

CH
&CO



PLANET REPORT

FEBRUARY 2020/2021



CONTENTS

ABOUT CH&CO	03
INTRODUCTION	04
A WELCOME FROM ALLISTER RICHARDS	05
TARGETS TABLE	06
CSR STRATEGY 2021	08
RESPONSIBLE SOURCING	09
HEALTHY CHOICES	11
ENVIRONMENT	14
COMMUNITIES	18
EMPLOYEES	21
HEALTH & SAFETY	24

ABOUT CH&CO

CH&CO is an independent hospitality caterer, with sites and locations across the UK and Ireland. Our locations range from cafés and workplaces, to schools and hospitals, where we provide people with nutritious food and unforgettable food experiences every day.

- WE EMPLOY: CATERING ASSISTANTS, CHEFS, KITCHEN PORTERS
FRONT OF HOUSE TEAMS AND NUTRITIONISTS ACROSS THE UK & IRELAND
- SITES INCLUDE WORKPLACES, DESTINATIONS, VENUES, EVENTS,
EDUCATION, LIVERY, STADIA AND HEALTHCARE

We see food as fuel for our bodies, but also as an important driver for emotional positivity, and we take our role in feeding the population good food seriously. We employ people across the UK and Ireland who share our values and passion for food and service.



OUR APPROACH TO CSR

We believe in taking a sustainable approach to the sourcing, preparation and presentation of dishes, to ensure our food fuels the body and makes people feel good.

Our approach has been recognised by the Sustainable Restaurant Association (SRA), who awarded us the top level three star rating in 2018. This rating has been extended and maintained into 2020, through to the end of 2021. We also received recognition in the form of a Good Egg Award, an acknowledgement of CH&CO's commitment to end the use of cages for laying hens by 2025.

This report focuses on six key areas:

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

We align our areas of focus with 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).

INTRODUCTION



Sustainability during the pandemic.

This year has seen many challenges to delivering our sustainability ambitions. The COVID-19 pandemic resulted in the UK and Ireland Governments implementing a series of lockdowns, resulting in increased pressure across many of our sites. This acted as a barrier to achieving some of our 2020 targets, particularly those requiring heavy site engagement.

This meant that any meaningful targets of reduction that were set at the end of 2019 into 2020, would be unrealistic as a target, therefore not providing the consistent measured approach to target reduction that would be required. Our focus in 2020 became on the community and the areas that we could make a meaningful impact.

2020 did see the development of many community-based initiatives. CH&CO employees supplied food to fuel our frontline workers, delivered food parcels to the vulnerable and supported a range of charities, showing resilience and compassion during this time.

Moving forward from 2020, we will be implementing our ambitious sustainability strategy for 2021, focusing our targets to align with four key strategies (refer to page 8).



A **WELCOME** FROM ALLISTER RICHARDS

Our culture is founded on the very simple but powerful principle of doing the right thing. That means doing the right thing by our people, our customers, our communities and our planet.

The events of 2020 were unexpected and devastating. The hospitality industry has been hit particularly hard and like many in our industry, our business has had to batten down the hatches and make very tough decisions to weather the COVID-19 storm. It would have been all too easy to have taken our eye off our sustainability responsibilities but that wouldn't have been the right thing to do.

Yes, we've had to adapt over the past 12 months to ensure we operate in a COVID-secure way and some of our sustainability focuses will have inevitably changed, but I'm incredibly proud of our team's ongoing commitment to operating in a responsible and sustainable way, even in challenging times.




Our sustainability achievements and triumphs are outlined in the pages ahead, but I'd like to point out two specific areas that fill me with pride. Firstly, our new, innovative approach to sourcing and delivering that is paving the way to a carbon neutral CH&CO supply chain. And secondly, our people and the incredible support of communities they have shown throughout the pandemic. The many examples of selfless actions are inspiring and humbling.

The year ahead remains challenging as we work to reopen and rebuild our business. Through our excellent food and service, we will bring people together again and inspire positivity. Sustainability will be at the heart of our strategy as we continue to challenge each other and push the boundaries.

