

Food waste reduction activities

Reducing food waste is an important part of our sustainability approach, helping us cut unnecessary costs, lower environmental impact and make better use of food across our operations and supply chain. This document outlines the practical work we are doing with customers, suppliers, depots and charity partners to better understand where waste occurs, prevent avoidable losses and ensure surplus food is redirected to people who need it wherever possible. Further details and reporting can also be found in our annual sustainability report.

Working with customers and suppliers

In 2025, we asked customers across the Education, Care and contract catering sectors to tell us more about what drives food waste in their operations. We're now reviewing the feedback to better understand the challenges, what this means for us and our suppliers, and where we can work together to help reduce food waste.

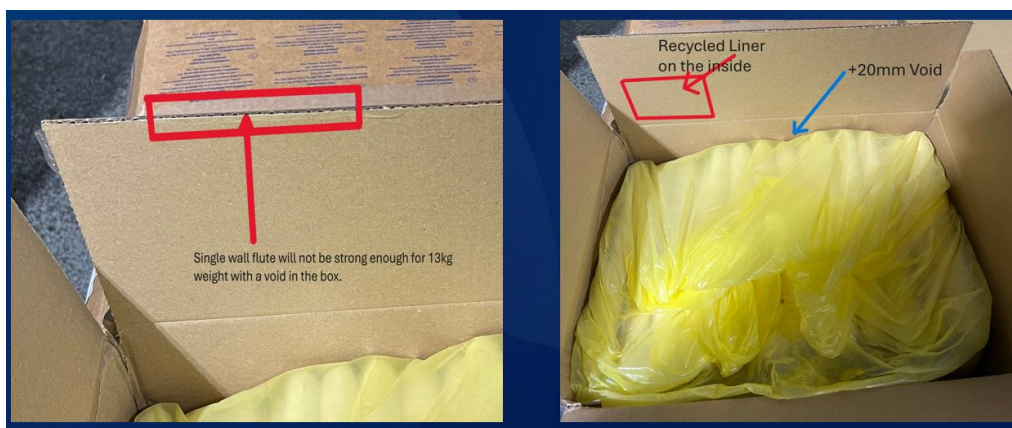


We're also working closely with key suppliers and depots to better track, measure and act on food waste. Anna Turner, our Catering Supplies National Account Manager, is leading several projects focused on reducing waste for our customers, while also working with suppliers to tackle issues further up the supply chain.

One of these projects is focused on product damages, which we've identified as a £2.4m annual cost. Poor packaging, pallet configuration and handling issues are some of the main causes, so we're working through these areas to find practical ways to reduce avoidable waste.

This includes reviewing packaging concerns with suppliers, challenging proposed fixes where needed, and using rebate models where supplier-related damages continue to occur. It's still a developing area, but we're already seeing positive progress, including:

- At our Chepstow depot, we found that boxes for a bespoke bread line for one of our biggest customers weren't fit for purpose, with bags often splitting. We worked with the customer and suppliers to review the damaged roll packaging and identify improvements, including better pallet configuration, reducing box voids and using stronger Kraft paper.



- At our Harlow depot, we identified an issue with boxes for a plant-based drinks brand, where the packaging was coming unstuck and products were being damaged in transit. The packaging worked well for shelf display but wasn't robust enough for distribution, so we addressed this with the supplier.
- For our NHS customers, cheese is often a key offering as it can significantly help with malnourishment. However, 40% of patients (and some nurses) struggle to open the packaging with food waste from this valued around £1m. We worked with our supplier to create a new easy to open package, which will reduce a significant amount of food waste for these healthcare customers as well as improve the patient experience.
- For products with consistently high damage levels, such as sugar, we've introduced a rebate system where supplier-led improvements have not reduced waste far enough. This helps create a commercial incentive to keep damages as low as possible.
- Further visits to our Manchester and Bradford depots have helped identify operational causes of waste, including packaging issues, repacking gaps and disposal costs. We're now looking at practical actions such as training more colleagues to use the re-packing machine, improving communication around reducing damages and strengthening reporting.



Promoting food waste reduction

We actively support Food Waste Action Week and use it as a chance to keep food waste front of mind. It helps us raise awareness of the environmental, financial and social impacts of food waste, while sharing practical ideas with our customers and colleagues. Through educational campaigns, customer resources, food waste toolkits and initiatives such as WRAP's Guardians of Grub, we help people take simple steps to reduce food waste at home and in foodservice operations.

Some of the key resources we promote include our 'Let's taco-bout food waste' toolkit, which shares tips, guidance and information, as well as our Bidfood Food Waste Recipe Book. We also publish blogs to keep the conversation going and share useful advice with customers, suppliers and colleagues.

We also work closely with food redistribution charities so surplus food can be put to good use wherever possible. Through our partnership with FareShare, we've achieved Leading Food Partner status for multiple years, recognising the volume of food we've donated and the meals we've helped provide for people in need. Alongside FareShare, our depots support a range of local and regional organisations, including food banks, soup kitchens and charities such as City Harvest. By prioritising donation over disposal, we're helping reduce the environmental impact of food waste while supporting vulnerable communities and contributing to a more circular food system.