# SUSTAINABILITY REPORT 2021







## THE FUTURE IS BRIGHT

Since 1988, we've believed that food has the power to help change the world. We're on a mission to make shopping sustainably easy and delicious, putting people and our planet first every step of the way.

I'm incredibly proud to share **our first Sustainability Report**, which celebrates some of the amazing things we've achieved with the support of our green community in 2021, and sets out our ambitious targets for 2022 and beyond.

It was a year that threw many challenges our way, with the continuing COVID-19 pandemic, labour challenges and surging inflation. Despite this, our brilliant teams have made fantastic progress across all three areas of our sustainability strategy: Planet, People and Product.

I'd like to say a huge thank you to everyone at Abel & Cole for their commitment, enthusiasm and hard work, to our family of farmers and makers for their support, and to our shoppers for choosing organic and trusting us to deliver the very best, sustainably-produced food.

#### Together, we're building a greener, fairer future for all.

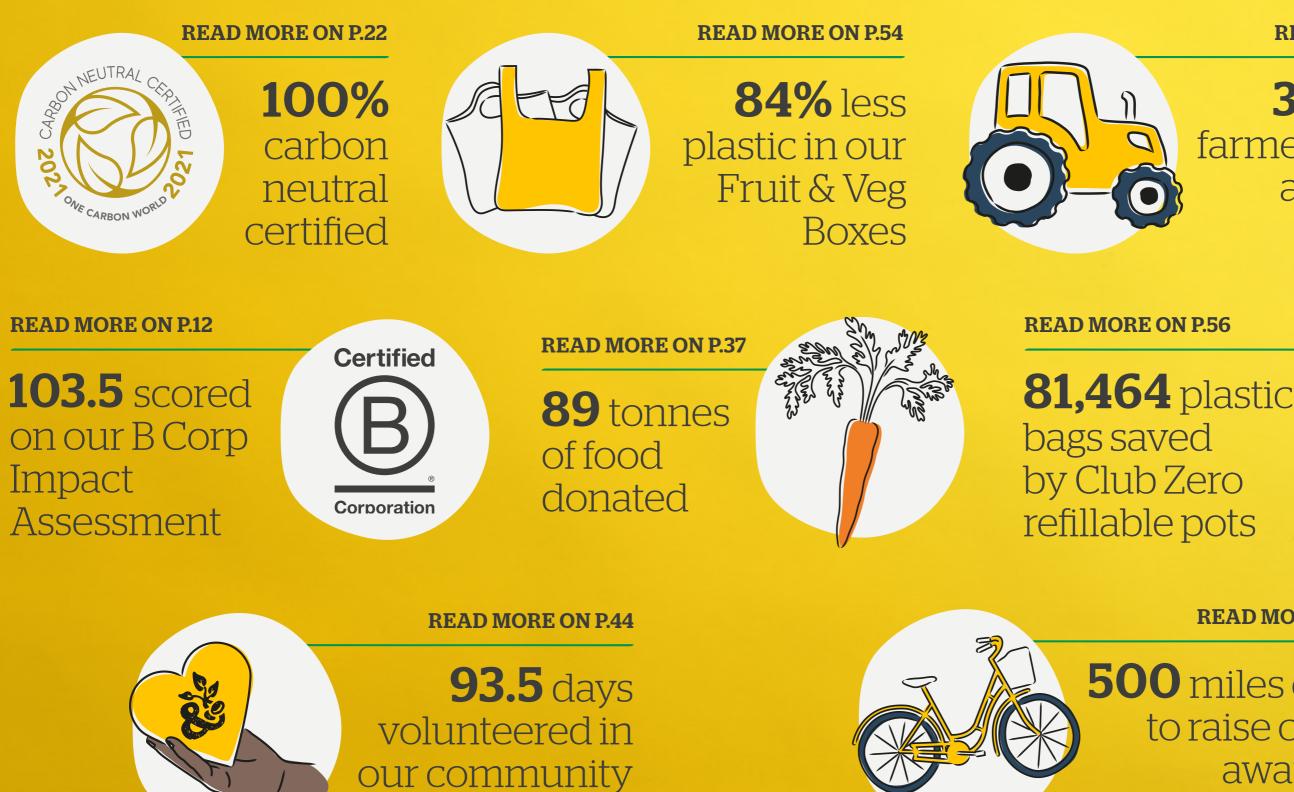
Warmest wishes,

Mannah Shipton Managing Director





## **OUR YEAR IN NUMBERS**





#### **READ MORE ON P.32**

321 organic farmers, growers and makers supported

**READ MORE ON P.42** 

500 miles cycled to raise climate awareness

## OUR SUSTAINABILITY OUR SUSTAINABILITY JOURNEY



	WELCOME FROM HANNAH.
pp.4-5	2021: OUR YEAR IN NUMBER
	OUR MISSION
	Setting our mission
	Measuring success

#### PLANET

Reducing our carbon emissions	
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#### 

APPENDIX	



MISSION AND MEASURING SUCCESS

# SETTING OUR

## WE WANT TO INSPIRE POSITIVE CHOICES FOR A BRIGHTER FUTURE. 99





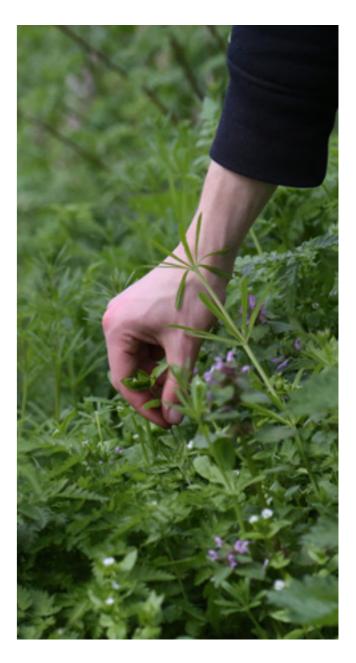
#### COMING **TOGETHER TO** MAKE A CHANGE

The choices we make every day can help drive positive change for people and our planet.

In today's world, we know that change can sometimes feel daunting, even unachievable at times. That's why we champion the power of small, collective actions. By working together with our amazing farmers, growers and makers, our green community and organisations striving for the same sustainability goals, we can truly make a difference.

#### **ALIGNING WITH THE UNITED NATIONS**

In 2015, the UN set out its Sustainable Development Goals (SDGs) - a collection of 17 international targets to achieve worldwide peace and prosperity. From ending poverty and hunger in all forms, everywhere, to ensuring inclusive and quality education for all, the SDGs provide the benchmarks for a sustainable future.



We believe that every action we take should help make these goals a reality. In this report, we're proud to show how we've been making progress towards them, while also reflecting on the work that still needs to be done.



#### **BEING A FORCE** FOR GOOD WITH **B** CORP

We've been living the B Corp way for over **30 years**, committed to using our business as a force for good.

Over the years, our brilliant teams have put in a huge amount of hard work behind the scenes to continually improve our positive impact on the world around us. So we were incredibly proud to have our efforts officially validated in 2018, when we achieved our first B Corp certification.



#### WHERE ARE WE NOW?

To be certified as a B Corp, a business must earn a minimum score of 80 points (out of a maximum of 200) on the B Impact Assessment. This rigorous questionnaire examines how sustainably a business is run, focussing on five key areas: Governance, Workers, Community, Environment and Customers. Most companies score somewhere between 40 and 100 points.

B Corps are **reaccredited every three years** - each time, the process becomes even more thorough, so it can be a challenge to improve your score. But we've been working hard to innovate and improve our impact further since our initial certification.

#### WHAT IS A B CORP?

Certified B Corporations are businesses that meet the highest standards of verified social and environmental performance, public transparency, and legal accountability to balance profit and purpose. B Corps are accelerating a global culture shift to redefine success in business and build a more inclusive and sustainable economy.

