



# Sustainability GUIDE



# Supporting Growth with Purpose, Our Evolving Journey

This marks the **second edition** of the Country Range Group's Sustainability Guide — a reflection not only of our environmental progress, but also of our initiatives and activities to support our local communities. Over the past year, our Group has experienced significant growth, with further expansion of our own brand portfolio, a 20% increase in Group sales and total turnover reaching £965 million by the end of 2024. In this time our membership has evolved too, we have seen unprecedented growth having welcomed eight new wholesalers who bring exciting opportunities, new ambitions and fresh challenges to our shared climate journey.

As a result of this growth, this year's data shows an **overall increase in carbon emissions** across the Group. However, this is not a setback, but

rather a **realignment of our baseline**. Many new members had no previous data from 2023, and some have entered with naturally higher footprints. Despite this, we remain committed to supporting all members — new and existing — in achieving their sustainability goals.



At the heart of this commitment is our ongoing collaboration with **ClimatePartner** — a global leader in climate action solutions. For over three years, they've helped us and our members define measurable goals, understand impact areas, and develop practical, transparent solutions that align with the **UN Sustainable Development Goals**.

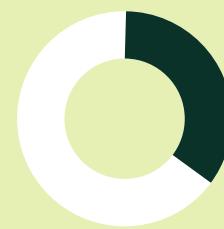
## Understanding Emissions: Scope 1, 2 & 3

We use internationally recognised frameworks to track and reduce emissions:

- **Scope 1** – Direct emissions from owned operations, such as facilities and fleets.
- **Scope 2** – Indirect emissions from purchased electricity and utilities.
- **Scope 3** – Indirect emissions from our wider activities (e.g., suppliers, commuting, waste).

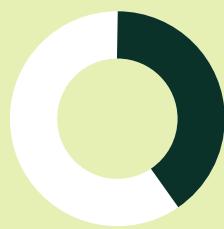
**Scope 3** is the most complex to assess and is currently being worked on through the collaboration of a number of members across the Group. We are working with members, suppliers, and ClimatePartner to better **identify and reduce Scope 3 emissions** — a critical piece of the sustainability puzzle.

## GROUP STATS



**34%**

increase in Carbon Intensity  
(tCO2e) from 2023 – 2024



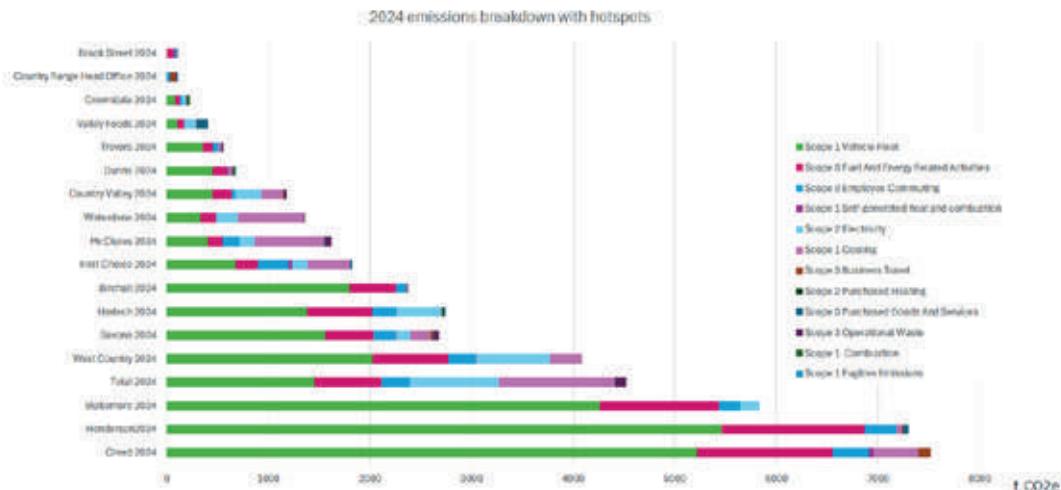
**39%**

increase in Carbon Footprint  
(tCO2e) from 2023 – 2024

## EMISSIONS OVERVIEW: 2024 VS. 2023

### In 2024:

- 6 new members joined the Group since our last sustainability report and 4 wholesalers have since merged.
- **Operational emissions** rose by **40%**, largely driven by increased fuel usage in vehicle fleets.
- **Carbon intensity** rose by **35%**, affected by the inclusion of new members with higher operational demands.
- **Vehicle emissions** remain the most significant source of carbon output across the Group.



## Priorities Moving Forward

As our network grows, so does our potential for positive change. The following **key emission hot spots** will continue to be a major focus for reduction efforts across the Group:

- **Vehicle Fleets** – Transitioning to lower-emission or alternative fuel vehicles.
- **Commuting** – Supporting carpooling and flexible work models.
- **Electricity** – Boosting energy efficiency and switching to renewable sources.
- **Cooling Systems** – Reducing refrigerant leaks and modernising equipment.

These focus areas reflect where we can make the greatest impact quickly and collaboratively.



## SUSTAINABILITY IN ACTION

Sustainability isn't just a metric – it's part of how we operate and influence the industry.

Through our **Operations Forum**, members share insights and best practice to tackle shared challenges, while our **Central Office trading team** ensures our product range meets evolving environmental standards. Together, we're embedding sustainability into every part of the Group.

Our **Country Range own brand** continues to support the industry – not just through packaging improvements, but by investing in future talent. We're proud to be **headline sponsor of the 2025/2026 Springboard FutureChef competition**, the UK's largest school cooking programme. With over 25,000 participants annually – and 24% entering the catering industry – this builds on our decade-long support of the Country Range Student Chef Challenge.

We also believe in using our platform for good. This year, CRG supported the **Mines Advisory Group's Bikes Against Bombs ride in Tanzania**, raising **£67,000** as part of a **£270,000** industry total to help clear landmines and support vulnerable communities.

At our **Annual Exhibition and Conference in Belfast**, over **£4.3 million in orders** were placed, but just as importantly, **1.51 tonnes of surplus stock** were donated to **FareShare**, supporting the local community by providing:

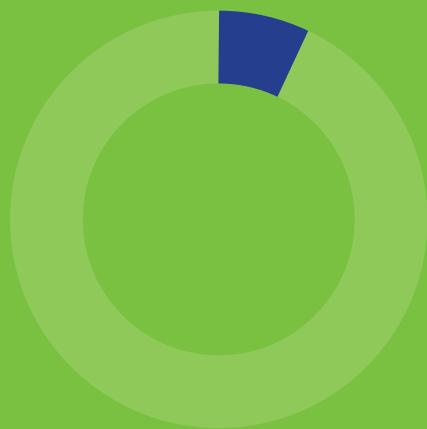
- **3,595 meals**
- Support for **22 charities**
- Avoidance of **3.02 tonnes of CO2e**

From collaboration to community, sustainability remains central to who we are – and where we're going.

# *Delivering a Better Tomorrow*

Birchall Foodservice are committed to a brighter future for our employees, customers, suppliers, planet and community. As a fifth-generation family business, we have long been guided by the ethics of honesty, fairness and doing the right thing. It's our duty to deliver profit for the business while looking after people, places and the planet.

[Find out more](#)



# 7%

increase in Carbon Intensity  
(tCO<sub>2</sub>e) from 2023 – 2024



# 18%

increase in Carbon Footprint  
(tCO<sub>2</sub>e) from 2023 – 2024



## Call outs



100% of our company cars are now electric



400 solar panels installed



All delivery vehicles are fitted with Euro 6 engines.

## KEY UPDATES

- Our marketing manager, Joe Moulton, completed a Level 2 Understanding Environmental Sustainability Course at Burnley College. By completing this course (and other sustainability courses) Joe has been able to bring new insights and learnings to the business to help us achieve our sustainability goals.
- We developed our first carbon management policy and our first carbon reduction plan. By having these policies and plans in place, we have real targets and are more focused than ever before on what we need to do to become a more sustainable wholesaler. You can view both documents on our website.
- To keep sustainability at the top of the agenda, we've introduced a new internal 'green team' to drive our carbon reduction plan, and we've refreshed our internal charity community teams to ensure we're doing all we can to improve the wellbeing of our team and community.
- We're also working in partnership with Refood, who convert our onsite food waste into biofertilizer and renewable energy.

