

CH  
&CO



# PLANET REPORT

FEBRUARY 2020



# CONTENTS

INTRODUCTION	03
A WELCOME FROM TERRY WALDRON	04
TARGETS TABLE	05
RESPONSIBLE SOURCING	06
HEALTHY CHOICES	10
ENVIRONMENT	14
COMMUNITIES	19
EMPLOYEES	21
HEALTH & SAFETY	23

## ABOUT CH&CO

CH&CO is a leading food and hospitality services provider, offering a range of catering and hospitality services at sites across the UK and Ireland.

- OPERATING AT MORE THAN 1,000 SITES
- MORE THAN 10,000 EMPLOYEES
- SITES INCLUDE WORKPLACES, DESTINATIONS, VENUES, EVENTS, EDUCATION, LIVERY AND HEALTHCARE

We believe that food has the power to make people feel good and that goes beyond the plate. We are passionate about fuelling society with nutritious meals to promote physical wellbeing and emotional positivity, and our customers are responding. In 2019 we reached a landmark £500m turnover and continue to grow.



OVER 10,000  
EMPLOYEES



MORE THAN  
1000 SITES



£500M TURNOVER

### OUR APPROACH TO CSR

We focus on serving quality food which has minimal impact on our planet. We are committed to making sustainable choices when it comes to sourcing, society and the environment.

In 2018 we were awarded the top level three star rating by the Sustainable Restaurant Association (SRA) and we are proud to be the largest and most diverse contract caterer to be awarded this rating. However, our progress will not stop there.

This report is structured around our six key areas of focus:

- RESPONSIBLE SOURCING
- HEALTHY CHOICES
- ENVIRONMENT
- COMMUNITIES
- EMPLOYEES
- HEALTH & SAFETY

Our CSR programme continues to evolve, so we will increasingly engage with our external stakeholders to assess these priorities.

We recognise the importance of the United Nations Sustainable Development Goals and the Sustainable Restaurant Association Food Made Good Sustainability Rating and cross reference both throughout this report (look out for the symbols in the top right corner).



# A WELCOME FROM TERRY WALDRON

When we were awarded the top-level three stars by the SRA in 2018, we made it clear that the fantastic achievement was just the beginning of our long-term commitment to operating in a responsible and sustainable way.

We've continued to work in partnership with the SRA as we navigate the complex and ever-evolving world of sustainability. Together, we've identified opportunities to create change and improve practices, and shaped our policies with sustainability firmly front of mind. We were incredibly proud that our hard work and innovation was recognised at the Food Made Good Awards 2019, where we won the Feed People Well Award.

I've said it before, there's no quick fix, but there's also no time to waste. For the sake of our planet and future generations, sustainability must be a priority for everyone. Doing the right thing is part of CH&CO's DNA and our Planet strategy upholds our desire to do the right thing by our planet, our people and our communities.

Terry Waldron, Executive Director, CH&CO

## TARGETS TABLE

2019 PROGRESS AGAINST EXISTING CSR TARGETS, THROUGH TO COMPLETION BY THE END OF 2020

PILLAR	VALUE	TARGET	STATUS	PERFORMANCE 2019
 RESPONSIBLE SOURCING	Serving more veg and better meat	Increase vegan meals by 15%	●	Menus are projected to be 40% plant based by 2021
		Increase Freedom Foods (gluten-free) by 10%	●	We are still working on expanding our gluten-free range
		Achieve a Good Egg award	●	CH&CO are still striving to achieve a Good Egg award, by May 2020
	Source fish responsibly	Reduce 4-rated fish from 3.5% to 1% of total spend	●	4-rated fish was 3.3% of total spend in 2019
 HEALTHY LIFESTYLES	Feed people well	Roll-out nutrition training for all 10,000 employees, not just chefs	●	A new wellbeing strategy for participating units will be launched in 2020
		Increase 500kcal recipe bank by more than 30%	●	This target has been achieved as marketing campaigns contain many new options for under 500kcal
		Reduce sugar in soft drinks by 5%	●	Sugar tax implemented in 2018 ensured this target was achieved
 ENVIRONMENT	Value natural resources	Reduce carbon emissions by 10% through supplier delivery	●	CH&CO are still striving for this target
		Source renewable energy where possible	●	CH&CO are still striving to source renewable energy where possible
	Waste no food	Focus on knife skill training	●	CH&CO have promoted the importance of knife skills training
		Introduce a food waste recording systems across the whole business	●	Already operational in some parts of the business, this systems monitors waste on a daily basis
	Reduce, reuse recycle	Reduce use of plastics by 25%	●	We launched several initiatives to reduce plastics across our sites in 2019
		Introduce a line of compostable products	●	CH&CO front of house packaging range now divides into two broad streams, recyclable and compostable
Increase client awareness on waste streams		●	Conduct monthly thought leadership pieces in IET magazine on various topics including sustainability	

