
Birchall
FOODSERVICE
Version 2.0 November 2026
Sustainability
Report



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01

Environmental impact

Delivering a better experience.

At Birchalls, sustainability is more than a responsibility, it's a necessity. As a fifth-generation family business with strong community ties, we're committed to reducing our environmental impact and making meaningful, measurable progress towards a more sustainable future.

In 2026, we launched an exciting new partnership with Treeapp, supporting tree planting and biodiversity through the creation of our own woodland in Yorkshire. This builds on our existing environmental initiatives, including solar energy, greener vehicles and our nil-to-landfill waste strategy.

We've also increased promotion of our used cooking oil recycling service, helping our customers reduce waste and support the circular economy. As a result, we recycled twice as much cooking oil in 2025 compared with the previous year.

Looking ahead to 2027, we're exploring ways to expand our carbon footprint reporting to include additional Scope 3 emissions categories. This will help us better understand our wider environmental impact and identify new opportunities to reduce emissions across our supply chain.

Discover our eight sustainability pillars on the next page.

Birchall FOODSERVICE

DELIVERING A BETTER *Tomorrow*

Our 8 pillars of responsible, sustainable business.

HEALTH & SAFETY FIRST

We're committed to delivering a safe working environment for our team, and a fully compliant service for our customers, with systems independently checked against recognised industry standards.

FAMILY VALUES

As a fifth-generation family business, we believe in honesty, fairness and doing the right thing. These values guide how we look after our team, customers and suppliers every day.

HEALTHY MINDS

We have an on-site counsellor to offer weekly support to any employee facing difficulties in their work or personal life. To offer further support, we also employ trained mental health first aiders.

HEALTHY BODIES

We provide free fitness classes, complementary fruit, discounted gym memberships, and subsidised fresh, healthy meals for all of our employees to help them stay fit and healthy.

CLIMATE ACTION

We are committed to reducing our carbon emissions. We have installed 388 solar panels on our roof, introduced electric vehicles, and have been certified as a nil to landfill site.

COMMUNITY ACTION

Each year, we commit time and financial support to key causes, such as the local hospice. We also donate damaged and short dated stock to food banks, and sponsor local sports talent, including football teams and individual athletes.

OPPORTUNITIES TO GROW

Every Birchall employee has the opportunity for a long and rewarding career, and we support every employee with their training and development. We're proud that many people stay with us for most of their working lives.

HELPING HANDS

Helping Hands is the name of our internal fundraising group. Its aim is to raise money to support any employee struggling with financial or emotional difficulties. Funds are raised via fun days throughout the year.

Meet our *green team*

The Birchall Green Team is a cross-departmental group of three employees dedicated to reducing our environmental impact and driving forward the environmental side of our sustainability goals.

Led by ESG Manager Joe Moulton, the team oversees our Carbon Management Policy and Carbon Reduction Plan, ensuring meaningful action across every area of the business.

Together, they champion carbon-saving initiatives, track progress, and implement new strategies to help Birchall Foodservice operate more responsibly and minimise our footprint for the future.



Members include Joe Moulton (ESG Manager), Charlie Bennett (Business Support Apprentice), and Lynne Weyer (Quality & Compliance).

Carbon footprint breakdown

We are serious about reducing our carbon emissions. Since 2019, we've taken meaningful steps and achieved measurable reductions.

Thanks to these actions, we reduced our carbon emissions by a huge 46% between 2019 and 2022. We reduced our emissions by a further 16% between 2022 and 2023.

We recognise that our carbon footprint has increased as our business has grown in the last 3 years, and that we can do more to reduce our impact. We aim to expand our measurement of Scope 3 emissions across our value chain, giving us a fuller picture of our footprint and helping us identify further opportunities to cut emissions.

