

OUR PEOPLE MAKE THE DIFFERENCE



FRUITFUL WORLD
CSER REVIEW 2018-2019



“Growth is good, but only if it’s also good for the environment, communities, and the people who live and work in them.”

Wendy Bartlett MBE, Executive Chairman, bartlett mitchell

We’ve always wanted to create a workplace our team members enjoy, and to be a company our clients really want to work with. For us, as one of the UK’s largest independently owned contract caterers, that means being a business with a social conscience. People expect to see companies operate responsibly, and we want to meet that expectation in everything we do.

This year we have achieved certification to The Planet Mark sustainability programme. This is our first year of business carbon footprint reporting. We’ve calculated the carbon footprint of our support office for the year ending December 2018 and set a target to reduce emissions by 5% annually.

To keep improving our sustainability performance, we set measurable objectives and targets every year, and monitor progress towards them. From 2019, we are aligning our targets 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.



eden project



OUR 2020 OBJECTIVES

1 Reduce our carbon footprint

Through our Planet Mark certification, we have committed to measure and reduce our carbon emissions, energy and water consumption, travel, and the amount of waste we create.

2 Source all our tea and coffee from sustainable businesses

We want our supplier partners to share our environmental standards, and to support the welfare of their employees and the prosperity of their local economies.

3 Encourage and nurture all our team members

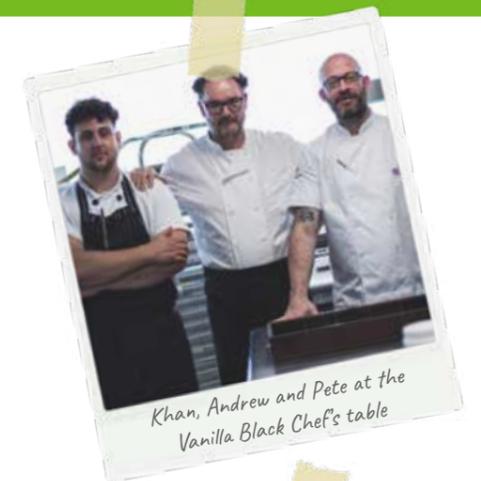
We measure the progress of our people strategy through the external ‘Best Companies’ survey. Our target for 2020 is to improve our score, achieving ‘Two Star’ accreditation in the medium term, and working towards a long-term goal of being a ‘top-100 best company to work for’.



Wendy Bartlett receiving the Foodservice Catey



Sunil wins FSM chef of the year



Khan, Andrew and Pete at the Vanilla Black Chef's table

When you surround yourself with positive people who are making a difference in the world, you know anything is possible. In this review, you can see the work we’re doing to meet our objectives. We’ve focused on the highlights from 2018, and 2019 and how our team members have made them happen. You’ll see what we’ve achieved so far, where we’re on target for 2020, and where there’s more to do.

You can also find out more about sustainability at bartlett mitchell in our online review at www.bartlettmitchell.co.uk/fruitful-world/ or scan the QR code.



Motivated team members celebrate our awards



Empowering and looking after our team

When team members grow and thrive, success follows. Our people have the space and encouragement to do whatever they need to help improve our business



Heather Day, Operations Director and our inspiring women



Heather Day, Operations Director with some of our Inspiring Women award winners

Closing the gender pay gap

Although our gender pay gap, at 6.1%, is one of the lowest in hospitality, we know there's still a long way to go to improve opportunities for women in our industry. We want women to know that with bartlett mitchell, they have every chance to succeed on an equal footing with men. And we're always looking for new ways to ensure our working environment continues to support the ambitions of women.

"I feel proud to say I work at bartlett mitchell. We treat everyone fairly and there is a genuine caring culture that is epitomised by our #bmFamily strapline. There are lots of opportunities to develop and nothing gives me more satisfaction than seeing team members progress in their careers." Heather Day, Operations Director

Yapster keeps us in touch

Teams with the freedom to influence the progress of our business need to be able to communicate with each other, quickly and effectively. Since we introduced the Yapster app last year, working together has become much easier.

The app provides a secure online platform for our team members to share information through an Instagram-style news feed. It also features a mobile team directory, video and photo sharing, flash polling, and a mute function that lets staff snooze notifications until their next shift.

Now, every team member has direct communication with all their colleagues, including the founders of the business and senior management. It's a great way to maintain the close-knit, personal culture of bartlett mitchell. Plus, the app offers a new way to support training and development by sharing best practice.