# TARGETS TABLE

## 2019 PROGRESS AGAINST EXISTING CSR TARGETS, THROUGH TO COMPLETION BY THE END OF 2020

PILLAR	VALUE	TARGET	STATUS	PERFORMANCE 2019
 <b>COMMUNITY</b>	Celebrate local and seasonal	Increase school gardens/beeives by 50%	●	CH&CO's Education Board has several key objectives, one being environmental sustainability in schools
		Increase partnerships with niche suppliers by 10%	●	Through our Innovations Den initiative we developed new partnerships with niche suppliers in 2019
	Support global farmers	Promote gender equality in farming communities	●	CH&CO continue to promote gender equality in farming communities
		Encourage and facilitate education and literacy	●	CH&CO continue to facilitate education and literacy
	Support the community	Launch Payroll giving across the business	●	We are still aiming to launch Payroll giving across the business
		Increase volunteering by 25%	●	There was an increase in volunteering days across the company in 2019
 <b>EMPLOYEES</b>	Treat people fairly	All managers to complete Mental Health Awareness training	●	All managers have completed Mental Health Awareness training
		Increase Family Days by 50%	●	CH&CO are still striving to increase Family Days

# RESPONSIBLE SOURCING



Committed to sourcing the best ingredients and products, which also have a minimal negative impact on the environment and the communities who produce our ingredients.



**50% MAIN INGREDIENTS  
UK SOURCED**

## CASE STUDY



### SURREY DOCKS FARM & 'SATURDAY KITCHEN'

In 2019 we donated £6,740 to Surrey Docks Farm, enabling the launch of the first Saturday Kitchen event to educate the chefs of tomorrow. Apprentices from across the country took part in butchery and sausage making masterclasses, plus foraging and cheese-making sessions.

It's all part of a long-term partnership between CH&CO and Surrey Docks Farm, an inner-city working farm in London. The charity engages with the local community, children, young adults and those with learning disabilities, teaching them where their food comes from.

### LOCAL AND SEASONAL

Using local and seasonal produce is a key part of our responsible sourcing strategy. 50% of our main ingredients are sourced in the UK, reducing our environmental impact and minimising food transport costs. This approach supports local businesses in the community, bolstering regions and encouraging partnerships.

#### 1. WORKING WITH SCHOOLS:

We encourage primary and secondary school students to grow their own vegetable and herb gardens. Our initiatives help to educate children about the origins of the food they eat, inspire them to develop 'green thumbs' and nurture a passion for gardening.

In March 2020 we will launch The Education Board by CH&CO, to address and take action around the prominent issues of physical and mental health and sustainability through food and nutrition.



**2. COMMUNICATING OUR ETHOS:**

Our Dear Chefs newsletter goes out to parents once a term to communicate the importance of local and seasonal produce and provide educational material around sustainable cooking. We also publish monthly thought leadership pieces in trade press on the importance of sustainability for the business and we're launching a bi-annual client-facing magazine.

**3. DEVELOPING PARTNERSHIPS :**

To procure innovative, high-quality produce, we must build strong partnerships with creative suppliers. Using a Dragons' Den-style format, our Innovations Den is a chance for niche suppliers to showcase a new product for consideration.

2019 success stories include partnerships with MOJU, HUSKUP, Squirrel Sisters and Beckleberry, allowing us to sell reusable coffee cups, a range of 100% natural snacks and cold-pressed fruit booster shots.



**100% NATURAL SNACKS**



**SUCCESSFUL PARTNERSHIPS**

# CASE STUDY



**DRAGONS DEN**

In 2019 CH&CO partnered with innovative supplier SAMBAZON, the world's leading brand of superfood, acai. SAMBAZON supplies certified organic, Fairtrade and vegan acai to customers in over 24 countries around the world.

