

POSITIVE

force for change

Sustainability Report 2023



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Our vision

To be the best foodservice provider and a positive force for change, because we care about...



Our people

We invest in and care for our people, attract future talent and continue to be recognised as a great place to work.



Our planet

We play our part in the climate crisis by acting on emissions, plastics and waste.



Our customers

We support customers by sourcing responsibly, protecting workers' rights and offering healthier and sustainable choices.



Our communities

We improve health and employability outcomes for people in our communities.



Our principles

We run our business on core principles that are based on strong ethics and leadership, robust data security and clear communication.

Welcome to our 2023 sustainability report.

This report covers our progress towards our ambition to be a positive force for change in the foodservice sector. Our report is externally verified and assured by Lucideon; the certificate of assurance can be found in the awards section at the back. All data refers to the Bidfood 2022/23 financial year (1st July – 30th June) unless stated otherwise.



Introduction

by Andrew Selley, CEO

This 2022/23 reporting period started with one of the steepest rises in Consumer Price Inflation (CPI) for the last few decades, and the strong inflationary trend continued throughout the year. Double figure inflation driven largely by food and energy price rises (ONS) have caused multiple interest rate rises and these effects have meant that the rollercoaster ride for the hospitality and foodservice industry has continued. Commercial pressures, however, haven't detracted from the demands for demonstration of healthy corporate responsibility, so the triple bottom line of people, planet and profit has been at the forefront of our minds and that of many of our customers. We have witnessed significant growth in the requests for sustainability information, as consumers and investors alike seek evidence of good environmental, social and governance credentials.

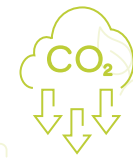
We were assessed by EcoVadis, a leading supplier of sustainability ratings, for our progress in these areas and scored 59/100, which puts us in the top 50% of companies assessed by them.

This last year also saw the first year of mandatory TCFD (Taskforce on Climate Related Financial Disclosure) reporting for larger UK companies like ourselves. Our Annual Report for 2022/23 includes both our TCFD report and we've also incorporated the Food Retailers & Distributors' SASB (Sustainable Accounting Standards Board) framework, as stated in our objectives last year.

We're progressing with our ambitions to reach net zero emissions by 2045 and have set ambitious carbon reduction targets aligned to max. 1.5°C global warming for scopes 1 and 2, and well below 2°C for Scope 3.

These →
targets are:

Medium term targets (2032):



Reduce both Scope 1 and 2 emissions by **55%** against a 2019 baseline.

Reduce Scope 3 emissions by **32%** against a 2019 baseline.

Long term targets (2045):

Reduce Scope 1, 2 and 3 emissions by at least **90%**, with the residual emissions offset to achieve net zero, which is a science-based approach toward achieving net zero.

Highlights of the last year across our sustainability workstreams include:



Launching our employee charity volunteering policy, enabling all employees to apply to spend one paid day a year volunteering for a charity in their local community.

Becoming a member of the UK Roundtable on Sustainable Soya – a positive move for reducing deforestation in food supply chains.



Actively supporting Ukrainian refugees via Hope4 – through food donations and a successful grant application via the Royal Warrant Holders Association charity fund.

The introduction of 4-sided cages to some of our depots, as part of a far wider rollout, which will ultimately eliminate the need for plastic pallet wrap on caged deliveries.



Our efforts to improve the health and wellbeing of our employees led us to win a Gold Award in the Health and Wellbeing category at the 2023 UK Employee Experience awards.

We boosted our capacity to generate renewable energy, thanks to the installation of solar panels on a number of our depots. As at June 2023, five sites have been commissioned and installed as part of Phase 1 of the initiative, with 17 more sites identified for possible installation.



Recruitment of greater resource to our sustainability team, which now has grown to four members - allowing us to grow our expertise in this area.

Sustainability team



Throughout 2022/23, we worked towards completing the aims and objectives stated in our 'plan on a page', which is below. Updates on all these areas are included within the relevant section of the report.

Our vision

To be the best foodservice provider and a positive force for change because we care about...



Our people

We invest in and care for our people, attract future talent and continue to be recognised as a great place to work

In the reporting year 2022/23, our total headcount increased from 5,107 employees to 5,749. The majority of our employees are drivers and warehouse operatives, spread across our growing estate of UK depots and offices. In addition to operational teams, our business support employees contribute to the success and growth of our business. These include customer facing teams as well as Group Commercial, Finance, IT, HR, Marketing, Procurement, Property, Supply Chain, and many more.

Our vision is to be the best foodservice provider and a positive force for change. Our mission is to deliver service excellence, make life easier and help customers to grow.

Our values are:



Care

Take pride in what you do, no matter what you do



Share

Work together to make great things happen



Dare

Take brave steps to deliver extraordinary results

Our people underpin all our successes and this report outlines the progress we've made over the last year in terms of investing in them, caring for them, attracting new talent and being recognised as a great place to work.



Employee Engagement

Our annual survey measures employee engagement and helps gather feedback from every team within our business.

This year, we were really pleased with the results as we had an 87% response rate to the engagement survey and scored 81% for employee engagement, which is 4% above the industry standard. It's such a positive testimony to everyone who works hard to make Bidfood a great place to work, even when faced with tough market challenges and increased cost of living for all.

This year, it was interesting to learn about our engagement scores for the different generations of our employees. Gen X's were most engaged at 82% and Gen Z's were least engaged at 77%. This insight gives us focus to do more for our employees just starting off in their careers and develop engagement initiatives specific to that targeted group.

When asked, 'What's the best thing about working here?' by far, 'our people' came out on top along with being part of a great team. More people seem to be getting satisfaction from their job and appreciate the improvements that are being implemented year on year to make our company the best it can be.

87%

completion rate

81%

engagement rate

4%

above industry standard

93%

understand how their role contributes to the success of our company

88%

agree that their managers trust them to do their job

84%

feel that health and safety is taken seriously by our company

84%

want to still be working here in 12 months' time

80%

believe that working in our company makes them want to do the best work they can

87%

care about the future of our company

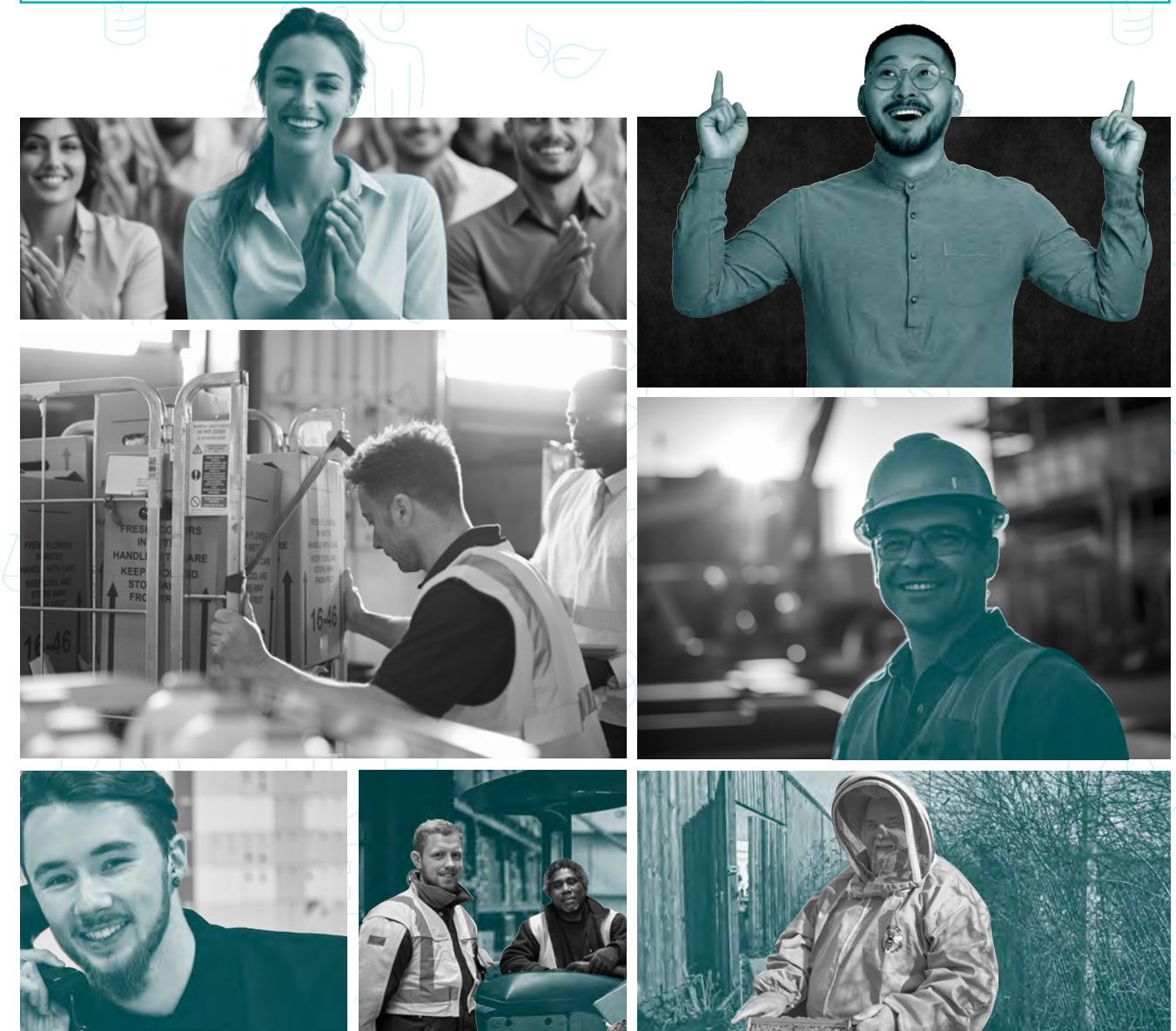
Making our drivers' lives easier

Over the past 12 months, we have implemented a Drivers Forum working on a project called 'Making a Driver's Life Easier'. This dedicated listening group is about taking action to improve the day to day activities of a driver and each depot is represented at the quarterly forum.

Since inception, topics have included an in-depth review of recruitment, induction, probation and training for new drivers. This has seen the development of a better induction process helping to aid retention, as well as some great outcomes including the introduction of 4 sided cages, powered pallet trucks, and reviews on routing and use of Heavy Goods Vehicle (HGV) sat navs.

This forum is going from strength to strength and is part of a wider listening strategy that we are developing for further employee engagement into 2024 and beyond.

One of our continued key drivers from our engagement survey is a focus on Health and Wellbeing - find out more on the next page.





Health and Wellbeing

New Health and Wellbeing project team team

Since September 2022, we've been setting ourselves up with a new Culture and Wellbeing team to give us the platform to step up our efforts in supporting our people with their engagement and wellbeing needs. Below are a few examples of initiatives we've either developed or initiated in 2022/23.



Men's Health Week

In June 2023, we once again carried out a men's health week campaign to get men thinking more about different aspects of their health. We provided them with facts, figures and advice on how to manage areas of their wellbeing that included testicular cancer, nutrition, mental health and addiction. Each day of the week was dedicated to a different topic and gave them some key challenges to take away and try. Check out our Men's Health Manual for more information!

