

ANNUAL BUSINESS REPORT FY2022/23



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Introduction from our Managing Director



Over the past year, Caterers Choice have built upon the strong foundations put in place during the 21/22 financial year. There have been some challenges, which I am proud to say our team has risen to meet, and despite these we have continued to grow and strengthen.

One of the key initiatives that Caterers Choice have undertaken during this past year is a specific focus on our charitable strategy. We have partnered with several charitable organisations to donate surplus stock, voluntary time, and finances.

In addition, we have also made a concerted effort to prioritise social and governance issues, both within our business, and externally. This includes strengthening our ethical sourcing program to ensure that our products are produced in a responsible manner and introducing new employee benefits.

Finally, we are also focused on reducing our carbon footprint through a variety of carbon reduction methods. This includes exploring renewable energy sources, introducing more sustainable packaging options for our products, working with our third-party logistic partners to optimise their transportation and logistics operations, and taking the first steps in our ongoing journey to Scope 3 calculation.

I am grateful for the support of our employees, customers, and partners, and I look forward to continuing to demonstrate our commitment towards ESG and working together to build a brighter future for all.

Charles Pinder



United Nation's Sustainable Development Goals



In 2015, 193 countries across the world adopted the United Nation's Sustainable Development Goals (SDGs).

The SDGs are made up of 17 individual goals that form an overarching framework but can be broken down into 169 targets and broken further into 247 indicators.



Each of these indicators, targets and goals are then categorised into 5 pillars.



People



Planet



Prosperity



Peace



Partnerships

We understand that as a smaller business we cannot commit to demonstratable progress against all 17 goals each financial year, and we do not want to mislead our customers with promises that cannot be met. We do believe, however, that it is important for us to align our business activities to the SDGs to contribute to global efforts to create a more sustainable future. This also allows us to effectively communicate our activities to our external stakeholders.

We have therefore aligned the actions that we have taken, and the actions that we intend to take, to focus our attention on the 11 specific goals against which we believe which we can have the greatest impact. These are outlined on the following page and are referenced throughout the report.

As part of our company upskilling culture club, this year we have delivered a training session on the sustainable development goals including details on how they are measured within the SDG index as well as their global impact on sustainable trade.

United Nation's Sustainable Development Goals



Goal 1



End poverty in all its forms everywhere.

Goal 2



End hunger, achieve food security and improved nutrition and promote sustainable agriculture.

Goal 3



Ensure healthy lives and promote well-being for all at all ages.

Goal 5



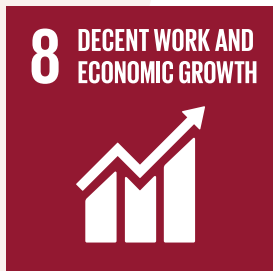
Achieve gender equality and empower all women and girls.

Goal 7



Ensure access to affordable, reliable, sustainable and modern energy for all.

Goal 8



Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.

Goal 10



Reduce inequality within and among countries.

Goal 12



Ensure sustainable consumption and production patterns.

Goal 13



Take urgent action to combat climate change and its impacts.

Goal 14



Conserve and sustainably use the oceans, seas and marine resources for sustainable development.

Goal 17



Strengthen the means of implementation and revitalize the global partnership for sustainable development.

In The Office

Introduction page

“Alone we can do so little; together we can do so much.”

Helen Keller

Keller, H. (1904). The Story of My Life.

In the following section, we will provide an overview of the activities within our office. We will cover how we prioritise our team’s development and the initiatives that benefit them. Additionally, we will touch on how we have implemented, and continue to explore, sustainability measures to make our office and products as eco-friendly as possible. Through our continued efforts, we aim to create a workplace that fosters employee growth and contributes to a better future.



*Senge, P.M. (1990)
The fifth discipline: The Art and Practice of the Learning Organization.
New York: Doubleday.*



Employee Initiatives

Access to a virtual doctor



Caterers Choice understand that offering virtual medical care to employees can be a valuable benefit for all. It allows employees to access healthcare services remotely, which can be especially useful for those who cannot easily access their doctor's surgery whilst at work or due to appointment availability.