## LOOKING TO THE FUTURE

- Tackle more scope 3 emissions to get an even clearer picture of our carbon footprint
- Investigate the feasibility of electric delivery vehicles for local routes
- Explore the opportunity for diesel substitution with HVO (Hydrogenated Vegetable Oil) when the time comes to upgrade the vehicles used for distribution services
- Introduce Energy Efficiency and Carbon Management to staff inductions and refresher toolbox talks for existing employees
- Potentially install infrared panel heaters to replace costly freestanding heaters



# Living the Blakemore Way

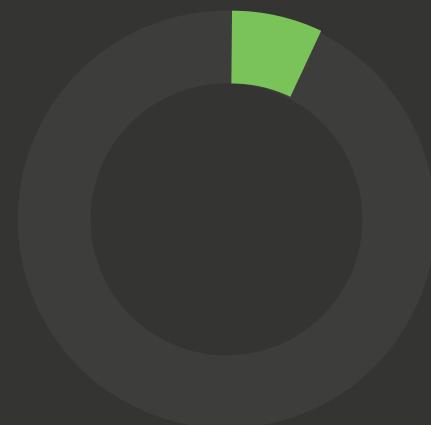
Founded in 1917, A.F. Blakemore & Son is now one of the UK's largest family-owned businesses. At the heart of everything we do is our values statement – The Blakemore Way – which defines our approach to business and guides our long-term commitment to responsible practices.

[Find out more](#)



# 13%

increase in Carbon Intensity  
(tCO2e) from 2023 – 2024



# 7%

decrease in Carbon Footprint  
(tCO2e) from 2023 – 2024



## RESPONSIBLE BUSINESS STRATEGY

Our Responsible Business department drives strategic initiatives across three key pillars:

- Workplace
- Community
- Environment

## COMMUNITY ENGAGEMENT

We are proud to support and invest in the communities we serve.

This year, our colleagues have actively contributed through:

- 6,420 hours spent volunteering and fundraising
- 84 Colleague Community Projects delivered
- 52 Work Experience Placements offered to students

## CHARITY PARTNERS

A.F. Blakemore & Son has several charity partners including:

- Marie Curie, the UK's leading end of life charity, providing expert hospice care, support over the phone, and they push for a better end of life for all.
- Disability Sport Wales, work towards its mission to influence, include and inspire in sport through its own projects and programmes, and contributing to third party programmes that support disabled people to be involved in sport and physical activity.
- GroceryAid, support colleagues within the grocery industry from the first day of their employment. They offer emotional, practical, and financial support via GroceryAid's free and confidential helpline, which is available 24 hours a day, 365 days a year.

## BLAKEMORE FOUNDATION IMPACT

Established by the Blakemore family, the Foundation supports local good causes across our trading estate:

- 8,544 donations awarded
- £550,413 donated to community initiatives

## Workplace Culture

We foster a diverse, inclusive, and supportive workplace culture. Our calendar of events celebrates:

- Religious festivals
- Health and wellbeing initiatives
- Inclusion awareness days

We are proud to support five diversity groups:

- Women in Blakemore
- LGBTQ+
- Family Friendly
- EmbRace
- EnAble

*"Each group is led by a dedicated diversity lead and sponsored by an executive leadership team member, reinforcing our value: "We are one inclusive team."*

## Environment-

### DRIVING SUSTAINABLE LOGISTICS THROUGH ALTERNATIVE FUELS

As part of our commitment to sustainable operations, we have strategically integrated electric heavy goods vehicles (EHGVs) into our logistics fleet. In 2023/24, we introduced four EHGVs, expanding to six in 2024/25. This transition has reduced our transport-related emissions compared to traditional diesel-powered vehicles.

In parallel, we have adopted Hydrotreated Vegetable Oil (HVO) as an alternative fuel for some of our refrigerated trailers. HVO offers a cleaner-burning, renewable substitute for diesel, further contributing to our emissions reduction goals.



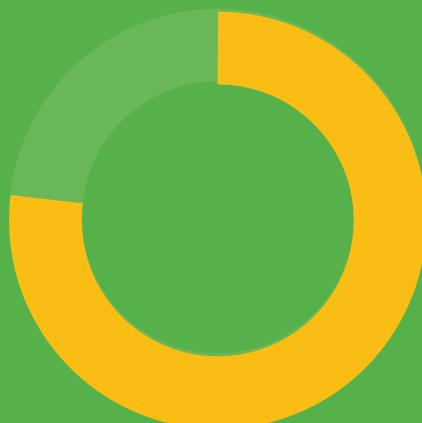
**We strive to create a better place for the next generation. By thinking of tomorrow but acting today. We are rooted in our communities and the environment and believe passionately about playing our part in making them sustainable."**

Caoire Blakemore, A.F. Blakemore's Responsible Business Director

# Embedding Sustainability Across Our Operations

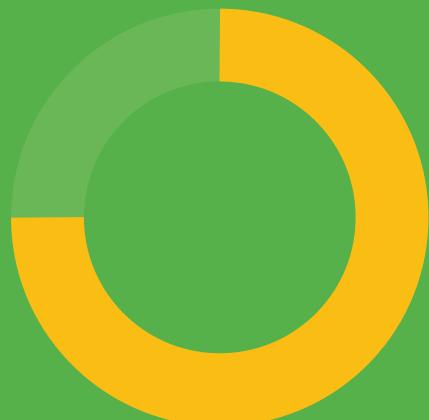
Brook Street Foodservice is deeply committed to sustainability, embedding it into all aspects of our operations, from product sourcing to product management and ethical standards. The company's approach to sustainability is comprehensive, targeting various areas including responsible sourcing, product quality, ethical standards, environmental impact, and waste management.

[Find out more](#)



# 77%

decrease in Carbon Intensity  
(tCO2e) from 2023 – 2024



# 75%

decrease in Carbon Footprint  
(tCO2e) from 2023 – 2024

## BETTER PRODUCTS

By working closely with disposables and packaging suppliers, we are able to list compostable or recyclable products. As a company, we are proud to offer a range of environmentally friendly options and healthy alternatives, ensuring our customers always have a sustainable choice. This includes Red Tractor-assured British products, vegan, vegetarian, dairy-free, and gluten-free products, and non-HFSS (high in fat, salt, or sugar) items. Additionally, we continue to aim to expand our range of sustainable non-food lines and reduce products with less than 30% recycled plastic content.



## ENVIRONMENTAL IMPACT AND VEHICLE MANAGEMENT

As a company, we are committed to reducing our environmental footprint, particularly through our vehicle fleet. Measures include using Euro 6 engines for delivery vehicles, fitting vehicles with GAH Eco drive refrigeration units to reduce fuel demand, and setting a company car policy to transition to electric vehicles by 2027. The transport team monitors its fleet's miles per gallon (MPG) as a key performance indicator and continues to explore innovations like electric or hydrogen vehicles to further reduce emissions. The goal is to reduce overall CO2 emissions by 7.5% per year through transport, building, and refrigeration efficiencies.

## Ethical Standards

Across the business, we maintain strict ethical standards across our supply chain. New suppliers must adhere to a robust ethical code of practice, ensuring humane working conditions, the absence of child labour, and compliance with a modern slavery policy. We also require all food suppliers to hold BRC or SALSA accreditations.

## RESPONSIBLE SOURCING

Our trading team ensures that products align with our sustainability commitments. Efforts include expanding the range of products using recycled plastics, eliminating non-recyclable black plastics, and reducing the number of deliveries by consolidating the supply chain. Our product range covers around 4,000 lines across categories such as fresh produce, butchery, frozen, non-food, chilled, ambient goods, impulse, and alcohol. We emphasize sourcing from local suppliers and ensuring that all palm oil used is RSPO accredited.

## WASTE MANAGEMENT

We have recently implemented processes to manage food, oil, plastic, and general waste effectively, and entered a partnership with Arrow Oils who help convert waste into renewable energy. Our aim is to increase the recycling of customers' oil, eliminate black plastic from our product range by the end of 2025, and explore eco-friendly packaging options such as biodegradable bags.