Financial wellbeing



In January 2023, we introduced Salary Finance to the business. This is a financial wellbeing platform that allows employees to access 24/7 financial education. It also gives employees the chance to access a percentage of their wages throughout the month to prevent them from going to payday lenders or accessing high interest rate credit cards in the event of an unexpected expense or financial emergency.

Physiotherapy support

Following a successful pilot in 2022, we launched an onsite physiotherapy service to our business. The service has been introduced to break down barriers to employees getting quick and effective treatment for musculoskeletal (MSK) related issues. To date, we have onboarded 8 depots and are seeing a significant return on investment (ROI) through the reduction of absence days due to MSK. In Slough (our pilot site), workable days lost due to MSK absence over a 12 month period, reduced by 22% and they have seen a saving of over £45k. That's an ROI of 360%! We will continue to roll this service out to the rest of our business over the next 12 months.



We also produced a cost of living guide to help employees cope with the 40-year record high inflation rate. This covered energy bills, debt guidance, childcare costs and plenty of money-saving tips in other areas.



We are gold winners!

In May 2023 we were extremely proud to be awarded Gold at the Employee Experience Awards for the Health and Wellbeing category. All of the work we've put into creating a great wellbeing strategy for our people was recognised by a group of independent judges, pipping us to the top spot above companies such as BUPA and BNP Paribas.

Employee Charity Volunteering Day

The last quarter of this year saw the launch of our employee charity volunteering day, giving all employees the right to apply for a paid day's volunteering with a charity of their choice. Not only is this a great chance to give something back to our local communities, it gives employees a day to do something they really care about. The numbers will be far higher next year, as we'll be reporting against a full year, and this initiative will have gained in traction.

Employees chose to volunteer their time as follows:

Charity category	Days volunteered	Hours equivalent
Environmental	3	22.5
Elderly	4	30
Community	3	22.5
Youth	3	22.5
Disability	3	22.5
Animal care	1	7.5
Totals	18	127.5



Apprenticeships, Learning and Development

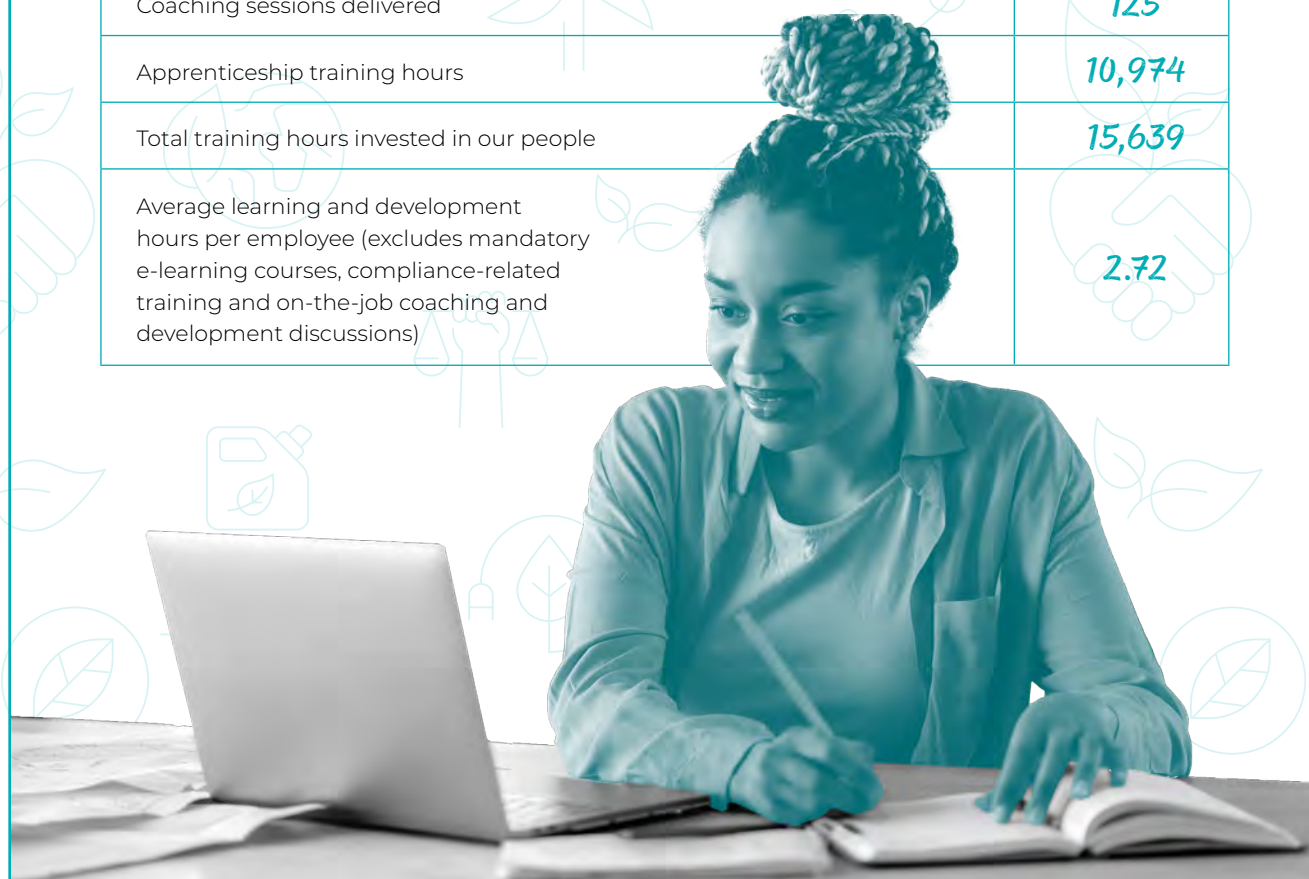
We have 61 people within the business currently going through development and actively on an apprenticeship, these range from Level 2 to level 7. In addition to this, we've currently recruited or made offers to 15 new external apprentices joining our depots in various roles across Customer Service, Business Admin, QHSE Assistants, Warehouse and Stock control, Sales. At the time of writing (June 2023) we have adverts currently in place for a further five roles in other depots. It's really rewarding to see our people developing new skills and competences.

We've also invested in a brand new learning management system, The Hive, which gives all of our people across the business the opportunity to access resources, supporting their development of new skills in existing and future roles.

In 2023 we delivered the following training to our people across Bidfood:

L&D Training data summary to date 2022/23

Facilitated sessions delivered	212
Coaching sessions delivered	125
Apprenticeship training hours	10,974
Total training hours invested in our people	15,639
Average learning and development hours per employee (excludes mandatory e-learning courses, compliance-related training and on-the-job coaching and development discussions)	2.72



New Management Trainee Programme

2023 saw the launch of our new Bidfood Management Trainee programme. We've recruited six new graduates and look forward to working with them to become our future leaders.

Diversity, Inclusion and Belonging

In 2022, we created a steering group to focus on diversity and inclusion (D&I) within Bidfood. This group has been working to improve our performance in this area, covering everything from initial recruitment processes, to communications, the data we hold, and more. We've started by looking at how we could simply 'celebrate difference', raising awareness of the amazing diversity we have in the business, along with the benefits this can bring. This included raising awareness of the need to be sensitive to colleagues fasting during Ramadan, explaining the origins of Pride month and holding associated events in our depots. Discussions in the steering group have highlighted how deeply personal this whole area is to everyone involved, so we're looking forward to working on this further in the coming year.

Applicant Tracking System

In June 2023, we started the pilot of a new Applicant Tracking System, which will enhance the application, recruitment and on-boarding experience of anyone looking for a career with Bidfood. Amongst many other benefits, it will enable us to confidentially capture far more personal data and information on individual circumstances so that we can gain insight to inform our approach to diversity and inclusion. This will be rolled out across the entire business by April 2024.



Balance the Board

Plan B Mentoring Conference

We're proud to be a founding partner of the Plan B Mentoring conference, which was held in November 2022. Plan B Mentoring has rebranded to 'Balance the Board' and as the name suggests, aims to get greater diversity into corporate board rooms. We attended the conference and are using insights gained here to shape our strategy on diversity, inclusion and belonging in Bidfood.

[Click here to find out more](#)



Pay and Reward

Fair and competitive pay and benefits

We participate in salary surveys each year that give us insight into market rates within our industry and more widely. We also participate in employer forums to keep abreast of best practice and market trends. Through our research and benchmarking we aim to ensure that our pay and benefits package are fair and competitive.

New reward and benefit technology

'In the last year, we have continued to shape the reward and benefits strategy for our business. As a result, this has supported managing supplier relationships, as well as reward and benefit activities for our employees.

In 2023, we invested in new technology in the form of a total reward and flexible benefits platform for our employees, which launched in March. We have seen great engagement with the platform since then, with more than 1200 employees logging in on the first day! We currently have more than 3,100 employees using the platform for their employee benefit needs and are working on a plan to increase engagement further in 2023. We also have plans to rollout additional functionality around total reward, enabling employees to understand the true value of their reward and benefits package.

Gender Pay Gap

We're pleased with the progress of our gender pay gap measures and have seen particular improvements in our Bidfood business over the last three years. We're mindful of the impact of gender on pay, and benefits and our report shows the wide range of activities that we have undertaken each year to combat gender pay disparity. Our gender pay gap reports can be found here

[Click here to find out more](#)



Armed Forces Covenant

We became signatories of the Armed Forces Covenant in late 2022, to better support ex-service personnel. Our pledge is to work in partnership with Veterans into Logistics to offer employment opportunities to service leavers, to provide additional paid leave to reservists to attend training as required and have service-friendly people, policies and procedures in place.



Sustainability Coordinators / People and Planet teams

This year our sustainability coordinator programme was refreshed and relaunched in January as the 'People and Planet Team'. Following a full review of the programme, it was identified that the depots reporting the most impact were those with multiple sustainability coordinators. This allowed them to create lots of fundraisers and activities, rather than one individual volunteering to do all this work at their respective depot. The People and Planet Team supports the creation of small groups with members from a wide-range of departments that regularly come together to brainstorm ideas to improve sustainability across each of our depots.



Focus on the People and Planet team at Harlow depot

Our Harlow team are a great example of demonstrating social and environmental responsibility. Here are some examples of what they've been getting up to!

Kids Gardening Challenge

On the 13th of May, Harlow depot held a kids' gardening challenge. Employees brought along their children and they planted sunflower seeds and scattered wildflower seeds in one of the depot wildflower collars. Kids also engaged in litter picking, filled up the birdfeeders and, perhaps the most exciting, could climb up into one of Bidfood's new lorries and beep the horn. At the end of the day, children took home a goodie bag with sweets, toys and stickers!

Food Bank and Felix Project

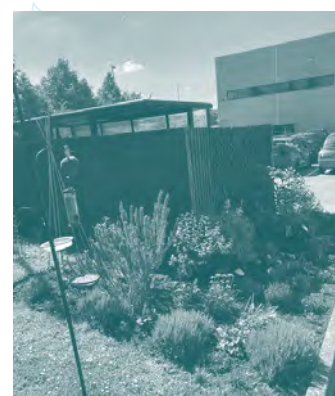
The Harlow team are donating three pallets a week of their surplus food to the local food bank. They're closely working with the Felix Project, whose volunteers collect from the depot twice a week. The Felix project distributes meals to the vulnerable members of the community including the homeless, families, children, the elderly, refugees and those with mental health problems. In addition to this, all damaged sugar packs are donated to a local beekeeper!

