CSR REPORT

2023 / 2024

TALKINGTON BATES established 1997

FROM OUR FOUNDERS & DIRECTOR

Welcome to our Corporate Social Responsibility Report for 2023/24. Our annual report enables us to showcase our commitment to do the right thing by our people, the communities we support as well as the planet. CSR issues matter both professionally and personally to our people, clients, customers, suppliers and the communities we serve.

Over the past year we have focused on ensuring we have the correct foundations for the ever-changing world we live in, and we have concentrated on building our Talkington Bates family so that we are in a position of strength as we expand.

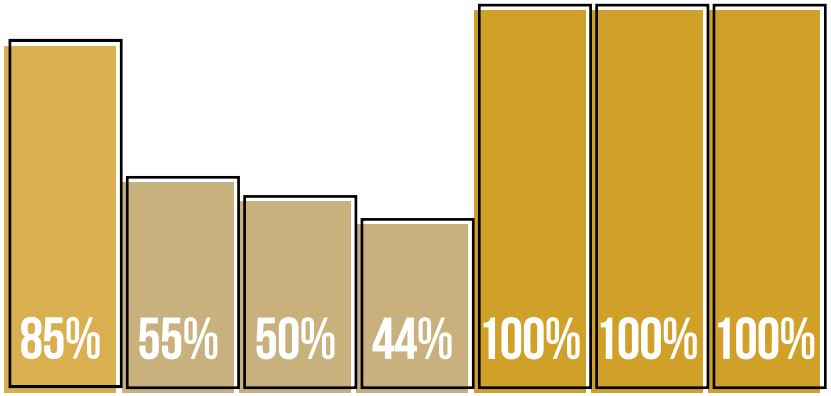
Sustainability underpins everything we do, ensuring we buy British fresh, seasonal produce (when available); delivering our Workplace Vitality programme; launching our PlanetEats campaign; increasing our positive social impact and finding innovative ways to ensure environmental protection, and continue to support our clients, customers and community.

We are proud to be certified to ISO 9001:2015 (Quality Management Systems) and ISO 14001:2015 (Environmental Management Systems) and are currently underway with the B-Corp Accreditation and we hope to achieve this over the next few months. We are also very proud to have been accepted as a signatory for the Charter for Employers Positive about Mental Health.

Sustainability is an ongoing journey, and we are committed to continual improvement. We have published this report to share our journey with you and the plans and targets we have for further success.

Janice, Paul B + Paul C

HIGHLIGHTS



- 85% Retention of employees
- 55% Female managers
- 50% Non-managerial female employees
- 44% Total number of employees under age 24 or over age 50
- 100% Of employees provided with training
- 100% Of employees paid higher than minimum wage
- 100% Of coffee served is either Fairtrade, Rainforest Alliance or Organic certified

Retained ISO 14001 and ISO 9001 Certification

OUR KEY CSR THEMES

Talkington Bates are independent contract caterers with over 25 years of experience of providing tailored catering and hospitality services to businesses across the UK and manage a range of CSR topics across our business. We assess and identify new or emerging CSR themes that could impact our business or be impacted by our business on an ongoing basis.

The following are the CSR responsibilities we have identified as the most relevant to our business and clients:

ENVIRONMENTAL

- Reducing CO2 emissions through our activities and in our supply chain
- Minimising the environmental impacts of our operations
- Reducing food waste
- Where possible, removing plastic and disposables from our sites
- Reducing paper consumption
- Highlighting the provenance of our food

SOCIAL

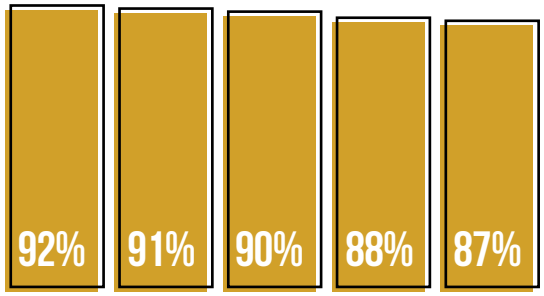
- Supporting our selected charities on a regular basis
- Working alongside our suppliers to deliver the best produce
- Ensuring our staff are supported whilst at work and have training opportunities
- Investing in our people
- Bringing innovation to our clients