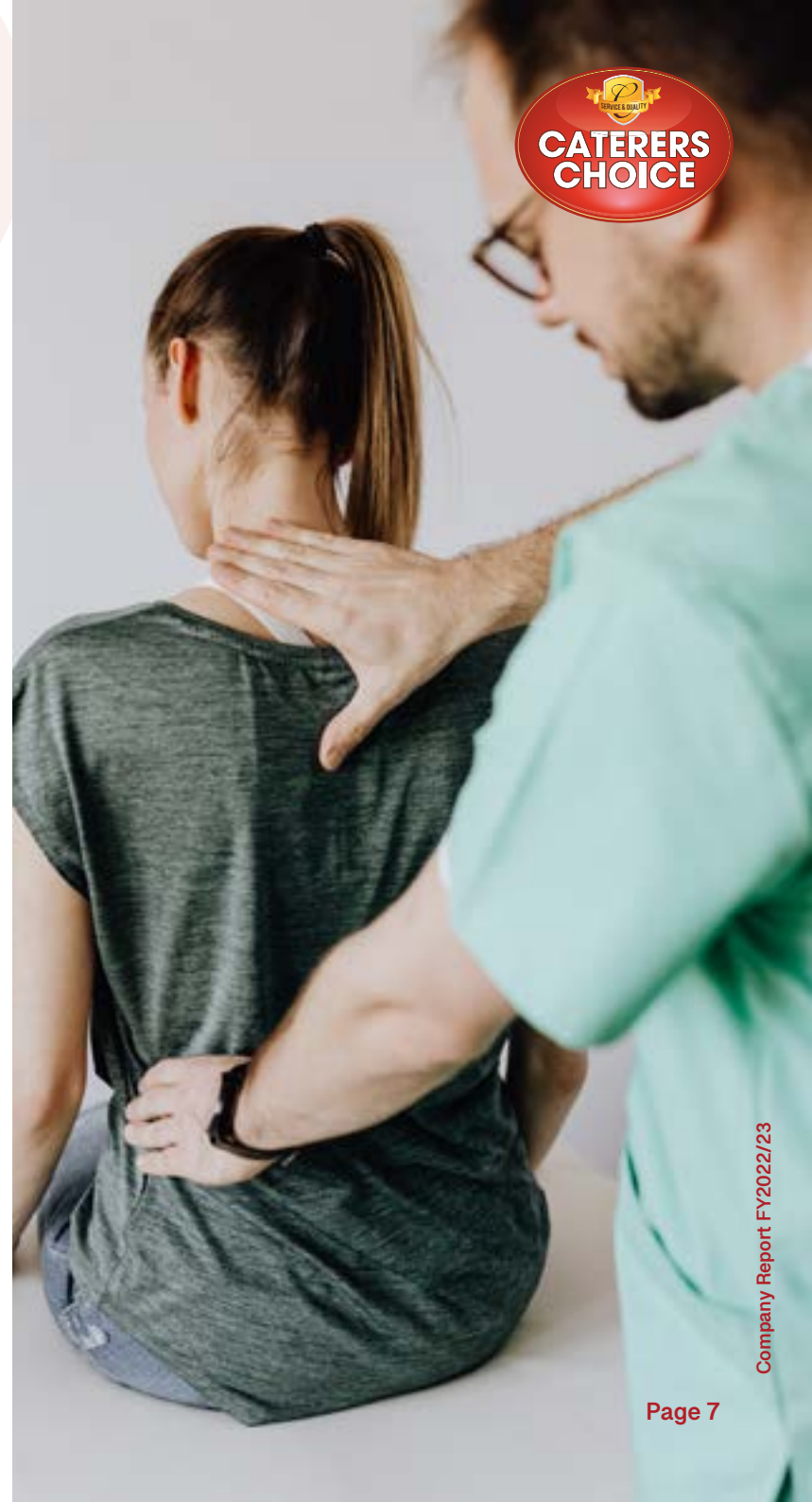
We are excited to announce that we have introduced a new workplace benefit, which is available to all employees and their immediate family members. From mid-September 2022, all employees have been given access to a virtual doctor as a free benefit of employment. This new benefit will allow our employees to easily connect with a healthcare professional without the need to make an appointment and visit their doctor's surgery. We have already received positive feedback from members of our team who have found the service, and its associated app, extremely user-friendly and helpful.

We hope that this service will help our employees and their families stay healthy and happy and feel valued within our business.

Access to a Physiotherapist

Assisting our employees in maintaining their physical health and well-being is important to the business, and therefore, over the past 12 months, we have been hosting a private physiotherapist at our head office, giving the opportunity for all employees to book an individual session with them during working hours.

This means that any employee who is experiencing physical discomfort or pain, or who simply wants to improve their overall physical health, can receive professional treatment and guidance. By providing access to this service, we hope to not only support the physical health of our employees, but also to promote a positive and healthy work environment for all.



Employee Initiatives

Mental Health First Aiders

We believe in the importance of mental health and the well-being of our employees. That's why we have made a commitment to raising awareness and promoting an open and honest work environment when it comes to mental health.

To further this goal, two of our employees have completed mental health first-aid training, carried out by St. John's Ambulance. These employees will be able to provide support and guidance to their colleagues who may be struggling with mental health issues. They will also be able to identify when someone may require the support of a further qualified professional and will be able to share details of the appropriate options.

We will also highlight the importance of mental health via our monthly Culture Club's with a dedicated session being run by our mental health first aiders.

By investing in the training of these accessible employees, we hope to create a more supportive and understanding workplace culture. We believe that by being proactive in addressing mental health, we can create a safer and more inclusive environment for all.



“Completing the mental health first aider training with St John's Ambulance provided me with the necessary skills to have a supportive non-judgmental conversation with those that need it.”

Kev Stowell, Head of Operations



Employee Initiatives

Company Charitable Challenge



In the first quarter of 2023, the team at Caterers Choice embarked on a virtual mission to support The Ocean Cleanup. Through the utilization of the platform My Virtual Mission, a team of 33 employees enthusiastically participated in a collective effort to raise funds. Engaging in various physical activities such as walking, cycling, running, and more, the team aimed to accumulate enough miles to travel around Indonesia, The Philippines, and Papua New Guinea within 91 days.

Remarkably, the participants' dedication and commitment resulted in an extraordinary achievement. Surpassing all expectations, the team accomplished an impressive total of 11,074 miles in just 67 days, exceeding their original target and showcasing their exceptional teamwork and perseverance. To ensure inclusivity and active participation, Caterers Choice generously provided all employees with Fitbit smartwatches. These devices allowed each individual to track their activity and seamlessly upload their data to the My Virtual Mission platform, enabling them to contribute to the collective progress.

Beyond its role as a team-building activity that fostered camaraderie and lifted morale within the organisation, the virtual mission also yielded substantial contributions to The Ocean Cleanup. Through the unwavering support of the Caterers Choice team and global suppliers, a grand total of £2,513.15 was raised.