Allister Richards, Chief Operating Officer, CH&CO



TARGETS TABLE

2020 PROGRESS AGAINST EXISTING CSR TARGETS, FROM 2019 TO 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 by 10%	●	Freedom Food products are available to purchase through our supply chain
		Achieve a Good Egg award	●	Awarded the Good Egg award in May 2020
	Source fish responsibly	Reduce 4-rated fish from 3.5% to 1% of total spend	●	4-rated fish was 3.1% of total spend in 2020
 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 2021
		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 ensured this target was achieved
 ENVIRONMENT	Value natural resources	Reduce carbon emissions by 10% through supplier delivery	●	This has been achieved through our Project Delivery 2020
		Source renewable energy where possible	●	CH&CO is 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, these systems monitor 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 2020
		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 & You magazine on various topics including sustainability

TARGETS TABLE

2020 PROGRESS AGAINST EXISTING CSR TARGETS, FROM 2019 TO THE END OF 2020

PILLAR	VALUE	TARGET	STATUS	PERFORMANCE 2019
 COMMUNITY	Celebrate local and seasonal	Increase school gardens/beehives 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
	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 has been an increase in volunteering days across the company
 EMPLOYEES	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, once COVID restrictions have eased

CSR STRATEGY 2021

Due to the impact of COVID-19 during 2020 and through into 2021, new targets have been set in line with business demands. These are as follows:

These targets reflect an increased focus on sustainability across our clients and sites. Although the COVID-19 pandemic has put many initiatives on hold, our clients are keen to do the right thing following reopening and are calling for more information on carbon usage and carbon footprinting. Our 2021 targets aim to provide this to our clients and align us with their goals. As a first step, CH&CO have been announced as one of the headline sponsors of the 2021 Global Good Awards. The Global Good Awards is an all-inclusive awards programme designed to recognise organisations that are committed to purpose driven sustainability and social impact.

OUR FOUR KEY STRATEGIES FOR 2021 ARE:



1. CREATE A CULTURE OF CSR COMMITMENT

Establish a market-leading CSR team made up of internal specialist; committed volunteers from across the Group and external expertise to define strategy, measure performance and drive improvement.



2. GREENEST SUPPLY CHAIN SOLUTION

In our UK business we will embed and maximise potential from the Bidfood strategic partnership. In Ireland we continue to develop our regional larder supply network .



3. FOOD WASTE

Achieve zero to landfill; maximise recycling; minimise waste.



4. ZERO BY 30

Achieve net zero by 2030, aligning ourselves with client, UK and Ireland goals.



RESPONSIBLE SOURCING

During 2020, CH&CO's objective was to reduce the environmental impact of our UK supply chain. We focused on responsible sourcing of all ingredients, with the aim of consolidating the product lines available from our suppliers and making delivery to our sites more sustainable. We have also made commitments to source chicken and eggs responsibly.

PROJECT DELIVERY: SUSTAINABLE SOURCING AND DELIVERY

Delivery 2020 was all about reviewing the ingredients we buy, how we receive them at our sites, and how we can do this in the most environmentally friendly way. CH&CO has grown significantly in recent years through a series of mergers and acquisitions, leading to complexity in our supply lines across the UK.



1. A GREAT BIG CULINARY CHALLENGE:

In March 2020 we had over 32,000 product lines available via our UK suppliers. This included many duplicate products:



221 SAVOURY PASTRIES



48 VARIETIES OF BOUILLON



517 COLD DRINKS



65 TYPES/SIZES OF MILK



62 TYPES OF WATER

As part of Project Delivery 2020, we have reviewed the most widely bought products across our business and developed Good, Better and Best options for each product range we buy.

For example, we had 50 types and sizes of tinned tomatoes. We don't need that many so the chef team blind tasted them all to find the best tasting tomatoes in the right sizes for our business and our procurement team then did the deals to get the best value prices.

Another very exciting option is that with our chosen logistics company, Bidfood, we can go direct to farmers, producers and manufacturers to specify products specifically for CH&CO. For example, a CH&CO Cumberland sausage or mature Cheddar cheese.

This consolidation of product lines allows us to simplify our supply chain and, alongside our logistics partner, will help us reduce the number of deliveries required to our sites, whilst providing our customers with nutritious food made from the best ingredients.



