

# Be Well. Do Well.™

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## SUSTAINABILITY STRATEGY UNITED KINGDOM



AN AVENDRA GROUP COMPANY

June 2022

# Introduction

The recent dramatic effects of climate change, as well as the fragility of our resource supplies due to supply chain issues or shortages of skilled workers, have reaffirmed our commitment to greater sustainability.

Pelican Procurement Services, an Avendra Group company, strives to build a high-integrity and sustainable supply chain by balancing environmental, social and economic needs.

We work to continuously advance sustainability in our business and the supply chains we manage to strive to make a positive impact for people and the planet.

Our parent company, Aramark, is in the process of intensifying our global environmental protection initiatives and setting ourselves new, ambitious goals: over the next 24 months, Aramark will develop a roadmap according to the Science-Based Targets initiative (SBTi) on a global scale. The goal is to significantly reduce greenhouse gas emissions within the next five to ten years and to achieve net-zero greenhouse gas emissions by 2050 at the latest.

Since our work is centred around and thrives on people, we put them and our environment at the focus of our sustainability plan. This is underpinned by our proactive well-being strategy that directly supports good mental health for all our employees. All our people managers have been trained and qualified as Mental Health First Aiders to help maintain a safe, healthy workplace where the mental and physical health of team members are valued equally.

We continue the development of our employees through a wide range of training opportunities, mentoring and establishing community network groups to encourage peer-to-peer support. New digital formats are a crucial component in this matter.

Our sustainability plan summarises our plans to protect our planet, support our people's wellbeing and development as well as highlighting how we work to help our clients on their journey to reduce their carbon footprint.

**We would like to work together with you, our clients, on this journey. Because we can achieve more together!**

## Clive Cooper

Vice President  
Avendra Europe

## Ian Holliday

Director  
Pelican Procurement Services

## Graham Coles

Procurement Director  
Avendra Northern Europe

## Francesca Fowler

Senior HR Business Partner  
Avendra Northern Europe



SHAPING OUR

# Commitments

FOR GENERATIONS  
TO COME



# Our Priorities

## POSITIVE IMPACT

As a part of the Aramark group of companies, we are committed to driving progress on global environmental and social issues.

The United Nations Sustainable Development Goals (UN SDGs) provide a critical framework for evaluating central issues tied to daily operations, advancing sustainable solutions and measuring progress. Our efforts to positively impact people and the planet are aligned with these goals.

**Our seven priorities – engaging employees, empowering clients, building communities, sourcing ethically and inclusively, sourcing responsibly, operating efficiently and minimising food waste – support nine of the UN SDGs.**

## Net Zero

View our Net Zero by 2050 Commitments

[Download PDF](#)



Verified Carbon Standard



We are proud to be carbon neutral



# Be Well. Do Well.

OUR BE WELL. DO WELL. SUSTAINABILITY PLAN ACCELERATES OUR VISION FOR THE FUTURE

## People

ENABLING THE SAFETY AND WELLBEING OF OUR PEOPLE



ENGAGE OUR EMPLOYEES



BUILD LOCAL COMMUNITIES



EMPOWER OUR PEOPLE



SOURCE ETHICALLY & INCLUSIVELY

## Planet

REDUCING WASTE AND GREENHOUSE GAS EMISSIONS



SOURCE RESPONSIBLY



MINIMISE FOOD WASTE



OPERATE EFFICIENTLY



REDUCE PACKAGING

# People



HEALTH & SAFETY



ENGAGE OUR  
EMPLOYEES



EMPOWER HEALTHY  
CONSUMERS



BUILD LOCAL  
COMMUNITIES



SOURCE ETHICALLY  
& INCLUSIVELY

## ENGAGING PEOPLE IS AT THE CORNERSTONE OF EVERYTHING WE DO

Our inclusive culture ensures we support our employees as they advance their skills and careers, enabling them to be their best and enjoy what they do. By building a programme with our local communities, we aim to attract a diverse, inclusive team of talent into our business. We're proud of our long-standing commitment to the people we connect with, and we're committed to doing even more.



# Committed to good mental health

**WE ARE PROUD OF OUR PROACTIVE WELLBEING STRATEGY, REINFORCED BY A CULTURE OF OPENNESS AND COMPETENCE, DIRECTLY SUPPORTING GOOD MENTAL HEALTH FOR ALL OUR EMPLOYEES.**

All our people managers have been trained and qualified as Mental Health First Aiders to help maintain a safe, healthy workplace where the mental and physical health of team members are valued equally.



MHFA England

**3** GOOD HEALTH AND WELL-BEING





# Talent management & building capability

## TALENT MANAGEMENT

We nurture our talent by encouraging our people to identify potential next positions for them to develop into, looking up to three years ahead. As part of their growth journey, they have access to a wide range of development training opportunities.

## PROFESSIONAL QUALIFICATIONS

To ensure we continue to deliver value to our clients, we support our employees in achieving professional qualifications to build on their skills and expertise.

These qualifications are driven by employees, and funded by the company - adding to our team's competence, and helping them grow professionally.

