



Sustainability report 2025



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An introduction from our MD



Aligning purpose with performance, working to ensure a future where people, planet and partnerships can thrive.

After another year of meaningful progress, we are proud to present our 2025 ESG Report. It reflects how our commitments, creativity and community spirit shape not only how we operate, but the experience, confidence and value we deliver to our clients every day.

Guided by the Second Nature ESG framework of our parent company, WSH, and strengthened by our Community Support pillar, this report sets out how we bring our purpose to life in practical ways that support resilient operations, engaged teams and responsible partnerships. Our focus is simple: ensuring people, planet and partnerships thrive together, in ways that make a difference in the workplaces we serve.

We begin with our ESG vision, reaffirming the principles that guide our decisions and standards. In **Inclusion by Design**, we highlight our work to build workplaces where people can do their best work and feel they belong. Our focus last year on neurodiversity, menopause support and heritage through innovation, including our Black Future Food concept, helps

create more inclusive, motivated teams and more culturally relevant food experiences for clients and customers alike.

This commitment naturally extends into **Nurturing and Growing Talent**, where investment in apprenticeships and management development strengthens continuity, capability and future leadership across our operations, benefiting both our teams and the consistency of service our clients rely on.

Our **Progressive Partnerships** section explores how collaboration strengthens impact and quality across the supply chain. From the social value created through our Nova Coffee & Bakery, to our partnership with Lake District Farmers and our commitment to sourcing locally and seasonally, these partnerships support transparency, provenance and menus that reflect both our ethical standards and client expectations.

In **Step Up**, we share our progress on reducing environmental impact, including introducing CauliBox and continued momentum across Green Kitchen Standard and Food for Life. These initiatives support clients in meeting their own sustainability goals, while helping future-proof operations through more efficient, responsible practices. Community-led activity, such as our litter picking day, reflects the wider role we can play in the environment around us.

Our **Community Support** section highlights the fundraising and charitable activities driven by our teams, reinforcing pride, engagement and social value in our industry and at a local level.

We close by looking ahead to 2026, building on this year's momentum with new partnerships, including Fair Shot and Hospitality Action, that support people and communities closely connected to our industry. These plans reflect our belief that strong ESG performance is not a tick-box exercise, but a shared journey that creates lasting value for clients, teams and communities.

ANGUS BRYDON



OUR VISION

We love what we do, serving our customers fresh, seasonal and local food prepared by our exceptional people every day. Our businesses are hungry for change in our industry, and we are uniting to take positive action on sustainability.

| OUR PILLARS | OUR OBJECTIVES | TOPICS COVERED |
|--|---|---|
| INCLUSION BY DESIGN | We create inclusive workplaces where everyone can thrive | Equity, diversity and inclusion |
| NURTURING & GROWING TALENT | We help our people grow and succeed | Training and development Fair and decent work Employee wellbeing |
| PROGRESSIVE PARTNERSHIPS | We choose responsible partners and work closely to drive innovation | Responsible sourcing Sustainable supply chain |
| STEP UP | We act to reduce our impact on climate and nature | Reducing our emissions Designing out waste Nature positive |
| In addition to the four main pillars of our ESG framework, we are featuring some charitable initiatives carried out by the BM team members as part of our efforts towards supporting the community | | |
| COMMUNITY SUPPORT | Support local communities through charitable efforts | Fundraising events Partnerships with charities |

Our 2025 Highlights



inclusion *by design*

1

Roundtable on
Neurodiversity

19

Trained on
neurodiversity
training
For managers

2

ESG campaigns



Introduced
WOMEN'S
HEALTH PACKS

ACCESSIBILITY
CHAMPION
nominated

nurturing & **growing talent**

38

learning interventions

2

ESG campaigns

+6,000

hours of virtual training

12

completed
ISEP Environmental
Sustainability Skills
for Managers
certified training



40

APPRENTICESHIPS

progressive partnerships

2

Roundtables on responsible sourcing

Launched our **SOCIAL IMPACT COFFEE AND BAKERY**

nova
COFFEE & BAKERY

3

ESG campaigns



97%

of shell eggs used are **RSPCA Assured**

step up

1

Roundtable on Sustainable Diets

5

ESG campaigns

+50,000

disposables saved with CauliBox

19 bags of litter collected

2 sites
FOOD FOR LIFE CERTIFIED BRONZE

5 sites

Green Kitchen Standard certified

community support

Over

79k

raised for charity

60

Christmas hampers donated to families in need

19

cookery classes held for disadvantaged communities

16 workplace safari tours

5 work placements



inclusion
by design

Embedding accessibility across our workplace

In 2025, we strengthened our commitment to creating a more inclusive workplace by appointing Chef, Ben Schobs as our Accessibility Champion.

