



Sustainability Report

2019



TAYLORS
of HARROGATE

Welcome

to the first Sustainability
Report from Taylors of
Harrogate



Andy - Taylors Managing Director

Welcome to our first Taylors of Harrogate Sustainability Report. It's here to share some of the work we do to make a positive difference in the world and be a force for good.

In 2019 we worked harder than ever to understand the challenges we face as a business that relies on the health of our planet and the livelihoods of our producers. During the year Yorkshire Tea officially became the UK's number one black tea brand, and Taylors of Harrogate retained its position as the best-selling ground coffee. But this success comes with a pressing responsibility for us to demonstrate true leadership in putting sustainability at the heart of everything we do.

Climate change is one of the biggest threats to the future of tea and coffee. We're determined to reduce our environmental impact and to help our producers respond to a changing planet. We were proud to achieve CarbonNeutral® product certification in 2019 – working directly with farmers on projects to balance the carbon footprint of our tea and coffee supply chain from bush to supermarket shelf. Our investment has helped to plant over 1.5 million trees in Kenya since 2015 as part of our long-term commitment to protection and regeneration of the landscape.

We've also been developing the way we buy from our suppliers. In a year where low tea and coffee prices had a significant impact on producers, our long-term contracts and commitment to pay fair prices became ever more important. Yet there's much more to do if we want to ensure those supplying our tea and coffee are making a truly decent living from it. Our ambitious but, we believe,

necessary aim is for every farmer in our supply chain to receive a living income and every worker a living wage.

We can't do this work alone. Our approach to sustainability has always been collaborative. We believe this is essential to make meaningful progress against some of the systemic challenges our industry faces. We're partnering with others to increase our impact and in 2019 we became founder members of the Global Tea Coalition – a collaboration of growers, packers and industry partners working together to transform the tea industry.

Transparency and openness underpin this way of working, which is why we were the first of the big UK tea brands to publish our complete tea and coffee supplier lists back in 2018. We've also shared the difficulties we've experienced in our move away from single use plastics – especially in our tea bags, which is something we prioritised as part of our commitment to remove oil-based plastic from our products. We want to continue to be open about both our challenges and progress through this report and our new online Sustainability Hub.

As with everything we do, we're keen to learn and improve, so we'd welcome your feedback and suggestions on how we could do better in the future.

Andy



Our mission



We want to make a positive difference in the world to make our planet sustainable for generations to come...



We're Taylors of Harrogate

Founded in 1886, we're an independent, family-owned tea and coffee company from Yorkshire. Our story began in the spa town of Harrogate, where we're still based today, having spent more than a century honing our craft.

We're the home of Taylors of Harrogate speciality tea and coffee and Yorkshire Tea. Though we've grown and developed over the years, we've never stopped doing what we do best – sharing our passion for top quality tea and coffee while building lasting relationships along the way.

Our tea and coffee buyers can taste up to 350 cups a day in high season - always looking for quality beans and leaves that they skilfully blend to create new flavour profiles and ensure the favourites, like our best-selling Yorkshire Tea and our Rich Italian coffee, remain the same.

But beyond the flavour, there's a fascinating world behind every cup of tea and coffee. And we have an incredible opportunity as a business to work in a way that supports the future of our brew and the livelihoods of those that produce it.