"Our triple bottom line business model has protected 2.5 million acres of the Amazon rainforest, provided income for 30,000 small family farmers and built schools and hospitals for the communities they work in."



**SUPPORTING GLOBAL FARMERS**

Our current range of innovative products sometimes requires us to source ingredients from further afield. It's important to us to support global farmers and champion produce that is only fairly traded and ethically farmed, which is why we choose to work with like-minded suppliers.

We're committed to ensuring there is no slavery or human trafficking in our supply chain, or in any part of our business. This is reflected in our Modern Slavery policy.

Our supply chain compliance programme ensures all our suppliers align with our values. This consists of:

- Structured contractual documentation - requiring suppliers to commit to complying with all relevant laws and regulations, including those relating to modern slavery and human trafficking
- Cyclical checking to ensure all parties uphold their commitments.

**WE CONTINUE TO WORK WITH, AND SUPPORT, OUR SUPPLIERS TO ACHIEVE 100% COMPLIANCE IN OUR SUPPLY CHAIN.**



**100% COMPLIANCE IN OUR SUPPLY CHAIN**



## LOW-IMPACT FARMING

Agriculture is a significant contributor to global greenhouse gas emissions. Farming can also impact land use and animal welfare.

We're dedicated to reducing the impact of our supply chain by sourcing produce responsibly, from certified suppliers.

### SOURCE MEAT AND EGGS RESPONSIBLY

- 100% of our British meat is high-welfare and Red Tractor certified
- We've signed up to the European Chicken Commitment to ensure animal welfare standards
- We're working with Compassion in World Farming
- We've applied for a Good Egg Award, which will certify our commitment to using cage-free eggs and egg products



### SOURCE FISH RESPONSIBLY

We've pledged our commitment to the Marine Conservation Society and we plan to incorporate the Responsible Fishing Scheme certification into our sourcing policies. Collectively, these commitments help to protect our seas, shores and wildlife, securing a profitable, sustainable and socially responsible future for the seafood industry.

#### IN 2019:

- **WE HAVE REMOVED 5 RATED FISH**
- **91.6% OF OUR OVERALL FISH SPEND WAS ON FISH RATED 1-3**
- **WE REDUCED OUR 4-RATED FISH FROM 3.5% TO 3.3% OF OUR TOTAL SPEND**

**BY 2021 WE AIM TO REDUCE 4-RATED FISH TO 1% OF OUR TOTAL SPEND.**

**100% OF OUR BRITISH MEAT IS HIGH-WELFARE AND RED TRACTOR CERTIFIED**

### SEVERN & WYE SMOKERY

Severn & Wye Smokery is a CH&CO supplier in the South West of England, supplying sustainably farmed fish which is ASC, RSPCA and MSC certified. S&W has an ambitious vision – to create a fish processing facility with a zero-carbon footprint. It also works with local schools to educate children on the history and importance of eels to the local area, ecology and conservation in their Eels in Schools projects.

# HEALTHY CHOICES



When our customers make a healthy choice, it not only benefits them, but our planet too. We provide our customers with balanced menu options, reasonable portions and healthier alternatives to encourage healthy choices.

## ALTERNATIVE MENU OPTIONS

We honed our menus in 2019 in line with increased demand for plant-based and sustainable offerings - creating more inclusive menus for everyone.

- 20% reduction in number of meat options to offer more vegetarian options
- On track to meet our 2020 target to increase vegan meals by 15%
- Menus expected to be 40% plant based by the end of 2020
- Meat-free Mondays in place across many of our sites
- New four-week menu cycles in 2019 which include vegan or plant-based dishes.



**INCREASE VEGAN MEALS**



**REDUCE MEAT DISHES**



**40% PLANT BASED MENU**



### VEGAN WEDDING

In July 2019 CH&CO catered the first fully vegan wedding. Hosted at the Honourable Society of Gray's Inn, CH&CO produced a fully plant-based menu and tasting. Following this event, we've built on our vegan offering and developed a range of innovative vegan canapes and event menus.

Vegan canapes served at Gray's Inn:

- Truffled faux gras & caramelised fig & sage crisp on olive oil crostini
- Artichoke confit, slow-roasted garlic & queen olive crostini
- Sticky rice cakes, umeboshi, toasted black sesame & lotus root crisp
- Miso fermented to-feta, toasted hazelnut dust & polenta



## CHEFS' MANIFESTO NETWORK

In 2019 CH&CO engaged with the Chefs' Manifesto network – a group of chefs from across the globe who are working towards a more sustainable food system.

