

ANNUAL BUSINESS REPORT FY2021/22



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Contents

About Us

Introduction from our Managing Director	4
United Nation's Sustainable Development Goals	5
About Us: Our Mission Statement	6
Company Values	7
Culture Club	8

Social Compliance

Modern Slavery	10
Last Years Ethical Progress	11
Our Ethical Goals For The Coming Year	12
Ethical Partnerships	13

Environmental Strategy

The Road to Net Zero: Our Plan	16
Logistics	18

Sustainable Future

Life Below Water	20
Zero Hunger	21
Good Health & Well-Being	23

Conclusion

Looking Forward	25
Appendix	26





About Us



Introduction from our Managing Director



As our 2023 financial year begins, we look back at not only the work we have done and the commitments we have made towards a sustainable future, but also the challenges the last 12 months have brought. As Covid-19 restrictions have gradually been lifted, people globally have been introduced to new, and reintroduced to old, ways of working. At Caterers Choice, we are proud of our team for all the adjustments they have made during this challenging time.

Caterers Choice are, and have always been, a family-owned company and family values are deep-set in the work that we do. I am delighted to say that we actively support our local communities in several ways with one of our main focuses being on encouraging healthy lifestyles for children. We do this in two ways, donating to a school breakfast club scheme and sponsoring a local sports facility.

Considering the ongoing humanitarian crisis in Ukraine, I am incredibly proud that Caterers Choice has been able to support the HIS Church 'Operation Manna' Ukraine Crisis Relief Project which assists both Ukrainian people in Ukraine and those displaced by war in neighbouring countries.

Over the past year we have not only continued to benefit our local community, but have also dedicated resources to prioritize human rights and sustainability. Our supply chain at Caterers Choice is spread globally and it is paramount to us that all our suppliers, regardless of geographical location, feel encouraged to make positive changes and supported through their ongoing journeys.

Throughout this company report you will gain an insight into the specifics of our journey so far and where the road ahead leads. I am grateful for your time in reading this and welcome any feedback you may have.

Charles Pinder



United Nation's Sustainable Development Goals



United Nation's Sustainable Development Goals (SDGs) are part of the UN's 2030 Agenda for Sustainable Development.

These are a series of 17 goals to be completed by 2030 as part of transitioning to a new global circular economy.

They recognize that ending poverty and other deprivations must go hand-in-hand with strategies that improve health and education, reduce inequality, and spur economic growth – all while tackling climate change and working to preserve our oceans and forests.

We have mapped our company activities to the SDG's and these are highlighted on the relevant pages of this report.

SUSTAINABLE DEVELOPMENT GOALS



About Us

Our Mission Statement

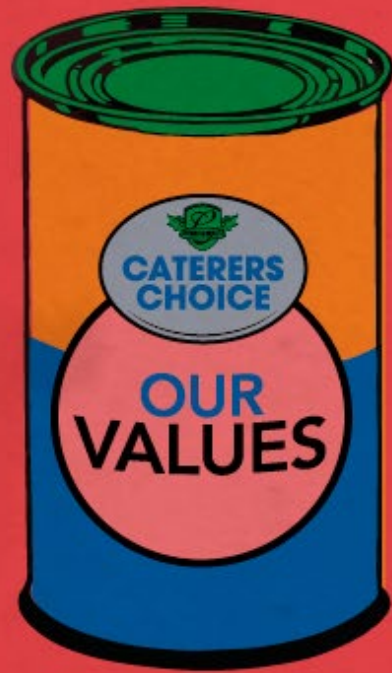
To be the supplier of choice for quality canned and ambient products at competitive prices, delivered on time with great attitude.

We are a family-owned business that has operated for over 30 years, specialising in importing canned and ambient foods. We supply own, customer and supplier branded goods to our foodservice, wholesale, manufacturing and retail customers based throughout the UK and Northern Ireland.