#### **B** CORPORATION



From 88.3 in 2018 **Rated 'Great'** 

**Rated 'Outstanding'** 

improvement

We couldn't have done it without the support of our green community

## We've successfully increased

## To 103.5 in 2021 A fantastic **17.08%**

## A CLOSER LOOK AT OUR 2021 SCORE

#### WHAT'S NEXT?

We're always challenging ourselves to do even more to support people and protect our planet.

Here are just **four of the innovative projects we'll be focusing on** in 2022 and beyond.

#### **APPRENTICESHIPS**

We've started working with apprentices at our Andover site and want to scale this up even further.



#### Our top two scores were in Governance and Customers

Area	% score
Governance	73%
Workers	69%
Community	52%
Environment	48%
Customers	88%

#### OUR TARGET

To **increase our B Corp score** by at least 10% on recertification in 2024



#### **TRAINING** We'll be setting a

We'll be setting ambitious targets to develop our brilliant teams.

#### EDUCATION

We want to provide even more information on the environmental impact of our products, so we'll be continuing to roll out innovative initiatives like ecoimpact labelling (read more on p.61).



#### SUPPORTING OUR MAKERS



We want to learn more about our makers' diversity, ownership structure, practices and needs, so we can find the best ways to support them and help them grow.

#### INTRODUCING OUR SUSTAINABILITY SCORECARD

As a business with purpose, it's important that we have a robust system in place to track and measure the changes we're making.

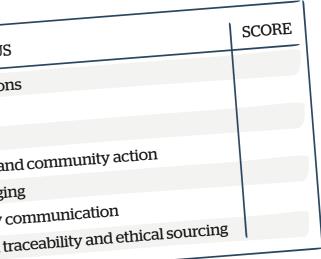
To do this, **we've devised our own Sustainability Scorecard**. Each month, we measure and report on our performance across seven key areas that align with the three strands of our sustainability strategy: Planet, People and Product. This level of insight ensures that sustainability continues to be at the heart of every decision we make.

	ILITY STRAND	AREA OF FOCUS
		Carbon emission
PLANET		Food waste
PEOPLE PRODUCT	Living wage	
	Volunteering an	
	Plastic packagi	
	Sustainability of	
		Supply chain t

As a part of the family-owned **William Jackson Food Group**, our performance in these areas also contributes towards their seven Hero Targets<sup>†</sup>, pledged in 2021 by the group to help create a more sustainable future.

Tools like our Sustainability Scorecard have made it easier to **share best practice and drive sustainability across our businesses**, and two companies from the group are now certified B Corps (a big well done to our friends at Belazu!). This kind of collaboration is key to achieving ambitious international goals like the Paris Agreement, and to each of us having a better social and environmental impact on an individual level.

† Find out more at wjfg.co.uk/index.php/better-world/.







## **REDUCING OUR** ARBON **EMISSIONS**

limate change has become the most pressing challenge of our time, so it's more important than ever that we focus on reducing our emissions.

From the start, our mission to keep carbon emissions low has informed every decision we've made. Like choosing to deliver to one area on the same day each week through carbon-efficient rounds.

As we grow, we're constantly challenging ourselves to do even more to cut carbon. And now, we're embarking on an ambitious journey to reach net zero.

#### Net zero vs. carbon neutral: what's the difference?

A 'carbon-neutral' business has committed to not increasing its emissions and has reduced, or balanced, these through offsetting. Whereas a 'net-zero' business has made changes to reduce its carbon emissions to the lowest possible amount.

#### WHERE ARE WE NOW?



You can't manage what you don't measure. So we've been working with environmental management consultancy and fellow B Corp Green Element to measure the carbon emissions produced across our business and beyond - from the energy required to power our fridges, right down to our team's railway journeys.

#### **OUR 2021** CARBON FOOTPRINT

#### **SCOPE 3** 37,369 tCO<sub>2</sub>e

Indirect emissions that occur anywhere in our value chain, including things like packaging, water, waste, uniforms, commuting and freight.

#### **SCOPE 2** 511 tCO<sub>2</sub>e

Indirect emissions from the generation of purchased energy, like electricity.

#### SCOPE1 2,682 tCO<sub>2</sub>e

Direct emissions from sources that we either own or control, like the fuel our vans use.

Until recently, most businesses would only account for Scope 1 and 2 emissions in their carbon footprinting. The complexity of Scope 3 emissions can make them difficult to measure and take responsibility for, but by including them in our reporting, we're able to identify the greenhouse gas 'hotspots' throughout our entire supply chain and reduce all of our emissions.





#### Good to know



#### WE'VE PUBLICLY PLEDGED OUR CARBON REDUCTION TARGETS

The Paris Agreement, adopted by 196 countries in 2015, pledges to avoid the worst effects of climate change by limiting global heating to just 1.5°C above pre-industrial levels. To achieve this, we'll need to work together to make drastic reductions – and we know that our actions will need to be clear, ambitious and based on data to succeed.

To make this happen, **we've joined forces** with the Science Based Target initiative (SBTi).

The SBTi was set up by the UN Global Compact, World Resources Institute, Carbon Disclosure Project and the World Wildlife Fund to provide the guidance and accountability needed for this meaningful change. They specify how much and how quickly businesses need to reduce their emissions.

In 2021, we committed to the SBTi, publicly pledging the ambitious targets needed to make our net zero goal a reality.



- **Reduce our Scope 1 and 2 emissions** (in absolute terms) by 50% by 2030, from our 2020 baseline (3065 tonnes CO<sub>2</sub>e)
- Reduce the carbon intensityof our Scope 3 emissions by 53% overa period of 10 years, from our 2020 baseline (37,426 tonnes CO<sub>2</sub>e)
- Ensure that the absolute **carbon figure for our Scope 3 emissions does not exceed our baseline year** (37,426 tonnes CO<sub>2</sub>e)

?

#### Absolute carbon vs. carbon intensity: what's the difference?

Carbon emissions can be reported in two different ways. 'Absolute emissions' are the total levels of carbon emitted, but they don't offer us any insight into efficiency. Whereas 'carbon intensity' is a measure of emissions per amount of food sold, by tonne for example. So it can often provide us with a better picture of our carbon emissions as we continue to grow.

#### What's 'sequestering'?

Carbon sequestration is the capture and long-term storage of carbon.



PLANET: CARBON EMISSIONS



#### WE'VE BEEN CERTIFIED **CARBON NEUTRAL**

#### In May 2021, we became the

first organic food delivery company in the world to achieve both the Carbon Neutral International Standard and to join the UN's Climate Neutral Now Initiative.

We're incredibly proud of this achievement, which means that every single one of our delicious, organic deliveries is now officially carbon neutral.

Our strategy focuses on carbon reduction above all else - but we also know that we won't see immediate results from many of our actions. So it's important that we use all of the tools available to us, to help bring down our carbon levels in the short-term as well.

This is why carbon offsetting plays a role in our strategy. Working with the nonprofit organisation One Carbon World, a Global Resource Partner of the UN, we've funded renewable energy and sustainable afforestation projects, like La Pitanga, to balance our Scope 1, 2 and 3 emissions for 2020 (as this was our last full year of validated measurements at the time of certification).

By choosing projects with clear benefits for the local communities, safeguards to prevent environmental impact, and proven long-term and additional capture and storage of carbon, we're confident that the actions we're taking will help reduce global heating.



#### What's carbon offsetting?

*The process of increasing the capture rate* of emissions, or sequestering, (through land restoration for example), to compensate for emissions that occur elsewhere.

#### What's La Pitanga?

La Pitanga is a sustainable afforestation project in Uruguay. The project aims to restore land and sequester carbon, using practices aligned with the Forest Stewardship Council's standard for sustainable forest management.