ETHICAL

- Acting in the best interest of our clients
- Promoting diversity, equality and inclusion
- Ensuring a work/life balance for our team
- Promoting a culture of transparency and ethical behaviour
- Advocating the use of technology to ensure food safety legislation is met
- Ensuring the safety and wellbeing of our staff, customers and clients

EMPLOYEE SURVEY

Our Talkington Bates family is at the heart of our business and in early 2024, an employee survey was conducted as part of The Sunday Times Best Places to Work. Whether we win an award or not, we are immensely pleased with the feedback we received. As with everything, we are always on the lookout to improve, and the results have been reviewed by our TB Community.



- 92% Responded they have a good relationship with their manager
- 91% Are happy with the hours they work
- 90% Are happy (and feel safe) at work
- 88% Enjoy their jobs
- 87% Confirmed they do something worthwhile

TB COMMUNITY

In 2023 we established our TB Community. This is an employee forum, made up of team members from all parts of our business. The group includes volunteers and this year's TB Community comprises of an accounts administrator, chefs, storeman, support manager and is championed by our HR Business Partner and Managing Director. We encourage open conversation, and this Community are the influencers of change. No topics are "off the table" and the forum gives our employees a voice directly to our top management.

Each year we will request ten new volunteers for our TB Community so that all of our team members have an opportunity to represent their colleagues and share their views, which will help steer our business. We believe in listening and responding to our team, and this forum is just the ticket!

ENVIRONMENT

At Talkington Bates we are committed to reducing our negative environmental impacts and promoting environmental protection. Our certification to ISO 14001 underpins how we achieve continual improvement through the use of the Plan-Do-Check-Act cycle. We have an established environmental management system and are constantly reviewing, adapting and improving our performance to reduce our environmental impacts.

PLANETEATS

Our PlanetEats puts healthy and sustainable dishes at the forefront. PlanetEats embodies eating for the health of ourselves and the planet. With dishes based on a diverse range of plant-based proteins, a varied range of wholegrains, legumes, fruits and vegetables. With fewer, and more locally sourced meat and dairy products. Our dishes are reflective of seasonality and culturally-specific foods.

PLANETEATS

PlanetEats Concept Logo

The Planet Eats menus include more legumes which are highly versatile and contain rich sources of plant-based proteins, dietary fibre and dietary minerals such as folate. We use alliums which are sources of vitamin C and count as one of your five a day. And lastly brassicas as typically these vegetables provide an enormous range of micronutrients. Highlights include kale which is a source of calcium, high in vitamin A and folate.

REDUCING PLASTIC IN OUR SITES

We promote the use of china plates and cups at all of our sites thus reducing the use of disposables. However, we do understand that in some instances, there is the need for disposables, and we offer all of our client's compostable disposables from Vegware. Vegware is made from plants, not plastic and is completely compostable with food waste. We have also removed all black plastic disposable cutlery from our sites, as these are not readily recyclable. Instead we offer wooden disposable cutlery, the biggest advantage of using wooden cutlery is that it is 100% compostable.

In 2018, we banned single use plastic water bottles from our client sites and we continue to work alongside our clients to further remove plastic from the catering environment.

WASTE OIL

All our waste oil is collected from our sites by Olleco and transferred to a biorefinery facility. It is heated, cleaned and filtered, ready to be converted into a fuel that gives 88% reduction in greenhouse gases. By using Olleco for both the food waste and waste oil, we will be reducing CO2 emissions from travel.

REDUCING FOOD WASTE

Over 70% of our sites monitor and record their food waste, however we know we can make better inroads here. In each kitchen we have food caddies for all food waste, as well as monitoring plate and hospitality food waste. This allows our head chefs to not only monitor the food waste created over the course of the day, but also allows for segregation of any food waste. Having our waste segregated at source then permits the food waste to be collected separately for composting.