The business has strategic, long-standing relationships with global suppliers in multiple continents. We believe that building and maintaining a high level of trust with our suppliers, as well as our customers, is crucial in continuing an honest and transparent working supply chain. We support all suppliers and encourage them individually on their continuous journeys.



**Head Office
Huddersfield**



Culture Club



We believe it is never too late to learn and we love to see our employees developing new skills or enhancing their existing ones. This is why in the last financial year we have introduced our Culture Club.

This is an informal training session, that takes place once a month, where a member of staff provides an upskilling session to their colleagues. It has received great feedback from the entire team, and we will therefore be continuing it throughout the coming year.

Below are a handful of topics that we have already covered in our culture club and a sample of the topics coming up over the next 12 months.



FAD Free



Allergens



Plastic Packaging
Tax



Human Rights



A sustainability case
study on our primary
logistics partner



HACCP



Gender issues
around the globe



Jargon buster



Social Compliance



Modern Slavery

“Modern slavery is all around us, but often just out of sight.” - Anti-Slavery

Why is it important for us to carry out human right’s due diligence throughout our supply chain?

This year the International Labour Organization (ILO) in partnership with Walk Free Foundation released their ‘Global Estimates of Modern Slavery’ paper which includes statistics from any given day in 2021. These statistics shock with the estimate that, on any given day in 2021, over 49 million people were victims of modern slavery and 1 in 4 of these victims were children. It is usual when faced with a figure this overwhelming to feel helpless, however, as a business with leverage in a global supply chain, no matter how small that leverage may be, we have a responsibility to act and take all feasible steps to mitigate and reduce the human rights risks that we may be associated with.



© IPNLF PL Fishers

“Modern slavery is all around us, but often just out of sight.” - Anti-Slavery²
‘Global Estimates of Modern Slavery’¹³



Last Years Ethical Progress



As an office-based importing company we realise that our greatest human rights and modern slavery risks lie not with us but within our global supply chain. Here we will outline the steps we have taken and aspire to take to ensure all our suppliers feel supported and encouraged on their continuous journeys to achieve ethical excellence.

Over the last financial year we have welcomed an experienced Ethical Trading Manager into our existing, high caliber technical team. This has helped raise awareness and understanding of modern slavery risks within other departments at Caterers Choice and has progressed the Caterers Choice ethical trading programme to an extremely high standard.

We have documented and distributed our new supplier ethical code of conduct to all our tier 1 suppliers to read and sign their compliance to. This is a detailed document that covers all principles of the ETI Base Code as well as industry specifics that are applicable to our supply chain. Within this code we have made it clear to our suppliers that transparency is a key element of our healthy business relationships and honesty with us, about any challenges they may be facing, will enable us to identify the areas where we can provide additional support and training.

Although some inherited and geopolitical risks are obvious to us through experience and horizon scanning, we understand that each of our suppliers face their own specific issues. For this reason, we have created Caterers Choice's online ethical questionnaire to understand the unique risks associated to each business. As we had no intention of this questionnaire being comprised of tick box self-declaration questions, we have also included the requirement for documented evidence uploads to validate the self-declarations. This allows us to take a deep dive into the suppliers' policies and procedures to identify any areas of improvement or concern.

Should a human rights concern become apparent to us through a recent social compliance audit or OEQ questionnaire, we work with the supplier to determine root cause and agree and work towards achievable and effective corrective actions. We do this through one-to-one meetings / video conferences, where both us as the buyer, and the supplier can communicate openly about the issues. If deemed necessary, a supplier visit will also be carried out. This gives us the opportunity to address any concerns in person whilst visually assessing the working conditions on site.



Our Ethical Goals For The Coming Year



During the 2021 financial year we have taken huge steps and made considerable progress towards meeting our human rights due diligence goals. We are also aware that we still have a complicated journey ahead of us.



Continue to work with our tier 1 suppliers, providing guidance and assistance, where possible, to minimise and manage any human right risks and to remediate any issues that may be found, establishing root-cause analysis to prevent reoccurrence.