Employee Initiatives

Living Wage Accreditation



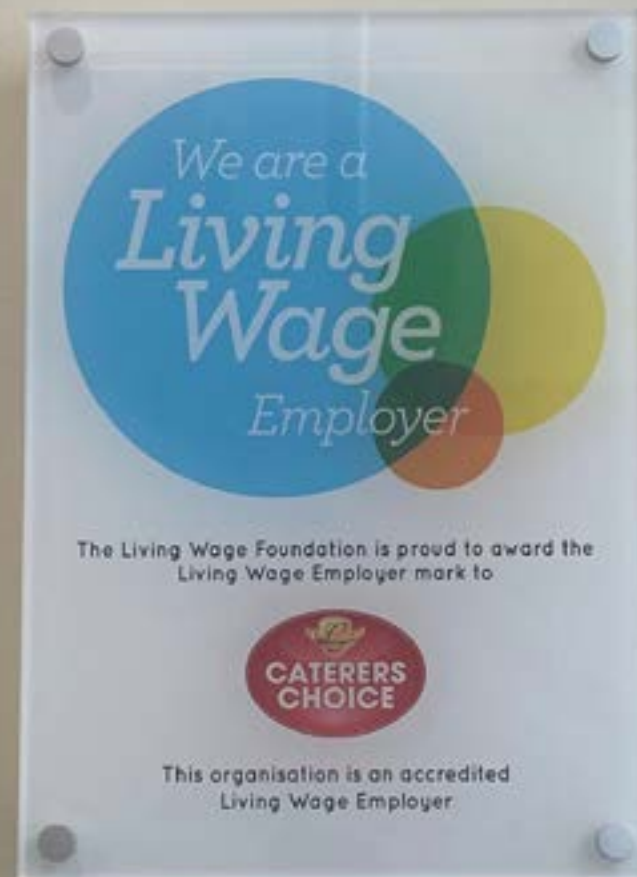
Caterers Choice proudly achieved Living Wage accreditation in March, demonstrating our commitment to employee well-being and ethical business practices. This accreditation signifies our dedication to providing a fair and decent wage that covers the real cost of living for all of our employees. It's a crucial milestone for us as a company, as we actively contribute to a movement striving for a more just and equitable society.

Our commitment extends not only to our directly employed staff but also to our third-party contracted personnel. At Caterers Choice we have implemented a comprehensive plan to ensure that all our third-party staff, including our valued cleaners, receive the real Living Wage.

We take immense pride in this achievement and are resolute in our pursuit of creating a positive and inclusive work environment for our entire team.

Cost of living payments

As a business, we understand that the rising cost of living has been a significant concern for many people including some of our employees. To help alleviate part of this burden, we made the decision to pay two additional, one-off payments to our employees. These payments were designed to provide extra financial support during this difficult time and to help our employees with the increasing costs of essential items like housing, food, and utilities. We hope that these additional payments will make a positive impact on the lives of our whole team and help to ease some of the financial stress they may be experiencing. We are committed to the well-being and financial security of our employees and will continue to look for ways to support them in the future.



Employee Initiatives

Lunch Club

In response to the rising cost of living demands, Caterers Choice has taken proactive measures to support its employees' well-being and alleviate financial burdens.

One such initiative is the introduction of a monthly lunch club, held on the second Tuesday of each month. During this event, all employees are offered a complimentary lunch with different variations throughout the year. This not only ensures that every staff member can enjoy a nutritious meal without any cost, but also fosters a sense of unity and camaraderie within the company.

The monthly lunch club is set to become a tradition at Caterers Choice, symbolizing the company's commitment to its teams' welfare. This initiative reflects our core values of inclusivity and support, as we recognise that a nourished team is a productive and motivated one. We believe that small but meaningful gestures like the lunch club contribute to a positive work environment and help build a strong sense of community among our employees.

“Lunch Club is a monthly highlight for me. It presents a great opportunity to foster stronger connections with colleagues across the business, individuals who I may not typically interact with on a day-to-day basis.”

Georgia Worrall, Ethical Trading Manager



Supporting Development



We are dedicated to supporting our team's professional journeys by encouraging personal development plans (PDP's) for certain position changes. This is integral to cultivating talent and fostering growth within our business. Below we highlight a few members of our team who have successfully completed their PDP.



Lesley Garraty

3-Month PDP

Sales Administrator to Sales Desk Manager

Presented on her achievements over the 3-month period.



Steve Farmiloe

12-month PDP

Head of Trading to Sales Director

Presented on team development, business planning and business strategy.



Ismaeel Akudi

12-month PDP

National Accounts Support Executive to National Accounts Executive

Presented on his development over the past year and his plan moving forward.



“ I am immensely grateful for the opportunity to be part of such a great team, and the unwavering support I have received in my personal growth within the company.”

Ismaeel Akudi, National Accounts Executive

Supporting Development



The Women Behind Our Business

As an office-based importer with fewer than 40 employees, we are unable to publish relevant gender pay gap data due to our limited staff size, which would not yield meaningful results. However, we are committed to fostering a diverse and inclusive team and supporting women at all levels within our business, from entry-level positions to the board. Below, we would like to acknowledge and highlight some of the instrumental women who contribute to the success of our daily operations.

“ Since joining the Food Industry and the business in July 2019 as Technical Coordinator, I was promoted to Compliance Manager after successful completion of a Development Plan. Caterers Choice/ Fruitypot recognise individual’s strengths, knowledge and skills allowing for continuous career learning opportunities, knowledge expansion and personal growth. ”

Jade Birkby, Compliance Manager



“ Since joining Caterers Choice I have had the opportunity to develop and progress into the role of Senior Supply Chain Manager. I take great pride in my responsibility as a leader and being an example of equality. If you have a positive business culture, work ethic and experience, gender should not be a barrier to success and recognition. Caterers Choice and Fruitypot Ltd always recognise individual strengths and experience through personal development. ”

Nicola McCormick, Senior Supply Chain Manager



“ As a Senior Trading Manager at Caterers Choice, I work closely with our customers building relationships and working collaboratively together, which is an aspect of my role which I really enjoy. My knowledge since joining the business has grown in many areas with the support of the team and every day I learn something new! ”

Emma Thomas, Senior Trading Manager



“ I have been with the company for just over 5 years. With in a few months of starting I took on the role of technical coordinator, supporting the wider technical team. I am responsible for making sure that the tuna paperwork is compliant and meets our specifications. I work within a technical team that has a very strong and dynamic female representation and am honoured to be part of this team. ”

Ann Dutch – Technical Coordinator



Supporting Development

Culture Club

Our Culture Club is a program designed to provide colleagues with the opportunity to expand their skills and knowledge in areas of:



Food Safety



Quality



Sustainability



Business Practices

The program includes presentations by either a member of the Caterers Choice team or external speakers on topics that relate to food safety, quality, sustainable & ethical practices, and other areas that are relevant to our business or of interest to the presenter. The sessions are conducted in a relaxed and informal setting, that can be accessed either in-person or online, allowing for open discussion and engagement.