Talent and Team Manager, **Murray**, sums up why we've adopted Yapster:

"For us, it's really important to keep a close relationship with all our team members in a safe and secure way. As we continue to grow, we need to make the most of technology to help us do this."



Murray Soper giving a quick tutorial on Yapster

Supporting careers through apprenticeships

To help our people fulfil their potential, we offer apprenticeships for all levels and professions. One example is **Raymond** whose initiative and enthusiasm attracted the attention of Operations Manager, Damian. He offered him an apprenticeship (including an NVQ in professional cookery) and a new trainee chef role.



Ray competing in the B&I StEATfood Awards

Raymond is now a chef de partie after being recently promoted from commis chef. Naturally, he's delighted with how his career is developing.

"This bartlett mitchell apprenticeship has really helped me learn new skills. At first, the other chefs were teaching me a lot and, before long, I had the skills and confidence to work on my own. Every day brings a new challenge, but the job is fun and I've received a lot of help. It's great to have the qualification, too. Last year I had the confidence to enter the Streatfood awards as well as host my own Caribbean themed pop-ups in other bartlett mitchell restaurants."



Milda shows off her Inspiring Women Award

Recognition for inspiring women

Announced on International Women's Day in 2018, our 'Women Who Inspire' awards aim to recognise women who have excelled professionally and inspired others to succeed.

So far, the awards have highlighted the achievements of 20 women. They're open to all women across our business, with team members nominating colleagues they feel should be honoured for their ability to inspire and support others.

We developed the programme as part of a bigger drive to promote the role women play in hospitality, and to encourage more to consider the industry for their career. So the awards are just one part of a series of initiatives we've introduced to help female team members progress - others include mentoring, leadership development and talent management.

Wendy Bartlett, our Executive Chairman, sees the awards as vital to the way we encourage women in their careers:

"These women have been so inspirational and have already had a huge impact on the success of our business. I've never believed that being a woman should hold you back from achieving everything you want in your career and life. These awards give us the opportunity to celebrate the brilliant women who work for us, and send a strong message that we value their contribution."

A bright future for our Rising Stars

Our younger employees are our future. We need to look after them, and give them every opportunity to develop their abilities. One way we do this is our Rising Stars award, recognising the top '30 under 30' team members, and celebrating their achievements.

All winners are nominated by their colleagues, who have observed - and benefited from - their talent, passion and potential. Their rewards include a certificate, prize vouchers and a programme of continuous development.

With the hospitality sector expected to face a significant shortfall of around 60,000 employees each year, we want to make sure we retain all our great people - and attract many more. Rising Stars is just one of several new schemes we've launched over the last year with this aim in mind.

As Ian Thomas, CEO explains,

"We're proud to celebrate these Rising Stars for their entrepreneurial excellence, outstanding customer service and commitment to living the FOODIES values we hold so dear. We know our future depends on the stars of tomorrow, so we're delighted to commend them on the journey so far, and help them grow and develop."



Some of the 2019 Rising Star winners

Klaudia, one of this year's Rising Stars



Klaudia, chef de partie competing in a Chef of the Year heat

"As a chef de partie, my day-to-day responsibilities include running the larder section and producing all the grab-and-go on site, at a large, prestigious law firm in central London. This involves everything from dealing with orders to ensuring due diligence.

"I attend most of the bartlett mitchell development chef masterclasses, as well as the monthly masterclasses with chef consultant Adam Byatt. A lot of my training is hands-on, either working with the chefs around me or with the development team.

"Last year, I was a finalist in the Chef of the Year, which was judged by three Michelin-star chefs. It was pretty nerve racking, but they offered me a stage so I couldn't have done that bad! I'm entering again this year, and I hope this leads to even more opportunities."

Exercise made easy

We might have a pear as our company logo, and Wendy Bartlett admits she is pear-shaped (she blames all the excellent cakes our chefs bake), but this isn't really the body shape we want to aim for. So we've developed a fun way to get a little more exercise. Every team member now has a pedometer, along with suggestions for how they can build walking into their daily routines - simple things like climbing the stairs instead of taking the lift, or getting off the tube one stop earlier and walking the rest of the way.

To kick this off, for one week, we set up a step challenge to see who walked the furthest - and had a lot of fun recording our steps, on a chart displayed on noticeboards. Every site manager awarded a prize to the team member who stepped the most. A prize also went to the site that had the most fun posting its results on both the 5daysontheveg and exercise pledges on Yapster.