These reductions are verified by our specialist environmental partner

ClimatePartner



Installed

388 solar panels

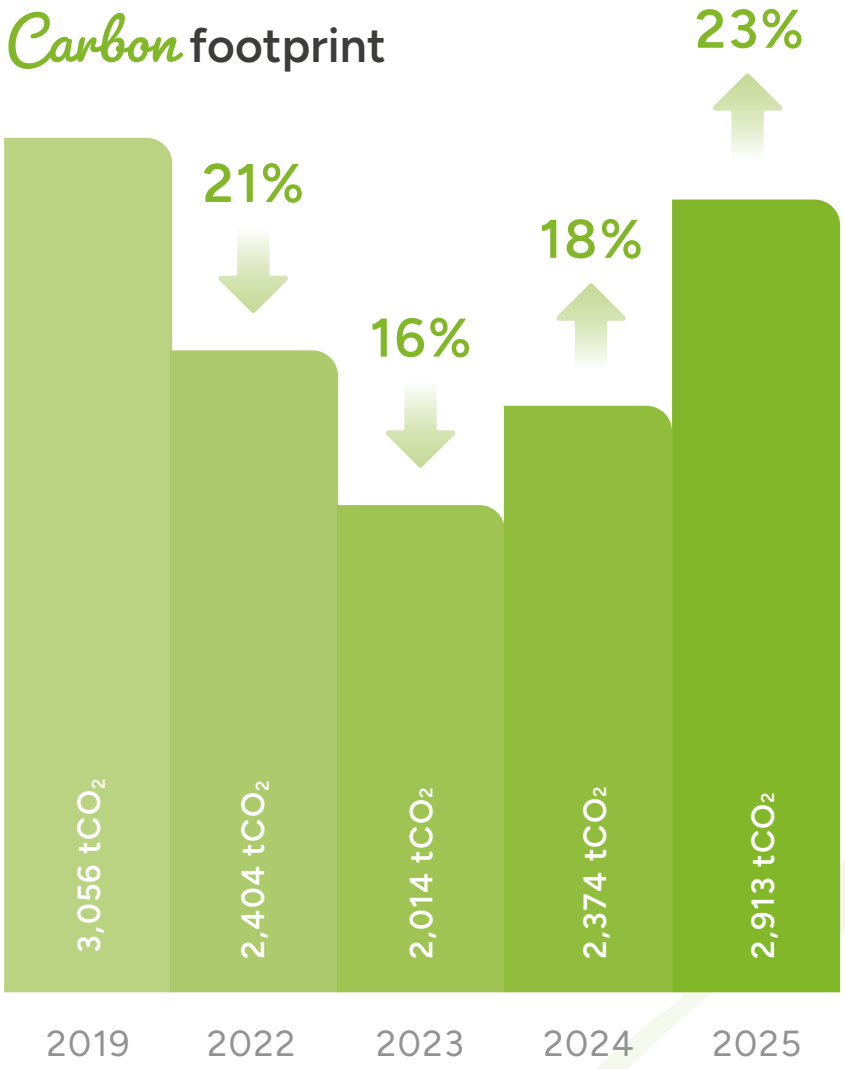
Introduced over

20 electric vehicles

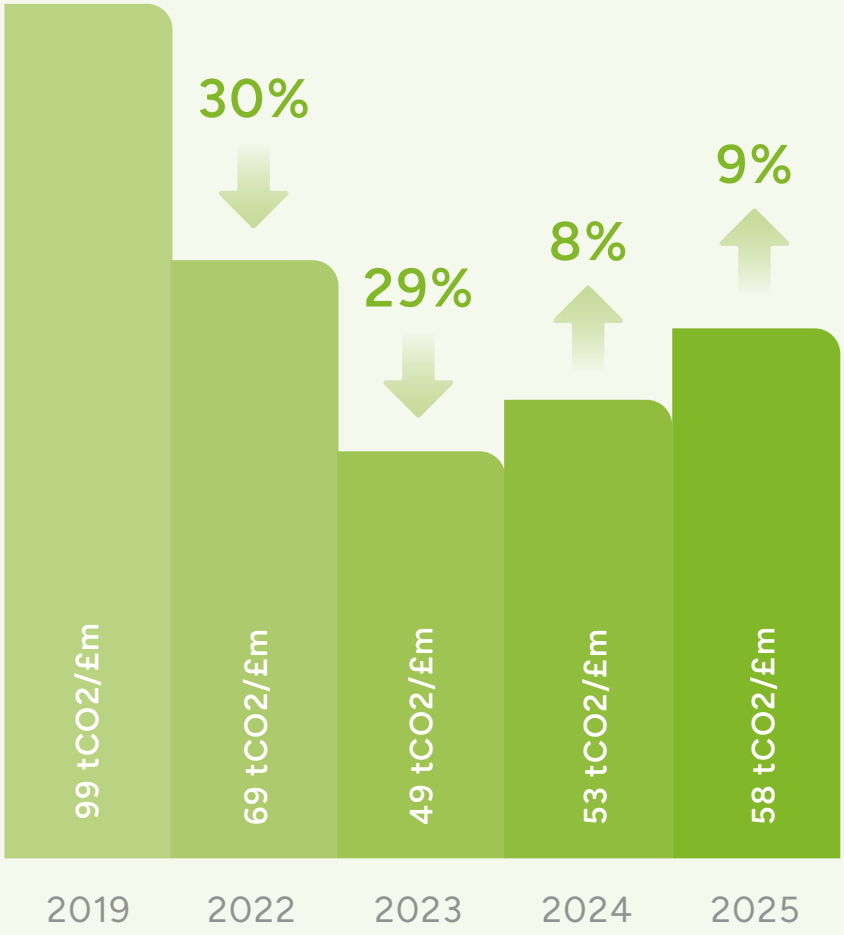
Certified as a

nil to landfill site

Carbon footprint

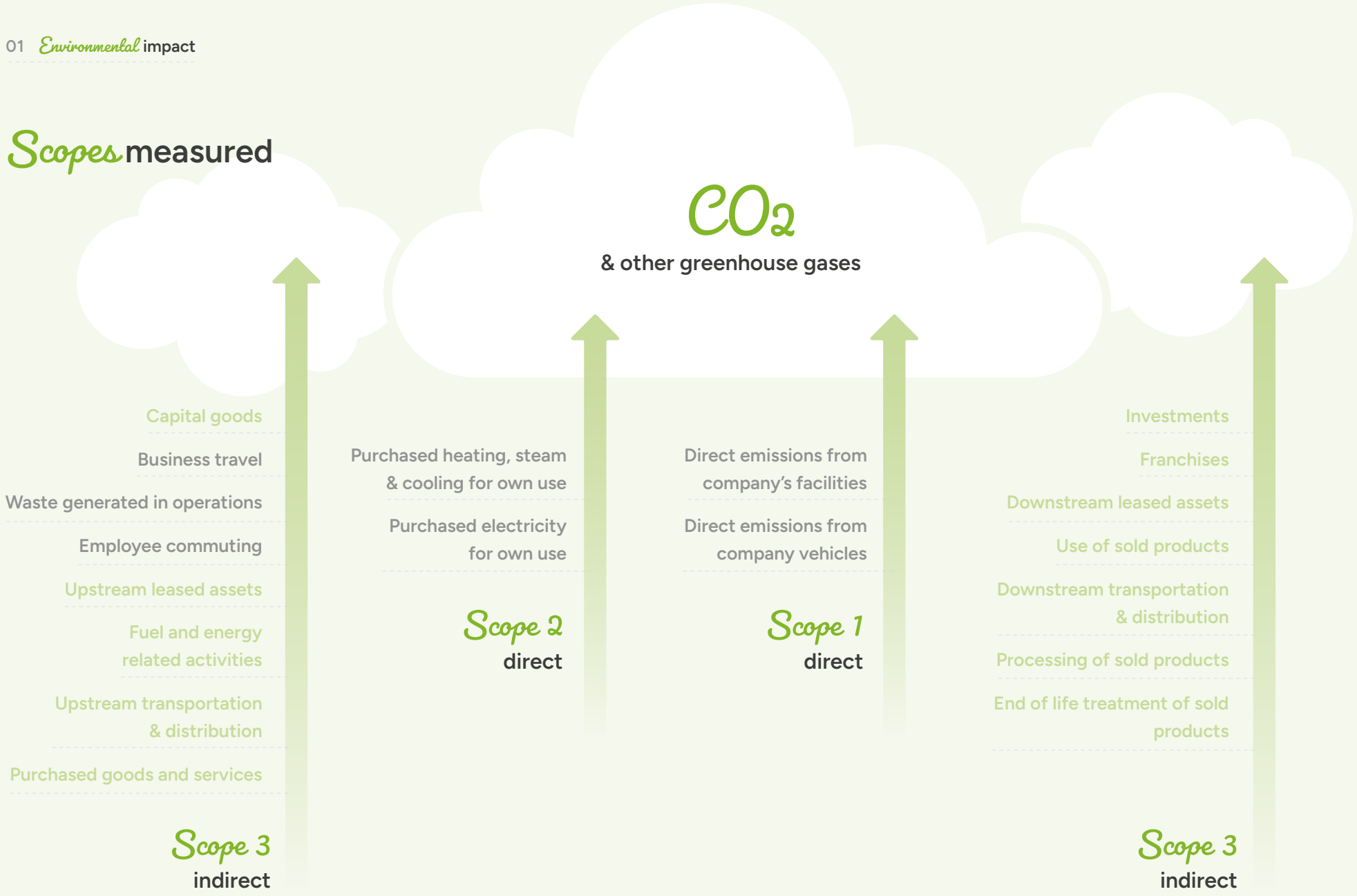


Carbon intensity



Please note: In all our carbon footprint calculations, we include all Scope 1 and Scope 2 emissions. For Scope 3, we currently measure only business travel, employee commuting, and business waste. More info on Page 8.

Scopes measured



Please note: In all our carbon footprint calculations, we include all Scope 1 and Scope 2 emissions. For Scope 3, we currently measure only business travel, employee commuting, and business waste.

Vehicle efficiency

As part of our sustainability commitment, over 60 of our delivery vehicles, including a mix of 18 tonne and 7.5 tonne HGVs and 3.5 tonne delivery vans, are equipped with Euro 6 engines to reduce emissions. We also operate a fleet of electric cars for our field sales team.

Our route planning system automatically selects the most efficient delivery routes, helping to cut distribution mileage and lower our carbon footprint. All vehicles, including company cars and delivery vehicles, are monitored by an automatic tracking system to flag high mileage, poor driving habits, and excessive speed.

We regularly review performance data and address issues directly with drivers. To encourage efficiency, we publish a driver league table based on metrics such as MPG, acceleration, and braking, all focused on improving vehicle performance and reducing environmental impact.



Recycling waste