We've set ourselves ambitious carbon reduction targets, with a comprehensive, long-term strategy to make sure we meet them.

Here are a few of the areas of innovation we'll be focussing on in 2022 and beyond.

#### To reduce our Scope 1 and 2 emissions, we'll be...



#### **DECARBONISING OUR FLEET**

We've put together a Green Fleet strategy that sets out our plans to replace our fleet of delivery vans, company cars and forklift trucks with 100% electric vehicles. We'll also investigate the responsible use of low-carbon fuels with our freight partners.

#### To reduce our Scope 3 emissions, we'll be...





#### HELPING OUR **MAKERS FIND GREEN** SOLUTIONS

We'll be continuing to work closely with our family of farmers, growers and makers to help decarbonise their transportation, and to encourage the use of carbon saving and sequestering practices.

#### **GROWING OUR LOW-CARBON COLLECTION**

Our brilliant Buying Team will be working hard to find delicious, lower-carbon additions to our range and to expand our plant-based collection even further. This will make it easier than ever for our shoppers to mix up their mealtimes and enjoy more sustainable, veggie and vegan switches.





#### **SWITCHING TO GREEN TECHNOLOGY**

We'll be replacing old and often inefficient equipment with new technology, such as replacing gas burners with radiative heating, refrigerant gases with natural refrigerants, and installing solar panels.



#### **HELPING OUR COMMUNITY MAKE GREENER CHOICES**

We'll be rolling out eco-impact labelling across more of our collection (read more on p.61) to help our shoppers make even more sustainable choices as part of their weekly shop.

## MANAGING OUR WASTE & RECYCLING

#### **1** FIGHTING FOOD WASTE

e know what it takes to produce good food, and we don't like seeing a morsel of it go to waste.

For over 50 years, many developed countries like ours have been ramping up production to make sure they have enough food to support their growing populations. But this oversupply has led to a significant amount of food going to waste in the UK, worsened further by things like misunderstood expiry dates, and a demand for items to be a particular shape and size. And all of this food waste ultimately contributes to climate change.

Thankfully, organisations such as **WRAP** work tirelessly to measure the UK's food waste, and although the facts might seem stark, they do show us where the hotspots of the issue lie. **We all have big roles to play to help solve the UK's food waste problem**. 8% of the UK's total greenhouse gas emissions are caused by food waste.<sup>1</sup>

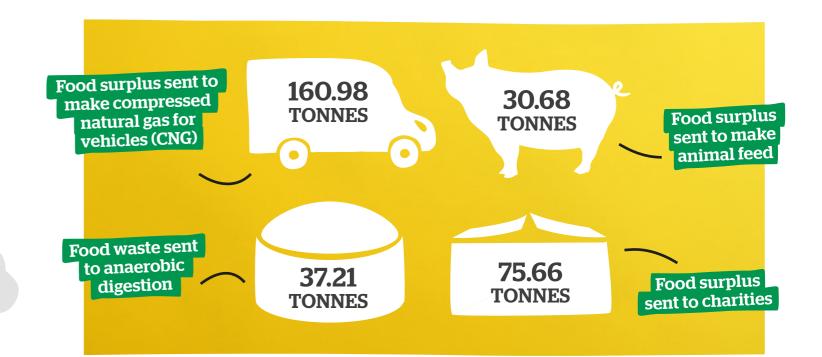
> 70% of the UK's post-farmgate food waste comes from our homes.<sup>2</sup>



Wrap

#### WHERE ARE WE NOW?

To gain a clearer picture of our own waste, we've calculated our food waste and surplus figures for 2021. We've submitted these to WRAP, who will officially validate and verify them, and also work with us going forward to help bring our totals down.



#### WHAT'S NEXT?

We're committed to making sure that no resources go to waste - so we've set ourselves an ambitious food waste target.



Cut our monthly food waste figure to 0.8% of food purchased

Office for National Statistics. (2021) A review of household behaviour in relation to food waste, recycling, energy use and air travel.
 WRAP. (2020) UK progress against Courtauld 2025 targets and UN Sustainable Development Goal 12.3.
 WRAP. (2021) Food surplus and waste in the UK - key facts.

#### Did you know?

There's a difference between food waste and surplus. Food that's redistributed to feed people or animals, or to become an ingredient for another product, is considered food surplus. But if it goes unharvested, to landfill or composting, then it's considered food waste.<sup>3</sup>

To achieve this, we've created a **new Food Guardian role** within our Sustainability Team. We're not afraid to pack any oddly shaped fruit and veg, but quality is really important to us. Occasionally, we'll receive an item that our team know needs to be eaten faster than we can deliver it, or something that's not survived the journey but could still be fed to animals. Our Food Guardian will ensure that as much of this surplus as possible finds a good home, by working closely with some fantastic local charities and food banks.



#### 2 CHAMPIONING ZERO WASTE TO LANDFILL

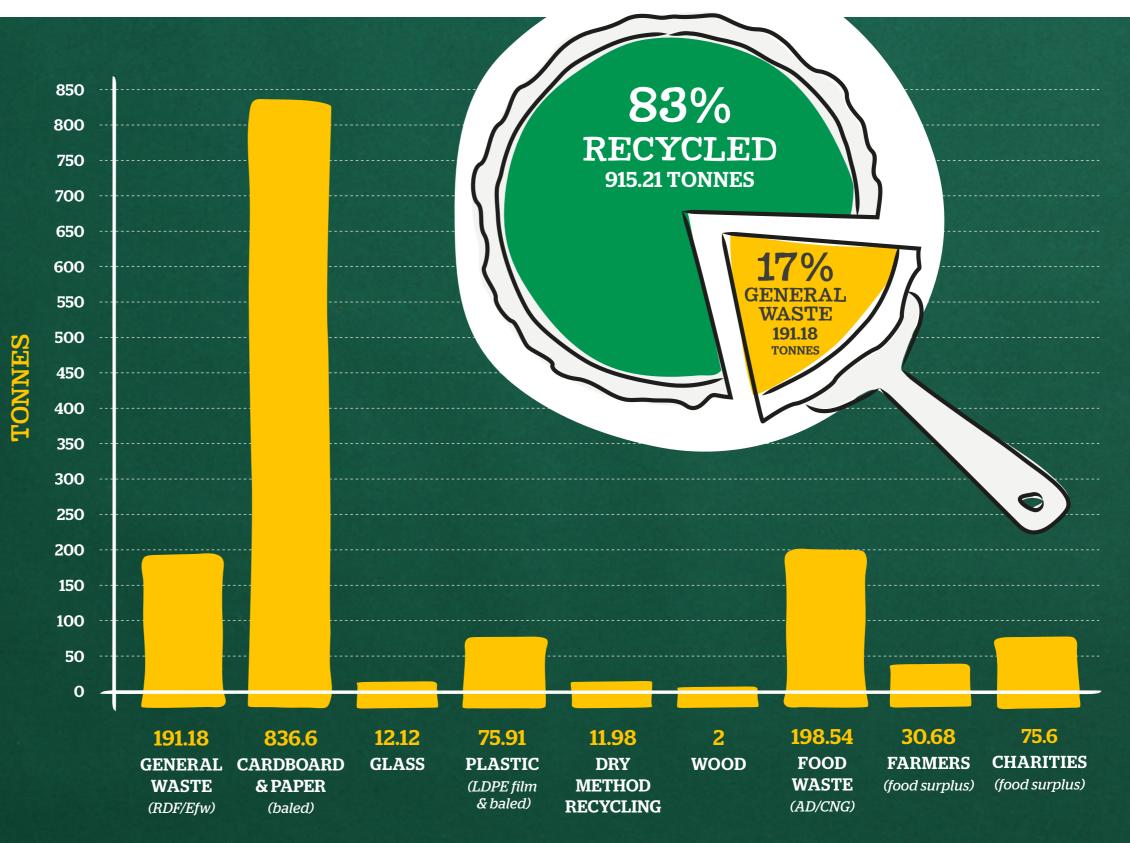
We work with a wide variety of different packaging materials on a daily basis, so we've always been committed to handling them correctly. We have a **zero-to-landfill** policy for our waste, and regularly measure and report our waste streams – but we want to go even further.

