

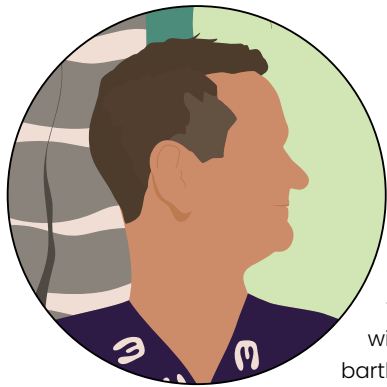
Hidden **HEROES**

of BM's Fruitful World

FRUITFUL WORLD CSER REVIEW 2019–2021

How the #BMFamily power our Corporate, Social and Environmental Responsibilities

OUR CSER *review* OF 2020-21



We are delighted to share with you our bartlett mitchell (BM) 2021 Fruitful

World CSER Report. It states our goals and ambitions, as well as celebrating our teams' successes.

Since our last report, the entire Hospitality sector has been significantly impacted by COVID-19, which saw many of our clients close buildings and pause both our operations and sustainability projects.

In addition, in late 2020, BM joined the WSH Group. This is now enabling us to accelerate some new and exciting CSER ambitions. You can see our new objectives below.

We are now in the exciting throes of finding our 'new normal' as our clients and society reopen after the pandemic. Our team members (or #BMFamily) and clients, expect BM to operate responsibly and live our FOODIES values which underpins our social conscience.

We are continuing to target and report against UN Sustainable Development Goals (SDG's). Since joining WSH we have also now joined the UN Race To Zero and are driving a Carbon Net Zero strategy, which dovetails neatly into our previous BM work with the Planet Mark. This is a science-based approach and will be supported by our membership of the Zero Carbon Forum.

Finally, strategic CSER and ESG targets are now a vital central part of operating a responsible business. BM is using these methods and objectives to allow team members to remain at the heart of our business. Hopefully this shines through as you read some of their stories.

Ian Thomas, CEO



OUR 2022 OBJECTIVES

CARBON NET ZERO STRATEGY

Building upon our Planet Mark Award and our existing annual carbon reduction targets, design a science based Carbon Net Zero strategy. Delivered through initiatives including; certified Institute of Environmental Management and Assessment (IEMA) training, electric vehicles to support our carbon neutral fleet and business travel, enhanced food waste management and low carbon menu design.

SUSTAINABLE ALTERNATIVES TO SINGLE USE RESOURCES

Pre-pandemic BM were proud to have removed significant volumes of single use resources (plastic, coffee cups, glass and cans), due to COVID hygiene measures, many initiatives were paused or even reversed e.g. disposable cutlery. In 2022, we have targeted to recover all the gains lost in the last 18 months.