At Birchall Foodservice, we're proud to operate as a nil-to-landfill site, with 90% of our waste recycled and the remaining 10% incinerated to generate energy.

We also recycle cardboard, plastic, food waste, and even electrical items through trusted partners, turning waste into valuable resources and renewable energy. Our flexible recycling services also extend to customers, helping them reduce their environmental impact too.



90% of our waste is recycled

the other 10% is incinerated for power

We recycled over

24,892 litres

of used cooking oil in 2025

52%

more than we recycled in 2024





Oil

We offer free cooking oil recycling with flexible collection schedules: weekly, fortnightly, or monthly. Collected oil is carefully heated, cleaned, and filtered before being sent to a processing plant, where it is converted into biodiesel. This sustainable fuel alternative cuts carbon emissions by 78%, making it a powerful substitute for traditional diesel.



Cardboard & plastic

We bale all our cardboard and plastic waste and send it to local waste companies to be recycled or incinerated.



Food

Our development kitchen, canteens and brew areas produce food waste every week. This waste is placed in separate bins from our other waste and is collected by a company called Refood. They take this waste and convert it into renewable energy using anaerobic digestion.



Electrical

To dispose of monitors, phones, tablets, laptops and other tech, we use Computer Disposal Experts. They collect our waste twice a year and either destroy it or refurbish it for resale.

Energy efficiency

From investing in solar panels to adopting sustainable LED lighting, we continually look for ways to cut energy use and lower our carbon emissions.