During the past year, we have made the decision to start recording our Culture Club. These recordings and the correlating presentations are then stored within our online company Bulletin Board for easy access and reference by all colleagues, including new team members. This allows employees to refer to the information and resources shared during the sessions and continue to build on their knowledge and skills. Overall, the Culture Club program continues to be a valuable tool for promoting employee development and fostering a culture of continuous learning within the business.



Carbon & Our Actions

Sustainable Transport

To promote sustainable travel options and reduce our carbon footprint, Caterers Choice has installed an electric car charger in the head office car park. This Vendelectric charger is available for use by any employee who drives an electric or hybrid vehicle.

The charger is easy to use and provides a convenient and reliable way for our employees to power their vehicles while at work. We hope that having an accessible charging point available will encourage employees to consider an electric car in the future, ultimately contributing to the reduction of CO2 emissions. The charger is also available for external visitors to the business to use, further promoting sustainable travel.

In addition to our newly installed Vendelectric electric car charger, our company has also introduced an electric pool car for employee use. This vehicle provides a sustainable transportation option for employees who need to travel for work-related purposes and is available to be booked in advance. The electric pool car is a great alternative to traditional petrol- & diesel-powered vehicles, and it reduces our company's carbon footprint by emitting zero emissions while in use.

The combination of the electric pool car and the Vendelectric charger in the office carpark provides a comprehensive solution for sustainable travel at our company. Employees who choose to drive electric or hybrid vehicles will have access to convenient and reliable charging options, and those who need to travel for work can do so in an environmentally friendly manner. Together, these initiatives demonstrate our company's commitment to promoting sustainable transportation and reducing our environmental impact.



Due to the nature of our business and office site, we have limited ways in which we can reduce our scope 2 emissions, in relation to purchased energy. As a site we only purchase electric, and do not have a gas supply. During this financial year we have taken the following actions in relation to the purchased energy for our site.



Purchased Energy Review

We carried out a benchmarking exercise of our energy procurement with a third-party energy management service. We had previously chosen an electricity supply tariff with 100% renewable energy, and have, this year, renewed this contract, with a commitment from the Board that we will continue to contract to renewable energy sources in the future. This is preferable to contracting to non-renewable supply and purchasing carbon offsets. Our energy is supplied by Drax Energy Solutions and is certified 100% renewable source electricity, backed by Renewable Energy Guarantee of Origin (REGO) certificates.¹

Solar Panel Assessment

We also instructed a third-party renewable energy specialist to carry out an assessment of our office building to consider the viability of installing solar panels to generate electricity for our site, which theoretically would remove or significantly reduce the amount of energy we would need to purchase. However, when the feasibility study was completed, it showed that a system would only be able to generate approximately 23% of the consumption the site requires throughout the year, due to restrictions on output given the size and orientation of the building's roof. When this was reviewed, along with concerns raised regarding the environmental impact of the production and end of life treatment of the panels, it was decided that the contribution to reducing our scope 2 emissions wouldn't be significant enough to justify the outlay.



Our Products



Packaging Changes

We are committed to making changes where possible to our packaging to reduce unnecessary material use, eliminate problematic materials and increase recyclability. We also look at upcoming regulatory changes and guidance to highlight where appropriate changes are required to the packaging of our products.

This year we have made changes to our Fruitypot range, specifically to the plastic pot used across the whole range and spoon that is supplied with some of our product lines.

Spoons

We have changed the packaging of our Fruitypot products supplied with spoons, moving from a disposable plastic spoon to a wooden spoon. This has eliminated disposable single use plastic cutlery from these products.

The wooden spoon is wrapped in plastic film, however we will be replacing this wrap with a paper wrap during the next twelve months.

Plastic Pots

Fruitypot plastic pots now contain 30% recycled plastic content.

We are committed to continue to increase the recyclability of the range and introduce more recycled content into our packaging where possible.



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Product Reformulation and Future Product Development



At Caterers Choice and Fruitypot, we keep up to speed with legislation and guidance changes that may affect our brands and products, including in relation to recipe formulation and ingredients. The ethos of our Fruitypot and JellySqueeze brands are to provide products that are made with fruit juice, containing no artificial sweeteners or added sugars, resulting in products that contain only naturally occurring sugars (from fruit juice) and a range that is School Compliant, meeting school food nutrition standards in England and Wales.

In 2022 the UK Government introduced new legislation affecting certain foods and drinks that are high in fat, salt and/ or sugar (HFSS), or less healthy. The legislation affects foods in a number of defined categories, including desserts and pudding, under which the Fruitypot and JellySqueeze brands are categorised. HFSS legislation is focussed on restricting placement and promotions of foods deemed to be 'less healthy' both in physical retail shops and online.

We undertook a project to understand how the legislation affected our product portfolio and identified that within our Fruitypot range one product would be classified as unhealthy under the legislation, due to the amount of naturally occurring sugars present in the product.

It is important to our brand values that our products continue to promote healthy snacking, and therefore we worked with our manufacturers to reformulate the product, resulting in a recipe that is classed as healthy under the HFSS legislation, but is also still school compliant, meeting the school food nutrition guidelines in England and Wales.

Therefore, the whole Fruitypot and JellySqueeze branded product range are now classed as 'healthy' under HFSS legislation. We are also committed to ensuring that any future new product or existing product development takes into consideration the HFSS legislation where appropriate.



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<https://www.gov.uk/government/publications/restricting-promotions-of-products-high-in-fat-sugar-or-salt-by-location-and-by-volume-price/restricting-promotions-of-products-high-in-fat-sugar-or-salt-by-location-and-by-volume-price-implementation-guidance>



Our Systems

Introduction page

“A successful system is one that continuously learns and adapts to change.”

Peter Senge

Senge, P. M. (1990). The Fifth Discipline: The Art and Practice of the Learning Organization.