We will be launching a revitalised food waste reduction programme in 2024 and Jack, our Chef Director will be delivering training to all our chefs on the best ways of reducing food waste.

PROUD TO BE ISO 14001 CERTIFIED

We have held certification to ISO 14001 since 2018 and our Environmental Management System underpins our commitment to responsible business and the processes we undertake to prevent pollution, and to minimise and mitigate our environmental aspects.

Our environmental objectives include:

- **Improve environmental awareness across the business**
  This is an ongoing objective as we always find new initiatives to communicate awareness to our on-site teams, our head office team and our customers
- **Reduce energy consumption**
  This not only assists our clients in reducing their CO2 emissions and carbon footprint, but also protects the environment
- **Reduce food waste**
  Over 70% of our sites monitor and record their food waste and we will be launching a revitalised food waste reduction programme in 2024
- **Company vehicles to be electric or hybrid**
  We are working towards an electric / hybrid fleet of vehicles with the intention of achieving this by mid-2024

SUSTAINABLE & RESPONSIBLE SOURCING

We are passionate about where our food comes from and committed to sourcing safe, seasonal and sustainable produce, promoting British produce whenever possible.

At Talkington Bates, we believe in supporting British farmers and buying seasonal produce. Not only does this reduce food miles, but also delivers the best quality ingredients. Whilst we cannot use British produce year-round, any produce purchased from outside the UK is carefully chosen to ensure it meets our criteria of quality and sustainability.

As a fresh food company, we believe food quality and its integrity are vitally important. We only deal with reputable suppliers who can provide the flexible service that we require. After all, exceptional food starts with top quality ingredients. We believe that we need to know that the products we are sourcing are not only of the best quality, but also has a minimal negative impact on the environment.

ETHICALLY REARED MEAT

It is a prerequisite that all our suppliers operate fully documented food safety and quality management systems based on HACCP principles with structured supporting procedures and control systems which are designed to ensure the quality and legal integrity of all products. We guarantee full transparency and traceability of from farm to fork.

We are committed to high animal welfare standards and we regularly review and revise our procurement policies to ensure we continue to source ethically reared meat. At Talkington Bates we only serve RSPCA assured pork and Red Tractor assured chicken and beef. This provides our customers with the confidence that the meat we serve is fully traceable back to the independently inspected farms in the UK.

We are also committed to sourcing 100% free range shell eggs from free range happy hens.

SUSTAINABLE COFFEE

We serve Lavazza coffee in all of our sites, not only due to the great taste but also for their environmental credentials. Lavazza coffee is Rainforest Alliance, Organic, WELL Health- Safety Rating and LEED certified. The Lavazza Eco Caps, for those clients choosing to have a self-serve coffee machine are compostable and meet the TUV Austria Product Certification.

Lavazza & Rainforest Alliance Logos

RECYCLING COFFEE GROUNDS

Used coffee grounds are great for the garden. The benefit of using coffee grounds as a fertiliser is that it adds organic material to the soil, which improves drainage, water retention and aeration in the soil. The used coffee grounds will also help microorganisms beneficial to plant growth thrive as well as attract earthworms. Many of our sites bag up the coffee grounds and offer them to our customers to take home for their gardens.

ENVIRONMENTAL 'NO FOOD WASTE' POP-UPS

Across the year, we present environmental no food waste pop-ups across our client sites. These pop-ups demonstrate to customers how to make the most of foods that would normally have been disposed of, such as banana skins, orange peels and coffee grounds. Wasted food is one of the largest contributors to global greenhouse emissions – producing, transporting and letting food rot contributes to more than 8% of global greenhouse gases.

In these pop-ups we share:

- How to reuse banana skins as a great fertiliser for plants
- How to make bread with left over jacket potatoes
- Orange peels that can be turned to a delicious orange cordial
- Lemon skins can be used to make an effective spray cleaner
- Coffee grounds used to make a body scrub and also as plant fertilizer

Learning to use everyday ingredients to reduce food waste has been a valuable engagement tool for customers and Talkington Bates teams alike to collaborate together to fight food waste.

