

Impact Report 2024



GROWING FOR GOOD

BENNETT HAY 2030

The year we put Growing for Good
at the centre of our business

**bennett
hay** GROWING
TOGETHER

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Introduction

Conducting business in the right way has always been important to our founders Anthony and Robin, and the company was originally built on being thoughtful and responsible.

Our senior leadership team decided that 2024 was the year to revisit how we work and really cement the business's approach and commitments to our environmental and social stewardship.

We knew that we were doing lots of good things, but not necessarily in a measurable and cohesive way. As the business continues to grow, we wanted to ensure we were "growing for good" - for our clients, for our colleagues, for the communities we serve, and for the planet.

In April 2024 we decided to bring in a sustainability advisor to help guide us and give a structure to all our efforts. One of our first actions was to survey our colleagues and clients to understand their major concerns, and how they wanted us to support them.

Our employee colleagues fully engaged with our survey and showed us their appetite for getting more involved in day-to-day sustainable behaviour, with over 35 colleagues stepping forward to join our sustainability champions group.

Our clients highlighted the growing importance of environmental, social and governance issues for them, and a clear desire for us to work ever more closely together to create positive change.

We have reviewed our main areas of environmental impact, plus all the ways we can continue to increase our positive social impact. All of this has resulted in our new Growing for Good programme.

We know we are not perfect and still have a long way to go, but our renewed focus on people and the planet is now firmly at the heart of everything we do.



Zoë Watts
MANAGING DIRECTOR

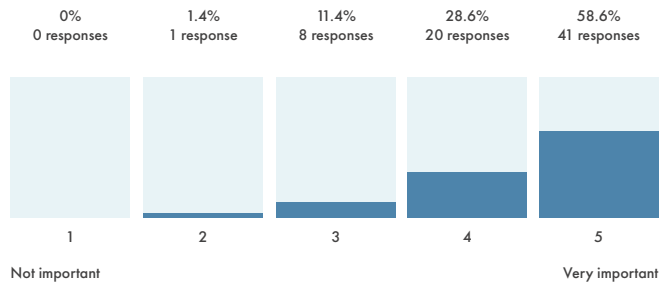
A handwritten signature in black ink, which appears to read 'Zoë Watts', written in a cursive, flowing style.

What we learned

FROM OUR COLLEAGUES

On a scale of 1-5, how important is the company's approach to sustainability to you personally?

Average rating



Which of the following are of most concern to you?

1. Food waste.
2. Climate change.
3. Air pollution.
4. Plastics.
5. Ocean health.
6. Mental health.
7. Animal welfare.
8. Poverty.
9. Human rights.
10. Biodiversity loss.

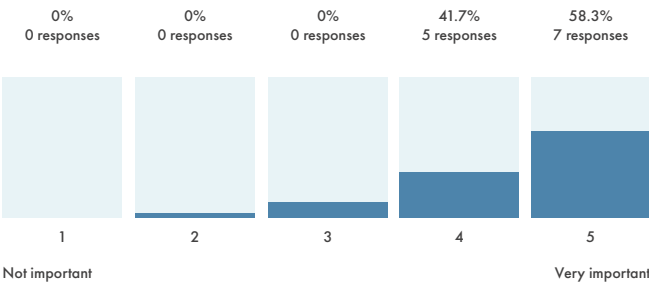
What would you like to learn more about?

“I really want to learn more about sustainable actions to support and make a difference in the organisation and in society.”

FROM OUR CLIENTS

On a scale of 1-5, how important is Sustainability to you in terms of selecting and working with suppliers and partners?

Average rating



Which of the following are most important to you from us as a supply partner?

1. Having a clear Sustainability or impact statement.
2. Net Zero alignment.
3. Employee welfare.
4. General waste reduction.
5. Honesty and transparency.
6. Corporate governance.
7. Energy efficiency.
8. Having a specific Eco or Sustainability certification
9. Carbon neutrality alignment.
10. Diversity and inclusion.

What would you like us to do differently?

“Be more visible and vocal about the different initiatives you are working on.”

“Share ideas and suggestions with us, on how we can improve.”



What we did

ESG WORKSHOP

To kickstart our new approach we held a Leadership Team Workshop in May. This session included colleagues representing all areas of the business, including operations, menu development, human resources, marketing and accounts.

We started with a learning session, to help us establish our why?