Ben's role focuses on:

- Partnering with key stakeholders across the business.
- Identifying barriers faced by disabled and neurodivergent team members.
- Driving practical, meaningful improvements to enhance everyday working experiences.

This marks an important step toward embedding accessibility into how we operate, ensuring our environments, processes, and culture better support all colleagues.

Alongside this, we have taken meaningful steps to create spaces where our team members feel heard, valued, and supported. Throughout all of our leadership and inclusion workshops, managers have been given the opportunity to engage in open, honest conversations within a safe and supportive environment. Topics such as neurodiversity, learning disabilities and menopause - areas that are often under-discussed in the workplace - have been explored with greater confidence and understanding.



Feedback from our course surveys provides clear evidence of the positive impact of this approach.

Managers reported feeling more confident in supporting diverse needs within their teams and appreciated having a space to ask questions they may not have felt comfortable raising elsewhere.

This has helped to normalise important conversations, reduce stigma, and build greater empathy across our management community.

As a result, team members are increasingly experiencing a culture where individuality is recognised, support is more visible, and leaders are better equipped to respond to different needs. This contributes to a stronger sense of belonging and reinforces our commitment to creating a workplace where everyone can thrive.

Normalising menopause support at work

We have continued to build awareness and understanding of menopause across our business, with a strong focus on equipping managers to better support their teams. Over a nine-month period, we saw a **70% increase in attendance at our menopause workshops**, demonstrating growing engagement and a clear demand for open, supportive conversations on this topic.

To complement this learning, we introduced **Women's Health Packs** to provide immediate, practical support for colleagues experiencing menopause symptoms at work.

These packs act as a "first aid kit" for menopause and include:

- Long cardigans for temperature regulation.
- Reliable sanitary products.
- A handheld fan.
- A supportive leaflet with guidance and available resources.

This initiative not only provides discreet, accessible support when it is needed most, but also plays an important role in normalising menopause in the workplace. By combining practical resources with increased education and awareness, we are helping to reduce stigma and ensure colleagues feel more comfortable discussing their experiences.



Feedback from workshops and ongoing engagement indicates that colleagues feel more confident having conversations about menopause and feel better supported by their managers as a result.

Alongside this, we are working towards **Menopause Friendly Accreditation** through Henpicked, with the goal of becoming a recognised **Menopause Friendly Employer**.

This accreditation requires organisations to demonstrate impact across five core pillars. We are strongly focused on delivering against each of these areas and are already ahead of expected progress, reflecting the priority we place on creating a supportive, inclusive environment for colleagues experiencing menopause.

[The Menopause Friendly Accreditation](#) | [Menopause Friendly UK](#)

Reimagining heritage through innovation - Black Future Food

Framed within the context of Black History Month, our creative pop-up Guru and Chef Sunil Varma developed an initiative that celebrates the depth and evolution of Black cuisine, recognising it as a culinary tradition shaped by resilience, creativity and cultural exchange. Black Future Food highlights how heritage dishes can be reimagined for modern tastes while honouring their origins. The focus is on innovation that respects tradition, elevating overlooked ingredients, adapting to contemporary dietary needs and creating space for new culinary voices.

Sunil's initiative showcases how Black cuisine can lead emerging trends in sustainability, wellness and global fusion.

Examples such as Stout Punch Pannacotta, Curry Goat Pie, Ackee & Saltfish Cake and Pimento-Spiced Chicken in Festival Flatbread demonstrate how chefs are reinventing classic dishes with bold, thoughtful creativity. Ingredients like yam and ackee are transformed into plant-forward dishes that appeal to diverse audiences without compromising cultural integrity.

Sunil saw his Black Future Food concept as an opportunity for experimentation, collaboration and lasting conversations about the history and evolution of Black food.

These experiences extend beyond dining, offering storytelling, education and cultural connection.

We are excited to see where Sunil takes the Black Future Food concept in the years to come, and how we can use the movement to highlight different cuisines and cultures represented within the BM team.



nurturing &
growing talent



Investing in future talent through apprenticeships

In 2025, we continued to invest in growing our talent, making learning and development a natural part of everyday life across the business. We supported 40 apprentices this year, representing 4.49% of our workforce and moving us closer to our 5% target. These programmes are helping to open career opportunities, with a 50% completion rate. Here is a testimonial from Jess Owens:

“My apprenticeship journey with WSH has been a once-in-a-lifetime experience.”