**We are fully committed and continually focused on putting sustainability at the heart of everything we do. At Brook Street Foodservice, we focus on product and the environment. We work with our customers and suppliers to act responsibly whilst supporting the communities in which we operate. We are committed to reducing our impact on the environment by empowering employees across all levels to include sustainability at the heart of everything we do."**

Mark Thomas. Managing Director

# Our Commitment to Sustainability

From packaging and transport to renewable energy, we are taking practical steps to improve our sustainability practices and support a more responsible future for foodservice.

Having joined the Country Range Group in 2024 we are excited to be continuing the next stage of our sustainability journey with their support. Like us CRG believe that sustainable practices are a necessity for doing business, especially within wholesale foodservice. With the future of the sector being shaped by consumer trends, government legislation and technology it is more important than ever to focus on our environmental impact. By being part of the Group we are confident that we will continue to grow in a more environmental and sustainable way.



**The Country Valley team are on a journey of continuous improvement, working hard to reduce our environmental impact across all areas of the business. From packaging and transport to renewable energy, we're taking practical steps to improve our sustainability practices and support a more responsible future for foodservice.**

## RECYCLABLE PACKAGING

A key part of our strategy is responsible waste management. All plastics and cardboard that enter our factory are fully recyclable. We've put clear systems in place to make sure these materials are sorted and disposed of properly, helping to reduce landfill and support a more circular approach to packaging.

## RENEWABLE ENERGY

We've also made a significant investment in renewable energy by installing solar panels across the roof of our main site. These panels generate clean electricity that helps power our operations. This not only lowers our reliance on traditional energy sources, it also reduces our carbon footprint and contributes to long-term cost savings.

## A PRACTICAL, ONGOING APPROACH

For us, sustainability isn't about big statements. It's about making steady, meaningful progress in the right direction. From how we power our site to how we manage waste and transport, we're committed to doing better every year.

Country Valley Foods is proud to be part of a foodservice industry that's becoming more focused on sustainability. We will continue to look at new ways we can improve and support greener choices across our supply chain.

## LOW-EMISSION TRANSPORT

Transport is another area where we're working to cut emissions. Our sales team drive a mix of hybrid and fully electric vehicles, reducing the impact of day-to-day travel. All our delivery vans meet the latest legal standards on emissions, ensuring that we are compliant and conscious of our environmental responsibilities while still maintaining the service our customers rely on.



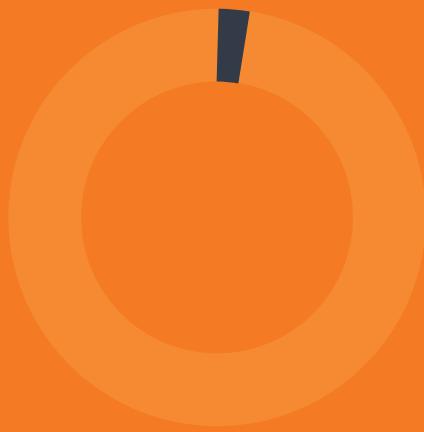
**We are always looking at ways to make our operations more energy efficient and reduce our CO<sub>2</sub> output. Whether it's through renewable energy, smarter transport, or waste reduction, we're committed to making meaningful changes that benefit both the environment and our customers."**

Edward Munro, Managing Director.

## We believe in more today for a better tomorrow

With a focus on people, product and planet we work with our customers and suppliers to act responsibly whilst supporting the communities in which we operate. We are committed to reducing our impact on the environment by empowering employees across all levels to include sustainability at the heart of everything we do.

[Find out more](#)



# 2%

decrease in Carbon Intensity  
(tCO<sub>2</sub>e) from 2023-2024



# 8%

increase in Carbon Footprint  
(tCO<sub>2</sub>e) from 2023-2024

## ESG INITIATIVES

As an Associate Signatory of the Waste and Resources Action Programme's (WRAP) Courtauld Commitment 2030, we have aligned our targets with initiatives aimed at reducing food waste, cutting carbon, and protecting water resources. This collaborative approach to climate action includes exploring projects specific to our business, such as optimising vehicle cleaning schedules to reduce our environmental impact.

At recent events like our Food Festival, we have implemented sustainable practices, such as using seed paper wristbands, reusable water bottles, recyclable signage materials, and prohibiting single-use plastics. Additionally, surplus food was donated to the local community through our partnership with FareShare.

## VEHICLE AND EMISSION REDUCTIONS

Our local delivery vehicles from our Staverton depot operate on accredited Hydrotreated Vegetable Oil (HVO), which reduced tailpipe emissions by 90% compare to diesel. We now have our very own Creed electric vehicle serving our High Wycombe local routes and national customers in the south east of the UK. Our overall objective is to reduce CO2 emissions by 7.5% annually through improvements in transport, building efficiency, and refrigeration.



## ETHICAL AND RESPONSIBLE SOURCING AND SUPPLIER ENGAGEMENT

By ensuring that suppliers adhere to a robust supplier charter, sharing their ESG (Environmental, Social, and Governance) reports, targets, and initiatives we are able to help to maintain a sustainable and ethical supply chain. We prioritise working with suppliers who are environmentally conscious and aim for carbon neutrality. By working with these suppliers we are able to offer a range of eco-friendly and healthy products, including Red Tractor assured butchery items and a comprehensive Free From range. All new suppliers must adhere to Creed's ethical code of practice, ensuring fair working conditions and the absence of child labour.

## NET ZERO EMISSIONS

2025

2030

2035

2040

## Waste Reduction and Food Waste Management

Our team are proactive in minimising food waste. This includes assessing the quantity of food prepared for customer meetings, collaborating with charity partners, and introducing food waste bins. We also focus on creating innovative recipes that use potential waste products, such as jams made from surplus fruit, with further efforts focused on reducing black plastic usage by 2025 and exploring eco-friendly packaging options.

## Employee and Community Wellbeing

As a company we are committed to the wellbeing of our employees and community. We are proud to provide financial support and donations according to our charity charter and always seek opportunities to support community employment. Employee wellbeing is a priority, with initiatives like trained wellbeing champions, investment in training and career progression, and fair financial rewards.

## Energy Efficiency in Depots

Across each of our depots we are committed to reducing energy consumption. This involves enhancing cost-efficiency, reducing emissions, and promoting the use of renewable energy sources.

OUR AIM IS TO ACHIEVE NET ZERO EMISSIONS BY 2040

# Empowering change, Embracing sustainability

Crowndale Foodservice are firmly committed to sustainability, integrating environmentally responsible practices into every aspect of our operation to reduce our impact and support a healthier future for our community and planet.

Having joined the Country Range Group in 2025 we are excited to be continuing the next stage of our sustainability journey with their support. Like us CRG believe that sustainable practices are a necessity for doing business, especially within wholesale foodservice. With the future of the sector being shaped by consumer trends, government legislation and technology it is more important than ever to focus on our environmental impact. By being part of the Group we are confident that we will continue to grow in a more environmental and sustainable way.

Crowndale Foodservice are committed to sustainability and the preservation of our planet for future generations. We strive to minimise our environmental impact by adopting eco-friendly practices in every aspect of our operation, from sourcing sustainable products to reducing waste and energy consumption. By continuously innovating and collaborating with like-minded partners, we aim to set new standards in environmental responsibility. We believe that small changes can lead to big results, and we're dedicated to making a positive difference, one sustainable step at a time.



## FURTHER REDUCING OUR EMISSIONS.

We have taken a significant step towards reducing our carbon footprint by consolidating operations under one roof in a new premises from January 2026. By moving to a single, centralised location, we have eliminated the need for inter-site transportation, reduced energy consumption across multiple facilities, and streamlined logistics and resource use. This strategic move not only improves operational efficiency but also aligns with our long-term sustainability goals, significantly cutting our greenhouse gas emissions and minimising our environmental impact. It's a meaningful investment in both the future of our business and the health of the planet.



I'm incredibly proud of the entire team for the dedication that has gone our company's sustainability progress. It's a clear reflection of our shared commitment to doing business responsibly and making a positive impact on both our community and the environment."