We then worked through our business operations and identified our most significant areas of impact.

From this work we generated our own bespoke ESG* framework that covered four main impact areas and created motivating and memorable headings for each.

*Environmental, Social, Governance

GUARDIANS

Finally, we established our senior Guardians to lead each of these impact areas and ensure that we deliver on our new commitments.

Human Kind

Claire Huish
Ian Toogood

Food Heroes

Candice Webber
Jerome Bultez

Waste Warriors

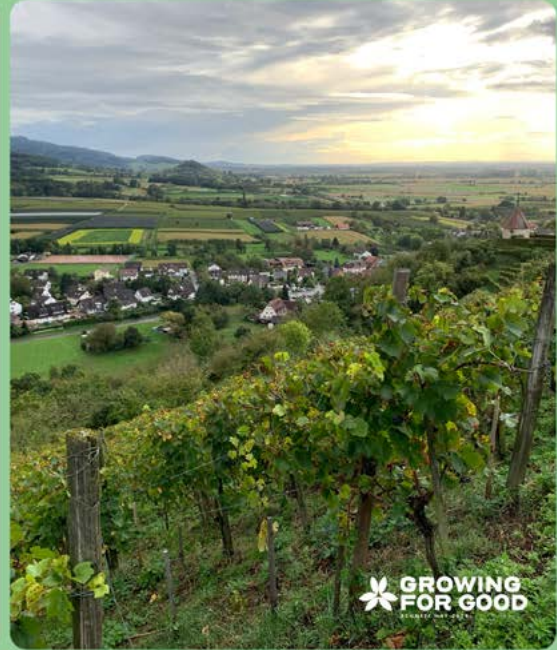
Nigel Taylor
Alistair Day

Planet Positive

Zoë Watts
Paul Kytra



The result



GROWING FOR GOOD

We unified these four impact areas with our existing values of People First, Personal and Adventurous, all bound together by the overarching theme of Growing For Good.

CHAMPIONS

And we created our first army of Growing for Good Champions.



Our first Growing for Good Champions meeting in August 2024, at SEND Coffee's Clarnico Club Cafe

Human Kind

We love people, and are proud to be
HUMAN KIND



This impact area delivers against Sustainable Development Goals 3, 4, 5, 8 & 10.

It also resonates with one of our founding principles of People First.

Human Kind 2024 Highlights



COLLEAGUES



REAL LIVING WAGE

We continue to be a proud London Living Wage employee.

Beanology

BEANOLOGY

We partner with Beanology to support the mental health of our colleagues. We have held three themed wellbeing sessions aimed to help our colleagues navigate the ups and downs of life. In total, we have provided over 480 hours of wellbeing support.



REELYZE – EMPLOYEE ENGAGEMENT

Our 270 colleagues work across 38 sites, including head office – so keeping the communication and engagement flowing when we’re lacking a single roof is always a challenge. Last year we invested in a dedicated workplace app to keep our colleagues informed of all that’s happening across the business and to encourage two-way conversations and updates.

Our posts cover everything from company and business news, updates and events, to training schedules, colleague success stories, photos of best practice, new joiners...the list is endless.

What’s more, Reelyze provides an online training platform for all colleagues, making our training accessible and trackable. To date we’ve offered 6 mandatory courses including Diversity, Equality and Inclusion and Fire Safety, and we’re adding more training content each month.

MENTAL HEALTH

Six colleagues completed mental health first aider training (bringing the total to 20 in the business).

43 colleagues completed our online mental wellbeing course.

DIVERSITY, EQUALITY & INCLUSIVITY

170 colleagues completed our DEI online training course.

Our June BHive event was dedicated to DEI.

The feedback from our colleagues who joined the session was wholly positive with one comment being:

“I know that at Bennett Hay I can bring my whole self to work; my workplace is a safe and inclusive environment where there’s no barriers to progression or stigma.”

COMMUNITY / CHARITY



SEND COFFEE

SEND, which stands for Special Educational Needs and Disabilities, is a charity which transforms lives through a comprehensive training programme for individuals with special educational needs and disabilities. Participants gain barista training based on SCA standards, hands on experience in high street locations, and career placement support, graduating as highly skilled professionals.

SEND Coffee also collaborates with farmers they have partnered with for decades to source premium beans, including competition-grade filters and a signature Colombian single-origin espresso with consistent creamy chocolate notes. Seasonal offerings ensure guests experience unique, high-quality coffees year-round.