Finish the development of our fishery level human rights assessment and begin implementation across our Tuna supply chain.



Identify areas of improvement in our programme taking into consideration any feedback we have received from our suppliers.



Continue raising awareness to human rights issues throughout the business.



Provide additional training to departments who work in areas with a potential exposure to human rights abuses and modern slavery.



Review the years targets and goals and implement new goals and realistic steps we can take to meet them.



Communicate our progress and future goals with both our suppliers and customers to encourage transparency throughout the supply chain.

Ethical Partnerships



Our partnership with FNET (Food Network For Ethical Trade) has brought us invaluable education and opportunities to collaborate and share best practices with like minded business's who aim to put human rights and sustainability at the forefront of what they do. Monitoring the weekly updates keeps us in the loop with emerging issues allowing us to act quickly. The weekly emails also raise our awareness to training and webinars that can provide upskilling to all employees. FNET has opened the door to resources that, in collaboration with our internal resources, allow us to better risk assess our supply base.

Starting to take part in the agents working group, and now being the lead member of that working group, has been a significant benefit. Not only does this working group put us in touch with similar businesses in a precompetitive environment to share best practice but it has also improved our understanding of human rights risks in our sourcing countries and provided valuable insight on practical ways to mitigate those risks.



Ethical Partnerships

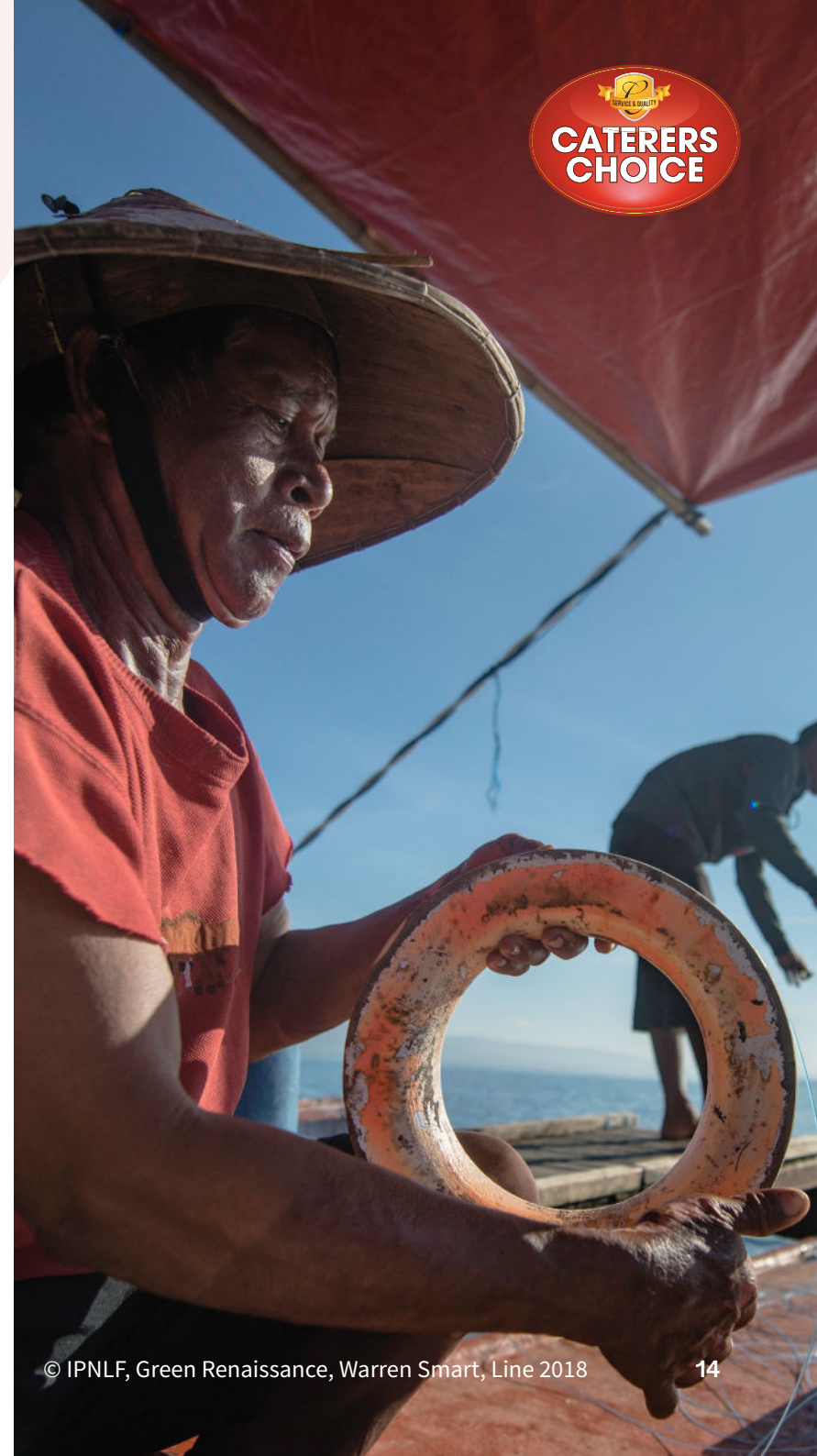