LED lighting

At our main depot in Burnley, we use intelligent LED lighting in our warehouse and offices. LED lights last 25 times longer and use 75% less energy than incandescent bulbs.



Solar panels

In 2021, we installed 388 solar panels on our roof. These panels helped us reduce our carbon emissions by 50 tonnes in the first year. **We are hoping to install more solar panels in 2027.**





Tree planting

Developing woodland in the Yorkshire hills with treeapp

We're proud to have partnered with Treeapp to support woodland restoration here in the UK. Our tree planting is focused on a beautiful site in the Yorkshire hills, where new woodland and hedgerows will help restore natural habitats and encourage biodiversity.

With woodland cover in Yorkshire below the UK average, projects like this play an important role in reconnecting habitats and supporting local wildlife. By planting native species including English oak, hawthorn and crab apple, we're helping to create a thriving environment for birds, deer, hares and other wildlife.

734
Trees planted





80 tonnes CO_2
Absorbed across trees' lifetime



8 workdays
Created for local communities



4,896 m²
Land reforested

Climate Action
Most supported UN SDG

Planting seasons

November to April

Species supported



Crab Apple



English Oak



Hawthorn



02

Social responsibility

Delivering a better experience.

Our Social pillar focuses on how we care for our people, contribute to our communities, and build ethical, long-term relationships across the supply chain. From supporting employee wellbeing and development, to giving back through charity work and youth sponsorships, we strive to make a positive impact in every area we touch.

Whether it's through our Helping Hands team, our support for grassroots sports, or the range of benefits we offer our employees, we're proud to create a workplace and wider environment where people feel supported, valued, and empowered.

We also recognise our responsibility to work with suppliers who share our ethical standards. Through responsible sourcing and strong supplier relationships, we ensure that our commitments extend beyond our business and into the communities and environments where our products originate.

Employee *wellbeing*

At Birchall Foodservice, we're committed to creating a workplace where our employees feel healthy, supported and valued. From fresh fruit bowls and free fitness classes to access to standing desks and discounted gym memberships, we actively promote healthier lifestyles across our teams.

We also recognise the importance of mental health. With trained mental health first aiders, a visiting counsellor, and a supportive workplace culture, we ensure our people have access to the help they need, whenever they need it.



Mental Health First Aiders

We take our employees' mental health as seriously as their physical health. We have 3 trained mental health first aiders in our team, who are on hand to lend a helping hand to anybody who might be struggling with a mental health problem.

On-site Counsellor

We also have a fully qualified counsellor regularly visiting the site who offers counselling for any employee facing difficulties in their work or personal life, such as a mental health issue, relationship problems, or anything else that could be troubling them.

Employee *benefits*

Our comprehensive benefits package ensures we ‘deliver a better experience’ for our people as well as our customers.



Private Medical Insurance

All Birchall employees can opt in to our private medical insurance policy, which provides access to video GP appointments, NHS repeat prescriptions and more..



Enhanced Holiday Entitlement

Employees receive an extra day of holiday for every 2 years of service, up to a maximum of 5 additional days.



Summer Holidays Clubs

During the summer months, we fund childcare, holiday clubs and other leisure activities for the children of our employees.



Discounted Gym Memberships

Working with Burnley Leisure & Culture, our team can access two local gyms at a heavily discounted rate.





Subsidised Lunches

Through our in-house chef, we offer freshly made, subsidised lunches for our team every day. Plus, on Fridays, we also offer a 'Friday Special'.

Fresh fruit is available for employees in all departments daily.



Free Fitness Classes

We offer free personal training sessions every Tuesday and Thursday morning for all employees.



Free Access to a Local Golf Course

Through our partnership with Burnley Leisure & Culture, our employees can use a local golf course and driving range at no charge.

Helping hands

Helping Hands is our internal fundraising group. Its aim is to raise funds to support Birchall employees and others who are facing struggles in their lives, such as a bereavement, financial issues or caring for a disabled family member. The charity also pays for gifts to celebrate milestone events in employees' lives, such as weddings, births and new homes.

Since inception, Helping Hands has spent thousands of pounds helping employees with various issues, ranging from larger donations such as part-covering funeral costs and purchasing home appliances to smaller donations, such as sending flowers to those in hospital. Helping Hands also provides loans for employees should they need one.

Fundraising takes place throughout the year in the form of fun events, such as bake sales, raffles, fancy dress days, football cards, golf days, tombolas and lots more.