William Boulger- Director

## Social Value

Our social value commitment and our belief in giving back to the community that supports us by creating positive, lasting impact within our community. We prioritise local employment, support small businesses through local sourcing, and invest in initiatives that strengthen the social and economic fabric of the area. From sponsoring community events and sports teams to supporting charities, food banks, and healthcare fundraising efforts, we aim to enrich the lives of those around us. Our presence goes beyond business, we strive to be a trusted and responsible company, contributing to a stronger, more connected, and resilient local community.

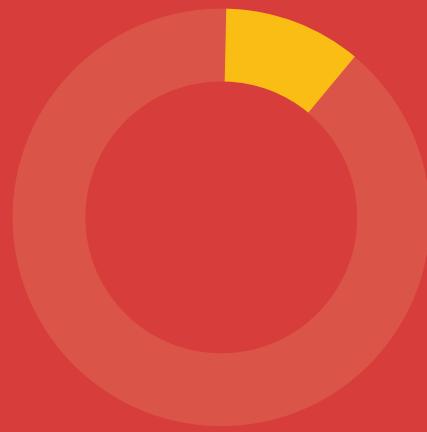
## Employee Wellbeing

We are dedicated to supporting the health and wellbeing of our employees, recognising that a positive and healthy workplace is essential to both individual and team success. Our approach includes promoting a supportive work culture, encouraging open communication, and offering resources that support mental, emotional, and physical health. We strive to create an environment where everyone feels valued, supported, and empowered to thrive. Our people are at the heart of what we do, and their wellbeing is a top priority.

## Committed to Scotland's Environmental Sustainability

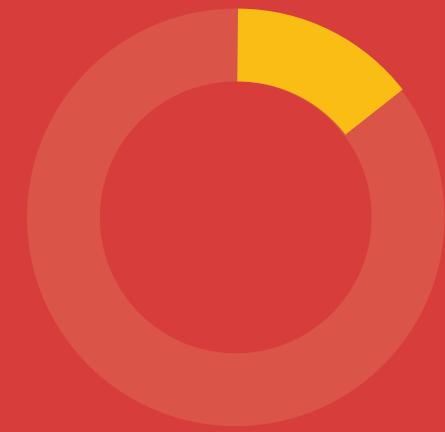
As a leading supplier of food and drinks in Scotland, Dunns are fully invested in sustainability. In 2025 we are celebrating 150 years of serving Scotland and to help mark the milestone, we committed over £1.5 million to a range of major sustainability initiatives including energy-efficient freezers, solar panels, and electric vehicles. These measures are already helping to reduce our environmental impact going in to our next 150 years, as well as contributing to Scotland's net zero goals.

[Find out more](#)



# 12%

decrease in Carbon Intensity  
(tCO<sub>2</sub>e) from 2023 – 2024



# 14%

decrease in Carbon Footprint  
(tCO<sub>2</sub>e) from 2023 – 2024



Approaching our 150th anniversary, we made substantial investments totalling in excess of £1.5 million specifically towards sustainability initiatives and contributing to Net Zero ambitions.

This commitment includes a new £1 million CO2 refrigeration system, 1400m<sup>2</sup> of solar panels and energy-efficient LED lighting with motion sensors. These efforts underpin our leadership in the industry and a proactive approach to environmental stewardship, influencing both customers and suppliers towards more sustainable practices.

## KEY INITIATIVES

We continue to strive daily in order to find efficiencies for 2025/26 and beyond.

- Route Optimisation: All of our delivery routes are now equipped with handheld devices for route optimisation and efficient management of deliveries.
- Pallet Wrapping: We have recently installed a new pallet wrapping machine to reduce wastage, as well as switching to a new thinner and more sustainable wrap.
- New Balers: New balers have been installed to help convert bulky packaging waste in to dense bales, reducing volumes sent to landfill. The process lowers collection frequency, cutting associated emissions from transport.
- Warehouse Equipment: Older warehousing equipment has been replaced with new energy efficient tools including electric pallet trucks and forklifts. We are also trialling Opafleet – a fleet management system that improves warehouse operation efficiency.

## SUSTAINABLE PRODUCTS

We actively seek to promote a wide variety of sustainable products. This year we have launched 'Epicure', a new range of fine foods that includes speciality local suppliers to reduce road miles. It also features product lines like RESQ Ingredients, made from air-dried fruits previously deemed unusable. We also offer everything from our own range of 100% recyclable bag-in-box dispense soft drinks to ecoSPIRITS, an innovative low-carbon, low-waste range for spirits distribution. These provide sustainability improvements, but also economic advantages through reduced packaging and transport costs.

## TRANSPORTATION AND FLEET EFFICIENCY

Improvements have been made through the adoption of electric vehicles across our sales team, and the installation of solar-powered charging points. Our entire delivery fleet now uses handheld devices for route optimisation, whilst we have also participated in trials of electric delivery trucks through the Scottish Wholesale Association's decarbonising wholesale project.

## Combatting Food Waste

To combat food waste, our team undertake enormous daily efforts in order to reduce stocks of date issue products before they become a problem. We are also pleased to support local charities like Share Alike in East Kilbride with surplus stocks in order to help address homelessness and hunger in our communities.

## Community Links

We have been working closely with our local charity partner Community Links to run 'Making a Meal of it' sessions in our development kitchen in order to help local families create healthy, budget-friendly meals using seasonal, locally sourced ingredients. Led by our Executive Development Chef, the sessions have gone down a treat with locals getting started on their sustainable cooking journey.





# Driving Sustainability and Reducing Environmental Impact

At Europ Foods, we are focused on reducing our environmental impact through efficient operations, responsible energy use, and support for the communities we serve. Sustainability is embedded in how we grow, move, and produce food, with clear action at every stage of our supply chain.

[Find out more](#)



Having joined the Country Range Group in 2025 we are excited to be continuing the next stage of our sustainability journey with their support. Like us CRG believe that sustainable practices are a necessity for doing business, especially within wholesale foodservice. With the future of the sector being shaped by consumer trends, government legislation and technology it is more important than ever to focus on our environmental impact. By being part of the Group we are confident that we will continue to grow in a more environmental and sustainable way.





## CARBON REDUCTION INITIATIVES

We've launched several initiatives aimed at cutting emissions:

- Solar Panel Installation: We've begun installing solar panels across key sites, helping us generate renewable energy and reduce Scope 2 emissions.
- Efficient Vehicle Fleet: Our logistics fleet is being upgraded with more fuel-efficient vehicles, reducing fuel use and improving overall environmental performance.
- Energy-Efficient Operations: Our production facilities are equipped with modern, energy-efficient systems. In addition, cleaning and disinfection of butchery and production equipment is now carried out using ozone ( $O_3$ ) instead of chemical products, reducing chemical usage and environmental impact.
- Eco-Friendly Refrigeration Gases: The motors used in our freezer systems now operate with environmentally friendly gases that do not contribute to the greenhouse effect. This improves the sustainability of our cold chain operations and reduces our indirect emissions.

## COMMUNITY INITIATIVES AND SOCIAL IMPACT

As part of our wider commitment to sustainability, Europ Foods has donated food to local food banks to support people in need. We also contribute products to customers who host charity events, reinforcing our belief that businesses should play an active role in supporting the communities they serve.

## FUTURE PLANS AND SUSTAINABILITY GOALS

We are currently developing measurable carbon reduction targets. A key goal is to equip all solar-equipped sites with battery storage systems, enabling us to reduce external electricity consumption by up to 60%. Continued optimisation of energy usage and infrastructure remains a core focus.

# Delivering sustainable food service: what we do today matters

Our commitment to delivering environmentally sustainable food service means we understand the importance of, and our responsibilities to, the businesses we supply, as well as the broader impact our operations have on our communities and the planet.

[Find out more](#)



Since joining the Country Range Group (CRG) in 2024, we are excited to take the next step in our sustainability journey with their support. CRG, like us, recognises that sustainable practices are essential for doing business, especially within wholesale foodservice. With the future of the sector shaped by consumer trends, government legislation and technology, it is more important than ever to focus on our environmental impact. By being part of the Group, we are confident that we will continue to grow in a more environmentally sustainable way.