Valentina sharing her step challenge results

"The step challenge was fun. On an average day I walk 17,000 steps. For the challenge I walked more because I didn't use public transport. It was good to achieve my step goal as it made me feel healthier. By seeing how many steps I walked I watched how many calories I burned too. I enjoyed a few more cakes without feeling guilty."

Fulfilling Friday

The Best Companies to Work For survey of 2017 highlighted how we encourage our people to help the communities where we work. We've since introduced the 'Fulfilling Friday' scheme, where all team members can claim one paid day each year while working as volunteers at a registered charity that provides community support.



Harry helping build a climbing frame at his daughter's nursery

Recently **Harry**, a Chef Manager at one of our sites in Maidenhead, volunteered to help clear an outdoor area for a new climbing frame at his daughters' charity-based nursery. Once the frame was up, the sheer delight on the little ones' faces made the hard work worth it. As Harry said,

"There's something joyful about giving your time to help others. It's all about family and community for me - Fulfilling Fridays helps me connect my work with my community."

Putting his culinary skills to good use, Head Chef **Sunil** has spent nearly 10 years volunteering in the kitchen of Crisis, the national charity for homeless people. Due to his dedication and achievement, he now has a senior role at the charity, training up-and-coming chefs and running the kitchen every Christmas for the all-important seven-day festive event.



Sunil planning his Crisis work

Promoting diversity

With a diverse workforce, our business can benefit from a wide variety of perspectives and skills. So our emphasis on inclusion and equality in the workplace ensures we make the most of everyone's contributions - and these often help improve the services we provide for our clients and their customers, and can increase the impact we have on our communities.

We see inclusion and equality as powerful multipliers of innovation and growth. They encourage creativity and inspire a sense of belonging. Which is why we've set up a committee to champion equality within bartlett mitchell, and to support our clients' diversity efforts.



Harry, Saffron, Cameron, Spencer & Adrian pose for a photo with the pride decor

Reducing our environmental impact

We want to grow our business while reducing our environmental impact. In areas we can control, we're making excellent progress



Tim Frogatt, General Manager counts his reusable cups



Matias holding reusable cup

Every coffee counts

When you serve more than 500 coffees a day, that's potentially a lot of single-use disposable cups. So reducing these as far as possible can make a huge contribution to our efforts to manage waste.

That's exactly what **Tim** has done at his client site. Within a month, he had reduced disposable cups by 28% - which, in a year, will save 36,000 cups and nearly four tonnes of carbon.

80% of the environmental outcomes of any product are determined in the design phase. We've designed a sustainable way to drink coffee. Our new Perkee Huskup cup is made of rice husk, it's dishwasher and microwave-friendly and unlike plastic, it can be buried in the ground once you're finished with it.

First contract caterer to measure and report its carbon footprint

As part of our certification to The Planet Mark, we are demonstrating good practice in sustainability. Initiatives include measuring carbon emissions from purchased electricity, waste and business travel. We are locking away 260 tonnes of CO₂ by protecting one acre of endangered rainforest through the charity Cool Earth and investing in the Eden Project to support education on climate change. Our goal is to reduce our carbon emissions by 5% annually.

A technological approach to tackling food waste

Food waste reduction software, Chefs Eye, helps our sites take control of their food waste. At our banking client, **David** used Chefs Eye to help save an average of £500 in the first three months and achieve a 200% ROI. The software highlighted over-production as the main factor to address, and David and his team did the rest.



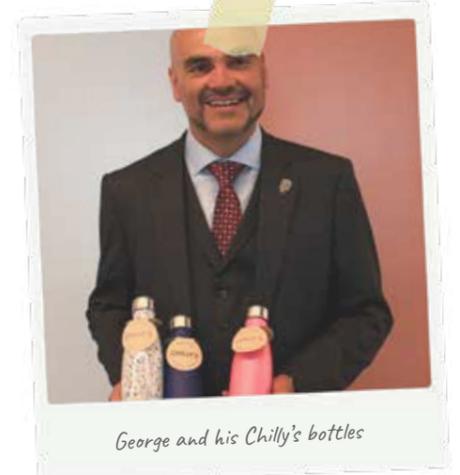
David shows off his Chefs Eye scales

Packaging helps save the planet

Compostable grab-and-go packaging. By definition, it should end up as compost, not in landfill. But that means making sure people know exactly where to dispose of it. This was the task **Claire** set herself - and she achieved it by working with her client and their waste-management service. Now clear signage leaves customers in no doubt about the right place for their empty packaging - and this is both saving waste and helping reduce carbon emissions.