Celebrate Local
& Seasonal

2. LOGISTICS FOR THE FUTURE

We found our logistics - or in other words, deliveries - to be too environmentally damaging so we needed to change the way we receive goods that we order at our sites.

We did our research and identified a new logistics partner, Bidfood, who can deliver to sites in multi-temperature trucks with deliveries from most suppliers coming on that one truck via their hub/warehouse. In other words, fresh food, frozen, dry goods and disposables can all potentially come on one truck.

By doing this, sites can potentially have far fewer deliveries every week but at the same time still have a lot of flexibility.

3.SOURCING IN IRELAND

We partner with some of the best food suppliers in Ireland. Using those partners to access small, independent producers, growers, unique artisan products, butchers, fishmongers and many others.

In 2020 the establishment of a number of key growing programmes will allow us to access seasonal produce direct from the grower or producer .

As a company it is important to us to promote and develop these products & ingredients so that together we can bring the great taste of exceptional Irish food to discerning consumers. We select on simple criteria: great taste, reliable source and cooking performance.

4. COMMITMENTS TO SOURCING MEAT AND EGGS RESPONSIBLY

CH&CO made several commitments in 2020 to strengthen our policies and pledge to source meat and eggs ethically.

One of these commitments was the European Chicken Commitment, which CH&CO signed up to with Compassion in World Farming. This is a pledge to meet all standards set out in the European Chicken Commitment, for 100% of the chicken in our UK and Ireland supply chains, by 2026.

In May 2020, CH&CO was awarded with a Good Egg Award. This is recognition of CH&CO's commitment to end the use of cages for laying hens by 2025.



"We are committed to high animal welfare standards and we regularly review and revise our procurement policies to ensure we continue to do the right thing. We're delighted that our commitment to only using cage-free eggs has been officially recognised by Compassion in World Farming (CiWF) with the Good Egg Award. Our clients, customers and people can be reassured that eggs used across the business are ethically sourced. CiWF's expertise on animal welfare policies within businesses such as ours is second to none and we look forward to continuing to work with them on this important area."

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



5. SOURCE FISH RESPONSIBLY

Fish is a key ingredient for many of our recipes across our locations, and we recognise the importance of sourcing fish responsibly. We are still committed to the Marine Conservation Society, to play our role in protecting our seas and shorelines and securing a sustainable and responsible supply chain across our many locations.

Our Irish supplier is also committed to responsible sourcing and sustainability,demonstrated by their membership of Responsible Irish Fish and Bord Bia Origin Green ; this allows them to meet today's needs while protecting tomorrows fish supply.

HEALTHY CHOICES

At CH&CO we aim to provide nutritious food to our customers and facilitate learning around nutrition to help people make healthy choices. We provide school dinners to many children across the UK and fully appreciate the impact we can have on their nutrition and food choices.

FEED PEOPLE WELL

Vision: to bring together foodservice, independent schools, state schools and the third sector to take action around the prominent issues of physical and mental health and sustainability through food and nutrition.

At the end of February 2020, before COVID-19 and lockdown, we launched the Education Board by CH&CO.

The year may have taken a different path than anticipated, but we are committed to using our expertise and networks to:

- **HELP FACILITATE BENEFICIAL PARTNERSHIPS ACROSS THE SECTORS**
- **BUILD A STRONG PLATFORM TO SHARE KNOWLEDGE, BEST PRACTICE AND FACILITIES RELATING TO FOOD, NUTRITION AND SUSTAINABILITY**
- **CREATE POSITIVE FOOD MESSAGING WITH YOUNG PEOPLE THROUGHOUT ALL STAGES OF EDUCATION AND INTO SOCIETY**



Feed People
Well



Serve More Veg &
Better Meat



HOSPITALITY

We're also championing the diverse and exciting career opportunities the hospitality industry has to offer.

COVID-19 has obviously put plans on hold and the education team has been very busy doing an incredible job serving nutritious food to children throughout the pandemic. When we can, we will progress exciting initiatives to bring our vision to life.

For example, we have developed accredited, age-appropriate food and nutrition courses, in partnership with Westminster Kingsway College, that will bring students together from across the education sectors to learn about good food and nutrition in a fun, interactive way.