8 DECENT WORK AND  
ECONOMIC GROWTH





# Diversity & inclusion



We ensure all employees have equal opportunities to make a contribution and fulfil their potential in the workplace. Our communities have network groups to provide peer-to-peer support for women in leadership and LGBTQ+ team members and these are open to all employees.

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## FEMALE LEADERSHIP PROGRAM

Women with leadership potential are promoted through special training, a mentoring programme and peer coaching. We bring women together nationwide and at the regional level in our women's network.

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## PRIDE EMPLOYEE RESOURCE GROUP

Our Pride ERG gives a voice to the diverse LGBTQ+ communities that make up our workforce and aims to advance diversity, equity and inclusion within our business and our teams and also the people we work with. We encourage our people to recognise the importance of bringing their whole self to work.



# Build local communities

## SUPPORTING BROADER COMMUNITY INITIATIVES

We are passionate about partnering and supporting our clients' community objectives:

- > Our team supported the **University of Birmingham's** award-winning community project - 'Junkbuster'- collecting unwanted clothes, shoes, books and household items to raise money for **The British Heart Foundation.**
- > Our team supported **Manchester Metropolitan University** with the 'Holiday Hunger' project - providing low-income families and their children with free healthy food during the summer holidays.

## PAID COMMUNITY DAYS & COMMUNITY EVENTS

Giving back is part of our company culture, therefore we encourage our employees to take paid leave days to support local community programmes of their choice. This allows them to support their local communities and give back to charities that they are passionate about.



# Planet



SOURCE  
RESPONSIBLY



OPERATE  
EFFICIENTLY



MINIMISE  
FOOD WASTE



REDUCE  
PACKAGING

**REDUCING GREENHOUSE GAS EMISSIONS AND WASTE  
ARE OUR TOP PRIORITIES.**

We are aware that the food industry has a major impact on our planet. Our aim is to continuously reduce the ecological impact of our activities on our planet and help our clients on their journey to reduce their carbon footprint.



# Sustainable workplace

WE'RE DOING OUR BIT TO REDUCE FOSSIL FUEL USE AND GREENHOUSE GAS EMISSIONS:

## GREENER VEHICLES

- > Encouraging the uptake of electric and hybrid vehicles in our car fleet
- > Providing electric car charging points for employees and visitors



## HYBRID WORKING

Reducing commuter car travel



## ALTERNATIVE TRANSPORT

- > Running office shuttle buses to support staff travelling by train
- > Launched 'Bike to work Scheme'



# Helping clients on their sustainability journey

**WHATEVER THE SIZE OF YOUR BUSINESS OR THE SECTOR THAT YOU ARE IN, WE WILL WORK WITH YOU TO HELP YOU ACHIEVE YOUR SUSTAINABILITY GOALS.**

We support our clients on their carbon reduction journey. We work closely with all our suppliers to build a strong, sustainable supply chain.





# Source responsibly

OUR POLICIES AND PROCEDURES SUPPORT RESPONSIBLE SOURCING.

Our sustainability efforts range from asking detailed questions during the sourcing process to evaluating requirements for contracting and monitoring performance and driving improvements:



## Integrity is essential

Our suppliers are expected to respect our **Business Conduct Policy**.



We expect suppliers to conduct their businesses in a manner consistent with the standards set forth in our **Supplier Code of Conduct**.



Suppliers are asked to provide a **Sustainability Policy or statement** describing their commitment to environmental and social responsibility.



# Focus on core commodities

WE IDENTIFY CRITICAL COMMODITIES THAT HAVE THE MOST IMPACT ON OUR PLANET AND SOURCE ALTERNATIVE SUSTAINABLE SOLUTIONS THAT WILL HELP CLIENTS TO REDUCE THEIR CARBON FOOTPRINT.

SOME OF THE CORE CATEGORIES INCLUDE



PAPER



ENERGY



WATER



PLASTIC



WASTE



CHEMICALS



AGRICULTURE



FOOD



# Source ethically

We work in partnership with suppliers that can provide industry recognised accreditations for environmental and social responsibility:

Seafood (MSC), animal welfare and quality (Red Tractor, British Lion) and human and labour rights (Rainforest Alliance, Fairtrade, Sedex).







# Supporting supplier diversity

**SUPPLIER DIVERSITY IN OUR SUPPLY  
CHAIN IS IMPERATIVE TO DELIVERING  
SUCCESS FOR OUR CLIENTS.**

We have processes in place to consider qualified diverse suppliers when contracting to increase and support supplier diversity. Examples include working with:

- > Small businesses
- > Local producers
- > Women-owned businesses
- > Social enterprises
- > B Corps





# Staying ahead

In addition to sourcing alternative sustainable products we also support clients to achieve recognised sustainable schemes or accreditations within their sector.



We also share new product innovations and solutions and provide market insights and data that can help support your sustainable strategy.





# Climate challenge accepted

**Pelican**

**Procurement  
Services**

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AN AVENDRA GROUP COMPANY