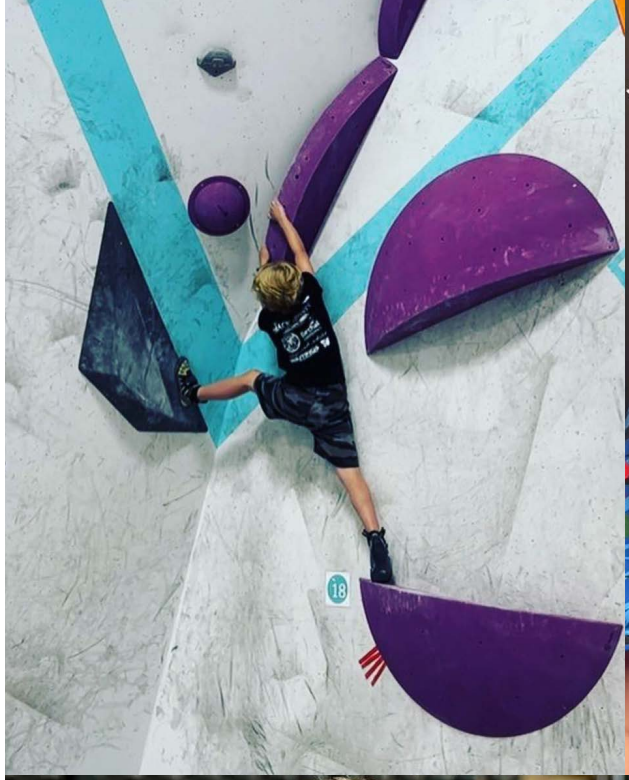


Supporting youth development *in sports*

We're proud to support the next generation of sportspeople and athletes by investing in grassroots and youth sports. From local football teams to aspiring individual competitors, we believe that sport plays a vital role in building confidence, teamwork, and resilience in young people.

We sponsor Rossendale United Whites Under 15s, helping provide kits for a team that has grown together since the age of seven. We're also backing Finlay Baldwin, a dedicated young rock climber who competes in the BMC Youth Climbing Series. Plus, we sponsor shirts for talented young darts player Alfie Armitage, who competes in tournaments across the UK and Europe.

Our support extends across our distribution area. We're a partner of Hunslet A.R.L.F.C., part of the The Hunslet Club organisation who provide support for young people in Leeds. Through these partnerships, we aim to nurture passion, talent, and opportunity for young sportspeople in our community.







Charities & affiliations

At Birchall Foodservice, we believe in giving back to the communities we serve. Through supporting local charities and by working closely with organisations that share our values, we strengthen community wellbeing.



Andy's Man Club

Andy's Man Club is a men's suicide prevention charity offering free peer-to-peer support groups across the UK and online.

Its aim is to reduce the stigma around men's mental health and give men a safe, confidential, judgement-free space to talk, listen and support each other.

Andy's Man Club is our main charity partner for 2026/27. At our 2026 golf days, we raised over £2,000 for the charity.



Down Town Community Kitchen & Grocery

Down Town offers wrap around care for the community in Burnley. At Down Town you'll find a community grocery, a pre-loved uniform shop, book swap, cookery school and a cafe.

We're proud to support the cafe and the grocery with food and equipment donations. We also donate unused stock from our annual tradeshow and other events. These contributions help ensure that local families have access to affordable meals and essential items, while also reducing food waste.

Burnley Leisure & Culture

We're proud to support Burnley Leisure and Culture, investing in projects that bring our local community together. We've backed the exciting new Jurassic Village Crazy Golf Experience at Prairie Sports Village; a fun, family-friendly attraction that encourages people of all ages to get active and enjoy time outdoors.

We're also proud sponsors of Towneley Golf Course, helping to maintain and promote one of Burnley's much-loved sporting venues. These partnerships reflect our commitment to supporting local leisure, wellbeing, and community development across the Burnley area.

Natasha Allergy Research Foundation

The Country Range Group is in a three-year partnership with The Natasha Allergy Research Foundation to help drive the delivery of its charitable objectives, such as the Natasha Clinical Trial. As well as becoming the Country Range Group's chosen annual charity for three years, the partnership will see CRG and its members (of which we are one) work alongside the charity to raise compassion, understanding and, crucially, vital funds, to help make food allergy history.

The Natasha Allergy Research Foundation is the only charity in the UK dedicated to scientific and medical research into allergies.