In the following section, we will delve into the systems we employ to drive progress towards our social and environmental objectives. Throughout the previous financial year, we have made significant investment in technology and software that can assist us on this journey. We have also continued with existing partnerships as well as forging new partnerships that provide us with invaluable knowledge and support. This section of our company report aims to provide insight into these initiatives and their potential impacts.



The Environment and Our Suppliers

We have recently implemented a new initiative where we are rolling out sustainability questionnaires to our supplier base. This is being done with the intention of assessing each suppliers current position within their environmental journeys. Our intention is that this activity will allow us to establish a baseline and gather data that will help us to identify, and prioritise, suppliers with whom we can collaborate to acheive significant and rapid reductions.

This questionnaire aims to inquire about suppliers' internal environmental policies, certified and non-certified environmental management systems, training programmes, operating permits, and ongoing carbon calculations. We consider the long-term partnerships with our suppliers as being a crucial element in building a more sustainable supply chain.

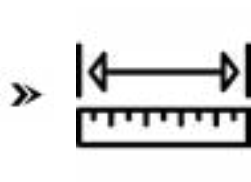
In addition to the supplier environmental questionnaires, this program will operate in conjunction with our ongoing carbon reduction initiatives in collaboration with partners such as Mondra and Beyondly. As a company committed to reducing the carbon life-cycles of our products, we aim to gather a comprehensive range of data that will aid us in effectively managing and minimizing our environmental impact. By combining the insights from these initiatives, we strive to make significant progress in our own sustainability journey.



Identify



Prioritise



Measure



Reduce



Business Travel



“Within the business we have a number of colleagues who need to travel, both domestically and abroad to carry out their role, and their safety and welfare is paramount.”

Charles Pinder, Managing Director

Previously, we had been relying on informal methods of communication to keep in touch with staff abroad, including text message, WhatsApp and email.

This year we have introduced the Mia Bazo travel tracking solution into the business to begin tracking our travel activities and give a single solution to providing duty of care to employees who are travelling.

In the upcoming financial year, we will be implementing enhancements to streamline our business mileage system. Our objective is to ensure that every employee, who travels as part of their role, utilises the Mia Bazo platform. As a result of this, by the end of the 2023-2024 financial year, we anticipate gaining comprehensive insights into the carbon footprint associated with all our business travel activities.



Leveraging Strategic Partnerships for Net Zero Success

Over the past 12 months, our company has made significant strides towards achieving our net zero goals through strategic partnerships. One such partnership is with Beyondly, a B Corp environmental consultancy, which has played a crucial role in supporting our journey.

Beyondly has been instrumental in verifying our internal scope 1 and 2 calculations, ensuring the accuracy and transparency of our emissions data. Moreover, they have provided invaluable training on current and upcoming EPR packaging regulations, empowering us to stay compliant and embrace sustainable practices.

Looking ahead, we are excited about our collaboration with Mondra, a digital carbon footprinting platform. Our newly signed contract with Mondra enables us to determine carbon lifecycles for all our products, thereby gaining deeper insights into our environmental impact.

Through Mondra's innovative tool, we can model new and existing product developments, allowing us to identify opportunities for reducing our products' carbon footprint. Joining the Mondra BRC coalition will enable us to contribute to standardising product footprinting across food value chains.

As part of our ongoing partnership, Mondra and Caterers Choice will work together in refining carbon methodology concerning Tuna and Salmon. This will further enhance our efforts in driving sustainability within the company.

These partnerships exemplify our commitment to achieving net zero, and we look forward to continued progress in the coming financial year. Together with Beyondly and Mondra, we strive towards a more sustainable future for our company and the planet.



Ethical Program and Supplier Risk Reduction



Caterers Choice are committed to upholding the highest standards of ethical conduct throughout our business practices, including our sourcing activities. To ensure that we are meeting this commitment, we have implemented a robust ethical sourcing program which includes a combination of on-site audits and desktop verification and risk assessment steps for a more in-depth form of ethical due diligence.

We use multiple methods to monitor social compliance audits and any non-conformances that may have been raised. One key tool that we use in this process is the SEDEX platform, which allows us to track and manage our suppliers' compliance.

In addition to using the SEDEX platform, we also send all approved and potential suppliers our ethical code of conduct, which outlines the values and standards that we expect them to uphold in their own operations and within their supply chains. We require that suppliers read, understand, and confirm their compliance with our code of conduct, as it is an integral part of our commitment to ethical sourcing.

To further ensure that our suppliers are meeting our ethical standards, we have developed a robust ethical questionnaire which contains specific self-declaration questions as well as the requirement for suppliers to upload evidence to validate their self-declarations. This helps us to get a clear understanding of how our suppliers are operating and to identify any areas where they may need to improve their practices.

We are pleased to report that over the past 12 months this ethical program has shown considerable success. Since its implementation, we have seen a significant reduction in the overall ethical risk ratings of our suppliers. This is a testament to the hard work and dedication of our team, as well as the commitment of our suppliers to upholding the highest ethical standards in their own operations.

We believe that this reduction in ethical risk is not only beneficial for our business, but also for our customers and the communities from which we source. By working together to support our suppliers in operating in an ethical and responsible manner, we can build trust and contribute to a more sustainable and responsible supply chain.



Ethical Program

During the past financial year, we have begun the process of launching the Caterers Choice ethical program to our service providers, marking a significant milestone in our commitment to promoting ethical practices throughout our supply chain.

Service Providers

Building upon our successful implementation of an ethical program within our direct suppliers, we have decided to extend this initiative to cover our approved service providers as well. Initially, we distributed our Ethical Code of Conduct to all approved service providers; however, some queries arose concerning clauses in the original code that appeared more suitable for manufacturing sites. Taking this feedback into account, we are committed to developing a service provider-specific code over the next 12 months, ensuring adherence to best practices while considering business appropriateness.

Internal Training

Whilst the responsibility to monitor compliance on modern slavery and ethical requirements continues to sit with our Ethical Trading Manager, we acknowledge that ensuring the prevention of modern slavery within our supply chain requires the involvement of the entire company. Specifically, our procurement and trading teams play a crucial role as their actions directly impact labour within the supply chain.

