

Sustainability *Report 2025*


WILDFARMED x HOLROYD HOWE
WILDFARMED x HOLROYD HOWE
KNEAD for CHANGE
CUBAN SANDWICH
Porchetta Swiss Cheese, Dill Pickles On Pan Cubano
THE REUBEN
auerkraut, Thousand Island On Pretzel Roll
NO-HARMA SHAWARMA
neh, Pickled Cabbage On Maneesh With
Zaatar & Aleppo Chilli
SU CHICKEN SANDO
katsu Sauce On Toasted Brioche
E LOBSTER ROLL
Baby Gem On Glazed Burger Bun
MUMBAI TOASTIE
tney On Seeded Pinch Back
ROISSANT
Mango Chutn

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An introduction *from our MDs*



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

After a year of exceptional growth for the Holroyd Howe Family, we are proud to present our 2025 ESG Report, a reflection of the commitments and initiatives that have shaped Holroyd Howe over the past year.

Grounded in the Second Nature ESG framework of our parent company, WSH, it supports us in providing a thriving future, which is not a result of a single action, but of sustained, deliberate actions. Holroyd Howe are working towards social equity, environmental goals and collaboratively create reinforcing benefits across people, planet and partnerships. In this way, everyday choices and strategic decisions alike become powerful drivers of long-term sustainable progress.

Our report is structured to reflect five core areas of focus. In **Inclusion by Design**, we outline how we've built a more equitable and supportive workplace through enhanced benefits for our teams and meaningful steps toward race equity. In **Nurturing and Growing Talent**, we share our investment in our teams' development, from our 21st Century Manager Programme, Mental Health training, Nutrition and Sustainability training sessions to our expanding apprenticeship opportunities as well as the many NVQ training courses that we are able to support.

Our **Progressive Partnerships** pillar demonstrates the strength of our supplier relationships and our shared values, with case studies highlighting responsible sourcing and community-driven collaborations. In **Step Up**, we report on our climate strategy, including our recalibrated emissions data, ESG client engagement, and site-level sustainability certifications.

We are excited about what lies ahead and continuing to make an impact.

Robin Bidgood



Scott Morley



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 Holroyd Howe as part of our efforts towards supporting the community



Inclusion by design

Launching inclusive benefits to support every stage of life

In 2025, Holroyd Howe proudly launched a bold and inclusive benefits package designed to reflect the real lives of our people - inside and outside of work. Shaped by direct team feedback and guided by our ED&I priorities, these enhanced benefits are already making a meaningful impact.

The new offering includes 24 weeks' full maternity or adoption leave with two years' service, four weeks' paid secondary carer leave, fertility treatment leave, and grandparent leave - ensuring support for every kind of family, including LGBTQ+ and surrogacy pathways. We also increased compassionate leave, introduced wedding/commitment day leave, and rolled out volunteering days to all of our teams.

In addition, every team member now has access to the Aviva DigiCare+ app, offering digital GP appointments, mental health consultations, nutritional advice, and second medical opinions - for employees and their immediate families.

"Looking ahead, we remain committed to listening, evolving, and leading with care"

We've made these enhancements with inclusivity at their core - ensuring our benefits reflect the diverse realities of our team. Whether welcoming a new child, navigating health needs, or celebrating life milestones, Holroyd Howe's message is simple: we've got you.

Looking ahead, we remain committed to listening, evolving, and leading with care - making Holroyd Howe not just a great place to work, but a place where everyone can truly belong.



Nurturing & growing talent



Building great managers with people-focused training

At Holroyd Howe, we believe that great managers don't just deliver results - they build strong, motivated teams. That's why we provide a range of blended courses and programmes, delivered virtually and in person, to develop and enhance Leadership and Management skills. During 2025, 495 Holroyd Howe Managers attended a People Focused training event. Our Leadership & Management Portfolio includes Supervising Skills, Great Conversations (the importance of 1:1s), Managing Difficult Conversations, Effective Recruitment, Inclusive Leadership, Winning Ways (Influencing & Negotiating), Supporting Absence Masterclass, Investigations and Disciplinary Masterclass and 21st Century Manager Programme, our flagship leadership programme delivered over 4 days and designed to develop the skills every manager needs to lead people effectively.