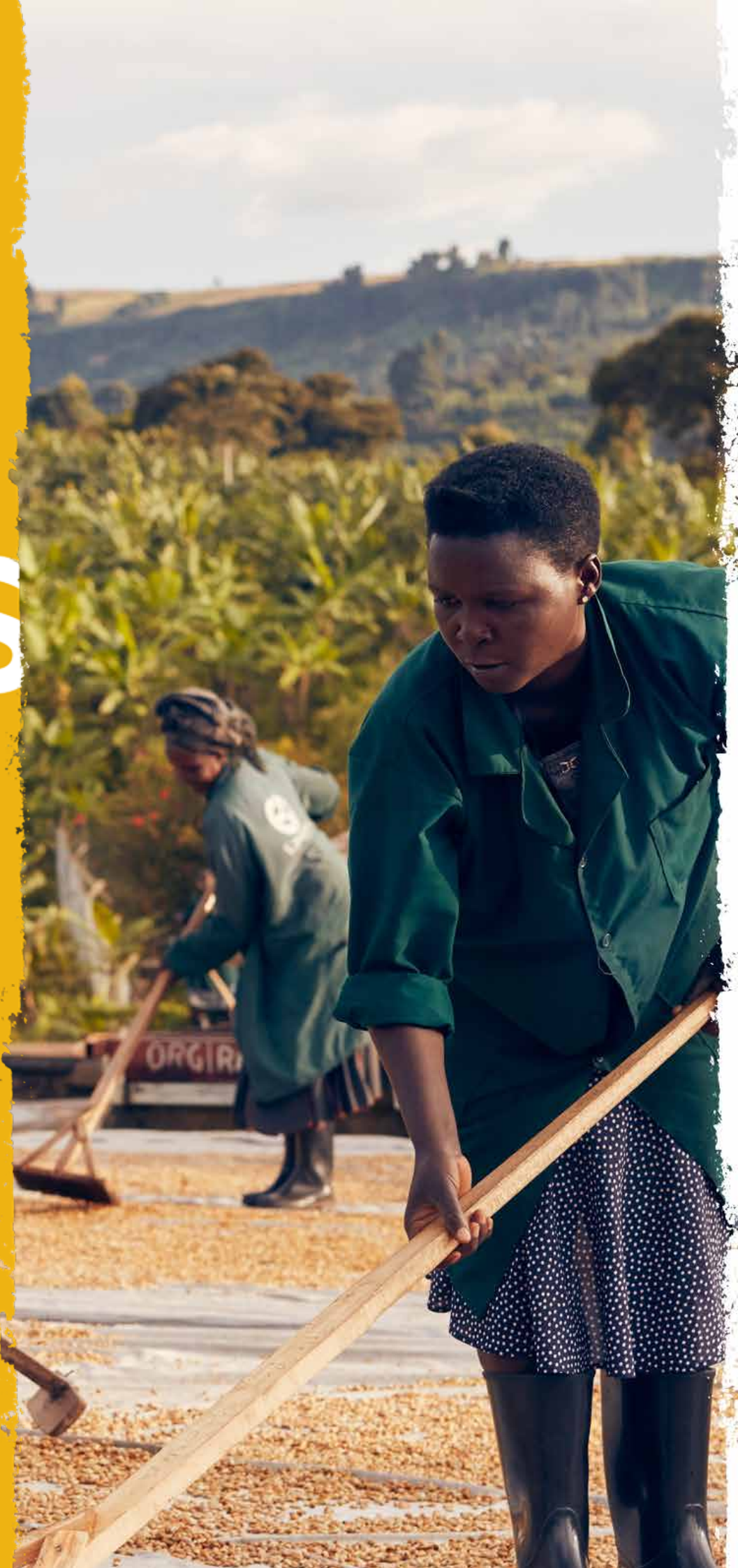


Contents

This report gives an overview of the work we're doing to make a difference in the following areas:

Embedding Sustainability at every level of our business at Taylors

As a family business we work to a stakeholder model that demands we balance and respect our interests along with those of our customers, employees, suppliers and the wider communities and environments in which we operate. Our sustainability work is overseen by our Board and is developed by our Leadership Team and by the 'Force for Good Group' which includes a member of our Collaborative CEO, our Supply Director, our Head of Sustainable Development and specialists from across the business and from our sister company Bettys.



01



Our changing planet

Responding to the effects of climate change by reducing our impact and building the resilience of the landscapes we work in.

02



Our suppliers

Working with the people we source from to build stronger and more equitable tea and coffee value chains.

03



Our people

Building a thriving culture at Taylors and working with our people to support the causes that are close to their hearts.

01

Our Changing Planet

Our planet is changing fast

Carbon dioxide that's released from man-made carbon emissions is causing global temperatures to rise which means heatwaves, droughts and flooding in some of the most vulnerable parts of the world. Rising global temperatures threaten communities all over the globe including the smallholders that grow our tea and coffee, who are already seeing glimpses of what the worst effects of climate change are going to bring.

In response we're looking at all the areas where we have an impact on the planet – from the way our products are designed and packaged, to our UK operations, and the carbon footprint of our entire supply chain. We're also working closely with our suppliers to help them adapt to the effects that climate change is having on tea and coffee farming.

79% Coffee and
Tea Production

10% Packaging
Production

7% Transport
(Shipping)

4% Other*

TOTAL FOOTPRINT = 71,000 TONNES CO2-EQ

In 2019 all of our tea and coffee products became certified CarbonNeutral®

Back in 2015 we set about becoming carbon neutral – not just in our business operations but in our entire supply chain from tea and coffee bush to supermarket shelf. And we're proud to have achieved certified carbon neutral products status well ahead of our 2020 target. Carbon neutrality means ensuring for every tonne of CO₂e (carbon dioxide and equivalent greenhouse gases) produced by our products, an equivalent amount of CO₂e is avoided or reduced.

Making tea and coffee clearly has a carbon footprint. It's shipped around the world, it contributes to agricultural activities that release carbon dioxide into the atmosphere, and it's packaged in materials derived from industrial processes. All of which means that we are contributing to climate change. To get a full picture of our carbon footprint we worked with Quantis, global experts in sustainability metrics to conduct a Life Cycle Assessment of our tea and coffee supply chain.

* Commodities Supply, Distribution, Transport (Internal UK), Manufacturing and Storage and Operational Waste





Reducing our emissions

To reduce our emissions, our first focus has been finding ways to manage our own operational footprint as we grow our business.

As fossil fuels are one of the main causes of greenhouse gas emissions, it makes sense to switch to renewable sources. So, in 2012 we made the decision to invest in renewable grid electricity for all our UK operations. Then in 2017 we extended this to our gas contracts. These green gas and electricity contracts reduced our emissions by more than half.

Over the last year we extended our Harrogate offices and factory space and transported more products to our customers. This increased emissions from our 2018 levels, but we've been doing what we can to mitigate this. Using an artic lorry in place of vans meant fuel consumption per pallet delivered was reduced by almost a quarter.

The treatment of our waste materials also has a positive impact on our carbon footprint. The decomposition of waste in landfill sites contributes to roughly 3% of the UK's total greenhouse gas emissions. Methane is the biggest culprit and is

almost 30 times more potent as a greenhouse gas than carbon. Since July 2017, all our waste has been diverted from landfill and either recycled or recovered for energy. Our priority is now to move waste up the 'waste hierarchy' and we've worked up opportunities to recycle more waste instead of incineration. In 2019, despite the fact we produced more waste because of production growth, we were able to reduce our emissions by 22% from the previous year.

And we've continued to increase the electricity we generate on site. Installing solar panels on our new blending building will generate 150MWh of electricity per year – enough to power 40 homes for a year.



Taylors carbon footprint

2803 tonnes CO₂-EQ
(after taking renewable contracts into account)





This is Margaret. She's been a member of TIST for two years. She was encouraged to join because she wanted to find a better way to provide for her new baby. In just two years, Margaret's already planted over 200 trees, such as avocado and macadamia, and has found that since joining TIST her confidence has grown. Margaret's passionate about providing a future for generations to come. One of her aims for the future is that her child will feel as confident as she does.