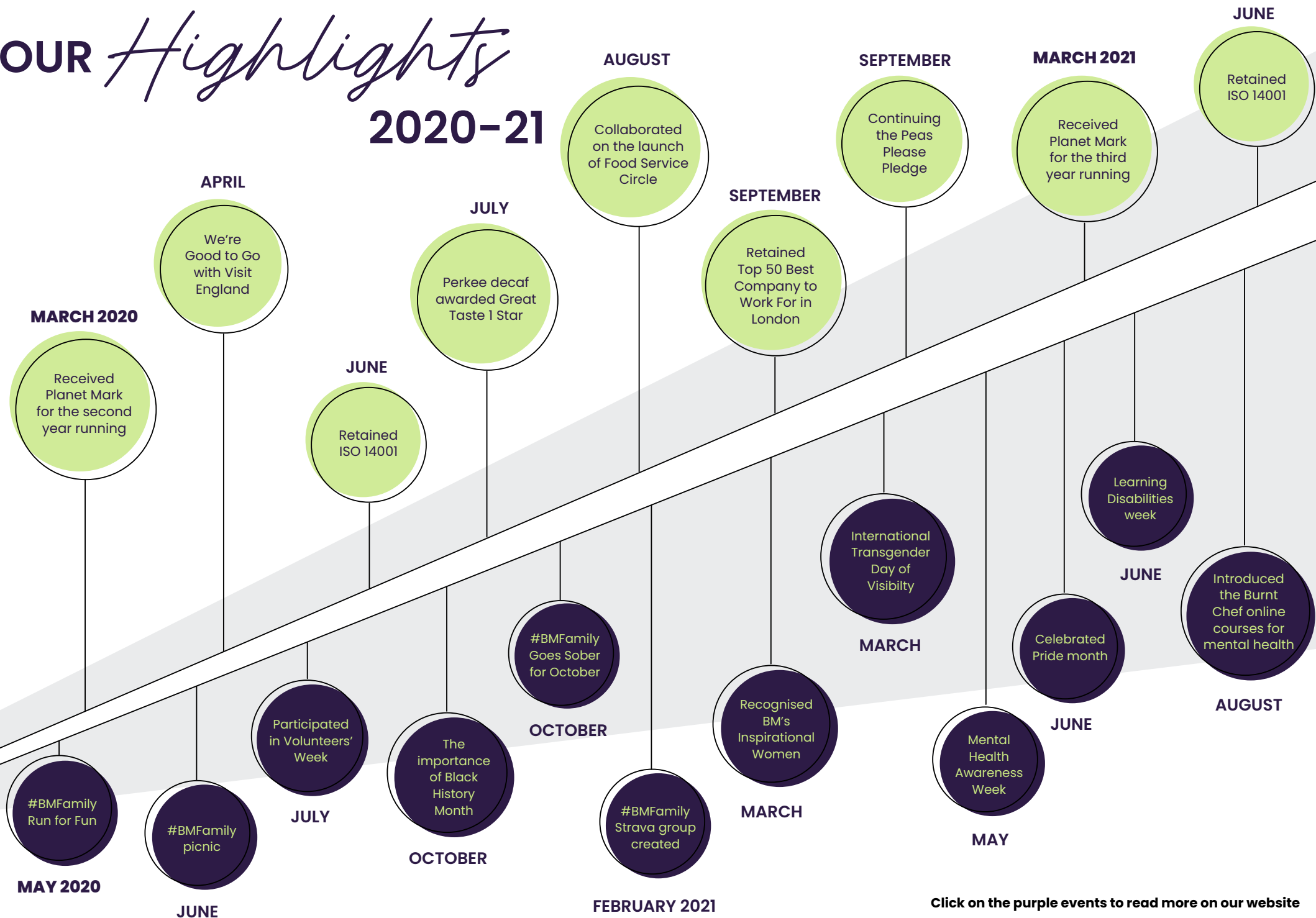
NURTURE OUR LOYAL TEAMS

Focussing on the wellbeing of our #BMFamily team members was both natural and essential during the pandemic. Our new objective is to integrate this programme into onsite working, rather than predominantly in the virtual world. We measure our People Strategy progress with the annual Best Companies Survey, our target is a One Star award.

You can also find out more about sustainability at BM in our online review at www.bartlettmitchell.co.uk/fruitful-world

OUR *Highlights*

2020-21

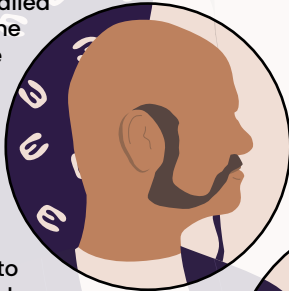


Click on the purple events to read more on our website

Hidden ^{*} HEROES

George

George R volunteers with a charity called Warming up the Homeless. He has helped to provide food and provisions for less fortunate people than ourselves and continues to do so until today.



Sunil

Sunil V took the reins at the South Clapham Shelter Kitchen and helped produce over 57,000 meals to support the needs of the homeless asylum seekers and runaways.



