



CLASSIC

FINE FOODS



Classic Fine Foods UK

Impact Report

2022 / 2023

At Classic Fine Foods, we are dedicated to delivering unparalleled culinary excellence. Our mission now extends to leaving a lasting, positive impact on our people, the planet, and the communities we serve.

Our journey towards sustainability stems from a belief that businesses should be a force for good and we felt a profound responsibility to contribute to a more sustainable and equitable future. As a result we engaged on this journey to make a meaningful difference and become an even stronger force for good in the culinary industry.

In the past year, Classic Fine Foods UK has made significant strides in sustainability, laying a strong foundation, through the development of our sustainability strategy, for future progress. We have implemented several initiatives to boost operational sustainability and reduce our carbon footprint. By partnering with CityHarvest, we have reduced our food waste, saving a substantial 20 tonnes of GHG emissions while providing over 16,000 meals to the community. We are also exploring innovative solutions like testing solar-paneled, eco-friendly fleets and drafting a plan to integrate EVs across all our vehicles. In addition, our new building possesses solar panels that will offset a significant amount of our electricity consumption.

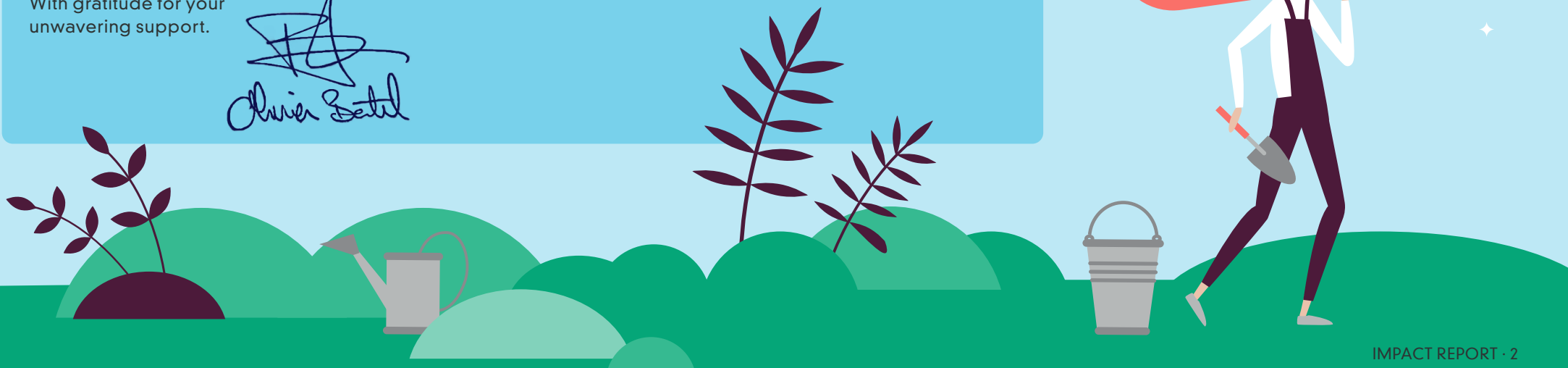
We are actively involving our employees in environmental stewardship through programs like our 'Cycle to Work Scheme' and by championing sustainable practices such as circularity and waste management. Every employee receives a reusable bottle and education on responsible waste disposal. Additionally, our commitment to social sustainability is evident in our achievement of the London Living Wage Certification, demonstrating our dedication to supporting our workforce. These initiatives underscore our pledge to a greener future and drive us toward our sustainability objectives.

Looking ahead, Classic Fine Foods UK remains firm in our commitment to continual improvement, innovation, transparency, and creating a positive impact. We pledge to share our progress openly, and we aspire to be a source of inspiration not only within our company but also within our broader community. We invite you to join us on this transformative journey, knowing that together, we can create a more sustainable future.

With gratitude for your unwavering support.




OLIVIER BATEL
MANAGING DIRECTOR
CLASSIC FINE FOODS UK



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ABOUT *this report*

Explore Classic Fine Foods UK's impactful journey towards sustainability in our 2022-2023 Impact Report. Discover our responsibility strategy, key achievements & commitments to creating a sustainable future for our business, people & the planet. Join us in championing change together & committing to continuous improvement.