Balancing the rest

Going fully carbon neutral also means finding decent ways to balance our remaining carbon footprint. We wanted to do this in a way that has real long term benefits to our farmers, their farms and the landscapes they are a part of.

Working in partnership with Natural Capital Partners, TIST (The International Small Group and Tree Planting Programme) and our friends at the Kenya Tea Development Agency, we set about to encourage smallholder tea farmers to plant fruit and nut trees on their farms. These trees help the environment by soaking up carbon, but they also provide valuable secondary income, along with shade and food. Between 2015 and 2019 our investment has helped to plant over 1.5 million trees on and around Mt. Kenya with over 4000 farmers.

It's not just about planting trees though. We're also supporting projects to distribute fuel efficient cookstoves to smallholder farmers in Uganda and

Malawi. These stoves use less fuel and reduce the indoor air pollution that comes from traditional indoor open-fire stoves, while burning just as hot. Fuel efficient stoves also minimise the amount of time spent gathering firewood or the cost of buying the fuel. Our cookstove projects contribute to balancing our carbon footprint by ensuring trees are preserved – avoiding deforestation is as important as planting new trees.

CarbonNeutral® Product

We've been working with Natural Capital Partners to achieve CarbonNeutral® Product certification. CarbonNeutral® certification provides the assurance that we have measured and reduced the emissions to net zero, in line with **The CarbonNeutral Protocol** – the global standard for carbon neutral programmes.

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We've been planting and preserving trees for a very long time, but this is our first programme planting trees to directly benefit our tea farmers

Simon Hotchkin: Head of Sustainable Development

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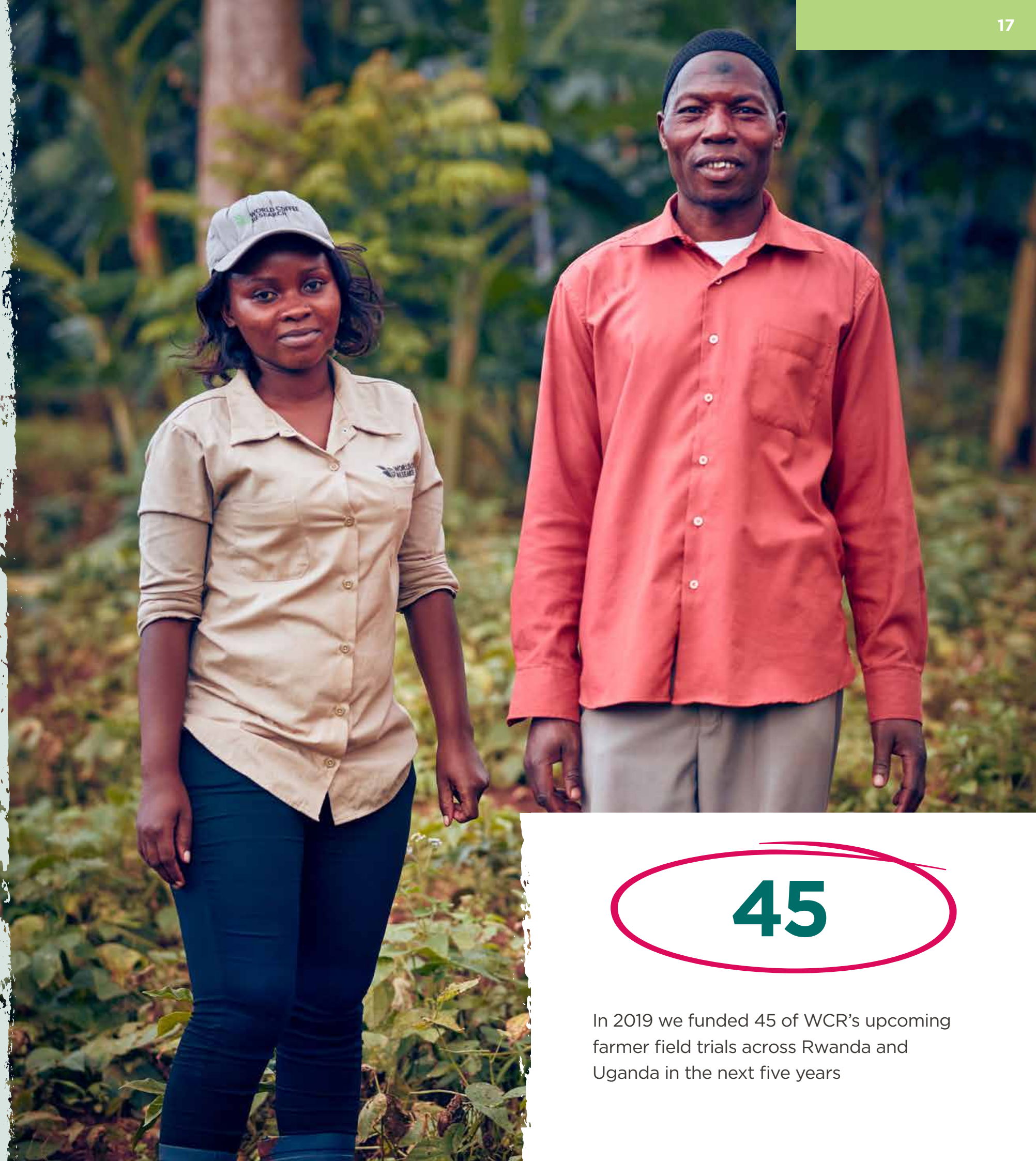


Farming for the future

The future of our brews, and the livelihoods of those who produce them, face increasing threats from climate change, diseases and low yields. If we want the industry and the people that work in it to prosper, we need to look closely at how tea and coffee is produced and find farming techniques, and plants, that will survive and thrive in years to come.