First Choice Foodservice are focussed on the present, to ensure we can maintain our commitments to the environment, well into the future. By understanding what works for us and what doesn't, we can be more confident that sustainability isn't just corporate 'greenwashing', but a tangible and measurable activity that is consistently applied throughout the business. Moreover, our practices should clearly demonstrate their inherent value and yield positive results that can be maintained day-to-day.

## ENERGY SAVING INITIATIVES

We have fitted energy efficient LED lighting throughout the depot, including sensor-operated zonal lighting. Our freezer and chiller storage uses the latest in compressor, condenser, evaporator and insulating technologies, which are monitored closely for temperature and seasonally adjusted. Having recently increased our freezer capacity, we have reduced deliveries and therefore unnecessary food miles. A simple, yet effective recent upgrade to our heating system from gas to electric, has taken our depot's EPC rating from E to C.

## WASTE

All customers are encouraged to participate in our used cooking oil collection service, for later conversion to biofuel. Our policy on paper reduction is an easy win for us as we bring more digital communication tools on stream. Our sales team is encouraged to strike a healthy balance between working from home and face-to-face customer interactions, to help reduce mileage, wear and tear, and fuel consumption. Careful monitoring of surplus food, ensures out of date goods are limited in volume, and whenever possible any surplus is donated to local charities.

## CHARITY WORK AND COMMUNITY COMMITMENTS

Locally, First Choice sponsor Burton Albion FC for selected match days as well as the Burton and District Football Association. We support our own staff and those at Country Range who undertake charity fundraising commitments – all of which help raise the profile and money for some great causes. Closer to home, we support local homeless charities (through the YMCA) with donations to cover food and accommodation.

## RECYCLING

Cardboard waste at the depot is bailed and packed for recycling, along with internal policies for recycling waste paper, and other recyclable materials (plastic bottles, cans etc.). We bail all cardboard and plastic waste which is returned for recycling. We are currently implementing a new scan/picking system, using the latest technology which will result in a significant reduction in paper usage, once it is fully operational.

## COMMUNITY INITIATIVES

We actively encourage locally-employed staff which brings inherent benefits to the local community. Our year-on-year expansion in turnover has meant these opportunities are now significant for local employment figures. Walking and cycling to work becomes more common for those who can and live nearby (we are members of the cycle-to-work scheme), with car sharing a benefit to those who participate. Delivery drivers are recruited locally, who know the area well, which can make savings when last minute route changes and deliveries are required.



## Procurement

Local suppliers play an important role in making sure we source products that by definition, involve less transportation and therefore lower food miles. Preference is given to suppliers who themselves meet higher sustainability standards.

## Sales team

### VEHICLE FLEET

Our team of BDMs use self-charging hybrid vehicles, which reduces fuel consumption and carbon emissions. The fleet will gradually be replaced by plug-in hybrids, before transitioning to fully electric. Working from home when operationally appropriate, further enhances these reductions.

## Practical steps TO SUSTAINABILITY

We take a pragmatic approach to operating more sustainably. This includes, but is not limited to, reducing fuel, energy use and unnecessary waste, carefully planning delivery routes, intelligent recycling, upgrading systems and regularly reviewing our operational efficiencies and our corporate and social responsibility rationale.

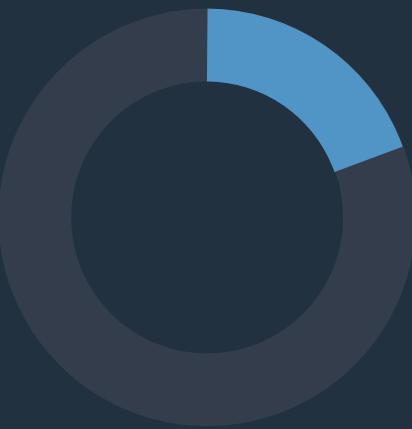
## Delivery fleet

Currently, 90% of our delivery fleet are Euro 6 compliant which are more efficient and reduce harmful emissions. From 2026, we will gradually transition to Euro 7 vehicles which will become the standard. Our near-term goal is for all delivery vehicles to be Euro 7 compliant. Regular maintenance and optimised route planning means that fuel consumption is reduced, as well as less wear and tear on the vehicles.

# *Serious about sustainability and social responsibility*

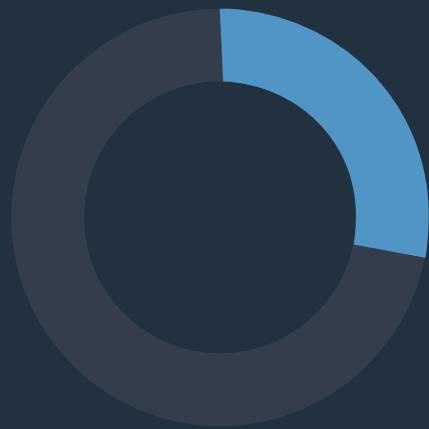
Harlech Foodservice is deeply committed to sustainability and social impact, integrating environmental responsibility and community engagement at the heart of our operations. Our actions reflect a clear focus on reducing our carbon footprint while supporting the people and communities we serve.

[Find out more](#)



# 18%

increase in Carbon Intensity  
(tCO2e) from 2023 – 2024



# 29%

increase in Carbon Footprint  
(tCO2e) from 2023 – 2024



## CARBON EMISSIONS

Harlech Foodservice remains firmly committed to achieving Net Zero carbon emissions by 2050, in alignment with Welsh Government targets. We continue to reduce emissions across Scopes 1, 2, and 3, with notable progress in 2024:

- Hybrid HGV Investment: Over £1 million was invested in six hybrid refrigerated HGVs, preventing more than 90 tonnes of CO<sub>2</sub>e emissions.
- Backhauling Expansion: An 11% increase in backhauling reduced food miles and cut emissions across both our and our suppliers' logistics.
- Refrigeration Upgrades: Completion of Phase 1 and 2 of our refrigeration system upgrades led to a 50% reduction in refrigerant gas emissions.
- Building Repurposing: Reusing the Bwydlyn facility avoided more than 47 tonnes of CO<sub>2</sub>e emissions.
- Landfill Avoidance: Enhanced waste management practices avoided over 10 tonnes of CO<sub>2</sub>e emissions.
- Efficient Heating and Cooling: New heating and air conditioning systems installed at our HQ in Llanystumdwy are significantly more energy-efficient than the previous gas system.

Our environmental KPIs now span all three emission scopes, enabling more accurate tracking and accountability.

## SOCIAL VALUE

Supporting our communities is integral to our purpose:

- Donations: We contributed over £10,000 to local initiatives, including sports clubs, charities, and hospices.
- Driver Development: Continued funding of training programmes enabled more driver's mates to gain HGV licences.
- Equal Opportunities: We champion equal pay and inclusive career development across the business.

In 2024, our team took part in job fairs, food hamper donations, beach cleans, healthy eating cooking days in schools, and tractor runs. We remain an active member of the Net Zero North Wales Network, promoting collaboration and shared learning. Having recently been invited as an Ambassador of Net Zero North Wales Network. The Network undertook a guided tour of Harlech HQ in 2024 to share best practice and showcase the work undertaken.

Recognition in The Sunday Times Best Places to Work 2025 reflects our commitment to balancing environmental and social value while investing in our people.

## SUPPLY CHAIN

We remain committed to ethical, low-carbon, and transparent sourcing across our supply chain:

- **Responsible Standards:** We adhere to best practices from the RSPO, MSC, and Red Tractor to ensure sustainable and traceable sourcing.
- **Local Sourcing:** By sourcing more products closer to our HQ, we cut food miles by 5% despite increased sales.
- **Supplier Engagement:** We have started reviewing supplier Net Zero plans, with Aimia among the few already holding a formal carbon-neutral certification.

We will continue to prioritise local purchasing and optimise sustainability through backhauling wherever feasible.

*Looking ahead we are actively exploring:*



Feasibility of additional solar panels at HQ, Llanystumdwy.



Transitioning our gas heating system to electric.



Increasing backhauling from suppliers by utilising empty delivery vehicles post-customer delivery.



Replacing our sales hire fleet with electric vehicles as North Wales charging infrastructure improves.