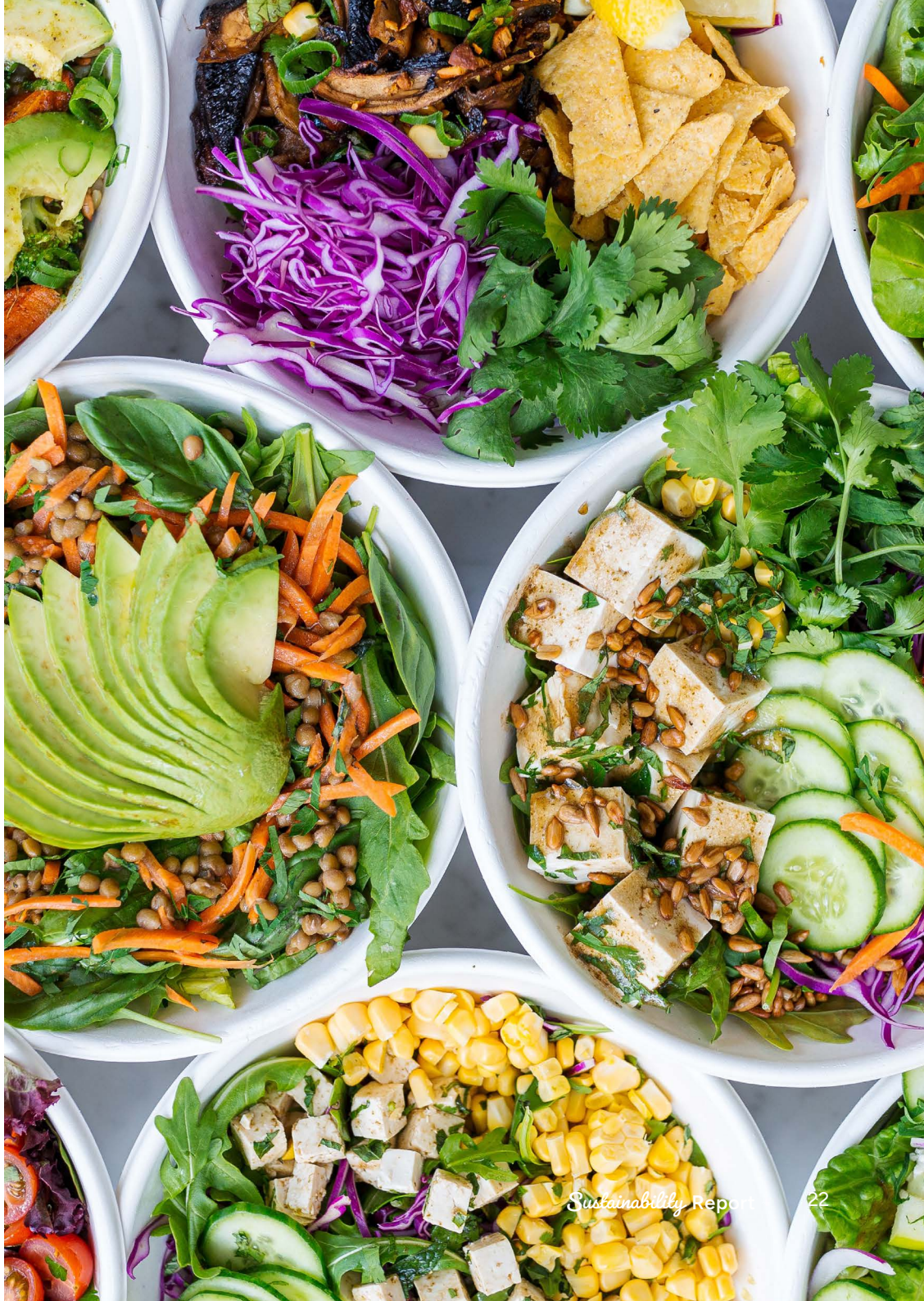


Supplier relationships & ethical sourcing

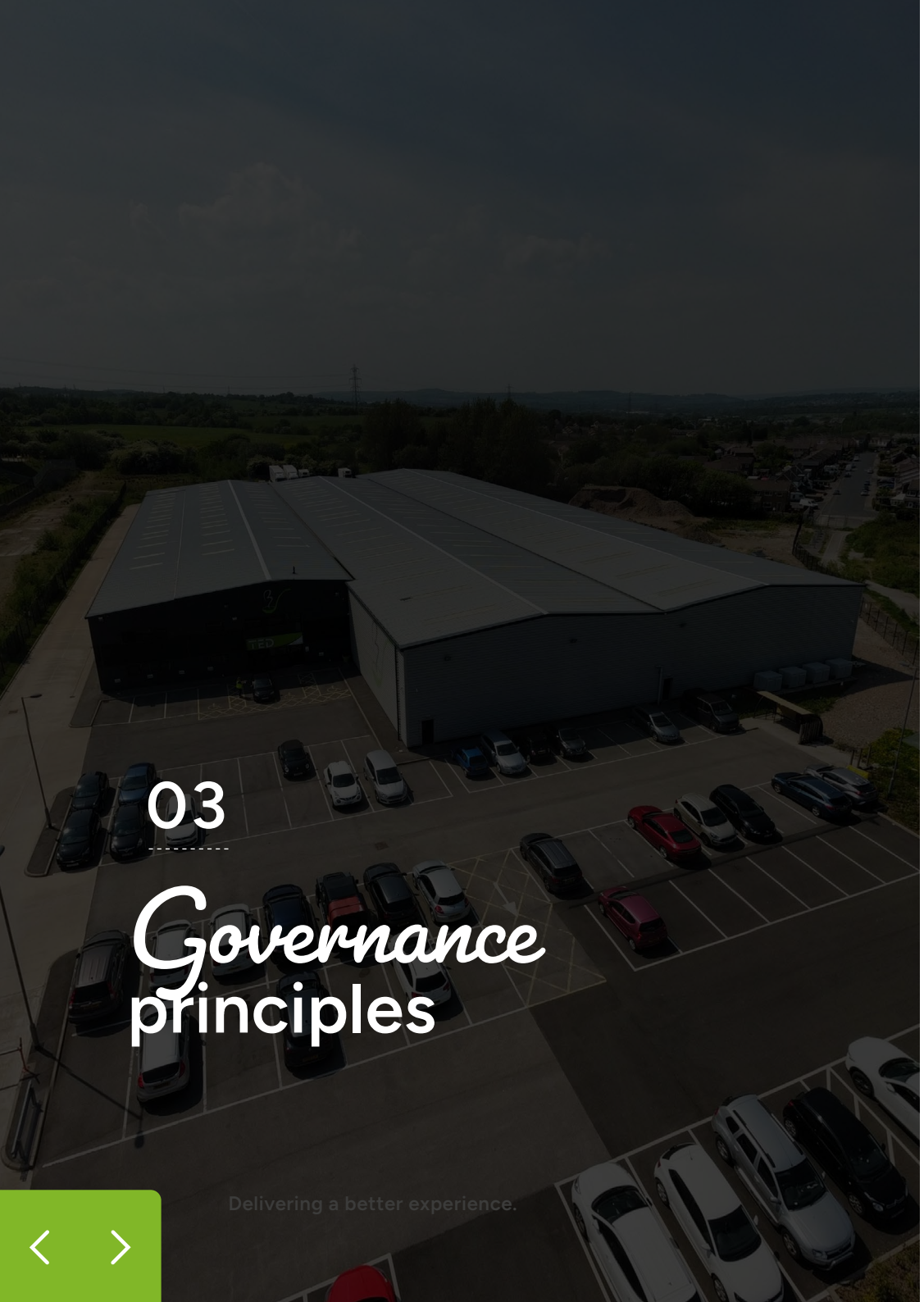
We work closely with our supply partners to ensure quality, consistency, and shared values, building long-term partnerships that support ethical, responsible practices across the entire food supply chain. We're committed to sourcing products that are safe, sustainable, and fairly produced.