We're proud to be championing the work of World Coffee Research (WCR), a collaborative organisation which enables the global coffee industry to invest in agricultural innovation to empower producers. WCR combine cutting edge research and development with a focus on farmers to try and get the best new agronomy approaches and varieties into farmers' hands as soon as possible.

We support WCR's entire portfolio of collaborative research and in 2019 we committed to funding 45 of WCR's upcoming farmer field trials across Rwanda and Uganda in the next five years. Through these trials, WCR will work with many of the farmers in our supply chain, using their land as trial plots to test different coffee varieties and farming techniques. This way the farmers can see the results of the trials first hand and start applying the learnings on the rest of their farms. As well as contributing to a global research effort, these trials will help the farmers involved to implement better practices as they see the research in action, and to share their knowledge with co-farmers.



45

In 2019 we funded 45 of WCR's upcoming farmer field trials across Rwanda and Uganda in the next five years

It's not just what's inside that counts

While ensuring the sustainability of tea and coffee is an essential part of what we do – we also need to look at the packaging we use and the effect it has on the planet.

In the last two years we've put a lot of work into evaluating where we use plastic and why. And where we don't need to use oil-based plastic we're looking at how we can remove or replace it without having a negative environmental impact.

Through our work we've discovered that removing oil-based plastic presents big challenges for a food business. Plastic plays an important role in protecting goods and, for our coffee especially, it provides a 'barrier' to ensure that the coffee inside keeps its freshness and quality.

In 2018 we signed up to the WRAP UK Plastics Pact which means we have targets to eliminate unnecessary plastic, increase the use of recycled plastic, and make all plastic packaging reusable, recyclable or compostable by 2025.

In 2019 there were around 750 tonnes of plastic in the packaging of products we sold. Close to one third of this was in teabag paper which is why moving from tea bags containing a polypropylene (PP) seal to ones containing a renewable, plant-based alternative – polylactic acid (PLA) – is number one on our priority list.

2019 was a year of testing and learning where our tea bags were concerned. From initial trials of our PLA tea bags we thought the seal was strong enough to roll out more widely. But we hit a major hurdle as the sealing on some bags wasn't working properly and they fell apart in people's mugs.

So, we rolled back, and we've been analysing and trialling ever since. We've tried refurbishing our machines, slowing them down, adjusting temperatures and putting the finished tea bags through multiple tests. We've also worked with Sheffield University to help us study the tea bag paper and we've used what we've learned to redevelop the tea bag paper itself. Getting it right is taking time – but we're determined to do all we can to make this important change.

What is PLA?

Even once we switch our tea bags to PLA we won't be calling them 'plastic free'. PLA is made from renewable corn starch and is industrially compostable, so it breaks down in a way that oil-based plastic doesn't, as long as it's disposed of in the right way (food waste and garden waste bins that go to the local council). But while PLA isn't oil-based it's still a bio-based plastic and we want to be as clear as possible about the materials we're using.





Our Plastic Priorities

Our Research and Development team are working hard to cover five items of packaging that we believe need addressing as a priority.

1. Tea bags
2. Tea box overwrap
3. Coffee Film (Ground and Beans)
4. Coffee bag envelopes
5. Loose leaf tea film

This will take time. We're working towards the ambition of achieving the Plastics Pact targets by 2025, but we're committed to providing regular updates as we progress.

We also want to ensure that we're putting sustainability and circularity at the heart of product innovation as we move into 2020. With this in mind, we worked with Quantis to establish a set of 'Sustainable Product Design Principles' which we'll be building into all of our new product development going forward.

The End of Capsules

We knew that a tricky product to tackle would be our coffee capsules, and we've spent time looking at alternative materials to the plastic we've been using. However, following a lifecycle analysis of a full range of formats and materials and with sales falling, we decided to exit from the coffee capsule market. The materials needed and complex recycling infrastructure was at odds with our commitment to increase recyclability and make our products as sustainable as possible.





2019 Achievements

Achieved CarbonNeutral® certification for all our tea and coffee products through our programme which worked with 4000 farmers and to plant 1.5 million trees.

Established academic and supplier partnerships to help us progress towards WRAP plastic targets.

Created Sustainable Design Principles to ensure new product development is in line with targets to eliminate single use plastic and increase recyclability.

Worked on construction of a new blending facility and office extension, ensuring sustainability was baked into the design.

Maintained zero waste to landfill and reduced the amount of waste incinerated with energy recovery from 38% of total waste to 23%.

Built a new solar photovoltaic system on the roof of the new Taylors building which will generate 151MWh renewable electricity each year.

Continued our gas and electric supply from renewable sources – including an arrangement with our gas provider to secure all our gas from four UK based anaerobic digestion plants.

Cut energy use per kg product produced in our UK roasting, blending, and packing facility by 8% between 2018 and 2019.

Cut relative UK transport emissions – for example the Taylors Warehouse and Distribution team reduced fuel use per pallet by 24% in the last year and we introduced a new all-electric post van.

Areas to Progress 2020

Establish additional carbon finance programmes in our supply base to ensure carbon neutrality to 2025 and beyond.

Remove oil-based plastic from tea bags. Make strides towards removal of Yorkshire Tea overwrap and investigate recycle ready coffee film.

Embed Sustainable Design Principles into our New Product Development and Innovation Process.

Complete the building and confirm BREEAM ratings.