Slave-free Alliance is an international social enterprise who we have been working in partnership with since 2018. We consider them to be a key partner of ours and their expert teams have provided us with crucial consultation in times of doubt. Moving into the 2022 financial year we hope to conduct an Ethical Trade Analysis with Slave-free Alliance. This analysis will evaluate our existing policies, procedures and internal training and identify any gaps where we could improve our human rights due diligence. We will take any guidance from this analysis on board when progressing our current ethical programme and take all feasible steps to fill any gaps that may be identified.

As an agent & broker with a wide-reaching supply base, we are conscious of our responsibility to protect the environment not just at a local level, but also nationally and globally. We are therefore actively committed to minimise the impact that our organisation has at each level.

We remain focussed on improving our environmental performance across all our business processes and operations and will continue to work in partnership with our customers, suppliers, and the wider community to achieve our goals.

We take our responsibilities very seriously and have adopted a continuous improvement mentality at the heart of our business. We recognise that we need to do all we can to improve and will ensure our targets and commitments are kept under constant review taking into account new technologies, improved knowledge and through reviewing/sharing industry best practice.





Environmental Strategy



The Road to Net Zero: Our Plan



“We are urging all companies and all investors to join the race to zero.” - COP President Alok Sharma

It is international scientific consensus that, in order to prevent the worst climate damages, global net human-caused emissions of carbon dioxide (CO₂) need to fall by about 45 percent from 2010 levels by 2030, reaching net zero around 2050. Global warming is proportional to cumulative CO₂ emissions, which means that the planet will keep heating for as long as global emissions remain more than zero. This implies that climate damages, caused by global heating, will continue escalating for as long as emissions continue.

net-zero

noun

A target of completely negating the amount of greenhouse gases produced by human activity, to be achieved by reducing emissions and implementing methods of absorbing carbon dioxide from the atmosphere.