Feed People Well

Serve More Veg & Better Meat

"I'm incredibly proud of what we've created. Soon after the launch we found ourselves dealing with the immediate impact of COVID-19 and lockdown, and it struck me that the vision of the Education Board could not be more on point.

I'm truly pleased to see children's nutrition being escalated higher and higher on the national and political agenda. Making it the centre of conversations and delivering positive, fun food messages and practical solutions is how we empower young people."

Debroah Homshaw, Managing Director for Education and Healthcare



NOURISHMENT & BEYOND

A dedicated team has been working hard on developing the Education Board for some time and the Nourishment & Beyond Conference was its official launch. Like-minded guests from across the education sectors joined us to enjoy an uplifting, relevant programme of inspiring speakers that supported our vision and objectives.

Our chefs did us proud with a lunch that gave a taste of our vision. Interactive pop-ups showcased how food can engage and excite, whilst delivering important, positive food and sustainability messages.

Zero waste street food dishes featured ingredients usually thrown away; 'smart bowl food' offered clever seasonal dishes that can be adapted to use produce in season all year round. There were mini anatomy demonstrations and science lessons using food to teach the national curriculum; and the emotional nourishment menu showed the power of food in evoking memories and emotions.



ENCOURAGING HEALTHY LIFESTYLES

At CH&CO we try to encourage people to make healthier choices, and we have a range of resources to facilitate learning around health and nutrition.

Our wellbeingbeingwell website provides advice on various topics such as plant-based diets, ways to cut salt and food mood boosters, to help our customers make informed decisions.

The website also offers recipes, under 500 calories per portion, and is regularly updated to include new dishes. These recipes include vegan pulled pork with Asian slaw, lemon and herb chicken with zingy cous cous and spiced haddock wrap.



Feed People Well

Serve More Veg & Better Meat



VACHERIN RUN TO THE MOON

As part of a lockdown wellbeing initiative Vacherin is encouraging staff to take part in 'Vacherin Run to the Moon', an initiative with the aim of clocking-up 225,000 miles in one year and raising £21,000 to help transition a further 21 women into employment.

ENVIRONMENT

At CH&CO we are working to reduce our negative environmental impact by reducing our delivery miles, and associated emissions, and minimising our waste to landfill. Food waste and Zero by 30 are two of our key strategies for 2021.

DELIVERY EMISSIONS

When we started Project Delivery 2020, CH&CO sites had many deliveries a week - between 10 and 50, depending on the type of site, with most sites averaging about 22-25 deliveries every week.

- **TOTAL DELIVERIES EQUATE TO AROUND 70 MILLION MILES A YEAR**
- **THE EQUIVALENT OF A DELIVERY TRUCK DRIVING RIGHT ROUND THE WORLD OVER 11 TIMES EVERY WORKING DAY OF THE YEAR**
- **EMITTING AROUND 25,000 TONNES OF CO2 EVERY YEAR**



DECREASED CO₂ EMISSIONS



REDUCE 50% DELIVERY MILES



Value Natural Resources



7 AFFORDABLE AND CLEAN ENERGY



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



We can all help to reduce this negative impact significantly. By reviewing how we deliver the goods to sites and by sites looking to see if they can reduce the number of orders they place and deliveries they receive, we think there is scope to halve our delivery emissions.

If we could halve the number of deliveries, that would mean we could halve the emissions but we will go one step further. If we can reduce our current deliveries in half, CH&CO will offset the carbon emissions for the remaining delivery miles. That would make us the first contract catering business to commit to offsetting its delivery miles.

We are also working with the SRA to help us identify how to achieve the greatest impact in the way we offset our delivery miles in future years.

DIRECT GHG EMISSIONS FROM FLEET VEHICLES

CH&CO's fleet is the most significant source of energy use and direct GHG emissions (Scope 1) source for the business.

The fleet consists of leased vehicles, cars and vans. Nearly 30% consist of electric vehicles, hybrid petrol/electric and hybrid petrol/electric plugin.

In 2020, the fleet's correspondent energy use was 12,577 kWh/driver. We had already over-achieved our fleet's energy reduction target in previous years, achieving a 40% reduction compared to 2014. This has been achieved with the progressive inclusion of more energy efficient vehicles in CH&CO's fleet.