In summer 2019, the network – in collaboration with Kew Gardens – hosted an event to showcase Kew's work in essential science and horticulture. Our chefs at Kew provided an array of innovative plant-based dishes and explained the sustainable choices behind the menus.

We have a team of ambassadors working with the Chef's Manifesto network to help ensure catering and hospitality is included, as well as bringing back interesting solutions to the business.



**THE CHEFS' MANIFESTO NETWORK WAS ESTABLISHED BY THE UN SUSTAINABLE DEVELOPMENT GROUP (SDG2) ADVOCACY HUB.**

## HEALTHY LIFESTYLES

We want to provide tasty, nutritious options for our customers, enabling them to make healthy choices every day.

We have recipe specifications across the business, ensuring there are sandwiches, salads and main course options for under 500 calories. We have also worked to ensure that there are low-calorie dessert options, as well as gluten, dairy and egg-free options.

- 30% increase in <500kcal recipes
- Continued expansion of gluten-free range
- Reducing sugar and salt in our products is also a priority
- 50% of our dishes are below RDI for salt
- 75% of our soft drinks meet 5g in 500ml target
- Our top 3 coffee syrups are sugar free

We feed hundreds of school children every day, and aim to provide these children with nutritious meals and options. We work to government guidelines by following the Child Obesity Plan and include specially developed menus for medical conditions in schools.



**GLUTEN FREE RANGE**



**50% OF DISHES BELOW SALT RDI**



**75% SOFT DRINKS MEET TARGET**



### LIVE WELL

In 2019 we welcomed Gather & Gather into the CH&CO family. Gather & Gather brought with them exciting new brands focused on sustainability, health and wellbeing.

Live Well is a healthy eating brand with a portfolio of balanced recipes designed by nutritionists and chefs. The range enables customers to make portion-controlled choices. Each product has the calories labelled and educational resources are supplied to help our customers make the best choices for their diet and lifestyle.



## EDUCATING OUR NETWORK

We offer all CH&CO chefs nutrition training at the start of their employment. For 2020 we're working on new initiatives to reach all 10,000 employees, educating them on the importance of nutrition. These will sit alongside a new wellbeing strategy for participating units, which will be launched in 2020.

We take pride in our educational initiatives focusing on inspiring the next generation to take an interest in nutrition and cooking

- 30 nutrition assemblies and lessons held in schools in 2019
- Five parent and child workshops providing guidance on cooking healthier meals whilst having fun as a family

In 2019 CH&CO was awarded the Feed People Well award at the Sustainable Restaurant Association's (SRA) Food Made Good Awards 2019. This award recognises businesses that go above and beyond to support their customers in making healthy choices.

## 30 NUTRITION ASSEMBLIES AND LESSONS HELD IN SCHOOLS IN 2019

## CASE STUDY



### SQUIRREL SISTERS

In 2019 CH&CO partnered with Squirrel Sisters, a health and wellness company with a wide range of 100% natural snacks. These award-winning, on-the-go bars are gluten-free, vegan and contain no added sugar, making it easy for our customers to make better choices.

# ENVIRONMENT



There is increasing global demand for organisations to reduce their greenhouse gas emissions (GHG) and strive towards carbon neutrality.

We're committed to limiting our environmental impact through reducing our carbon emissions, minimising our waste and moving towards sustainable alternatives.

## ENERGY AND NATURAL RESOURCES

We appreciate the energy use in kitchens and the contribution it makes to our carbon footprint. We're striving to reduce our energy usage across our supply chain, not just in the kitchen.

## TRANSPORT

Our suppliers travel over 70 million miles a year to deliver goods to our sites and we process over 800,000 unit-related invoices a year. This makes transport a key target area for us to reduce our emissions.

The average CO<sub>2</sub> equivalent emissions by drivers has decreased from 4.18 tonnes of CO<sub>2</sub>e in 2017/2018 to 3.74 CO<sub>2</sub>e in 2018/2019.

This represents a reduction of nearly 40% compared with the baseline year (2013/2014). As a result, we have successfully achieved our target of 5% emissions reduction against 2013/2014 figure.

But we're not stopping there. In 2020 we're aiming to reduce delivery miles by up to 50% across the company by changing the way we buy and deliver goods to sites.