REDUCING VEHICLE EMISSIONS

We work hard to reduce our environmental impact and another area we have had great success is better utilisation of online platforms to reduce CO2 emissions from travel.

The TB Van

We additionally have worked alongside our supply chain and sourced local suppliers to our sites, not only reducing emissions associated to travel but also noise, congestion on the roads and supporting smaller local suppliers.

REDUCING PAPER IN OUR SITES

As part of our strives to reduce our paper consumption, we have removed table talkers and promotional posters from most of our sites and instead have invested in TV screens and intranet pages where customers can view menus, upcoming theme days and find out more about their on-site restaurant.

SOCIAL

THE TALKINGTONBATES FAMILY

We have always believed in giving our employees the support and training they need to develop in their careers with Talkington Bates. Upon starting with the company, all employees are provided with an induction and training in their role. We believe everyone benefits from training and development: our employees, our clients, our customers, and our company.

LEARNING & DEVELOPMENT

Our core philosophy is that we are a customer focused and people-centric organisation; we take pride in continuously improving "the employee experience" exploring and adding initiatives on an on-going basis to ensure our team members are provided with a caring, supportive environment that inspires and enables them to be the best they can be.

In 2023 we invested in our training and development through the use of online platforms and have recently started delivering training through Bright HR. Our training courses for our managers, head chefs and chef managers focuses on leadership and management so they are equipped to inspire and enable their teams.

All employees are provided with Health & Safety and Food Hygiene Level 2 training. Our managers, head chefs and chef managers are provided with Supervising Food Safety in Catering Level 3, as well as trainings in mental health awareness, effective communication, neurodiversity and equality, diversity and inclusion.

Every training programme is developed with the employee in mind to assist them in achieving their professional goals. As we understand each individual's training requirements, we are able to build a training plan around them to help them succeed.

Our chefs also attend Street Walks with Jack, our Food Director. On these walks, they look at new food trends, different ingredients and how they can be best used in our restaurants. There is also the added benefit of team building, and allowing Jack to understand where our chefs would benefit from further training so that a person bespoke training plan can be developed.

Street Walk Poster

LOCAL & GLOBAL COMMUNITIES

We are committed to supporting the communities in which we operate. We do this by providing local jobs and sourcing from local suppliers, but also through supporting local community initiatives and charitable causes.

In 2024 we have chosen Great Ormond Street Hospital and Springboard as our company charities and it is our objective to raise in excess of £10,000 towards these charities.

Janice is a patron for Springboard and holds their vision close to her heart. Springboard is a charity that supports people of all ages, backgrounds and walks of life with barriers into employment to work within the hospitality industry and to gain the skills, knowledge and experience needed to forge a career.

Great Ormond Street Hospital help to give seriously ill children the best chance to fulfil their potential. Their research into children's health and support for families and children is a subject close to many of our team's hearts. This is why we have chosen to support this charity this year.

ROCCO ROCKS

We have partnered with Roc Co Brands which brings unique pasta dishes to our customers, with 5% of the proceeds from every plate going to charities such as The Evelina London Children's Hospital and the Ronald McDonald House.

Pasta Per Tutti 'pasta for everyone' is the Rocco Pasta range that consists of penne, fusilli, spaghetti, and fettuccine, they have created an authentic range of pastas, taking into consideration affordability, availability, and most importantly continuing to help and support the British people and the most vulnerable.

Our Rocco Rocks events have been a fantastic success, creating a real buzz through client sites, and supporting these worthy causes.

WORKPLACE VITALITY

We believe that workplace wellness is no longer just a tick box, it is a fundamental. Workplace Vitality is our focus on health, not weight.

Our in-house nutritionist worked with our company chefs to develop a concept based on the core principles of a healthy diet. Rather than focusing primarily on singular superfood buzzwords and fads, we have created a programme that can stand the test of time.

We hold roadshows at our client sites, helping our customers to be more aware of food and talk about a range of subjects connected to a healthy lifestyle and answer any questions on how to eat well.

ETHICAL

Our governance structures and processes strive to promote accountability, transparency and ethical behaviour — and we regularly evaluate and enhance them to help us operate at the highest levels of performance in everything we do.