Our fleet's direct GHG emissions per driver (Scope 1) were reduced by 50% compared to 2014.

Our commitment for 2021, is to only have hybrid and electric fleet vehicles on the new listing, to eventually remove the diesel and petrol emission cars.

28% OF OUR VEHICLE FLEET IS LOWER EMISSIONS VEHICLES



Value Natural Resources



7 AFFORDABLE AND CLEAN ENERGY

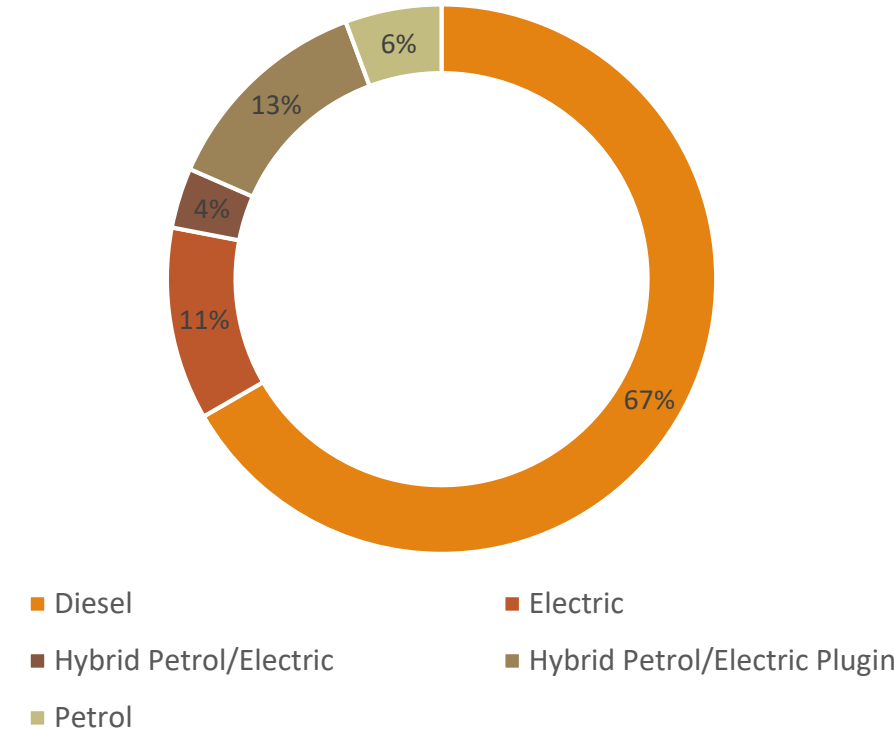


12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION

FLEET - VEHICLES TYPE BREAKDOWN (%)



INDIRECT GHG EMISSIONS - ELECTRICITY AND GAS

At CH&CO we are committed to minimising our impact on the environment and reducing our carbon footprint through energy savings.

In 2020, we continued our Energy Management System (ISO 50001) and Environmental Management System (ISO 14001).

Our indirect GHG emissions, Scope 2, are associated with the electricity and gas we purchase. CH&CO's office buildings are striving to continue reducing the electricity and gas consumption, and thus our indirect GHG emissions.

We have energy reduction targets in place. Our energy consumption per employee has steadily decreased over the years, compared to 2014 baseline.

To promote internal awareness and the company's ethos on environmental protection, we continued delivering quarterly newsletters approaching topics such as energy reporting legal compliance, ecodriving or energy efficiency at home.

In Ireland a new project has been established focused on this area. Working with Green Hospitality – we are benchmarking Energy, Water, Waste & Carbon Footprint with specific Energy/Water/Waste recommendations for each site and overall opportunities for enhanced sustainability activity.

HELPING OUR CLIENTS REDUCE THEIR ENVIRONMENTAL IMPACT

Not only do we want to reduce our environmental impact, just about every client organisation we work with across the UK and Ireland is asking us what more we can do to make our services more sustainable. We work on clients' premises providing services on clients' behalf so if we become more sustainable, so do they.