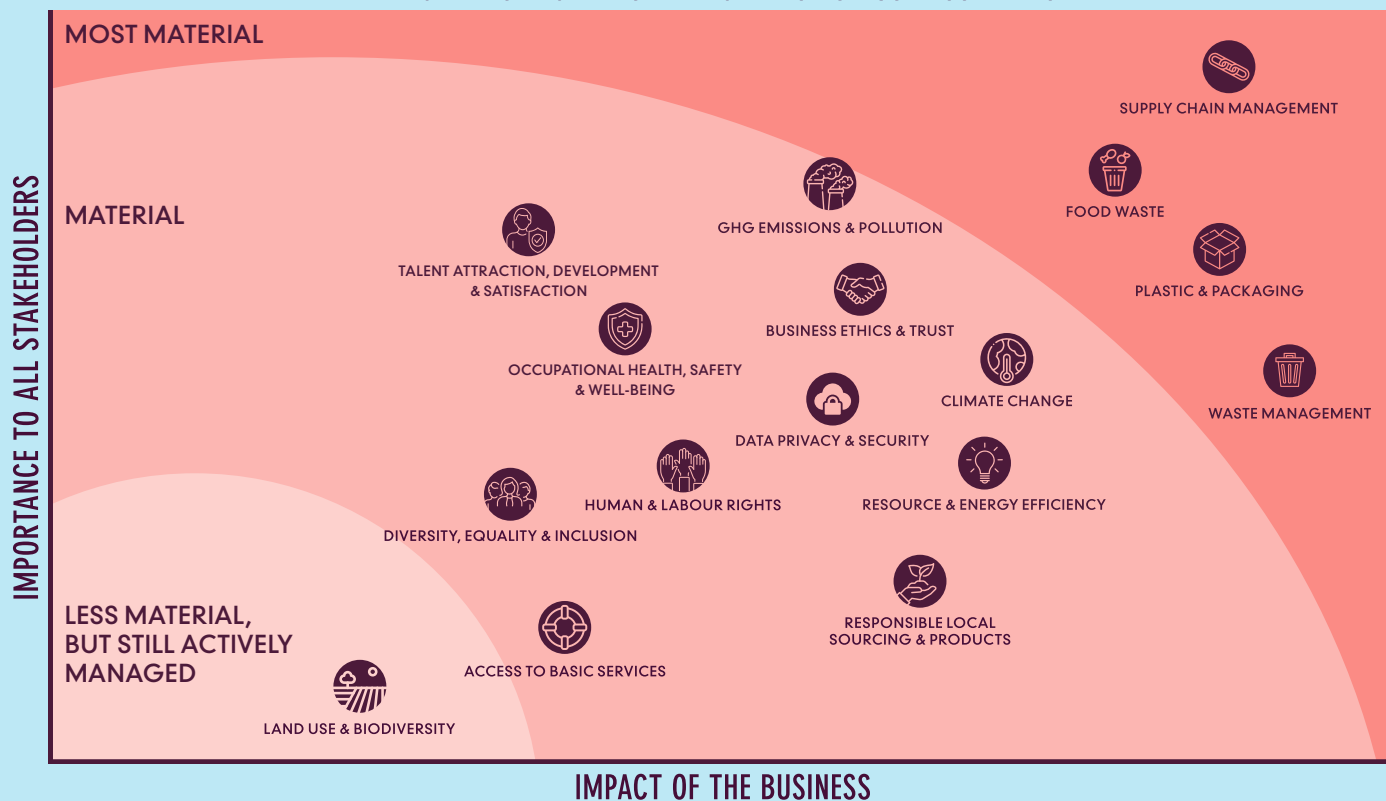


OUR IMPACT IN 2022 - 2023



GOVERNANCE: Stakeholder Engagement

IMPORTANCE TO ALL STAKEHOLDERS VS BUSINESS IMPACT



These priorities have the most significant impact on the business, the business has highest influence to improve, and are valued as most importance to stakeholders.

All areas outlined are material to classic fine foods operations, however, 4 priorities stand out:



Classic Fine Foods UK engaged our stakeholders to identify and prioritize the most crucial sustainability areas that require attention. This process has shaped our Responsibility Strategy and goals.

To compile the list of important sustainability risks, opportunities and issues, Classic Fine Foods UK employed established sustainability frameworks: the UN Sustainable Development Goals and GRI. These frameworks were then tailored to the company's industry context by incorporating insights from food industry.

To gather information, we engaged our own employees in interviews centred on three key questions:

- How significantly would each topic impact Classic Fine Foods UK, including its operations and business objectives?
- To what extent does Classic Fine Foods UK possess the ability to influence each of these topics?
- How essential is it for Classic Fine Foods UK to take action and make progress on these topics?