“Throughout the programme, I’ve had the opportunity to explore so many different areas; retail, hospitality, client dining, chef’s tables, events, vending, reception, personal assistant work, and more. I don’t think the 18-year-old version of me who joined the company would even recognise the person I’ve grown into. I feel honoured to have developed in so many ways and to have gained such confidence in the workplace.

The support from the apprenticeships team has been excellent, but my biggest highlight so far has been transferring to BM. In just three months, I’ve felt more supported, trusted, and valued than ever before. I already appreciate how much they’ve helped me grow both professionally and personally.

Overall, this apprenticeship has given me a new level of confidence, clearer direction, and hands-on experience I could never have gained in a classroom. I’m truly grateful for the opportunities it has provided, and I’d absolutely recommend this pathway to anyone looking to develop new skills, build confidence, and try things they never realised they’d have the chance to do”.

Developing inclusive, confident leadership

We delivered 38 learning interventions over the year, with 97% of our team members taking part in at least one development activity. We’ve also focused on building more inclusive leadership, introducing neurodiversity training for managers, with 19 team members completing the programme to better understand and support different thinking styles.

Our Leadership Fundamentals programme continues to support those stepping into management, now enhanced with DiSC profiling. As of 2025, 25% of attendees identified as male, and 75% as female. In 2026 we will strive for a more balanced representation. As Chef Manager who took the course shared:

“The most significant takeaway... was the realisation that we face remarkably similar challenges... allowing me to reflect more honestly and learn from others.”

Our Meet the Directors onboarding programme is helping new starters feel more connected, with 66% taking part and an 88% satisfaction score. Alongside this, we’ve expanded our virtual learning, delivering 6,093 hours of training in a way that is flexible, accessible and relevant to our teams.

progressive partnerships



Delivering social impact through collaboration

In March 2025, we launched our social impact coffee and bakery in Farringdon, a collaborative project together with our client Hogan Lovells, with the intent of using the back-of-house training space to give back to the community. Designed with purpose at its core,

Nova brings together exceptional food and coffee with a commitment to supporting people, communities and social enterprises across London.

A central part of Nova's impact model is its role as a training hub. Through the Nova Academy, individuals from a range of London-based charities that support people facing barriers to employment (such as Luminary Women and the Tower Project) gain hands-on barista experience and work towards recognised skills. The Academy provides structured training and a supportive environment that helps participants build confidence, develop transferable skills and take positive steps toward long-term employment. Many leave with strengthened career prospects and a renewed sense of possibility.

Nova also creates impact through the coffee it serves. Our Fairtrade Perkee Soppexcca coffee is sourced from a women-led cooperative of farmers in Nicaragua. **By combining high-quality hospitality with meaningful social outcomes, Nova demonstrates how cafés can serve as platforms for opportunity.** It stands out as a model for how responsible sourcing, skills development and community partnerships can come together to create lasting, positive impact in the heart of London.



Championing soil health and environmental stewardship: Meet Lake District Farmers

On an Innovation Day organised by our Chef Development team, BM team members had the opportunity to visit one of our key meat suppliers, Lake District Farmers (LDF), in Oxenholme. The visit provided an opportunity to gain a deeper understanding of how LDF supports small-scale farmers and contributes to conservation and land-restoration initiatives across its farming network.

The team observed first-hand the genuine commitment LDF and its farmers demonstrate toward high standards of animal welfare and a holistic approach to sustainability. Throughout the visit, we gained a deeper appreciation of LDF's commitment to regenerative practices and the belief that farmers are environmental stewards of the land.

This ethos shapes every aspect of their approach, from soil health to carbon management. LDF places significant emphasis on restoring and maintaining soil vitality, recognising that healthy soils form the foundation of resilient farming systems and must maximise carbon sequestration.

Practices such as rotational grazing, minimal soil disturbance, and encouraging rich microbial ecosystems enable livestock to thrive on natural grasslands without reliance on artificial fertilisers, reducing environmental pressures on surrounding landscapes and waterways.

Similarly, LDF prioritises efforts to manage land in ways that maintain and increase carbon stocks. This includes collaborating with researchers to assess carbon levels and undertaking peatland restoration through rewetting, transforming degraded peatlands from carbon sources into carbon sinks while supporting biodiversity.