Essential to being a great People Manager is to have a good awareness and understanding of your teams Health & Wellbeing, which is why everyone with People Management responsibility is required to attend a virtual online Mental Health Awareness course. In addition, there are further opportunities for both People Managers and Team Members (without people responsibility) to become a Mental Health Champion, Mental Health First Aider or Menopause Champion and all Holroyd Howe employees have access to a suite of Health & Wellbeing courses and Menopause Support via the Knowledge Centre, our Learning Management Platform. Having content online is sustainable, allows team members to access at a time and place to suit, and in 2025 284 team members accessed a self-service online Health & Wellbeing course, with 47 managers attending a virtual Mental Health Awareness course and 39 team members attending Menopause Champion Training.

Our goal is clear:
Holroyd Howe will continue to provide access to leadership & management, mental health awareness and menopause champion training

Why:
Because we care, our people matter and great leaders & managers create strong, engaged and motivated teams.



Unlocking team potential through INSIGHTS DISCOVERY©

In 2019, Holroyd Howe proudly launched Insights Discovery personality profiling - an initiative led by our Learning & Development Manager and Learning & Development Coach, accredited Client Practitioners.

Managers and teams have greater self awareness and are better equipped to work together, communicate clearly, and have more respectful, productive and positive relationships.

Insights Discovery is a psychometric tool based on Jungian psychology, which uses a four-colour model to highlight key personality preferences and associated behaviours. This tool helps people understand themselves and their colleagues, family, and friends, so that they can have more respectful, productive, and positive relationships. Insights Discovery helps individuals understand their behavioural style - whether they have a preference for Fiery Red Energy (direct and results-driven), Sunshine Yellow Energy (enthusiastic and people-focused), Earth Green Energy (supportive and relationship-oriented), or Cool Blue Energy (analytical and detail-driven) - and how their preference impacts communication, collaboration, and leadership. It's a powerful, easy-to-use tool that helps greater self-awareness that in turn builds stronger, more empathetic relationships.

Over 300 team members have received individual Insights Discovery profiles, supported by a 1:1 or Team coaching session to help them explore their Insights Discovery preferences, strengths, motivations, blind spots, and opportunities for growth. Managers and teams are better equipped to work together, communicate clearly, and play to one another's strengths.

By understanding ourselves and each other more deeply, we continue to build high-performing, emotionally intelligent teams.

As we continue to embed Insights Discovery as part of our learning portfolio. We look forward to seeing how Insights Discovery continues to enhance the Holroyd Howe experience - for our people, our clients, and our culture of continuous development.

Growing talent through apprenticeships

Apprenticeships are a cornerstone of how we grow, develop, and retain exceptional people. In 2025 29 Holroyd Howe Team Members successfully completed an Apprenticeship and we currently have 58 team members on an apprenticeship pathway - from Kitchen Porters, Culinary Roles and Location Managers - we proudly support career development at every level, from Level 2 to Level 7.

Our apprenticeships span a wide range of disciplines including Culinary, Hospitality, Operations, Business Administration, Finance, and HR. Delivered in partnership with respected providers such as HIT Training, EDN, Arden University, Cambrian in Wales and Inspiro Learning, all our programmes are high-quality and flexible.

As a proud levy-paying employer, our apprenticeship programmes come at no cost to individuals or clients. With a 2025 goal to exceed 5% of our workforce in apprenticeships, we remain committed to helping people thrive and grow within the business and beyond.