Furthermore, external stakeholders of Classic Fine Foods UK; suppliers and clients, were interviewed. The aim was to understand their sustainability goals, ongoing challenges, and the sustainability matters that held the most significance to them.

RESPONSIBILITY Strategy

Classic Fine Food UK's responsibility strategy was developed to improve our social and environmental impact by addressing challenges and opportunities identified in stakeholder engagement and internal evaluations.

GOAL OF OUR STRATEGY:

To source the finest, high quality, ingredients from around the world responsibly and develop leading practices which support our people and the planet.

OUR RESPONSIBILITY PRIORITIES:

- PEOPLE & WELL-BEING
- SUPPLY CHAIN MANAGEMENT
- CLIMATE & FOOD WASTE

PEOPLE & WELL-BEING:

In line with 'One CFF' culture which focuses on the value our people bring, we aim to support happiness by promoting health and wellbeing and advancing our inclusivity.

SUPPLY CHAIN MANAGEMENT:

We want to contribute to a more sustainable food system by improving the impact of our supply chain through inspiring partnerships and responsible practices which support our wider communities sustainability ambitions.

CLIMATE & FOOD WASTE:

We aim to support our planet and people by improving our operation's environmental impact, preventing food waste and implementing innovative sustainable solutions.

COMMITMENT:

We are on a journey to achieve net zero for scope 1 and 2 by 2040 and scope 3 by 2050.

- Transition to a fully renewable energy source by 2030 through self-generated solar energy and updated energy procurement processes.
- Experience a 10% reduction in environmental impacts (Carbon Emissions, Energy, Water and Waste) across our supply chain by 2030 following baseline analysis ending in 2025.
- Annual Reduction of all waste streams outside food waste by 10%.
- Implementation of reusable packaging by 2027 (eliminate all Classic Fine Foods UK cardboard boxes).
- Annual reduction of water consumption by 5% following the incorporation of reusable packaging.

MEASUREMENTS:

Factor	2022-2023
Scope 1	512446 kgCO ₂
Scope 2	85414.1 kgCO ₂
Carbon Intensity	11.3
Fleet mileage	1533597.54 Mi
Electricity Usage	736330.76 kWh
Water Usage	1521.554 M3
Operational Waste	128,261 KG

ACTIONS:

SUSTAINABLE OUTBOUND TRAVEL POLICY & DRIVING AWARENESS TRAINING:

We have established a policy guiding responsible outbound travel, emphasizing commitment to reducing the carbon footprint of our fleet and outlining initiatives to achieve our goals. We have delivered the first project conducting driver training on eco-conscious driving which promoted fuel efficiency and emissions reduction.

ENVIRONMENTAL MANAGEMENT SYSTEM:

We have taken a key step to achieve our goals by implementing an Environmental Management System (EMS) to measure our impact including waste and carbon footprint. The aim of our EMS is to minimize our operation's impact, engage stakeholders, and demonstrate continuous improvement.

CARBON ACCOUNTING:

Classic Fine Foods UK has successfully determined our initial carbon footprint for scope 1 and 2 emissions. We have implemented a robust process to consistently measure our greenhouse gas (GHG) emissions, allowing us to monitor the progress of our initiatives and observe improvements over time in line with our Net Zero Commitment and Roadmap.

ENVIRONMENTAL EMPLOYEE HANDBOOK:

We have introduced an Environmental Employee Handbook, which serves as a pivotal tool in our sustainability mission. This handbook provides a framework for eco-friendly practices and underscores the importance of educating our staff, cultivating a culture of sustainability across our organization.

ENVIRONMENT: *Food waste*

COMMITMENT:

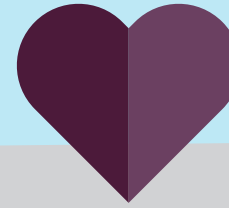
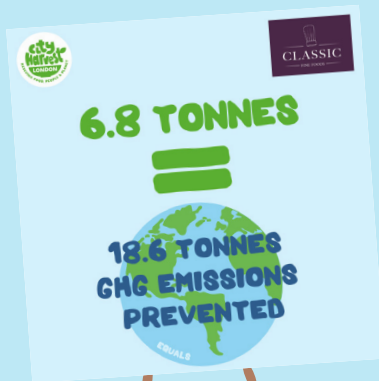
Target: Aim to reduce our food waste by 50% in 2025 and zero food waste by 2030.