Compostable packaging modelled by Manager, Claire



George and his Chilly's bottles

Chilly's bottles saves plastic

George, one of our senior managers, has helped his financial client remove all single-use plastic water bottle by selling hundreds of Chilly's water bottles.

We've done the same throughout bartlett mitchell - we set up a partnership with Chilly's last year, and gave all our team members their own branded bottle. And what difference has this made? We've calculated that combining the use of Chilly's bottles and reusable cups has stopped our team members throwing away over half a million disposable cups.

And now all our customers can have cold water on the go in their own Chilly's bottle, without having to buy single-use plastic water bottles. This is proving extremely popular with customers: last year, we sold over 5,000 Chilly's bottles.

Engaging our partners

As a business, we can do a lot to support people and communities, and help protect the environment. We can do even more when we work with our clients, customers, suppliers and the wider hospitality industry



Students from RCSSD entertain our customers

Food flash mob supports young performers

Our customers were amazed one lunchtime when musical theatre students from one of our drama school clients put on a surprise flash mob performance we'd developed for them. Dressed as chefs, catering staff and customers, the students blended into the lunchtime gathering before suddenly assembling and performing an hour-long medley of West End musical hits and foodie songs.

As well as entertaining the customers, this gave the students much-needed paid work experience. Course leader at the school, Wendy Gadian summarised the impact:

"You've supported young talent by providing new opportunities for students to perform, and helped them financially at a time when their training doesn't leave space for part-time work."

A thorough grounding in all things coffee

Social enterprise, Well Grounded, trains people from a range of backgrounds to become baristas. We are one of their 'academy' sites, where candidates follow a structured development plan over five weeks. During this time, we observe their progress with a view to offering them employment.

Our first student, **Wing Wong**, was shy at first, but soon became more confident – in both talking to customers and making coffee. Her time with us was a great start to a promising career.



Taking green issues to our customers



Yuki, our Queen of all things green, with her roadshow

Yuki, our environmental champion, takes a green roadshow around all our sites each year, highlighting the ways we're having a positive impact on the environment. She also uses the visits to educate our customers and teams about how we can create a more sustainable way of eating, using hands-on activities, displays and question-and-answer sessions. Last year, she ran over 50 events and talked to thousands of our customers.

More bees every year

Bees pollinate around 70% of the crop species that feed most of the world. Without them, we wouldn't have many of the foods we take for granted – and, as we all know, their numbers are in decline. To support efforts to reverse this trend, we now celebrate the anniversary of every contract by sponsoring a beehive in the name of the client, and hold an event to educate them about the importance of bees. As our customer numbers grow, we hope the number of bees will, too.

Nurturing new ideas

BM Inc is our initiative to encourage supplier innovation and help enterprising new talent to flourish. And this year, it's gone from strength to strength. A whole new raft of entrepreneurs have joined the programme, and customers have loved it.

One of this year's stars was DRGN, 'the world's first superdrink'. We knew we'd picked a winner when GQ magazine named it 'THE top drink to try out this summer'. **Vishal** Sodha of DRGN is delighted with the opportunities BM Inc has brought:

"This unique programme has given our new brand an incredible platform to enter the contract catering sector – typically a tricky channel to navigate."



Vishal joins the BM Inc crew



Angus with the honey bees pop up

Providing healthy choices

As interest in health through food soars, we want to help our teams and customers be able to eat healthily at work



Sara serves up a lunch packed full of vitality

VITALITY KITCHEN

delicious and responsible eating

Healthy food people really want

Delicious and healthy aren't mutually exclusive. That's the thinking behind our Vitality Kitchen range.

We launched it last year, through strongly branded pop-ups in our restaurants, offering food that's healthy and, more importantly, tasty and enticing.

In developing the menus, we've paid a lot of attention to colour, as everyone chooses food with their eyes. People want to know the food is good for them, but our first priority is always to make it attractive.



Our Vitality Kitchen range supported by Yvonne

Wellbeing through WELL

The WELL Building Standard measures and monitors how built environments can affect our health in different ways – and one of these is the food available to the people who work in them. To help our clients who are seeking certification through the standard, we've implemented the Nutritics software system. This lets customers see the nutritional information and allergens for a menu on a user-friendly interface displayed on a tablet on the counter. Hebe, our nutritionist, has led this project, ensuring it offers handy features, such as highlighting dishes high in protein or lower in calories.