Work towards achieving zero avoidable waste and move any waste generated up the waste hierarchy.

Investigate further onsite renewable energy opportunities.

Maintain these contract arrangements for all energy sourced by Taylors.

Complete additional investment in energy efficiency projects to reduce energy use further.

Continue to invest in more efficient vehicles and implement optimal logistics to reduce fuel use per pallet moved.

02

Our Suppliers

Building great relationships

We work to the principle that by building great relationships with our suppliers and investing in our supply chain we can secure the quality tea and coffee that we need for our blends long into the future.

In 2019 we bought 23.5m kgs of tea and 6.2m kgs of green coffee.

We bought our tea from 35 suppliers in 9 countries and our coffee from 36 suppliers in 16 countries. Transparency in our supply chain is important to us and in 2018 we made the decision to publish the details of every one of our tea, coffee and packaging suppliers on our website.

All of our core tea and coffee ranges are third party certified by the Rainforest Alliance, Fairtrade or UTZ to monitor social and environmental standards. In 2019 we introduced three new tea and coffee suppliers and three packaging suppliers to our 'Taylors Sourcing Approach' or TSA.

A relationship-based approach to sourcing

Taylor's Sourcing Approach (TSA) is our values based approach to sourcing tea, coffee and packaging raw materials. It's founded on the strong relationships we've built with our suppliers – forged through regular visits to the estates, farms and cooperatives we source from. It has allowed us to transform the way we work, for the benefit of everyone.

A key part of this approach is our commitment to long-term sourcing contracts – which tend to be rare in the tea and coffee industry. We agree forward contracts with our suppliers which often run for three years. These provide our suppliers with a level of financial security allowing them to plan for their business in the longer term.

We also want to ensure we're paying a fair price to our producers. We aim to pay prices that will support producers when market prices fall to unsustainable levels. To help us do this we try to maintain an open dialogue around producers' costs and transparency around the actual financial return to the farmers and workers whose tea or coffee we've bought.

In 2019 this commitment to cover the cost of production for producers became more important than ever as tea and coffee markets experienced a lot of volatility. Prices for tea in East and Central Africa fell as a result of huge tea crops, and world coffee production continued to outweigh consumption, with a five million bag surplus. The coffee market traded at low levels, with the New York coffee market experiencing a 15-year low during the early part of the year.

But we know that, even with our relationship-based approach to sourcing, many farmers and workers still aren't always getting the income and wages that they

need to ensure they can afford a decent standard of living for themselves and their family. That's why we're spearheading work to try and change long-embedded systems that aren't doing a good enough job for the people who rely on tea and coffee for their livelihoods.

Our long-term aspiration is for every farmer in our supply chain to receive a living income and every worker a living wage. In 2019 we began a major project with IDH, The Sustainable Trade Initiative, to develop wage benchmarking studies for key tea and coffee origins, giving us a solid understanding of the living wage gap we need to address. We're also championing an alliance between industry partners to develop decent livelihoods for tea workers and farmers in Rwanda and Malawi.

We know that our supply chains are also exposed to the risk of modern slavery. Many tea and coffee farmers work in regions where rural poverty leaves people vulnerable to exploitation. We need to make sure the human rights of the people we work with are upheld and in 2019 we commissioned human rights specialist, Verisk Maplecroft, to carry out a due diligence gap assessment and benchmark us against the UN Guiding Principles on Business and Human Rights*

While we begin this work in earnest, we've partnered with our suppliers on social and environmental projects that will help their farmers and communities to thrive – whether through better access to healthcare and education, empowering female farmers or building large scale water programmes. We invested £976,718.96 across 60 projects in 13 countries in 2019.

*To read our Modern Slavery Statements please visit: bettysandtaylor.co.uk/resources-and-policies/