We'll work with one or two key delivery companies who will deal with many of our delivery requirements on multiple temperature trucks.

### PROJECTED REDUCTION IN ANNUAL DELIVERY MILES:

- 70 million miles (2019) / 58 million miles (2020) / 35 million miles (2021)
- This would represent 2.5 million kilo saving in CO<sub>2</sub> emissions in 2020 and a 7.5 million kilo saving in 2021



DECREASED CO<sub>2</sub> EMISSIONS



REDUCE 50% DELIVERY MILES

## WE HAVE SUCCESSFULLY ACHIEVED OUR TARGET OF 5% EMISSIONS REDUCTION



## ELECTRICITY AND GAS

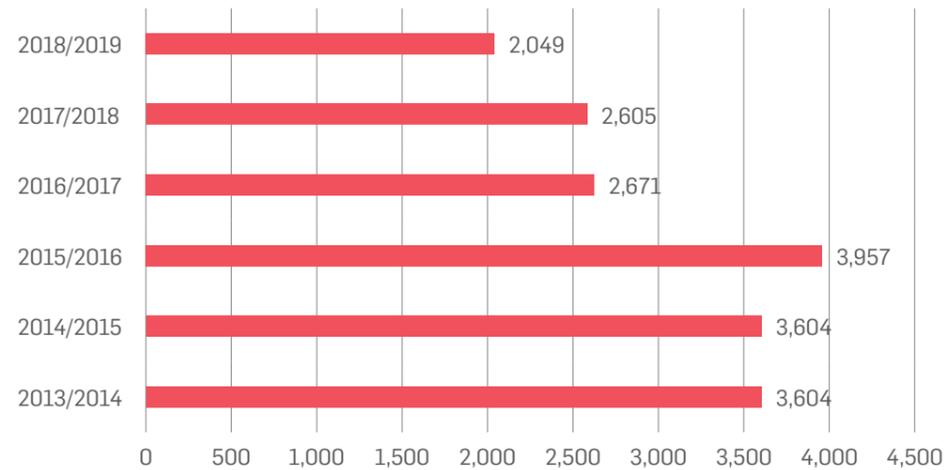
CH&CO has five office buildings across the UK and we're continuing to reduce our electricity and gas consumption in these offices.

Overall energy saving for the business of 43% compared with baseline 2013/2014 figures. This means that our target of 5% electricity reduction against 2013/2014 figure has been achieved.

We're always striving for improvement and we have put a number of initiatives in place to reduce our consumption even further. In 2019, we installed smart meters across many of our offices and distributed internal newsletters on the importance of saving energy and the environmental benefits that come with it.

**OVERALL ENERGY SAVING FOR THE BUSINESS OF 43% COMPARED WITH BASELINE 2013/2014 FIGURES**

**TOTAL ELECTRICAL & GAS CONSUMPTION KWH/EMPLOYEE**



All buildings annual combined electricity and gas consumption



## IN 2019 WE INTRODUCED OUR FOOD WASTE RECORDING SYSTEM ACROSS KEY PARTS OF THE BUSINESS

### WASTE

Minimising waste across 1,000 customer locations is a priority challenge and one where we have had success.

In 2019 we successfully reduced our paper printings by 19% compared to the previous year – from an average 1,693 in 2017/2018 to 1,365 in 2018/19.

### FOOD WASTE

We're passionate about nose-to-tail cookery and conducted chef training sessions in 2019, focusing on knife skills to minimise food waste.

The first step in reducing food waste is monitoring it. In 2019 we introduced our food waste recording system across key parts of the business. This system monitors waste on a daily basis. By 2021 we're aiming for this system to be in place across the whole business.

CH&CO is also committed to the WRAP Food Waste Reduction Roadmap, aiming to reduce the carbon, water and waste associated with food and drink by at least 20% by 2025.



#### CHARLES RUSSELL SPEECHLYS

In August 2019 CH&CO partnered with Winnow, with the ambition of reducing the food waste at Charles Russell Speechlys (CRS). Following the end of the implementation period, the site has seen significant savings of more than £2,500 and nearly 900kg of food waste in less than 3 months. This is the equivalent of 2,213 meals or 3,806kg CO2e.



## PACKAGING

Packaging is responsible for almost half of the global total plastic waste generated. Only 9% of this plastic waste is recycled, with 79% accumulating in landfill and taking hundreds of years to biodegrade. We're working on projects to reduce the plastic waste from packaging and moving towards more sustainable materials.