MEASUREMENT:

Factor	2022-2023
Food Waste	51058.2209 KG

ACTIONS:

Classic Fine Foods UK launched our Food Waste Initiative in August 2023. Guided by our commitment to sustainability, this initiative is a driving force for waste reduction and community well-being. Our Food Waste Initiative revolves around a simple goal to prevent food from going to waste and supporting our stakeholders. Here is information on its key elements:



SUPPORTING EMPLOYEES:

Firstly, we offer items close to their sell by date to employees for a highly subsidised price, the proceeds of which go towards a staff welfare fund.

PARTNERING WITH CITY HARVEST:

In collaboration with our partner, City Harvest, we have been channelling all surplus food daily to local communities, including; community kitchens, schools, shelters, and directly to the homes of those in need.



6.8 TONNES



16,359 MEALS

EQUALS

THE FOOD WASTE COMMITTEE:

Our Food Waste Committee leads our efforts, delivering the project and meeting regularly to strategize, revise and measure our ongoing impact. The committee serves as a driving force behind our mission to make a tangible difference, both within Classic Fine Foods UK and in the wider community.

COMMUNITIES: *Supply Chain Management*

COMMITMENTS:

- Increase responsible and locally sourced ingredients through development of purchasing practices.
- 100% of all indirect procurement to be locally sourced (Within 200 miles) by 2030.
- Develop a strategy to reduce the impact of inbound and outbound travel. For example, reduce the number of inbound vehicles traveling to our warehouse through maximising space and ensuring full loads.
- Supporting suppliers to join us on our sustainability journey – Quarterly communications to suppliers with resources and education via our newsletter.

Currently, **38%** of products have sustainability certifications & this number is only going to improve.



ENVIRONMENTAL PREFERABLE PURCHASING POLICY:

This policy provides clear guidance and education for all managers to prioritize suppliers and products that meet our environmental criteria and demonstrate responsibility.

ASSESSMENT OF OUR SUPPLY CHAIN:

We have completed an assessment of our supply chain to identify potential environmental and social risks, understand the sustainability status of our current suppliers and informed decision-making as we strive for a more sustainable and responsible supply chain.

SUPPLIER CODE OF CONDUCT & SUSTAINABILITY ONBOARDING QUESTIONNAIRE:

We outline our expectations in our procurement strategy in terms of social responsibility, environmental conservation, and ethical conduct, while, helping us evaluate potential suppliers' alignment with our sustainability goals.

WORKERS: People & wellbeing

COMMITMENT:

- Following a comprehensive understanding of our staff by 2025; develop a strategy to promote inclusivity and diversity.
- Health and wellbeing initiatives to support all employees.
- 100% of employees offered annual training to advance their professional and personal development.
- Have successful, sustainable health and safety practices throughout UK operations & progress toward ISO 45001.

MEASUREMENT:

87%

Company
satisfaction
rate

44%

Women
company
managers

32%

Women across
whole
company

35%

Under -
represented
populations

ACTIONS:

BECOMING A LIVING WAGE EMPLOYER:

Classic Fine Foods UK is now an accredited Living Wage Employer, committed to paying a wage based on the cost of living to all their staff.

INDUCTION:

We have developed a streamline and full day HR induction as standard for all employees including detailed code of conduct, sustainability, and health and safety training.

EMPLOYEE MONITORING:

Maintained equal opportunity monitoring to develop a comprehensive understanding of our staff.

WELLBEING:

- 2-month wellbeing initiative for all employees, focusing on ED&I and physical and mental wellbeing.
- Implemented a companywide book club with a particular focus on personal development.
- Started a walking group with a focus on networking, connecting and physical health.
- We provide discounted gym membership and free videos on yoga and Pilates and Employee assist programme.

HEALTH AND SAFETY:

- We have onboarded a new health and safety and facilities officer.
- Implemented a series of plans, procedures and safe systems of work to reduce risks and work-related accidents.
- Created a dedicated Fire Marshal Team.



CUSTOMERS

COMMITMENT:

Achieve annual high levels (>80%) of stakeholder satisfaction (Employee, Customer and Supplier).

ACTIONS:

EXETER HUB: We have opened our new hub in the South West connecting Classic Fine Foods UK with Devon and Cornwall. Our new regional hub will be a vital link in our national network; we can now support more parts of the UK with a wide selection of fine and innovative ingredients, excellent regional service running 5 days a week and the support of our specialist team and renowned experts.

