

# Sustainability Report

**2008/09**

3663 First for Foodservice

including Swithenbank Foods

C5881.10.09



registered as BFS Group Limited



## About our report

Welcome to the first 3663 First for Foodservice sustainability report that has been produced in line with the Global Reporting Initiative protocols. We hope this report will be of interest to our customers, employees, suppliers, business partners, communities, our industry and also relevant government bodies. For the purposes of this report, unless noted as an exception, information that refers to 3663 First for Foodservice will be inclusive of Swithenbank Foods, as Swithenbank is operated under the 3663 Wholesale business structure.

### Report profile

Data in this report is from the financial year ending in June 2009 unless exceptions are noted. We plan to produce this sustainability report, which also encompasses our corporate social responsibility, on an annual basis at the end of August each year.

3663 First for Foodservice has produced a sustainability report since 2007, however, these previous reports were not presented in line with this standard of GRI indicators. The last report was issued in August 2008.

This report covers the activities within the company, registered as BFS group limited, trading as 3663 First for Foodservice (which will incorporate Swithenbank Foods as previously stated). The operations within these two companies are limited to the United Kingdom. This report does not extend to any activities within our wider supply chain, and as such our suppliers or any joint ventures are excluded from the reporting parameters.

We have included some economic performance indicators within the report, and can confirm that we receive no financial assistance from the Government.

Within this report you will see detail of our performance under the strategic headings of our communities, our environment, our products and our people. We use these classifications to manage and report on our sustainability, and these sit in harmony with the structure of the GRI format and allow us to take benefit of internationally recognised performance measurement criteria.

The contact point for any questions regarding the report can be found with the company contact details at the back of this document. Information if referenced from previous years will utilise the same measurement methods to ensure any comparisons made are legitimate. In this report, we are reporting on a GRI third party assurance checked, application, at the level of C+



## Report application levels

	2002 In Accordance	C	C+	B	B+	A	A+
Mandatory	Self Declared						
	Third Party Checked			Report Externally Assured		Report Externally Assured	
Optional	GRI Checked						Report Externally Assured

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## Message from Fred Barnes, Chief Executive, 3663 First for Foodservice



*“Good environmental policies will all eventually turn into big commercial issues, with lower consumption resulting in lower costs”*

“At 3663, we are extremely proud of the leading role we have taken within our industry with regard to sustainability. We established our sustainable philosophy over 14 years ago and we have remained fully committed to the real issues, making significant progress in many areas.

This last year has been a challenging one for the hospitality industry. The downturn in consumer confidence, and related decline in eating out, has affected our customers, our suppliers and our communities.

Throughout this difficult period, at 3663, we have ensured that our focus on our corporate social responsibility has not faltered. In fact we believe that this area has grown to be of such importance to our customers, that it has now placed itself on a commercially sound platform, as well as a moral one.

The economic climate this year had led us to make some very difficult decisions within the business involving site closures and redundancies. It is never pleasant to impact on the lives of loyal colleagues in this manner, and the business has taken the opportunity to implement a full efficiency review to ensure we are ideally positioned going forward to deliver unrivalled service efficiency as well as quality.

### Highlights of the year

Given the harsh climate for the year, we are extremely proud to have achieved the national recognition of a place in the 2009 Sunday Times “Top 20 Best Big Companies to Work For” list. The impartial nature of this survey indicates the great support we have from our colleagues across all functions of the business, which is all the more valued this year.

In addition to the Sunday Times top 20 listing, we increased our employee engagement score to achieve a ‘Ones to Watch’ accreditation on the Best Companies ranking. An achievement of which we are justly proud.



### Outlook for 2009 / 10

We will continue to support and develop our local communities and our corporate philanthropy which provides our industry charity with much needed support.

We intend to work extremely hard to continue to support our exemplary people. We will maintain our working environment that values inclusion and diversity, and be second to none with regard to the health and safety of our employees. We plan to retain the structure of our successful sustainability board, but we will be reviewing our employee engagement methods to continue to explore new ways to involve and stimulate our teams.

Protecting and conserving natural resources is fundamental to the 3663 way of working, and for the next year we intend to improve on the setting of specific targets relating to environmental performance, which should help us in monitoring our progress, and make our reporting process more tangible.

We will continue to drive forward the provision of healthy product choices, supported with fact based advice and nutritional information, and supply areas that are identified as needs by our customers & consumers.

I firmly believe that by maintaining the passion and focus behind sustainability within our business, we will continue to set ourselves apart from our competitors. I look forward to sharing our progress with you in this, and future reports.”

**Fred Barnes**  
Chief Executive