STEADY DECREASE IN ENERGY CONSUMPTION PER EMPLOYEE



CASE STUDY

ACORN AWARDS

In 2020 CH&CO sponsored The Caterer's Acorn Awards, recognising 30 of the brightest stars in the industry for their remarkable career successes. As part of this sponsorship and our commitment to sustainability CH&CO has planted oak trees for the winners of the Acorn Awards each year.

In total, 60 trees have been planted so far, for the 2019 and 2020 winners, and we intend to plant a further 30 trees in 2021.

WASTE

As part of CH&Co's ongoing commitment to reducing food waste we have partnered with the Waste and Resources Action Programme (WRAP) to undertake their Food Waste Reduction Roadmap.

To facilitate this we have been piloting a Food Waste Monitoring system across the business.

We have conducted two rounds of pilots so far in February 2020 and August 2020, which helped us measure and establish a baseline for our WRAP roadmap commitments.

We are working to use app based solutions for the repurposing of food that is too good to go, other than distributing to charity...more to follow in 2021!

WINNOW

Measuring food waste is a challenge for all commercial kitchens with up to 10% of all food purchased going to waste.

In 2020, CH&Co trialled the Winnow food waste measurement system – a simple tool that captures waste using a tablet and connected scale. The goal was to help the kitchen team reduce waste, improve the sustainability of their operations, and drive financial savings.

The results were a resounding success with food waste cut by 70% equally >6,800 meals saved from the bin.

CASE STUDY



SPOTLIGHTS

GRAY'S INN AND CHURCH HOUSE

In London, colleagues at Gray's Inn and Church House avoided any store cupboard produce going to waste by working closely with the charity City Harvest that distributes food to organisations that feed vulnerable people.

COMMUNITIES

In 2020, CH&CO supported a wide range of charities who worked to feed key-workers, the elderly and the vulnerable.

SUPPORTING THE NHS

In April, we were honoured to answer the call to support the mobilisation of the Dragon's Heart field hospital in Cardiff and the NHS Nightingale Hospital in Harrogate.

Our colleagues stepped forward to set up and manage the essential catering operations under these challenging circumstances. Their outstanding efforts fuelled the frontline - from patients, nursing staff, doctors and physiotherapists, to security, office-based teams, cleaners and facilities management.

We are very proud of our frontline teams, whose selfless acts took them away from their loved ones at a very difficult time and put them at greater risk of the pandemic. The professionalism, skill, camaraderie and compassion they showed was exceptional and is reflected in the impressive statistics from the first eight days.

The first eight days at the Dragon's Heart Hospital in numbers:

- 7,000 CATERED FOR (BREAKFAST, LUNCH AND DINNER)
- 17,000 SOFT DRINKS
- 3,827 TOTAL PEOPLE HOURS
- 40 MENU TYPES CREATED



CASE STUDY



BBC STUDIOS

The team at the BBC studios have supported the NHS by providing lunches or a well-deserved coffee break.

CASE STUDY

VACHERIN CHEFS

Vacherin chefs supported hospitality for heroes, a charity supplying free healthy meals for NHS workers.



SPOTLIGHTS

GATHER & GATHER COLLABORATION WITH AIRFIELD ESTATE ON FOOD AND BEVERAGE SERVICES

Airfield Estate, Dublin's only urban working farm and gardens, announced its official collaboration with Gather & Gather Ireland on its food and beverage services in December 2020. Airfield is not just a beautiful place with a remarkable history, it's a social and charitable hub, investing in people and initiatives.

Gather & Gather support Airfield in continuing its focus on food education through training and teaching events and workshops. The Gather & Gather team actively engage with the Irish food community by supporting and partnering with local growers and producers as well as on events such as Food On The Edge and Chef Network.

OUR HEROS ACROSS THE BUSINESS

We are very proud of the contribution all our people have made throughout the pandemic looking after the elderly and vulnerable in the community.

Many people also volunteered in their own communities collecting medicines, essentials and shopping for the vulnerable and elderly, volunteering in food banks, packing care boxes, supporting homeless shelters and much more. We even had a team member qualify as a volunteer paramedic.

Our hospice and healthcare teams continued to go above and beyond every day, often in extremely challenging circumstances.