Bennett Hay was first introduced to Harry George, founder & CEO through one of our clients who was looking to increase their support of social enterprises.

As a small, local charity with a team who are passionate about their purpose (and coffee, of course!) there was no hesitation that we wanted to partner with SEND.



We knew that every purchase of wholesale coffee beans would have a huge impact in supporting their training programme.

The partnership has been hugely successful. Our customers enjoy the highest quality coffee, made by our baristas who have been trained by SEND. Indeed, Harry and the team were instrumental in helping us to launch our Barista Academy in 2024, a programme which offers baristas from across our business to hone their skills and build on their passion and knowledge in order to build on our coffee culture.

By choosing SEND Coffee, our clients gain more than a coffee partner - it champions inclusion, sustainability, and ethical excellence.

In the past year, we've purchased 6.2 tons of SEND's coffee beans on behalf of our clients

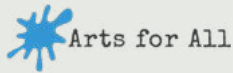
"Thanks to your incredible support, you've helped us deliver two full years of our core programme, directly transforming the lives of two young people with special educational needs and disabilities. That might sound like a small number, but behind it are over 2,000 hours of personalised, 1:1 support. That's every bus ride, every cooking session, every trip out, and every moment spent building their independence."

Each young person received around 1,000 hours of life-changing support, learning the adult life skills they need to thrive. The ripple effect is huge; an estimated 20,000 hours of free time (or 800+ days!) generated for families for the upcoming years. This comes from all the tasks they had to do before we helped, such as travelling with the SEND individual, assisting them with cooking and eating, or managing their day to day lives. Teaching our learners adult life skills is one of the biggest impacts we have, not just on our learners but their whole families.

Most importantly, these are young people who would otherwise fall through the cracks in traditional funding. Because of this partnership, two lives have been changed and a whole family's future looks brighter."

Harry George
Founder, SEND

COMMUNITY / CHARITY



ARTS FOR ALL

Arts for All was our central charity in 2024. It is a local, highly creative charity close to our new offices in Liverpool Street which serves the local communities of Tower Hamlets and Hackney. Arts for All run structured weekly art sessions to engage people of all ages from diverse cultures and background and those with special needs. They are a small operation, and we feel our support really helps them make a big difference.



SARCOMA UK

We were delighted to sponsor the food and service for a very special event for Sarcoma UK at the historic Lancaster House.

Our colleagues from across the business volunteered their time in true back-to-the-floor style for this fantastic gathering which paid tribute to the senior civil servant Chris Martin and raised in excess of £55,000 for the charity.



In 2024 we:

- Raised £2,500 directly.
- Supported their fundraising events by contributing donations for the auction bidding.
- Held a Christmas Card competition, contributing £200 in gifts to the participants.
- Volunteered a total of 160 hours
- Offered our clients the option to swap our Christmas gift to them for a charitable donation to Arts For All. Several clients chose to do so, and this raised £450 for the charity.



OTHER HUMAN KIND ACTIVITIES

- Wrap Up London 110 items collected
- Walk with Weil raised £2,700 for Refuge and Arts For All

Food Heroes

We champion good food,
and are developing an army
of FOOD HEROES



This impact area delivers against Sustainable Development Goals 2, 3, 12 & 13.

It also resonates with one of the core components of our business, which is the provision of top quality, hearty, healthy food.

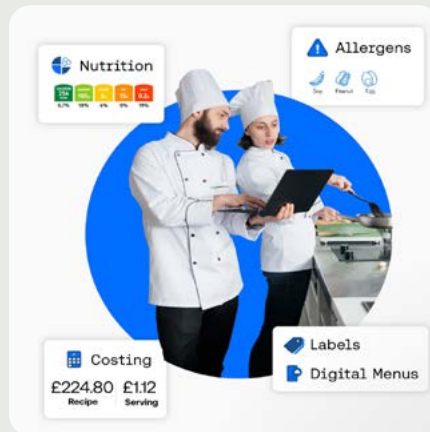
Food Heroes 2024 Highlights

KAFOODLE

Kafoodle is an award-winning menu management software that helps us manage our food compliance, digital menus, food waste and food labelling. It enables our chefs to maintain their creativity in their recipes while streamlining processes.