Our new nutritionist



Hebe, Wellness Manager, leads a lunch and learn session

We've created a new role of company Wellness Manager and Nutritionist – and appointed Hebe. Her remit includes helping to design nutritionally balanced dishes, developing our healthy-eating offer, Vitality Kitchen, devising 'lunch and learn' sessions for customers, and organising nutritional training for chefs. She's looking forward to the challenge:

"The right food can have a big impact on enjoyment and productivity at work. Working with the development chefs and the wider team, I'll use my knowledge and experience of nutrition to help create a series of menus featuring delicious, nutritious dishes that inspire customers to make healthier choices."

Live life on the veg

Lin, our Marketing Director and life-long vegetarian, was so inspired by the Peas Please Pledge that she designed a 'Five days on the veg' vegetarian challenge. Our directors tried it first, and then encouraged team members to join in, and discover the exciting possibilities of a vegetarian diet. Now the whole business is involved, and customers can get on board too. What started as a small idea has become one of the main ways we'll achieve our reduction in red meat sales and cut our carbon emissions next year.

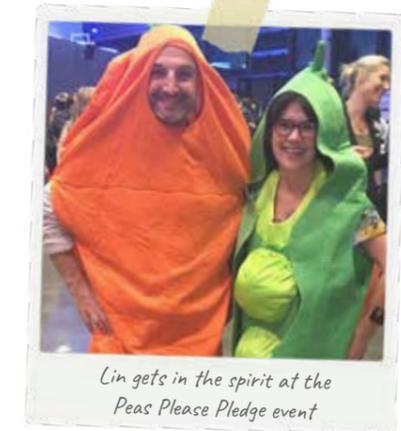


Lin Dickens doing "5 days on the veg"

More Peas Please!

We've made a public commitment to the Food Foundation to increase the number of vegetable-based dishes we offer, and to reduce the sale of red and processed meat by 10%. To help fulfil this, we've organised 'meat-free' events, and vegetarian dishes appear first on our menus – and we always highlight local and seasonal produce. We call it our Peas Please Pledge and, as the photo shows, some team members have embraced it enthusiastically.

On a more serious note, we will calculate and publish the reduction in greenhouse gases this pledge achieves.



Lin gets in the spirit at the Peas Please Pledge event



Ensuring a responsible supply chain

When choosing our suppliers, Steve Fox, our Purchasing Director, looks for environmental responsibility and a contribution to local economic development that improves welfare and working conditions

Miguel, Petra and Laura, the Perkee A* team!

Dilmah: a refreshing approach to tea

Our new, exclusive partnership with Sri Lankan tea company, Dilmah, helps towards our objective to source all our drinks from sustainable businesses. It also helps us meet growing consumer demand for premium tea.

Placing equal emphasis on the taste of its tea and the strength of its ethics, the family-run company uses traditional methods to produce a highly distinctive, single-origin Ceylon tea. Sustainability is at the heart of its operation; all packaging profits stay in Sri Lanka, helping to fund the company's philanthropic venture, MJF Charitable Foundation, and its environmental and wildlife charity, Dilmah Conservation.

In recognition, Dilmah's founder, Merrill J Fernando, was bestowed with the 'Deshamanya' (Pride of the Nation), one of Sri Lanka's top 2 National Honours, awarded by the Sri Lankan President for exceptional and highly meritorious services to the country. He was also named an Oslo Business for Peace Honouree in 2015 and received the FIRST Award for Responsible Capitalism a year later.

We will serve the full range of Dilmah products in our restaurants, cafés and hospitality operations, including the black, green, Oolong and infusion varieties.

Perkee: a strong coffee in many ways

The success of Perkee, our Fairtrade coffee, has continued growing in the past year - in all sorts of ways. We've now sold over two million Perkee coffees, and serve it in 94% of our sites. Last summer, it made us the first caterer to win two stars in the Great Taste Awards. And we were shortlisted for an Edie Sustainability Leaders Award for Social Sustainability and Community Impact, and won the Sustainable



Juneith a farmer from the Soppexcca cooperative joined us for a coffee

Meeting one of our Fairtrade farmers

Juneith, a farmer from the Soppexcca cooperative who grows Perkee coffee beans in Nicaragua, came to visit one of our Perkee cafés during Fairtrade fortnight.

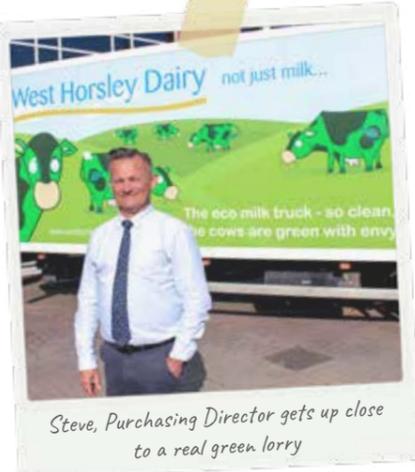
She is also the cooperative's treasurer, and gave a presentation featuring Soppexcca's life-changing Fairtrade projects. Through a translator, Juneith thanked all the customers who buy Perkee - and she didn't leave without making us all a delicious coffee.

