatives within our Wellbeingbeingwell range:

- ✓ Love me range of sandwiches below 350 calories launched.
- ✓ Healthy Fruit and Nut snack bags launched.



## PEOPLE

To introduce a new Bright Ideas scheme to reward everyone at CH&Co for their ideas for business improvements:

- ✓ Launch scheduled for Q1 2014/15.
- ✓ To ensure that every employee of CH&Co receives access to relevant training courses and materials in 2013/14 and to report in detail on the number of people who have been trained.
- ✓ All staff now have access to a minimum of 6 training interventions per annum.
- ✓ Report now available.

To centrally report all accidents which occur across the business and highlight any patterns that may emerge:

- ✓ Project underway with target carried forward to 2014/15.



## SUPPLIERS & SOURCING

To achieve Marine Stewardship Council accreditation by 2014:

- ✓ All sites MSC-Accredited by April 2014.
- ✓ First British independent contract caterer to achieve across=business accreditation.

To commit to purchasing 100% fair-trade bananas and 100% UK non-battery farmed shell eggs by end 2013/14:

- ✓ 100% UK non-battery-farmed shell eggs achieved.
- ✓ Fair-trade bananas presenting consistency and quality issues. Working with FT organisation to try and add weight to rectify for future.

To create new systems that support a move towards paperless invoicing:

- ✓ New accounting system 'goes live' mid-June 2014.
- ✓ Paperless target carried forward to 2014/15.



## ENVIRONMENT

To put plans in place that will enable us to source all of our packaging from sustainable or recycled sources by 2015:

- ✓ 99% of all the Tri-Star disposable packaging we use is made from recycled materials. Continual improvement strived for.

To work with action group WRAP:

- ✓ Signed up to their Hospitality & Food Service Agreement.
- ✓ Working closely with WRAP on several projects.

To develop food waste reduction programmes for proposal to clients:

- ✓ Partnership established with waste contractor Simply Waste.
- ✓ Roll out of client communication planned.



## COMMUNITY

To achieve target of £30k raised for Kids Company, adopted charity:

- ✓ Raised £39k in total.

To continue donating all old mobile phone devices and ink cartridges within the business to charity:

- ✓ Achieved and ongoing.

To donate 10% of any savings achieved as a result of the Bright Ideas Scheme in year one of the suggestion being implemented to charity:

- ✓ Linked to target above and built into new scheme.