Progressive relationships









St. Ewe – *supporting our farmers*

We are constantly striving towards higher welfare standards for our animal-based products. We understand that as a contract caterer, the majority of our environmental, social and ethical impact comes from our supply chain. For our animal-based products, we want to ensure that our products are sourced in ways that support local farmers while minimising animal suffering and environmental impact. We are proud to strive to the highest animal welfare standards across the country, we are delighted to confirm this goal has been achieved as 100% of our eggs purchased are RSPCA assured shell eggs.

Through our partnership with St. Ewe, we can be confident that our eggs come from hens treated with dignity. Not only are their flocks all British Lion certified and RSPCA assured, ensuring the highest hygiene and animal welfare standards, but St. Ewe are also passionate about doing the right thing for the planet, harnessing renewable energy, participating in reforestation projects and opting for sustainable packaging. A family run business, St. Ewe also make sure to support local communities in Cornwall and national causes, strengthening the resilience of the local farming and hospitality industries and promoting food security across the country.

St.Ewe
Delicious Free Range Eggs



Our Eggs Are RSPCA *but Why?*

- ALL RSPCA eggs are 100% cage free meaning hens are never kept in cramped, restrictive cages.
- Over 800 strict, scientifically backed welfare standards must be met to attain this accolade.
- Regular inspections by independent assessors to ensure standards are met.
- Hens have space to move & socialise in free range systems with access to the outdoors.
- The label is not for profit, meaning funds are reinvested into improving the lives of farm animals.
- The label allows you to trust that the product comes from a responsible source, as it covers the entire life of the hen.

Meet Our Farmers

Chippindale Eggs

Chippindale Foods have been our main egg producer for several years now. They have evolved from small beginnings as a mixed family farm in 1930 to become the innovative food business it is today.

Chippindale work in partnership with their producers to generate quality and sustainability in the supply chain. Their award-winning Bee Friendly Farm scheme, in partnership with the Bumblebee Conservation Trust, creates new bee habitats on their free-range poultry farms.

All eggs listed are RSPCA Assured free range, lion stamped.

The RSPCA Farm Assured label is a sign of excellence in hen welfare. Independent traceability checks are carried out at every stage in the supply chain to make sure products meet all the criteria for RSPCA Farm Assured status.

Chippindale
Good eggs SINCE 1930

RSPCA ASSURED

Today … We have nearly 40 years of fruit and veg experience and are proud to supply top eateries from our BRC accredited, refrigerated warehouses and fleet of FORS accredited, refrigerated lorries. Our product offering's evolved a bit too, we now supply every possible Fruit and Vegetable you can think of and a comprehensive range of Dairy, Deli, Dry Goods and Speciality Ingredients to all sectors of foodservice including Michelin Star Restaurants, Contract Caterers, Schools, Cafe Chains & Restaurant Groups.













New Spitalfields

The Greenest Fresh Produce Market

Zero Landfill: 100% of waste is reused or recycled – food waste becomes biogas, 95% of other waste (cardboard, plastic, metal) is recycled, and the rest fuels energy production. Even electrical waste is fully recycled!

- Powered by the Sun: We're part of a ground-breaking solar farm project – 95,000 panels in Dorset, generating renewable energy to keep the market running sustainably.
- Fighting Food Waste with City Harvest: Excess food goes to those in need through homeless shelters, soup kitchens, and community projects – right from our site!
- Osolocal with 4DegreesC Goes Green: We're cutting carbon with trained staff, eco-friendly packaging, and electric delivery trucks coming in 2025.
- Leading the Way: Sustainability is in everything we do – New Spitalfields is proud to set the standard for greener, cleaner produce trading.

Making your greens greener

Switching from cardboard boxes to recyclable plastic bags for your fruit and veg deliveries might sound surprising… …but it's a smarter, greener choice!

Save Over 1 Tonne of CO2 Each Year: That's more CO2 than a family car produces driving the length of the UK 8 times (nearly 8,000 km)!