Restaurant Association Award for our ongoing support for global farming.

Over and above the Fairtrade price, the Fairtrade Premium is an additional sum of money (built in to the price of every cup of Perkee coffee) which goes into a communal fund for the Soppexcca cooperative to invest in improving the quality of their lives. The Fairtrade premium is what sets Perkee Fairtrade coffee apart from every other coffee. In the past two years Soppexcca has invested their premium (over £22,000) in a coffee renewal programme, community school and cooperative infrastructure. That's why we say "Perkee coffee turns frowns upside down!".

We also launched Perkee Decaf, using an organic method of caffeine extraction, which involves two natural ingredients: carbon dioxide and water. So now customers can enjoy the same rich taste, responsibly sourced, without the caffeine.

Cool technology delivers our milk



Steve, Purchasing Director gets up close to a real green lorry

Among his tasks as Purchasing Director, Steve includes auditing our suppliers' environmental credentials. As we bought over 5,000 gallons of milk from West Horsley Dairy last year, he wanted to be sure they deliver it in the most sustainable way possible - and was pleased to discover they use an eco hybrid delivery vehicle. The diesel-electric hybrid has a fridge that uses revolutionary frozen-gel tube-and-plate technology. The first of its type in the world, it's the cleanest food-service hybrid vehicle working in London, using 40% less fuel than conventional lorries.



Theo & Miguel lead the Perkee training

Supporting our communities

Manufacturers
corporate film
canteens studios
RESTAURANTS
merchandise
nerve to

city
Harvest
LONDON
RESCUING FOOD FROM THE HUNGRY



We support organisations connected with our team members, and with food and hospitality. By establishing long-term partnerships, we can make a real difference over time

Denise, General Manager helps the London City Harvest team load the van with unused meals

Over 2,000 meals for London's vulnerable

Last year, we diverted over 865kg of food away from landfill and into the hands of London's vulnerable people. We did this through our partnership with City Harvest, a charity that collects and redistributes surplus food - and our contribution added up to more than 2,017 meals. Denise was the first of our managers to arrange a freezer and persuade her client to let us donate.

"I'm so glad we decided to set aside a freezer for City Harvest. It's heart-warming to know the difference we're making".

The world-beating health food

Gut health is important - so we were happy to help with setting the first-ever Guinness World Record for the largest dish of bacterially fermented sauerkraut. Our team members, led by Quality Standards Auditor Richard, provided health-and-safety expertise and equipment - and chopped the cabbage. In this team effort, Delphis Eco supplied all the cleaning materials and Nella Cutlery Services provided the knives. Together, we made 359.6kgs of tangy sauerkraut - all verified by the official weights and measures witness.



It's chop chop for Richard & Lin at the Sauerkrautathon

Doing more for Soppexcca

Outside the coffee season, the women who rake the Perkee beans for the Soppexcca cooperative earn no money. So this year, we raised \$11,000 [all other figures are in £] to build a biscuit factory, where they can bake biscuits to sell at local markets.

To reach that amount, our baristas organised events including latte art classes, raffles and a fundraising dinner. We also designed the Perkee Foundation Huskup cups, made from biodegradable rice husk. All profits from selling these will contribute to building the factory. In addition, we built Soppexcca a new website, to help them grow the business internationally.



Janet, Stuart, Caroline, Antony and Julia on the Mighty Hike

Active support

If we can keep fit while supporting good causes, our team members will do it. For example, Angus, Russell and Matt, and our client Natasha and facilities management partner Trevor, each cycled 60 miles around the Cotswolds, raising £3,000 for industry charity, Hospitality Action. Also, James cycled 300 miles from London to Paris in 24 hours, in a team of eight that raised more than £130,000 for muscular dystrophy charity, Duchenne.

Meanwhile, Janet, Antony and Julia took part in the Jurassic Mighty Hike, walking 26 miles to raise £1,800 for Macmillan Cancer Support. And Denise, Andrew, Ewelina and Natasha ran 5 kilometres while being doused with coloured paint, raising £800 for Cancer Research UK.