# *Creating a better future for our employees, customers and the world around us*

At Henderson Foodservice, we're not just focused on the present—we're actively shaping a better future for our employees, customers, and communities. Our Environmental, Social, and Governance (ESG) strategy is driven by three key pillars: People, Planet, and Place. Each pillar is central to how we operate, reflecting our commitment to sustainability and social responsibility.

[Find out more](#)



# 32%

increase in Carbon Intensity  
(tCO2e) from 2023 – 2024.



# 47%

increase in Carbon Footprint  
(tCO2e) from 2023 – 2024.

## PEOPLE:

We prioritise employee well-being, diversity, inclusion and fair employment practices, emphasising health & safety, work-life balance and continuous employee development through robust training programmes and career progression opportunities.

We are proud to announce that we were accredited Investors in People – Platinum in 2025! Investors in People Platinum accreditation reflects a culture of exceptional people management and is the highest accolade that can be achieved against the Investors in People Framework. It is only awarded to organisations that have demonstrated the very highest levels of people management practice aligned to strategy, ethos and values.



It is yet another reminder of what makes The Henderson Foodservice one of the best places to work in Northern Ireland, one that cares deeply about our people and is only successful due to the commitment they demonstrate on a daily basis.

We champion diversity by widening access to employment and creating inclusive career pathways. Through partnerships with the NOW Group and Prosper, we support individuals with learning difficulties such as ADHD and Autism into secure roles with training and professional qualifications. We were awarded Supplier of the Year by Now Group in 2025.

At a corporate level, Henderson Group became the first retailer in NI to join Women in Business, offering every employee access to training, mentoring, and development opportunities. This aligns with our ESG strategy and ensures that inclusion is embedded across logistics, sales, support, and leadership functions.

## PLACE:

We are dedicated to community engagement and positive contributions through investments, volunteering and strategic partnerships. We maintain fair trade practices, ensure customer satisfaction while actively participating in community projects, social initiatives and charitable activities.

In 2024, we had a record breaking year of fundraising, donating £80,000 across our 3 charity partners: NI Children's Hospice, PIPS Suicide Prevention, Jack & Jill Foundation.

Our team continually invest their time undertaking challenges to support our fundraising, with members taking part in MAGS Tanzania Bike Ride, a 32 Counties Challenge (scaling all highest peaks in Ireland in 4 days) and 7 Ultra Marathons in 7 Days.

## Planet:

This area centers around environmental sustainability by managing our resource impact, enhancing waste management, improving energy efficiency and reducing emissions. We actively work towards reducing our carbon footprint and adopting renewable energy sources to bolster climate resilience.



Over 1,500 PV panels on our system providing over 700,000 units of electric per year



Circa £160,000 per year saved



Overall investment just under £900,000



Additionally, our fleet is becoming greener, with 50% of our company cars now electric—a figure we aim to increase to 70% by 2025



Food Waste: In 2024-25 we are continuing to continued to reduce the amount of food waste sent to anaerobic digestion by 25% year on year



# Our environmental commitment

"As a family business based in the heart of the Lake District, a UNESCO World Heritage Site, we're passionate about our people, community, and the environment.

For us, sustainability isn't just a trend—it's about doing the right thing to protect this special place together."

Ben McClure –Sales Director

[Find out more](#)



We're committed to building a more sustainable future and we're proud to share the steps we're taking. This year, we joined the Country Range Group to strengthen our food supply partnerships, and we've also partnered with Climate Partner to support our carbon footprint assessment. Now in our second year of carbon reporting and developing our latest carbon reduction plan in line with government guidance, as we continue working toward meaningful environmental impact



## FOOD SAFETY AND QUALITY AUDITS

We take pride in our commitment to food safety and quality, demonstrated through our **Micron2** and **ISO 9001** certifications. These comprehensive audits reinforce the effectiveness of our processes, drive continuous improvement, and ensure we consistently deliver safe, high-quality products to our customers.

## ENERGY EFFICIENCY IN OUR WAREHOUSE

We have made improvements to the building space by upgrading all lights to energy efficient LED bulbs, and installing motion sensor controls where practical. We also have plastic curtains on doorways of all temperature-controlled areas in order to minimise temperature loss.

## ETHICAL STANDARDS

- Supporting the local community is at the heart of what we do — from sourcing goods locally to creating job opportunities for local residents.
- We prioritize ethical practices by publishing a Modern Slavery Statement and conducting thorough supplier checks to ensure compliance and uphold human rights throughout our supply chain.

## LOGISTICS

We've transitioned our delivery fleet to now use biofuel and have replaced our sales team's vehicles with hybrids—together, these steps have reduced our delivery and sales team's emissions by 35%.

## EMPLOYEE WELLBEING

At McClures, we're committed to supporting our team's wellbeing both in and out of the workplace. We offer flexible working arrangements where possible, depending on the role. Staff enjoy access to discounted products, including exclusive deals on short-life stock. To promote healthy habits, we provide free fresh fruit and unlimited hot and cold drinks. Our Employee Assistance Programme through Medicash provides 24/7 support, including dental, optical, physio and mental health care. Additional benefits include free eye tests and life assurance.

## WASTE MANAGEMENT

- To help prevent food waste, we work with a network of local foodbanks who collect our surplus food. Any food that must be disposed of is collected by 'ReFood', who convert the food waste into biofuel.
- Where possible, cardboard boxes and packaging are reused. Once the material has reached its end of life, an in-house compactor is used to bale cardboard and plastic so that the volume of waste is reduced, and consequently the vehicle mileage needed to transport waste from site to recycling centres.



## Future Plans

Looking ahead we are actively exploring:



**Low-GWP Refrigeration:**  
We are assessing the feasibility of adopting low Global Warming Potential refrigerants to reduce environmental impact in our cooling systems.



**Staff Engagement:**  
We are working towards developing staff training and programs to raise awareness and motivate sustainability practices.



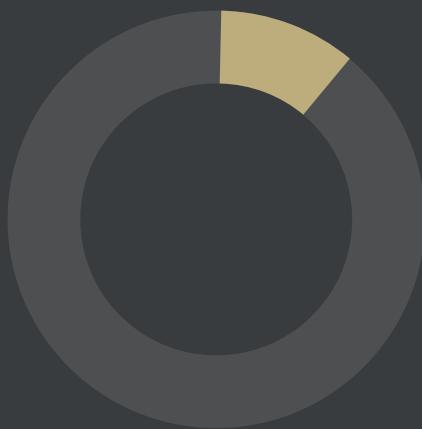
**Waste Reduction:**  
Paper use and waste are being monitored to support reduction efforts.



# *A promise: To act with urgency to make a difference to the earth and future generations.*

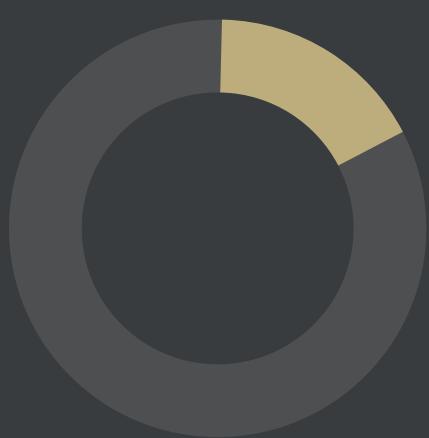
Despite increased activity over the last year, we are proud to report strong sustainability progress, achieving a 60% reduction in carbon intensity since 2019. This reflects the success of our efficiency measures, operational improvements, and commitment to sustainable practices.

[Find out more](#)



# 11%

increase in Carbon Intensity  
(tCO2e) from 2023 – 2024.



# 17%

increase in Carbon Footprint  
(tCO2e) from 2023 – 2024.

## DEDICATED TO SUSTAINABILITY

We remain as passionate as ever to reduce our environmental footprint, championing ethical practices, and fostering innovation across every aspect of our operations and supply chain.

Guided by our core principles, we work to minimise environmental impact and embed sustainable practices throughout our business:

**TRANSPORTATION AND ELECTRIC VEHICLES:** Recognising transportation as a major contributor to our carbon impact, we have introduced four 100% electric, multi-temperature vans. These vehicles, the first of their kind in Europe, are used for daily deliveries in North Devon, Oxford & London. Additionally, our team has consolidated delivery routes and encourage our customers to opt for fewer, larger deliveries, aligning with sustainable practices and governmental guidelines.