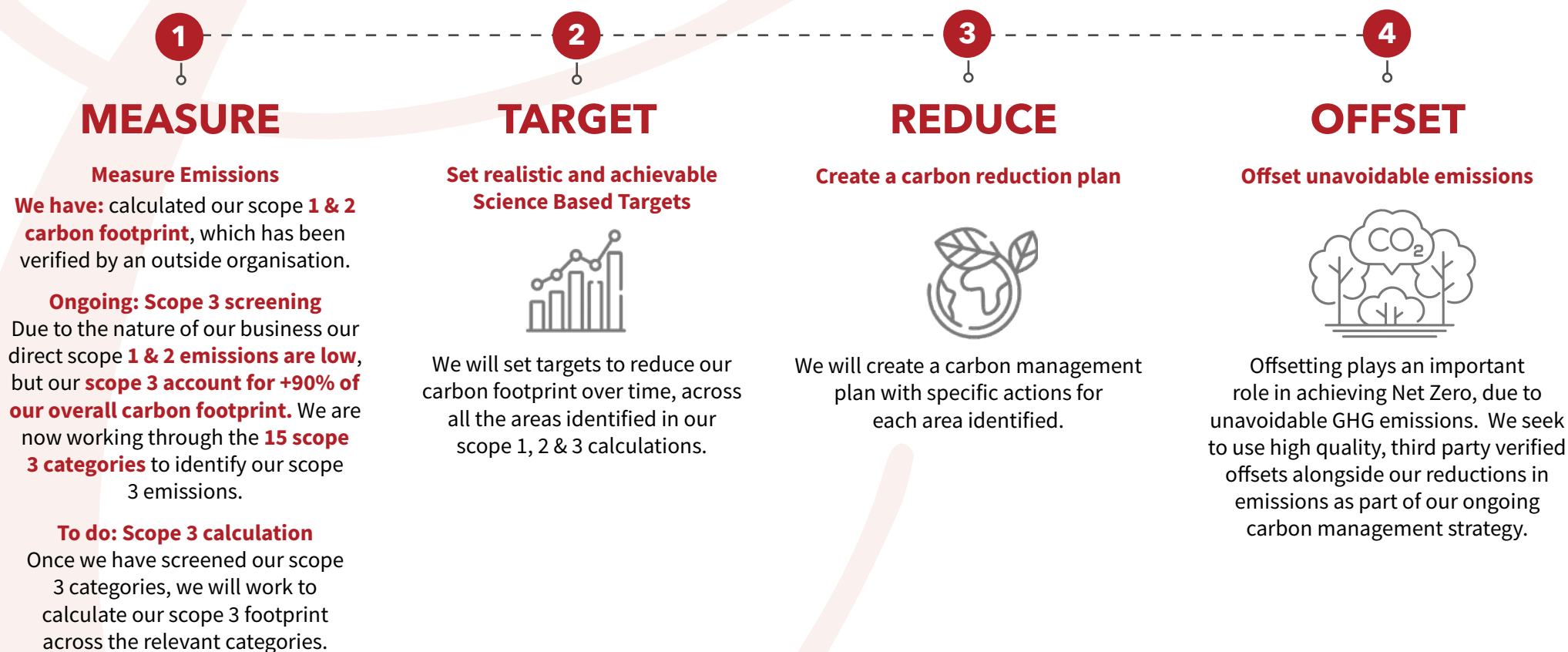
Why Net Zero?

Net zero is important as it's the best way we can tackle climate change by reducing global warming. What we do in the next decade to limit emissions will be critical to the future, which is why every country, sector, industry and each one of us must work together to find ways to cut the carbon we produce. The 'net' in net zero is important because it will be very difficult to reduce all emissions to zero on the timescale needed.



The Road to Net Zero: Our Plan

We are at the beginning of our journey and we have put a roadmap in place to detail how we aim to achieve Net Zero in our business by 2050.



“We have a real passion at Bretts to do things as green as possible.”

- Simon Stockwin, Operations Director

We have a longstanding relationship with our warehouse and distribution partner, Bretts Transport. The Peterborough based, family-owned, company has been trading for over 80 years.

The site has continued to expand over this time, increasing capacity from 3,000 to 30,000 pallet spaces, and the business is now a nationally recognised name.

Bretts recognise the need to reduce their impact on the environment, and under Operations Director Simon Stockwin are actively working with a third-party specialist to determine environmental solutions with the aim of making the site completely self-sufficient.