Birdfeeders

The Harlow team actively supports local wildlife, so they have put up three bird feeders around the depot, which are filled up regularly by volunteers. In addition, employees hang suet-filled coconuts on the trees for the birds.

Memorial Garden

The Harlow depot team have also planted a memorial garden for their late colleague Leona, who previously did a lot of work on sustainability. Leona sadly passed away shortly after retiring, so the team thought that an eco-themed garden would be a great way to remember their colleague and her work. The garden has been planted with pollinator-friendly plants and has great value for the Harlow team.



Other charitable activities at Harlow

- The team organised a bakesale and raised £326 in March for the stillbirth and neonatal death charity SANDS.
- The depot collected 146 Easter eggs for St Clare's Hospice and donated water for their 10k charity race this April.
- Harlow also donated a box of vegetable seeds to Herts and Essex Community Farm and provided prizes for their tombola. In return, the farm donated some plants for Harlow's depot garden. Herts and Essex Community Farm support people who have disabilities in their local community.
- The team supported one of their employees, who was running the London marathon in aid of MS-UK. The depot raffle raised £321. Alfie finished the marathon in a time of 03:51:46.

Our employees' engagement with sustainability

Although many of our employees have sustainability objectives incorporated into their 'day jobs', many don't. It's always a challenge to effectively communicate progress, especially when many of our employees within the operational side don't have access to email or e-news. One way we try to overcome this is to hold an annual 'sustainability quiz', which means participants have to read the whole report to try and identify the answers. Last year we had some of our best ever fantastic prizes donated by suppliers, and 570 employees read our report and entered the quiz (our largest number ever) so a huge thank you to Vegware, THIS, Whitby Foods, McCain and Unity Wines for their generosity.

In addition to the above, we've created a sustainability 'library' of information on Sharepoint, where employees can access a whole variety of pages to learn about our journey to net zero, read FAQ, understand more about environmental concepts and terms, access KPIs, and far more. This not only helps them to be proactive in learning more about environmental issues, it adds to our transparency as this is a key aspect of our approach.

Many of our teams were great at demonstrating our 'care' value at Christmas. From Salisbury depot colleagues' Bring a Tin to Work day (collecting for the local food bank), Manchester Business Support Centre collecting toys to donate to the Hits Radio Cash for Kids Christmas collection (see photo) - Caption: Joanne Cooney, Head of Business Support Manchester and Clare Yates, National Accounts Customer Services Manager with the Bidfood toys collection.

Christmas is an exciting but stressful time in hospitality and foodservice, and it's at these pressured times that our values can shine through and make all the difference to our customers, communities and colleagues. Our awards included Living our values, Giving back to our customers, Giving back to our colleagues and Giving back to our communities. Employees were nominated from across the business and a total of £1,600 was given away in vouchers to individuals and teams.

Our planet

We play our part in the climate crisis by acting on emissions, plastics and waste

As a foodservice wholesaler with



Our key material impacts are emissions, plastics and waste.

In this 'planet' section of our report, we focus largely on our direct emissions (Scope 1 and 2), plastic consumption within our operations, and waste created on our sites. Indirect emissions (Scope 3) are driven chiefly by the products we buy on behalf of our customers, and primary plastic packaging is passed onto our customers, so these challenges are covered in the Customer section of the report.



Greenhouse gas emissions

New emissions reductions targets

Last year's report explained how we created our carbon footprint 'baseline' by mapping our entire carbon footprint across Scope 1, 2 and 3, so that we could understand our priority areas for decarbonisation and set emissions reductions targets. We used FY 2019 data because at the time of starting baselining activity, 2019 was our last totally 'normal' year of operations pre-Covid. There have been a number of organisational changes and acquisitions since then, so we'll re-baseline in due course.

We've aligned with maximum 1.5°C global warming for scopes 1 and 2, and well below 2°C for Scope 3, which is a science-based approach toward achieving net zero.

Medium term targets (2032):

Reduce both Scope 1 and 2 emissions by 55% against a 2019 baseline.
Reduce Scope 3 emissions by 32% against a 2019 baseline.

Long term targets (2045):

Reduce Scope 1,2 and 3 emissions by at least 90%, with the residual emissions offset to achieve net zero.




Our Carbon Reduction Plan, [available here](#), details our areas of focus and a high level roadmap for achieving the ambitious targets we've set. As anyone working in this area well knows, we are highly dependent on the development of affordable technologies to facilitate the degree of decarbonisation that's required; battery capacity of electric HGVs and/or hydrogen as a fossil fuel alternative being a good example of this. So, the ambition is set, but many externalities will influence our ability to deliver this ambition.



Continued



Decarbonisation priorities

The table below shows our areas of focus for decarbonisation across all scopes.

Scope	Source of emissions	Challenges and areas of focus
1	Diesel 	<p>Unlike cars and vans, HGVs are more challenging to convert to electric, due to battery capacity issues. Some fleets have implemented trial HGV electric vehicles, but they are usually used on short trunking routes with a predictable charging regime, not on a demanding multi-drop foodservice route, where we absolutely need to maintain cooler temperatures (creating additional energy demands). We've been running an electric vehicle from our Battersea depot for a number of years but our experiences with this vehicle haven't led us to purchase/hire more. Electric HGVs are also typically five times the cost of the diesel equivalent. We trialled HVO (hydro treated vegetable oil, a biodiesel) in a number of our vehicles at our Edinburgh depot in 2022, but this gave mixed results depending on the vehicle manufacturer (emissions reduction varying between 30% and 90%). HVO is also typically 10% more costly than diesel, which is a significant consideration for us, given the size of our fleet. So, we're keeping a close eye on developments in fleet and fuel technology, in anticipation of developments in both hydrogen and electric capabilities.</p>
	Refrigerants 	<p>We use a range of refrigerant gases; these vary in terms of their global warming potential (GWP). Emissions are only produced when there are refrigerant leaks; loss at small levels is inevitable throughout the life of a coolant system. Our refrigerant of choice for all new and replacement systems is CO₂, which has a GWP of only 1 and doesn't carry the same health and safety risks of ammonia (zero GWP). At the time of writing, five sites are using CO₂ and seven are using ammonia, so these have low/negligible GWP. The remaining depots are using a range of refrigerants with higher GWP and our environmental steering group is working on plans to phase these out, to accelerate emissions reduction. This year we unfortunately experienced R404A gas losses at two depots during the reporting year, contributing to an increase in scope 1 emissions.</p>
Scope 2	Indirect emissions arising from electricity consumption 	<p>We took significant steps forward this year in terms of boosting our energy resilience and decreasing our Scope 2 carbon emissions. Paddock Wood, Nottingham, Salisbury, Worthing and Liverpool depots now feature solar panels, and we're working hard on Phase 2 of the Solar project and are currently investigating the feasibility of installing panels at more sites across the wider group. There are a number of factors to take into account for each install, including building age, structure, roof condition and whether it is freehold or leasehold.</p>

Scope	Source of emissions	Challenges and areas of focus
Scope 3	Purchased goods (food) 	<p>Comprising approximately 92% of our entire carbon footprint, the food we purchase on behalf of our customers drives a huge environmental footprint in terms of GHG emissions, and more. We source food globally via multi-tiered supply chains and the task of decarbonisation is huge, in terms of supplier engagement and capability to decarbonise. Analysis of our supplier base has shown that only 253 of our suppliers drive over 90% of our emissions, so we have commenced a programme of supplier engagement to assess both the materiality and maturity of those suppliers. We're also working on providing a solution for product-level carbon footprint information, to give customers the insight that they need for both reducing their carbon footprints and also nudging customers toward climate-friendlier menu choices, if they wish to do so. This is a rapidly evolving area, so we'll update our website as and when we have updates.</p> <p>We reported last year that we were one of the organisations contributing to the WRAP Scope 3 Protocols Working Group. The purpose of the project was to help drive standardisation into Scope 3 measurement practices so that all food organisations ultimately adopt consistent practices. We were the only wholesaler to participate in this group, and felt it important to not only contribute our experience but also to make sure that the needs of this sector were taken into consideration when developing the protocols. The case study of our participation is available below.</p> <p>Click here to find out more</p>
	Food waste 	<p>Although emissions from food waste generated within our operations are negligible in relation to our overall footprint (less than 0.5%), as a large food business, we have a significant part to play in trying to influence our suppliers, customers and our employees to minimise food waste, as it's ethically, commercially and environmentally very problematic for food to go to waste. Please see the waste section below for more information about our progress in this area, as well as initiatives to influence others in our upstream and downstream supply chain.</p>


Plastics

Plastic packaging continues to be a huge challenge for the food industry. It has a huge role to play in food safety, transportation and labelling. However, the usage, prevalence and waste streams for plastic remain one of the main ways in which consumers judge the environmental stance of foodservice venues.

Our three main activities that generate plastic waste are described below, as well as what we’re doing to reduce our impact:

Activity	What we've achieved to date
Provision of catering supplies	<p>Plastic reduction in this area isn't an easy thing to get right, as there can be unintended consequences from the increased consumption of paper and card-based alternatives, or the contamination of recycling waste streams from the use of renewables. We also have a dedicated sustainability page on our Catering Supplies website, giving our customers supporting materials around the 4 R's – Reduce, Reuse, Recycle, Renewable. We've also provided information on the single-use plastics ban on our corporate website.</p> <p>Our Catering Supplies website includes 'sustainable properties' with a simple logo for each of our products giving our customers the information they need regarding the products environmental credentials. This is something we are looking to replicate on Bidfood Direct, our online shopping platform.</p> <p>Our buying team continuously source products with sustainable features; we recently launched a plastic-free cup, biologically based cleaning products from Biovate Hygienics, and most recently, Notpla seaweed-lined packaging which offers users simple, low-impact disposal options, either through home-compost, industrial compost or by being placed in paper recycling streams.</p>
Own-brand plastic packaging	<p>In terms of our own-brand food packaging, we're aligned to the objectives of the Plastics Pact and an update on our progress is contained within the Customers section.</p>