Owen

Owen S is experienced with the Surrey search and rescue team. It's on call 24/7, for both emergency calls and assisting Surrey Police visiting the vulnerable and needy in the area.



Angus

Angus B saw the mental health challenge team members face during lockdown. To keep the #BMFamily team members positive AND connected, he organised a #RunforFun. The #BMFamily raised over £2,500 for NHS Together charities.



Diana

Diana P and the team supported a range of charities including Food for All UK based in Central London and Tooting Community Kitchen with food and sundries for the homeless and people with low income in Tooting and Clapham.



Gio

Gio C (as well as James G, Joanna M, Stuart C and many others) give their continued support for the the Tooting Community Kitchen in the way of collections, deliveries, and donation coordination.



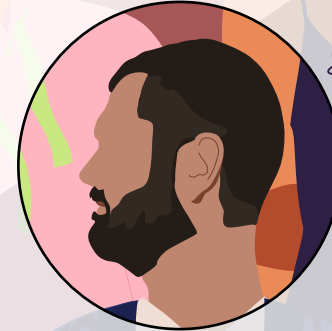
Milda

Milda B and Michiel H and their teams who opened their kitchens to support soup production for The Felix Project and Food for All, as well as the heroes in the NHS, essential workers and other charities.



Galin

Galin E, Linda K and the their team co-ordinated deliveries to the Epsom and Ewell Foodbank, as well as days spent leaflet-dropping for Princess Alice Hospice.



Anna

Anna S has been making ear savers from laminated card. Working long hours wearing PPE means the mask's tight elastic hurts the nurse's ears. She has made 1,500 masks and donated them to her local hospital Queens Hospital at Romford.



Fabio

Fabio D and Sam L and their teams raised money for Children's First Charity Days, as well as assembling copious NHS meal bags for The Royal Berkshire, Guy's, St Thomas' and St Mary's hospitals. They supported The Felix Project's 'packed lunches for vulnerable children' in London. They topped this off by packing two SUVs with Christmas goody bags for 150 families with children.



***These are only a handful of our #BMFamily who have spared their time to help others during 2020 and 2021, we simply didn't have enough room to include everyone's stories!**




OUR *Targets, Results & Goals*




















Our targets are now aligned with the UN Sustainable Development Goals (SDGs), ensuring we contribute to the wider international agenda for sustainable growth. Although we support all 17 SDGs, our work means we can affect some of these more than others.










PEOPLE TARGET		RESULTS 2019	RESULTS 2020-21	GOAL 2022	SDG
	Develop inspiring training with access to at least two training sessions a year for every team member	NVQ participation increased YOY by 26% through engagement campaign via Yapster and Talent Manager site visit. Roadshows, ESSENCE 2, courageous conversations introduced for 150 managers.	New LMS 'Pear Training' launched enabling new online training content, bespoke courses relevant to COVID, and the sharing of content including videos of COT training with all team members Bespoke courses on Perkee Barista Level One and Fixed Price Contract Management launched	New bespoke Retail Approach Management course to launch Access to Industry Award Winning training for everyone with our partnership with WSH Brands	
	Create a safe, healthy and supportive working environment	97% compliance on all mandatory FS/H&S training across all team members at ever level	New EAP launched and promoted to teams Bespoke New Ways of Working during COVID training created	Target 100% compliance on H&S/FS training. Bespoke training content dedicated to returning to work post lockdown/site closure with focus on H&S compliance, mental health and wellbeing	
	Improve team member wellbeing, supporting healthy decision making on eating, exercise and work-life balance	Mental Health Awareness week on Yapster BM Wellness Manager Wellbeing and Nutrition resources for team shared via Yapster	Stress management guide revised and republished Various wellbeing campaigns run via Yapster - Mental Health Awareness week, Healthy Eating at home during Lockdown, Pilates classes and the Calendar of Kindness	Roadmap for coming out of lockdown for team Bit sized training focused on mental health awareness D&I strategy to foster an increased culture of inclusivity and raised awareness Recruitment and training of internal Mental Health First Aiders	