We always reduce packaging where we can, but we've also introduced more refillable solutions across our range (read more on pp.56-59) and more recyclable materials across our operations, to help us move towards a circular economy.

#### What's a circular economy?

A circular economy is a model that aims to keep materials in use for as long as possible, to help reduce waste and regenerate natural systems.

To help us better understand our waste, we've calculated the total amount of waste that we produced in 2021, as well as how much of this was general waste, and how much was recycled. We'll be using this data to identify areas for improvement as we continue our sustainability journey.



WASTE STREAMS 2021



We want to provide easy ways for our community to help the planet. So in the Autumn of 2021, **we launched an innovative Recycling Collection trial** for a group of shoppers in the Doncaster area, collecting flexible plastics from their doorsteps.

This exciting trial is part of our goal to reduce the amount of plastic that goes to landfill. Flexible plastics can be difficult to recycle in the UK, so our scheme takes the end of life solution away from our shoppers' homes, as we take on the responsibility of recycling the plastic bags and wrapping from their weekly deliveries instead.



Sustainability Project Manager

We know that kerbside
 recycling has its limitations,
 so we're going the extra
 mile to help our shoppers
 cut back on waste.

We always remove plastic packaging from our products where we can. But there are many instances where plastic is actually necessary for keeping food fresh and can't be easily replaced. Typically, some plastics haven't been collected for recycling because they're really hard to identify. But if we can show our community how to spot and prepare them correctly, then they can be recycled.

#### WHERE ARE WE NOW?

The main challenge for our shoppers so far has been the sheer variety of materials used for flexible packaging, not all of which are recyclable. So finding clear ways to help our community identify what they can and can't send back to us has been really important.

Those in the trial area have been absolutely brilliant at following our instructions, consistently returning high-quality and clean plastic for us to recycle.

Together, we've managed to save an additional 33kg of plastic from going to landfill in just 6 months.

#### WHAT'S NEXT?

Armed with these brilliant results, we've set ourselves an ambitious target for 2022.

#### OUR TARGET

Roll out our **Flexible Plastics Recycling Collection** scheme to all of our shoppers nationwide



#### **TACKLING** PLASTIC POLLUTION

Being lightweight, resistant and cheap has made plastic one of the world's most widelyused packaging materials. But over the years, its mismanagement has meant that plastic pollution has seriously impacted our wildlife, ecosystems and health.

Plastic has been found in almost every known environment on our planet, from the depths of the ocean to the air we breathe – it's even been detected in human blood.<sup>4</sup> So we're taking positive action against plastic pollution.

#### WHERE ARE WE NOW?

We've committed to the UK Plastics Pact. This is a pledge by British hospitality, manufacturers and retailers to rid the UK of plastic pollution. Altogether, the companies that have committed so far account for two thirds of the commercial packaging used in the UK - so our collective action will really make a difference.

#### WHAT'S NEXT?

We've set ourselves four ambitious targets to achieve by 2025, all aligned with the UK Plastics Pact. These targets will ensure that we keep innovating, to make our packaging solutions as sustainable as possible.

#### OUR TARGETS

Eliminate any problematic or unnecessary single-use packaging through redesign, innovation or alternative (reuse) delivery model



3 70% of our plastics packaging waste to be effectively recycled or composted



**4** Brandsma S.H., Garcia-Vallejo J.J., Lamoree L.H., Leslie H.A., van Velzen M.J.M, and Vethaak A.D. (2022) 'Discovery and quantification of plastic particle pollution in human blood'. Environment International. Vol 163.



verything we do has an impact on our planet, so we're committed to treading as lightly as possible. That's why we champion organic farming, and why it's been at the heart of what we do since 1988.

Organic is a kinder, more holistic way of tending to the land that has brilliant environmental benefits, like protecting our soil and boosting biodiversity.

The loss of biodiversity has been a major driver of climate change, and it's largely been caused by the spread of intensive farming. Considering that so much of our land area is now farmed (it's estimated that over 71% of land in the UK is agricultural<sup>5</sup>), it's clear we can't afford for the way we produce our food to cost the Earth.





#### HOW DOES ORGANIC **MAKE A DIFFERENCE**?



Organic farms have been shown to support 30% more **species** on average,<sup>6</sup> providing valuable, safe habitats for birds, pollinating insects and soil life.

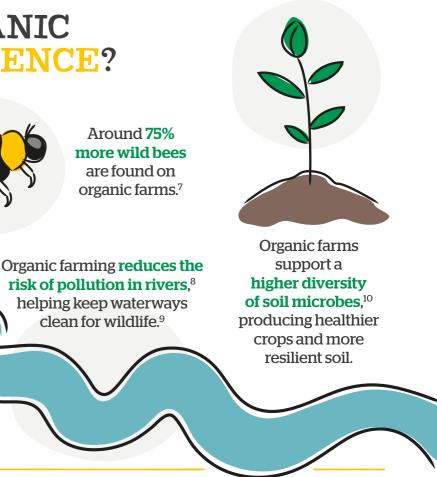
5 DEFRA. (2021) Agriculture in the UK.

6 Tuck, S. L., et al. (2014) Land-use intensity and the effects of organic farming on biodiversity: a hierarchical meta-analysis. The Journal of Applied Ecology, 51(3), pp.746-755.

7 Kennedy et al. (2013) 'A global quantitative synthesis of local and landscape effects on wild bee pollinators in agroecosystems'. Ecology Letters, Vol: 16, pp. 584-599. 8 Reganold and Wachter (2016). 'Organic Agriculture in the Twenty First Century'. Nature Plants, 2, 15221, Figure 3. 9 Cambardella, C. A., Delate, K. and Jaynes, D. B. (2015) 'Water quality in organic systems'. Sustainable Agriculture Research, 4(3), pp. 60-69.

10 Lori et al. (2017) 'Organic farming enhances soil microbial abundance and activity. A meta-analysis and metaregression'. PLoS ONE 12(7):e0180442.





#### WORKING WITH **OUR MAKERS**

In 2021, we worked with 321 fantastic farmers, growers and makers, committed to putting the planet first by producing delicious food and drink organically.

We also want to know more about the biodiversity on our farmers' land. So as a part of our Responsible Supplier Programme, we take a deep dive into the ways they're helping local wildlife thrive (read more on p.62).



#### ORGANIC IN ACTION

James Foskett grows all sorts of seasonal, organic veg for our boxes, from French beans to butternut squash, on his farm in East Anglia.

James leaves 20% of his land uncropped, giving plants and animals plenty of space to flourish. He's also built mixed flower margins, and preserved ponds and irrigation reservoirs on the farm, to encourage a diverse spread of species. Hedges, margins and some reeds are cut rotationally to give good cover during the winter and to create spring nesting sites. This also helps provide vital food sources for wildlife in January and February.

The farm holds a Site of Special Scientific Interest (SSSI), is a RAMSAR certified wetland, and even records rare species such as bitterns. turtle doves and otters.

This all shows just what a difference choosing organic makes to our planet.

#### WHAT'S NEXT?

We'll continue to explore and champion exciting, innovative practices for producing food in the most sustainable ways possible. We're always on the lookout for the foods of the future.