FROM THE KITCHEN

Our Education teams have done an amazing job feeding the children of key workers and the vulnerable during lockdown and navigating the challenges of 'bubbles' and self-isolation since schools have reopened. They also continued to inspire pupils while schools were closed with 'From the Kitchen', which took fun, interactive activities from the dining rooms into homes.



SPOTLIGHTS ACROSS THE BUSINESS

Working with our client in Aberdeen, we supported the charity instant neighbour that provides food parcels and other things for families needing urgent assistance.

Colleagues in Llandudno organised grocery deliveries for over 1,500 elderly and vulnerable people every week.

In Edinburgh, our team worked in partnership to support food enterprises across the city including heavy sound and food for good coalition, West Edinburgh schools, Spartans Community Academy and Sandy's Community Centre.



SUPPORTING CHARITY

Alongside the volunteering and fundraising our colleagues have completed during this time, we have also maintained our longstanding partnerships with our charitable partners.

Our charitable partners include:

- | | |
|---------------------------------------|--|
| ■ PRINCE'S TRUST | ■ NSPCC |
| ■ HOSPITALITY ACTION | ■ SPRINGBOARD |
| ■ CHILD.ORG | ■ STONEWALL |
| ■ THE GOLD SERVICE SCHOLARSHIP | ■ ADOPT A SCHOOL TRUST |
| ■ SURREY DOCKS FARM | ■ ELBA |
| ■ PROSTATE CANCER UK | ■ MAGIC BREAKFAST FUEL FOR LEARNING |

In Ireland

- **THE PETER MC VERRY TRUST**
- **TECHNOLOGICAL UNIVERSITY OF DUBLIN SCHOLARSHIP**
- **W.A.L.K**



CASE STUDY

LUMINARY BAKERY

Corporate Social Responsibility is something that Vacherin takes very seriously.

It partners with Luminary Bakery, a not-for-profit social enterprise in East London, which takes in disadvantaged women and teaches them baking and business skills.

Every six months, 28 women are helped through this programme. Vacherin supports with mentoring, provides work experience for the women and its chefs help with training.



SPOTLIGHTS ACROSS THE BUSINESS

In Crawley the team provided 150 meals a day for a homeless shelter.

Our Wimbledon production kitchen supported the charity Compassion London with delivery vehicles and access to our kitchens. Compassion London provides freshly cooked meals to the doorsteps of the elderly and vulnerable.

EMPLOYEES

At CH&CO we strive to give our employees the support they need to further their careers and overcome setbacks. We have launched the CH&CO Grow With Us Apprenticeship Academy in 2020 and have received a number of accolades acknowledging our commitment to health and safety across our sites.

SUPPORTING OUR EMPLOYEES

This year we feel it is important now more than ever to provide our employees with the resources and support they need following setbacks. The Covid-19 pandemic has had negative impacts on people's physical and mental health.

We have partnered with Hospitality Action, a charity which provides a variety of support services to people in the hospitality industry. One of these services is the Employee Assistance Programme, which is a confidential help and support service, available to all of our employees 24 hours a day, 7 days a week. This gives our employees access to a range of support services including a telephone helpline, resources offering advice across a range of topics, and personal counselling, to name a few. As well as having Hospitality Action we are also implementing online Wellbeing Sessions for all employees, this will be known as Wellbeing Wednesday.

The sessions will be based on 5 Pillars:



MENTAL



PHYSICAL



SOCIAL



FINANCIAL



DIGITAL

The sessions are designed to help all employees during these uncertain times and to ensure they have all the necessary support the business can offer.



SPOTLIGHTS

HEALTH & VITALITY AWARDS

The Gather & Gather team at Renolit, led by Andrea Fawcett, who were awarded the Health & Vitality Communication and Engagement Honours 2020 at the Health & Vitality awards.

NATIONAL CHEF OF THE YEAR

Vacherin's Head Chef at the law firm Ashurst, Nick Smith, was crowned National Chef of the Year having cooked up a storm in front of a panel of judges at Le Cordon Bleu in London. Joining such culinary greats as Gordon Ramsay and Mark Sargeant as holders of the most prestigious award for professional chefs.



Treat Staff
Fairly

EMPLOYEE AWARDS

The team at the Royal College of Physicians had success at the Conference Awards 2020, bringing home the Best Conference Venue Under 450 title.