**SUSTAINABLE PRODUCTS & PARTNERSHIPS:** We work with suppliers who embrace sustainable farming, fishing, and manufacturing practices – ensuring ingredients and products are responsibly sourced. When we expand our range, we actively seek products with fully biodegradable, recyclable, or reusable packaging solutions. Further, across all our facilities, we invest in energy-efficient systems and water-saving technologies.

**WASTE REDUCTION:** We work to prevent waste at every stage of our operations, from sourcing to delivery. By optimising inventory management, donating surplus food, and repurposing by-products through methods like anaerobic digestion, we give valuable resources a second life. We also champion recyclable, reusable, and biodegradable packaging, to ensure materials stay out of landfills and in circulation.

**ETHICAL SUPPLY CHAIN:** We partner with suppliers who share our commitment to fair labour practices, diversity, and the protection of human rights. Through advanced technology like Authenticate, we ensure every product meets our standards for authenticity, traceability, and compliance with our sustainability goals. And by providing the tools, resources, and support our suppliers need, we help them grow alongside us – creating a supply chain that is as ethical as it is resilient.

**INNOVATION & TECHNOLOGY:** We adopt forward thinking ideas and technologies that optimise our logistics – from using electric delivery vehicles to implementing smart route planning – we cut emissions while improving efficiency. We're also exploring breakthrough solutions like plant-based alternatives and lab-grown proteins, meeting the growing demand for sustainable food options without compromising on quality or taste.

## Transforming Foodservice, Empowering our Planet

Sustainability is at the core of everything we do. We are committed to strategically reducing carbon emissions, promoting the well-being of the communities we serve, and championing an environmentally responsible business model that drives lasting positive impact.

We have set ourselves some key objectives:

- **Sustainability:** Reduce carbon intensity by 10% across our operations during 2025
- **Employee wellbeing:** Achieve Investors in People accreditation in Q3 2026
- **Community Objectives:** Employ a supported intern in 2025/2026



**Sustainability isn't just part of our strategy – it's our goal to leave the planet better than we found it. We consider the environmental impact in every decision, product, process & partnership. We do what we can do today, to better all of our tomorrows".**

Adrian Gibson, Group Compliance Manager



*Total Foodservice adopts a holistic approach to reducing our environmental impact and supporting our local communities.*

The team at Total Foodservice is dedicated to running an efficient and sustainable business, focusing on minimising our environmental impact while actively contributing to the communities where we live and serve.

[View our report](#)



Having joined the Country Range Group (CRG) in 2024 we are excited to be continuing the next stage of our sustainability journey with their support. Like us CRG believe that sustainable practices are a necessity for doing business, especially within wholesale foodservice. With the future of the sector being shaped by consumer trends, government legislation and technology it is more important than ever to focus on our environmental impact. By being part of the Group we are confident that we will continue to grow in a more environmental and sustainable way.





## OUR ENVIRONMENTAL COMMITMENT:

At Total Foodservice we are dedicated to reducing our carbon footprint and emissions, focusing on waste reduction, recycling, and sourcing products from sustainable suppliers. Initiatives we implement include reducing packaging, managing food waste through donations, and promoting energy-saving practices among staff.

Our sustainability efforts are holistic, impacting not only our day to day operations but also our employees, the industry, and the community. This multifaceted approach is designed to create a lasting positive impact on both the environment and society.

## COMMUNITY AND INDUSTRY ENGAGEMENT:

We are deeply involved in supporting the communities we operate in through various community activities and organising charity events. We are also proud to be supporting the future of the catering industry by partnering with Kirklees College to help train catering students through competitions. Additionally, provide product and logistical support for local initiatives like the Huddersfield Town Foundation's 'Early Kick Off' breakfast club, which supplies free breakfasts to school children in and around Kirklees.



## Waste Management:

By adopting a focused approach to waste management has led to significant reductions in what we waste. We have implemented recycling programs across all offices and depots and manage food waste by carefully controlling stock levels and donating unsold items to local food banks.



## EMPLOYEE WELLBEING:

Employee health is a priority across our business, we are proud to support our team with health initiatives including gym memberships, access to professional counselling, and internal campaigns promoting healthy habits.

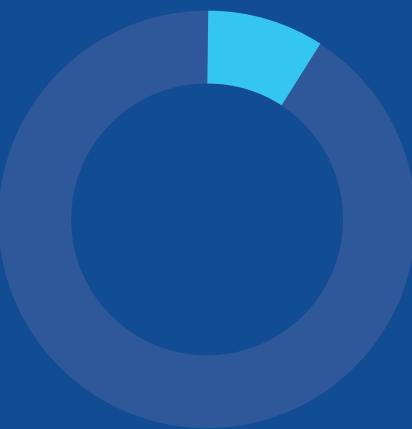


**The team at Total Foodservice are committed to operating a highly efficient and sustainable business."**

# Transforming Spaces, Supporting Communities

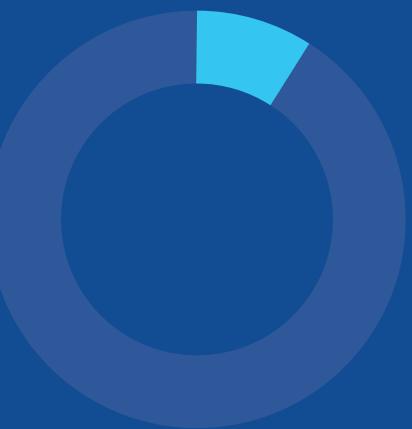
At Trevors Foodservice, we're committed to building a more sustainable and responsible future. In the past 18 months we transformed a historic brownfield site into our energy-efficient new home, which is 60% larger than our previous warehouse. Alongside environmental progress, we supported our local community through charitable donations and food bank partnerships, reflecting our ongoing dedication to people, planet, and purpose.

[View our report](#)



# 9%

increase in Carbon Intensity  
(tCO2e) from 2023 – 2024



# 9%

increase in Carbon Footprint  
(tCO2e) from 2023 – 2024



## KEY UPDATES AND ACHIEVEMENTS FROM 2024

In 2024, we relocated to a new warehouse. Rather than building from scratch, we refurbished a brownfield site, significantly reducing the environmental impact of construction. This approach also enabled us to preserve a historic building—once part of the now-defunct railway and later a hub of the local fishing industry—which now proudly serves as the new home of Trevors.

Sustainability was central to the refurbishment. We installed 796 solar panels, which have generated 105,623 kWh of renewable energy since April 2024. Lighting across the site is automated, minimising unnecessary energy consumption. We also implemented automatic doors in high-energy areas such as the freezer to reduce open-door time and energy loss.

Our commitment to ongoing improvement continues. In 2024, we supported the recycling of 31,760 litres of used kitchen oil and remain focused on further reducing our energy use and increasing renewable generation.

## FUTURE PLANS OR SUSTAINABILITY GOALS

Moving forward, our next major initiative is the creation of an on-site development kitchen. This dedicated, creative space will serve as a hub for events, where we can collaborate with both customers and suppliers. It will provide opportunities to showcase products and develop new ideas in a hands-on environment.

## CHARITABLE WORK AND COMMUNITY INITIATIVES

At Trevors, we are proud to be an active part of our local community and are deeply committed to giving back in meaningful ways.

One of our longest-running initiatives is the donation of teddy bears to children in the local hospital—a small gesture that has brought comfort to countless young patients over the years. It's a tradition we hold close to our hearts.

During the festive season, we supported a local charity Christmas dinner, helping to provide a warm and welcoming celebration for individuals who might otherwise spend the holiday alone. Our food donations played a part in making the event a success.

Throughout the year, we also support staff-led charitable initiatives, donating to various causes that matter to our team.

We are passionate supporters of our local hospice and were delighted to take part in their Elmer the Elephant campaign—we're now the proud owners of our very own Elmer! In 2024, we donated nearly 400 cases of water for their sporting and fundraising events. Later this year, three Trevors team members will be skydiving to raise vital funds for this amazing organisation.