As a fully integrated system - Kafoodle automatically updates affected modules - like food labels and menus - whenever an ingredient or recipe changes, ensuring that all information remains accurate and up to date, keeping our clients informed and safe.

In line with our sustainability mission, Kafoodle also provides carbon labels for each food item, showing both chefs and consumers the environmental impact of their choices, empowering them to make more informed decisions.



MINDFUEL

Mindfuel is our own range of 'Food for the Brain' accredited range of salads, snack pots and smoothies, designed to support long-term and cognitive brain development.





ANGRY MONK

Angry Monk rescues surplus and irregular produce that would have otherwise gone to landfill. And we get to use all this lovely stuff in our recipes – contributing to a fairer food supply, that's good for us, good for the growers and good for the planet. See [Spotlight On Our Suppliers](#).

As well as being a major supplier in 2024, Angry Monk also supported us with events to raise awareness of the cavalier wastage of perfectly good produce. We created digital recipe cards for delicious seasonal produce, and built a beautifully presented pop-up with an abundance of Angry Monk fruit and veg to give away to our customers across our reception and catering contracts.



Mike or Adi from Angry Monk joined us to share their story and their motivation for starting their initiative...and of course, why they named their business Angry Monk!



NEMI TEA

We serve thousands of cups of tea every day, so choosing a tea bag that 'gives back' can make a huge difference.

In 2023 we tasted Nemi Tea and haven't looked back. They provide employment to refugees, giving them local work experience and job readiness skills to enter the UK workforce and integrate into broader society.

Their teabags are plastic-free, their packaging is biodegradable and their teas are Organic-certified.

Bennett Hay Impact report Apr 2024 – Mar 2025



30 kgs
CO2e avoided

Using our plastic-free tea bags saved the equivalent CO2e emissions of driving a petrol-driven car 152 miles.



45 kgs
Organic tea consumed

Ensuring tea sold is made in a way that is better for people, animals & wildlife and the environment.



7 hours
Social impact created

The amount generated for our hospitality training & employment program at TRAMPOLINE cafes.



*Tea spend: £2,715

Waste Warriors

We hate waste, and challenge everyone in the business to be **WASTE WARRIORS**



This impact area delivers against Sustainable Development Goals 12, 13 & 14.

It also recognises one of our most significant challenges as a business.

Food Heroes 2024 Highlights

EXCESS RECIPES

The aim of Excess is to educate and encourage the creative reuse of ingredients during food preparation. Instead of focusing on the concept of waste, we are championing the idea of utilising surplus food in innovative and sustainable ways.

The logo design features an overflowing coffee cup, subtly representing an abundance of ingredients rather than the idea of waste. This concept highlights our commitment to transforming surplus into something valuable and delicious.

The Excess logo will be featured on recipes created with the intention of reducing food waste across our business, showcasing our dedication to sustainability and mindful cooking practices.



SQUASH PANCAKES

Ingredients – makes 12

250g leftover roasted squash/pumpkin/
sweet potato
1 fresh red chilli
2 sprigs of fresh rosemary
30g Parmesan cheese, plus extra to serve

1 large egg
280ml semi-skimmed milk
150g self-raising flour
1 whole nutmeg, for grating
olive oil
rocket



Method

1. Use any cooked squash/ pumpkin/ sweet potato leftovers
2. Deseed and finely chop the chilli, finely chop the rosemary leaves, and finely grate the Parmesan.
3. In a large bowl, mash the squash with a fork, then whisk in the egg, milk and flour. Add the chilli, rosemary, Parmesan and a grating of nutmeg.
4. Heat a little oil in a frying pan and, once hot, add half a ladle of the mixture per pancake into the pan. Cook for 1 to 2 mins on each side until golden and crisp.
5. Keep warm in a low oven until ready, then serve with an extra grating of Parmesan and some rocket.



On Earth Day our team at a staff dining contract gave away delicious cup cakes made with surplus beetroot and carrot to promote their efforts to reduce food waste.



WHAT TO DO WITH COFFEE GROUNDS?

It's a huge dilemma so last year we set about finding some novel ways to prevent them from going to waste...

GROWING FOR GOOD REIMAGINING COFFEE GROUNDS

In our continued sustainability quest to enrich our Growing for Good initiatives, we have chosen to highlight used coffee grounds as a waste product and how we reimagine its usages after the enjoyment of the beverage.