Ethical sourcing means more than just meeting standards. It means actively seeking out suppliers who treat their workers fairly, minimise their environmental impact, and support animal welfare. We carefully review supplier credentials, accreditations, and sustainability policies to ensure alignment with our own ESG commitments. Where possible, we also support local and regional producers to reduce food miles and reinvest in our regional economy.

By choosing to work with like-minded suppliers, we not only deliver great products to our customers, but we also drive positive change throughout our industry. It's a responsibility we take seriously.



Delivering a better experience.



03 Governance principles

Delivering a better experience.

At Birchall Foodservice, strong governance is the foundation of our commitment to integrity, accountability, and long-term sustainability. From board-level oversight to day-to-day operations, we ensure our practices uphold the highest ethical and professional standards. Our governance framework covers everything from anti-bribery and modern slavery prevention to legal compliance, data protection, and cyber security, ensuring transparency and trust across our entire supply chain.

Our experienced management team and board of directors play a crucial role in setting the strategic direction and ensuring operational excellence. With robust financial governance, a clear business model, and a focus on health & safety, we are committed to maintaining our MICRON2 food safety accreditation, as well as achieving and maintaining relevant industry certifications. These measures reflect our dedication to responsible business practices that protect our people, customers, and the communities we serve.



Bribery

At Birchall Foodservice, we have a zero-tolerance approach to bribery and corruption. Guided by the UK Bribery Act 2010, we're committed to carrying out all our business dealings with honesty, fairness, and transparency. We expect the same from everyone we work with – employees, suppliers, and partners – and we provide clear guidance and training to help ensure these standards are always met.

Slavery

At Birchall Foodservice we believe strongly in ethical principles. We are committed to driving out acts of modern-day slavery and human trafficking within the business, and from within our supply chains, and operate a zero-tolerance approach.

Compliance

At Birchall Foodservice, compliance isn't just a box to tick – it's a core part of how we operate responsibly. We work hard to meet and exceed all relevant laws, regulations, and industry standards, ensuring our business practices are ethical, transparent, and fair. This commitment helps us build lasting trust with our customers, colleagues, and communities.



micron2 *accreditation*

What it means for us

Achieving Micron2 certification demonstrates our commitment to food safety, quality, and operational excellence. Micron2 is a UKAS-accredited certification body, recognised for its rigorous auditing against industry standards such as BRCGS. This accreditation confirms that our processes meet the highest standards for hygiene, traceability, and legal compliance.

What it means for our customers

For our customers, Micron2 certification is a mark of trust. It provides reassurance that we are regularly audited by an independent, reputable organisation, with strict checks in place to ensure consistent, safe, and compliant supply. This is particularly valuable in sectors such as healthcare, education, and hospitality, where standards are non-negotiable.

Our ongoing commitment

Micron2 certification isn't a one-off achievement—it's a continuous pledge to maintain and improve our standards. Regular audits and ongoing monitoring ensure we remain fully compliant and proactive in safeguarding quality for every customer we serve.

Financial *governance*

At Birchall Foodservice, we recognise that strong financial governance is key to achieving our long-term sustainability and growth ambitions.

We maintain a resilient financial structure, enabling us to invest in innovation, improve our operations, and support our ESG commitments. Through transparent reporting and rigorous budgetary controls, we closely monitor performance to ensure it aligns with our strategic goals. Our financial stability allows us to deliver consistent value to our customers, colleagues, suppliers, and the communities we serve.



Management team

At the heart of Birchall Foodservice is a skilled and experienced management team who bring a wealth of industry knowledge and diverse expertise. Their leadership ensures that our business continues to grow responsibly while upholding the highest standards of service, integrity, and innovation.

Our leaders are united by a shared commitment to sustainability and ethical business practices. They champion the development and implementation of robust policies and procedures, ensuring that every part of our business operates transparently and in line with regulatory requirements.



Left to right, top to bottom: Adam Hope (Business Support Manager), Fiona O'Driscoll (Purchasing Manager), Gemma Smith (Accounts Manager), Hayley Spear (Customer Care & Marketing Manager), Jodie O'Hara, (Operations Manager), Joe Moulton (ESG Manager), Kate Johnson (Head of Group Finance), Krissy Fremont (HR Manager), Lee Goggins (Transport Manager), Mick Bispham (Goods In Manager), Lynne Weyer (Quality, Compliance & Safety Manager), Paul Boon (Warehouse Manager - PM Shift).