Rather than viewing biodiversity as separate from food production, LDF integrates it into land-management strategies that support ecosystem services, safeguard farmer livelihoods, and strengthen long-term food security. This includes reforestation efforts, where hedgerows and tree clusters are planted to restore natural habitats, improve soil structure, and increase carbon sequestration.

Underlying all these efforts is a clear philosophy:

Farmers are custodians of the land, and sustainable food production requires long-term thinking.

Supporting local farmers strengthens community resilience and helps safeguard future food security in an increasingly uncertain global landscape.

Celebrating local and seasonal produce

Championing local and seasonal produce has remained a central pillar of our sustainable food strategy throughout 2025.

Prioritising ingredients grown close to home can not only enhance nutritional value but also strengthen food security, support UK farmer livelihoods, and reduce the environmental footprint associated with long-distance supply chains.

These principles guided the development of our 'Proper Local' campaign, launched in September, which encourages teams and customers to reconnect with the benefits of seasonal eating.

'Proper Local' highlights how produce harvested at peak ripeness delivers superior flavour and nutritional density compared with fruit and veg transported across continents and artificially ripened. It also underscores the environmental cost of out-of-season ingredients, particularly delicate fruits and vegetables that require air freighting due to their short shelf life. By choosing seasonal alternatives, or opting for frozen produce where appropriate, we can significantly reduce carbon emissions while maintaining quality and variety.

Supporting local farmers is another key message. Shorter supply chains help sustain rural economies, protect essential agricultural jobs, and build resilience against global disruptions. This connection between growers and consumers fosters transparency and trust, reinforcing the value of food systems rooted in community.

To deepen industry dialogue on responsible sourcing, we also hosted two ESG roundtables on responsible sourcing, one in London in April and another in Manchester in November. Both events brought together suppliers, clients, and sustainability leaders to explore regenerative agriculture, ethical supply chains, biodiversity, and the role of seasonality in reducing environmental impact. Through curated menus showcasing regional ingredients at their best, guests experienced first-hand how local sourcing can deliver exceptional flavour while supporting environmental and social outcomes.

Together, these initiatives reflect our ongoing commitment to promoting sustainable diets and strengthening the UK's food system through thoughtful, responsible procurement.





step up

Our climate progress

Following a comprehensive review of our Scope 1, 2 and 3 emissions calculations, our scope 3 emissions increased in 2025, due to organic growth (18.83% growth in turnover) and a considered decision to apply a more granular categorisation of Category 3.1, Purchased Good and Services. Combined, these have contributed to an increase in absolute emissions (10.71%) while decreasing their economic intensity (-6.83%) from 2024.¹

We recognise that by using spend-based data and average emission factors, understanding and tracking the full impact of BM reduction initiatives is limited, particularly in an inflationary, high growth scenario where transitions to lower emissions intensity suppliers and spend categories are not yet captured. For instance, the environmental benefits of lower carbon intensity products such as Lake District Farmers meat are not yet reflected in our carbon footprint calculation, and in turn inflate our emissions due to their premium cost.

However, as we deploy best practices across BM, and with the transition to primary, activity-based data, we are confident Scope 3 absolute emissions and emissions intensity will reduce alongside Scope 1 and 2 emission categories that are under our direct control. We can already see from the decrease in our economic intensity emissions that we are becoming more efficient, and we remain focused on reducing our emissions in line with our SBTi verified Net Zero and FLAG targets for 2040

1. Since our last report in 2024 we have undertaken some necessary methodological changes to how we report our emissions which, as a result, have contributed to an increase underpinned by our strong business growth. Some categories within our Purchased Goods and Services (3.1) previously reported as Operating expenses have been reclassified as well as specific categories and sub-categories within the 'Food' classification e.g Chicken Breast vs. Whole Bird. The purpose of aligning taxonomy creates greater visibility of higher impact areas within our Supply Chain as well as allowing us to decouple our FLAG related emissions from embodied product emissions; enhancing transparency and reflecting reporting best practice. Business travel data has also been improved following a change in how we capture and report this, drawing on actual expense data from selected businesses.

Driving circularity through reusable packaging

We are always looking for circular solutions, so when a client approached us about reducing disposables and exploring reusable cup options, our teams did some research and discovered CauliBox. While we anticipated challenges, such as changing behavioural habits and maintaining clear communication about the why's and how's of CauliBox, the experience has been incredibly successful.

CauliBox is a closed-loop solution to the issue of waste generated by takeaway cups and boxes. Many people don't realise that takeaway cups and containers, while sometimes made from technically recyclable materials, will most often end up in energy recovery or landfill because they require a specialised waste stream for recycling. For this reason, the best solution is to avoid disposables all together.