PEOPLE TARGET		RESULTS 2019	RESULTS 2020-21	GOAL 2022	SDG
	<p>Make our workforce attractive to individuals with different ideas, cultural backgrounds and across different generations</p>		<p>Launched the D&I programme within BM</p> <p>Appointed Exec Sponsor – responsible for driving D&I agenda forward across BM with the D&I Leads</p> <p>Launched the BM D&I Mission Statement</p> <p>D&I Steering Committee set up (a representation from across BM who actively drive forward the D&I programme)</p> <p>Signed BITC Race at Work Charter – strengthening our commitments to supporting our BM family, clients and customers from BAME backgrounds</p> <p>Created an inclusive D&I celebration activity calendar – driving our plans across 2021</p> <p>Annual equality team survey launched with 55% completion across our workforce – allowing us to understand the diverse make up of our teams</p> <p>Equality questionnaire at point of onboarding new starters – now live with HARRI so this data is captured at point of hiring</p> <p>D&I – engagement piece has continued to be driven within our COT calls, client reports and business planning</p>	<p>Drive education and diversity awareness across our business. Embed a culture of inclusiveness and sense of belonging within our teams and partner</p> <p>D&I celebration activity calendar – driving our plans across 2021</p> <p>Maximise on D&I training opportunities through equality and diversity and other planned training across the year – to educate and celebrate diversity awareness (e.g. ethnicity/ race, LGBT+)</p> <p>Continue to publish gender pay gap</p> <p>Publish ethnicity pay gap</p> <p>Continue to promote our female chef's programme</p> <p>Continue with our Inspiring Women Awards, celebrated on International Women's Day</p> <p>Launch our Inspiring Men Awards, celebrated on International Men's Day</p> <p>Launch our 'Inclusion Starts with I' video creation – taking a snapshot of our teams and demonstrating why inclusion is important to them</p> <p>BM management teams actively talking about D&I at site level and within client meetings – supporting cross collaboration</p> <p>Annual equality team survey (increasing our PY strike rate to 65% completion across our workforce – allowing us to understand the diverse make up of our teams</p> <p>Involvement within schools, colleges – talking about our industry and offering work experience. Social mobility diversity and inclusion</p>	<p>10</p>
	<p>Support the London Living Wage (LLW) foundation and always promote LLW to clients</p>		<p>100% of direct employees are paid at least the LLW or NLW</p>	<p>100% of direct employees are paid at least the LLW or NLW</p>	<p>1</p>
	<p>Every team member to have access to healthcare cover</p>		<p>100% of the company's permanent employees have healthcare coverage</p>	<p>Maintain 100% level of cover and benefits</p>	<p>1</p>

PEOPLE TARGET		RESULTS 2019	RESULTS 2020-21	GOAL 2022	SDG
	Close gender pay gap	Female chef forum set up with roadshows at site and Yapster promotion	Inspiring Women's Awards celebrated externally to encourage female applications to chef and management roles	Refocus female chef forum D&I strategy driving equality – enhancing our employee value proposition in terms of equality	5
	Launch 'Freedom Friday'	100% of team members can claim one paid day per year to work as a volunteer at a registered charity to support the community		Continue to promote and communicate Freedom Friday	3
	Raise team Health & Safety (H&S) and Food Safety standards	96% of team members completed a nationally recognised qualification in H&S and Food Safety within their first month's employment. An increase of 1%	98% completed Level 2 in both FS and H&S	Target 100% completion	8
	Develop a leadership programme	Advanced leadership programme developed and costed	75% of leadership team completed programme	Target 100% completion	8
	Attract young people to employment in the hospitality sector	Talent Manager attendance at school / further education careers fairs New #BMFamily employer brand and collateral developed and launched	Pandemic impact resulted in retention rather than recruitment focus	Review recruitment strategy post Brexit / COVID Re-engage with schools and further education to promote BM and our sector	4
	Engage customers with sustainable food issues	100% of customers have access to a 'Green Food Roadshow' in their workplace restaurant	Improved customer knowledge promoted through monthly customer engagement programme	Develop an online version of the 'Green Food Roadshow'	8
	Promote healthy eating to customers	Nutritionist recruited to drive Vitality concept launch and national food strategy	Vitality engagement roadshows	Target specific themes for lunch and learn in line with national food strategy and promote Vitality engagement roadshows	3
	Encourage young foodie entrepreneurs		17 business entrepreneurs supported through 'BM Inc' food startups		8
	Find a new use for our old uniforms	100% of all used BM uniform t-shirts are donated to the Jannehkunda School in the Gambia	Pandemic impact meant we could not donate during 2020	Promote ways to recycle old uniforms to responsible charities to send out to countries in need	12