Health & safety

At Birchall Foodservice, the health and safety of our employees, customers, and partners is our number one priority. Under the leadership of our Quality, Compliance and Safety Manager, Lynne Weyer, who has been with the company for over 28 years, we have built a strong culture of safety that runs through every part of our operations. Lynne's wealth of knowledge and experience ensures that our protocols and procedures are robust, up to date, and consistently followed.

We are committed to maintaining the highest standards of workplace safety through rigorous training, regular audits, and continuous improvements. From warehouse operations to delivery practices, our health and safety procedures are designed to protect people at every stage of our business.



Certifications & memberships

By working with respected industry bodies and accreditation schemes, we ensure our practices remain transparent and ethical.

East Lancs Chamber of Commerce

Being an active member of the East Lancashire Chamber of Commerce connects Birchall Foodservice with a network of local businesses, fostering collaboration, knowledge-sharing, and economic growth in our region. It helps us stay informed on key industry developments and ensures we contribute positively to our local business community.

Burnley Bondholders

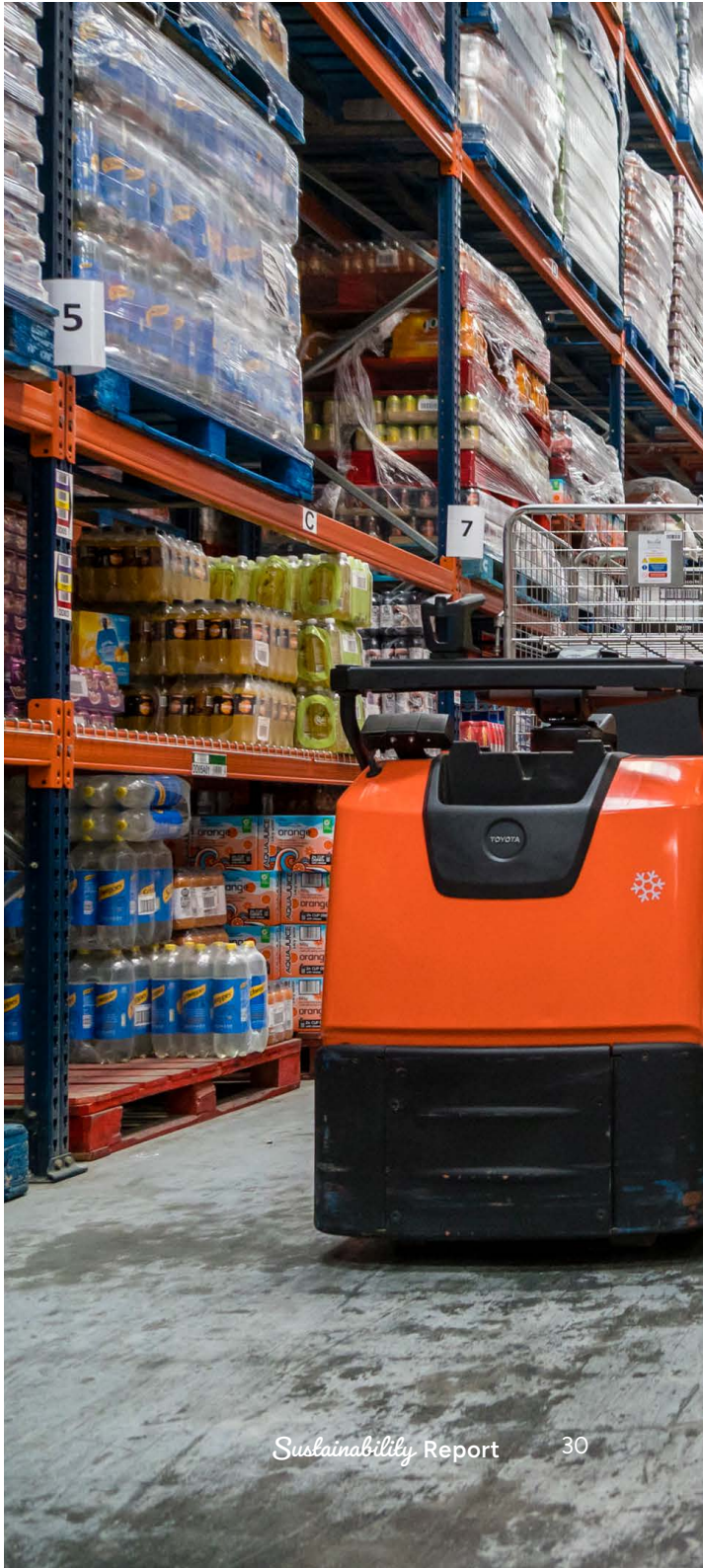
As part of the Burnley Bondholders, we proudly champion our hometown and its continued regeneration. This membership allows us to work alongside like-minded organisations to promote Burnley as a thriving place to live, work, and do business, reinforcing our commitment to supporting local prosperity.

Federation of Wholesale Distributors

Membership of the FWD aligns us with the voice of the UK wholesale sector, giving us access to industry insight, best practice guidance, and policy updates. It ensures we operate to the highest standards, advocating for fair, sustainable, and ethical wholesale practices across the supply chain.

Soil Association Food for Life Supplier Scheme

Our membership in the Soil Association's Food for Life Supplier Scheme demonstrates our dedication to sourcing and supplying food that meets strict sustainability and welfare standards. It enables us to support caterers in achieving Food for Life Served Here accreditation, promoting healthier, ethically produced meals in schools, care homes, and other institutions.



Birchall FOODSERVICE

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