## PLANET **OUR 2021 HIGHLIGHTS**

**READ MORE ON P.19** 

Weputa robust carbon measurement system in place



We were officially certified carbon neutral

3



5 We committed to the UK Plastics Pact, to tackle plastic pollution



#### **READ MORE ON P.20**

We publicly pledged our carbon reduction targets to the SBTi

**READ MORE ON P.25** 

We created a new Food Guardian role within our team, to fight food waste

**READ MORE ON P.28** 

6 We launched our **Flexible Plastics Recycling Collection** trial, to help our community send less plastic to landfill



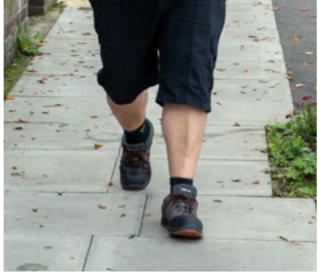




## PUTTING PEOPLE FIRS

ur people make us who we are. From our green community to our organic growers, and every member of our passionate team, we wouldn't be where we are today without them. So we're committed to driving positive change in our own community and beyond.

Throughout 2021, we were proud to support many fantastic causes close to our hearts. We've also been working hard to champion our teams and create an ever-more inclusive workplace, in which everyone feels valued and heard.





**12%** of all households with children.<sup>1</sup>

Reliance on food banks has also increased. The Trussell Trust supplied more than **2.5 million** three-day emergency food parcels in 2021 - an increase of **33%** on the previous year. Around 40% of those parcels went to children.<sup>2</sup>

We want to get high-quality produce into the hands of those who need it most, to help tackle some of the underlying inequalities in our community.

#### WE DONATED 89 TONNES OF FOOD IN 2021... TO OUR AMAZING FOOD CHARITY PARTNERS.





1 S. Danechi, B. Francis-Devine and G. Tvler. (2021) Food poverty: Households, food banks and free school meals 2 S. Danechi, B. Francis-Devine and G. Tyler. (2021) Food poverty: Households, food banks and free school mea

ANDOVER

FOOD BANK



#### SCHOOL FOOD MATTERS

During the COVID-19 pandemic, we helped School Food Matters distribute over **1 million meals** to children and families in need, including over **1.5 tonnes of fresh, organic fruit**.

We also helped organise and host their brilliant Summer Holiday Food & Fun Clubs for children from disadvantaged backgrounds.







An estimated three million children are thought to be at risk of hunger during the school holidays. As well as ensuring that children from the poorest households get at least one freshly cooked meal a day, our programmes provide social contact, exercise and enriching, fun activities – so children can still be children. This is especially important in the wake of the pandemic, which has had such a detrimental effect on the emotional and social development of many children.

#### WHAT'S NEXT?

We want to do even more to help fight food poverty. Over the years, we've seen first-hand that food banks are often in need of fresh produce.

So in 2022, we'll be launching our own fruit & veg donation initiative - One Box: One Portion. We'll be making a commitment to donate a portion of fresh, organic fruit or veg to those in need, for every Fruit & Veg Box our community enjoy.

Our collective actions have the power to bring about real change. Together, we can fight food poverty. One box at a time.



To donate **1.43 million portions** of fruit and veg in 2022 through One Box: One Portion



When incomes drop and family budgets shrink, food choices shift toward cheaper foods. The first items dropped are usually healthier foods such as high-quality proteins, wholegrains, vegetables and fruit. The quality of a person's or family's diet is severely affected by their income level. Often, their only option for a full stomach is an unhealthy one.



## DRIVING POSITIVE CHANGE

We're proud to have supported many different charities across the world, who are making a huge difference to people and our planet.



IN 2	2021
WE DONATED OVER	
£30	,000
	JR CHARITY INERS.
BLUEPRINT FOR ALL	HANDS UP FOUNDATION
WHALE AND DOLPHIN CONSERVATION	TOGETHER AGAINST CANCER
WALK THE WALK	VEG POWER SPITALFIELDS CRYPT TRUST
FRIENDS OF THE EARTH	LAPITANGA
HAYGROVE COMMUNITY GARDENS	GENDERED INTELLIGENCE

IMPACT SPOTLIGHT

#### HAYGROVE COMMUNITY GARDENS

Our donations have helped Haygrove, one of our organic growers, to expand their brilliant Community Gardens project.

Since 2013, Haygrove have been creating green spaces that enable their local communities to experience the therapeutic benefits of working with nature. Their flagship project in Ross-on-Wye, the Ross Community Garden, supports adults with mental and physical health challenges, and hosts at least 500 visiting school children every year. Over in Gloucestershire, the Ell Brook Community Project engages with the community around them through horticultural therapy sessions, volunteer days and important ecological surveys.

In 2019-2020, Haygrove carried out a needs assessment for Ledbury, near their own head office, and found that a new garden would make a real difference to the community's mental health and wellbeing. We're incredibly proud to be partnering with them to help bring this next phase of their project to life.

> Part of our core mission is to create opportunities for those who have drawn the short straw. Our projects are also about laying foundations for relationships with our neighbours and inspiring the next generation of horticulturalists. We really value our community because it's part of a bigger picture. It's a measure of a business' value, in a way that recognises the importance of people and the planet, not just profit.





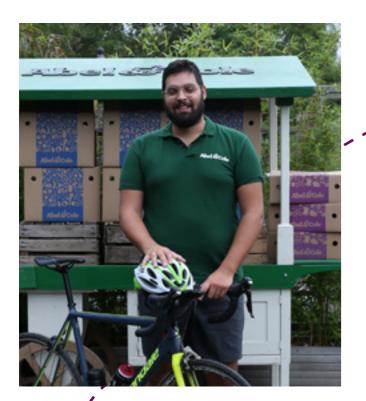


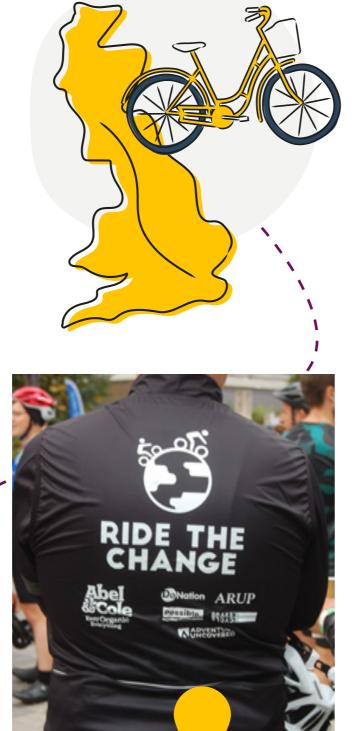


In October 2021, we were proud to be the headline sponsor of Ride the Change: a 500-mile cycle from London to Glasgow to raise awareness of the COP26 Climate Change Summit taking place there.

Climate change is considered by many organisations, including the World Economic Forum, to be the highest priority ecological issue we face. So to help inspire climate action and show our commitment to a low-carbon future, four cyclists from our own team also took on this monumental challenge.

Instead of fundraising, riders collected small, sustainable climate action pledges from their supporters through pledge platform Do Nation. The incredible results show just what a difference our collective actions can make.







Co-Founder and Director of Do Nation



3 Ride the Change. (2021) Impact Report. 4 Ride the Change. (2021) Impact Report. 5 Olympic size pools measure: 50 metres long, 25 metres wide, and a minimum of 2 metres deep. (25m x 50m x 2m = 2,500m<sup>3</sup>; 1L = 0.001m<sup>3</sup> so 2,500 x 1000 = 2,500,000L)



Small actions really do add up. When lots of us commit to taking action for the environment, it sends a powerful message to businesses, government and other decision makers about our collective commitment to change. 99



Giving back has always been an important part of who we are. So we make sure that our team have at least **one paid volunteering day a year**.



Volunteer for 150 days to support our community in 2022















#### PEOPLE: VOLUNTEERING



#### **5** CREATING AN INCLUSIVE COMMUNITY AT ABEL & COLE

Creating an inclusive, welcoming and positive community where our people can thrive is essential. From **championing mental health awareness** to **committing to equal Gender Pay**, we're really pleased with the progress we've made so far. But we want to keep learning, growing and improving to be the best we can be for our brilliant team.