Click here to explore more

Activity	What we've achieved to date																								
<div>Pallet wrap used for deliveries</div> <div></div>	<p>Our consumption of pallet wrap is a significant driver of plastic usage, so we continue to target a decrease in pallet wrap per item picked. In the past we've trialled a few different methods including using thinner wrap, a reusable shroud at Paddock Wood and cages with stretched sides in Harlow. Since 2021 we've been working on 4-sided cages, which would not only generate zero plastic waste but also help reduce accidents, stock damage and makes life easier for warehouse teams and drivers. We're also providing doors that can be retro-fitted to existing stock to convert them to 4-door cages. Once this consignment of cages is fully integrated into our network, there will be 13,500 4-sided cages out of a total of roughly 25,000, which means that over half of our cages delivered to customers will require zero pallet wrap, which is a great step forward in reducing our plastics impact and driving a more circular economy. Later in the year, some depots will start to transition to a fully 4-sided cage and the intention is that over the course of the next couple of years the 2 sided cages will be phased out of the business.</p> <table><tr><th>Summary</th><th>2019 calendar year</th><th>2019/20 FY</th><th>2020/21 FY</th><th>2021/22 FY</th><th>2022/23 FY</th></tr><tr><td>Total items picked</td><td>120,378,683</td><td>105,604,918</td><td>88,791,834</td><td>103,539,284*</td><td>102,973,144</td></tr><tr><td>Total pallet wrap (kg)</td><td>214,493</td><td>171,623</td><td>143,717</td><td>170,201</td><td>122,094</td></tr><tr><td>Average weight of film used per pick (g)</td><td>1.78</td><td>1.63</td><td>1.62</td><td>1.64</td><td>1.19</td></tr></table> <p>*Please note, pallet wrap data was unavailable for two of our sites, so we excluded their volume from the total items picked figure, so that the average is a genuine reflection of pallet wrap per pick.</p>	Summary	2019 calendar year	2019/20 FY	2020/21 FY	2021/22 FY	2022/23 FY	Total items picked	120,378,683	105,604,918	88,791,834	103,539,284*	102,973,144	Total pallet wrap (kg)	214,493	171,623	143,717	170,201	122,094	Average weight of film used per pick (g)	1.78	1.63	1.62	1.64	1.19
Summary	2019 calendar year	2019/20 FY	2020/21 FY	2021/22 FY	2022/23 FY																				
Total items picked	120,378,683	105,604,918	88,791,834	103,539,284*	102,973,144																				
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Waste management

Circular economy principles

A key lever for operating more sustainably is understanding and implementing circular economy principles. This means minimising the use of virgin raw materials at the start of the value chain, and minimising waste at the end of the value chain. In other words, we minimise our use of resources, and we maximise usage of those that we do use. Foodservice is a challenging area for circularity as the regulations relating to allergens and food safety mean that scope for reuse in primary packaging is very limited. However, our alignment to the objectives of the Plastics Pact mean that we reduce the use of virgin plastic by working on increasing recycled content and we maximise recyclability. For an update on our progress in plastic reduction, please see the [Customer section](#).

Our progress toward greater circularity with regard to food transportation took a significant step forward this year, as described in the ‘pallet wrap’ section of our Plastics section.

A circular economy also recognises that waste can often be described as resource ‘in the wrong place’ – in other words, recognising the potential value of waste. This is the approach taken by Olleco, so we encourage our customers to arrange waste cooking oil collections with Olleco, so that the waste oil can be reprocessed into biodiesel. Our customers recycled a total of 451,222 litres of cooking oil in FY 2022/23, which represents 959 tonnes of CO₂e saved (through the use of biodiesel).

Our partnership with FareShare is a great example of resource redistribution. Perfectly good food which we can’t sell (for whatever reason, usually short dated) is a valued resource for food banks and numerous charity groups; please see our [Communities section](#) for more detail on the beneficiaries of these donations. In 2022/23, we donated 78.7 tonnes of food to FareShare, which represented a saving of 120.3 embedded tonnes of CO₂e, and 118m litres of embedded water (this data from FareShare is calculated based on the composition of typical food donations across all FareShare warehouses from all donors; it’s not bespoke to Bidfood).



Food Waste Reduction

We have a strong commercial, ethical and environmental motivation to reduce food waste as much as possible, and our membership of WRAP’s Food Waste Reduction Roadmap is an enabler of reduction (in terms of sharing best practice across the food industry) as well as mechanism through which we transparently report on annual progress. Our supply chain and depot teams already have a lot of processes in place to proactively minimise food waste, which were described in our 2020 sustainability report. However, despite our best efforts, waste still occurs to some extent. We work with partners such as FareShare and other charities to make sure that this surplus food (which is predominantly fresh produce and chilled goods due to shelf life) goes to community groups and foodbanks rather than the bin. You can read more about this in our [Communities section](#) of the report.

We provide annual data to WRAP as part of our commitment to Target, Measure and Act on Food Waste. Our progress against our target to reduce food waste by 63% between 2020 and 2030 is shown below.

	Baseline year		
Calendar year	2020	2021	2022
Food sales (£M)	1065	1301	1759
Tonnes of food sold as intended	489,599	571,344	720,144
Food waste (tonnes)	2,005	1,854	1,761
Food waste (t) per £M food sales	1.88	1.43	1.00
Food waste as % of food sold	0.41%	0.32%	0.24%

Increasing food waste redistribution

We are pleased to continue our long-running partnership with FareShare and a range of other food redistribution charities. We review our performance with FareShare on a quarterly basis, looking at which depots are donating food and identifying opportunities for greater food redistribution. One such example has been sharing dates of all our regional Christmas shows proactively with FareShare so that all usable food at the end of each event can be redirected to good causes.

In terms of influencing our customers to reduce their waste, we’ve actively promoted WRAP’s Guardians of Grub campaign and resources, and publicised SuperCook - Zero Waste Recipe Generator via our LinkedIn group [plate2planet](#).

Technological investment to work smarter, not harder

We've been working hard on automating our existing warehouse management system, using the latest android mobile computers with built in scanners to receive stock, move stock into the bulk storage, replenish the pick locations and carry out stock checks & adjustments. The QStock solution was purpose built for us by our software development partners and is planned to be deployed across all our depots by the end of quarter one in 2024. In addition to improving accuracy and productivity, QStock gives us a live stock position which helps with our online and telesales ordering solutions. QStock eradicates the need for paper in our warehouse operations, meaning there is also less waste generated. In all, we've calculated a saving of an incredible 5 million A4 sheets of paper a year.

Management of waste overall

		Influenced by pandemic impacts				
Waste stream (tonnes)		2018-19	2019-20	2020-21	2021/22	2022/23
Landfill	19	54	35	8	6	6
Energy from waste (EFW)	1,339	1,410	1,605	1,337	1,311	1,492
Anaerobic Digestion	1,080	1,433	1,973	1,507	1,666	1,573
Cardboard (Recycled)	1,133	1,103	1,424	828	985	1,175
LPDE (Low density polyethylene) (Recycled)	458	439	410	300	426	511
Other reused/recycled waste (nb. includes reused pallets)	3,779	4,261	4,116	3,411	5,153	4829
Waste Avoidance - Redistributed food (tonnes)	309	509	404	379	717	505

Table of environmental performance and key data

We delivered 10% more items in 2022/2023, compared to 2021/2022, which resulted in an increase of 7.3% in emissions from fleet diesel as several new national customer contracts commenced. However, the CO₂e (kg) intensity per case delivered reduced marginally from 0.39 CO₂e/kg to 0.38 CO₂e/kg. Our carbon footprint this year for Scope 1 and 2 also increased due to the completion and go live of a new purpose built multi-temperature depot in Glasgow. We did however, exit our Dundonald site as well as closed two sites in Bristol. Emissions from company cars decreased due to changes to the company scheme, causing higher emissions from hire cars.

		Impacted by Covid						
		2016/17	2017/18	2018/19	2019/20	2020/21	2021/22	2022/23
CO ₂ e emissions (tonnes)	Scope 1	48,160	44,655	45,671	39,646	39,973	44,553	46,929
	Scope 2 (Location based)	16,154	13,000	11,750	10,503	8,930	8,642	9,368
	Net Scope 1 & 2	64,296	57,644	57,412	50,140	43,896	53,191	56,267
	CO ₂ e per item for all Scope 1 and 2	0.42	0.39	0.39	0.41	0.45	0.39	0.38
	Scope 1 includes fleet emissions (all vehicles), natural gas and refrigerants. Scope 2 includes emissions arising from grid-purchased electricity.							
	Scope 3 (waste)	No data	300	328.2	196.96	142.34	185.13	187.54
	Scope 3 (hire cars) -	Previously not measured				7.36	5.14	28.31
	Please note that we only measure limited scope 3 on an annual basis. Purchased goods excluded.							
Water (m litres)	Total mains water consumption	70.8	80.7**	72.6	89.5	57.871	108.674	87.603
	Water saved by harvesting/recycling	12.3	16.9	14.6	12.3	13.6	13.2	13.68
Commercial Fleet data	Trucks on the road	968	1,037	1,081	1,474	1,197	1,031	1,251
	Vans on the road						173	188
	Millions of KM travelled (m)	42.2	42.4	43.6	40.2	34.1	40.1	39.3
	KMs per delivery/drop	Not previously reported/verified		14.1	11.3	13.8	14.4	13.2
	Items per delivery/drop			39.4	30.3	34.1	41.4	42.85
	Average KMs per vehicle per day			158	140	126	125	123
	Average KM per litre (fuel efficiency)	3.37	3.41	3.11	3.15	2.98	2.82	2.59
	CO ₂ e per item (delivery emissions only – includes fleet refrigeration)	Previously not measured				0.3755	0.3545	0.3409
Volume	Total items picked (000s)	124,790	124,664	125,624	101,216	83,017	115,714	127,261

Note on water: We always have annual fluctuations in our data due to estimated billing vs. meter readings, however our reported water usage for 2021/22 was exceptionally high, following a very low figure for the previous year. Our water meters were read far less frequently during the pandemic, so this figure reflects the data catching up with actual usage. Our actual consumption patterns remain consistent year to year, driven largely by sanitation and vehicle washing.

Deforestation

We've implemented policies on both sustainable palm oil and soya (as an ingredient as well as embedded in animal feed in meat supply chains) to help address deforestation in food supply. Please see our [Customers section](#) for more detail on these and other sourcing policies.



Biodiversity



Looking after bees

Our successful 'follow the Bidfood Bee' campaign of a few years ago is remembered fondly by many colleagues, and led to the planting of pollinators around many of our depots, a practice which is continued today. Many of our depots also donate sugar to local beekeepers, as evidenced in this clip which shows sugar donated by Liverpool depot being used to feed bees ahead of winter lockdown (not used during the summer).



Liverpool & Merseyside Beekeepers

Local initiatives for pollinators and birds

Some of our depots have been doing a great job encouraging employees to plant pollinators in their gardens and around the depots themselves, as well as installing birdfeeders to help our declining bird populations; please see the [People section](#) for examples of this at our Harlow depot.

Native plants

Native plants play a vital role in our ecosystem, supporting many native species, communities and wellbeing. They're also more resilient as they've evolved with our UK weather, soil and wildlife, so it's really important to protect and encourage them. With this in mind, our sustainability team spent a day at the Birmingham and Black Country Wildlife Trust, planting native plants in their 'nursery beds', to be later transplanted at a wide number of sites around the Midlands. This charity has restored ex-industrial storage land to a beautiful wild space alongside the Birmingham canal.

Water

We're aware that the quality and availability of fresh water is an increasing threat to ongoing food supply globally, and our [blog](#) explains why we're supporters of [WRAP's Water Roadmap](#).



3 reasons why Bidfood support the Water Roadmap

A roadmap towards water security for food & drink supply

wrap

Protecting critical water resources for food supply, for nature and for local communities.



We source many of our products from larger global brands, many of whom have their own water strategies in place, but for own-brand products, supply chains are complex, with a high degree of disconnection between farm and fork. In 2021/22 we helped collectively fund research into water scarcity in key growing areas of Southern Spain, facilitated by WRAP, and are considering future positive action we can take in this area.

Our customers

We support customers by sourcing responsibly, protecting workers' rights, and offering healthier, more sustainable choices.