KAFOODLE

The UK Food Information Amendment, known as Natasha's Law requires food businesses to provide the full list of ingredients and allergen labelling on prepacked foods. The legislation was introduced to protect allergy sufferers and provide confidence to consumers in the food they buy.

To ensure compliance, we have partnered with Kafoodle to provide our teams a compliant, reliable and simple solution to food labelling & recipe management. In just a few clicks we can choose from a range of templates to create compliant ingredient, allergen and nutrition labels for our prepacked direct sale food.

Recipes are created using supplier ingredient data, and the brain behind Kafoodle does all the hard work. It calculates the nutritional values, assigns allergens, generates compliant labels, and even works out per-serving costs; helping to improve compliance and operational policies. As well as 'does contain' allergy warnings, we'll also be able to inform customers of any risks of cross-contamination.

Kafoodle enables us to track and communicate 'does contain' as well as 'may contain', allowing customers to make a more informed decision about what they eat depending on their specific sensitivity.

Kafoodle®

Kafoodle Logo

HEALTH & SAFETY

The health and safety of our employees is a priority, and we ensure all our staff are trained in Level 2 health and safety, and our managers are trained in Level 3.

Our Competent Health & Safety, Food Safety and HACCP Advisor conducts full audits, spot checks and staff training. In addition, Unit Managers conduct monthly self-appraisals based on risk assessment and the results of self-appraisals are then shared with the Operation Manager and discussed in monthly client meetings.

MINDFUL EMPLOYER

We applied for and been accepted as a signatory for the Charter for Employers Positive about Mental Health.

MINDFUL EMPLOYER

Mindful Employer Logo

Administered by Mindful Employer, a UK wide initiative supporting over 2,500 businesses, the Charter for Employers Positive About Mental Health is about recognising those employers who are committed to supporting mental health at work - no matter where they may be in that journey - and it is about helping those employers to achieve this goal.

The Charter represents an important endorsement of our commitment to supporting staff mental health & well-being and to being a people-centric, responsible and caring employer.

We launched a number of well-being initiatives in 2023, including a comprehensive EAP service for all employees and their families; Life Assurance cover (with additional "later life" support features) for all employees; private healthcare cover for managers which includes mental well-being as well as physical health with emphasis on pro-actively staying well and an enhanced holiday allowance.

EQUAL OPPORTUNITIES & DIVERSITY

Within Talkington Bates we work tirelessly to ensure our entire workforce feel included and have a sense of belonging.

We provide equal opportunities and are committed to the principle of equality regardless of race, colour, ethnicity, or national origin, religious belief, political opinion, or affiliation, sex, marital status, sexual, orientation, gender reassignment, age or disability. We provide employment policies that are fair, equitable and consistent with the skills and abilities of our employees and the needs of the business. We actively seek the support of all our people to ensure that all employees are afforded equal opportunity for recruitment, training and promotion and, in all jobs of like work, on equal terms and conditions of employment.

All of our managers, head chefs and chef managers attend equality, diversity and inclusion awareness training, to ensure that our team is aware of our ethos.

WORK/LIFE BALANCE

Talkington Bates have a firm belief in work/life balance and actively seek an understanding of all employees need to balance work with personal and family commitments. We have flexible, hybrid and remote working policies, carers leave and family friendly policies.

CLIENTS IN CONTROVERSIAL INDUSTRIES - B CORP DISCLOSURE

Talkington Bates is currently involved or has had involvement within the last five years in providing services and/or products to companies in the following industries considered controversial by B Lab Global: Pharmaceuticals.

While products and services to clients in controversial industries could help mitigate potential negative impacts or serve only as commonplace goods and services for the companies, they also could have the potential to enable the growth of the industry and indirectly contribute to its negative impacts. Certified B Corps are required to make transparent their involvement in such industries.

Any party aware of specific company practices that have had a negative impact related to its involvement in these or other controversial industries, and which may constitute a violation of the B Corp standards, may contact B Corp via their public complaints procedure.

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