Our Investment

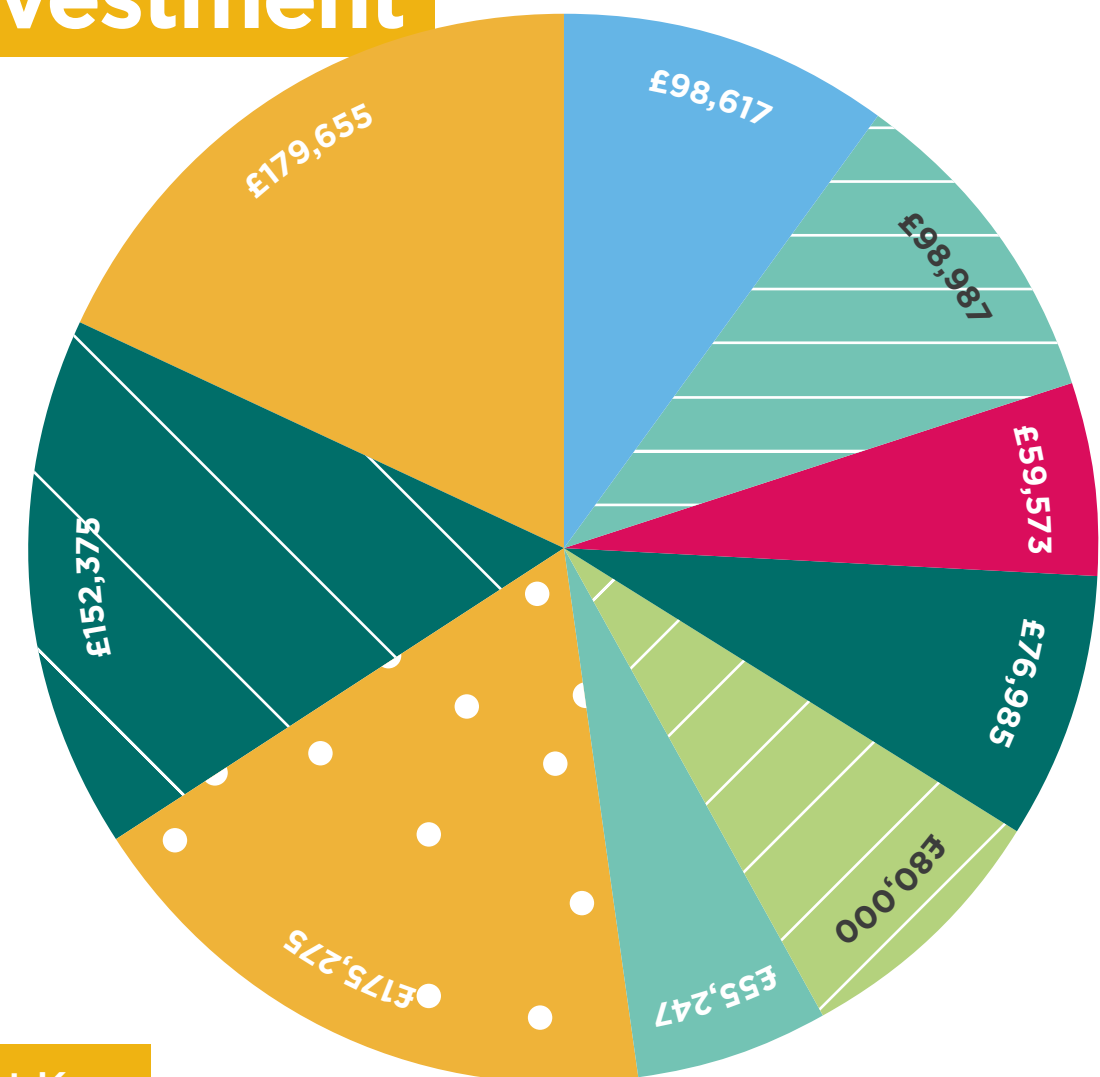


Chart Key

- Water**
To improve access to safe water supply for our communities at origin
- Health**
To improve medical facilities and health across our supply chain
- Social**
(Sanitation, Housing and infrastructure, nutrition and elderly care) To improve medical facilities and health across our supply chain
- Trees**
On tree planting projects with smallholder farmers and schools in Kenya
- Gender**
On projects which aim to empower women and girls

- Workers & Working Conditions**
To improve the living and working conditions within our supply chains
- Cookstoves**
To provide fuel efficient cookstoves to smallholder farmers and their families
- Climate Smart Agriculture**
to improve productivity, tea and coffee quality and climate smart agricultural practices on smallholder farms
- Education**
On educational projects such as scholarships, school facilities and workshops.



Empowering tea communities in Assam

Assam is an important part of our Yorkshire Tea blend and we have a long history with many of our suppliers there. But the region is also home to deep rooted social and economic challenges, and we've been working with industry partners to make long-lasting change from the ground-up.

Over the last few years we've worked with the Ethical Tea Partnership (ETP) to fund Community Development Forums (CDFs) on four of our supplier estates in Assam.

CDFs are made up of elected representatives from key stakeholder groups on the tea estates: from farmers, community leaders and members of the non-working population to managers. They come together to produce development plans which list the issues facing their communities, including things like a lack of provision for housing repair, poor access to water and a lack of decent schooling (in Assam only 54% of children are enrolled in secondary school education). The CDFs also agree what can be done to make improvements in these areas.

Today, these CDFs are working to realise their plans and provide community members with a decent future. To address the lack of school provision, learning centres have been set up to enable children to continue their education. The learning centres in Assam offer reading and writing workshops for the

children, giving them more confidence at school which is helping to increase school attendance rates by up to 10%.

Working with the ETP and other partners, we're also supporting the 'UNICEF/ETP Improving Lives in Assam Partnership' which is improving the safety of girls living in tea communities across Assam. The UNICEF/ETP programme was set up in 2014 as a ground-breaking project to help change the lives of thousands of children living in three districts in Assam. Since it began the programme has improved the safety of over 35,000 girls across Assam by equipping them with essential skills to reduce the risk of violence, abuse and exploitation. The programme has also formed 300 Child Protection Committees across tea communities in Assam to protect children against trafficking and unsafe migration.

The programme was expanded in 2018 to work on a quarter of all the tea estates in Assam, more than 200 – and to directly and indirectly reach over 250,000 women, children and young people. Boys are also being included in the work through adolescent groups. The groups work with boys, aged 10-14, with an aim to challenge traditional attitudes about the role of girls and women, at a time when boys tend to gain autonomy, and girls tend to lose it. By challenging these traditional roles, the programme aims to create a safer and more equitable environment for girls and women.





Sewing the seeds of change

We've worked with Kawacom, our coffee supplier in Uganda, for six years now. As well as producing great quality coffee, they've also partnered with us to help the local community thrive. With Kawacom we've been able to support a wide range of social and environmental projects in Uganda – from bringing water to the local school, to getting fuel efficient cook stoves to farmers and embedding better access to healthcare in the community.

We set up the Sipi Women's Economic Empowerment Project (or SWEEP for short) with Kawacom in 2019. Through SWEEP we're supporting coffee farming women in the region by providing access to sewing machines, practical tailoring skills and training in business and finance. Simple tools like sewing machines can make a real difference to women's lives here. They can use them to make and repair their families' clothes and craft new items to sell at local markets.

Many of the women involved have come from particularly challenging backgrounds. They may have been widowed or divorced, be raising children alone on very little income or had to drop out of formal education at an early age. This project will help them build the skills and business knowledge they need to make a potential source of income which will go directly to them and their family.