© Bretts Transport

Current projects:

- Exploring more sustainable alternative energy sources including speaking to local wind turbine owners to determine if their excess energy could be used.
- Obtaining quotations to replace their 13 gas counterbalance forklifts with electric alternatives, eliminating the need to purchase gas on site.
- All existing and new building developments will be modified to use water capture measures.
- Waste products have been diverted from landfill to Local Regeneration who use a digestive system to convert waste product into electricity for local communities.
- Improved on site waste segregation and management to ensure that nothing goes to landfill.
- Currently conversing with Volvo about timelines and future options for an electric fleet.
- All new haulage vehicles purchased are ‘best in class’ and are the most efficient models available.



Sustainable Future



Life Below Water



Caterers Choice are committed to the principles of responsible sourcing of all the fish we sell, and we are proud of our partnership with The International Pole and Line Foundation (IPNLF).

Pole and line fishing uses baited hooks attached to a line to target schooling fish and is seen as one of the most sustainable methods of commercial fishing. This is because it causes less habitat damage due to the fact that neither the line nor the hook come into contact with the seabed. Pole and line fishing also has extremely low rates of bycatch due to the targeted nature of the fishing method.

IPNLF's mission is to empower responsible fisheries, which give back to the seas and the people that depend on them. They are doing this by empowering and equipping one-by-one fisheries and connecting one-by-one fishers with the industry whilst helping them to reduce their environmental impact. IPNLF help to make sustainable tuna more readily available, protect ecosystems and safeguard the livelihoods of local fishers. This is all being done with the vision of a world with thriving fisheries that work in balance with nature by catching one fish at a time.

Caterers Choice have been working in partnership with IPNLF since 2017 gaining invaluable insight into all aspects of pole & line fishing as well as the associated social benefits. IPNLF have also provided us with crucial support and consultancy over the last 5 years. Together we have worked on projects such as producing a video promoting the pole & line method, specifically in Indonesia.

The work that IPNLF undertake contributes towards the United Nation's Sustainable Development Goals (SDG's). The work also has a direct impact on SDG 14.b which aims to provide access for small-scale artisanal fishers to marine resources and markets. Caterers Choice are the largest supplier of pole & line fish for the UK food-service and manufacturing market, therefore, this is a goal that we feel passionate about supporting. We look forward to continuing to work closely with The International Pole & Line Foundation over the coming year.



Zero Hunger

Worldwide more than 500 million people are undernourished. To build a better future for everyone we must play our part in establishing zero hunger across the globe.

Due to the nature of working within the food industry we have regular disposable product. To ensure this surplus stock is contributing towards the United Nations Sustainable Development Goal 2 we work with two partners to distribute the food to those in need.



HIS Church provide ethical, sustainable, logistical and charitable solutions for surplus food, clothes and supplies. They operate out of a former RAF site and have the largest single site redistribution Charity in Europe, according to the BBC.

Our previous donations to HIS Church have been stored, sorted and redistributed to those in need. This has been done through charitable organisations including foodbanks, school projects, football club community trusts and many more.

Over the past financial year both Caterers Choice and Fruitypot Ltd have made substantial donations to HIS Church's Ukraine Crisis Relief Project "Operation Manna 2022". This operation has the target of distributing food and goods directly into Ukraine to provide for those affected by the war.



Zero Hunger



FareShare Yorkshire are the newest of our charitable partners. We have been donating our surplus stock to them to redistribute into the local communities around Yorkshire. The charity not only organise donations to many networks including Feeding Britain and End Hunger UK, but they offer employability programmes to those in need of skills, confidence and experience.

During May 2022 our surplus stock was redistributed, through FareShare Yorkshire, to 32 frontline organisations. This surplus stock equated to 952 meals!



Good Health & Well-being



Being active not only benefits an individual physically, but can have amazing effects on their mental health. We encourage all our staff to make healthy lifestyle choices and engage in physical activity by:

- Providing access to a company Peleton and purchasing the required footwear for each individual employee on request.
- Providing weekly fruit baskets to which all employees have unlimited access.