Centrepoin trainees



Centrepoin Trainees

Centrepoin, the UK's leading youth homelessness charity, offers traineeships to improve young people's chances of employment. Working with our property client in central London, we've taken on our first Centrepoin trainee. Mentored by Tripti, she is on a seven-week training programme, which we hope will give her valuable experience in our industry.

Ongoing help in The Gambia

We've continued supporting the Janneh Kunda village school in The Gambia. A charity dinner, organised by Purchasing Director Steve, raised £3,600 to buy a solar-powered water pump. We also sent them sports kit, equipment and team uniforms. Plus, we're sponsoring more than 20 children to go to school.

TARGETS, RESULTS AND 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.



PLANET TARGET	RESULTS 2018	GOAL 2019	SDG
Measure and reduce our annual carbon emissions	Achieved Planet Mark certification to measure and report our carbon emissions	Reduce support office carbon emissions by 5% annually	13
Retain ISO14001	Maintained ISO14001	Retain ISO14001	13
Fund 1 water pump a month to provide drinking water to improve lives in Malawi	22 water pump wells sponsored in Malawi by selling Thirsty Planet bottled water. 88 water pumps in total	Continue to support this charity in places where clients are not able to provide reusable bottles or cups	6
Sponsor more beehives to improve pollination and British Farming	15 beehives sponsored with the British Bee Keepers Association. Increase of 25% increase. 50 in total	Sponsor beehives with local Bee Keeping Associations	2
Source more British meat	90% of fresh meat procured in the UK	Maintain 90%	2
Source only whole British eggs	100% free range whole shell British eggs	Maintain 100%	2
Source only milk from British farmers	100% British milk sourced	Maintain 100%	2
Develop a partnership with a charity to reduce food waste	City Harvest collected over 865kgs of food from BM sites	Increase the number of sites that support City Harvest	12
Partner with social enterprises to create social impact	Find 2 potential partners	Identify opportunities where we can add value for the enterprise and clients and implement first initiatives	17

PLANET TARGET	RESULTS 2018	GOAL 2019	SDG
Reduce deliveries to units	7.4% reduction in deliveries (per £m turnover) through 'max' drop campaign'	Target a 5% saving in deliveries	11
Increase use of UK sourced disposables by 10%	60% of all disposables are now UK sourced	Increase this by 5%	12
Only use green cleaning products	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 food waste by 15%	2.63% reduction in food waste (per million turnover). 4% less than target	Reduce by a further 4%	12
Reduce environmental impact of Grab and Go packaging	100% of sites now use fully recyclable or compostable packaging	Maintain 100%	12
Convert used cooking oil to create energy	18.75% of waste oil recycled and 70 tonnes CO2 was saved	Recycle at least 20% of waste oil	12
Reduce use of disposables	6.3% decrease in disposables use versus revenue growth	Reduce disposable consumption by further 10%	12
Create carbon neutral communications	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	12
Increase use of reusable cups and water bottles	Sold 10 000 reusable cups and 5 000 Chilly's water bottles	Increase the number of sites who offer reusable drinking options by 50%	12
Serve sustainable fish	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	14
Reduce food waste by finding uses for 'misfit' vegetables and fruit	Served 34,845kg of misfit fruit and vegetables, exceeded the target by 250%	Serve 40,000kg of misfit fruit and vegetables	12
Make it easier for our customers to eat more vegetables	Signed Food Foundations Peas please pledge to increase our veg consumption by 10%	Increase amount of vegetables served by 12.5%	2