The finance training will also help the women to set up and make use of community saving schemes through which they can access micro-loans. They can use these small loans to buy their own sewing machine or set up their own local businesses.

"With this tailoring project 100% of the money will go the family. If we're busy sewing clothes we can use the money at home and support our children. When you think about women you think about the whole nation." Oliver – Sipi Falls coffee farmer and women's leader.



Our Suppliers of the Year

Every year, we celebrate with the best of our suppliers by presenting them with our Supplier of the Year Award. In 2019 we were delighted to award our coffee supplier C. Dormans in Rwanda and our Rwandan tea supplier, Sorwathe, for their outstanding commitment to consistent quality, service and sustainability.

Sorwathe "We are honoured to be selected as Taylors tea "Supplier of the Year 2019." We share Taylors commitment to a sustainable and ethical supply chain, to trading fairly and to high standards of quality. Our relationship has grown from a tea supplier to one in which we work together to improve the lives of the greater community through programs for nutrition, women's health, sports, and entrepreneurs" - Andrew Wertheim, President of Tea Importers Inc

2019 Achievements

£976,718.96 invested in 60 sustainability projects in 13 countries.

Taylor's Sourcing Approach including long term contracts and sustainability projects in place with 60% of coffee suppliers and 86% of tea suppliers.

Continued to bridge the Living Wage gap in tea under the Malawi 202 programme.

Visited producers supplying 78% of the tea and coffee we source

Commissioned human rights specialist, Verisk Maplecroft, to carry out a Modern Slavery due diligence gap assessment and benchmark us against leading best practice.

Became a founder member of the Global Tea Coalition – a collaboration between growers, packers and NGOs working together to transform the tea industry.

Areas to progress 2020

Our 2020 target is to increase our investment beyond £1.5M.

Introduce the next cycle of three year forward contracts with our African suppliers, supported by further investment in sustainability projects.

Define the Living Wage gap across our entire tea and coffee supply base.

Maintain this level of face to face relationships

Introduce a Supplier Code of Conduct to suppliers in high risk countries, focused on monitoring and improving working conditions in our supply chain.

Develop an industry wide commitment to improving the livelihoods for tea workers across the globe as part of the Global Coalition.



03

Our People

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The level of passion, pride and knowledge of the people at Taylors makes working here even more enjoyable.

Tony Barkataki: Tea buyer

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“

I am part of an organisation that cares about the people at origin and their well-being and not just about what we buy from them.

Janice Denyer: Supply Administrator

”

In 2019 83% of our people told us they were proud to work for our business. At Taylors we put our values firmly at the centre of how we work. In a fast growing business, to do this properly we're always working to evolve our culture and working environment to meet the needs of today's workforce so that our people and organisation can thrive.

That's why we invest in supporting our people with a wide variety of learning and development opportunities, including access to one to one development and improving the spaces where we work.

We have a varied learning and development curriculum which our people can access to support their roles. In 2019 we congratulated our first graduates from our own People Leader Academy – an 18 month programme designed to equip line managers with the skills and behaviours they need to strengthen and get the best out of their teams.

Our one to one development programmes not only helps people to build their roles and career but can also have a positive impact on our colleagues' mental health and wellbeing. This is an area we focussed on in 2019 to understand how best we can support our people and one which we'll be progressing in the next year.



Educational Partnerships

We form educational partnerships to ensure a pipeline of talent in the technical and practical skills needed to support the business. Over the last couple of years, we've developed a training partnership with York College – working together to offer the most appropriate qualification and quality of training for Engineering Operations.

This new approach combines college learning in a dedicated workshop with practical experience back in the factory. We have now become an employment partner to York College as they have been accredited as an Institute of Technology and will be working together to develop a curriculum to provide high quality skills training.

All in a good cause

We encourage our people across the business to support causes close to their hearts and it's fantastic to see the efforts made to raise funds for their favourite charities. In 2019 we came together to raise a cracking £22,172 for the Young Carers Project at Carers Resource in Harrogate. The business match funding – pound for pound – supported our Good Cause Awards with grants made to a wide range of community groups and charities supporting people in our local area.

Tea and cricket

We've long known that tea and cricket are a perfect match and we want to inspire young people by giving them their first experience of cricket and introducing them to play and learn through the sport.