### IMPACT SPOTLIGHT

#### BLUEPRINT FOR ALL

Now that we have an Equality & Inclusivity Committee, **we're incredibly proud to have begun an official charity partnership with our friends at Blueprint for All**. Together, we've been working on a series of exciting projects to help inspire and support young people from disadvantaged backgrounds, and to create a fairer and more inclusive community within our own four walls.

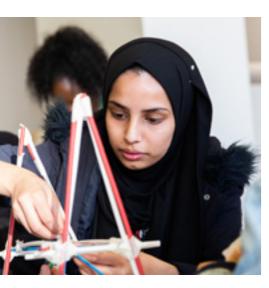
In 2021, two of our Directors took part in Blueprint for All's 100 Mentors programme, lending their guidance and industry expertise to help young people succeed in employment.

Blueprint for All have also audited our recruitment processes and suggested changes we can implement to foster an even more inclusive environment. Off the back of this, **we've introduced an Equality, Diversity & Inclusivity Policy** to ensure that both our team and job applicants are given equal opportunities and that, where we can, we are representative of all sections of society.



We've also **launched our first-ever annual Equality, Diversity & Inclusivity survey** to provide an opportunity for reflection and help set future targets. This will allow us to track over time whether the measures we're implementing are making a difference and, if not, will tell us frankly that we need to do more.

But that's not all. Blueprint for All have also supported us with **the creation of an Anti-Racism Charter**, which sets out our clear commitment to be an anti-racist organisation and improve our diversity. We have a responsibility to ensure that no person is treated differently because of their skin colour or race in our workplace. People with a diverse range of identities and backgrounds should feel comfortable, recognised, that their voices matter, and that they are able to achieve their potential. We've put together an action plan that we'll review regularly to ensure this is embedded in every part of our business.











#### JEANETTE

Finance Director and our Race & Ethnicity Champion

It's important that our
ecosystem gives everyone
the opportunity to excel,
and that we hold ourselves
accountable to bring
about change. 99







#### **OUR 2021 HIGHLIGHTS**

#### **READ MORE ON P.37**

We donated 89 tonnes of food to our amazing charity partners, to help tackle food poverty and insecurity

#### **READ MORE ON P.42**

We cycled from London to Glasgow to raise climate action awareness, ahead of the UN's Climate Change Conference

3

5

#### **READ MORE ON P.47**

#### We published our Anti-Racism Charter,

to strengthen our commitment to being an anti-racist organisation

#### **READ MORE ON P.48**

We introduced our Pregnancy Loss Policy, to further support our colleagues experiencing a bereavement





Published our Anti-Racism Charter



Introduced a **Pregnancy Loss Policy** 



Continued to commit to equal Gender Pay<sup>†</sup>



Introduced Gender-Neutral Toilets



Certified as a Living Wage Employer



Pledged to the Mental Health at Work Commitment



Introduced **Mental** Health First Aiders



Introduced our **Equality**, **Diversity & Inclusivity** Survey and Policy



Introduced

Wellbeing Champions

Ilbeing Tool

Launched our own

Wellbeing Toolkit

Implemented a Weekly Work Satisfaction Survey

New ideas!	
New Idea	=
$\equiv$	
	$\equiv$

Introduced a Reasonable Adjustment Policy

#### **READ MORE ON P.40**

We donated over £30,000 to support 11 brilliant charities driving positive change for people and our planet

**READ MORE ON P.44** 

We volunteered for 93.5 days to support our local community

#### **READ MORE ON P.46**

We introduced our Equality, Diversity & Inclusivity Policy, to ensure that all of our team have access to equal opportunities











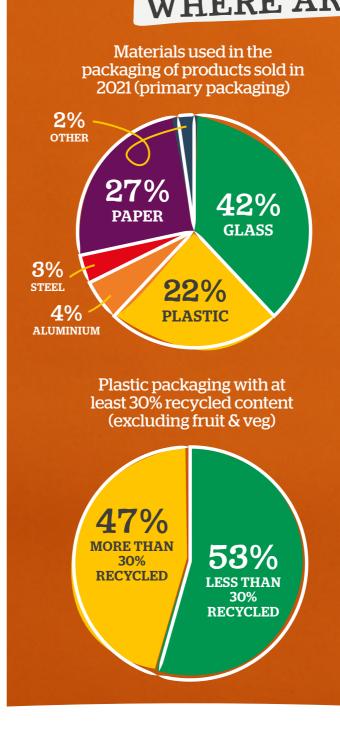
We're on a mission to make shopping sustainably simple and delicious. That's why we put in all the hard work behind the scenes, from sourcing the finest, organic food to reducing unnecessary packaging, so all our community have to do is choose their planet-friendly shop.

## CHAMPIONING SUSTAINABLE PACKAGING

e've always challenged ourselves to use the most sustainable packaging possible for our delicious, organic food.

We pioneered switching from polystyrene to sustainable Woolcool insulation and reckon we've saved over 65 million plastic bags (and counting) with our reusable cardboard boxes so far. But that doesn't mean our work on packaging is done. The packaging choices we make can have big implications down the road, so it's a responsibility we'll never shy away from. By regularly measuring and reporting on how sustainable our packaging is, as well as continuing to learn, grow and innovate, we're making sure that our deliveries are packed with positive impact.





#### WHAT'S NEXT?

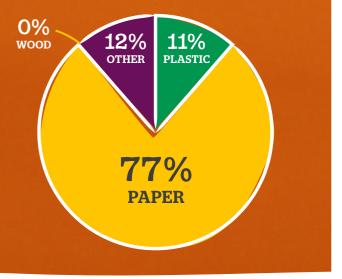
Thanks to some great improvements in plastic collection and processing, packaging made from recycled plastic is becoming easier and cheaper to use. It also goes a long way to supporting the circular economy. That's why, as well as increasing the amount of material we send for recycling, we're working to increase the amount of recycled plastic that's used in our products' packaging.

#### WHERE ARE WE NOW?

Plastic packaging with at least 30% recycled content (including fruit & veg)



#### Materials used in our tertiary packaging (for example, our boxes, ice packs and Woolcool insulation)



#### OUR TARGET

Achieve 30% average recycled content across all of our plastics packaging by 2025



#### **CUTTING BACK ON PLASTIC** IN OUR FRUIT **& VEG BOXES**

We've always used the least possible packaging to deliver our farm-fresh fruit & veg. If something doesn't need packaging, we won't package it - it's as simple as that. But we wanted to find out exactly how our Fruit & Veg Boxes stacked up, when compared to the packaging used by four major supermarkets.

So in August 2021, we conducted a study to compare the packaging used in our most popular, weekly, organic Fruit & Veg Box (our Medium Fruit & Veg Box), versus the packaging used for the same organic produce from Tesco, Sainsbury's, Ocado and Waitrose.

To ensure a fair comparison, we ordered the closest like-for-like products available, in the same weights and quantities. We didn't measure the in-transit packaging, as these supermarkets all offer the option to have produce delivered without plastic bags, while we deliver in returnable, reusable cardboard boxes. Instead, we weighed only the packaging of each individual foodstuff. As an example, we weighed the wrapping that apples were packed in, rather than the plastic bag that the shop was delivered in.

AND THE RESULTS? We found that there's 84% less plastic

in our organic Fruit & Veg Boxes.<sup>1</sup>

#### WHAT'S NEXT?

Because of seasonality, the amount of packaging we use fluctuates throughout the year. Salad leaves, for example, typically require more packaging than other vegetables, so that they can be delivered to our shoppers fresh and in the best possible condition.