We also offer the benefit of taking part in the CycleScheme. We do this with the hopes that it will encourage a healthy way of travelling to the office and to reduce the carbon emissions produced by an employee's daily commute.

Caterers Choice and Fruitypot Ltd provide a range of fruit-based grab-and-go snacking options that are School Compliant and in line with the government HFSS requirements. We also provide support to local organisations and initiatives that promote healthy lifestyles. Educating children towards healthy choices can build positive habits they then take into their adult lives.



Good Health & Well-being



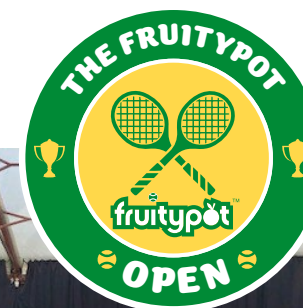
“For ten years, as the official charity of Huddersfield Town AFC, the Huddersfield Town Foundation has been inspiring people, creating opportunities and working with other local organisations to deliver a variety of projects across Kirklees.”

- Huddersfield Town Foundation

Established as a charity in 2012, The Huddersfield Town Foundation (HTF) launched 5 breakfast clubs in local schools, this has grown considerably to now providing 41 schools with breakfasts across the Kirklees area. In 2018 they celebrated the one millionth breakfast served! The charity also provides accessible sporting opportunities and pathways for the local community. This is done by young fan ticket distributions, youth football programmes, walking groups as well as many other initiatives. Caterers Choice began supporting HTF in 2013 and have had the pleasure of seeing the charity develop and hit new milestones.



We are proud to sponsor The Huddersfield Lawn Tennis and Squash Club (HLTSC). This club is based in our local community and takes immense pride in its encouragement and development of juniors in both tennis and squash. Every summer HLTSC hold the Huddersfield Open sponsored by Fruitypot for competitors of all ages. In 2021 this open won the Lawn Tennis Associations ‘Competition of the year’!



Looking Forward



Thank you for taking the time to look through the Caterers Choice and Fruitypot Ltd 2021-22 Company Report. We hope you have learnt more about our business, company values and what we may have coming up.

Over the coming year we hope to continue to progress with our ethical programme the way we have done over the last 12 months. We aim to protect human rights down to the furthest tiers of our supply chain and continue to actively collaborate with various stakeholders, advocating for human rights improvements across the food industry.

We are aware that we are just at the beginning of our environmental sustainability journey and have a road ahead of us to navigate, however, we do hope that our transparency within this report, as well as the annual reports to come, shows our dedication to decrease our internal emissions and support our upstream and downstream supply chain to begin their own net zero journeys.

To summarise, both Caterers Choice and Fruitypot Ltd recognise their responsibilities to the environment and the people who live within it. We have blueprinted our future actions and have made a commitment to continuous improvement. We look forward to sharing our advancements within future reports.



Appendix

p5 ¹ www.un.org/sustainabledevelopment/development-agenda

p10 ² www.antislavery.org/slavery-today/modern-slavery

p10 ³ www.ilo.org/wcmsp5/groups/public/@dgreports/@dcomm/documents/publication/wcms_575479.pdf

p13 ⁴ www.foodnetworkforethicaltrade.com

p14 ⁵ www.slavefreealliance.org

p16 ⁶ *Closing speech to the Responsible Business 2021 summit hosted by Reuters*
www.gov.uk/government/speeches/cop-president-we-are-urging-all-companies-and-all-investors-to-join-the-race-to-zero

p18 ⁷ www.brettstransport.co.uk

p20 ⁸ www.ipnlf.org

p21 ⁹ www.hischurch.org.uk

p22 ¹⁰ www.fareshareyorkshire.org

p24 ¹¹ www.htafcfoundation.com

p24 ¹² www.hltsc.co.uk