This past year, we've been very active in helping our customers achieve their sustainability goals. We reviewed many of our product sourcing policies for our own brand products; the table below outlines our commitments and progress. We've also been working hard on finding a solution for product-level carbon footprint information for our own brand products, and we hope to be able to provide this information by the end of 2024. We also want to protect our customers from falling foul of the [Green Claims code](#), so this report explains how we've been proactive in this area. We are proud of collaborating with industry groups to drive progress. We can achieve more by working together. By taking part in working groups, this ensures we're well placed to advise customers on sustainability challenges. Please read on to find out more:



Driving greater sustainability via product policies

Our sustainable sourcing information is available on our corporate website, [click here](#). All our policies are available [here](#).

Policy updates

Click here to view our policy on Palm

Palm

Our policy commitments: In our own brand products, we aim to only use 100% certified sustainable palm oil and its derivatives by the end of 2023.

Progress against the policy (as of July 2023): 98.7% of our own-brand products contain certified or responsibly sourced sustainable palm oil, while 90.44% is IP preserved or segregated.

General information: Like many food businesses, we use small amounts of palm oil in many products. We recognise that we're responsible for sourcing with integrity and ensuring sound social, ethical and environmental practices within our operations and supply chain, which is why we want to manage palm oil correctly. We support using certified sustainable palm oil (CSPO) and its derivatives. In our own brand products, we aim to use 100% certified sustainable palm oil and its derivatives by the end of 2023. We prefer to use identity-preserved or segregated certified sustainable palm oil, added as an ingredient or sub-ingredient to our products. Where this is impossible, certified sustainable mass balance will be accepted if agreed with our Technical Manager.

For palm oil or palm kernel oil derivatives, where certified identity preserved, segregated, or mass balance isn't available, we require our suppliers to purchase RSPO (Roundtable on Sustainable Palm Oil) credits to support the production of certified sustainable palm oil. Our customers must be confident that our products' palm oil has been sustainably sourced. We're working extremely closely with the remaining four suppliers not currently compliant with our policy as they are not RSPO certified. To resolve this, some suppliers have booked their RSPO Supply Chain Certification audit. Our 2022 RSPO Annual Communication of Progress (ACOP) report showed 99.7% certified sustainable palm oil within our own brand products.

Click here to know more about RSPO annual communication of Progress 2022



Working with industry partners to drive change for both palm and soya

Efeca – We've been working with Efeca to improve our sustainable palm and soya sourcing, who have provided us with feedback on our soya sourcing policy. We regularly attend roundtable meetings and are part of the Foodservice Working Group, which aims to enhance the sustainability of various commodities, including palm and soya.

In November 2022, we participated in the support of a business community dialogue on Indonesian Sustainable Commodities at the Indonesian embassy in London, with Efeca. We value Efeca's guidance and will continue to work with them to achieve our targets for palm and soya.

RSPO – We continue to work closely with RSPO to support sustainable palm oil and regularly attend roundtable meetings. We complete the Annual Communication of Progress (ACOP) Report annually and have recently been reviewing the new Shared Responsibility scorecard.

Soya

Our policy

commitments: In our own brand products, we aim to use only 100% deforestation and conversion-free soya by the end of 2030. This applies to both soya used in animal feed, in products containing more than 5% animal-derived ingredients combined, and as an ingredient in products containing more than 1% soya content.

Progress against the policy (as of July 2023):

We're all too aware that soya production has contributed to deforestation and is widely used in animal feed and various plant-based products. To tackle this problem, we've revised our soya policy with specific, attainable goals. Our primary focus is sourcing soya products that aren't linked to deforestation or land/habitat conversion. Our supplier questionnaire of August 2022 was used to inform of our 2023 goal. It showed us that levels of knowledge and transparency vary a great deal across our supply chain, which is why we're working towards a 2030 target. To enable this, all suppliers must have a roadmap and strategy in place for vDCF (verified Deforestation and Conversion Free) soya by 2026.

In September 2023, we distributed a questionnaire to all our soya suppliers. This aims to assess their progress in adhering to our updated policy and identify areas where improvements are needed. By the end of 2023, we will provide a report detailing our progress in relation to the targets we've set. Soya sustainability is still quite a new area to many of our suppliers, so we are in the process of engaging with them to explain the importance of this area and help them improve the information they hold in this area.

Click here to view our policy on Soya



Animal welfare

Our policy commitments: We aim for 100% of suppliers of own-brand products containing animal-derived ingredients to have an animal welfare policy and report against key criteria specified within this by 2025. At a minimum, this must include a commitment to the five freedoms and policies on humane slaughter, mutilations, castration, confinement and enrichment and a clearly defined scope of which species and products the policy applies.

Progress against the policy (as of July 2023): Our animal welfare policy has been updated. In August 2022, we sent a comprehensive questionnaire to all suppliers of animal-derived ingredients. This aimed to identify areas where we could establish goals and develop action plans for improvement. We sent a follow-up questionnaire to our own-brand suppliers in September 2023. This follow-up questionnaire will be used to evaluate progress and identify any gaps that require attention.

Update: Last year's questionnaire allowed us to assess our supply chain's animal welfare standards and transparency. Our findings revealed that although many suppliers have animal welfare policies in place, the quality of these policies varies between suppliers, and visibility within the supply chain is limited, especially in manufactured products. Consequently, we've set a target to enhance animal welfare by collaborating with our suppliers to improve their policies. We also request that they implement reporting measures to ensure their policies are effective. This is a significant challenge for some of our suppliers. They may have multiple sources of animal-derived ingredients within their supply chain in small amounts and may be several tiers away from the abattoir, making visibility difficult. We're in the process of working closely with our suppliers to offer the necessary support to improve animal welfare across our own brand supply chain.

Click here to view our policy on Animal Welfare



Eggs

Our policy commitments: We're committed to the move towards cage-free eggs by 2025. This includes branded and own-label shell and liquid eggs and own-brand products containing eggs as an ingredient.

Progress against the policy (as of July 2023): Out of all the shell eggs sold, both branded and own-brand, 44.1% came from cage-free systems. Cage-free system percentages break down as follows:



There have been persistent egg availability issues and reduced egg production, although there was a slight improvement in Spring 2023. The start of Avian Influenza season is typically in September, and the availability of eggs in the future will be dependent on the severity of this year's season. If the situation is similar to the previous two years, we anticipate ongoing low availability.

Update: Shell eggs: A crucial part of our plan to achieve our commitment to cage-free shell eggs has included engaging with our customers to determine their commitments and implementing a roadmap to achieving these. However, our supply, like many others in the food industry, has been significantly affected by the shortage of eggs, which has meant that we have had to focus on ensuring the availability of eggs as a first priority. We've experienced better availability of free-range eggs versus caged eggs, which has meant that the percentage of cage-free we sold this year has increased to 44%. We're now looking at ways to maintain this percentage and continue this forward to meet our 2025 commitment.

Ingredient eggs: As part of our animal welfare and soya questionnaire last year, we asked suppliers to update us on which eggs in our own brand products are cage-free. Initial results showed over 50% of products were cage-free which, in 2023 has increased to 61.3%. To progress this, we set up a steering group to focus specifically on ingredient eggs and engaged with any suppliers who were unsure of the data or used caged eggs. We will continue to work with these suppliers to progress towards our 2025 commitment.

[Click here to view our policy on Eggs](#)

Fish

Update: We're committed to sourcing fish and seafood responsibly, and are proud members of the Sustainable Seafood Coalition (SSC), aligning with the two voluntary codes of conduct. Our responsible seafood sourcing policy applies to all Bidfood own brand fish & seafood, including where it's a significant ingredient. Our sourcing decisions of wild caught fish and seafood are based upon risk assessment, as outlined in the SSC voluntary code of conduct on environmentally responsible fish and seafood sourcing, categorised as low, medium and high risk. This risk assessment has been developed based upon the ratings provided in the Marine Conservation Society Good Fish Guide, which rates seafood from 1-5, based upon environmental sustainability (GFG ratings). We recognise a number of independent third party standards for farmed fish and we require suppliers to source farmed seafood that has been independently certified to internationally recognised GSSI (Global Sustainable Seafood Initiative) standards such as the above, and hold full chain of custody certification, where applicable.

This policy is currently in the process of being updated



Modern Slavery

Click here to view our policy statement

Our policy commitments:

95% of own-brand suppliers to be connected on SEDEX by June 2023, increasing to 100% by December 2023.

Progress against the policy: The goal was to achieve 95% connectivity by June 23. We are proud to state we reached this by the end of May 2023.

Update: We await the new SEDEX Self-Assessment Questionnaire (SAQ) release in summer 2023. Once this is released, we'll focus on driving all suppliers to have a fully completed SAQ by December 2024. This will help us ensure that we have a complete data set in SEDEX to support the risk assessment of our suppliers.

Further training for modern slavery is also being planned with **Stronger Together** in our financial year 2023 to 2024, focusing on current slavery risks in our supply chains. This training will likely include members of our technical, buying and sustainability teams to refresh our understanding of the complexity of modern slavery issues within food supply.

Alongside all of this, we're reviewing our approach to branded suppliers. We're in the early stages of developing a questionnaire to gain up-to-date information from branded suppliers on how they manage modern slavery risks, including what policies they have in place.

We update our modern slavery statement annually.

Ethical Trading

Click here to view our policy statement

Our policy commitments:

To review and republish our Ethical Trading Policy

Progress against the policy:

A full review and update of the policy has taken place, and a new policy has been published.



Salt reduction policy

Click here to view our policy statement

Our policy commitments: We strive to achieve the 2024 salt reduction targets issued by Public Health England across our brand portfolio. This includes existing own-brand products that are being reviewed, own-brand products that are changing suppliers and new product development.

Progress against the policy: Within the own brand portfolio (14th June 2023): 39% of categorised products meet the average salt target and 67% meet the maximum salt target.

Update: In the latter part of 2020, Public Health England (PHE) issued the government's fifth set of voluntary salt reduction targets for the industry to achieve by 2024. These targets are based on the 2017 targets with revisions made where it's believed that there's further scope for reducing salt.

In addition, the nutrition standards of the Government Buying Standards have been updated and procured products from certain categories must also adhere to the new salt targets by 2024.

We recognise that achieving the public health goal of consuming no more than 6g of salt per person per day will necessitate further action across the whole industry, government, NGOs and individuals. As a result, we've updated our salt reduction policy to commit to the new government salt targets.

New own-brand products should aim to meet, or fall below, the maximum salt target for their respective category. For categories with a maximum target and a range average, it should be an aspirational target to make sure products meet or are below the average salt target for that category.



Sugar

In 2016, Public Health England (PHE) announced a voluntary sugar reduction programme. The programme focused on products that contribute the most to children's sugar intake and challenged the industry to reduce overall sugar content by 20% by 2020.

We've worked towards reducing sugar consumption whilst respecting choice and maintaining product satisfaction for our customers.

At the time of the sugar reduction programme, we engaged with PHE to develop a suitable sugar management strategy. We reviewed our own brand foods from the applicable PHE categories. We reformulated the sugary products with the highest sales volume to make sure we had the greatest impact in reducing the sugar in our own brand products.