The spice of life

Spice rubs are great to use in meat cookery. Not only would a spice rub using coffee grounds impart a beautiful flavour, but the grounds themselves are tenderizers making meats soft and delicious.



The glow of light

Upcycle used coffee grounds in creating stunning autumnal candles. Coffee aromas paired with spices can create a wonderful seasonal scent.



The soil we cultivate

Return your used coffee grounds to agriculture, helping to promote nutrients back into the earth.



The gardens we grow

Gather and pack your used coffee grounds for all to take home for garden cultivation with stunning results!



The warmth we share

Turn your used coffee grounds into fire logs for an added pleasure to enjoy with family and friends.

GROWING FOR GOOD – REIMAGINING COFFEE GROUNDS

Scan the QR code below to access the recipes




bh.

FOOD WASTE TRACKER

In line with our commitment to enhancing operational efficiency and sustainability, we launched a pilot of the 5-day food waste tracker across three of our sites from September to December. During this pilot phase, teams were instructed to maintain their current processes, allowing us to establish a baseline for future comparison.

The pilot successfully demonstrated the tracker's effectiveness and ease of use, proving to be a valuable tool in capturing food waste data. Based on these positive results, we are now rolling it out across all sites to ensure consistent tracking and improvements.

This data-driven approach enables us to measure progress accurately, identify key areas for improvement, and drive meaningful changes as the initiative expands.

 **GROWING FOR GOOD**

5 DAY TRACKING SHEET

When a bucket is ready to be emptied, record it in the correct column. At the end of the day add up the buckets to find out the total amount of food thrown away per day.

Use the "Notes" sections below for any ideas you have about preventing food being thrown away. Try to record what food could have been redistributed.

Remember	Spoilage	Preparation	Plate & Over-Production	Hospitality
<small>The more you measure the more you can see where savings can be made.</small>	<small>Food that is damaged or out of date such as vegetable spillage</small>	<small>Food that is thrown away during preparation, such as offcuts, and food that is served but not eaten</small>	<small>Food that is left on the counter, plates or unused food from the counter</small>	<small>Food that is left over / not eaten in meetings and events</small>
MONDAY	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Totals	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Notes	<input type="text"/>			
Total served	Café	Hospitality Meals prepared/Attendees		Other: <input type="text"/>
TUESDAY	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Totals	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Notes	<input type="text"/>			
Total served	Café	Hospitality Meals prepared/Attendees		Other: <input type="text"/>
WEDNESDAY	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Totals	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Notes	<input type="text"/>			
Total served	Café	Hospitality Meals prepared/Attendees		Other: <input type="text"/>
THURSDAY	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Totals	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Notes	<input type="text"/>			
Total served	Café	Hospitality Meals prepared/Attendees		Other: <input type="text"/>
FRIDAY	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Totals	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Notes	<input type="text"/>			
Total served	Café	Hospitality Meals prepared/Attendees		Other: <input type="text"/>

bh.

OTHER WASTE WARRIOR INITIATIVES

At one of our law firm contracts, we had a glut of over-ripe bananas. Lee, our sous chef is a guru when it comes to global flavours, was super resourceful and made the most delicious banana ketchup. It was so good that he took the recipe with him when he competed as a finalist in Contract Caterer magazine's Streat Food Awards.

EVENT BOOKERS – EDUCATION PROGRAMME

Having identified that over-ordered buffets, working lunches and events are a major contributor to our weekly food wastage, we have embarked on an educational programme with our clients. We encourage bookers to avoid the temptation of over-ordering and reassure them that 'no-one will go hungry' whilst advising on conservative food provision (striking the right balance between great hospitality and thoughtful environmental stewardship).



Planet Positive

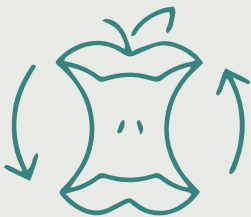
We care about our world,
and aspire to be **PLANET POSITIVE**
in everything we do



This impact area delivers against Sustainable Development Goals 12, 13, 14 & 15.

It also echoes one of the prevailing areas of concern for both our colleagues and clients.