- Why It Works: Cardboard boxes might seem eco-friendly, but delivering 5 boxes a day adds up to 1.4 tonnes of cardboard – creating 1.18 tonnes of CO2 emissions. Switching to recyclable bags reduces CO2 output by 98% to just 0.18 tonnes a year.
- Recyclable Bags Done Right: At Wellington Fresh, we don't just use plastic bags – we collect and recycle them into new bags. This ensures they're reused responsibly and kept out of landfills.





Choosing greener delivery options with Wellington Fresh means less waste, fewer emissions, and a more sustainable way to enjoy fresh produce. Let's work together for a cleaner future!

OUR IMPACT SO FAR...

1. INCREASES BIODIVERSITY

A 2024 study with Bristol University compared pollinators in Wildfarmed and conventionally-farmed fields. The results were stark:

- → 3.7x more buff-tailed bumblebees[1]
- → 79% greater total insect biomass which means significantly more calories in the food chain for birds and other animals.[1]

We also found in a separate study that there was an uplift of 17% in the total insect abundance.[2]

2. IMPROVES SOIL HEALTH

- → 80% increase in plant species[2]
- → 59% improved water infiltration[2]

3. MINIMISES WATER POLLUTION

- → Nature-based solutions, which cut treatment costs and improve water quality, are a compelling solution for water companies.
- → 6 major UK water companies now pay Wildfarmed growers a premium per hectare. These premiums recognise avoided water pollution and are a huge endorsement of our system from the industry specialists.

4. REDUCE CARBON

In 2024 the Zero Carbon Forum calculated that if every operator across the UK hospitality and brewing sector switched to Wildfarmed flour and barley, 3.6 million tonnes of carbon could be saved by 2030. That's the same as cancelling more than 5.5 million one-way flights between London and New York.

- →Wildfarmed flour reduced carbon emissions by 50% for a UK hospitality brand[3]

This information is accurate at the time of publication (oct 2025) and will be updated regularly as we continue our research across the Wildfarmed system.

[1]Prof. Jane Memmot, Bristol University Study 2024 [2]Field Trial across 1,291 Hectares, Regenified 2024 [3]Footprint - Wildfarmed unleashes the power of flour

WILDFARMED



PULL OUT STATS

79% INCREASE IN INSECT BIOMASS

17% UPLIFT IN INSECT ABUNDANCE

3.7x MORE BUMBLEBEES

59% IMPROVED WATER INFILTRATION

80% UPLIFT IN PLANT SPECIES

6 MAJOR UK WATER COMPANIES NOW PAY WILDFARMED GROWERS A PREMIUM PER HECTARE.

WILDFARMED FLOUR REDUCED CARBON EMISSIONS BY 50% FOR A UK HOSPITALITY BRAND.


HOLROYD HOWE
DID YOU KNOW?
Wonky veggies may look funny...
But they're just as fresh, tasty, and nutritious as the perfect looking ones
20-40% of fresh produce is rejected...
Just because it doesn't look perfect even though it's perfectly good and perfectly tasty
Lettuce is the most wasted fresh veggie...
45% of what's grown is thrown out
Eating wonky veg can help the planet...
Because it reduces food waste and helps cut greenhouse gas emissions from landfills
SAVOY CABBAGE
NUTRITIONAL BENEFITS
CABBAGE
NUTRITIONAL BENEFITS
SPRING GREENS
NUTRITIONAL BENEFITS
WE ARE ON A MISSION TO...
WASTE LESS
WITH WASTE KNOT

Step up

Working *in partnership*

In May 2025 we introduced a new initiative in our monthly packs to all clients; **"One Change a Month."** This initiative provides suggested actions and swaps designed to positively impact schools, financially, educationally and sustainably

From practical ideas such as reducing the use of clingfilm, reviewing drink container options to accommodate the rise in packed lunches during warmer months, to strategies for managing waste more effectively, the packs aim to provide actionable guidance.

Beyond engagement with our partners, we hope to collaborate closely with school Eco groups, offering insight and support to implement changes that truly make a difference. By working together, we can help schools take meaningful steps toward sustainability while fostering awareness and involvement among students and staff alike.