To address this, we have conducted a series of training and upskilling sessions over the past year. This included personalised 1-on-1 training for new employees and the participation in monthly informal culture club sessions, covering diverse topics such as the United Nations Sustainable Development Goals, traceability, and global gender issues.



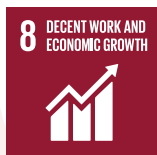
We are pleased to report that over the past financial year, our commitment to ethical due diligence has remained steadfast. Collaborating with multiple partners, we have further strengthened our efforts to ensure responsible practices throughout our operations.

One of our key partnerships is with the Food Network for Ethical Trade (FNET). Through FNET, we engage with major UK food retailers, manufacturers, and suppliers to foster a secure and pre-competitive platform for addressing ethical risks within the industry. The organisation also facilitates various working groups focused on specific ethical topics, yielding tangible results.

Caterers Choice have this year become members of the newly established Human Rights & Climate Change working group. The current objective of this group is to develop a comprehensive climate and human rights risk assessment framework.

Continuing our fruitful relationship with Slave-Free Alliance (SFA), we plan to undertake an Ethical Trade Analysis in the upcoming financial year. This joint effort will enable us to identify areas of best practice and opportunities for enhancements within our ethical trading program.

Through these meaningful partnerships and ongoing collaborations, we reaffirm our commitment to ethical practices, sustainability, and responsible business conduct. Together, we strive to make a positive impact on the communities we serve and the planet we share.



Seafood Ethics Action Alliance



In 2022 Caterers Choice became aware of the Seafood Ethics Action (SEA) Alliance. SEA Alliance was established by retailers and seafood businesses to address human rights risks in global seafood supply chains. It is a precompetitive space where like-minded businesses can share intelligence, agree common approaches to identifying human rights risks, and partake in joint advocacy ventures, without prejudice of their individual business agendas. All activities are carried out with the overall aim of strengthening human rights due diligence and ensuring respect for human rights.

We realise that our seafood products and their associated value chains hold one of the greatest human rights risks within our business and therefore the information, recommendations and practical tools that Caterers Choice receive from our SEA Alliance membership play a key part in our human right's due diligence process.

We are extremely proud of our work within the SEA Alliance advocacy workstream. Caterers Choice believe that human rights and labour standards are intertwined with the other elements of responsible sourcing and therefore governments, regional fisheries management organisation's (RFMO's) and all other key actors, should take feasible steps to ensure human rights within the seafood industry are respected and protected. This should start with the ratification and implementation of key conventions such as the International Labour Convention's (ILO's) C188, Work in Fishing Convention, 2007 and the International Maritime Organization's (IMO's) Cape Town Agreement, 2012.

We have dedicated and prioritised internal resources to human rights advocacy by volunteering as the member lead of SEA Alliance's advocacy working group. Collaborating with other working group members, to date we have:

- Helped to develop the SEA Alliance advocacy strategy.
- Engaged standard holders to push for a strengthening in labour requirements
- Drafted and communicated letters to Governments of key sourcing countries advocating for the ratification and effective implementation of four key international instruments.



IPNLF & Global Tuna Alliance

Caterers Choice places great emphasis on forging partnerships that align with our commitment to ethical and environmental goals. Beyond our dedicated efforts in these realms, we also foster relationships with organisations that share our vision for responsible Tuna sourcing. In this regard, two pivotal partners stand out: the Global Tuna Alliance (GTA) and the International Pole & Line Foundation (IPNLF). These collaborations are paramount, particularly in the responsible acquisition of Tuna.

The IPNLF has significantly enriched our understanding of responsible fishing practices. Beyond imparting knowledge about the pole and line fishing method, IPNLF has provided invaluable insights into the intricate tapestry of small-scale fisheries and the closely interwoven communities that depend on them. Their expertise has not only expanded our comprehension of the challenges inherent in these contexts but has also shed light on the diverse opportunities and socio-economic dynamics within these communities. IPNLF's guidance has proven instrumental in forging our path towards responsible sourcing practices that also uplift these vital communities.

On the other hand, the GTA furnishes us with a robust platform and a toolkit that empowers us to advocate for the conscientious management of resources. Beyond advocating for responsible waters management, GTA's advocacy extends to the many other areas in the sourcing of Tuna. Their benchmarking assessment plays a pivotal role in holding us accountable for our sourcing decisions, while charting a clear trajectory for our ongoing progress.

As we peer into the horizon of collaboration, we eagerly anticipate the continued synergy with both the Global Tuna Alliance and the International Pole & Line Foundation, confident that these partnerships will be instrumental in realising our aspirations in the year ahead.



Out of Office

Introduction page

“You make a living by what you get, but you make a life by what you give.”

Winston Churchill

Throughout the Out of Office section of the report, we will delve into the progress we have made in refining and expanding our efforts in charity and community work, emphasising the importance of supporting both our local community and the communities from which we source. As we look ahead to the next 12 months, we reaffirm our commitment to prioritise these initiatives, recognising their significant impact within our sourcing communities. Additionally, this section will also provide insights into the sustainability journey of our selected warehousing and logistics partner, highlighting how we actively support them in their pursuit of sustainable practices.



Logistics

In the previous year, we introduced our warehouse and distribution partner, Bretts Transport, with whom we have a longstanding relationship. We are pleased to report that Bretts has made remarkable progress in reducing our carbon footprint and enhancing self-sufficiency on-site. Some key accomplishments include:

Dedicated Resources

Bretts added a team member solely focused on environmental performance, showcasing their commitment to sustainability.

Electric Forklifts

Bretts have replaced all of their gas-operated forklifts on site for electric alternatives. This has eliminated all use of gas on site.

ISO 14001 Certification

Bretts have implemented a plan to work towards obtaining the ISO 14001 certification, exemplifying their dedication to global environmental standards.

Emission Assessment

Working with The Carbon Trust, Bretts will calculate their scope 1 and 2 emissions, demonstrating their commitment to transparent reporting and accountability.