So our next step is to run our study again in February 2022. We'll then combine the results from our August 2021 and February 2022 studies to generate an average percentage figure for the amount of plastic in our boxes; one that even more accurately represents our packaging use across the year.

#### CONSIDERING **COMPOSTABLES** CAREFULLY

For the last decade, biodegradable and compostable packaging has been seen as a sustainable solution to the challenges caused by plastic pollution.

We've always encouraged our partners to make considered packaging choices, so



#### THE REALITY

The UK doesn't currently have the infrastructure in place to collect and compost the variety of compostable materials that are already being used to replace plastic.

So how can we make sure these are being disposed of responsibly? on ramping up

#### WHAT'S NEXT?

It's clear there's no simple answer to this complex question. Our priority is to learn as much as we can from industry experts, to help us carefully consider how and whether compostable materials should play a role in our future packaging.

we've been largely supportive of using these materials to date, and have even introduced some compostable packaging of our own.

But as more research continues to be done into the real-world benefits of these materials, it's becoming increasingly clear that supporting a total switch to compostable packaging isn't as straightforward as it might seem. We know there are some big questions we need to consider here.

**Government policy** is changing to focus recycling, in the move towards a circular economy.

So is there still a place for compostables?

These materials have been shown to behave differently in lab conditions than they do in our compost bins.<sup>2</sup>

So how do we know they'll actually break down over time and won't contribute to plastic pollution?

1 Abel & Cole (2021). 84% less plastic study.

Find the full study, including our methodology and results tables, at abelandcole.co.uk/blog/post/plasticstudy2021

2 UCL Plastic Waste Innovation Hub. (2021). Big Compost Experiment

## PIONEERING REFILABLES

#### CASE STUDY

#### SCRAPPING SINGLE-USE PACKAGING WITH CLUB ZERO

#### THE CHALLENGE

Over the past few years, there's been a rising tide of awareness about plastic and single-use plastic pollution in our environment.

Any material requires a resource to make it, and once single-use packaging has served its purpose, it immediately comes to the end of its life. It then often ends up in our environment, scattered across beaches or polluting the oceans, and has a serious impact on our planet.

32% of all plastic packaging produced finds its way into our oceans every year. That's the equivalent of pouring one truckload of plastic into the ocean every single minute.<sup>3</sup>

Solutions have begun to appear, with zero-waste stores offering refillable products popping up around the country. But buying refillables can be inconvenient, with shoppers often left lugging heavy pots home. These kind of obstacles make it challenging to keep up sustainable habits, despite our best intentions.

#### THE SOLUTION

It all began with a lightbulb moment – what if we did away with single-use packaging altogether? While there are plenty of places where packaging is needed (to help keep food fresh, for example) we knew that the right thing to do was to completely cut out packaging waste where we could.

So we joined forces with packaging consultancy <u>Unpackaged</u>, to create a new, even more sustainable way to shop. And in 2021, we launched Club Zero: our pioneering refillables deliveries.

As part of their weekly shop, our green community can now enjoy delicious, organic staples delivered straight to their doorsteps all in returnable, reusable and refillable pots. Making it easier than ever to do the right thing.



 Our team are always searching for more sustainable packaging options. Launching Club Zero was not without challenge, but it's an initiative we're particularly proud of, and one that aims to switch many out of single-use packaging.



3 World Economic Forum



#### THE FUTURE

Now that Club Zero is up and running, we want to grow our initial line-up and introduce other exciting offerings to help our community shop even more of our collection as sustainably as possible.

#### INNOVATING REUSABLE MILK PACKAGING

We're often asked why our milk isn't in glass bottles. Glass is infinitely recyclable, even reusable, and doesn't cause the pollution that plastic can, but we knew that its weight could compromise our carbon-efficient delivery model.

So fuelled by these brilliant questions from our community, <u>we completed an</u> <u>innovative research project to investigate</u> <u>what the most sustainable packaging</u> for our milk would be.<sup>†</sup>

With its low emissions count, we thought that Ecolean (a flexible pouch made with 40% chalk), would be the best option. But after testing, it became clear it wasn't the right material for us, so we went back to the drawing board.

#### WHAT'S NEXT?

In 2022, we'll be exploring reusable milk bottles, as part of our wider ambition to expand Club Zero. Excitingly, we'll be developing this from the ground up with our fantastic dairy farmers, and have set ourselves an ambitious goal to work towards.



To have an **innovative**, **reusable milk packaging solution** ready for our shoppers by the end of 2022

 $\ensuremath{\dagger}$  Find the full study at abeland cole.co.uk/blog/post/milkstudy.



ENSURING TRANSPARENCY & TRACEABILITY

#### CHAMPIONING ORGANIC

We believe in the organic label because it provides the best assurance that our products have been created with people and our planet in mind.

Organic is **regenerative**, **holistic and innovative**, and it offers us sustainable solutions to many of the environmental and social challenges we currently face. What's more, its rigorous audits and requirements give our community the reassurance that no corners have been cut in how their food has been grown and sourced.

Providing this level of transparency and traceability is incredibly important to us. We're committed to giving our shoppers as much information about their food as possible, so they can easily make more sustainable choices.



#### LEADING THE CHARGE WITH ECO-IMPACT LABELLING

One of the exciting, innovative ways that we're helping our community make more conscious choices is by introducing eco-impact labelling.

Eco-impact labelling is an incredibly detailed, voluntary method of environmental performance certification. Each item is measured against four key criteria: carbon emissions, water usage, water pollution and biodiversity – painting a true picture of its environmental impact.

Products are then awarded a score of A, B, C and so on. So at a glance, shoppers can see which items in their basket are better for our planet.

#### WHERE ARE WE NOW?

In 2021, we began a journey with eco-impact labelling. Working with the sustainability experts at **Mondra**, we completed Life-Cycle Assessments for seven of our most popular items.<sup>†</sup>



**†** Find even more information about this process at abelandcole.couk/blog/post/ecoimpact.



By completing these assessments, Mondra have been able to tell us not only how our products score and where there's room for improvement, but how they compare to produce from four major supermarkets.

#### AND THE RESULTS?

Our products emit 16% less CO<sub>2</sub>e on average than their non-organic counterparts from supermarkets.

By enjoying these items, our shoppers are saving 24kg of CO<sub>2</sub>e a year - the equivalent of heating the average home for three days.

#### WHAT'S NEXT?

We'll be working hard to roll out eco-impact labelling across more of our range, giving our community all of the information they need to make even more sustainable choices.

#### OUR TARGET

To introduce <u>eco-impact labelling</u> to more of our fruit & veg range by the end of 2022



#### CELEBRATING THE PEOPLE BEHIND OUR PRODUCTS

#### THE CHALLENGE

We've always believed in putting people and our planet first, and partner with organic makers who share our values. These fantastic folk put in a huge amount of hard work behind the scenes to drive positive change for the environment and their local communities. But very often, this brilliant work goes unseen.

So we challenged ourselves to develop a new way to help uncover our makers' inspirational stories, measure their impact on the world around us, and support them to make even more of a difference in the future.

#### THE SOLUTION

We introduced our Responsible Supplier Programme – a new, voluntary audit undertaken by our makers to assess their environmental, social and governance (ESG) practices, created in collaboration with the sustainability experts at <u>Greenheart</u>.

Our makers complete the assessment and are scored in four categories: **Environment**, **Workers, Community and Governance**. We then explore the results together, and find ways to build further on their environmental and social impact.

But this isn't simply another audit standard our makers have to meet. It's designed to help prompt meaningful conversations, and to **build a community based on sustainable systems and practices**. SUSTAINABILITY PARTNER

#### GREENHEART



**66** The Responsible Supplier Programme is truly groundbreaking. Too many businesses think of supply chain impact as 'somebody else's problem'. By collaboratively supporting their partners to measure and improve their social and environmental performance, Abel & Cole are breaking down barriers in the traditional buyer/supplier relationship and creating a true positive impact ripple for the benefit of all. We're so proud to have played a small part in it. 99

At the end of 2021, a brilliant 42% of our makers (by spend) had signed up to complete an ESG assessment of some kind – either our Responsible Supplier Programme, B Corp certification or SEDEX membership.