By loaning customers reusable cups and containers with a small deposit, CauliBox rewards circular behaviour, returning the holding deposit once the customer has dropped off the emptied container at conveniently placed kiosks. While it took a couple weeks to get customers accustomed to the new system, pretty soon new habits had been established and CauliBoxes were being returned at nearly the same rate as they were being used.

57,796 disposable containers saved in 2025. ²

This is an amazing result which demonstrates the value of a client relationship where both parties are up for a challenge.

2. Source: CauliBox

Making progress towards greener kitchens

In 2025, we significantly advanced our commitment to environmentally sustainable catering by expanding the Green Kitchen Standard accreditation across five of our sites, four in London and one in Manchester. After undergoing a rigorous independent audit, **the sites collectively achieved an impressive score of 78%**, reaffirming our dedication to reducing environmental impact across our catering operations.

The Green Kitchen Standard, certified by the Soil Association, recognises kitchens that demonstrate strong environmental stewardship across seven core pillars: management and policy, communication, monitoring and measuring, plans and targets, operating procedures, training, and procurement. These areas are assessed mainly through the lens of water, waste, and energy management, with tailored recommendations provided to help sites continually improve efficiency and performance. Achieving this accreditation across a wider portion of our estate reflects the sustained effort of our teams and the integration of best practice into everyday operations.

This year also marked an important milestone in our journey toward healthier and more sustainable food systems. Two of our sites, one in London and one in Manchester, successfully achieved the Bronze Food for Life accreditation. This sister standard to the Green Kitchen Standard places emphasis on fresh, healthy, and ethically sourced food, reinforcing our broader ambition to support wellbeing while reducing environmental impact.



Together, these achievements demonstrate meaningful progress against the goals we set last year and highlight the strength of our commitment to continuous improvement. As we look ahead, we aim to further expand the number of accredited sites and deepen our engagement with both standards.

By continuing to embed sustainable practices across our catering operations, we are building a more responsible, resilient, and future-focused food service for our clients and communities.



Supporting our environment through community action

On April 22nd, Earth Day, nine BM team members took an Earth Day Pledge to participate in an urban beach clean. To maximise the chances of favourable weather and tie it in with our Plastic Free July Campaign, we organised a litter-picking event in late July together with our longstanding supplier of plant-based cleaning products, Delphis Eco.

With Delphis Eco founder Mark Jankovich in attendance, we set out on the 25th July to clear Vauxhall Pleasure Gardens of litter. After a couple hours of diligent picking and team-bonding, we managed to collect 19 bags worth of litter which otherwise would have polluted the local environment.

We hope to organise annual urban beach cleans across our operational territory as a way to engage our team members, appreciate nature and the green spaces around us, and demonstrate that we all have ways to support the environment within our reach.



community support

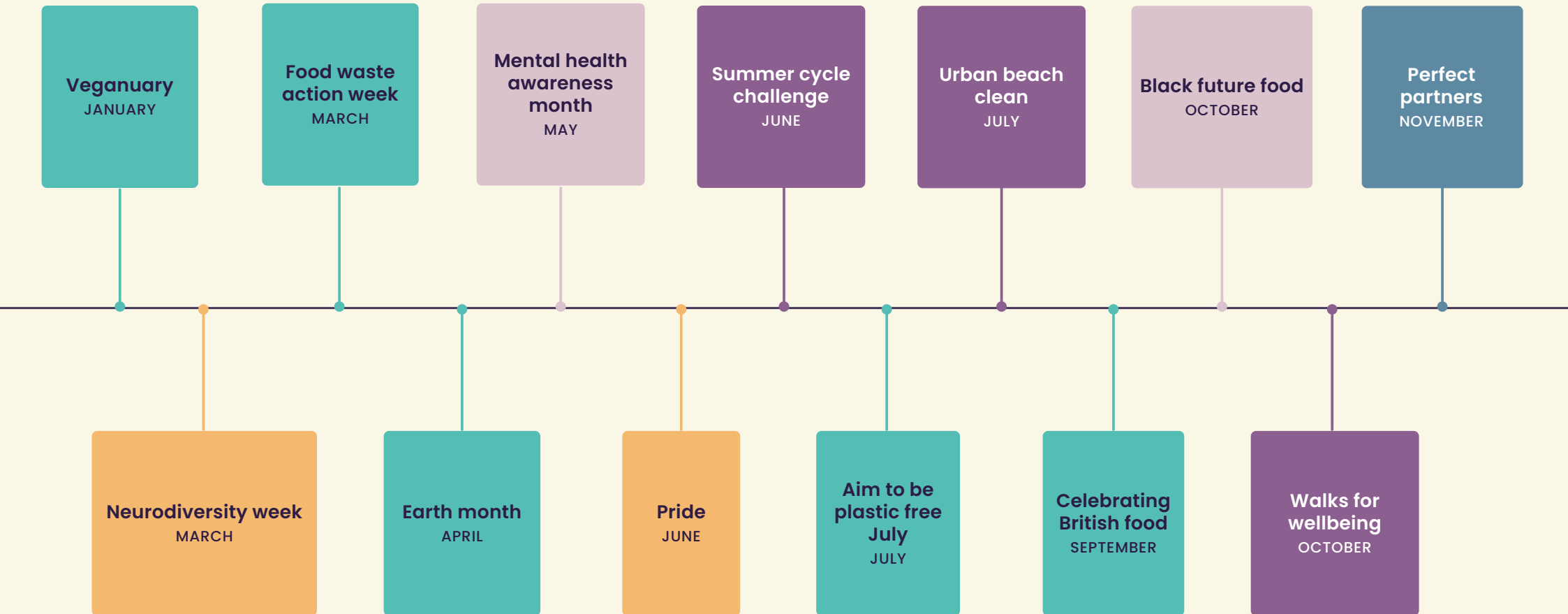
In 2025, we are proud to have contributed nearly £80,000 in charitable initiatives.