We had a lot of success, including but not limited to:



Everyday Favourites ice cream range, including chocolate, vanilla, strawberry and white vanilla flavours – an average of **23% less** sugar



Everyday Favourites Victoria Sponge, Carrot Cake, Lemon Drizzle, and Coffee & Walnut tray cakes - an average reduction of **19%**



Everyday Favourites Black Forest Gateau - **30% less** sugar



Everyday Favourites Coffee & Mandarin Gateau, Triple Chocolate Gateau and our Chocolate & Orange Gateau – an average of **20% less**



Everyday Favourites Carrot Cake, Coffee & Walnut Cake and Victoria Sponge Cake - an average of **31% less**



Everyday Favourites Ready to Bake White Chocolate Cookie Dough, Double Chocolate Cookie Dough and Milk Chocolate Cookie Dough - an average of **15% less** sugar.

We'll continue to look for opportunities to reduce sugar in products and develop tools and resources for our customers, such as our traffic light report available through our advice centre. This report nutritionally profiles all our own brand and branded products against certain standards, such as PHE's sugar reduction targets, the sugar tax (for soft drinks) and front-of-pack traffic light labelling, enabling our customers to make informed choices.

Food Data Transparency Partnership involvement

The Food Data Transparency Partnership (FDTP) is a long-term partnership between government, industry and experts to drive positive change in the food system through better and more transparent food data. In March 2023, we added our name to the list of food businesses that had signed a joint letter to the UK government reaffirming support for the FDTP. The initiative would give businesses clarity on reporting expectations, and crucially, customers and wider stakeholders would have a greater ability to compare and contrast the performance of different organisations in this space. This allows genuine leadership to be showcased and will drive healthy competition to move further and faster. We also believe that the FDTP will lead to more impactful investing by the financial sector, an important part of the symbiosis of supporting systems transformation towards better outcomes. Bidfood will be inputting into the Design Partnership Group, a subset within the FDTP framework that will test policies and proposals from a feasibility point of view for the industry.

Green Claims Code training

In late 2021, the [Green Claims Code](#) was introduced by the Advertising Standards Authority to help make sure that the messages given to consumers about the sustainability credentials of both products and businesses are fair and meaningful, take into account the full lifecycle of a product and can be backed up by reasonable evidence. In 2022, we made key teams aware of the Green Claims code so that we don't fall foul of the relatively new guidance that addresses greenwashing claims, or causes our customers to fall foul of it. The new code addresses the fact that companies have been able to make environmental claims about their products or organisations which don't stand up to scrutiny. The code itself recognises that most greenwashing is inadvertent and due to a lack of understanding, rather than a conscious desire to mislead. Whatever the cause, consumers need to be able to trust the information they are given. In 2023, we produced an interactive webinar for relevant teams to share examples of food companies falling foul of the code and explain further what it means. Essentially, claims must be specific, fair and meaningful, and consider the whole lifecycle of the product.

You can read more about it [here](#)

safari

Safari points charity donations

We operate a system of Safari points, enabling our customers to choose which charities they want us to donate to; please see the [Communities section](#) for further information.

Plastic Reduction Progress

We continue to actively work with our own brand suppliers to identify and remove unnecessary plastic packaging where it's not absolutely essential. Through critical evaluation of New Product Development (NPD), we make sure that all of our packaging is recyclable at end-of-life, wherever possible. To ensure recyclability, we're developing solutions which use one of the three most widely recyclable polymers - polyethylene (PE), polypropylene (PP) and polyethylene terephthalate (PET).



We're targeting alternative solutions for all uses of mixed materials with a goal to deliver recyclable solutions for these packaging formats, which have historically been difficult to recycle. We're pleased to confirm that our own brand packaging, which we place in market has improved in both its recyclability and its use of recycled content.

	2025 target	Current status (2022 data)
Recyclability of all own brand packaging by weight (excluding pallets)	100%	95.7%
Own brand plastic packaging recyclability by weight	70%	82.1%
Average recycled content of own brand corrugated cases and trays	N/A	74.6%
Average recycled content in plastic packaging	30%	14.7%

Please note plastics data is always reported in calendar years.

A key area of focus for 2022 was getting the business ready for the new Extended Producer Responsibility (EPR) legislation, and PRN (Packaging Waste Recovery Notes) system reform. The legislation and reforms have been pushed back by the UK government, with the payment aspect of the regulations delayed until 2025. We've undertaken a large amount of work in identifying those own-brand products which may incur EPR fees, and looked at ways that the business can mitigate its liability by amending the packaging where feasible, and by working with DEFRA to confirm supply chains and waste streams for our products and packaging.

We have numerous live projects, including new packaging innovation, to make sure that we're well positioned to reduce and replace plastic, where possible. We're increasing the recycled content of plastic material to a minimum 30%, where it's safe to do so.

All our own-brand corrugated cases and trays are 100% recyclable.



Catering Supplies

Our Catering Supplies team has continued its journey to drive a circular economy by helping its customers reduce, reuse, recycle and renew. To help customers prepare for the single-use plastic ban (which came into effect on 1st October 2023), the team released a ‘Plastic Ban’ guide suggesting alternative products - making it simple to switch products such as plastic disposable cutlery to wooden or paper cutlery. The guide also promotes recyclable plastics and their correct waste streams, as not all plastics are included in the ban. In addition to the guide, further support is provided through a series of blogs and a dedicated webpage where readers can find top-line information regarding the ban and access to support materials.

Our Catering Supplies team recently partnered with award-winning sustainable packaging company, **Notpla**, adding six of their seaweed-coated food-to-go packaging to their range. The brand was recently awarded the Earthshot Prize by the Prince of Wales and has designed their seaweed-lined boxes to biodegrade naturally. The packaging is plastic-free, certified both home and industrially compostable, and recyclable (if wiped clean), leaving no harmful traces in the environment at the end of life. With a number of sustainability-based goals set for 2025, Bidfood’s Catering Supplies made headway by removing all EPS (expanded polystyrene) products from our disposables range last year.

They have also introduced various innovative



products such as paper cutlery, PE cling film and Flexsil-Lids by Wrapmaster. All disposable products already have a clearly identifiable waste stream, helping customers make an informed choice and be as sustainable as possible.

We have a new, exciting partnership with **BioVate**, introducing a plant-based chemical range with many sustainable features. All the products are made in the UK and formulated to provide excellent cleaning results. The biotechnology concentrates use advanced biological active ingredients, surfactants, fragrances, and packaging to create a new generation of environmentally-conscious cleaning solutions.



Delivery emissions

Many customers ask us for progress on decarbonising deliveries. Please see the decarbonisation priorities table in the **Planet section** for this information. We can apportion our emissions per customer based on either percentage revenue spent or case volume; don't hesitate to contact your account manager in the first instance, as the sustainability team can provide this information.

Product accreditations

We provide a variety of products that meet certified ethical and environmental standards, giving our customers the option to make responsible purchases. Below, we've listed the number of product lines we've had at the end of each financial year. These numbers fluctuate based on customer demand, and we've recently reduced the number of product lines available to focus on offering the highest quality products at the best prices and boosting sales on our most popular items.

Number of products, live and non-signature as of 29th August:

Fairtrade	96
MSC	136
Red Tractor	307
Rainforest Alliance	105
Organic	114

EcoVadis certification

We're now certified by EcoVadis, a sustainability assessment tool which is used by a growing number of organisations to assess the credentials of suppliers in the areas of environment, ethics, labour and human rights. We are glad to be able to share our bronze certification and our score of 53%, which puts us among the top 50% of organisations assessed by EcoVadis. There is plenty more work to be done but this score (along with our full scorecard) boosts transparency and equips customer procurement teams with more information when choosing a food supplier.



ecovadis

Supporting customers with product-level carbon footprint information

Please see **Planet section** – specifically the **decarbonisation priorities** section.

Food Miles

Food miles continue to be an important subject for many of our customers and a perceived indicator of sustainability, despite there being no shared definition of food miles. There are great reasons for buying locally, as demand for British products supports our own farmers and businesses, and in many cases, animal welfare and traceability is typically higher. However, seasonality is a far greater indicator of sustainability, as products produced in season aren't grown in heated greenhouses. The **crop report** by Oliver Kay, our produce division, gives great updates on what's seasonal and how climate and other factors are affecting harvests, to help you with menu planning.

Plate2planet

We're all about making a positive impact on the foodservice industry, and one way we do that is through our LinkedIn group called plate2planet. It's free to join, and it's a great place to share news, tools, and insights that help build a more sustainable foodservice industry. We're serious about keeping it spam-free, so no sales posts are allowed. We are keen to restrict it to members who are genuinely interested in sustainability - that way, everyone can learn and stay up-to-date on the latest happenings in this constantly evolving field.



To join the group and for more information, please click here

Our communities

We improve health and employability outcomes for people in our communities.

We strive to make a meaningful, positive impact on communities in the UK and beyond, and this section of our sustainability report details various ways we do this. As a large food wholesaler, we aim to use our size and influence to improve health and employability outcomes, and we take pride in our community-focused efforts. We achieve this by supporting various initiatives, such as donating food to food banks, funding community projects and volunteering our time.

Update on our corporate charities

Raising funds for Hospitality Action

Our golf day was held in September 2022. We raised just over £30k, of which £25k was donated to Hospitality Action and the remaining £7k was split between charities nominated by the team. This was our 13th charity golf day, bringing the total to just under £400,000 for various charities.

Supporting workers in the UK hospitality industry

As a provider to the hospitality industry, our success depends on a thriving sector. Often, the public-facing staff in hospitality outlets feel undervalued by the public and, in the worst cases, suffer verbal abuse. We're mindful that Christmas is incredibly demanding in hospitality. In December 2022, we partnered with Hospitality Action to bring **#CheckPlease** – a campaign designed to act as a health barometer for the hospitality industry. Our goal was to encourage employers and customers to spot signs of stress, be kinder and check that hospitality workers are OK. This campaign gained over a million impressions on social media.



Supporting the Springboard Charity

We continue to support The Springboard Charity in several ways.



Virtual race to Qatar and back

In October 2022, several teams from the company participated in a challenge where they swam, ran, and cycled to raise sponsorship money. This challenge involved a lot of individuals outside of Bidfood and was able to raise over £60k for The Springboard Charity. Paul Green, our Head of Commodities, was the highest overall fundraiser and raised an impressive £1,741, putting him at the top of the leaderboard. We would also like to mention Charlie Wright, Senior Commercial Tenders Executive, who ran the Amsterdam marathon as part of this challenge!



Nicaragua Trek

In January 2023, four intrepid Bidfood employees participated in the Springboard trek to Nicaragua, one of Central America's poorest countries. The team included Julia Cast, Jonny Sim, James Oates and Tony Ball. It was the trip of a lifetime, which included trekking over 50 km across challenging terrain, the ascent of four volcanoes and culminating in spending time with a remote community in Rota, where the team helped improve the facilities for the school and community, building fences, making picnic tables, repairing and making new playground equipment, painting of outbuildings, and erecting solar powered lighting. The team raised over £17,000 for the Springboard Charity during the initial pre-Covid planning phase and the trip itself.

Holiday Hunger

We're proud to partner with HCL (Hertfordshire Catering Ltd) in their efforts to combat holiday hunger in the UK through the Fit, Fed and Read programme. The summer break often leaves many children without regular meals, causing hunger and other health issues. Our partnership with HCL involves donating food, which is then used to create and distribute wholesome meals to children, vital for their well-being and growth.