In 2019 we partnered with Bunzl's Catering Supplies to streamline the food and drink packaging we use across the CH&CO business. By thoroughly reviewing the sustainability of the materials used, we've been able to simplify product selection and ordering. We'll continue to work with sites to help them choose their packaging products, with emphasis on sustainability.

- We successfully reduced our new food packaging range of 402 items to just 138
- Sandwich packs have been reduced from 14 to 7
- Hot beverage cups have been reduced from 40 to 18
- Our front of house packaging is now 100% recyclable or compostable

# WE SUCCESSFULLY REDUCED OUR NEW FOOD PACKAGING RANGE OF 402 ITEMS TO JUST 138



## CASE STUDY

### KLIX CUP

At Caswell Science & Technology Park we've been trialling the new Klix paper cups through Klix vending machines. The cup provides an alternative to the typical plastic cups found in vending machines. Made from recyclable paper, they can be recycled in general paper recycling and would enable us to recycle around 143,000 cups annually at this site alone.



**SANDWICH PACKS REDUCED**



**HOT BEVERAGE CUPS REDUCED**



**100% RECYCLABLE PACKAGING**

# COMMUNITIES

CH&CO remains fully committed to supporting charities and community work. We want to support those less fortunate and help make a positive difference to the communities around us. In 2019, we made donations to a range of local, national and international charities.

## SUPPORTING CHARITY

We offer support to charities in a variety of ways. Throughout 2019 we supported charitable fundraising events and initiatives, as well as directly fundraised for charities through a range of exciting challenges which CH&CO team members took part in. We also provide tangible help to charities, through recruiting charitable ambassadors and members to join committees, boards and act as trustees.



## SUPPORTING THE LOCAL COMMUNITY

Engaging with the local community and supporting schools and charities is very important to us. From supporting the next generation of chefs to engaging with sustainable produce initiatives, we're determined to support the people who enable our business to flourish.





# CASE STUDY

## VELO CHALLENGE

Two determined teams from CH&CO took part in the 2019 Springboard Team Velo Challenge to cycle from London to Paris in three days. Springboard supports disadvantaged and underprivileged people to increase their career prospects within hospitality, leisure and tourism. Its aim is to reduce unemployment and poverty across the UK, across all ages, through education and learning activities in schools, specialist career advice and guidance, as well as practical work experience, mentoring and specialist skills development.

Finishing in first and third place in the Velo Challenge our teams raised nearly £4,000 for this inspiring charity.

## FULHAM REACH BOAT CLUB

In summer 2019, Create by CH&CO partnered with Fulham Reach Boat Club and the Government's Ministry of Justice to deliver a community project. The aim of the project was to give children from challenging backgrounds the opportunity to learn to row while tackling holiday hunger by providing healthy and delicious breakfasts, lunches and afternoon snacks, courtesy of Create's chefs. The three-week summer camp reached 15-20 youngsters a week, aged 7-17, teaching them to row and educating them on a number of life-skill topics such as healthy eating and internet safety.



## SUPPORTING THE GLOBAL COMMUNITY

We're continually striving to make an impact internationally through our support of charity. We engage with a number of charities who focus on feeding and improving the wellbeing of community members across the globe, such as Mary's Meals and Child.org.

In November 2019 it was announced that CH&CO has become the joint headline sponsor of the Global Good Awards 2020. The aim of the Global Good Awards is to reward businesses, NGOs, charities and social enterprises of all sizes for doing good globally and making strides towards a better world for people, the planet and the global economy.

"CH&CO is committed to operating in a sustainable and responsible way and, through this partnership, we can celebrate sustainability pioneers and share best practice."

Emma Hill, Group Head of Food, Health, Safety & Environment

# CH&CO BECAME THE JOINT HEADLINE SPONSOR OF THE GLOBAL GOOD AWARDS 2020



## SUPPORTING OUR EMPLOYEES

At CH&CO we encourage our team members to participate in charity and community work by offering paid volunteering days to all employees. We would like to encourage more of our employees to use this benefit by increasing awareness of the initiative across the business.