We applaud Bretts Transport for their outstanding efforts and look forward to continuing our close collaboration in pursuing further eco-friendly initiatives in the future. Together, we are making a positive impact on sustainability and environmental responsibility.



Charitable Strategy



This financial year, we have reassessed our charitable efforts and donations to ensure maximum impact and avoid spreading our resources too thin. Our charitable strategy now focuses on three pillars: supporting our local community, protecting the environment, and assisting our sourcing countries. Occasionally, we also address ad hoc needs, such as last year's support for HIS Churches Operation Manner, which provided essential aid to Ukrainians affected by the ongoing conflict.

Within these charitable pillars, we engage in various activities, including donating surplus stock, participating in volunteering initiatives, providing financial contributions, and organising workplace fundraising campaigns.



Supporting our Local Community



Protecting the Environment



Assisting our Sourcing Countries



Charitable Strategy

Volunteering Opportunities Overview

At Caterers Choice, we think it is important to look for ways to give back to the community and make a positive impact. That is why we are excited to announce a new initiative. Each year all employees have the opportunity to spend one working day volunteering.

We have partnered with a variety of charities, and are aiming to introduce the option for employees to nominate charities, on an annual basis, that they would like to volunteer for. This is a fantastic opportunity for our team to get involved and make a difference, while also benefiting from the personal and professional growth that can come from volunteering.

In addition to our scheduled volunteering days at our partner charities, we are delighted to be arranging litter picking days as a volunteering alternative and another meaningful way for us to support our local community and the thriving wildlife that inhabits it.

In addition to the personal satisfaction that comes from giving back, this program also aligns with our company values of social responsibility and community involvement. We believe it is important to use our resources and talents to make a positive impact, and we hope that this opportunity will inspire our employees to get involved and make a difference in the world. We are committed to supporting our team as they take time out of their busy schedules to volunteer and make a positive impact in their community.

This is a new initiative for 2023 that we are hoping to get right for all and have therefore communicated company-wide that we are open to suggestions from individuals who feel there may be accessibility issues or have general recommendations on how this initiative may improve.



Charitable Strategy

A Rewarding Volunteering Experience with Fareshare Yorkshire

On a recent volunteering day, a team of four employees embarked on a mission to support Fareshare Yorkshire. Dividing their efforts, one team member assisted with deliveries while the rest took part in picking and packing food items for the upcoming distribution. This engaging experience allowed them to witness firsthand the impactful journey of our donated stock to its final destinations.

During their time on deliveries, our volunteer had the opportunity to visit multiple locations where the food was distributed. They made stops at several locations including a school, nursery, community centre, and a mosque, delivering nourishment to those in need. This diverse range of destinations highlighted the broad impact that Fareshare Yorkshire has within the community, touching the lives of individuals from various backgrounds and age groups.

Meanwhile, the remaining volunteers were engaged in the warehouse, where they assisted in building mixed orders. They were highly impressed by the facility's effective stock management system, which prioritised fresh and short-dated items to prevent wastage. Fareshare Yorkshire maximized the utilisation of donated stock by ensuring that each order had a diverse range of food items. This approach not only minimised waste but also provided balanced and nutritious options for those receiving the donations.

The whole team expressed their satisfaction in being part of such an efficient and impactful opportunity. The clear and well-structured system on-site allowed them to see the difference they were making in just a single day of volunteering. By contributing their time and effort, our team members truly felt that they were actively making a positive change within the community.



Charitable Strategy

Surplus Stock

At Caterers Choice and Fruitypot, our commitment to responsible surplus stock management drives us to create a meaningful impact on the lives of those in need. To achieve this, we have established strong partnerships with two primary charity organisations, Fareshare Yorkshire and HIS Church charity, whom we support regularly.

These carefully chosen partnerships hold immense value for us as they grant us the opportunity to witness the real-life effects of our contributions. Fareshare Yorkshire's distribution efforts encompass not only our local area but also extend to the broader community, ensuring that our donations reach those who need them the most.

As part of our dedication to making a difference, we have taken a step forward by prioritising our charity partners as the first recipients of our surplus stock. This means that before offering the surplus stock to our employees, we ensure it reaches those who are hungry and in need, providing immediate assistance where it is most required.

Our actions are driven by a deep-rooted sense of social responsibility, as we understand the vital role businesses play in supporting their communities. Together with Fareshare Yorkshire and HIS Church charity, we work hand in hand to create a positive, sustainable impact on those who require assistance the most.



Nurturing a Healthy Community - The Fruitypot Open

Supporting HLTSC and The Fruitypot Open is more than just sponsorship to us; it's about investing in the community and bringing people together. We believe in fostering connections and making a positive impact on the lives of local residents.

Caterers Choice and Fruitypot, steadfast patrons of the Huddersfield Lawn Tennis and Squash Club (HLTSC), take immense pride in their ongoing commitment to fostering this local facility that promotes a wholesome and active lifestyle. An integral part of this support is the sponsorship of HLTSC's annual tennis extravaganza, appropriately named The Fruitypot Open. Beyond mere financial contributions, our involvement extends to providing prizes and an array of complimentary Fruitypot products, offered to all participants and attendees.

Recently, we had the pleasure of attending The Fruitypot Open and were amazed by the incredible talent displayed by the children and adults from our local community. The club's dedication to fostering sporting excellence is evident, and it was a great experience to see the community's skill on full display.

During the event, we were also thrilled to see so many people enjoying our JellySqueeze products. It's rewarding to know that our products align with the theme of the competition and are appreciated by attendees.

The joyous atmosphere and the enthusiastic response to our contributions make us proud to be a part of The Fruitypot Open. We look forward to continuing our support and encouraging a well-balanced and active lifestyle in our community.



Closing

Introduction page

“Coming together is a beginning, staying together is progress, and working together is success.”