Coffee sales help boost educational outcomes and water provision in rural Tanzania.

Our own brand coffee, Black & White, offers the Msia Coffee Club line, created as a joint venture in 2017 with our coffee roaster, Aimers Coffee and Tea. We source the coffee directly from the Msia region in Tanzania and for every case of coffee sold, funds go towards projects managed by Aimers and their local partner, City Coffee.

The main objective of the project was to provide the community with access to fresh water all year round, which was achieved by installing a borehole. Aimers also provides coffee production training for young people and helps create employment opportunities, by distributing coffee plants for families to start their own farms. James Aston, Sales Director at Aimers, visited the Msia project earlier this year and updated us on the progress.

Coffee sales related to the project have enabled Aimers to provide three million Tanzanian shillings (approx. £2000) to buy secondary school textbooks. This support has a significant impact on the community; Msia Secondary School has risen from the bottom of the league table to the top three in the district. The coffee club project sponsored 50 children in 2019, and since then, 33 students have graduated from the scheme and continue to farm coffee. Enrolment for the project increased from 50 to 100 students in 2021, and more students joined throughout 2022.

Since 2019, the project has planted 14,000 trees, and students are expected to harvest 1000kg of coffee this year. The profits from the school plot provide funds for the school, and all student plots' proceeds are paid directly to the students. City Coffee paid a premium of 50p per kg for all the students' coffee last year. This year, part of the profit from the school farm was used to purchase a television for the school.

The main challenge of the project was to provide water to the school, which was achieved by supporting Aimers and City Coffee in installing a borehole. The borehole produces 32,000 litres of fresh, clean water daily and services the school and the local community.



The borehole was officially opened by the Honorable Ester Mahawe (District Commissioner Mbozi District Songwe Region)



Supporting offender rehabilitation at Paddock Wood

Our Paddock Wood depot continues to support the rehabilitation and employment of offenders and has a very successful track record of operating the Release on Temporary Licence (ROTL) scheme. We can't take on drivers on the ROTL scheme due to the security requirements and restrictions of our contract with the Ministry of Justice (MOJ). Still, their skills can be accommodated in other roles, such as warehouse operatives and telesales employees. Since May 2023, the depot has had 7 ROTL placements for Warehouse. As of August 2023, we have one active ROTL on the scheme, but four full-time permanent employees came to us via the ROTL scheme and have successfully integrated back into society and contributed to the depot's success. We have worked with both female and male open prisons, and our partnership with East Sutton Women's Prison has also boosted the gender balance at the depot. The number of depots participating in the ROTL scheme is limited by the geographical proximity of open prisons offering ROTL arrangements.

Daniel Mayhew, the General Manager at Paddock Wood Depot: is a fantastic advocate of the scheme and said, "Employing ex-offenders brings numerous benefits to both Bidfood and society as a whole. The ROTL programme provides great opportunities for ex-offenders to actively contribute to their successful reintegration/rehabilitation back into society, reducing the likelihood of reoffending. This helps break the cycle of crime and also promotes social cohesion and inclusivity in society. From a company perspective, hiring ex-offenders can lead to a more diverse and inclusive workforce. These individuals often possess unique perspectives, resilience, and a strong desire to rebuild their lives. Their experiences can bring fresh insights, problem-solving skills, and a strong work ethic to our business, and we currently have a number of team members who have worked at the depot many years following their release."

Michael Caines Academy

The Michael Caines Academy at Exeter College aims to nurture the region's future generation of talented restaurateurs, chefs and waiters by providing high-profile experiences, challenging practical and theoretical workshops and masterclasses from the industry's best. We support the academy with a sponsorship of £5k and supply food for the catering. In December 2022, our own Andy Kemp helped run a training session alongside Michael Caines at St. James School in Cornwall, ahead of them being supported by Springboard.



FareShare

Our long-running partnership with FareShare started in 2014 and was further strengthened this year. In 2022/23, we donated a total of 78.7 tonnes of food, equating to 187,384 meals spread across a total of 1,457 charities. In November 2022, we were named as one of their Leading Food Partners by FareShare in recognition of our consistent donations; we hit the landmark of a million meals donated over the years. Our donations have provided nutritious, healthy food to families at risk of hunger, demonstrated a commitment to tackling needless food waste, reduced our Scope 3 carbon and water footprint and saved charities money on their food bills.

FareShare were also the beneficiary of one of our Christmas 2022 campaigns. We donated £1 for every case of our new best-selling Christmas products, our Premium Selection Salted Caramel & Gingerbread Puddle Cake. A total of £3,370 was raised and donated via **Work for Good**, our partner that facilitated the donation process.

In December 2022, we were delighted to have successfully nominated FareShare to receive a grant of £3,000 from the Royal Warrant Holders' Charity Fund. This money will cover the cost of installation and one year's running costs of new route planning software for seven vehicles at their Greater Manchester distribution centre.



The table below shows the huge range of charities that benefitted from Bidfood donations over the course of 2022/23.

Asylum seekers & refugees	28
Black, Asian & minority ethnicities	14
Carers	2
Children (Under 18)	95
Ex-service personnel	1
Families with children/lone parents	134
Homeless people & rough sleepers	98
Local community/community centres	573
Long term unemployed/NEETs	20
Offenders / Ex-offenders	25
Older people	58
Out of school clubs	3
People affected by domestic violence	7
People on low or no income	279
People with drug or alcohol addiction	25
People with learning disabilities	9
People with mental health problems	17
People with physical disabilities	15
People with terminal illnesses	2
Residential settings	3
Schools / training centres	4
Young people (18 - 25)	4
Young people in care/Care leavers	9
Other	32
Total charities / groups	1,457

Toilet Twinning

Our employees continue to support **Toilet Twinning**; as of the end of June 2023, funds raised had successfully twinned a total of 63 toilets. Toilet Twinning funds hygiene education via community-led workshops and sourcing local materials for families and communities in the developing world to build their own toilets. Here, pictured, are our senior leadership team showing their support earlier in the year.



TOILET
twinning

63 toilets
twinned in
total

Catalyse Change

We continue to support **Catalyse Change**, a social enterprise that empowers and inspires young girls and women into sustainability careers. Anyone looking at pictures of COP27 in Egypt would have seen the striking lack of female representation, yet females are disproportionately impacted by climate change (UNFCC) so we are glad to support this small but effective organisation.

Celebrating women's achievements in our communities

We were once again proud to be a sponsor of the annual **Women of the Year** awards in October 2022. Women of the Year is a not-for-profit organisation which recognises, celebrates and advances the achievements of women in the UK and beyond. It's always an encouraging and uplifting event which shines a light on 'ordinary' women doing extraordinary things in their communities or relevant sphere of influence.



Support for Ukraine

We've been glad to support Ukrainians in so many different ways over this past year.

Financial help: In February 2023 we donated £3k so that **Hope4** could buy food locally for Ukrainian refugees in Moldova and Ukraine. This was later followed by a match-funded £3k (see below for charity grant information).

Sending food donations: Bidfood has been supporting **Hope4** since late 2022. Hope4 is a not for profit organisation, with offices in the UK and Moldova. Hope4 mobilised in Moldova in response to the Ukraine Humanitarian Crisis and they provide life changing support to the thousands of women and children we have fled and continue to do so out of Ukraine. Hope4 is on the ground in Moldova making a huge difference, providing emergency aid to desperate families.

Bidfood has delivered 11 loads of goods to Moldova, delivering 220 pallets of food and non food items to this charity to aid their mission.

Securing a charity grant: As well as the above, we were delighted that our application to the Royal Warrant Holders' Charity fund for a grant of £3k was successful. We match-funded this and the resulting £6k will enable **Hope4** to employ a nutritionist in Moldova, specifically to ensure that food donations meet the nutritional needs of families and individuals who are sadly very dependent on food aid in this prolonged conflict.

Collecting toys: One of Birmingham depot's customers, The Park Inn, Walsall (part of Advantage Hotels), called them desperate for a same-day food delivery to help the Ukrainian Children with Cancer charity. Hospitals in the UK have taken in children from Ukraine who are fighting cancer and are treating them, whilst The Park Inn hotel looks after the children's immediate family members.

Birmingham depot helped with this and asked if there was anything else that they could do to support the charity and were told that the children had no toys to play with. So the Birmingham team came to the rescue and donated over £600 worth of toys, which will offer the children a small distraction whilst they're going through the hardest of times.

University of Birmingham community shop

The Community Store was a campus shop that offered reduced-cost food to people in need. The project collaborated closely with Birmingham Council and the University to serve free meals and food to students and staff. We successfully ran it for three months since its establishment in January. Later the students and staff decided that the student union would take over its management. As a result, we stopped delivering donated stock and instead focused on serving causes like FareShare.



Rice donations/ In Kind Direct

More and more people in the UK have to choose between eating, heating and keeping clean. We believe that no usable product should go to waste and are closely working with charities that are helping us redistribute our surplus.

In Kind Direct is a UK charity focused on distributing consumer products donated by companies to over 5,000 charitable organisations in their network to ensure everyone has access to the products they need to keep clean, safe and well. In 2020, we donated some mixed catering items (such as mixing bowls, saucepans, etc.) to In Kind Direct, which helped 222 charities across the UK continue to provide their crucial services, enabling communities to thrive. So, in 2022, we donated 60 x 500g cases (total 300 kg) of Tilda rice to In Kind Direct amid the UK cost of living crisis.

This donation supported 50 charities across the UK during this difficult time, including 19 community groups and eight family welfare charitable organisations.



Funds raised by our Sustainability Coordinators (People and Planet team) for local and national charities.

Our Sustainability Coordinators help encourage fundraising and volunteering. The table below displays the total amount of funds raised via various activities from July 2022 to June 2023...

Worthing	£570
Stowmarket	£587.60
Slough	£5,897
Salisbury	£390.00
Paddock Wood	£2,822.89
Harlow	£855.67
Gateshead & Penrith	£11,073
Reading	£118,002.97
Manchester	£400
Edinburgh	£3,681.58
Basingstoke	£4,572
Lee Mill	£57
Bradford	£2,007.99
Birmingham	£17,740
Bicester	£8,333.71
Battersea	£2,088.37
Nottingham	£2,954
£182,034	

Safari points charity donations

Our customers have generously donated £2,645 to our charity partners, including Springboard, Hospitality Action, and The One Foundation, using their Safari points for the Bidfood financial year from July 2022 to June 2023.

Using our apprenticeship funds to help smaller organisations

We're able to transfer some of our apprenticeship levy funds to external organisations, and we always aim to direct this help toward smaller organisations that help build skills for the hospitality industry. In 2022/23, we supported 18 external apprentices to the value of £97,077. These funds have paid for apprenticeships in baking, chef skills, hospitality managers and supervisors.

In March 2023, Pete Thornton, our Learning & Development Business Partner for Operations, joined with two of our current new apprentices to deliver a presentation on apprenticeships to Waverley School in Birmingham. They shared the experience of what it involves through the eyes of our very own apprentices as part of their career journey. Over 100 students in three sittings attended the sessions.