May 2025 saw us share Tier 1 - 3 carbon footprint for all schools, this continues to be an annual commitment, ensuring that we play our part in reducing the footprint to deliver your service and supporting each and every school with their journey in attaining Net Zero goals.





Gender Pay Gap Report 2025

Our report is available on our website - we were pleased to see the gender pay gap improved in most areas in 2025. It has reduced from 23.79% in 2024 to 21.35% in 2025. Whilst our median and gender bonus gaps have also improved, we recognise the reasons for our gap and are actively working on the areas where progress is to be made.

WSH Forward

We have been actively part of the WSH Forward steering committee which is the anti-racism steering group for WSH. The key objectives of which are to raise awareness of race, ethnicity, and inclusion as well as increase understanding and engagement in the business and create a supportive space for colleagues with lived experience and their allies.

WiHTL member

We continue and are proud to be active members of a hospitality industry leader in driving the diversity agenda. We are committed to nominate future female leaders into their outstanding Leadership programmes.

New Technology

We will launch our new HRIS system in early 2027, which will enable us to have more accurate data. This will allow us to see any disparities more clearly enabling us to report on inclusion beyond genders and binary genders including ethnicity and disability pay gaps to ensure holistic diversity strategies.

Engagement Survey

2025 marked our 2nd year for the employee engagement survey specifically centred around measuring and understanding inclusion and overall culture. We are happy to see an improvement in the score and our focus will continue the areas of improvement and the action plans at the back of the results.

WSH Inclusion by Design

Steering group for ensuring we are aligned with WSH on our Inclusion by Design KPIs. This is in collaboration with the other sister brands and we meet quarterly as part of our commitment.

Our Climate Progress

2025 was a meaningful year for our climate journey. We took a close look at how we measure our carbon emissions and made some important improvements to how we track and report them.

How we reviewed our emissions

This year we carried out a thorough review of our emissions data — both internally, with our own sustainability team, and externally, with a third-party audit. This meant checking not just our own direct energy use and operations, but also the emissions that come from our wider supply chain — everything from the ingredients we buy to how they're produced and transported.

The review gave us greater confidence in our numbers and helped us spot where we could measure things more accurately. As a result, we made some meaningful changes to how we categorise and report our footprint.

What we changed and why

We updated the way we categorise our purchases — for example, breaking food items down into more specific types (like Chicken Breast versus Whole Bird). This gives us a much clearer picture of where our biggest environmental impacts actually are, and helps us track our progress more accurately. We've also recalculated last year's figures using the same approach, so we're comparing like with like.

What this means for our numbers

The more detailed view of our supply chain that came with re-categorisation did cause our supply chain emissions figure to increase on paper. But this isn't a step backwards — it's a sign that we're measuring more accurately than before. Previously, some emissions were hidden within broader categories; now we can see them clearly, which means we can act on them.

We're confident that as we continue to improve our data and work with suppliers to reduce their footprint, these figures will come down.







The good news

Under this improved approach, we can see real progress:

Our total carbon footprint *fell by 24% in 2025* compared to 2024 recategorised

Total emissions in meat and poultry are *28% lower in 2025* compared to 2024 recategorised.

We're producing nearly *20% fewer emissions for every £1 million of turnover* – meaning we're becoming significantly more emissions efficient as we grow

This is genuinely worth celebrating. It shows that the steps we're taking across our business are working.

Looking *ahead*

We're committed to reaching Net Zero by 2040, in line with globally recognised science-based targets. While there's still work to do, the biggest opportunity in front of us is also one of the most exciting: helping our chefs and customers choose more foods with lower carbon impact. Small choices on the menu can make a big difference

Food For Life Accreditation

Showing you *care* about the food you serve everyday

'Food For Life Served Here' is an independent certification awarded to caterers that means their food is better for climate, nature and health.