## TEAM MUM

In February 2019, seven cyclists from CH&CO took on the gruelling challenge of cycling from Nairobi to Meru in Kenya, raising money for child.org's new initiative, Team Mum. Child.org works to improve the lives of families in various communities in Africa, and its new UK-Government backed initiative is focused on reducing child mortality in rural Meru, by providing training and support to women in that area. The team cycled over 500km across challenging terrain, climbing over 6000m in less than a week. They raised an outstanding £40,000 for Team Mum.

# EMPLOYEES

Our employees are fundamental to the success of our business. From our apprentices to our chefs, hospitality professionals and industry leaders, every one of our employees makes a vital contribution.

We employ over 10,000 employees and operate in more than 1,000 sites in the UK. The wellbeing of our employees, inside and outside the workplace, is a priority for us. We offer a wide range of benefits and run a variety of initiatives to protect our employees and give them every opportunity to excel in their careers.

## TREAT PEOPLE FAIRLY

We believe in providing equal opportunities for our employees and keeping them fulfilled at every stage of their careers. We foster an inclusive culture, allowing our employees to reach their potential while supporting them to overcome challenges.

**IN 2018 WE PUBLISHED OUR GENDER PAY GAP REPORT WHICH SHOWED THAT OUR GENDER PAY GAP IS BELOW THE NATIONAL AVERAGE**



## DIVERSITY AND INCLUSIVITY

Gender diversity and inclusivity is very important to us. In 2018 we published our gender pay gap report which showed that our gender pay gap is below the national average. We're proud of these results, but are striving to reduce this gap even further.

CH&CO is a Disability Confident Leader. We employ, support and promote disabled people in the workplace and encourage others to become disability confident.

We enable connections across the business through our company-wide online information-sharing hub and our dedicated LGBTQIA+ network.

## SUPPORTING OUR EMPLOYEES

We make mental health awareness a priority. Our Employee Assistance Programme (EAP) offers independent, confidential help and support for our employees 24 hours a day, 7 days a week. Through the EAP, in collaboration with Hospitality Action, we're able to provide our employees with a wide range of support and resources such as a parenting helpline, health and wellbeing help sheets, debt and financial management, legal and tax advice, counselling and emotional support.

In 2020 we will be launching a wellbeing working group, creating a safe space for further discussion on topics from mental health to healthy eating. The aim of this group is to promote employee wellbeing across all aspects of life.

## TRAINING AND DEVELOPMENT

We offer a range of training and learning opportunities for our employees, helping them realise their full potential. Our mentoring programme offers individual support to our team members and our volunteering scheme enables each of our employees to volunteer two days a year for a charity of their choice.

At CH&CO we aim to inspire the next generation and continue to support our existing team members. In February this year, we launched the Grow With Us apprenticeship academy. This inclusive scheme supports employees from apprentice to board level, providing them with diverse development opportunities, clear guidance and resources.

Our apprenticeship academy has different streams for different skills:

- Chef academy – attracting new talent and developing their skillsets across every career stage
- Service academy – developing confident hospitality professionals with world-class customer service
- Business academy – fostering career development opportunities across our business support functions, from law and marketing to accounting and HR
- Leadership academy – investing in our future leaders so they can reach their career aspirations.

**IN FEBRUARY THIS YEAR, WE LAUNCHED THE GROW WITH US APPRENTICESHIP ACADEMY**



# HEALTH AND SAFETY



We're dedicated to protecting our employees. Since 2015 our total number of accidents per year has decreased. The accidents that do happen are reviewed monthly and considerations are put in place to prevent them from reoccurring.

In 2019, our health and safety was awarded gold standard by the Royal Society of the Prevention of Accidents (ROSPA), for the third year running. This highly respected award represents our commitment to upholding robust systems and fostering a positive health and safety culture.

During 2019 we partnered with Bureau Veritas for Quality, Health, Safety and Environment (QHSE). Established in 1828, Bureau Veritas provides companies with services required to achieve, maintain and assess compliance with Quality, Health & Safety, Environment, and Social Accountability obligations and associated management systems and data.

We communicate health and safety responsibilities to our employees, giving them confidence in the workplace and promoting a safe environment. A recent survey completed by CH&CO employees showed that:

- 96% of employees understood their health and safety responsibilities
- 86% agreed that people work safely at CH&CO.

## SINCE 2015 OUR TOTAL NUMBER OF ACCIDENTS PER YEAR HAS DECREASED



**96% EMPLOYEES UNDERSTAND H&S**



**86% AGREED THEY WORK SAFELY**