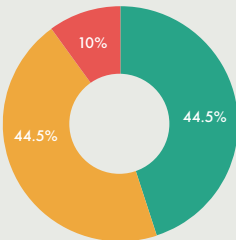
Planet Positive 2024 Highlights



SUPPLIER AUDITS

In July, we sent out ESG self-audit surveys to our major suppliers to establish how aligned they were with our commitments and values. Each supplier was sent a report with their results that included links to additional educational material to help address weaker areas.

Most of our supply partners scored well, but we will be repeating the exercise annually to ensure we are all heading in the right direction. We will also be launching our Supplier ESG Workshops in 2025.



Supplier Healthcheck 2024



RESPONSIBLE PURCHASING

Whilst we always put our clients' needs first, we are committed to not doing so at the expense of our values and our commitments to our people and planetary resources. We are constantly reviewing our purchasing and aim to continue to increase the number of small, local, under-represented and ethical supply partners.

In 2024, we were delighted to start working with:

- Nemi Tea
- Cobble Lane Charcuterie
- Rockstar Bakery
- Masafina



PLANET POSITIVE ACCREDITATIONS

- Planet Mark
- Ecovadis



Our Year by Month

JANUARY

Beanology Session



FEBRUARY

BeHive Volunteering

People First Awards

BeHive

MARCH

Beanology Session –
Women's Day



APRIL

Sustainability Advisor
Appointed

Surveys

Colleagues & Clients

Launched Reelyse

Welcome to Wellbeing



MAY

Leadership Team
Workshop

Mental Health First
Aid Training



JUNE

BeHive – DEI focus

Launched Growing
for Good



JULY

Office Move to
Huckletree

(with B Corp Status, BREAAAM Excellent
and WiredScore Gold Rating)

EcoVardis
Recertification



AUGUST

First Champions
Workshop

Planet Mark

Recertification

SEND Graduation



SEPTEMBER

Beanology Session

Waste Tracker Pilot

Walk with Weil

Charity Walk for Refuge

Supplier Audits



OCTOBER

Beanology Session

Safe Contractor

Recertification

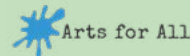


NOVEMBER

Champions Update

Volunteering Day –

Arts for All



DECEMBER

Xmas Campaign –
Arts for All

Wrap Up London

Waste Tracker

Second Pilot



Sharing positivity

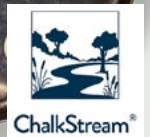


In an organisation with 280 colleagues working across 39 sites, communicating new initiatives and best practice in a fast-paced environment can be challenging – but key in ensuring everyone's on-board with our values and commitment to making a difference.

The introduction of Reelyze has had a huge impact on knowledge sharing, but you can't beat face to face – which is where BH Connect, our quarterly innovations forum for managers, chefs, head office (in fact everyone's invited!) is so important in driving creativing and building on the Growing for Good momentum.

In our 2024 BH Connect we:

- Invited Jon Meech, the CEO of HandsOn London to promote WrapUp London
- Shared ideas on how to prevent coffee grounds going to waste
- In readiness for Halloween, showcased recipes to use pumpkin pulp
- Showcased smaller and plant-based suppliers including Thornicrofts and Veg Express
- Encourage sustainable 'swaps' for fine dining menus i.e replacing salmon with ChalkStream Trout
- Introduced Toast Beer (made with leftover bread)



Spotlight on our champions

Our Growing for Good Champions have been making an incredible impact across their individual sites, and we couldn't be prouder of their efforts. We'll like to shining a spotlight 2 of our champions:



GENERAL MANAGER AT ONE OF OUR ENERGY SITES PAVLO POLUEKTOV

Arts 4 All

Pavlo has been a driving force behind our support for Arts 4 All. He has personally visited the charity twice, once with the Bennett Hay team and again with his three children during half-term. Beyond his personal commitment, he spearheaded a charity cake sale at his site raising over £800 to support the cause.

Pavlo's commitment doesn't stop there, he's taking on the Paris Marathon in April 2025, with all donations going to Arts 4 All. We can't wait to support him on this journey!

Well Grounded

Pavlo and the team are actively supporting Ramya, a beneficiary of Well Grounded, by providing eight barista training shifts. Under the expert guidance of Klaudio one of our very own Barista Academy superstar, Ramya is learning the craft and gaining valuable skills for her future.

Reuser

Sustainability remains a key focus, and Pavlo is led the way with the launch of Reuser at his site on 3rd March.