There are three levels of certification: **Bronze, Silver and Gold.** Bronze represents a significant step towards improving food standards, Silver and Gold build on this.

We care about where our ingredients come from and are passionate about great menus which cut down on ultra-processed foods and unhealthy additives. We are proud to say that all our school sites are certified to the Food for Life Served Here **Bronze** standard as a minimum.

Bronze demonstrates that:

You prioritise animal welfare

- All of your eggs are free range.
- You only use sustainable fish.
- All of your meat is from farms which satisfy UK animal welfare standards.

You champion good practice

- You meet or go beyond nutritional guidelines for your sector.
- A minimum of 75% of your dishes are cooked from scratch.
- You have a food waste reduction strategy in place.
- You only use suppliers who have food safety standards in place.
- You tell your food story, promoting where your food comes from.
- Your catering staff are supported with skills training in fresh food preparation.

You put the customer first

- You care about making the most out of seasonal ingredients.
- Your menus do not include GM ingredients.
- Your menus do not include undesirable additives, artificial sweeteners or artificial trans fats.
- You prioritise serving more vegetables, pulses and vegetarian meals.

Together, we can make food not only nourishing, but meaningful.

Silver and Gold standards use a points based system.

To achieve Silver and Gold, in addition to meeting all of the Bronze standards you can achieve points for food served in three areas:

- Ethical and environmentally friendly food.
- Championing local producers.
- Making healthy eating easy.
- You use organic ingredients.
- At least 5% (Silver) or 15% (Gold) of produce is organic.

Organic farming does more to protect natural resources such as fresh water and wildlife and is also better for animal welfare, free from GM ingredients, hydrogenated fats and most artificial additives and preservatives.



Community and Charitable support

In Partnership with Waste Knot - our supplier who works closely with farmers, grower and communities to combat waste, we are proud to confirm **80,269kg** has been saved from landfill. For each box that we utilise in Holroyd Howe, 50p is donated to our charity of choice. For 2025 and 2026 this is EYE of Nepal.



Waste Knot & EYE Nepal

EYE Nepal is a small charity dedicated to enhancing the life opportunities of the poorest children in rural districts of Nepal by investing in improving early years education.

4,250kg
of surplus fruit and veg were rescued for our Christmas lunches last year.

7,500kg
is currently being delivered to support this years Christmas lunches.

50p
Per each Waste Knot box is being donated to Eye Nepal.

HOLROYD HOWE FOUNDATION

Over the past 15 years, Holroyd Howe in conjunction with our parent company WSH Group formed the Holroyd Howe Foundation.

Alongside WSH we have been in the position to support several charities. In the past year £120,000 has been shared alongside the following charities.

GSS
THE GOLD SERVICE SCHOLARSHIP

The Gold Service Scholarship was launched in 2012 to inspire and nurture the UK's up and coming front-of-house talent in food and beverage through mentoring, travel and placement opportunities, creating the leaders of the future.

Natasha Allergy Research Foundation
The UK's Food Allergy Charity

Natasha's Foundation is committed to driving change for those living with food allergies, campaigning for improved services, funding medical research and advocating for a more inclusive and tolerant society.

JUST ONE TREE®

We grow forests. We regenerate oceans. We educate current and future generations around the world.

ROYAL ACADEMY OF CULINARY ARTS
Adopt a School Trust

UK charity that incorporates both Adopt a School and Hospitality in Schools. Our vision is that every child learns about food in a holistic sense and has the confidence to eat well, be healthy and happy.

HOTEL SCHOOL

Hotel school is an award-winning charity that empowers people who have experienced homelessness and other disadvantages to thrive in the hospitality industry.



What's planned *for 2026?*



Inclusion & Diversity | Nurturing & Growing Talent | Progressive Partnerships | Step Up | Supporting Community



Sustainability
Report 2025

FOUNDED IN 1997
HOLROYD HOWE
FEEDING INDEPENDENT MINDS