PLANET TARGET		RESULTS 2019	RESULTS 2020-21	GOAL 2022	SDG
	Retain ISO 14001	Maintained ISO 14001	Retained ISO 14001	Retain ISO 14001	12
	Retain ISO 50001: 2001		ISO 50001: 2011 attained	Retain ISO 50001: 2011	13
	Fund 1 water pump a month to provide drinking water to improve lives in Malawi	13.5 wells over 12 months	1 well over 12 months (significantly lower due to pandemic)	7 pumps over 12 months	6
	Only use green cleaning products	100% Delphis Eco award-winning eco-cleaning products are used by teams	100% Delphis Eco award-winning eco-cleaning products are used by teams	Continue to use Delphis Eco in all client sites apart from 3 where client dictates use of another company	12
	Reduce environmental impact of Grab and Go packaging	100% of sites now use fully recyclable or compostable packaging	100% of sites now use fully recyclable or compostable packaging	Maintain 100%	12
	Create carbon neutral communications	100% of carbon produced during Read Your Wrap production is offset by planting trees with the Woodland Trust	100% of carbon produced during Read Your Wrap production is offset by planting trees with the Woodland Trust	Maintain 100% level of carbon neutral communications and promote e-ordering and e-menu platform	12
	Increase use of reusable cups and water bottles	Promoted and sold circa 5000 Chilly's bottles and Perkee ecoffee cups in client sites	Pandemic restrictions resulted in increased disposable usage	Reintroduction of reusable cups and removal of restaurant disposables in line with pandemic government guidelines	12
	Serve sustainable fish	100% of fish is bought from the safely sourced list which is endorsed by the SRA, MCS and MSC	100% of fish is bought from the safely sourced list which is endorsed by the SRA, MCS and MSC	Continue to source 100% of fish from sustainable list	12

PROFIT TARGET		RESULTS 2019	RESULTS 2020-21	GOAL 2022	SDG
	Invest in a candidate management and recruitment system to streamline recruitment and on-boarding	HARRI ATS launched reducing time to hire and streamlining onboarding Safer RTW management checks via TRUST ID	Oversee HARRI management system	Benchmark HARRI contract against alternatives Upgrade employer branding to include WSH opportunities	
	Create a vibrant and progressive workplace	Several new contracts opened increasing opportunity for all and enhancing the overall diversity of #BMFamily	Collaboration with external resources to deliver e-solutions	Focus on development of existing team Create a campaign on personal development utilising example career pathways Celebrate the importance of diversity at all levels via D&I strategy	
	Enhance team members' benefit package	Devise new benefits to meet with multi-generational needs life assurance provided to all team members	New (AVIVA) EAP with enhanced resources launched	Improved discount scheme app "Pear Savings" launched	
	Build and sustain long-term client relationships		Develop a Mosaic solution to meet the gap between pandemic impact and affected catering requirements	Maintain and evolve Mosaic as the contract catering market finds a new normal	