Henry Ford

Ford, H. (1922). My Life and Work (p. 72). William Heinemann

The following section acts as our partner showcase, highlighting our crucial collaborations over the past 12 months. These organisations have played a vital role in our progress, and we hope they will continue to do so throughout the coming financial year. Please click on the associated logos to visit their websites and learn more. Our belief in partnerships, as emphasised by Goal 17 within the United Nations Sustainable Development Goals, drives our commitment to achieving meaningful impact.



Partnership for Goals

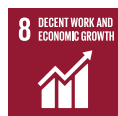


BEYONDLY

Beyondly

Beyondly are a B Corp certified environmental consultancy with 'business for good' ethos and strong vision of a 'better, fairer, sustainable world for all'. Founded in 2006 and formally known as Comply Direct, they assist companies in achieving both mandatory and voluntary environmental initiatives, from carbon management and ESG to extended producer responsibilities. Caterers Choice have chosen Beyondly as our environmental partner to support us

www.beyond.ly/impact/our-rebrand-story/



FNET

The Food Network for Ethical Trade (FNET) connects major UK food retailers, manufacturers, suppliers and a range of small, medium and large food companies to build more ethical trade by identifying and tackling human rights issues in food supply chains

www.foodnetworkforethicaltrade.com



FWD

The Federation of Wholesale Distributors (FWD) is the trade association for food and drink wholesalers in the UK. They work to represent, promote and bring the wholesale sector together and their members provide food and associated products to over 400,000 retail and catering businesses.

www.fwd.co.uk/about-fwd/



Partnership for Goals



Global Tuna Alliance

The Global Tuna Alliance (GTA) is an independent group of retailers and supply chain companies, working to ensure that tuna ultimately meets the highest standards of environmental performance and social responsibility.

www.globaltunaalliance.com



HIS Church

HIS Church is an emergency goods redistribution charity, focused on providing food and supplies to those who need it most.

www.hischurch.org.uk



Huddersfield Lawn Tennis & Squash Club

Situated in our local community of Huddersfield, we are proud to continue to support the Huddersfield Lawn Tennis and Squash Club, including our annual sponsorship of the Huddersfield Open Tennis Tournament. Located half a mile from Huddersfield town centre, they are a leading sports venue with an emphasis on both high performance and making sport accessible for all.

www.hltsc.co.uk

Partnership for Goals



Huddersfield Town Foundation

The Huddersfield Town Foundation is a UK registered charity with the vision to create lifelong opportunities for people in the Kirklees area to feel safe, healthy and included as part of a community.

www.htafcfoundation.com



IPNLF

The International Pole & Line Foundation (IPNLF) are a UK registered charity with entities in Netherlands, South Africa, Indonesia, and the Maldives. They believe in the future of a thriving natural world through empowering sustainable one-by-one fisheries which use pole-and-line, handline and troll fishing methods. By connecting small-scale fishers with the industry and 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. www.ipnlf.org



Living Wage Foundation

The Living Wage Foundation is a campaigning organisation in the United Kingdom which advocates for employers to pay a living wage. The organisation was established in 2011 and publishes an annual living wage figure.

www.livingwage.org.uk

Partnership for Goals



Mia Bazo

Mia Bazo is a travel tracking solution for small and medium sized businesses. The system allows businesses to keep track of how and where staff are travelling, capturing data which can then be used to manage the carbon footprint of the company. Additionally the platform also provides duty of care to employees through daily check-ins, real-time security alerts and country guides.

www.miabazo.com/about-us



Mondra

Mondra automates product Life Cycle Assessments (LCA), at scale and at pace. They provide visibility for every actor in the supply chain, the means to engage them, and the tools they need to be part of our Net Zero journey. Mondra also facilitate the Mondra x BRC coalition, bringing Industry, Government and Environmental NGOs together under a single programme of work to harmonise product foot printing for the food sector.



SEA Alliance

The Seafood Ethics Action Alliance (SEA Alliance) is a pre-competitive collaboration of retailers and seafood businesses aiming to strengthen human rights due diligence carried out in the global seafood supply chain, and ensure respect for human rights.

www.seaa.org/

Partnership for Goals



Sedex

Sedex is a membership organisation that provides one of the world's leading online platforms for companies to manage and improve working conditions in global supply chains. They provide practical tools, services and a community network to help companies improve their responsible and sustainable business practices, and source responsibly.

www.sedex.com



Slave Free Alliance

Slave-Free Alliance is an international social enterprise, wholly owned by global anti-slavery charity Hope for Justice. They are a critical friend to organisations, supporting them to protect their operations, supply chains and people from modern slavery and labour exploitation.

www.slavefreealliance.org

Closing Statement



Dear colleagues, partners and customers,

As we approach the conclusion of this year's report, I am filled with gratitude and optimism. Our journey over the past year has been one of progress, marked by our commitment to ethical and environmental initiatives. I am thrilled to reflect on the steps we have taken and the path we are forging ahead.

At Caterers Choice, we have always believed that business success is intrinsically linked with responsible practices. The past year has seen us making substantial headway in this area. We have witnessed the power of collective efforts, where decisions that we make have a ripple effect that extends beyond our organisation.

One of the cornerstones of our success lies in the solid relationships we have fostered with our suppliers and business partners. Collaborations with our suppliers have extended beyond just transactions and are now partnerships built on shared values and mutual growth. These relationships have been instrumental in enabling us to make strides in our ethical and environmental pursuits.

None of this would have been possible without the dedication and passion of the entire Caterers Choice and Fruitypot team. Each member has embraced our vision and demonstrated their own commitment to our ethical and environmental goals. Your collective effort has transformed challenges into opportunities and aspirations into achievements. I continue to be grateful for all of your dedication.

As we look toward the horizon, optimism for the year ahead is high. Our journey is far from over; in fact, it has only just begun. Over the coming financial year, we will continue to collaborate closely with partners, old and new, and lead by example. We will build upon the foundation we have laid, taking bigger strides, and achieving greater impact.

In closing, I want to say a big thanks to everyone who's been a part of our progress. To our partners, suppliers, team members, and customers. Thank you for being an integral part of our journey.