PEOPLE

PEOPLE TARGET	RESULTS 2018	GOAL 2019	SDG
 Be a top company for our teams to work for	2013, 2014, 2015 & 2016, 2017, 2018, 2019 Best Companies accreditation	Achieve one star and listing on Sunday Times Top 100 Company to Work For in 2019	8
 Develop inspiring training with access to at least two training sessions a year for every team member	85% of team members attended at least three training sessions. Leadership modules introduced for 150 managers including coaching, training, mentoring and leadership styles	IIP in progress Courageous Conversations training roll out	8
 Create a safe, healthy and supportive working environment	100% of team have accessed the Safety 360o training. EAP, health and well-being promoted to all teams	100% completion of FS L3 and HS L3 for senior managers	8
 Improve team member wellbeing, supporting healthy decision making on eating, exercise and work-life balance	1st team member Vitality week	Hold our second team vitality week including mental health awareness	3
 Drive team member retention through career progression	New for 2019	Launch Training Academy (including craft and management skills) and exciting benefits packages	8
 Make our workforce attractive to individuals with different ideas, cultural backgrounds and across different generations	41% of our team are from an ethnic minority background	Set up a diversity committee and target alternative jobseeker pools	10
 Support the London Living Wage (LLW) foundation and always promote LLW to clients	100% of direct employees are paid at least the LLW or NLW	Increase the number of contracts where LLW is paid	1
 Every team member to have access to healthcare cover	100% of the company's permanent employees have healthcare coverage, and new cover for chiropody included last year	Maintain 100% level of cover and benefits	1
 Head office team to make a difference to local community groups	120 Easter Eggs donated to the White Lodge Disabled Centre in Chertsey	Continue this support and work with social enterprises and MCS Beach clean	17
 Encourage bartlett mitchell teams to raise money for community and industry sector charities	£22,000 raised for the Gambian village, Macmillan, Duchenne UK, Hospitality Action and Little Troopers. An increase of 45%	Set up a Charity fund raising committee to coordinate our efforts to raise more money	17
 Close gender pay gap	6% mean gender pay difference identified between men and women. Mentoring programme launched last year with 25 people being mentored from leadership group	Set up a female chefs forum to develop more women into senior chef positions	5

PEOPLE TARGET	RESULTS 2018	GOAL 2019	SDG
 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	Increase level of participation in new 'Fulfilling Friday'	3
 Raise team Health & Safety (H&S) & Food Safety standards	95% of team members completed a nationally recognised qualification in H&S & Food Safety within their first month's employment. An increase of 35%	Improve on 95%	8
 Improve lives by increasing our £ spend on certified coffee	71% of our coffee spend is certified Fairtrade and Rainforest Alliance coffee	90% of tea and coffee to be sustainable	1
 Develop a leadership programme	100% of senior operations managers attend the PEAR leadership academy	Senior manager team to become mentors for bartlett mitchell Rising Stars and Talent team	8
 Attract young people to employment in the hospitality sector	40% increase in team members accepted on three-year apprenticeship programme	Increase number of apprenticeships by 10%	4
 Engage customers with sustainable food issues	100% of customers have access to a Green 'Food Roadshow' in their workplace restaurant	Increase attendance at Green 'Food Roadshows' and engage client CSR teams	12
 Play our part to improve public health	8 Department of Health 'Responsibility Deal' pledges signed up to	Communicate the pledges through our DARE-ing customer programme	3
 Promote healthy eating to customers	1st first full time Nutritionist appointed and rolled out the Vitality healthy food offer with accompanying educational nutritional information for customers Signed up to the Peas please pledge	Target specific themes for lunch and learns Nutrition training for chefs & front-of-house teams to strengthen understanding Improve our commitments to national and government initiatives	3
 Use ethical purchasing to improve the lives of others	1 full container of Fairtrade coffee bought from the Soppexcca cooperative in Nicaragua	Extend Fairtrade purchasing to fledgling cooperatives	1
 Encourage young foodie entrepreneurs	5 new business entrepreneurs supported through 'BM Inc' food start-ups	Provide 18 more opportunities for 'BM Inc' entrepreneurs	8
 Find a new use for our old uniforms	100% of all used bartlett mitchell uniform t-shirts are donated to the Jannehkunda School in the Gambia	Continue to send old uniforms to The Gambia	12

PROFIT TARGET	RESULTS 2018	GOAL 2019	SDG
 Invest in a candidate management and recruitment system to streamline recruitment and on-boarding	New for 2019	Reduce the amount of time it takes to match relevant talent to a position	8
 Develop an instant messaging app to make communication between team members easy	80% team engagement by the end of Q3 through development of Yapster app	Increase engagement and find ways to integrate with ADP payment app	8
 Create a vibrant and progressive work place	178 new team member positions created during 2018/19 and 49 team members were promoted	Win more contracts to create additional employment and career growth opportunities	8
 Enhance team members' benefit package	Provide life insurance for every team member	Devise new benefits to meet with multi-generational needs	8
 Have strong, ethical relationships with our suppliers to achieve the best results	33 days was the average time it took us to pay our supplier partners	Continue to adhere to supplier's payment terms	8
 Reduce clients' subsidy	10% increase in like-for-like sales across all client sites	Increase like-for-like sales by at least 5%	8
 Build and sustain long-term client relationships	98.2% contract retention by providing great service and delicious food	Maintain 98% contract retention	8
 Be a responsible corporate citizen	34% increase in profit, resulting in increased contribution to UK Plc.	Increase profit by 20%	8



Wendy Bartlett and some of the team with the Planet Mark Certificate