In addition, we work closely with our local food bank, The Big Food Project, to ensure that no perfectly good food goes to waste. The charity collects surplus produce directly from our site and distributes it to local organisations supporting families most in need.

# Supporting our environment, local economy and community.

We are dedicated to reducing our carbon footprint. We are achieving this by reducing packaging, reducing deliveries to our customers, re-routing and optimising our delivery routes and schedules, supporting local ingredients over imported where possible, and maximising efficiencies across the business.

[View our report](#)



Having joined the Country Range Group in 2025 we are excited to be continuing the next stage of our sustainability journey with their support. Like us CRG believe that sustainable practices are a necessity for doing business, especially within wholesale foodservice. With the future of the sector being shaped by consumer trends, government legislation and technology it is more important than ever to focus on our environmental impact. By being part of the Group we are confident that we will continue to grow in a more environmental and sustainable way.

## PRODUCT INITIATIVES

From a product perspective we are the leading supplier of local beef and lamb on Island. Working with our farmers we have products which are sourced and produced in a radius of under 4 miles.

We have also created a fresh produce hub which gives any local grower a route to market whether large or small.

We source local sustainable hand dived scallops and also use a small vessel local crab fisherman to ensure sea stocks are maintained and will be available for the future.



## Single Use Plastics

Our bags in our production area are now 100% compostable and certified OK compost HOME. This means that they guarantee to be complete biodegradable and enabling us to move forward to a zero to waste target.

## Community wellbeing

As a company we are committed to the wellbeing of our community. We support various local charities and initiatives throughout the year including foodbanks and meal services to aid the less fortunate.

## VEHICLE AND FLEET MANAGEMENT

As a company we are committed to reducing our environmental footprint.

Our van fleet is fueled with RD100, a renewable fuel refined from waste fats and oils and our operational warehouse vehicles are predominantly electric.

We also work with Eco Active a division of Jersey Government who have implemented driver training courses to help increase fuel efficiencies.



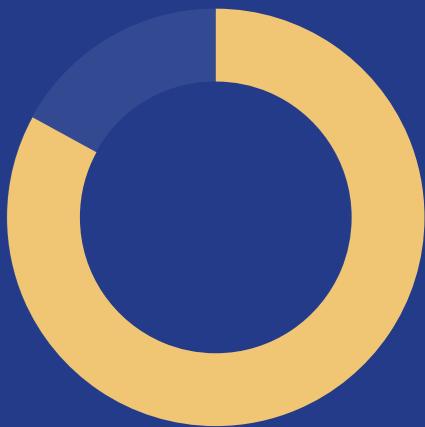
At Valley Foods Ltd we pride ourselves in being a hub for local producers and suppliers, which both gives them a sustainable route to market whilst reducing our carbon footprint and food miles."

Martin Mitchell – Commercial Director

# Shaping a Sustainable Future, Today

Waterdene Foodservice Limited continues to recognise the impact of climate change and the importance of prioritising our environmental responsibility. We remain committed to reducing our carbon footprint and improving the sustainability of our business.

[View our report](#)



**83%**

increase in Carbon Intensity  
(tCO2e) from 2023 – 2024



**37%**

increase in Carbon Footprint  
(tCO2e) from 2023 – 2024

At Waterdene Foodservice, we continue to take small steps to make a difference to our environmental impact.

## EMPLOYEE WELLBEING

As a family run business, we are committed to creating a respectful, supportive work environment that prioritises the well-being and development of our employees. This includes providing access to a confidential Employee Assistance Program (EAP).

We have partnered with our local college to provide apprenticeship opportunities for our local community. We currently have an apprentice who is in the final stage of their course.

## FUTURE PLANS

One of our key goals for 2025 is to transition to renewable energy. We are actively exploring the installation of solar panels at our warehouse. This investment would allow us to:

- Reduce our reliance on non-renewable energy sources
- Reduce our electricity costs over time
- Decrease our carbon emissions and environmental impact

We are currently researching providers to determine the most efficient and cost-effective solar solution for our premises.

## CHARITABLE WORK AND COMMUNITY INITIATIVES:

This year, we have continued to support local charities and have sponsored a local youth football team as part of our efforts to promote well-being and strengthen our community connections.

## Food Waste

We now separately collect and responsibly dispose of food waste and any surplus food is donated to our local foodbank.



# *Aiming to reduce our environmental impact whilst supporting local communities*

The team at WestCountry Foodservice are committed to operating a highly efficient and sustainable business and logistics operation, one where we strive to minimise our impacts on the environment and contribute positively to the communities that we operate and live in.

Having joined the Country Range Group (CRG) in 2024 we are excited to be continuing the next stage of our sustainability journey with their support. Like us CRG believe that sustainable practices are a necessity for doing business, especially within wholesale foodservice. With the future of the sector being shaped by consumer trends, government legislation and technology it is more important than ever to focus on our environmental impact. By being part of the Group we are confident that we will continue to grow in a more environmental and sustainable way.

## OUR SUSTAINABILITY COMMITMENT

At WestCountry Foodservice we are committed to integrating sustainability into every aspect of our operations. We recognize that our actions have an impact on the environment, society, and future generations. Therefore, we strive to operate in a responsible and transparent manner, reducing our environmental footprint and promoting positive social impact.



## GREENHOUSE GAS EMISSIONS AND CARBON FOOTPRINT

Food systems contribute about 37% of global emissions, with 18% of these from processing, packaging, transport, retail, and waste. As a leading wholesaler we understand the impact that food transport emissions have on our total emissions. To address this, we have made commitments to making our sourcing policies and logistic operations as sustainable as possible, aiming to reduce our net emissions.

## CARBON REDUCTION INITIATIVES

- **Infrastructure Optimisation:** We developed a purpose-built warehouse, consolidating three previously separate units into a single, energy-efficient facility. This consolidation reduced duplication of energy and equipment use, streamlined operations, lowered total building emissions, and improved overall logistics efficiency.
- **Reduced Energy Consumption:** Implemented energy-efficient lighting and appliances across our facility.
- **Waste Management:** Established dedicated recycling programs for plastic, paper, and cardboard across all departments and warehouse operations. We have also teamed up with 'Fareshare SW' to donate excess food that might of gone to landfill.
- **Paperless Office:** We are currently transitioning to a largely paperless office, reducing internal paper use through digitised records, e-signatures, and cloud-based collaboration tools.
- **Technology-Driven Efficiency:** Introduced voice picking systems in warehouse operations to replace paper-based picking lists, significantly reducing paper use and improving accuracy. This has led to fewer picking errors, reducing the need for corrective deliveries and thereby lowering unnecessary transportation mileage and emissions.
- **Warehouse Layout Optimisation:** We are currently optimising our warehouse layout, by using heatmaps we have identified high frequency picks to minimise the use of Material Handling Equipment (MHE). By redistributing tasks and repositioning high-frequency picks closer to packing areas, we've reduced internal transport distances, lowering fuel and energy consumption while improving safety.
- **Paperless Delivery Process:** We are currently trialling a paperless delivery process using Electronic Proof of Delivery (ePOD), removing the need for printed documents. This will significantly reduce paper consumption, improve delivery traceability, and enhance overall operational efficiency.
- **Renewable Energy Transition:** A solar panel feasibility study is currently underway to assess the viability of on-site solar generation. If implemented, this system will directly support our refrigeration infrastructure, significantly enhancing its energy efficiency and reducing dependence on grid electricity for cold storage operations.

## Sustainability Pledges

As part of our sustainability journey we have outlined several key pledges:

- **Sustainable Sourcing:** We are proud to work with suppliers to source produce and ingredients sustainably, focusing on protecting ecosystems, reducing food miles, and enhancing livelihoods.
- **Packaging Reduction:** We are committed to reducing, reusing, and recycling packaging, investing in packaging innovation, and promoting waste reduction.
- **Cleaner Logistics:** Where possible we optimise vehicle routes, collections, and deliveries to minimise emissions. We are also making plans to switch to low-emission fuels and renewable electricity.
- **Product Range Evolution:** We aim to adapt our product ranges to promote low-carbon products and local, in-season fresh produce, and to champion sustainable practices.





[www.countryrangegroup.com](http://www.countryrangegroup.com)

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