NEW CATEGORY LAUNCHES:

This year, we launched two new categories, Seafood and Beverage. These additions have broadened our product range, making it more convenient for chefs to order everything in one place and demonstrates our commitment to meeting and exceeding customer expectations.

ETHICAL MARKETING POLICY: We have developed a policy which outlines our commitment to conducting our business operations with the utmost integrity and transparency. This policy reflects our dedication to maintaining ethical standards in all our marketing activities targeted towards chefs in the UK.

MICHELIN DELIVERY: In 2023, we were the exclusive plaques distributor for Michelin Guide GBI 2023 Revelation. This was a unique opportunity for us to connect and engage with Chefs and their team and share this fantastic accomplishment. Classic Fine Foods UK team members, had the honour to hand-deliver the red plaques to 186 restaurants, many of which are valued customers.



2023 - 2024: Actions

As we embark on our new financial year, Classic Fine Foods UK remains committed to advancing our sustainability efforts. In line with our ongoing dedication to responsible business practices, we have outlined a comprehensive set of actions for the year 2024, centred around our upcoming warehouse move.

- ☐ **OPERATIONAL REVIEW:** Evaluate new fleet and warehouse practices to identify areas to improve our environmental impact.
- ☐ **SOLAR ENERGY:** Increase renewable energy usage by at least 30% through extensive solar installation at the new site, curbing carbon emissions.
- ☐ **EV TRIAL AND ROADMAP:** Conduct a 6-month Electric Vehicle trial, shaping our EV transition roadmap.
- ☐ **REUSABLE PACKAGING TRIAL:** Initiate reusable packaging trial, followed by an eco-friendly implementation plan.
- ☐ **ENVIRONMENTAL & CARBON REPORTING:** Continue to develop our environmental management system and expand our measurement of Scope 3 carbon emissions.
- ☐ **WASTE REDUCTION:** Target 10% less general waste through staff engagement and efficiency improvements.
- ☐ **FOOD WASTE AND COMMUNITY:** Continue food waste reduction efforts and community support initiatives.
- ☐ **STAFF TRAINING:** In house staff training on soft skills and personal development such as presenting and public speaking.
- ☐ **SUPPLIER ENGAGEMENT:** Launch sustainability communications with our suppliers via our regular newsletters to empower our partners to join our journey.
- ☐ **SUPPLIER EVALUATION:** Continue to evaluate our supply chain using the supplier sustainability questionnaire and establish an estimate of our supply chain emissions and environmental impact.



CONCLUSION

RECAP OF KEY ACHIEVEMENTS THIS YEAR:

- ✓ Carry out our environmental management system.
- ✓ Measuring our first annual carbon footprint and established our baseline scope 1 and 2.
- ✓ Developing our Responsibility Strategy with clear, impactful focuses: Climate and Food Waste, Supply Chain Management, and People and Wellbeing.
- ✓ Performing extensive stakeholder engagement to establish our sustainability focuses.
- ✓ Launching our Food Waste initiative in partnership with City Harvest to prevent food waste and support stakeholder wellbeing.
- ✓ Introducing our Supplier Code of Conduct and Sustainability Onboarding Questionnaire.
- ✓ Implementing our first Health and Wellbeing Months for employees.
- ✓ Achieving living wage accreditation.
- ✓ Promoting Sustainable Practices among our staff with 'Cycle to Work Scheme' and providing reusable bottles for all.
- ✓ Implementing Electric and Hybrid vehicles for company cars.
- ✓ Using CO2 refrigeration equipment in our warehouse.

TRANSPARENT COMMITMENT: AT THE BEGINNING OF OUR JOURNEY

The commitments outlined in this report are firmly rooted in transparency. We recognize our current position and acknowledge that there is a significant journey ahead of us to reach our ultimate objective. Nevertheless, we have taken the proactive step of implementing a comprehensive Responsibility Strategy, which serves as the bedrock for our advancement. This strategy underscores our aspiration

to lead in sustainability within the UK market, emphasizes responsible sourcing of ingredients, champions innovative solutions, promotes community well-being, and fosters the development of a unified 'One CFF' culture.

CHAMPIONING CHANGE, TOGETHER:

Your engagement with this report echoes our belief that a collective commitment can transform challenges into opportunities. Our vision is a world where business thrives as a force that nurtures both people and the planet. As we begin this journey from the ground up, we invite you to join us in creating a sustainable and prosperous future.