#### THE FUTURE

We want to take all of our fantastic makers with us on our sustainability journey, so we'll be supporting each one to complete an ESG assessment.

At least 50% of our makers to have completed an ESG assessment by the end of 2022

OUR TARGET

#### SUPPORTING REGENERATIVE FARMING WITH PASTURE FOR LIFE

As part of our mission to champion the most regenerative and transparent farming practices, we introduced the **Pasture for Life label** to our organic meat range in November 2021.

Certified by the Pasture-Fed Livestock Association, this label provides an assurance that the animals have been 100% grass-fed for their entire lives, on top of the organic certification and exceptional welfare standards we require for all of our products.









#### WHY DOES PASTURE FOR LIFE MAKE A DIFFERENCE?

Raising ruminants like cows on grazed pasture and conserved forage (or silage), instead of grain, provides a diet much closer to the one they evolved with. This helps enable the expression of more natural behaviours and preferences, and keeps production closer matched to their natural metabolism.

While it doesn't result in high-yields, making grass-fed meat more expensive than grainfed, ensuring animals are not to pushed to produce beyond their natural capacity is much kinder and helps avoid many of the negative environmental consequences of livestock farming. So it's a system we're proud to support.

Unlike conventional, industrial livestock farming, pasture-based farming is low-impact and low-input. Livestock are rotated to a fresh. nutritious pasture every day, and by reducing overgrazing like this, pasture-fed systems can also support soil health.

So for shoppers who want to know that their food has come from animals kept on healthy, fertiliser-free pasture, that haven't been fed grain or GMOs - and from a farming system that puts our planet first - the Pasture for Life and organic labels are ones they can trust.



**66** If you're managing your landscapes and fields along these regenerative methods, then you're developing environmental resilience. A great example is water - you're enabling water to infiltrate into your soils more easily. In drought, you will have more water carried in your soil, which will allow the plants to grow more easily.

## PRODUCT **OUR 2021 HIGHLIGHTS**

#### **READ MORE ON P.54**

We found there's 84% less plastic in our organic Fruit & Veg Boxes



We won Best Sustainable Packaging at the BOOM awards

#### **READ MORE ON P.62**

We launched our **Responsible Supplier Programme**, to celebrate our makers' environmental and social impact, and help them drive even more positive change

#### **READ MORE ON P.63**

We introduced the Pasture for Life label to our organic meat collection, to further champion regenerative, traceable farming practices



#### **READ MORE ON P.56**

We launched Club Zero: our pioneering refillables deliveries

**READ MORE ON P.61** 



We began to introduce eco-impact labelling across our range, to help our shoppers make even more sustainable choices

#### **READ MORE ON P.63**

We supported almost half (42%) of our makers with signing up to an Environment. Social and Governance assessment





#### **STEPPING UP TO TACKLE CLIMATE CHANGE**

Working to reduce our Scope 1 and 2 carbon emissions by **50%** by 2030 (see p.20)



Reducing the carbon intensity of our Scope 3 emissions by **53%** over a period of 10 years (see p.20)

Challenging ourselves to cut our monthly food waste figure to **0.8%** of food purchased (see p.25)

#### SUPPORTING OUR COMMUNITY

Donating **1.43 million** portions of fruit and veg to fight food poverty in 2022 (see p.39)

Volunteering for **150** days to champion charities close to our hearts in 2022 (see p.44)



Working towards **100%** of our plastics packaging being reusable or recyclable by 2025 (see p.29)

Ensuring that all of our plastics packaging contains **30%** average recycled content by 2025 (see p.53)



#### PUSHING FOR PACKAGING INNOVATION

Rolling out our **Flexible Plastics Recycling Collection scheme** nationwide in 2022 (see p.28)

## APPENDIX RESOURCES AND PARTNERS

#### **OUR PARTNERS**

2021 was a big year for our journey to become the most sustainable grocer in the UK. and we couldn't have achieved any of it without the support of our network. We want to thank the following for their invaluable assistance with much of the work mentioned in this report.



Green Element are an environmental management consultancy with over Element 20 years of experience concerning environmental

issues. Their team have helped over 120 organisations all over the world to become more sustainable, through the hard work and passion of everyone involved.



One Carbon World are a not-for-profit organisation and global resource partner of the Climate Neutral Now Initiative, launched by United Nations Framework Committee on Climate

Change (UNFCCC). They are recognised for offering advice and support on measuring greenhouse gas emissions around the world, operating in 24 countries and securing commitments to reduce and compensate 20 million tonnes of CO₂e from the atmosphere.

#### mondra

Mondra provide credible information about the environmental impact of a product, influencing customer shopping decisions to build a more sustainable food system. Using the latest scientific research and full Life-Cycle Assessments, environmental impacts through the supply chain are captured and a score calculated for performance on four indicators: GHG emissions, water usage, eutrophication, and biodiversity.

#### GREENHEART

**Greenheart Business** are a full-service social and environmental impact consultancy whose purpose is to enable businesses to lead the transition to a fair, regenerative and inclusive community. They are a small and close-knit ecosystem of passionate and experienced impact professionals who share a common vision: a world in which every business thrives by caring for people and planet as much as profit.

#### ecodesk

Ecodesk are a cloud-based data platform who track environmental, social and corporate governance (ESG) performance. They deliver ESG measurement tools and programmes that enable clients to make informed decisions and take action to achieve their environmental and social impact targets.

#### REFERENCES

#### National **Food Strategy**

The **National Food Strategy** is an independent review of England's food system, from field to fork, including production, marketing, processing and sale. The report makes 14 recommendations for government to implement as a strategy to improve the nation's health, reduce inequality and help mitigate biodiversity loss and climate change. Part 1 was published in 2020, focusing on the disruption caused by the COVID-19 pandemic, and Part 2 in 2021, listing the following recommendations.

Recommendation 1: Introduce a Sugar and Salt Reformulation Tax. Use some of the revenue to help get fresh fruit and vegetables to low-income families.

Recommendation 2: Introduce mandatory reporting for large food companies.

Recommendation 3: Launch a new 'Eat and Learn' initiative for schools.

Recommendation 4: Extend eligibility for free school meals.

Recommendation 5: Fund the Holiday Activities and Food programme for the next three years.

Recommendation 6: Expand the Healthy Start scheme.

Recommendation 7: Trial a 'Community' Eatwell' programme, supporting those on low incomes to improve their diets.

**Recommendation 8**: Guarantee the budget for agricultural payments until at least 2029, to help farmers transition to more sustainable land use.

Recommendation 9: Create a Rural Land Use Framework based on the three compartment model.

Recommendation 10: Define minimum standards for trade and a mechanism for protecting them.

Recommendation 11: Invest £1 billion in innovation to create a better food system.

Recommendation 12: Create a National Food System Data programme.

Recommendation 13: Strengthen Government procurement rules to ensure that taxpayer money is spent on healthy and sustainable food.

Recommendation 14: Set clear targets and bring in legislation for long-term change.

nationalfoodstrategy.org

#### United Nations

#### UN Sustainable Development Goals No poverty. Zero hunger. Good health and well-being. Quality education. Gender equality. Clean water and sanitation. Affordable and clean energy. Decent work and economic growth. Industry, innovation and infrastructure. Reduced inequalities. Sustainable cities and communities. Responsible consumption and production. Climate action. Life below water. Life on land. Peace, justice and strong institutions. Partnership for the goals.

#### sdgs.un.org/goals