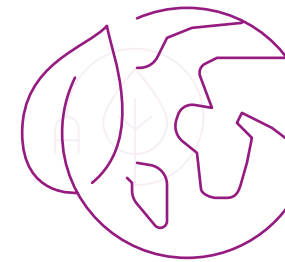
Our principles

We run our business on core principles that are based on strong ethics and leadership, robust data security and clear communication



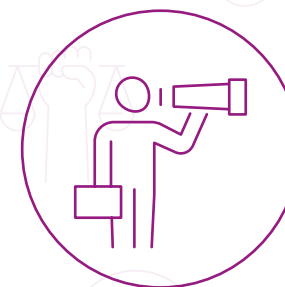
Strong ethics and leadership

Bidfood's Senior Leadership Team set the tone, leading by example in promoting ethical business practices, human rights and being a responsible corporate citizen. This filters down through the business by the code of ethics policy which is integrated into our ways of working, ensuring honesty and fairness to all stakeholders, including the 'Care, Share and Dare' company values in interactions with employees.



Governance of our ESG and sustainability programme

Environmental, social and governance matters are all overseen by members of our Senior Leadership Team, who all report to our CEO. Planet and Customer are our environmental pillars, as these cover our corporate approach to environmental impacts, as well as the sourcing of the products we provide to our customers, respectively. These are both led by Jim Gouldie, our Supply Chain and Technical Services Director. People and Communities make up our social pillars, as these include all the objectives we have for looking after people internally (i.e. our employees) and externally (our communities.) These are sponsored by Heather Angus, People and Sustainability Director, and Tim Adams, Sales and Marketing Director, respectively. Last but not least, governance (our Principles workstream) is owned by Alison Brogan, our Chief Financial Officer. Progress against our ESG objectives are reported quarterly to the Senior Leadership Team. The sustainability team are responsible for providing expertise and guidance in specialist subject areas, and are the main point of contact for internal and external communications. To make sure that all our stakeholders can trust what we say in this report, it's all externally verified and assured by Lucideon CICS; the certificate of assurance is on the back page.



Clear communication

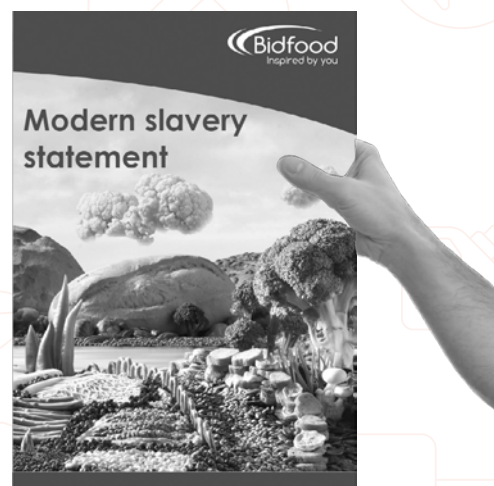
We have a number of key stakeholders and the relationships we maintain with these stakeholders are critical to the business' success, so communication is of paramount importance. We engage fully and openly with colleagues and their representatives through channels such as consultative committees, joint working parties, briefing groups and collective bargaining agreements with trade unions. Employees are regularly updated on corporate and individual business unit objectives, trading performance and market conditions through a variety of communication methods.

Wider stakeholder communication is customised to the needs of the stakeholder based on agreed boundaries and timelines.

Managing the risks of modern slavery

We updated our modern slavery statement in 2022, outlining progress made and future plans. We now have principles agreed for supporting anyone unfortunate enough to be found a victim of exploitation within our UK operations. We hope that this is never needed, but the support package includes paid short term accommodation, 5 days' paid leave to make personal arrangements, as well as support to access further help in terms of physical, emotional and financial wellbeing.

In addition to this, in 2023, we contributed to government-funded research seeking to identify and develop current best practice at the intersection of modern slavery and climate change risk management in supply chains. We've offered further insight into this project as it progresses and will assess how we can use the findings to continue to improve our approach in these areas.



TCFD and SASB reporting

In June 2023, we completed our first TCFD disclosure (Taskforce for Climate-Related Financial Disclosure) for inclusion within the BFS Group Limited statutory accounts. The purpose of TCFD is primarily to guide financial decision making, so that investors and wider stakeholders can better understand the approach taken by organisations to develop resilience in the face of growing climate change. As part of our TCFD report, we have incorporated the Food Retailers & Distributors' SASB (Sustainable Accounting Standards Board) framework, as stated in our objectives last year.

Data security

To build stronger defences against the ever-present risk of cyber-attacks, our employees have collectively completed 2,952 hours of cyber security training, which equates to 369 working days. This has been highly effective in reducing our 'phish prone score', which dropped from 13.8% in January 2023 to 5.9% in May 2023, just below the industry average of 6.1%. This has meant that our overall risk score has dropped considerably, and our efforts to reduce this further will continue. The training that employees have received should also help make them more vigilant in their personal online interactions as well, contributing to overall data security beyond just Bidfood.

better business
act

Better Business Act

We continue to be a coalition member of the Better Business Act, a campaign that aims to transform the way we do business so that every single company in the UK, whether big or small, takes ownership of its social and environmental impact. We encourage our like-minded customers and suppliers to add their name and help build momentum for change. To find out more, you can read our CEO's [blog](#) on why we joined up.

Tax transparency and responsible payment of tax

We follow the below guiding principles:

- We commit to act responsibly in relation to our taxation affairs, to fulfil our compliance and disclosure obligations and to operate in accordance with all relevant laws and regulations.
- We aim to ensure that we pay the right and proper amount of taxation.
- We seek to be efficient with our taxation affairs and, in this context, will ensure that all taxation planning is built on sound commercial business activity.
- We manage taxation in line with our governance framework and procedures.
- We build constructive relationships with tax authorities, use third party tax specialists when necessary to continuously improve our administration capabilities and the promotion of efficient tax systems.
- We understand the value of our financial reporting and work to provide enhanced and balanced disclosure in communicating our taxation affairs.

Ensuring the business is future-fit in the face of growing climate change

In addition to our standard risk committee and monitoring processes, we held our first dedicated risk session on climate change risk in June 2023. Although many climate risks are integrated into our mainstream risk management process, the unique challenges of climate change merit dedicated focus in terms of risk assessment. We identified multi-faceted risks relating to our physical UK infrastructure, our ability to service customers, supply chain risks, employee health and wellbeing, and are now working through the implementation of actions identified to mitigate the impact of these risks.

We also added our name to a collective letter to the UK Prime Minister on the need for faster action on Net Zero. We're concerned by some of the recent policy decisions around Net Zero and are aiming to demonstrate to the Government that businesses are aligned and confident in their support for ambitious policy that capitalises on the major economic opportunities of the Net Zero transition.



Awards

FWD Wholesale Star Awards for Skills, Training and Apprenticeships (April 2023)



FWD award winners from Bidfood included Ryan Hunt, Pete Thornton and Julie Owst

Veggie Hero Awards (November)

- Veggie Wholesaler of the Year 2022

FWD Gold Medal Awards (November)

- Out of Home Wholesaler (Bidfood)
- Green Wholesaler of the Year (Direct Seafoods)
- Outstanding Contribution Gold Medal – Andy Kemp
- Emerging Talent – Holly Rogers
- Telesales Star – Denise Collison
- Customer Development – Susan Justice

Q Awards (December)

- Foodservice: Christmas - Premium Selection salted caramel & gingerbread puddle cake

Cash and Carry Management Chef's Own Brand Awards (January)

- Best Innovation of the Year (sweet) – Everyday Favourites tiramisu cheesecake
- Ice Cream – Yarde Farm dark chocolate and amarena cherry ice cream

Foodbuddy Awards (February)

- Supplier of the Year

SME Business Elite Awards (February)

- Best Food and Drink Wholesaler 2023 UK

FPA Awards (March)

- Chairman's Award – Anna Turner
- Lifetime Achievement Award – Andy Kemp
- Corporate Social Responsibility Award – Hope4 & Bidfood

Taste of the West (April)

- Gold award – Alfonso Mango Sorbet
- Gold award – Tropical Delight
- Gold Award – Passionfruit Sorbet
- Silver Award – White Chocolate and Honeycomb
- Silver Award – Honeycomb (plant based)
- Silver Award – Mint Choc Chip (plant based)

AA BRC Award (April)

- Yarde Farm

Public Sector Catering Awards (April)

- Chef of the Year – Wayne Wright

Arena (May)

- Outstanding contribution award – Andy Kemp
- Employee Experience Awards (May)
- Health and Wellbeing Gold Winner – Bidfood UK

Stonegate Awards (June)

- Raring to Go Supplier Award – Bidfood UK

BFFF Awards (June)

- Gold Award – Premium Selection Puddle Cake
- Bronze Award - Lemon and Raspberry Parfait

UK Digital Growth Awards (June)

- B2B Ecommerce Website of the Year – Bidfood Direct

ISO Standards

ISO 9001: International Standard for Quality Management Systems, held since 2016

ISO 14001: International Standard for Environmental Management Systems, held since 2013

ISO 45001: International Standard for Health and Safety, held since 2021. (NB. This was a transition from OHSAS 18001, which we had since 2012)



Assurance Statement
Sustainability Report Verification

LUCIDEON

BFS Group Ltd t/a Bidfood

Lucideon CICS Limited was commissioned by Bidfood to conduct an independent assurance of the "*Positive force for change_Sustainability Report 2023*", which comprised an evaluation of the text and data in accompanying tables, for content veracity against Bidfood's own external reporting requirements. The assurance included interviews and review of documents and records at various Bidfood locations.

Responsibilities of Bidfood and Lucideon CICS Limited

The information and statements contained within the "*Positive force for change_Sustainability Report 2023*" (hereinafter the Report) are the responsibility of Bidfood. This statement is the responsibility of Lucideon CICS Limited and represents our independent opinion of the content of the report and is addressed to Bidfood.

Lucideon CICS Limited are independent from Bidfood, and the staff involved in the assurance exercise provide no consultancy related services to Bidfood in any respect.

Scope and Process

The review covered Bidfood's operations for the period specified in the report (July 2022-June 2023). We based our work on an evaluation of the text, and data in accompanying tables, for content veracity and application of Bidfood's own external reporting requirements. The assurance approach included interviews, review of documents and records and considered records from an independent external party used to confirm accuracy of utility bills. Carbon related data has been taken from separate data verified against the requirements of HM Government document "Environmental Reporting Guidelines: including streamlined energy and carbon reporting guidance" dated March 2019 and ISO 14064-3:2019 using Lucideon CICS Limited's business processes for GHG verification.

Opinion

In our opinion, on the basis of the methodology described and the verification work performed, we are satisfied that the information and data verified, contained within the "*Positive force for change_Sustainability Report 2023*" is reliable and provides a fair and balanced representation of the reported sustainability activities in the reporting period. Nothing has come to our attention that causes us to believe that internal control is not effective.

Signed for and on behalf of Lucideon CICS Limited



Bhooshan Garge – Assurance Services Manager
07 November 2023



Tim Watts – Lead Auditor
07 November 2023

This Assurance Statement is granted subject to conformance with the conditions of contract governing the registration.

Further clarifications regarding the scope of this certificate may be obtained by consulting the organisation.

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