DIRECTOR OF HR AND OPERATIONS, CLAIRE HUISH

Claire has been instrumental in ensuring we reach further than ever before. Her leadership has strengthened our partnerships and engaged more of our clients in meaningful ways.

Arts 4 All

The Arts for All partnership is a key part of our Growing for Good efforts. As a partner charity, she ensures it stays front and centre in our monthly account meetings, gaining valuable support from our clients. This has led to exciting initiatives, including:

- One of our prestigious reception sites hosting an art exhibition and selling cards to support the cause.
- A connection to one of our consulting firm clients, leading to their involvement and support.
- Christmas cards sent to all our clients, featuring a QR code for donations—broadening the reach even further.

Human Kind

Beyond Arts for All, Claire has been involved in supporting Human Kind, which focuses on SEND initiatives, ensuring inclusivity in our efforts.

She has also helped one of our energy sites facilitate donations to a community kitchen, ensuring they have the necessary equipment to continue their work.

Wrap Up London & Volunteering

Claire has championed Wrap Up London, encouraging donations and engagement, alongside broader volunteering opportunities that allow our teams to make a real difference in the community.



Spotlight on our suppliers



SEND COFFEE is a social enterprise on a mission to show that people with disabilities can not only be baristas but have so much to offer the wider hospitality industry. Their aim is to provide the best training programme for people facing a disadvantage so that they're not starting at entry level but as highly skilled baristas. Once they're ready, they work on-site with a mentor every day for a full academic year, learning soft skills and cementing their training through experience. SEND Coffee then source employment opportunities with the partners that stock their coffee beans.

ANGRY MONK rescue market surplus fruit & veg from the New Spitalfields Market from going to waste. Using their produce, we mitigate up to 3kg of carbon emissions per kg of wonky fruit & veg.

In 2019, their co-founder Nathan spent a short time visiting a Chinese monastery and took part in one of their fasts; at the end, the monks took him to the closest town to celebrate with an all-you-can-eat vegetarian buffet. A very hungry Nathan powered through his first two plates and loaded up his third, but found he couldn't eat another bite. One of the monks furiously chastised him for his irresponsible attitude toward food waste and forced him to eat every last morsel before he was allowed to leave the restaurant.

That's how Angry Monk was born. Its mission is to build a fairer food system - one that's good for growers, good for buyers and good for the planet.



HUCKLETREE

In July 2024 we decided to relocate head office from Victoria to Liverpool Street, primarily to be nearer our clients' offices and therefore, our colleagues.

This also gave us the opportunity to choose a serviced office provider whose values aligned with ours. We chose Huckletree who demonstrated this with their B Corp Status, and our new Bishopsgate office is BREAAAM Excellent and WiredScore Gold Rating.

Our Future Goals & Commitments



Human Kind

ACCESSIBILITY

We are conducting a companywide training programme in 2025 to ensure we offer inclusive and accessible guest services.

CHARITY

We want to help more adults with additional needs in 2025 and will be increasing our charity financial and volunteering hours support. We will also be creating apprenticeship and job opportunities for this and other under-represented groups.



Food Heroes

CARBON LABELLING (for our full range)

- By partnering with Kafoodle, we will be able to add carbon data to all of our food offerings in 2025.

EXCESS

- We will be increasing our EXCESS ranges.

We made good progress in 2024, but there is still a lot that we want (and need) to do.

Here are just some of our goals and commitments for the next year or so.



Waste Warriors

WASTE TRACKING

After the successful pilot in 2024, waste tracking will be business as usual for all sites in 2025.

ZERO PLASTIC BOTTLES

Whilst getting rid of all single use plastic remains a big challenge for us (although we are working on it), we are committed to having no plastic bottles in our operations by the end of 2025.

COFFEE GRINDS

We will be rolling out our coffee grind reusing scheme to more sites.



Planet Positive

BCORP CERTIFICATION

We are using the BImpact Assessment as a central part of our action planning strategy and our goal is to become officially BCorp certified in 2025.

SCOPE 3 DATA MEASUREMENT

Building on our current Planet Mark business certification, and recognising the importance to our clients of Net Zero alignment, we will be starting to measure our full Scope 3 emissions in 2025.

SUPPLIERS

We will be hosting our first Supplier education workshop in September 2025 to share ideas, innovations and best practices – to benefit us all.

**Together, we can build a more
sustainable, thoughtful, and
compassionate world for us all
to enjoy.**