Across our operations, BM team members have raised funds for medical causes such as diabetes, cancer and Alzheimer's disease research and treatment; social causes such as preventing homelessness, mental health, poverty, criminal rehabilitation, and grief support; and natural causes such as flood relief in Spain.

Team members have also supported disadvantaged groups through cookery classes, workplace safaris, mock interviews and industry visits, in addition to donating 60 Christmas hampers to families in need.



What's planned for 2026?



INCLUSION BY DESIGN

NUTURING & GROWING
TALENT

PROGRESSIVE PARTNERSHIPS

STEP UP

SUPPORTING COMMUNITY

What's planned for 2026?



Coffee innovations

We are also very excited to be introducing two innovations to our coffee world.

As part of the Perkee coffee selection, in 2026 we will launch a new premium coffee from Colombia, Aponte West.

Grown by direct descendants of the Incas, Aponte West is directly traded, supporting the livelihoods and cultural preservation of the Inga community.

We will also be offering The Graduate, a seasonal guest coffee that features different graduates from Fair Shot.

Fair Shot is a London-based charity that supports young individuals with learning differences gain employability through working in their Covent Garden café. In addition to supporting Fair Shot through sales of the Graduate, we will also provide quarterly specialised training for Graduates in our coffee and bakery **Nova**, and explore placement opportunities at some of our sites.

Charity partners

In 2026 we have set ourselves the **ambitious target of fundraising over £100k for charitable causes.** Particularly, we want to focus our efforts on two charities that are close to our hearts: Little Troopers and Hospitality Action.

Little Troopers is a UK charity dedicated to supporting the approximately 100,000 children who have parents serving in the British Armed Forces. These children often experience frequent moves and long periods of separation, and the charity provides resources, programmes and events to help them feel recognised and supported at home and in school.

BM has proudly supported Little Troopers' fundraising efforts since 2011, and founder Wendy Bartlett has served as a patron throughout this long-standing partnership. In 2026, we are aiming to raise £25k for this cause.

Hospitality Action is a charity which helps members of our industry who have fallen on hard times. It provides them with the resources and support they may need to overcome challenges and regain employment and stability. We chose to designate Hospitality Action as our charity of the year to champion an organisation that might one day help BM team members in need, with the objective of raising £10k for them. To this aim, we are excited to participate in the **Summer Cycle Challenge and Walks for Wellbeing** fundraising initiatives, providing our teams the opportunity to get a breath of fresh air while doing good for others in their community.

ED&I

While our ED&I working group encompasses a variety of topics (from LGBTQIA+ representation to Menopause), **in 2026 we have selected three areas of focus: Neurodiversity, Gender, and Race and Ethnicity,** with the goals on increasing representation in senior leadership roles for Gender, Race and Ethnicity, and improving our resources and support for neurodivergent individuals, whether customers or team members.



Scan or click the QR code to find out more about our sustainability journey through WSH
Second Nature 2025 Sustainability Report

[bmcaterers.co.uk](https://www.bmcaterers.co.uk)

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