COMMUNICATING WITH OUR EMPLOYEES

The COVID-19 pandemic has resulted in significant change to people's everyday lives. To ensure our employees are kept fully informed and up to date with policies and developments we have increased our focus on communication, by establishing a flexible communication process across the business.

The lockdowns across the UK and Ireland have meant that physical communication tools couldn't be utilised and so we adapted our strategy to utilise our online tools to reach all our team members, whether they were furloughed, working from home or parents/carers juggling home schooling.

COVID-19 Guidance: We regularly updated our teams on government announcements, regulations, standard operating procedures and safety guidance, as well as the impacts on the business. This was achieved through regularly updated COVID-specific FAQs and real time communications to team members.

Business Updates and Community: Our communications also aimed to keep employees motivated and part of the community. We set up blogs/vlogs from colleagues, food live events, team quizzes, lockdown recipe packs, learning at home training support, and much more to keep everyone's morale high.

Two-way feedback channels: We set up live Q&A sessions allowing employees to ask anonymous questions and established a support email address for specific concerns.

IT'S IMPORTANT NOW MORE THAN EVER TO PROVIDE OUR EMPLOYEES WITH THE RESOURCES AND SUPPORT THEY NEED



6000+
LIVE VIEWS



HOSTED 20+
LIVE EVENTS



75,000+
BLOG / VLOG VIEWS



5500+
PAGE VIEWS

WELCOME TO VACHERIN

Vacherin joined the CH&CO Group in February 2020. With its ethos, 'deliciously different', Vacherin provides a very personal, bespoke service to all of its clients, all of which are located in central London.

Inclusivity throughout the workforce, with a caring, family-style approach is very important. Vacherin has previously been listed at number 10 in the Sunday Times top 100 List of the best companies to work for.

CH&CO APPRENTICESHIP ACADEMY

We're committed to the development of our people. Earlier this year, to mark National Apprenticeship Week 2020, we launched the CH&CO Grow With Us Apprenticeship Academy.

The COVID-19 pandemic may have put plans on hold, but we're committed to this inclusive approach to apprenticeships and it will be up and running again as soon as we are able. The Academy supports employees from apprentice to board level, enabling you to grow within the diverse business across the wide range of sectors we work in and roles we have.

CHEF'S ACADEMY – Supporting chefs at every stage of their career and attracting and developing new talent to fill the skills gap.

SERVICE ACADEMY – Developing confident hospitality professionals with world-class customer service.

BUSINESS ACADEMY – Championing development opportunities across the business support functions from accounting and law to marketing and HR.

LEADERSHIP ACADEMY – Offering our future leaders development opportunities that will challenge them and help fulfil their career goals.

Every apprenticeship journey features on- and off-job training, mentoring and a focus on important areas, including safeguarding, social and ethical awareness, diversity and inclusion, and health and wellbeing, including mental health and nutrition training.

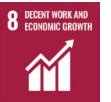


Treat Staff
Fairly



DEVELOPING CONFIDENT HOSPITALITY PROFESSIONALS WITH WORLD-CLASS CUSTOMER SERVICE

HEALTH AND SAFETY



At CH&CO the Health and Safety of our employees is a priority. This has been acknowledged externally with the awards and accreditations we have maintained for 2020.

In 2020 CH&CO was awarded the Royal Society for the Prevention of Accidents (ROSPA) Gold Award for the fourth year running across the diverse independent hospitality and catering business, which includes workplaces, education, healthcare, destinations, events and venues. This is fantastic recognition of our ongoing commitment to raising health and safety standards.

CH&CO's outstanding health and safety record of achievement doesn't stop there. We scored an impressive 100% in all three sections of the Achilles Audit for the third year running and successfully recertified our Safecontractor accreditation.

There was an expected reduction in the number of overall reported incidents in 2020 as an impact of COVID-19 resulting in the temporary closure of sites or significant reduction in service offerings.

CH&CO also maintains a number of ISO accreditations: ISO 9001:2015, ISO 14001: 2015, ISO 45001 : 2018, ISO 50001: 2011.



**AWARDED ROSPA
GOLD AWARD**



**MAINTAINED
ACCREDITATIONS**