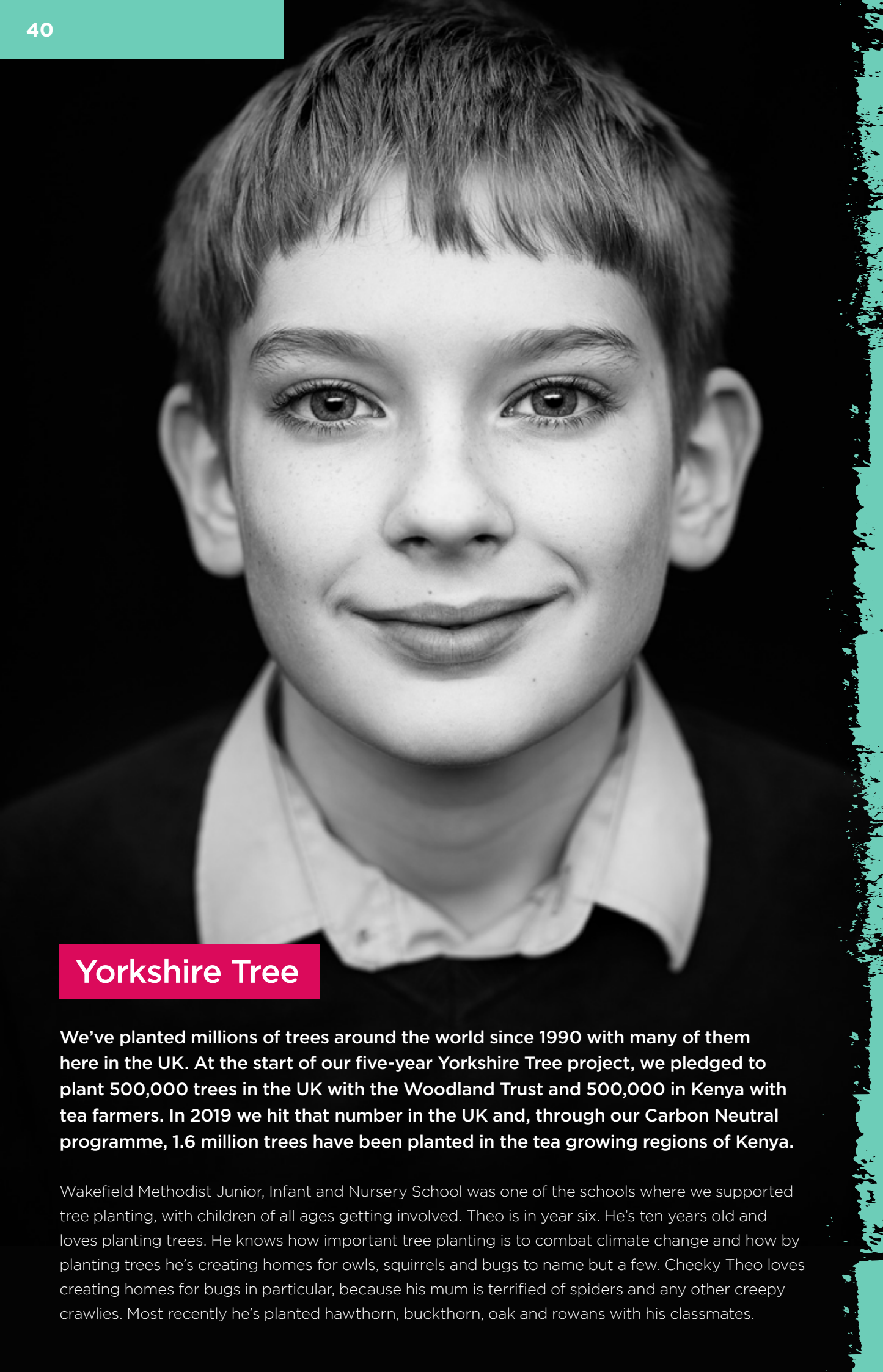
In 2019 we supported the Chance to Shine charity so that they could host a school open day for children held at Lords Cricket Ground and work with over 1,500 schools and community groups to take part in cricket-themed activities during National Cricket Week.

The Cone Exchange

Since 2003 we've been running a recycling project with a vision to help build a stronger local community while giving waste a new lease of life. The Cone Exchange is our business owned "scrap store", which takes the things we don't need anymore, and recycles and repurposes them.

The Cone Exchange works with schools, craft groups and community groups across Harrogate. In 2019, the project recycled and repurposed waste from our own business and other local businesses to donate over £37,900 to 23 local good causes and social enterprises. We also delivered educational workshops and events to over 3,500 people while providing meaningful work experience for adults with additional needs. We can't run the Cone Exchange without the support of our community volunteers, who gave over 4,600 hours of their time to the project.





Yorkshire Tree

We’ve planted millions of trees around the world since 1990 with many of them here in the UK. At the start of our five-year Yorkshire Tree project, we pledged to plant 500,000 trees in the UK with the Woodland Trust and 500,000 in Kenya with tea farmers. In 2019 we hit that number in the UK and, through our Carbon Neutral programme, 1.6 million trees have been planted in the tea growing regions of Kenya.

Wakefield Methodist Junior, Infant and Nursery School was one of the schools where we supported tree planting, with children of all ages getting involved. Theo is in year six. He’s ten years old and loves planting trees. He knows how important tree planting is to combat climate change and how by planting trees he’s creating homes for owls, squirrels and bugs to name but a few. Cheeky Theo loves creating homes for bugs in particular, because his mum is terrified of spiders and any other creepy crawlies. Most recently he’s planted hawthorn, buckthorn, oak and rowans with his classmates.

2019 Achievements

Overall happiness score of 68% from our employee engagement survey

80% of our employees benefited from some of sort of learning opportunity of learning opportunitydevelopment course or had one to one training.

Worked with York college to take 12 APTs through their NVQ level 2 Diploma in Performing Engineering Operations.

Donated £22,172 to The Young Carer’s Project, with money match funded by the business to go to a range of good causes.

Provided educational workshops and events to over 3500 people and raised £37,900 for 23 good causes through our community recycling project, the Cone Exchange.

Completed the planting of 500,000 UK trees with the Woodland Trust thanks to our Yorkshire Tree project.

Areas to progress 2020

Look to at least maintain this score over the next 12 months as we go through our change programme.

Launch the first phase of our well-being strategy by recruiting and training a number of mental health first aiders across the business and adding a mental health awareness session to our Learning and Development offering.

Collaborate with York College to develop new opportunities and high quality skills training for students.

Continue to encourage and match-fund employee fundraising to benefit local causes.

Strengthen the Cone Exchange for the long term with recruitment of a Cone Exchange Co-ordinator and the expansion of our warehouse space.

Continue UK planting to mitigate and adapt to climate change.





Thank you.

We hope you enjoyed our first
Sustainability Annual Report.